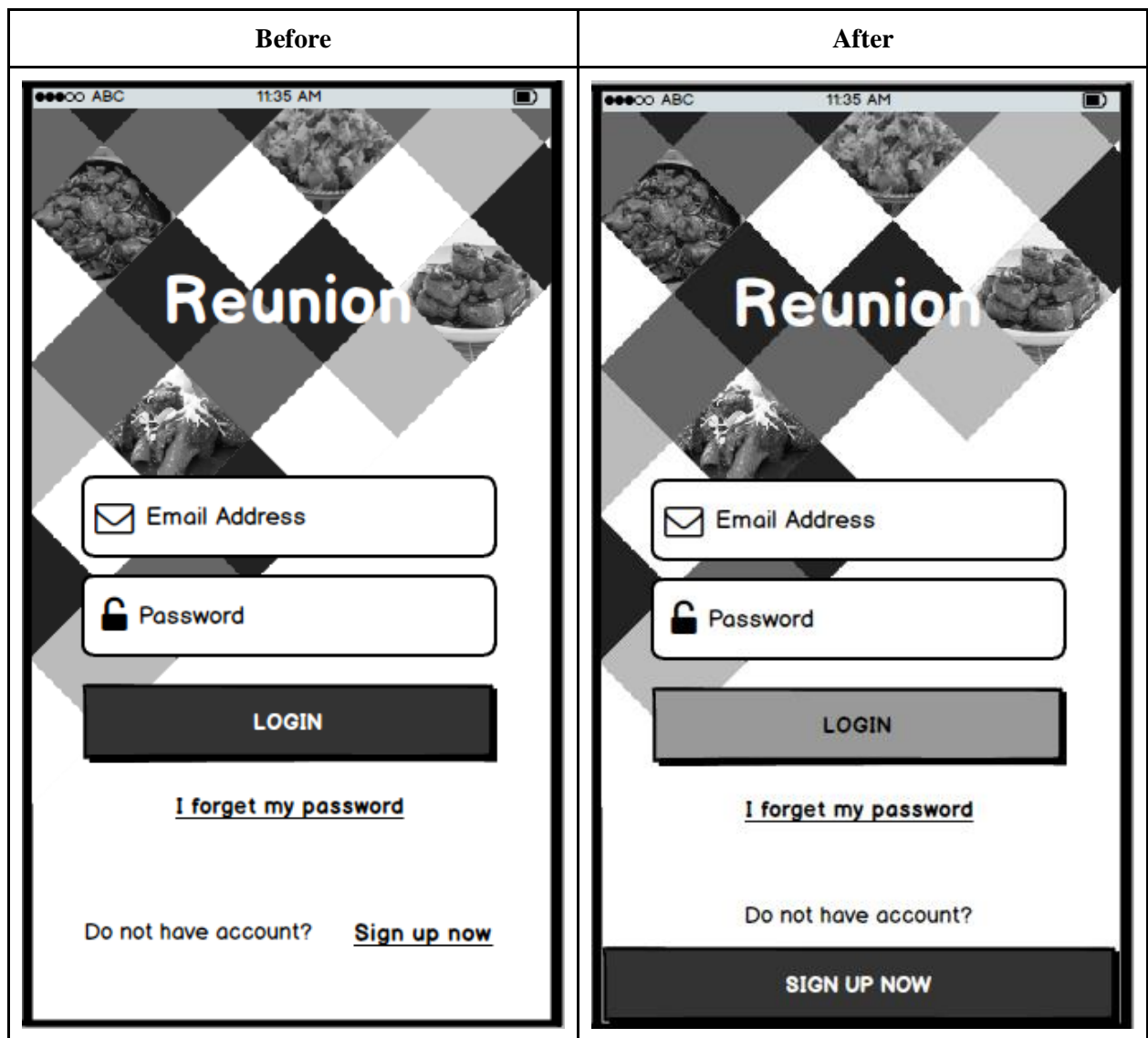## Individual Prototype Evaluation

We used usability testing which includes task-based walkthrough and think-aloud technique. All users are expected to voice out their thought process while going through each