

Introduction

Hey, I'm Cotter <tester name> and I'm a junior Computer Science student here. Thanks for coming to do this usability test for my team's app! Our team has been working on this all semester, so we'd like to get feedback from someone for whom this app is brand new. You know how when you've written a long paper for a while, it's good to have someone else read it? It's like that. You'll see issues we might've missed.

So, we're testing our app; we're not testing you. You can't mess up here. This isn't some intelligence test for you—you're serving as a fresh set of eyes for our app. I want to hear what you honestly think about the app, **so don't worry about saying the "wrong" thing**, or not being able to figure something out. That will just help us find problems in our app. We're working together here to figure out how intuitive this app really is.

We're just going to ask you to do pretty simple tasks that our app is designed for. Since we're trying to get a clear picture of what users will think and how they'll react, I encourage you to just **think out loud** while you're using this. We'll record your comments, but that's just to help our team. We won't make anything public or even tell Professor Vander Linden. If you want to stop at any point, just say so.

Background Questions

Here's some more formal stuff we have to do: We presume you're a CS108 student. We presume that you've used a smartphone before and you're basically comfortable with touchscreens.

You probably know, here at Calvin we have a student crew that cleans the buildings. Do you perhaps work on the cleaning crew? (If not:) When they finish their assignments, they log what they've cleaned on a paper sheet. Have you ever seen one of these sheets before? When employees finish each of these assignments, they mark their initials in this box. Then, the supervisors goes around and sees what has been cleaned and by whom.

Our app for cleaning crew employees and supervisors, and is attempting to replace these paper logs, so that the process of notifying your supervisor of the cleaning you've done is more efficient and doesn't waste all this paper. I know I've said a lot—before we begin, are there any questions you have for me?

The Test

I'm going to ask you to do some general tasks, depending on how much time we have left. Just to be clear, we're pretending you're a cleaning crew employee, doing your rounds.

- Here we are at the first page. Try to login to the app. Pretend your Calvin username is "user" and your password is "password."
- Can you tell me all the assignments you have to do today?
- Imagine you've just cleaned the kitchen sink and counter in the Physical Plant Break Room and you want to mark it down so your supervisor can see.
- You've just gotten a new phone number, so you need to change your contact information settings.
- You need to know another employee's phone number so you ask them to pick up your shift. Can you search for a guy named Kyle?
- Can you find out more about this app, like who created it?
- Can you see what supervisor comments were left on the Physical Plant Break Room?

Do you have any final observations or strong feelings about this app? Again, your comments will only help us improve it.

Thanks

Thanks for doing this test with me—I know it's a little awkward. Our app is still being built and revised, and we're trying to make it really easy to use, so your feedback is really helpful. We'll contact you soon with a summary of what we found and how we hope to use it to improve the app. We'll keep the comments you made private and will only release general, anonymous data. Thanks again.