

Evaluation - Usability Test

Data Collection - Usability Test

Kess Ahmed - Usability Test Plan?

- For each participant, I will be conducting a usability test, which will focus on each participant from various levels of computer competency, each level higher progressively testing the software's ability to handle a wide array of people. They will all perform the basic to advanced tests.
- During the test the user will interact with the design, from which the supervisor will take relevant notes of the user's behavior and performance when interacting with a certain functionality of the software solution.
- An interview will be conducted during the test discussing about their current impressions to gain qualitative feedback.

Data Collected during Observation

Assessed by 4 users.

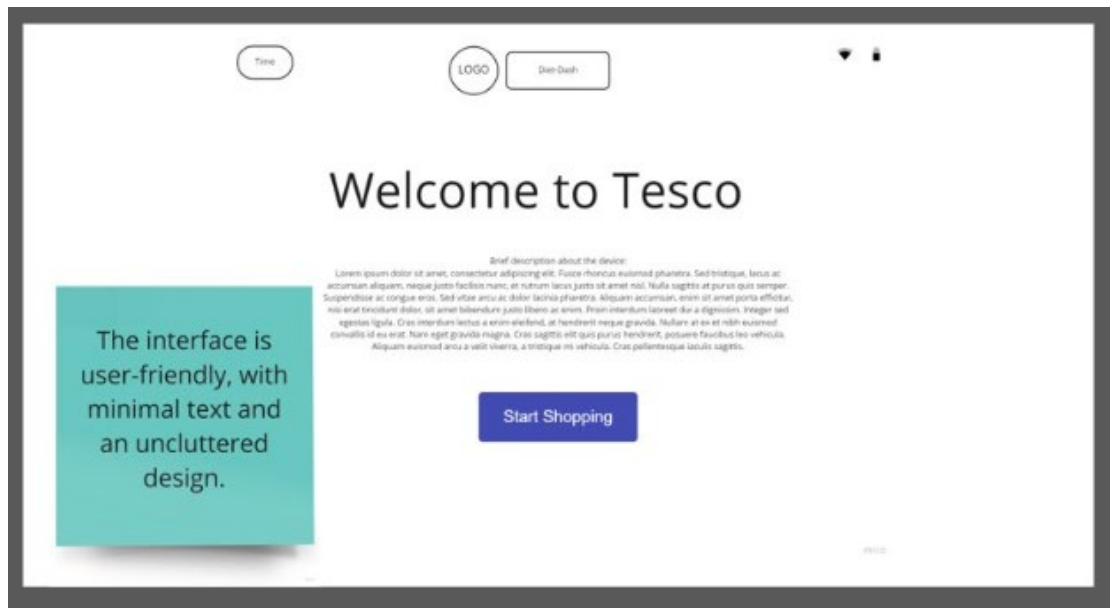
Tested all in the same day. Tests conducted using Prototype PowerPoint Slides with an explanation on what is occurring from myself.

Note: These observations will compliment the core feature testing conducted by Ibrahim, I will only test niche features with the participants

Details about the users:

