

DECO2500 - INDIVIDUAL REPORT

Feedback 1

Teann-louise Cunningham (42637460)

17 April 2020

Contents

1	Introduction	3
2	Low Fidelity Prototype	3
2.1	Evaluation Methods	3
2.2	Evaluation Protocol	4
2.3	Evaluation Results	5
2.4	Evaluation Analysis	6
	Appendices	7
A	Low Fidelity Prototype	8
A.1	Evaluation Protocol	9
A.2	Google Forms	14
A.3	Presentation	16
A.4	Questionnaire Results	18
A.5	Interview Notes	23

1 Introduction

In the domain of discovering, deciding where to dine out is an important topic that impacts almost everyone's lives, and most of the time it is time-consuming and frustrating. Based on research, at least once per week, everyone wants to try somewhere new from lots of different options to have a shared experience with others. However the problem arises with the gap between what users want and need, and how they are supported in fulfilling these.

There are 8 factors that are important to almost every user when deciding where to dine out. A user wants to be able to choose what they are craving from a nearby location with easy access to basic information. These factors are all beautifully handled by existing applications, however they focus heavily on reviews when research shows that word-of-mouth recommendations have a greater influence. Additionally, those with dietary requirements (about 20%) and those with a budget (almost everyone) must search using niche apps or be directed to a menu that they must filter themselves. What results is an average of 15 minutes searching every single time, with budget, dietary requirements and friend recommendations ignored.

This report details the process and feedback of three iterations of the interaction decision process to design an application to support all of the factors that are important to a user when deciding where to dine out.

2 Low Fidelity Prototype

The initial research and conceptual design of the low-fidelity prototype were previously presented as a mind map and [presentation](#). In review, there are six main features that have been incorporated into the design of the low-fidelity prototype to address users needs. All of these features will be brought to the attention of the user during this first evaluation to determine they align with user needs and whether they should be carried into the next iteration.

2.1 Evaluation Methods

The purpose of these evaluations is to learn more about the users' needs, confirm that the conceptual model is appropriate for the users, and to provide feedback about design and flow. It is imperative that any misalignment of values or expectations are identified at this early stage before further time is spent on interaction design. Users must be able to understand how the system works and it must align with their expectations to be a worthwhile project. The evaluation method chosen for the Low Fidelity Prototype is a combination of Design Walkthrough, Co-design and TAM.

A design walkthrough involves giving the user a task and, without guidance, ask them to complete the task. By observing and documenting how they interact with the system, feedback on how users expect the system to operate and what they they expect the system can be obtained. This feedback provides clearly whether the conceptual model chosen is appropriate to the users mental model. This method was chosen as the steps involved in using the application are almost the same for every instance, and so it is imperative that users are able to intuitively and easily complete these steps (i.e the task) at this early stage of design.

The co-design process generally involves explaining to the user how the system works and asking for their opinion how they would design the features of the application. For this evaluation, at points during the design walkthrough when a user gets stuck, in addition to asking them what the issues are and what they are experiencing, additional co-design practices will be adopted. This includes asking the user what they think should be happening and how they would design this part to be more intuitive. Since the user is in control of instructing the system it is important that they are able to achieve their goal of choosing a place to dine out the way they want to and expect, especially since it is a process that will be repeated on average twice a week for them.

TAM consists of a set of questions based on perceived usefulness, perceived ease of use, attitude and intention to use the system. These questions are scaled from 1 (strongly disagree) to 4 (strongly agree). For this evaluation, eight of the questions were selected (at least one from each category). These questions were identified as most relatable to the purpose of the application, without being repetitive. The questions provide quantitative analysis that can assist with identifying problem areas of user acceptance, however by themselves they don't provide the reasoning behind the response. So in addition to these questions, follow up questions will be asked when a response less than strongly agree is selected to gain further insight into the users experience to understand why there is a gap between mental models. This method was incorporated as an extension to the design walkthrough/co-design process to determine that not only can users intuitively use the system but that they believe the design and the features assist them with mitigating the problem of deciding where to dine out.

Together these evaluation methods provide a succinct overview of whether at this stage of design that application gives the user what they want, what gaps may exist in the conceptual model and the overall acceptance of the design and flow of the prototype.

2.2 Evaluation Protocol

This protocol was created to provide structure and consistency amongst evaluation of participants. The protocol outlines the flow of the evaluation including scripts, instructions and details of notes to be taken. The protocol can be viewed as Appendix A.1. Due to current measures relating to COVID-19 all evaluations were performed online, unless part of the family unit. Users are invited to a Google Form where they are asked to sign in with their Google Account. From here they can navigate themselves through all aspects of the evaluation. The form can be viewed in Appendix A.2.

Firstly, the user is introduced to the evaluation process and asked to complete a consent form online. The consent form is then uploaded in the provided section on the form. Secondly, the user is given instructions for the Design Walkthrough and directed, via a link, to a Google Slides presentation. Here they are given the task and access to navigate through slides depicting different pages of the paper prototype. The task is fairly vague to provide feedback on whether it is clear to the users what features are available without being told. The presentation is designed so that when users select areas of the paper prototype that are 'clickable' they are directed to the appropriate slide with the corresponding page. The presentation can be viewed in Appendix A.3.

Thirdly, whilst completing the task any time they are stuck for a period of time they are asked to stop and follow up questions are asked, including contribution of design as part

of the co-design process. Finally, once the user has completed the task they select a link on the presentation that takes them back to the Google Form where they will complete the TAM evaluation. On the form, users will select their answer between 1 and 4 (strongly agree) which will be stored as quantitative results and follow up questions will be asked for further clarification. The results can be viewed in Appendix A.4. Throughout all sections of this process, notes were taken of observations and feedback. These notes can be seen in Appendix A.5.

2.3 Evaluation Results

The following provides an overview of the results and feedback from the evaluations and is separated by the key features of the application.

