



# Team M- HealthDash

## Project 1: System Concept

### UC Student Body

Website to help users find the best meal options

Lily Powell, Jerry Chen, Prateek Chellani,  
Vismaya Manchaiah



Client: Emily Rives (UC Student)

Project: Health Dash

Group: M

Names: Lily Powell, Prateek Chellani, Jerry Chen

### **System Concept:**

HealthDash is going to be mostly for college students and staff on campus. Users will be able to view dining hall options or choose off campus options all through one platform. They will be able to access the menus for the different places on and off campus along with a description of the calorie intake and other nutritional benefits. If a person checks the website and wants to eat something off campus, UberEats and DoorDash will be available to order from. It will be useful as everyone eats and this will help them make the best choice since they will be able to view all of their options. Furthermore, while the website will be targeted towards UC Students, it will be open to anyone that lives close to campus. This website will be user friendly and accessible that way all people can use it to suit their needs.



## Team M- HealthDash

### Project 2: Contextual Inquiry and Analysis

### UC Student Body

**Website to help users find the best meal options**

**Lily Powell, Jerry Chen, Prateek Chellani,  
Vismaya Manchaiah**



1. **Describe a few of the things your team did to prepare for interviewing and observation in your contextual inquiry.**

We considered the different aspects of what our website would include and based the questions around that. In the questions we asked about specific details such as the proximity of the person to campus, to help sort out the data in a more effective manner. We discussed what to observe of the client during the interview to help us later on when analyzing the information. Knowing that having consistent ways to organize the data following the interview we tried to go about interviewing our clients the same way.

**2. List the people/ users each of you interviewed. List their names, job titles, and responsibilities. Note who interviewed. You can use short form names like Sara Z, Biff J**

Emily R; UC Student; Going to class, studying, working out, doing homework

John T; UC Student; Going to class; studying, doing homework, working out

Yash R: UC Student, Going to class, studying, attending club meetings.

Kaitlyn N; UC Student; Going to class, studying, volunteering

**3. Include a copy here of the initial questions you prepared for the interviews.**

- a. How far away from campus do you live?
- b. Which do you use more: on campus or off campus dining?
- c. Would having easy access to dining hall menus change your answer to the previous question?
- d. How important is a menu with calorie counts to you?
- e. How important is a list of restaurants that accept Bearcat Cards to you?
- f. How important is a place to order food for delivery to you?
- g. If there was a website that could bring all of these things together, how often would you use it?
- h. What are some suggestions for things to add/change to the website?
- i. Any other comments?
- j. What is your favorite restaurant around campus?
- k. How do you usually pay for your meals?
- l. Around what time approx do you get food?

**4. Describe briefly how the meetings went with your initial contacts.**

The meetings went well, the people we interviewed were open to questions and provided valid suggestions. Some of them were excited by the idea our project introduced. We also were able to receive data from our online response form in addition to the interviews. This allowed us to be prepared for the

interviews beforehand, so we knew what questions to focus on and what information to get more feedback about.

**5. Describe how you collected raw contextual data and what kind you collected.**

We collected data using the Notes app on my phone or on a computer. Most of the data collected was their answer to questions, however, as these were interviews with friends, we drifted off topic a lot during conversation. Some of the points mentioned in casual conversation were also later added to the notes. About an hour after the interview, we shared notes with the person interviewed, just to confirm we got everything, and cleared any misunderstandings. When talking to the contacts we tried to wait until they had fully answered the question to write down notes that we could get a full understanding as to what they were saying. Some of us also recorded the interviews and then went through the recordings to gather information.

**6. Show photos or scans of any work artifacts you collected.**

This is the photo of the website we are trying to improve upon.



# FOOD SERVICES

[Locations-Hours](#) [Meal Plans](#) [Registered Dietitian](#) [Mick & Mack's](#) [Catskeller ▾](#) [Catering](#) [About](#)

Food / Locations and Hours

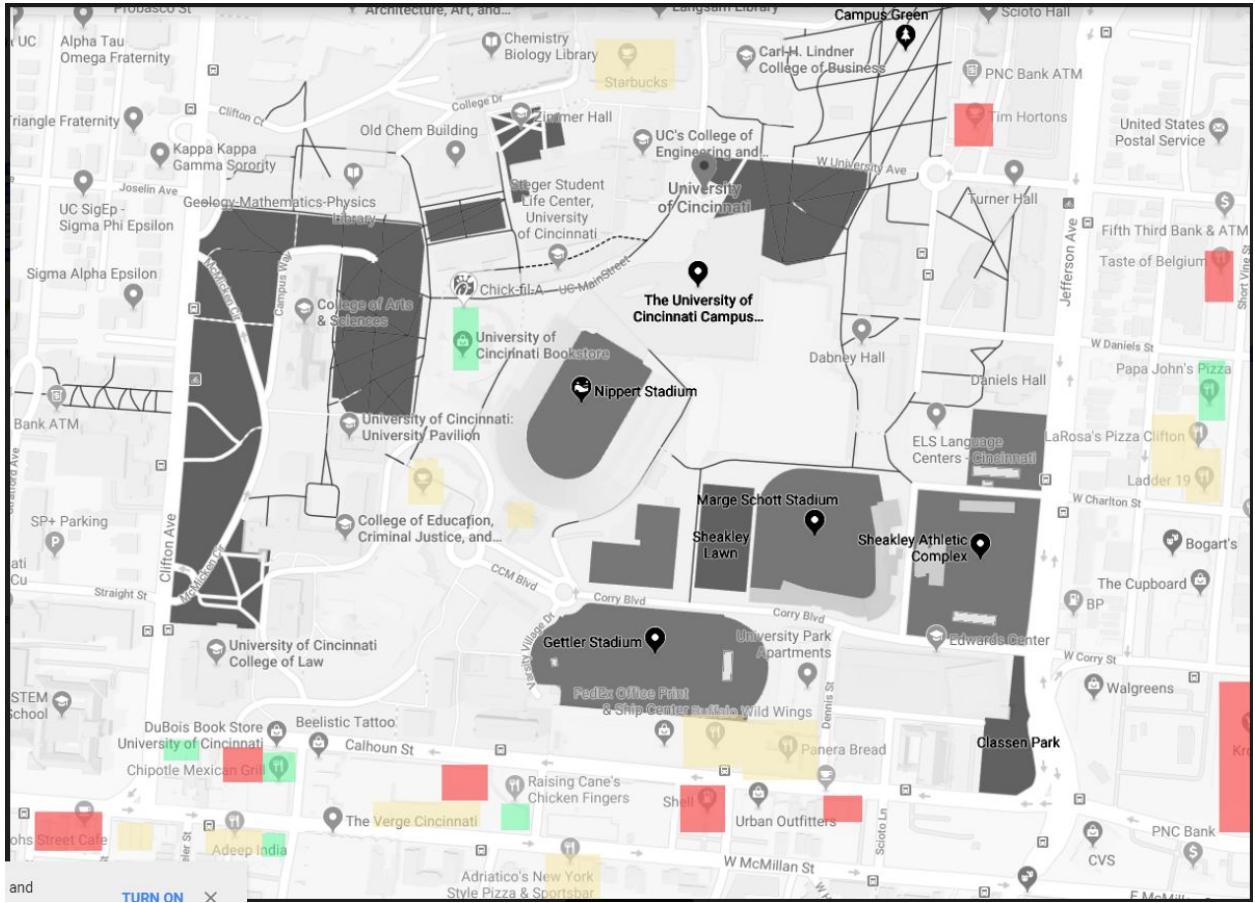
## Locations and Hours

### Dining Center Hours

CLICK ARROWS NEXT TO LOCATION TO VIEW HOURS

**MarketPointe@Siddall**[Expand All](#)[Learn about the red pigeons in CenterCourt](#)[MarketPointe ▶](#)**STADIUM VIEW CAFÉ**[Stadium View Café ▶](#)[OTG On the Green ▶](#)**DINING CENTER MENUS ▶****Q FINDING YOUR WAY ▶**

**7. Show scans of any sketches you made in the field.**



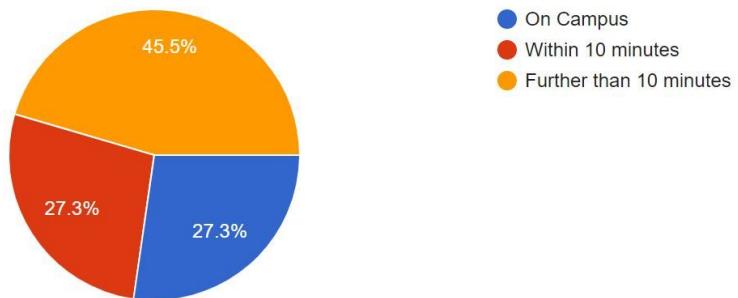
We asked a potential client of what restaurants the most frequently visited, and made a sketch using this data. On the map of UC's uptown campus above, restaurants highlighted in green are places the client orders from often, at least once a week. Yellow indicates places that they only called in from once or twice a month. Red indicates places that the client has only eaten from once or twice over the last two years, mostly on occasion. Unhighlighted areas indicate restaurants our client has never visited, or non-restaurant locations.

This helps show the importance of geographic location of the restaurants, as most of the restaurants the client had visited were around the south west side of campus, where the client lives. The client also indicated that a close friend of his lives on the east side of campus, which is why he occasionally visits some restaurants there.

**8. Give samples of task data, raw notes and other data you collected.**

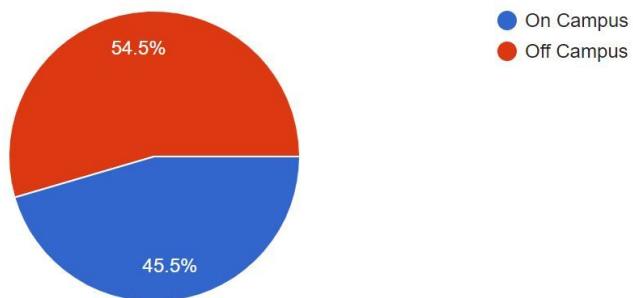
## How far away from campus do you live?

11 responses



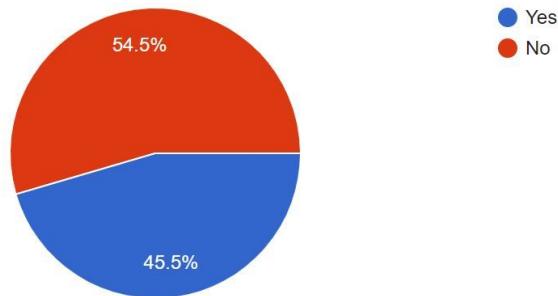
## Which do you use more: on campus or off campus dining?

11 responses



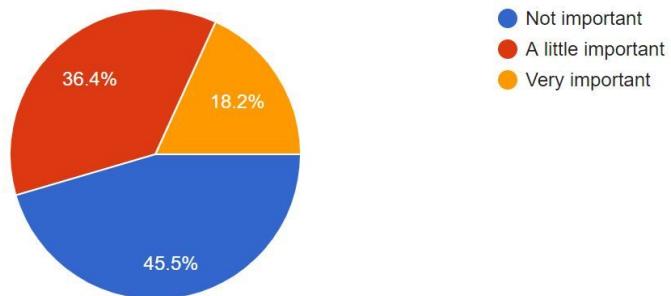
Would having easy access to dining hall menus change your answer to the previous question?

11 responses



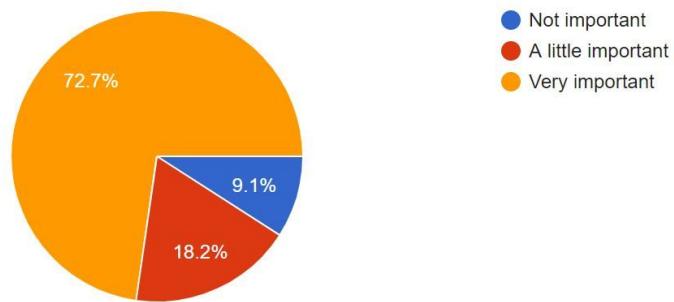
How important is a menu with calorie counts to you?

11 responses



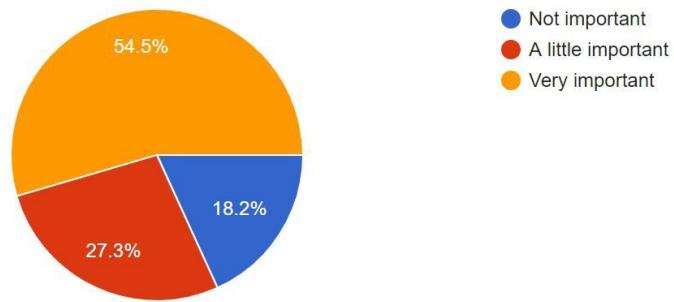
### How important is a list of restaurants that accept Bearcat Cards to you?

