Usability Audit

Interviewee 1:

Objective 1 Learn what is being served in Commons - Homestyle, and the calorie count and any allergen information.

Was the information accurate to what is currently being served? - Was observed at 3:30pm, but only breakfast was displayed on the menu.

Did you find the app easy to navigate - No, did not know what elements were interactable or not - buttons were not intuitive.

Were you able to find accurate nutrition and allergen info - Yes

When asked to check the desert station, breakfast was still the only thing being displayed.
Notes under a meal such as the earth, V, VG, PR, not being explained.

Interviewee 2:

[Find the Allergen Info] Task 1 - At first could not find the allergen information page. The user initially thought by clicking on the food item and being displayed nutrients page was the allergen page. User later found the allergen page and suggested that it should be somewhere more obvious instead of at the bottom of the app.

[Accuracy] Task 2 - After using the app, the user then proceeded to go to the commons to see whether or not the menu was accurate. The user said yes, however in other times before when using the app and going to the commons, there would be different items.
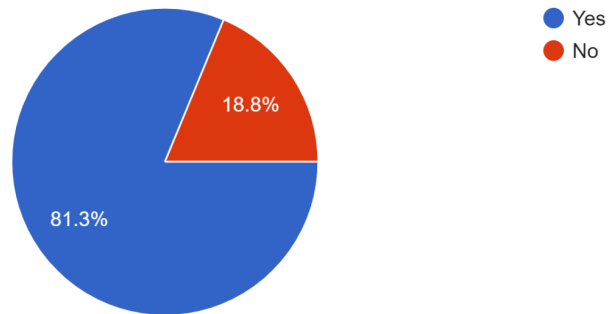
[Navigating Through App] Task 3 - The user wished times for each period were displayed in the app(ex. what time breakfast started and ended) as a new student initially he did not know what time breakfast/lunch/diner started at or ended at. User also expresses how pictures would be useful.

[Opening the App] Task 4 - When opening the app the data and menu was incorrect, at the time of this audit it is 5:01pm April 29th. When opening the app it was showing the breakfast menu and the data set to the 26th, which is the last time the user used the app.
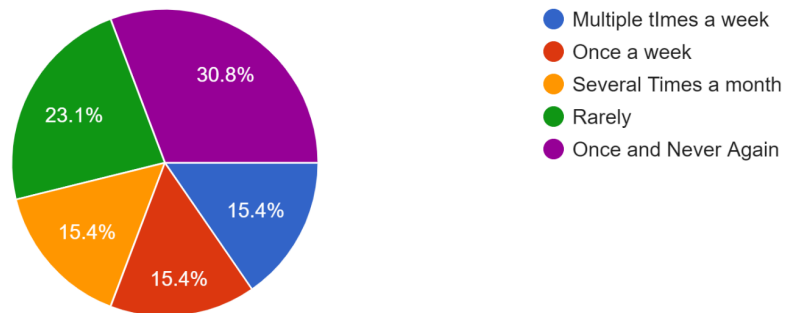
Survey Stats:

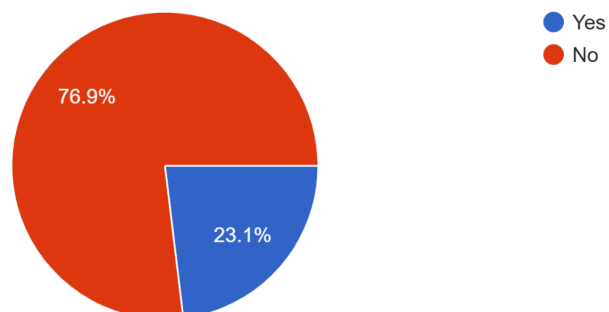### Have you ever used the "DineOnCampus" mobile app
16 responses

- Yes
- No

18.8%

81.3%

If you use the DineOnCampus Mobile App, how often?
13 responses

- Multiple tImes a week
- Once a week
- Several Times a month
- Rarely
- Once and Never Again

30.8%

23.1%

15.4%

15.4%

15.4%

Do you find the app Easy to navigate?
13 responses

- Yes
- No

76.9%

23.1%

If you've stopped using the DineOnCampus App, what were the reasons?

10 responses

Reason	Count
Navigation was too complex	6 (60%)
Information was incorrect	6 (60%)
Didn't find what you were looking for	5 (50%)
Lack of Nutrition Info	4 (40%)
Lack of Allergen Info	6 (60%)
Difficult to read	4 (40%)
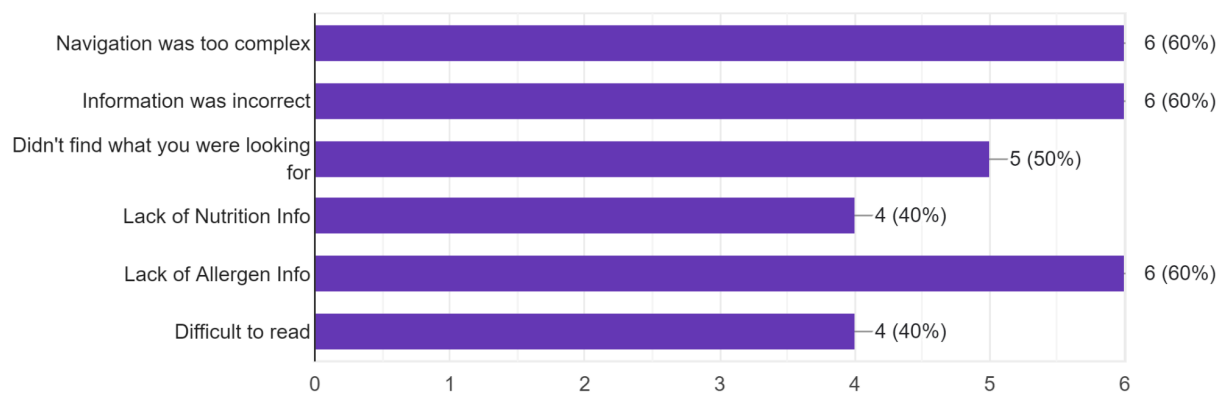
What changes to the DineOnCampus would encourage you to use it on a daily basis?

7 responses

More accurate info
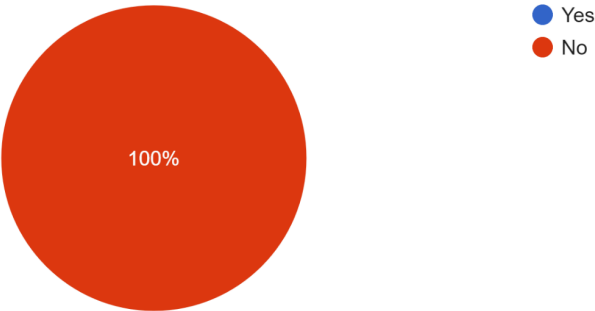
Match the fucking menu

Bad app

Make the text easier to read

easier to find foods

make the font color darker

Ability to see what items are on menu at commons, Prices for global grounds actually displayed, consistency in navigation.

If you have allergies or dietary restrictions, do you feel like the app does enough to inform you?

12 responses

- Yes
- No

100%

Based on the menu on the DineOnCampus app, how accurate is it to what is actually served?

13 responses

5 (38.5%)
3 (23.1%)
4 (30.8%)
1 (7.7%)
0 (0%)