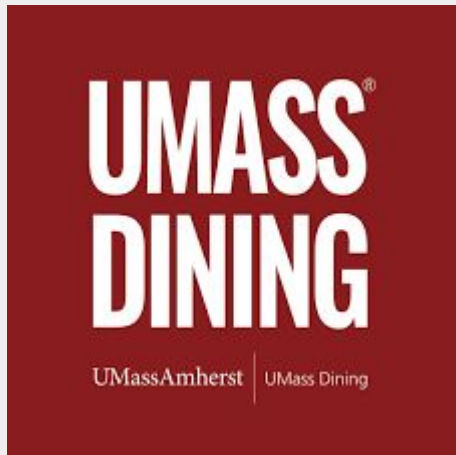


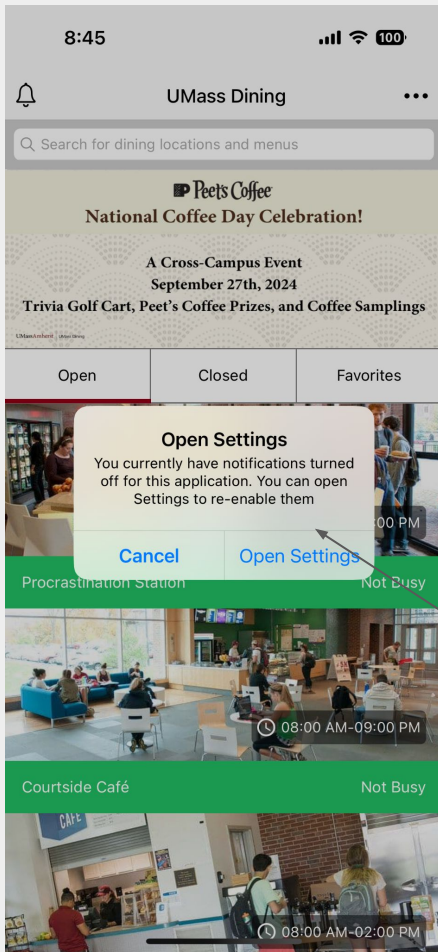
Redesigning the UMass Dining App

The UMass Dining app is an app by UMass Dining that has **information about their dining halls on campus** - e.g. menus, opening times, locations, ingredients, nutrition, etc.

I use this app sometimes to **check menus to decide where to eat** with my friends, and to **check if dining halls are open**

<https://umassdining.com/mobile-application>





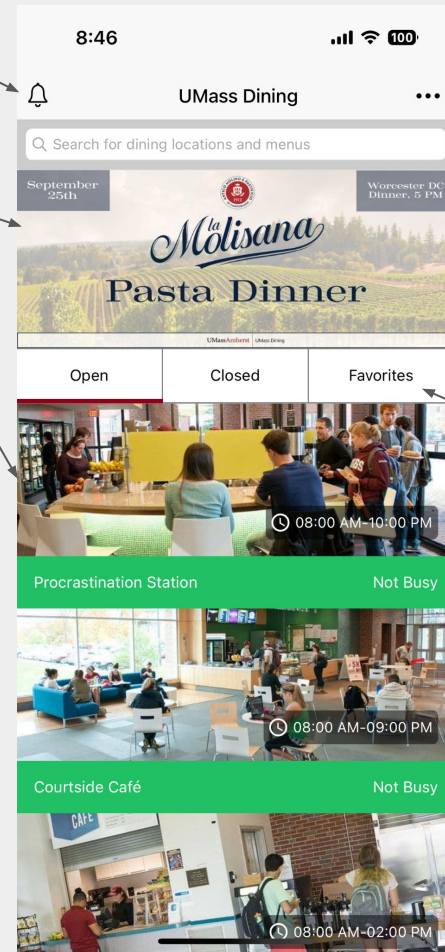
Home Page

Notifications -
News/Events
and Dishes

Special Events -
Explore a carousel
of upcoming special
events

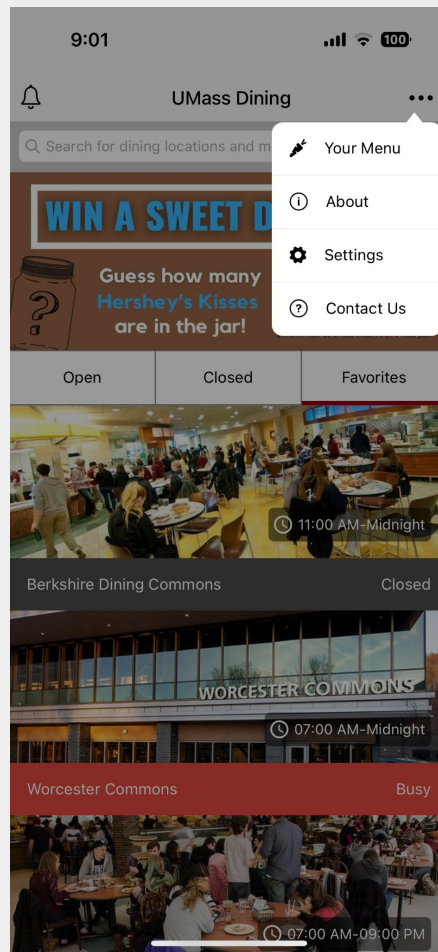
Dining Halls -
Explore different
dining halls;
ordered by
"Busyness" -
Not Busy,
Moderate, and
Busy

