Usability Test: Freespace Mobile Application

CS-262, Fall 2020

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Introduction

Thank you for agreeing to participate in our usability test for our CS-262 mobile app, Freespace. Our team would like to see first-hand what it's like for real people to use the application, which we hope will help us improve it.

We're testing the application, 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, please go ahead and say them. We will record your comments, but we 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 Calvin University student who has a mobile device and routinely uses smartphone-based applications.

Do you have a Calvin block meal plan, and did the "busyness" of the dining halls factor into your decision to get one/refrain from getting one?

Do you frequent Calvin's dining halls for lunch and/or dinner? If so, how much time do you typically spend finding a table or waiting in line?

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

The Test

1. Reactions to home screen－Start up the app and tell us your general impression of the home screen. Are you tempted to click on anything? Is it clear to you what all the elements on the screen are for?

2. General tasks－I'll ask you to do some of the following tasks, depending on how much time we have together:
    a. Which eatery is the busiest? How full is it?
    b. At a glance, which eatery is the quietest?
    c. Can you submit an activity report for Commons Dining hall?
    d. Can you find how many developers worked on this app?
    e. Without leaving the app, can you find a graphical display of the campus?
3. Final observations – Do you have any final observations on the app? Would you consider using it? If so, what were the deciding factors? If not, what would you consider as the greatest flaw? Is there anything we can do to incentivize users to submit reports?

Thank You

Thank you for your willingness to help us test Freespace. This is our first release version of the app, so we appreciate your feedback and help in improving it.

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