Project 4
User Testing

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Project Intro: Foodie Match

Topic
- Food Insecurity in Bloomington
- Food insecurity is characterized by limited access to adequate, safe, and nutritious food, affects millions of individuals and households worldwide.
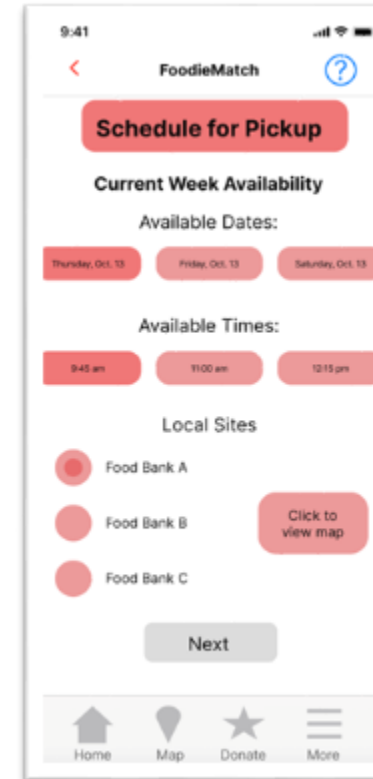
Findings
- "Shameful visits to food banks"
- "Untouched foods"
- "Not enough food"
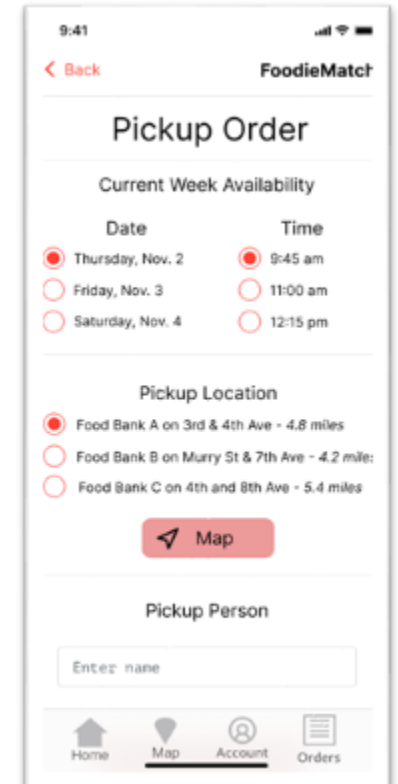- "Transportation problems"

Goal
- Design an app that eases the process of food assistance in Bloomington – Foodie Match
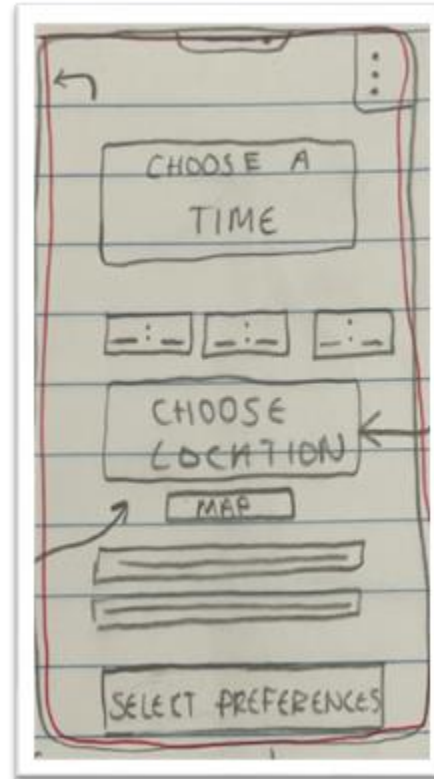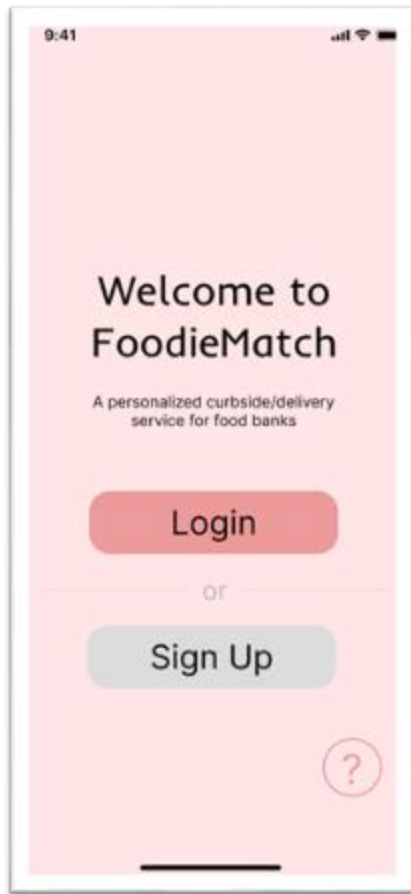

