Project 3 Expert Panel Questions:

Zachary Huang:

1. What's your background & perspective on Rev's POS system? As a barista, I regularly use a POS system to take orders from customers. I think the Rev's POS system is pretty simple and easy to use/understand.
2. What areas if any did the navigation feel clunky or expensive? I don't feel that there was an area of navigation that felt clunky or expensive.
3. Was the progress of ordering an item logical in the cashier's and client's views? Yes, taking orders was organized, and well-structured. The buttons and categories allowed for ease of navigation.
4. What user perspectives do you think we still need to address? I think the language option was a little confusing as it gave an option for multiple languages to be expressed in the POS system.
5. Was there any information that you as a manager may need that you didn't see on that screen? Potentially an option to see the amount of revenue made during a shift.

6. Did the accessibility features help you in the ordering process?
Yes, the accessibility features allowed me to choose a language that was more catered to my language abilities.

Proposed Design Moves:
      Make the Accessibility look like a clickable thing
      Fix Google Translate double feature, unnecessary amount
      Instead of a log-out button, just make it a back button so the user knows

Extra Notes from Interview:
      Accessibility was the main thing that wasn't noticed

Ethan Wenthe:

7. What's your background & perspective on Rev's POS system?
I have a fair amount of experience with customer interfaces like the ones at Rev's
8. What areas, if any, did the navigation feel clunky or expensive?

I felt like the clunky areas were properly ordering the food on the cashier page, especially the location of the quantity button. I feel like it could be placed in a more accessible location.

9. Was the progress of ordering an item logical in the cashier's and client's views?
   The process of ordering seemed fine, but it could have been better as buttons could be spaced out more.

10. What user perspectives do you think we still need to address?
    I feel like my color blindness made some of the colors on the screen look like an eyesore and maybe making it more colorblind-friendly with fewer colors that look similar to colorblind people would help

11. Was there any information that you as a manager may need that you didn't see on that screen
    Unfortunately, the managerside buttons were not working, and their labels were not intuitive enough to guess at what I may or may not be seeing with those screens.

12. Did the accessibility features help you in the ordering process?
    Yeah, the accessibility features were able to be executed (language, etc.), however, as I mentioned, the system could be friendlier to color-blind folks.

Proposed Design Moves:
Take another look at the color scheme, as it seems like the multitude of similar colors could result in an unfavorable reception from the color-blind community.

Extra Notes from Interview:
One thing that was stressed was how the system looked, rather than its functionality itself. Some things were rough navigationally as well. He was rather nice with his phrasing.

Justin Yap:

13. What's your background & perspective on Rev's POS system? I work concessions for a student organization on campus and have even been in charge of it for the organization. I also order from Revs occasionally.

14. What areas if any did the navigation feel clunky or expensive? Navigation was easy to do in terms of the cashier view, Manager view required me to zoom out a large amount and made things a bit difficult.

15. Was the progress of ordering an item logical in the cashier's and client's views? The process of ordering an item was logical. The images helped add clarity for fast decisions.

16. What user perspectives do you think we still need to address? I feel there could be some arrow key navigation since I tend to have wrist pain from moving a mouse.

17. Was there any information that you as a manager may need that you didn't see on that screen? I think maybe sales reports, pairing reports, or just graphs in general would be good to see.
18. Did the accessibility features help you in the ordering process? For the ones that were implemented, yes.

Proposed Design Moves:
   Try to fix the Manager tables to be visually good and less cluttered. Add the ability to just use arrow keys rather than a mouse.
Extra Notes from Interview:

Ryan Wu:

19. What's your background & perspective on Rev's POS system? I have used many different customer interfaces, including the one at Rev's.
20. What areas if any did the navigation feel clunky or expensive? It was not very difficult to navigate the different areas, but the manager's view was cluttered.
21. Was the progress of ordering an item logical in the cashier's and client's views? It was pretty simple and easy to understand how to order items.
22. What user perspectives do you think we still need to address? Maybe higher contrast colors for people who can't see well.
23. Was there any information that you as a manager may need that you didn't see on that screen? I did not feel like I needed more information, but everything on that page felt cluttered.
24. Did the accessibility features help you in the ordering process? Yes, I was able to switch languages and still understood everything.

