

User Instruction Manual

for

Tasteful Panthers

Personalized Meal Recommendation Service

Version 1.0

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1. Introduction

1.1 About the App

Tasteful Panthers is a mobile application designed to enhance the dining experience at Panther Dining Hall (PDH) by providing personalized meal recommendations and a connected platform for guest engagement. The app improves the decision-making process for students and visitors by offering tailored meal suggestions based on user feedback and interactions. Guests can explore menu options, read and write reviews, and suggest new meals.

In addition, PDH staff can directly view and respond to guest feedback within the app, enabling faster resolution of complaints and improved service quality. Overall, Tasteful Panthers strengthens communication between diners and staff while making daily meal selection simpler and more enjoyable.

1.2 Key Features

Tasteful Panthers provides a range of unique features designed to improve the dining experience at PDH. These include personalized meal recommendations, reviews, suggestions, insights/data, contests & leaderboards, and the staff dashboard. An in-depth description of each feature can be found under section 4 of this document.

1.3 System Requirements (iOS, Android, Network)

Tasteful Panthers Version 1.0 is only available to download through Google Play Store on Android mobile devices. Device location and notification permissions are required to operate. The system also requires a stable internet connection via wifi or data in order to run basic features.

1.4 Supported Devices

Tasteful Panthers supports usage on any Android mobile device with Android 6.0 (API level 23) or higher.

1.5 Contact & Support Information

Users can contact support at ahordesky2022@my.fit.edu.

2. Getting Started

2.1 Installing the App

Users can install Tasteful Panthers directly from the Google Play Store, by looking up the name of the application. Storage requirements for any user to install the app on their mobile device is 100 MBs.

2.2 Creating an Account

Users can navigate to the account creation screen from the login screen. On this page, users will enter a username to be displayed within the app, email address, and password. The email address and password will be used to login whenever needed.

Staff accounts will be given access to the staff screen upon request to support email. In the meantime, these users will be running the normal guest version of the application.

2.3 Logging In and Out

The login screen allows users to enter their account email address and password to use the app. Guests can logout from the settings screen by clicking the logout button, and staff can do the same from their dashboard.

2.4 Account Recovery (Forgot Password, etc.)

Account recovery is managed through our support email. If a user forgets their username and/or password, they can email support to access their username or change passwords.

2.5 First-Time Setup & Permissions

Users will be prompted with notification and location permissions during first-time setup. These are necessary permissions for system functionality. Users can manage these permissions in their mobile device settings if needed after initial startup.

3. Guests

3.1 Navigating the App

3.1.1 Home Screen

The home screen is the first screen to be shown when opening the application. It can also be accessed through the first icon of the navigation bar at the bottom of the application screen. This page is where users can view a feed of the current week's reviews and suggestions posted by other users. Each review and suggestion is interactable which means that when users click on a review or suggestion, their selection is enlarged to help them to read and allow them to interact by leaving a like. The content on this screen is refreshed every week.

3.1.2 Search/Navigation Bar

The search/navigation page can be accessed through the second icon of the navigation bar at the bottom of the application screen. This screen allows users to search through reviews and suggestions and interact with them just like in the home screen. Along with search string input, users can also filter their query by tags, rating, and user. The clear filters button on this screen clears or resets all filters and search input made by the user.

3.1.3 Dashboard

The dashboard screen can be accessed through the third icon of the navigation bar at the bottom of the application screen. This screen contains the six main components for guest interaction with the application. These features are My Favorite – contains a meal that the user likes most from the PDH menu and redirects to the profile screen, Tasteful Twin – displays another user with similar tastes, including shared favorite dishes, Crowd Favorite – redirects to the current day's leaderboard showing the meals that have garnered the highest ratings from user interaction, Suggested Dishes Come True – displays a list of dishes that have been suggested by users, Most Liked Reviewer – redirects to the leaderboard screen displaying a top ten ranking of reviews, and Guess Tomorrow Contest – displays a top ten ranking of users who have totaled the most correct guesses of what food is coming to PDH the following day.

