Usability Test: Calvin Klean Laundry App

Fall, 2024

Tidey Team

Introduction

Thank you for agreeing to do this usability test for the Calvin Klean Laundry App. Our team would like to see first-hand what it's like for real people to use the app, which we hope will help us improve the app.

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.

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

- 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?

2. General Tasks

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

- Check if any Laundry and Drying machines are available in the app.
- Check the machine's availability status.
- Turn the machine on/off to see if the availability updates real-time.
- Try to get notified for when a machine becomes available and delete the machine button in the notifications tab.

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!