task. At the end of each sub-task, we will carry out evaluation to prevent the user from forgetting the task they did. Their thinking processes are documented as well.
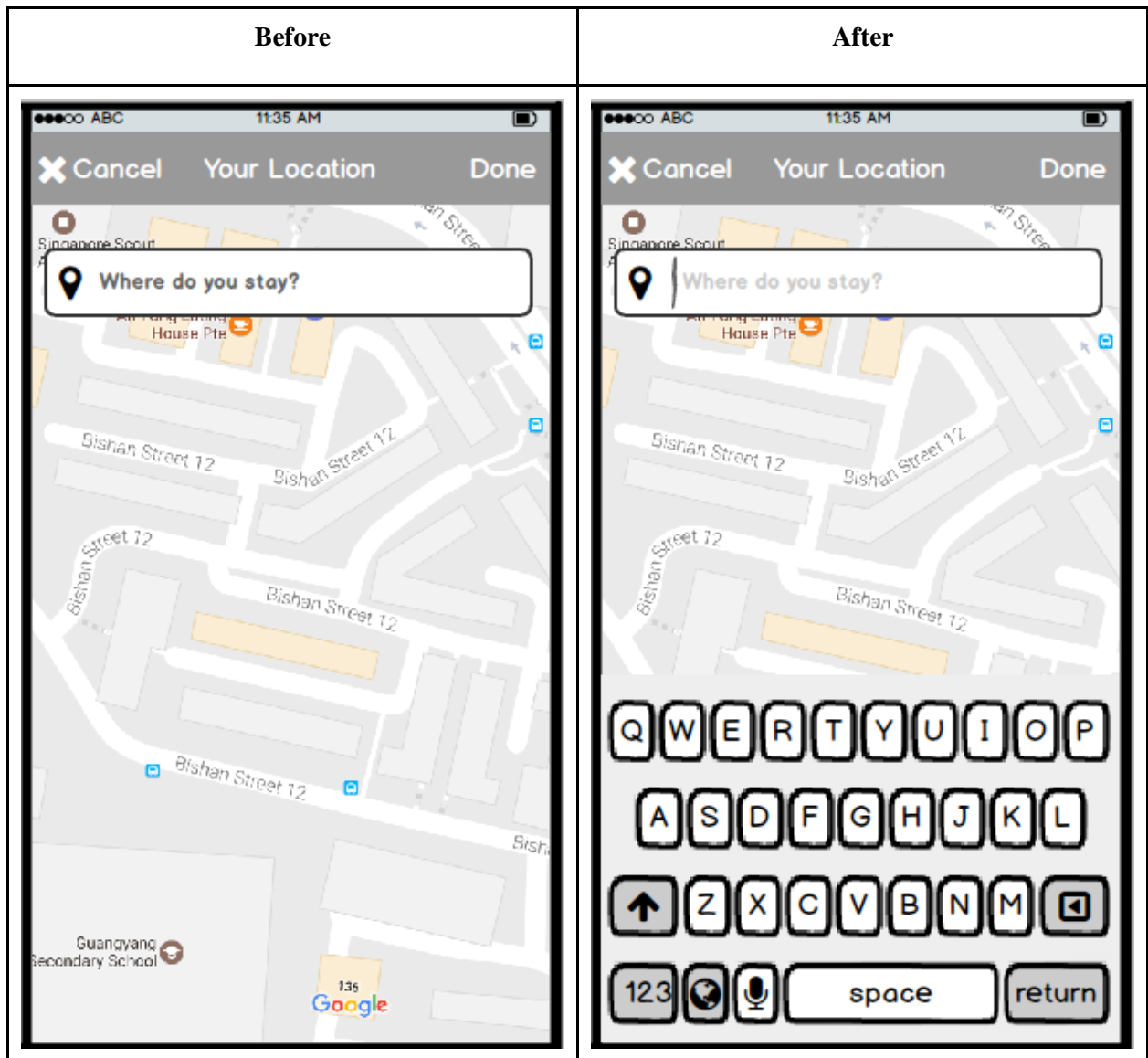
Task Flow 1
By Cheng Boon Yew Joseph, A0125474E

