Usability Test: Calvin Klean Laundry App

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Introduction

Calvin Klean is an app designed for Calvin University students to simplify the shared laundry experience. It tracks machine availability in real-time and sends notifications when washers or dryers are free, or when your laundry is done. This helps avoid wasted trips and ensures your clothes remain secure, providing a more convenient and efficient way to manage laundry.

Our goals for this test are for the users to activate the notifications setting, navigate to a specific dorm to see those specific machines, and have a response time from 2 to 3 seconds to navigate between the screens without lagging or crashing.

Background Questions

- How do you usually manage your laundry on campus?
- Have you used any other laundry apps or tools before? If yes, which ones?
- What features would you find most helpful in a laundry management app?
- Before we begin, do you have any questions about the process?

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

The Test

1. Reactions to the Homepage

- Open the Calvin Klean app and share your first impression.
    - What stands out to you?
    - Does anything catch your interest?
    - Is it clear how to navigate the app?

2. General Tasks

Depending on time, please complete some of the following tasks:

- Check Machine Availability Sync: Find out if the availability state that the app shows is in sync with the availability that the app displays.
- Display navigation: Try to change the display options for the washer and dryer machine on the home page.

- Set Notifications: Configure the app to notify you when a machine becomes available.
- Estimate Laundry Time: Check if the app gives you an estimate of how much time is left on the laundry machine.

3. Final Observations

- What did you like most about the app?
- Was anything frustrating or confusing?
- Would you consider using Calvin Klean for your laundry needs? Why or why not?

Thanks

Thank You for Testing CalvinKlean!
Many thanks for your willingness to help us test the new CalvinKlean laundry app. The app is still a work in progress, so we really appreciate your help in making it better.

We'll get back to you soon with a summary of what we learned and how we plan to use your feedback to improve the app. Don't worry—your session data will remain private, and we'll only share aggregate results.

Thanks again for your time and support!