Me: Find the price of tea and just walk me through your steps and why you are clicking on the links or tabs

User: okay so I am going to click on products because tea is a product I'm guessing so I'm going to click on product with a drop-down menu and then I'm gonna click on tea in the drop-down menu and its coming up now and I'm going to click on teas in the drop down menu and thats most likely going to give me the prices of the teas.

Me: Okay and how much is a 2oz pack of tea

User: A 2oz tea is 4 dollars and 50 cents

Me: OKay now can you go back to the home page

User: Yes, I will click home cuz that will bring me to the home page

Me: Okay and now can you find the address of the shop

User: The address of the shop is most likely under store information so im going to click store information and then im going to look at the top which gives a general idea of the location which is Carnegie South Hill. If I scroll down I will get a more specific address and also a map Google Map which is pretty nice there's 58724 forbes ave

Me: Whats the address of the location

User: It is 58724 forbes ave

Me: Okay, now can you do back to the home page

User: I will scroll up the home

Me:  okay now can you find the hours of the shop

User:  the hours of the shop I will click store information to cuz that's most likely where the hours of the shop is and then I remember seeing it down here it's Monday 11 a.m. to 7 p.m. to Saturday 11 a.m. to 7 p.m. and Sunday 12 p.m. to 5 p.m.

Me:  yeah no can you go back to the homepage

User: yes I will scroll up and I will click home

Me: okay Now  where can you find where to join the mailing list

User: Join the mailing list,  I'm going to school to the bottom of home  and then i dont think i saw anything but there should be contact info at the bottom of the page there you go I will click contact us oh there's the mailing info, thats great and then i can put in my mailing info and press submit

Me: any specific reason why it was hard for you to  find the mailing list or a bit hesitant

User: what did you say

Me: any particular reason why you were a bit hesitant to find the mailing list

User:  no I was in hesitant

Me: You seemed a bit confused when trying to find the mailing list any particular reason why

User:  so it was just there's no particular reason why I was just lagging I was trying to scroll to the bottom and it wouldn't let me scroll to the bottom because it was lagging

Me: Can you go back to the home page?

User:  yeah click on the top

Me: Okay Now  can you find the busiest hour on Sunday at the shop

User:  oh I just saw that in store information just now  so I will go to store information scroll all the way down and right there you can see Monday through Saturday customers per hour and also Sunday

Me: Okay but whats the busiest on sunday

User: The busiest on sunday  is 12 p.m. WHy is Sunday separate from Monday to Saturday

Me: Because the hours are different and the times that they are busy are different so Monday through Saturday is pretty consistent while Sunday differs

User: Oh okay makes sense

Me: Okay anything you can think of that can improve the site, especially in accessibility for the user

User:  I think putting Sunday on the same graph preferably Sunday on the same graph that I might be easier because you wont have to click as much  first signing up contact us you can put under your email link down here instead of a contact us page or you can have the contact us page and down here just a link to the email for contacting I guess that's what some other websites do still have like a link

Me: Anything else

User: No thats about it