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| HCI - COMP 171 |
| Assignment 8 |
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| **Aswathy Dinesh** |
| **4/13/2012** |

**Target user demographics**

Primary User: Restaurant Customers

Age: 13 and older

Manual Skills: Basic Reading and Typing capability

Computer Skills: Novice to Expert

The target users of Restaurant Locator application are restaurant customers who use different online mediums for finding a restaurant. The intended user of this application is anyone who searches online before deciding on going to a restaurant, a customer who wishes to write review about the restaurant or anyone who needs to find the restaurant details and directions to the restaurant. Although there is no age limit associated to using Restaurant Locator application most restaurants set an age limit of 13 and above for reservation purposes so this application is meant for anyone 13 and older. But anyone under 13 who can understand its function and can use the functionalities provided by this system such as select cuisine, check menu, photo, review etc can use this application. The manual skill required for using this application is basic reading and typing skills. The only technical requirement is the ability to use the Computer or Smartphone with an internet connection.

**Description of experimental setup**

Restaurant Locator application has no boundaries associated with its usage, if the people wish to go to the restaurant of their choice with the help of Restaurant locator; they can find it from home, office, street, car, etc. They need only a computer, phone or an iPad with an internet connection.

However, I thought that I will do the second evaluation of my system in a place associated to food. That’s why I am planning to test my system in University’s Cafeteria, Food court and Student Center. I think here I can get the intended target audience for Restaurant Locator Application. I could have chosen a restaurant but I felt that a university environment would give me an informal environment well suited for interacting with students and faculties of different age groups and area of studies. These factors are very important for testing my system because Restaurant locator application is being developed for people of all different age groups who plan to visit a restaurant. People from different age groups will help me compare the performance and time taken to perform different tasks. I feel some of these parameters would give me an insight as to what issues some middle aged people may have in finding buttons, menu item etc compared to younger people. Another factor is area of study, for example thinking of an art or psychology student may be different from a student from computer science or other technology fields. This factor will help me to collect the data from aesthetics perspective.

For my testing I am planning to give a welcome note in addition to Restaurant Locator user manual. This will give user a good idea about the testing process also. In the welcome note I give user a brief overview of the application and explain him the testing process. In the user manual I covered all the functionalities that the system provides. Besides the user manual and welcome note I will also give a task list for the user to perform. The task list includes all high level functionalities that the Restaurant Locator is capable of. The tasks are arranged in the order of easy to difficult. I thought starting with an easy task will act as a warm-up and also eliminate users fear about the testing. Once the user completes their allocated tasks, I will request them to fill out a Post-Test Questionnaire and also their suggestions or feedback about this application.

Below are the materials I will provide the users during testing

1. Welcome Note (Appendix A)
2. Restaurant Locator User manual (Appendix B)
3. Task list (Appendix C)
4. Post- Test Questionnaire (Appendix D)

**Discussion Of and Rationale For Metrics Recorded**

For making Restaurant Locator application more user-friendly as well as powerful I plan to collect two types of data during testing:

1. Quantitative or measurable data
2. Qualitative or subjective data

**Quantitative data:**

This section includes the following: Time completion of each task, Path taken to complete each task, How many participants completed their task, How many incorrect paths they followed before completing their tasks (for tasks completed correctly).

**Time of completion of each task**:-This factor is relevant for measuring the Restaurant Locator applications layout. This will help me to determine what parts/functionalities are confusing to a user.

**How many people successfully complete the task:** This measurement will help to conclude that the organization of buttons and information on the screen guides user to perform a task successfully or not.

**How many take incomplete path before completing task:** If 3 out of 5 do the same mistake while completing the same task then I can easily make a conclusion that a particular area needs a change.

**Qualitative data:**

To gather qualitative data, I will record comments and emotions expressed by user during testing and conduct an informal interview after testing. This data fall into three categories:

1) Appearance: This measure will help me determine which pages or buttons the user is not satisfied with.

2) Functionality: This measure will help me understand whether user is having any issues in navigating or performing different operations and if there is any need to add additional on-screen help.

3) Labeling: This will help me identify labels which are not self intuitive to a user and need changes.

**Appendix A**

**Welcome Note**

Welcome to the Restaurant Locator application, I need your help to test medium fidelity prototype of Restaurant Locator application I developed. This is a test of the system and not a test on you so feel free to perform the tasks. Also this test is voluntary; at any point during the test if you feel uncomfortable you can terminate the test anytime. I am developing this application for users like you so please provide your honest opinion and suggestions.

