

Kate				
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: Starting from the home screen, choose a cinema location	Select a location -> Plus sign (to zoom the map) -> "C" letter on the map -> another "C" letter on the map -> Destination pin -> Select -> Movie picture to select a movie	<ul style="list-style-type: none"> - The participant felt confused about the black lines that were supposed to imitate a written text - The participant didn't know what to do to select the cinema location - The participant used trial and error to find a button that allowed them to select the cinema location - The participant clicked on various elements on the screen and was frustrated that the buttons they clicked on initially didn't react or provide any helpful information - After several attempts and some contemplation, the participant found the button that allowed them to select the cinema location 	<p>"Everything is blurred out. What am I supposed to do with this? It's very unintuitive."</p> <p>"Oh dear, what happened?"</p> <p>"These lines that are supposed to replace written text - it was quite confusing."</p>	2
Prompt 2: Select a movie and after you've done that go back and try to select a movie in other way that you did before	Picture 1 with a movie poster -> White space on a screen -> Change -> "C" letter on the map -> another "C" letter on the map -> Destination pin -> Select -> Picture 1 with a movie poster -> Select a seat -> Back to the movie -> Picture 2 with movie poster -> Picture 1 with a movie poster -> Select a seat	<ul style="list-style-type: none"> - Participant was surprised by the screens that appeared after she clicked on a specific button - Participant wanted to choose a movie in a different way than before but was surprised when the "Change" button led to a screen with cinema location options - Participant had the impression that the interface was unintuitive - Participant was confused in the user flow - Participant expressed frustration when attempting to select a movie in a different way than initially intended resulted in failure - Participant admitted that she did not notice the "Back to movies" button - Participant found the "Change" and "Back to movies" buttons difficult to distinguish and therefore easy to confuse when choosing between them 	<p>"I don't know what's happening, this is very strange."</p> <p>"It kicked me out of the system."</p> <p>"I don't want to do this anymore, it's very complicated."</p> <p>"It's unintuitive because when I click on a different square, meaning a different movie, it doesn't go in."</p> <p>"I didn't notice the "Back to movies" button."</p>	3
Prompt 3: From this point, go through checkout and complete it	Seating place on the cinema hall map -> Another seating place in the hall -> Next seating place in the hall -> Select the type of ticket 1 -> Select the type of ticket 2 -> Go to checkout -> Adult ticket -> Selected seat 2 -> \$\$ -> Debit/credit card -> Confirm -> First name -> E-ticket (sent by e-mail) checkbox -> Confirm -> Back to home	<ul style="list-style-type: none"> - Participant noticed that they cannot select any arbitrary spot on the cinema hall map - Participant clicked on various elements on the screen and was frustrated that the buttons they clicked on initially didn't react or provide any helpful information. - Participant smoothly selects the payment method and proceeds to the further checkout stage. - Participant notices that they cannot enter their data into designated text fields. - Participant quickly and efficiently chooses the delivery method and equally quickly finds the "Confirm" button (allowing to approve changes made in a checkout process) - Participant acknowledged that even though some elements on the screen were unresponsive, the checkout process itself was quite intuitive. 	<p>"Select the type of ticket? Oh no... I can't choose the type of ticket. Is this option available?"</p> <p>"Adult ticket... Well, I can't click on this button. Should it be working?"</p> <p>"Can I fill in my data? No..."</p> <p>"My opinion is that the visual design is unreadable and a different font could be used, as I feel the current one is simple, unreadable and quite small."</p> <p>"I feel that the checkout process was quite intuitive."</p>	2
Prompt 4: From whatever screen you choose, create an account	Hamburger menu -> Select your cinema -> Profile icon -> Select -> Profile icon -> Filter icon -> Change	<ul style="list-style-type: none"> - Participant used trial and error to find a button that allowed them to create an account. - The hamburger icon, which symbolizes a menu list, and the profile icon were confusing for the participant when choosing the button that would allow them to create an account. - Participant clicked the correct button earlier than they thought they had completed the task because the button they initially clicked on did not react or provide any helpful information. 	<p>"Am I supposed to find the button to create an account by myself?"</p> <p>"I have no idea how to do it... It should be working here. Normally, I would click it if this button was working."</p>	2
Prompt 5: How did you feel about this mobile ticketing app for a movie theater overall? What did you like or dislike about it?	N/A	<ul style="list-style-type: none"> - Participant found the visual design and font type to be unclear, which made it difficult to distinguish between clickable and non-clickable elements. - Participant suggested that the back button for going to the previous page should be more visible. 	<p>"I didn't like that the visual design was unclear, but that's something that can be fixed."</p> <p>"The font doesn't work for me."</p> <p>"The back button to go back and select another movie was quite unclear and I didn't notice it."</p> <p>"Overall, it's okay."</p>	N/A
Additional Notes: "I think this app is okay overall. The biggest problem, in my opinion, is the unclear visual design. It was frustrating not knowing which button to click."				

