

Outback Training App: Usability Test and Protocol

Nicole Igarashi

› Goals of test:

- test the ability to navigate the app
- understanding of different headlines and sections
- any pain points in use of app

› Observational:

- what do you expect out of the icons?
- (manager wait page, menu, flashcards: motions/actions)

Protocol

Scenario #1

- You are a new trainee at outback steakhouse. You've downloaded this app to ease the training process.

Task-Based

- You are a first time user and have to login to the app using your BBI University Login
- Need to look at the set training schedule to figure out when you start on the floor training.
- You've been asked to review the Authentic Service Purpose for the 2nd day classroom
- You're on day one of training and need to do the menu practice test
- You have some time to study and want to go over appetizers by playing a matching game with the flashcards
- you want to just overall review flashcards of the menu
- you want to practice by writing in answers for the menu test
- In preparation for the end of training, you want to understand what a manager wait involves
- in preparation for your first day on the floor alone, you want to get some advice from experienced servers on how to increase your tip %

Protocol

Scenario #2

- You are a trainer at outback steakhouse and have a day one trainee whose employee number is 624

Task-Based

- You need to fill out their trainee checklist to send to management

Protocol

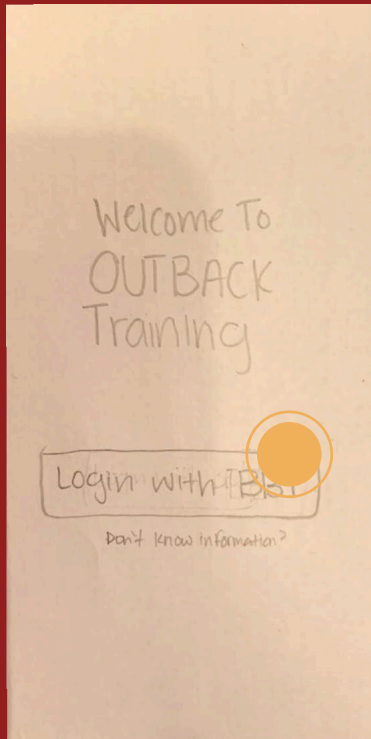
Users

Male, 21, Caucasian

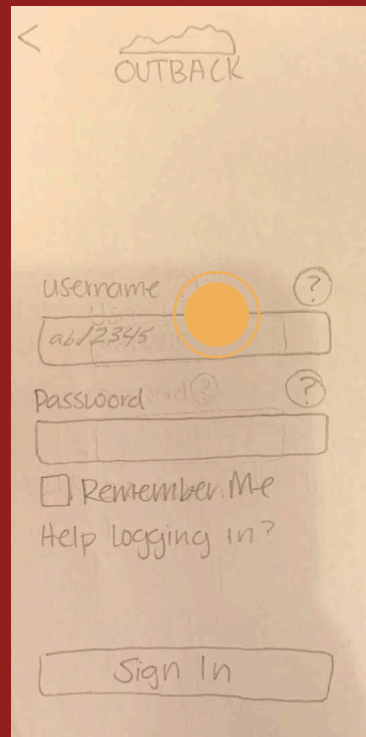
Female, 20, Hispanic

Female, 20, Caucasian

Female, 30, Hispanic, Outback Employee

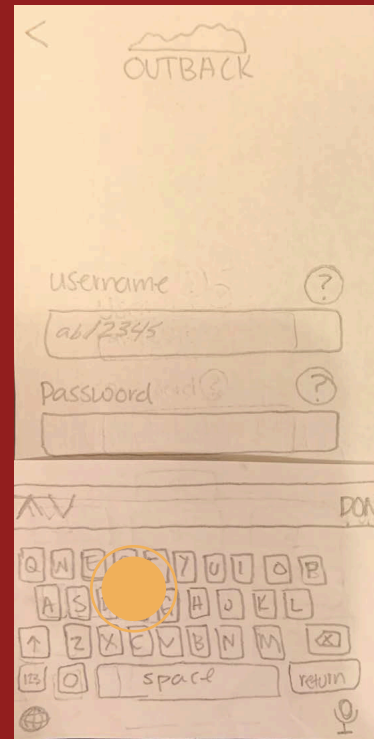


Login with current BBI University login information

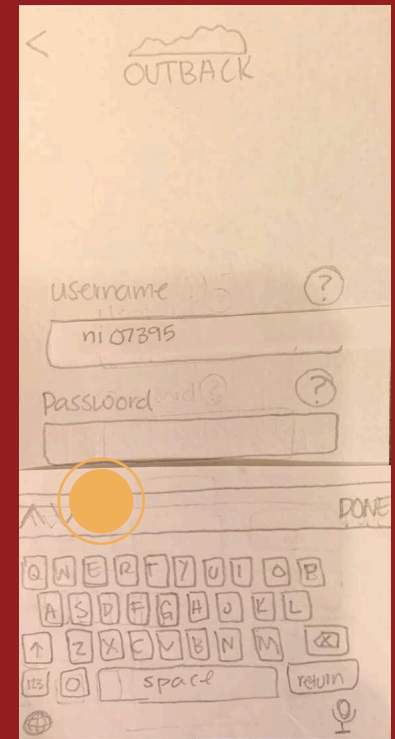


Suggestion text to guide user to the correct username format.

Question mark icon may be unnecessary due to the "Help Logging In?" They cause slight confusion



User types in their information.



User can either click the next box to move on, or may use the arrows on the keyboard to help move through the form.

Logging In and Onboarding

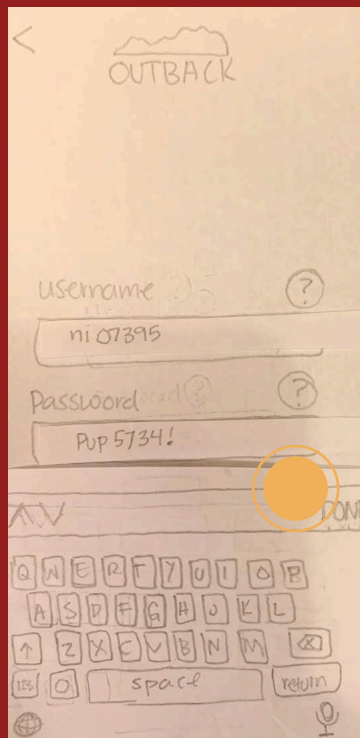
Users

Male, 21, Caucasian

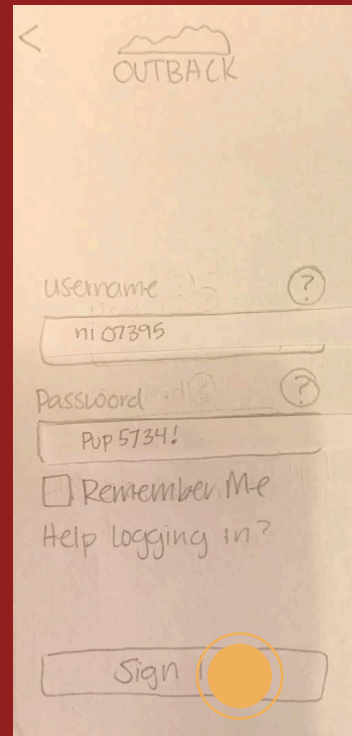
Female, 20, Hispanic

Female, 20, Caucasian

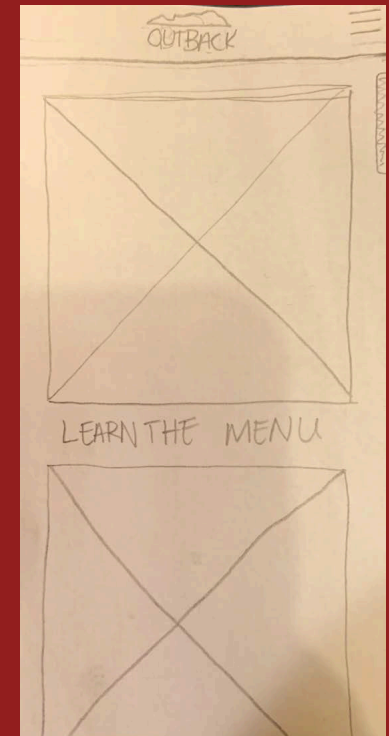
Female, 30, Hispanic, Outback Employee



User can click either "done" or "return" to exit the keyboard.



User can select "remember me" to help information be stored in the case of being logged out, and to finish, hits "sign in".



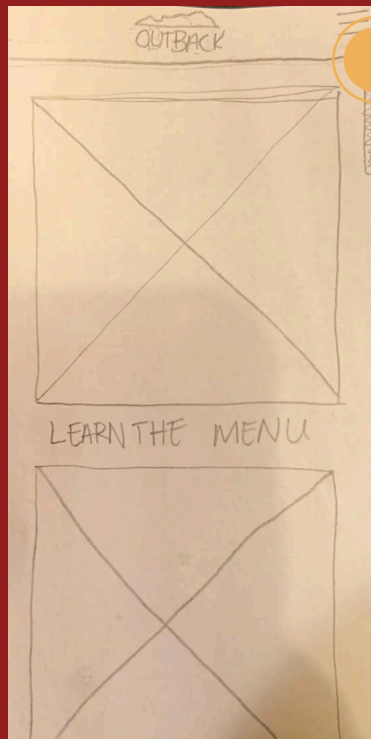
Once logged in, the user is taken to the home page.