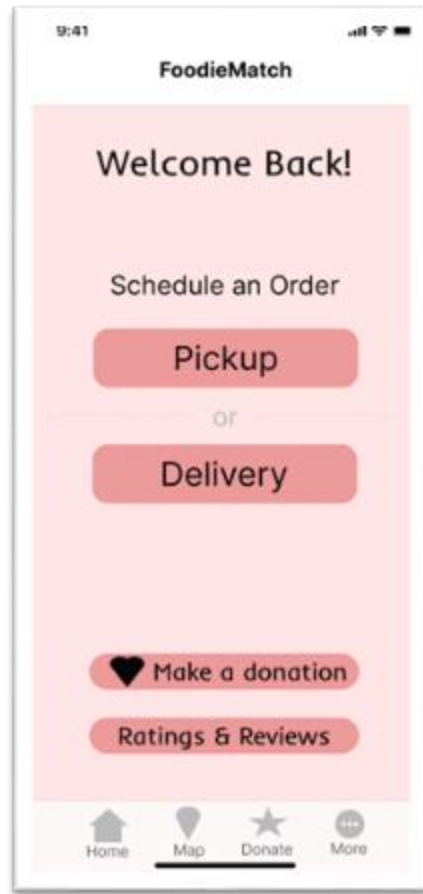Sketch

Low fidelity

High fidelity

Original Prototype: Flow and Tasks

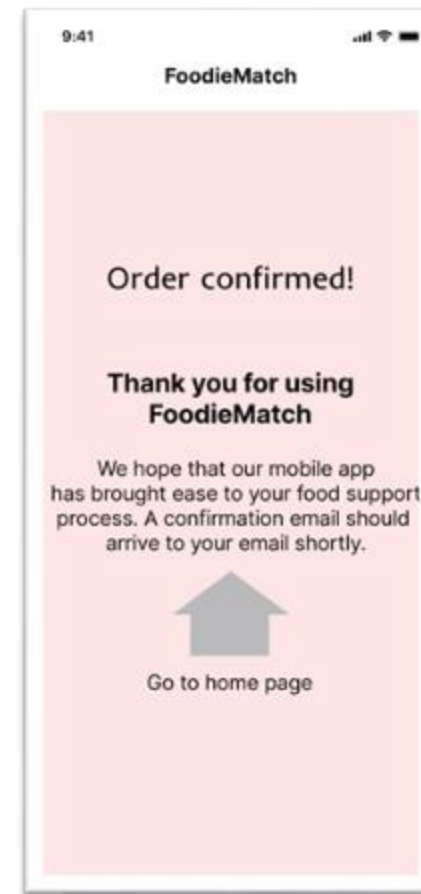*Refer to Appendix for Figma Link*

1. Sign in / Sign up

2. Schedule Food Order

3. Select Preferences

4. Confirm Order

Task 1:
Create an account, then schedule and confirm a personalized order

Task 2:
Log in, locate the about page, then make a donation

Task 3:
Log in and change your account details

Task 4:
Change your passcode to log in

3.5 Prototype User Testing Results

Refer to Appendix for User Testing Script

Participant 1

"On the account page, it took me a minute to realize that the inputs were for if I wanted to make any changes to my account details."

