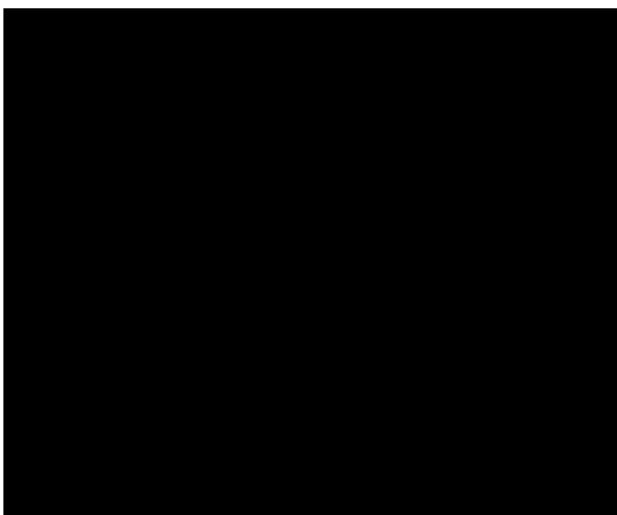


University of Toronto
Faculty of Applied Science & Engineering
MIE240
Fantuan Project Report: Phase 3

Date	April 6, 2025
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We, Maria Chzhen, Shreya Perumal, and Rain Tang, hereby declare that the work presented in this report is our own original creation. All sources of information and data from the works of others have been fully acknowledged and cited. This report has not been submitted, in whole or in part, for any other degree or examination at this or any other institution. By signing below, we confirm that the contents of this document reflect our research and findings to the best of our knowledge.



Executive Summary

This report documents the Evaluate phase of Team 08's Fantuan usability redesign project for MIE240. Following the Understand and Create phases, where user observations and design ideation led to a low-fidelity prototype, the current phase focused on systematically testing the effectiveness of the proposed interface improvements. The core goal was to design a usability testing experiment and determine whether the redesigned prototype addressed key usability issues related to two primary functions: selecting a restaurant and checking out.

The evaluation was conducted with a group of University of Toronto students—Fantuan's primary user demographic—whose feedback in earlier phases helped shape the design goals. A series of usability tests were performed, asking participants to complete three representative tasks: (1) selecting a restaurant using filters (e.g., cuisine, price, delivery time), (2) applying a discount via voucher or coupon, and (3) completing the checkout process. Participants completed each task on both the original Fantuan app and the prototype interface, allowing for a direct comparison of performance and experience. Data collection included screen recordings, task completion times, success rates, and both qualitative and quantitative survey responses.

Quantitative results showed that the prototype consistently reduced task completion time across all three tasks, with an average improvement of over 25%. Qualitatively, users reported that the prototype was easier to navigate, more visually organized, and better aligned with their expectations. However, a few usability problems remained. Notably, several users failed to notice the separate search page, highlighting a need to merge or clarify navigation. In addition, users expressed interest in sorting features (e.g., fastest delivery, best deals) and the ability to save favourite restaurants—both of which were absent in the current prototype.

Despite minor limitations related to the testing scope and the use of a low-fidelity wireframe, the evaluation confirmed that the redesigned interface substantially improved usability. The findings will inform future refinements, with the goal of creating a more seamless, efficient, and user-friendly Fantuan experience.

1.0 Introduction

This report documents the Evaluate phase of the Fantuan usability project, where the group conducted a usability evaluation of the redesigned prototype, developed during the Create phase. Building on insights from our Hierarchical Task Analyses (HTAs) and user feedback in the Understand phase, the group refined two key workflows within the Fantuan app—(1) Selecting a Restaurant and (2) Checking Out—into a low-fidelity prototype.

The purpose of this phase is to assess whether our design solutions effectively address the pain points previously identified and improve user experience. By observing user interaction with the prototype and collecting feedback, we aim to gather actionable insights to further refine the app's interface and interaction flow.

This report includes the following sections: a description of the user group, an overview of the prototype, the tasks selected for testing, the data collection and analysis methods, a summary of usability problems, and a discussion of the benefits and limitations of usability testing for this system.

1.1 User Profile

The primary user group selected for our usability evaluation consists of University of Toronto students, the same demographic used in the earlier phases of this project. This decision ensures continuity in user context and allows for comparative analysis across the different iterations of our design.

This group was chosen due to their frequent use of food delivery apps like Fantuan, often seeking quick, affordable meals between classes or during study sessions. As identified in our Phase 1 questionnaire and observational data, this demographic is cost-conscious, digitally literate, and values clarity, efficiency, and minimal cognitive load when using mobile apps.

Participants for this phase were selected to reflect a mix of Fantuan experience levels—some were first-time users, while others had moderate familiarity with the app. This allowed us to evaluate whether the redesigned interface was intuitive to both new and experienced users.

1.2 Prototype Overview

To recap the final prototype from the Phase 2 report, the two functions of focus were 1) Selecting a Restaurant and 2) Checking out an order. The complete prototype can be found in Appendix A.

For Function 1: Selecting a Restaurant, the home and search pages were redesigned to reduce cognitive load and streamline navigation. Redundant navigation paths were removed, and pages were split into categories. Restaurant cards now highlight selected information, and filters were reorganized for clarity, reducing ambiguity (ex, "\$" to "<\$10"). Icons indicate which restaurants offer deals, while intrusive pop-ups were eliminated to improve user flow.

For Function 2: Checking Out, the prototype consolidates input fields into a standardized layout. Appropriate defaults are set for location and delivery time, while required fields are clearly marked. The voucher system was redesigned to show available deals directly on the checkout page, and coupons are automatically applied when valid. Discounted totals are displayed in real-time, giving users immediate feedback. This simplifies the discount process and clarifies the distinction between vouchers and in-store offers.

2.0 Usability Testing

2.1 Tasks selected

Three core tasks were selected for the usability evaluation. These were derived from our earlier HTAs and directly address the main usability issues uncovered in the Understand phase. The tasks reflect typical user goals when using Fantuan:

1. Select a Japanese restaurant that delivers under 30 minutes for less than \$30 using the filter function: This task tests users' ability to apply filters (cuisine, price, delivery time) and navigate the homepage and search page efficiently. It evaluates whether users can easily find relevant options without being overwhelmed or confused.
2. Apply an available discount (voucher or coupon) to an order: This task tests whether users can identify available discounts, understand the difference between vouchers and coupons, and successfully apply them to their orders.

3. Checkout with delivery details and confirm the order: This task evaluates the effectiveness of our simplified checkout interface, particularly in guiding users through entering location and payment info, verifying their order, and applying discounts.

These tasks were chosen because they encompass both the cognitive and physical interactions of the Fantuan app and offer a meaningful basis for evaluating changes made in our prototype.

2.2 Experiment Design

Prior to usability testing, our team created a testing script (Appendix C) to ensure a smooth experience for both participants and the teammates conducting the testing. The script was refined iteratively based on several rehearsals with each other. Participants were 5 students aged 18 to 24, selected from a high-traffic on-campus region, Robarts Library, with varying levels of experience with cooking and using delivery apps [1].

