Usability Test: **Knight Connect App**
Fall, 2024
Keith's Favorite Team

Introduction

Thank you for agreeing to do this usability test for the Knight Connect app. 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 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 106 student who would like to participate in events happening at Calvin. How did you hear about these events? How did you plan to hang out with your friends?

Have you spent much time working with calendar apps? If so, what do you use them for?

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

The Test

1. Reactions to the home screen – Open the Knight Connect app and tell us your general impression of the app. Are you tempted to click on anything? Is it clear to you what all the elements on the screen are for?

2. General tasks - We'll ask you to do some of the following tasks, depending upon how much time we have together:

   a) The Knight Connect app provides a list of events happening at Calvin. Can you find 3 sporting events?

   b) You want to go to a Chinese event. Try to find and join one.

   c) Create an event called "Knight Connect User Test" at "SB 354" at 1:30 PM, December 10, 2024, with the description "The user test for the app".

   d) Write a bio for your account, then choose one more event preference.

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 new Knight Connect App. The app 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 site. We'll keep the data from your individual session private and will only release aggregate data.