Evaluation Report

The most important task for the evaluation was to determine if the prototype answers the usability requirements and if the app appeals to the targeted audience. We used SUS and SEQ.

For the evaluation we asked one university student and an elderly woman because they are the target audience of our app. We found that the simple design (cleared of unnecessary functions) was easy to learn, understand and remember by people of all ages. The evaluation with the university student happened in person and with the elderly participant online through a video chat. They were asked to navigate through the apps to execute certain tasks and then asked questions regarding their satisfaction and the ease of use of the prototype. With every task the users were getting faster at achieving the set tasks. The only task that turned out to be the biggest obstacle for the elderly participant was finding and using the center button on the map. Although the younger participant expressed that they would prefer a more colorful design, we think that it is more important for the app to remain more usable than to become more visually appealing. Due to the simple design the old participant made less mistake than expected and the younger participant found the design clear and achieved the task at hand with excellent speed.

The conclusion of our evaluation is that the simplicity and clarity of the design is our product's biggest strength. It helps prevent mistakes, minimize confusion and allows fast navigation when time is important.

Single Ease Question for Task Level Satisfaction

Name: Lidia Babadalieva   Age: 71   Gender: Female

System/Software Application: Chepify

Overall, how difficult or easy was the task to complete?

	Tasks	Very Difficult					Very Easy		Failed to perform
		1	2	3	4	5	6	7	
1.	While on the stores screen, scroll and compare stores	☐	☐	☐	☐	☐	✓	☐	------
2.	While on the stores screen, scroll and compare stores	☐	☐	☐	☐	✓	☐	☐	------
3.	Scroll down to the end of the Lists page	☐	☐	☐	☐	☐	✓	☐	------
4.	Go to maps and explore the map	☐	☐	☐	☐	☐	☐	✓	------
5.	Press the "center" button on the Maps screen	☐	☐	✓	☐	☐	☐	☐	------
6.	Press on the Account screen	☐	☐	☐	☐	☐	☐	✓	------
7.	Check if the email name corresponds to the username	☐	☐	☐	☐	☐	✓	☐	------

Single Ease Question for Task Level Satisfaction

Name: Georgi Bonev   Age: 19   Gender: Male

System/Software Application: Chepify

Overall, how difficult or easy was the task to complete?

Tasks	Very Difficult 1	2	_____ 3	4	5	Very Easy 6	7	Failed to perform
1. While on the stores screen, scroll and compare stores	☐	☐	☐	☐	☐	☐	✓	------
2. Press on the Lists screen to access it.	☐	☐	☐	☐	☐	☐	✓	------
3. Scroll down to the end of the Lists page	☐	☐	☐	☐	☐	✓	☐	------
4. Go to maps and explore the map	☐	☐	☐	☐	✓	☐	☐	------
5. Press the "center" button on the Maps screen	☐	☐	☐	☐	☐	✓	☐	------
6. Press on the Account screen	☐	☐	☐	☐	☐	☐	✓	------
7. Check if the email name corresponds to the username	☐	☐	☐	☐	☐	☐	✓	------

		Users 1-10 rated the tasks on a scale of 7, according to the question 0 - Failed to perform 1 - Very Difficult 7 - Very Easy	
		Student	Old Lady
1	While on the stores screen, scroll and compare stores	7	6
2	Press on the Lists screen to access it.	7	5
3	Scroll down to the end of the Lists page	6	6
4	Go to maps and explore the map	5	7
5	Press the "center" button on the Maps screen	6	3
6	Press on the Account screen	7	7
7	Check if the email name corresponds to the username	7	6
	User Average	**6.43**	**5.71**
	Total Average	**6.07**	

System Usability Scale

System/Software Application: Cheapify

Name: Lidia Babadalieva   Age: 71   Gender: Female

		Strongly Disagree 1	2	3	4	Strongly Agree 5
1.	I think that I would like to use this system frequently.	☐	☐	✓	☐	☐
2.	I found the system unnecessarily complex.	☐	✓	☐	☐	☐
3.	I thought the system was easy to use.	☐	☐	☐	✓	☐
4.	I think that I would need the support of a technical person to be able to use this system.	✓	☐	☐	☐	☐
5.	I found the various functions in this system were well integrated.	☐	☐	☐	☐	✓
6.	I thought there was too much inconsistency in this system.	✓	☐	☐	☐	☐
7.	I would imagine that most people would learn to use this system very quickly.	☐	☐	☐	☐	✓
8.	I found the system very cumbersome to use.	☐	✓	☐	☐	☐
9.	I felt very confident using the system.	☐	☐	☐	☐	✓
10.	I needed to learn a lot of things before I could get going with this system.	☐	☐	✓	☐	☐

System Usability Scale

System/Software Application: Cheapify

Name: Georgi Bonev   Age: 19   Gender: Male

		Strongly Disagree 1	2	3	4	Strongly Agree 5
1.	I think that I would like to use this system frequently.	☐	☐	☐	✓	☐
2.	I found the system unnecessarily complex.	✓	☐	☐	☐	☐
3.	I thought the system was easy to use.	☐	☐	☐	☐	✓
4.	I think that I would need the support of a technical person to be able to use this system.	✓	☐	☐	☐	☐
5.	I found the various functions in this system were well integrated.	☐	☐	☐	✓	☐
6.	I thought there was too much inconsistency in this system.	✓	☐	☐	☐	☐
7.	I would imagine that most people would learn to use this system very quickly.	☐	☐	☐	✓	☐
8.	I found the system very cumbersome to use.	✓	☐	☐	☐	☐
9.	I felt very confident using the system.	☐	☐	☐	☐	✓
10.	I needed to learn a lot of things before I could get going with this system.	✓	☐	☐	☐	☐

		Users 1-10 rated the tasks on a scale of 5, according to the question 1 - Strongly Disagree 5 - Strongly Agree	
		Student	Old Woman
1	I think that I would like to use this system frequently.	4	3
2	I found the system unnecessarily complex.	1	2
3	I thought the system was easy to use.	5	4
4	I think that I would need the support of a technical person to be able to use this system.	1	1
5	I found the various functions in this system were well integrated.	4	5
6	I thought there was too much inconsistency in this system.	1	1
7	I would imagine that most people would learn to use this system very quickly.	4	5
8	I found the system very cumbersome to use.	1	2
9	I felt very confident using the system.	5	5
10	I needed to learn a lot of things before I could get going with this system.	1	3
	User Score (after applying SUS formula)	**67.50**	**77.50**
	Total Average	72.50	

User Name/Age/Gender:				
Sr.	Task Description	Task Time	No. of errors	Problems faced / Comments
1	While on the stores screen, scroll and compare stores	11.28s	0	
2	Press on the Lists screen to access it.	2.38s	0	Confused at first
3	Scroll down to the end of the Lists page	4.56s	0	
4	Go to maps and explore the map	1.56s	0	Found the button more easily than the first time
5	Press the "center" button on the Maps screen	15.64s	0	Couldn't find the button
6	Press on the Account screen	1.22s	0	Found the button even faster
7	Check if the email name corresponds to the username	4s	0	
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