

Mithil				
Task	Click Path	Observations	Quotes	Task Completion
Write the task number and directions here.	Record what path the participant took to complete the task.	Note down behaviors, opinions, and attitudes along with any errors, issues, or areas of confusion.	Note any significant quotes (positive and negative).	Choose if the task was:  1 - easy to complete 2 - completed but with difficulty 3 - not completed
Prompt 1: What challenges or frustrations have you encountered during the check-in process at the theater?	N/A	-Participant seems confused by the question	"I don't know what you mean with that, it's confusing"	N/A
Prompt 2: From the home screen, choose a movie and get the tickets	Homescreen > IDK > movie	-Participant seems confused by all the buttons -Participant seems lost	"I'm just randomly clicking boxes hoping that is a movie" "What I'm doing here.."	2
Prompt 3: Add the information for the ticket: date, location, and seats	Confirm button > Date > Theater > Confirm movie > Seats	-Participant seems indifference	"Everything looks okay but if you could make the whole icon clickable that would be better"	1
Prompt 4: Try the "Invite your friends" feature	Invite friends > Yes	-Participant seems interested on the feature	"This feature looks really good, I would definitely use it"	1
Prompt 5: Confirm and checkout	Check out > Confirm	-Participant seems interested	"Uh that was easy, I got the tickets really quickly"	1
<b>Additional Notes:</b> Add any notes about what the participant shares after the tasks are complete.				

Maya				
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Prompt 1: What challenges or frustrations have you encountered during the check-in process at the theater?	N/A	-Participant felt indifference -Participant felt some frustrations about doing the line at the theater	"Not really, most of the time is pretty smooth but lines drive me crazy"	N/A
Prompt 2: From the home screen choose a movie and get the tickets	Homescreen > scroll > movie	-Participant felt undecided for all the boxes	"I felt I bit overwhelmed with all the boxes that seem to be movies" "Get the tickets was easy to recognize"	1
Prompt 3: Add the information for the ticket: date, location, and seats	Date > confirm > Theater > confirm > seats > confirm > time	-Participant felt okay	"Everything ran smoothly, if you could actually create the button to change the date and theater would be better"	1
Prompt 4: Try the "Invite your friends" feature	Invite friends > yes > done >	-participant felt interested of the feature	"Send the tickets directly to my friends would make everything easier, if I can invite then and everyone can pay for they own ticket would be great too"	1
Prompt 5: Confirm and checkout	Check out > confirm tickets	-Participant felt happy and excited	"The page looks good, easy to understand. Being able to change the card that I want to use its great, all the details for the movie are clear. Nice Confirm page"	1
<b>Additional Notes:</b> Add any notes about what the participant shares after the tasks are complete.				

Hubert				
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Prompt 1: What challenges or frustrations have you encountered during the check-in process at the theater?	N/A	-Participant felt indifferent Participant felt struggled	- "Sometimes I wanna see like a trailer or at least a description of a movie"	N/A
Prompt 2: From the home screen choose a movie and get the tickets	Homescreen > Movie > get tickets	-Participant felt confused	"Doesn't tell me the price before I buy it? Uhm I guess it should tell me like the price of the ticket before I buy it"	1
Prompt 3: Add the information for the ticket: date, location, and seats	Get tickets > date > location > seats	-Participant felt frustrated Participant felt okay	- "For date, I would prefer to be able to click anywhere in the box, because I have to click the small square to go forward"	1
Prompt 4: Try the "Invite your friends" feature	Invite friends > yes > confirm	-Participant felt confused Participant felt excited	- "I would use this feature in real life and probably will be really easy... yeah I will do it... I would like to be able to send the link so my friends can but their own ticket"	1
Prompt 5: Confirm and checkout	Confirm > check out > payment method	-Participant felt okay	"that was easy, easy checkout and good summary"	1
<b>Additional Notes:</b> Add any notes about what the participant shares after the tasks are complete.				

Vanessa				
Task	Click Path	Observations	Quotes	Task Completion
Write the task number and directions here.	Record what path the participant took to complete the task.	Note down behaviors, opinions, and attitudes along with any errors, issues, or areas of confusion.	Note any significant quotes (positive and negative).	Prompt 2: From the home screen choose a movie and get the tickets
Prompt 1: What challenges or frustrations have you encountered during the check-in process at the theater?	N/A	-Participant sounds normal, indifferent	"I've hadn't any problem or challenge while buying tickets, but it would be good if you guys give some promotions so people can engaged with your app"	N/A
Prompt 2: From the home screen choose a movie and get the tickets	Home screen > Movie > Ticket	-participant sounds normal, indifferent	"I'm able to watch the trailer or description so then I can choose the movie correctly	1
Prompt 3: Add the information for the ticket: date, location, and seats	Ticket > Date > Location > Seats	-Participants felt indifferent, a bit frustrated	"It was practical and easy to use, but I would like to have the buttons bigger"	1
Prompt 4: Try the "Invite your friends" feature	Invite friends> yes > confirm	-participant felt engaged and excited	"I love the idea that I could invite my friends because will be easy communication with them"	1
Prompt 5: Confirm and checkout	Confirm > checkout > confirm	-Participant sounds frustrated	"If I don't click the 'invite friends' feature I'm not able to proceed"	1
<b>Additional Notes:</b> Add any notes about what the participant shares after the tasks are complete.				

Emina				
Task	Click Path	Observations	Quotes	Task Completion
Write the task number and directions here.	Record what path the participant took to complete the task.	Note down behaviors, opinions, and attitudes along with any errors, issues, or areas of confusion.	Note any significant quotes (positive and negative).	Choose if the task was:  1 - easy to complete 2 - completed but with difficulty 3 - not completed
Prompt 1: What challenges or frustrations have you encountered during the check-in process at the theater?	N/A	-Participant seem frustrated when she tried to purchase tickets online -Participant feel overwhelmed when she couldn't hold her seats and someone else buy them.	"When I would purchase a ticket online, I will try to pick up my seats but I wouldn't be able to, and I would force to complete my payment"	N/A
Prompt 2: From the home screen choose a movie and get the tickets	Home screen> movie> picture of movie> get tickets	-Participant sounds indifferent Participants was a bit confused at the end	"It was really easy and straightforward but I got a bit lost trying to buy the tickets, I touched the picture of the movie instead of the buton 'get tickets' "	1
Prompt 3: Add the information for the ticket: date, location, and seats	get tickets> date> location> seats	-Participant sounded frustrated because the buttons are too small and precise	"Once again, was really easy to complete but if the buttons doesn't relay in the small square it would be better"	1
Prompt 4: Try the "Invite your friends" feature	"confirm> invite your friends> yes	-Participant felt indifferent about the new feature	"I guess would be a good option if I have to invite some friends and they can get the invitation to buy the tickets with the seats reservation"	1
Prompt 5: Confirm and checkout	confirm> check out> confirm	-Participant seem interested in the app -Participants seem she likes how organized and visual is the checkout	"Very simple and easy and I really like the fact that I can review my order before going to checkout"	1