Add a profile icon to help change stuff if they need to. It provides more comfort

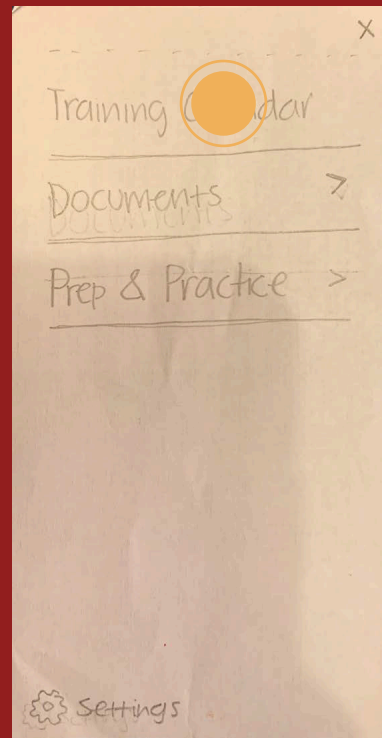
Logging In and Onboarding

Users

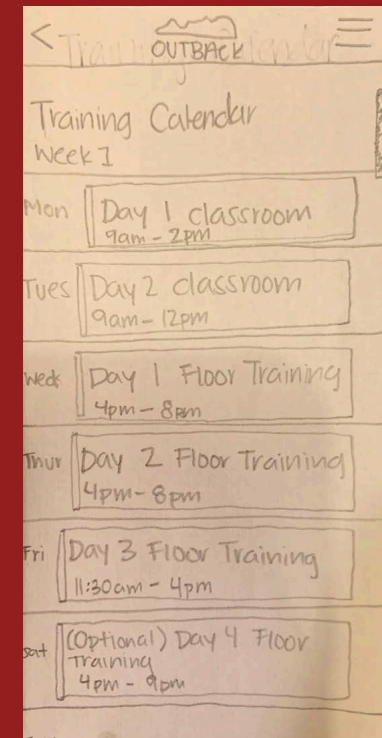
- Male, 21, Caucasian
- Female, 20, Hispanic
- Female, 20, Caucasian
- Female, 30, Hispanic, Outback Employee



Hitting the hamburger button leads the user to the menu.



Menu list



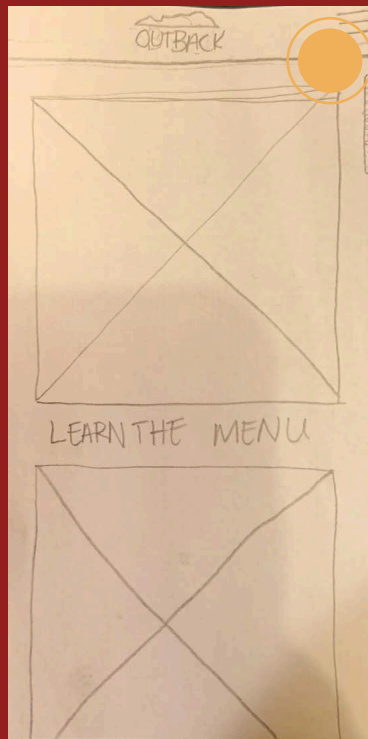
Calendar showing the weekly set training schedule.

Maybe have opportunities here to connect to other locations, like more information about manager waits, or study options for the specific days.

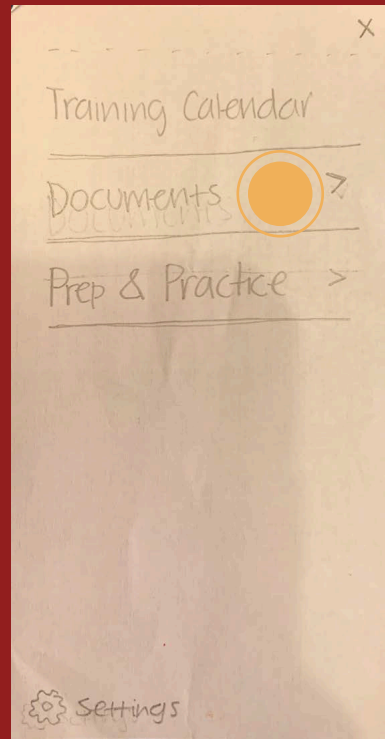
Finding the Training Schedule

Users

- Male, 21, Caucasian
- Female, 20, Hispanic
- Female, 20, Caucasian
- Female, 30, Hispanic, Outback Employee

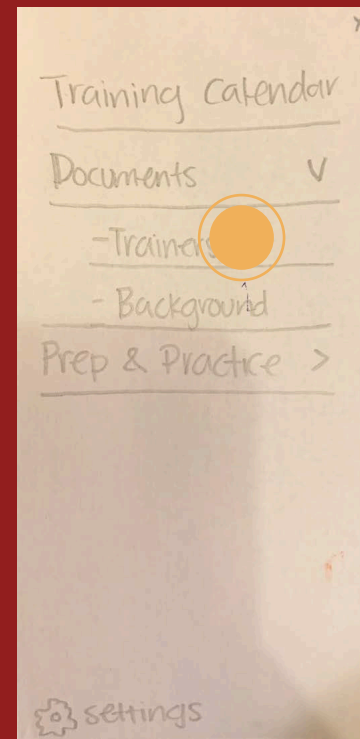


Access the menu through the hamburger button.

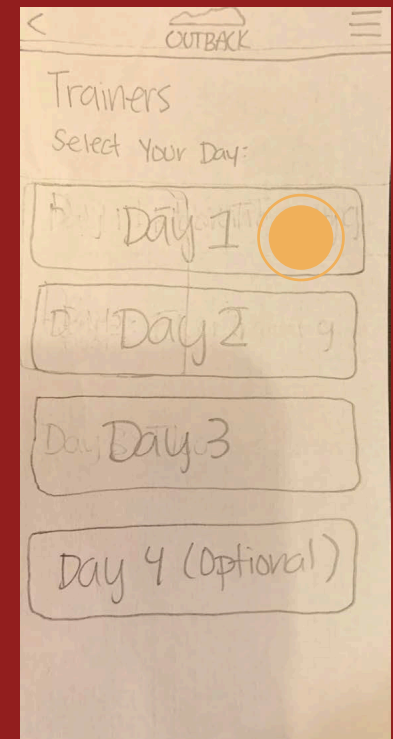


Clicking through to access the Trainers section.

You don't really know what's in documents. Hesitated when looking for trainers. There is a slight confusion on where to go. I think organizing the menu by sections of training instead would be really beneficial. The menu can be a bit confusing with the tabs. It's the thing that needs the most work I believe.



Trainers takes the user to the section that is for all things trainers.

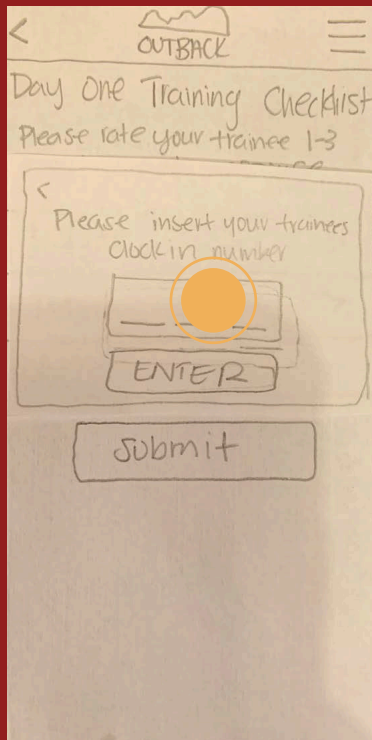


Day selection offers easier guide as to providing the correct forms.

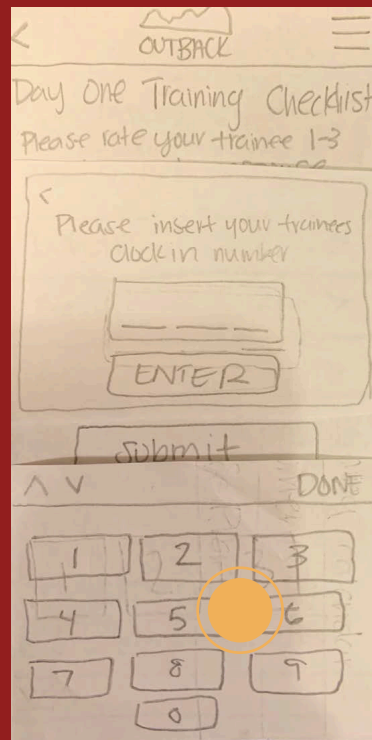
Accessing the Trainer's Checklist

Users

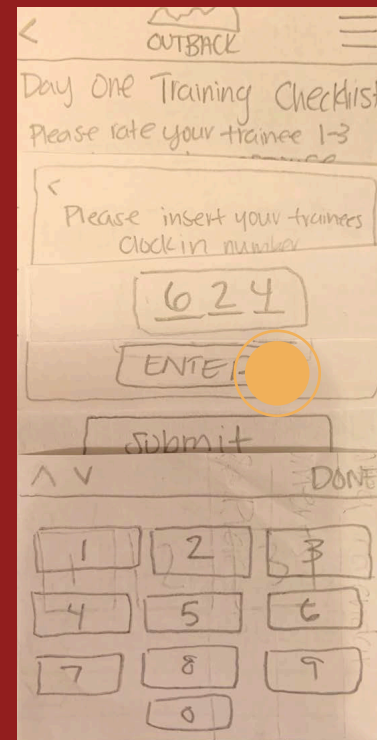
- Male, 21, Caucasian
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- Female, 20, Caucasian
- Female, 30, Hispanic, Outback Employee



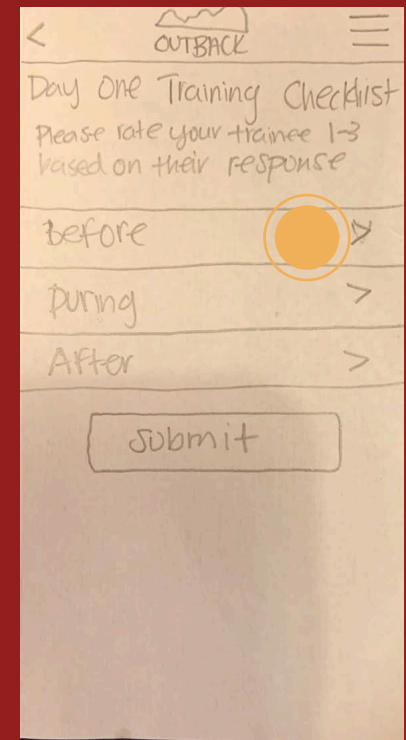
Clicking to type in the trainee's employee number helps organize forms for management.



