SOFTWARE ENGINEERING

**USABILITY REPORT**

BUZZWORD

horizontal line

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**Introduction**

This document outlines the process we took in creating and executing a usability testing plan for our restaurant ordering app. Said testing was carried out with the aim of identifying any flaws in our initial design and to gather a rough idea of user performance with the system.

The system is split into 3 parts. There is the app the customer places their order through, the kitchen display for relaying the orders, and the order update system providing an up-to-date status to the customer on their order. The customer app will be installed on a tablet available for the customers use at their table. The app will allow them to make their selection and request any necessary modifications e.g. those caused by dietary restrictions. The kitchen display will present a clear summary of the order to the kitchen and will allow the kitchen staff to interact by providing an estimate on the time it will take for the order to be complete. The order update system will provide the customer with a summary of their order alongside its current status, as given by the kitchen staff.

This system is designed to replace the current ordering system the restaurant has in place and will be installed in all its locations once complete.

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**Test Goals**

The objective is to test the usability of our ordering system and whether it is preferable to the standard ordering system currently in place at the restaurants. We need to know if the essential actions of the system can be carried out easily by various users if the system is to be successful. We also aim to prove the 3 following hypotheses:

1. A mobile application is easy for a customer to place orders through.
2. A kitchen display is easy for staff to monitor and interact with.
3. Providing the customer with constant feedback on their order leaves them feeling more satisfied.

If all three hypotheses are proven true, then we believe we have created an ideal system to be placed into use in all of our clients restaurants.

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**Participants**

We expect to have between six and eight participants in our study. The subjects should have a range in both age and computer literacy. We are looking for varied participants as there is no one type of customer that may enter the client’s restaurants. Customers may come from any background, therefore our system must be easily usable by all.

The participants will be asked to complete one questionnaire before and another questionnaire after they have attempted to perform multiple tasks using the paper mock-ups of the system we have created. The participants will not have any prior knowledge as to the workings of the system and will have an investigator present to answer any questions they may have, alongside providing any potential assistance required. All subjects will be required to sign a consent form prior to their participation in this study.

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**Experiment Design**

**Pre-Questionnaire**

1. How often do you visit a restaurant?

* Daily
* Few times a week
* Once a week
* Once a month
* Never

1. Have you ever had difficulty placing an order in a restaurant?
2. What common issues have you come across in restaurants?
3. Have you ever ordered food online through a website or an app?
   1. Did you enjoy the service?
   2. What didn’t you enjoy about the experience?
4. Do you prefer making purchases face-to-face or online?

**Post-Questionnaire**

1. Did you enjoy your experience?

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |

Not enjoyable Very enjoyable

1. Did you find the system intuitive to use i.e. did all items appear under the correct headings/menus you expected them to?

* Extremely intuitive
* Very intuitive
* Somewhat intuitive
* Not very intuitive
* Not at all intuitive

1. Did you find yourself relying on the investigator for help often?

* Very often
* Quite often
* Occasionally
* Rarely
* Never

1. How satisfied are you with the look of the system?

* Extremely satisfied
* Very satisfied
* Somewhat satisfied
* Not very satisfied
* Not at all satisfied

1. Would you like to use a system like this one in a restaurant?
2. Do you have any thoughts on how to improve the system?

**Findings**

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**Conclusions**