Sub Shop Interface

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Brief Description of Interface

-Touchscreen interface for ordering at a sub shop

-Placed on multiple kiosks

-Select and remove ingredients from sandwich
Goals of the Interface

- Reduce errors in ordering
- Benefit deaf individuals and people with accents
- Improve throughput of orders
- Memorability: Relies on recognition over recall

- Learnability: Simple design allows for easy learning curve

- Effectiveness: Users get a better visual impression of order

- Error handling: Easy to recover from mistakes
Welcome to Signature Subs

Create-A-Sub
select your bread, toppings and condiments

Popular Subs
choose from popular subs with pre-selected ingredients
You must select a bread before moving on!
Select your bread

- Wheat Bread
- French Bread
- Italian Bread
- Flat Bread
- Italian Herbs and Cheese
- Honey Oat

Sub #1

Honey Oat Bread

Back  Next  Exit
Select your toppings:

- Lettuce
- Banana Peppers
- Onions
- Tomatoes
- Green Peppers
- Avocado
- Olives
- Cucumbers
- Mushrooms

Sub #1:
- Honey Oat Bread
- Turkey
- Ham
- Lettuce
- Tomatoes
Order Summary

Sub #1
Click picture to see more details

Back  Add a Sub  Complete Order  Exit
Order Summary

Sub #1

Click picture to see more details

Sub #1

- Honey Oat Bread
- Turkey
- Ham
- Lettuce
- Tomatoes
- Classic Lays
- Honey Mustard

Back  |  Add a Sub  |  Complete Order  |  Exit
Welcome to Signature Subs

How would you like to create your next sub?

Create-A-Sub
select your bread, toppings and condiments

Popular Subs
choose from popular subs with pre-selected ingredients
Your order number is 12345. Please take your ticket below.

Please come pick up your order when your number is called. Enjoy!
Pre-Test

- Use of Likert scale, differential semantics, etc.

- Gathered demographic information, comfortability with touchscreens, etc.

- Helped to interpret the results obtained from testing
Pre-Test

- How old are you?
- What is your gender?
- Do you prefer touchscreen interfaces to physical buttons?
- Rate your people skills
Post-Test

- Gain information about the user’s experience

- Check whether their pre-test opinions changed
- Rate your experience with the system from 1-10

- Were you ever confused during the process?

- Did it take too long?

- Suggest any improvements
Suggested Improvements

- ‘Back’ button added
- Sub details added at order summary page
- Bread option error recovery
Population

- 5 participants
- Randomly selected
- 4 between ages 18-24, 1 in 40+ range
Were the Pictures Difficult to Understand

Number of Participants

Scale (1 = not very difficult - 5 = very difficult)
Rate Experience with Sub Interface

Number of Participants

Scale (1 = Worst - 10 = Best)
Rate your People Skills

Scale (1 = the worst, 10 = the best)

Participant No.
Would Touchscreen Speed Up Process Ordering

- **20%** Strongly Agree
- **40%** Agree
- **40%** Neutral
- **20%** Disagree
- **0%** Strongly Disagree
TouchScreen Interface Speed Up the Process of Ordering

- 80% Strongly Agree
- 20% Agree
- Neutral
- Disagree
- Strongly Disagree
Results
Conclusion

-Makes the ordering process more productive

-Users generally satisfied with interface

-Minimal, functional design follows principles taught throughout course