

Usability Test: **Student New App – *Knowledge Share***

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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 blocks of news items coming from different bodies - such as *Campus Ministries*, and features like filters, a search option, and hopefully, a blacklist option, to enable students to take control of what they want to see.

Please keep in mind that we're testing our application, not you. You can't do anything wrong here. Our goal is to hear exactly what you think about our application. We would appreciate your honesty, as this will help us find and fix existing problems with our app.

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, please 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 at any point, please feel free to let us know.

Background Questions

Do you read Student News at all? If you do, what are some struggles you face with it?

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. **Find out about the flu clinic on our app - tell me the time and date at which it occurs.**
- b. 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 **provost**
 - Search for **payroll**
 - Search for **dance guild**
 - Search for your name

What are your thoughts on this search feature?

- c. Now, we are going to filter in/out some categories of news items
 - Filter out **Dance Guild**
 - Filter in **Administration, Campus Ministries, and Bookstore**

What are your thoughts on our filter?

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!