Usability test script – Mobile apps

*CS262-B, Fall 2024*

*CTRL ALT DEFEAT*

**INSTRUCTIONS**

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| * Don’t put the device before them yet but have it ready, on the splash screen. |

Hi! My name is \_\_\_\_\_\_\_\_\_\_\_,.

Thank you for agreeing to do this usability test for RentScout! We want to see what it’s like for real people to use this app so that we know how to improve it in future versions. This should only take 20-ish minutes.

The first thing I want to make clear is that we’re testing the *app*, not you. You can’t do anything wrong here. We simply want to assess the experience that the app lays out for you.

For the test, we’ll ask you to do certain tasks, and as much as possible, I want you to **try to think out loud**: to say what you’re looking at, what you’re trying to do, and what you’re thinking. If you have any questions, ask them. If you have any comments at all, say them. And don’t worry about hurting our feelings! We’re doing this to intentionally find problems with RentScout, so we need to hear your honest reactions. We will be recording your comments, but won’t make them public. If you need to stop at any point, just let me know.

Do you have any questions so far?

**BACKGROUND**

OK. Before we look at anything, here are some background questions.

First, what year are you and what is your housing situation right now?

(1st/2nd yr/on-campus)

How much have you thought about your housing once you’re out of the dorms?

What are you looking for or looking forward to in upper-class housing?

What are you trying to avoid or nervous about in both the process and the housing situation itself?

What are your dealbreakers?

(3rd/4th yr/off-campus, not at home) On a scale from 1 (lowest) to 10 (highest), how would you rate your experience of finding non-dorm housing?

What would have made your experience better?

What did help your process that you’re glad you had?

(KE)

How much did you look into housing off-campus?

What were you’re your deciding factors?

What would have made your house hunting experience better?

What did help your process that you’re glad you had?

How would you rate (1-10) and describe the process of comparing KE housing amenities to other dorm or off-campus housing?

**Do you have any questions for me?**

As we go into the test, here’s a reminder to try to think out loud. Talk about what you make of what you see in the app or how it responds: what strikes you about it, what you think you can do with it, and what it’s for. Just narrate!

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| * Place the open app before them, open to the splash screen. * Start a stopwatch and “lap” every time you move to another task. |

1. Start by reacting to the homepage. Talk about your general impressions.
2. Log in with the user name “Scout” and password “rent2024”.
3. We’ll start with a simple scenario. You want to see the house with the highest rating.
4. You have 4 housemates and you’ve agreed to aim for a rent no higher than $2000/month total. You’re meeting later today to discuss the options you’ve come up with and you want to show them what you find in this search.
5. You and your housemates have agreed on a little bit of rent flexibility but would still rather choose the least expensive option you can. One of your housemates only has a bike so wants a house within ¾ mile from a bus stop, while another one of your housemates has an emotional support cat. Choose the best option and “contact” the landlord.
6. You have 4 housemates and one of them has an emotional support parrot that drives you crazy, so you need to make sure you have a separate room and bathroom for each of you. You also need to make sure that the landlord *allow* birds and need to contact the landlord to clarify that “allows pets” includes birds.
7. You’re meeting with your future housemates and want to go back and show them the listings that you found earlier.