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Usability Testing

Greenways Café Online Ordering System

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# Usability Testing Plan

## What will be tested?

Testing will include giving testers different scenarios that they will go through. The scenarios will be designed to test different elements and to see if the testers find it easy or hard to use.

Testing will include:

* Effectiveness
  + How easily the testers use the system
  + If the system actually works (with different people entering different things)
  + How the testers like the look of the system
* Efficiency
  + How long it takes for the webpage to load
  + If the testers can put in bad inputs and the system still work

## Test Participants

Briana Vassiliadis – A student in year 12 and a possible user of the Greenways Café Online Ordering System.

James Rickard – A student in year 12 and a possible user of the Greenways Café Online Ordering System.

Lachlan Howe – A student in year 12 and a possible user of the Greenways Café Online Ordering System.

Kate Adams – An adult user who was used to simulate someone of a teacher’s age.

Mr Stembridge – Staff member at Greenways Café and a possible future user of the Greenways Café Online Ordering system.

## Test Metrics

**Success** – A success will be if the user is able to complete the scenario without any trouble and with 0 errors. Each scenario should be done within two minutes

**Partial** **Success** – A partial success will be if the tester can complete the scenario but encounters some problems such as it was unclear how to continue or it took some time for it to work. A partial success has a minimum of two errors. Each scenario should be done within two to three minutes.

**Failure** – A failure will be if the tester cannot work out what to do or if the scenario doesn’t work due to some problem within the system. A failure has more than two errors and takes longer than three minutes.

# Scenario 1

You are a Year 12 student who had a late night and needs some coffee to survive the rest of the day. You want to buy one latte, one chicken salad and one hot chocolate.

|  |  |  |  |
| --- | --- | --- | --- |
| **Step** | **Instruction** | **Success?** | **Comments** |
| 1 | Log in  Username: Student  Password: Student | Yes (all) |  |
| 2 | Order one Latte, one chicken salad and one Hot Chocolate and submit order | Yes (all but Kate (Partial Success)) | Kate pressed the back button after pressing submit and lost all her order |
| 3 | Delete the Hot Chocolate (You don’t have that much money) | Yes |  |
| 4 | Pick delivery type to be pick up | Yes |  |
| 5 | Set time to twenty minutes later | Partial Success | Kate, Lachlan and Briana commented on the time field being a little fiddley  Mr Stembridge thought the time field was easy to use |
| 6 | Press Submit | Yes |  |
| 7 | Log Out | Yes |  |

Overall all participants managed to do it in under two minutes and successfully finished the scenario

**Overall comments about this scenario**

Kate

* Nice and straight forward
* Might be better to show both overall costs for each item as well as individual cost for each item
* Do I know if my order has been sent?

Briana

* Pretty easy to use with a nice simple layout

James

* Sleek looking

Mr Stembridge

* Easy to use and straightforward

# Scenario 2

You are a teacher at Mentone Grammar and wish to buy lunch and coffee for lunch. You have lots of work and don’t have time to leave your desk so it will have to be delivered at the start of lunch.

For Lunch you want one chicken salad, one ham and cheese toasty and a Cappuccino.

Your office is in room F305 and you want it for 1:00 pm.

|  |  |  |  |
| --- | --- | --- | --- |
| **Step** | **Instruction** | **Success?** | **Comments** |
| 1 | Log in  Username: Staff  Password: Staff | Yes |  |
| 2 | Enter Order details | Yes |  |
| 3 | Put in delivery details | Yes  Kate – Partial Success | Kate - If delivery was picked and the pickup picked again the room number didn’t go away |
| 4 | Place Order | Yes |  |
| 5 | Log Out | Yes |  |

Overall all participants managed to do it in under two minutes and successfully finished the scenario

**Overall comments about this scenario**

Briana

* How do I know my order has been sent? Maybe have something there to confirm it

Lachlan

* Pretty Straightforward

Mr Stembridge

* Maybe add a note section so that they can ask for a particular size drink or milk type

# Scenario 3

You are a staff member to Greenways Café. They have forgotten to add a menu for today and need you to add the information for today and tomorrow

Today’s Menu:

|  |  |
| --- | --- |
| Today’s Menu | Tomorrows Menu |
| Name: Spaghetti Bolognese  Price: $3.00  Description: Delicious!  Amount: 30  Name: Pizza  Price: $2.50  Description: Tomato base, ham, cheese and pineapple!  Amount: 20 | Name: Nachos  Price: 2.50  Description: Hot nachos with cheese drizzled atop golden crisps  Amount: 50  Name: Nuggets and chips  Price: 3.50  Description: Golden nuggets served with crispy chips  Amount: 50 |

|  |  |  |  |
| --- | --- | --- | --- |
| **Step** | **Instruction** | **Success?** | **Comments** |
| 1 | Log in  Username: admin  Password: admin | Yes |  |
| 2 | Go to ‘Add Menu’ page | Partial Success | Briana – Confused page name with Add Order page |
| 3 | Enter the menu details for both days | Yes |  |
| 4 | Go to ‘Edit Menu’ page | Partial Success | Lachlan – An error came up when first went to edit page but went away after the date was submitted |
| 5 | Edit the menu for tomorrow as you realised that you can’t make nuggets and will have to make a Greek salad | Fail | Kate – Updated the wrong date than selected  Briana – Description went to a different dated file  Lachlan – The description went to a different file  James – Description didn’t work  Mr Stembridge – Nothing got edited. It took the form but didn’t change anything |

Overall all participants managed to do it in about three minutes but due to the edit menu not working for all participants it is deemed a failure

**Overall comments about this scenario**

Briana – What if you have more than three lunch items to add?

# Scenario 4

You are admin working in Greenways Café. A teacher wants to order lunch and you need to put it in the system. Her name is Mrs Thompson and she wants one of the lunch specials and a Long Black. She will pick it up at the end of lunch (1:40 pm).

After you have put in her details, two people have just picked up their order and you must tick them completed on the View Orders page.

|  |  |  |  |
| --- | --- | --- | --- |
| **Step** | **Instruction** | **Success?** | **Comments** |
| 1 | Log in  Username: admin  Password: admin | Yes |  |
| 2 | Add Mrs Thompson’s order | Yes |  |
| 3 | Change the order status to completed | Yes |  |
| 4 | Log Out | Yes |  |

Overall all participants managed to do it in under two minutes and successfully finished the scenario

**Overall comments about this scenario**

Briana

* I liked how it seemed to fade away

Kate

* I like how you can still see the orders when they are done but it is confusing how it goes back to the top of the page when you press completed
* Worked nicely

Lachlan

* Make it clearer that they have completed the order

# Analysis of findings

Overall the testers generally managed to be able to work the system with ease. Although the edit menu page didn’t fully work when the date was changed all the other scenarios were managed well.

All participants but Mr Stembridge had a bit of trouble to begin with when trying to manage the time input, but that can’t be changed to an easier format. Other changes made after the usability testing include:

* When a student or teacher sends an order, they get told that their order has been sent.
* The delivery and pickup settings were fixed so that the room input field goes away or comes back depending if delivery or pick up is selected.
* The error that popped up was fixed.
* The edit menu page was fixed so that the right menu actually gets edited.
* The confirm page was edited so that it showed the individual cost of item, the cost of items and the total cost.
* An input field was added for the user to add any additional notes about their order such as coffee size or milk type.