

Application of the results of the Qualitative Evaluation

After the results of the qualitative evaluation were compiled and listed, the team evaluated each point and made decisions. As already described in the evaluation of the qualitative evaluation, there were three major points that caused particular problems for the users: Confirmations and feedback after certain actions, the Getting Started sequence, and lastly the issue around past and new orders.

The issue around confirmations and feedback came up in different places. One point here is the feedback after something has been added to the order: With the help of a counter mark on the Orders menu item, the user should be able to see that he or she has added something to the order. Another important point was the action buttons "Call a Waiter" and "Do not disturb". It was important for the users to know whether something happens after clicking. Therefore, it was decided to change the colour of the respective button while it is in action and to give the user an information pop-up and a confirmation interface if he wants to cancel the action. In addition, the users also wanted the check-in/check-out to be communicated more clearly. It was decided that after scanning the QR code, the user would be informed that he or she has checked in at the respective table. In addition, this will also be displayed as information on the home screen. This should ensure that the user knows to check out at the end of the session.

The fact that there should be better feedback on certain actions has been known since the first prototypes, but it has not yet been implemented because the team wanted to present all the desired functions first before refining them. Therefore, suitable solutions for most of these comments have already been in place for some time and now only need to be tested.

In relation to the Getting Started sequence, the team decided to implement all the comments made during the evaluation. The order in which the screens are shown will be changed: Allergies are asked first and then diets, as allergies are more serious than self-selected diets. Also, after completing the sequence, the home screen is shown instead of the menu. Apart from the fact that, according to the evaluation, this is more in line with the users' expectations, it also offers the opportunity to show the user straight away that the app is more than just a digital menu. Finally, some visual adjustments are made to the Getting Started sequence to make it less cluttered and easier to understand.

On the point that has caused the most confusion among users, namely the past and new orders, the team has decided to go back to an earlier implementation idea as seen in the first paper prototype. The evaluation showed that users would expect new and old orders that have not yet been paid for to be displayed on one screen under the menu item "Orders". However, since they are then shown on one screen, they must then be visually distinguished from each other. Under the item "Past Orders", on the other hand, users rather expected an order history showing old paid orders. The team has decided to change this screen accordingly and move it to a different location so that it can now be accessed from the burger menu, removing the "Past Orders" button from the "Orders" screen.

Finally, a big point of concern was the transparency of the filtering and application of the selected allergies and diets. The team decided that in this case it makes sense to give explanations in text form on the one hand, as it is personally an important issue for the users, and on the other hand to give more freedom in the application and removal of filters in the menu. In addition, after the Getting Started sequence, it should be clearly communicated that the selected allergies and diets are applied to the menu, but that everything can be displayed if desired. Apart from this, the new prototype still needs to implement the allergy icons for the dishes in the menu, which have been planned for a few iterations but are not yet inserted.