



**BSc (Hons) in Information Technology**  
**Media – Year 3, Semester 2**  
Labsheet10

**SE3050 – User Experience Engineering**

**Semester 2, 2024**

## **Milestone 6 – User Feedback for your Prototype**

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### **User Feedback Report: Interview 2**

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Link to the Interview:

<https://youtu.be/SHORUNeG41c>

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#### **Introduction (5 mins)**

**1. Greetings:**

"Hi, thank you for taking the time to review the prototype with me. Let's start by looking at the Home page. Here, you can see buttons to view recipes and food details."

**2. Explain the purpose:**

"The purpose of this interview is to gather your feedback on the overall usability and design of the 'View Recipes' and 'Food Details' pages. I'll be asking you specific questions about the design and functionality, and I'd love to hear your honest thoughts on what works and what doesn't."

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#### **Usability Tasks**

**1. Task 1: Review the Home Page**

- **Interviewer:** "Let's start with the Home page. How does this page feel to you in terms of layout and design?"
- **User:** "The Home page looks fine to me. Everything seems to be clear and well-organized. The buttons are easy to find, and the overall layout is nice."
- **Interviewer Observation:** "The user finds the Home page intuitive and easy to navigate."

## 2. Task 2: Navigate to 'View Recipes' Page

- **Interviewer:** "Can they easily find and navigate the donation history? Do they find the information presented useful and clear?"
- **User:** "Is the history feature helpful? Is there anything else you'd expect to see here?"
- **Interviewer:** "Got it. So, increasing the font size for both the headings and the body text would help improve readability".
- **User:** "Yes, exactly. I'd suggest making the headings more prominent and the body text a little larger so it's easier to read."
- **Interviewer Observation:** "The user finds the current font sizes too small, particularly for body text and headings."

## 3. Task 3: Button Usability on 'View Recipes'

- **Interviewer:** "Understood. I'll work on increasing the font sizes. How about the buttons on this page? Do they feel easy to interact with?"
- **User:** "Actually, the buttons are a bit small too. I think they should be larger, especially for users who might access this on a mobile device. It would make tapping them much easier."
- **Interviewer:** "That's a good point. So, do you recommend increasing the button sizes as well to improve usability, particularly for touchscreens?"
- **User:** "Yes, definitely. I think all the buttons could be a bit bigger. Right now, they feel a bit cramped."
- **Interviewer Observation:** "The user prefers larger buttons for better interaction, especially on mobile devices."

#### 4. Task 4: Review the 'Food Details' Page

- **Interviewer:** “Got it. I’ll increase the button sizes for better accessibility. Let’s move to the 'Food Details' page now. This page contains detailed information about each food item. What’s your feedback on this page?”
  - **User:** “It’s similar to the 'View Recipes' page. The information is useful, but again, the text is quite small, especially for longer descriptions. It’s a bit hard to read comfortably.”
  - **Interviewer:** “Okay, so increasing the font size on this page as well would help. What about the buttons here?”
  - **User:** “Same issue. The buttons are small, and they could be bigger for easier interaction.”
  - **Interviewer Observation:** “Similar to the 'View Recipes' page, the user finds both the text and buttons on the 'Food Details' page too small for comfort.”
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#### Follow-Up Questions and Feedback

##### 1. General Feedback:

- **Interviewer:** “How was your overall experience using the app for these tasks? Did anything stand out to you as particularly easy or difficult?”
- **User:** “Overall, the experience was good. The app is well-designed, but the small fonts and buttons make it a bit hard to use comfortably.”

##### 2. Usability and Design:

- **Interviewer:** “Did you feel that the app was easy to use? “
- **User:** “Yes, it was easy to use, but as I mentioned, the font and button sizes could be improved.”
- **Interviewer:** “Was there anything about the design—colors, layout, buttons—that you liked or found confusing? “
- **User:** “I liked the layout, and the colors were nice. The design is clean and not overwhelming, which is great.”

##### 3. Pain Points:

- **Interviewer:** “Was there anything that frustrated you while completing the tasks? How could those areas be improved? “

- **User:** “Nothing was frustrating, but as I said, the font and button sizes could be bigger for better readability and ease of use. “

#### 4. **Efficiency and Time:**

- **Interviewer:**” In your opinion, did the app help you complete tasks quickly? Would you feel confident using it in the middle of a busy day? “
- **User:** “Yes, the tasks were easy to complete, and I think it would work well during a busy day if the buttons and fonts were larger. “

#### 5. **Additional Suggestions:**

- **Interviewer:** “Is there anything else you’d suggest to make this app more convenient for your day-to-day use? “
- **User:** “No, not really. Just the font and button adjustments would make it much better. “