Autonomous Delivery
Research Plan

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STATUS: FINAL

Objectives

The objectives are to discover where users have difficulties in completing tasks, their overall impression of the application, and to discover areas of improvement.

Methodology

The test will entail the user attempting to complete tasks without the aid of the researcher. Users will be asked to complete two types of tasks that land on the "third" layer of the conceptual DoorDash application. The session will contain audio recordings and physical notes will be taken. Users will be asked a variety of pre-test and post-test questions. Feedback will be applied to improve the application for further testing and deployment.

Participants

User Test Phase 1 - Two unique users.
User Test Phase 2 - One unique user after previous feedback has been evaluated.

Interview Sessions

Introduction

Initially, users will be informed that their session will be recorded (audio only) and their consent will be requested. Only their audio recordings will only be shared with Udacity during the project and afterward removed from the documentation for privacy/GDPR policies. The data will be stored offline in a secure drive and the user is permitted to request/delete their recordings at any time after the completion of the project. The user will be informed regarding their tasks prior to attempting the walkthrough of the application. The session will be conducted within a timeframe as required to answer a few basic pre/post-test questions and the duration required to complete the given tasks.

Background Questions

- ❏ How old are you?
- ❏ What is the highest level of education you've completed?
- ❏ What is your total household income?
- ❏ What is your profession?
- ❏ When was the last time you purchased food for delivery?
- ❏ Have you ever used DoorDash before?
- ❏ Do you use any other food delivery services?
- ❏ How often do you order food via delivery?
- ❏ Which device(s) do you usually use for ordering food?
- ❏ How often do you eat at a restaurant (physically)?

Tasks

Disclaimers: Prototype-- not everything may work. You're not being tested. Want your feedback on what we've built. Please think out loud while being direct, honest, and candid. We want to improve the overall quality so any criticisms are welcome.

Task 1

Please find a way to check the map.

Task 2

Please find a way to message the robot.

Task 3

Please find a way to report that an item was missing.

Follow-Up Questions

- ❏ I noticed you did _ _ _ _. Can you tell me why?
- ❏ Did you notice whether there was any other way to _ _ _?
- ❏ Can you tell me what you think of the buttons?
- ❏ Can you tell me what you think of the font size?
- ❏ How did you find the experience of using the application to complete these tasks?
- ❏ What did you think of the layout of the content?

Wrap Up

- ❏ Would you use it?
- ❏ Does this remind you of any other applications?
- ❏ How would you make it better?
- ❏ Any other comments/suggestions?