

Usability Test: **Calvin Finds**

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The A Team

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Introduction

Thank you for agreeing to do this usability test for Calvin Finds—a lost and found app for Calvin University. The 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 it.

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 Calvin student who has a Calvin email and is familiar with campus locations. How often do you lose/misplace your belongings? How often do you find a lost item lying around campus?

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

The Test

1. Reactions to the mainpage – Go to the main page of the CalvinFinds app and tell us your general impression of the page.
2. General tasks - I'll ask you to do some of the following tasks, depending on how much time we have together:

- a) You lost your black umbrella in North Hall last week. Use the app to find your lost item and verify that all the details of the item match your description. If it does, how would you contact the person who posted it?
 - b) You find a phone in the Gold Lab that someone might have left. Make a post about it, filling in all the required details.
 - c) You see a post about a textbook that was found in North Hall. It does not belong to you, but you think it belongs to a friend. Comment on the post about who you think it belongs to.
 - d) Users are able to view their profile, their own posts and their archives. Can you find a list of things you've posted or archived?
 - e) You lost your AirPods but aren't able to remember where you lost them. Users can make posts for items they have lost. Make a post for your lost item.
 - f) Can you log out of the app? Can you sign up for a new account and log in with the same credentials? Please do not use any real login credentials when signing up for a new account.
3. 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 Calvin Finds app. The app is rather new, so we appreciate your help in fixing it.

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.