11 responses



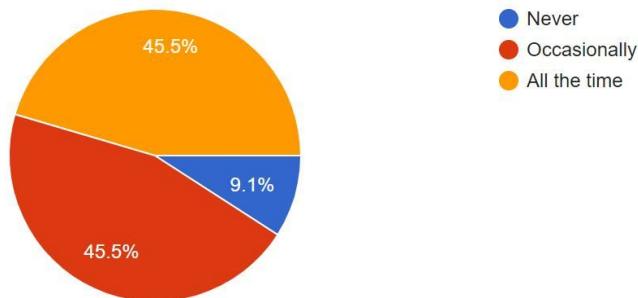
### How important is a place to order food for delivery to you?

11 responses



If there was a website that could bring all of these things together, how often would you use it?

11 responses



What are some suggestions for things to add/change to the website?

11 responses

Create an area selection tool so you can see which restaurants are in a certain geographical area

Student reviews of each restaurant

Add options for people who don't have a meal plan because they commute

Could it not just be a website, but an app?

hours, prices, reviews

Employment options

Nothing I can think of, Sorry!

Add flexible pricing, calories for specific item and their combination. If there is a food delivery, add time and price (how long does it take, the cost of shipping)

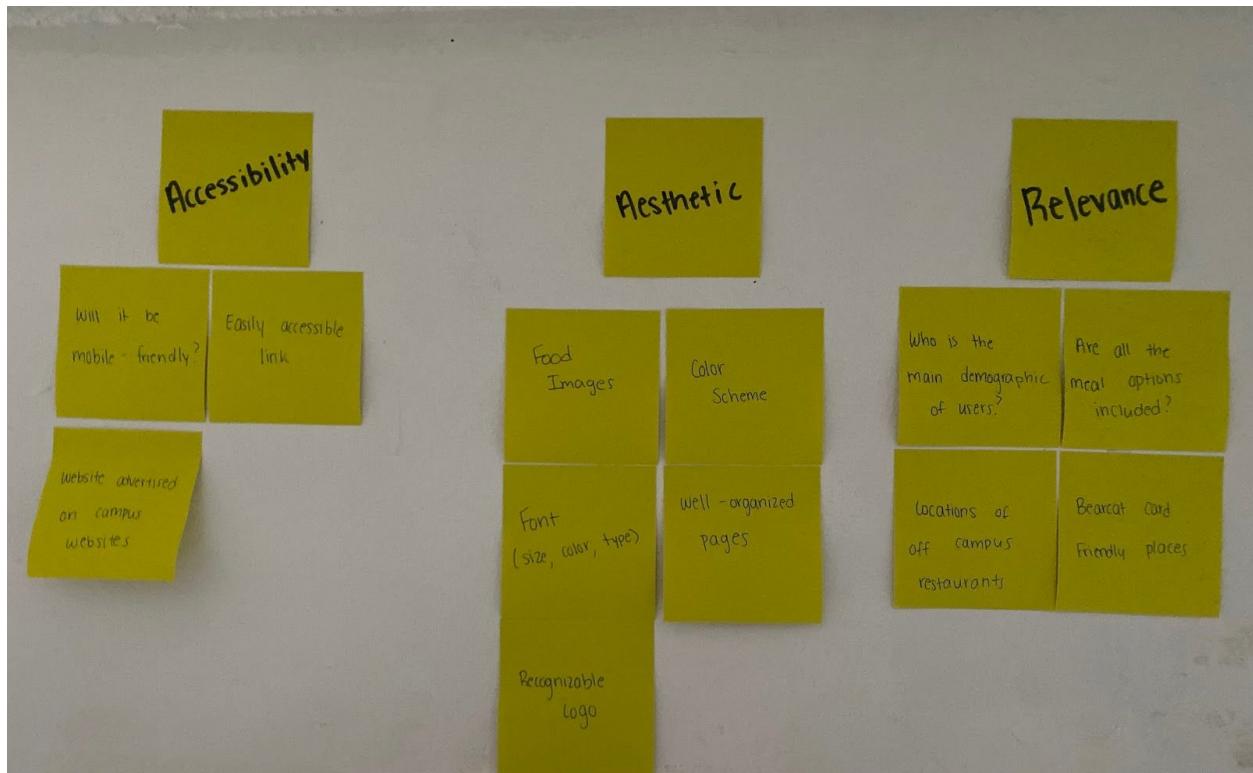
opening and closing times for restaurants and dining halls

必不可缺 fancy stuff! Music on ! Lets rock it

**9. Describe your process of building the WAAD and what method you settled on.**

We decided that it would be easiest if one person created the WAAD after getting information from the other group members. The WAAD was constructed the information gathered from the interviews. After all the group members conducted their interviews we chose the top five topics we felt applied to our project the most. We chose accessibility, aesthetic, relevance, user-friendliness, and maintenance. Then one group member took all the information from the interviews and added more specific items to each of the main topics in our WAAD.

#### 10. Include images of your WAAD.



## User - Friendliness

Simple and  
Understandable  
Navigations

Easy to use  
features

Accounting for  
users of different  
skill levels

## Maintenance

Updates of  
dining hall  
menus

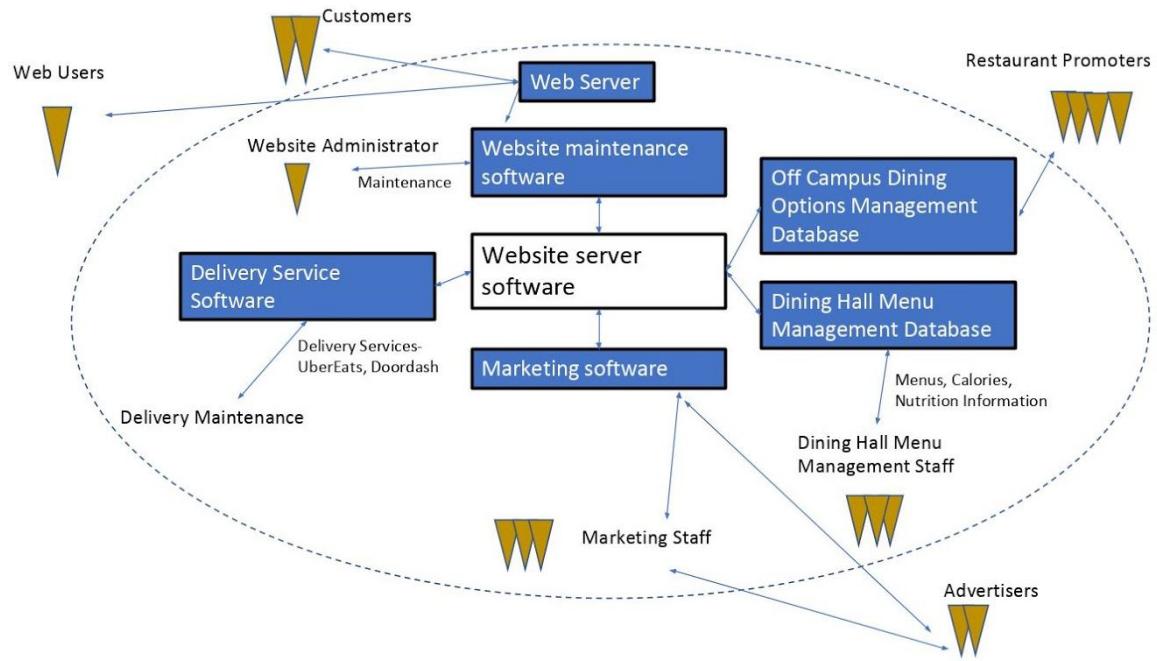
Maintenance  
costs

Website  
Downtime

Restaurant  
promo updates

Updating  
ratings and  
reviews of  
dining halls

11. Include your initial flow model diagram with major work roles, sub-roles, and machine roles. Should be a one page landscape sheet. Show information and work flow as labeled arrows (arcs).





# Team M- HealthDash

## Project 3: Requirements and Modeling

### UC Student Body

Website to help users find the best meal options

**Jerry Chen, Prateek Chellani, Vismaya Manchaiah**



**System Concept:**

HealthDash is going to be mostly for college students and staff on campus. Users will be able to view dining hall options or choose off campus options all through one platform. They will be able to access the menus for the different places on and off campus along with a description of the calorie intake and other nutritional benefits. If a person checks the website and wants to eat something off campus, UberEats and DoorDash will be available to order from. It will be useful as everyone eats and this will help them make the best choice since they will be able to view all of their options. Furthermore, while the website will be targeted towards UC Students, it will be open to anyone that lives close to campus. This website will be user friendly and accessible that way all people can use it to suit their needs.

**Scope:**

Since our project is something that users will use to find their best meal option we tailored our design-informing models to what would be best for our project.

## **Section 2: Interaction Design Requirements**

**Level 1: Usability**

**Level 2: Being able to use all aspects of the website with ease**

**Requirement:**

**Make sure the website has clear defined sections at the top of the page for on and off campus dining options as well as a section for delivery options.**

**Note:**

**Make sure there are easy ways to fix problems and handle many users on the website especially during peak hours**

**Level 1: Aesthetic**

**Requirement:**

**Make sure the website has clear defined sections at the top of the page for on and off campus dining options as well as a section for delivery options.**

**Level 2: How the website looks to the user**

**Requirement:**

**Make sure the website is appealing to the users and uses good colors and designs**

**Note:**

**Make sure the website is designed well to use but is also appealing to the user**

**Level 1: Changeability**

**Level 2: Being able to take user suggestions to update the website**

**Requirement:**

**When users provide suggestions for the website there should be easy ways to update the website**

**Note:**

**Have a way to read the suggestions and improve upon the website regularly to keep up with user needs**

**Level 1: Accessibility**

**Level 2: Being able to get on the website**

**Requirement:**

**Will make sure that the website link is on the campus website and well known to users**

**Note:**

**When advertising website will make sure to make it very accessible for all users on and off campus**

**Level 1: Adaptability**

**Level 2: Making sure dining hall menus are updated as well as deals for the off-campus restaurants**

**Requirement:**

**Will make sure that the website is updated with current information so users have the best information when using it**

**Note:**

**Make sure that there is a way to get the most updated information on the menus and food information regularly**

**Level 1: Security**

**Level 2: user information**

**Requirement:**

Protect user information explore to social media

**Note: user can create a account to record his dining plan for everyday**

**Level 1: recommend**

**Level 2: star rate**

**Requirement:**

To show the user how this place are, good to go or not

**Note:**

**Yelp is a model for this**

**Level 1: location**

**Level 2: place around user location**

**Requirement:**

To show which is the best place to go and the close one

**Note:**

Like a map or google map

**Level 1: Feedback**

**Level 2: recommend food**

**Requirement:**

Rate the best and health food around user location

**Note:**

Like Michelin Guide

**Level 1: Variety**

**Level 2: menu of the restaurant**

**Requirement:**

Get the menu for every restaurant so the user can choose

**Note:**

It will make more easy if the user know what food is in there and what they want.

**Level 1: Ratings**

**Level 2: Updated ratings for all the different on campus dining options**

**Requirement:**

**Make sure there are updated and good ratings that are provided for each of the dining halls**

**Note:**

**Make sure there are updates that way users can choose the best option**

**Level 1: Visuals**

**Level 2: Pictures that show the different types of food available**

**Requirement:**

**Make sure there are plenty of pictures of food from different places that way users know what they can get**

**Note:**

**Have quality pictures from each of the dining halls**

**Level 1: Information Dense**

**Level 2: Have quality information on the homepage to help users**

**Requirement:**

**Have promos from restaurants and any special themes going on at on campus dining halls**

**Note:**

Update homepage with new and relevant information for users

**Level 1: Assortment**

**Level 2: Restaurants from all over Clifton in off campus option**

**Requirement:**

**Make sure that the off campus dining page has a variety of restaurants all around campus to help user have a good amount of options**

**Note:**

Update page frequently with correct restaurant websites and any closed permanently and new restaurants

**Level 1: Navigation**

**Level 2: Easy buttons and tabs for user to go from one page to another**

**Requirement:**

**Have plenty of user-friendly navigation options that can help a user get from one option to another such as back buttons and subheadings**

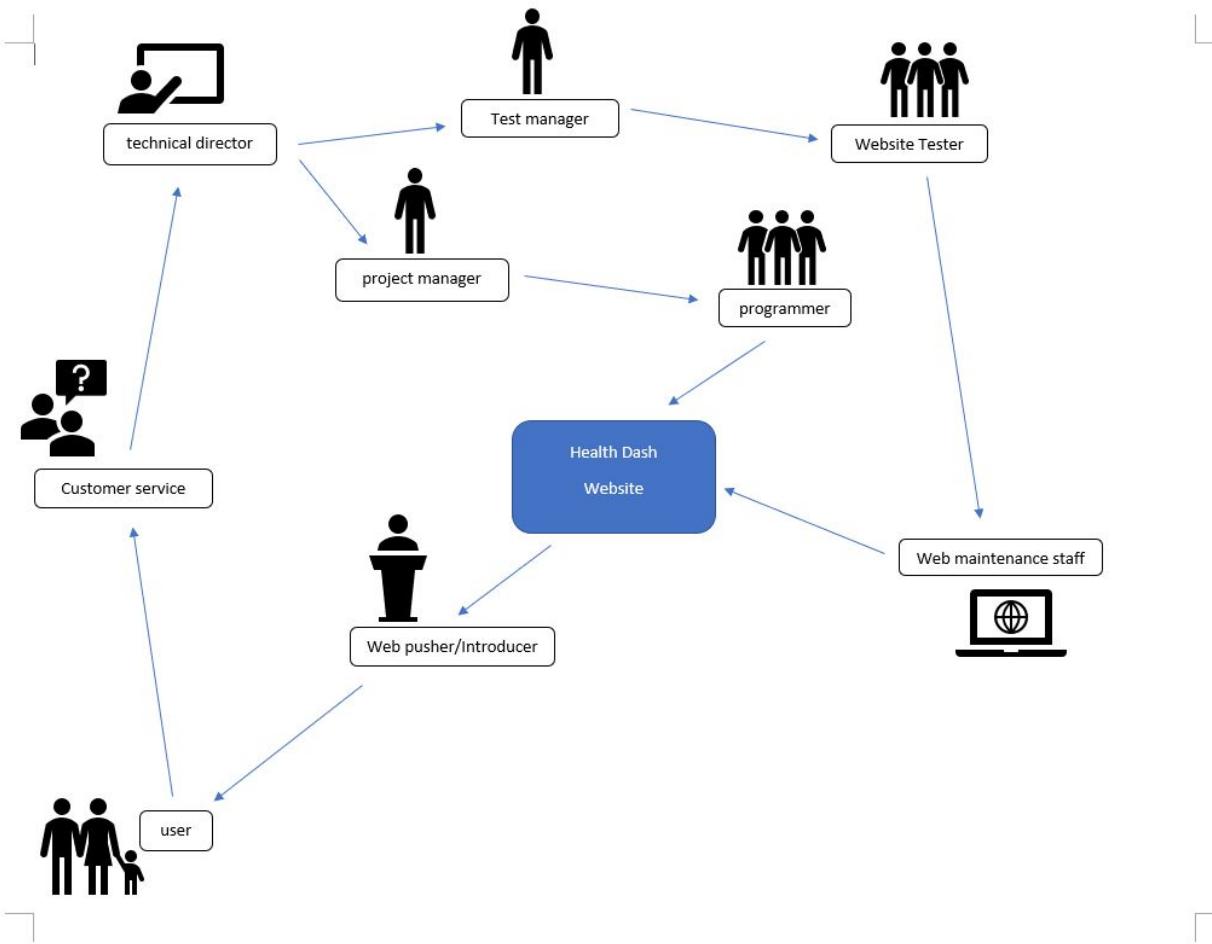
**Note:**

Add go back to main page buttons on pages and have on campus and off campus tabs have scroll down bar with options

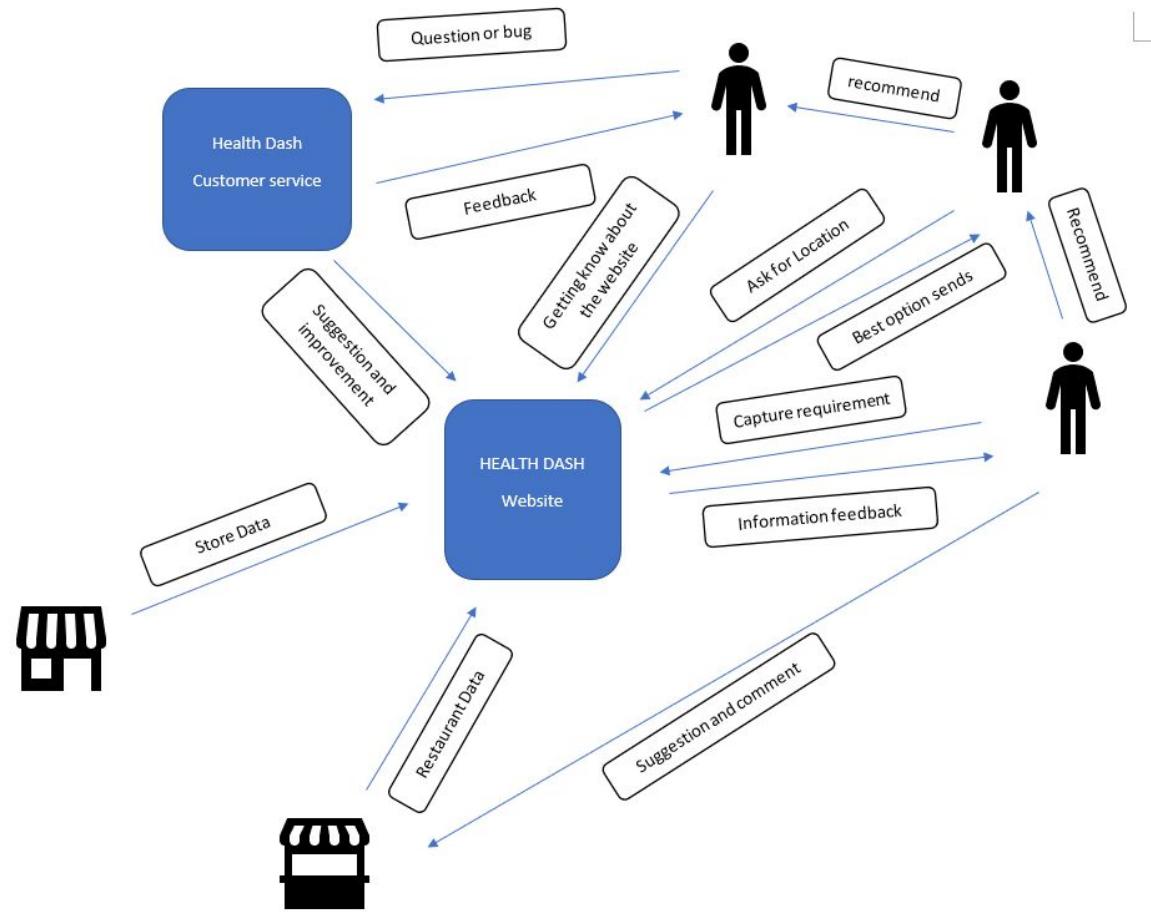
## **Section 3: Design-Informing Models**

1. Work Roles Model (Jerry)
2. Social Model (Jerry)
3. Work Flow Model (Vismaya)
4. Hierarchical Task Inventory Diagram (Vismaya)
5. Usage Scenario (Vismaya)
6. Essential Use Case Task Interaction Model (Prateek)
7. User Classes Model (Vismaya)
8. Step by Step Task Interaction Model (Vismaya)
9. Barrier Summary Model (Vismaya)

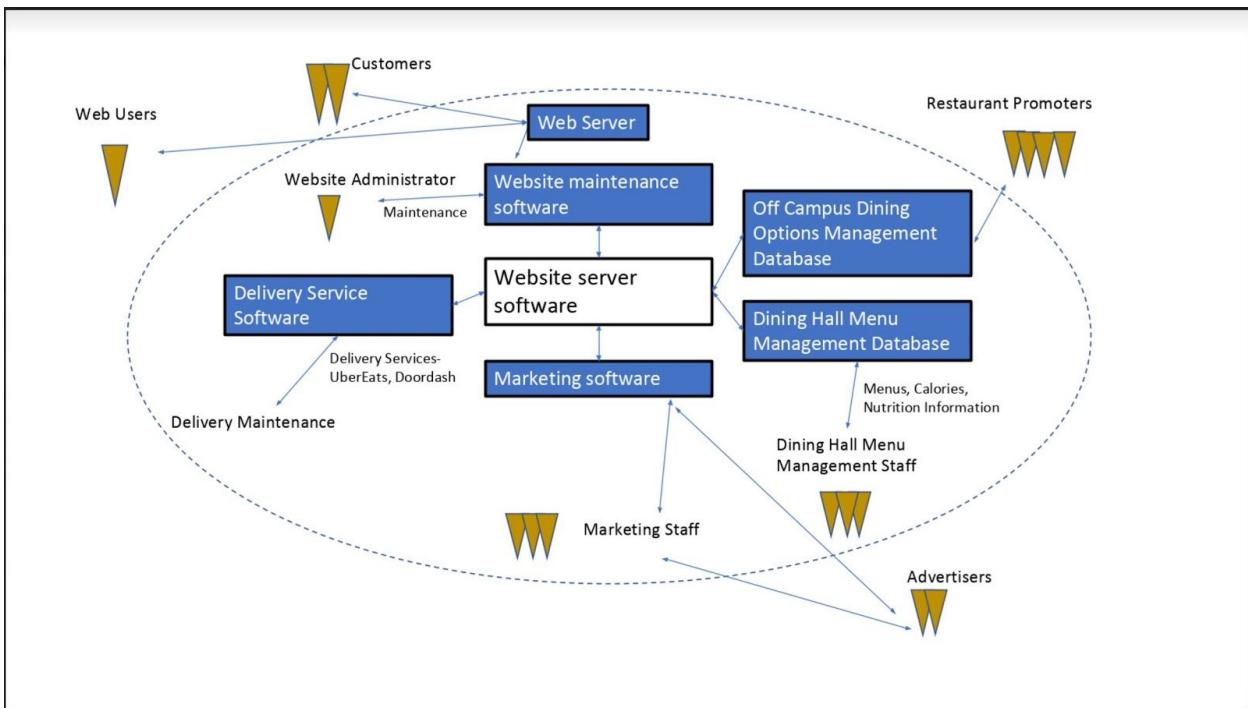
## 1. Work Roles Model



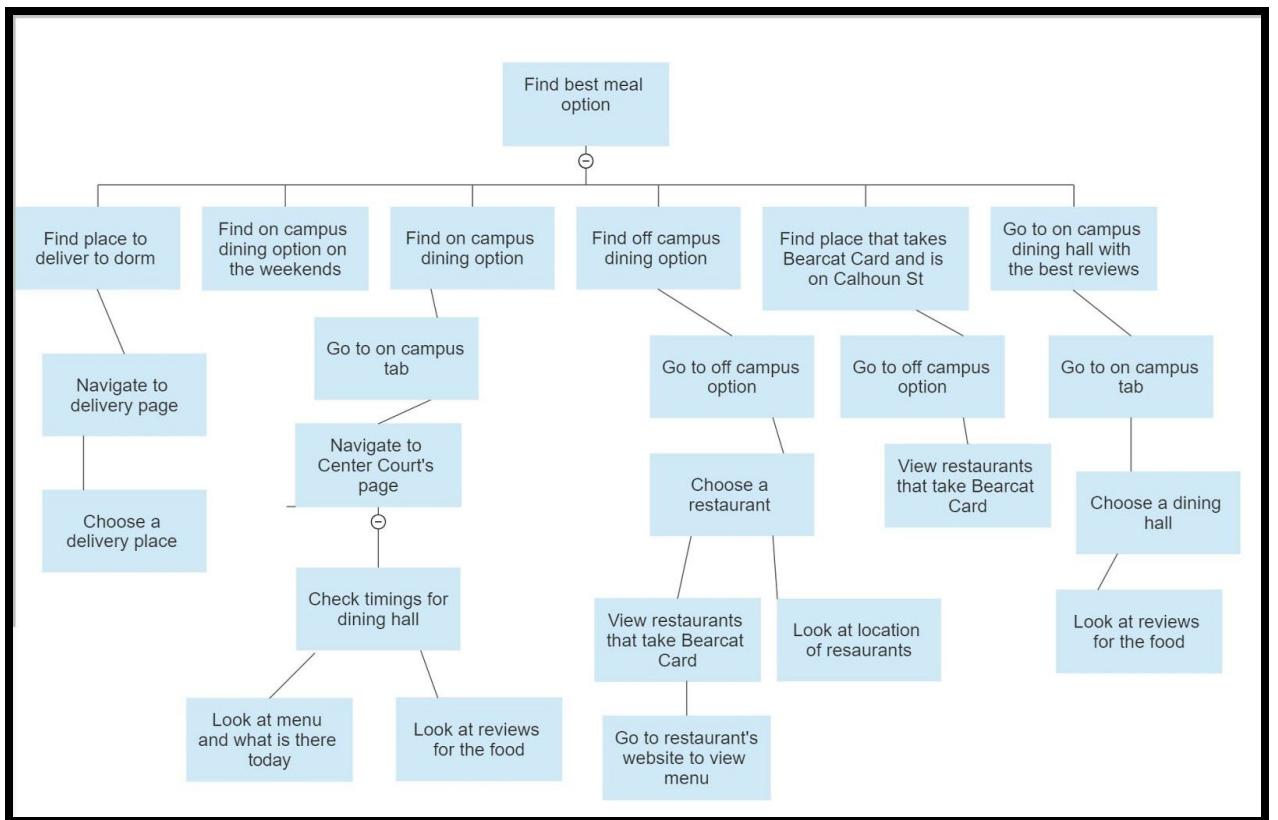
## 2. Social Model



### 3. Work Flow Model



#### 4. Hierarchical Task Inventory Diagram



## **5. Usage Scenario**

As Rachel gets done with class, she realizes that she doesn't have a ton of time before her next class to get lunch. She pulls out her phone and gets on the HealthDash website. She opens the menu for her favorite dining hall and sees that the dishes for today all contain tomatoes. She is glad to have known that before she made her way all the way across campus. She checks the website again and sees that MarketPointe has the best options for her today and can easily find the healthiest option available there as well. She views the nutritional information and decides to go to the sandwich bar. After her next couple classes Rachel is exhausted and just wants to go back to her room, but she is also very hungry. Luckily, she gets on HealthDash and finds a convenient delivery option that accepts the money on her Bearcat Card. This saves her from worrying about going to get food or spending any extra money.

