

# EatUP

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## Final Report and Presentation

Group 01

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# Project description

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**EatUP** is an application whose objective is to improve and ease the use of the University of Porto's food facilities.

Oriented to **mobile systems**, featuring a modern and responsive **interface**, aiming at a sublime **user experience** (UX).

**What our application intends to improve ...**

01

**Flexibility of  
Reservation**

02

**Queue  
times**

03

**Payment  
Methods**



# User and Task Analysis

## Related services

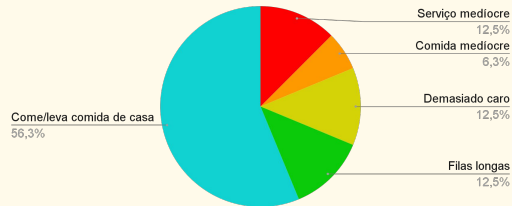
SASUP , Sigarra



## Conceptual Model

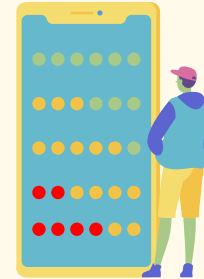
Choose diet, Book dish,  
Verify queue lines

## Carrying out questionnaires to find out the main needs of potential users



## Tasks

Online Reservation,  
New Payment Methods,  
Estimate Wait Times

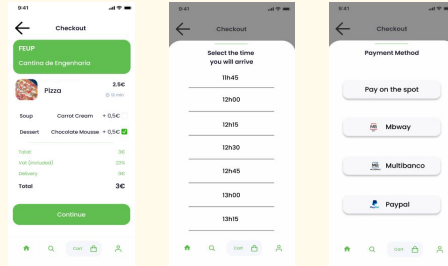


## Usability Requirements

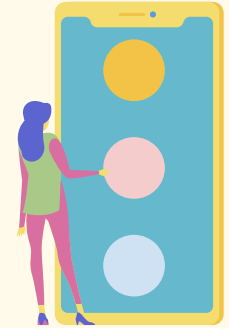
90% of users will not commit any error,  
90% of users will take less than 60  
seconds to complete any task  
with 95% satisfaction

# First Prototype and Heuristic Evaluation

Starting **Wireflows**  
of the prototype



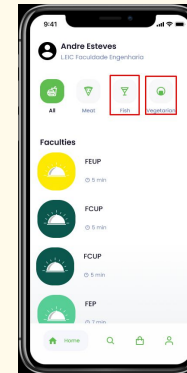
List of improvements to be made  
for phase 3 based on the  
information collected



## Heuristic Evaluation Results

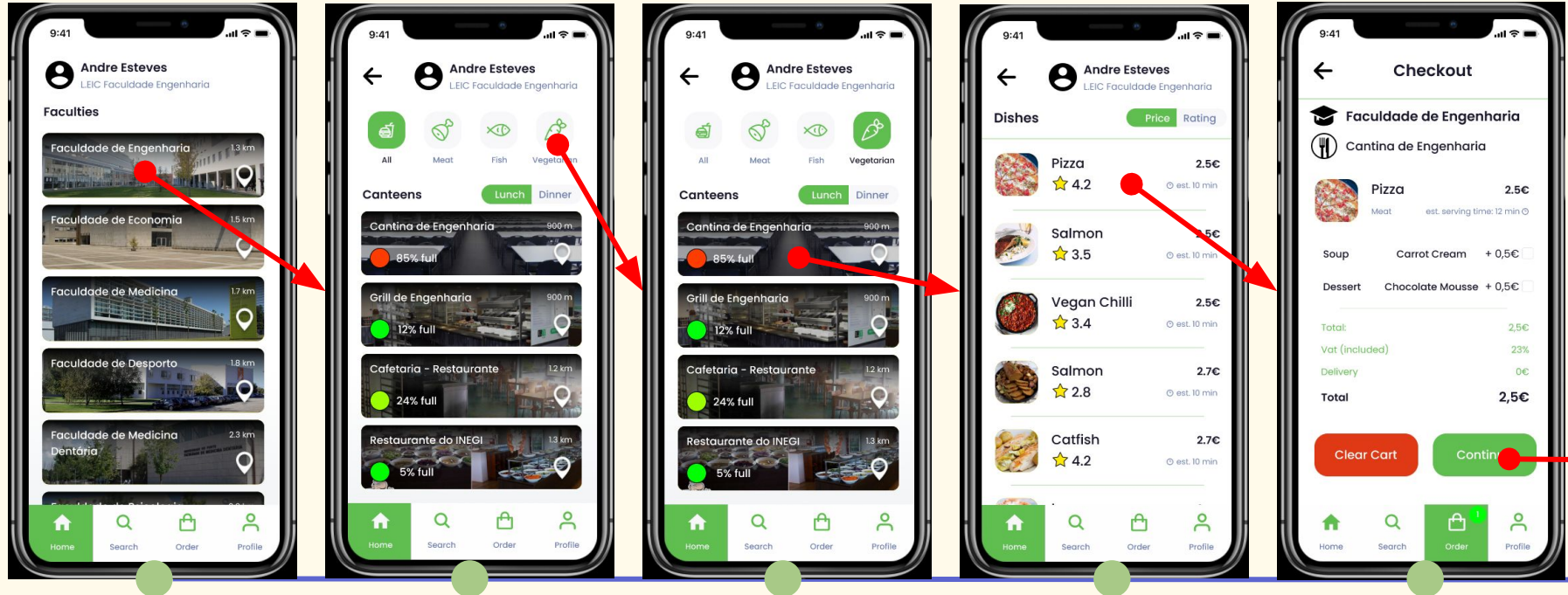
Analysis of evaluations made by colleagues  
and recorded in the form of **reports**

