Usability Test: **KnightDash mobile application**

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**Introduction**

Thank you for agreeing to do this usability test for the new KnightDash mobile application. 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.

We’re testing the app, 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, 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 CS 108 student who routinely uses a mobile device and mobile applications. Have you used your mobile device to place an online order for food before?

Have you used other food order and delivery apps such as DoorDash? If so, did you use it to deliver food or order it, or both?

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

**The Test**

1. Reactions to the app – Go to the sign-in page and tell us your general impression of it. Are you tempted to click on anything? Is it clear to you what all the elements are page are for?
2. General tasks - I’ll ask you to do some of the following tasks, depending upon how much time we have together:
3. Log into the app using your Calvin email and passphrase. Be sure not to save your login information to the phone.
4. Imagine you would like to order something to drink but are curious about the cost. Find the price of an original diet Pepsi.

1. Imagine you are hungry and decide to order food using the KnightDash app. Find out how to place an order for the following items: a burger, a wild cherry Pepsi, and a salad.
2. Now imagine that you decide you want to deliver food for someone else. Find out how to select an order to deliver.
3. You've now finished using the application and would like to sign out. Find out how to do this.
4. 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 our application. KnightDash is rather 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 your individual session private and will only release aggregate data.