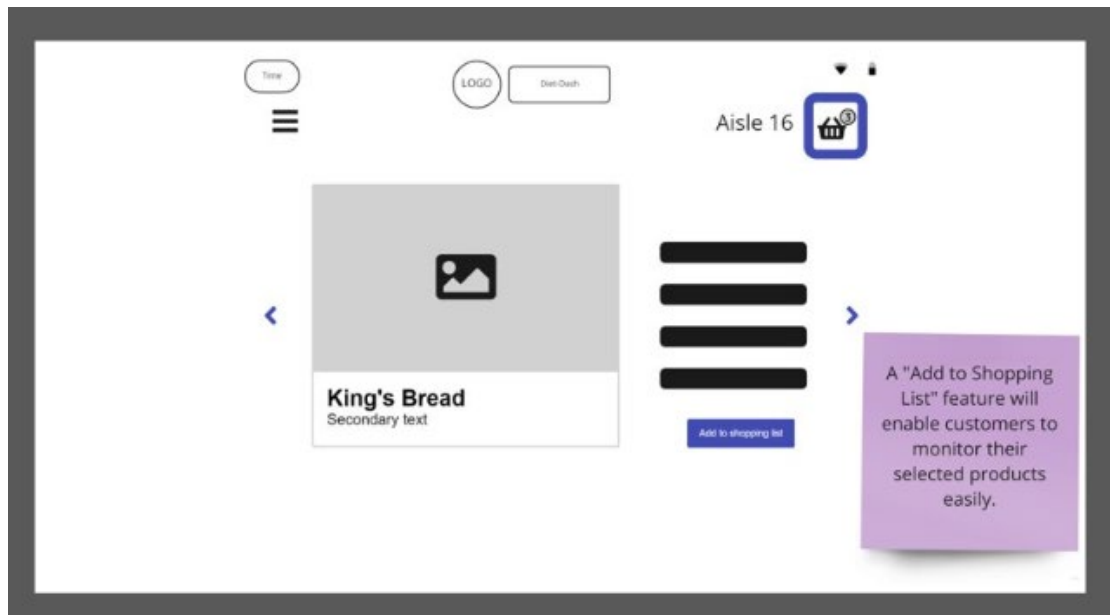
- User 1 is a (accessibility check) visually impaired user (red-green colorblindness).
- User 2 is an (beginner check) elder use (over 60).
- User 3 is (regular check) student user (nut allergies).
- User 4 is (limit check) power sport user (low sugar, low salt diet).

Details about the tests with points to test:



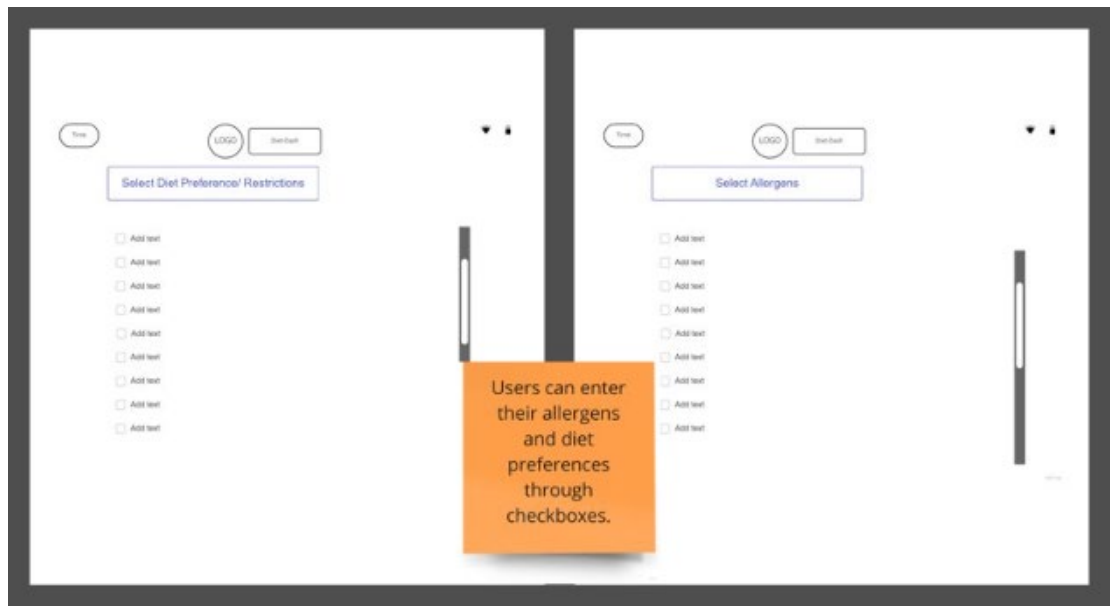
Begin the shopping. This will test how easy it is to jump right into the Diet Dash Software

