

## Usability testing

Task #	Customer #1	Customer #2	Customer #3	Average	Success/Complete?
1	30	25.28	1	19	Yes
2	30	10	0	13	Yes
3	6	3	1	3	Yes
4	19	12	7	13	Yes
5	20	1	7	9	Yes
6	14	22	20	19	Yes
7	10	20	7	12	Yes
8	10	1 min 51 sec	11	44	No
9	7	19	11	12	Yes
10	0	43	3	15	No
11	0	10	39	16	No
12	10	18	39	22	No
13	10	18	0	9	No
14	20	2 min 7 sec	39	62	No
15	5	15	39	20	No
16	18	34	3	18	No
17	5	6	0	4	No
18	3	3	1	2	Yes

\*Some were able to complete the task, while some stopped or skipped a task.

\* Lost data with one additional tester

\* Time limit = 30 seconds

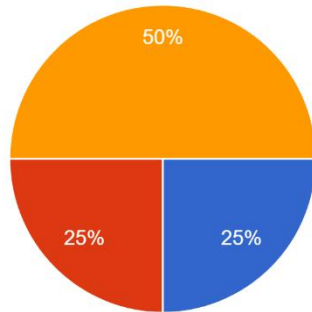
### Reflection

Majority of the testers had issues with updating cart, removing the tea, and adding the tea with the plus buttons.

Samples of the survey results from testers.

I would use this system frequently.

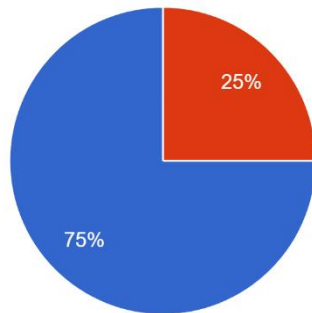
4 responses



- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

The fonts and/or wording were easier to understand.

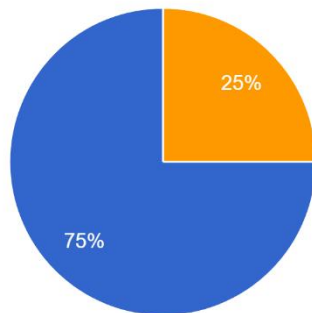
4 responses



- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

The design and color palette were easier on the eyes.

4 responses



- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

The design itself would allow me to support the company.

4 responses

