

**Name of Study:** Usability testing for Restaurant Pro

**Methodology:** In person Usability Test Moderated

**Testing Date:** 01/14/2023

**Team:** UY SCUTI

**Notes:** The project is to create a website to help managers to quickly assign tasks to employees in a restaurant, and for the employees to have easy access to the tasks they have to complete. It is a school project that needs to be completed in 13 weeks by a team of 7 college students, 4 developers and 3 designers.

**Executive Summary and Goals:** This study will be an in person usability test with five participants. The goals for this test will be eliminating or changing anything that causes confusion to the users, improving the user experience, and redesign the task and home pages if it is necessary.

**Objectives:**

- Understand how the users interact with the links of the sidebar to navigate through the website.
- Help the team to decide the best design for the main feature, the assigned tasks. To select the solution that the restaurants managers are most comfortable with.
- Identify areas of opportunity to enhance the user experience.

**Participant Details**

There are 5 participants for this usability test. One of them is currently working in a restaurant part time. Other two of the participants had experienced working in the culinary industry. And the last two participants, even though they do not have experience working in the area, are experts in user experience and qualified to give feedback.

**Questions**

When the user is asked to create a new task, what page do the users go to?

What does the user do to assign the task?

Is it quick and easy for the employee to see their assigned tasks?

## **Practicalities**

### **Methodology**

This usability testing will be conducted in person in Langara College. There will be a moderator for each user that will help them to go through the website by asking questions and assigning tasks.

### **Roles for the Test**

Ozge is going to be the moderator for users 1 and 5.

Xinhui (Ricky) is going to be the moderator for users 2 and 4.

Evelyn is going to be the moderator for user 3, and take notes for users 4 and 5.

All the team is going to use OBS Studio to record the video and voice during the test. Each team member is going to take notes of their first user at the end of the test. Afterwards, each team member is going to see the videos of the other users' tests and take notes.

### **Confirmations**

- Mahima
- Feng
- Denisse
- Merry
- Jessica
- JP

### **Schedule**

The test will be taking place at Langara College on February 14. The recruiting begins 1 week before the date, and finishes 3 days before.

**Usability Testing Date:** February 14, 2023

**Start preparation:** 1:30

### **Sessions:**

- User 1: 13:45
- User 2: 13:45
- User 3: 13:45
- User 4: 14:10
- User 5: 14:35
- User 6: 20:30

## **Equipment and software**

Every user will need to use a computer for this test. There is no specific browser or computer model needed for this test. All the computers need to have access to figma to be able to show the responsive wireframes.

## **Script**

Welcome and thank you for making yourself available for this study today. The purpose of this study is to see how people use Restaurant Pro to assign tasks. Your participation is very valuable and it will help us make the website easier to use. We will be asking you to use the product. We will be watching you doing various tasks and asking you some questions, but we don't want you to be nervous, there are no correct or wrong answers. Also, we would like to hear your impressions while you are completing the tasks, you can point out everything that you like or you don't like. We will be taking notes and recording the session. These recordings will be confidential, no one outside our team will see them, and your identity will not be revealed. Please let us know if you would be fine if we record you during the session. We will try to keep the session short and it will not last more than an hour.

## **Initial impressions**

What is the website about?

The website is about a restaurant tasks management app called "Restaurant Pro".

What is the main purpose of the website?

The website's main purpose is to provide a platform for restaurant managers to assign and manage tasks and attendances of their employees and manage the restaurants.

What are the key features of the website?

The website's key features include the ability for managers to assign and create tasks, monitor employee attendance, manage employee information, manage restaurant information, and receive notifications.

What type of user would benefit from using the website?

Restaurant managers and employees would benefit from using the website.

What type of information can a user find on the website?

A user can find information about the website's main features, account information, active tasks, employee attendance, employee list, restaurant information, and notifications.

What types of actions can a user perform on the website?

A user can perform actions such as logging in/out, changing their password, deleting their

account, viewing, creating and assigning tasks, monitoring employee attendance, managing employee information, managing restaurant information, and viewing notifications.

### **Specific Tasks**

*1 is hard, 10 is easy*

Questions for **assign task** for manager:

- On a scale of 1 to 10, how easy was it to find the "Assign Task" button?
- On a scale of 1 to 10, how user-friendly did you find the process of assigning a task to an employee?
- On a scale of 1 to 10, how quickly were you able to complete the task of assigning a task to an employee?
- On a scale of 1 to 10, how straightforward was the process of selecting the employee to assign the task to?
- On a scale of 1 to 10, how satisfied are you with the overall experience of assigning a task using this app?

Questions for **see all tasks** for manager:

- On a scale of 1 to 10, how clear were the instructions on how to view all tasks?
- On a scale of 1 to 10, how well-organized was the information presented on the "See All Tasks" page?
- On a scale of 1 to 10, how quickly were you able to find and understand the information you were looking for on the "See All Tasks" page?
- On a scale of 1 to 10, how satisfied were you with the overall experience of using the "See All Tasks" page?

Questions for **create a new task** for manager:

- How easy was it to access the "Create a New Task" feature? (1 being difficult, 10 being extremely easy)
- Was the process of creating a new task straightforward? (1 being confusing, 10 being very clear)
- Were all the necessary information fields clear and easy to understand? (1 being unclear, 10 being very clear)
- Was the process of assigning the task to an employee straightforward? (1 being confusing, 10 being very clear)
- Overall, how satisfied are you with the experience of creating a new task in this app? (1 being very unsatisfied, 10 being extremely satisfied)

Questions for **checking task detail, complete this task and open it again** for employee:

- On a scale of 1 to 10, how easy was it to access the task details and understand its information?
- On a scale of 1 to 10, how easy was it to complete the task and mark it as done?
- On a scale of 1 to 10, how quickly were you able to locate the completed task and reopen it?
- On a scale of 1 to 10, how straightforward was the process of reopening the completed task?
- On a scale of 1 to 10, how satisfied were you with the experience of checking task details, completing it, and reopening it?

Questions for **changing password** for employee:

- On a scale of 1-10, how easy was it to access the password change feature in the app?
- On a scale of 1-10, how straightforward was the process of changing your password in the app?
- On a scale of 1-10, how satisfied were you with the visual design and layout of the password change screen?
- On a scale of 1-10, how confident do you feel about the security measures in place for changing your password in the app?
- On a scale of 1-10, how likely are you to recommend the app to others based on your experience changing your password?

## **Post Test Questionnaire**

*These are the questions that team members need to ask participants after a usability test.*

*1 is hard, 10 is easy*

1. On a scale of 1 to 10, how would you rate the ease of navigation through the different sections and pages in the app?
2. On a scale of 1 to 10, how easy was it for you to find the information you were looking for within the app?
3. On a scale of 1 to 10, to what extent did you encounter technical issues or bugs while using the app?
4. On a scale of 1 to 10, how intuitive and easy to use did you find the user interface of the app?
5. On a scale of 1 to 10, how satisfied were you with the app overall?
6. Do you have any additional feedback or suggestions for improving the app? (Please specify)

## **Prepare**

- ☐ Coffee, Donut
- ☐ Note recording sheets
- ☐ OBS Studio
- ☐ Task Sheets for people to follow
- ☐ Participant availability on Calendly
- ☐ Consent Form for Recording Voice and Screen
- ☐ Digital Responsive Wireframes