1. Wooden background is nice for the webpage (not sure if this will be part of the final product though) as it reminds the user of a regular dining table
   Heuristic: Aesthetics, match the real world
   Severity: Good

2. The menu items are well balanced, except for search box and top tabs, so the user's attention is drawn to them.
   Heuristic: Aesthetics and minimalist design
   Severity: Good

3. The picture and description for each food item is shown cleanly and concisely
   Heuristic: Aesthetics and minimalist design
   Severity: Good

4. The information for each food item is easy to read and understand for the average user
   Heuristic: Learnability
   Severity: Good

5. Good feedback when an item is added to the order/added to compare list: "x has been added"
   Heuristic: Visibility of system status
   Severity: Good

6. For first time users, the opening screen doesn't state why the users should interact with the device at all. Currently it only says, "Touch to start." It is unclear that the user can actually view the menu or place an order this way.
   Severity: Minor
   Heuristic: Learnability
   Recommendation: Something like a sub-heading that says "touch to view menu, order and more" could help

7. In various items types (e.g. entrees), it is not clear that there are more items than those shown in the viewport. I.e. scrolling affordance not evident.
   Severity: Catastrophic
   Heuristic: Learnability, visibility of system status
   Recommendation: Include some parts of the tops of items that are below the viewport or put in an arrow that says "Scroll for more"

   In the figure below, although there are more entrees, this fact is not obvious from the UI.
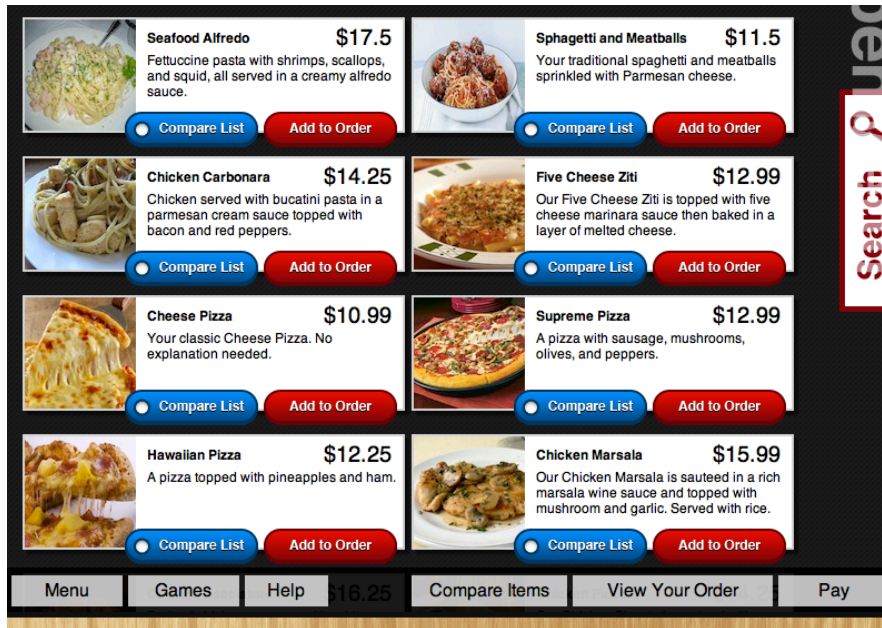
8. It is not clear if "search" searches the current menu type or the whole menu.
   Users may not remember what type an item belongs to
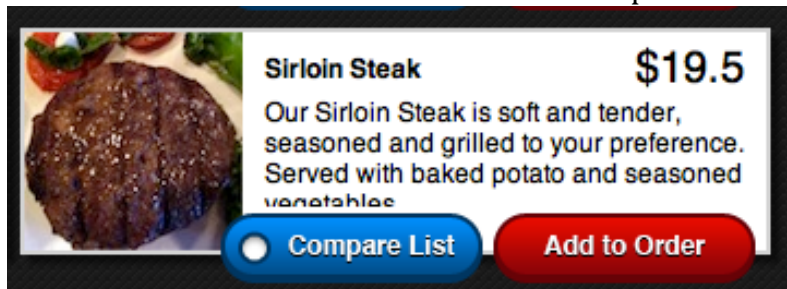   **Severity**: Major
   Heuristic: Recognition, not recall
   Recommendation: Replace "Search" by "Search Entrees" or "Search
   Desserts"

9. "Compare list" and "add to order" icons different in form, in particular, the
   "Compare list" icon seems like a radio button but it doesn't function like a
   radio button
   Severity: Major
   Heuristic: Consistency & Standards
   Recommendation: Remove the radio button part of the "Compare list" icon

10. It is not clear what "Compare List" means. Compare this item may be more
    concrete
    Severity: Major
    Heuristic: Learnability
   **Recommendation:** Add help text on the button or change label

11. Nothing happens when you click an item – some interaction expected, e.g., a popup asking what the user would like to do with the item or a popup showing detailed information about an item. Moreover, since the item color turns gray when one hovers on it, the user expects some interaction to be possible when the item is clicked.
Severity: Catastrophic
Heuristic: Learnability, Consistency and Standards
Recommendation: Remove the on hover color change – it may not even be detected on touch

