

GoldiBite Hi-Fi Usability Test

Task List

1. Go through the app's onboarding process and explore the home page without any guidance.
2. If you wanted to scan a product, where would you go in the app?
3. Where can you find general tips about staying safe with your food restrictions?
4. If you were scanning a menu for dietary information, where would you start?
5. Where in the app can you find instructions to contact medical assistance in case of a severe allergic reaction?
6. How would you change your username in the app? Where would you go to do this?
7. Where can you update the ingredients you want the app to monitor for you?

Follow Up Questions

1. On a scale from 1–5, how easy/smooth did the onboarding feel?
2. On a scale from 1–5, how easy did using the barcode scanner feel?
3. (Optional) On a scale from 1–5, how easy did using the menu scanner feel?
4. What are your thoughts on the barcode scanner/menu scanner?
5. Did you encounter any accessibility issues while navigating the app?
6. What did you think about our emergency contact feature? Were you ever confused while trying to call for help?
7. On a scale from 1–5, how easy was it to navigate the information in the guides section?
8. What are your general thoughts or feelings about the application? Any overall comments?

Task Completion Times

Task	Tester 1	Tester 2	Tester 3	Tester 4	Tester 5
Onboarding & navigation	16 sec	40 sec	46 sec	1:20 mins	1:20 mins
Scan a product	3 sec	10 sec	5 sec	32 sec	10 sec
Learn general safety tips	3 sec	2 sec	2 sec	16 sec	5 sec
Scan a menu	15 sec	5 sec	3 sec	25 sec	3 sec

Find emergency contact info	2 sec	2 sec	2 sec	10 sec	3 sec
Edit username	1 sec	5 sec	3 sec	15 sec	3 sec
Enable dark mode	1 sec	3 sec	2 sec	2 sec	2 sec
Update monitored ingredients	3 sec	3 sec	3 sec	19 sec	3 sec

Follow Up Questions

Tester 1

Questions	Answers
1. On a scale from 1 to 5, how easy/smooth did the onboarding feel?	4
2. On a scale from 1 to 5, how easy did using the barcode scanner feel?	4, it's easy but has a bug
3. On a scale from 1 to 5, how easy did using the menu scanner feel?	4, you can't go back because it has a bug (the back button is not showing up and the keyboard should be able to close)
4. What are your thoughts on the barcode scanner/menu scanner?	It's easy and obvious; it points out the main features of the application
5. Did you encounter any accessibility issues while navigating the app?	A little bit – you can't scroll down.
6. What did you think about our emergency contact feature? Were you ever confused when trying to call for help?	No, it's obvious. You can't access it on the first page, but it's clear on the emergency screen.
7. On a scale from 1 to 5, how easy was it to navigate the information in the guides section?	4.5, it's easy
8. What are your general thoughts/feelings about the application? Any general comments?	Overall, it's good. It shows the main functions and is great, but it has bugs. The UX/UI is fine, but it's not smooth enough. The menu order list seems clickable but it's not; it seems unfinished.

Tester 2

Questions	Answers
1. On a scale from 1 to 5, how easy/smooth did the onboarding feel?	4.5, pretty good and commercial
2. On a scale from 1 to 5, how easy did using the barcode scanner feel?	4, It would be easier or clearer with a camera button and the keyboard does not close
3. On a scale from 1 to 5, how easy did using the menu scanner feel?	4, same as question 2 because of the two needed improvements
4. What are your thoughts on the barcode scanner/menu scanner?	Keyboard problems
5. Did you encounter any accessibility issues while navigating the app?	No
6. What did you think about our emergency contact feature? Were you ever confused when trying to call for help?	It's straightforward, no problems.
7. On a scale from 1 to 5, how easy was it to navigate the information in the guides section?	5, It's straightforward, not complicated or fancy
8. What are your general thoughts/feelings about the application? Any general comments?	Apart from the scanner, the other parts of the app are good. It's not basic, it already feels professional.

