

# HCI\_CA2 2023

Aaron Burton C21403052

1. Based on the user research from my groups first assignment of design theory identifying key features issues within the app Just Eat and redesigning them as appropriate. We concluded that the main issues regarding the Just Eat app were 1. The font size throughout the app for users who are visually impaired due to aging and 2. The lack of an allergy filter to allow users to select certain ingredients they are either allergic to or meets the dietary requirements.
2. Design research conducted for this assignment was surveying.

As found from our survey we were told; "Some of the text is quite small and difficult to read when selecting options for a menu item", "The font is quite small, this makes it difficult to read" and "The writing is a little small". So the main problems address to us from our survey were small font size and lack of filters. Here are some the main questions asked in our survey to understand users experience regarding the features we thought were of negative impact to the app.

## How do you feel about the navigation tools of the Just Eat application?

Answer Choices	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	Response Total
	7.14% 1	14.29% 2	7.14% 1	71.43% 10	0.00% 0	14

## If yes, do you feel just eat allows for your allergens / dietary needs to be addressed?

Answer Choices	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Response Total
	0.00% 0	33.33% 3	44.44% 4	11.11% 1	11.11% 1	9

Answered: 9 Skipped: 6

## Do you have any allergies / dietary requirements?

Answer Choices	Yes	No	Response Total
	21.43% 3	78.57% 11	14

Answered: 14 Skipped: 1

If yes, how do you find the readability/ accessibility of Just Eat?

Answer Choices	Very positive	Positive	Neutral	Negative	Very negative	Response Total
	8.33% 1	25.00% 3	33.33% 4	25.00% 3	8.33% 1	12
Answered: 12 Skipped: 3						

Do you have any eyesight difficulties?

Answer Choices	Yes	No	Response Total
	28.57% 4	71.43% 10	14
Answered: 14 Skipped: 1			

3. Our group created a paper prototype to demonstrate the redesigned features we planned on implementing on the Just Eat app to fix the problems we identified in both surveying and visual documentation of the app. The use of the prototype was recorded with the new features in the following link: <https://m.youtube.com/shorts/cesDvukCOz0>

Problem	Location/Screen	Relevant Heuristics 1 Visibility of system status 2 Match between the system and the real world 3 User control and freedom 4 Consistency and standards 5 Error prevention 6 Recognition rather than recall 7 Flexibility and efficiency of use 8 Aesthetic and minimalist design 9 Help users recognize, diagnose and recover from errors 10 Help and documentation	Comments	Severity Ratings	Severity Ratings	Severity Ratings	Severity Ratings	Average value
				4 Catastrophic 3 Major 2 Minor 1 Cosmetic 0 Not a usability problem Evaluator 1	4 Catastrophic 3 Major 2 Minor 1 Cosmetic 0 Not a usability problem Evaluator 2	4 Catastrophic 3 Major 2 Minor 1 Cosmetic 0 Not a usability problem Evaluator 3	4 Catastrophic 3 Major 2 Minor 1 Cosmetic 0 Not a usability problem Evaluator 4	
Difficult for users to read text	All pages	1	Users may experience issues selecting restaurants or food.	3	4	4	3	3.5
Screen cluttered	Home	1, 8	The home page for the Just Eat is very cluttered and does not fit the minimalist design for heuristics relevance	2	2	3	4	2.75
Track orders	Purchased Page	3, 5	User may struggle finding correct information regarding the status of their order.	3	3	2	3	2.75
Inconsistent allergy information	Restaurant pages	5, 2	Information on allergies for food throughout different restaurants can cause problems for users wanting to know what ingredients are in their food	2	3	3	3	2.75
Too many selectable restaurants within main page	Home page	7, 8	Far too many selectable Restaurants, decreasing the efficiency of use for the user	2	1	2	3	2
Allergy filtering	Filter Page	5, 6	Lack of allergy filter in the filter page for certain food allergy to sort restaurants	3	2	2	1	2
No back navigation on screen	contact	3, 7	The app has no proper back navigation button besides the built in browser button	1	3		3	1.75

4.