Issue, Heuristics, Severity ...



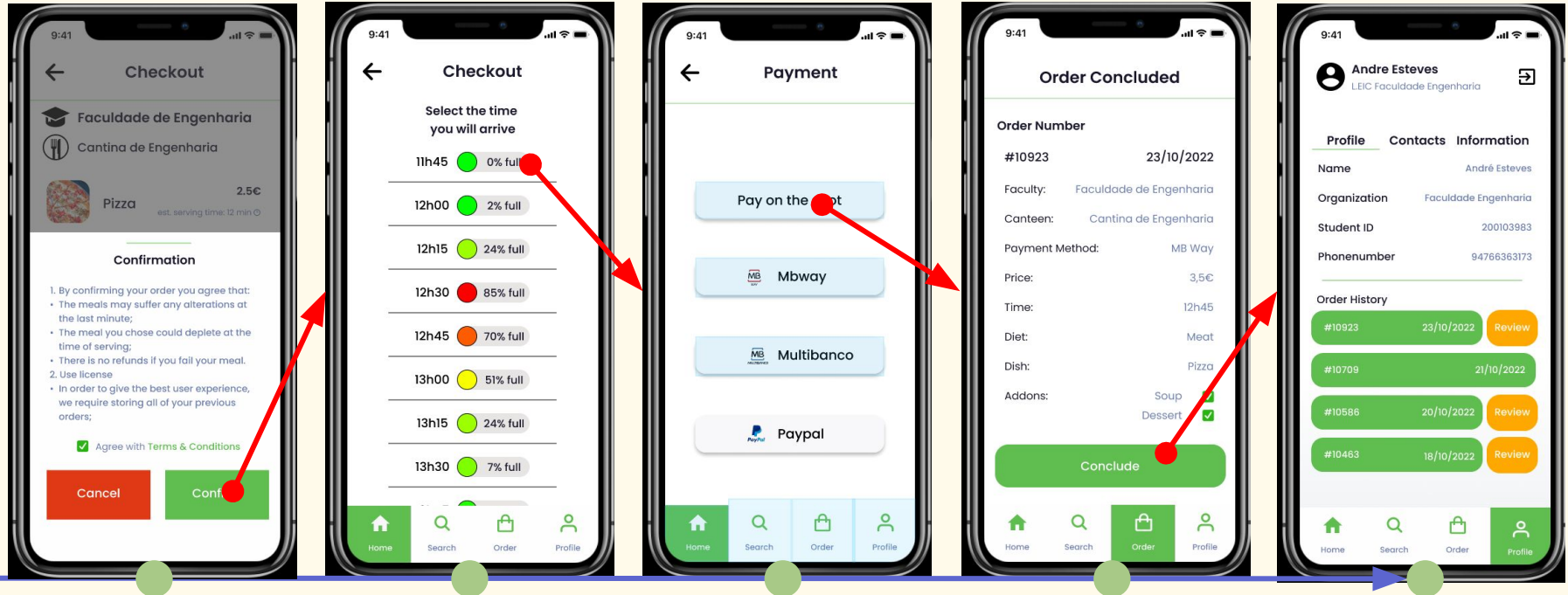
# Prototype's Wireflow - Task 1

**Task 1:** Order the cheapest vegetarian meal for lunch at the closest faculty and food facility from your location, choosing the least busiest time and your preferred payment method.