## 6. Essential Use Case Task Interaction Model

User Intention	Website responsibility
1. Wishes to order take-out	2. Request user location
3. Share Location	4. Display restaurants offering carry-out within specified radius 5. Offer additional search filters
6. Pick a restaurant	7. Display restaurant menu. 8. Fetch and display nutritional information for selected restaurant
9. Pick item(s)	10. Display Order Total 11. Request order confirmation
12. Confirms order	13. Share order details with restaurant 14. Request ETA from restaurant. 15. Share ETA to user 16. Prompt user to pay at time of pick-up

## 7. User Classes Model

<b>Class: UC On-Campus Student</b>	Has basic computer and mobile skills; Highschool graduate; Average age 18-25 years; Knows how to navigate to UC websites; Best way to advertise is through social media or online; Important to advertise website because there are a large number of new and transfer students every year; Have accessible links that all students can easily access
<b>Class: Vegetarian UC Professor</b>	Has basic computer skills; College graduate; Will be looking for more vegetarian friendly options; 25+ age group; Not as experienced with technology; Looking more for off campus options; Will use delivery tab often
<b>Class: UC Faculty</b>	Has basic computer skills; High school graduate; User-friendly functions that anyone will be able to use; Variety of off campus options because they will be looking more for that; Working odd hours will want timings for different dining options
<b>Class: UC Off-Campus Student</b>	High school graduate; Basic computer and mobile skills; Average age 18-25 years; Will prefer more off campus dining options and delivery; Will have access to UC related websites with HealthDash links; Best way to advertise is through social media or online; Include accessible links that will be easily viewed

## 8. Step by Step Task Interaction Model

<b>Website User</b>	<b>Website</b>
Selects On campus dining	Pulls up on campus dining halls and hours
Looks to see what dining hall is open	Shows hours for dining halls and all are closed
Selects off campus dining	Shows lists of restaurants close to campus
Wants to see if restaurant takes Bearcat Card and location	Lists whether restaurant takes Bearcat card and address
Selects restaurant	Directs user to restaurant's website with menu

## 9. Barrier Summary Model

<b>Number</b>	<b>Trigger</b>	<b>Goal</b>	<b>Barrier</b>
1	Family wants to go to on campus dining options	Show menu for Center Court	No easy navigation from homepage to menu
2	Student wants Bearcat Card accepting restaurants	View all restaurants that accept Bearcat Card	Can't sort restaurant list by those that accept Bearcat card
3	Post food photos from MarketPointe	Be able to upload photos taken to MarketPointe's website	No place to upload photos to website
4	View delivery company options for dorm party	Click delivery tab and view compatible delivery places	Delivery websites aren't subheading for delivery heading
5	Vegetarian student seeks on campus dining option	View vegetarian friendly dining halls	There is no indicator for what dining halls have vegetarian meals
6	UC faculty wants cheap off campus option	See restaurants sorted by lowest price to highest price	No option to sort the restaurant list in the off campus tab
7	UC staff wants to deliver to their building	View which delivery option is better for their location	No direct navigation that will allow user to know this
8	UC student wants nutritional meal	Show healthiest meal options for that day	Can't view healthiest meal option without navigating many pages



## **Team M- HealthDash**

### **Project 4: Design**

### **UC Student Body**

**Website to help users find the best meal options**

**Lily Powell, Jerry Chen, Prateek Chellani,  
Vismaya Manchaiah**



# **Design Persona**

## Design Persona:

Rachel Smith is a first-year college student at the University of Cincinnati. She loves talking to others and hearing their opinions on things. In the past she was used to eating home cooked meals and packing her own lunch. This allowed her to know where each meal was coming from and make sure that she had well balanced meals. Rachel tries to eat healthy but loves to go out to eat occasionally. She is a Bearcat holder and has \$150 to spend for the semester. Not wanting to spend much more than that she tries to find the cheapest places with the best deals to go to when eating off campus. Rachel is allergic to tomatoes, so she likes to know what food is going to be at the dining halls each day. This way she can go directly to the one that has food which she can eat.

## Process:

The process I used to establish this was to identify some main characteristics for my user that would be beneficial to look out for when designing the project. I chose information based on what I thought would be very realistic for someone who would use our project and represent a realistic user. I included background information for Rachel that way the designers would know the best ways to make the system convenient from someone of that background. I added the fact about Rachel's allergy so that the persona would really stick with us designers when designing the website.

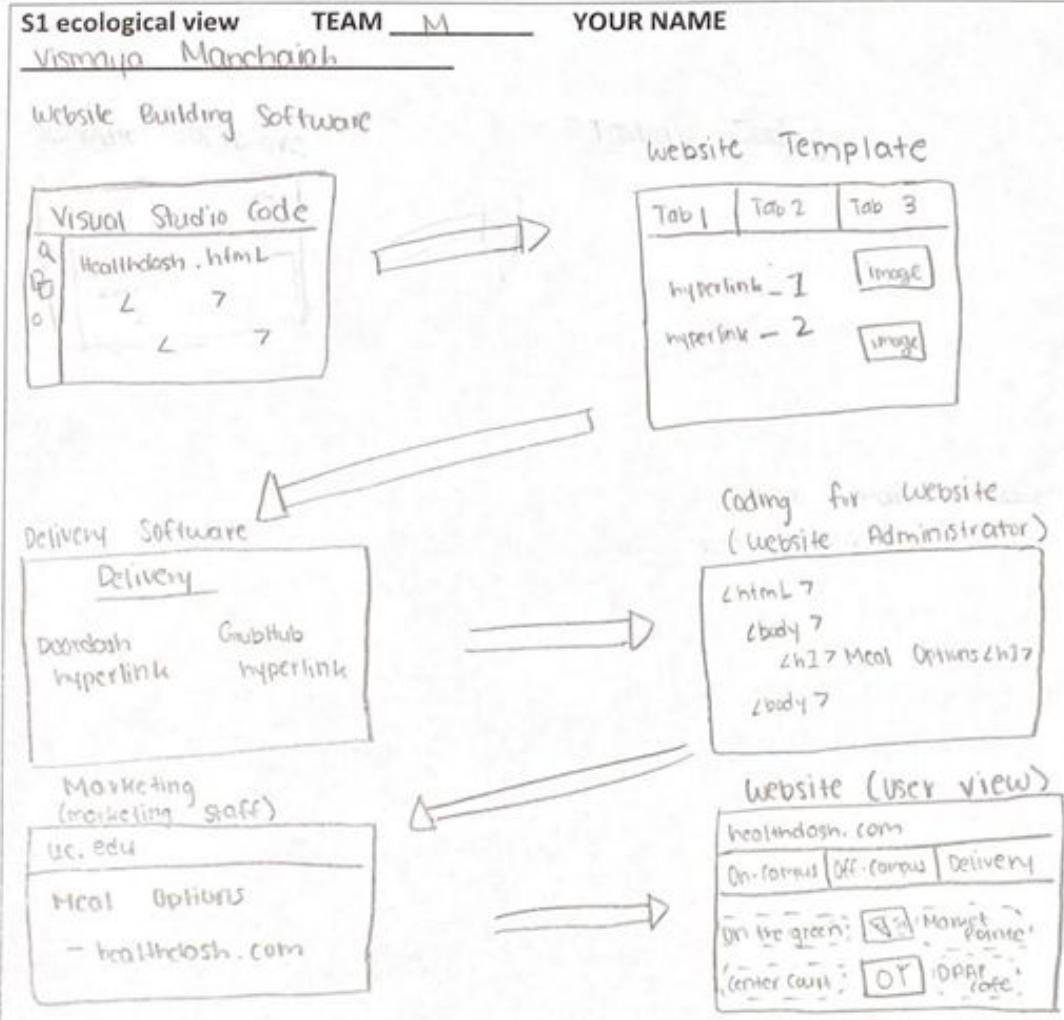
## Persona Statement:

As Rachel gets done with class, she realizes that she doesn't have a ton of time before her next class to get lunch. While spending the weekend visiting her friend at another college, she went out to eat a lot and didn't always go to the healthiest places. She pulls out her phone and gets on the HealthDash website. She opens the menu for her favorite dining hall and sees that the dishes for today all contain tomatoes. She is glad to have known that before she made her way all the way across campus. She checks the website again and sees that MarketPointe has the best options for her today and can easily find the healthiest option available there as well. She views the nutritional information and decides to go to the sandwich bar. So as soon as Rachel gets to the dining hall she knows exactly which station to go to and is able to make it back to class on time. After her next couple classes Rachel is exhausted and just wants to go back to her room, but she is also very hungry. Luckily, she gets on HealthDash and finds a convenient delivery option that accepts the money on her Bearcat Card. This saves her from worrying about going to get food or spending any extra money.

## **Metaphors**

1. Our website is like a menu; people can find all kinds of food on our website.
2. Our website is like a database of restaurants, as it holds the information for various off campus dining options.
3. Our website is like a nutritional fact label because it holds the nutritional information for the different foods at dining halls on campus.

# Ecological Sketch



# Interactive Sketch

A sketch of a mobile application interface. At the top is a blue header bar containing six white rectangular buttons labeled "HOME", "Order!", "MAP", "Dining Hall Menus", "Calorie Chart", and "More". Below the header is a large blue rectangular area. In the center of this area is a table with a light gray border and a yellow header row. The header row contains five columns labeled "Campus Green", "kCal.", "Market Point", "kCal.", and "Center Court", followed by another "kCal." column. The body of the table has three rows, each with two columns under "Campus Green" and "Market Point", and three columns under "Center Court". The data is as follows:

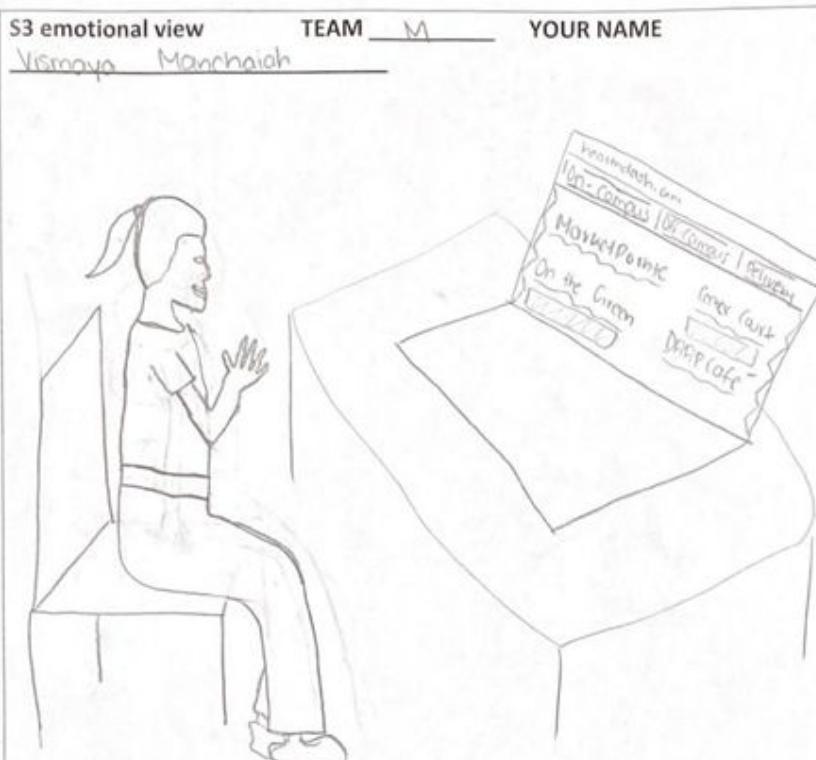
Campus Green	kCal.	Market Point	kCal.	Center Court	kCal.
Dish 1	X	Dish 1	a	Dish 1	D
Dish 2	Y	Dish 2	B	Dish 2	E
Dish 3	z	Dish 3	C	Dish 3	F

A sketch of a desktop application interface. At the top is a blue header bar containing six white rectangular buttons labeled "HOME", "Order!", "MAP", "Dining Hall Menus", "Calorie Chart", and "More". To the right of the "More" button is a vertical stack of four small blue rectangular buttons labeled "Our Partners", "Contact", "Bulk Orders", and "Orders". Below the header is a large blue rectangular area. In the center of this area is a table with a light gray border and a yellow header row. The header row contains five columns labeled "Campus Green", "kCal.", "Market Point", "kCal.", and "Center Court", followed by another "kCal." column. The body of the table has three rows, each with two columns under "Campus Green" and "Market Point", and three columns under "Center Court". The data is as follows:

Campus Green	kCal.	Market Point	kCal.	Center Court	kCal.
Dish 1	X	Dish 1	a	Dish 1	D
Dish 2	Y	Dish 2	B	Dish 2	E
Dish 3	z	Dish 3	C	Dish 3	F

# Emotional Sketch

S3 emotional view TEAM M YOUR NAME  
Vismaya Manchaiah



The user is looking for the best dining option and is very content after finding the various options. They feel relaxed as they can make the best choice for their needs.

