

## User 1

Male

Prospective Public Pantry gleaner

Age: 31

Testing method: in person observation

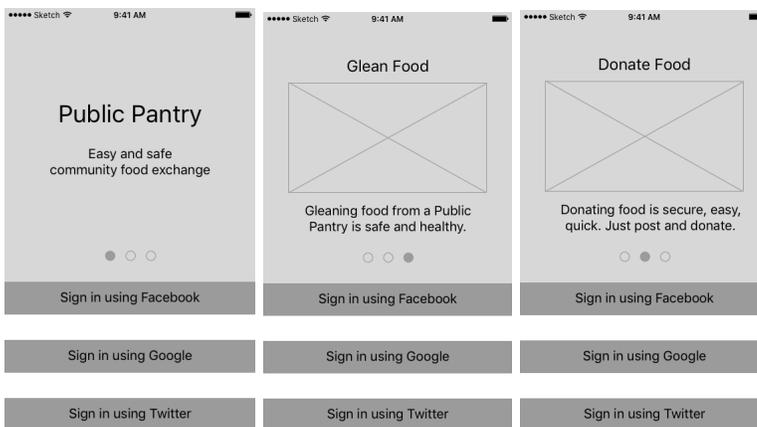
Internet usage: high

Workflow test:

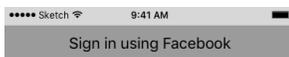
1. Onboarding
2. Donating
3. Gleaning
4. Bookmarking

Feedback and observations:

- Took the time to swipe back and forth on welcome pages to read and understand it



- Immediately connected via Facebook and quickly went through authorization pages because “I never read those things”



Public Pantry

Public Pantry will receive:  
your public profile, email  
address, and location.

[Edit the info you provide](#)

Continue as Julie

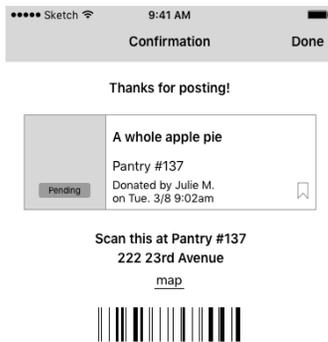
This does not let the app post to Facebook.

[Cancel](#)

- Thought that the ★ marker on the map meant “favorite”



- Thought that the idea to open up the door by scanning a barcode on their phone was “f\*cking cool” and a “great idea”. Immediately understood how it’s supposed to work.

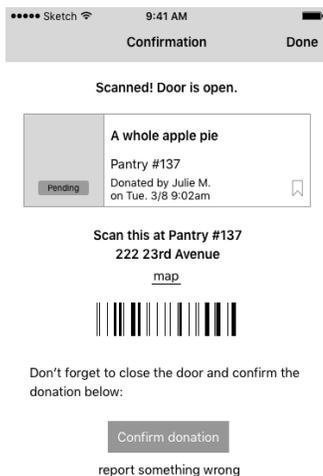


Directions:

- 1) Go to the Pantry location. Hold your phone up to the scanner located on the top right of the Pantry.
- 2) The door will automatically open. Put the donation in the Pantry.
- 3) Close the door and make sure to confirm the donation.

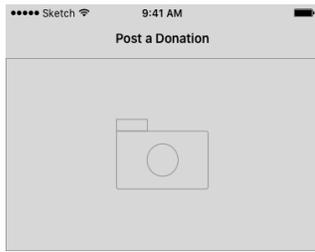


- Knew that the “something’s wrong” link is for if a food item is missing or something doesn’t look right.



Don't forget to close the door and confirm the donation below:





- Post a donation: immediately looked at text fields first instead of posting a photo.
- Wanted to be able to click on the location on the map to select which pantry to donate to rather than manually entering or choosing from a list.

**Description of donation**  
e.g. 2 boxes of apples from my front yard.  
Picked fresh today!

**Where is the donation from?**  
e.g. My front yard in North Berkeley

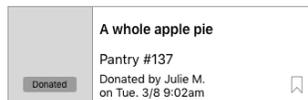
**Which Pantry # are you donating to?**



- 1. Pantry #137: 222 23rd Ave.
- 2. Pantry #138: 3901 22nd Ave.