3.1.4 Profile

The profile screen can be accessed through the fourth icon of the navigation bar at the bottom of the application. This is where users can view information about their account including username, email address, likes, past reviews/suggestions, etc. This page also gives users the ability to edit their average PDH visit time in the case that the average was calculated incorrectly.

3.1.5 App Settings

The settings screen is the fifth and final icon of the navigation bar. This screen contains important application information like version number, contact & support email, and the logout button. Clicking the logout button will return the user to the login screen of the application.

3.2 Core Features

3.2.1 Personalized Meal Recommendations

Tasteful Panthers automatically provides tailored meal suggestions as guests enter PDH. Using guest preferences, dietary restrictions, past choices, and review history to deliver daily recommendations. This feature helps guests quickly find dining options that match their tastes.

3.2.2 Reviews

3.2.2.1 Writing

3.2.2.2 Reading

3.2.3 Suggestions

3.2.3.1 Writing

3.2.3.2 Reading

Guests can write reviews for food items, highlighting positive experiences or concerns. The system encourages user interaction by sending a review reminder halfway through a guest's visit to PDH. Reviews can then help other guests make informed dining decisions.

Guests can suggest new meal ideas for PDH and other users can vote on suggested items, increasing visibility for the most popular ideas. This feature intends to create a dining experience more aligned with guest preferences.

3.2.4 Engagement & Incentives

Guests can participate in contests and leaderboards such as Top Reviewer of the Week – rankings based on positive feedback (likes) received from other users, and Tomorrow's Prediction – competition to predict the next day's highest-rated menu item.

3.2.5 Dining Insights

Guests can view real-time dining and review statistics from the application dashboard. These insights include Crowd Favorite – highest-rated dish of the day, Your Favorite – the guest's highest-rated available dish, Meal Recommendation – personalized daily recommendation based on the guest's profile, and Tasteful Twin – another user with similar tastes, including shared favorite dishes.

3.2.6 Using Search Bar w/ Filters

The search feature can be found on the search screen of the app. This allows users to search through reviews and suggestions posted by other users. Users can use the search bar to enter a search string to help with their query, or apply filters to narrow even further. These filters include tags, rating, and users. Results are displayed below the search bar with scrollable functionality.

3.2.7 Notifications and Alerts

Tasteful Panthers implements location and time based notifications to improve user experience. The initial notification is sent to users upon entrance to PDH, utilizing a geofence feature that users allow with device location permissions. This notification contains their personalized meal recommendation for the day and redirects to the guest dashboard when tapped. The second notification comes halfway through the guest's visit to PDH, and redirects upon tap to the review/suggestion screen. This notification is intended to push user interaction to keep the meal recommendation algorithm up to date.

Time recording for this feature is done automatically, but users can change their average duration in the profile screen.

4. Staff

4.1 Navigating the App

4.1.1 Dashboard

The dashboard screen is the main page that PDH staff will use in the administration system. This page is where staff can view and respond to low-rated reviews or ones that report PDH related issues. These “problem reviews” are marked with a red flag and can be switched to “in progress” as a solution is being found and “completed” once resolved by a member of staff. Resolved reviews remain visible so guests can confirm that the problem was addressed.

Staff will also have the ability to view meal suggestions posted by guests, and mark whether or not that suggestion was decided upon to be a new PDH meal.

4.2 Core Features

4.2.1 Handling Guest-Submitted Problems

Staff are able to view issues submitted by guests directly from the dashboard. Each issue begins in the Open state and can be updated to In Progress or Resolved as staff members work toward a solution. When changing the status of an issue, staff may also provide a handler’s note. This note serves as internal documentation, allowing staff to communicate progress and context with one another while addressing the problem. By managing issue states and adding notes, staff maintain full control over guest-submitted problems and ensure that concerns are handled in a transparent and collaborative manner.

