
Exercise 4

Interview using Paper

Prototype

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1. Approach

Ósk Ólafsdóttir and Guðmundur Bjarni Ólafsson have carried out an interview and a usability test of paper prototypes for a restaurant review system, in January 2007.

1.1. Purpose

The primary purpose of the test was to assess the usability and to determine additional features for a restaurant review system.

1.2. Method

The test has been carried out with five Northern Europeans who all belong to the target group for the website. The profiles of the test participants appear in section 1.5. Test participants were tested one by one.

A student of Rolf Molichs course, usability engineering, acted as test facilitator. All tests were conducted in English. Each test took between 30 minutes and 1 hour.

The usability test consisted of three phases: Interview, Solving test tasks, and Debriefing. In this test the phases contained the following steps:

Interview: Test participants were then interviewed about their expectations to the website before they saw it.

Solving test tasks: Test participants were asked to carry out a task using the prototype.

Test participants were asked to think aloud and to comment on the prototype while they were carrying out their tasks.

Debriefing: Test participants were debriefed about their general impression of the prototype. The debriefing questions are included in the usability test script in appendix A.

1.3. Discussion of Method

The basis for this usability test is the recognized “think aloud” method. This method is described in several generally recognized books within the usability field, for example:

- *Usable Web Design* by Rolf Molich (published by Nyt Teknisk Forlag 2007)
- *Usability Engineering* by Jakob Nielsen (Academic Press 1993, see also www.useit.com).

1.4. Equipment

The equipment used for this test was a paper prototype of the main features of the restaurant review system, and a pen which was used as a mouse and keyboard by the test participants.

1.5. Test Participant Profiles

The tests were carried out with test participants who fulfilled the following requirements:

- Between 18 and 40 years old.
- Had already bought on the Internet or were willing to do so.
- Somewhat experienced to experienced Internet users.

The number of men and women in the group were equal.

Participant	Gender	Age	Title	Internet experience*	Used an Internet review system before
1	Male	27	Student	Very Experienced	Yes
2	Male	26	Lawyer	Somewhat experienced	Yes
3	Female	26	Student	Experienced	Yes
4	Female	23	Student	Somewhat experienced	No
5	Male	30	Student	Somewhat experienced	Yes

* Internet experience was classified by the test participant according to these groupings:

1. None (e.g. has never heard of it or only read about it)
2. Bystander (e.g. has watched other persons use the Internet)
3. Beginner (e.g. has used it once or twice)
4. Somewhat experienced (uses it regularly)
5. Experienced (uses search facilities without problems)
6. Very experienced (has developed websites, knows HTML)

1.6. About the Report

- Quotes: The report contains several quotes from test participants. Some quotes have been translated from Icelandic into English and are surrounded by “...”
- Test facilitator’s comment:
The test facilitator has added a comment to an issue or made a suggestion where applicable.

Appendix A contains the full usability test script including the tasks given to the test participants.

Appendix B contains a table that shows test tasks and the test participants’ success in solving them.

Appendix C contains a list of the tasks the test participants themselves brought to the test.

2. Interview Results

Before the test participants saw the prototypes, they were interviewed about their expectations to a website which offered restaurant reviews and what the core functionality was seen from their point of view. Below is a detailed list the results from those interviews.

2.1. Content

All test participants mentioned that they would not only want the site to offer customer reviews in the form of a text, but a also star-rating.

Two test participants wanted to be able to view lists of restaurants with the highest rating, for example a *Top 10*.

Test participants generally mentioned that they wanted to be able to view contact information about restaurant. This included their full name, address, phone number and possibly an e-mail address. One participant mentioned that she would also want a map with the restaurants location and possibly a description of how to get there.

Test participants wanted to be able to view a restaurants average rating, when they were viewing its information.

All did not agree on to which extent the site should offer information about restaurant. One test participant said that he would only want to be presented with the contact information and an overall description of the food genre, while two others said that they would prefer to be able to view a full menu and to be able to reserve a table.

Two mentioned that users should be able to give their opinions of other users review and if a review got the “thumbs down” from a certain number of users, it would be thrown out or put in the back.

One test participant mentioned that he would like to know how many persons are behind each restaurant rating. “If a restaurant has a full house of stars, but only one person has reviewed it, that is not telling me very much”

Three participants said that they would not like advertisements to be on the site. If advertisements could not be avoided, then they should be inconspicuous and not too attention grabbing.