1. Filter by preferences (including both craving and dietary requirements) - this filtering extends to the map results and menu display
 - Users liked that they had the option to filter by dietary and cuisine.
 - Some confusion about the difference between cuisine and dietary which would be clear when the dropdowns are clickable.
 - It wasn't clear that the menu was filtered as well, users noted that if they had been able to filter they probably would have noticed that it was only showing specific meals.
 - A user wanted to be able to view other menu items as well and suggested that below the filtered items on the menu page there was also a way to access the full menu or change filters on this page.
2. Interactive map - replicate the familiar experience of exploring destinations
 - Users had no problem selecting a restaurant
 - About half of the users selected the filter icon before picking a restaurant. They either expected to be taken back to the preference page or bring up a more detailed version of the same list (with those previously chosen pre-selected).
3. Promote existing deals - have existing deals from restaurants separate from the menu and easily viewable based on date selection
 - Users liked that deals was easily accessible and was one of the main tabs on the restaurant page.
 - Was clear that it was filtered based on the day and that they could change that selection in this tab.
4. Editable and shareable list - provide support to be able to compare options and share these with others
 - For most users, when they reached the restaurant page it was not clear what the next step was. They looked at all the information and most got stuck.
 - Most users didn't notice the small list icons in the corner. Their attention was on the six main tabs. When asked whether this was a good position for these icons all but 1 users said yes if it was clearer what the list was.
 - Many of the users didn't recognise what the 'list' icon was. One of the suggestion was to add the text 'Add to list' and another was to change the icon to scales (the icon would also change on the main tab).
 - Many of the users mentioned that before getting to the list page they didn't know

what the 'list' icon on main tab meant. Once reaching the list page, for some it wasn't clear whether it was a list for them to compare or a list of places they have saved for later. One of the suggestions was a different name, such as 'Compare' since 'list' was vague. Also, a design suggestion was to use scales as the icon.

- Most of the users noticed the share button and knew exactly what it did, one of the users suggested adding the text 'share' as well like every other icon
 - The delete, edit and go here icons were all clear. Users liked that you could just be directed straight there after deciding.
 - Once on the list page, most users were happy to just select a restaurant and go there as currently designed. They were happy with just have the name, rating and deals information.
5. Recommend to a friend - focus on word-of-mouth recommendations instead of star ratings
- Users liked the idea reviews were friends only. In the TAM evaluation when asking if they would recommend, some commented that this would mean they had a better experience on the app.
 - Users understood the thumbs up and down was ratings, but not that it was friends only until it was explained.
 - None of the users had issues with the notification page, and understood it was related to friend recommendations (after being told earlier). Like the clear wording and only 3 options.
 - Users liked that they would be nudged later without having to remember to go back and do it themselves later, especially since the more people that reviewed the better the ratings.
 - One of the users wanted to be able to see other reviews too and raised the questions 'What if I don't have friends/know people who live in my area?'. They saw the star ratings on the information page, but wanted to see others thumbs up and down recommendation. They suggested that on the restaurant page where the icons are to have with the default as friends and swipe to be able to see all reviews from the app.
6. Restaurant information - ensure users are able to readily access general information about a restaurant without being overwhelmed
- Users understood all of the icons on the about page, liked that this was one of the tabs but not the first one.
 - Users had no issues with finding the information about the restaurants.
 - Once on the list page, some of the users expected to be able to select the restaurant and be taken back to the restaurant page or see more information. One suggestion was to incorporate right and left swiping for different actions. Another suggestion, from a user who wanted to be able to call the place, suggested when selecting a restaurant it overshadowed the name and you had the icons for delete, more information, call and directions.

2.4 Evaluation Analysis

From the process of this evaluation, there are a number of key factors that will influence the design of the medium prototype to ensure increased usability and acceptance of the application for the user. For users deciding where to dine out, this prototype has met their needs. From the walkthrough aspect of the evaluation, all users interacted with all of the features of the system,

with the list feature the only aspect that needed guidance to reach. On the TAM evaluation, the overwhelming result for the perceived usefulness of the app was strongly agree. Users said they felt all aspects of the application were important in assisting them and especially liked the simpler rating system from friends and the ease of deal access. Therefore, all features of the low fidelity prototype will be carried through to the next iteration.

From the evaluations it is evident that specific areas of the conceptual model were not appropriate for the users. The results of the TAM evaluation showed that the areas of concern were perceived ease of use and attitude. For all users there was only one area of the application in which they had concerns. For some, this was during the gulf of execution due to the misunderstanding of how to complete the task, that is not knowing how or that they could proceed from the restaurant page to the list page. For others, this was during the gulf of evaluation, as there was the misalignment of design expectation of selecting a restaurant on the list page before proceeding to the location. During the TAM follow up questions users said they would rate strongly agree in these categories if their suggestions from the co-design were adopted.

Overall, users had no feedback about the overall flow of the application. During the walkthrough, users appreciated the simple design and all commented on the three tabs used to break up the restaurant page as sleek, and easy to use and understand. Most of the icons were recognisable by users, who especially liked when there was text accompanying them. For the next iteration, using the suggestions from the co-design the metaphor used for the list will instead be scales, accompanied by the new name of 'compare'. Additionally, on the list page, when selecting a restaurant an overshadow of icons with text will appear showing the existing delete and go here icons as well as more info and call. Not only does this make it clear what selecting the restaurant does and allow them to instruct the system as they want, but also saves screen real estate and uses Fitts Law to reduce cognitive load.

Appendices

A Low Fidelity Prototype

A.1 Evaluation Protocol

EVALUATION PROTOCOL

Low-Fidelity Prototype

Teann-louise Cunningham

Complete a design walkthrough with co-design and TAM questionnaire of a low-fidelity prototype to identify gaps between conceptual and mental models.

PREPARATION

Since this is an individual evaluation only myself and the participant will be involved. Therefore, I will be fulfilling the role of facilitation, observation, recording and interaction flow. The following materials will be prepared for the user prior to the evaluation.

1. Electronic Consent form
2. Paper Prototype
3. Walkthrough Presentation Slides
4. Questionnaire
5. Google Forms
6. Zoom software

INTRODUCTION

Opening Statement

User has been sent a link with survey and instructions on Google Forms. User's screen is being shared over an online conference call.

Thank you for taking the time today to provide some feedback on the early stages of a mobile application. The purpose of this app is to assist you with deciding where to dine out using an interactive map, filtered preferences and comparison feature.

Today, I will be showing you the basic prototype to observe how you interact with it , to determine any functionality or design that is not intuitive, and whether it is achieving its purpose effectively for you as the user.

