Introduction

Thank you for your participation in doing a usability test for the ChapterCache app. This application provides a platform for Calvin students to buy and sell used textbooks. To improve the usability, the developers of this app would like to get as much input from users.

We're testing the app, not you. You cannot do anything wrong. If you feel confused during the test, don't worry: that is a sign of our failing, not yours. Please be honest about what you think as it will help us find and fix problems that exist. Know that you can choose to quit the test at any point.

Throughout the test, please think aloud so that the developers can hear your thinking process. If you have any questions or comments, please let us know. All things that you say will be recorded, and they will remain confidential.

Background Questions

We presume that you are a Calvin University student with at least some familiarity with phone applications.

How many textbooks did you purchase this semester? Do you intend to get rid of them after you are done with the course? If yes, how would you sell or give them away?

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

The Test

1) General tasks - I'll ask you to do some of the following tasks, depending upon how much time we have together:

    a) There is a book named "Fundamentals of Nursing." Can you find the book? Who is the author of that book?

    b) Let's say you want to buy this book, how would you do that?

    c) You want to sell a book. Where would you go?

        i) If you don't know what values to put in, where do you find help?

        ii) Add a book to sell with these values: (We will have a paper with the information written)

            (1) title = [your first name] Test

            (2) author = [your full name]

            (3) ISBN = any 6 digits

            (4) course = CS262

            (5) Price = $10

            (6) Pictures from gallery

        iii) Are you sure that your book got posted in the app?

        iv) Can you find out what books you have listed for sale?

        v) Try updating the price of your book to $25.

    d) Mark your book as sold.

    e) Sign out

2) Please create an account, and log in to our app.

    a) Try changing your username to "test complete."

3) Final Comments - Do you have any comments or questions? Would you consider using the application?

Thanks

Thank you again for your participation in the test. The information you provide us here will be very helpful in making the application more useful for Calvin Students in the future.

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 aggregated data.

Have a lovely day!