Food Saviour Group C

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Food Saviour Peer Testing Report II

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Participant Name	Status	Type of Evaluation	Admin
Sanjana Kanchamreddy	Completed	User	Sydney Fang
Ale Pisa Paulon	Completed	Think Aloud	Sydney Fang
Cam	Completed	User	Paul Gray
Jacob Harding	Completed	Think Aloud	Paul Gray
Shan Hong Liew	Completed	User	Mitchel Hussack
Quinn	Completed	Think Aloud	Mitchel Hussack
Cooper Smith	Completed	User	Anshul Dhariwal
Jonathan	Completed	Think Aloud	Anshul Dhariwal

Goals and Objectives

The objective of Peer Testing 2 is to make sure all functionality and requirements are met, and to gain feedback on how to refine and polish these features before the final demonstration. We will also be testing the feedback that we received from peer testing 1. Specifically, in this milestone our five core features will be tested.

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1. Website Navigation
2. Registration System
3. Login System
4. Tracker Page
5. Sharing Page

To date, our system has two main users: visitors and registered users (which includes organisation managers, employees, and other individuals).

Our system is a food waste management system that allows individuals or organisations to track and visualise the distribution of their food waste in the form of a pie chart. Currently, our system has a login and register function with data validation, a home page with a redirection to the tracker and sharing page, the tracker system where users can input food waste statistics and generate a pie chart, and a sharing page where users can filter through different food waste category, roles and organisations to decide whom's data they would like to see and share their data with.

Feedback Priority: High - Medium - Low - Positive

Registered Users

Registered users are users who have registered and logged in to an account, and are able to navigate through the site and utilise the tracker and sharing page. The tracker page allows users to visualise their food waste data in the form of pie charts, and the sharing page allows users to choose who their data is shared to and whose data you can receive, visualised in a combined pie chart.

Scenario

You are a food bank manager who is looking for a way to visualise and record where your organisation's waste is being distributed, and you want to share this data with your employees. You will also be acting as an employee for said food bank, who wants to see the food waste data their manager has shared with them, as well as input their own data.

Your goal with each scenario is to login and register, input some data in the tracker page, and view recorded data in the sharing page.

Tasks
Part 1
1. Register an account with a new organisation
   a. How was the registration experience?
      i. Confused on adding organisation

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  ii. Wasn't intuitively thinking that there would be another add organisation button (having to click Add Organisation again after entering field)
  iii. Bad request on sign up despite fixing mistakes, but logged user in on field change
  iv. Forgot password is not functional
  v. Register link below login does not work

2. Navigate to the tracker page and generate a graph with the "Produce" food category
    a. How intuitive was it to input your data and generate a graph?
        i. Found tracker page all good from the homepage
        ii. Didn't notice the total amount, maybe highlight red if you try to type in any of the fields on tracker before typing total amount
        iii. Everything that's missing could be highlighted red
        iv. Note of which fields are required
        v. Entering distributed amounts before total messes up percentages
        vi. When there's nothing instead of 0 it could be NA in the form
        vii. Make it so when the graph is made, make a submit successful message and automatically bring you down to the part of the page where the graph is
        viii. If graph breaks from infinity% or NaN%, graph doesn't show on Submit but does on refresh (percentages are calculated differently when retrieving prior data)
    b. Does the displayed graphic effectively visualise your data?
        i. Yes, the graph was visually appealing as well
        ii. Possibly make graph slightly larger
        iii. Small percentages can get overlapped by pie slices
        iv. Hide 0%

3. Log out of your account
    a. What do you think of the navigation bar?
        i. Logout was easy, navbar was intuitive and simple

Part 2
    1. Register an account with the previously created organisation
        i. Message doesn't pop up correctly on login / register validation if a field is entered incorrectly
        ii. Username field is auto-filling with email instead of the email field
        iii. Search for organisations if Join Organisations list gets too long
    2. Navigate to the tracker page and generate a graph with the "Produce" food category
    3. Navigate to the sharing page and generate a graph from the "Produce" food category and your organisation
        a. What do you think of the sharing page's design and display of data?
            i. Likes the layout of sharing, easy to use
            ii. Help Bar would be helpful with information about the page and how it works (user confused of page's purpose)
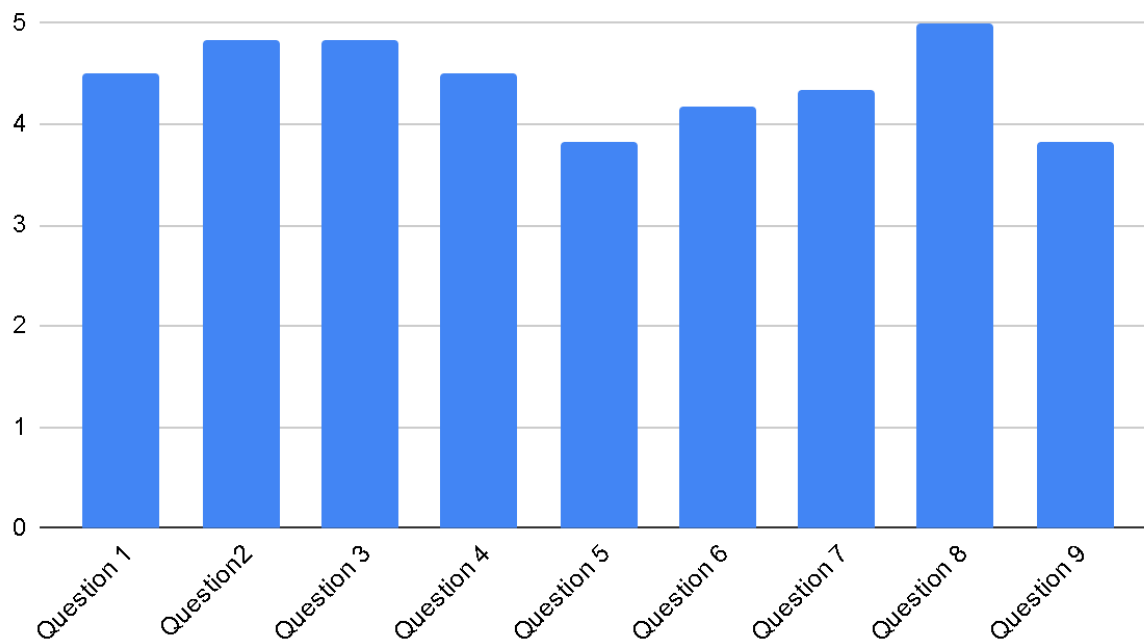
      b. Is the website's navigation effective and intuitive?
          i.   Yes, works as intended
          ii.   Display user's name and organisation in navigation bar
4. Log out of your account