Consent

Before we get started, please read carefully through this consent form. It reiterates the purpose for today and how your data will be used. Your personal details will not be used directly in any way and all observations are of your interaction with the software only. If you like to proceed with contributing please fill out this form and upload with the given link.

User reads through and fills out consent electronically with provided link and uploads.

Thanks for filling that out, please save it on your computer for the time being. If it any time you don't wish to continue just let me know and we will stop, and none of your feedback will be used.

DESIGN WALKTHROUGH

Instructions

To get your feedback, I will be asking you to complete a specific task using the prototype. At any point you get stuck or are confused I may pause you for a moment to ask you some questions. I won't be explaining or showing you how to use the system. The point of this exercise is to see what you, as a first time user, expect of the system and how you think it should flow.

In a moment you will be able to view the paper prototype and move through the pages. Please interact with the application as if it was reactive. This means pressing everything that you normally would to complete the task. The more realistic your interaction with the prototype the better the feedback to know where to improve.

You will have 10 minutes to complete the following task. Any questions?

Please click on the link to the presentation. The task is to choose two places and decide between them where you would like to eat dinner tonight, takeaway of course. You can start.

The user confirmed they have no questions and is starting the task. Record, observe and take detailed notes of their process.

Task Notes

These are the steps that the user should be going through to complete the task, and observations relating to each one that need to be taken note of.

1. Filter preferences: This is the default page and so all users will start here.
 - Do they know how to filter?

- Did they fill all of the filters out before proceeding?
 - Did they know how to get to the next page?
 - How long did it take to complete this page?
2. Interactive Map: This is the page that follows the preferences page.
- Were they able to select a restaurant?
 - Did they know the map was interactive?
 - Did they try to press any other buttons on the page?
 - How long did it take them to select a restaurant?
3. Restaurant Information
- After selecting a 'dot' on the interactive map they will be brought here.
 - How many of the cards did they select?
 - Did they understand the menu was filtered?
 - Did they know what all the icons meant?
 - Were they able to add a place to a list?
 - What information did they want to look at?
 - How long did it take them to move to another step?
4. List page: If a user selects the 'List' icon they will be brought here to compare.
- Did they get to this page?
 - Do they know how to select a decision?
 - Do they understand what to do next?
 - How long did it take the user to find out their was a list page?
5. Repeat: Since the task is to select 2 places, users will need to repeat 2-5
- Were they able to find out how to get back to previous steps?
 - Did they want to choose a second place?
 - How long did it take to figure out how to get back to the map?
6. Recommendation Page: After they have chosen a place and completed the task they will be nudged here.
- Did they understand what was happening?
 - Did they know what they were suppose to do?

CO-DESIGN

Instructions

While completing the task the user encounters a problem and has taken more than 15 seconds to move to the next step, or they took an action expecting different functionality.

Please just pause for a moment:

- *Do you understand what the next step is?*
- *What are you having trouble finding or understanding?*
- *Where/what do you think you should be able to find?*
- *How would you design this part?*

Show them the next step to continue the evaluation of the whole task.

Problem Notes

For each roadblock, in addition to noting the responses to the above questions:

1. The issue

- Do they understand what the next step is?
- What didn't they understand or couldn't find?
- Did they get stuck because they didn't understand the task?
- Did they get stuck because of the design?
- Was the flow confusing?
- After being showed the next step were they still confused?

2. Design Suggestions

- What do they think they should be able to find?
- What were their suggestions to redesign?
- How was the experience prior to this point?
- What elements of the existing design did they like?

TAM EVALUATION

Instructions

The user has completed the task.

Thank you for completing the task. Now select to go back to the form. Finally, I have some questions to rate your experience and your acceptance of this application. The purpose is to determine the perceived usefulness and ease of use, your attitude towards the app and intention to use.

For each question choose a number between 1 and 4, with 1 being strongly disagree and 4 being strongly agree. Please answer honestly. I may follow up with additional questions where necessary.

Questionnaire

1. I can accomplish deciding where to dine out more quickly using this application (PU1)
2. This application enables me to make better decisions about where to dine out. (PU5)
3. Overall I find this application useful (PU6)
4. It is easy to use this application to decide where to dine out (PEOU2)
5. Overall I believe this application is easy to use (PEOU3)

6. Overall my attitude towards this application I favourable (ATT3)
7. I will use this application on a regular basis in the future (ITO1)
8. I will strongly recommend others to use this application (ITO3)

Questionnaire notes

The quantitative answers from the users will be saved on Google Forms which automatically calculates and graphs collected data. Additionally, any score that is not 4 (strongly agree) will be followed up with the following questions.

- Why did you give this score?
- What stopped you from scoring higher?

Conclusion

All done. Thank you so much for your time today. Just a reminder that if you would like to withdraw at any time, let me know and your data will not be used. Thank you for your time, it is greatly appreciated and your data is very valuable.

A.2 Google Forms

Dining Out - Low Fidelity

Thank you for taking the time today to provide some feedback on the early stages of a mobile application. The purpose of this app is to assist you with deciding where to dine out using an interactive map, filtered preferences and comparison feature.

Today, I will be showing you the basic prototype to observe how you interact with it, to determine any functionality or design that is not intuitive, and whether it is achieving its purpose effectively for you as the user.

***Required**

Consent

Before we get started, please read carefully through this consent form. It reiterates the purpose for today and how your data will be used. Your personal details will not be used directly in any way and all observations are of your interaction with the software only. If you like to proceed with contributing please fill out this form and then we will get started.

<https://deco7250-wfixrepkka-uc.a.run.app/index.cfm>

1. Please upload your consent form here.

Files submitted:

Design
Walkthrough

To get your feedback, I will be asking you to complete a specific task using the prototype. At any point you get stuck or are confused I may pause you for a moment to ask you some questions. I won't be explaining or showing you how to use the system. The point of this exercise is to see what you, as a first time user, expect of the system and how you think it should flow.

PAPER PROTOTYPE

<https://docs.google.com/presentation/d/e/2PACX-1vRp-XVOiwPddbW5wp-AI2yqoOTJgOkY-D8aeRK1Gcven4r3RGuu5s3ovjfEP2nf0A/pub?start=true&loop=false&delayms=30000>

TAM
Evaluation

These questions are about your acceptance of this application. The purpose is to determine the perceived usefulness and ease of use, your attitude towards the app and intention to use.