2.2. Structure

All except one test participant mentioned that for them to use the site, it would have to offer an easy way to search for restaurants, for example by genres and average rating. Two participants mentioned that searching by location was also important and one said that if he knew the restaurants name, he would want to be able to search for it directly.

Test participant in general wanted the sites structure not to be too complicated. “A site like this would offer a rather straight forward operations. It shouldn't have to be complex”.

2.3. Accessibility

Most participants mentioned that they would not want the website to be too crowded with information they did not request themselves, and cluttered with material that did not concern them, like for example offers to join special clubs, or to become a member of something or the other. "When I see sites like that, I usually get confused and go somewhere else".

One participant said that she would like to be able to chose a background color and maybe font types and color for the site herself or maybe chose between different site *profiles* with different looks and colors. "I love sites that offer that possibility. They make me feel that I own a little bit of them myself".

2.4. Trust and neutrality

Three participants commented that they would like the website to be trustworthy and neutral, and that they would not get the impression that the site had anything to gain by giving certain restaurants better reviews than others.

Three test participants said that they would prefer that many different individuals would give reviews, so that if someone would give a review very different from the rest, it would not effect the overall results too much. They also preferred that all kinds of people would give the reviews, rather than restaurant professionals or food gurus. "I don't want to know what food gurus think. I want to know what people like me think of the restaurant".

Two mentioned that the moderators of the site should monitor reviews, and throw out unnecessarily rude comments, hidden advertisements and spam. "It's not that I mind bad reviews, it's just when people are being rude or vulgar that I think the moderators should do something about it".

3. User Profiles

A list of user profiles, is a general discription of the whole user group. The list of user profiles was put together after considerable brainstorming from the writers of this report. It was then narrowed down to those we believe are the key user profiles.

- Restaurant owner
- Restaurant reviewer
- Restaurant searcher
- A company owner searching for a convenient web page to advertise on
- A restaurant goer looking for directions or the address of a specific restaurant

3.1. Restaurant Searcher

Below is a further description of the user profile "Restaurant searcher", as it matches the profile for majority of our test participants.

The "Restaurant searchers" greatest expectation of the website is to find a restaurant that matches his or her criteria. As most of the users of the web page belong to this user profile, their relevant professional and technical skills vary greatly.

Users use the Restaurant review not more than once a week to read reviews and locate suitable restaurants. They use the Restaurant review because it is a place where they can read reviews and see ranking of more than one restaurant at the same place. This is probably not available to them outside the Internet.

The users are somewhat familiar with the subject of the page and restaurant terminology. They for example know expressions relating to food genres such as "Italian" or "vegetarian".

These users have at least some experience using the world wide web. They are familiar with buttons, links and the basic functionality of their browser.

They go to restaurants every now and then and have good ideas of what they like when it comes to restaurants and food.

4. User models

4.1. Samantha - A physics student



Samantha is a 22 year old student. She has better-than-average computer skills. She owns an up-to-date desktop computer that she uses at home, and a laptop, which is a bit old, but still functional. She uses a computer every day, both for academic purposes and for entertainment.

Samantha does not have much money to spend, but she enjoys to eat out every now and then. Because she does not have a car, she also prefers restaurants that are close to her home, or that she can easily travel to. She uses the web site to find restaurants within her budget, which are not too far away from her home. She is very interested in special offers and 2/1 deals restaurants might have, in order to try something a bit fancier, but at the same price as the cheaper restaurants.

4.2. Chris - Grocery store manager

Chris is 62 and he does own a computer. He originally bought it because everyone else had one. After spending some time with it, he has found out that although it is very fickle, it does seem to be somewhat useful. He currently uses his computer mostly to correspond through e-mails with his brother, who lives in France, and to look up phone numbers and traffic routes.

Chris takes his wife out to dinner every Saturday. He jokes that as his wife cooks the other six days a week it is only fair that he takes care of dinner the seventh. Chris picks the places himself and tries to surprise his wife. After having some bad experiences with new restaurants he had never tried before, he has started to go a lot to the same three restaurants all the time. His wife recently commented that she was getting a bit bored with the menus.



