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**

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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

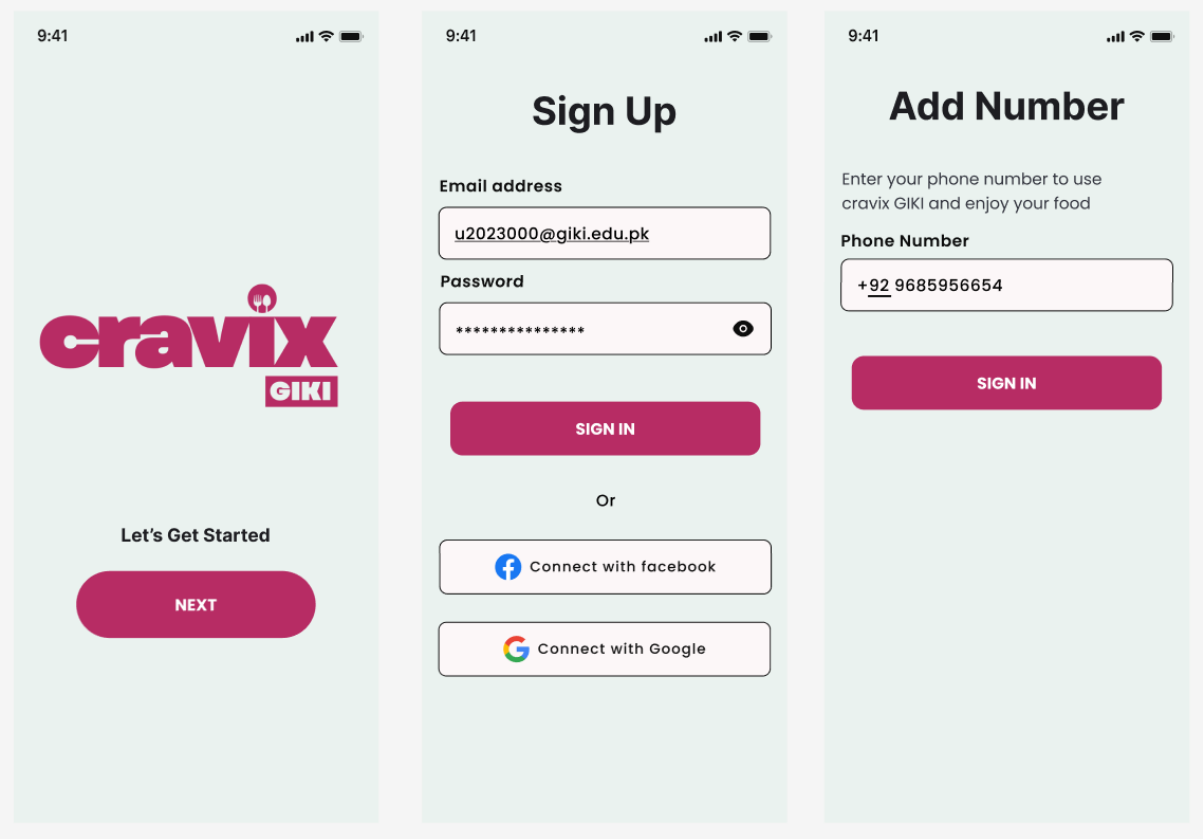


Figure3.1.2: Verify – Adding Address

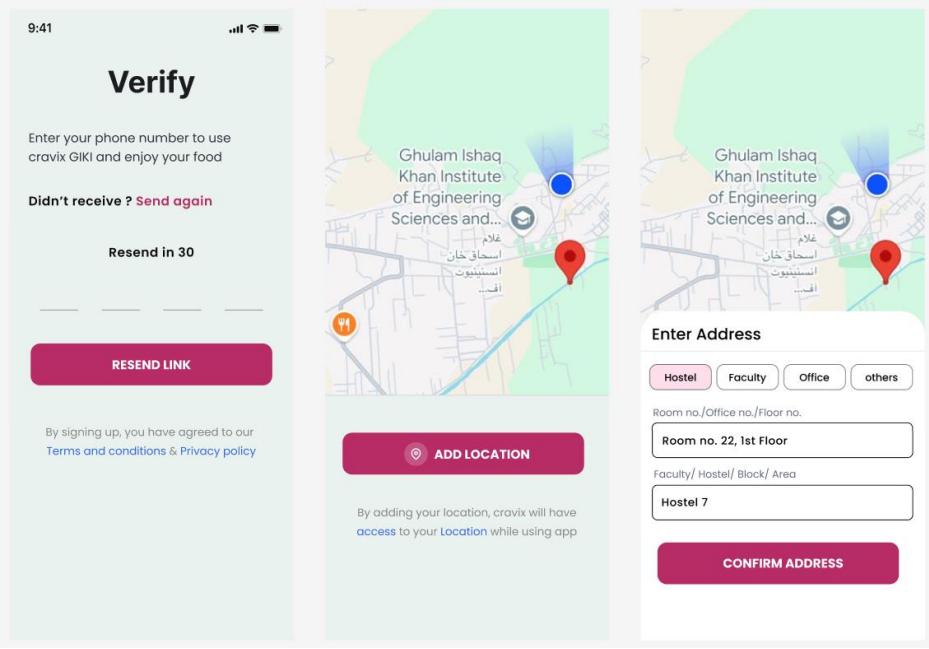
