

Participant's Name: Aliya				
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 "let's first change the app language," what do you think you might use this feature for?	N/A	- Participant understood clearly what was asked - Participant knew where to click to change the app language	"It's like a app translator, right?" "I guess you just click this button [pointed at the translate button] to choose language?"	N/A
Prompt 2: Let's check out a featured game? Demo it, and then go back to main page.	Side scroll through the Featured banned to find a game > Click on the banner for the game you want to try > Game opens in next page > Press Demo button > Click Cancel button	- Participant knew where to look for featured games - Participant scrolled and chose a game of their liking - Participant clicked on demo but was annoyed that it went full screen - Participant was able to cancel and go back to homepage	"I like the demo feature but you really should consider asking if the user wants to go fullscreen."	1
Prompt 3: Let's say you now wanted browse a genre and wanted to add your game to cart.	Choose a genre from the Browse menu > Click on genre > Go to genre page > Click on game of choice > Add game to cart	- Participant was able to find the browse menu and choose their genre - Participant was able to click and add the game to cart	"This is pretty standard. I like that there's a demo button next to the game that allows us to play it before making the purchase though."	1
Prompt 4: Finally, try to purchase and set a shipping address	Click checkout > Choose payment type > Add details > Add Shipping details > Comfirm Order	- Participant correctly checked out - Participant was confused about choose payment type but chose cash on delivery - Participant added shipping details correctly and confirmed the order sucessfully	"I didn't understand what Payment type was for so I just went with cash on delivery. Also, you should really have a way to retain user info. Like, a user profile creation or something."	2
Prompt 5: How do you think you'd improve the purchase experience?	N/A	- Participant is happy that it's so easy to make a pruchase	"Setting user profiles might help. Also, you should really get like some kind of message that tells you what payment type means. Like those question mark indicators."	N/A
Participant's Name: David				
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 "let's first change the app language," what do you think you might use this feature for?	N/A	- Participant understood clearly what was asked - Participant knew where to click to change the app language	"Oh! That's a pretty cool feature!"	N/A

Prompt 2: Let's check out a featured game? Demo it, and then go back to main page.	Side scroll through the Featured banned to find a game > Click on the banner for the game you want to try > Game opens in next page > Press Demo button > Click Cancel button	<ul style="list-style-type: none"> <li>- Participant knew where to look for featured games</li> <li>- Participant scrolled and chose a game of their liking</li> <li>- Participant clicked on demo</li> <li>- Participant was able to cancel and go back to homepage</li> </ul>	"I like the demo feature! More apps should have this tbh"	1
Prompt 3: Let's say you now wanted browse a genre and wanted to add your game to cart.	Choose a genre from the Browse menu > Click on genre > Go to genre page > Click on game of choice > Add game to cart	<ul style="list-style-type: none"> <li>- Participant was able to find the browse menu and choose their genre</li> <li>- Participant was able to click and add the game to cart</li> </ul>	"This isn't anything new though. I like it. It's intuitive."	1
Prompt 4: Finally, try to purchase and set a shipping address	Click checkout > Choose payment type > Add details > Add Shipping details > Confirm Order	<ul style="list-style-type: none"> <li>- Participant correctly checked out</li> <li>- Participant chose payment type cash on delivery</li> <li>- Participant added shipping details correctly and confirmed the order successfully</li> </ul>	"I really like that you have payment type options. Cuz, like we don't usually get these and this is pretty convinient."	1
Prompt 5: How do you think you'd improve the purchase experience?	N/A	<ul style="list-style-type: none"> <li>- Participant is happy that it's so easy to make a prurchase</li> </ul>	"I like it overall. It was very easy to use."	N/A