-"Once I completed my order, there was no option for me to look at the order."

-"The underlined text looks very basic and not app-like."

4.0 Prototype After User Testing

Refer to Appendix for Figma Link

Created button to change details and added new screen

Added an order screen to show current/past orders

Changed features to make more app-like (no underlines)
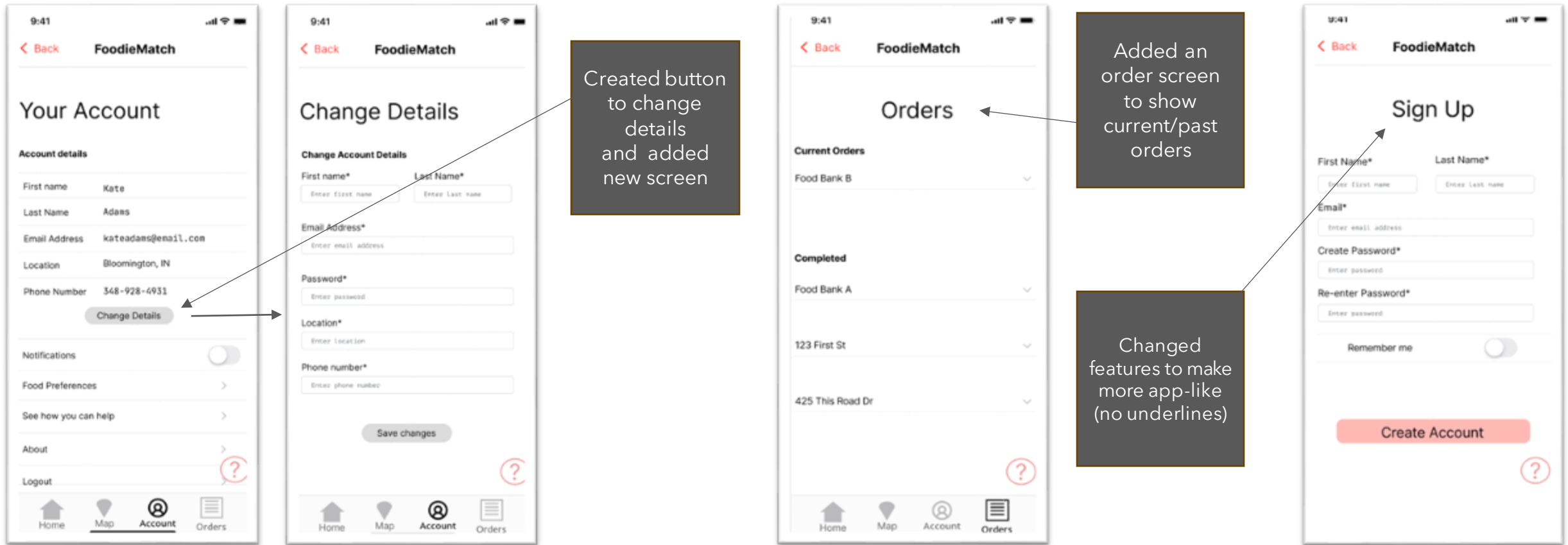
3.5 Prototype User Testing Results

Refer to Appendix for User Testing Script

Participant 2

- "The donation amounts are limited to only the options listed. What if I want to donate more?"

- "I was unable to view orders that were submitted"

- "allergies selected could have names instead of numbers to help visualize the point better"

"Some of the meal type plan names are a bit unclear"