Martha				
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Prompt 1: Starting from the home screen, choose a cinema location	Choose your cinema -> Select -> Select	<ul style="list-style-type: none"> - Participant quickly found the correct buttons. - During the description of the actions, the participant correctly identified the functions of the elements in the application. - Participant stated that the task was easy for them, but they were not aware that not all buttons were functional. 	<p>"These are cinemas near me - okay. Now I select from this list, for example, this one."</p> <p>"I didn't encounter any difficulties, except that not all buttons work." - now it.</p>	1
Prompt 2: Select a movie and after you've done that go back and try to select a movie in other way that you did before	Movie 1 time button -> Movie 2 time button -> Back button -> Slider button-> Change (Your cinema) -> Movie 1 poster -> Movie 2 time button	<ul style="list-style-type: none"> - Participant clicked the "change" button in the "Your cinema" label, thinking it was the button to change the movie. - Participant used trial and error to find a different button that would allow them to select a movie. - Participant stated that, overall, the user flow was intuitive for them. 	<p>"I like that I could choose a movie in different ways, either by clicking on the poster or on the time. It's intuitive for me."</p> <p>"It's cool that I can change the cinema."</p> <p>"I see there's also a button to go back to the list of movies."</p>	2
Prompt 3: From this point, go through checkout and complete it	Select a seat -> Electrically reclining seat on the cinema hall map -> Sitting place on the cinema hall map -> Select the type of ticket 1 -> Select the type of ticket 2 -> Go to checkout -> Adult ticket -> Selected seat 2 -> Debit/credit card -> Confirm -> First name: text field -> E-ticket (sent by e-mail) -> Confirm -> Back to home	<ul style="list-style-type: none"> - Participant was surprised that clicking on a seat on the cinema map revealed a button for selecting ticket type. - Participant clicked on various areas on the screen that did not initially react or provide helpful information. - Due to unresponsive buttons, the participant gave up using some of the application's features and tried to move on to the next page right away. - Participant successfully navigated the user flow, despite some buttons they clicked on initially not reacting or providing helpful information. - Participant did not understand some of the labels or button functions. - The checkout process was not intuitive for the participant. - Participant did not like having to click multiple times on different buttons before any of them responded, as only selected buttons were responsive. - Participant found the payment type selection easy to identify and use, but experienced difficulty during the checkout process. - Participant found the seat selection process unintuitive, possibly due to poor artwork. - Participant liked the option of immediate payment or adding the order to the cart. 	<p>"Ah, I can choose how many tickets I want."</p> <p>"And this isn't working... Okay."</p> <p>"Why is it 'Adult ticket' here and 'Selected seat 2' there?"</p> <p>"The checkout process wasn't intuitive for me anymore."</p> <p>"It wasn't clear which seats were taken and which were available. It only showed that those which I selected later reacted, not immediately."</p> <p>"The seat selection was not intuitive for me. The graphic design didn't appeal to me."</p> <p>"It's cool that I can either pay right away or add it to my cart."</p>	2
Prompt 4: From whatever screen you choose, create an account	Profile icon -> Hamburger icon -> Select a movie -> Filter icon -> Hamburger icon -> Change (Your cinema) -> Select -> Movie 1 time button -> Select a seat -> Sitting place on the cinema hall map -> Another (but selected) sitting place on the cinema hall map -> Go to checkout -> Confirm -> Debit/credit card -> Confirm -> Register -> Log in	<ul style="list-style-type: none"> - Participant clicked on the appropriate button (profile icon), but when it didn't respond, they started clicking on other buttons available on the screen. - With a little help from the researcher, the participant found another button in the application that allowed them to create an account. - Participant was frustrated that due to some buttons they clicked on initially not reacting or providing helpful information, they had to look for another way to create an account in the application, which was time-consuming and cumbersome 	<p>"When I couldn't find it anywhere, I suspected that maybe I could just enter my information and register right away, but it could have been possible earlier."</p>	2
