Usability Test: **Department of Computer Science Website**

Fall, 2015

Pathfinders

**Introduction**

Thank you for agreeing to test out Calvin Pathfinder!

We’re testing our app, not you. You can’t do anything wrong here. We want to hear exactly what you think about the site. Be honest and don’t worry about hurting our feelings. That will help us find problems that exist and will help us fix them.

For the test, we’ll ask you to do certain tasks and we’d like you to think out loud while you’re doing them. If you have questions, just ask. If you have comments, go ahead and say them. We’ll record your comments, but won’t make them public. If, for any reason, you’d like to quit this test, then just say so.

**Background Questions**

Before we begin, do you have any questions for me?

We presume that you’re a Calvin student, and probably in your freshman year. How did you choose to come to Calvin? Did Calvin’s website play any role in that decision?

Have you ever gotten lost looking for a test? What’s the hardest building on campus to find?

**The Test**

1. Give us your general impression of the main menu. Is it obvious what you can do? Which of the two buttons would you like to press?
2. General usability – We will narrate you through a few features of the app to see how easy they are to use.
   1. Let’s say you want to find where you are currently on campus. Can you find your location?
   2. Can you find North Hall?
   3. Once we get to the entrance of a building, you have to figure out where the room is. Try to find a floor plan you can use to locate room 267.
   4. Let’s say you need to go to room 150 instead. Can you find it?

**Thanks**

Many thanks for your willingness to help us test Calvin Pathfinder. We’ll contact you soon with a summary of what we found and how we hope to use it to improve our app. We’ll keep the data from your individual session private and will only release aggregate data.