



Ghulam Ishaq Khan Institute of Engineering Sciences & Technology

Faculty of Computer Science & Engineering

Human Computer Interaction-HCI

Project Milestone 3: GIKI Food Ordering System

Course Code: CS-372

Instructor: Dr. Shahab Haider

| Name | Reg No: |
|--------------------------|----------------|
| Rabbin Batool | 2023586 |
| Ilsa Maryam | 2023258 |
| Hassan Khalid | 2023242 |
| Ahmad Yar Durrani | 2023076 |

Contents

| | |
|--|----|
| 1. User Briefing..... | 3 |
| 2. Scenario Tasks | 3 |
| 3. High-Fidelity Prototype | 3 |
| 3.1. Task 1: Browse & Order..... | 3 |
| 3.2. Task 2: Place the Order..... | 6 |
| 3.3. Task 3: Track the Placed Order..... | 8 |
| 4. User Testing Observation..... | 8 |
| 5. Usability Problems Identified | 9 |
| 6. After Iteration (Modified Design) | 10 |
| 7. Conclusion | 12 |

1. User Briefing

This app “cravix” is made for people inside GIKI to order food easily without calling vendors again and again. With this system, users can check menus, place orders, see what items are available, track the rider, and rate the vendor after delivery. The goal of this testing session is to see how naturally users can complete common tasks on the interface.

For this test, you don’t need any detailed instructions. Just use the app the way you normally use other food apps like Foodpanda. The tasks I will give you are simple and represent normal things students or faculty would do in real life.

There are no right or wrong actions here we only want to observe how you interact with the design, what feels easy, what feels confusing, and where improvements might be needed. If anything seems unclear, slow, or unexpected, that’s useful for us to know. Just go through the tasks at your own pace and use the prototype naturally.

2. Scenario Tasks

These are the task cards given to each participant (not instructions, only goals):

1. Task 1: Browse the menu of Ayan Hotel and place an order for any meal.
2. Task 2: Track your active order until the rider reaches your hostel.
3. Task 3: After receiving food, submit a rating.

Each task was designed to capture a complete user journey from discovery → ordering → tracking → feedback.

3. High-Fidelity Prototype

3.1. Task 1: Browse & Order

Figure 3.1.1: Opening app – Signing Up

The figure displays three sequential screens of the Cravix GIKI app during the sign-up process. The first screen, titled 'Let's Get Started', features the Cravix GIKI logo and a 'NEXT' button. The second screen, 'Sign Up', contains fields for 'Email address' (u2023000@giki.edu.pk) and 'Password' (masked with asterisks), a 'SIGN IN' button, and social login options for Facebook and Google. The third screen, 'Add Number', prompts the user to enter a phone number (+92 9685956654) and includes a 'SIGN IN' button.

9:41

cravix
GIKI

Let's Get Started

NEXT

9:41

Sign Up

Email address

u2023000@giki.edu.pk

Password

SIGN IN

Or

Connect with facebook

Connect with Google

9:41

Add Number

Enter your phone number to use cravix GIKI and enjoy your food

Phone Number

+92 9685956654

SIGN IN

Figure3.1.2: Verify – Adding Address

The figure shows three sequential screens for verification and address addition. The first screen, 'Verify', asks for a phone number and offers a 'RESEND LINK' button. The second screen shows a map of the Ghulam Ishaq Khan Institute with a red location pin and an 'ADD LOCATION' button. The third screen, 'Enter Address', provides a form to specify the address type (Hostel, Faculty, Office, others), room/office/floor number (Room no. 22, 1st Floor), and specific area (Hostel 7), followed by a 'CONFIRM ADDRESS' button.

9:41

Verify

Enter your phone number to use cravix GIKI and enjoy your food

Didn't receive ? [Send again](#)

Resend in 30

RESEND LINK

By signing up, you have agreed to our [Terms and conditions & Privacy policy](#)

9:41

Ghulam Ishaq Khan Institute of Engineering Sciences and...

ADD LOCATION

By adding your location, cravix will have access to your Location while using app

9:41

Ghulam Ishaq Khan Institute of Engineering Sciences and...

Enter Address

Hostel Faculty Office others

Room no./Office no./Floor no.

