## Introduction

Over the past two weeks, our team has conducted eight usability tests to identify potential flaws, aesthetic preferences, and other feedback pertaining to the development and usage of the app. During the tests, users were asked to execute specific tasks as we observed them interact with the application. Users were asked to review our logo design, log in to the application with their Calvin email account, create an order, choose an order to deliver, view the details of a posted order, view details on menu items, and sign out of the app.

## Findings

The users gave valuable feedback and identified many areas in which the KnightDash application could be improved. This feedback was categorized according to what process or screen it was associated with. The categories were *Logging In, Creating/Placing Orders. Delivering/Reviewing Orders, Signing Out,* and *Other.* Generally speaking, KnightDash was received very well. Functionally, users were able to navigate the app and execute tasks with little trouble. However, we found that there is a lack of direction provided for users in terms of making it obvious on how to do exactly what they would like to do (i.e. the plus button creates a new order). The most common difficulty that users experienced was getting to the create order screen. Another common difficulty was being able to view the contents and details of an order that has been placed. These are not the only key findings, but they seem to be the most relevant at this moment. An organized list of findings is available in the Appendix.

## Next Steps

Many of the suggestions made by users were already in development at the time of testing. This was very reassuring for the team, and provided confidence that we were moving in the right direction.

We’ve identified our next steps as follows:

* Finalize our final aesthetic redesign of the application
* Make the create order & order details buttons more obvious to click on
* Provide access to the menu without creating a new order
* Provide more information about an order’s details
* Implement a User Profile
* Add a confirm selection button to the popup menus

# Appendix

## Feedback Received by Category

Logging In:

* The Calvin University logo should fit within the header on iPhone
* Our KnightDash logo is appealing

Creating/Placing Orders:

* The plus button on the home page is not clear enough indication to create an order
* Have pictures next to food items
* Have a confirm selections button on food/beverage popup menu
* See prices of individual food items when reviewing your cart
* Include subtotal on review order page
* Ideally, have the ability to select multiple quantities of items
* Include notification that order was placed

Delivering/Reviewing Orders:

* Include more details about an order, such as what items are in the order
* It is not clear that the text is actually clickable on the home page, and that it leads to an order’s details
* A user can technically choose to deliver their own order, as they can see it in the available orders section
* Send notification that user’s order has been accepted/chosen for delivery
* Move deliver order button to an order’s details page

Signing Out:

* Cannot sign out if not on home page. Consider a profile tab where you can sign out

Other:

* Display user’s currency (KnightCoin) somewhere, possibly profile page
* Add an ability to leave ratings/reviews for deliverers