**Data Collected during Observation:**

**Details about the users:**

* User 1 is 56 years of age. Never used such a system before.
* User 2 is 24 years of age, familiar with such technology.

**User 1**

* Completed the test in 20 minutes.

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| --- | --- | --- | --- |
| Test No. | Test Description | Users Performance | Any Notes |
|  | Browse products | 3/10. | User 1 was confused as he couldn’t find the main menu, also user was unable to go back to previous page as the back button wasn’t shown. |
|  | Add products to basket | 5/10 | User was able to add products.  User 1 mentioned that more features needed in the basket such as sorting products. |
|  | View recommended products | 4/10 | User was unhappy when dealing with different menus |
|  | Visit dietary features | 2/10 | User couldn’t understand the presented details on the screen. |
|  | Set preferences | 10/10 | The layout of the preferences screen made it easy for the user to choose their preferences.  User1 had no issue accessing their preferences. |

**Additional Notes**

Since user1 is of old age, he wasn’t concerned about many of the features, such as dietary features and set preferences. User1 mentioned that he doesn’t need those features as he mostly shops in bulk for his family. user was not fond of the dietary features and mentioned it would be better if the information displayed were simplified for users of old age.

The user is fond of adding products to the basket feature as it’s accessible and very easy to use. User 1 mentioned ways to improve the basket feature such as, including a sorting button with different options, for example sorting products alphabetically or adding time, i.e., the last product added to the basket is placed at the top.

**User 2**

* Completed the test in under 7 minutes.

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| --- | --- | --- | --- |
| Test No. | Test Description | Users Performance | Any Notes |
|  | Browse products | 10/10 | User found it helpful to be able to products |
|  | Add products to  basket | 8/10 | User is able to add and manage items in the basket. |
|  | View recommended products | 8/10 | User found the recommendation feature very helpful and innovative.  They mentioned that if recommended products were displayed frequently in a small tab would be better. |
|  | Visit dietary features | 10/10 | The user was pleased with the dietary feature as they are a frequent gym user therefore, they are familiar such dietary systems before. |
|  | Set preferences | 6/10 | Although the user enjoyed the preferences feature, they mentioned that better options must be available. |

**Additional Notes**

User 2 has noted that the colour scheme and design can be improved by involving brighter or eye-catching Colours and designs. User was not fond of the plain dark icons in most pages as it was quite repetitive in most pages.

User 2 has mentioned ways of improving the set preferences feature, such as including options for gym goers, i.e. an option labelled gym-bulk; where if you choose this option, all preferences would be automatically set to the bulking diet needs and standards. Another option they mentioned is gym-cut; where all preferences are set automatically and accordingly.

**Summary:**

* User 1 completed the test in 20 minutes and had difficulty with browse products, view recommended products, and visit dietary features. They were able to add products to the basket and found the set preferences feature easy to use. User 1 suggested improvements to the basket feature, such as adding a sorting button with different options. They also mentioned that the dietary features could be simplified for users of old age, and that they mostly shop in bulk for their family, so they do not need those features.
* User 2 completed the test in under 7 minutes and found browsing and adding products to the basket pleasing to use. The recommendation feature was deemed helpful and innovative with a score of 8/10, but User 2 suggested it would be better if the recommended products were displayed more frequently in a small tab. As a frequent gym-goer, User 2 was pleased with the dietary feature and gave it a score of 10/10. However, they felt that the preferences feature could be improved with more options, specifically for gym-goers. They suggested options like "gym-bulk" or "gym-cut" that would automatically set all preferences to the appropriate diet needs and standards. In terms of design, User 2 felt that the color scheme and icons used in the app could be improved with brighter, more eye-catching colors. They were not fond of the plain, dark icons used throughout the app as they felt it was repetitive and uninteresting.