Usability Test: **Knight Bites**

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**Introduction**

Thank you for agreeing to do this usability test for the Knight Bites App. Our team would like to see first-hand what it’s like for real people to use the app, which we hope will allow us to improve the app.

We’re testing the app, not you. You can’t do anything wrong here. We want to hear exactly what you think about the site. 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, 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**

We presume that you’re a Calvin Student who regularly eats.

How frequently do you eat at restaurants or off-campus? How often do you want to?

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

**The Test**

1. Reactions to the login page – What buttons do you notice? Does anything seem weird? Does it catch your attention?
2. Login – Log in to the page using dummy credentials (username ck23).
3. General tasks - I’ll ask you to do some of the following tasks, depending upon how much time we have together:
4. Find an event at Culver’s.
5. Find more information about this event (can you tell where and when the event is happening?).
6. Find out who posted it.
7. Now “sign up” for the event.
8. Try creating a post.

f Try to find the restaurant list.

g Try to find the discount card.

1. Final observations – Do you have any final observations on the app? Would you consider using it?

**Thanks**

Many thanks for your willingness to help us test the Knight Bites App. The app is completely new, so we appreciate your help in fixing it up.

We’ll contact you soon with a summary of what we found and how we hope to use it to improve the app. We’ll keep the data from this individual session private.