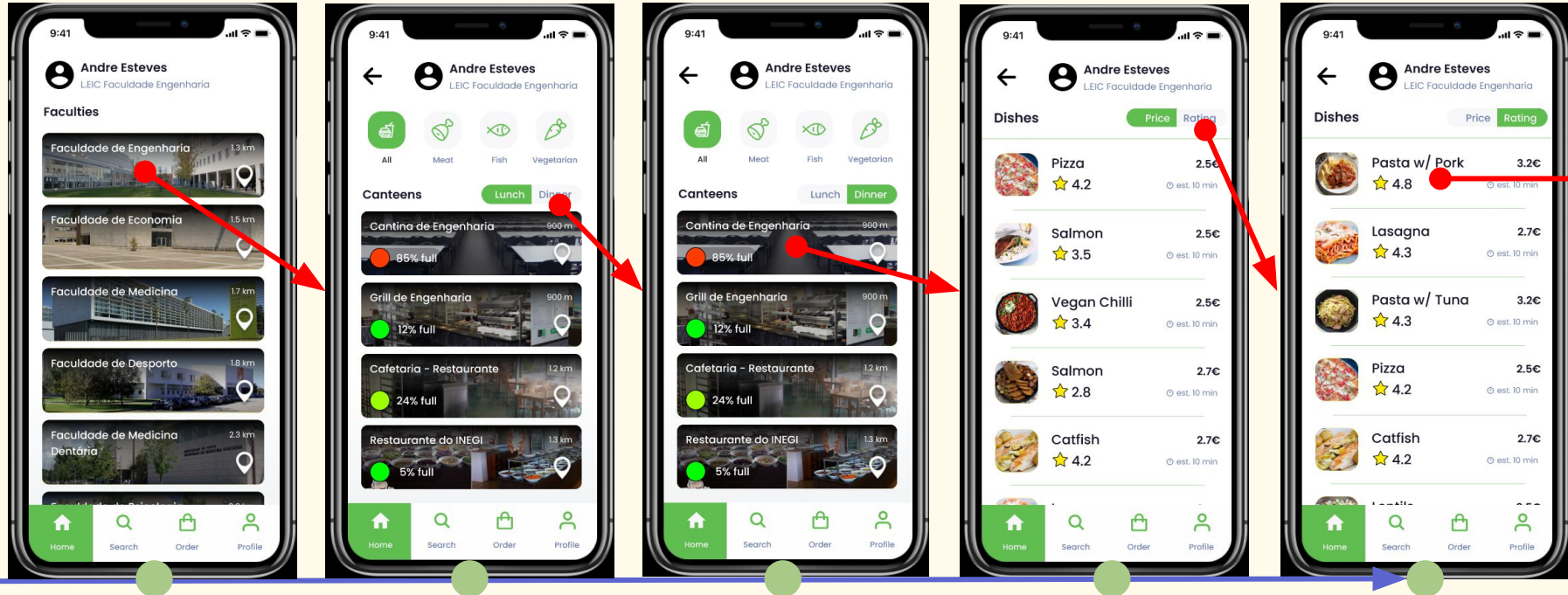
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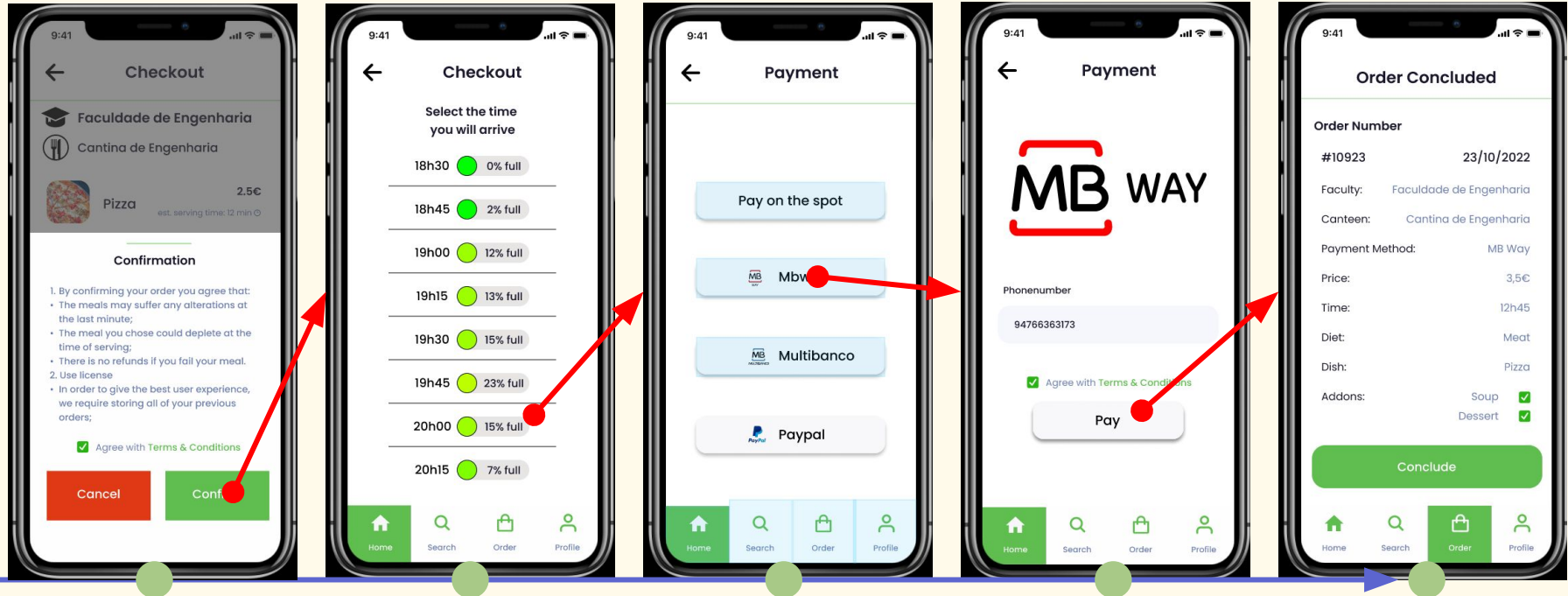
# Prototype's Wireflow - Task 2