Each participant went through 3 steps during usability testing:

1. ***Pre-activity questionnaire:*** The team collected information about participant demographics and experience with delivery apps. (Questionnaire in Appendix C)
2. ***Activity:*** Users were asked to share their screens and walk through the 3 tasks on the original app and the prototype on a Zoom call (Screen recordings in Appendix D). The live testing allowed us to record interaction flows, errors, and hesitation points. Users were asked to verbalize their thoughts, and used vs. unused features were observed carefully and noted down for post-activity follow-up questions.

Data collected: Task completion rates and times to complete the tasks.

Bias prevention: Several strategies were employed to minimize bias. With the testing script, interruptions to the users' workflow were minimal and mostly used to guide the users seamlessly toward the next task. Also, to avoid anchoring bias, the order in which we asked to use the original app and the prototype was random.

3. ***Post-activity questions and survey:*** Users shared thoughts and provided ratings in a post-activity questionnaire. They were also asked to explain why they did or didn't use certain functionalities.

Data collected: Qualitative data to help identify concrete usability problems.

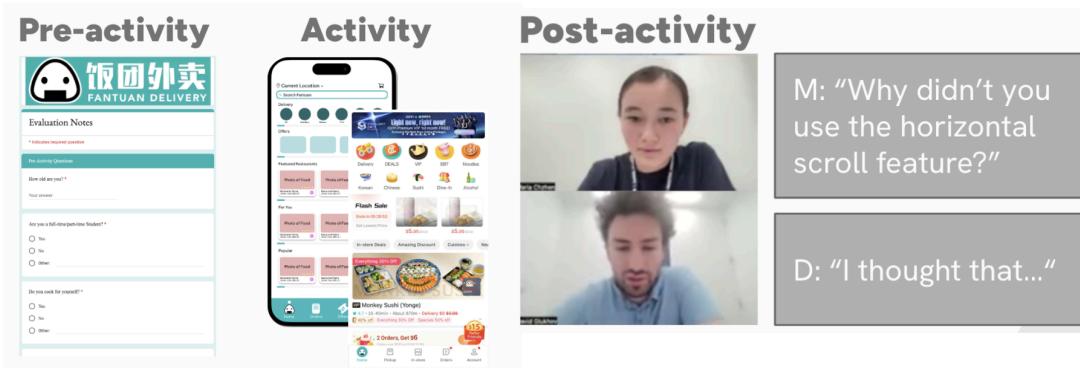


Figure 1. Illustration of the usability testing workflow.

3.0 Qualitative and Quantitative Analysis

3.1 Quantitative Methods

The quantitative measure taken was the time taken to complete a task, as the time taken to complete a task can highlight key issues in efficiency. By comparing the results between Fantuan and the prototype, it can be determined whether or not the app has been improved. Additionally, the task completion rate for each task highlights whether or not users were able to successfully find the tools required to complete a selection. The tables below show the completion times per participant for each task. See Appendix D for interview details.

Table 1. Time Taken to Complete Each Task

Participant	Original app				Prototype			
	Completion rate	Time Taken for Task 1	Time Taken for Task 2	Time Taken for Task 3	Completion rate	Time Taken for Task 1	Time Taken for Task 2	Time Taken for Task 3
1	100%	22s	10s	12s	100%	25s	3s	10s
2	100%	28s	8s	8s	100%	22s	5s	6s
3	100%	20s	5s	10s	100%	15s	3s	7s
4	100%	34s	8s	12s	100%	32s	5s	8s
5	100%	25s	12s	7s	100%	24s	8s	5s
Average	100%	25.8s	8.6s	9.8s	100%	23.6s	4.8s	7.2s

As seen in Table 1, the time taken to complete the tasks on the prototype is shorter than that of the original application. From this, it can be inferred that the prototype does successfully improve the workflow of the original application.

3. 2 Qualitative Methods

The qualitative measures were (1) a pre-task survey, (2) a post-task survey, and (3) a comparison questionnaire comparing Fantuan and the developed prototype. The pre-task survey helped to determine the demographic and general experience/familiarity with delivery apps. The post-task survey rated user experience using the prototype and Fantuan. Finally, the comparison questionnaire aimed to pinpoint differences between the two and highlight the shortcomings of the prototype. Both the post-task and comparison surveys compiled “user ratings” of various aspects of the applications and free-response questions explaining their choices. The chart below showcases a summary of the results. See Appendix D for detailed qualitative results.

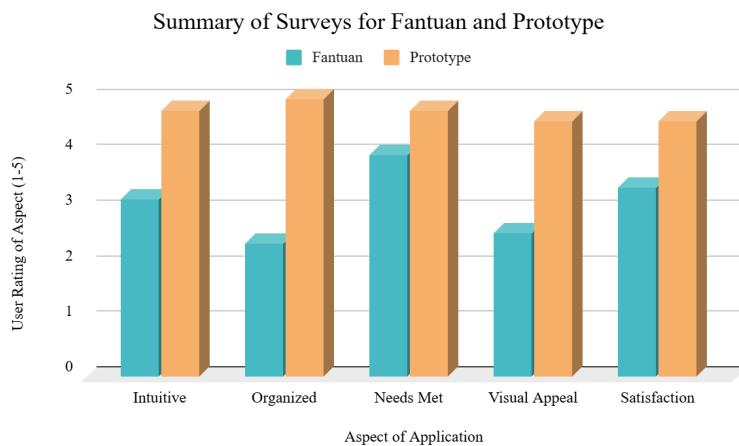


Figure 2. Summary of Qualitative Data Collection Results

The major findings from the qualitative data were that although the prototype was very well organized, there was room for improvement in terms of the workflow, aesthetics and overall ability to meet user needs and expectations. Upon reviewing free response feedback, the major feedback that stood out was:

1. Improved design: Users found the prototype more organized, visually simplified, and easier to navigate than Fantuan.

2. Feature discoverability issues: Some users didn't realize key features (like the search page) existed.
3. Differentiating Coupons and Vouchers: Users continued to struggle with distinguishing between coupons and vouchers.
4. Usability bugs: Users noticed issues like filters that didn't work, small buttons and bugs (e.g. Page resets).

Although there is room to improve, the prototype was able to achieve its intended purpose of streamlining the tasks of focus in the original app.

4.0 Usability Problems

Based on the Usability Testing and collected qualitative feedback from the users, our group identified the three most prevalent usability problems (Table 2). Note that severity is rated based on the number of participants who noticed the problem.

Table 2. Usability Problems [2]

Problem 1	Users are unaware of a separate search page	Severity: 4/5
Description	Users struggled to locate or identify the separate search page from the homepage, causing confusion and inefficiency in navigating the app.	
Recommendation	Merge the homepage and search page to simplify navigation. Display search filters prominently on the homepage to enhance immediate discoverability and ease of use.	
Problem 2	Lack of sorting features	Severity: 3/5
Description	The current design lacks clear sorting functionalities, making it difficult for users to quickly find restaurants based on their priorities, such as price, deals, or delivery time.	
Recommendation	Introduce sorting options (e.g., cheapest, best deals, fastest delivery) clearly positioned at the top of restaurant listings.	

Problem 3	No functionality to save users' favourite restaurants	Severity: 2/5
Description	The app does not allow users to store or bookmark favorite restaurants, forcing them to manually search repeatedly and negatively affecting user convenience and satisfaction.	
Recommendation	Develop and integrate a feature for users to save or favorite restaurants for quicker future access. Include an easily accessible "Saved Restaurants" section within the user account or main navigation.	