1. Boot Up System
2. Start Shopping
3. Preferences PopUp
4. Category Suggestions



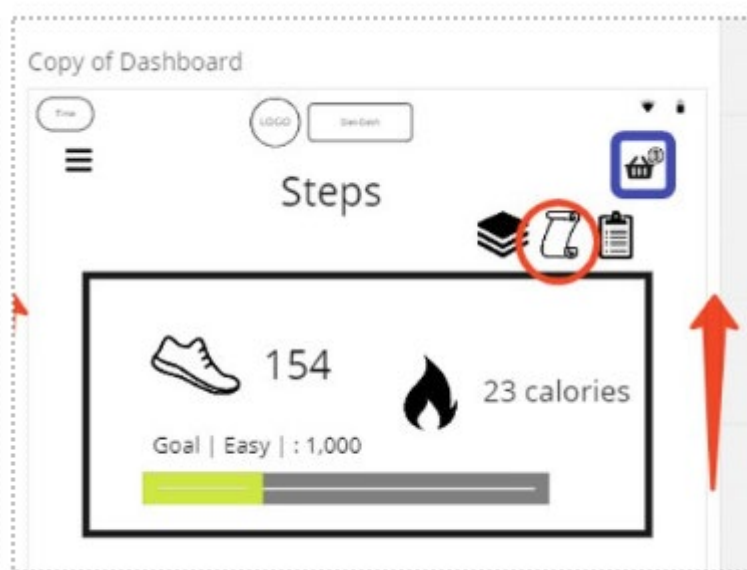
Add desired product. This will test the core loop of adding products. Scan, Add, Basket.

1. Desire Brown Bread
2. Navigate menu's
3. Check and compare
4. Add to basket



Filter and remove. This will test if a user wants to start to filter out products in the middle of shopping.

1. Choose preferences.
2. Filter whatever desired: Dietary, Nut Allergy etc
3. Return to browse.



Track calories. This will test if select desired users wish to use the fullest capabilities of the system.

1. Navigate Menu
2. Input stats
3. Add or remove calories.

User 1 – Accessibility Check

- Completed the test under 6 minutes.

Test No.	Test Description	No of Clicks	No of Errors	Status	Satisfaction
1	Begin the shopping	3	0	DONE	Neutral
2	Add desired product	4	2	DONE	Confused
3	Filter and remove	10	5	FAIL	Confused
4	Track calories	8	3	DONE	Neutral

Additional Notes

- User found the interface for the most part simple but too simple when navigating to change the system status, there was a lack of response to change the allergy selection for allergens.
- Lack of color option was a dealbreaker.

User 2 – Beginner Check

- Completed the test under 10 minutes.

Test No.	Test Description	No of Clicks	No of Errors	Status	Satisfaction
1	Begin the shopping	3	0	DONE	Happy
2	Add desired product	7	5	DONE	Confused
3	Filter and remove	15	10	FAIL	Confused
4	Track calories	1	1	FAIL	Annoyed

Additional Notes

- The user desired a simple icon and picture flow to show what step we are on. I can infer they probably meant a status in the header to describe what we are doing.
- Didn't want to go straight to browse, wanted a search button and scan button ready to choose between

User 3 – Regular Check

Test No.	Test Description	No of Clicks	No of Errors	Status	Satisfaction
1	Begin the shopping	3	0	DONE	Neutral
2	Add desired product	4	2	DONE	Confused
3	Filter and remove	7	5	FAIL	Confused
4	Track calories	7	3	DONE	Neutral

Kess Ahmed (210177695)

- Completed the test under 3 minutes.

Additional Notes

- User wished from Icon's regarding each Allergen to spot easily what items had nuts available.
- The User desired a complete block of item's that had nut's in them
- The User wished to stop pop ups for alternative products

User 4 – Limit Check

Test No.	Test Description	No of Clicks	No of Errors	Status	Satisfaction
1	Begin the shopping	3	0	DONE	Neutral
2	Add desired product	3	0	DONE	Annoyed
3	Filter and remove	6	5	DONE	Neutral
4	Track calories	7	2	DONE	Happy

- Completed the test under 5 minutes.