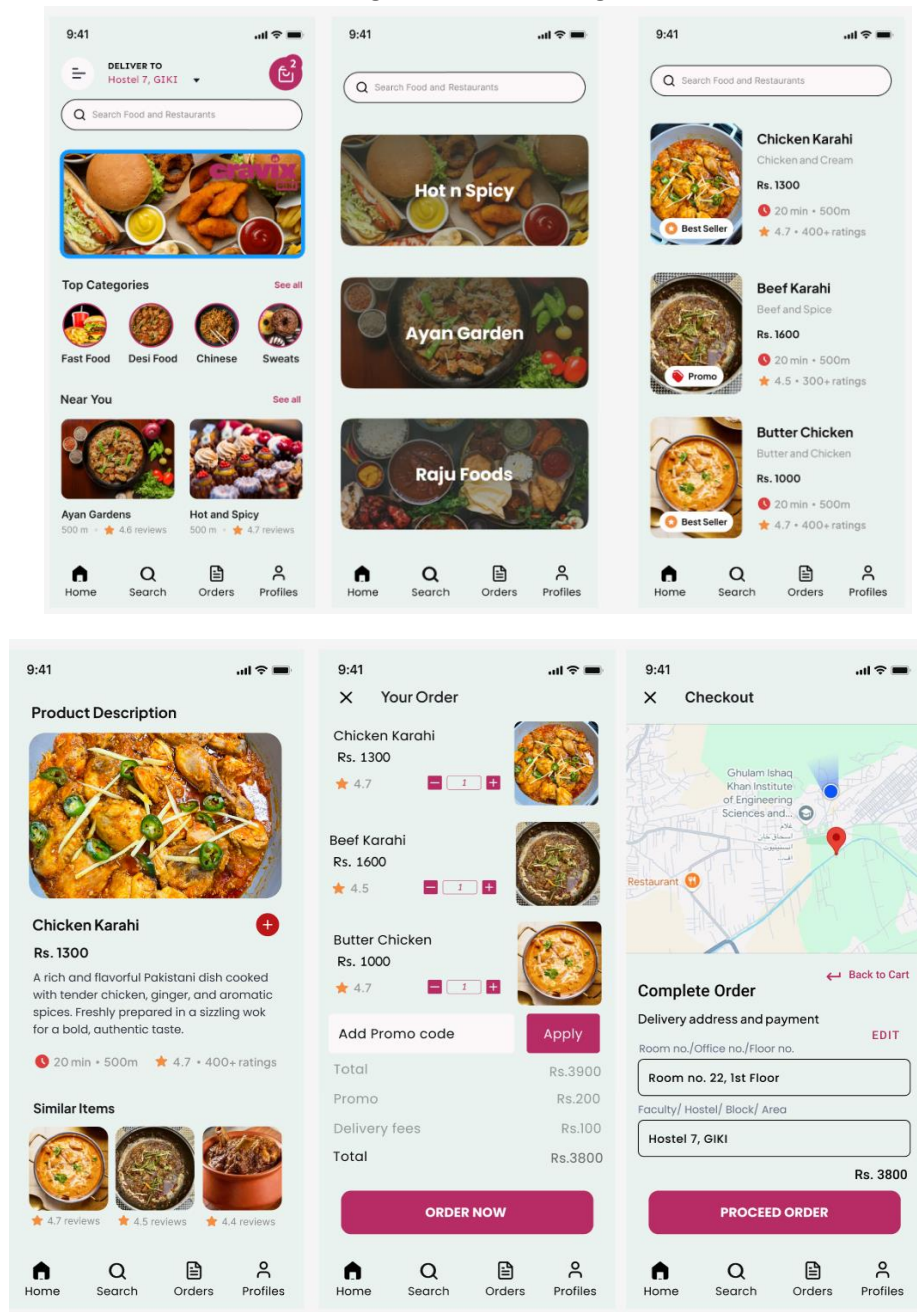
Room no. 22, 1st Floor

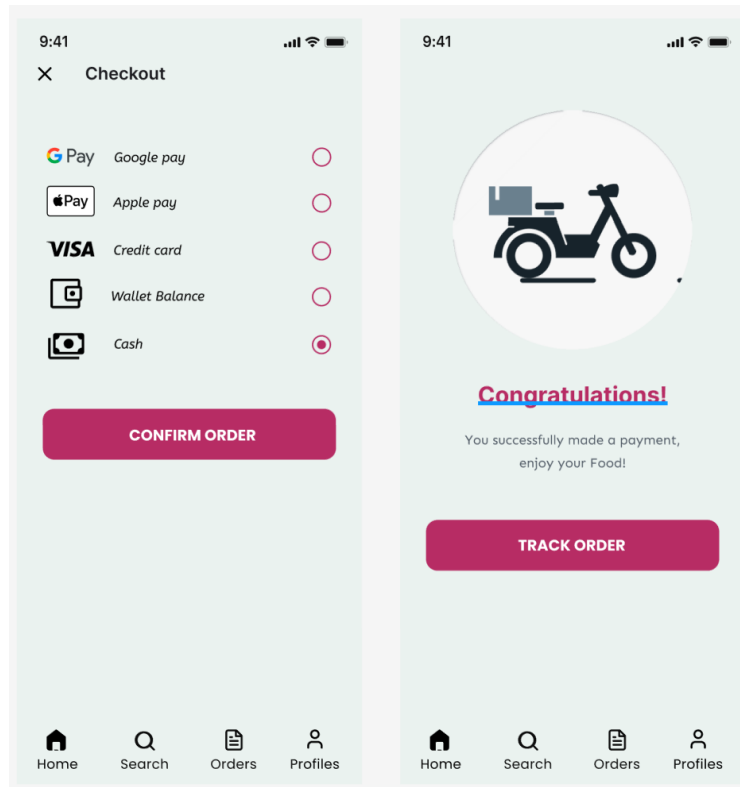