Notification Alert -
I rejected
notifications so now
every time I open
the app, I get an
alert telling me to
change this in
Settings



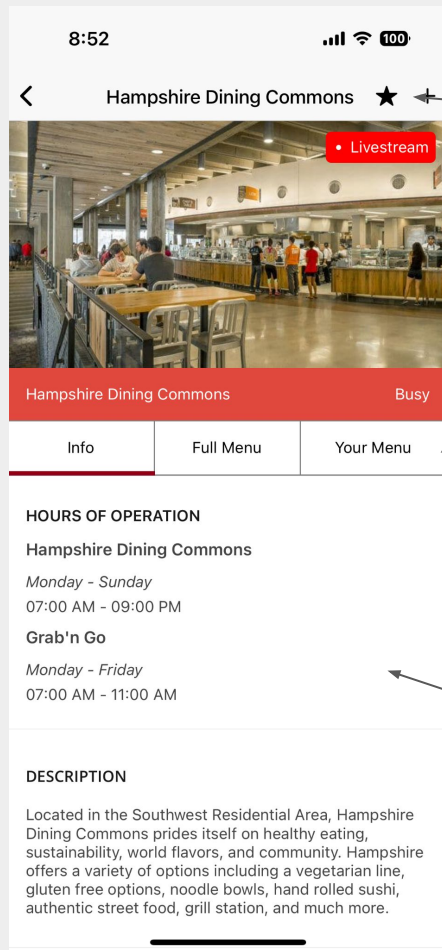
Home Page

Button Bar -
Filter dining halls
by open, closed,
or favorites



Settings + More -
Notification Settings,
Your Menu page
(same as on Dining
Hall page), Contact
and About

Home Page

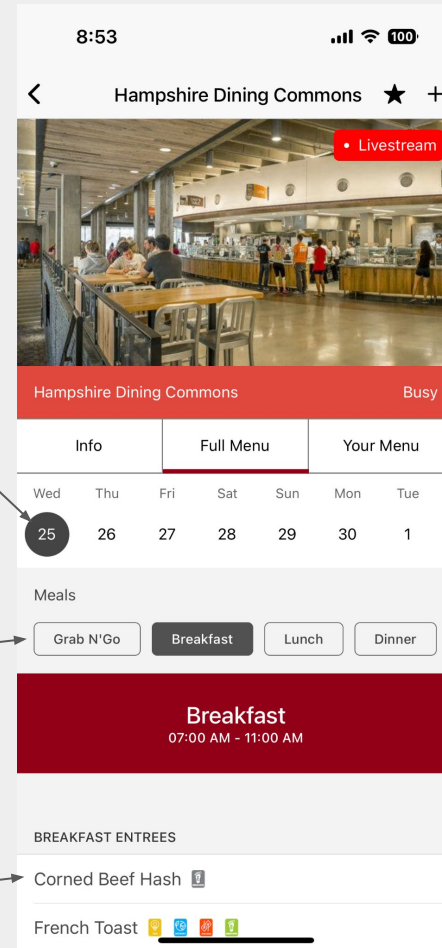


Dining Hall Page

Favorite Star -
Favorite this Dining Hall

Button Bar -
View Info, Menu, or Menu with your Dietary Preferences

Information -
about Operating Hours, Description, Payments/Cash, Address, etc.



