

# **Usability Test: Calvin Klean Laundry App**

**Fall 2024 | Tidey Team**

## **Introduction**

Thank you for participating in this usability test for the Calvin Klean Laundry App. Our team wants to understand how people interact with the app to identify ways to improve it.

Calvin Klean simplifies the shared laundry experience for Calvin University students. The app tracks machine availability in real time and notifies users when washers or dryers become free. This feature reduces wasted trips and ensures your clothes remain secure, offering a convenient way to manage laundry.

Our test focuses on three main goals:

- Activating the notifications setting.
- Ensuring screens load in 2 to 3 seconds without lagging or crashing.
- Navigating to a specific dorm to view its laundry machines.

If you have questions, please ask. Share your comments freely, as we will record them to help improve the app. If you wish to stop the test at any point, simply let us know.

## **Background Questions**

- Have you used any other laundry apps or tools before? If yes, which ones?
- What features do you consider most helpful in a laundry management app?
- Do you have any questions about the process or about anything before we begin?

## **The Test**

### **1. Reactions to the Homepage**

- Open the Calvin Klean app and describe your first impression.
  - What stands out to you?

### **2. General Tasks**

Complete the following tasks based on the time available:

- Check if any washing or drying machines are available.
- Review the availability status of a specific machine.
- Turn a machine on or off and confirm that the availability status updates in real time.
- Set up a notification for when a machine becomes available, then delete that notification.

### **3. Final Observations**

- What did you like most about the app?
- Did anything frustrate or confuse you?
- Would you use Calvin Klean for your laundry needs? Why or why not?

### **Thanks**

#### **Thank You for Testing Calvin Klean!**

We appreciate your time and insights during this usability test. Calvin Klean remains a work in progress, and your feedback will help us improve the app.

After analyzing the results, we will share a summary of our findings and explain how your feedback has influenced updates to the app. Your session data will remain private, and we will only share aggregate results.

Thank you again for your valuable contribution!