Chris likes the idea of not only finding a directory of different restaurants at the same place, but also seeing what other peoples experiences have been with those restaurants. He is not as keen on the fact that this information comes in the form of a web page and is afraid it might be a bit complicated.

5. Scenarios

5.1. Samantha's use of the Restaurant Review system

Samantha goes to the restaurant review site about twice a week to check whether there are any new special offers from restaurants close to her home. She does not spend much time reading reviews, but she does prefer the restaurants she chooses to have at least two stars.

After once going to a restaurant that refused to acknowledge a special offer advertised on the restaurant review site, she likes to print out the offers she wants to use so she can present the waiters with them.

5.2. Chris' use of the Restaurant Review system






Chris goes to the restaurant review site almost every Wednesday evening, to search for a suitable restaurant to go to the following Saturday.

He likes to spend some time viewing his options, looking at available photos and comparing reviews before he comes to a decision. When he has read reviews, he always communicates to the web site whether the review was helpful or not. He does this to help other users, such as himself, to find the best reviews to read.


After he has chosen a restaurant, he likes to read its contact information so he can reserve a table and find his way there.

6. Paper Prototype Test Results




Findings are categorized by the facilitator using the following categories:

-  Good. This approach is recommendable.
-  Good idea. A suggestion from a test participant that could lead to a significant improvement of the user experience.
-  Minor problem. Caused test participants to hesitate for a few seconds.
-  Serious problem. Delayed test participants in their use of the website for 1 to 5 minutes, but eventually they were able to continue. Caused occasional “catastrophes”.
-  Critical problem. Caused frequent catastrophes. A catastrophe is a situation where the prototype “wins” over the test participant, i.e. a situation where the test participant cannot solve a reasonable task or which causes the test participant great irritation.


6.1. Reviews and rating


-  Test participants were generally confused about the ordering of the reviews of each restaurant. They noticed that the newest review did not appear on the top. “How is the ordering of the reviews chosen? Is it just random?”.

Test facilitators comments: This problem could be solved by adding a short text above all the reviews, stating which attribute they are currently being ordered by.

-  Two test participants came up with the idea of letting the user chose how the reviews of a certain restaurant are ordered. For example by date or by best/worst reviews.
-  One test participant suggested that the rating part of the reviews was split into more steps. His comment was that users could for example rate food, service, and atmosphere, each in separate ratings. “Then I could see which parts of the restaurant experience people are enjoying the most or the least. I don't really care if the service isn't perfect, if the food is good”.
-  Two test participants commented on the lack of information about how a restaurants rating was archived. “Is this something the sites moderators chose themselves or is this an average? If it is, how do they find the average?”


Test facilitators comments: Our suggestion is to add the text *based on reviews from X users*, behind each restaurant rating, where X is the number of users who have reviewed the restaurant.

 Test participants were generally pleased about being able to view reviews as soon as they found the information site for a specific restaurant. and they liked the presentation of the reviews.


 Two participants said that they would not want to sign up in order to submit a review about a restaurant. “Here, I would give up and not write the review at all. I don't want to sign up”


Test facilitators comments: Our suggestion is not to force users to sign up before writing a review if they do not want to. If the site has good moderators who watch out for rude comments or advertisements, it is not necessary.


6.2. Navigation bar and search


 Test participants commented on that they were confused when the navigation bar disappeared when they reached the review site for a specific restaurant. “Where do I go from here?”

Test facilitators comments: Our suggestion is to include the navigation in this site as well.


 Test participants all commented on that the different search categories and keywords was a very good and approachable way to find information. “I'm a really slow typer, so I usually like to click better than I like to type. With this system, I could find the correct restaurant in just a few clicks”.

 A test participant suggested that after he had searched for a restaurant, he would also be able to have the results ordered by rating, so that the restaurant with the highest rating would appear first.


 One test participant suggested that the site should include an advanced search option, which allowed the user to search for many different options. “What if I want to search for a restaurant that is romantic AND has life music? Or if I want to go to either an Italian or Asian restaurant?”

 Two participants commented on that having two search boxes on each page confused them. “What is the difference between these two boxes?”


Test facilitators comments: Our suggestion is to remove the search box from the header.


-  Three test participants complained about the fact that only nine restaurants appeared on each page of the search results. “Oh no! Not another site where I have to click the *next* button all the time”.