Number keyboard pops up for the number based entry.



Entering saves the data underneath the trainees information now.

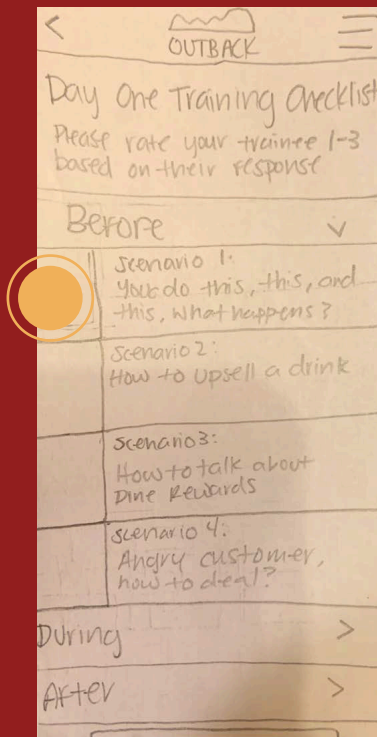


Options are given to work on the checklist before, during, and after shifts.
Have a save option to add that security that documentation wouldn't be lost when it was in progress.

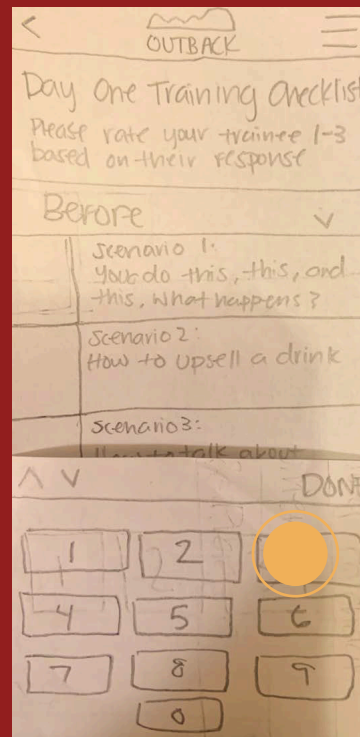
Accessing the Trainer's Checklist

Users

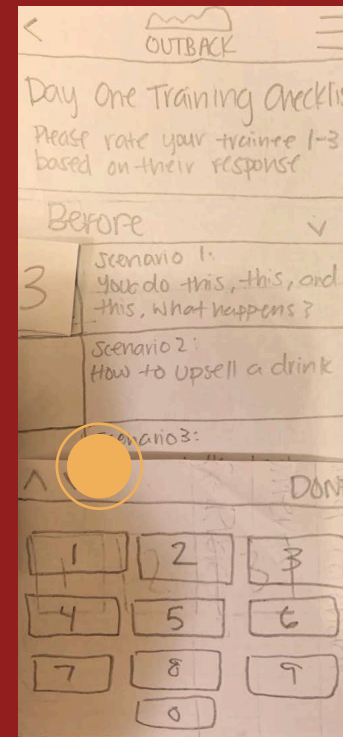
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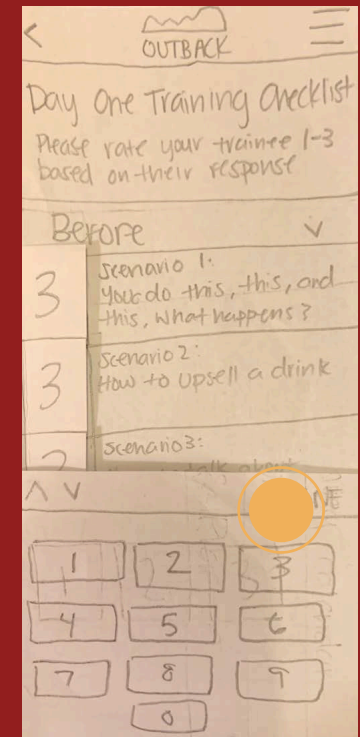
Click the boxes to rate the trainee. Flip the input fields to the other side of the screen. Most users are right handed, and therefore it's making it more difficult currently. Content over controls.



Input for ratings



Hitting arrow helps ease moving to next field.



Clicking done takes away the keyboard.

Accessing the Trainer's Checklist

Users

Male, 21, Caucasian

Female, 20, Hispanic

Female, 20, Caucasian

Female, 30, Hispanic, Outback Employee

Storyboard panel 1: A mobile app screen titled "OUTBACK" with a "Day One Training Checklist". The text says "Please rate your trainee 1-3 based on their response". There are three sections: "Before", "During", and "After". Each section has a rating of "3" and a right-pointing chevron. The "Before" section is expanded, showing four scenarios: "Scenario 1: You do this, this, and this, what happens?", "Scenario 2: How to Upsell a drink", "Scenario 3: How to talk about Dine Rewards", and "Scenario 4: Angry customer, how to deal?". A yellow circle highlights the "Before" section header.

Sections are collapsable to help with crowdedness of the page.

Storyboard panel 2: The same "Day One Training Checklist" form. The "Before", "During", and "After" sections now have checkmarks and right-pointing chevrons. A yellow circle highlights the "During" section header. A "Submit" button is visible at the bottom.

Check mark appears for reassurance of completion.

Storyboard panel 3: The same "Day One Training Checklist" form. The "Submit" button is highlighted with a yellow circle.

After completing the whole form, submitting sends the form to management.

Storyboard panel 4: A screen with a "Thank You!" message: "Thank You! Day 1 Training for Nicole #624 IS COMPLETE". A "< Return" button is at the bottom, highlighted with a yellow circle.

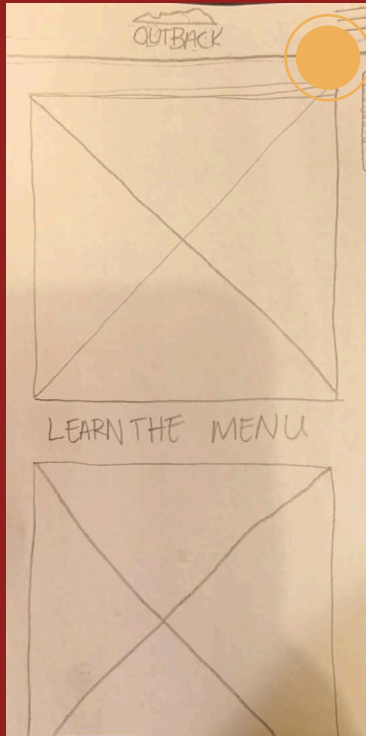
Hit Return to return to the day selection for trainers.

Does Return take you home or somewhere else? Add more clarity. Also in all of these, getting back home would be a long process, you need a quicker way. "Return to Day Selection" or something with more detail would help and understanding where this button is taking me.

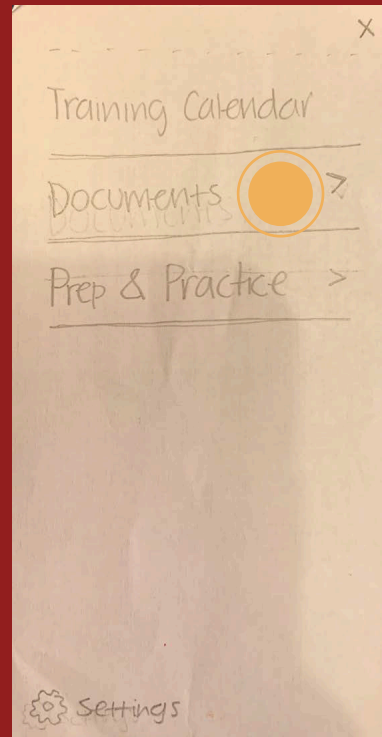
Accessing the Trainer's Checklist

Users

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- Female, 20, Caucasian
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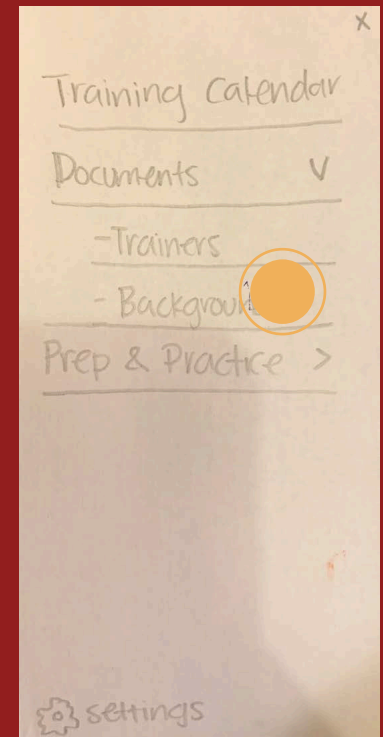


Access the menu through the hamburger button.



Clicking through to access the Background section.

You don't really know what's in documents. I would want to think that it should be under anything but documents. Documents make me think "oh that's going to be about me and my documents."



Background takes the user to the section that is for all things about the background of Outback.

