# Summary:

The data collection results are based on feedback from two users who completed the test.

**User 1** completed the test in under **15 minutes** and provided feedback on the browse products, add products to shopping list, view recommended products, visit dietary features, and design/layout features of the app. He had issues with the main menu, back button, and alternative recommendation icon being hard to find /missing. He also found the dietary feature not applicable and the summary too complicated. He suggested a budgeting alert system, direct payment connection, and account creation feature.

**User 2** completed the test in under **20 minutes** and provided feedback on the same features. She was confused by the browse products feature, found the add to shopping list and view recommended products features limited due to the number of products available, and had issues with the dietary feature not being inclusive enough. She suggested the option for additional languages and an easier way to access settings to change font size.

**Data Collected during Observation:**

**Details about the users:**

* User 1:

Gender: Male

Age: 53

Occupation: Administration and Customer Service

IT literacy level: Medium

* User 2:

Gender: Female

Age: 50

Occupation: Nurse

IT literacy level: Medium

**User 1**

* Completed the test under 15 minutes.

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| --- | --- | --- | --- |
| Test No. | Test Description | Users Performance | Any Notes |
|  | Browse products | Satisfaction- 2 | Main menu was missing/hard to find.  No back button. Cannot go back to the desired page easily which was frustrating for the user. Waste of time.  Alternative recommendation icon was not visible. (Users who skipped the initial filtering option) |
|  | Add products to shopping list | Satisfaction- 3 | After a product is added to the shopping list it should automatically display the main page/menu |
|  | View recommended products | Satisfaction- 3 | Alternative recommendation icon was not visible. (Users who skipped the initial filtering option) |
|  | Visit dietary features | Satisfaction - 0 | Not applicable.  A family man whose shopping for the entire family finds it hard to filter items based on individual preferences easily. No feature to aid this purpose.  Summary was beneficial, but the detailed aspect was too complicated to understand. |
|  | Design, layout, etc | Satisfaction - 3 | Layout was good but no color scheme yet. Missing major buttons. |

### Additional Notes

Not concerned about dietary requirements, etc. hence don’t find much use for it. Waste of time since the user is a regular customer at the store. Unless it is connected to a payment system directly at the end of the shopping. This will let the user save time.

The user supports the system as it helps in figuring out other important aspects such as figuring out the shopping total price from the shopping list, scanning products directly from the shelf to find out details such as prices.

Budgeting alert system. Allows users to input their shopping budget and shows an alert popup when they go out of their budget.

Would prefer account creation.

**User 2**

* Completed the test under 20 minutes.

|  |  |  |  |
| --- | --- | --- | --- |
| Test No. | Test Description | Users Performance | Any Notes |
|  | Browse products | Satisfaction: 3.5 | Totally confused |
|  | Add products to shopping list | Satisfaction: 3 | There weren’t enough products available to make use of this feature to its best. |
|  | View recommended products | Satisfaction: 4 | There weren’t enough products available to make use of this feature to its best. It was hard to find this option when not using the alert system. It should be more easily accessible. |
|  | Visit dietary features | Satisfaction: 2 | The list should be more inclusive of other dietary needs, restrictions, and allergens. |
|  | Design, layout, etc | Satisfaction: 3.5 | Optional languages should be available, was difficult to find the settings page to change font size, |