5.0 Discussion of Usability Testing

5.1 Benefits

1. Figma Wireframe.

A Figma Wireframe is essential in usability testing as it enables feedback on user interaction and highlights key issues. Moreover, it helps give users an idea of how a modified app would feel and function while remaining low-cost to modify. A low-cost model that is easy to access and modify allows quick and easy iteration post feedback. This also ensures that the flow is ideal before exploring high-fidelity prototypes. In terms of development, the platform was a valuable tool as it was built for team development, as many people can work in tandem.

2. Recording the Testing.

Screen recordings enabled the team to interview and survey participants seamlessly, efficiently, and rapidly without pausing intermittently to take notes. It also helped record natural user interactions and identify key pain points in the post-interview. This reporting method prevents information from being lost due to misdocumentation and keeps a record to help identify potential mistakes or usability issues while reviewing.

5.2 Limitations

1. Comparing a Figma Prototype Against a Working Application.

A Figma application is limited because it can give users an idea of a workflow and complete dummy operations of a real application. However, given that it is a wireframe, it cannot fully complete operations and function as an app. When compared to a fully functioning application, it can bias users toward preferring Fantuan as it does not have the same “bugs” and can fully complete the operations rather than simply giving users a sense of how it would work.

2. Bias Stemming from Framing.

While testing is conducted, participants are primarily informed that the prototype being tested is an “improved wireframe” addressing key issues in the Fantuan App. Framing the Fantuan application as initially containing issues leads participants to favour the prototype.

3. Study Size and Demographic.

Although the study has been conducted primarily focusing on a particular audience, these results cannot necessarily apply to a larger demographic and may only be valid for the focus group. For the results to be generalizable, the study must be replicated for many more students and tested more extensively.

6.0 Concluding Statement

In the future, it is recommended that the remaining usability problems identified be addressed without compromising the shortcomings currently met by the prototype and for continued usability testing to fine-tune future iterations of the prototype.

Each member contributed to designing the usability experiment, conducting the usability testing, and identifying the usability problems. Through peer feedback and open communication, our team iterated over and refined the experiment design.

7.0 References

- [1] J. D. Lee, C. D. Wickens, Yili Liu, and Linda Ng Boyle, Designing for people: an introduction to human factors engineering, 3rd ed. Charleston, Sc: Createspace, 2017.
- [2] J. Nielsen and T. K. Landauer, “A mathematical model of the finding of usability problems,” *Proceedings of the SIGCHI conference on Human factors in computing systems - CHI '93*, pp. 206–213, 1993, doi: <https://doi.org/10.1145/169059.169166>.

