



User Study Report

Team 28

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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. This application will allow each group to perform tasks simply as well as be accessible to all types of users that may have different types of disabilities. The contents of this document begin with the Personas section which will go through our revised user stories that intend to cover the very edges or bounds of our projected user population. Now moving forward to the purpose of this document, the User Study Participants section lists the name of each interviewee as well as their persona and accessibility needs. Each team member found one persona to interview and provided this information in the table. Next is the User Study Findings section, the contents of this section can be found in the Appendix, the purpose of this section was to write down the observations by each user that the interviewer noticed as well as any notes that the interview has from the interview that they conducted. It may cover accessibility issues and features that were issues as well as positives from the testing. Moving forward, the Propose Design Moves section is a table that lists the high level, design adjustments that should be made based off the interviews, it will give a detailed description and justification of why such a change should be made. Finally is the appendix which was described above.

Personas

1. As a user that is a customer with poor vision, I would like to be able to increase the size of the text at will because then I can see all the information much more clearly.
2. As a customer with poor hearing, I want the ability to put the order in myself as I maybe not be able to communicate with the cashier.
3. As a mobility impaired individual, I want to be able to use the keyboard to navigate through the webpage because my injury doesn't allow me to use the mouse to press down on it.



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4. As a customer that is color blind, I would like the website to have good color contrast so that I can read the text and differentiate different text from each other.

User Study Participants

Participant Name (May be Changed for Privacy)	Persona and Accessibility Needs	Responsible Team Member
Tanmay Chhimwal	Mobility Impaired Individual	Jeffrey Slobodkin
David Eydelzon	Customer with poor vision	Christopher Kim
Rahulniket Konakanchi	Customer with Poor hearing	Alex Kelley
Montgomery Bohde	Color Blind customer	Alexis Rappa

User Study Findings

Proposed Design Moves

High-level Design Move	Detailed Description	Justification
Add accessibility functionality to increase the text size	Allow users to press some sort of button that will allow them to increase the size of the text on any given page that they are on.	It will provide an increase in accessibility to users that may have poor vision or even color blindness as the bigger text will allow them to see the site more clearly.
Reorganize the profile information such as settings and information	Create a settings page that allows users to change their name or credentials in a clear and accessible page.	Users in the interview became confused when using the current settings as it was just a radio button selection for credentials. This will increase accessibility and make the UI clearer.



Appendix 1: User Study Observations and Interview Notes

Participant Name	Observations	Interview Notes
Tanmay Chhimwal	Tanmay told us that he is easily able to navigate the menu but would like the navbar to stick further down the screen as it may be difficult for him to scroll up and down a lot.	Tanmay who is an impaired mobility found it easy to use the site as a customer. There may need to be a clearer method for resetting credentials because user settings is misleading.
David Eydelzon	David was struggling to read some of the text on the website and repeatedly said that some fonts for the menu items were either too small or there wasn't a way for him to make it bigger	David has poor vision and was struggling to read the text at times on the menu. On phone he was able to zoom in but, on the computer, it was much more difficult for him to zoom in with it still being usable.
Rahulniket Konakanchi	Menu was well organized and easy to navigate. Font and organization of menu sections was well done. Mobile compatibility was mostly good outside of the navbar.	Rahul has poor hearing and likes that everything is written down although the orders weren't implemented yet he was unable to place the order during the interview.
Montgomery Bohde	Montgomery observed that the color contrast could be improved with the font colors as it was difficult to read at times.	Monte who is color blind said that sometimes the text is hard to read because the color contrast wasn't great for him. He was zooming into the menu during the interview to read the text.