**RentScout Usability Test**

**INSTRUCTIONS**

Thank you for agreeing to do this usability test for RentScout! We want to see what it’s like for real people to use this app so that we know how to improve it in future versions. This shouldn’t take more than 20-ish minutes.

The first thing I want to make clear is that we’re testing the *app*, not you. You can’t do anything wrong here. We simply want to assess the experience that the app lays out for you.

For the test, we’ll lay out a few scenarios and ask you to use the app as *you* would in that situation. As much as possible, I want you to **try to think out loud**: to say what you’re looking at, what you’re trying to do, and what you’re thinking. If you have any questions, ask them. If you have any comments at all, say them. And don’t worry about hurting our feelings! We’re doing this to intentionally find problems with RentScout, so we need to hear your honest reactions. We will be recording your comments, but won’t make them public. If you need to stop at any point, just let me know.

**Do you have any questions so far?**

**BACKGROUND QUESTIONS**

First, what year are you and what is your housing situation right now?

*If (1st or 2nd yr/in a dorm):*

1. How much have you thought about your housing once you’re out of the dorms?
2. What do you expect or plan on for finding upperclass housing?

*If (3rd, 4th, 5th yr/off-campus, not at home/KE):*

1. How did you find/choose your housing?
2. What would have made your experience better? What do you wish you knew earlier?

**Do you have any questions for me?**

**THE TEST**

As we go into the test, here’s a reminder to try to think out loud. Talk about your first impressions of what you see in the app or how it responds to your interaction: what strikes you, what you think you can do with it, and what’s good/bad about it. Just narrate!

1. Start by reacting to the homepage. Talk about your general impressions.

*We are not testing the login feature, so just press the red “Log In” button then the yellow “Log In” button.*

1. First, you want to find the house with the **highest rating**. Once you find it, **save it** so that you can come back to it later.
2. Now, say you have several housemates.
   1. You all agreed on paying a **rent below $2000/month total**.
   2. How far is the **furthest house to campus** with this parameter?
   3. How far is the **closest**?
      1. **Save this option** for later.
3. Now, **reset your search parameters**.
4. One of your housemates has an emotional support peacock that drives you crazy.
   1. You need to make sure that the **landlord allows pets**.
   2. You also need to **find a house that actually has contact info** for the landlord so that you can make sure that that “pet friendly” includes *birds*.
   3. Then, you need **arrange your options** to find one that would **allow all 5** of your house-members to each have a **separate room** so that the bird isn’t in anyone else’s space.
   4. Now, **“contact” that landlord**.
   5. **Save that option** for later.
5. Now, you’re meeting with your future housemates. Go back and show them the **listings that you saved earlier**.
6. Talk about any final observations. What was your general impression? Would you use this app?

**THANKS**

That concludes our usability test! Thank you for your willingness to help us test RentScout. Creating this app is a new process for all of us, so we appreciate your help in improving it.

We’ll contact you soon with a summary of what we found and how we hope to use it to improve the site. We’ll keep the data from your individual session private and will only release general data from all of our tests.