

Participant's Name: Mick

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: If I said that the local bookshop is creating a book ordering and pickup app, what would be your reaction?	N/A	- Participant felt that the appeal of browsing books in a bookshop would disappear	"I like looking at the books and browsing them in-person rather than on a screen."	N/A
Prompt 2: Let's open the app on the phone and create an account to login	Open phone > Open the app > Click on Create Account > Enter details (name, phone number, email address etc) > Finish creating account	- Participant easily created an account using the Create account button	n/a	1
Prompt 3: Search for a Book and Add to Cart	Click on the search bar and enter a name > Click on the option that you were looking for > Browse book description and reviews > Click on Add to Cart Button	- Participant was able to view book description and add to cart easily	"I wish more options related to the name or author were displayed as well in addition to the searched book"	1
Prompt 4: Review order and Try scheduling for a future date and time	Click the Cart button to review order > Click on Schedule Pickup button > choose Date > choose pickup slot	- Participant didn't know where the cart button was - After locating they scheduled everything correctly.	"Where is the cart button exactly... should be at the top of the screen instead the bottom"	3
Additional Notes: Add any notes about what the participant shares after the tasks are complete.				

Participant's Name: Lando

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: If I said that the local bookshop is creating a book ordering and pickup app, what would be your reaction?	N/A	- Participant felt that the appeal of browsing books in a bookshop would disappear even though the idea was thoughtful for the business	"I like looking at the books and browsing them in-person rather than on a screen."	N/A
Prompt 2: Let's open the app on the phone and create an account to login	Open phone > Open the app > Click on Create Account > Enter details (name, phone number, email address etc) > Finish creating account	- Participant was unable to create an account as they did not remember their phone number	"Have to look up my phone number, wish that feature was optional"	2
Prompt 3: Search for a Book and Add to Cart	Click on the search bar and enter a name > Click on the option that you were looking for > Browse book description and reviews > Click on Add to Cart Button	- Participant clicked on the cart button, which is to view the cart instead of the Add to Cart Button	N/A	3
Prompt 4: Review order and Try scheduling for a future date and time	Click the Cart button to review order > Click on Schedule Pickup button > choose Date > choose pickup slot	- Participant by mistake removed the book instead of clicking the scheduling pickup button - Participant became frustrated and gave up when the schedule time was not allowing to change to another slot	"Ugh why am i not able to change the pickup slot" "Why are all the buttons closely kept next to each other?"	2
Additional Notes: Add any notes about what the participant shares after the tasks are complete.				

Participant's Name: Charles

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: If I said that the local bookshop is creating a book ordering and pickup app, what would be your reaction?	N/A	- Participant was excited about this idea and mentioned that it could save a lot of time and would be good for business	"This would be a great idea as I can save a lot of time"	N/A
Prompt 2: Let's open the app on the phone and create an account to login	Open phone > Open the app > Click on Create Account > Enter details (name, phone number, email address etc) > Finish creating account	- Participant easily created an account using the Create account button	N/A	1
Prompt 3: Search for a Book and Add to Cart	Click on the search bar and enter a name > Click on the option that you were looking for > Browse book description and reviews > Click on Add to Cart Button	- Participant was able to view book description and add to cart easily	"I wish the add to cart button was available without reading book description"	1
Prompt 4: Review order and Try scheduling for a future date and time	Click the Cart button to review order > Click on Schedule Pickup button > choose Date > choose pickup slot	- Participant just clicked all buttons without reviewing the contents on the screen	N/A	2
Additional Notes: Add any notes about what the participant shares after the tasks are complete.				

Participant's Name: Logan

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: If I said that the local bookshop is creating a book ordering and pickup app, what would be your reaction?	N/A	- Neutral reaction	"Cool"	N/A
Prompt 2: Let's open the app on the phone and create an account to login	Open phone > Open the app > Click on Create Account > Enter details (name, phone number, email address etc) > Finish creating account	- Participant clicked on Log-In instead of Sign Up button and had to restart the process	"Have to look up my phone number, wish that feature was optional"	2
Prompt 3: Search for a Book and Add to Cart	Click on the search bar and enter a name > Click on the option that you were looking for > Browse book description and reviews > Click on Add to Cart Button	- Participant was able to view book description and add to cart easily	"To view covers of the book and reading descriptions is helpful"	1
Prompt 4: Review order and Try scheduling for a future date and time	Click the Cart button to review order > Click on Schedule Pickup button > choose Date > choose pickup slot	- Participant by mistake removed the book instead of clicking the scheduling pickup button - Participant became frustrated and gave up when the schedule time was not allowing to change to another slot	"Ugh why am i not able to change the pickup slot" "Why are all the buttons closely kept next to each other?"	2
Additional Notes: Add any notes about what the participant shares after the tasks are complete.				

Participant's Name: Pierre				
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: If I said that the local bookshop is creating a book ordering and pickup app, what would be your reaction?	N/A	- Participant was excited about this idea and mentioned that it could save a lot of time	"This would be a great idea as I can save a lot of time"	N/A
Prompt 2: Let's open the app on the phone and create an account to login	Open phone > Open the app > Click on Create Account > Enter details (name, phone number, email address etc) > Finish creating account	- Participant easily created an account using the Create account button	N/A	1
Prompt 3: Search for a Book and Add to Cart	Click on the search bar and enter a name > Click on the option that you were looking for > Browse book description and reviews > Click on Add to Cart Button	- Participant entered a book that was not available and therefore they had to retry with another name as the screen was blank  - Participant was able to view book description and add to cart easily	"Oh I wish books with similar titles were displayed instead of the blank screen"	2
Prompt 4: Review order and Try scheduling for a future date and time	Click the Cart button to review order > Click on Schedule Pickup button > choose Date > choose pickup slot	- Participant reviewd the cart and scheduled the order easily	N/A	1
Additional Notes: Add any notes about what the participant shares after the tasks are complete.				