### **Objective**

Find errors within the prototype and improve upon the original design for better usability and efficiency. Include users to help construct our prototype to be user-friendly. I want to conduct a study to gather data on our prototype and how it would perform in the real world. Plan an interview with users and monitor how they execute specific tasks given, any questions they might have, and the struggles they encounter. During the interview, the researchers focus on documenting qualitative and quantitative results. After the interview, any data collected individually will be combined and then analyzed. Review results from user testing data and produce a final report with a list of changes to be made. The overall objective of user testing is to find trouble spots in the prototype and the number of trouble spots.

### **Users**

6 participants between the ages of 18 – 40 who have varying levels of dietary restrictions (halal, kosher, vegetarian, etc…). Participants will have varying levels of technical experience- some may be frequent users of food-related apps, while others may be less familiar or new to such applications. This mix ensures that we will get a wide range of perspectives on the usability, accessibility, and clarity of the application.

### **Setting**

The studies will be conducted at different places of a casual nature (Housing, office, campus building etc..) with equipment being a recording device and a desktop computer to run the Figma prototype on. They will be conducted either in-person or online remotely on Zoom, in both cases the conductor will be able to observe the user navigating through the prototype and taking notes/asking questions/directing them as necessary.

### Roles

Each group member will conduct the user testing on at least 1 participant, and each will have the role of the interviewer, recorder, and note-taker.

### **Methodology**

The overall study is expected to take approximately 30 minutes on average, especially with how casual the nature of our app is. Each participant will be given a laptop or phone (their choice) to use and test the prototype by navigating through it and pressing the appropriate buttons. The interview will either take place in person or over Zoom (user’s choice). The flow of the study will be as follows:

1. Determine the target audience to interview
2. Build a consent form, an interview plan, and tasks for participants to complete
3. Start the interview by greeting the participants
4. Walk through the consent with participants. Ensure participants understand the risks, benefits, and rights they have
5. The researcher will describe the purpose of the interview and what the participant should expect
6. The researcher will record/document all interactions, questions, and comments made by the participant. If there are multiple researchers in the interview, then one will observe and record the participant while the other leads the interview.
7. Once completed tasks, the researcher and participant will walk through the UI design. The researcher documents any comments/observations/suggestions made by the participant
8. If the participant wants to do something within the design that is not intended or possible, they will be left to continue in case they realize, but if they get stuck the researcher will inform them that it is not possible to do what they are trying to do to save time, without guiding them afterwards.
9. After the interview, analyze the data/notes collected and combine the notes made by each interviewer

### **Metrics**

Quantitative:

* The number of issues the users faced while navigating through the tasks
* Number of tasks completed/incomplete by the user
* Time taken by the user to perform a specific task till completion

Qualitative:

* Moments of confusion with the user when they are executing certain tasks
* Comments made when executing tasks
* How the user expected the task to be completed against how it truly is.

### **Tasks**

1. It is your first time using the app and you are concerned about privacy options and other settings, go to your account settings, turn off optional tracking, and turn on notifications.
2. You just started a vegetarian diet and want to only see suggestions from restaurants that have good vegetarian options. You also have a peanut and gluten allergy. Adjust your personalization settings to match these requirements.
3. You are currently out with friends and you’re not sure what to eat, but you agreed that you want Chinese food. Go through the Discover page until you find a Chinese restaurant.
4. Skyway Wok – a Chinese restaurant you used to love and is on your picks list just had a PR disaster, go and remove that restaurant from your picks.
5. *Open up your explored and ignored lists to remember which restaurants you have visited and which ones you hid, then go to your collections based and pick a restaurant from the Mexican cuisine to go to today.*

### Task Goals

Each of these tasks has a different goal that we’re trying to achieve. However, they all are connected back to the overall goal of getting feedback from different users.

1. Understand how accessible and intuitive user settings are, understand if the user can find all needed information there.
2. Test the personalization capabilities of the application and how it can fit a variety of people, as well as the intuitiveness and ease of use and accessibility of it. The intuitiveness of how these changes apply to other parts of the app are also being tested.
3. Test the “sudden” use cases of the app where decisions need to be made quickly, test the robustness and effectiveness of the discovery page. Test how users intuitively do with their understanding of this task, which examines how it would be used in real-life situations.
4. Test the functionality of lists, how they work and how users interpret them. Test if users can understand how to navigate through them as well as modify them. Test the modifiability of the app and how quick it can be done.
5. Test how users can get to refamiliarize themselves with the application and how easy/difficult it is and how much time it takes.