**Task 2 :** Order the best-rated meal for dinner at the closest faculty and food facility from your location, choosing the time you usually eat and MB Way as the payment method



# Prototype's Wireflow - Task 2

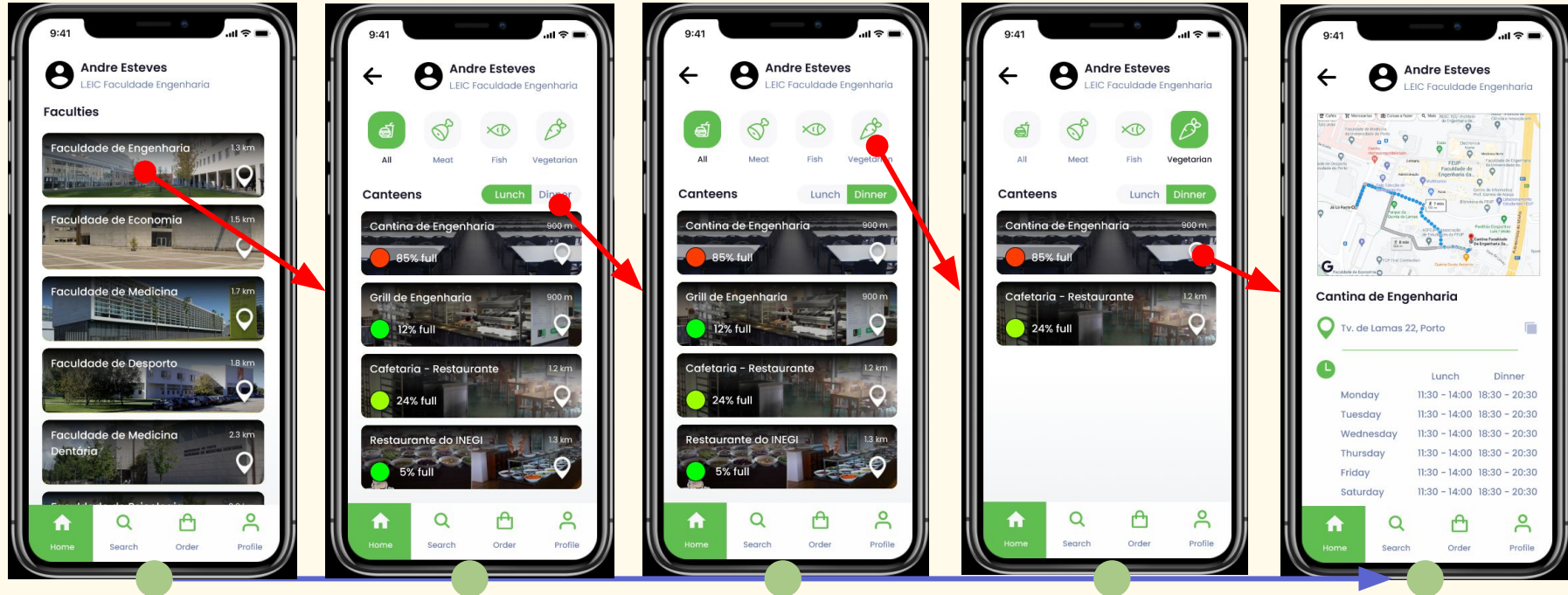
**Task 2 :** Order the best-rated meal for dinner at the closest faculty and food facility from your location, choosing the time you usually eat and MB Way as the payment method