4.0 Prototype After User Testing
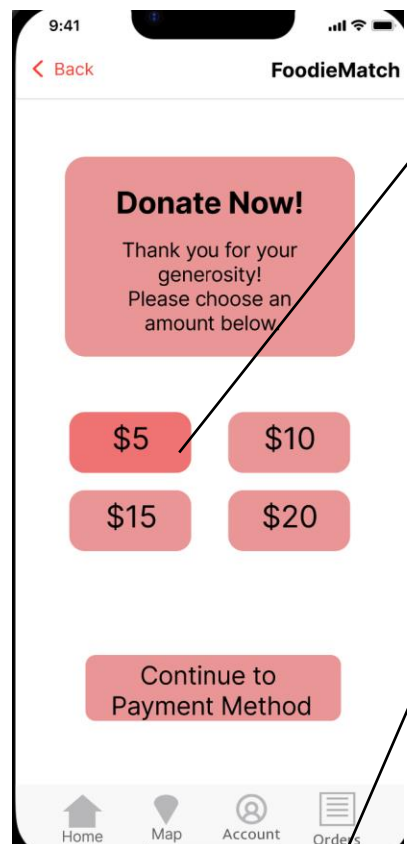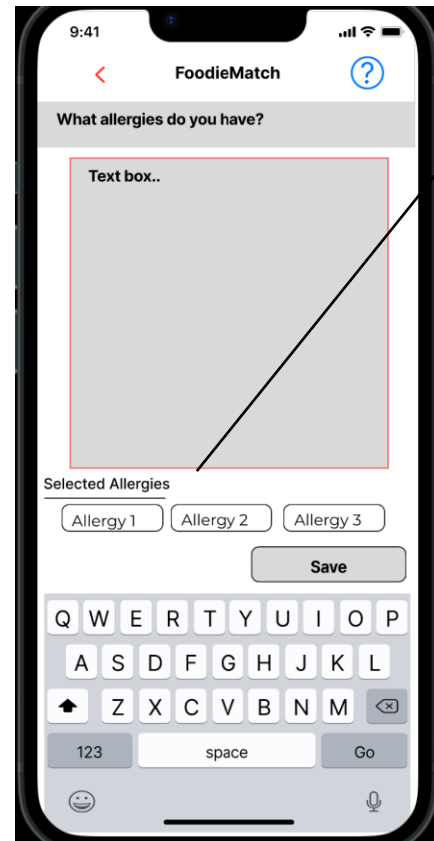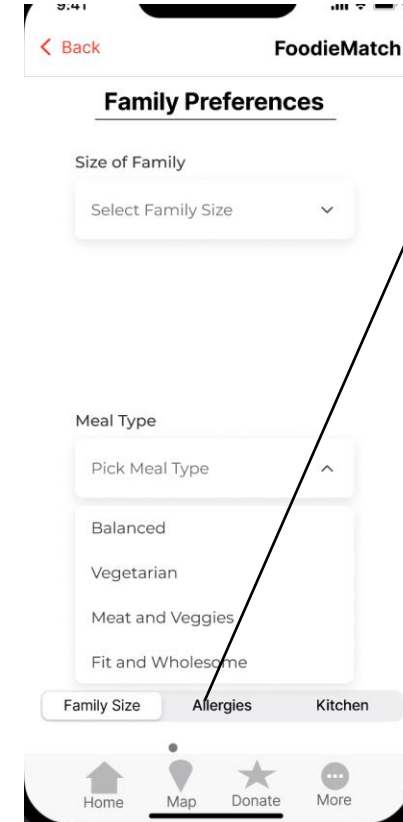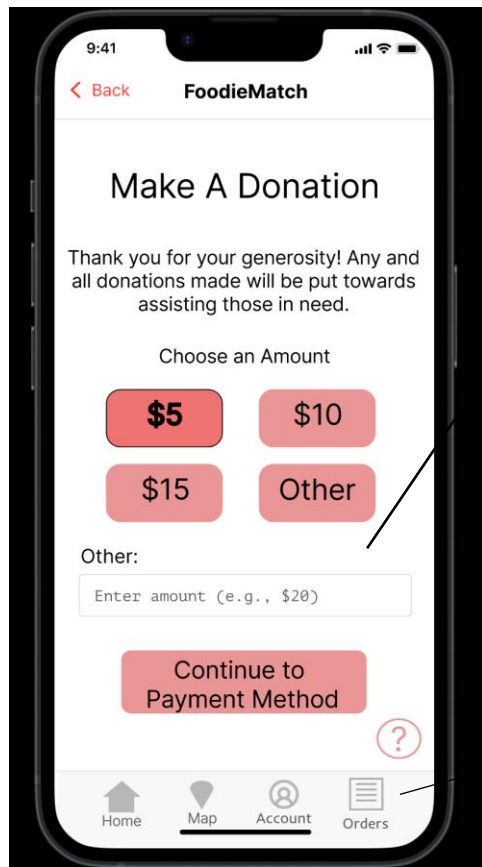
Refer to Appendix for User Testing Script