Finding Outback's Service Purpose

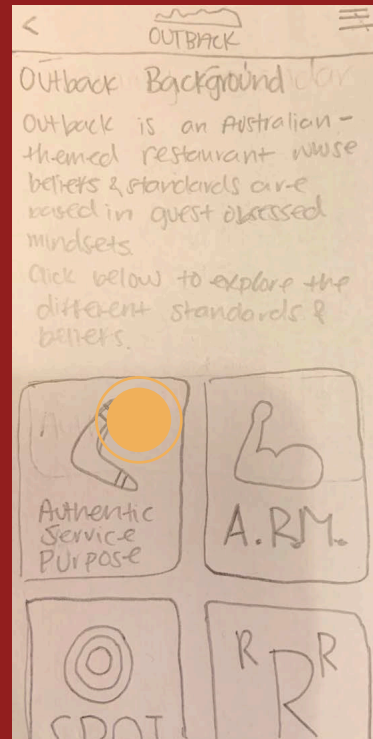
Users

Male, 21, Caucasian

Female, 20, Hispanic

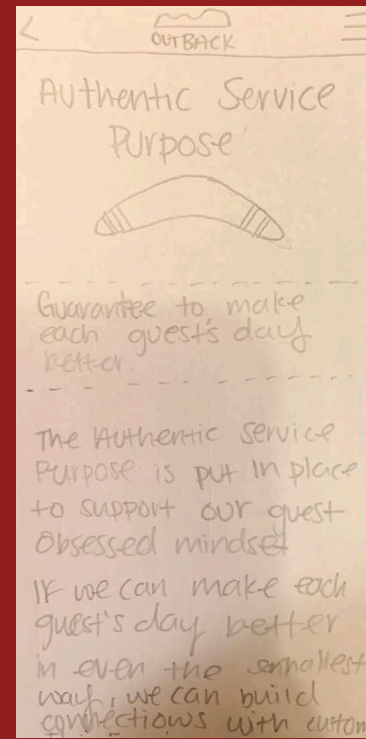
Female, 20, Caucasian

Female, 30, Hispanic, Outback Employee



Clicking through to access further information on the Authentic Service Purpose.

I have no idea what to expect out of the icons on this page. The labels are odd, but maybe that is something you would know specifically as an employee

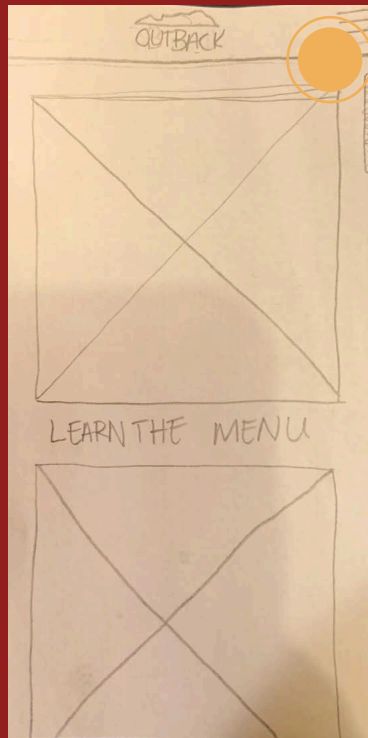


Authentic Service Purpose page. Don't forget to watch singularity when creating the whole page and app.

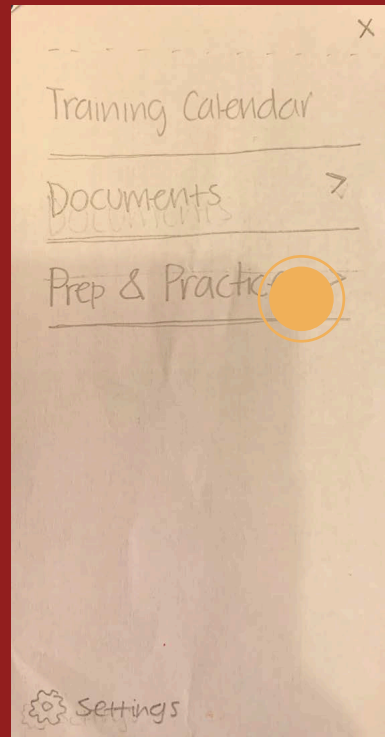
Finding Outback's Service Purpose

Users

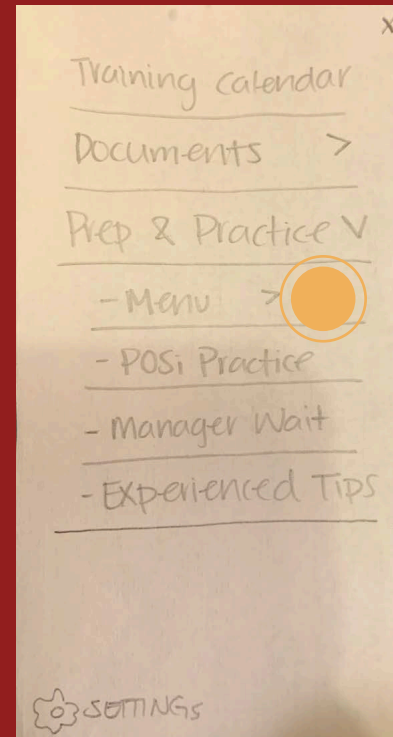
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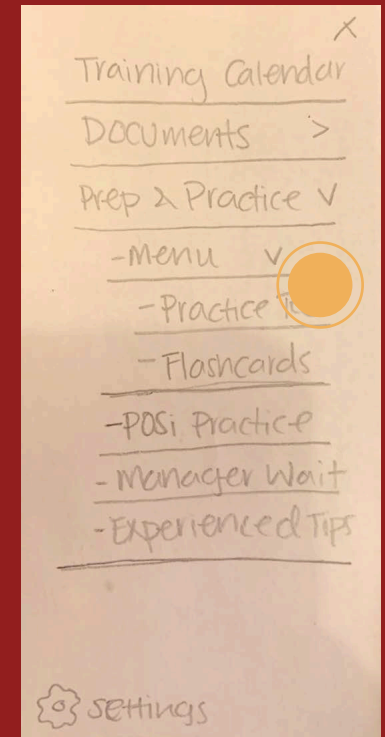
Access the menu through the hamburger button.



Clicking through to access the Practice section.



Menu drops down to reveal related content.

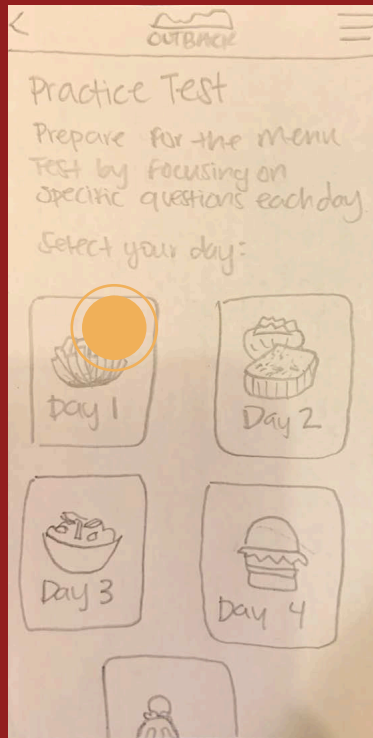


Practice test leads to daily practice tests.
Once again, just providing more clarity and separation in the menu would really help ease the struggle and confusion of finding things.

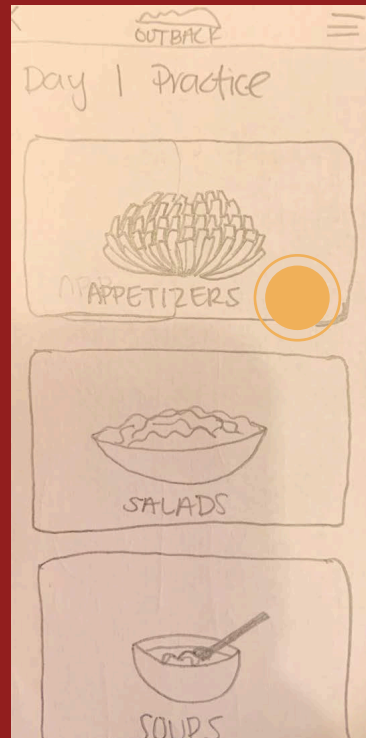
Practicing the Appetizers Test

Users

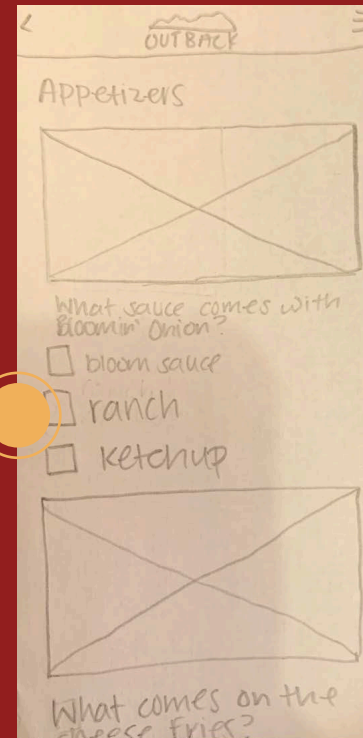
- Male, 21, Caucasian
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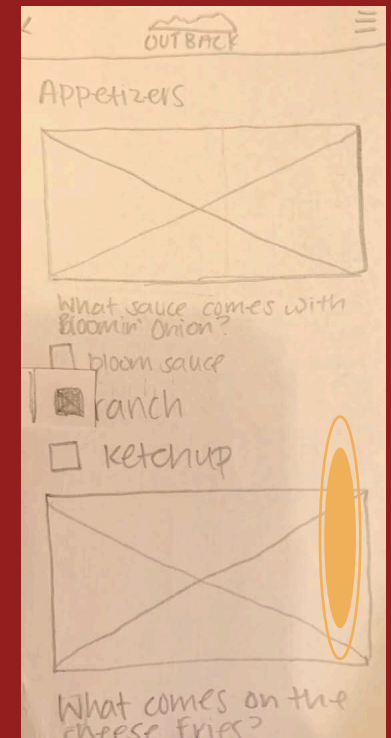
Clicking Day 1 takes the user to the options that are recommended to learn on day one of training.



