# User Testing

## Link to Audio Recording

https://drive.google.com/drive/folders/1fJtofCaZnwklB0NFwwXqsbw1eHbmuTBj?usp=sharing

## Notes

**User 1:** Clara, sophomore majoring in Information Systems

Notes:
- Was confused about where to find pictures of menu items
- Would not want to click on "Order Online" even when she couldn't find images of menu items
- Recommended me to make the "Order Online" button more obvious by moving it to the top and putting the other buttons that link to the pdf files on the side

**User 2:** Stacey, sophomore majoring in Art

Notes:
- Thought there was an error when submitting the form since there was no feedback
- Tried clicking on the Reserve Today button and was confused since there was no feedback
- Assumed that the phone number could be found in the "About" page
- Was having trouble finding where the pictures of menu items are located
- Decided to navigate to the "What Everyone's Saying" page instead of the "Menu" page when doing the task of finding images of food served in Pamela's Diner

## Protocols

Before the user testing started, we moved to a quiet spot where the user could use the laptop comfortably and hear instructions clearly. Then, I read the greeting script that I have drafted to make sure the user was clear on instructions and what the project was about. The script included an important announcement that it is the component that is being tested, not the user and that I would not be giving detailed instructions as the user navigates the website. When the user testing started, I started with reading the first task I wanted the user to complete. When they completed the task, I moved on to the next one. When they had trouble finding the information or found something that did not match the expected results, I asked them questions such as "how about we look at…?" or "Is there anything else you have not tried on

the page?" to guide the user. After all five required tasks were completed, the user testing ended.

## Results of Analysis

The results of the user testing revealed a few bugs in the project. In both user testings, the users encountered difficulties when trying to find images of food served. The pdf files of the menu confused them since they assumed that it was the only access to menus. Hence, modifications needed to be made to let the user navigate to images easily. Next, it took the user a long time to find Pamela's Diner's phone number. Since all contact information of the restaurant is included in the Locations & Hours page inside of the table, it might not be that straightforward for a user to think that the phone number could be found in that section. For tasks such as finding the location, opening hours, customers' feedback, and joining the mailing list, the testing went smoothly and the users were able to find the information without much effort.

On the other hand, they both thought that the information on each page is very organized and the page is clean without any distracting elements. They also liked how the contact information is organized in the accordion menu. Overall, modifications would need to be made mainly in where the menu and the restaurant's contact information are located.

## Three Instances of Changes Made

1. Shifted the order of buttons on the Menu page. The "Order Online" button is shifted to the top and its size is adjusted to be bigger and more obvious to the user. The text on the button also includes "More Pictures!" now.
2. An alert is added when the "Reserve Today" button is clicked.
3. Instead of solely including phone numbers in the "Locations & Hours" page, the phone number and and the location are added to the footer to make it easier for the user to find.
4. After the user submits the form, the mail app now pops up with the subject, recipient, and body filled in.

## What I Would Change If I had More Time

1. I would change the information organization on the Menu page by including the pictures, item names and prices, search bars, and filters in the Order Online page then place the buttons that linked to pdf files in a row on the top or in the sidebar.
2. I would gather more information about the reviews from Google, Yelp, etc. and create charts that display data of customer ratings and year. I believe a visualization would be easier for visitors and customers to review the ratings over time and would show credibility as well.
3. I would add a slideshow of images of food served on the homepage or other interactive display to attract visitors when they first visit the website.