8.0 Appendices

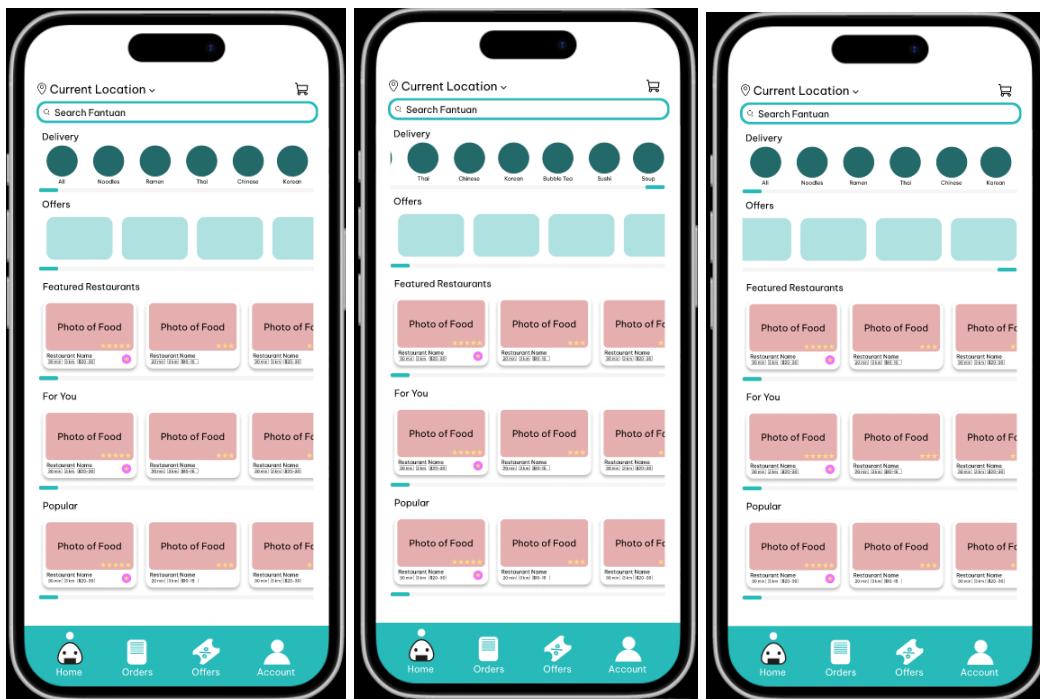
Appendix A: Prototype

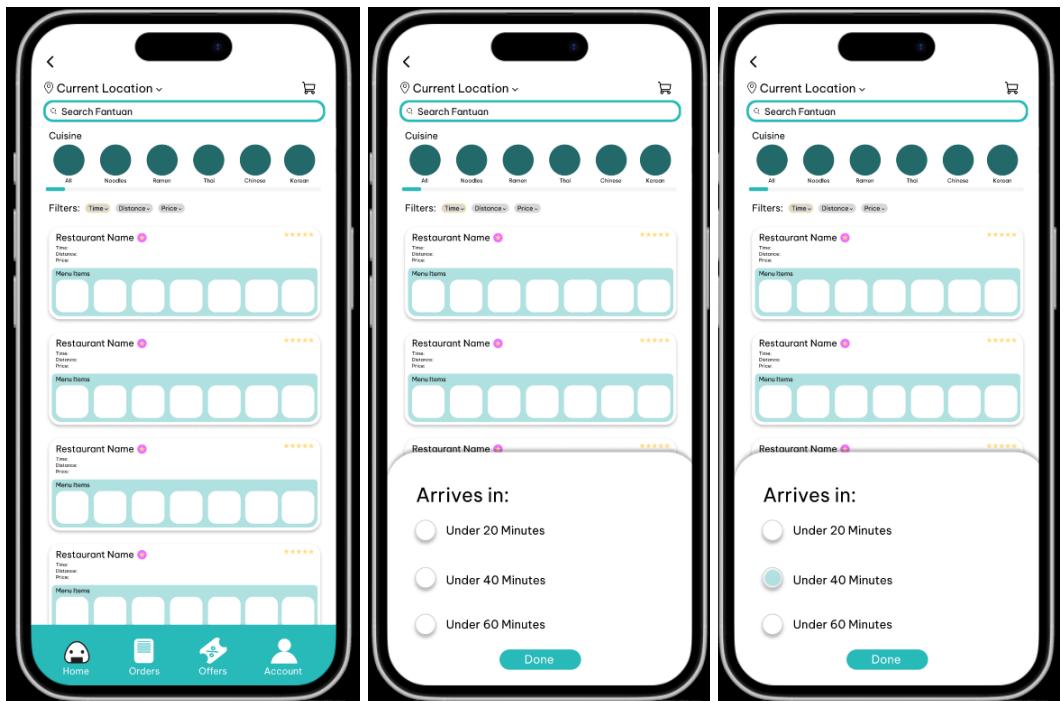
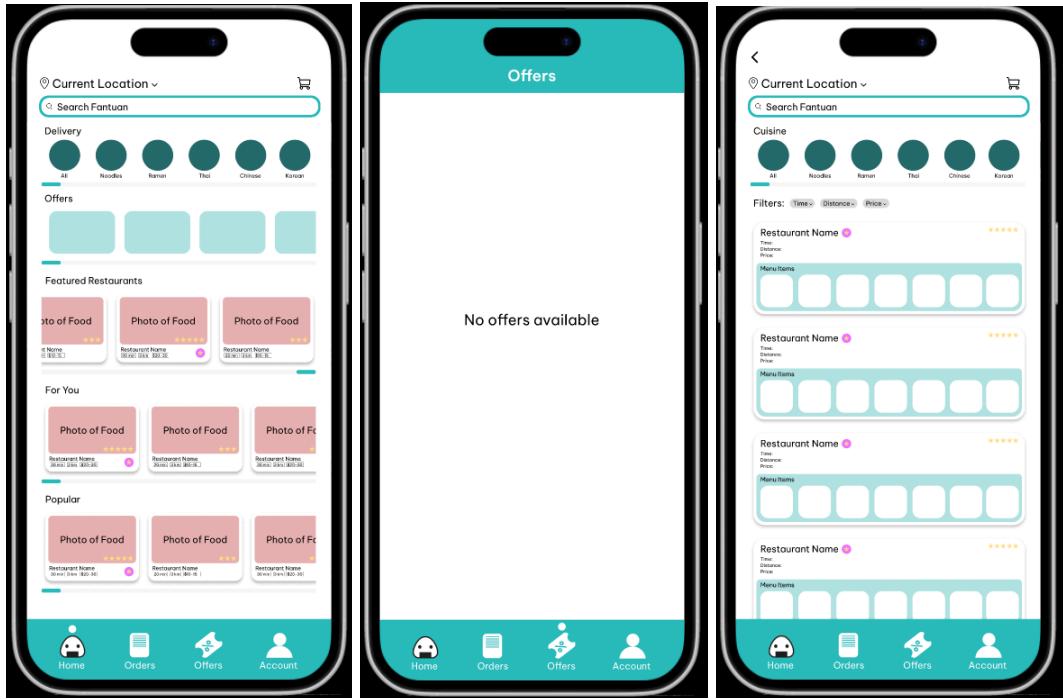
The prototype was created using Figma and a walkthrough was then recorded. The Youtube preview of the prototype as well as the link to the Figma, are provided below. The frames created in figma are also provided.

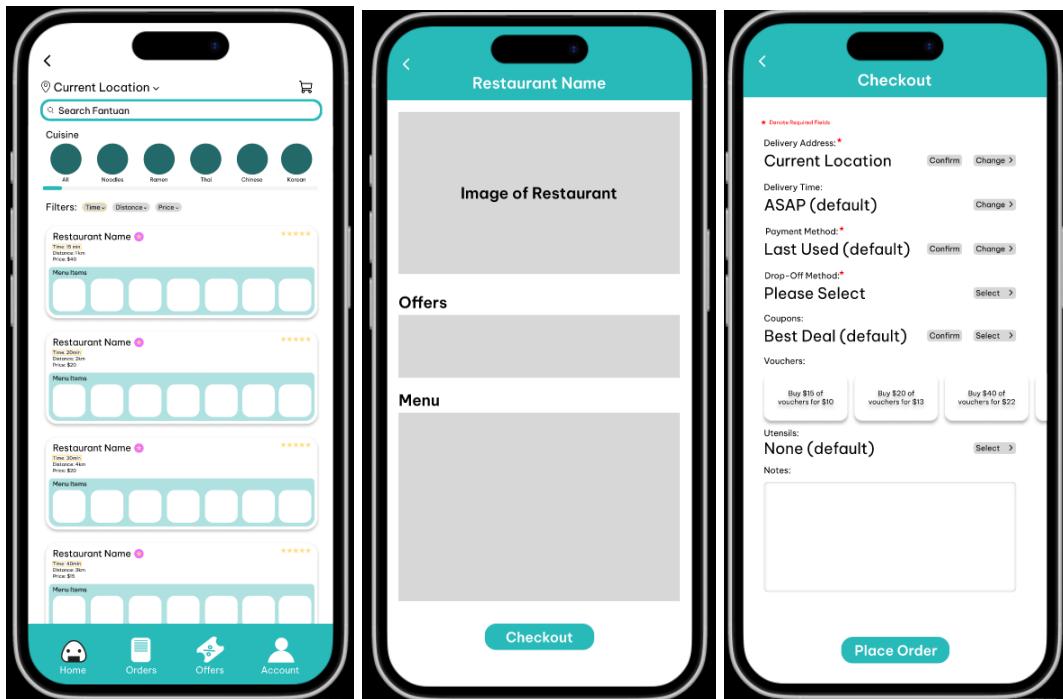
[Click for Link to Figma](#)

[Click for Link to Youtube Preview](#)

Images of Prototype Frames:







Appendix B: Consent Form

Study Title: User Experience Research on Fantuan App

Investigators:

- Rain Tang, First Author, rainq.tang@mail.utoronto.ca
- Shreya Perumal, Project Manager, shreya.perumal@mail.utoronto.ca
- Maria Chzhen, Spokesperson, maria.chzhen@mail.utoronto.ca

Introduction

You are invited to participate in a research study conducted by second-year engineering students at the University of Toronto. The purpose of this study is to compare user experiences with Fantuan App and a newly created prototype, identify potential flaws, and suggest improvements. Your participation will involve answering a survey, if unfamiliar with the app, engaging in certain activities using Fantuan and new prototype. There are no foreseeable risks associated with participating in this study. Your feedback may contribute to improvements in the Fantuan App and provide valuable insights for academic research.

Procedures

If you agree to participate, you will be asked to:

1. Complete a short survey about your experience with the Fantuan App.
2. If you are unfamiliar with Fantuan, you may be asked to perform specific tasks within the app.
3. Complete specific tasks on a new prototype.
4. Provide feedback on usability, functionality, and overall experience of comparison.
5. Your screen activity during the tasks may be recorded for research purposes, but no personal video or audio recordings of you will be taken.

Consent

During this usability test, I agree to complete an online questionnaire. During the session, I will be answering question regarding user experience with the Fantuan APP, explore a prototype that redesigns some of the functions on Fantuan APP, screen record the experience, and evaluate and provide feedback to the experience of the prototype.

- I understand that the information and recording are for design purposes only and that my screen recording will not be used for any other purpose.
- I understand that participation is voluntary, and I agree to immediately raise any concerns I might have.
- If you have any questions after today, please contact any of the investigators. Please return the signed document using the provided online form.

Please sign below to indicate that you have read and understood the information on this form and that any questions you might have about the session have been answered.