Please answer honestly. I may follow up with additional questions where necessary.

2. I can accomplish deciding where to dine out more quickly using this application. *

Mark only one oval.

	1	2	3	4	
Strong Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree

3. This application enables me to make better decisions about where to dine out. *

Mark only one oval.

	1	2	3	4	
Strong Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree

4. Overall I find this application useful. *

Mark only one oval.

	1	2	3	4	
Strong Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree

5. It is easy to use this application to decide where to dine out. *

Mark only one oval.

	1	2	3	4	
Strong Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree

6. Overall I believe this application is easy to use. *

Mark only one oval.

	1	2	3	4	
Strong Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree

7. Overall my attitude towards this application I favourable. *

Mark only one oval.

	1	2	3	4	
Strong Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree

8. I will use this application on a regular basis in the future. *

Mark only one oval.

	1	2	3	4	
Strong Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree

9. I will strongly recommend others to use this application. *

Mark only one oval.

	1	2	3	4	
Strong Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree

THANK YOU!!

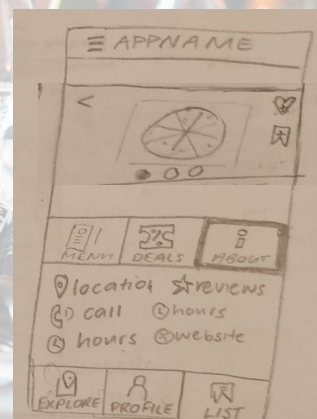
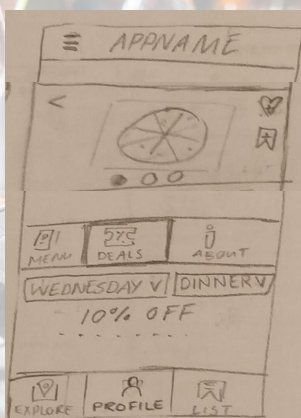
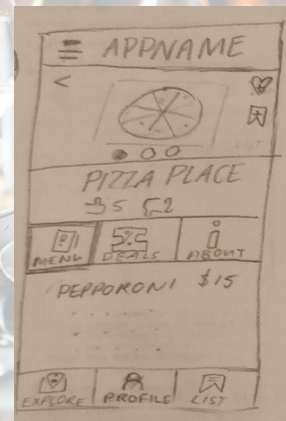
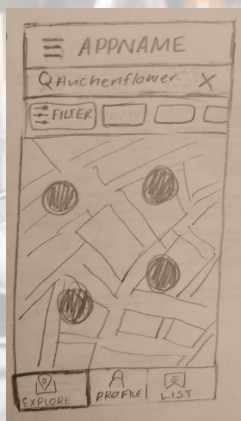
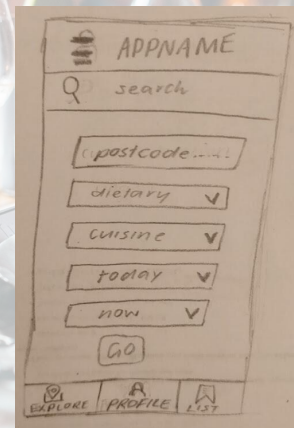
A reminder that you can withdraw your consent at any time and your data will not be used.

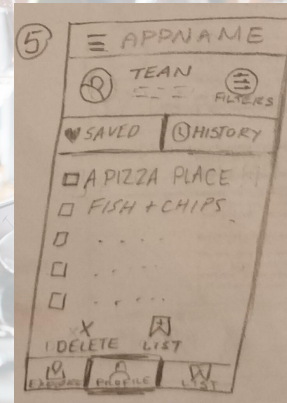
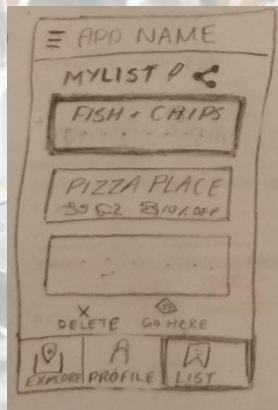
This content is neither created nor endorsed by Google.

Google Forms

A.3 Presentation

CHOOSE FROM 2 PLACES WHERE
YOU ARE GOING TO DINE OUT
TONIGHT

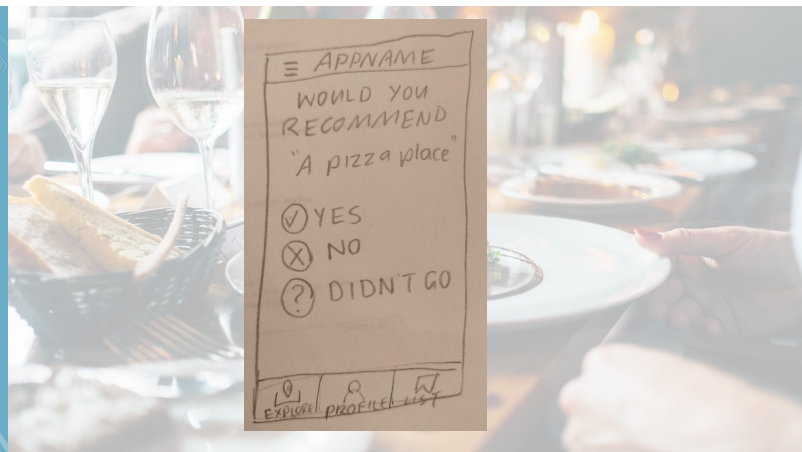




YOU ARE GIVEN DIRECTIONS!

2 hours later

...you get a notification



DONE!

[Back to Google Forms](#)

A.4 Questionnaire Results

Dining Out - Low Fidelity

Questions Responses 6

6 responses



Accepting responses



Summary

Question

Individual

Consent

Please upload your consent form here.