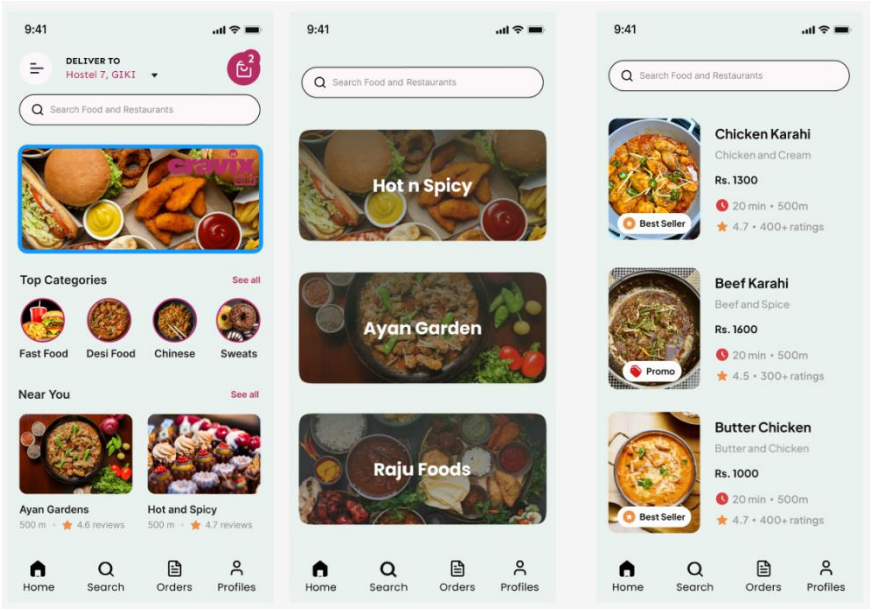
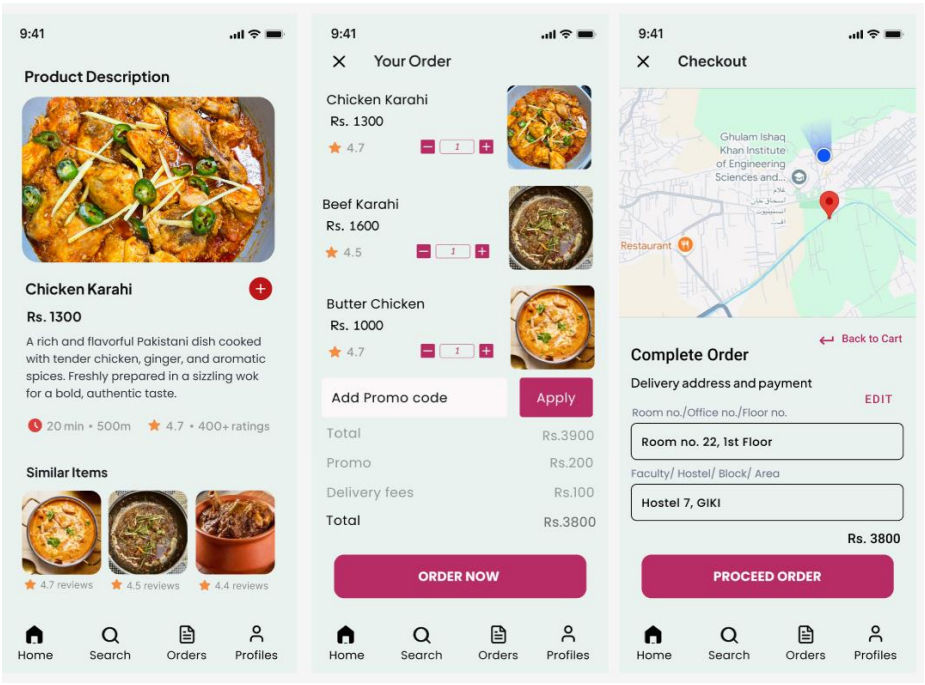
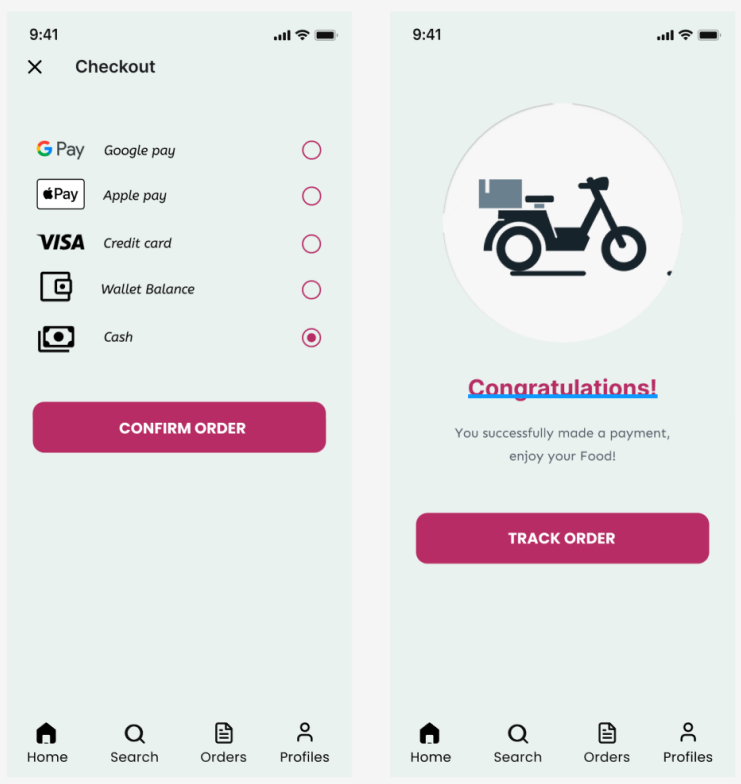


