

Food Reminder Usability Test Plan

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Scope:

The usability test will cover restaurant searching and contacting, review creating, searching, editing and deleting features.

Purpose:

- Uncover potential usability issues that need to be fixed in future stages of the development
- Evaluate the learnability, performance, and error rate of Food Reminder
- Check if the users can create new reviews successfully
- Check if the users can search a restaurant or restaurants with specified restaurant name, cuisine, or last attended date successfully
- Check if the users can search an existing review or reviews with specified food name, restaurant name, rate, cuisine, price, and the date the review is created successfully.
- Check if the users can edit a review with specified values of food name, restaurant name, rate, cuisine and price successfully
- Check if the users can delete a review successfully.

Schedule / location:

The usability test will take place between November 16th and December 3rd. The usability test will be conducted on-line remotely.

Format:

It will be an asynchronous, unmoderated, and remote test while communication between the group members and participants will take place with the chat facilities of Microsoft Teams.

Participants:

Five other students enrolled in Human Computer Interfaces Fall 2020 will be chosen as the participants of this usability test.

Equipment:

Participants can use any web browser they have to use the application. For participants who want to do the phone call test by laptop, "your phone" by Microsoft Inc should be downloaded and bluetooth linked to their phone. Participants need to record their screen and provide a concurrent think-aloud as they perform tasks with either microphone, text (write in a text editor during screen recording, no need to send it to the group members with the video), or a mix of two methods.

Roles:

- The role of the group members will be to collect and analyze the completed pre-test and post-test surveys and take notes from the participants when they think aloud.
- The participants' role will be to carry out the instructions provided.

Sessions:

Usability test sessions will be conducted as follows:

1. Participants will fill out the pre-test survey.
2. Participants will record their screen while thinking aloud and perform the given task scenarios from the tasks and scenarios list (we are Group of two, Group **H** will be the question list for Hongzhao and Group **S** will be the question list for Shuo:
3. Participants will fill out the post-test survey.
4. Participants will send the video files to us (MS team or email).

The estimated time required for completing the test is about 15-25 minutes.

Tasks and Scenarios List (do in order):

- Create new review with specified attributes' values: (**H&S**)
 - Restaurant Name: "barBurrito"
 - Food Name: "Regular Mild Chicken Burrito"
 - Price: "\$10.50"
 - Cuisine: "Mexican"
 - Rate: 4 stars
 - Comment: "The wrap is good or not totally depends on if the wrapper is good or not."
 - Attach Image of The Food: See attached image in appendix
- Create new review with specified attributes' values: (**H&S**)
 - Restaurant Name: "Mister Gao"
 - Food Name: "Xinjiang Style Chicken"
 - Price: "\$20"
 - Cuisine: "XinJiang Style Chicken"
 - Rate: 4 stars
 - Comment: "It was painful during the next day"
 - Attach Image of The Food: See attached image in appendix
- Search for Restaurant in Search Restaurant Page:
 - Search for Restaurant by name, "barBurrito" (**S**)
 - Search for Restaurant by cuisine "Mexican" (**H**)
 - Sort Restaurant by rate(**H**)
 - Click contact beside "barBurrito" and add:(**S**)
 - **Website:**
https://www.ubereats.com/ca/hamilton/food-delivery/barburrito-1711-main-st-w/CQd1N7ZyQL297I4189JU3w?utm_source=google&utm_medium=organic&utm_campaign=place-action-link
 - **Phone:** +1 9053932222
- Contact Restaurant in Search Restaurant Page (**S**):
 - Click contact beside "barBurrito" and then select "Order by website", that should redirect to the ubereat page.
 - (optional, Only when participants really want to order, and should have "your phone" open and bluetooth linked with their phone for laptop testers) click contact by phone call.
- Filter Food Review in Browse Review Page:
 - Filter by name, "Mister Gao" (**H**)
 - Filter by cuisine "Mexican" (**S**)
 - Filter by rate 4 (**H**)
 - Filter by food price \$10~\$20 (**S**)
 - Filter by Food Name "Regular Mild Chicken Burrito" (**H**)
- Edit food review of "Regular Mild Chicken Burrito" created previously with new attributes' values: (**H**)
 - Food Name: "Small Ground Beef Burrito"
 - Price: "\$8.80"

- Delete food review in Browse Review Page:
 - Delete a single review by clicking the red delete button on the left top of one review (**S**)
 - Delete reviews with Food Name “Regular Mild Chicken Burrito” by clicking the right top light red button **below** the navigation bar [this action come after filter by food name] (**H**)
 - Clear Review by clicking on the red “clear” button **in** the top right of the navigation bar (**S**)

Observations:

The group members will take notes about participants’ performance and experience of doing the tasks by watching the records of screen received from the participants.

Metrics:

All metrics listed below will be measured by taking notes during observation. Length of time will be measured with the stopwatch facility on smartphones. The number of wrong attempts will be kept track of on the taken note.

- The length of time (in seconds) the participants spent to find the correct buttons or input boxes for each task
- The length of time (in seconds) the participants spend to perform each task after the correct user actions are found
- The number of times a participant attempts wrong user actions

Instruments:

A pre-test and a post-test survey will be used. Surveys are attached in the appendix

Appendix

Link to Pre-test Survey: <https://forms.gle/RfMWju7tL66zoQePA>

Link to Post-test Survey: <https://forms.gle/vYbszHz9RdYUbSg87>

Link to image for creation of review to “Regular Mild Chicken Burrito”:

<https://drive.google.com/file/d/1M99Cg-bz1ebQzszXeb4USvppiFt1cfOH/view?usp=sharing>

Link to image for creation of review to “Xinjiang Style Chicken”:

<https://drive.google.com/file/d/1ICtB3RG1LUbmOjp-S3auNYjR31ISCA8O/view?usp=sharing>