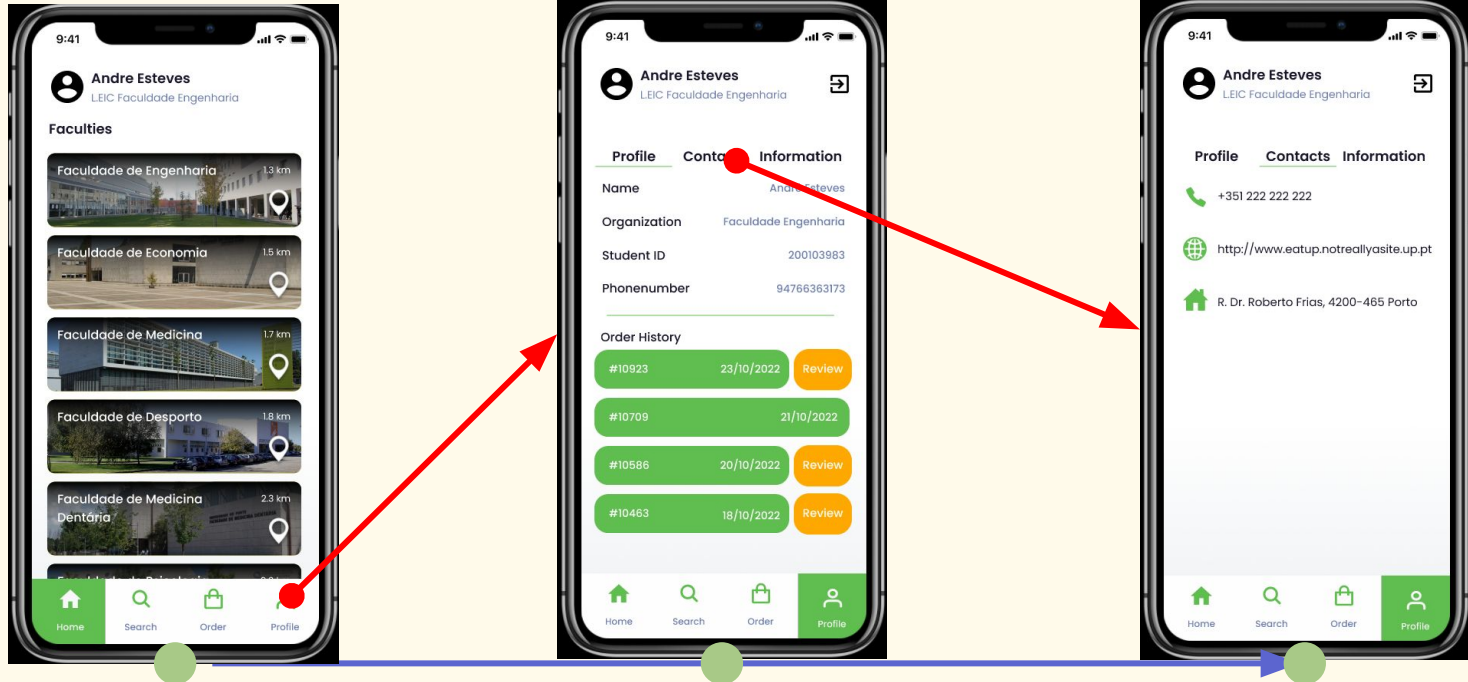
# Prototype's Wireflow - Task 3

**Task 3 :** Go to the nearest faculty and check the location of the closest food faculty that serves vegetarian meals for dinner.