Figure3.1.3: Browsing







3.2. Task 2: Place the Order

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

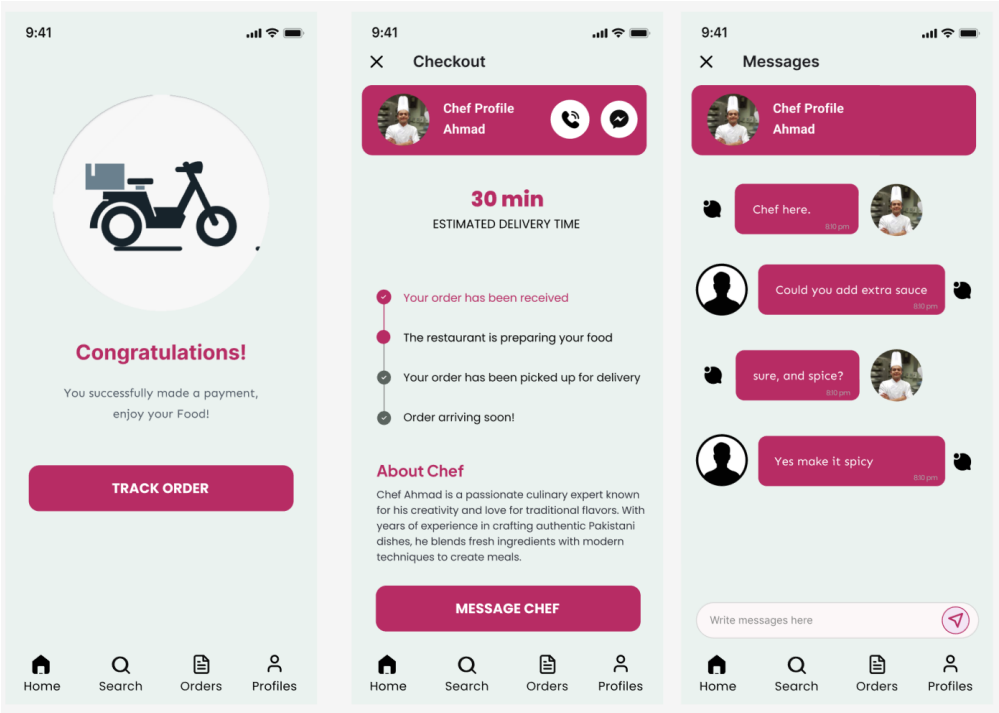
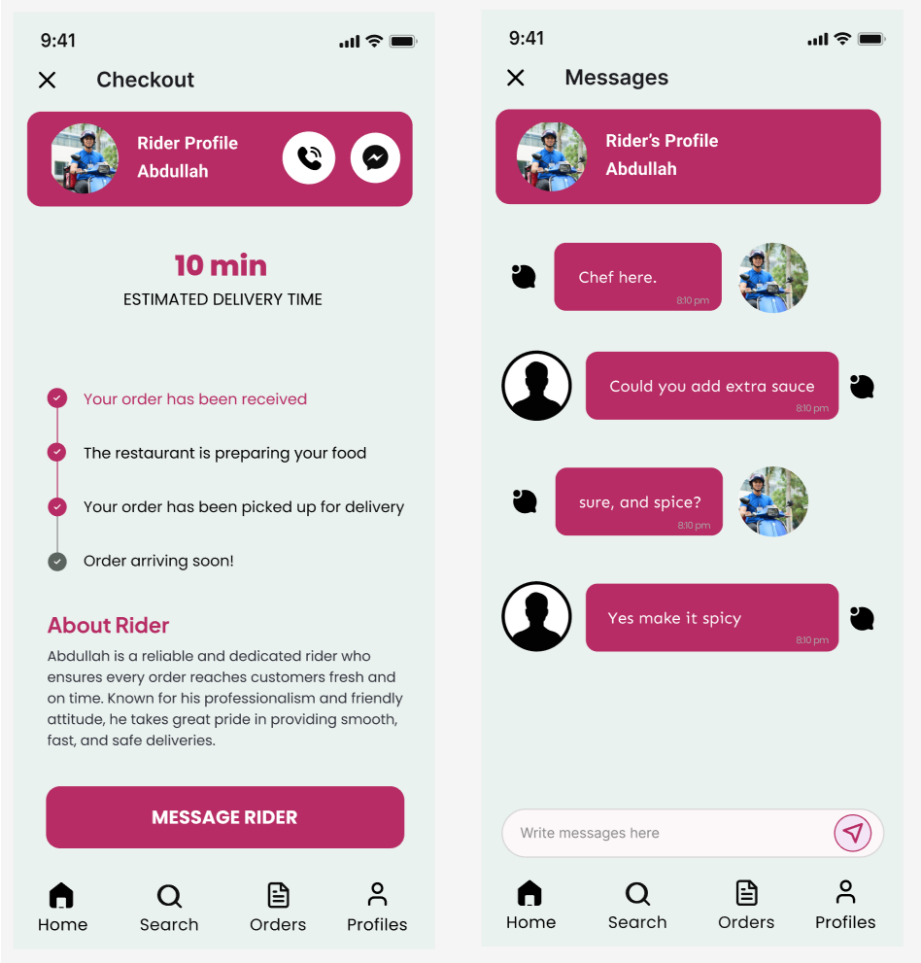