A detailed list that breaks up the different options is available to ease the time and learning of each option.



Practice test takes like a normal multiple choice.

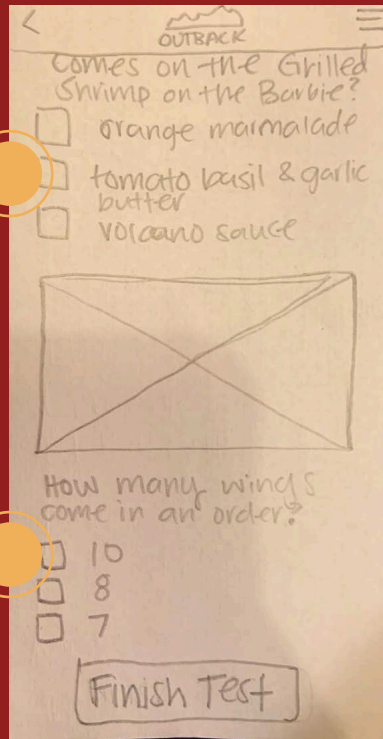


Swipe to scroll through test.

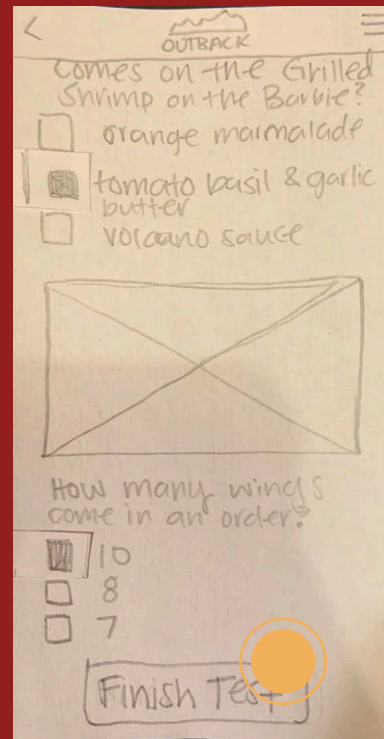
Practicing the Appetizers Test

Users

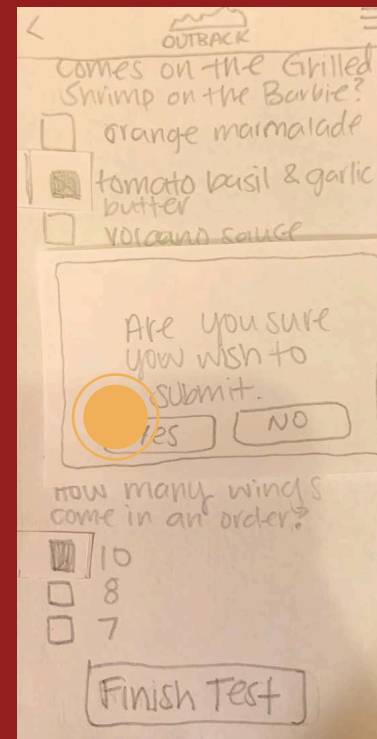
- Male, 21, Caucasian
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Continued test taking

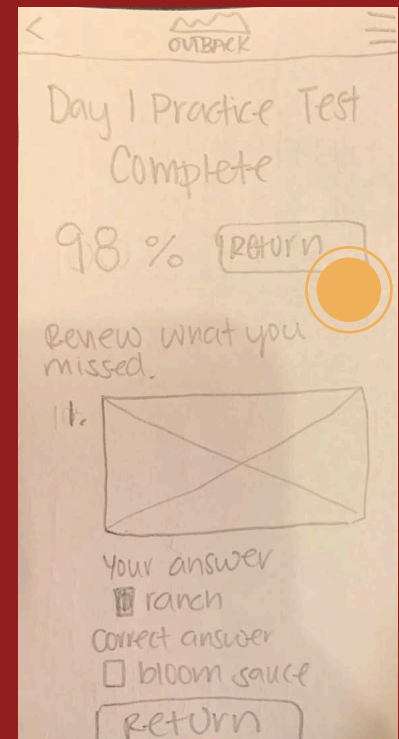


When finished click "finish test"



A pop up shows to make sure the user is ready to move on.

Add some submit options. What happens if I press "Yes" or "No"?
You need specification. If I press no, do I get to go back to the test or is it something else? You just need a bit more clarity.

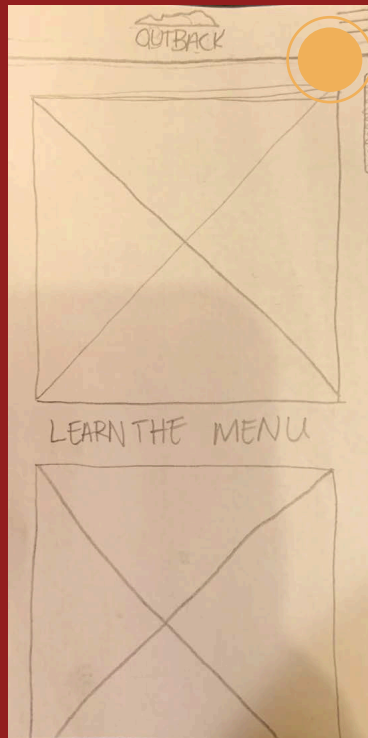


Completion screen where you can see your results, and how you did.
I don't think your return needs to be that big at the top. Where does it take you? Provide some clarity there to help with confusion and ease of navigation.

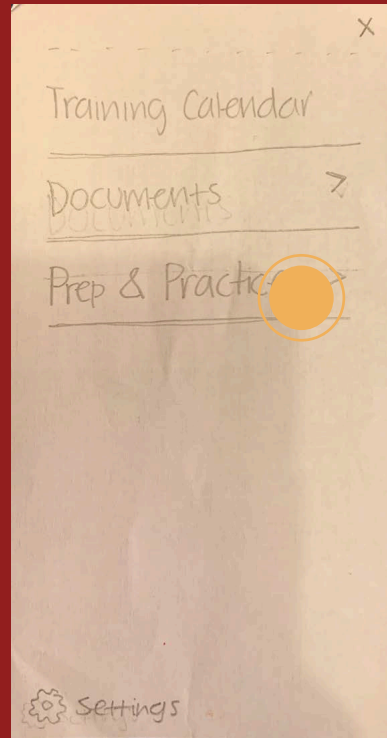
Practicing the Appetizers Test

Users

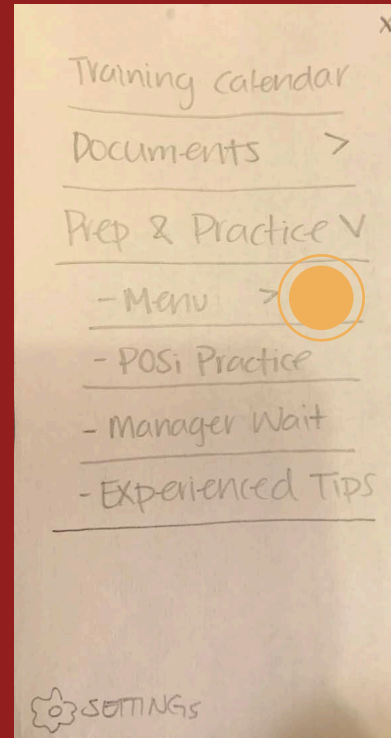
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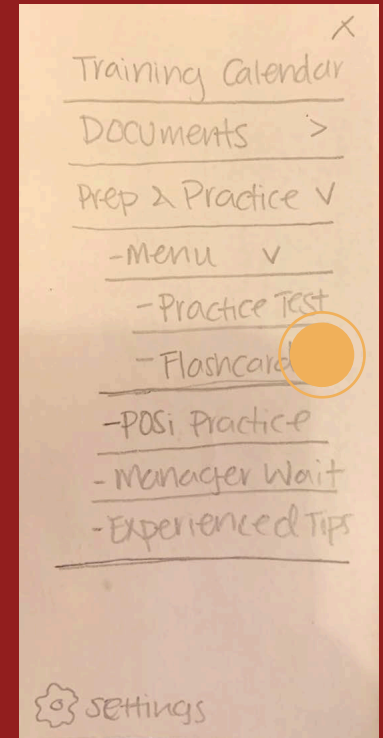
Access the menu through the hamburger button.



Clicking through to access the Practice section.



Menu drops down to reveal related content.



Flashcards leads to options to learn the menu through different memorization tactics.