4.2.2 Marking Meal Suggestions as Implemented or Ignored

Staff can view guest-submitted meal suggestions, with the most popular suggestions displayed at the top based on user likes. Each suggestion can be marked as either Implemented or Ignored. Suggestions marked as implemented will appear in the guest dashboard under Realized Suggestions, confirming to guests that their ideas have been adopted by Panther Dining Hall. Suggestions marked as ignored remain visible to staff for record-keeping but are not displayed as realized to guests. This feature provides staff with a clear way to manage guest input while highlighting successful contributions to the dining experience.

6. Additional Tools & Options

6.1 Offline Mode

This application can run in offline mode, however the majority of features like leaderboards and search functionality will not be available. Stable internet connection via wifi or cellular data is advised to operate the application at full capacity.

7. User Account & Profile

7.1 Editing Personal Information

Users cannot modify personal information from within the application. All profile details including username, email address, and password are fixed once the account is created. If changes to personal information are required, users must contact support for verification and assistance.

7.2 Changing Password

Password changes are handled through account recovery. Users must request a password reset by contacting the support email provided in the settings screen. After verifying account ownership, support will assist in issuing a new temporary password or enabling a reset.

7.3 Deleting an Account

To permanently delete an account, users must contact the support team via the support email. Account deletion results in the removal of all personal information, including reviews and suggestions. Deleted accounts cannot be restored. Users are encouraged to confirm that they wish to proceed before deletion.

8. Privacy & Security

8.1 Data Storage

Tasteful Panthers securely stores all user-generated data through cloud storage services. Authentication data, including email and passwords, is protected using industry-standard encryption. Only authorized system administrators have access to backend services.

8.2 User Privacy Settings

Personal user information connected to accounts is securely stored and is not shared with anyone other than the owner of the account.

8.3 Location & Permission Usage

Location permission is required to use geofence features which include guest automated time recording and location based notifications. Tasteful Panthers uses Google Play Services to access user device location.

8.4 Data Protection Information

Tasteful Panthers takes data anonymity seriously and only shares personal user information with the owner of the account. Data that is requested by contacting the support email requires manual user authentication.

9. Troubleshooting

9.1 Login Issues

Username and password are case sensitive which is the majority of login issues. If problems persist, check to make sure that device has a stable internet connection. Any other issues can be handled by contacting support.

9.2 Connectivity Problems

The system requires a stable internet connection through wifi or cellular data in order to function at full capacity. Any connectivity issues are usually through the user device, and can be solved by refreshing the screen or the application itself. Any application connectivity problems like server downtime or timeout errors are handled by the development team. User questions and concerns may be voiced by contacting the support team.

9.3 Notifications Not Working

Notification issues can be fixed by navigating the application settings on the user's device and changing the specified permissions.

9.4 App Crashes or Freezes

If a freeze occurs, users can refresh the app by swiping out and reopening the application. If a crash occurs, users are advised to clear the application cache by navigating to the application settings on their mobile device. This will stop any further crashes from occurring as cached data like past location pins sometimes causes strain on the application.

10. Contact & Support

10.1 Customer Support Channels

Support is provided through email communication. Users can reach technical support, account administrators, or provide general inquiries using the support email referenced in this document or found in the application.

10.2 Reporting Problems

Users who encounter bugs, incorrect data, or issues with reviews may send a description and screenshots (if applicable) to the support email. Support will investigate and follow up with troubleshooting steps or solutions.

10.3 Feedback and Feature Requests

Tasteful Panthers encourages users to propose new features and improvements. Feedback may be submitted via the support email. The development team periodically reviews requests when planning future updates.

11. Glossary

11.1 Icons and Terms Used in the App

Review Icon – View weekly reviews.

Suggestion Icon – View weekly suggestions.

Search Icon – Open the search and filter interface.

Dashboard Icon – View contests, favorites, insights, and rankings.

Profile Icon – View account related information and recent activity.

11.2 Technical Terms Explained

Geofence – A virtual boundary that triggers location-based features.

Leaderboard – A ranked list displaying top users or items based on interaction.

Recommendation Algorithm – A system that evaluates user data to suggest meals.

12. Revision History

12.1 App Version

11/21/25 - Tasteful Panthers 1.0

12.2 Manual Version

11/21/25 - Revision 1.0