

Pattern Identification

Mel C's Pierogies

Google UX Design Certificate

1. It was observed that 5 out of 5 participants found the search button quickly and without issue. This means that the hierarchy of information and labeling was ideal for all users.
2. It was observed that 3 out of 5 participants were confused by not seeing a distance for each store. This means that most users were not clear on how far away the closest store was.
3. It was observed that 2 out of 5 participants selected and unselected items from the cart. This means that most users did not find out how to remove items from the cart.
4. It was observed that 4 out of 5 participants selected the store location without issue. This means that most users were aware of how to locate the store.
5. It was observed that 3 out of 5 participants had trouble locating the cart. This means that most users could not find the items they had selected for checkout.
6. It was observed that 3 out of 5 participants were happy with the speed of the process. This means that most users were able to navigate the prompts quickly.



Insight Identification

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1. Based on the theme that: **most users were confused by not seeing a distance for each store**, an insight is: **returned results should have mileage from the user added to their field.**
2. Based on the theme that: **most users could not find out how to remove items from the cart**, an insight is: **users need helper text to find out how to remove items from the cart.**
3. Based on the theme that: **most users could not find their items in the cart**, an insight is: **users need a more intuitive way to find their items in the cart.**

