



# CHAOTIC ORDER LLC.

## Usability Review of [kodorirestaurant.com](http://kodorirestaurant.com)

**Reviewed by: Keith Lopez**

CMST 290: Introduction to Interactive Design

Project 3 – Summer 2016

# CRITICAL GOAL

The critical goal of Kodori Website is to provide information to Kodori restaurant customers which includes restaurant location, contact information and food selection for over the phone ordering.

# USABILITY ISSUE #1

<b>ITEM A: Usability Issue</b>	Illustration depicting the restaurant location on the Home Page offers minimal information about the restaurant location.
<b>ITEM B: Severity Rating</b>	Medium severity - Issues that impede ease of use and understanding.
<b>ITEM C: Rationale</b>	Illustration contains minimum amount of information that would only be useable for a customer who is very familiar with the area or a customer that has visited the restaurant location previously. Having driven in the area, the rt301 highway is very busy with lots of traffic and shops also the restaurant is not clearly visible from the road when driving.
<b>ITEM D: Recommendation</b>	Adding a Geolocation API on the website replacing the map illustration would greatly improve clarity of the restaurant's location for both new and current customers.

# USABILITY ISSUE #2

<b>ITEM A: Usability Issue</b>	Selecting the home link from the lunch page returns a 404 not found link
<b>ITEM B: Severity Rating</b>	High severity - Issues that prevent the user from completing tasks efficiently.
<b>ITEM C: Rationale</b>	User cannot return to homepage. The home page is the only page that the restaurant phone number and address is displayed
<b>ITEM D: Recommendation</b>	First fix the link to return to the homepage also restaurant phone number or contact information on header or footer or both. This will allow visitors quick access to order food while they navigate through the menu. Another recommendation is to condense pages to one page as site does not offer any other service.

# USABILITY ISSUE #3

<b>ITEM A: Usability Issue</b>	Website contains no Responsive web design (RWD) elements.
<b>ITEM B: Severity Rating</b>	Low severity - Issues that do not prevent users from completing tasks but inconvenience the user.
<b>ITEM C: Rationale</b>	When viewing site on mobile device website font and web elements appear small and user must zoom in to view and interact with web contents.
<b>ITEM D: Recommendation</b>	Adding RWD elements would improve readability on mobile devices.

# USABILITY ISSUE #4

<b>ITEM A: Usability Issue</b>	Lack of Cascading Style Sheet (CSS) throughout website
<b>ITEM B: Severity Rating</b>	Low severity - Issues that do not prevent users from completing tasks but inconvenience the user.
<b>ITEM C: Rationale</b>	Inconsistent table layout alignment of sushi menu page: Combination menu items and prices do not alignment properly, this may cause some confusion as to what items cost and attempting to fix the one table may misalign entire website.
<b>ITEM D: Recommendation</b>	Inclusion of CSS elements would provide a consistent look to the website and ease any menu updates. Additionally recommending the use of a CSV file or some other small database to quickly update prices and items. First reviewing the script all item and prices are hardcoded which would mean updating prices on the website would take some effort for web developer and second the website states that prices are reference not actuals. Customer may be deterred to this statement as they may expect to pay certain amount of money for desired items.

# SUMMARY

1. Chaotic Order LLC. review of the kodorirestaurant.com is a 9/12: based on the usability severity issues.
2. The website does provide intended information but is geared towards patrons familiar with Kodori.
3. Issue 1 – integrate a geolocation API to clearly display location of restaurant
4. Issue 2- fix technical issue, include restaurant contact info on all pages or display all information on one page as site does not offer more services
5. Issue 3- update restaurant to include RWD elements for better readability on smaller screens such as mobile phones
6. Issue 4- include CCS elements for better appeal and format consistency throughout website and ease of updating



# QUESTIONS



# REFERENCES

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- HTML and CSS. (n.d.). Retrieved June 18, 2020, from <https://usability.yale.edu/web-accessibility/articles/html-and-css>
- CSV - What, Why and How: #1 Shopping Cart Migration Service. (2019, June 26). Retrieved June 18, 2020, from <https://www.shopping-cart-migration.com/must-know-tips/5985-csv-what-why-and-how>

# PROJECT REFLECTION

Did I face challenges completing this project?

The hardest part of this project was finding a terrible website because if a website is terribly designed, I would not bother to remember the URL. I was lucky to happen upon this website as I recently visited this restaurant (Kodari) via a friend's recommendation. Using the site on my phone was clunky, having to zoom in and out to see the menu items and receiving the 404 error. Upon my return home I decided to do the usability project on this site based on my frustration of the site, even though the food was good. Starting the project I went through website again on my phone this time annotating my thoughts on a notecard, also I reviewed the site via my desktop computer enabling the Internet Explorer developer tools (F12) to review the script.