

### 1. The application I evaluated

I this report, I am going to evaluate usability of coffee machine in seven eleven.

### 2. Task setting'

- Buying a cup: Coffee cups are usually sold in small refrigerator close to the register. Customers(=persona) are to purchase a cup filled with ice at this stage.



#### 1. Will the user try to achieve the effect that the subtask has?

Yes. People would not be confused by the cup filled with only ice because people must see a coffee machine around entrance.

#### 2. Will the user notice that the correct action is available?

Yes. There is some information on a lid which lead you to a coffee machine.

#### 3. Will the user understand that the wanted subtask can be achieved by the action

Yes. Coffee machine shows brief direction what you do.

#### 4. does the user get appropriate feedback? Will the user know that they have done the right things after performing the action.

Yes. There is nothing you can do other than this.

- Prepare for coffee machine: After customers get a cup, they bring a cup and start preparing for the brew. Coffee machines are usually located near the entrance, so than customers clearly knows where to bring your cup. One customers get to a coffee machine, a lid of a cup should be taken.

#### 1. Will the user try to achieve the effect that the subtask has?

No, subtask is not clear at this point.

2. Will the user notice that the correct action is available?

No, I was not sure if I have to open a lid. There was no sign that suggest I should take out a lid.

3. Will the user understand that the wanted subtask can be achieved by the action?

No, you do not what to do.

4. does the user get appropriate feedback? Will the user know that they have done the right things after performing the action.

No there was no guide how to prepare for it.

- Use a coffee machine: customers are required to place a cup in a coffee machine and select your drink(customers have many options including large and regular latte, coffee and customers can also choose either hot or cold). Once you push a button, it starts to brew.

1. Will the user try to achieve the effect that the subtask has?

Yes. You can see that buttons are highlighted and a tiny display show that show should press a button.

2. Will the user notice that the correct action is available?

Yes, you can check which button to press with a lid. A lid shows either this is ice or hot and either this is L or R.

3. Will the user understand that the wanted subtask can be achieved by the action?

Yes, once you finish your coffee, a tiny display shows it is ready.

4. does the user get appropriate feedback? Will the user know that they have done the right things after performing the action.

Yes, you can check the display and also you can hear the sound once it is finished.



- Finish your coffee: your coffee is automatically dripped. When it is ready to be taken, the tiny monitor shows it is ready. Now you can take your coffee and put a lid on it.

Finally you are ready to drink.



1. Will the user try to achieve the effect that the subtask has?  
Yes, lids and straws are placed just beside the coffee machine.
2. Will the user notice that the correct action is available?  
Yes, there is a tiny desk that you can use to put a lid on your coffee.
3. Will the user understand that the wanted subtask can be achieved by the action?  
Yes, it is obvious that you want a lid.
4. does the user get appropriate feedback? Will the user know that they have done the right things after performing the action.  
No, There is no feedback but you are just ready to go.