Participant's Name: Deepthi

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 "let's first change the app language," what do you think you might use this feature for?	N/A	<ul style="list-style-type: none"> <li>- Participant was confused what that meant at first</li> </ul>	"How do I do that?"	N/A
Prompt 2: Let's check out a featured game? Demo it, and then go back to main page.	Side scroll through the Featured banned to find a game > Click on the banner for the game you want to try > Game opens in next page > Press Demo button > Click Cancel button	<ul style="list-style-type: none"> <li>- Participant knew where to look for featured games</li> <li>- Participant didn't know to scroll to look for features</li> <li>- Participant didn't know how to demo</li> <li>- Participant was able to cancel and go back to homepage</li> </ul>	"I don't even understand this demo feature. Why do you even need it?"	2
Prompt 3: Let's say you now wanted browse a genre and wanted to add your game to cart.	Choose a genre from the Browse menu > Click on genre > Go to genre page > Click on game of choice > Add game to cart	<ul style="list-style-type: none"> <li>- Participant was able to find the browse menu and choose their genre</li> <li>- Participant was able to click and add the game to cart</li> </ul>	"This is easy. It's like amazon."	1
Prompt 4: Finally, try to purchase and set a shipping address	Click checkout > Choose payment type > Add details > Add Shipping details > Confirm Order	<ul style="list-style-type: none"> <li>- Participant correctly checked out</li> <li>- Participant was confused about choose payment type but chose credit card</li> <li>- Participant added shipping details correctly and confirmed the order successfully</li> </ul>	"I don't understand what payment type is. And what is discount code?"	2

Prompt 5: How do you think you'd improve the purchase experience?	N/A	- Participant is hopes it was more clear what some payment menu items meant.	"I don't buy games a lot, so things were harder to understand. I liked that the icons helped. But some things should have been clarified like disocunt code and payment type etc."	N/A
---	-----	--	--	-----

**Participant's Name: Gill**

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 "let's first change the app language," what do you think you might use this feature for?	N/A	- Participant understood clearly what was asked - Participant knew where to click to change the app language	"I like this feautre"	N/A
Prompt 2: Let's check out a featured game? Demo it, and then go back to main page.	Side scroll through the Featured banned to find a game > Click on the banner for the game you want to try > Game opens in next page > Press Demo button > Click Cancel button	- Participant knew where to look for featured games - Participant scrolled and chose a game of their liking - Participant clicked on demo - Participant was able to cancel and go back to homepage	"It's easy to follow."	1
Prompt 3: Let's say you now wanted browse a genre and wanted to add your game to cart.	Choose a genre from the Browse menu > Click on genre > Go to genre page > Click on game of choice > Add game to cart	- Participant was able to find the browse menu and choose their genre - Participant was able to click and add the game to cart	"I like that I can still demo the game in the genre menu."	1
Prompt 4: Finally, try to purchase and set a shipping address	Click checkout > Choose payment type > Add details > Add Shipping details > Comfirm Order	- Participant correctly checked out - Participant chose payment type credit card - Participant added shipping details correctly and confirmed the order sucessfully	"Cool"	1
Prompt 5: How do you think you'd improve the purchase experience?	N/A	- Participant is happy that it's so easy to make a pruchase	"It's all very simple"	N/A

**Participant's Name: Tucu**

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 "let's first change the app language," what do you think you might use this feature for?	N/A	- Participant understood clearly what was asked - Participant knew where to click to change the app language	"Yeah that's a good feature."	N/A

Prompt 2: Let's check out a featured game? Demo it, and then go back to main page.	Side scroll through the Featured banner to find a game > Click on the banner for the game you want to try > Game opens in next page > Press Demo button > Click Cancel button	<ul style="list-style-type: none"> <li>- Participant knew where to look for featured games</li> <li>- Participant scrolled and chose a game of their liking</li> <li>- Participant clicked on demo but didn't like the feature</li> <li>- Participant was able to cancel and go back to homepage</li> </ul>	"I don't like this demo feature. It's too distracting."	1
Prompt 3: Let's say you now wanted browse a genre and wanted to add your game to cart.	Choose a genre from the Browse menu > Click on genre > Go to genre page > Click on game of choice > Add game to cart	<ul style="list-style-type: none"> <li>- Participant was able to find the browse menu and choose their genre</li> <li>- Participant was able to click and add the game to cart</li> </ul>	"Easy"	1
Prompt 4: Finally, try to purchase and set a shipping address	Click checkout > Choose payment type > Add details > Add Shipping details > Confirm Order	<ul style="list-style-type: none"> <li>- Participant correctly checked out</li> <li>- Participant chose payment type credit card</li> <li>- Participant added shipping details correctly and confirmed the order successfully</li> </ul>	"I like that there's a gift-card option."	2
Prompt 5: How do you think you'd improve the purchase experience?	N/A	<ul style="list-style-type: none"> <li>- Participant is happy that it's so easy to make a purchase</li> </ul>	"I get why some people might like the demo feature, but I personally don't like it"	N/A