Faculty/ Hostel/ Block/ Area

Hostel 7

CONFIRM ADDRESS

Figure3.1.3: Browsing





3.2. Task 2: Place the Order

Figure3.2.1: Real-Time Tracking – Chat With Rider

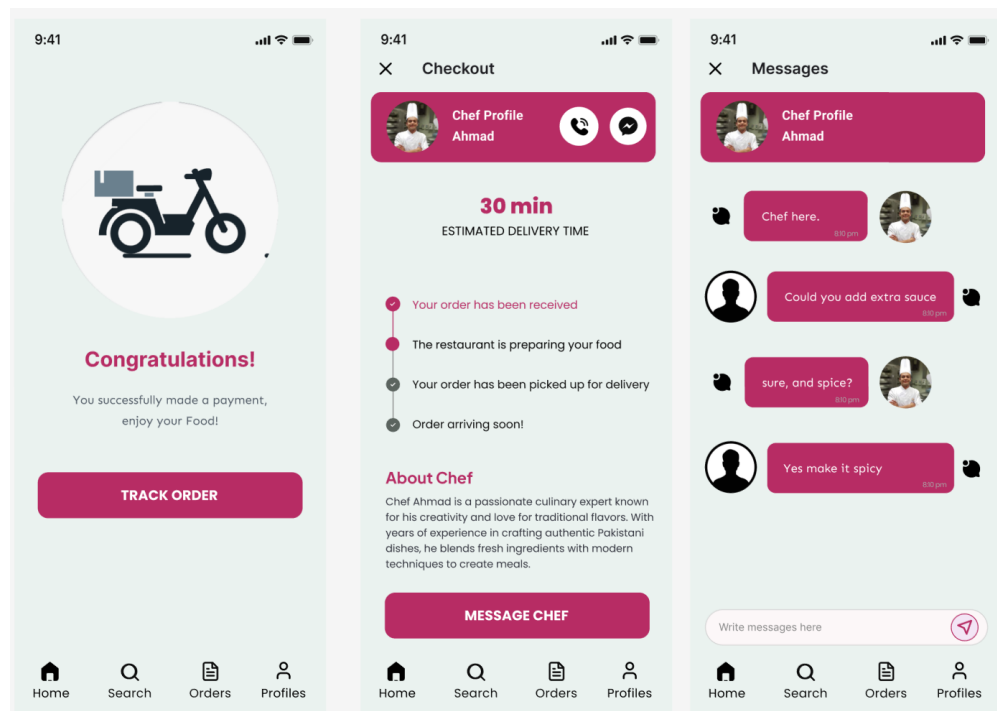
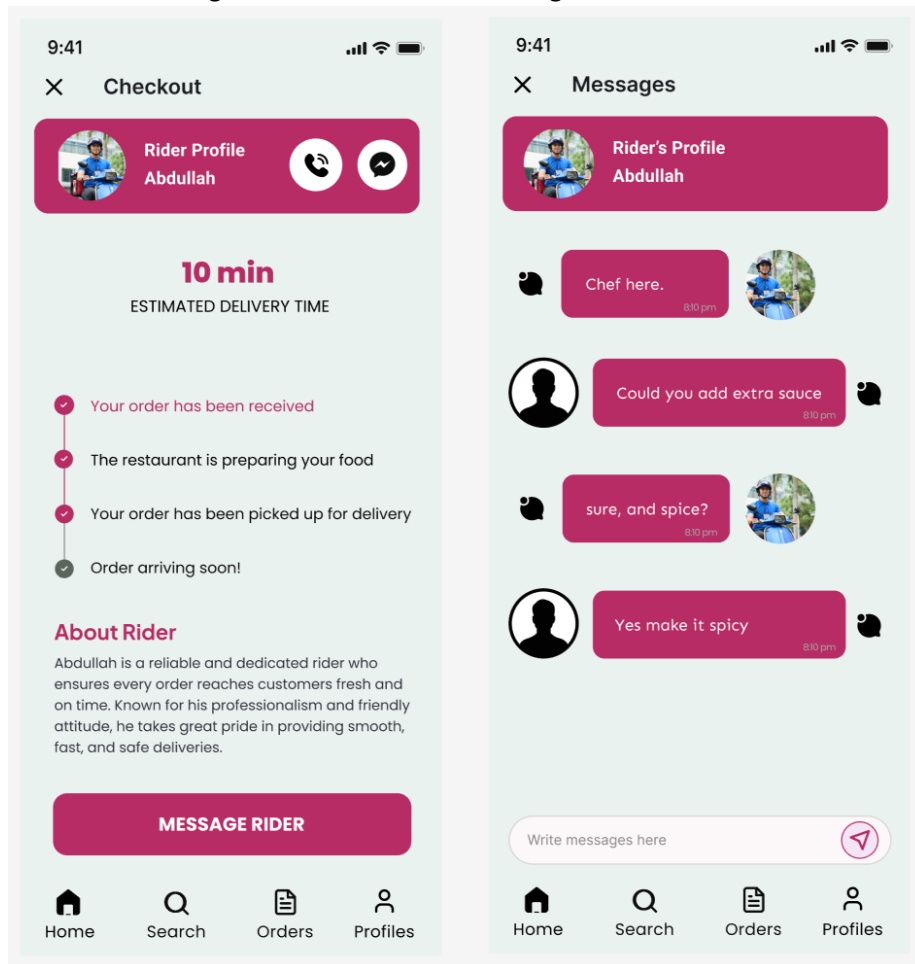


