1. APPENDIX A: Cognitive walkthrough feedback questionnaire

Please rate each of the tasks you have performed.

Task Name	Very simple	Simple	Ok	Difficult	Very difficult
Create a new account					
Login					
Update your profile					
Request money for transport					
Request a meeting with the school					
Inform the school that you have lost your job					
Update your address					
Inform the school that another company has made you a job offer					
Make a donation to the school					
Log out					

2. APPENDIX B: Usability feedback questionnaire

Please rate the usability of the application by indicating how you feel about the following statements

Questions	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
The mobile application intuitive to use					
I would use this application in future to communicate with the school					
I would rather just contact the school directly					
I felt uncomfortable performing certain tasks					
I was worried about my airtime/data while using app					
This application simplified my interactions with the school					
I could complete most of the tasks					