Figure3.2.2: Real-Time Tracking – Chat With Rider



3.3. Task 3: Track the Placed Order

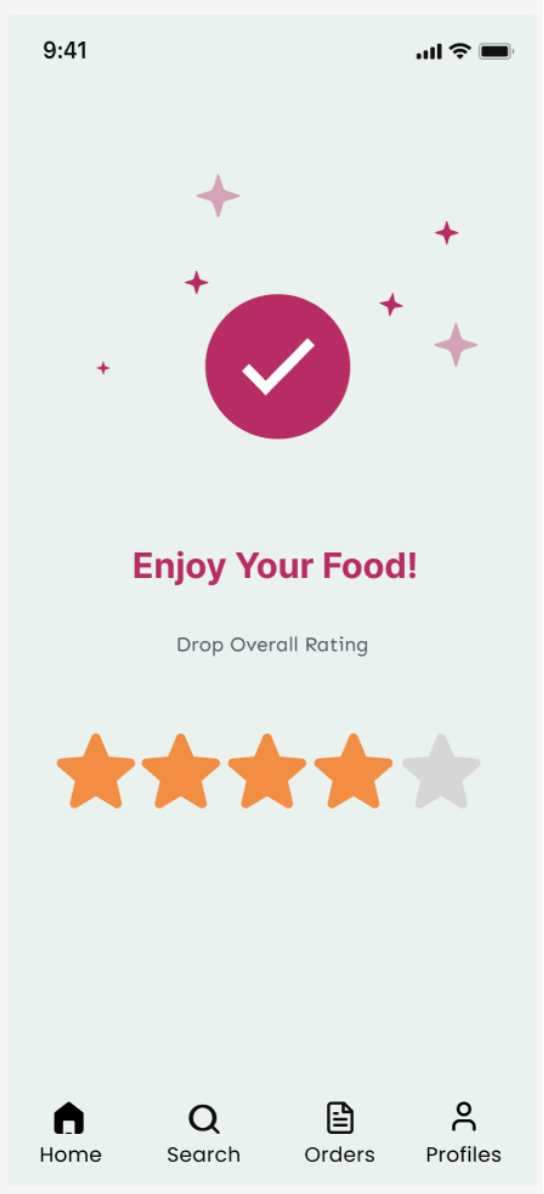


Figure3.3.1: Rating – Feedback

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.