Learn the Appetizers: Flashcards

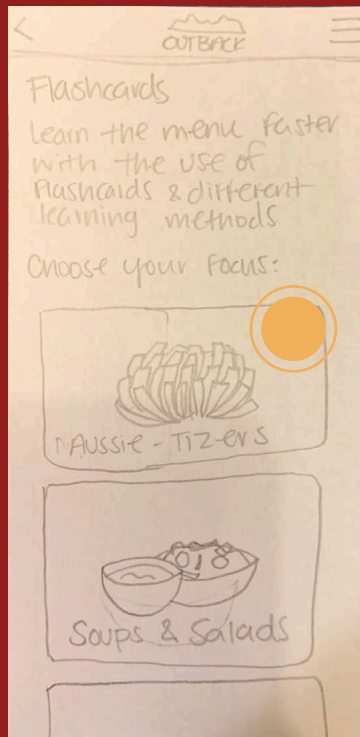
Users

Male, 21, Caucasian

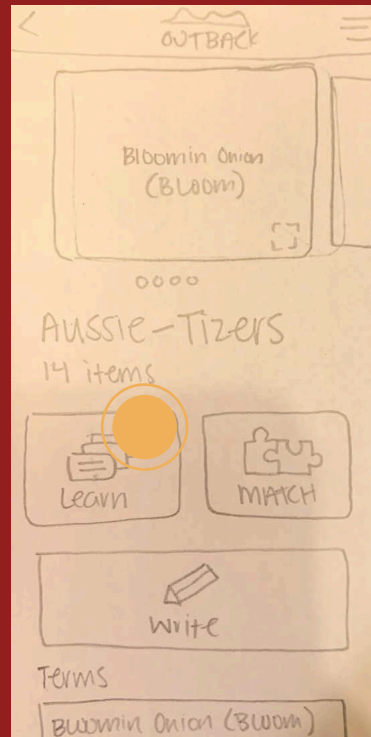
Female, 20, Hispanic

Female, 20, Caucasian

Female, 30, Hispanic, Outback Employee

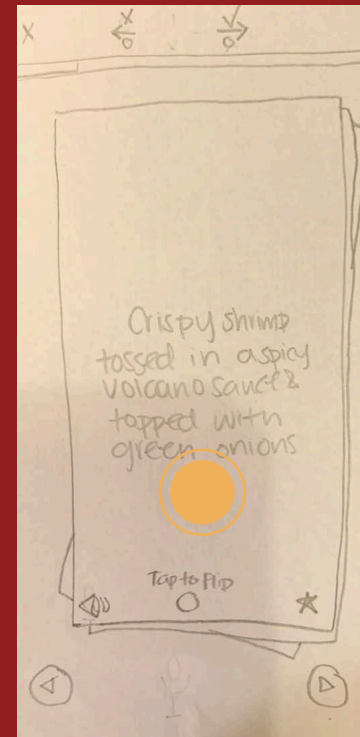


Selection screen for different categories of flashcards



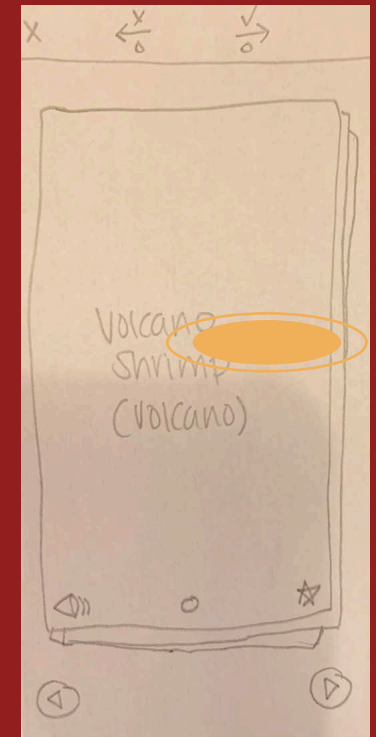
Different learning opportunities for flashcards.

Okay so what does that top part do? Its got a pretty nice set up. I see it is similar to quizlet.



Learn category for flashcards.

You need to just have a screen pop up that gives a brief overview of the controls. It's all a bit confusing.



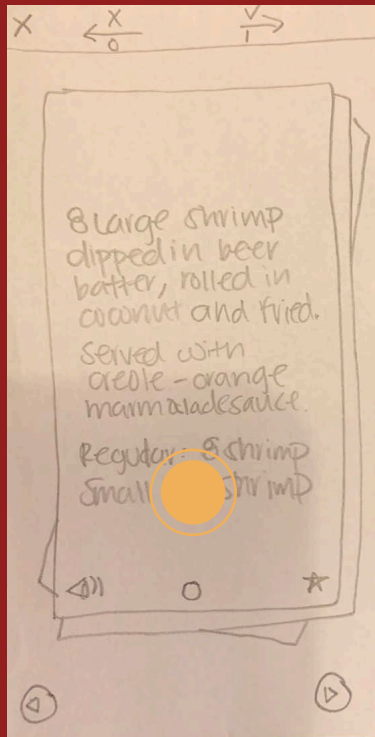
Swipe left to say you understand the card, right to say you don't.

Get rid of the arrows on top. They seem confusing, and make you think you are supposed to tap them. The controls are a bit confusing without some initial instruction. Can I tap the arrows on top? Or am I supposed to swipe those? Are they just for a form of guidance?

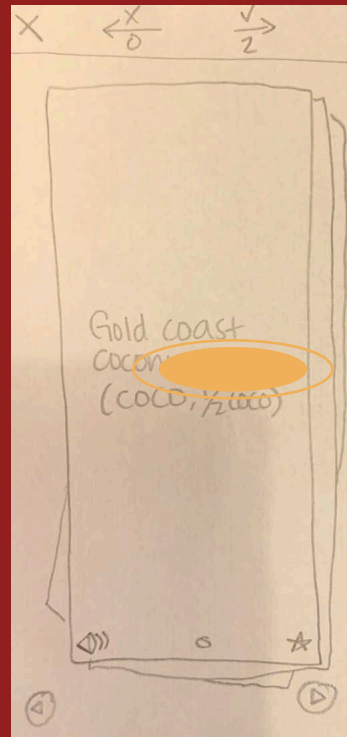
Learn the Appetizers: Flashcards

Users

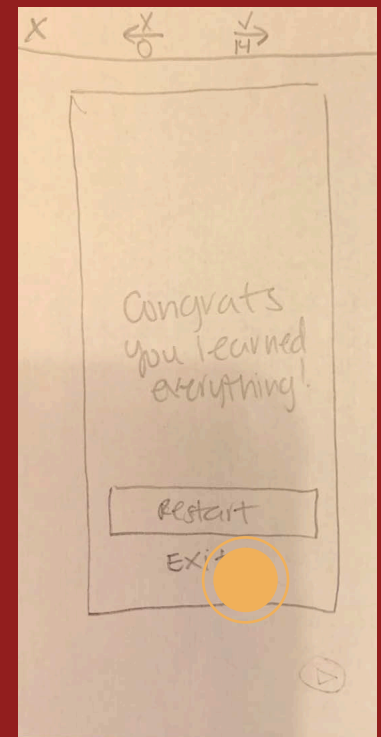
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Tap to flip the card.
So I just tap it? The controls are a little confusing if you have no experience with them.



Swipe to move through the cards.
Arrows below are for the same purpose as well.
Everyone tended to just use the arrow buttons.



Completion screen prompting exit or restarting.
Get rid of the box. It made sense with the others being cards, but this one is completed so I think just letting it be in space would be better. Also switch your buttons. Pay attention to primary and secondary information. Remember: you are going to want to hit the button, so don't have them stuck in a loop.

Learn the Appetizers: Flashcards

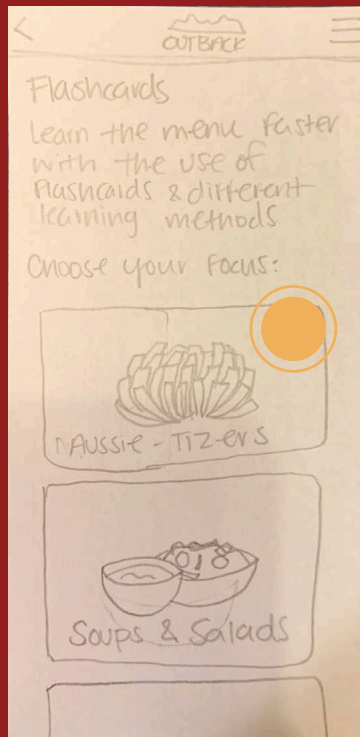
Users

Male, 21, Caucasian

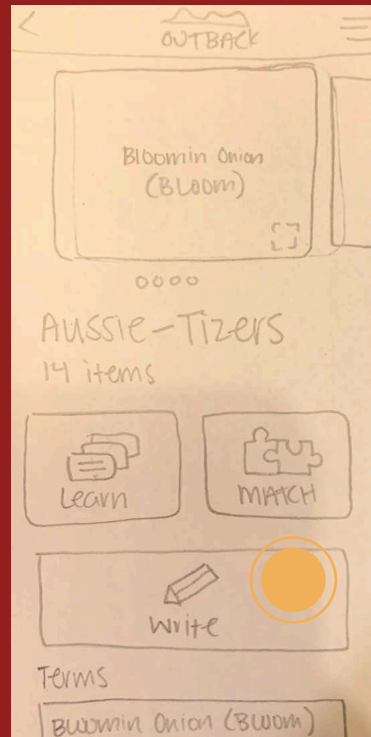
Female, 20, Hispanic

Female, 20, Caucasian

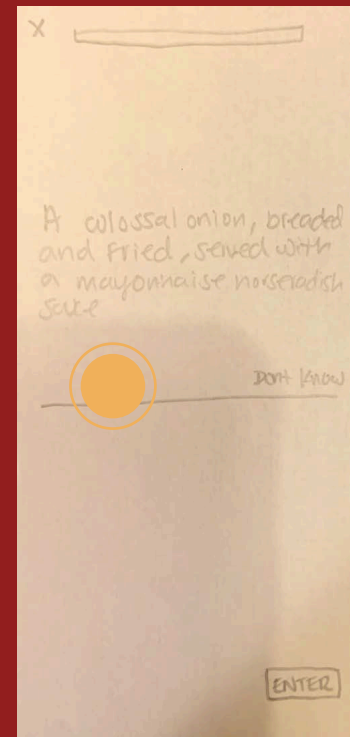
Female, 30, Hispanic, Outback Employee



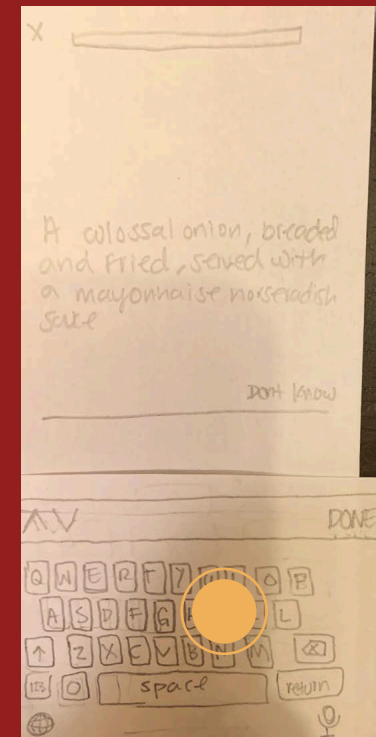
Selection screen for different categories of flashcards



Different learning opportunities for flashcards.