[View folder](#)

6 responses



uq_consent_2020_04_16-16-14



uq_consent_2020_04_16-11-41



uq_consent_2020_04_15-20-55



uq_consent_2020_04_15-19-23



TC_uq_consent_2020_04_16-18-12



uq_consent_2020_04_16-22-06

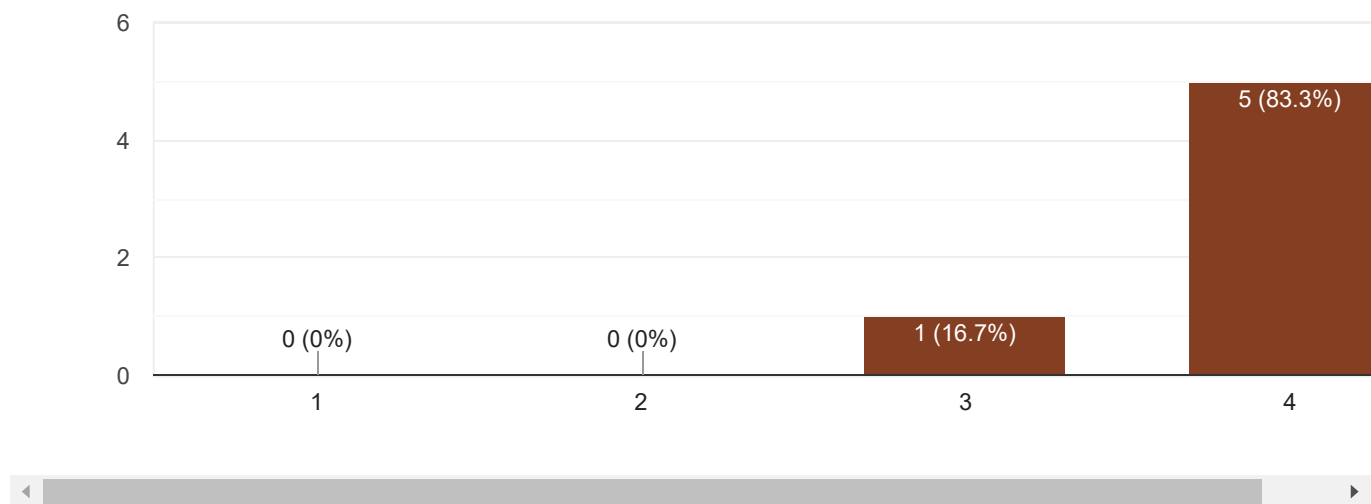
Prototype Walkthrough

Presentation

Questionnaire

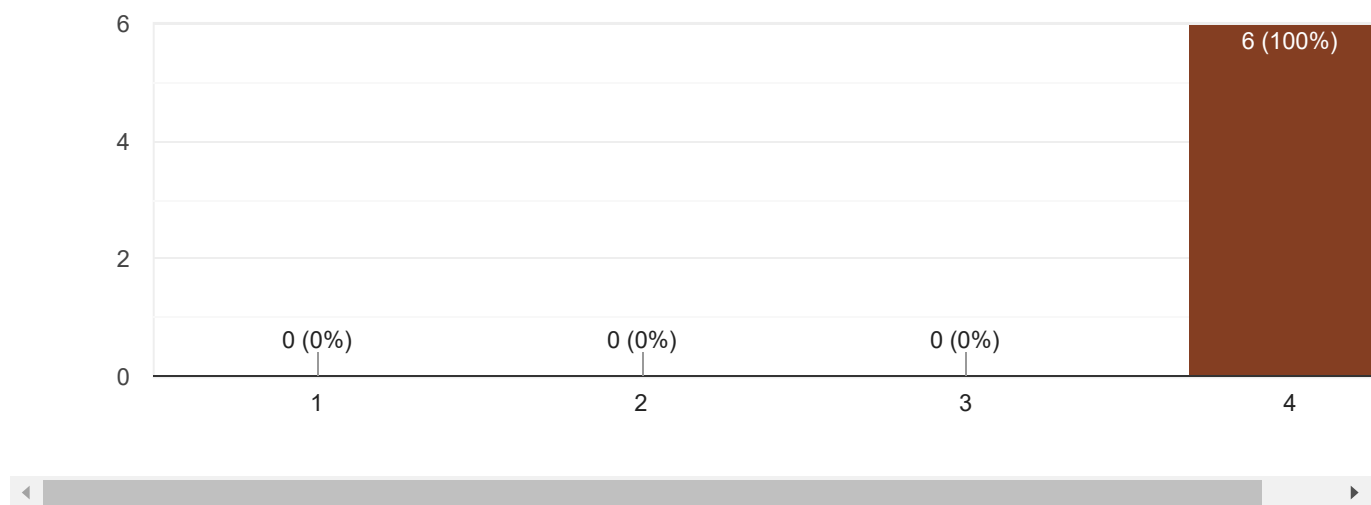
I can accomplish deciding where to dine out more quickly using this application.

6 responses



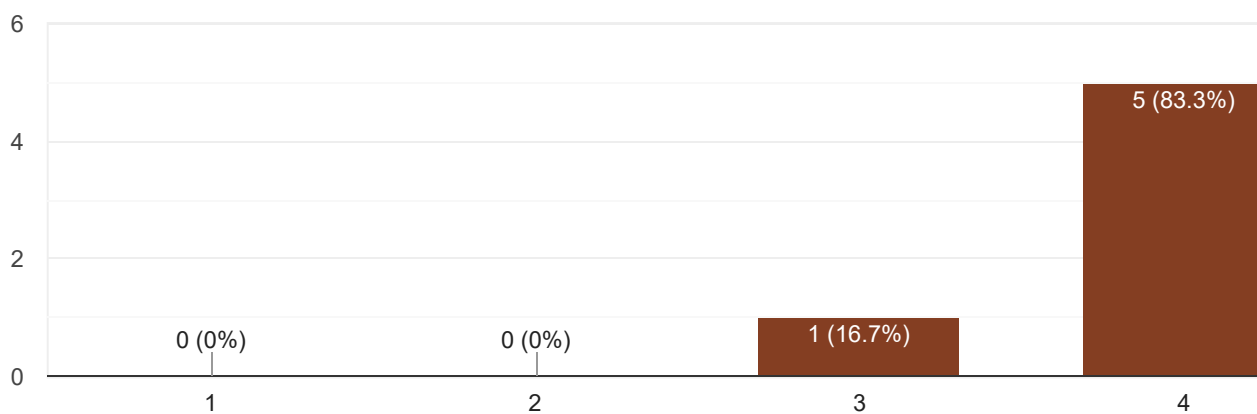
This application enables me to make better decisions about where to dine out.