Proposed Design Moves:
   Make the manager view less cluttered so that managers can navigate it more easily. Also, add different styled colors for different users.
Extra Notes from Interview:
   Even if not all the functions were working correctly, the main issue seemed to be the UI not looking nice, at least in the manager's view.

Ryan Kabir:

25. What's your background & perspective on Rev's POS system? I have used the Rev's Grill POS system before.

26. What areas if any did the navigation feel clunky or expensive? None of the areas of navigation felt clunky or expensive.
27. Was the progress of ordering an item logical in the cashier's and client's views? The progress of ordering an item did not seem illogical in the client or cashier's views.
28. What user perspectives do you think we still need to address? I think adding more accessibility features would be appropriate.
29. Was there any information that you as a manager may need that you didn't see on that screen? I did not seem to need any additional information as a manager.
30. Did the accessibility features help you in the ordering process? The included accessibility features did help with the ordering process.

Proposed Design Moves:
Add additional accessibility features.

Extra Notes from Interview:
The UI looked good.

Abhinav Devireddy:

31. What's your background & perspective on Rev's POS system?
I've worked with various POS systems in the past, and they're pivotal for efficient restaurant operations. My perspective on Rev's POS system is that it should be user-friendly, fast, and flexible enough to handle different types of transactions and customer interactions effectively.
32. What areas if any did the navigation feel clunky or expensive?
In some systems I've used, navigation can feel clunky when switching between order input and the cashier side which is somewhat the case in Rev's POS. If Rev's POS system minimizes the number of steps to complete manager tasks and offers a more intuitive layout, it would greatly enhance the user experience and efficiency.
33. Was the progress of ordering an item logical in the cashier's and client's views?
The ordering process in Rev's POS system appears to be streamlined and logical, with a step-by-step flow that makes it easy for the cashier to navigate. However, the view from the client's side, particularly during self-service, could benefit from larger visuals or prompts to confirm their selections before finalizing the order.
34. What user perspectives do you think we still need to address?
While the interface is modern and relatively easy to use, some users might find the minimalistic design of Rev's POS less informative. We may need to address the

perspective of users who prefer more direct feedback and detailed descriptions of menu items during the ordering process.

35. Was there any information that you as a manager may need that you didn't see on that screen?
    In Rev's POS, the managerial overview seems to lack a quick snapshot of employee performance metrics. Including these in a managerial dashboard would be highly beneficial for controlling costs and improving staff training programs.

36. Did the accessibility features help you in the ordering process?
    The accessibility features in Rev's POS, are not quite there yet and seem to be in development. Incorporating a screen reader compatibility could further enhance the system's accessibility and incorporating a text-to-speech feature sounds like a good idea as well.

Proposed Design Moves:
Incorporate accessibility features such as a screen reader or text-to-speech. Fine-tune the user interface. Incorporate back-end testing to ensure the features work as intended and both the database and APIs are functional.

Extra Notes from Interview:
One important thing I noticed from the interview is that front-end design and overall functionality go hand in hand. After thinking about the information I gained from the interview, I realized that having a better UI can lead to the opportunity of having better functionality.

Daniel Mota:

37. What's your background & perspective on Rev's POS system?
I have worked as a cashier before in a bakery. This bakery had a similar POS system that was used for incoming clients as well as handling online orders. This system was similar to Rev's in the sense that they needed an efficient way to serve customers as well as keep a good appearance in their system.

38. What areas if any did the navigation feel clunky or expensive?
I don't love that products are broken down into categories. There aren't many products for each category, and it feels like they could be grouped.

39. Was the progress of ordering an item logical in the cashier's and client's views?
I think it was pretty logical and straightforward. I think the cart and order total should be made more visible while the client is looking at other products.

40. What user perspectives do you think we still need to address?

It could be beneficial to include a vegetarian menu, or at least have a disclaimer on foods that are not vegetarian.

> 41. Was there any information that you as a manager may need that you didn't see on that screen?

It could have been beneficial to see when was the last time that a specific cashier made a sale, to see if everyone made it to work.

> 42. Did the accessibility features help you in the ordering process?

They did. I am a Spanish speaker, and it was helpful to see that the translation was working correctly.

Proposed Design Moves:
Group products that are frequently bought together, which can minimize the amount of clicks that users do.

Extra Notes from Interview: