

# Usability Report

The low-fidelity prototype's usability was evaluated by having three testers navigate the interface, using the "Thinking Aloud" method and a clickable virtual paper prototype. All testers received scenario descriptions that correlated with the user scenarios and were asked to complete the following tasks:

- Check the cafeteria's occupancy and choose a meal that won't require long queueing
- Check the ratings and ingredients of a meal and leave your own review
- Book a dish in advance to save money at checkout

Overall, the testers demonstrated a positive attitude towards using the app. The orientation feature was especially remarked upon by all testers as being handy and something they wished were already available. Meanwhile, there was some confusion about the difference between demand and occupancy. The booking feature was deemed useful and easy to find but lacking in meaningful description for first-time users. Table 1 contains comments, observations and suggestions for further improvements to the interface.

Screen	Comments and Observations
Home Screen	<ul style="list-style-type: none"> <li>- Meaning of occupancy unclear</li> <li>- Confusion about why there is only one meal for today</li> </ul>
Orientation Screen	<ul style="list-style-type: none"> <li>- Difference between demand and occupancy unclear</li> </ul>
Orientation Expansion	<ul style="list-style-type: none"> <li>- Suggestion: show icons (vegetarian, dessert, etc.) of card before it's expanded</li> </ul>
Meals Overview Screen	<ul style="list-style-type: none"> <li>- Suggestion: tapping calendar icon should cause calendar pop-up</li> </ul>
Meal Info Screen	<ul style="list-style-type: none"> <li>- Testers wanted to know the booking deadline</li> <li>- Suggestion: information button for booking system</li> <li>- Tried tapping on the stars to view ratings</li> </ul>
Meal Map Screen	<ul style="list-style-type: none"> <li>- Suggestion: rename "Map", e.g. Directions, Counter, Location</li> <li>- What happens when you try to click one of the other counters?</li> </ul>
Meal Rating Screen	<ul style="list-style-type: none"> <li>- How to leave own review unclear</li> </ul>
Meal Rating Pop-Up	<ul style="list-style-type: none"> <li>- Suggestion: add more positive tags</li> </ul>

*Table 1: Tester comments and observations of the prototype's usability*