6 responses



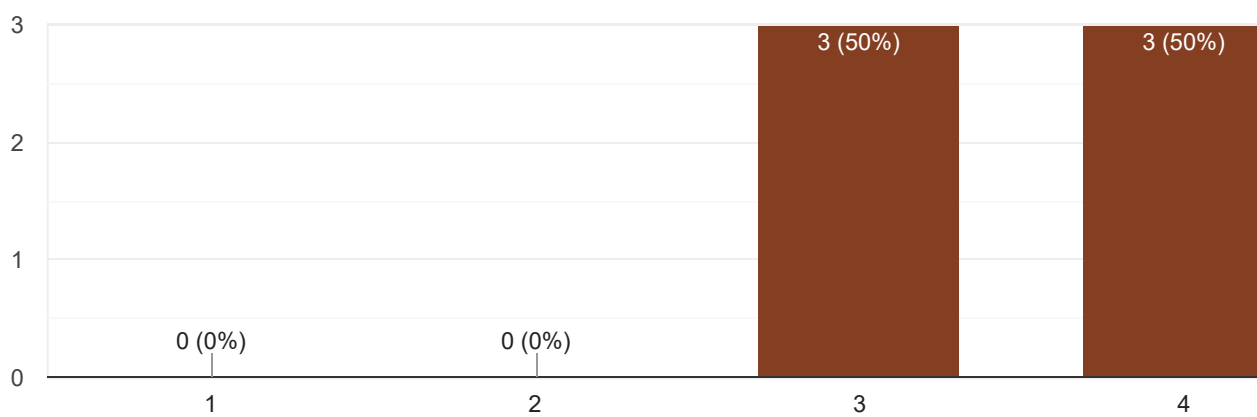
Overall I find this application useful.

6 responses



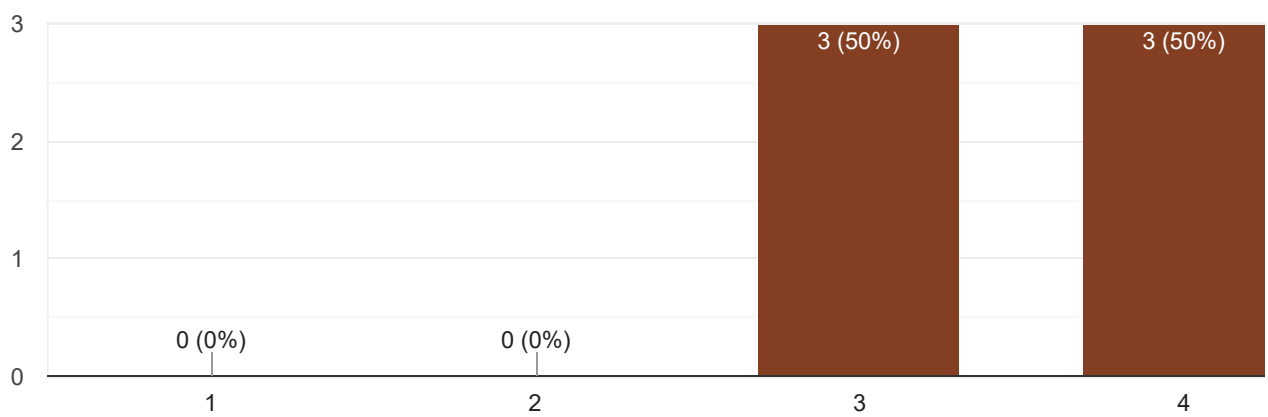
It is easy to use this application to decide where to dine out.

6 responses



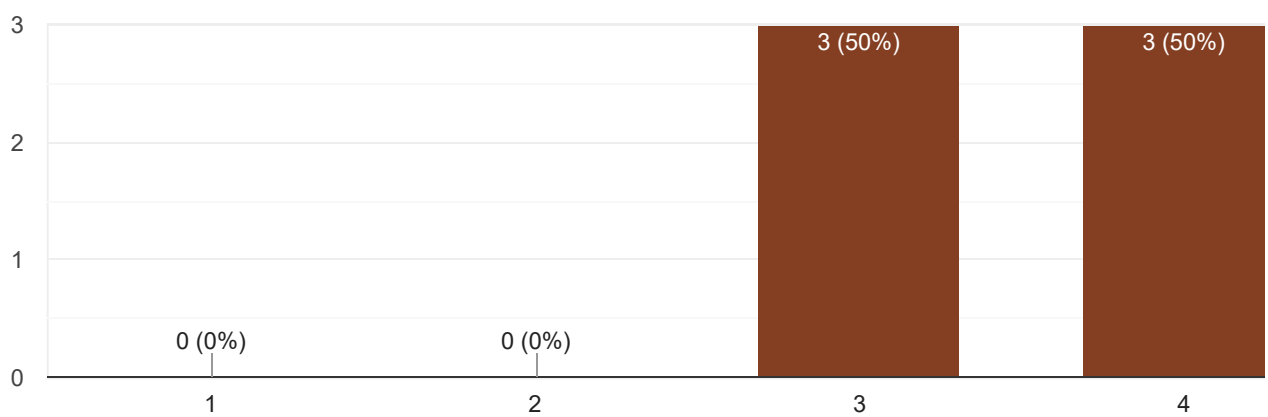
Overall I believe this application is easy to use.