Prompt 5: How did you feel about this mobile ticketing app for a movie theater overall? What did you like or dislike about it?	N/A	<ul style="list-style-type: none"> - Participant found the application to be simple and easy to use, with a clear and straightforward layout that made it easy to navigate. The absence of unnecessary features and clutter made it easier for the participant to focus on their main goal - buying movie tickets. - Participant stated that the process of choosing seats could be simpler and more intuitive - Participant found two features of the application particularly useful: the option to choose a movie in two different ways, and the map displaying cinema locations. - Participant thinks that users should not have to search for a button allowing them to create an account, but it should be visible and available from the first stages of using the application. 	<p>"The application is simple - I liked that."</p> <p>"The seating situation was too confusing unnecessarily."</p> <p>"I would have preferred the registration process to be available earlier."</p> <p>"It's cool that I can read something about the movie before choosing a showtime or choose a showtime right away, so there are these two ways to access tickets."</p> <p>"It's nice that there is a map when selecting a cinema, so I can see where the cinema is and choose it."</p>	N/A
Additional Notes: "Overall - okay,"				

Johnny				
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Prompt 1: Starting from the home screen, choose a cinema location	Select your cinema -> Zoom out button -> Select (button 1) -> Select (button 2)	<ul style="list-style-type: none"> - The elements in the app that were supposed to serve an informational function (such as the cinema name or its location on the map) were not understandable for the participant. - Participant felt confused because some elements in the app were not understandable, and he didn't know how to choose a cinema based on them. - Participant clicked on the minus button on the map, which is used to decrease the map view, but the button they clicked on initially didn't react or provide any helpful information. - It wasn't clear to the participant why two points on the map had the same name, as they represented two separate and located in different places elements. - Participant admitted that it would be easier for him to understand the map markings if he could move the map. He believed that such a function would be beneficial in the cinema selection process. - Participant would prefer the buttons he initially clicked on to react or provide helpful information. 	<p>"On what basis am I supposed to choose a cinema? I don't know..."</p> <p>"What does 'C' mean and why are there two 'C's'? I don't understand it. They are two identical markers on the map."</p> <p>"I would like to be able to move the map."</p> <p>"All the buttons and places on the map that I expected to work - could have worked."</p>	2
Prompt 2: Select a movie and after you've done that go back and try to select a movie in other way that you did before	Movie 2 time button -> Back to movies -> Horizontal scrolling arrow button -> Movie 2 time button -> Movie 2 poster	<ul style="list-style-type: none"> - Participant felt that they had to click on various elements to see if they were functional, as a large part of them didn't react or provide any helpful information - Participant didn't find the task difficult, but they had a hard time guessing which buttons would work/react to clicking 	"I don't think anything was difficult. It just wasn't possible to click on some options and I just didn't know which buttons would work, so it was a lottery whether if I clicked somewhere it was possible to click or not."	2
Prompt 3: From this point, go through checkout and complete it	Electrically reclining seat on the cinema hall map -> Sitting place on the cinema hall map -> Select the type of ticket 1 -> Go to checkout -> Debit/credit card -> Adult ticket -> Confirm -> First name -> E-ticket (sent by e-mail) -> Confirm -> Back to home	<ul style="list-style-type: none"> - Participant clicked on a button allowing to select the type of ticket, but when it didn't react, the participant gave up on further attempts and proceeded to the next checkout stage. - Participant clicked on a button allowing to change the selected type of ticket, but it didn't react or provide any information. - Participant went through the payment selection process smoothly. - Participant had a fast user flow and efficiently navigated through the screen, clicking on the necessary buttons to complete the task. 	"There wasn't any difficulty, but again, I didn't know which things I could click on and which I couldn't, so there was nothing difficult nor was there anything easy. I just had to hit the available option at the time."	1