Date - View
menu for specific date

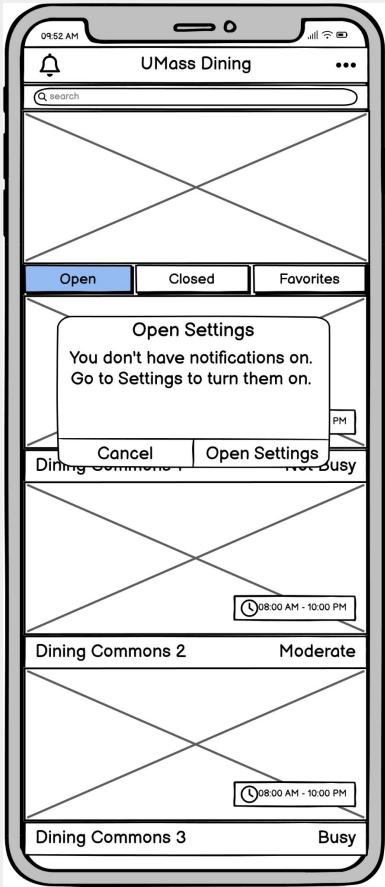
Meal - View
Menu for specific meal

Dish - View
ingredients/nutritional information

Dining Hall Page

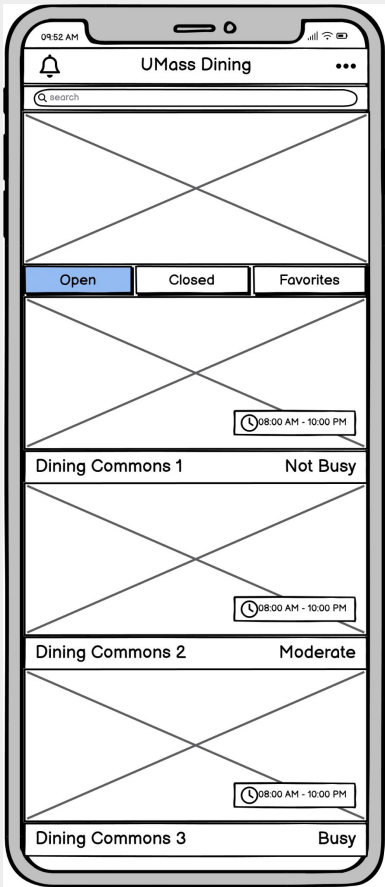
Home Page (Wireframe)

*on opening app



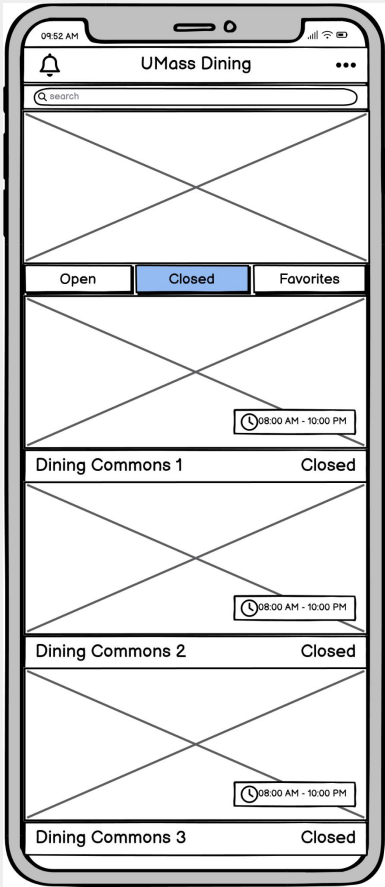
Home Page (Wireframe)

*on dismissing
alert/Open tab



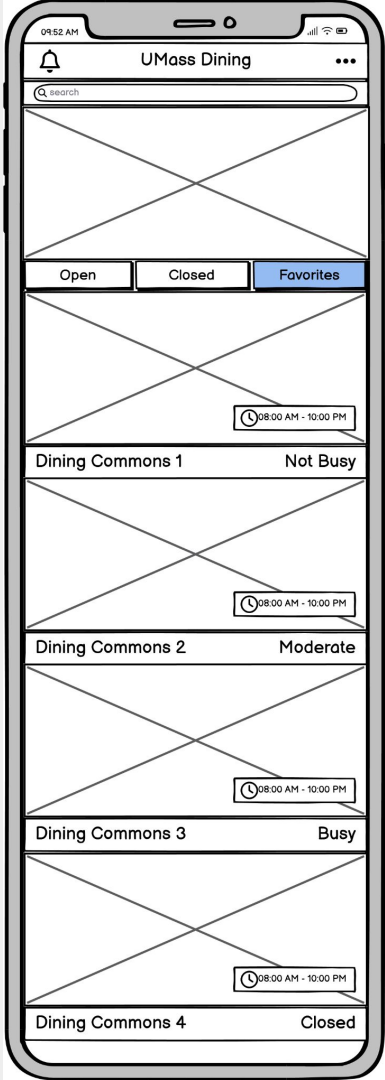
Home Page (Wireframe)

*on Closed tab



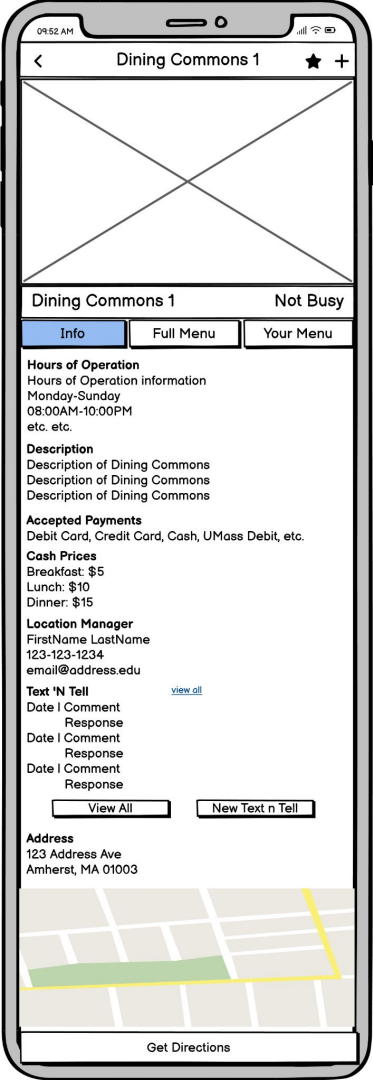
Home Page (Wireframe)