Restaurant Locator allows you to look through the restaurant menu, photos, reviews, directions and make reservations in your favorite restaurant. The concept behind Restaurant Locator is to provide a unified interface where a customer can look through all the information about a restaurant and can then make his/her selection.

**Appendix B**

**User Manual**

**Contents**

* Cuisine selection
* Find a restaurant
* About the restaurant
* Check and add review
* Check menu and photo gallery
* Make/Manage Reservation
* Take directions

**Cuisine selection**

1. Click or touch the cuisine image on the home page
2. If you’re on search form or search result form, select the cuisine type from drop down.

**Find a restaurant**

1. Click/touch Cuisine image to Start the application (Note: If you click the cuisine Name label system will show an error message on the top left corner of the screen)
2. Restaurant Locator search screen appears.
3. In the Where Text box field, type the location where you want to find the restaurant.
4. Click the SEARCH button.
5. Search result screen appears.
6. Click on one restaurant name link on the search results list.
7. If you want to go to Search result screen again click on BACK TO RESULT button on top of screen.

**About the restaurant**

Under the ABOUT US tab you can see the restaurant details, address and phone number.

**Check / add review**

1. If you want to see the review click the Review tab
2. If you want to add review click the add review button on the review screen and type your review
3. Click the POST button

**Check menu / photo gallery**

1. Click MENU tab
2. Click different categories to see each category of menu items (Ex: Appetizer, Soup, Etc.)
3. To see the Restaurant photos click the GALLERY tab

**Make/Manage Reservation**

1. Fill all the required fields on Reservation screen (Note: If you want to check the seat availability click the Seat Availability Button)
2. Then click the RESERVE button.
3. If you want to update/cancel the reservation click MANAGE RESERVATION Button on the reservation screen
4. If you want to update reservation click the update button
5. Enter the call number in the call no field and then update necessary fields and click the OK button. (Note: Call Number is displayed on the reservation screen once the reservation is done)
6. If you want to cancel the reservation enter call number in the call no field then click the cancel button.

**Take directions**

1. Click the directions tab
2. Type your starting address in the Address field then select your medium of transportation
3. Now click the GET DIRECTION Button.

**Note:**

If you missed to fill any required field system shows error message saying ***\* The information is require*d**

**Appendix C**

**Task List**

**Task 1**

1. Select Italian cuisine from home page
2. Change Italian to Chinese cuisine, Enter Boston in Where box and click on search button
3. Select one restaurant from search results list and check its Menu, Gallery, Review and then Reserve two seats for 4/20/2012 from RESERVATIONS Tab.

**Task 2**

1. Go to same restaurant home page and update the reservation date to 4/25/2012 then check the seat availability and then reserve again.

**Task 3**

1. Go to the Reservation Tab and cancel the reservation
2. Go to the Search result Screen and choose another restaurant
3. Take direction from Medford, MA by Car

**Task 4**

1. Go to same restaurant home page and post your review.

**Appendix D**

**Post-Test Questionnaire**

**Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date & Time: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Computer Background** (Circle One)**:**  *Novice* *Frequent User* *Expert*

This questionnaire is designed to understand how you feel about the Restaurant Locator application based on the tasks you just performed. Please select checkbox that most clearly expresses how you feel about a particular topic.

1. Using the application:

Very Easy Neither easy nor difficult Very Difficult

Easy Difficult

1. Ease of Navigation through the application was:

Very Easy Neither easy nor difficult Very Difficult

Easy Difficult

1. The buttons were well organized and easy to find.

Very Easy Neither easy nor difficult Very Difficult

Easy Difficult

1. The menu items were well organized and functions were easy to find.

Very Easy Neither easy nor difficult Very Difficult

Easy Difficult

1. Locating the information that you desired was:

Very Easy Neither easy nor difficult Very Difficult

Easy Difficult

1. The look and feel of the pages:

Excellent Neutral

Good Fair

1. Rate the system on a scale of 1 to 5 (5 being the highest):

(Circle One)**:**

**1 2 3 4 5**

1. What did you like **most** about the Restaurant Locator application? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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1. What did you like **least** about the Restaurant Locator application? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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1. Other Comments/Suggestions: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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