Naïve User Task Evaluations

<u>Intro:</u>

Hi, my name is Mandi. The goal of this interview is to learn about your first time experience with Café X. I am not testing your ability, only the usability of the app.

This evaluation should take 10 minutes. You are welcome to stop at any time without repercussions and you may skip any question if you are uncomfortable answering.

The first component is a brief survey. Then I will ask you to order a drink using the app and guide me through your thought process. Once you retrieve your coffee, I'll ask a few more questions about your experience.

To aid in future analysis, I would like to audio record this interview. All of your feedback will be kept private and I will be the only one listening to the recording, which will be deleted upon completion of this project. Do I have your permission to record this interview?

Thank you. I am starting the recording now.

<u>Ordering Process:</u>

Please open the app and do the following tasks:
Order a drink:
   1. **Browse the coffee bean selection and choose a bean**
   2. **Choose and customize a drink**
   3. **Use the available credit to pay for your drink.**

Retrieve your drink from the machine.

While you're using the app, think out loud and tell me what you're doing and why you're doing it. (ex: "I'm pushing this button because I think it will do _____. Or "I need to find _____ so maybe I'll look under _____")

Remember, I'm not testing your ability. You're helping me find the strengths and/or weakness of the app.