Usability Test: Dining Hall App, Fall 2016 Team Fly

**Introduction**

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.

Thank you for agreeing to do this usability test for the Dining Hall App developed by Team Fly for CS 262. 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 are 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.

**Background Questions**

We presume that you’re a CS 108 student who routinely uses Calvin’s food services and know how to use a smartphone’s touch screen.

Have you ever used Calvin’s Dining Hall website? If so, what do you normally do with it?

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

**The Test**

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

* + a)  The app has a login feature. Are you able to log yourself in?
  + b)  The daily menu should show the food items that the dining halls are planning to make today. Can you tell me what was for lunch at Knollcrest and what is for dinner at Commons?
  + c)  The Dining Hall app keeps track of block counts for meals for jrs+ and commuters. Figure out how to edit your block count.
  + d)  Open hours are provided by Dining services. Can you find this information on the app? When does Commons close? When does Knollcrest open on Saturday for breakfast?
  + e)  There are a couple of things that can be personalized for use. Find out how to change the settings to make the app work best for you.
  + f)  Find information regarding this app such as the contact information of the programmer.
  + g) The app can also find dining spots at Calvin. Where is Knollcrest from here? How about Commons?
  + h) The app also can bring up surveys from the dining halls. Find and answer one of the surveys.

Final Observations – Do you have any suggestions with the app? Would you consider using it?

**Thanks**

Thank you very much for helping us test the new Dining Hall App. The app is rather new, so we appreciate your input.

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 aggregate data. You can check out our progress when the app is released too.