Expert Panel Report

Team 11

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Executive Summary

This document presents a summary of insights and proposed enhancements for the POS system of REV's American Grill derived from consultations with an expert panel of five software developers: Sebastian (Frontend Engineer), Lily, Tristen, Charles, and Mike (Full Stack Developers). Each panelist brought specific expertise, focusing on improving the application's usability and technical performance.

Key findings from the panel discussions highlighted the need for improvements in the user interfaces for cashiers, customers, and managers and enhancements in system responsiveness. These findings were based on comprehensive interviews aimed at identifying operational inefficiencies and areas for aesthetic improvements.

The proposed design changes include restructuring the cashier interface to reduce errors, redesigning the manager page for better usability, and enhancing the customer page to increase engagement and clarity. Additional improvements to visual elements across all pages are planned to enhance readability and user interaction. These changes are designed to enhance user experience and system efficiency and are planned within the scope of upcoming development sprints.

This document aims to facilitate informed decision-making and strategic planning, ensuring that the enhancements align with the business goals of REV's American Grill and meet the needs of its users. An appendix with detailed interview notes supports the findings and proposed changes, providing a clear direction for the next stages of development.

Expert Panelists

Panelist Name (May be Changed for Privacy)	Specific Area of Expertise	Responsible Team Member
Sebastian	Frontend Engineer	Shantanu
Lily	Full Stack Developer	Sam
Tristen	Full Stack Developer	Nicholas
Charles	Full Stack Developer	Dongha
Mike	Full Stack Developer	Blake

Expert Panel Findings

Proposed Design Moves

High-level Design Move	Detailed Description	Justification
Improved cashier interface	Re-arrange elements on the cashier page to optimize their workflow and reduce errors	By rearranging the current order tab, the cashier can easily view the order they are making in real-time, reducing the potential for errors and improving their experiences
Improve styling in manager	Space elements out more in manager page	By spacing out the elements in the manager page, the user will have a better view of the different UI elements, and they can understand the different parts of the application better
Add Backgrounds Behind all elements	Add backgrounds to improve contrast between the text and the background to make the items easier to read and signify	Certain areas are difficult to read due to a low amount of contrast between background elements and the front and it looks less

	better what areas are intractable or just title information	professional due to the lack of central background behind these elements

Appendix 1: Expert Panel Interview Data

Panelist Name	Interview Data (Questions and Responses, Observations)	Important Insights and Previously Unconsidered Perspectives
Sebastian	Q: What are some areas of improvement in the design? A: Some of the API calls are slow and hinder the user experience. Improve the spacing between certain UI elements on the manager page to make the design more user friendly. Modify the cashier interface to allow the cashier to view the order while populating it. Prioritize the customer interface, since it is the most used. Q: What are some good features of this app that we should capitalize upon? A: The modal dialogs are a good addition, consider implementing them throughout the app.	- Slow API calls are directly harming the overall user experience. This is a critical issue that likely requires focused backend or database optimization. - The spacing issues indicate that visual hierarchy and user-friendliness need a closer look. Small UI tweaks can have a large impact on usability. - The inability to simultaneously review the order and add items creates a cashier efficiency bottleneck and could lead to errors. - What, specifically, do customers like, struggle with, or wish for in the interface, and how could we modify our interface to accommodate their needs?
Lily	Q: What areas could be improved in the manager view? A: I think Inventory Manager doesn't always need to be shown, that was confusing when accessing the other edit features/reports for the first time, and kinda distracting. I think it can also be done as a tab, just auto-selected upon landing in the manager view. Q: What could be changed/improved upon on the cashier page? A: Displaying the menu items in the square cards definitely improves readability and keeps the page neat. Having remove item in the card itself	- The manager view workflow should be improved to prioritize the functions the manager would like to use. - Fix the CSS for the customer view to make the customer's add/remove options clear and intuitive. - Instead of using a remove button on the card in cashier view, be able to remove the individual entries in the order.

	is not the best idea, if a remove button is attached to each entry in the order, it would be much more intuitive. A pop-up window of visual feedback when an order is submitted or canceled would also be nice Q: What critiques do you have to improve the customer page? A: The display is very straightforward and clean. Menu items aren't obviously clickable, add a border/underline to each option. Same problem with no visual feedback on whether an order is submitted/canceled. Weather and language APIs as a footer might make the whole page look nicer	
Tristen	Q: What Problems do you see with the cashier page? A: The cashier page is hard to read as it doesn't have a static background behind the text, making it difficult to read. The page also shifts length a lot due to the current order tab being underneath the menu rather than on the side. Also as I use light mode the text on the page is black and illegible as it looks like the text color is not being set manually. Another problem is that when I click the button from the login page the CSS from the login page affects the customer page. Q: What Problems do you see on the manager page? A: similar problems as the cashier page with a background needed on the top buttons to be easier to read. In addition, background is needed behind the graph as the grey text is difficult to read against the black and grey background	• Backgrounds needed behind elements to make them easier to view and contrast better • Organize the UI better to be able to use the website more easily • Light mode needs to be supported on the website so that all users can have the same experience • The CSS bleeds over from other pages making the page look strange until it is refreshed

	Q: What do you think was done well? A: the manager page tabs work well and look good, and the functionality for the page works well with the Google Translate button being easy to use.	
Charles	Q: How can the cashier page be improved? A: Right now, you can only add or remove items by one, so consider adding functionality to add or remove large amounts. Also, have "items in order" displayed to the side instead of the bottom of the page so that the cashier doesn't have to scroll down when there are a lot of items in order. Items also are listed in random order. Try listing the items in the same category in the same row to make finding menu items easier for the cashier. Q: How can the customer page be improved? A: First, think about creating a welcome page before displaying food categories and menu items. Next, add pictures of menu items. Also, for the customer page, I don't think you have to display items in order as customers probably know what they are ordering and what they have added to the order. Maybe, instead of displaying all items in the order and making the page long, you can make a view my order button where the customer has the option to view their order if they want to.	• Both the cashier page and customer page have most of the functionalities that they are supposed to have. However, they can be improved to be more welcoming and user-friendly. • Both the cashier page and customer page should not change their length because items are being added to the order. Having to scroll up and down because there are a lot of items in order is something to fix. • When the functionality to customize items in order is added, I will have to think about fixing the current adding and removing items functionalities.
Mike	Q: What are some problems you see with the login page?	• Previously, I had never thought to consider the feelings that are

A: The sign-in button's overall styling leaves something to be desired. There is no difference in the button when hovering over it, I do not see any updates to the button when I press it, and it does not stand out from the other text/elements that are present on the screen. Some of these critiques also extend to the other buttons on this screen.

I also do not find the login page welcoming at all. This page is supposed to welcome the customer but it seems very robotic in its greetings.

Q: What are some good aspects of the login page?

A: I like that there are big buttons that are differentiated from each other. The page overall is very clean/not cluttered which makes navigation and understanding of the page's function very clear. This is especially helpful with users who are not as well-versed in technology and/or have visual disabilities that do not allow them to navigate complex UIs.

evoked from visiting the main page of an application. Of course, this is an important part of a web application that I consider when looking at other websites, however, I never thought to think about this for a project I was helping to design.

- Styling for buttons is incredibly important. They let the user know that the system that they are interacting with is actually responding to the things they are doing. The lack of styling for hovering over a button and the changed state of a button when it was pressed makes it seem like the application is not working as intended even when it is.

- For future created pages, we should strive for the simplicity found in the main page wherever we can. The fact that anyone can visit this page and know exactly what is happening and what to press in order to complete whatever their desired action is an incredibly good sign for the longevity of our project.