12. The user can currently hit send order multiple times. There is no feedback that the order has been placed or what order has been placed, so this can lead to errors
Severity: Catastrophic
Heuristic: Error prevention
Recommendation: Show what order has been placed. Remove items from the place order list

13. There is no way to view the status of an order (i.e. order not placed, order placed, in preparation, on its way)
Severity: Catastrophic
Heuristic: Error prevention, Visibility of system status
Recommendation: Add an order status button that shows status

14. While placing orders, it is not clear how to order the same item more than once, i.e., two diet cokes.
Severity: Major
Heuristic: Learnability
Recommendation: Allow the user to specify the quantity to order

15. Some item descriptions are squished and only partly visible on main menu (e.g. Sirloin steak). There is no way to see them otherwise.
Severity: Major
Heuristic: Consistency and Standards, Aesthetics
Recommendation: Enlarge item boxes
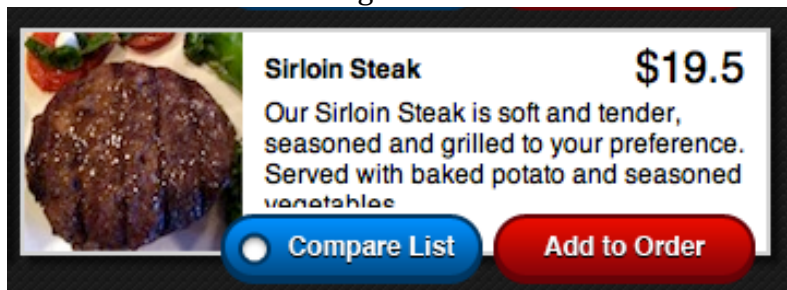
16. In the comparison list, it is not clear what information the different rows are providing. In particular, it is hard to figure out what the third row with a number means
Severity: Major
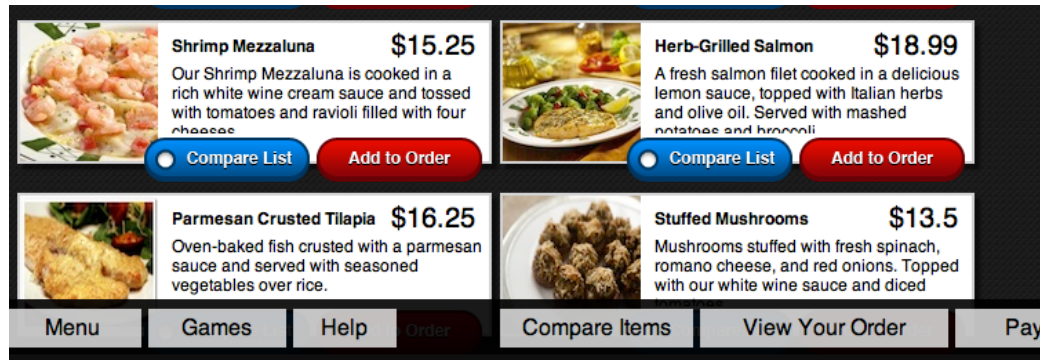**Heuristic**: Learnability, Consistency
Recommendation: Label rows

17. The last items in item types that have more than one screenful of information cannot be added to the compare list or order.
Severity: Catastrophic
Heuristic: Consistency, User control and freedom, error prevention
Recommendation: Please fix!

18. Comparing ~ 6 items breaks the compare items UI. This may be a corner case, but if so, this should be noted
Severity: Major
Heuristic: Error prevention, aesthetics
Recommendation: Don't allow comparison of more than 5 items at a time