Tester 3

Questions	Answers
1. On a scale from 1 to 5, how easy/smooth did the onboarding feel?	3-4, It's okay. They don't like the age feature because they think it collects personal information. They also don't understand why we ask for the name, making it harder to provide information.
2. On a scale from 1 to 5, how easy did using the barcode scanner feel?	2-3, because there's no back button.
3. On a scale from 1 to 5, how easy did using the menu scanner feel?	2-3, same as question 2
4. What are your thoughts on the barcode scanner/menu scanner?	The app is useful, with scanning being the main feature. The scanner has a bug.
5. Did you encounter any accessibility issues while navigating the app?	No, it feels smooth

6. What did you think about our emergency contact feature? Were you ever confused when trying to call for help?	It's easy and has no problems. It's easy to find and use because it's in the navbar.
7. On a scale from 1 to 5, how easy was it to navigate the information in the guides section?	4, really simple, it's easy to find and user-friendly. The only small change would be reordering the guides with "emergency" and "frequency" at the top; it's not a big issue.
8. What are your general thoughts/feelings about the application? Any general comments?	Overall, it's okay. The MVP is accessible.

Tester 4

Questions	Answers
1. On a scale from 1 to 5, how easy/smooth did the onboarding feel?	4, was a bit confused about what the first feature explanation was, but then understood afterward. Maybe a quick explanation could help.
2. On a scale from 1 to 5, how easy did using the barcode scanner feel?	5, smooth (if it was fully working without any bugs).
3. On a scale from 1 to 5, how easy did using the menu scanner feel?	5, smooth (if it was fully working without any bugs).
4. What are your thoughts on the barcode scanner/menu scanner?	Generally useful, especially if you don't know the language of the area you are in.
5. Did you encounter any accessibility issues while navigating the app?	None
6. What did you think about our emergency contact feature? Were you ever confused when trying to call for help?	It was confusing – Who am I contacting? Maybe an indicator of who is being contacted, e.g., tell the traveller it is the emergency hotline of the area. Also, there was way too much text on the page. People in an emergency situation will be stressed out by that block of text.
7. On a scale from 1 to 5, how easy was it to navigate the information in the guides section?	5
8. What are your general thoughts/feelings about the application? Any general comments?	Overall, saw the value. Their allergen wasn't one of the options, though. They felt it would be nice if the app opened directly to the

	scanner, as that's the main feature you would quickly use on the go. Also, they wondered if the guide's info is available offline.
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Tester 5

Questions	Answers
1. On a scale from 1 to 5, how easy/smooth did the onboarding feel?	4-4.5, it was easy and clear
2. On a scale from 1 to 5, how easy did using the barcode scanner feel?	4, it was easy, but there was an error when scanning a menu and barcode. He wasn't aware that the menu was separate from the barcode scanning. Most people would assume they are scanning a barcode, not a menu.
3. On a scale from 1 to 5, how easy did using the menu scanner feel?	4, The results page feedback makes sense: the checkmark indicates it's good to eat, and the bottom says it may contain allergies.
4. What are your thoughts on the barcode scanner/menu scanner?	Likes the idea of being able to scan barcodes and menus. It would be better to make it clearer for users to find their allergies and improve the orientation of the feature. Overall, it was easy to find everything, and the navigation was clear.
5. Did you encounter any accessibility issues while navigating the app?	The navigation was clear and easy to use.
6. What did you think about our emergency contact feature? Were you ever confused when trying to call for help?	It was very clear, the number was there. However, they were confused about the emergency contact on the profile page. The emergency button was different from the emergency contact shortcut, and he wasn't sure if it was the emergency contact or 911.
7. On a scale from 1 to 5, how easy was it to navigate the information in the guides section?	It was easy, but there was too much text in some cases. The font was a bit too small. It would be better to have more images and make it more like a children's page.
8. What are your general thoughts/feelings about the application? Any general comments?	He wasn't oriented towards the application initially. It would be helpful to tell users what the app is about beforehand. He likes the purpose of the app and thinks it's a very

	useful tool. The emergency contact feature is very good.
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