*on Favorites tab



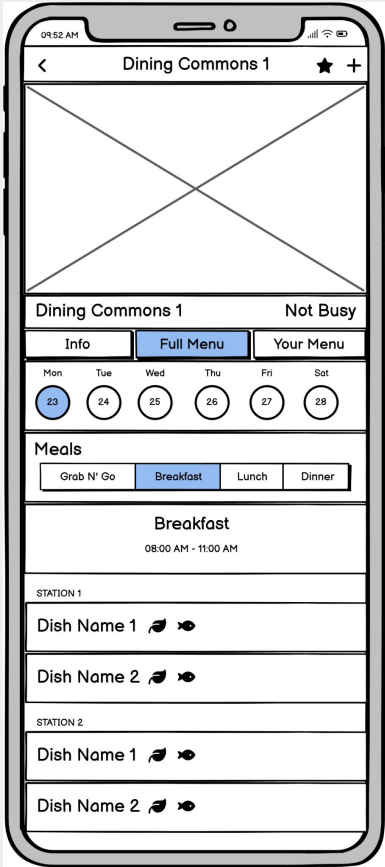
Dining Hall Page (Wireframe)

*on Info tab



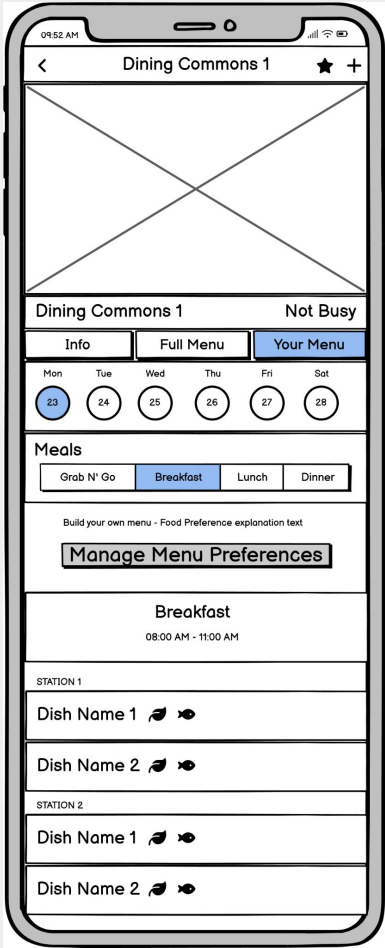
Dining Hall Page (Wireframe)

*on Full Menu tab



Dining Hall Page (Wireframe)

*on Your Menu tab



Areas of Weakness

1. Notification Settings Alert

- Almost **all apps ask users if they want notifications**, and if users refuse notifications, they **do not prompt users** again because it makes using the app inconvenient
- The UMass Dining App is not like most apps in this regard which makes **launching this app automatically a two-step process** (clicking Cancel on the alert) for users like me who don't want notifications
- This is **incredibly frustrating** and needs to be removed

Areas of Weakness

2. Poor Dining Hall Ordering

- Dining Halls in the app are **ordered by busyness** from Not Busy to Moderate to Busy by default
- **Favorites exist in a different tab**; ideally **I want my favorite dining halls to be the most visible**, even before even the “Not Busy” dining halls on the Open tab
- I might also want to **customize how the dining halls are sorted**; maybe I want to have my **favorites pushed up**, maybe I don't; maybe I want to **plan ahead** and want to see which dining halls would be open at some time in the future
- **Favorites aren't visible on the Home Page**; the starred dining halls **don't have stars on them on the Home Page** and having this would **improve internal consistency and visibility**

