

Group: G10 - Strawberry Dumplings

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Topic: Smart Ordering in a Restaurant

Assessment

How we chose subjects

We carefully selected those who regularly use smartphones and also have one or more experiences with food service mobile apps. This selection was intended to ensure that our evaluation provided a comprehensive and in-depth understanding of the system. In total, we selected eight subjects to represent a diverse group of users.

Expectations

The purpose of the evaluation was to gain a detailed understanding of the system's user interface intuitiveness, functional responsiveness, and overall service satisfaction. We expect to learn from our users where our strengths and weaknesses lie, and to make adjustments to the software on this basis.

Experiences

Evaluators were unanimous in reporting a good experience, particularly praising the aesthetics and screen adaptability of the system. The smart search function is an area for improvement, however, especially for restaurants with fewer reviews; the speed and accuracy of the ordering process was nonetheless praised. We feel that we did not do well because during actual development, the cycle left for testing was relatively short and the sample data for testing was limited. Therefore, we may not be able to capture the full range of user scenarios and behaviors.

Circumstances

Throughout the assessment, we used a combination of online and offline approaches to ensure that assessors only needed an Internet connection to participate. We paid attention to the accessibility of the assessment platform, optimised the interface, and prepared technical support in advance to ensure quick response and problem solving during the assessment. To maintain objectivity and independence, we arranged for assessors to conduct the assessment at different times, avoiding direct communication. These arrangements aimed to provide real and accurate user feedback and solid data support for system optimization.