SPRINT 5: USER TESTING

EILEEN CHEN
KEVIN WANG
SEBASTIAN YANG

USER TESTING

Date: Nov 20, 2020

Main findings:

Feedback Summary	Actions Taken / Planned / Lessons Learned
Price ranges are not intuitive	Change it to price per guest
Card decks don't have progress	Show number of cards total and number of cards left, progress bar
Want to access suggestion page afterwards	History of past events
Want to edit swipes after seeing suggestions	Allow for a tiebreaker round on the suggestions page
Image quality is bad and some images are warped	We will aggregate images from multiple sources like Google and Foursquare. We will also provide multiple images to mitigate this effect.
Want multiple images	Allow user to click on the left or right side of the restaurant card see multiple images in the gallery
Want to pick location and drop pin, "you are here" only shows up second time	Use the geofence selection UI used by the native reminders app
Suggestions ordering not clear	Add numbers, limit top 3
Suggestion ordering reasoning not clear, unclear that the suggestion is for the group	Provide descriptive text indicating that the recommendations are for the group.
Animations between pages is weird, comes in from both sides	Will be fixed with improved ViewRouter and animate( ) calls.
Suggestion view restaurant separation not clear	Make restaurants a card view with multiple photos
Suggestion "see menu" doesn't work	Link whole button to menu or website
Keyboard behavior is confusing	Include "done" or tap outside functionality
Text on suggestion page is too big	Make text smaller or responsive

Every time host enters name, automatic space appears in the front	Take out space in initialization
Suggestion card content is all the same	Grab information from Yelp API
Swipe page buttons don't work	Will be implemented.
Binary options kind of black and white	Proposed a "super like" buttons that lets users prioritize certain restaurants over others.
Suggestion view, why are we seeing multiple results?	Limit suggestions to 3, have see more button at bottom
Want to go back from confirmation/join screen but can't	Allow for a exit button on swipe view
Because "invite friends" was greyed out after pressing share, it was not intuitive whether they could still click it after	Change invite friends to white or different color instead of grey
Share sheet UI glitch where white bar shows up on bottom	This will be fixed.
No feedback on whether share is done	A pop up banner on the top will show up providing feedback.
Says 1 people instead of 0 people	Will ask the host to indicate how many people would be invited
Join link doesn't automatically populate event	Universal link will be implemented.

Revised Version 2 Feature List:

- Add a what is what2yum page

- Universal link redirects to the join page populated with event information

- Include historical and active events

- Automatically delete event from database after 90 days

- Upvote/downvote from suggestion screen (top 3 suggestions)

- Make it clear that the suggestions are for the group

- Fix minor UI flaws and glitches mentioned above

APPENDIX

Michael
>>>>> CREATE <<<<<
Home
- Clickable buttons
- Subheading cards are not good
  - Second much sharer
- Wasn't clear i could scroll.
- Create Event
  - Clearly clickable
  - I'm trying to create a event
  - Feels like I could send i

Create Event
- What's a new event?
  - It is confusing
  - If i didn't remember what sent me here
  - I might be confused what I'm doing
  - Event is vague
- I can see where I am
- Price ranges make sense, familiar demarcations
- Dining type make sense
  - Feels weird about three options for types, 3??
  - I'm used to placing order with doordash/uber eats etc
    - I expected takeout / delivery
    - But yeah i guess dine in works as well
- I want to begin putting information
  - Your name field is clearly clickable
    - Clear what I want
    - Feels a little different than what I see
    - Usually I put first name
    - No example text
  - Feels a little weird
  - Its a pandemic so I want to go with delivery
- When clicking on the create button
  - I was able to keep most the default settings
  - I know I want delivery cuz I hate going places
  - Then creating
  - ON cellular, create can be hit multiple times

    - I understand

>>>>> JOIN <<<<<
The thing redirect interesting
Home
- It could have joined me directly but I could just click on this
- The icon feels welcoming, but I don't know if it is intuitive it there arent words there

Join View Link
- Theres place holder text nice
- Theres only on button, join
- Link to what2yum reading aloud
- Heading could be something else