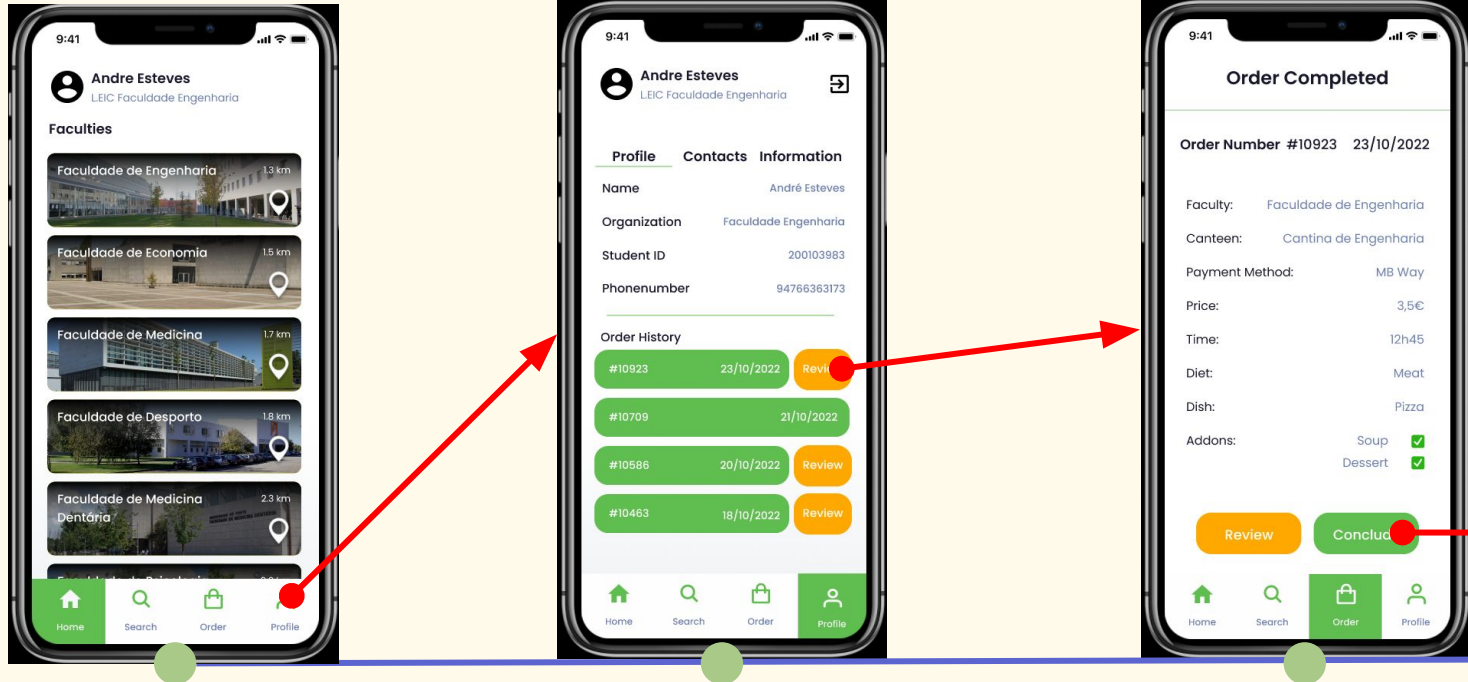
# Prototype's Wireflow - Task 4

**Task 4 :** Access the contacts or information of EatUP



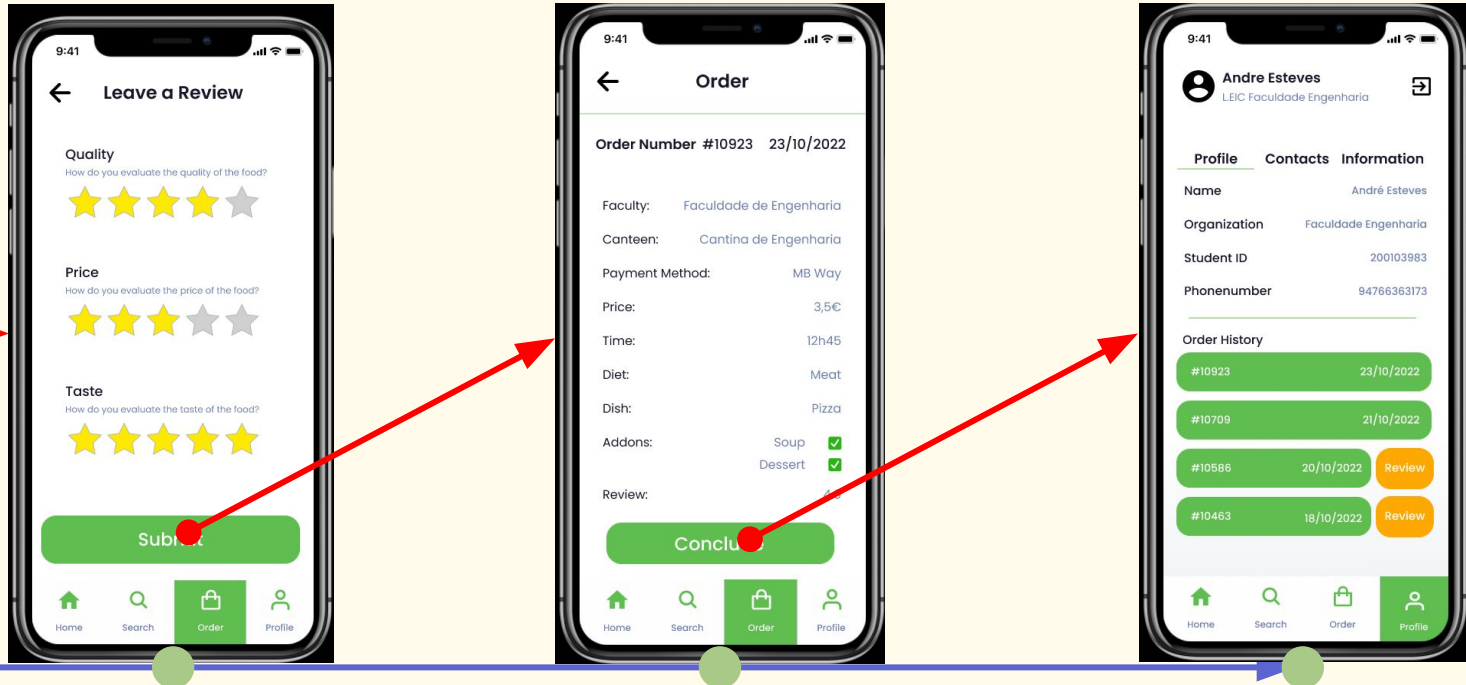
# Prototype's Wireflow - Task 5

Task 5 : Review your latest order



# Prototype's Wireflow - Task 5

## Task 5 : Review your latest order



# User evaluation summary – methods

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**Guide** used in the assessment sessions consists of **3 phases**:

- **1st phase** – Initial questions that characterize the evaluator, such as **age**, **position** held at the UP, **contact** with similar applications.
- **2nd phase** – resolution of specific tasks by the **evaluators**.
- **3rd phase** – obtaining feedback on the use of the application, where the user evaluates the platform based on its **ease of use**, integration of **functionalities**, degree of **satisfaction** and more.