Appendix C: Testing Script

Introduction

Hello, my name is _____, and I'm going to walk you through today's session. As I mentioned in person, my team is currently working on evaluating a prototype of a Fantuan interface redesign, to analyze key human factors design principles to improve the app's functioning.

I'd like to begin by thanking you for making time to complete our survey and activity. Your feedback is valuable and will help us determine if our prototype functions as intended. Just to confirm, we'd like to keep this session to 20 minutes. Does that still work for you? Great. If you need a break or to pause at any time, please let me know.

During this session, I'll start by asking you a few questions about your experience using the Fantuan App. Later on, I'll send you a link to my prototype and ask you to share your screen while you use the Fantuan App and the developed prototype, to complete a few tasks.

Please be aware that there are no wrong answers. In fact, this is probably the one place today where you don't have to worry about making mistakes! As you go about using the prototype, I'll ask you to think aloud as much as possible: to describe what you're looking at and what you're trying to do. This will be a big help.

Also, please don't worry that you're going to hurt our feelings. We're doing this to improve the prototype, so we need to hear your honest reactions.

If you have any questions as we go along, just ask. I may not be able to answer them right away since we're interested in how people do when they don't have someone sitting next to them to help. But if you still have any questions when we're done, I'll try to answer them then.

With your permission, I'd like to record your experience and your responses. The recording will only include audio of your voice, and video of the screen will be used to help us figure out how to improve the prototype. It will not be seen or heard by anyone except those with a need to know. Recording also limits the amount of notes we need to take. Do I have permission to record audio during the screen recording?

Finally, I want to confirm that you've received and had a chance to review the consent form? Did you have any questions? If you have signed the consent form, please send me a copy.

Great. Do you have any questions for me at this time?

Warm up

Before we take a look at the apps, I'd like to go over a few questions about your experience with delivery apps.

Pre-Activity Questions

1. How old are you?
2. Are you a full-time/part-time Student?
3. Do you cook for yourself?
4. How often do you use food delivery apps? (daily, weekly, monthly, yearly)
5. Why do you use delivery apps? (Convenience, save time, explore food options)
6. What delivery apps do you use?
7. What delivery app do you like best and why?
8. Do you use Fantuan, and if so, how often? (daily, weekly, monthly, yearly)
9. What do you think about the app?
10. What are the specific features you look for in a delivery app?

Setup screen sharing

OK, great. We're done with our initial questions and we can start looking at the apps. The first thing I'd like you to do is share your screen. You can do that by clicking "Present now" in the bottom-right corner of our video chat. Before you share, make sure to close anything you don't want to be recorded.

Great. Next, I'd like you to open the Fantuan app and complete some tasks.

Tasks

Thanks. Now I'm going to ask you to complete a few tasks on the Fantuan app

Task 1: Selecting a Restaurant

I would like you to navigate yourself to a restaurant page of a restaurant that is inexpensive and will arrive quickly using the filter.

Great! Now we'll move on to the next task.

Task 2: Checking out an Order

I would like you to select a random item and click checkout and fill out the necessary information to check out an order and place the order.

Great job! Now, I would like you to please visit the link I have sent you and complete the tasks again on the prototype.

Post-Activity Questions (must be asked for both Fantuan and Prototype at any point)

FRQ: Free response question

[1-5]: rating from 1 to 5

1. How intuitive/easy to navigate was the app? [1-5]
2. What parts did you find confusing? [FRQ]
3. How satisfied were you with your experience? [1-5]
4. Were there any features you couldn't find or use? [FRQ]
5. How well were your needs met? [1-5]
6. How visually appealing was the app? [1-5]
7. How organized did you find the app? [1-5]
8. What improvements do you think could be made to the app? [FRQ]

Comparison Question (asked after both prototype and Fantuan tested)

1. Which app was more intuitive to use? Why? [FRQ]
2. Which app did you find more visually appealing? Why? [FRQ]
3. What shortcomings do you think the new app addresses from the old app? [FRQ]
4. Which changes could have been implemented better? Did you think the new app addressed the issues from the old app well or did it introduce new issues? [FRQ]
5. What could be improved about both of the apps? [FRQ]

Follow up

Great, we're finished with the bulk of the test. You mentioned [something they said out loud] earlier and I didn't want to jump in at that time. Can you say more about that?

What are your thoughts about these concepts, generally?

Wrap up

Thank you so much for your time. Before we finish, what did we forget to ask about? Is there anything you would like to let us know about your experience today?

[allow response]

Thanks again, and have a nice day!

Appendix D: Raw Data Collection Results

Interview Recordings:

https://drive.google.com/drive/folders/1uGf3bbZCEkM4fSKAavWH_zTvJirBc8Lc?usp=sharing

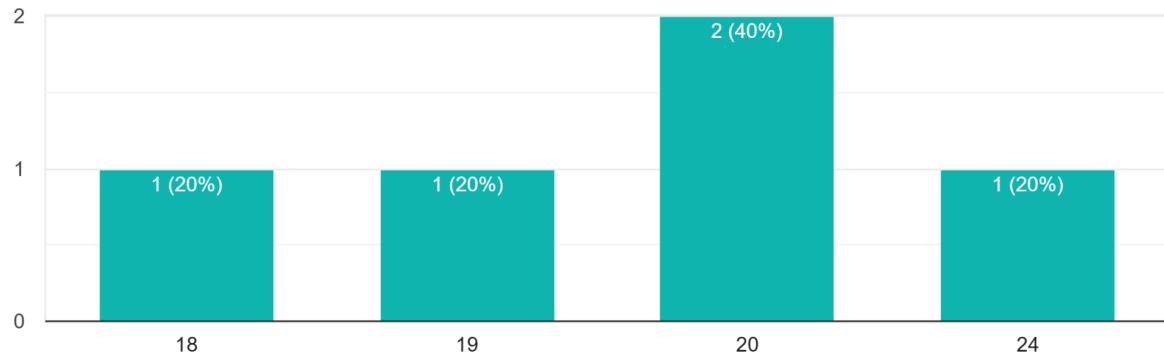
Data Results:

<https://docs.google.com/forms/d/1MGUBsvcesi9psihAUT5WPMskjBVmoGO5aZatAhGRR7w/viewanalytics>

Pre-Activity Questions Result:

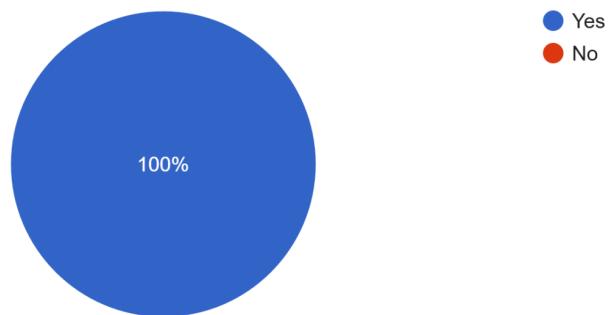
How old are you?