Generally, participant A felt that the cook signup process is easy to learn and all information are relevant and she does not mind to complete it at a longer time.
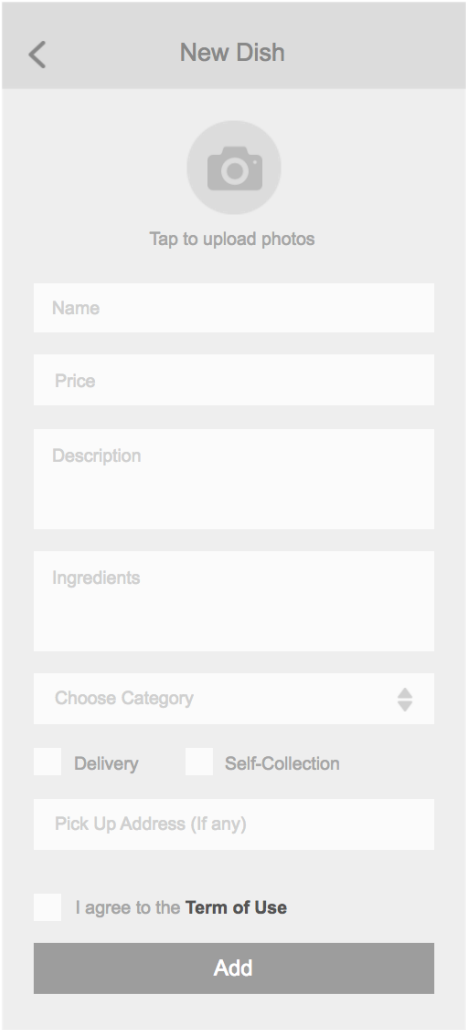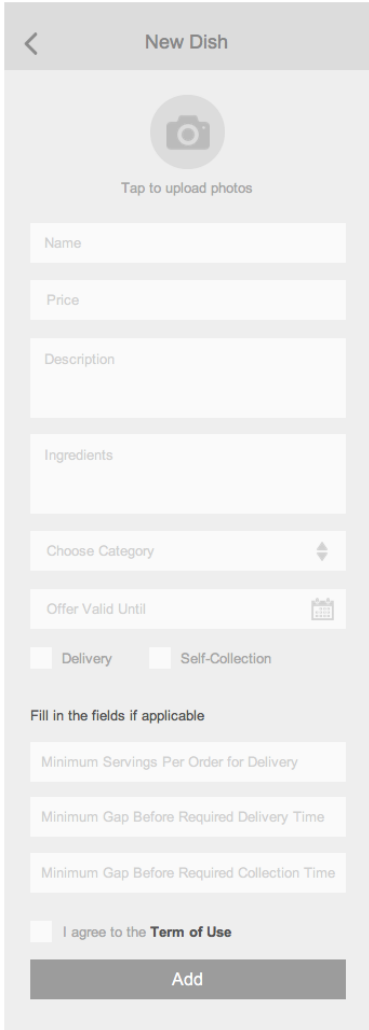
Before	After

However, participant A was confused between login and signup. Due to the poor visibility for "Sign Up Now" text which indicated at the bottom right of the screen, she had took longer time to find the "Sign Up Now". This shows that the usability for signup process is poor as the "Sign Up Now" text is not clearly visible. Hence, the "Sign Up Now" text is modified and replaced by a button control which is anchored at the bottom of the screen.
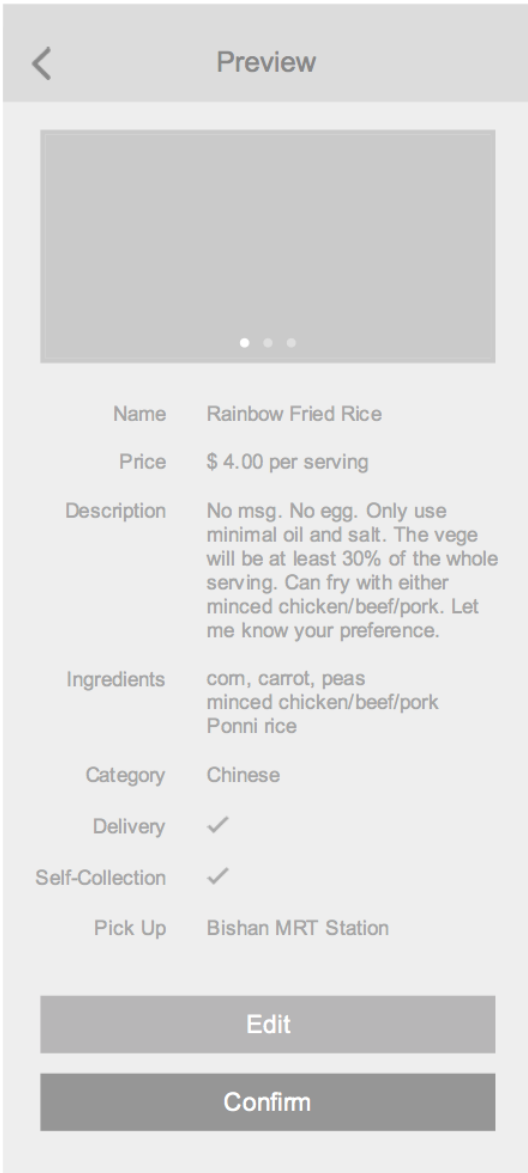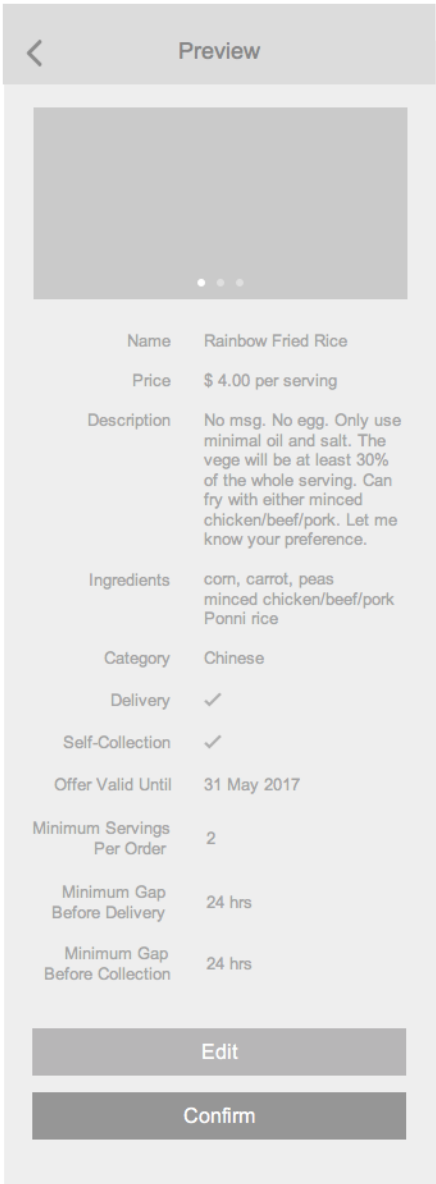
Before	After