# User evaluation summary – participants

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- Reviews made by **10** UP colleagues,
- **No application knowledge** and how it was implemented,
- Each evaluator performed **5 tasks**,

## Participants Measures

- Number of **clicks**, the **time** required to perform each task, and the number of **errors made**:
- **Questionnaires** to obtain information and feedback about essential questions in terms of our application usage (Ex: Task difficulty, intuitiveness, satisfaction, etc...).

# Results and statistical analysis highlights

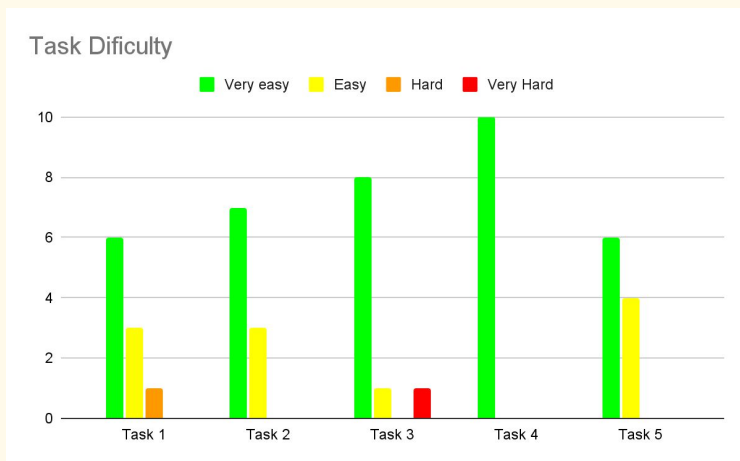
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These **quantitative data** serve to infer **statistical analyses** that will allow us to analyze users' success rates with the chosen tasks. For each task, the **time**, several **clicks**, and the number of **errors** committed were recorded for **each user**..

