

# **Human Computer Interaction**

## **Assignment VI**

### **Qualitative Usability Study**

#### **Food Order Website**

Teammates

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## **Preliminary script read to subjects**

### **Before Taking The Experiment:**

Hello, my name is HoKang. Thank you for taking your time to participate in our experiment! This experiment will take approximately three minutes. Our project is a food order-pick-up website. During the exam, you will be asked to sign-up, sign-in, input zip-code, pick a restaurant, fill up orders, and make a payment. During the experiment, you can click exit at anytime or the experiment will be over if you reach the final confirmation page. During the experiment, we will also video-tape you from your back. This is purely for observational study purpose. Your name, age, face, or any other personal information will not be used outside the context of this study. We will do our best to protect your privacy. Here is the [consent form](#).

### **After The Experiment:**

As said earlier, our project is a food order pick-up website. Before we implement this website, we would like to test if our interface design has met with industry standard. As you can see, there are a few functions such as inputting username, password, adding orders and payment information are currently unavailable, because it is still an Adobe XD file only. The purpose of our experiment is to find out the efficiency of our interface design. Your behavior and actions during the experiment can help us to see if our design was confusing. The time that you spent until you reach the final page is being used to measure the efficiency of our website. We want to see if our interface design (not functions) are well-done, so that all users can maneuver this interface without difficulties.

Thank you for taking your time to participate in our experiment. [Here is a survey](#), please fill it up to help us make this project better.

**\*\*side note:** The reason why we stated the purposes of experiment after the experiment is to prevent create biased during the experiments. Subjects might have the intention to help the experiment if we stated the purpose first. Thus, we only explained what the ‘procedure’ of the experiment before the experiment.

**Blank consent form that you ask your subjects to sign.**

**Sample Consent Form**

The purpose of this research project is to provide data on our website in order for us to identify design or UI issues and make improvements. This is a research project being conducted by Pickup Order Group at Northeastern University.

Your participation in this research study is voluntary. You may choose not to participate. If you decide to participate in this research survey, you may withdraw at any time. If you decide not to participate in this study or if you withdraw from participating at any time, you will not be penalized.

The procedure involves filling an online survey that will take approximately 10 minutes. Your responses will be confidential and we do not collect identifying information such as your name, email address or IP address.

We will do our best to keep your information confidential. All data is stored in a password protected electronic format. To help protect your confidentiality, the surveys will not contain information that will personally identify you. The results of this study will be used for scholarly purposes only and may be shared with Northeastern University.

If you have any questions about the research study, please contact us at [onlineorder2019@gmail.com].

[ ] Agree

[ ] Disagree

Participant Name:

Date:

Signature:

**Observational worksheets with record of user actions and observations.**

<p>1. Subject 101</p> <p>She acted a little confused through the whole process. She didn't know where to click in a lot of pages.</p>
<p>2. Subject 102</p> <p>She seemed calm and peaceful during the whole process, though I found that she didn't know where to click on some of the pages.</p>
<p>3. Subject 103</p> <p>He was very calm and peaceful during the whole process. He understood that this is just an interface, even though some functions are not completed, so he didn't look very confused.</p>
<p>4. Subject 104</p> <p>He is very experienced in this testing process. While he was doing the test, he kept illustrating the process to let all of us know what status we are in. He finished the whole process easily.</p>
<p>5. Subject 105</p> <p>She seemed a little confused during the whole process. But she could easily find a way to click on the right button.</p>
<p>6. Subject 106</p> <p>He behaved very confused and excited when he didn't find the right button to click. He failed to find the last payment page before we reminded him.</p>

**Links to videos of subjects performing the tasks. Upload these to a non-public YouTube video that requires a direct URL to access.**

Links :

YouTube:

<https://youtu.be/dNchFEDlS6w>

<https://youtu.be/yc9qw8TsYyg>

If the above links do not work, try this:

<https://yu2749luca.github.io/HumanComputerInteraction/>

**Post-study surveys administered to subjects.**

Sample Survey

Did you struggle to understand any option in the interface?	Yes / No
Was making an order easy to be done? (1 - 5, 5 as best, 1 as terrible)	
Was the web overall easy to be used? (1 - 5, 5 as best, 1 as terrible)	
Would you consider using an pick-up order web? (1 - 5, 5 as best, 1 as terrible)	
Any Additional Advice:	

## Summary

*A 2-3 page writeup summarizing your experience running this study, including what went well and what you feel could use improvements for the next version of this study. Use tables, photos, and diagrams as necessary.*

We did a great job on the preliminary script read to subjects. The content in the script is very clear and friendly to subjects. Every subject person felt good when they were listening to the script and at the beginning of our test.

The consent form went pretty well too. Every subject read the consent form very carefully and signed the form without hesitation. They did not ask or challenge anything in the form.

The process of running this experiment with fellow classmates is very exciting and funny. Although their names are confidential, we can say that the process was fun and experiment. Everybody was very happy to collaborate with us. In the process of testing, although sometimes subjects were confused about the layout of our interface, they were still nice and friendly all the time.

## OrderPickUp

The best online food ordering system for you

[Click view cart/ pay](#)

The screenshot shows a web interface for 'BBQ' restaurant. The header includes the logo 'BBQ' and the tagline 'Chinese food - spicy chicken, sour and sweet chicken'. Below the header, there is a list of items: 'Ribbs', 'Chicken Sandwich', and 'Soft Drink'. Each item has a quantity selector on the right, consisting of a minus sign, a text input field with the number '0', and a plus sign. At the bottom of the interface, there are three buttons: 'back' (green), 'My cart' (green), and 'Pay' (red).

Item	Quantity
Ribbs	- 0 +
Chicken Sandwich	- 0 +
Soft Drink	- 0 +

back My cart Pay

On the right side of the template of the restaurant menu, we have not been able to implement the function to let users to click on the “+” sign and “-” sign to modify the amount of the food they want to order.



We ran into issues when the page asked users to change the amount of the food they want to order. Almost all the subjects tried to click on the “+” sign to add the amount of the food they want to order. But that is a function that needs to be added later.

**OrderPickUp**  
The best online food ordering system for you

Log in

Email  Click submit

Password  Click submit

[Forgot password?](#)

In the middle of the template of the login page, we have not been able to implement the function to let users to log in and type words in the blank. So the users have to click the submit button without entering the username information.

We ran into issues when the page asked users to enter information, because Adobe does not provide such utility. The users are also seemed confused when they tried to enter the amount of food they want to order. After each experiment, we asked each user to fill up a survey. Experimentees were overall kind and provided positive feedback.

# The statistics of all the tests and survey

[Time each participant Spends on UI]

Subject	Time (seconds)
101	39
102	53
103	67
104	42
105	78
106	91
Avg	61.66666667

[Average answers for the survey]

Did you struggle to understand any option in the interface?	4 no, 1 yes, 1 no reply
Was making an order easy to be done? (1 - 5, 5 as best, 1 as terrible)	3.83
Was the web overall easy to be used? (1 - 5, 5 as best, 1 as terrible)	4.3
Would you consider using an pick-up order web? (1 - 5, 5 as best, 1 as terrible)	4.3