Usability Test: **Student New App –** *Knowledge Share*
Fall, 2016
Team Harambae

Introduction

Thank you for agreeing to do this usability test for our new Student News Application - *Knowledge Share*. Through this test, our team hopes to see first-hand what it is like for real users to use our app, as we hope to make it as intuitive as possible for our users.

Our vision for *Knowledge Share*, is an Android Application which will serve as an enhanced version of the current Student News service at Calvin College. While very informative, student news is currently very dry in terms of a user interface and paltry in terms of features; and we want to change this! We envision a card-based dashboard, with categories like *Student Organizations*, and features like filters, a search and a blacklist option, to enable students to take control of what they want to see. Our filter option will be in the form of a checklist under each category, where you can check or uncheck items under each category. Our search option will enable users to search via title, content or body of the email and sender.

Throughout this test, please keep in mind that we're testing our application, not you. You can't do anything wrong here. The goal of this test is to hear exactly what you think about our application. We would appreciate your honesty as this will help us find existing problems with our application and help us fix it in a timely manner. Do not worry about hurting our feelings.

Background Questions

Do you read Student News at all? If you do, what is the biggest struggle you face with it?

In this test, we'd ask you to do specific tasks. Please think out loud when you're doing them. If you have questions or comments at any point, feel free to let us know. We'll answer your questions to the best of our abilities and record your comments, but won't make them public. If you'd like to quit the test any point, please feel free to let us know.

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

The Test

1. Reactions to the Homepage – Open our Knowledge Share application and tell us of your general impression of the home page. Are you tempted to click anything there? Is it clear to you what all the elements on the page are for? Does anything on this page confuse you?

2. General Tasks – I'll ask you to perform some of the following tasks, depending on the time we have:

a. As we said earlier, our application is card based, with news items under each card - as we believe this will provide a simple and easy-to-use design. Open the second card displayed on the start screen of our app to view the news item under it.

b. Our news items are grouped under categories, to enable users to look for specific news items. Navigate to the Categories section of our app and find the *Student Orgs* Category.

c. Our app has a search option which allows users to search for specific news stories - by title, sender and content. Please perform the following searches on our app.
    -   Search for **breaking news**
    -   Search for **oil**
    -   Search for **null**

d. Open the Student Orgs category and filter in some sub-categories you'd like to see
    -   Filter out Dance Guild
    -   Filter in ASA and Abstraction

3. Final Observations - Do you have any final observations on the application? Would you consider using it?

Thanks

We are extremely grateful for your willingness to help us test our new Student News App.

We'd keep you updated with a summary of our findings and any other information you need to know. We'll also keep the data from this session private and will only release aggregate data, if necessary. Again, Thank You!