Areas of Weakness

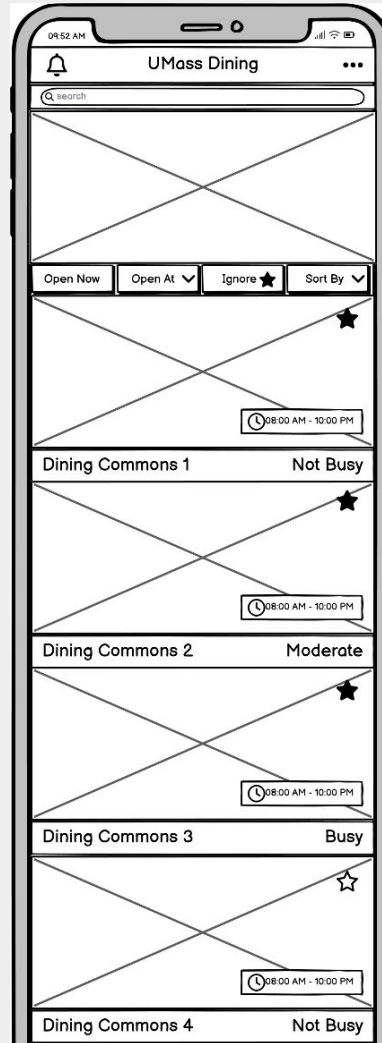
3. Poor Menu/Info Organization

- **Dining Halls open to the Info tab by default**; most **users want to see menu information** more than any other information about a dining hall which is why the **Menu tab should be the default**
- **Your Menu and Full Menu are redundant**; having two separate pages for these **complicates the process of a user looking at menu information**; one page could **combine both of these pages' functionalities**
 - In this one page, we could replace the Your Menu section in the three-dot menu with a **“Dietary Preferences”** section that would apply globally to all Dining Halls; **simpler for users** to change Dietary Preferences in one place than to build their own menu
 - In this one page, we could **gray out options** that are not in a user's dietary preferences; still visible for users to see which dishes fit their preferences but also still see every dish

Home Page (Wireframe)

*on opening app

Filter Bar - Removed Open/Closed/Favorites tabs; replaced with filters Open Now, Open At, Ignore Favorites, Sort By; no different pages, more customizable, more visible



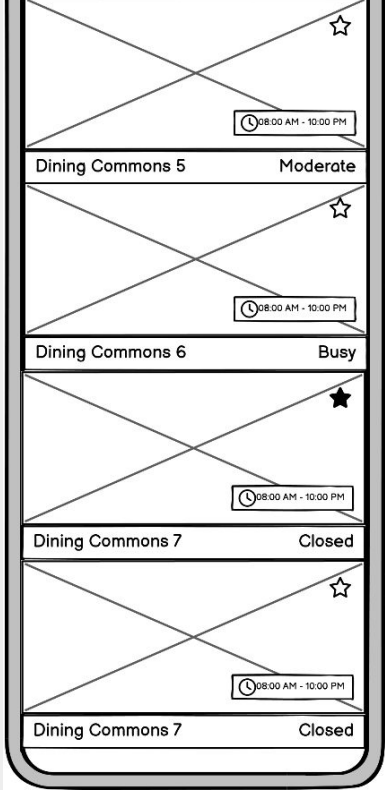
Notification Alert -
Removed alert on app launch

Stars - Added stars to identify favorites on Home Page; better visibility + internal consistency

Default Sorting/Organization -
Reorganized from only sorting by busyness to:
Favorites by Busyness >
Non-Favorites by Busyness >
Closed Favorites > Non-Closed Favorites; more intuitive, users can easier find their top dining halls

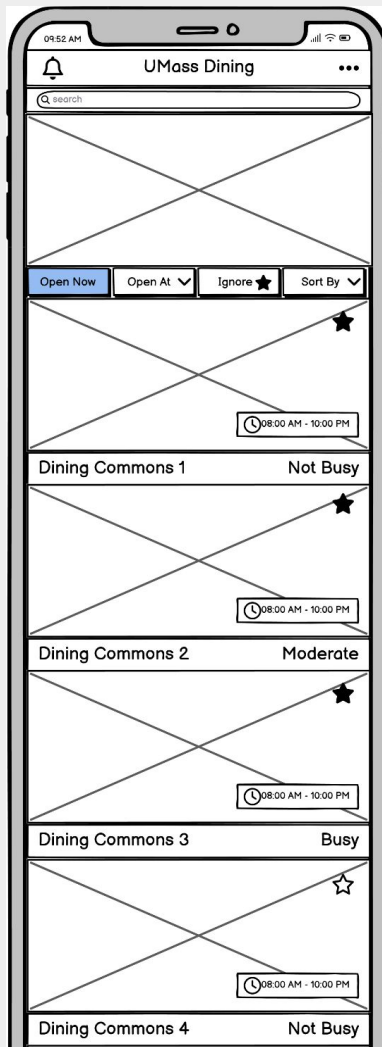
Home Page (Wireframe)

*on opening app



Home Page (Wireframe)

