User Testing Report

No More Waste

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Initial Research

Our initial research with our envisioned customers indicated that a responsive web app would be the best approach for application. We called two shelters: Souls Harbour Rescue Mission and YWCA Regina, both of which said that mobile phones are the most used devices by employees and they had no or very limited desktop access. We called a few restaurants and fast food joints: Life Is Good, Burger King, McDonalds, and Tandoori Kabab, the majority of which agreed that a desktop was a better option for their employees. Based on these responses, and the responses of our peers who could be potential volunteers, we decided that allowing users to access the website on both a mobile and desktop would be the best solution and therefore, began planning how we would make this responsive web application.

Low Fidelity Diagram Testing

All three members created their own low fidelity diagram of how they envisioned the application. We reviewed each other's low fidelity diagrams and found what we liked and disliked about each other's diagrams. We used these results to help us map out our combined high fidelity prototype.

Member's Prototype	Like	Dislike
Bulbul Arora	- Simple post creation form and layout - Nice layout of the post for the delivery driver to select their status update buttons	No homepage differentiation between the user types (all users get the request button?)
Faizah Kolapo	Liked how minimal it was, only highlighting the key pages	- No post creation page - Confusing titles (what is the difference between homepage and request page?)
Arika Pasha	Simple post creation form	Shows the homepage for

	● Nice distinction of homepages	different users but does not distinctly state which user's homepage is what

Table 1: Low Fidelity Prototypes Review

High Fidelity Diagram Testing

The results of our low fidelity diagram review helped us distinguish which key pages and features we wanted to include in our final application. This helped us create our high fidelity diagram using Figma. We created all the necessary pages and styled them as we would our final application (Figure 1).
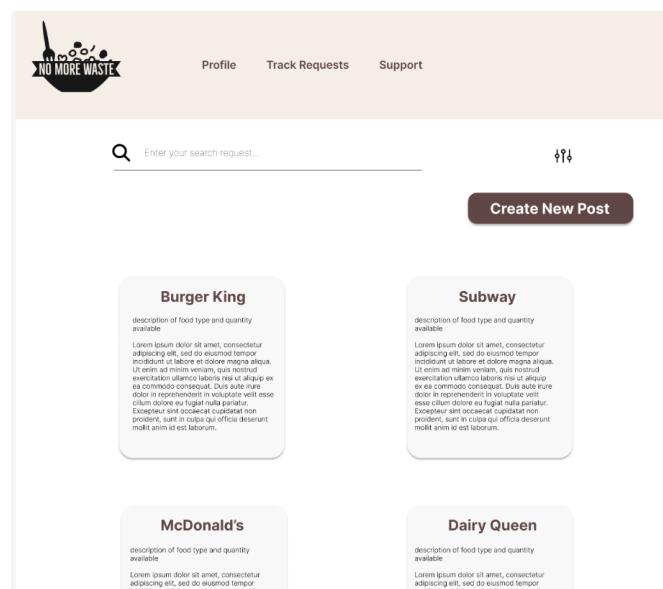

Figure 1: High Fidelity Prototype Homepage

We then added flow to the pages to make it mimic the actions a user would be able to make on our actual application. Once this was done, we did our first round of testing with our customers. A board member, Sara, of Search Clinic, a student run clinic that donates food to locals in Regina on Saturdays, helped us with our testing for the shelter side. A local restaurant

based in Calgary helped us test our prototype for the restaurant side. The full results of their

feedback can be found on our GitHub under Documentation and then under Feedback. The key

comments have been noted in Table 2.

Shelter Feedback	Restaurant Feedback	Feedback Implemented
- Contact name should be changed, or not needed. Different people work at the shelter every shift so there is no single contact person. - Grey colour scheme looks a bit like looking at a newspaper. - Search is nice to have. - None of the restaurants stick out to me or make me want to click them, maybe the ability to see logos to add a pop of colour. - Should add the ability to filter certain types of food and filter by quantity of servings. For example, if the shelter has enough meat and veggies for people, maybe we would want to check for any desserts or drinks being donated as a small treat). - Simple and easy to use, she likes that there is no additional information needed when requesting, that will give shelters	- Wanted functionality to delete posts - in case the food goes bad, or the restaurant closes down etc. - Wanted a page to only show what they've donated till now. Probably on profile? - A picture for profile so the restaurant can be found easily. - Maybe give restaurants the option to drop off food themselves if no driver is available? - Had questions about track requests - we do not have a mapping feature so that field is a little misleading. - Would be nice to post a picture of the food to see how much they have, what quality etc.	- Removed need for contact name - Changed colour scheme - Added ability to include images in the post creation - Added ability to delete posts - Added history pages for each user's contributions so far - Added a map feature that at least lets the volunteer know how far the restaurant and shelter are from each other

more motivation to use the application.	
● Kind of dull and unexciting, look into the psychology of colours to pick a better colour scheme.	
● Everything is organised well and not too much going on, which is nice.	

Table 2: High Fidelity Prototype Feedback

Mock Trade Show Testing

We also received a lot of feedback from the mock tradeshow attendees, peers and potential volunteers when they were testing out our application and implemented this feedback in our final changes. The full list of feedback can be found on our GitHub under Documentation and then under Feedback.

Feedback Received	Changes Implemented
● Change size of card (too much empty space) ● Add a text size limit (character limit) so the cards do not need the empty space ● Cards too big (track on them, at least for volunteers) ● Change/remove shadow on cards	● We changed it from having two posts per row to three per row to decrease the white space on the dashboard. ● We decreased the white space on each post. ● Removed the outdated look of the shadows and made the posts look more pleasing.
● The user's name in the header should lead to the dashboard not their profile	● The user's name now leads to their history (previous donations, deliveries or requests) because we felt that made more sense than leading to the dashboard.