Join Details
- I didn't choose
- Did kevin choose it??
- Nobody chose from my previous experience
- Kevin is here
- I need to spell it correctly
- Tapping outside the field when editing text I could not close the keyboard.
- I could hit done
- Huh pick my preferences

Swipe
- Very similar
- Shanghai garden
- The BJ
- Chiptole only two stars lol
- This feels very familiar to me
- Interesting menu
- Some of these pictures are exquisite
  - Some are very poorly
  - Not the fault of the app necessarily
- This is no a restaurant
  - Kids playground
- WXYZ bar
- Starbucks is here again?????

Suggestions
- This is familiar
- I will be able to see it changing around when my friends are doing things
- It would be interesting to see the progress
- I want to see who is in the progress and who is done and who is working?
  - Did other people get in yet???
  - Who contributed?
  - I would love to know the status of the others

- I want to share
  - I enjoy something opens up a share sheet, it feels very natural
  - I shared the share sheet stays open, but yeah maybe i want it to dismiss?
  - Twitter just goes away

Preferences
- It's like tinder hahahahaha
  - I intuitively know that i could swipe cuz I have used tinder or bumble
  - Might be confusing, there's not a text bubble
- That's actually amazing
- A little hard to swipe that time
- It feels nice the way the stuff moves, the inertia and the spring effect. If this is what tinder looks liek the I would feel good.
- Got stuck there
- Picture seems distorted.
- I didn't know it tells me the number of star
  - I thought the number meant something else
  - Interesting
- The restaurant category doesn't work
- I tap around the screen I need a bit more information
- Seems the listing name was parsed weird
- They're all labeled american
- Oh landscape is not the way to go!
- I start to wonder if I could just swipe forever
  - When am I gonna run out of things
- That's a menu??? Looks like a french cafe. It's labled american
- Tried to click it. Based on the name can't really see what it sells.

Suggestions
- Definitely drawn to the number of people
  - First thing I would pay attention to
  - I looked through without even paying attention to why we picked
  - Info feels relavant, if only its real
- All pics are stretch, feels very uncomfortable
- I feel like I'm gonna spend a lot of time scrolling around
- Event without menu I feel like I have accomplished something.
- I expect that it will be ranked by the number of people who liked them
- Menu label doens't fade unless I hit the text i don't like it.
  - Feels like one of the websites where you'd have to
- Very easy to look through the list
- Any other information?
  - I'd typically look at what's presented to me
  - Than looking beyond
  - I don't think I want anything else
  - Star thing feels weird…

  - Like where they are in the process
>>>> Questions <<<<
- Was there any part of the app that was confusing or surprising?
  - Confusing that picture were very random
  - I know how software engineering works
  - It was surprising that it live updated when somebody changed the task
    - I would expect you'd have to refresh or something, so that was cool
  - It would have been confusing if I hadn't used tinder
    - Show some affordances as to which way to swipe
    - Would have been nice to see something first time use
- Are there any suggestions you have for the current features or interactions?
  - Interaction: tap the blue menu, anywhere but the text, they don't action
  - Feature: I want to know progress
    - How many more restaurants in the list
      - When does it end
    - See who's at what stage
    - Maybe show the three that accepted / pending / reviewing
      - Don't be just like oh it updated
- We plan on developing a second version of the app with new and improved features including
  - See multiple photos
    - I hate bumble, don't go verticle
      - Go left or right, let me just tap through the pic
      - Sometimes you swipe through images, you accidentally swipe
    - I think it's great, because if you have the automatic photo, then I might be more appeals by the second picture
      - I would definitely click thru the first couple of things
  - Functioning menu or possible order button
    - Sheet in the app, not browser
      - I feel like annoyed when you ask me to open this webpage
    - Could send me the order button
      - View event history: past/current events created or joined
  - Skip personal preferences or swiping
    - There's no reason to use the app if there's no swipes?
    - Maybe some input but I don't want to put input for all of them
    - I could see that make sense if you just want to be a part of the group
  - Voting directly on the last suggestions page
    - I feel like if that's a feature, each use would have a limited amount of times they could like something
    - Or they could even say decide for me
    - If there's a clear tie, one way to resolve to tell the participants that there is a tie, they could say I want to vote or randomly pick amongst the top two.
    - If you don't tie break, some clean way, you got the same problem that brought people to the app.