*on clicking on Open At

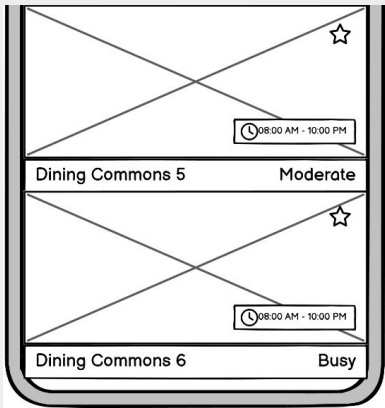


Open Now - Filter for only dining halls open now; like old “Open” tab

Home Page

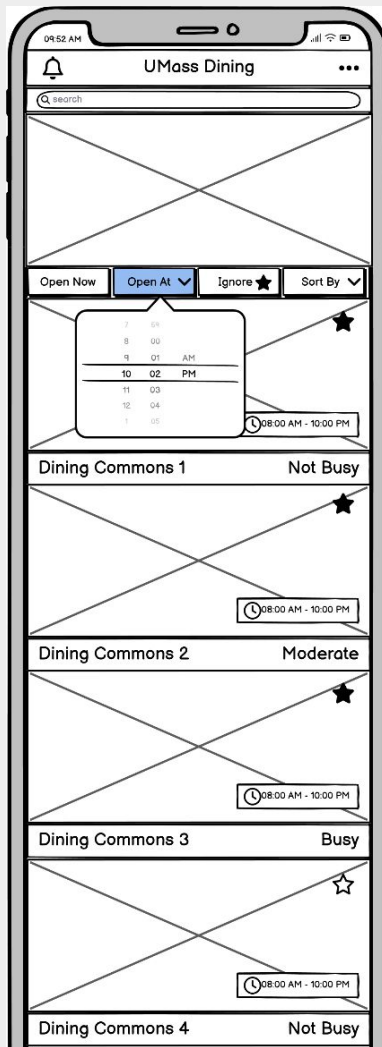
(Wireframe)

*on clicking on Open At



Home Page (Wireframe)

*on clicking on Open At

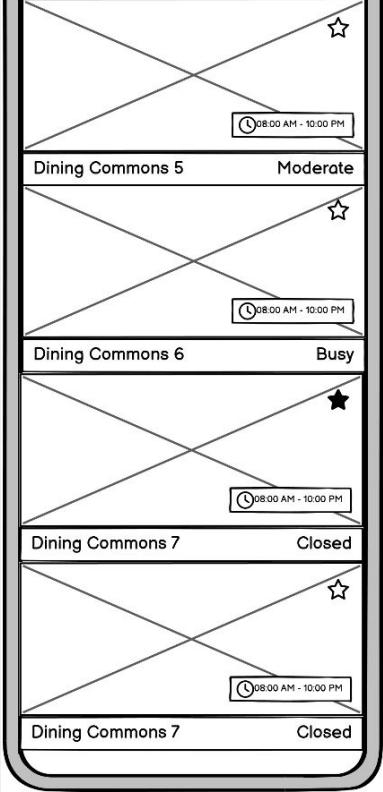


Open At - Filter for only dining halls open at specific times; allows users to plan ahead rather than just see what's open/closed now

Home Page

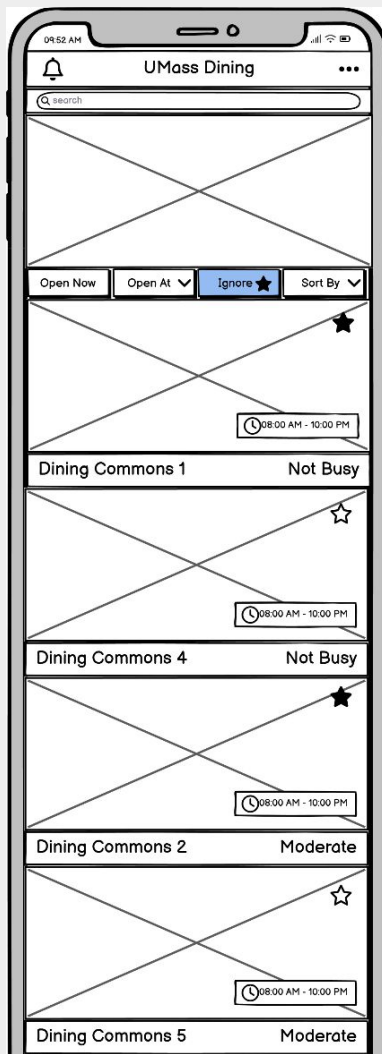
(Wireframe)

*on clicking on Open At



Home Page (Wireframe)

*on clicking on Ignore
Favorites

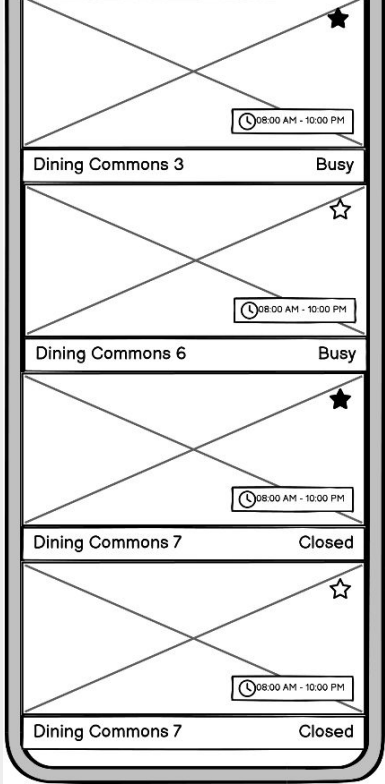


Ignore Favorites -

Ignores starred/
favorite dining halls
when sorting; like old
interface in Open and
Closed tabs