Test facilitators comments: Our suggestion is to allow more results on each page. The user could even chose him-/herself how many results he/she would like to have displayed on each page.


-  Two test participants suggested that another search category could be added, which allowed the user to browse the highest ranked restaurants.


6.3. Other


-  Test participants liked the fact that a list of the top 10 restaurants was offered on the front page.

-  All but one test participant commented that they liked the information offered on the front page, and its look and structure.

-  A test participant suggested to include a link to the restaurants personal home site on its info site, if it was available.

-  Some test participants commented that the price range group did not give them enough information. “What does *average* price range mean?”

-  All test participants commented that the flow of the site was easy to follow and they were never in any doubt what they were supposed to do next.

-  Two test participants suggested that the user was allowed to chose a user name when he/she was signing up. One test participant suggested that the user could also chose a user avatar/picture.

7. What We Learned

- It became apparent, since this was a prototype on paper, people perceived this as being more open for suggestions and corrections.
- The participants gave more ideas and felt it was easier to comment and give suggestions since this was not fully developed.
- The participants also suggested all sorts of features, ranging from being able to customize the look to having an advanced search.
- That the opinions of the participants varied a lot, by what seemed to be their experience by using websites. The more advanced computer users wanted more search options while the less experienced found this simple layout good and even wanted it to be simpler.
- Considerable difference was between the participants on how much they expressed their views. For some it was enough to open up with a question for them to talk non stop for several minutes about what they wanted and thought, while others just gave a simple yes or no answer and needed more encouragement.
- Most users would like to see a website like this in operation and have tried to find one without success.
- Participants were generally happy that the reviews appeared right away when looking at the restaurant.
- Participants got a bit confused when the navigation bar disappeared when they entered the restaurant page. They were not sure what to do from there.
- People in general wanted to be able to choose how search results and reviews were ordered .
- Most participants were a bit irritated to see that not more than 9 results appeared on the *Browse* page and commented that they do not like to browse through too many pages.

Appendix A. Checklist

A.1. Pre test checklist

1. Welcome. "We are testing the website, not you".
2. This is only a prototype of a system and it is no where near the final version. Please provide as many comments as you possibly can.
3. This is not an examination – in any case not of you. If anyone is up for exam it is the members of the web sites project team. In other words: You can do nothing wrong during this interview.
4. Computer experiences.
5. Have you ever used a web site which offers you to read reviews of other users experiences of a product or services? If yes: Which web site? What was your experience? What went well? What could be improved? If no, which reasons do you have for not doing so?
6. Would you use a web site that offers restaurant reviews?
7. What are your expectations to a web site that offers restaurant reviews?
8. What services would you expect to find?
9. What do you **not** want to see on a web site that offers restaurant reviews?
10. What would be good for you to be able to do on a site that offers restaurant reviews?

A.2. Test task

The test task the participants was given was: Please write a review about the Italian restaurant *Frascati* which is located in Central Copenhagen.

The intended way, which the test participants was not told, was to do the following:

1. **Front Page.** Select Italian in By Type.
2. **Browse.** Find and click the *Restaurant Frascati* link.
3. **Restaurant Frascati Review.** Locate the *Write your own review about Restaurant Frascati* and click it.
4. **Login required.** As a first time user, click the *Sign up* button.
5. **Sign up form.** Fill out the form with the requested information and click the *Sign up* button.
6. **Write Review.** Click the amount of stars the restaurant should get, and write the review and click the *Post Review* button.

A.3. Post test checklist

1. Now you have had an overview of the Restaurant review prototype web site. Has it lived up to your expectations?
2. Did you find that the content was relevant for you?
3. Was there anything missing?
4. Is there anything you think should be presented differently?
5. Do you think that the prototype is exciting/boring? Explain?
6. Do you have any comments on the procedure of finding a restaurant?
7. Do you have any comments on the procedure of writing a review about a restaurant?
8. Did you find the flow of the site easy or difficult to follow? Explain?
9. Did you find information on the web page to be easy or difficult to find? Explain?
10. If the interviewee has visited other web sites that offer user reviews: How does the prototype web site compare?
11. If you should mention two things you found especially good about the prototype, what would they be?
12. If you were to give the developer of the site two pieces of advice what would those be?
13. Would you use a web site such as this one in the future?