After participant A clicked on "Where do you stay?" option, she had difficulty to continue after the screen - "Your Location" appears. There is no clue as to what to do next. This leads them to pause for a while and learn to find out by touching on the map and the input box. This is another example of poor learnability and ineffective step. Hence, to solve this issue, the input box is automatically focused and the native keyboard appears to give a clue to user that they have to input their address first. This complied with Nielsen's Heuristics of Visibility of Systems Status.

Task Flow 2
By Li Yanmeng, A0119383B

Before	After

Participant B thought that more information should be provided while adding a new dish, like what time of the day the dish is available and how far ahead of time the user needs to place the order. But at the same time, she does not want to enter the pickup location for every new dish again and again. Generally, she felt that if her consumers like to collect the food by themselves, she preferred to set a fixed pickup location for only once in her own profile, and the address will be shown to her customers by automatically appending it to every dish item when a consumer placed an order. This complied with Nielsen's Heuristics of efficiency of use.

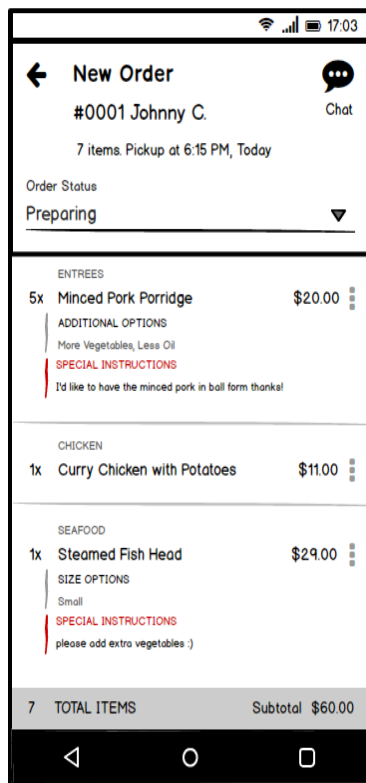| Before	After
Preview	**Preview**
Name — Rainbow Fried Rice	Name — Rainbow Fried Rice
Price — $ 4.00 per serving	Price — $ 4.00 per serving
Description — No msg. No egg. Only use minimal oil and salt. The vege will be at least 30% of the whole serving. Can fry with either minced chicken/beef/pork. Let me know your preference.	Description — No msg. No egg. Only use minimal oil and salt. The vege will be at least 30% of the whole serving. Can fry with either minced chicken/beef/pork. Let me know your preference.
Ingredients — corn, carrot, peas minced chicken/beef/pork Ponni rice	Ingredients — corn, carrot, peas minced chicken/beef/pork Ponni rice
Category — Chinese	Category — Chinese
Delivery — ✓	Delivery — ✓
Self-Collection — ✓	Self-Collection — ✓
Pick Up — Bishan MRT Station	Offer Valid Until — 31 May 2017
	Minimum Servings Per Order — 2
	Minimum Gap Before Delivery — 24 hrs
	Minimum Gap Before Collection — 24 hrs
Edit	Edit
Confirm	Confirm

Update the preview information accordingly after modifying the form fields based on user's feedback.