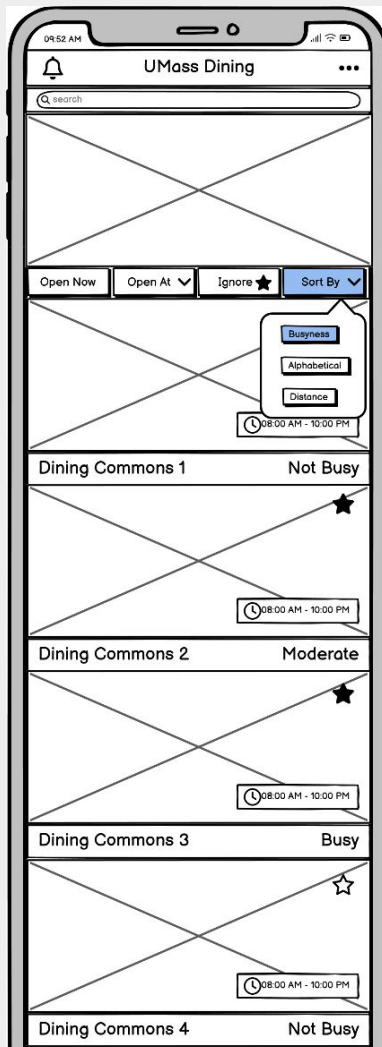
Home Page (Wireframe)

*on clicking on Ignore
Favorites



Home Page (Wireframe)

*on clicking on Sort By

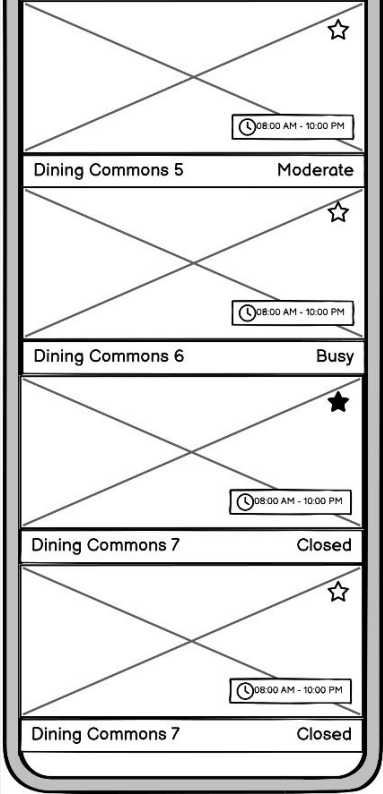


Sort By - Sort by Busyness (default), Alphabetical, or Distance from you; more customizable but still leaves option of simplicity

Home Page

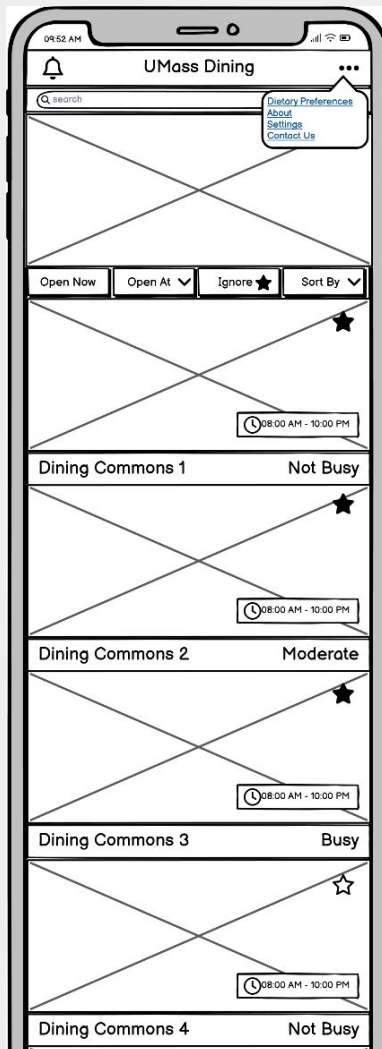
(Wireframe)

*on clicking on Sort By



Home Page (Wireframe)

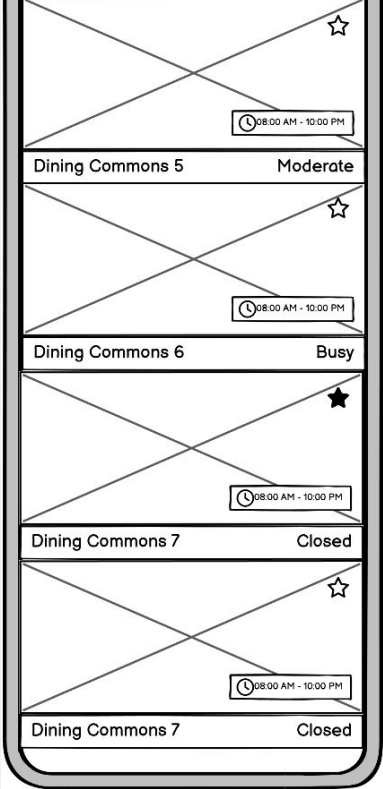
*on clicking on Dots



Your Menu to Dietary Preferences - The Your Menu and Full Menu pages were consolidated; now you can update dietary preferences in this menu and they will be reflected in all the dining halls