Figure3.2.2: Real-Time Tracking – Chat With Rider



3.3. Task 3: Track the Placed Order

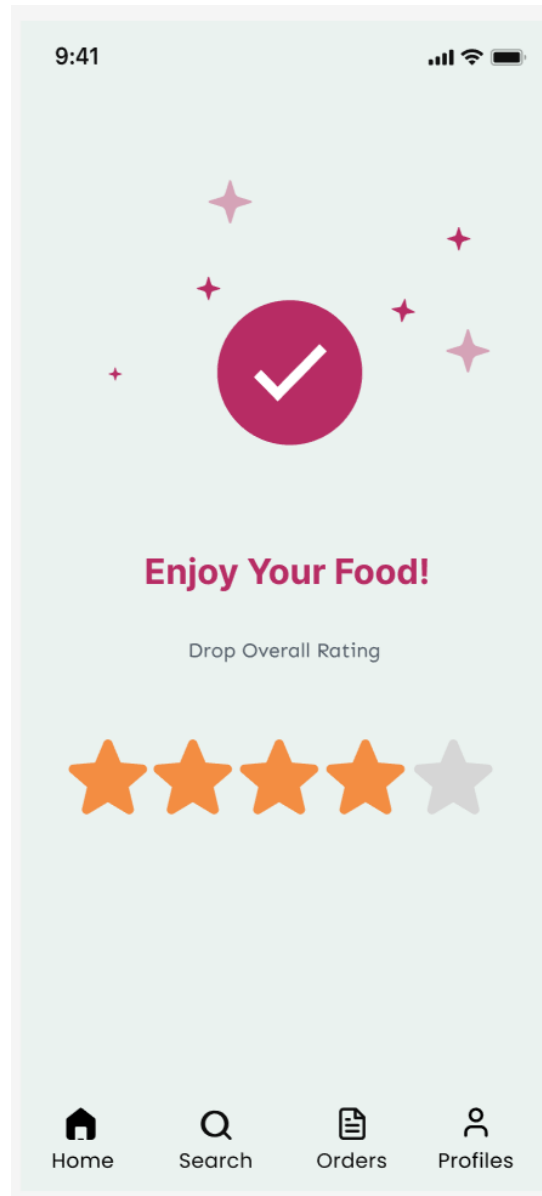


Figure3.3.1: Rating – Feedback

4. User Testing Observation

The following observations were recorded during two rounds of testing with 3 participants per round. Names were not recorded as per guidelines.

General Observations

- Users immediately understood the vendor list on the home screen.
- Some users assumed the “Cash Payment” option was pre-selected.

- All users appreciated the live map for rider tracking.
- The rating screen was intuitive, though some users wanted a “Write a comment” option.

Task-Specific Observations

Task 1: Browse & Order

- Users easily recognized availability labels such as “Sold Out”.
- A few users tapped on vendor images expecting more details.

Task 2: Track Delivery

- Rider location was clear, but ETA text needed higher contrast.

