



NUS
National University
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NPS2001C Group Milestone 3

Usability Testing

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Explanation of choices behind UI/UX design (based on what we learnt in class)

User experience (UX) encompasses the user interface (UI). A good UI/UX adopts a user-centered design, and will feel like common sense to its users. In this report, we will break down some of the choices behind our UI/UX design, followed by a feedback table that addresses further amendments we made.

To design a good UI/UX, we have to first understand our target users, who are the staff and students in NUS, and tourists who visit UTown. To do so, we practised **Empathy**, the first step in the design thinking methodology. Through casual interviews and observing the behaviour of some target users, we understood that the main goals for using the app was 1) to know what food options are available and 2) to know the wait time at each location. Therefore, we constructed a skeleton for our UI/UX following the 4 principles of good UI design – simplicity, consistency, control and visual hierarchy, to allow users to effectively and efficiently achieve these goals.

Firstly, the UI/UX design is **Simple**, meaning the user's path to reach their goal is streamlined. Once they load into the app, they immediately see the restaurants and their respective wait times on the home page. By default, the restaurants are sorted by wait time, but users can also easily filter by distance (from you) instead. The map overview will clearly show where each shop is located, so even first time tourists will be able to achieve the goals of 1) & 2) quickly. To expedite this process, we also introduced the favoriting function, such that repeat users will be able to see the wait time for stalls they frequent even faster.

Secondly, the UI/UX design is **Consistent**. We introduced persistent navigation pertaining to elements that appear on every page. These elements are namely Home, Recommendations, Favourites, Settings. They appear as symbols in one row at the bottom of every page, allowing users consistency in navigating through the app.

Thirdly, the UI/UX design gives users **Control**. This includes the feedback function under settings, as well as reversibility as seen from the “back” or “reset” buttons that are easily found on various pages, and the “reset all data” function under settings. This gives users enough control while using the app, such that they are able to make autonomous decisions for themselves.

Lastly, the UI/UX design also adopts **Visual Hierarchy**. Given that our navigation bar is the most important, it is also the most prominent, given the grey shade of colour at the bottom of every page. Furthermore, given that the wait time offers important information, they are highlighted in different colours to stand out to users. Green represents wait times less than 10min, orange between 10 to less than 20min, and red for wait times 20min and beyond. The headers for each page are also in larger fonts and coloured to stand out so users know which page they are viewing.

In the next section, we will elaborate on the **Test** step in design thinking methodology.

Feedback table

The three tasks we expect users to test out are 1) recommendation function 2) favoriting function 3) checking food stall wait time. We found 3 people to use our UI/ UX prototype to test each of these functions. The feedback table below summarises some of the feedback we received as well as our corresponding proposed amendments.

Task	Feedback	Amendment	Use Case (After applying the amendment, what users can expect)
To get a recommendation, you want to eat Asian, can only afford to wait at most 10 mins, and don't care about the distance.	Magnifying glass is quite misleading: make it a star? search could be used to search for the specific restaurant? otherwise UX/UI is still ok!	Change magnifying glass icon to star.	Users can now more intuitively select and access the recommendations tab.
	Thought the favourites tab was the recommendations tab. "Is there a way to reset my preferences?"	Make a reset button.	Users can easily reset their selections just with one click at any stage during or after choosing their preferences.
To favourite Hwang's Korean Restaurant and find favourites tab	Was able to do it successfully. But saw no point in clicking into the Favourites tab since no wait time was displayed immediately.	Instead of photos, display wait time immediately on the left square in the favourites tab. When "favoriting", just shade the heart black.	The app becomes more practical for users, with the wait time of restaurants being made known at every page.
Check food stall wait time	No back button to go back to homepage after clicking into the specific food stall wait times (for the food courts).	Include a back button or the tabs at the bottom of the page also.	Users can now easily navigate forward and in reverse.

Link to figma interactive prototype

<https://www.figma.com/file/6O7tY76V0LeemZRL4u3r5p/NPS-Milestone-3?type=design&node-id=0%3A1&mode=design&t=iD1ccCkSAnXNsJMU-1>

Static prototype exported as pdf