# **Designer's Mental Model**

The system is a website that contains information about the various meal options that a user has. It is created to assist the user in making a meal choice efficiently.

The website is organized through on campus, off campus, and delivery options. These are the three large categories which meals are divided into. In each of these three larger categories there are smaller sub categories, such as the separate dining halls for each of the on campus options and the different restaurants for the off campus options.

The website includes the different options a user has for their meals. It allows a user to view the menus for the various dining halls on campus with nutritional benefits. If a user wants to deliver food, it will direct them straight to a delivery website.

# Storyboard

User views reviews	User is hungry
User views nutritional info	User opens Healthdash
User goes to dining hall	User selects on campus
This is a storyboard about Healthdash	Healthdash

Healthdash

On campus | off campus delivery

Center Count

On the Green

Milkshake Pointe

DAAP Cafe

I am so happy I found the healthiest + cheapest option!

It's great here!

Healthdash

On | off | delivery

On the Green

Mashed Potatoes

- 30 cal
- Rice 250 cal

Healthdash

On | off | delivery

On the Green

Center Count

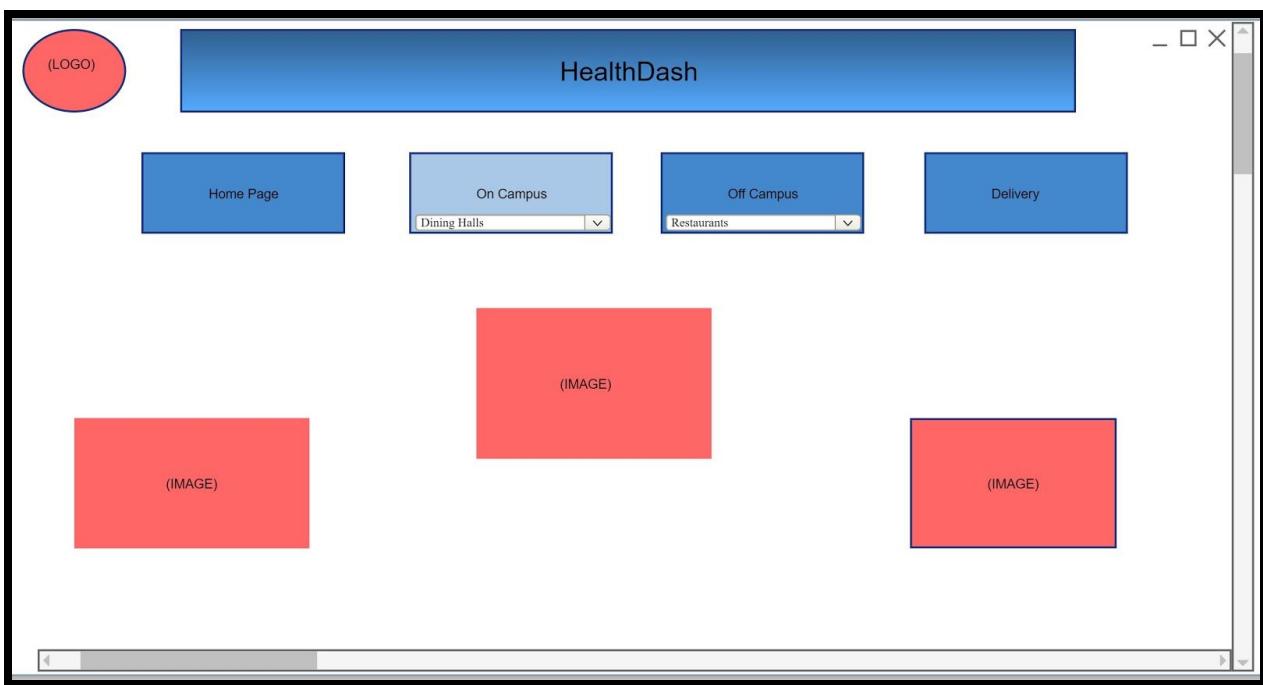
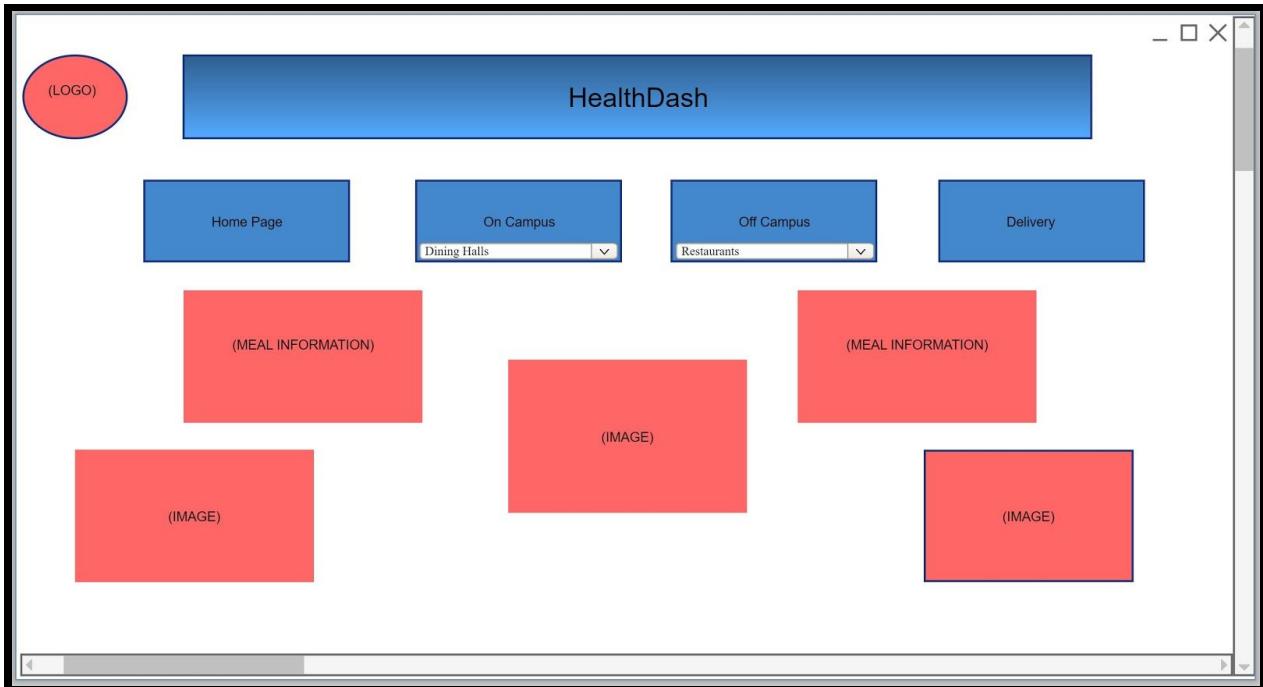
Milkshake Pointe

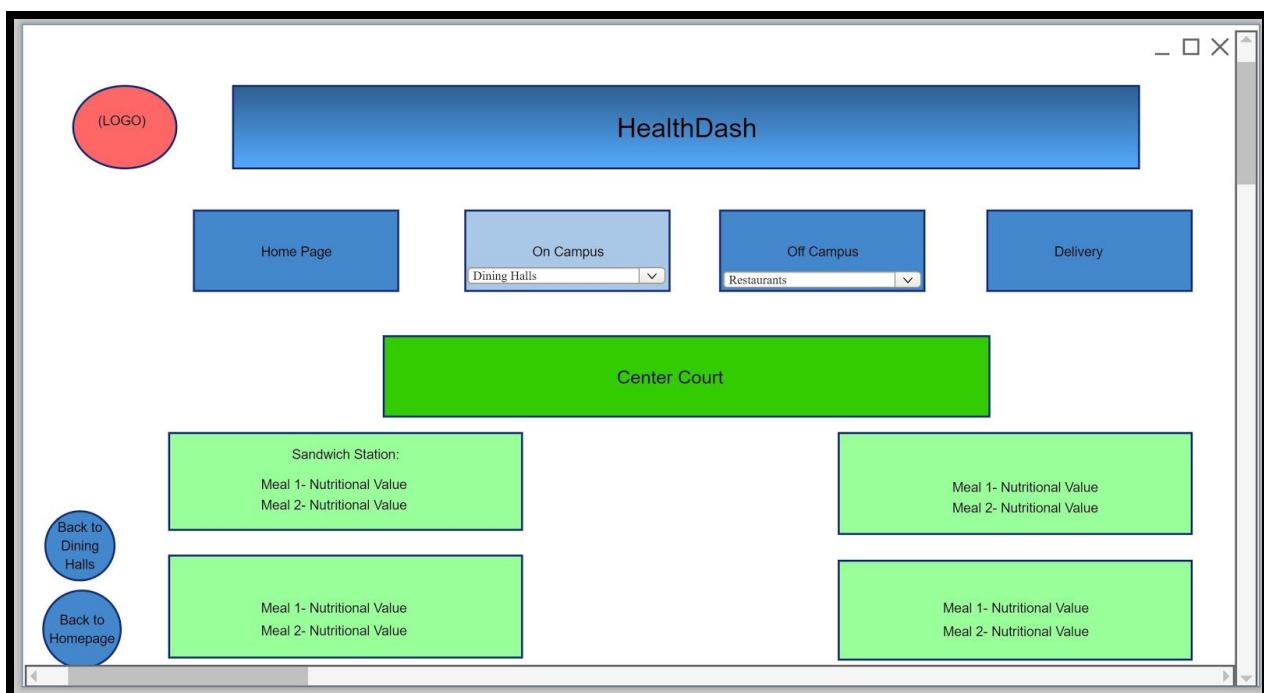
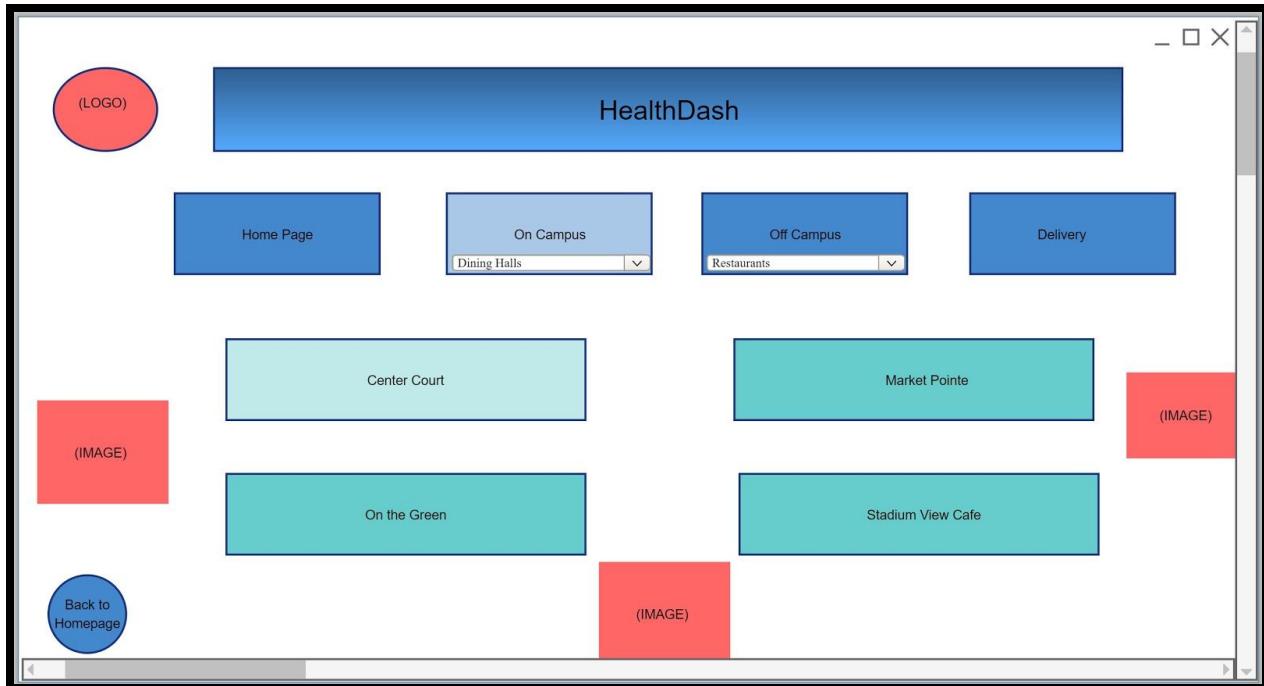
DAAP Cafe

