

Conduct at least 5 usability tests of your digital prototype. You can choose to conduct your usability tests in person or online (via a video call and screen sharing). The 5 people you ask to test your prototype may be classmates who are not on your team and/or people from your family or social network. Choose several tasks that the user should be able to perform using your prototype, and observe whether they can complete the task and which parts of your prototype are difficult or confusing. Fill in a usability inspection log for each test, and submit all logs with your assignment. You will also write a 1-page report which includes an analysis of the defects found in user tests, a summary of what feedback you have received from your peers and instructors so far, and a description of how you plan to fix the issues you identified in user tests and address the feedback you have received in the next iteration of your digital prototype.

Tasks:

- Create a new account and go to profile page
- Scroll through the organizations and read the Maize and Blue Cupboard description
- Try to search for “lettuce” to donate
- Find the fruit category and donate 3 apples
- Look at the pickup details of your donation

Team Nagoya Digital Prototype Usability Inspection Report

Link to usability inspection logs:

https://drive.google.com/drive/folders/1ZQpSfUi09p_VYsWqB3mkqbd-sgAT9Zdg?usp=share_link

Defect	Analysis	How we plan to fix it
No typing or inputting capability yet, so users cannot input profile information or search		We hope to add more functional capabilities to the app as we continue to make the prototype higher fidelity. We are hoping to add the ability for users to type in their information. This will be helpful for setting up an account, editing your profile, or searching for different foods to donate.
Small button to click on featured organization	It was difficult for users to click on the Maize and Blue Cupboard's detail page because	We aim to fix this by allowing the user to tap on any part of the featured organization's

	<p>the interface currently only allows the user to click on the small "Learn More" button. This is confusing for the user because it is nonstandard to have a large button indicating it should be selected, but only allowing the user to click on one specific part of it.</p>	<p>description to open the detail page.</p> <p>Also, we will move the "donate" button to the top of the screen so users can access it right away if they want.</p>
Limited searching ability	<p>The user cannot search for foods to donate for multiple reasons. As discussed above, there is currently not a typing feature on the app. This is one thing we must fix in order to get the search function to work. Additionally, when using our test search item, lettuce, nothing comes up on the page. Instead of showing an image of lettuce and asking the user if they would like to add it to their basket, the app just shows recent searches and categories.</p>	<p>The first thing we must do to fix this is increase the typing capability. This will allow the user to input what they would like to search. We will also need to create pages for search results for our test items. This means we would have a page that shows what results are expected for the test items, like lettuce, and allow the user to easily put these into their cart.</p>
Confusing plus button on donation item options	<p>On the donation page, each food item has a photo, a label, and a plus button icon. This icon indicates to the user that they can press the icon and add it to their cart. Instead, the user is taken to the food items' detail page where they can add the item there.</p>	<p>There are two options for how we can fix this. We could get rid of the confusing icon. This would mean all food items would have to be selected and the user can add them to their cart in their detail pages. The second option is to turn this icon into a shortcut. We could allow the plus icon to automatically add the food item to the user's basket. This would be helpful so the user does not have to waste time on the item's detail page if they do not want to.</p>
Missing pickup detail page	<p>On the pickups tab, there are options for the user to track the driver or view details. When the user selects to view details, however, they are just taken to a donation confirmation page. This is confusing because the user is not actually shown details of the order when they click on order details.</p>	<p>We will fix this by adding in this missing page. We will create a page that includes all of the donation details, including when it was donated and what was in the basket. This page will appear when the user selects to view pickup details.</p>
Cannot directly input	<p>Once a user selects a food they cannot manually input a number,</p>	<p>We will enter a manual input for product numbers</p>

numbers into product detail page	so it might get repetitive to tap the plus sign 10 times for someone who wants to donate 10 apples for example.	
Color seems pretty repetitive	General feedback - the orange seems overwhelming & not enough contrast on some pages	Will switch the color scheme to reflect a 60/30/10 pattern with a neutral color being the main color and an accent color such as orange/red being the secondary color, therefore taking away less orange.
Various buttons link to the wrong pages	Several buttons in the prototype such as view order status link to the wrong pages and it throws off the user flow	We will make sure each button links to the correct pages
Unclear whether user can automatically donate to a specific org after clicking on it	For example the "donate to them" button takes the user to donate but it is unclear whether it is for Maize & Blue cupboard specifically	We will fix this either by adding "Maize & Blue cupboard" under the "basket" title or the basket icon
Navigation placement off	The navigation at the bottom does not cover the whole bottom of the screen on some pages	We will extend the nav bar vertically to fit

Contribution Report:

We began this assignment as a team. During discussion, we brainstormed important tasks we wanted to ask our users to try out. Then, we used those ideas to create the log template. Each team member then led one usability test. We came back together afterwards to review each other's log results and create the list of defects as a group.