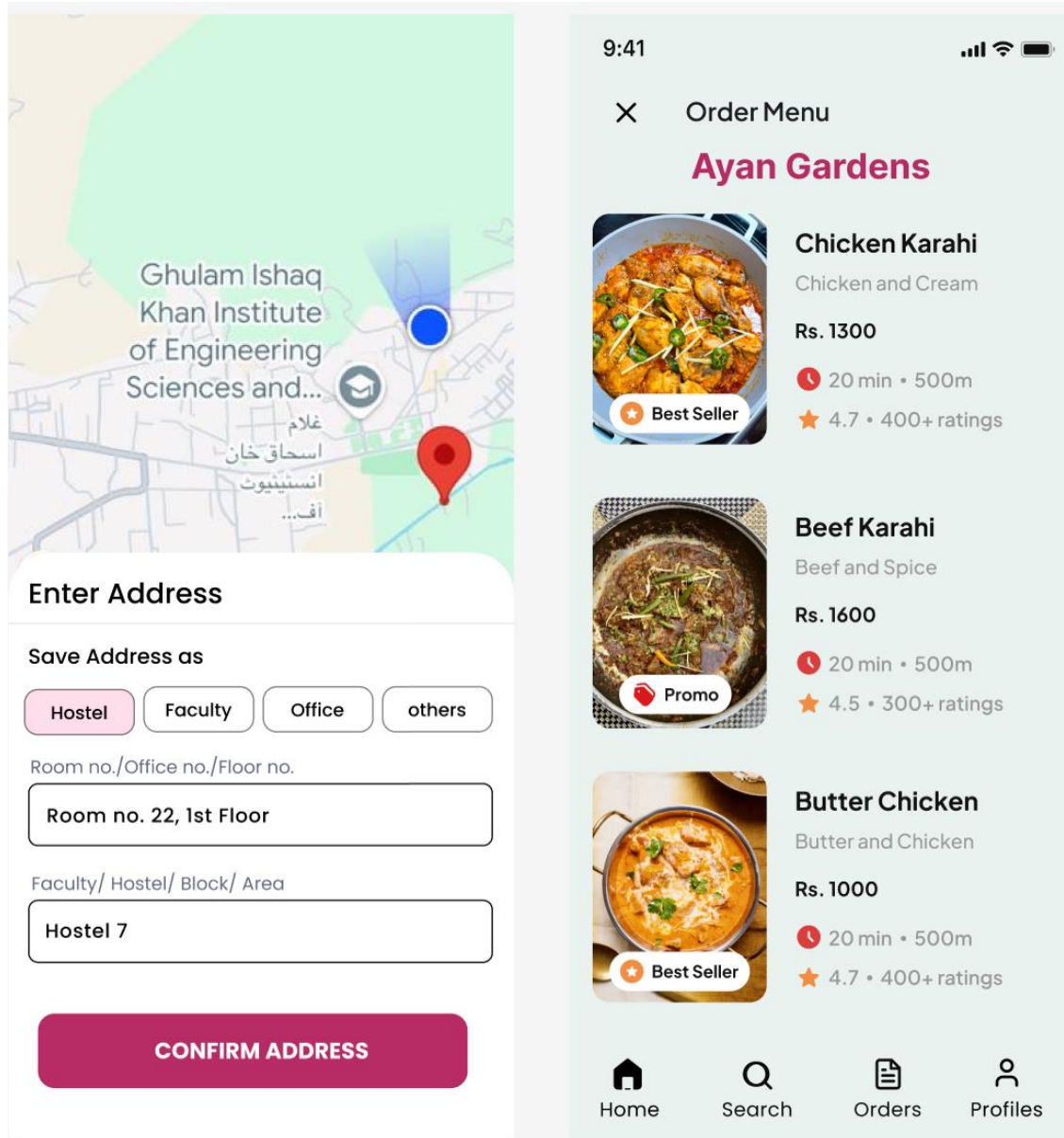
Task 3: Rating

- Users asked whether their feedback affects vendor ranking.