Home Page (Wireframe)

*on clicking on Dots

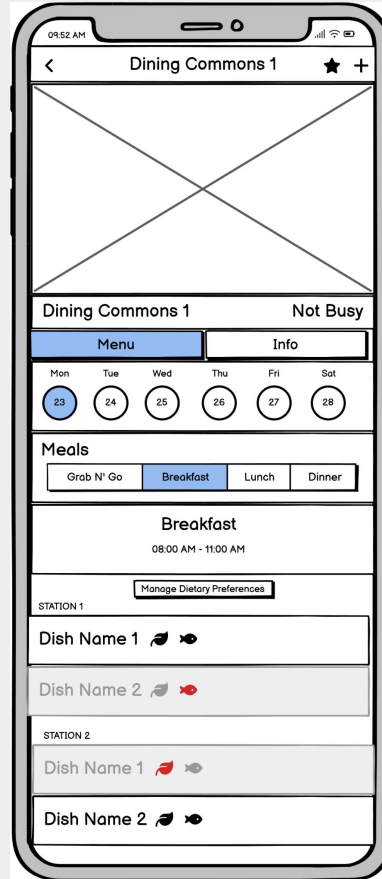


Dining Hall Page (Wireframe)

*on clicking on Dining Hall

Simplified Single Menu Tab - Your Menu was the same as the Full Menu tab just filtered with dietary preferences; unnecessary segregation of full menu and dishes that suit your dietary needs; fixed to simplify

Grayed Out Dishes - To make clear which dishes do not match the user's dietary preferences, I grayed them out and highlighted the allergen/ingredient(s) that do not match with the preferences in red



Default Tab Now Menu -

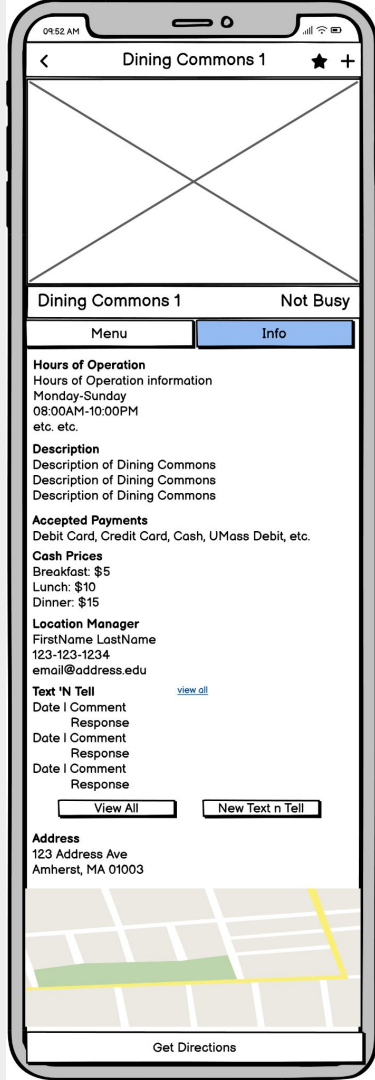
Most users use the app for checking menus so opening to information first made this less visible

Manage Dietary Preferences -

Small button to manage dietary preferences on Dining Hall page; more visible than it would've been just in the triple dot menu on the Home Page

Dining Hall Page (Wireframe)

*on clicking on Info



Info - While Info is no longer the default tab, users can still access the same information as earlier

Justification of Changes

1. Notification Settings Alert

- **I removed the Open Settings alert** in my design which I would be very grateful for in a future version of this app, as **refusing notifications without consequences like this should be every user's right**

Justification of Changes

2. Dining Hall Ordering

- **I added a row of filters** (Open Now, Ignore Favorites, Sort By, and Open At) options **to give users more customizability** in how they use the app and **what dining commons they want to see** on their Home Page first
 - Also, the **default dining hall organization** is an **improved version of the old default view** which should be **intuitive to users** of this app
- The **new ordering** of the dining halls is **very intuitive** (Favorites by Busyness > Non-Favorites by Busyness > Closed Favorites > Non-Closed Favorites)
- **I added stars to the favorited dining halls** which should **help with visibility** of these favorites and **internal consistency**

Justification of Changes

3. Menu/Info Organization

- I consolidated the Your Menu and Full Menu sections into **one Menu section** which should make **navigation easier** and improve **visibility of menu information**
- This created **new challenges** such as “**how can dishes that don’t match dietary preferences be differentiated**” and “**how can users change dietary preferences** like they did in the Your Menu section”
 - I solved the first challenge by **graying out the options** that don’t match a user’s dietary preferences and **highlighting the allergens/ingredients** that cause this **in red**
 - I solved the second challenge by implementing a **small button on the Menu tab to change Dietary Preferences**, and having this as an **option on the menu on the Home Page**
- I also made the **default tab the Menu tab** because that’s the **main functionality** most users use the app for, **increasing its visibility**