

User Testing 2 Transcript

Host [00:00:02] Hi, Stacey. So the project is to design the website of Pamela's diners, which is a local restaurant in Pittsburgh, and today we're looking for ways to improve the user experience of this website. And this is a test of the components. So we're not testing you if you find something difficult to use. Chances are that others will as well. So your feedback helps. Everyone in this house of component is simply a means of evaluating the components, design and discover and issues we need to address. If you feel uncomfortable, you can stop and time during this study, and please speak all your thoughts out loud as you go through the tasks. And this will help us better understand why you are making this making certain decisions. And the study will take about like three to five minutes to answer any questions you have at the end of the study. So to start, I will be seeing the task and there are in total there are five tasks and I will read the other. The next one after you complete one.

User [00:01:05] So the first task is to get the restaurant's phone number. OK. I feel like you would have to go to the about menu to get a phone number. Apparently, I can't switch to the tab right away. I think I have to click join today. Oh, that's subscribed to our food. All right. How do I go to? OK. I was I am on the about. Tab. OK, I just went on the locations and hours tab, and I was able to find the phone number. Yeah, I think I was assuming that the phone number would be on about, but it would also be on the locations and hours for sure, because people would probably order online. OK.

Host [00:02:02] OK. The second task is to navigate the menu online.

User [00:02:07] I think navigating the menu is pretty easy because you have a very clear menu top. It also shows which locations, which I think would be super helpful if I was like ordering online through like UberEats or something. I think she decided to go as close to me. OK, so when I click the Shady Side tab, the menu pops right up, which is super helpful. Yeah, it was really easy to locate the menu.

Host [00:02:40] Ok, the next task is to join the restaurant's mailing list.

User [00:02:44] Ok, so you have a very clear join us tab. Oh, I can actually sign up for a free account.

Host [00:03:02] Ok, the next task is to see some pictures of the food in the restaurant.

User [00:03:05] Mm hmm. I feel like I would have to go to what everyone is saying tab, because it's like actual reviews. So yeah, it's really great that I can see both like the comments and also like the ratings.

Host [00:03:27] How about the food, like the food on the menu?

User [00:03:31] Oh, Ok. Um. See each menu item like the actual and the pictures of the street. I feel like it would be on the menu tab. What's? OK, the menu targets, OK, just the menu. How do I see food? If I do order online. OK, so doing order online shows me the actual foods. That's right. It's organized really clearly, which is nice.

Host [00:04:18] Ok, the next task is to check the restaurant's opening hours.

User [00:04:21] So that would be on the locations and hours tab. And I could see it very clearly. Oh, and it's great because it's organized by location, so that's really helpful.

Host [00:04:34] OK, thank you for doing this user testing.