Write in answers to learn. You can hit don't know if you don't know.



Type in the answers.
I don't know that I would have a return button, I think having an enter button on the keyboard would make more sense.

Learn the Appetizers: Writing

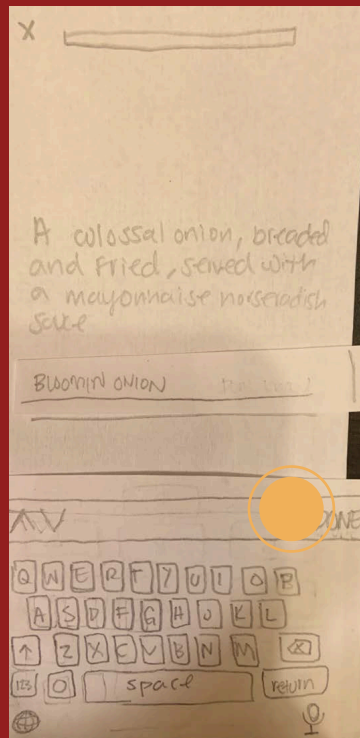
Users

Male, 21, Caucasian

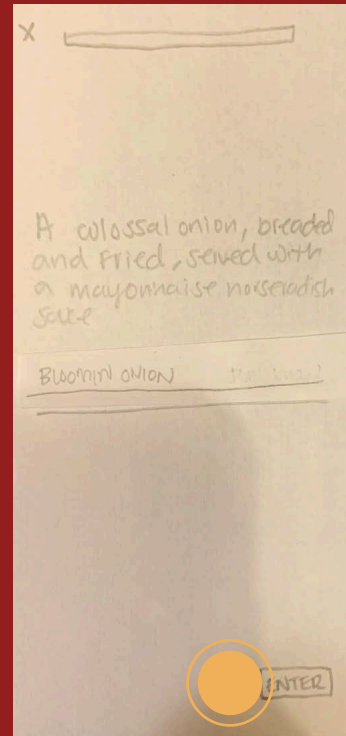
Female, 20, Hispanic

Female, 20, Caucasian

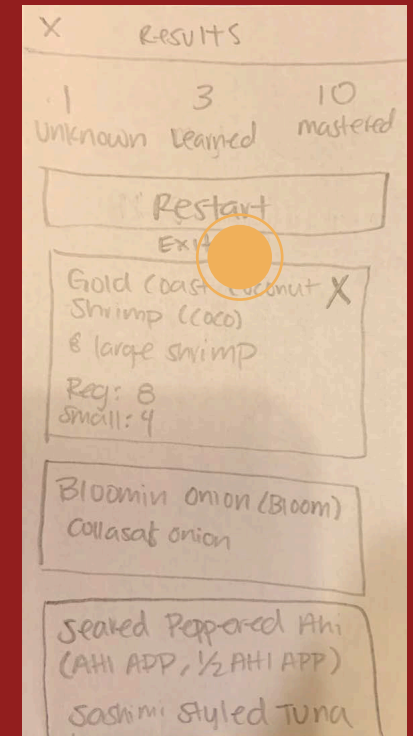
Female, 30, Hispanic, Outback Employee



Hit done to exit the keyboard.



Hit enter to move on.
Have the enter button be bigger.
You could just have the enter on the keyboard be what moves you forward. Don't have extra steps.



Results screen to let you look over how you did.
Once again, primary buttons vs secondary buttons. That exit is so small that it is a bit awkward. You'd use the X here vs that probably. Let the text breathe a bit. Exit is a bit crowded.

Learn the Appetizers: Writing

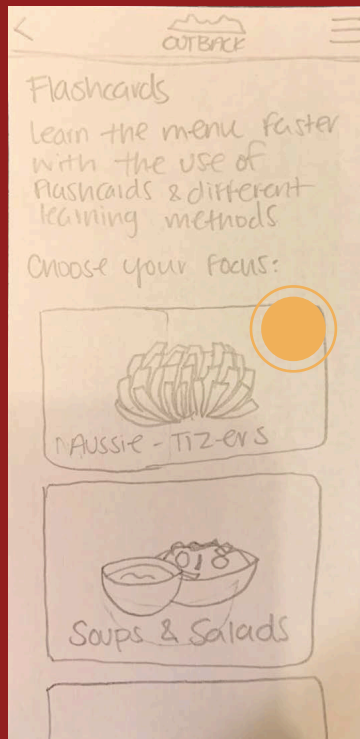
Users

Male, 21, Caucasian

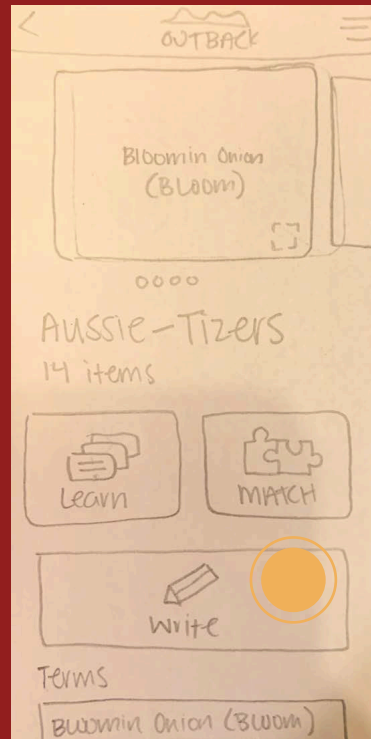
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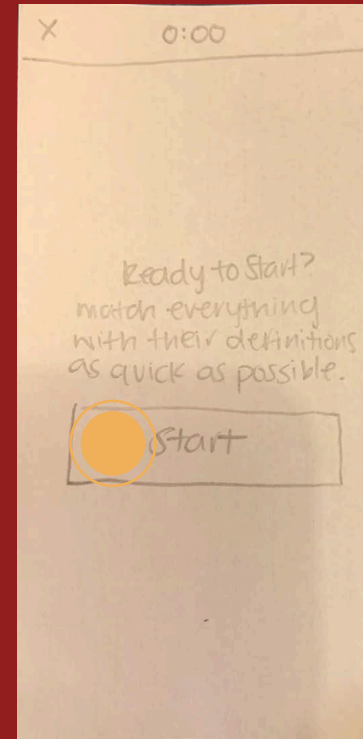
Female, 30, Hispanic, Outback Employee



Selection screen for different categories of flashcards



Different learning opportunities for flashcards.



Start screen to prepare the user for the timed match game.



Select the matching boxes to make them disappear.

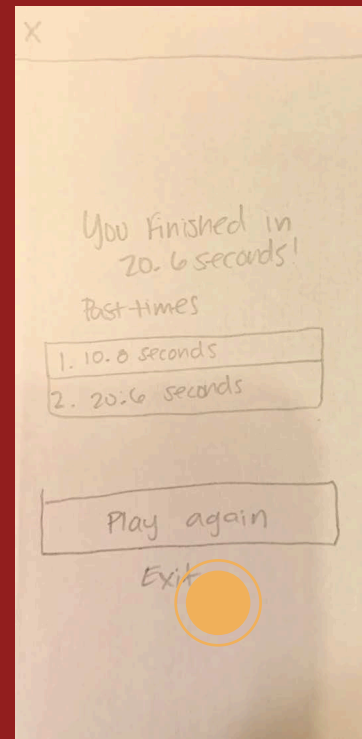
Learn the Appetizers: Matching

Users

- Male, 21, Caucasian
- Female, 20, Hispanic
- Female, 20, Caucasian
- Female, 30, Hispanic, Outback Employee



Click to have them all disappear.
What happens if I get one wrong?



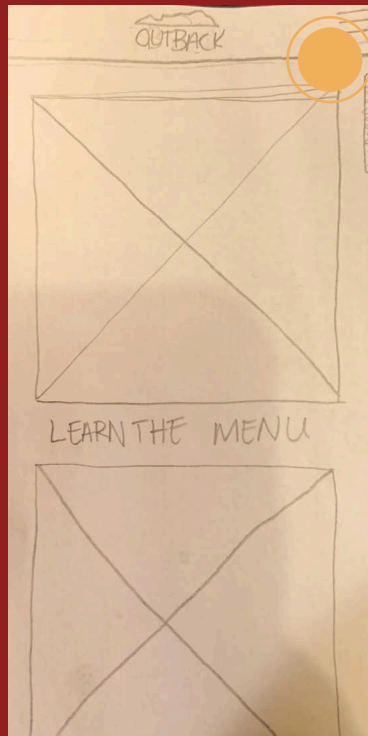
Results screen to see how you compare
to past scores.