- Understood that bookmarking a pantry or donation meant that you wanted to keep it for later or keep an eye on it. Understood the difference between terms “claimed” and “taken”
- Made the assumption that if the item is claimed and not taken in the next couple hours, that it will go back to the “unclaimed” state.
- Wanted to be able to “watch” a donation to get alerts for if it comes out of the “claimed” state.
- Thought that this is showing items that he’s gleaned because the color of tab is the color of the main container. (it’s actually showing items donated)



## User 2

Female

Prospective Public Pantry donor

Age: 30s

Testing method: in person observation

Internet usage: high

Workflow test:

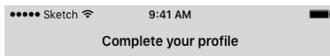
Onboarding

Donating

Gleaning

Feedback and observations:

- Would prefer not to use any kind of social media to logon. Chose Google to logon.
- Even though she used SSO, She assumed that she would still need to fill out the profile info manually.



Full Name

Julie Mason

Email Address

jmason@gmail.com

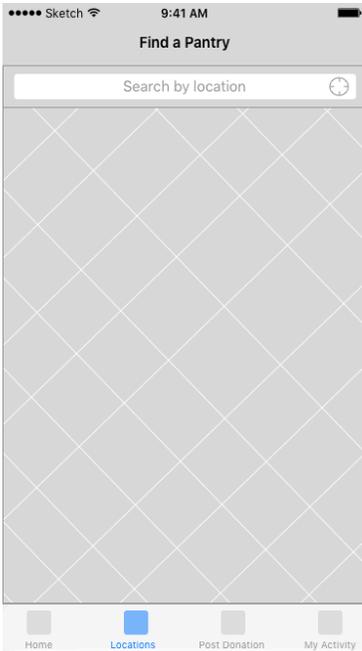
City, State

Oakland, CA

Confirm

- Understood the purpose of the “My Activity” screen.
- When posting a donation said that she should take a photo that “makes it look as delicious as possible.”
- Her description was about 3 sentences long and included reason for why the item is being donated (bought too much from the store.)
- Had to think a little bit about the question “Where is the donation from?” But said “Grocery Store”
- Knew that the \* was her current location
- Wanted to be able to tap on the icons on the map to select pantry location. Assumed that “2” was the Pantry ID#
- Saw the barcode on the confirmation page and immediately thought she had to print
- Said that she didn’t realize that instructions were below the barcode - would assume that it would be above the barcode.
- Would like to be notified if someone picked up her donation
- Understood the term “Glean” but thought maybe “Pick up” would be a more universal term
- The transition from confirming the donation to the “my activity” page was a little confusing for her. She didn’t know where she ended up.
- For safety, wanted to see more information on the Pantry View page like a photo of the pantry, a description of the neighborhood it’s located in, and if there are any attendants.
- Wanted to see big photos of each food item in feed.

- Expects an email confirmation after something has posted or an item has been claimed
- Search by location: wasn't clear that the icon meant "current location" - kept tapping on the search field



## Usability Hub Testing

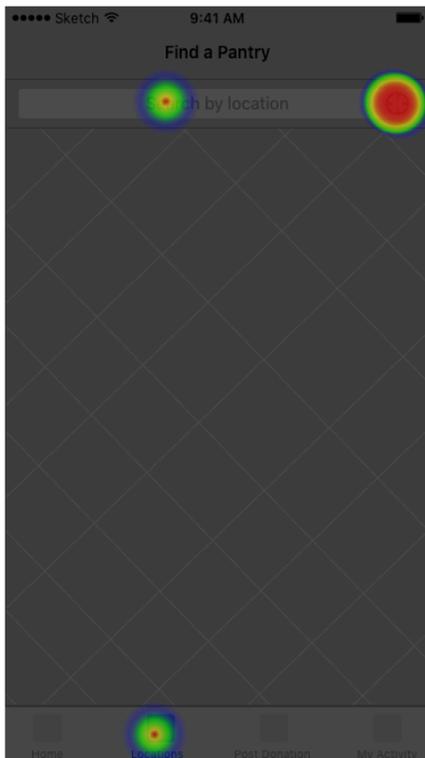
Test 1: Click test

Instructions: Where would you click to find a pantry nearest your current location?

Responses: 7

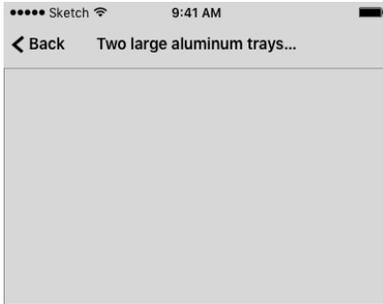
Results:

- 5 out of 7 clicks were correct



## Test 2: Question test

Responses: 8



Two large aluminum trays of  
Tabouli left over.  
From: Applewood Café

Donated by Paolo R.  
on Tue. 3/8 9:02am

Located at Pantry #137  
222 23rd Avenue  
[map](#)

Donation Claimed!



