



User Study Report

ZH



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Ryan Kabir

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Personas

Maria - Knowing that Maria likes health care, also English is not her first language, our team proposed a solution to make the experience seamless for her. We will add details of the ingredients and how they are handled when it comes to our menu items. We also will add a translation to help her understand the descriptions.



Lea - Lea presents some problems when it comes to being fatigued easily. We do not know the extent of this, so having many buttons and tasks could be tiring. However, a cashier view can make ordering easy for Lea.

Vishnu - A problem with Vishnu is vision, so implementing a feature for zoom-in will be a challenge. Also presenting the information with the changed size will be something our team has to think about for the project.

User Study Participants

Participant Name (May be Changed for Privacy)	Persona and Accessibility Needs	Responsible Team Member
Bob	Hard of Hearing	Zach
Megan	Mobility Issues (has arthritis)	Justin
Casey	Myopia, cannot see well	Ryan
Karthik	English is not their first language	Abhinav
Tiffany	Hard for them to focus	Zach

User Study Findings

1. Intuitive
 - Issues with customers understanding functionality
 - The customer wasn't always sure how to interact with the database
 - Making the screen user-friendly for various types of users



2. A lot of buttons
 - Some of the buttons were clear but noticed some issues
 - Getting the design to be at a place where things are minimal
3. Screen Changes
 - Having zoom-in features affect the screen
 - Combined with High contrast presents issues as well

Proposed Design Moves

High-level Design Move	Detailed Description	Justification
Have details added for buttons and pages	Possible descriptions over the button if hovered or maybe small text over the button with it. Maybe an instruction page to highlight all the features.	Noticed it made sense to the user the purpose of the website, but when it came to functionality not exactly clear. So maybe having an instruction page to allow the user to read and understand how each page works and what they can expect from it.
Alternative navigation method outside of using a mouse	Highlight selections or just selectivity via arrow keys and use the spacebar to confirm the selection.	Was able to click on buttons easily but had some wrist pain in the process of doing so.
Additional contrast	Ensure that color contrast standards are up to the highest degree to make it such that text and each element of the website are visible even for those with visual impairments.	They were unable to read some of the text clearly due to it being similar in color.



Simple but clean design	Need to ensure that the button is intuitive and also that the design is straightforward so user knows what to click	Many users weren't exactly sure of their role
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Appendix 1: User Study Observations and Interview Notes

Participant Name	Observations	Interview Notes
Bob	Noticed it wasn't completely straightforward in what was implemented or what button to press on the login page. Also what buttons were for what or what they were for?	"Yeah, didn't exactly know what I was clicking. Also what the purpose of each page was for and what I was able to do."
Megan	Was confused as to why the page had three buttons separately for customer, cashier, and manager.	"I had to move my hand a lot which hurt a bit alongside not understanding what I was navigating to."
Casey	Was confused as to why the login allowed the user to select whether they were a manager, cashier, or customer instead of featuring some sort of typical login portal.	"Why was I able to log in as a manager, that did not make sense. Also, the colors were so similar that it made it tough to read."
Karthik	Noticed that they struggled slightly to be able to read all the text.	Once we implement the translate API we should ensure that we



	They did appreciate the spacing and readability of the website	maintain a website where the text is easily readable and the API is integrated properly so there is accurate translated text.
Tiff	Got distracted with which button to press. Ensure ways to help encourage correct button selection depending on the user	"A lot of things to click"

Executive Summary

Our Project task is to get Project 2 reimplemented in a full stack setup. This includes also 2 new screens, such as a menu and a customer view. There are also new features that will be implemented to be more intuitive, as well as give the user a seamless experience. At the beginning of the document, we start with the personas. These were selected from the beginning of the project to understand how we would create an easy experience with their accessibility issues. Some were easier than others, and are something our team will be thinking about when it comes to our design. We also had other users try out our code, and noticed some common features that made it difficult for our users to understand. We found many cool ideas regarding accessibility and making it possible for our users to interact with the layout. We also propose new ways for the users to have that easy access, without taking away from the overall design and functionality. There were also new ideas from these user studies, as after interviewing we found the issues with our design in how intuitive and effective it is. The ideas presented helped us break down where we thought something was easy to understand but proved to be a problem for the user. There was new importance of a simple but intuitive design, something we believed we accomplished but are noticing some adjustments will be needed. We now can implement these in our next sprint to help with these features.