Screen 1: Make A Donation

9:41

< Back   FoodieMatch

Make A Donation

Thank you for your generosity! Any and all donations made will be put towards assisting those in need.

Choose an Amount

$5 $10

$15   Other

Other:

Enter amount (e.g., $20)

Continue to Payment Method

Home   Map   Account   Orders

Added Other Option

Fixed

Screen 2: Allergies

9:41

< Back   FoodieMatch

What allergies do you have?

Text box..

Selected Allergies

Peanuts   Gluten   ShellFish

Save

Q W E R T Y U I O P
A S D F G H J K L
Z X C V B N M
123   space   Go

Shows which allergy is selected for each person

Screen 3: Family Preferences

9:41

< Back   FoodieMatch

Family Preferences

Size of Family

Select Family Size

Meal Type

Pick Meal Type

Balanced

Vegetarian

High Protein

Meat and Veggies

Family Size   Allergies   Kitchen

Home   Map   Account   Orders
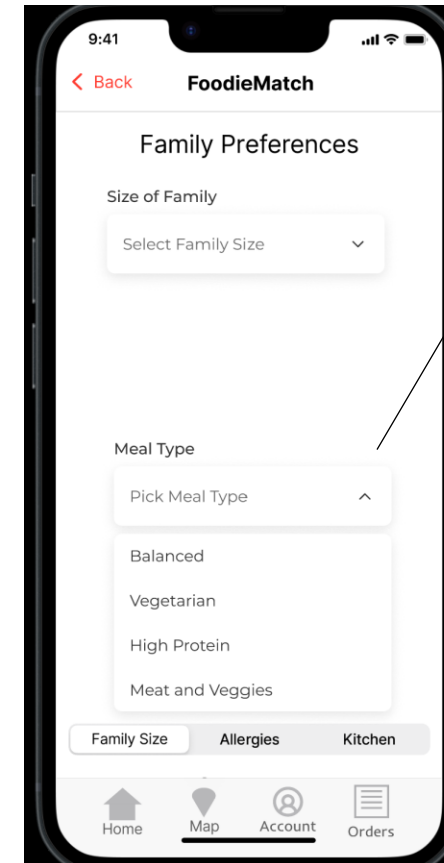
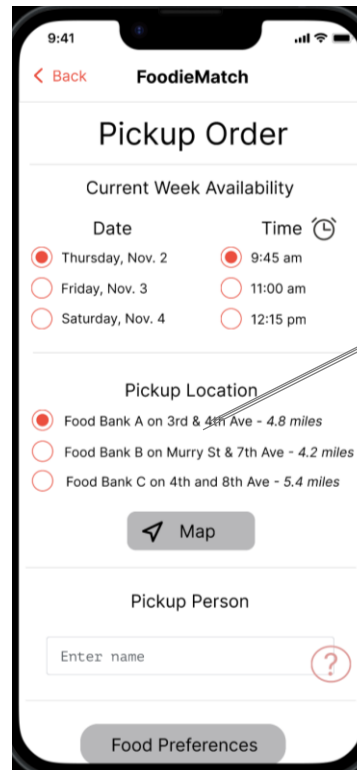**Changed Fit and Whole some to High Protein under meal type.**