7\$

I am hungry

# Wireframe





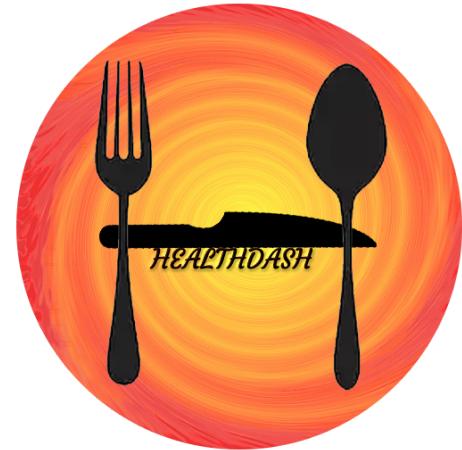


## Team M- HealthDash

Project 5: Prototype  
UC Student Body

Website to help users find the best meal options

Lily Powell, Jerry Chen, Prateek Chellani,  
Vismaya Manchaiah



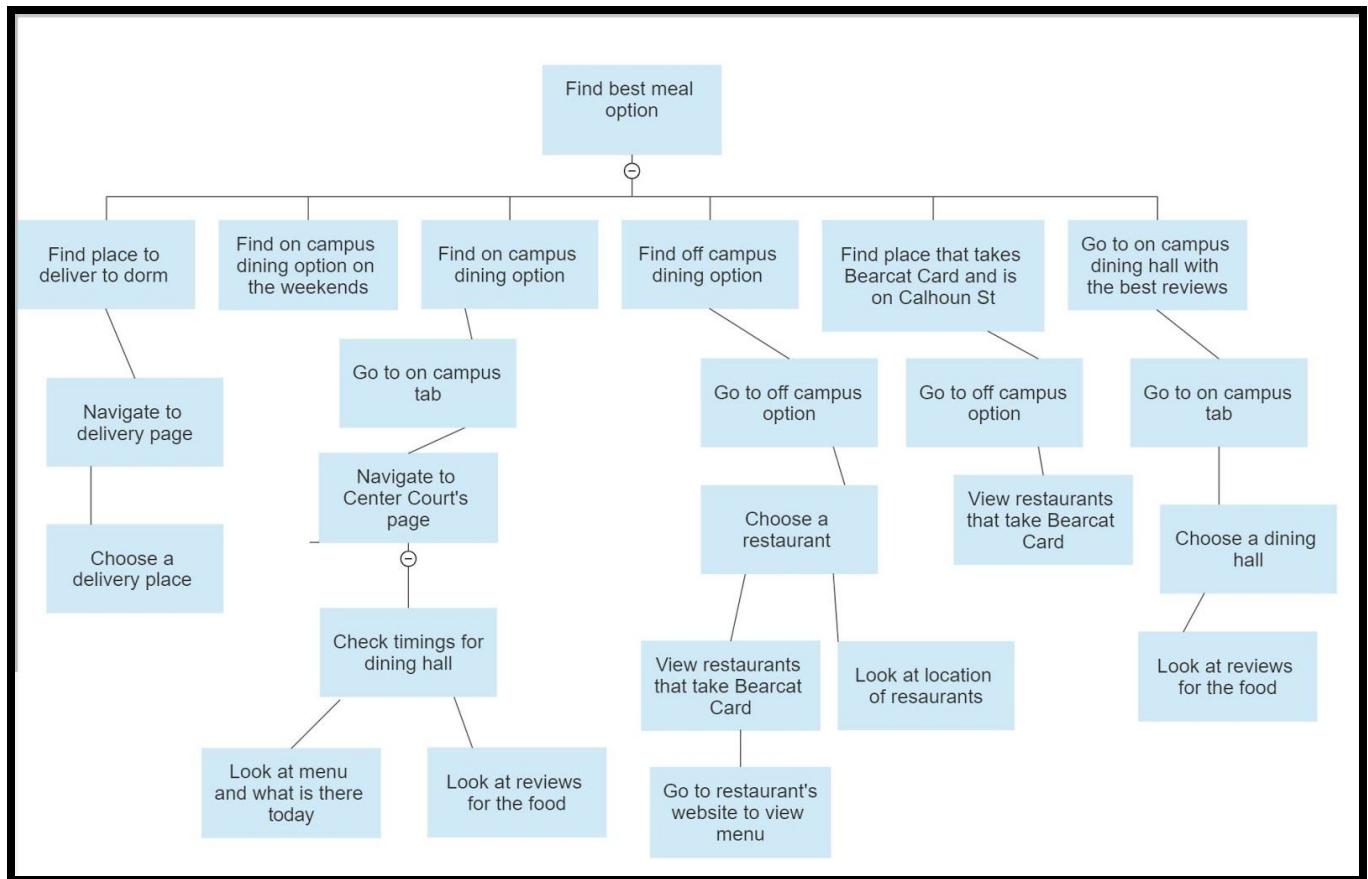
## **1. Overview:**

Describe how your team decided how much to include in your prototype.

In our prototype we decided to include the basics of the website which we could have a user navigate basic functions. We included the homepage and the basic outline of the other pages that the website would include. In the prototype we included the main sections of the website which would be delivery, on campus, off campus restaurants. This would cover the different options that would be available to someone using the website. We chose to include the basic features that would be necessary for a user to reach their end goal when using our website.

## 2. HTI:

Include a copy of your Hierarchical Task Inventory (full page –readable) Your 2 tasks must be on this model.



### **3. Prototype Process:**

Describe the process of building your prototype. Which prototype tool did you select to use? Paper, Software, HTML, Mobile App developer?

The prototype we used is NetBeans, NetBeans is an integrated development environment (IDE) for Java. NetBeans allows applications to be developed from a set of modular software components called modules. NetBeans runs on Windows, macOS, Linux, and Solaris. In addition to Java development, it has extensions for other languages like PHP, C, C++, HTML5, and JavaScript. Applications based on NetBeans, including the NetBeans IDE, can be extended by third-party developers. NetBeans was used to create our basic website.

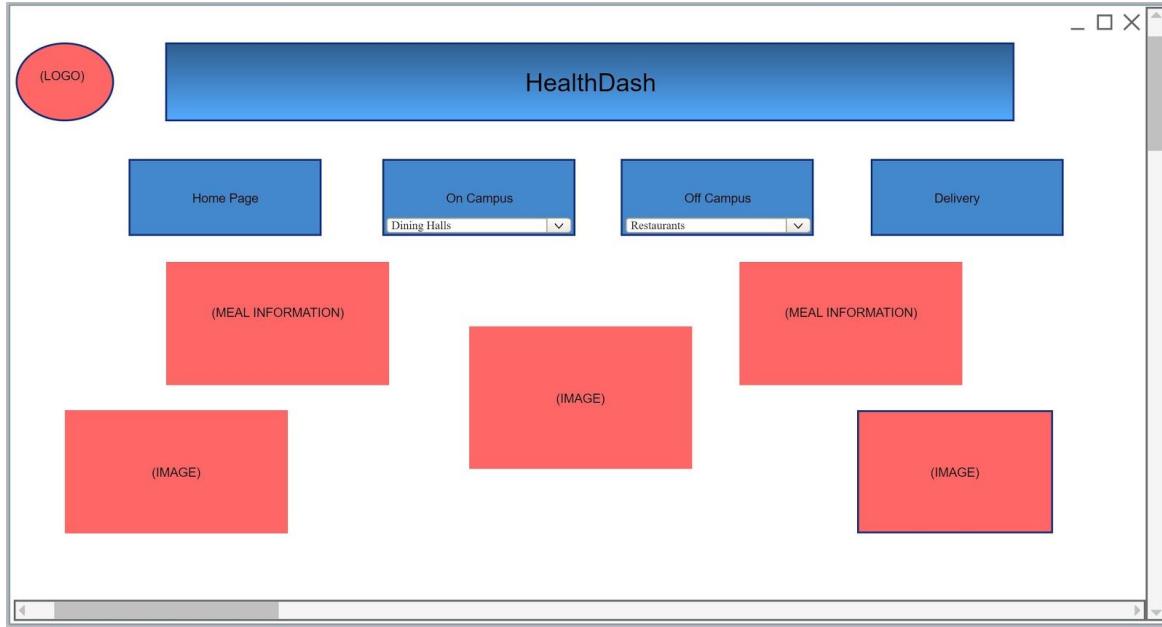
Our more in depth prototype was created on a wireframe software called Pencil. This software allows people to create a basic wireframe with simple shapes and textboxes. It helped us to outline the different pages that will be a part of our website. We were able to layout what the various pages of our website would look like that way it would be easier to code when it comes to building the actual website.

## 4. The Wireframes:

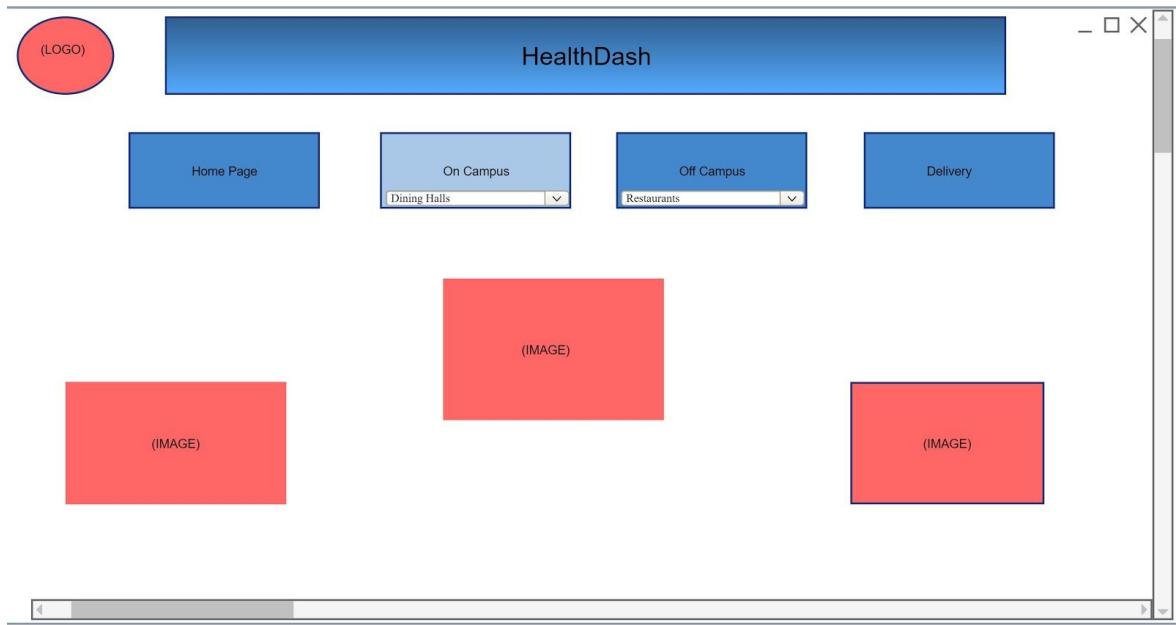
The major deliverable is the prototype itself. Show the wireframes here for each of the two tasks. For each task selected **show the screen by screen image of the task at each step**. If using a developer kit or software—show screenshots! Give a narration (walkthrough) that explains and connects the wireframes so we can understand it as one integrated prototype.

### Task 1: Find an on campus dining option

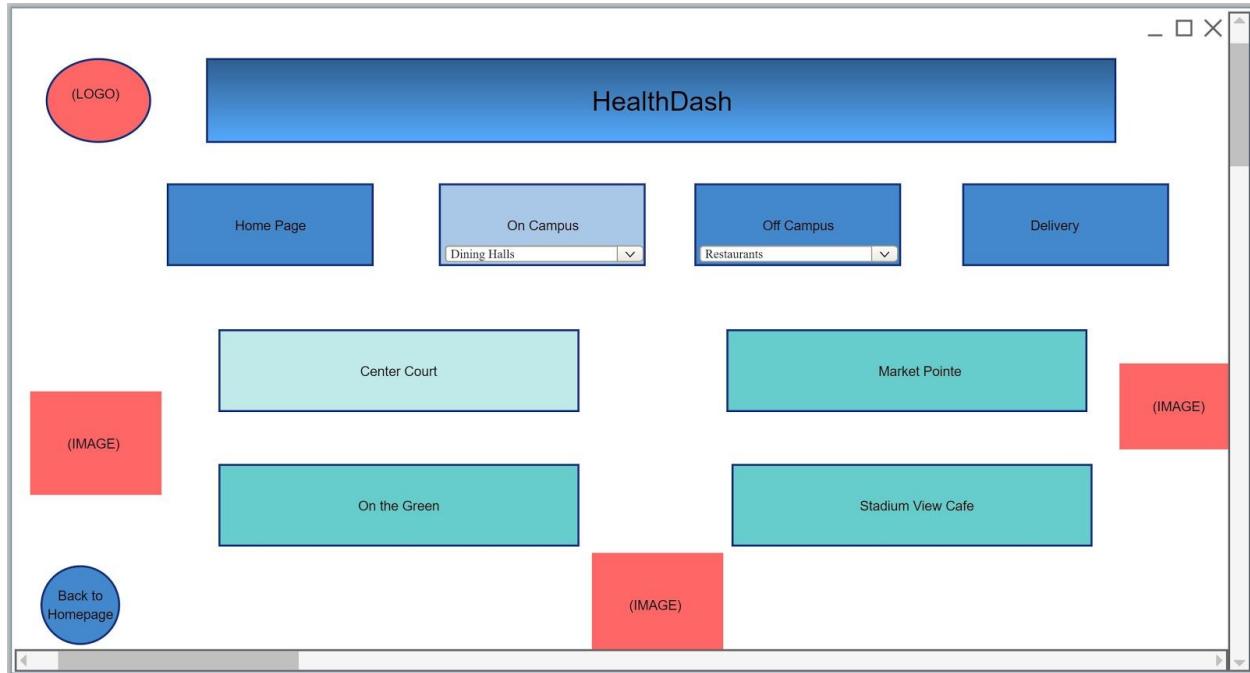
- 1) The user begins by navigating to the homepage of the website.