Final Questions

- Do you have any suggestions on what could be added to improve the site's features and functionality?
  - Registration is a little confusing with organisations but everything else is pretty intuitive
  - About page/website description on landing page
- Do you have any suggestions on what should be changed to make the site's features and functionality more intuitive?
  - Improve the organisation adding process during registration
  - Highlight missing fields in red on the tracker page
  - Replace 0 with NA when no data is available and hide 0% on graphs
  - Show a submit successful message after generating a graph
  - Fix the login validation message
  - Add a Help Bar to the sharing page
  - White-on-white style/white background is possibly a bit bland
- What was the easiest task?
  - Login/logout
  - Sharing (confused of purpose, but easy to use)
- What was the hardest task?
  - Registering an account with a new organisation due to confusion in adding the organisation
  - Tracker page (easy to use, but difficult to work around validation issues and errors)

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Heuristic Evaluation Graph

Average Heuristic Scores

This chart displays the average score from each heuristic, where 1 corresponds to Strongly Disagree and 5 corresponds to Strongly Agree. Each average is made up of the scores from each participant. Any quoted comments relating to heuristics are included in issues and feedback outlined previously. The heuristics in question are as follows:

- **Question 1 (System Visibility):** Our score for visibility of system was high and reflected by our user feedback, which believed our system was easy to use and functions and fields produced clear responses to what they were doing:
    - *"Tasks were easy to visualise. admin has view over all info, users have access to all features they need."*
    - *Both user group's tasks were easy to understand."*
  Some visibility of system was absent though, and was pointed out by the user:
    - *"Some help/guidance when missing slots aren't filled in. Also confirmation of some sort would be nice when the user clicks submit to make a graph."*
- **Question 2 (Resemblance of Real World):** Users believed our system was consistent with how tasks are carried out in similar real world scenarios, and our user scenarios we made gave the user a real world case where they may use our site's features.
- **Question 3 (User Control and Freedom):** The system allows the user to maintain control and provides the user with freedom to do what is needed. Allows

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them to perform changes or cancel the process without having to go through an extended process.

- **Question 4 (Consistency and Standards):** The system's design is consistent with how other software is designed. Users should not have to wonder whether different words, situations, or actions mean the same thing. Follow platform and industry conventions.
- **Question 5 (Error Handling):** This was one of our lowest scores because of errors encountered by some of our users, and not having valid responses to help them fix their mistakes. One of our users recommended *"small validation, options to select units"* for input fields.
- **Question 6 (Recognition/Recall)**: Our score was fairly high for the user's ability to remember site functions, as most of our forms and features are very simple to use and consistent with forms they may encounter elsewhere. Some things on our sign up page were hard to remember though, like having to select 'add organisation' twice:
    - *"I would also make the sign up with a new organisation a bit more clear by eliminating the need to click the 'add organisation' button twice."*
- **Question 7 (Flexibility and Efficiency of Use):** To complete a task in the system, I have a choice in the commands I use. This was the case with mainly our site's navigation, which our users appreciated and resulted in a high score:
    - *"Navbar was intuitive and simple."*
- **Question 8 (Design):** Overall design and simplicity had the highest possible score because our users enjoyed the layout and the ease of use. Some of our user responses reflected this:
    - *"The UI is very simple and nice and easy to understand. The graph of the food is also nice to help visualise what amounts of food I have to give away."*
    - *"The tracker and sharing feature are straightforward and easy to use. The aesthetic of the website is very clean and is consistent throughout."*
- **Question 9 (Documentation/Help):** Documentation and system help was one of our lowest scores because of our lack of guidance when encountering certain features. Our users had feedback relating to this heuristic:
    - *"I would make it easier to understand how the sharing works. I was a little confused as to who was sharing (me, or me and my organisation, or another org?) and what organisation I was giving the food to."*
    - *"Some help/guidance when missing slots aren't filled in. Also confirmation of some sort would be nice when the user clicks submit to make a graph."*