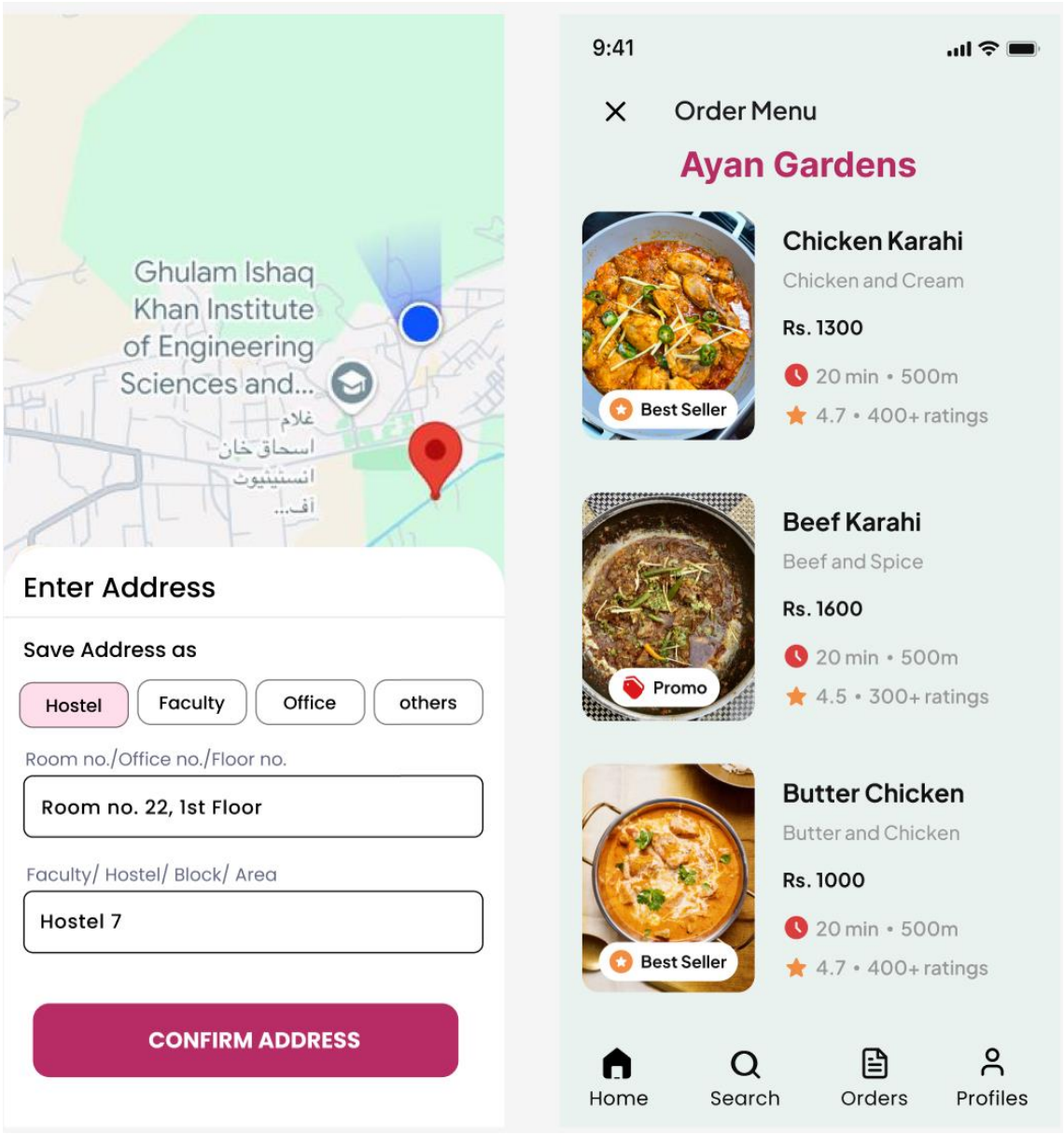
Task 3: Rating

- Users asked whether their feedback affects vendor ranking.

