



Expert Panel Report

Team 28

Jeffrey Slobodkin

Alexis Rappa

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Executive Summary

This project consists of the development of a POS system that is in the form of a web application. This POS will support four different groups including menu boards, managers, cashiers, and customers. It intends to solve the issue of creating a seamless and easy-to-use web application that can be accessible to any of the groups previously listed above from anywhere at any time. To dive into this document, we will first begin by introducing the Expert Panelists section. Now in this section each member of the team has found one person with a unique area of expertise related to the project and interviewed them on the problem that this project intends to address. As a result, the team conducted 4 separate interviews in an attempt to cover each possible type of user we could encounter in the application. The names of the users interviewed as well as the interviewer and their area of expertise are listed. Moving forward is the Expert Panel Findings which is in the appendix and contains a table describing the questions asked, responses to the questions as well as any other notable findings from the interviewee. This can mean a large range of things such as important insights and previously unconsidered perspectives. In addition to this it will connect those responses to the name of the panelist, so it is easy to connect. Finally in the last portion of this document there will be the Proposed Design Moves section. In this section there is a table that will cover the possible high-level design moves that we could make in response to the advice received from the panelists. It will provide a detailed description of those design moves as well as a justification for each of them.

Expert Panelists

| Panelist Name (May be Changed for Privacy) | Specific Area of Expertise | Responsible Team Member |
|---|----------------------------|-------------------------|
| Tanmay Chhimwal | Cashier worker | Jeffrey Slobodkin |



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|-----------------------|--------------------|-----------------|
| David Eydelzon | Customer | Alex Kelley |
| Rahulniket Konakanchi | Accessibility | Alexis Rappa |
| Rahif Mansoor | Supervisor/Manager | Christopher Kim |

Expert Panel Findings

Proposed Design Moves

| High-level Design Move | Detailed Description | Justification |
|---|--|---|
| Change UI design to move the menu and inventory items to separate pages | Make separate tabs that only admins and managers can access for CRUD on menu and inventory items | Based off the reviews it was too cluttered and a bit confusing when navigating |
| Add a dark mode or other color contrast | Create more color contrast options for color blindness so that more people have accessibility options. | This was based off of actual feedback from someone with a color blindness disability who said more contrast options could be ideal. |



Appendix 1: Expert Panel Interview Data

| Panelist Name | Interview Data (Questions and Responses, Observations) | Important Insights and Previously Unconsidered Perspectives |
|-----------------------|---|--|
| Tanmay Chhimwal | How did you feel about the flow of placing an order? It was simple and easy to use, the UI is very nice especially in the cart. Is the process of viewing the Order History practical? Yes, the table used with filters and pages is very nice and easy to delete items from. | The inability to edit the field with the number of items was seen as a struggle and was previously unconsidered. |
| David Eydelzon | As a customer, do you feel that the process of placing an order is smooth and simple? Yes, as a customer I felt that allowing me to close and open the cart and continue to place items was intuitive. | Provided insight into the landing page and that there could be an addition of a carousel to view featured or seasonal items. |
| Rahulniket Konakanchi | Do you feel that the color contrast of the site makes it easy to read and view items on the screen? Yes, as someone that is color blind the contrast between the colors on each of the screens made it easy to read and use. | Talked about a potential option for dark mode for other color contrast. |
| Rahif Mansoor | Do you feel that the method for viewing and editing menu/inventory items is simple or practical? Yes, I felt as though the design was very intuitive with the table being very clear and concise and no wasted space. It was very easy to navigate and edit/create/delete. | An important insight made by Rahif was that the UI could be changed to have them on different pages to make it less cluttered. |