5 responses



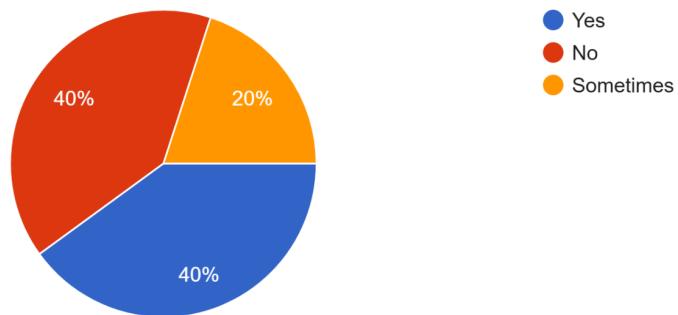
Are you a full-time/part-time Student?

5 responses



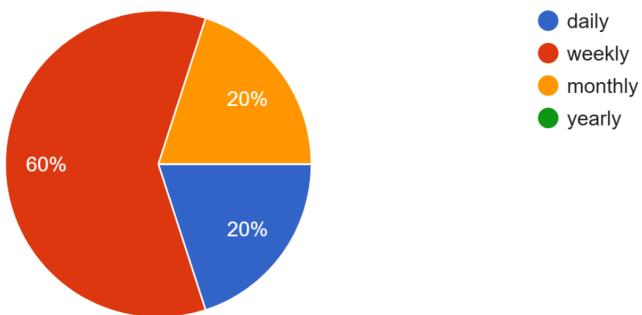
Do you cook for yourself?

5 responses



How often do you use food delivery apps?

5 responses



Why do you use delivery apps?

5 responses

Don't have to cook, it's convenient

I usually use them when it's like it's late night. If I don't want to drive at night, I'll order, or if it's just more convenient, like if it's like snowing or raining outside.

Convenient

When busy

Saves time and its convenient

What delivery apps do you use?

5 responses

Fantuan, Ritual

Uber Eats

Fantuan, ubereats

Uber eats, skip the dishes

Uber, fantuan, doordash

What delivery app do you like best and why?

5 responses

Both Fantuan and Ritual because they have nice discounts.

Uber eats, I think it's laid out pretty well. I like how you can sort by like different kinds of food. I like that you can sort by like delivery time or delivery like fee. I guess I just think it's really user friendly and I like how there's like so many different categories that you can sort it by.

Fantuan it's Chinese, lot more choices, and discounts

I like Uber eats, cause they have a lot of buy one, get one deals.

Uber, easy to use, like the bundle function

Do you use Fantuan, and if so, how often? (daily, weekly, monthly, yearly) What do you think about the app?

5 responses

No

Monthly. It's pretty good, just a slightly cluttered interface and confusing lingo

Weekly

I use it monthly for exclusive stores, i think the app is good overall except there are some overwhelming functions and confusing coupons.

What are the specific features you look for in a delivery app?

5 responses

convenience, ease of use, should bring comfort to my life

Probably just like ease of use and availability.

Lots of restaurants and choices

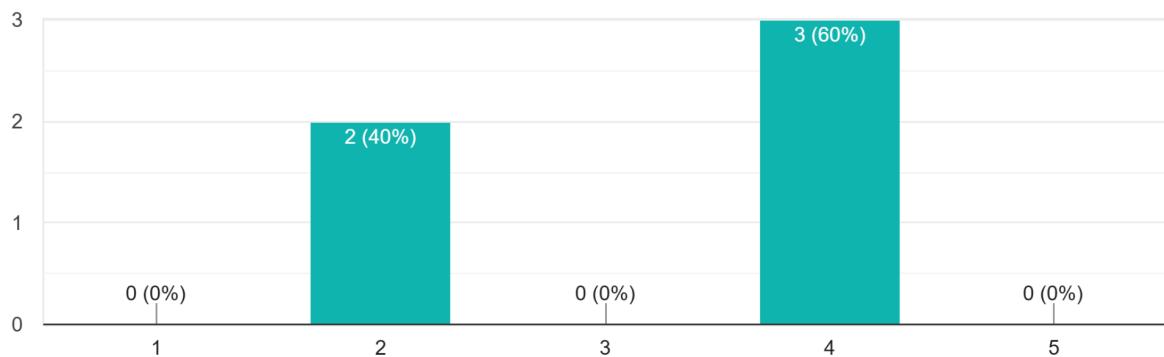
An app that tells you what your driver is doing, what the restaurants doing updates in real time.

Comments or rating, estimated times, bundle functions!!

Post Fantuan Questions:

How intuitive/easy to navigate was the app?

5 responses



What parts did you find confusing?

5 responses

I found the checkout to be pretty confusing, the buttons for address stuff were all different. The app also made me enter my address.

Just all of the things, just like all of like the like, the sale things and everything. It's just a lot happening and it makes it kind of hard to just actually like, pick a restaurant and find something that you want.

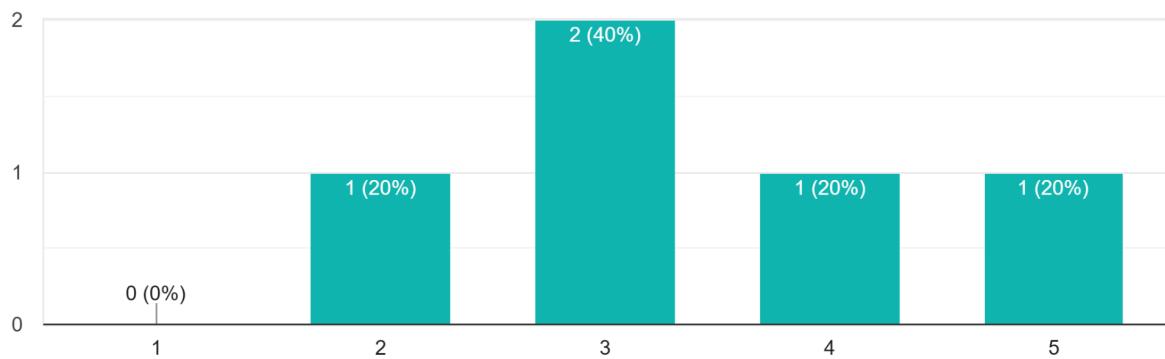
No direct search of cheap restaurants, too many buttons on the page making it confusing

I think when you go to check out the options, the choose location to deliver button, there was two parts I caught myself trying to press on the no delivery selected part instead of the blue button on top.

didn't like the checkout and coupons

How satisfied were you with your experience?

5 responses



Were there any features you couldn't find or use?

5 responses

No

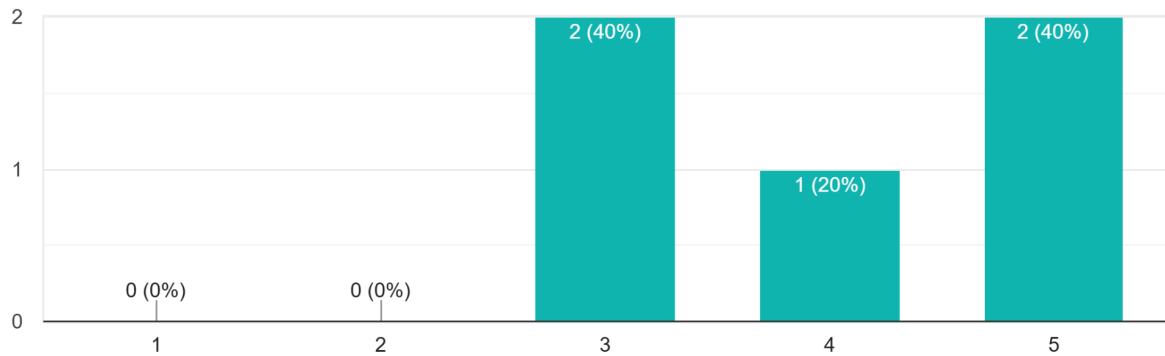
It was unclear how to use coupons and what the difference was between coupons and vouchers.