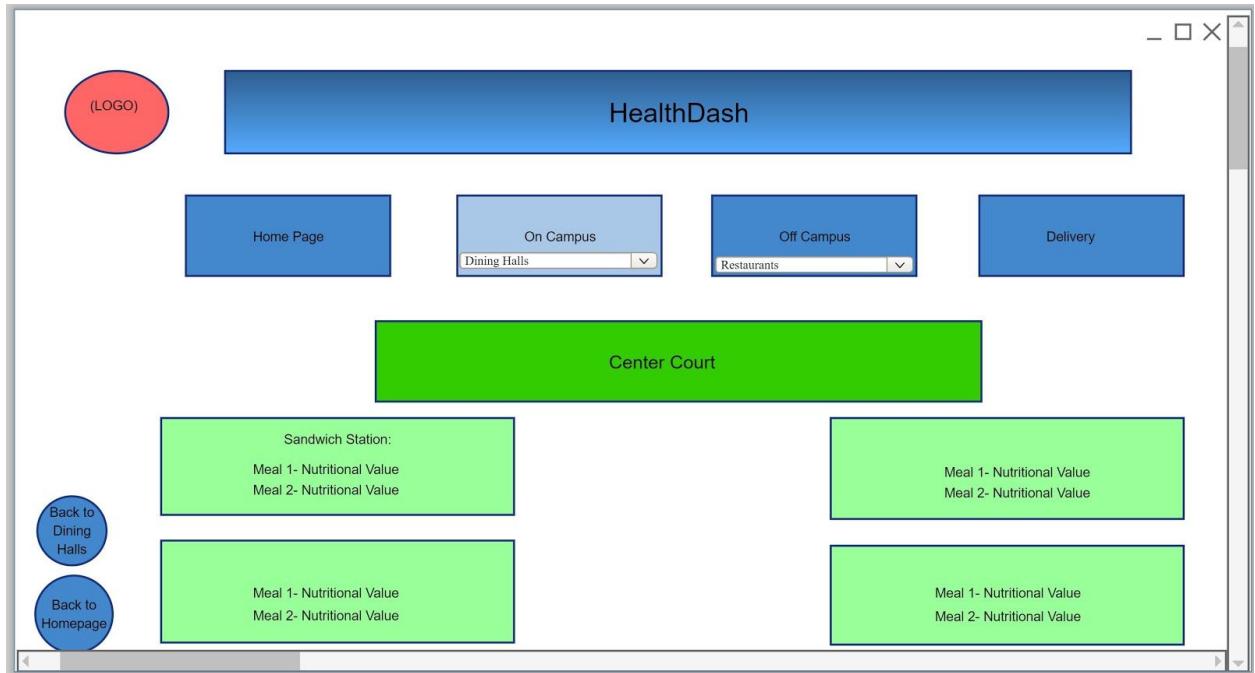
- 2) The user then selects the on campus tab in the navigation bar at the top of the page.



- 3) The user chooses one of the dining hall tabs that is located on the on campus page.

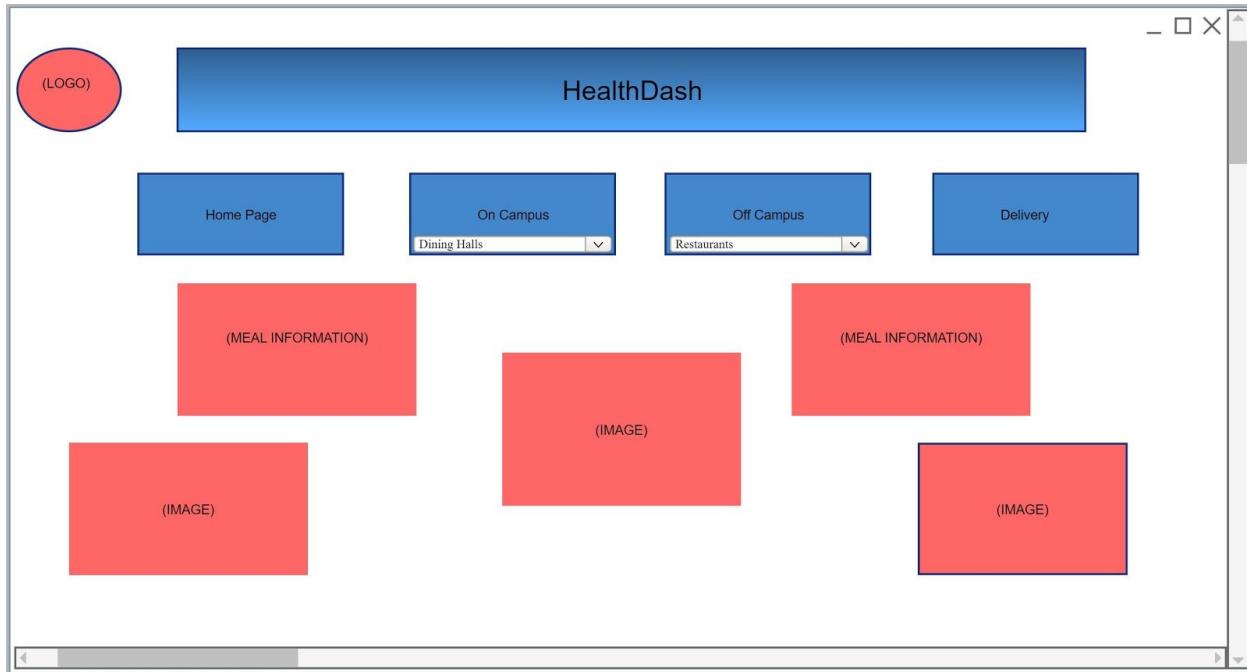


- 4) The user can view the menu and nutritional information of the meals at the specific on campus dining hall chosen.

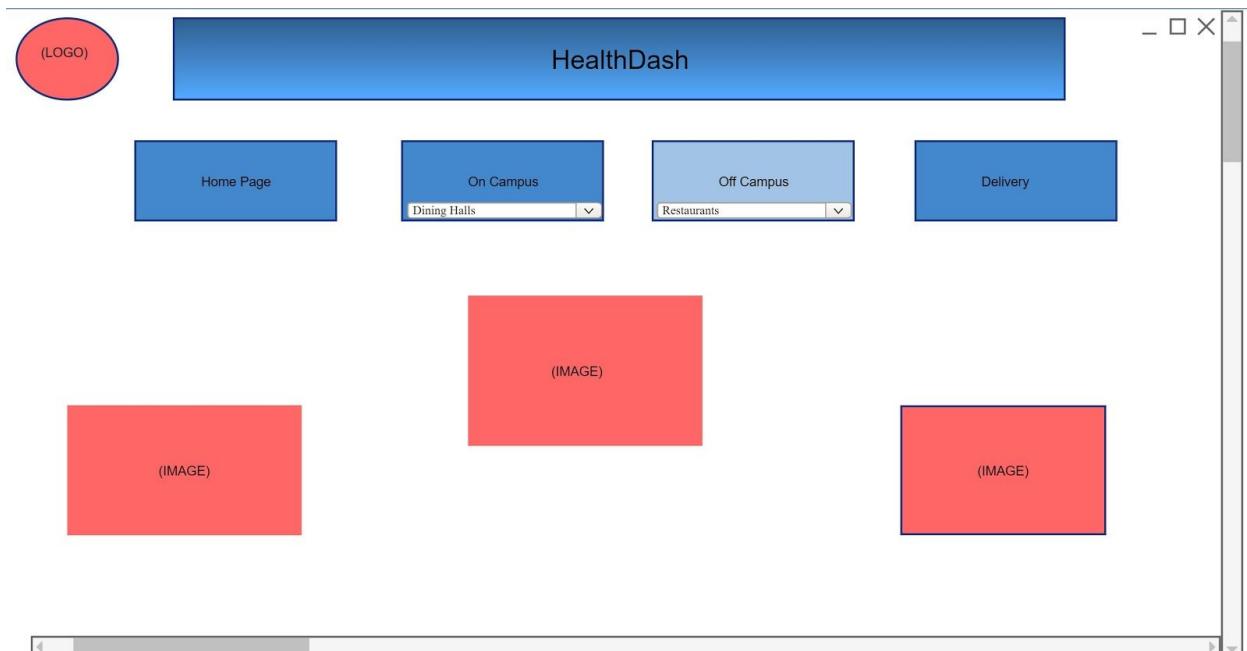


## Task 2: Find an off campus dining option

- 1) The user navigates to the homepage of HealthDash.



- 2) The user then selects the off campus tab.



- 3) The user is then directed to the off campus page with all the different restaurants near campus and its information. The user selects a specific restaurant.

The screenshot shows a web application window titled "HealthDash". In the top left corner is a red circular logo placeholder labeled "(LOGO)". The top navigation bar has four items: "Home Page", "On Campus" (which is currently selected, indicated by a blue background and a dropdown menu showing "Dining Halls"), "Off Campus" (with a dropdown menu showing "Restaurants"), and "Delivery". The main content area displays three rows of restaurant information. Each row contains a small circular "Restaurant Logo" icon on the left, followed by the "Restaurant Name", a link to the "Restaurant's Website", the "Location", and a question "Does it take Bearcat Card?". The rows are pinkish-purple, and the entire content area has a light gray background with vertical scroll bars on the right side.

Restaurant Logo	Restaurant Name	Link to Restaurant's Website	Location	Does it take Bearcat Card?
Restaurant Logo	Restaurant Name	Link to Restaurant's Website	Location	Does it take Bearcat Card?
Restaurant Logo	Restaurant Name	Link to Restaurant's Website	Location	Does it take Bearcat Card?

- 4) The user is then taken to that specific restaurant's website and can look more closely at what it has to offer.

Restaurant's Homepage

(RESTAURANT DETAILS)

## 5. The Pilot Test Walkthrough:

Describe how you conducted your pilot test, the results, what you learned, and what (if anything) it led you to change in your prototype.

We conducted our pilot test by first giving the user the first task. After they had taken the time to understand what needed to be done for the task we showed them the prototype. We measure how long it took for them to reach the end of the task. During this process we took notes of the different ways the user reacted to features in the website as well as things we noticed that they had trouble with. We learned that just because we intended a feature to be used in a specific way does not mean the user will interpret it the same way. We thought that it would be beneficial to have meal information on the homepage that would be useful as soon as user accesses the website. Another thing we thought would be good to add were pictures of the food from the different dining halls that way users have a better idea what would be at the different dining halls.



## **Team M- HealthDash**

**Project 6: Evaluation and Reporting**

### **UC Student Body**

**Website to help users find the best meal options**

**Jerry Chen, Prateek Chellani, Vismaya Manchaiah**



# UX Evaluation Process

We used the system usability scale to evaluate our product. Since our product is a website that will be used by many we felt that having a process where we can ask specific questions that users can answer. This process will help us evaluate what parts of our website work well and are user friendly and what parts need improvement. This evaluation would also be helpful for the user as it is simple and they would be able to follow the directions easily without it distracting them too much from the task at hand. We had six different users complete two different tasks out of the three different tasks that we were testing. We timed the process, counted the number of incorrect navigations and questions, and recorded the user's emotional response during the process.

## Work Tasks

1. Choose an on campus dining option to eat at with the healthiest option
2. Choose an off campus dining option that is close to you

## Quantitative Data

User 1:

- Time to complete task 1?  
300 seconds
- Number of incorrect navigations?  
2
- Number of questions asked during task?  
2

User 2:

- Time to complete task 1?  
395 seconds
- Number of incorrect navigations?  
4
- Number of questions asked during task?  
1

User 3:

- Time to complete task?