Appendix B. Comments

B.1. Time used on the project

Ósk: 17 hours

Guðmundur: 17 hours

B.2. Experience

This exercise was in many ways done in the same manner as the previous exercise. The main differences are of course that a limited paper prototype is used instead of an actual website. Designing a website using what we have learned from the duration of the course was very useful. Both of the team members have considerable experience in design and implementation of websites and being able to see how the methods we have learned actually improve usability, which was apparent while performing the interviews. Under the interviews, it was tempting to stop people and explain a bit to them what features were available and how things worked. This was due to the fact that this was something that we designed and put a lot of thought into, it was in fact our *ugly little baby*. Since this was a usability test, we were able to refrain ourselves from doing so. After seeing how effective this approach was, we will definitely use this next time we have to design a website.

Appendix C. Prototypes

C.1. Front Page

Copenhagen Restaurant Review

[Home](#) | [Search](#)

Browse Restaurants

Search by name

Best for
[Business](#)
[Children Friendly](#)
[Healthy Options](#)
[Live Music](#)
[Romantic](#)

By type
[Australian](#)
[Chinese](#)
[Italian](#)
[Mexican](#)
[Steaks](#)
[Vegetarian](#)

By location
[Central](#)
[Vesterbro](#)
[Nørrebro](#)
[Østerbro](#)
[Sydhavn](#)

By budget
[Budget](#)
[Average](#)
[Higher](#)

By offers
[2 for 1](#)
[50% off](#)
[Diners Club](#)
[Other](#)

Top 10 Highest Reviewed Restaurants

1. Restaurant 1 ★★★★★	6. Restaurant 6 ★★★★★☆
2. Restaurant 2 ★★★★★	7. Restaurant 7 ★★★★★☆
3. Restaurant 3 ★★★★★	8. Restaurant 8 ★★★★★☆
4. Restaurant 4 ★★★★★	9. Restaurant 9 ★★★★★☆
5. Restaurant 5 ★★★★★☆	10. Restaurant 10 ★★★★★☆

Restaurant of the week

Reef N'Beef
★★★★☆

Type: Australian
Location: Central Copenhagen
Price range: Average

Description: Reef N'Beef first opened in Copenhagen in 1991. Over the years Reef N' Beef has become one of Copenhagen's most popular restaurants. Together with a well-composed menu, our attractive new premises create the perfect Aussie atmosphere. Visitors can choose between traditional Australian dishes like: Emu, Kangaroo, Crocodile, Camel and Barramundi. For guests who prefer beef, the restaurant serves some of the best steaks in town. Like Wagya Beef – considered by many to be the best beef in the world.

[Click here to read more](#)

[Home](#) | [Help](#) | [About Site](#)

C.2. Browse Italian Restaurants

Copenhagen Restaurant Review

Home | Search

Go

You searched for:

Type → Italian (remove)

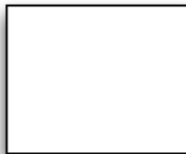
Start Over

Sorted

Alphabetically

43 items
found

Page: 1, 2, 3, 4, 5



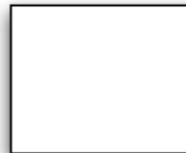
Italian, Central
American Pizza
Average price



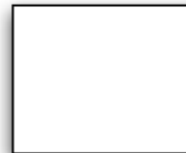
Italian, Hellerup
Bongo
Budget price



Italian, Central
Bonsos Pizza
Average price



Italian, Hellerup
Central Italy
Higher price



Italian, Hellerup
Deep Pan Pizza
Average price



Italian, Hellerup
Eat Italian
Budget price



Italian, Central
Restaurant Frascati
Average price



Italian, Hellerup
Real Italian
Higher price



Italian, Hellerup
Student Pizzas
Budget price

Narrow by name

Go

Best for

Business
Children Friendly
Healthy Options
Live Music
Romantic

Narrow by location

Central
Vesterbro
Nørrebro
Østerbro
Sydhavn

Narrow by budget

Budget
Average
Higher

Narrow by offers


2 for 1
50% off
Diners Club
Other

Home | Help | About Site

C.3. Review for Restaurant Frascati

Copenhagen Restaurant Review

[Home](#) | [Search](#)



Picture from the restaurant

[More pictures](#)

Restaurant Frascati

★★★★☆

Type: Italian
Location: Central Copenhagen
Price range: Average
Address: Vesterbrogade 9A
 1620 København V
Telephone: 33 15 66 90

Description: Restaurant Frascati has moved from Scala to Vesterbrogade 9. Frascati is an Italian restaurant situated in town within a stone's throw from Tivoli and the central station. The Restaurant is beautifully decorated in basic and light surroundings, and gently decorated with flowers and classic Roman busts.