3.5 Prototype User Testing Results

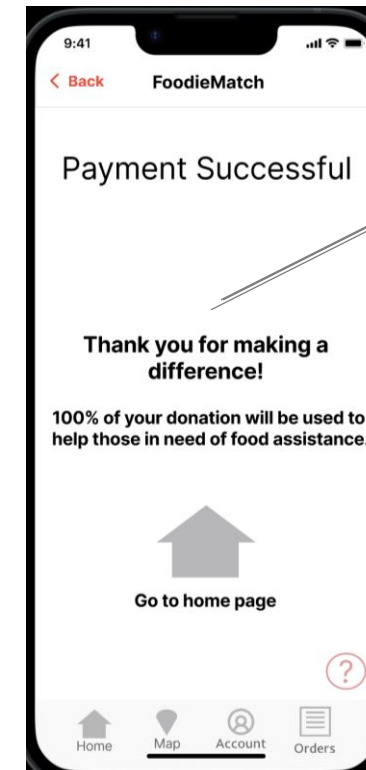*Refer to Appendix for User Testing Script*

Participant 3

"There should be an option to resend the link to reset passphrase, also there should be a button to send the link initially"
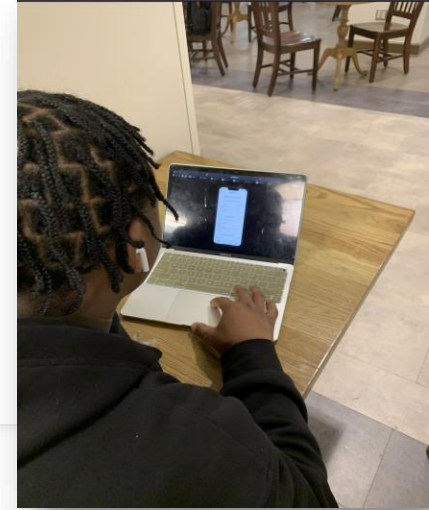
"There should be a way to get in contact with the different food banks in case of. concern either by number etc."

"After making a donation there should be either an email confirmation or a way to check in account settings"

4.0 Prototype After User Testing

Refer to Appendix for User Testing Script

Reset Passphrase screen:
Enter Email Address
Enter email address
Send link
Link to change password will be sent to you shortly via email, hold tight!
Back to log in

Added a send link button for clarity

Pickup Order screen:
Current Week Availability

Date	Time
Thursday, Nov. 2	9:45 am
Friday, Nov. 3	11:00 am
Saturday, Nov. 4	12:15 pm

Pickup Location
Food Bank A on 3rd & 4th Ave - 4.2 miles
Phone: 857-765-0950
Food Bank B on Murry St & 7th Ave - 4.8 mile
Phone: 405-325-4531
Food Bank C on 4th and 8th Ave - 5.4 miles
Phone: 495-683-0234
Map
Pickup Person
Enter name

Home   Map   Account   Orders

Added phone numbers under each food bank for a contact method in case of questions

Payment Successful screen:
Thank you for making a difference!
100% of your donation will be used to help those in need of food assistance. You will receive an email of your donation shortly.
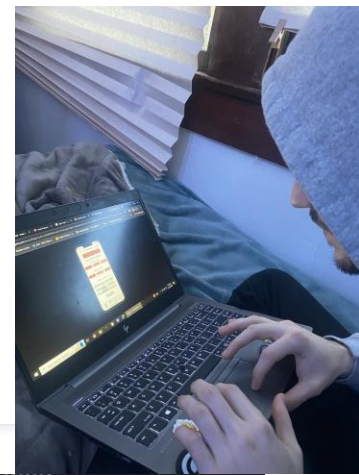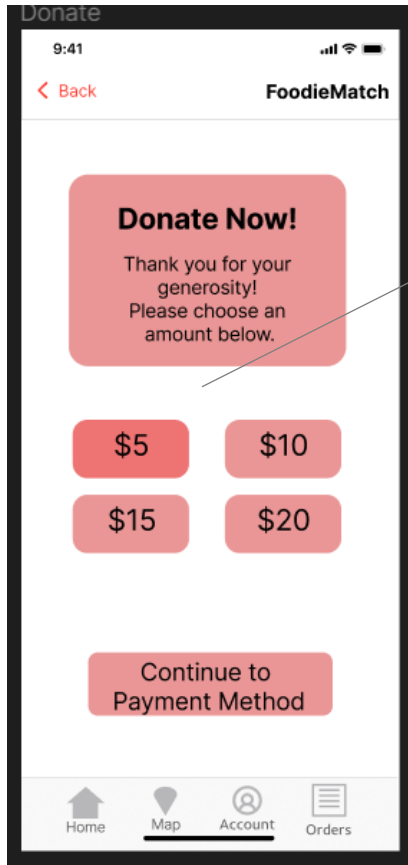Go to home page

