

Usability Test: KnightBites

Fall 2024

Authors: Jacob Tocila, Lily McAboy, Kenny Howes, Lujia Li, Peter Lund, David Barry

Introduction

Thank you for agreeing to participate in this usability test for the prototype of **KnightBites**. We want to observe how real users interact with our app to help improve it. Please note:

- **We're testing the app, not you.** You cannot do anything wrong during this test.
- We value your honest feedback. Don't worry about hurting our feelings—it's the best way to help us identify and address any issues.
- During the test, we'll ask you to perform specific tasks and **think out loud** while doing them. Feel free to ask questions or make comments.

Your comments will be recorded, kept private. If you wish to stop the test at any time, let us know.

Background Questions

1. How often do you eat at the dining halls?
 2. Would you like a way to share comments about dining hall foods?
-

The Test

1. Logging in

- For this demo, we will skip registering for an account and we will use an account made for you. Log in using this information
- Username: BigCheese
- Password: password123

2. General Tasks

1. You just had some delicious Hot Honey Chicken from the dining hall. See what other people are saying about that dish.
2. Leave a 5-star review and say something nice about the dish.
3. You decided to become vegan overnight. Change your dietary preferences accordingly.
4. You have a friend who is also vegan. They ask you how changing their dietary preference affects their ratings. Find the answer.
5. See what kind of sandwiches people have posted.
6. Create a sandwich of your own.

3. Final Observations

- Do you have any final thoughts or observations about the app?
 - Would you consider using KnightBites?
-

Thank You

We greatly appreciate your help in testing **KnightBites**, which is still a work in progress.

We will share a summary of findings and describe how we plan to improve the app based on your feedback. Please note that all individual data will remain private, and only aggregate results will be shared. Thank you again for your time!