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CS-257-01

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Original Figma Link- <https://www.figma.com/design/zDKzibxkJ2GA89B9Em9Nnr/CS257-Lab?node-id=0-1&p=f&t=OlkcQpqwVR2qdiNg-0>

Redesign Figma Link- <https://www.figma.com/design/zDKzibxkJ2GA89B9Em9Nnr/CS257-Lab?node-id=46-210&p=f&t=OlkcQpqwVR2qdiNg-0>

Overview

For this lab, I chose to redesign my original Grand Slam Grill mobile ordering interface. The initial version included functional screens but lacked consistent layout spacing, clear visual hierarchy, and discoverability for major actions. Through further assessment, this redesign aims to improve usability.

Initial Research

I started the redesign by going over my earlier Grand Slam Grill prototype and contrasting it with the actual website of the restaurant.

I used insights from the following:

- Heuristic Evaluation (NN/g): Assisted me in recognizing issues like unclear hierarchy and poor visibility.
- I was able to identify areas of confusion as users attempted to navigate the previous prototype by using the Thinking Aloud Method (NN/g).
- I was reminded to concentrate on actual user needs rather than presumptions.
- Szafir's Research on Visual Encoding Bias: Helped me adjust colors and spacing

Evaluation

1. Heuristic Assessment

- Visibility of system status → unclear categories, inconsistent spacing
- Recognition over recall → menu items not visually grouped
- Aesthetic/minimalist design → inadequate alignment, excessive white space
- These had a direct influence on the redesign choices.

2. Thinking-Aloud Assessment

- Three students participated in an informal test of the prototype. They narrated their thoughts while navigating:
- Confusion about where the order was stored
- Expecting additional information to appear when tapping a menu item
- NN/g's article on thinking aloud emphasizes how honest reactions reveal usability bottlenecks.

Redesign Choices and Modifications

Structural modifications

- A more robust header hierarchy
- Cleaner and tighter
- Improved spacing in accordance with Szafir's perceptual recommendations

Categorization

- Better navigation
- New navigation bar at the bottom (Home, Menu, Order)
- Decreased uncertainty about the next steps

Improved ordering process

- "Add to order" buttons are now unified.
- Checkout process

Accessibility

- Increased contrast between text
- Greater tap targets

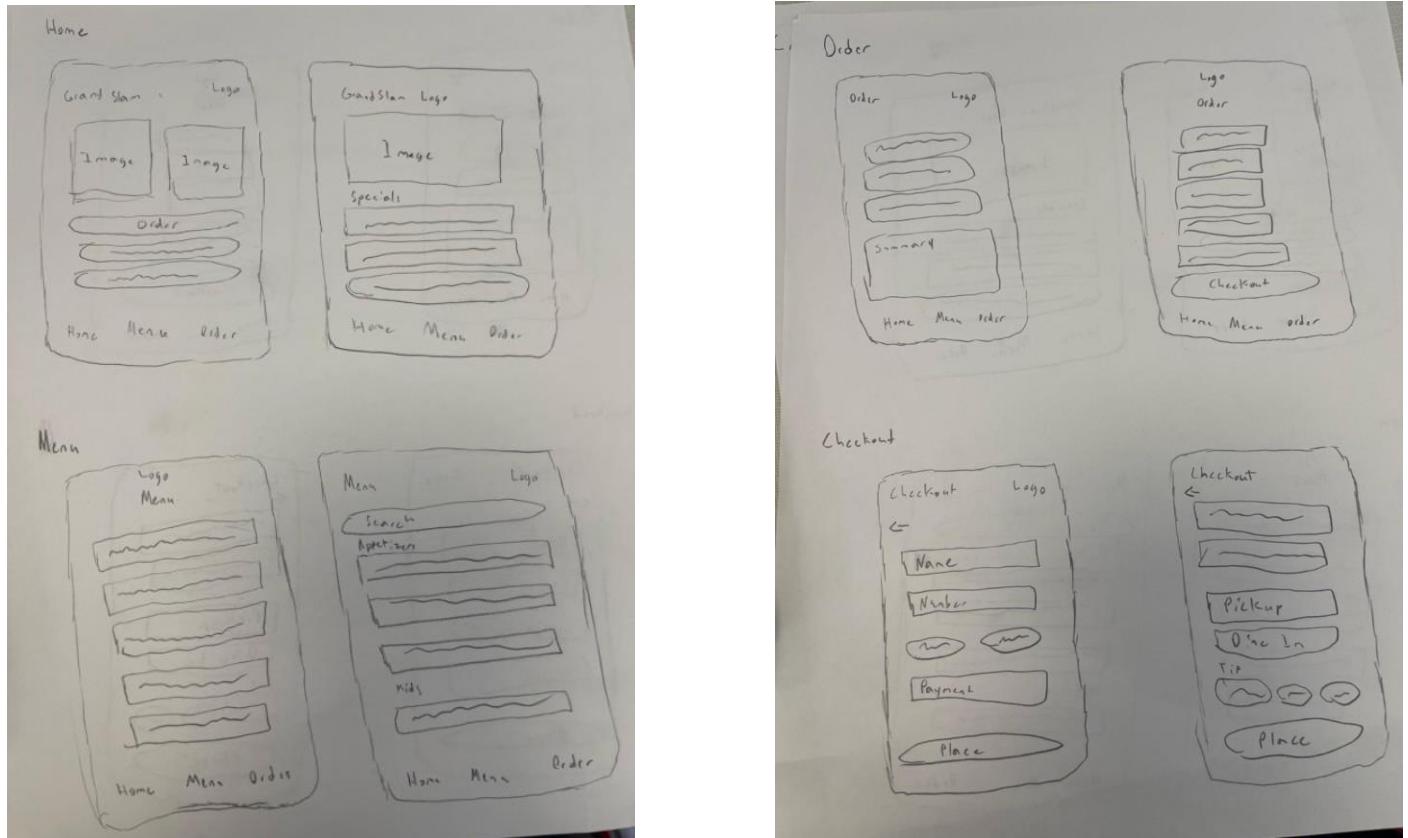
Reflection

I learned how various evaluation techniques interact while working on this redesign. I was able to evaluate my interface in an organized manner by using the heuristic evaluation to see if it met user expectations. The thinking-aloud sessions allowed me to capture the experience of the users. It was clear where my design failed to guide them.

These observations were reaffirmed by the readings. According to articles published by Nielsen Norman Group, even a small number of participants can identify significant problems if given reasonable tasks. Baumer and Silberman's point about the "implication not to design" resonated with me. Not every restaurant interaction requires technology. Sometimes, the simplest process like calling or paying at the counter is the easiest for users.

This redesign changed my viewpoint. Instead of adding more features or screens. I started to concentrate on helping with real user tasks. Evaluation shifted from finding flaws to figuring out what should be made simpler or left as is. This mindset will influence how I tackle future prototypes.

Rough Sketches



Final Sketch

