

Participant A				
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: Open the Le Pain Bakery app on your phone and start an order to be picked up ASAP. Add one item to your bag. (keep in mind, bag view is a default screen and doesn't reflect your choices)	Order now > ASAP > Next > Scroll down menu > Select an item > Add to bag	- Participant unsure if item actually added to bag, no bag icon	"Home page seems very straightforward"	1
Prompt 2: If I said "cancel that order" would you know what to do?	From bag view > Cancel Order	- Participant quickly able to figure out step	"Oh wow, that was easy!"	1
Prompt 3: Start an order to be picked up at a later time. Add at least 5 items to your bag. (keep in mind, you cannot change the date/time for the testing prototype; and bag view is a default screen and doesn't reflect your choices)	Order now > Later > Next > Select an item > Bag view > Add More (does the previous 3 steps 5 times total)	- Participant frustrated that it goes to the bag everytime you add an item and that you cannot add multiple quantities of same thing easily  - Participant even more confused if items are actually in bag	"I don't think it should go to the bag view every time you add something, that's a little annoying"  "There's no bag icon with a number, how do I know these all added to my cart?"  "What if I need to change something, I don't see a way to do that without starting over"	1
Prompt 4: Finally, review your bag and complete the checkout process.	From bag view > Checkout > Order summary view > Checkout > Payment view > Place order	- Participant glad to see an order summary, for one last chance to double check order	"I like the order summary page!"	1
<b>Additional Notes:</b> Add any notes about what the participant shares after the tasks are complete.				

Participant B				
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: Open the Le Pain Bakery app on your phone and start an order to be picked up ASAP. Add one item to your bag. (keep in mind, bag view is a default screen and doesn't reflect your choices)	Order now > ASAP > Next > Select an item > Add to bag	<ul style="list-style-type: none"> <li>- Participant happy with the simple home screen</li> <li>- Participant unsure if items added to bag</li> </ul>	<p>"I like the Start Order button right on the homepage"</p> <p>"Did it add to the cart? I have no idea"</p>	1
Prompt 2: If I said "cancel that order" would you know what to do?	From bag view > Cancel Order	<ul style="list-style-type: none"> <li>- Participant concerned that there's no confirmation of order cancellation</li> </ul>	<p>"An alert would be nice, in case you hit the cancel button by accident and have to start over!"</p>	1
Prompt 3: Start an order to be picked up at a later time. Add at least 5 items to your bag. (keep in mind, you cannot change the date/time for the testing prototype; and bag view is a default screen and doesn't reflect your choices)	Order now > Later > Next > Select an item > Bag view > Add More (does the previous 3 steps 5 times total)	<ul style="list-style-type: none"> <li>- Participant confused if items are in the bag</li> <li>- Participant frustrated you cannot edit bag</li> </ul>	<p>"I guess the items were added?"</p> <p>"I can't edit my bag, that's annoying - do I have to just start over?"</p>	2
Prompt 4: Finally, review your bag and complete the checkout process.	From bag view > Checkout > Order summary view > Checkout > Payment view > Place order	<ul style="list-style-type: none"> <li>- Participant had no issues or concerns in the checkout process</li> </ul>	<p>"That was the easiest part of the process"</p>	1
<b>Additional Notes:</b> Add any notes about what the participant shares after the tasks are complete.				

Participant C				
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: Open the Le Pain Bakery app on your phone and start an order to be picked up ASAP. Add one item to your bag. (keep in mind, bag view is a default screen and doesn't reflect your choices)	Order now > ASAP > Next > Scroll down menu > Select an item > Add to bag	- Participant quickly completed the task without issues or questions as to the process		1
Prompt 2: If I said "cancel that order" would you know what to do?	From bag view > Cancel Order	- Participant had no issues with the steps	"I love how easy this app is"	1
Prompt 3: Start an order to be picked up at a later time. Add at least 5 items to your bag. (keep in mind, you cannot change the date/time for the testing prototype; and bag view is a default screen and doesn't reflect your choices)	Order now > Later > Next > Select an item > Bag view > Add More (does the previous 3 steps 5 times total)	- Participant navigated with ease going from bag to menu"	"So easy to add more food"	1
Prompt 4: Finally, review your bag and complete the checkout process.	From bag view > Checkout > Order summary view > Checkout > Payment view > Place order	- Participant happy to see order summary for one last review on the details	"Getting one last order summary is amazing - I know sometimes I make mistakes on the date and time"	1
<b>Additional Notes:</b> Add any notes about what the participant shares after the tasks are complete.				

Participant D				
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: Open the Le Pain Bakery app on your phone and start an order to be picked up ASAP. Add one item to your bag. (keep in mind, bag view is a default screen and doesn't reflect your choices)	Order now > ASAP > Next > Scroll down menu > Select an item > Add to bag	- Participant had no issues	"That was easy"	1
Prompt 2: If I said "cancel that order" would you know what to do?	From bag view > Cancel Order	- Participant frustrated there isn't an alert or confirmation when you click cancel	"I hit the wrong button all the time, I'd be mad if I accidentally hit cancel and had to start over - especially on a large order"	1
Prompt 3: Start an order to be picked up at a later time. Add at least 5 items to your bag. (keep in mind, you cannot change the date/time for the testing prototype; and bag view is a default screen and doesn't reflect your choices)	Order now > Later > Next > Scroll/Select an item > Bag view > Add More (does the previous 3 steps 5 times total)	- Participant annoyed that you can't edit items in your bag - Participant frustrated you can't add multiple quantities of same item	"How can I edit my order? I don't see an option for that"  "What if I want 3 of the same thing? Do I have to go back to that item each time? That's really annoying"	2
Prompt 4: Finally, review your bag and complete the checkout process.	From bag view > Checkout > Order summary view > Checkout > Payment view > Place order	- Participant confused on when payment would happen	"It would be nice to know when the payment information is about to happen"	2
<b>Additional Notes:</b> Add any notes about what the participant shares after the tasks are complete.				

Participant E				
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: Open the Le Pain Bakery app on your phone and start an order to be picked up ASAP. Add one item to your bag. (keep in mind, bag view is a default screen and doesn't reflect your choices)	Order now > ASAP > Next > Select an item > Add to bag	- Participant unsure if item made it to bag	"That was really easy but it's missing a cart icon"	1
Prompt 2: If I said "cancel that order" would you know what to do?	From bag view > Cancel Order	- Participant happy how simple it is to cancel order, but concerned there is no confirmation to cancel the order	"I hope I never click this by accident"	1
Prompt 3: Start an order to be picked up at a later time. Add at least 5 items to your bag. (keep in mind, you cannot change the date/time for the testing prototype; and bag view is a default screen and doesn't reflect your choices)	Order now > Later > Next > Scroll/Select an item > Bag view > Add More (does the previous 3 steps 5 times total)	- Participant concerned that there's no cart icon	"Cart icon would really come in handy for larger orders"	1
Prompt 4: Finally, review your bag and complete the checkout process.	From bag view > Checkout > Order summary view > Checkout > Payment view > Place order	- Participant had no issues in checkout process	"So easy!"	1
<b>Additional Notes:</b> Add any notes about what the participant shares after the tasks are complete.				