Home   Map   Account   Orders

Added that they will receive an email about their donation
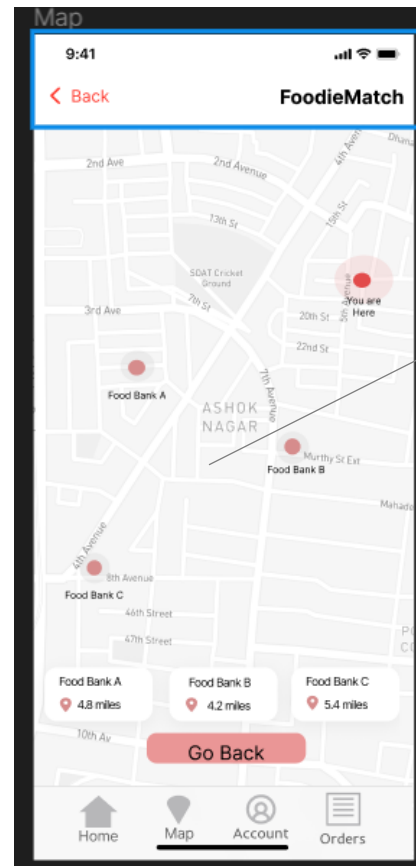
3.5 Prototype User Testing Results

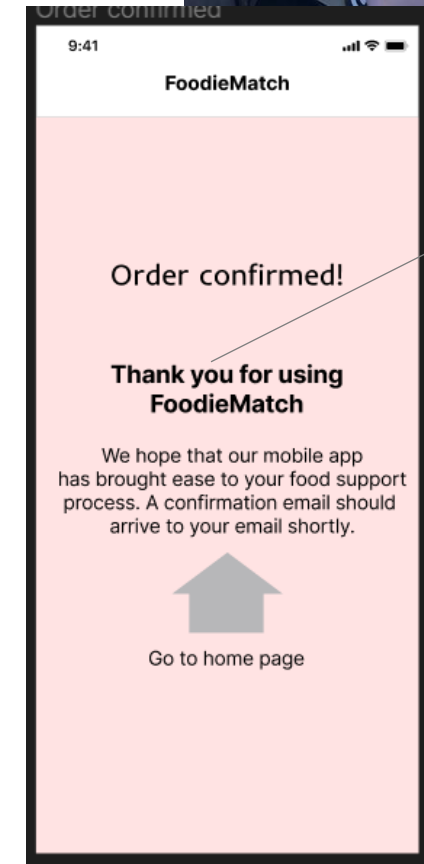*Refer to Appendix for User Testing Script*

Participant 4

"When I select an option for donation, it can be a little difficult to see which option was selected because the dollar amount only becomes slightly darker."
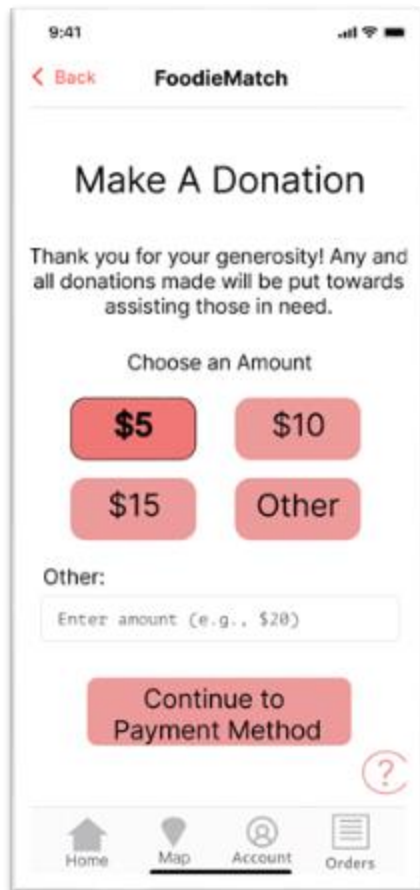