● The text message that is sent should probably include the driver's number or driver's details	● The driver's number is now displayed on the post itself so both the shelter and restaurant can view it.
● Google call to show location ● Add address on card (on dashboard) so they can see the address before accepting request	● Added links in the post that lead to the Google Maps of the addresses for the shelter and restaurant.

● Increase the aesthetics:
   1. Animations (like on hover)
   2. Colours
	● Made colour changes.
	● Did not make animation changes since they would be nice to have, not a needed functionality.

● Work on deployment	● Deployed with Google App engine.
● Different colours for different user types	● Felt this was no longer necessary.
● Volunteer background checks? ● Food quality checks?	● Did research on this and realised we would likely need to offer some training to volunteers in future iterations.

Table 3: Mock Trade Show Feedback

Final User Testing

After implementing all the changes given to us throughout the development in the second term of the capstone, we revisited Sara, the Search Clinic board member and had a zoom call with the employee from the restaurant in Calgary to show them how much our project has changed since the initial user testing we did with them. We showed them our final, deployed application and let them play around with it and both were very impressed with all the changes we had made since our initial meeting and agreed that our application had the potential to greatly limit food waste. The final feedback was done to ensure that our envisioned customers were able to navigate our website with ease.
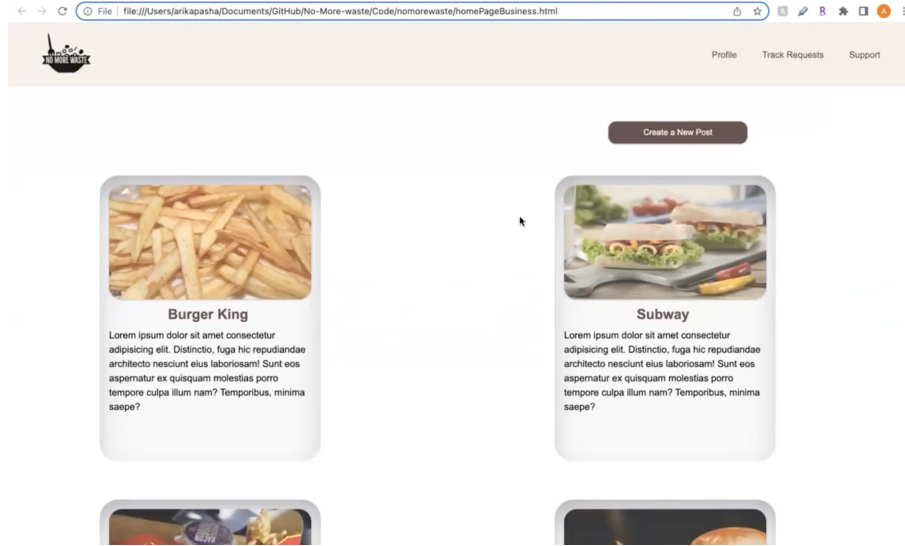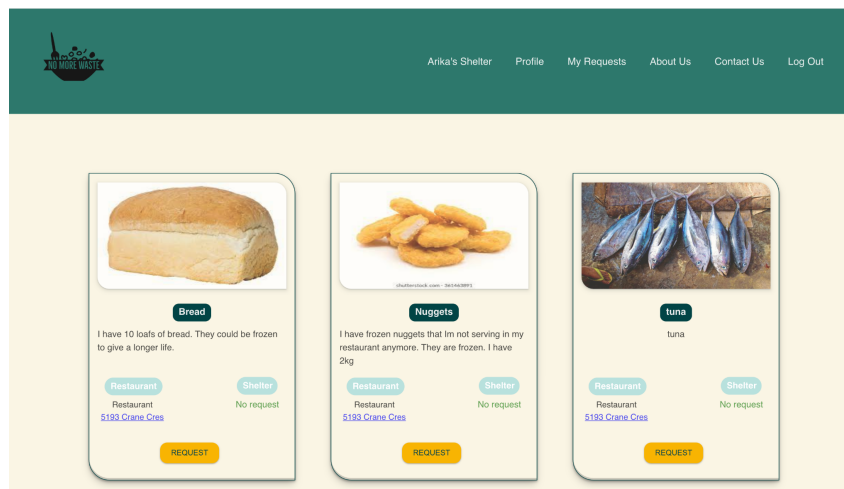
Figure 2: MVP #1 design

Figure 3: Final website design

Shelter Final Thoughts	Restaurant Final Thoughts
- Liked the colour changes - Liked the way the way the dashboard looks, especially when compared to the original look of the dashboard - Loved the notification system - Very impressed by the responsiveness and would definitely use this application on their mobiles at the shelter - Would still love to be able to discuss	- Really like the way the posts look - Love the mapping feature - Like the ability to delete posts - Concerned about the pickup options, why is the field there if it does nothing? - If a post is not requested, or a request not accepted, will it expire and when? - If no driver accepts, but a shelter requests, can the restaurant contact the

with the restaurants about ingredients ● Would like the ability to search for restaurants or items ● Would like the ability to filter by food type (a meal, ingredient, fruit, dessert)	shelter to give them the option to pick it up themselves?

Overall, the feedback we received from our final round of testing has allowed us to consider how to make our application even more user friendly and useful, which we hope to implement in future MVPs.