Oh maybe reinvite people you have invited. You might want to look back on the past listing and seeing what was picked.
- Is there other functionality that hasn't been included in the app or we haven't discussed that you might want?
  - See above

It is something I would use. Legitimately, it is very practically useful. It is very fun the fact that it works like tinder. As long as you could cleanly tiebreak

|---

Frank

PART I
Intuitively use create event button
Create Event
- The location doesn't work
- Doesn't have a pin
- One tip, the location window is way to small for me to zoom in or out, can't find my location
- Price range, I'll use the max out because I'm rich
- We're going delivery

Event Create Confirmation
- I have 0 people so I have to invite people
  - It doesn't work, I shared with a friend
  - But the count doesn't change
  - It's not telling me feedback, I thought I invited someone
  - Nothing changed after i invited people
  - How do I invite you?
- Keep going pick my preferences

Swipe
- Buttons don't work
- Picture quality bad
- Oh swipe left and right
  - I don't know any of the restaurants
  - If I can see their menu or website
  - I don't know any of these restaurants
  - These pictures are "shitty"
- I don't know when I stop swiping, how many cards left

Suggestions
- So you just picked the four I swiped
- Now I can see the menu
  - But you should be able to do that when you're swiping

PART II
I'm assuming its an invite link, but I still get to do.
Join
- What am I supposed to do? I have to copy the link?
- It crashes if you don't enter anything
- I typed some random stuff
  - User didnt know how to enter the link

Join Confirm
- Sure enter my name
- I feel like the alignment is weird
- Pick my preferences

Swipe
- It's the same thing

Suggestions
- Nope
- It's same thing as the last time

>>> Questions
- Was there any part of the app that was confusing or surprising?
  - Not except stuff above
  - Surprising
    - It looks pretty good to me
- Are there any suggestions you have for the current features or interactions?
  - the map was very weird
    - You should be able to do something like facebook then drop pin then done
  - The previous one on the computer Figma when you invite people, you had this bubble thing, you should still show some bubbles
  - During a swipe, I don't want to switch to safari to search up the restaurants
- We plan on developing a second version of the app with new and improved features including
  - See multiple photos
    - Yes
    - If you click on it shuffles to the next picture
    - Pics should be slightly better quality
    - Not some rando picture from Yelp / google map reviewer
  - Functioning menu or possible order button
    - Aren't you supposed to order when everyone's ready?
      - What if you're first to swipe, then other people are not ready, how can you still order?
      - I definitely want to see the menu
        - Better to be in app
  - View event history: past/current events created or joined

- Would like to "unvote" or delete vote from last suggestions page if didn't mean to vote

Is there other functionality that hasn't been included in the app or we haven't discussed that you might want?

- Fluidity of transitions are not smooth, detracts from app experience, almost overboard
- The flow for join event is weird because host view is shown
  - Do I have to invite friends to continue and swipe?
- Can't go back once created event
- For You section the small black text doesn't have the proper padding and he thinks it should be maybe a darker background with white text (for light mode)

Helen
Create Event
- Doesn't look like you can change location? Can I change location?
- Picks $$$-$$$$$ (5 dollar signs?)
- Picked dine in
- Animation is kind of distracting and a bit jarring
- It is odd that under who's here there is nothing
  - Maybe have something like "no one is in what2yum"
- Wait I wanted to invite someone else but not sure because the button was greyed out
  - Ok it worked
- Picked $$$-$$$$$ but it's showing Lulu's noodles and All India?
- Why is Carnegie Museum here lol
- On suggestion page, hard to see the food photo because a lot of it is blocked
- Yinzburg BBQ is shown as a second suggestion, but is there a way to manually sort or filter suggestions menu at all? I don't necessarily want to go there actually
  - Unclear what suggestions are for: for myself or does it take into account everyone?
  - (Refer to card design for suggestions)
- It's not clear how suggestions are sorted, only why it is suggested
  - Hierarchy not clear
  - (Refer to card design for suggestions)