"Map looks good, but it would be helpful to users if there was a bit more color so the screen is eye-catching"
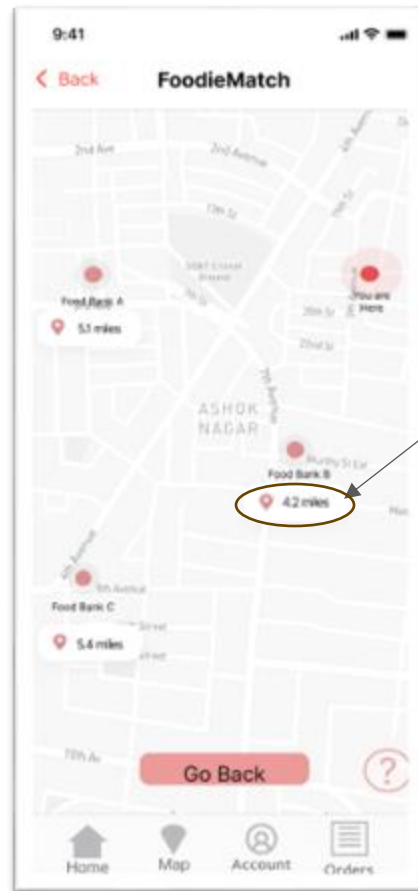

"There is no option to view order details after the order has been confirmed, which would be helpful to the user"
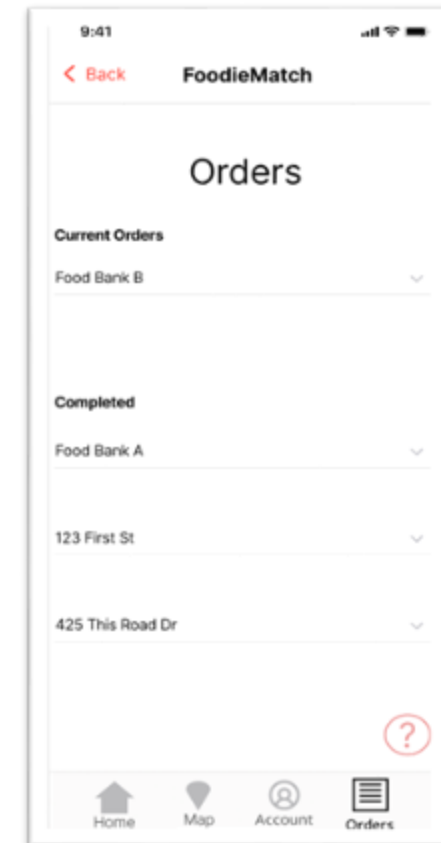
4.0 Prototype After User Testing

Darkened the colors for selected dollar amount, made more app-looking

Changed some details on the map to be more clear

Screen to go to view orders following order confirmation screen

Appendix

- Figma Prototype Link
  - https://www.figma.com/file/fMgeLUuXnnUri9R0PJkWsA/4.0-Prototype?type=design&node-id=636-11735&mode=design&t=Wy2UyOtnSjzorNzo-0
- Final User Testing Script
  - https://indiana-my.sharepoint.com/:w:/g/personal/sermarno_iu_edu/EbZkyPIPYGJGtl188AUzomABEAwvmkS5Tr6BTtom5fncVA

Works Cited

- [Untitled UI](#)

- [IOS 14 UI](#)

- [Phosphor Icons](#)

- [Interactive Typing Field](#)

- [Interactive Drop Down](#)