Additional Notes

- The User enjoyed the Calorie Track Feature a lot and wanted it to be a more core feature rather than tucked away in the corner.
- The User wished to have a quick tag and sort feature to see popular items that are sold.
- The User wanted a quick payment scheme built in (due to the brief a response was given)

Data Analysis

Data Analyzed from Observations

Figure 1:

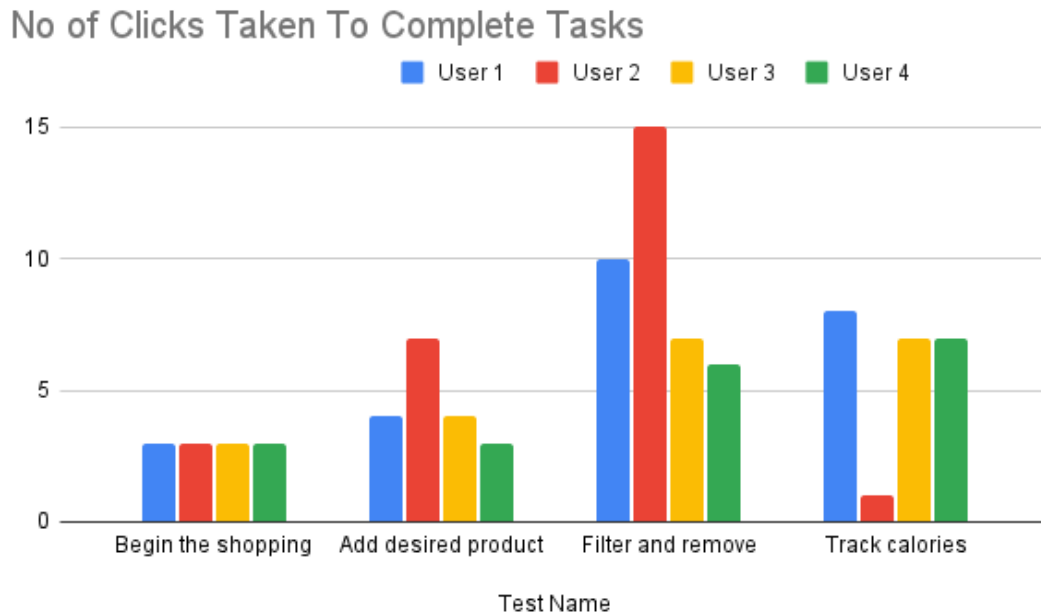
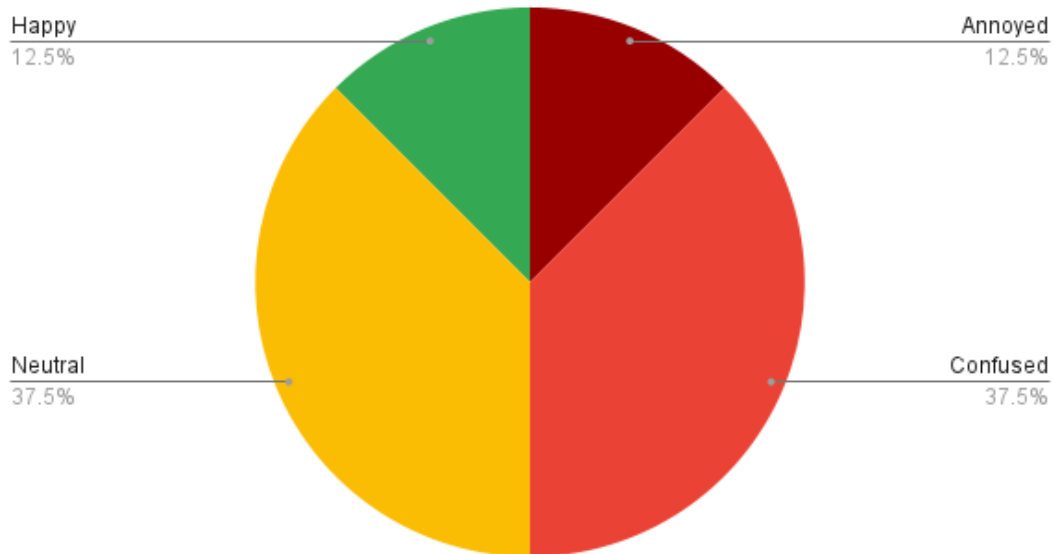


Figure 2:



Figure 3:

Percentages of Satisfaction Per Task



Conclusions to Draw

The main point to conclude with is that the ability to change the allergies and other dietary factors proved to be too cumbersome and not satisfactory for the participants, there was a lot of suggestions to improve the features such as a tag system rather than a checkbox system, use of icons, better use of colors, use of an algorithm to draw data upon the user to recommend useful products without resorting to popups, shopping list style UI design and less calculator like design.