**1. Preparation of the Questionnaire:**Before beginning the user survey for the cognitive walkthrough approach, we needed to prepare a set of quick and responsive questions that participants could respond to right away. We generated a total of 13 survey questions with the help of a Google Form. We have attached our website link on top so that the participants can get an idea of our system before diving into the survey. We were instructed to create 3 categories of questions, which are: Action and Control, Interactive and Engagement, and Outcome and Goal, and each category had to contain at least 4 questions. From the start, questions 1-4 represented Action and Control (AC), then questions 5-8 represented Interactive and Engagement (IE), then Questions 9-12 represented Outcome and Goal (OG), and the last 13th question sought feedback about our website, “Foodieverse.” From questions 1–12, participants had to select their desired answer; there were options for different satisfaction levels 1–5. So, this questionnaire was prepared to assess the success of our food delivery website in terms of meeting the users' aims and expectations.  
  
**2.Subject preparation and perform survey:**Because we had 13 survey questions, we used Google Forms to create a form. Following that, we attached our questionnaires in individual parts, classifying them. Finally, we included a link to our website at the top so that participants could get a sense of our system before reviewing it. Then we created an open link so that anyone having the URL could access it and submit our questions. Furthermore, we choose eligible participants who are generally our friends, family, or other known people, with the requirement that they are involved in computer science or technology. Also, they should have individual mental models from individual environments. So, we could choose 22 of those people and then provide the form link to them virtually. With that, we instructed them to first visit our website and then proceed with the survey, as well as how to select the answers. We also requested that our participants provide comments on our system, whether positive or negative, but they must be constructive. Once they successfully submitted our form, the responses were automatically collected one by one in an Excel spreadsheet. Afterward, we carefully saved our response excel spreadsheet so that we could use it in the following steps.  
  
 **3. Context Mapping:**

Following the completion of the survey, we conducted context mapping. Our questionnaire included three domains: action and control (AC), interactive and engagement (IE), and outcome and goal (OG). Here, "C" stands for "Context," and we have C1-C7 (Context 1-Context 7). So, Context-1 is the Action and Control (AC) domain, which includes Questions 1-4, Context-2 is the Interactive and Engagement (IE) domain, which includes Questions 5-8, and Context-3 is the Outcome and Goal (OG) domain, which includes Questions 9-12. Furthermore, Context-4 is combination questions of AC and IE domain, Context-5 is combination questions of IE and OG domain, Context-6 is combination questions of AC and OG domains. Last but not least, Context-7 is combination questions of AC, IE and OG domains. **4. Weighted Average of survey questions based on user data:**After we got the survey responses in our excel sheet, we turned our participants individual answers in individual numerical form. It turned out, we had two type of questions, one’s answer ranged from 1-5(numerical) and another one’s answer ranged from 0-2(numerical). Then we have made two different tables for our weighted average. In this case, we used ( ∑ (all question response in numeric value) ∕ total response ) this formula to calculate the weighted average or use ( = Average (total responses) ) this equation in Microsoft Excel to calculate direct average. Then, in the last section of the table, We used the same equation to calculate the overall average. We repeated the process for both tables. **5. User Study:** User Study is a vast and complicated topic that might be difficult to judge because it contains so many distinct aspects and points of view. Even though there are standards, there is no accepted definition of user study and evaluation in terms of how to find the many items to assess from the user's and the Software's points of view and in a given context. But still we have tried to study our each user containing individual mentality and find information to improve our system. Before mapping positive and negative feedback based on design principles, we separated and examined positive and negative feedbacks from our system.  
  
  
  
  
  
  
 **6. Mapping of positive and negative feedback based on design principles:**

|  |  |  |  |
| --- | --- | --- | --- |
| **SL.No** | **Parameters** | **Keywords** | **Selected Users Comments** |
| 01. | Design | (P)Overall UI design (N) Not modern | (P) UI design is satisfying and interesting. (P) UI is really mesmerizing. (P)The Ui design looks very impressive along with the color combination.  (P) Nice ui and colour combination . (P) Your ui design is very innovative and also i liked your colour combination of your ui. (N) The design should be modernized a bit. |
| 02. | Satisfaction | (P) smooth (P) Usability and structure (P) Proper working | (P) The website looked great. The Ui design was quite smooth and satisfying. There should be more items! (P) The Usability and the website structure is good enough (P)The Ui design looks great! All the options were working properly |
| 03. | Responsive | (P)for ordering | (P) a good responsive website for ordering food. |
| 04. | Performance | (P) Quick service  (N) Functionality  (P) accessing (P) Plug-in | (P) Great website for foodies. User friendly and quick service provider.  (N) The UI looks good on desktop. All the elements works as it should be. But there is some minor mug in the mobile version. The 'hamburger menu" button sometimes freezes instead of collapsing the menu.  (P)The website looked amazing. The menu bar was well organized and I could easily access what I wanted. The search option at the home page was really helpful to find my desired item. (P) Keep it up! Please give some more example of food or restaurants that will make your ui more gorgeous! And last thing is your all plug-ins worked very well Thats impressive. Thank you! |
| 05. | Usefulness | (P) HRI Rule (P) Organization (N) Varity | (P) The ui was great and it followed the rule of hri correctly. It was easy to use . Great project  (P) UI is user friendly and well organized. (N) There should be varieties of restaurants.  So far impressive. |
| 06. | Compatibility | (P)Interactive (N) Footer color combination | (P)The UI design is interactive and dynamic. A button named "Order Now" with live animations on the navigation panel may increase the user experience to a great extent. (N) Have look on Color combination also in footer (N) Everything is good. If you guys improve the color combination a little bit, it will look more realistic. Focus on the footer. |
| 07. | Technical Glitch | (P)No glitch | (P)ordering food is easy and the main thing is there are no glitches in the website |

**\*P denotes positive feedback, \*N denotes negative feedback.**

**1. Design:** Design impacts how much interest people have in using the product. The overall user interface design received mostly positive feedback. However, the color is outdated, and this negative comment was also received.  
**2. Satisfaction:** The user's level of pleasure with the software after use is one of the satisfaction design criteria. We received positive reviews on the smoothness of the UI, usability, structure, and working options.  
**3. Responsive:** As the name says, the responsive parameter specifies how the website responds, and good feedback has been received.  
**4. Performance**: This parameter provides suggestions for improving the software's user experience and defines how accurately and efficiently the system's functionality operates. We received mostly positive feedback, but certain negative criticism as well, claiming that a specific button freezes.  
**5. Usability:** This parameter denotes the convenience and ease of any system. We got good feedback except for a negative one containing the lack of restaurant variety.  
**6. Compatibility:** When referring to this parameter, we mean that an application runs successfully with a specific function. But we received mostly negative feedback about improving our footer.  
**7. Technical Glitch:** A technical glitch refers to having technical troubles, which we almost never have based on feedback.