Usability Test: **KnightBites**

Fall 2024

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

# Introduction

Thank you for agreeing to do this usability test for the prototype build of our app, KnightBites. We would like to see first-hand what it’s like for real people to use our app, which we hope will help us improve KnightBites.

We’re testing the site, not you. You can’t do anything wrong here. We want to hear exactly what you think about the app. Be honest and don’t worry about hurting our feelings. That will help us find problems that exist and will help us fix them.

For the test, we’ll ask you to do certain tasks, and we’d like you to **think out loud** while you’re doing them. If you have questions, just ask. If you have comments, go ahead and say them. We’ll record your comments but won’t make them public. If, for any reason, you’d like to quit this test, then just say so.

# Background Questions

We presume that you’re a CS 108 student who regularly goes to the dining halls. What are your dining experiences like? What are some of your favorite dishes?

Do you wish you had a way to share comments on the dining hall foods served here at Calvin? If so, what sort of things would you like to say?

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

# The Test

1. Reactions to the login page – You’ll need to create an account to use KnightBites. Go register for an account using your school email. For the sake of this test, let’s say that you have a dietary restriction while creating your account. Then, log in.

1. General tasks - I’ll ask you to do some of the following tasks, depending upon how much time we have together:

* 1. The CS Department offers a minor in information systems. Can you find the course requirements for this program?

* 1. Students registered for courses in CS, IS and ENGR can download free development software from Microsoft (e.g., Vista & VisualStudio). Find out how to do this.

* 1. The department is interested in feedback from students, prospective students and alumni. Send the department an email saying that you've taken this test.

* 1. Project Connect is a computer literacy outreach program run by the department. Can you find any information on this project?

* 1. CS Students frequently do a project in their senior year. Find out how to go about registering for the senior project course.

* 1. Find out who won the faculty-student team BZ-Flag contest.

* 1. The department supports a number of research projects. Can you find a particular project that interests you?

1. Final observations – Do you have any final observations on the site? Would you consider using it?

# Thanks

Many thanks for your willingness to help us test the new CS Department website. The site is rather new, so we appreciate your help in fixing it up.

We’ll contact you soon with a summary of what we found and how we hope to use it to improve the site. We’ll keep the data from your individual session private and will only release aggregate data.