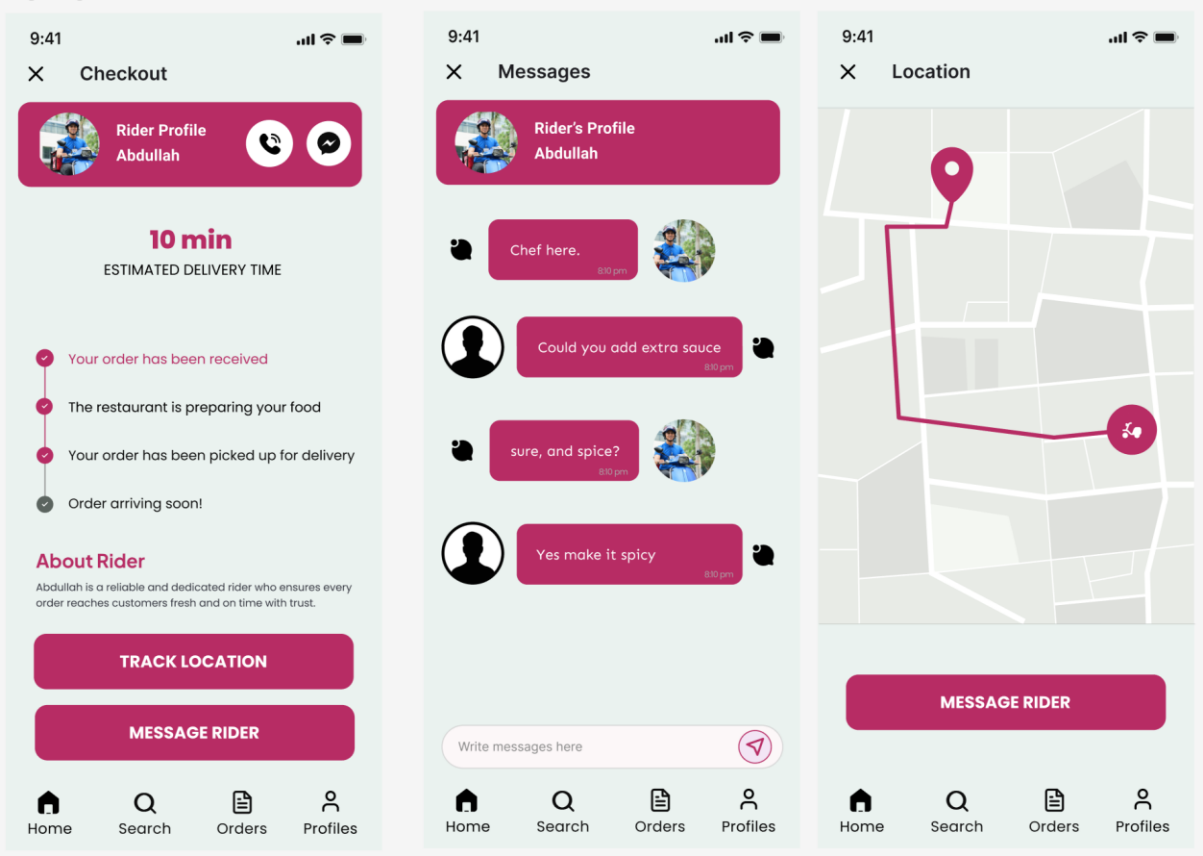
5. Usability Problems Identified

- 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 Feeback there’s should be an option of Message Feedback not just Rating.

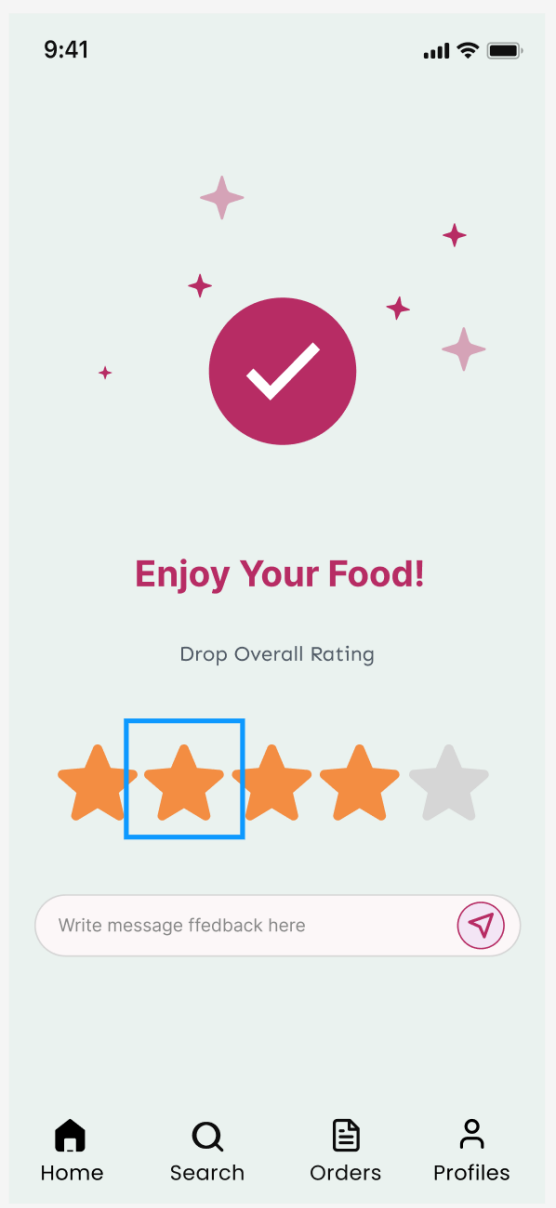
6. After Iteration (Modified Design)



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.