6 responses



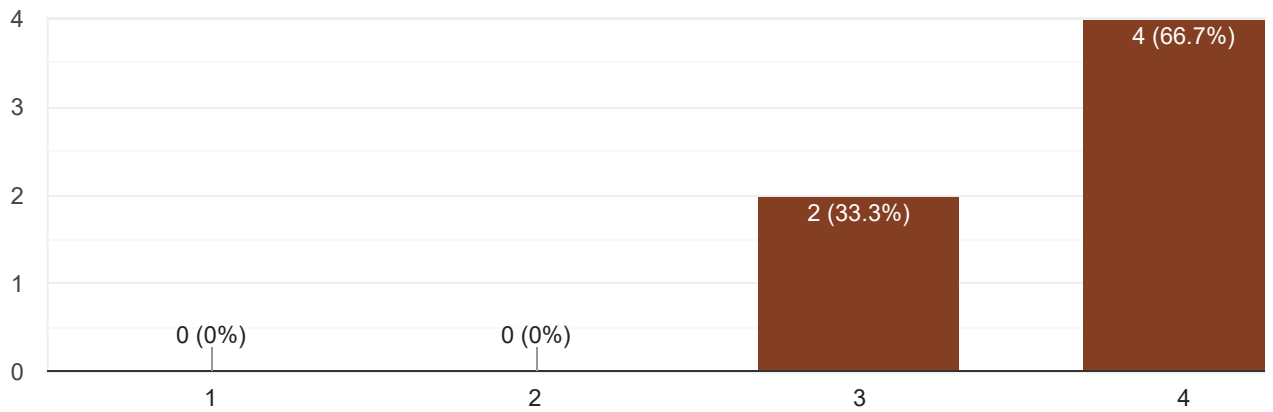
Overall my attitude towards this application I favourable.

6 responses



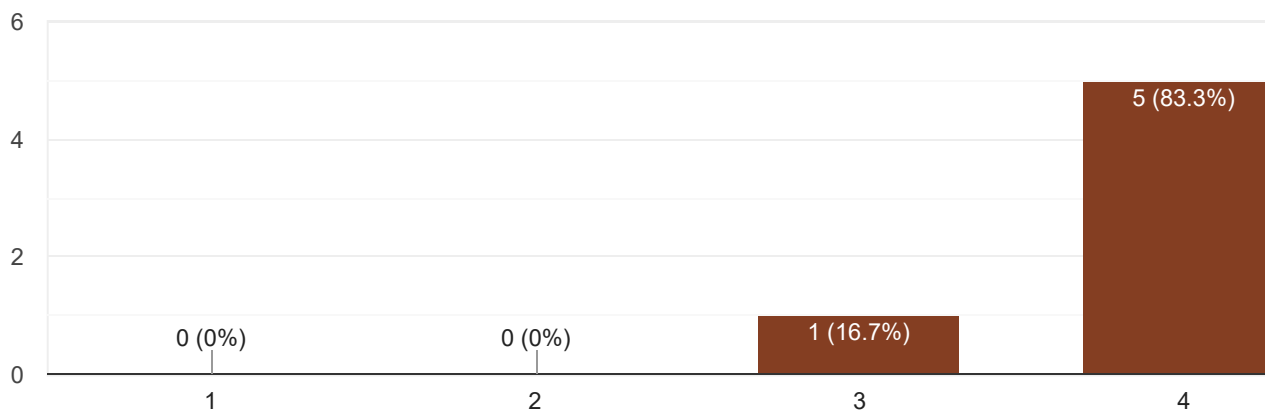
I will use this application on a regular basis in the future.

6 responses



I will strongly recommend others to use this application.

6 responses



THANK YOU!!

