

## **Discussion on the evolution of the project**

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### **1. Outcome of the project between the groups' initial concept or concept and the final project**

At first, we came up with about 8 ideas that were not already made. Out of all the ideas, we searched for an app that would be used by everyone and will not limit usage based on a specific type of person. Thus we came to a conclusion on making an app similar to uber except the company will send the stores a camera which would be used to count the number of people in a line and such data will be sent to a server that allows any user to see the estimated wait times based on the number of people counted from the camera. We got this idea from the Sheridan app, it contains a feature that tells users the size of lines to the restaurants on the campus but upon using it we realized it was not accurate at all, and by the look alone it looked very outdated. Thus, we thought we would make a somewhat more accurate version of the app with more features, and not limiting it to a college campus. Once we created a short summary of what the app is, we got started on the survey which we would use to see if there is a market for such an app, features wanted and features not needed. After receiving 32 responses to our survey we then started adding many more features than they initially were. We added things such as the ability to constantly update the estimated time, virtual queues, a built-in GPS, and more. After analyzing the survey results, we then began to create the wireframes. Since the assignment required 5 pages we needed to add more features to fill up such pages. In the end, the pages we made consisted of a homepage (which just had suggestions for places to buy from based on past purchases), a virtual queue page (allowed the user to enter into a virtual line, if they were in the front of the line, they would be notified to get to the restaurant to make their purchase), a view wait times page (a page that simply allows users to search for a restaurant. View its estimated wait time and Enable notifications if the wait time decrease), a GPS page (a page that works as many GPS apps, tells you how to get from point A to B with the option to view how long it would take to get there through different forms of transportation), a weather page (a page that works similarly like the homepage except it recommends foods based on the weather), and lastly a trends page (a page that simply shows currently trending restaurants and trending meals).

### **2. Findings**

Once we created all the wireframes. We each got someone to test it by navigating the app and attempting to do 3 tasks. So, one of the users found the design of the pages less user friendly. Therefore, it became challenging. The other users found it very interesting and they enjoyed doing the tasks. They liked the

idea of determining the estimated wait time using a mobile application. They also liked the layout of elements. One of the users found the features very stimulating. The pages were easily understood, and tasks were completed in time as expected. The outcome was very positive as there were not too many problems found.

### **3. Insights and Project reflection**

In the nutshell, we learned that it takes much more than an idea to create an app, we must keep in mind the types of users as well, as that will determine if the app will be utilized or not. As for the lesson we got from doing this project, we all had learned that although an app can sound useful to the creators, it may not be to every user. This was learned through the survey as we were able to see all kinds of people's perspective on the app as well as the potential users. With some of the survey results, some users did not find such an app useful at all. If we had to change one thing we did about our app it would be thinking of more useful features rather than having a base app be focused on viewing the wait times of a restaurant. Perhaps not limiting it to restaurants but instead including all stores, or even implementing such a feature to a bigger application.

### **4. Insights learned during the project**

During the project, we learned how small things can affect the users of the application. So, the users are the center point of creating an application. Throughout the project, we kept on thinking about the users' requirements and kept working on the design of the web pages to accomplish the needs of the users. To be honest, it is not an easy task to build an application, but we never thought that the design can take much effort too. We realized that not only thinking as a user is important but also the user testing is necessary. We learned how the use of images instead of texts impacts user's attention. Many things were enlightened from this course which will help us in future. Besides this, we also made a good team that worked together and put forward new and different ideas.

### **5. Lessons learned**

Some small but important things we learned from this project. We discovered the dominance of use of images rather than texts to deliver information. We understood the importance of using buttons in proper places. We realized the size and color of fonts also matter for the design of the webpage. Also, a specific and easy language must be used to deliver a specific message, so that every user can understand it. We also realized the usefulness of user testing. It feels like we are now ready to build an application. This course and the assignment taught us so many things which are very useful and should be learnt by every developer of an application or webpage.

## **6. Mistakes**

We made a very silly mistake of putting the 'see wait times' button in the bottom menu bar twice with a weather logo in one of them for a weather feature. We did not realize the mistake until the user testing, where we found every user getting confused with the other see wait times button without the weather logo. This confusion was not expected by our team. Plus, the other error was that the weather feature does not include anything about the time which contradicts the see wait times button with the weather logo.

## **7. Stumbles and fumbles**

The most stumbling part in our pages was the three-lined button in the directions page. That is the hamburger button, we used it to view the text form of the steps to take while going to the destination. Every user spent much more time to find it which surprised our group.

## **8. Greatest achievement**

The greatest achievement for our group is improving the wireframes as per the users' feedback. Using images for the texts really got us thinking what images and what common icons we should use so that users can easily get an idea of how to complete the task. Our second achievement is that the group cooperation throughout the semester was excellent. We worked together very patiently, and everyone supported and guided each other for the assignments.

## **Additional Recommendations for improving the prototype**

To improve the prototype we would firstly, make it more linear. Since the base app was just about viewing wait times there is no need for so many pages such as a trends page and a weather page, why not just have one page having both pages combined showing general trends and weather-based recommendations. Secondly, we would have gone more in-depth on the idea of the camera as it seemed to have been forgotten in the early parts of developing the app, we should have at least explained it better in the survey section so the users would understand how the app gets its data. Also, the most important thing is to make a user-friendly page by adding more images and common icons as much as possible so that a non-technical user can also use it. Moreover, our app can be used in cell phones only, instead it could be designed in such a way that all devices can access it, keeping in mind the

different OS and screen compatibility. For advanced level, some prototyping tools can be invested to simplify the design concepts. Moreover, the audio search is the most effective feature to attract the users, which we forgot completely. Finally, we should have added a color scheme, so it looks more approachable and less dull.