

| 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 snack ordering app and place an order of your favorite snack item | Search>Unable to search See available snacks>select snack>add to cart>checkout>payment | Would prefer additional options | I wanted to select quantity, but couldn't find the option | 1 |
| Prompt 2: Leave a review for the item that you've ordered | Order history>unable to find review option See available snacks>select snack>review | Unable to find the review option from order history | | 2 |
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Additional Notes: Add any notes about what the participant shares after the tasks are complete.

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| Prompt 1: Open the snack ordering app and place an order of your favorite snack item | See available snacks>select snack>add to cart>checkout>payment | Straightforward process | Really intuitive | 1 |
| Prompt 2: Leave a review for the item that you've ordered | See available snacks>select snack>review | Couldn't find add comment option | Wish it had an option to add comment | 1 |
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Jim

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| Prompt 1: Open the snack ordering app and place an order of your favorite snack item | Scroll snack carousel>select snack>add to cart>checkout>payment | Snack highlight is a great feature | I love how some of the popular snacks are highlighted | 1 |
| Prompt 2: Leave a review for the item that you've ordered | Order history>unable to find review option | Couldn't find review option from order history | Wish it was possible to post review from order history tab | 3 |
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| Prompt 1: Open the snack ordering app and place an order of your favorite snack item | See available snacks>select snack>add to cart>checkout>payment | Limited snack options | I was unable to sort or filter through snack list | 1 |
| Prompt 2: Leave a review for the item that you've ordered | See available snacks>select snack>review | Reviews should include snack images | A picture can express what a thousand words can't | 1 |
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Additional Notes:Participant added that the search feature was a great addition

Seth

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| Prompt 1: Open the snack ordering app and place an order of your favorite snack item | See available snacks>select snack>add to cart>checkout>payment | Showed snacks without selecting location | The app should initially request my location | 1 |
| Prompt 2: Leave a review for the item that you've ordered | Order history>unable to find review option | Review option isn't easily accessible | Reviews should be based on orders that we've placed. So I feel it makes more sense to include the review option from our order history tab. | 3 |
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Additional Notes: Participant later acknowledged that the location would be a one time setup process and absence of it isn't an issue.