A.5 Interview Notes

		Participant 1	Participant 2	Participant 3	Participant 4	Participant 5	Participant 6
WALKTHROUGH							
1. Filter preferences	Do they know how to filter?	Yes - no problems	No problems here	Yes - labels were click	Yes	Yes - dropdowns	Yes
	Did they fill all of the filters out before proceeding?	All except date and time	They selected postcode and dietary before go	Selected all of them	Dietary and assumed location was current	Postcode, cuisine	Assumed current location, cuisine
	Did they know how to get to the next page?	Yes no problems	No problems - 'go' was clear	No problems - liked the big go	Got stuck for a couple of seconds before noticing the go	No problem	Yes
	How long did it take to complete this page?	About 5 seconds	About 5 seconds	5 seconds	about 10 seconds	about 3 seconds	about 3 seconds
2. Interactive Map	Were they able to select a restaurant?	Yes - no problems	Yes - no problems	Yes - clear they could select	Yes	Yes	Yes
	Did they know the map was interactive?	Yes - no problems	Yes - no problems	Yes	Yes	Yes	Yes
	Did they try to press any other buttons on the page?	Selected filters - expected to go back to preferences page	Filters to go back to the preferences page	No	No just selected place	Selected filter and assumed more options	No
	How long did it take them to select a restaurant?	5 seconds	5 seconds	3 seconds	5 seconds	5 seconds	3 seconds
3. Restaurant Information	How many of the cards did they select?	Looked at menu and deals	Looked at all of the 3 tabs	Looked at all 3 of the cards	All of them	All of them	All of them briefly
	Did they know the menu was filtered?	No - had to explain	No - had to explain	No had to tell them	No - had to tell them	No - had to tell them	No - had to tell them
	Were they able to add a place to a list?	Yes	No the heart & list icons were too small, main focus was on the 6 large tabs,	No had to explain where the icon was, still didn't know what the 'list' really meant	No - didn't see the list icon and noticed bookmark in the list tab but didn't know the difference	Saw the list and heart icon, and noticed bookmark in the list tab but didn't know the difference	Yes - added to favourites and list and kind of hoped one of them would do something, then saw the list icon
	Did they know what all the icons meant?	Yes	Didn't know what the list icon or list tab - vague name	Understood the heart but not familiar with the bookmark icon	Knew the heart but not the bookmark	knew all the symbols but not the difference	Yes but wasn't super clear about the heart and list at first
	What did they look at the most?	The deals	Mainly the menu and deals	Look at all of the information	The menu	All of them	The deals
	How long to move to another step?	about 8 seconds	They got stuck at this point	They stuck stuck at this point	They got stuck at this point	They got stuck at this point	About 10 seconds
	Did they understand what the recommendations meant?	Thought it was just ratings, had to explain its friends only	Thought it was a rating system, had to explain they were friends only - liked the idea	Yes they liked it was simple thumbs up and down but had to explain it was friends only	Thumbs up and down but not that they were friends	Yes, but not that it was friends only, wanted to see others ratings too	Yes, but not that it was friends only, wanted to see others ratings too
	Did they get to this page?	Yes	Were not able to get here	Were not able to get here	Were not able to get here	Got here but didn't add a place	Yes
4. List Page	Do they know how to select a decision?	No - expected selecting to go back to the restaurant page	Yes	Yes - understood if it was highlighted then it was selected as their decision	Yes - at first thought about going back but decided didn't need to	Yes - just select and go here (liked that it gave directions)	Got stuck here - wanted to get the phone number of place
	Do they understand what to do next?	Yes	Yes - select go here was easy to understand	Yes	Yes	Yes	Yes
	How long did it take to get here?	About 10 seconds	Couldnt get here	Couldnt get here	Couldnt get here	Couldnt get here properly	about 15 seconds
	Did they understand the purpose of this page?	Yes - and that could share	At first didn't know what the tab 'list' was until they got there	Yes	Yes	Yes - to see quick view	Didn't know the difference between here and profile
5. Repeat	Were they able to start again?	Select explore to go back	No problem - select explore	Selected explore	Yes	Yes	Yes
	Did they choose a second place?	Yes	Was happy to choose the first one	Yes	Yes	Yes	Yes
	How long to go back to map?	2 seconds	2 seconds	2 seconds	2 seconds	2 seconds	2 seconds
6. Push	Did they know what they were suppose to do?	No problems	No problems - understood this connected with the friend recommendation	No problems - liked that it was simple yes or no	No problems	Yes	Yes
CO-DESIGN							
What and when did they get stuck?		Got to the list page - wanted to go back to the restaurant information	Got to the restaurant page - didn't know what to do next or how to move forward with selection	Got to the restaurant page - didn't know what to do next	Got to the restaurant page and wasn't sure what the next step was	Got to the list page without adding and didn't know how to add	Got to the list page but wanted to be able to get their phone number
The Issue	Do they understand what the next step is?	Yes - but want to be able to go back a step before making a choice	No they don't know how to interact with the restaurant except the menu, deals and about tabs	No - not sure what to do	No	knew they wanted to be able to compare, tried both heart and bookmark	Yes but wanted more information before going forward
	What didn't they understand or couldn't find?	Different expectation for selecting the restaurant name	Don't know what to do next, the next step wasn't intuitive	Didn't know they could add to a list	Didn't know they could go to a list to compare	the difference between bookmark and favourite	Couldnt find a way to go back to the restaurant page
	Did they get stuck because they didn't understand the task?	No	Yes - they didn't know that they could add items to a list to compare with others	Yes - they didn't know that they could add items to a list to compare with others	No - thought comparison was just looking at 2 places	no	No - just wanted more before completing
	Did they get stuck because of the design?	Yes - design wasn't as expected	Yes - they didn't know what list meant, couldn't see the list icon and didn't know what it did	Yes - couldn't find the list icon or know that there was another step	Yes - wasn't clear that there was anything else they could do	yes - the icons were clear and confused about what 'list' meant	Yes - expected something else
	Was the flow confusing?	No	No - even after getting stuck, if it had been clearer on how to get to the list they said they wouldn't change the order	Up to this point was clear but was confused what they should be able to do	No - but didn't know there was a next step	No	No
	After being showed the next step were they still confused?	No	No - After explaining how to get to the list page, it made sense from there and they could continue with no issues	No it was clear after explaining what was suppose to be done	No	No	No
Design Suggestions	What do they think they should be able to find?	Wanted selection to take them back to previous and have a different way to choose this option to move forward with	Something to let them 'go here or move on	Didn't know what they should be looking for	Guidance that there is another step forward	Distinction between the heart and bookmark icon	Selecting the restaurant would take them back to the restaurant page or if they selected go here they would get more info
	What were their suggestions to redesign?	Swipe left to delete, swipe right to get directions and selection to go to restaurant page (remove 'go here' and 'delete' OR have tick box next to the options to mark which one should be deleted or go here	add to list' as text button near the name of the restaurant for more attention, change the name of list to 'compare'	change the icon for list both here and on the main tab as the 'bookmark' isn't clear, add text to the icon as well	leave the list icon where it is but have text instead that says add to list with a notepad icon, and do the same for the list tab	Change the bookmark icon to a scale and leave it where it is, remove the plus from the heart, have the map coloured based on if it is a favourite, change name to 'compare'	when you select a restaurant you are given the option to get more information, a number, delete or directions - suggested an overshadowing effect with icons and text
	What was their experience prior to this point?	No problems - overall reached here in about 10 seconds	Had no problems, had all been very smooth	No problems up to this point	No problems up to this point	No problems up to this point	Except for the list icon at first was smooth
	What elements of the existing design did they like?	Like the bottom 3 tabs and the 3 tabs on the restaurant page, was very intuitive up till this point	liked the overall layout of the page and especially the 3 main tabs on this page, and the 3 bottom tabs	liked the tabs and was intuitive they could be selected, very clean and simple, liked when there was text included with the icons	liked the tabs and the filtered menu after I told them about it	Liked the tabs, the menu and deals page easily accessible. liked all the icons other than bookmark	the highlighting of the tabs and that there were 3 main tabs, liked being able to easily move through the tabs on the restaurant as well.
TAM EVALUATION							
PU	I can accomplish deciding where to dine out more quickly using this application (1)	4	3 - Would strongly agree if clearer how to compare	4	4	4	4
	This application enables me to make better decisions about where to dine out. (5)	4	4	4	4	4	4
	Overall I find this application useful (6)	4	4	4	3 - hard with dietary	4	4
PEOU	It is easy to use this application to decide where to dine out. (2)	4	3 - Having the menu and deals at the forefront was great	3 - liked the simple design, but the icons could sometimes be confusing	4	4	3 - the list icon wasn't very intuitive
	Overall I believe this application is easy to use. (3)	4	3 - Vague of journey to endpoint	3 - up till understanding that places could be compared with a list	4	4	3 - except for the end when wasn't able to go back
ATT	Overall my attitude towards this application I favourable (3)	4	3 - Like the app, but didn't like getting stuck	3 - smooth process but wants more clarity from restaurant to list page	4	4	3 - although got stuck, doesn't stop me from being able to use
ITO	I will use this application on a regular basis in the future (1)	4	3 - Due to COVID won't be able to use it much now, plus normally only eats out about once a week	4	3 - doesn't eat out often	4	4
	I will strongly recommend others to use this application (3)	4	3 - Agree because having more people you know using the apps the better the ratings	4	4	4	4