Frascati is a lovely lunch and dinner restaurant where traditional Italian dishes such as; pasta, fish and fascinating cheeses are served for a favorable price. Further more the house offers a brasserie and a bar with an international atmosphere, Italian delicacies and a broad variety of foreign beer.

The restaurant arranges private and work functions. For reservation and information phone 33 15 66 90.

Restaurant Frascati is looking forward to welcoming you.

[Write your own review of Restaurant Frascati](#)

Reviews:

1 out of 3 people found this review helpful

★★★☆☆ January 1, 2007

Reviewer: **Susan Smith** - [See all Smith's reviews](#)

The food was amazing but these incompetent waiters were doing a really bad job. I know that I shouldn't say stuff like that, but I think they should hire some real waiters.

Was this review helpful to you? **Yes / No**

2 out of 2 people found this review helpful

★★★★★ January 10, 2007

Reviewer: **John Doe** - [See all Doe's reviews](#)

I though this place was amazing! The food and the atmosphere are better than anything I have ever seen in my lifetime!

Was this review helpful to you? **Yes / No**

[Home](#) | [Help](#) | [About Site](#)

C.4. Login required

Copenhagen Restaurant Review

Home | Search

Go

Login Required

First time user

If this is the first time you visit our web page and you wish to give your opinion of a restaurant, we kindly ask you to register. By being a member on our site, you will have the option of:

- * Giving your opinion
- * Keep track of your favorite restaurants
- * ...
- * And many more exciting features

Sign up

Already registered

If you are a returning member, please sign in using your email address and password:

E-mail address

Password

Sign in

Home | Help | About Site

C.5. Sign up form

Copenhagen Restaurant Review

[Home](#) | [Search](#)

[Go](#)

Sign up

Fields marked with * are required

First name*

Last name*

E-mail address*

Password*

Confirm password*

[Clear](#)

[Cancel](#)

[Sign up](#)

[Home](#) | [Help](#) | [About Site](#)

C.6. Writing the review

Copenhagen Restaurant Review

[Home](#) | [Search](#)



Picture from the restaurant

[More pictures](#)

Restaurant Frascati

★★★★☆

Type: Italian
Location: Central Copenhagen
Price range: Average
Address: Vesterbrogade 9A
 1620 København V
Telephone: 33 15 66 90

Description: Restaurant Frascati has moved from Scala to Vesterbrogade 9. Frascati is an Italian restaurant situated in town within a stone's throw from Tivoli and the central station. The Restaurant is beautifully decorated in basic and light surroundings, and gently decorated with flowers and classic Roman busts.

Frascati is a lovely lunch and dinner restaurant where traditional Italian dishes such as; pasta, fish and fascinating cheeses are served for a favorable price. Further more the house offers a brasserie and a bar with an international atmosphere, Italian delicacies and a broad variety of foreign beer.

The restaurant arranges private and work functions. For reservation and information phone 33 15 66 90.

Restaurant Frascati is looking forward to welcoming you.

Write Review:

Rating: ☆☆☆☆☆

Review:

Reviews:

1 out of 3 people found this review helpful

★★★☆☆ January 1, 2007

Reviewer: [Susan Smith](#) - [See all Smith's reviews](#)

The food was amazing but these incompetent waiters were doing a really bad job. I know that I shouldn't say stuff like that, but I think they should hire some real waiters.

Was this review helpful to you? **Yes / No**

2 out of 2 people found this review helpful

★★★★★ January 10, 2007

Reviewer: [John Doe](#) - [See all Doe's reviews](#)

I though this place was amazing! The food and the atmosphere are better than anything I have ever seen in my lifetime!

Was this review helpful to you? **Yes / No**

[Home](#) | [Help](#) | [About Site](#)