

Surveyor: Cameron Bryant

Participant: C Thomas

Rules: For each task after task 1, begin from the front page (page with profile picture displayed).

Task 1: Login using school credentials

Review: "I can say a minute wait isn't bad but can be impatient when logging in compared to other apps."

Time for completion: 1 and a half minutes

Experience rating(1-5): 3

Notes: Found issue with time of completion, believed the app was broken for a moment.

Task 2: Open a door (any door)

Review: It was easy to use and easy to identify what place was what and choosing a location didn't take long at all. I can say it is a bit dull on the eyes. The design at least. At first I had trouble giving permission to the app. It constantly asks for permission instead of the usual just once

Time for completion: No longer than a minute

Experience rating(1-5): 4

Notes: Took multiple attempts to complete, but wasn't a major issue for the user. User used a search function.

Task 3: Open the E1 North Entrance without using search

Review: "no negatives right now but the positive is that after getting to know the app I can easily navigate it. I never had to use the search engine even though I know it helps"

Time for completion: 30 seconds

Experience rating(1-5): 5

Notes: Found easily by scrolling and looking for first letters.

Task 4: Using the search feature, open Kaplan West Main Door

Review: Easy immediately scrolled to the door when I started the search. Didn't need to type the whole thing out took under a minute

Time for completion: less than a minute

Experience rating(1-5): 5

Notes: Kaplan was not the first option, preceded by C options first.

Task 5: Without connecting to wifi, open door Crown Lower Level exterior East

Review: to find but I did get the recommendation to turn on my wifi everything I get off the app I need to put in the pin

Time for completion: Less than a minute

Experience rating(1-5): 4

Notes: issues with app connecting to wifi, forced to do manually.

Overall review: Overall I would give the app an 8(out of 10). There was a struggle initially trying to log in but once I attempted again it took under a minute to get in. With the tasks given I was easily able to search for doors and navigate the app. Without the right pin or wifi access was denied into the doors but that just shows the security is there. Also the app does require a pin every time you open the app which is good. I did also have a bit of trouble with giving the app permission at the beginning because I had to keep giving it permission which could've been a mistake on my end and my device".