

## Project Step 4 Observations and Change Explanations

### Observations:

The largest usability issue our testers noted was the log in screen. In the initial prototype, there were a total of four buttons that had the word “login” on them. Each user was consistently confused by this. The employee and admin users all logged in incorrectly at first, with their actions causing a login as a student user class. Several users asked for prompting as to why the login attempt was not working. It was clear to us by the end that the login page needed design change.

The next usability issue was in the employee’s pizza quantity view page. The employee tester was able to understand the quantity report intuitively. However the tester was unsure how to actually report a completed pizza, and attempted to interact with several static portions of the application before accidentally hitting the appropriate button.

There were no other major usability issues that came up during testing. Some users had suggestions, such as adding more option tabs to the bottom of the admin view’s sections. However most users reported that they understood how to accomplish their given tasks quickly and intuitively and were content with the interfaces.

### Change explanations:

We changed the login page to split up user class choice and credential information. When the user first accesses the app, the only option available to them is to choose their class. After choosing their class, they enter their credentials as in the previous design. We hope that by limiting the actions taken on a given page, we will eliminate the ambiguity our testers faced in terms of what the need to do when attempting to login.

The second change we made was to add a notice that appears when a pizza needs to be made. We also made the button to increment pizzas made to be more bold, in an attempt to reduce the uncertainty our testers faced in what to interact with on the page. Now the users will not have to rely on their own sight and recognition to determine which pizzas need to be made. Additionally, we hope the by making the button more prominent, it will be clear to users how to interact with the page.