

## James

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: Check the quantity of any item in the inventory	Home page > Navigation menu > Inventory page > Item page	Quick and confident; easy time completing the task		1
Prompt 2: Create a request to reorder an item from the item page	Item page > Create Request page > Submit request > Home	A bit confused by the concept of creating a request with "Select vendor" option. Liked the confirmation page		1
Prompt 3: Create a request to reorder an item from the requests page	Home page > Requests page > Create a request page > back to home > back to Requests page > inventory page > Submit request > Home	Very confused when adding item from a blank requests page, unclear that the following Shop screen was to search for and add an item	"What is happening" (in regard to adding an item)	2
Prompt 4: Complete a purchase	Home > Inventory > Item > Select Vendor > Home > Inventory > Item > Select Vendor > Add to cart > Complete purchase > Back to home	Quick to move, got stuck on "Select Vendor"		2

**Additional Notes:** James thought the overall design made sense and was intuitive to navigate but was confused on a few features, blamed the low-fidelity of the design

Kelly				
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: Check the quantity of any item in the inventory	Home > Direct to item page from home snapshot Went back home anyway > Inventory > Item page >	Ultra quick, no notes		1
Prompt 2: Create a request to reorder an item from the item page	Inventory from navigation > Item page > Create request page > Complete request	A bit confused on the navigation...seemed frustrated by the item page being a popup/overlay instead of its own page	"I feel like a back button would be nice here"	2
Prompt 3: Create a request to reorder an item from the requests page	Home > Requests page (from link) > New Request > Shop > Complete Request > Home	A bit confused when adding an item, tried clicking on search/filter (which isn't a part of the prototype)	"The 'Return to Home' button is a nice touch"  "The botton links should include a 'My Orders' button so I can see if I already ordered something and forgot about it"	1  2.5
Prompt 4: Complete a purchase	Home > Direct to item page from home snapshot > <b>got stuck</b> > Select vendor > Add to cart > Complete purchase >	Frustrated from confusion of the "Select Vendors" button and screen, I didn't fully explain how it works	"The homepage should have a section with deals or sales from the vendors on items I purchase often"	

**Additional Notes:** Kelly had a lot of feedback and very engaged with the exercise. She had expected more complex features regarding the ordering process; I should keep these in mind for a higher-fidelity prototype. She was frustrated by some of the navigation and wants more options to go back 1 page

Eric				
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: Check the quantity of any item in the inventory	Home > Inventory item tile to page	Unsure how to navigate back to home page	"That was easy"	1
Prompt 2: Create a request to reorder an item from the item page	Item page > Create request > Submit	Confused by data pre-populated in the thingy Asked about how to get back	"Straightforward; button at the bottom to submit a request"  "# on item corner makes sense as current inventory"	1
Prompt 3: Create a request to reorder an item from the requests page	Home > Requests > requests list > new request > pick item > submit request  Home > item page from inventory > select vendor > add to cart > cart > purchase page > submit purchase > confirmation page	Makes sense coming from the home page	"If it's an item that should always be on hand, is there a way to visualize that?"	1
Prompt 4: Complete a purchase		A bit confused on what to do on the vendors page	"I like that you can also create a request from the plus button on the bottom"	2
<b>Additional Notes:</b> Nice to have: price history: "camel camel camel" (daily price check), in an accounting system it would save historical costs (in terms of a finance person)				

## Kit

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: Check the quantity of any item in the inventory	Home > Navigation menu > Inventory > Item screen	Tried clicking the "Current Inventory" label, bottom row buttons  Was a bit confused about the item page; said more data would make it look better	"The menu thing looks great!"	1
Prompt 2: Create a request to reorder an item from the item page	Item screen > Create request > Submit request Home > Navigation menu > requests > misclick on requests list > Misclick on "submit request" > Select item button/	Confused by inability to change quantity or edit note (confusion of the wireframe process in general)		1
Prompt 3: Create a request to reorder an item from the requests page	shop screen > item screen > Submit request  Home > nav > Shop > Item screen > shop screen > Home > item screen > stuck > Select vendor > stuck > Add to cart > check out > Return home	Frustrated by unclear action when selecting an item to reorder	"I'm not sure what to do with the Shop screen"  "Is there going to be a back button?"	2
Prompt 4: Complete a purchase		Visibly confused by the "select vendor" screen and button	"Clicking Select Vendor doesn't seem like it would be completing a purchase"  "I like the back button on the payment screen, there should be more of this"	2

**Additional Notes:** Kit relied a bit more heavily on the navigation menu than other participants. They struggled a bit with the concept of selecting a vendor and they want to see a version with clearer data to make it more engaging and easy to traverse.

Gray				
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: Check the quantity of any item in the inventory	Home > Item screen	Very quick to act; seems like the inventory highlights is intuitive	"That was easy " (finding an item quantity)	1
Prompt 2: Create a request to reorder an item from the item page	Item screen > Create request > Submit request > Return to home	Also very fast, didn't focus on the details	"Is this where I would change an item quantity if I was to use something in inventory?"	1
Prompt 3: Create a request to reorder an item from the requests page	Home > Plus button > Select item > Item screen to add request > Submit request	First user to use the universal plus button, didn't follow the instructions on doing it from the request page	"The plus button makes sense for making a new request"	2
Prompt 4: Complete a purchase	Home > Item screen from highlights > Select vendor > clicking around on the vendor screen for a while > Add to cart > Checkout > place order > Return to home	Wasn't sure what the Vendor screen was and tried clicking on the content	"It would be nice to see more information here (vendors page) because I'm not really sure what I am supposed to do"	1

**Additional Notes:** Gray had a brief explanation about the ordering process (selecting a vendor) before the testing began, which made them a bit more familiar with the idea of selecting a vendor before adding to the cart, but she still wanted to see more information on the page. She also understood the use of the Plus button in the bottom banner.