Not yet

checkout, confusing sales, and ads, i hope its more simplified.

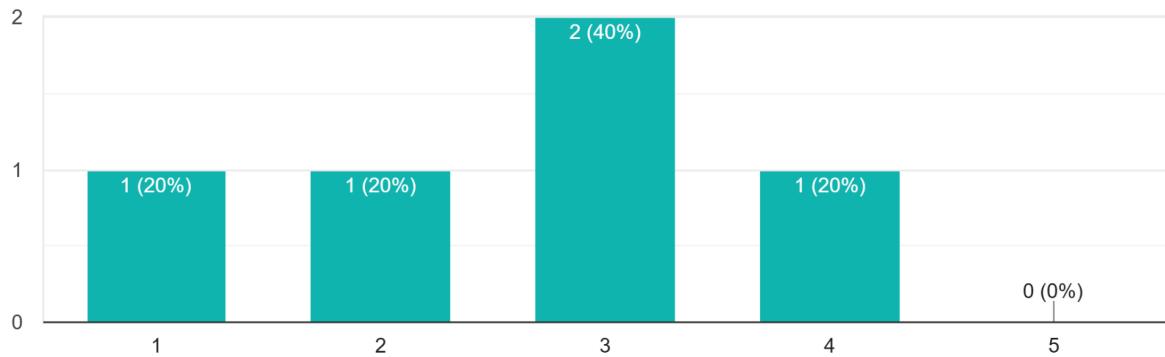
How well were your needs met?

5 responses



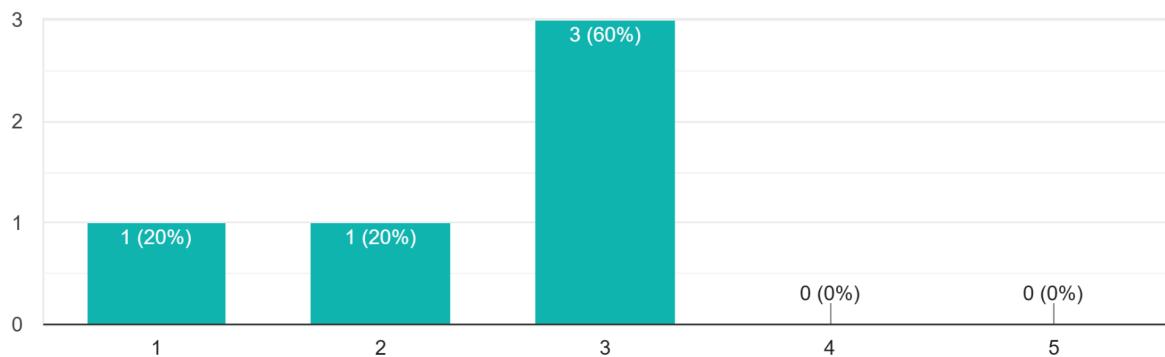
How visually appealing was the app?

5 responses



How organized did you find the app?

5 responses



What improvements do you think could be made to the app?

5 responses

It could be more organized so that everything is sort of closer to each other, maybe like more tabs. The distinction between coupons and vouchers could be clearer. More default options in the checkout option

Reducing the number of ads and distractions. Clearer categories for the food options, so if someone isn't sure what they want, they can easily browse through different types of food.

Decrease the less used feature and button to make the page cleaner and easy to use

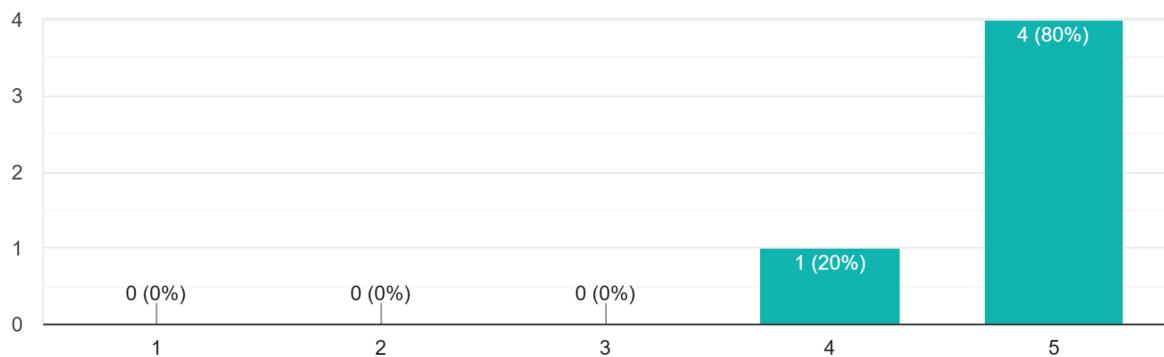
I think less pop ups and just stuff to make it more simplistic.

Simplify it, less buttons little bit more organized!

Post Prototype Questions:

How intuitive/easy to navigate was the app?

5 responses



What parts did you find confusing?

5 responses

Some filters weren't working, so i could only set the distance that the restaurant is away from me.

The cursor was also too large to navigate the app.

None

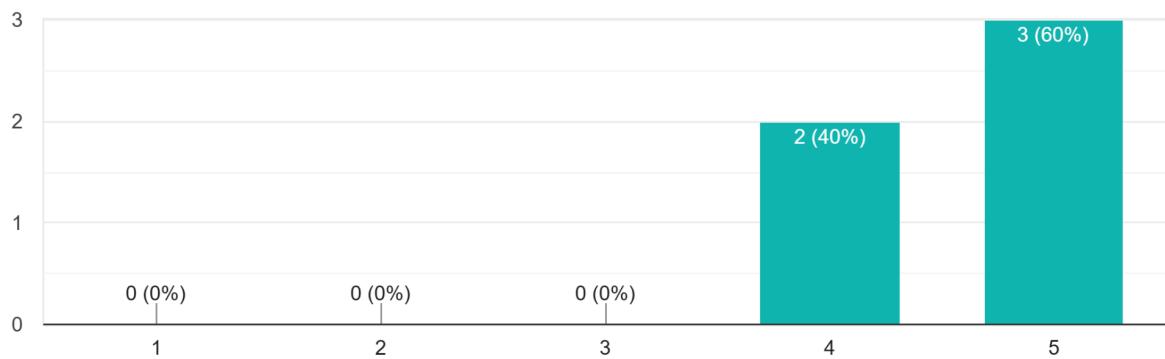
Selected Filter button have similar color to nonselected filter button

The blank options pages.

buttons are too small and may miss click

How satisfied were you with your experience?

5 responses



Were there any features you couldn't find or use?