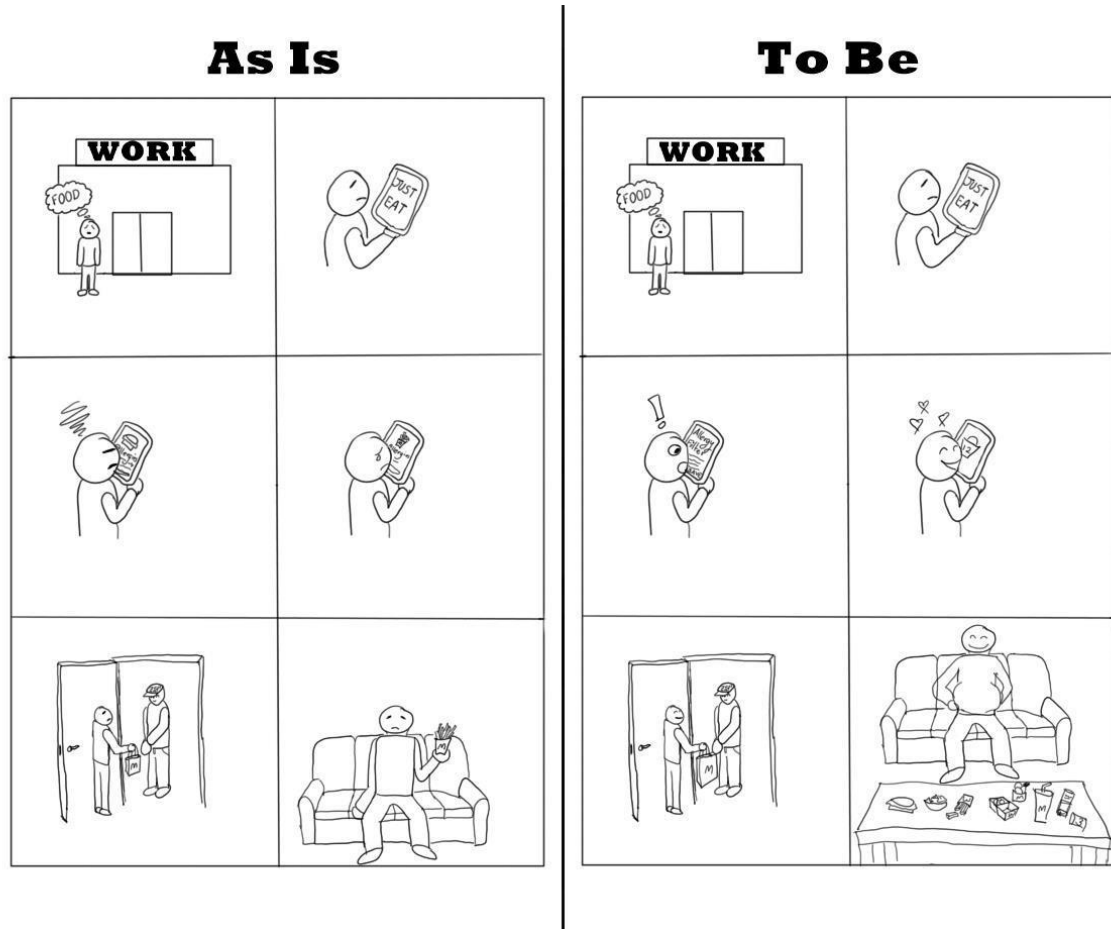
5.

- a. This report covers the assignment of identifying and redesigning the key feature issues regarding the app Just Eat. The members of the group that worked alongside me in identifying and redesigning the features were Liam, Tony and DJ. The process of identifying the feature issues involved the group logging onto the Just Eat app and writing down any small or big features we believed were issues regarding the app. From this we narrowed the issues within the app to be Small Font Size and Lack of Allergen Filter.

Following the identifying of the feature issues we needed to reassure ourselves with valid research that the designs are issues everyday people actually experience when using the application. To find this out we designed a survey asking the participants questions regarding the features as seen above in the document. The survey confirmed our beliefs of the features being an issue within the app.

- b. The font size feature is an issue for users who have age related visual impairment, that the font is too small and causes difficulties regarding the user trying to read the restaurants, food information and items on the menu.  
The Allergy Filter feature issue, is that the filter/sort menu within the app does not have a filter/ sort to remove and sort restaurants based on dietary requirements for the user. Also that each restaurant has either a phone number or link to their web page to inquiry about allergens regarding their food. This makes the just eat app redundant in the fact if you are already on the restaurants web page and or calling the restaurant, you can place your order through there, instead of going back onto the just eat app.

C.



Here is the story board used to represent the lack of allergen filter feature within the app compared to it being implemented.

- Here is the link to our paper prototype for our redesign of the Just Eat including the fixed features: <https://m.youtube.com/shorts/cesDvukCOz0>
- The way our group ran our user test on the redesigned features is through a heuristic's evaluation, which identified previous issues within the app, and comparing that to our redesigned features, seeing that most if not all problems previously identified were resolved with the new implemented features.

Problem	Location/Screen	Relevant Heuristics 1 Visibility of system status 2 Match between the system and the real world 3 User control and freedom 4 Consistency and standards 5 Error prevention 6 Recognition rather than recall 7 Flexibility and efficiency of use 8 Aesthetic and minimalist design 9 Help users recognize, diagnose and recover from errors 10 Help and documentation	Comments	Severity Ratings 4 Catastrophic 3 Major 2 Minor 1 Cosmetic 0 Not a usability problem	Severity Ratings 4 Catastrophic 3 Major 2 Minor 1 Cosmetic 0 Not a usability problem	Severity Ratings 4 Catastrophic 3 Major 2 Minor 1 Cosmetic 0 Not a usability problem	Severity Ratings 4 Catastrophic 3 Major 2 Minor 1 Cosmetic 0 Not a usability problem	Average value
Difficult for users to read text	All pages	1	Users may experience issues selecting restaurants or food.	3	4	4	3	3.5
Screen cluttered	Home	1, 8	The home page for the Just Eat is very cluttered and does not fit the minimalist design for heuristics relevance	2	2	3	4	2.75
Track orders	Purchased Page	3, 5	User may struggle finding correct information regarding the status of their order.	3	3	2	3	2.75
Inconsistent allergy information	Restaurant pages	5, 2	Information on allergies for food throughout different restaurants can cause problems for users wanting to know what ingredients are in their food	2	3	3	3	2.75
Too many selectable restaurants within main page	Home page	7, 8	Far too many selectable Restaurants, decreasing the efficiency of use for the user	2	1	2	3	2
Allergy filtering	Filter Page	5, 6	Lack of allergy filter in the filter page for certain food allergy to sort restaurants	3	2	2	1	2
No back navigation on screen	contact	3, 7	The app has no proper back navigation button besides the built in browser button	1	3		3	1.75