Prompt 4: From whatever screen you choose, create an account	Hamburger icon	<ul style="list-style-type: none"> - Participant clicked on the hamburger icon, even though the profile icon was opposite to it, but he believed that the option to create an account should be located in the menu bar. - Participant did not notice the profile icon or did not know its purpose (creating an account), so he chose another, the only likely correct button for him (hamburger icon), which should allow creating an account. - Participant admitted that based on his experience of using various websites, he expects the option to log in or create an account to be available also during the finalization of the purchase, which is also present in the application being examined. 	<p>"I click on the options bar, because here on the screen I can immediately choose either a cinema or a movie, so clicking on the options bar can probably allow me to create an account."</p> <p>"Sometimes at the end of the cinema pages, or generally on any page when you are at the checkout, when you want to complete the transaction, they ask you if you want to make a purchase without registration, or if you want to log in or create an account."</p>	3
Prompt 5: How did you feel about this mobile ticketing app for a movie theater overall? What did you like or dislike about it?	N/A	<ul style="list-style-type: none"> - Participant appreciated the minimalist design and font used in the interface, which contributed to the simplicity and ease of navigation. - Participant found all features and buttons to be intuitive and easy to find, although they didn't initially react or provide helpful information. 	<p>"I liked the minimalist design and simplicity of the interface"</p> <p>"I like the font. I've always liked the font on Apple devices and it's kind of similar here."</p> <p>"Some things were just not clickable, but it was simply unavailable, not unintuitive or non-functional, so I can't say that anything was non-functional according to me."</p>	N/A
Additional Notes: "It's difficult for me to give an opinion on the functionality when I know that this is a prototype and not all buttons are working, because if they were, I couldn't say that the application is not functional."				

Mary				
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Prompt 1: Starting from the home screen, choose a cinema location	Select your cinema -> Select -> Select (another button)	<ul style="list-style-type: none"> - Participant clicked on their selected cinema location, but the button they clicked on did not react or provide any helpful information. - Participant acknowledged that if the application prototype included cinema names and options to sort cinemas on the list by distance, the cinema selection process would be even simpler and even more smooth. 	<p>"I didn't encounter any difficulties while performing this task."</p> <p>"If there were names of cinemas, I think it would be even easier."</p> <p>"If I wanted the cinema selection process to be even easier, I would introduce options for sorting cinemas by, for example, location."</p>	1
Prompt 2: Select a movie and after you've done that go back and try to select a movie in other way that you did before	Movie 2 time button -> Back to movies -> Movie 2 poster -> Movie 2 time button	<ul style="list-style-type: none"> - Participant found the user flow of the application to be clear, intuitive, and logical. - Participant understood the application's functions and used them correctly without clicking on various elements on the screen that were unnecessary or unrelated. 	"So I can click either on the movie icon or the number."	1
Prompt 3: From this point, go through checkout and complete it	Movie 2 time button 1 -> Movie 2 time button 2 -> Select a seat -> White space -> Sitting place on the cinema hall map -> Select the type of ticket 1 -> Select the type of ticket 2 -> Go to checkout -> Debit/credit card -> Confirm -> First name -> E-ticket (sent by e-mail) -> Confirm -> Back to home	<ul style="list-style-type: none"> - Participant expected to be able to change their movie time selection after clicking on a specific time button, but was surprised when clicking on another time button did not react or provide any helpful information. - Participant did not know which buttons would react or provide any helpful information, so they clicked on white space, which highlighted clickable elements in blue. - After two more buttons did not react, the participant moved on to the next part of checkout, skipping the ticket type selection process. - Participant quickly and efficiently selected a delivery method and payment method. - Participant was confused and did not know which buttons would react or provide any helpful information if clicked. - Participant did not understand the seating arrangement labels on the cinema hall map in the app and did not know which seats were available and which were taken. - Participant did not understand the explanation of the electric recliner seat labeling in English. 	<p>"Okay, I understand that I don't choose the time, but it's already selected for me."</p> <p>"I didn't know what 'electrically reclining seats' meant."</p> <p>"I was a bit confused about how many things I had to fill out, because not everything I clicked on worked."</p> <p>"What I had to fill out was relatively doable."</p> <p>"Some changes could be made to the seat selection and ticket type selection."</p>	2
