

MenuMe Evaluation Comments

1. Dragging Around Restaurant Choices. (minor)

The method for swiping out restaurants is interesting and quick once you get used to it but is slightly unintuitive to first time users. Specifically the application allows users to not only swipe away restaurants but also to actually drag around the image fairly far from the original location. This ability to drag the square around so far in reality doesn't serve any function but it gave me the impression that I could somehow rearrange the tiles or that dragging the tiles around might have some other affect besides purely swiping them out. For **learnability** purposes, it might be better not to give the user so much freedom in moving the tiles if no actual results or affects can be achieved by doing so.



2. No easy way to get restaurant back after swipe out. (Possibly Major)

After swiping away a restaurant I found no easy way to get the restaurant back to the home screen other than cycling through until it appears again. If only a small number of restaurants were in the database to appear the user this may not be a problem. However if there were possibly hundreds of restaurants this could be a big **safety** issue. If one accidentally swipes away, or intentionally swipes away to see other choices but wants to go back, there is currently no obvious way to do this. If the list scales to 100s of restaurants this could be a big issue. Perhaps a history list view or the ability to swipe forwards and backwards (right/left) would allow users to see what they previously viewed more easily.

3. Duplicates on the screen. (minor)

Presumably there will be many more than 4 restaurant choices. Therefore the app should avoid showing the same restaurant multiple times on the same screen. This is a minor **efficiency** issue as it wastes 25% of the screen space if just one duplicate appears.



4. How are restaurants in the compare screen picked. (Major)

From using the interface I was unable to figure out how the restaurants in the compare screen were selected. This proved to be a difficult **learnability** problem for me as I was able to figure out that clicking on a tile brought me to the compare screen but had no idea how to pick which other restaurant it would compare against. Since process of driving the flow forward is purely done with touch commands that aren't necessarily obvious to the first time user, perhaps a short help message that the user could click on and read would be useful.

5. Top menu item not necessarily indicative of food type (cosmetic)

Showing the name, distance, price and rating information seems like a reasonable set of basic information to display to the user. However showing the top menu item does not necessarily give the user an accurate sense of what type of food the restaurant serves. At a glance the user is likely to assume for example that if the top item is a burger, the place is likely an American restaurant that specializes in burgers. This may or may not be true but it is a slight **safety** issue as the user might make mistaken assumptions. That a restaurant's top item is burritos doesn't necessarily mean it is a Mexican restaurant but the user might make this mistake. Perhaps a more general food category for the restaurant would be more appropriate to show on the basic information tile

6. No quick way to find specific restaurant (minor)

The application seems good for finding random restaurants that I may have never considered before but there is no way for me to compare it to a restaurant I may already have in mind. Since there is no list view or search feature the only way to find a specific restaurant is to keep swiping through hoping it exists in the database and will eventually come up. This presents an **efficiency** problem for this type of task. A search feature would be nice or some other way to go directly to a restaurant in the database (perhaps alphabetized list view) would be helpful here.

7. Not obvious from home screen how the restaurants are being selected.(Major)

I am initially presented with 4 restaurants but have I have little idea what criteria was used to determine why these restaurants were displayed to me . Is it random restaurants within a certain distance? If so this distance should be changeable. In some cases people may only be looking for walkable distances so showing a restaurant 40 miles away would be inappropriate. In other cases the user may have access to transportation so it would be wrong to restrict too much by distance. Either way the user should be aware of what is limiting their selection in other words, there should be more **feedback**.

8. Underlined menu item makes it look like a clickable link (Cosmetic, external consistency)

The menu item selections look like links however the picture is only clickable as one big button. Perhaps the underline/color could be changed slightly or maybe the item actually could link to a full menu.

9. Amount displayed on screen fits phone size very well

The sizes of the tiles in each of the three screens fit a lot of information without trying to squeeze too much onto a small screen. Although it could always be useful to be able to see more information about the restaurants at once it shouldn't come at the expense of readability on the small screen. Make sure to maintain this balance if new objects (back button, settings button etc) are added to any of the screen.

10. Difficulties with touch screen(minor)

I found the touch screen difficult to use at times specifically in advancing to the comparison page. I was never sure if a single click or double click was used to advance to the next screen due to the unresponsiveness (using an android running 2.2). I noticed the feedback of the blue square sometimes appearing but I was never able to fully determine what the square indicated(is it that I've "highlighted" the option or that I have supposedly clicked on it).

11. Unable to go straight to restaurant information (Major)

There is an **efficiency** issue of the user being unable to go straight to a restaurant's details page. In this prototype the user must go to a comparison screen before being able to finally choose one restaurant. Comparing one restaurant to another side by side shouldn't be a necessary step in getting to the final screen.

12. No way to manually enter location (minor)

It currently seems as if the application will only know where you are by your current gps. This can be rather limiting in some cases as users may wish to search for restaurants in the area they will be going as opposed to the area they are in at the moment. In addition, gps in phones is a battery drain and can perform poorly at times due to external conditions so for **efficiency** purposes it would serve the user well if at times they could enter an address, zipcode, or some other piece of data to show where they are, rather than relying purely on the gps functionality of the phone.

13. Show only relatively local restaurants(minor)

One of the restaurants was listed as being Little Italy and 3000 miles away. Obviously this would make the restaurant an impractical choice for almost every common use case. For **efficiency** purposes, restaurants should be limited to practical driving distance at most.

14. Good design in showing only the essential restaurant information (minimalist design)

Information overload can definitely slow down the user experience an in app. I find it useful that the application tries to provide the bare minimum necessary to make a relatively informed choice about a restaurant and find the location.

15. Unclear how many stars ratings are out of (minor)

Perhaps a little more can be shown to the user to help the **learnability** of the rating system for restaurants the app uses. I wasn't sure if ratings were out of 4 or 5 stars since 5 stars is common but the highest rating I saw in the examples was 4. Having a greyed out star in the background could help the learnability as users could quickly see that a restaurant was getting x out of y stars without having to assume anything about the rating system.