**Usability Test: KnightBites**

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**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, but they will remain private. If you wish to stop the test at any time, let us know.

**Background Questions**

1. As a CS 108 student who regularly visits Calvin’s dining halls, what has your dining experience been like?
2. What are some of your favorite dishes?
3. Would you like a way to share comments about dining hall foods? If so, what kinds of feedback would you want to provide?
4. Do you have any questions before we begin?

**The Test**

**1. Reactions to the Login Page**

* Create an account using your school email.
* During registration, assume you have a dietary restriction and include it in your profile.
* Log in to your new account.

**2. General Tasks**

Depending on the time available, we’ll ask you to perform some of the following tasks:

a) **Finding a Dish**: KnightBites includes nearly every dish from Calvin dining services. Can you locate your favorite?

* *Hint: Try using the search/sort/filter options.*

b) **Leaving a Review**: Students can rate dishes with a 5-star system and add comments. Leave a review for your favorite dish.

c) **Viewing Comments**: If other comments exist for the dish you reviewed, locate them.

d) **Updating Dietary Restrictions**: Students can change their dietary restrictions via the profile page. Update your restriction for this test.

e) **Creating a Sandwich**: Students can make custom sandwiches using the ingredients from UpperCrust. Create a sandwich and share it.

f) **Finding FAQs**: KnightBites provides answers to frequently asked questions. Read aloud the explanation of how the app reduces food waste.

* *Answer: “Clear, constructive feedback can guide Calvin Dining Services to focus on popular meals and reduce waste by making smarter decisions.”*

**3. Final Observations**

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

**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!