Prompt 4: From whatever screen you choose, create an account	Hamburger icon -> Select a cinema -> Movie 2 time button 2 -> White space -> Select a seat -> White space -> Go to checkout -> Debit/credit card -> Confirm -> White space -> Login -> Register	<ul style="list-style-type: none"> - Participant expected that after clicking on the hamburger icon, a tab would appear that would allow them to create an account. - Participant correctly found another button in the application that allows for creating an account. - Participant first clicked on the button that allows for logging in when trying to find the button for creating an account. - Participant mistakenly believed that the profile icon on the prototype application screen was a representation of the front camera on their phone screen. - Participant acknowledged that if they had not mistaken the profile icon for the front camera, the profile icon is a clear symbol for account settings. 	<p>"After clicking on this button [hamburger icon], I would look for the 'Create account' tab there and then I would create an account."</p> <p>"I think the process is okay as long as you know that the profile icon is not the camera on your phone, because you know it's your phone."</p>	2
Prompt 5: How did you feel about this mobile ticketing app for a movie theater overall? What did you like or dislike about it ?	N/A	<ul style="list-style-type: none"> - Participant suggested that if the application was fully functional and had more varied colors, it would be easier to identify which button is clickable and which one should be clicked to complete the task. 	<p>"The application could be more diverse, with some backgrounds or something like that, it looks too minimalistic."</p> <p>"I had to filter out myself what would be clickable in the application and only then click. In a fully developed application, I would probably see it right away."</p>	N/A
Additional Notes: ""All the buttons were findable, I think.""				

George				
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Prompt 1: Starting from the home screen, choose a cinema location	Select the cinema -> "C" letter on the map -> another "C" letter on the map -> Select	<ul style="list-style-type: none"> - Participant noticed that only one icon indicating the location of the cinema on the map works, and after selecting it, they cannot change the cinema. - Participant believes that the same labeling of the text fields for the names of different cinemas in the prototype gives the impression that all cinemas are the same, which makes it difficult to choose one of them. 	<ul style="list-style-type: none"> "I see a map with a cinema, but I can't move it." "When I click on the second cinema, nothing changes." "By clicking on the map, I couldn't change the selected cinema, it was still the same." "I would write the actual names of cinemas where the cinema names should be, because when there are empty fields, it looks like they are the same cinemas." 	1
Prompt 2: Select a movie and after you've done that go back and try to select a movie in other way that you did before	Movie 2 poster -> Movie 2 time button 2 -> Movie 2 poster -> Movie 2 time button 2 -> Movie 1 poster -> Movie 1 time button 1 -> Horizontal scrolling arrow button -> Movie 1 poster -> Movie 1 time button 1 -> Movie 1 time button 2 -> Movie 2 time button 1 -> Movie 2 time button 1	<ul style="list-style-type: none"> - Participant was surprised when they clicked on the time button indicating the start of a movie and were redirected to a screen with a list of movies to choose from. - Participant felt that it would be more intuitive if the "Go back" button redirected them to the screen they were previously on, rather than to earlier screens in the application. - While clicking on various elements on the screen, the participant became frustrated that the buttons they initially clicked on did not react or provide any helpful information. - Participant used trial and error to find a button that allowed them to choose a movie in a different way. - Participant found the task easy to complete, but the fact that not all buttons responded to their clicks was an obstacle. 	<ul style="list-style-type: none"> "The 'Go back' button implies that clicking it will take me back to the previous screen, but instead it takes me all the way back to the beginning." "Everything was easy to do, but I would improve the rest of the functionality to allow for selecting multiple movies, rather than just one." 	2