Primary vs Secondary

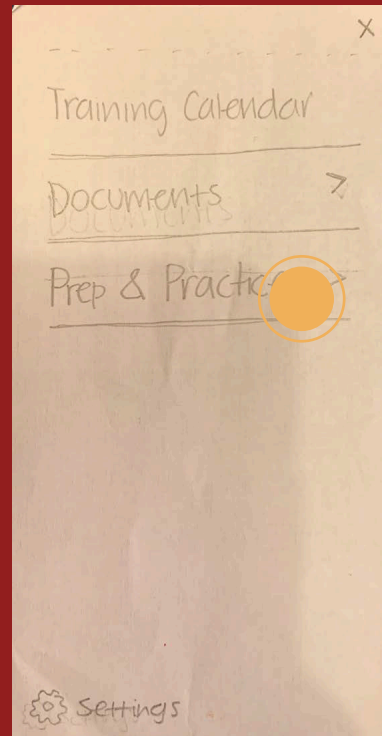
Learn the Appetizers: Matching

Users

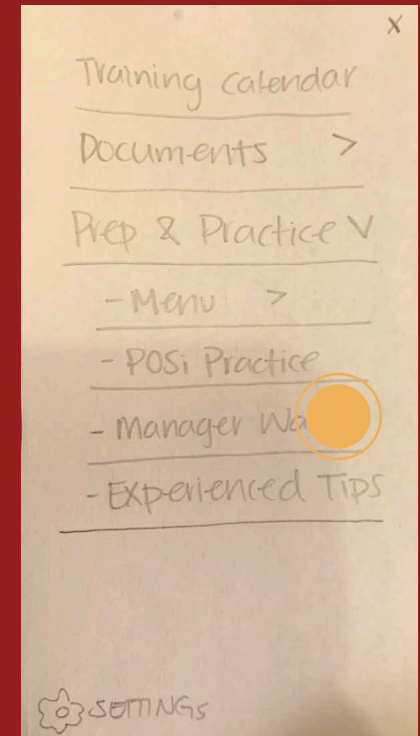
- Male, 21, Caucasian
- Female, 20, Hispanic
- Female, 20, Caucasian
- Female, 30, Hispanic, Outback Employee



Access the menu through the hamburger button.



Clicking through to access the Practice section.



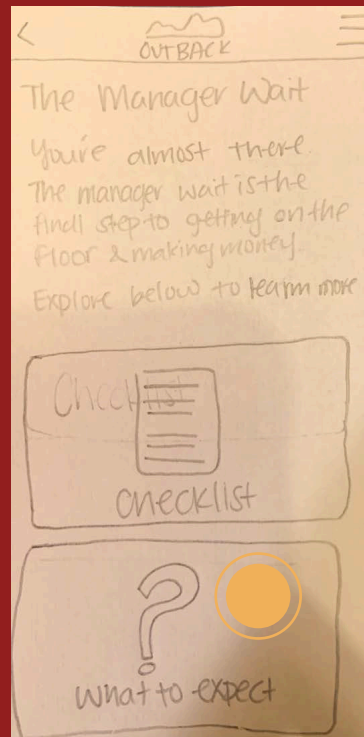
Menu drops down to reveal related content, and clicking manager wait

A lot of hesitation on where to find the manager wait. The labels were just confusing because that's less practice and more its own thing.

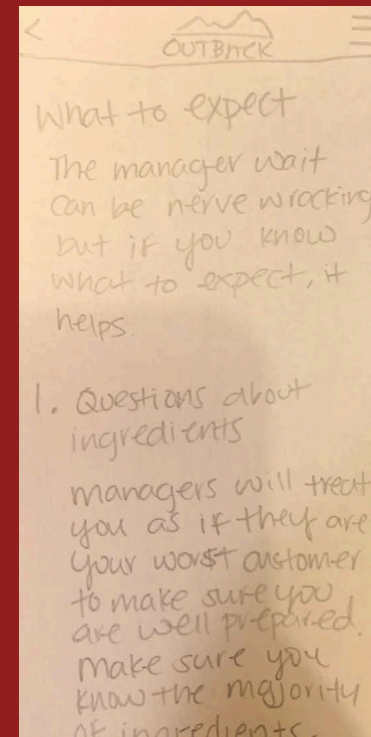
Preparing for the Manager Wait

Users

- Male, 21, Caucasian
- Female, 20, Hispanic
- Female, 20, Caucasian
- Female, 30, Hispanic, Outback Employee



Choice between checklist and what to expect.

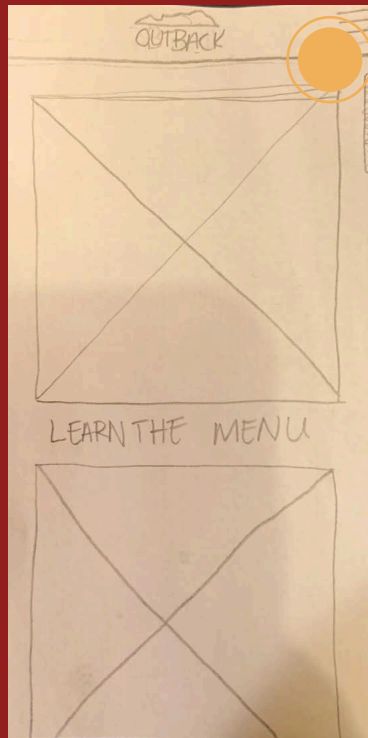


List of what to expect in a manager wait.

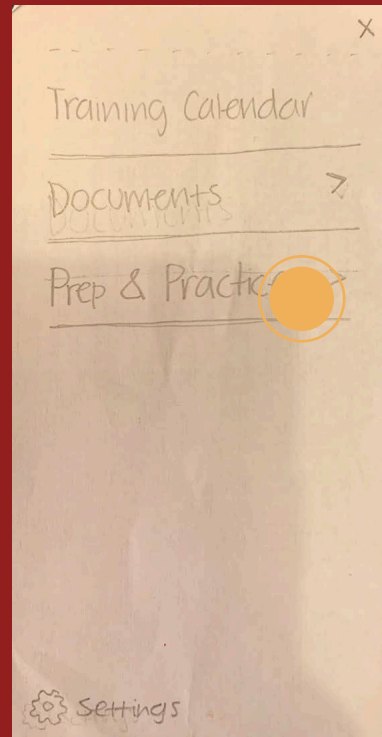
Preparing for the Manager Wait

Users

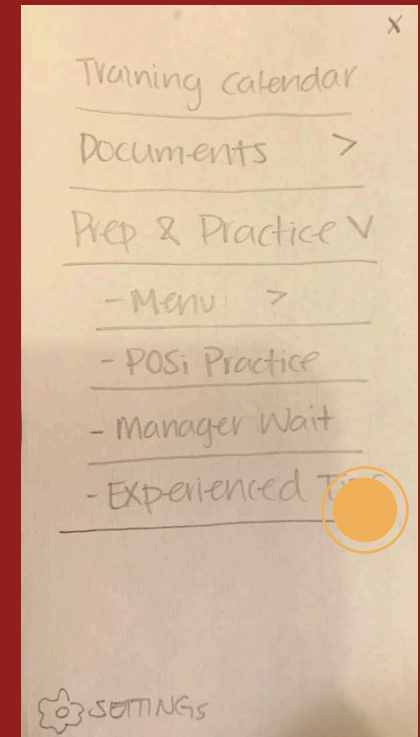
- Male, 21, Caucasian
- Female, 20, Hispanic
- Female, 20, Caucasian
- Female, 30, Hispanic, Outback Employee



Access the menu through the hamburger button.



Clicking through to access the Practice section.



Menu drops down to reveal related content, and clicking experienced tips

Learn How to Help Increase Tip %

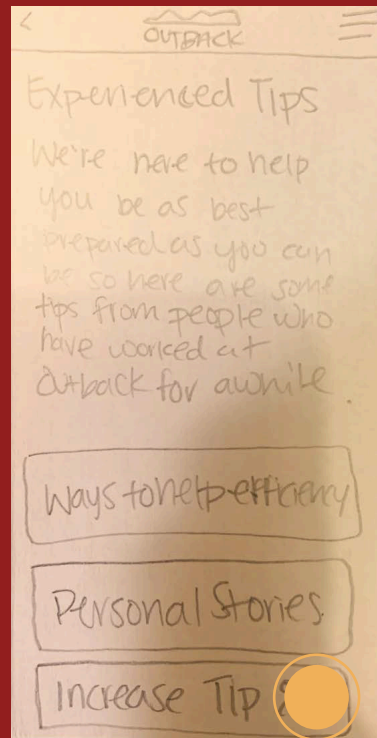
Users

Male, 21, Caucasian

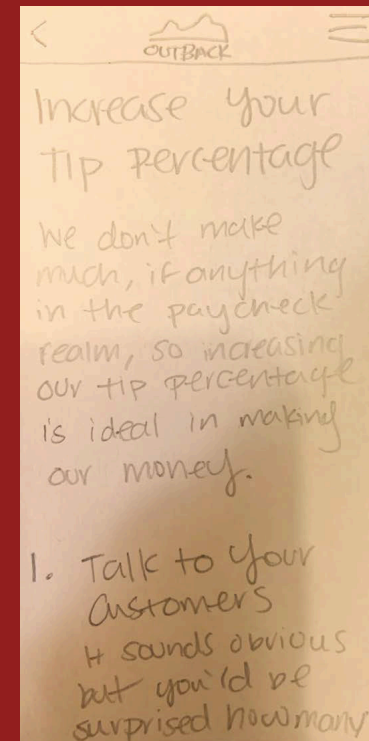
Female, 20, Hispanic

Female, 20, Caucasian

Female, 30, Hispanic, Outback Employee



Options to see different tips and tricks from other servers in the industry.



List of how to help increase tips.
The clarity of the name isn't strong. It might be helpful to think about the phrasing a bit more positive like "Better Tips through Good Experience." Something that isn't just about tips because in reality that's the whole goal for everything.

Learn How to Help Increase Tip %

- › People struggled to navigate the home page, therefore showing that the naming and organization could use help.
- › The flashcard learning section needed more clarity on actions to control it
- › There wasn't an easy return to the home page
- › Primary and secondary content when it comes to buttons was often mixed up.

Observations