

AVR

# User Study 1 Report

# Design

- We went with Andrew's and Rob's designs
  - Most similar to what our participants use in terms of items and functionalities

# The Participants

- We were able to contact three of the original participants that we first interviewed regarding the problems with the current POS system at the beginning of the semester
- Each of the participants were able to meet us at Zuhl Library
- We presented the paper prototypes in front of the participants in a Wizard Of Oz format, and gave them tasks to perform...

# Tasks The User Performed

- Adding basic items to a ticket/altering an item
- Handling of a table
  - Moving tables
  - Split ticket
- Closing/Re-opening a ticket

# Results of User tasks on Prototype

## 1

- Observations
  - Relatively fast and Error free to add basic Items
  - Addition of pop-ups and check boxes can lead to faster Order taking opposed to looking for next button
  - Missing functionality adding multiple items to order
  - Table functionalities are missing signifiers such as amount of checks to split into, and no key for table colors
  - No options to go back or forward in actions
  - Can be a hassle navigating from take orders to tables

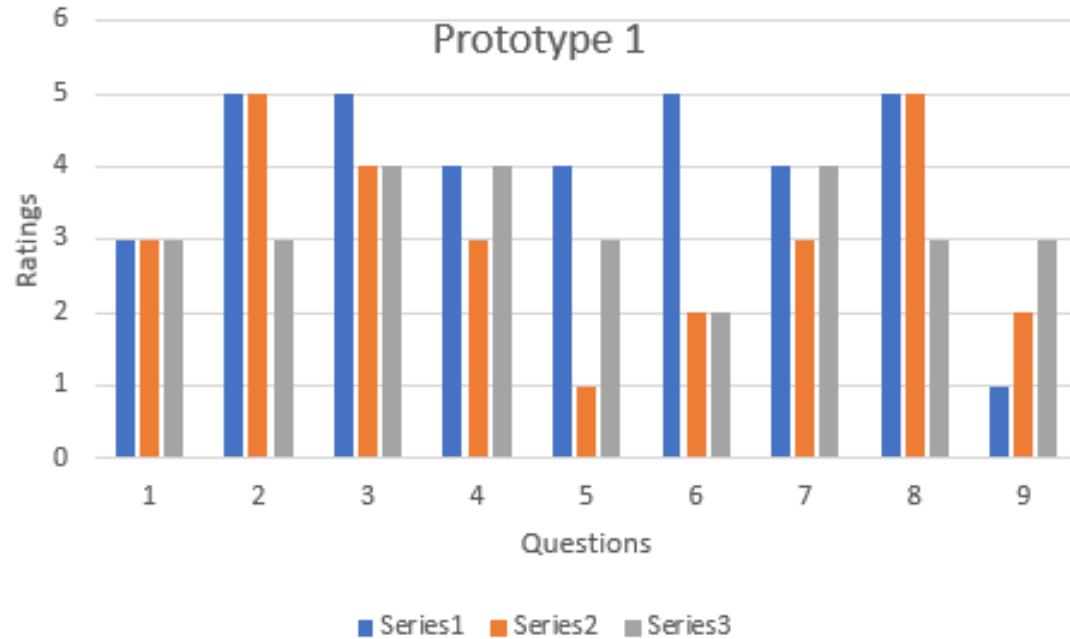
# Results of User tasks on Prototype 2

- Observations
  - Simplicity and having just necessary features made the system relatively fast and easy to use
  - Flows from beginning of order taking process to end nicely
  - There is no way to go back and perform prior options such as getting back to tables, so it would benefit from some sort of navigation bar

# Questionnaire

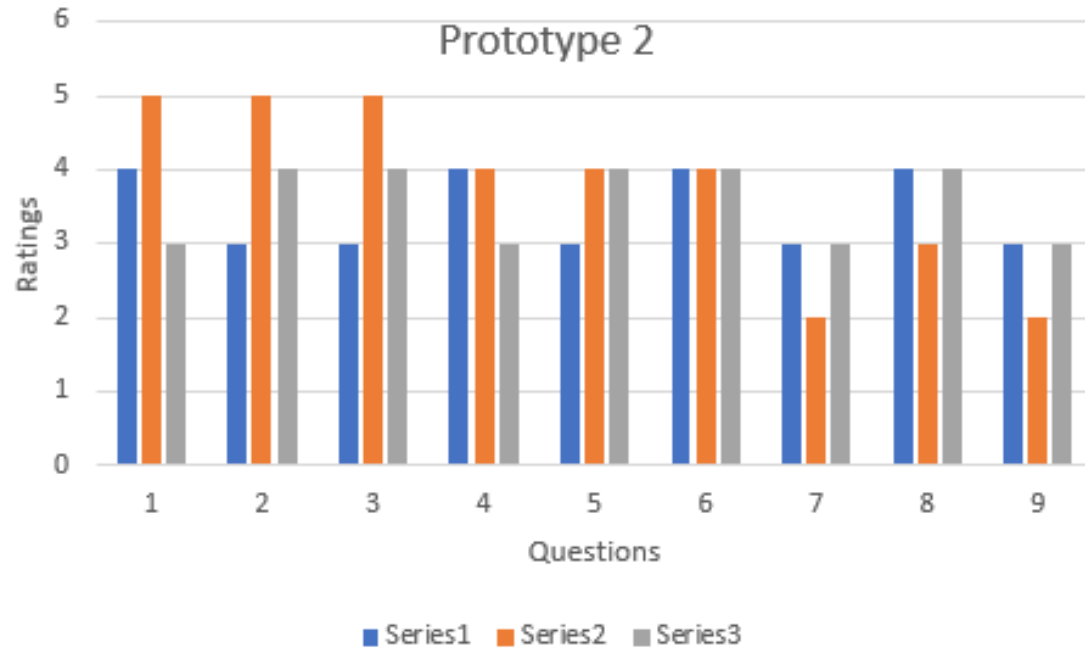
- The Users Filled out the questionnaire after testing our prototype. Some Questions include:

# Results from Questionnaire for P1





# Results from Questionnaire for P2



# Results of User tasks on Prototype 2

- Observations
  - Simplicity and having just necessary features made the system relatively fast and easy to use
  - Flows from beginning of order taking process to end nicely
  - There is no way to go back and perform prior options such as getting back to tables, so it would benefit from some sort of navigation bar

# Design we are going with moving forward

- We chose Rob's design moving forward
  - Simple, yet easily captures all the given tasks
  - Flows really nicely opposed to having to navigate between a bunch of pages
  - Just needs a few more features such as a navigation bar for full function