

User Stories/Testing Materials: Bill is a college student dating a girl named Emily who loves brunch

1. As a customer/user Bill is trying to see the options for cheese on a cheese omelet
 - Have the user tester attempt to find the cheese options on a cheese omelet
2. As a customer/user Bill is trying to see the hours of the shadyside location on Tuesday's so he can take his girlfriend.
 - Have the user tester attempt to find the hours of the Shadyside location on tuesdays
3. As a customer/user Bill is trying to see the trip advisor reviews for the restaurant to see if it would be a good option to take his girlfriend to.
 - Have the user tester attempt to reach the trip advisor review page
4. As a customer/user Bill is upset after going to Pamela's diner with his girlfriend and wants to contact Pamela's
 - Have the user attempt to fill out and submit the contact page
5. As a customer/user Bill wants to learn about when Pamela's diner opened.
 - Have the user attempt to find the year that Pamela's diner opened.

Additional Potential Questions:

-Which task did you struggle most with?

-Any suggestions that would make these tasks easier?

User test 1:

- Task 1: She found the cheese option very quickly. Zero issues.
- Task 2: She found the locations page no problem and had the right time for the strip district location. She didn't notice the tabs at the top for the different locations.
- Task 3: Hardest task for her. Clicked on 2 different headers attempting to get to the page. Confused on where to find it. The tabs the reviews were in were kind of confusing as well. Make tabs more noticeable and make it easier to notice the link for reviews
- Task 4: This one had zero problems. Filled out the contact page no problem.
- Task 5: Took a second for her to find the information in the about us section but had no problem finding where the information was.
- Additional Notes: Did not like the different tabs in locations & times. Recommended buttons for each location to not mix up the different hours at each location. Had some issues noticing the tabs and headers at some parts. Maybe make them bigger/more noticeable.

Results: The major problem was with the “What’s Everyone Saying Section”. I am going to keep the tabs but increase the size as my user didn’t really notice them the first time. Furthermore instead of having the link under the image of reviews from Pamela’s website I will put it above where the current header is and I will remove that header. That is two changes as I am changing the layout/design of the tabs and I am changing where the Link is located. The location & times page was a little bit of an issue too but I would like to finish my second user test before changing this.

Audio Recording:

https://drive.google.com/file/d/1rUJiSy7WVOvBAbdeZuzr_WGANH8IVtQK/view?usp=sharing

User Test 2:

- Task 1: Found the options for cheese omlet really easily
- Task 2: Found the locations page but did not realize there was multiple locations and found the time for the stript district location not the shadyside location
- Task 3: Also the hardest task, Managed to find it faster than our first user due to the changes made, still took them the longest
- Task 4: Zero Problems here, This seems to be the easiest task for users
- Task 5: Took them a second to read through but knew exactly where it would be
- Additional notes: Trip advisor task was the hardest for them as it wasn’t something that was on the side menu. They had some difficulty seeing the fonts on the locations & times menu as well.

Results: The major problem for this user was still with the “What’s everybody Saying Section. However due to the issue that the user brought up I would like to change some of the formatting regarding my jquery-ui tabs on the locations & times page. I will make the font slightly bigger and highlight which tab you are on in pink so it is clearer that there are multiple tabs for the different locations.

Audio Recording:

https://drive.google.com/file/d/1DyP16koLTX_s-9MQuJe81_3Z4kiht5_y/view?usp=sharing