286 seconds

- Number of incorrect navigations?  
1
- Number of questions asked during task?  
4

User 4:

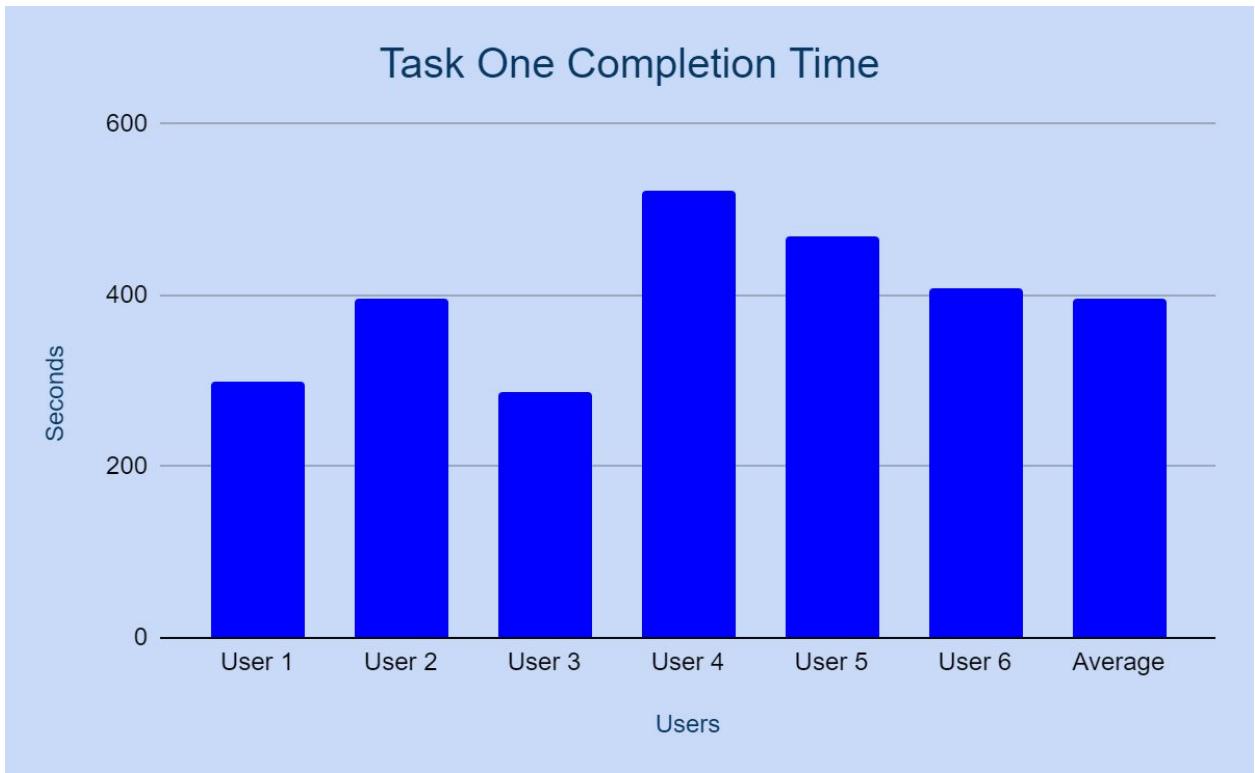
- Time to complete task?  
523 seconds
- Number of incorrect navigations?  
6
- Number of questions asked during task?  
4

User 5:

- Time to complete task?  
469 seconds
- Number of incorrect navigations?  
3
- Number of questions asked during task?  
5

User 6:

- Time to complete task?  
409 seconds
- Number of incorrect navigations?  
4
- Number of questions asked during task?  
1



## Qualitative Data

User 1:

- Emotional response when task 1 is assigned?  
User seemed eager to get started
- Emotional response while conducting task?  
Seemed focused while completing task;  
Frustrated when there was incorrect navigation
- Emotional response once task is complete?  
Proud of oneself after completion of task
- Body language while conducting task?  
Was bent over on computer  
Eyes were squinted focused on the screen

User 2:

- Emotional response when task 1 is assigned?  
Asked questions about the task to be clear

Seemed nervous to begin

- Emotional response while conducting task?  
Seemed hesitant to ask questions during task
- Emotional response once task is complete?  
Happy that they were successful in completing the task
- Body language while conducting task?  
Eyebrows were furrowed  
Seemed very into the task
- Emotional response when task 2 is assigned?  
Felt more confident in completing task two  
Seemed more relaxed

User 3:

- Emotional response when task 1 is assigned?  
Excited to begin task
- Emotional response while conducting task?  
User was focused and relaxed while conducting the task  
Talked to themselves while working on the task
- Emotional response once task is complete?  
Was content once task was completed
- Body language while conducting task?  
Relaxed during majority of task  
Was more concentrated after incorrect navigation
- Emotional response when task 2 is assigned?  
Eager to complete second task  
Worried about navigating other parts of the website

User 4:

- Emotional response when task is assigned?  
User seemed relaxed about task

- Emotional response while conducting task?  
User was distracted when working on the task  
Got off topic with other features on the website easily
- Emotional response once task is complete?  
User was glad to have completed the task
- Body language while conducting task?  
Was not stressed about finishing task  
Took time to look around the website at different features
- Emotional response when task 2 was assigned?  
Excited to explore more of the website  
Eager to get started

User 5:

- Emotional response when task 1 is assigned?  
Listened carefully to instructions
- Emotional response while conducting task?  
Very focused during task  
Seemed anxious when completing the task
- Emotional response once task is complete?  
Stayed pretty neutral after task completion
- Body language while conducting task?  
Hunched shoulders and bent over on top of computer
- Emotional response when task 2 is assigned?  
Paid close attention to instructions

User 6:

- Emotional response when task 1 is assigned?  
Was relaxed and not too concerned with ability to complete task
- Emotional response while conducting task?  
Was talking a lot to evaluators  
Did not seem stressed

- Emotional response once task is complete?  
Happy to have finished task
- Body language while conducting task?  
Sat very relaxed  
Few moments of intense concentration
- Emotional response when task 2 is assigned?  
Slightly frustrated with doing another task  
Seemed confident when giving instructions

## Conclusions

Our group came to the conclusion that having fewer main tabs would help a user find what they need. We decided to keep the number of headings to four that way a user would be able to get their end goal with ease. The tasks were overall completed with ease and didn't take much more time than we expected. The users said that the website was easy to navigate and that it wouldn't take too long to get familiar with the different features.

## Project Changes

We chose to add more to our home page. We thought we could make it an announcement page with different updates about things that are occurring on and off campus. We will work to add different promotions that are taking place at local restaurants as well as new cuisines at on campus dining. We are also going to work to make the website more appealing by adding more pictures and choosing a color scheme. We thought that having a set color scheme would help users associate HealthDash with specific colors helping it be more memorable.

## Tools Used

\*Recording sheets used are above in quantitative and qualitative data

## System Usability Scale User 3

© Digital Equipment Corporation, 1986.



1. I think that I would like to use this system frequently

Strongly  
disagree

Strongly  
agree

		<input checked="" type="checkbox"/>			
1	2	3	4	5	

2. I found the system unnecessarily complex

	<input checked="" type="checkbox"/>				
1	2	3	4	5	

3. I thought the system was easy to use

		<input checked="" type="checkbox"/>			
1	2	3	4	5	

4. I think that I would need the support of a technical person to be able to use this system

		<input checked="" type="checkbox"/>			
1	2	3	4	5	

5. I found the various functions in this system were well integrated

	<input checked="" type="checkbox"/>				
1	2	3	4	5	

6. I thought there was too much inconsistency in this system

<input checked="" type="checkbox"/>					
1	2	3	4	5	

7. I would imagine that most people would learn to use this system very quickly

			<input checked="" type="checkbox"/>		
1	2	3	4	5	

8. I found the system very cumbersome to use

<input checked="" type="checkbox"/>					
1	2	3	4	5	

9. I felt very confident using the system

		<input checked="" type="checkbox"/>			
1	2	3	4	5	

10. I needed to learn a lot of things before I could get going with this system

<input checked="" type="checkbox"/>					
1	2	3	4	5	

## System Usability Scale

User 1



© Digital Equipment Corporation, 1986.

1. I think that I would like to use this system frequently

Strongly  
disagree

Strongly  
agree

				<input checked="" type="checkbox"/>
1	2	3	4	5

2. I found the system unnecessarily complex

<i>Next</i>	<input checked="" type="checkbox"/>			
1	2	3	4	5

3. I thought the system was easy to use

				<input checked="" type="checkbox"/>
1	2	3	4	5

4. I think that I would need the support of a technical person to be able to use this system

<input checked="" type="checkbox"/>				
1	2	3	4	5

5. I found the various functions in this system were well integrated

				<input checked="" type="checkbox"/>
1	2	3	4	5

6. I thought there was too much inconsistency in this system

	<input checked="" type="checkbox"/>			
1	2	3	4	5

7. I would imagine that most people would learn to use this system very quickly

				<input checked="" type="checkbox"/>
1	2	3	4	5

8. I found the system very cumbersome to use

<input checked="" type="checkbox"/>				
1	2	3	4	5

9. I felt very confident using the system

			<input checked="" type="checkbox"/>	
1	2	3	4	5

10. I needed to learn a lot of things before I could get going with this system

<input checked="" type="checkbox"/>				
1	2	3	4	5

## **System Usability Scale**

© Digital Equipment Corporation, 1986.



1. I think that I would like to use this system frequently

<b>Strongly disagree</b>				<b>Strongly agree</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1	2	3	4	5

2. I found the system unnecessarily complex.

<input type="checkbox"/>				
1	2	3	4	5

3. I thought the system was easy to use

				X
1	2	3	4	5

4. I think that I would need the support of a technical person to be able to use this system

	$\times$			
1	2	3	4	5

5. I found the various functions in this system were well integrated

	X			
1	2	3	4	5

6. I thought there was too much inconsistency in this system

X				
1	2	3	4	5

7. I would imagine that most people would learn to use this system very quickly

				X
1	2	3	4	5

8. I found the system very cumbersome to use

<input checked="" type="checkbox"/>				
1	2	3	4	5

9. I felt very confident using the system

		X		
1	2	3	4	5

10. I needed to learn a lot of things before I could get going with this system

## System Usability Scale User 4



© Digital Equipment Corporation, 1986.

1. I think that I would like to use this system frequently

Strongly  
disagree

Strongly  
agree

	X				
1	2	3	4	5	

2. I found the system unnecessarily complex

X					
1	2	3	4	5	

3. I thought the system was easy to use

				X	
1	2	3	4	5	

4. I think that I would need the support of a technical person to be able to use this system

	X				
1	2	3	4	5	

5. I found the various functions in this system were well integrated

			X		
1	2	3	4	5	

6. I thought there was too much inconsistency in this system

	X				
1	2	3	4	5	

7. I would imagine that most people would learn to use this system very quickly

		X			
1	2	3	4	5	

8. I found the system very cumbersome to use

X					
1	2	3	4	5	

9. I felt very confident using the system

			X		
1	2	3	4	5	

10. I needed to learn a lot of things before I could get going with this system

X					
1	2	3	4	5	

**System Usability Scale** User 5

© Digital Equipment Corporation, 1986.



1. I think that I would like to use this system frequently

Strongly  
disagree

Strongly  
agree

				X
1	2	3	4	5

2. I found the system unnecessarily complex

	X			
1	2	3	4	5

3. I thought the system was easy to use

		X		
1	2	3	4	5

4. I think that I would need the support of a technical person to be able to use this system

	X			
1	2	3	4	5

5. I found the various functions in this system were well integrated

	X			
1	2	3	4	5

6. I thought there was too much inconsistency in this system

			X	
1	2	3	4	5

7. I would imagine that most people would learn to use this system very quickly

		X		
1	2	3	4	5

8. I found the system very cumbersome to use

	X			
1	2	3	4	5

9. I felt very confident using the system

1	2	3	4	5

10. I needed to learn a lot of things before I could get going with this system

	X			
1	2	3	4	5

**System Usability Scale** User (0)



© Digital Equipment Corporation, 1986.

1. I think that I would like to use this system frequently

			✓	
1	2	3	4	5

2. I found the system unnecessarily complex.

	✓			
1	2	3	4	5

3. I thought the system was easy to use

		✓		
1	2	3	4	5

4. I think that I would need the support of a technical person to be able to use this system

<input checked="" type="checkbox"/>				
1	2	3	4	5

5. I found the various functions in this system were well integrated

		✓		
1	2	3	4	5

6. I thought there was too much inconsistency in this system

	✓				
1	2	3	4	5	

7. I would imagine that most people would learn to use this system very quickly

		✓		
1	3	3	4	5

8. I found the system very cumbersome to use

✓				
1	3	λ	4	5

9. I felt very confident using the system

		✓		
1	2	3	4	5

10. I needed to learn a lot of things before I could get going with this system

## **User Comments:**

- User 1-  
I really liked the website and think it is something that I would use frequently. It would depend on how convenient it would be to access.
- User 2-  
Website was set up well; Liked different headings at the top; Would use often
- User 3-  
The website was really cool! I thought that this is something that I would definitely consider using if it were implemented. I liked all the cool functions on it! It was well set up, but I don't know if all the features would apply to me.
- User 4-  
I don't know if I would use this website, but I think others would benefit from it. It works well for what is needed.
- User 5-  
Love the website! Would definitely use for meal options. Think it could use more pictures, but it looked good overall.
- User 6-  
Good website, nice features, well-organized, worked well, would use