5 responses

No

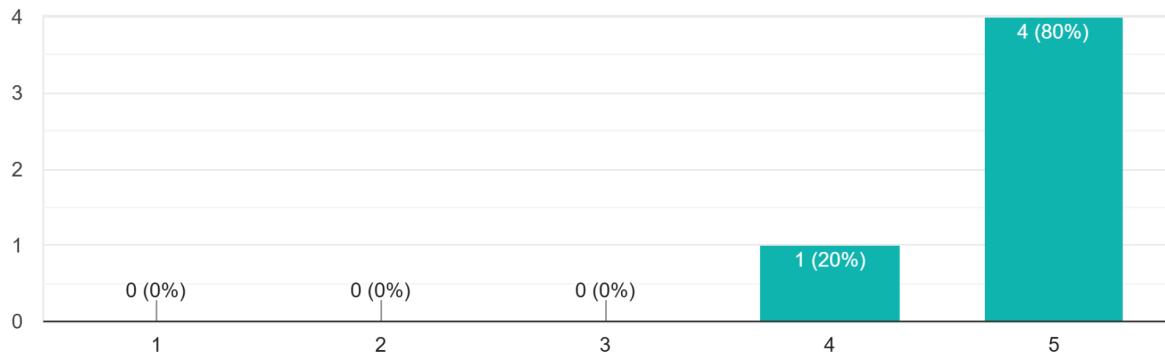
Some filters weren't working, so i could only set the distance that the restaurant is away from me.

Distance and price

not really, hope to see more visuals and color on the app

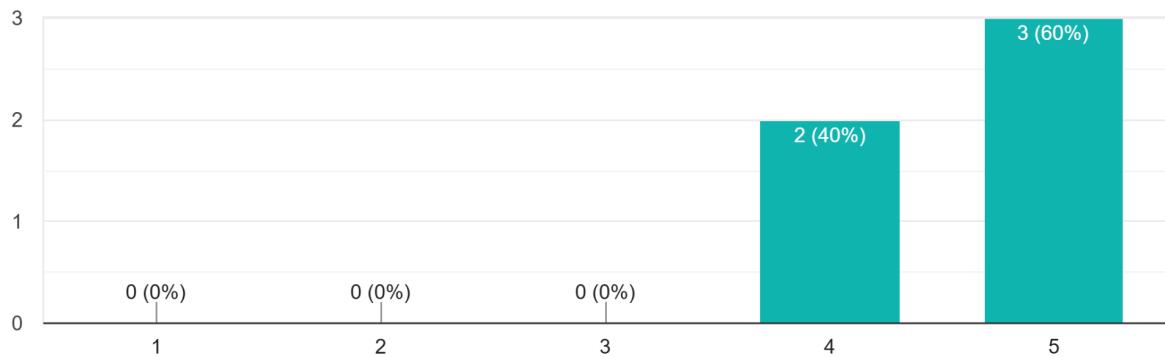
How well were your needs met?

5 responses



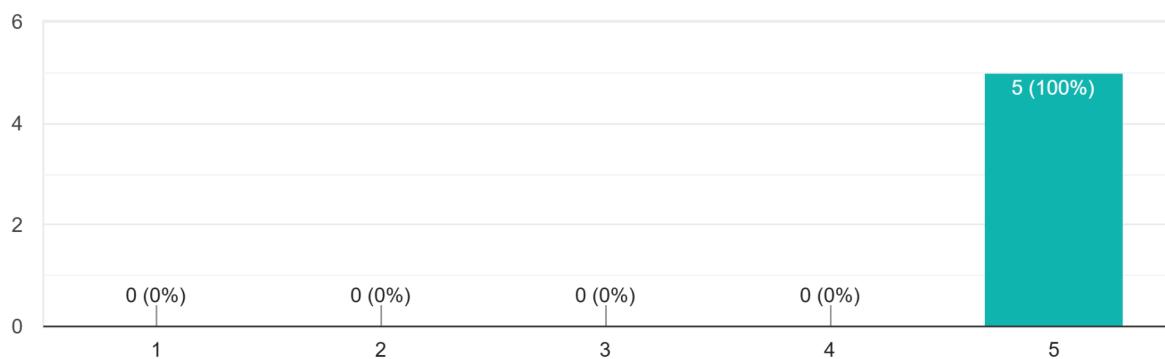
How visually appealing was the app?

5 responses



How organized did you find the app?

5 responses



What improvements do you think could be made to the app?

5 responses

Make some buttons larger so it's easier to click them

Honestly, nothing really. I liked that it had the categories and that everything was neatly laid out. So there's nothing I can think of.

Changed the filter button to be more obvious, vouchers can be more obvious

When you press the buttons, there are some bugs with like it going back to the top of the page, stuff like that.

More cuisines, groceries, bundle function, delete mandatory tips (suggestion and enter numbers). Hope to see more visuals and icons. Make some functions bigger.

Comparison Questions:

Which app was more intuitive to use? Why?

5 responses

Prototype.

It was just cleaner and easier on the eye than the original Fantuan app.

Prototype. The process was a lot more streamlined and it was much easier to find things.

About the same

Prototype.

Prototype, horizontal scroll bar. I like the horizontal scroll bar, displays more restaurants at the same time.

Which app did you find more visually appealing? Why?

5 responses

Prototype. Again, cleaner and easier on the eye.

Prototype. There was a lot less going on and its kind of simpler so you can actually find what you're looking for.

Prototype because of less choices in homepage

Prototype. No pop-ups

Fantuan, more icons and picture

What shortcomings do you think the new app addresses from the old app?

5 responses

More tabs, so it's easier to understand the structure of the app.

Also pretty clear difference between coupons and vouchers.

I think it makes it a lot more organized, which I think was an issue in the old app. It didn't have a lot of organization and it just kind of makes it. Just like nicer to look at and nicer to use I guess.

As I have said a clearer and more visually appealing homepage

I think as I stated before, it removes all the unnecessary steps and unnecessary popups on screen which allows the user to just directly do what they want to do and see the prices and delivery times easily.

Simplifies visual display, cross comparing, fantuan was not organized and unfriendly for new user

Which changes could have been implemented better? Did you think the new app addressed the issues from the old app well or did it introduce new issues?

5 responses

Some buttons could be larger because the cursor was too big to click on them

I guess just with the checkout page I was a little confused about what the buying vouchers situation was, but I figure that's probably like a fantuan thing that I just don't know because I don't use it.

It introduced new issues such as filter button don't have distinct color and hard to notice voucher function

I think what could have been implemented was the way to store restaurants like in the actual app. You were able to sort by cheapest by deals by delivery. This one you had to search manually for the cheapest restaurant and deals.

No dining options, no delivery, or grocery, alcohol...

What could be improved about both of the apps?

5 responses

N/a

I don't. I honestly don't think there's much to be improved with the prototype with the original app, they're just more organized and.

More filters, visual appeals

n/a

Bundle functions!!! Recommending restaurants, display past ordering times...

Additional Notes or Comments in Recording

Any other important comments made

5 responses

Combining home page and search page maybe

Participant would have found it easier to use if the home page and search page were combined into one page because they were unaware that they could navigate to that page at all.

None

The search page being present was completely unknown, thus the two pages could be combined such that filters appear on the home page and when pressed turn it into something more like the search page.

Comments:

Better than the actual app in terms of organized and visual appeal.

NA