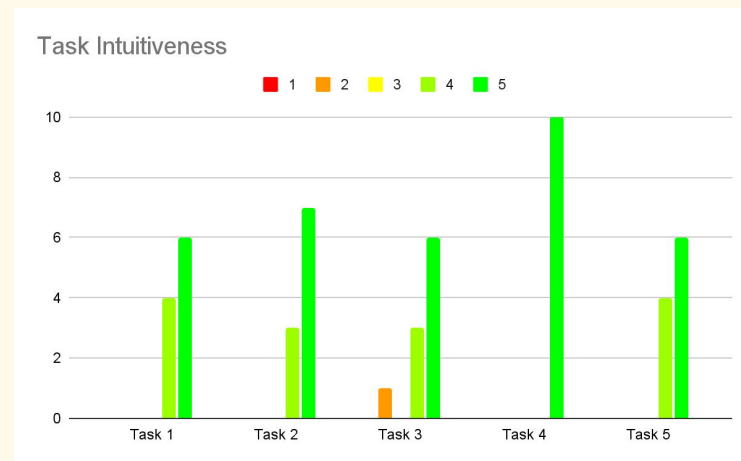
Task 1			Task 2			Task 3			Task 4			Task 5		
Time (s)	Clicks	Errors	Time (s)	Clicks	Errors	Time (s)	Clicks	Errors	Time (s)	Clicks	Errors	Time (s)	Clicks	Errors
27	10	0	33	11	0	9	4	0	5	2	0	12	5	0
39	12	0	45	12	0	16	4	0	7	2	0	20	6	0
37	12	0	50	13	0	13	4	0	5	2	0	17	5	0
57	13	0	42	13	0	15	6	1	8	2	0	25	7	1
47	12	0	53	14	0	25	6	1	5	2	0	25	6	0
27	12	0	28	14	1	7	4	0	5	2	0	12	5	0
49	16	2	33	12	0	25	6	1	7	2	0	8	5	0
39	12	0	48	13	0	15	4	0	9	2	0	23	5	0
44	13	1	35	11	0	18	6	1	6	2	0	17	6	1
26	10	0	41	13	1	10	6	1	5	2	0	13	5	0

# Results and statistical analysis highlights

Data of a more **subjective** and **qualitative** nature



Tasks evaluated by **difficulty**



Tasks evaluated by **intuitiveness**



# Results and statistical analysis highlights

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**Global Evaluation** based on questions asked to evaluators

Would you use it again?

Yes - 10 | No - 0

Would you recommend to someone?

Yes - 10 | No - 0

How do you evaluate the ease of use ?

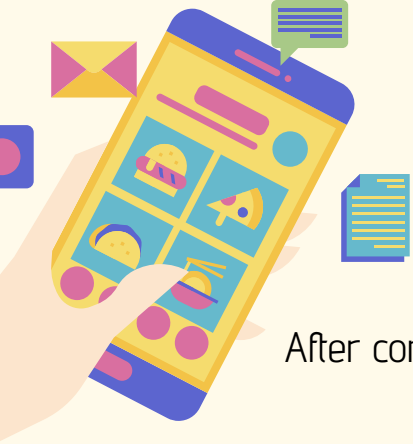
Very Easy - 5 | Easy - 5 | hard - 0 | Very Hard - 0

How do you evaluate the integration between features?

Very Good - 7 | Good - 2 | Moderate - 1 | Bad - 0

How do you evaluate the application design?

In scale of 1-5, 3 evaluators answered 4 and 7 evaluators 5



# Conclusions

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After completing the project, we can draw some **relevant conclusions**:

- **User research** is a very complex process since users often don't feel what they are reporting
- We may **not be the typical user**. We cannot assume anything without researching it first
- Talking and working with **experts** is fundamental in the **design process**.
- The practice of **systematic data collection** provides powerful **statistics** that help us make our product the right way and be adjusted to the users' needs.
- **Users' needs always come first**, and the entire project creation process must be **centered** on that.