Reflections

After analyzing the results of the qualitative tests, we summarized the following points, which are positive and negative points, and also proposed improvements for the negative points.

Positive points

1. The color scheme of the interface is simple and beautiful, and matches well with TUM.
2. User flow is smooth.
3. The details page about the dishes is clear.
4. The tips in the dish rating page are helpful.
5. It is helpful to know where the dishes are located.
6. There are pictures of the dishes which are very visual and attractive.

Negative points and improvements

1. Users are confused about the counter map when they use the app for the first time, and users think that four levels of queuing time levels are not necessary, three is enough, and three levels are easier to distinguish.
Because we will add the title "counter" to the counter map section, so that users can understand the counter map section better when they use the app for the first time. Also, the four levels of queue time levels will be changed to three.
2. Users felt that they could not distinguish which of the dishes on the reservation page could no longer be cancelled. To address this, we added a message at the top that says "Bookings need to be cancelled at least one week in advance" and the cancellation icon turns gray instead of black when a dish cannot be cancelled.
3. The user thinks that the checkbox icon is not strongly associated with the view location and is unclear about the meaning of the numbers on the counter map. To solve this problem, we will replace the checkbox icon with an eye icon, because the eye icon is more closely related to the function of "view dish location", and we changed the background color of the selected dish from blue to yellow, which is the same color as the lit counter. Also, we added a counter number in front of each dish card to let users know the location of the dish better.