Fast-Food Kiosk

No waiting in the line anymore

CS5340 Assignment 6

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Script

Hello, my name's Steve, and I'm going to walk you through today's session. As I mentioned over email, my team is currently working on a fast food ordering kiosk which aims to save customer's time waiting in queue and to increase restaurants' profit. Imagine in the future, you no longer have to wait in a queue for 30 minutes for food that you can finish in 10 minutes. Your suggestions and comments are important to us and will benefit the future users of our kiosk.

I'd like to begin by thanking you for making time to go through the test with us. Your feedback is valuable and will help us determine if our kiosk functions as intended. Just to confirm, our test will last about 30 minutes If you need a break or to stop at any time, please let me know. During this session, I'll start by recording some basic information about you. We will not take any information that can identify you, and we will make sure that we keep good custody of the records, so you do not have to worry about personal information leak. I'll also giving you some tasks to complete. While you are completing the tasks, our staff will record some information about the test process. Finally, we will ask you to give a rate of our product and leave any suggestions you have.

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 kiosk, 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 our product, 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.
Finally, please sign our consent form.

Do you have any questions for me at this time?

Consent Form (Adult)

I agree to participate in the study conducted by the [Agency/Organization].

I understand that participation in this usability study is voluntary and I agree to immediately raise any concerns or areas of discomfort during the session with the study administrator.

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

Date:_____
Please print your name:
_____

Please sign your name:
_____

Thank you!

We appreciate your participation.

Video

https://drive.google.com/file/d/17u9gdkir6Nb9MI-6A3EZ2uoYGCYCal-B/view

Observational Worksheets

Observation Summary				
Subject ID:	S01	S02	S03	S04
Age range	18 to 45	18 to 45	Above 45	18 to 45
Vegetarian?	No	Yes	No	No
English Speaker?	Yes	Yes	Yes	No
Task performed	Order	Order for vegetarian	Setting for font size	Setting for language
Time of completing task	2 min	3 min	2 min	2 min
Number of times encountered an error	0	0	1	1
Succeed in completing task?	Yes	Yes	Yes	Yes
Received error message?	No	No	No	No
Asked moderator for help?	No	No	No	Yes

Summary

Survey Result				
Subject ID:	S01	S02	S03	S04
On a scale of 1 to 10, how do you think of our kiosk overall?	10	10	8	9
I found the system unnecessarily complex	Disagree	Strongly Disagree	Strongly Disagree	Neutral
I would use the kiosk frequently	Agree	Strongly Agree	Strongly Agree	Agree
I think it's easy for me to learn how to use the kiosk	Agree	Strongly Agree	Agree	Disagree
I think the system is well integrated	Agree	Strongly Agree	Strongly Agree	Agree
I think there was too much inconsistency	Disagree	Strongly Disagree	Disagree	Neutral
I find it is easy to learn to use the system	Strongly Agree	Strongly Agree	Agree	Agree

Survey Result				
I can effectively complete my work using this system	Agree	Strongly Agree	Agree	Agree
I would recommend the kiosk to my friends	Agree	Strongly Agree	Strongly Agree	Strongly Agree

Summary of Survey	
Average score	9.25
Subjects found our system complex	0
Subjects would use the kiosk frequently	4
Subjects found the kiosk easy for me to learn how to use the kiosk	3
Subjects that think the system is well integrated	4
Subjects that think there was too much inconsistency	0
Subjects find it is easy to learn to use the system	4

Summary of Survey	
Subjects that think they can effectively complete my work using this system	4
Subjects that would recommend the kiosk to my friends	4

What we have done well ?

We have tested the kiosk system in four scenarios. S01 is a normal adult user, S02 is a vegetarian user, S03 is a senior citizen, and S04 is a foreign user who speak a little bit English. The usability study went well in general and all the participants completed their task. They graded the kiosk 8 to 10 and really enjoyed the tasks. The average time spend in this study is about 2.3 minutes.

The kiosk itself turns out to be very straightforward to most participants. The system is very easy to learn and the settings, icons and pages are very well designed and integrated. The design of the kiosk system is very consistence and can be effectively completed the tasks with limited training. All of the participants said they will recommend this kiosk to their friend.

Overall, the kiosk system is a user-friendly system to users with different backgrounds. However, there are still some improvements can be made in some aspects.

Improvements:

1. The S03 participant found it is difficult to change the font size of the screen. We will add a physical bottom on the kiosk control panel to enable the adjustment of the font size for senior citizens.
2. The S04 foreign participant found it is difficult to get to the setting page because she knew limited English. We will replace the setting with an image icon which will lead the foreign users to the right page.
3. We will add more options for vegetarians according to S02 participant's comments.
4. S04 participate took more time to understand the system. Tiny icons of food item will be added to the category to assist foreign users with their ordering process.
5. In next study, we can provide some prize for the participants, such as chocolate and candies.
6. We will provide the survey and consent form in different languages.

Prototype

Introduction to Prototype:

https://drive.google.com/open?id=1j4qgCptH-FNjCYQXO_Pv343KJYgklm8t

Prototype Link:

https://xd.adobe.com/view/a2be58c4-5f5d-4b8f-4333-e7640df0bcd3-d48f/