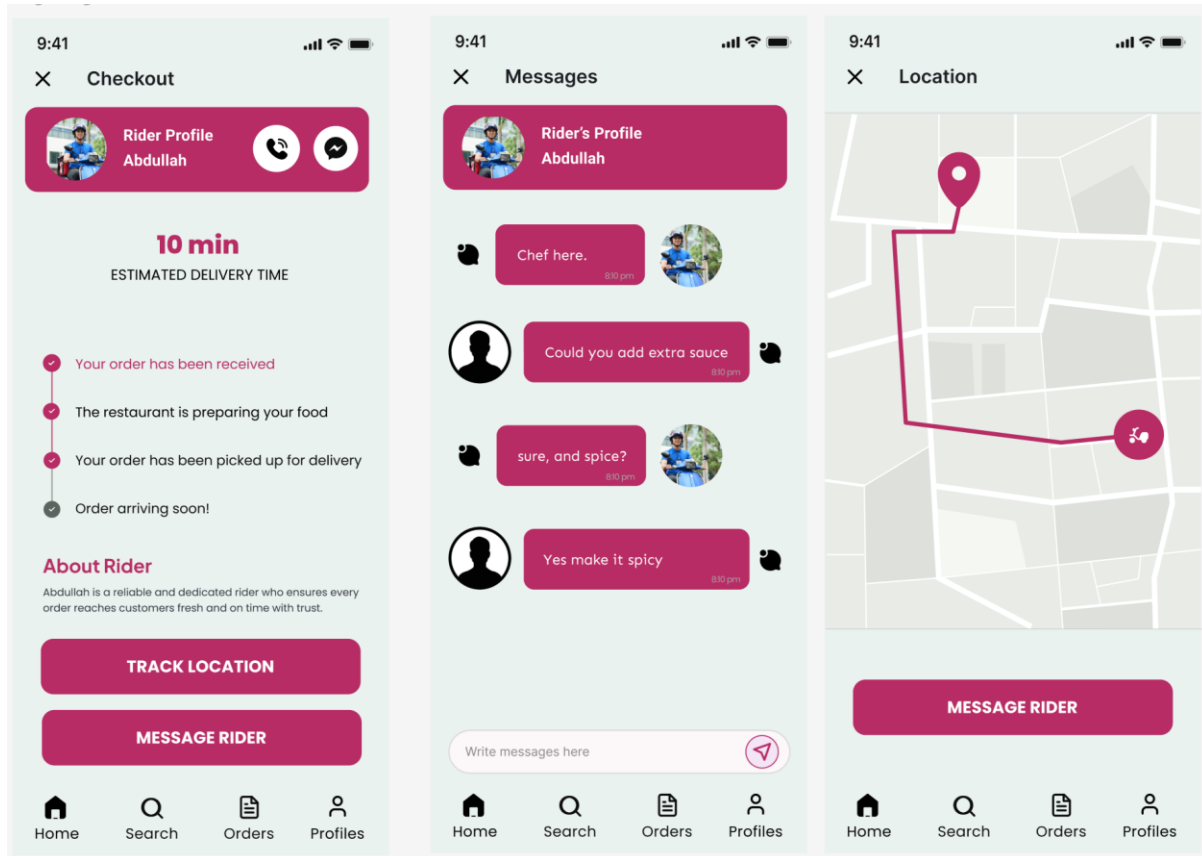
5. Usability Problems Identified

- When I signed up and entered address it gave me option of Hostel, Office, Faculty now what does this mean here and When I click on restaurant option It gives menus but on the above there's a search bar not the Restaurant name this causes confusion since I lose the track on which restaurant I clicked on.
- When I am Tracking there's no Real-Time Rider Tracking option where I can see the live location of Rider on Map.
- On Feedback there's should be an option of Message Feedback not just Rating.

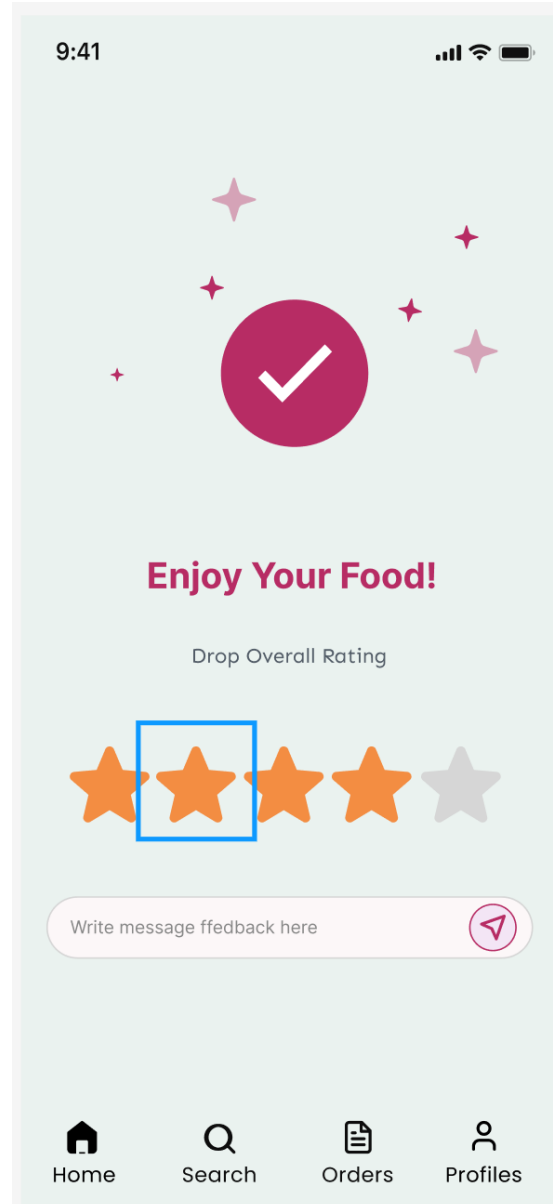
6. After Iteration (Modified Design)



User 2: Added Map on Tracking Rider Screen for better and Real-Time Result



User3 : Added Meesage Feedback option along with Rating for consumer trust building and experience



7. Conclusion

The high-fidelity prototype successfully improved clarity, usability, and visual consistency compared to earlier designs. The two rounds of user testing ensured that the final interface supports fast and error-free food ordering inside GIKI. The final prototype now meets key usability goals and provides a modern, intuitive user experience.