Expert Panel Report

331 Warriors

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Executive Summary

This document presents an overview of the proposed enhancements for the POS system at Rev's American Grill, focusing on accessibility and user experiences. Guided by a panel of experts from fields ranging from computer science to practical cashier operations, we've identified key areas for improvement including the manager page visuals, system navigation, and backend efficiency.

The key design moves include:

1. Realigning Page Functions: Swap the roles of the cashier and self-checkout pages to match their practical usage, enhancing intuitive interaction.
2. Expanding Database Functionality: Add critical data fields such as 'Calories' and 'Order Status' to better support user requirements and backend processing.
3. Harmonizing Page Design: Implement a uniform style across all pages to ensure a cohesive appearance and functionality.
4. Optimizing Navigation and Response: Streamline navigation and improve response times to boost overall system usability for both staff and customers.

These changes are designed to elevate the technical and aesthetic aspects of the POS system, ensuring it is both efficient and accessible for all users at Rev's American Grill.

Expert Panelists

Panelist Name (May be Changed for Privacy)	Specific Area of Expertise	Responsible Team Member
Carolina	Computer Science	Carlos Moreno
Emily	Computer Engineering	Jose Rojo
Bob	SQL Databases	Maxwell Xie
Jack	HTML/CSS	Mohommad Shohaib
Jason	JavaScript/React	Christopher Liu
Garrett	Fast Food Cashier	Cole Mottin

Expert Panel Findings

Based on what was seen in the interview notes, the main reoccurring themes that have been mentioned by our panelists is that the manager page is lacking in terms of front-end visuals along with functionality, our navigation needs to be modified to be easier for the user to understand, and our implementation of our backend function calls may not be as efficient as they can be. Overall we need to edit our front end user interface to be better and change how we have things organized in our backend.

Proposed Design Moves

High-level Design Move	Detailed Description	Justification
Switching the "name" cashier page and self checkout page	This move would essentially switch the purposes of the cashier and self checkout pages. In essence, we are repurposing both pages to be the opposite of each other.	When interviewing these panelists, a key observation that was unanimous among the group was that our cashier page looked more like a self-checkout page, and vice versa. Because of this, we are proposing to switch the name of both pages, and repurposing all elements to better suit the client's needs.
Add columns to the tables for "Calories, vegan, peanut, gluten, category (for menu items), and order status (for orders).	This move adds many of the necessary columns we will need for two tables so that we can successfully fulfill the user stories.	By adding these columns, we will be able to implement all of the features we have in our product backlog and user stories. Without them, it would be much harder or impossible to complete these tasks.
Create a uniform style for all pages.	This move would allow for our product to have a matching style among all pages. Although not all pages will be exactly the same, there are some elements that can be tied to a uniform theme.	When interviewing Carolina and Jack, both of these panelists agreed that some pages feel out of place with the others. In layman's terms, each page feels like its own unique product. Because of this, we need to create a uniform style for all pages, which can be accomplished by using a uniform CSS theme.
Improving the usability of the website with navigation and	This move allows for our product to have simple navigation for the client on all pages. Furthermore,	When interviewing Garrett, he mentioned that our site did not have simple navigation on pages that he

| response time. | this move improves the efficiency of our product, as some pages have a slow response time. | would use as a cashier. Because of this, we need to make sure that all pages that are used by staff have simple navigation features. Furthermore, when interviewing Jason, he mentioned that some methods that we were using to access our AWS database are not optimal, and by refactoring these, we could improve response rate, which would improve the usability for any user on any given page. |

Appendix 1: Expert Panel Interview Data

Panelist Name	Interview Data (Questions and Responses, Observations)	Important Insights and Previously Unconsidered Perspectives
Carolina	I asked her how our app looked, and she said that it was visually very pretty. She commented on how our buttons when you hover over them looked very nice. I also asked how it felt to order on both menus and she said it felt nice and was a smooth experience. She commented on the Manager page and said it could use some work visually.	Overall, we need to work on making our manager page look nicer and more functional.
Emily	I asked her about the functionality of the website, if there was anything that seemed to be missing from the page.	In essence, we need to finish the functionality of any buttons that do not work, and we need to add more features in the self-checkout page, such as a method of deleting/canceling an order.
Bob	I asked him for his opinion about how the database is structured. I also showed him the tasks we needed to accomplish and asked him what we might be missing.	He told me about columns we should add such as progress for the orders table and vegan, gluten, nuts, and calories for the menu items table. We should also add a table for whitelisted emails for each authentication category.
Jack	I asked him for his insights on how the current CSS style looked on our product. I also showed him the way we structured our website.	He told me that some of our CSS files were not consistent, and that we should modify all pages to have a consistent style.
Jason	I asked him about his thoughts on our framework, and how well we are implementing our design. He mentioned that we were using React well, but there are some methods that are not efficient enough for our purposes.	He mentioned that some of our backend functions are not optimal solutions, which explains why it may take some time for our pages to fully activate.
Garrett	I first asked about his thoughts on the navigation of our web app. He said that it was generally pretty good,	Improve navigation, especially around manager view
Cashier view was very visually appealing,

	but was confused on how to go back to the home menu from the manager's view. I asked for thoughts on the cashier view, and he said the animations looked good, but animations just slow down a cashier, and a faster, more responsive experience would be better.	but at a hindrance to effective use.