



BSc (Hons) in Information Technology

Media – Year 3, Semester 2

Lab sheet 10

SE3050 – User Experience Engineering

Semester 2, 2024

Milestone 6 – User Feedback for your Prototype

User Feedback Report: Interview 2

Link to the Interview:

https://mysliit-my.sharepoint.com/:v:/g/personal/it21813702_my_sliit_lk/EXr0e8FmfAIDnyPw96qUZusBo434Tgdm_HOnqwuEuTk5ow?referrer=Teams.TEAMS-ELECTRON&referrerScenario=MeetingChicletGetLink.view

Introduction (5 mins)

1. **Greetings:**

"Hi, thank you for taking the time to join us again for this session. In our last conversation, you shared some valuable insights about your needs for the HungerBuster app. Today, I'd love to get your feedback on the prototype we've built based on those insights."

2. **Explain the purpose:**

"We'll be going through a few tasks that reflect typical actions in the app, such as donating food, requesting feedback, and reviewing donation history. Feel free to share your thoughts as you go through the app. There's no right or wrong answer, and I'm here to learn from your experience."

Usability Tasks

1. Task 1: Create a New Donation

- "Let's say you've just finished your day at the store, and you have some fresh produce and baked goods that you'd like to donate. Can you go ahead and create a new donation in the app?"
 - **Observe:** How easily does the user find the 'Create Donation' option? Do they understand what information is needed (e.g., food type, quantity, expiration time)?
 - **Prompt:** "Is there anything confusing or unclear about creating a donation?"

2. Task 2: Review Donation History

- "Next, let's say you want to check your past donations to see how much food you've given over time. How would you access your donation history?"
 - **Observe:** Can they easily find and navigate the donation history? Do they find the information presented useful and clear?
 - **Prompt:** "Is the history feature helpful? Is there anything else you'd expect to see here?"

3. Task 3: Check, Request, and View Recipient Feedback

- "Now, imagine you want to request feedback from the recipient about the food they received. Can you show me how you'd check or request feedback for a specific donation?"
 - **Observe:** How easily does the user find the feedback request option? Are they able to request or view feedback on donations easily?
 - **Prompt:** "Is it clear how you can request and view recipient feedback? Is this feature helpful for you? Would you like to see any additional information in the feedback section?"

4. Task 4: Confirm Food Pickup

- "Imagine someone has picked up the food you donated. Can you show me how you'd confirm that the pickup happened?"
 - **Observe:** Does the user understand how to mark a donation as collected? Do they find this process straightforward?
 - **Prompt:** "Was anything confusing about confirming the pickup? How important is it for you to track pickups this way?"
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Follow-Up Questions and Feedback

1. General Feedback:

- "How was your overall experience using the app for these tasks? Did anything stand out to you as particularly easy or difficult?"

2. Usability and Design:

- "Did you feel that the app was easy to use?"
- "Was there anything about the design—colors, layout, buttons—that you liked or found confusing?"

3. Pain Points:

- "Was there anything that frustrated you while completing the tasks? How could those areas be improved?"

4. Efficiency and Time:

- "In your opinion, did the app help you complete tasks quickly? Would you feel confident using it in the middle of a busy day at the store?"

5. Additional Suggestions:

- "Is there anything else you'd suggest to make this app more convenient for your day-to-day use?"
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