After Create:
- Does it work in helping restaurants, search for restaurant?
- It should have the actual restaurant in the page,
- After the setup, it should go to the planning portion(choosing restaurant).
- Invite -> pick what to eat
- Assumption need to wait for everyone
- Number of people you add, check with restaurant to see if you can seat that many people

- Take it all back after seeing the swiping screen

Swipe screen
- Click on to learn more, see reviews and pictures
- What happens from here, not sure what does rewind button do?
        - Brings you to previous restaurant,
- Not sure when it will finish swiping
- Assume Find all the restaurant with the radius. -> don't start with 5 mi, cap
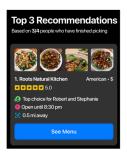   - Pick you own radius and time

Suggestions
- Exactly what I want, see exactly what the generally group prefers. Ranking what the group
- Really liked this

2 things also want to see
- Planning for, add multiple events per event , how many activities do you want to do, what does each activity do you like to do (movies, sports,) a whole day planned out
- Either chat option or save profile or a share thank
        - How do you communicate with your group about which, may be a very simple chat feature.
        - Helpful to hit it right there and
        - Close it and look at the option, the
- Might want to add something to highlight one or search for one. 3 restaurants like super like

What's below ?
- Restaurant near you, imagint not a lot of people will scroll down too far.
- Maybe pop up at the beginning saying new things in your area, instead of scrolling

---

Top 3 Recommendations
Based on **3/4** people who have finished picking

1. Roots Natural Kitchen   American • $
★★★★★ 5.0
Top choice for Robert and Stephanie
Open until 8:30 pm
0.5 mi away

See Menu

Join Event
- "1 person" instead of "1 people" in group
- First person/host always has a space in front of their name??
- After saw suggestions and exited, wanted to go back and edit response

Suggestions not mentioned above:
- Want maybe some sort of tagging thing for each card that says "most voted", "highest rating", etc
- Want some numerical labeling for hierarchy

We plan on developing a second version of the app with new and improved features including
  - See multiple photos
  - Functioning menu or possible order button
  - View event history: past/current events created or joined
  - Skip personal preferences or swiping
  - Voting directly on the last suggestions page

How desirable is this additional functionality and how much would it improve the app? (Essentially, which future features are "must have" versus "want to have" versus "like to have" from the user's perspective?)

- Prioritize seeing ordering on suggestions page, nothing that screams this is best recommendation, only says this is a list of suggestions
- Number 2 feature: going back to adjust preferences because preferences change
  - Want to be able to fix things
  - E.g. a week later change preference

Is there other functionality that hasn't been included in the app or we haven't discussed that you might want?

- Edit response/preferences feature by entering same name
  - Sign in with name, adjust votes/swipes without reswiping everything

---

Liyao
Home Page:
- The "Create Event" and "Join Event " button is too big
- Not sure what "Event" means, assume it was events posted by the restaurants
  - Maybe change it to "Create a Vote"?
Create Event
- Not sure what price range means, want to be able to enter price per guests
- Want to be able to enter restaurant names and find specific ones
Swipe View
- Assume the deck of cards are the recommendation, didn't realize it was setting personal preference at first
- It's a bit intimidating to have a large deck of cards
- Click on the middon button, but not sure what to do

Overall:
- It's very convenience but he wouldn't see himself using the app especially only with 2,3 friends, the app the a bit overkill for a small group
- He only sees himself using it with 10+ people
- Can give recommendation in the front page

Tommy

Home Screen:
- Reminds me of house party, seems very user friendly
- Thought event means for movies, shows, and broders type of events , not just for dining, help plan, and come up with ideas for stuff to do

Create:
- Location, is that something you fill in, login feature add favorites
- What does dollar mean, help to have price per person instead of $,
- Plan an event, wouldn't have take out or delivery, getting everyoen to one place, schedule event. don't need take out.
-