Prompt 3: From this point, go through checkout and complete it	Select a seat -> Back to movies -> Movie 2 time button 1 -> Movie 2 time button 2 -> Back to movies -> Movie 2 poster -> Electrically reclining seat on the cinema hall map -> Select the type of ticket 1 -> Adult ticket -> Ticket type selected -> Sitting place on the cinema hall map -> Various sitting places on the cinema hall map -> Select the type of ticket 2 -> Adult ticket -> Go to checkout -> Adult ticket -> Selected seat 2 -> White space -> Payment methods -> Debit/credit card -> BLIK -> Fast online transfer -> PAYPAL -> Debit/credit card -> White space -> Confirm -> First name -> Last name -> Log in -> E-ticket (send by e-mail) -> White space -> Confirm -> Back to home	<ul style="list-style-type: none"> - Participant stated that the seat labels on the cinema map in the application are difficult to understand. - Participant noticed an issue in the application where it is possible to select a seat without selecting a specific showtime, which can cause confusion as different showtimes may correspond to different theaters. - When attempting to select a second seat, the participant clicked on various areas of the cinema map but the buttons did not react or provide helpful information. - Participant was unable to change the ticket type as the buttons they clicked on initially did not react or provide any helpful information. - Participant clicked on various areas of the screen that did not initially react or provide helpful information. - Participant was unsure if the reason the payment method label buttons did not react was because those payment methods were not available or if they simply did not work in the application prototype. - Participant was frustrated as they were unsure which checkout elements to fill out as many did not react when clicked on. - Participant found the final stage of the checkout process to be difficult and not intuitive to navigate. 	<ul style="list-style-type: none"> "I can choose a movie, not choose any time and select a seat. It should be that you cannot select a seat until a time has been chosen." "You have to choose a payment method and I'm not sure if others were available." "I don't know if I'm supposed to fill this out or not." "Half of the things here don't work and I don't know what to do." "I made it to the end, but it was difficult towards the end." "I thought I had to fill out all the fields but they were blocked and I thought I was doing something wrong, but it was just not possible to do it." "There are things here that don't work and need to be completed, but other than that everything works fine." 	2
Prompt 4: From whatever screen you choose, create an account	Hamburger icon -> Select a movie -> Movie 2 time button 2 -> Select a seat -> Go to checkout -> Confirm -> Debit/credit card -> Register -> E-ticket (send by e-mail) -> Register -> Create an account -> First name -> Go back	<ul style="list-style-type: none"> - Badany w celu utworzenia konta w pierwszej kolejności kliknął na hamburger icon - Badany poprawnie i szybko odnalazł inny przycisk w aplikacji, który umożliwia utworzenie konta - Badany próbował wprowadzić swoje dane do założenia konta ale pola tekstowe they clicked on didn't react or provide any helpful information 	<ul style="list-style-type: none"> "O nie działa...Teraz działa, ale musiałem zaznaczyć w jakiej formie chcę bilet otrzymać." "To nie było trudne, bo już wcześniej zauważyłem miejsce do założenia konta." 	1
Prompt 5: How did you feel about this mobile ticketing app for a movie theater overall? What did you like or dislike about it ?	N/A	<ul style="list-style-type: none"> - Participant felt that using the application would not be frustrating for him if it were fully functional. - Participant conducted the study in a dark room and stated that the ability to switch to a dark mode would be beneficial in such conditions. - Participant noted that unresponsiveness of buttons disrupts the clarity of the user flow. - Participant appreciated the simple design of the application and its ease of use. - Participant found the checkout process to be simple and intuitive. 	<ul style="list-style-type: none"> "I would feel okay using such an application." "A dark background would be useful because my eyes hurt from bright light." "I didn't like that it didn't respond to many things and it's unclear what you're clicking on." "I liked that the application is relatively simple." "I don't think there's anything frustrating about choosing a payment method." 	N/A
Additional Notes: "I would like to change many things, but overall I like it."				