# Usability Testing Report

## DishDash - food donation platform

Web design technology and methodology

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# Contents

# 1. Introduction

This document aims to present a comprehensive summary and draw meaningful conclusions from the usability testing that was carried out on October 31st, 2023. The purpose of this testing was to evaluate the user-friendliness and overall effectiveness of our food donation web application DishDash.

# 2. Testing

## 2.1. Goals

The primary goal of the testing session was to assess the functionality and usability of a new website application designed to reduce food waste. The application targets facilitating food donations and allows users to reserve food for pickup at a reduced price, with a future plan to integrate with NGOs. The focus was on two specific user journey scenarios: one for donating food and the other for reserving food for pickup. These scenarios are critical to the application's success, as they directly relate to the user's primary interaction with the service. The design focus included navigability, interaction with various options for food donations, and the process for reserving food items.

## 2.2. Tester

The tester is a female computer science student at the master's degree level. This background suggests that she has a significant understanding of software applications and their interfaces, which may influence her interaction with the prototype. She fits the persona of an educated, tech-savvy individual.

## 2.3. Testing Session

During the testing session, Marek, a member of the development team, guided the tester through the two scenarios. In the first scenario, the tester interacted with the donation interface, identifying clickable options and navigating through the donation process. In the second scenario, they went through the reservation system, including scrolling through options, selecting a food item, checking allergens, and attempting to reserve food.

The tester found the scroll functionality and allergen information check intuitive, but she encountered issues due to the absence of features such as selecting a pickup time and location, which are crucial for scheduling convenience and logistical planning for the end-user.

## 2.4. Evaluation

Upon evaluation, the tester successfully navigated the app's core features yet pinpointed key usability shortcomings that could impact user's experience, particularly the lack of scheduling and location selection functionalities. These deficiencies may frustrate users seeking practical utility from the app. The tester's overall impression of the prototype was mixed; she commended its aesthetic simplicity but was critical of its limited functionality. This indicates

that while the app's interface is visually appealing, it requires enhancements in usability to meet user needs effectively.

## 2.5. Conclusions

Despite the application having a solid foundation with a visually pleasing interface, it lacks essential features that users need for a fully functional and user-friendly experience. To improve the design, the following changes should be made:

- Integrate a scheduling system that allows users to select pickup times.
- Include an option for users to choose pickup locations.
- Consider incorporating user feedback into the development cycle early and often, especially from potential users with diverse backgrounds to ensure a wide range of needs and expectations are met.

Overall, this testing session has provided valuable insights into the current state of the application's usability and has highlighted critical areas for improvement before further development.