### Directions:

- 1) Go to the Pantry location. Hold your phone up to the scanner located on the top right of the Pantry.
- 2) The door will automatically open. Take out the donation from the Pantry
- 3) Close the door and make sure to confirm that you've taken the donation.

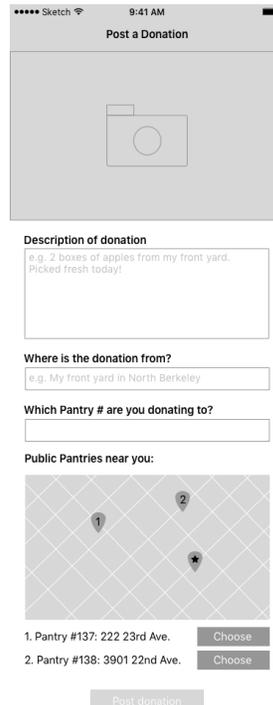
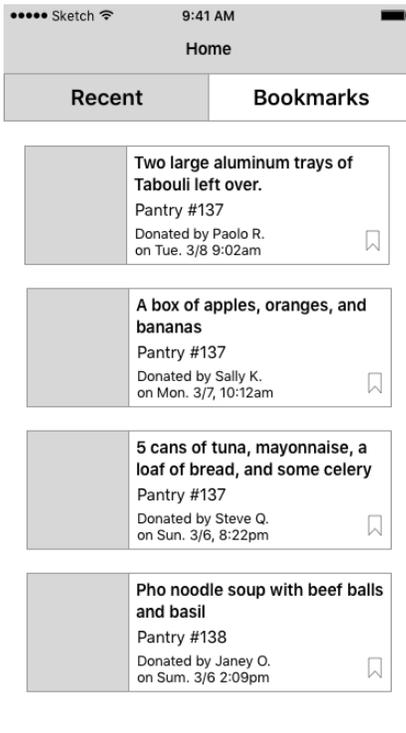


- Question: You just claimed some delicious tabouli. Please describe how you would get that tabouli.
  - 5 out of 8 testers said that you have to go somewhere, scan the barcode, and the door will open. Basically, they read and understood the directions.
  - 1 tester said to go to Applewood cafe
  - 1 tester said to click on the “Donation Claimed!” Button
  - 1 tester said to just scan the barcode
- Question: What do you think happens after the barcode is scanned?
  - 8 out of 8 testers said that a door opens
- Question: What do you have to do once you've gotten your tabouli?
  - 5 out of 8 testers said to close the door and then leave or confirm that the donation was taken
  - 1 tester said to click the “Donation Claimed!” Button
  - 7 out of 8 testers knew they had to somehow confirm that the donation was taken

## Test 3: Nav Flow click test

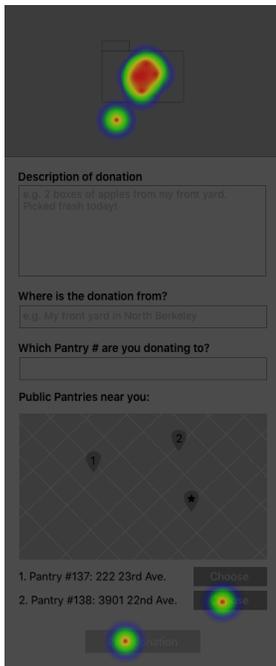
Responses: 8

Instructions: You are trying to donate food and post a photo of it. Where would you click?



## Results:

- 100% of testers clicked on “Post Donation” on the first screen
- 75% of testers clicked on the photo image on the Post Donation screen. The rest clicked on “choose” or “Post Donation” button at the bottom.



## Recommendations

- Move donation/gleaning directions above the barcode - simplify the language.
- Change marker from \* to something else
- Remove the Pantry ID# field on the Post Donation page and just use the map with markers
  - Put the actual Pantry ID# on the markers
  - For high-volume donors, put Donate button on bookmarked Pantry card and default to bookmarks page when they open the app.
- Make the “Donation Claimed!” Message look less like a button.
- Allow users to login using email and password
- Rethink language when displaying where donation is from so gleaners don't actually go to that place to get the food.
- Rethink terms for gleaning - maybe use “Pick Up” as the verb and “Picker” for noun?
- Make sure active tab color on Home and My Activity screen make sense and doesn't cause confusion
- Introduce the “My Activity” screen for first-time users so it doesn't confuse them when they see it after donation or pickup.
- More description Pantry View page that includes photos of the location and any pertinent details about neighborhood.