Task Flow 3
By Tan Shao Yun, A0139072H

Participant C were given a Direct Task; to purchase 5 bowls of *Minced Pork Porridge*. As the prototype developed was straightforward in its design and was somewhat interactive, participant C had no problems finding out which buttons to press in order to reach the next screen.
The only query he had was that there was not enough alternative options for the food menu, as the only selectable option was "Minced Pork Porridge", which led to participant C having not much freedom of choice. He was assured that this would not be the case.

Task Flow 4
By Tin Wei Yang, A0118794R

Participant D was tasked to complete the flow of receiving an order, accepting it and then "prepare" the food. I explained to him that once the food preparation has to be completed within the specified timeframe because that is when the customer would expect the food to be ready.

First impressions after going through the flow by asking participant D to "Think-Aloud":
- "Seems logical"
- "What happens if I cannot finish the order in the time that I estimated?"
  o At the end of the test, I explained that If the cook is unable to fulfill the scheduled pickup time, the cook would need to let his customer know of the delay. Cooks who join our platform will undergo onboarding training to teach them the mechanics of our platform, learn about customer service and managing expectations.

After the test, participant D gave feedback as follows:
He felt that letting the cook confirm if the order has been complete, rather than to automatically assume he will be done by the specified pick-up time will be helpful to the customer and to the cook.
To address his concern, I added the order status dropdown menu within the order page. This screen will only be available once an order has been accepted.

Order Status: Cooks can now indicate their progress i.e. to let the customer know what is going on. The order status lets the cooks to indicate their progress of the order, either "Preparing" or "Complete".

Task Flow 5
By Cheng Boon Yew Joseph, A0125474E

Generally, participant E felt that the rating is easy and similar to Grab's and Uber's rating system. She stated that she familiar with the format and hence required less time to understand Reunion's rating system.

Overall Prototype Evaluation

Task Flow	Strength	Weakness
1	• Sign up via existing social media account i.e. Facebook to improve the process of sign up. • Require user's bank account information so that their transaction is done immediately. • Ensure all cooks are following the NEA Guidelines which is stated during sign up.	• Requires user to fill in more than 5 mandatory and basic information during sign up. • Cook application takes at most 2 working days to be approved. • The list of banks is not complete. Ensure that every banks are listed down.
2	• Fill in all information within a single form to reduce the steps for efficiency purpose • Optional fields are preferable for long forms • Keep the long form in a single column • Preview function for error prevention	• For some of the users, they may not like long form since user's attention span is short, usually within 5 mins.
3	• Show a list of food availability with important information such as price and star ratings. • Ingredients are listed down by the cook which allow consumer to see before deciding whether to buy or not. • Video is attached so that consumer can view the cooking process of the cook. • Consumer has options to add-on to the dish and make a special request which enable consumer to customize the dish. • A preview page to allow consumer to double confirm their order before purchase.	• The list does not show how many servings left which consumer can buy • Consumer should allow to have chat option to chat with cook when consumer is in doubt or question to ask the cook.
4	• Simple to use. Cooks are able to quickly process orders as they come. • The addition of the order status increases the feedback to the	• Cooks need to be aware of the hidden options available to them for each order and this takes experience using the app. Screen cannot display all the options because it will clutter the screen so there

	customer, giving them real-time updates to the progress of their order.		needs to be a balance between visibility and efficiency. • Cooks need to manually update the order status. This is another thing that the cook needs to remember to do. We could add status checks to remind the cooks to set the order status if he/she forgets.
5		• Rating system is similar to Grab and Uber. There is a familiarity sense which does not require user to learn. • Rate option is shown after consumer has clicked "I Have Received My Food" so that the rating has a higher accuracy that the feedback is given after food is received.	• Does not have rating based on common categories i.e. Customer Service, Food Quality, Waiting Time, etc