19. It is unclear how items are going to be compared – based on price, serving size, nutrition etc.
Severity: Minor
Heuristic: Learnability, help and documentation
Recommendation: A title/help text on the compare items page should help users lean its purpose
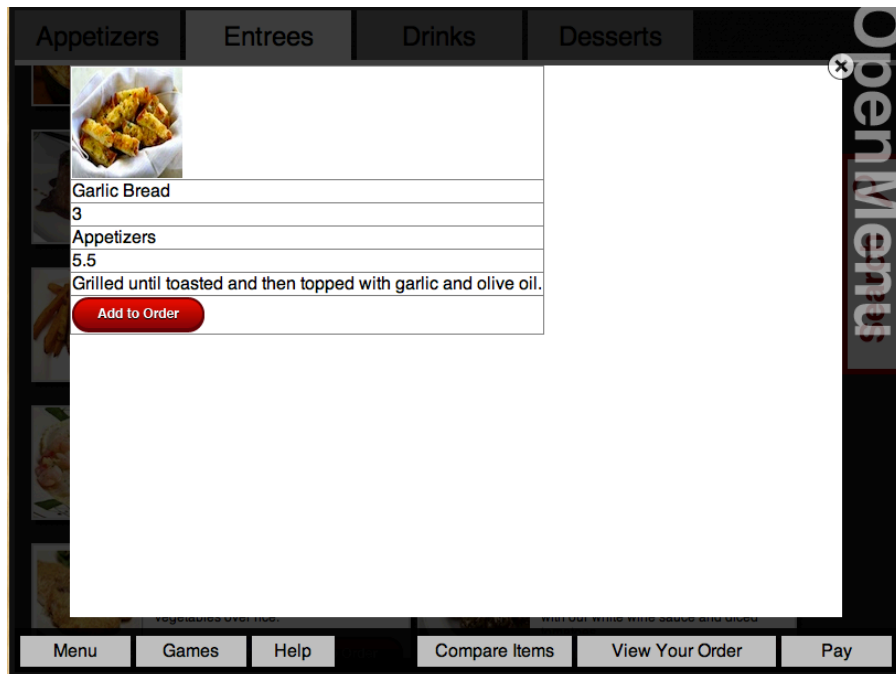
20. Certain buttons at the bottom of the screen produce dialogs, some replace whole window. It is also unclear if these are buttons that cause actions or these represent the state of the system. E.g. View Your Order opens a modal dialog while Menu replaces the whole screen.
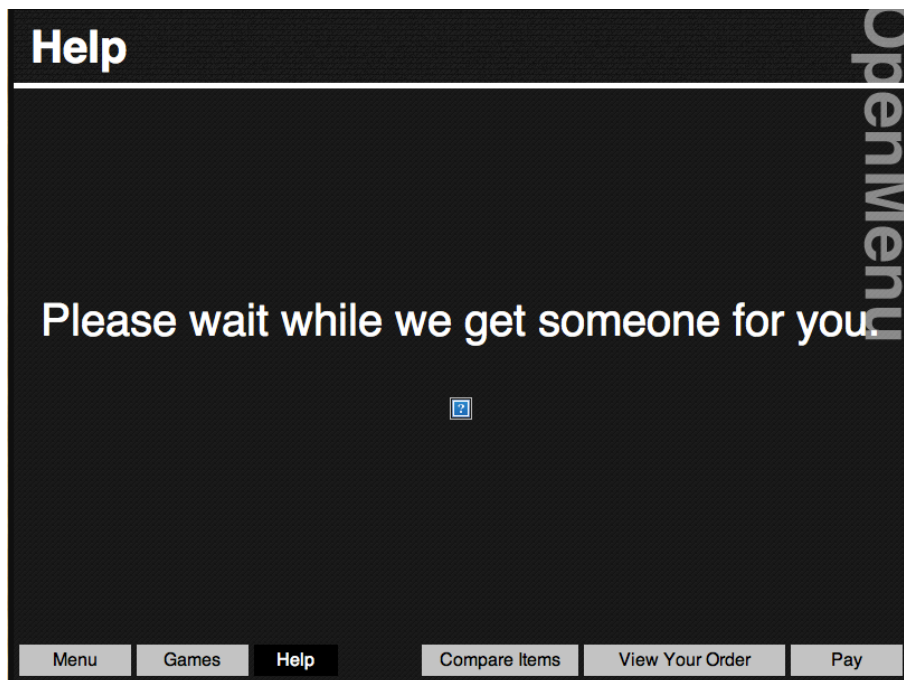**Severity**: Major
Heuristic: Consistency, Flexibility and efficiency, Visibility of system state
Recommendation: Make all buttons modal dialogs

Modal dialog:

New window:

21. In the tabs at the bottom of the screen, it is unclear what tab/button is currently selected, e.g. am I on menu or compare items?
    Severity: Major
    Heuristic: Visibility of system state, Error prevention
    Recommendation: Highlight selected button

22. Once you enter into a modal dialog state by clicking View your Order or Compare items, clicking the buttons at the bottom does nothing. Moreover, since the bottom buttons are not grayed out, it seems that the buttons should do something
Severity: Major
Heuristic: Consistency, Visibility of system state
Recommendation: Highlight selected button

23. In the buttons at the bottom of the screen, the grouping is not intuitive: menu is grouped with games and help. But add items, view order is separate. Pay also seems like it should be different
Severity: Major
Heuristic: Learnability, Consistency
Recommendation: Group menu with order information

24. It is not clear what happens when the food arrives – what screen is shown? Does the table go dark? The device should not distract users from their food.
Severity: Minor
Heuristic: Consistency
Recommendation: Use a screen saver

25. It is not clear how a session ends, i.e., after people have paid, how do they exit the app?
Severity: Minor
Heuristic: Consistency
Recommendation: After the user has paid, have a screen that says "bye" or something

26. It is unclear if one can have multiple comparison sessions – i.e. one may want to compare desserts and then separate compare entrees. This doesn't seem to be possible. In some ways this is like a comparison "session".
Severity: Minor
Heuristic: Flexibility and Efficiency, User control and freedom
Recommendation: Maybe it will help to have a "Done" or "Clear comparison" button to start a new comparison.

27. The help is not very useful. Since the purpose of the app is to reduce dependence on the server, it should have more information.
Severity: Major
Heuristic: Help and Documentation
Recommendation: it will be better to provide hints or a brief tutorial for the device along with the option of calling for assistance.

Help

Please wait while we get someone for you.

| Menu | Games | **Help** | | Compare Items | View Your Order | Pay |

OpenMenu