Usability Test: Dining Hall App, Fall 2016 Shurjo Maitra

**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 the Calvin Dining Hall website and android apps. How did you choose to come to Calvin? Did Calvin’s Dining Hall website play any role in that decision?

Have you spent much time working with the Dining Hall website? If so, what do you normally do with it?

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

**The Test**

1. Reactions to the Daily View homepage – Open the app and you will see the homepage and tell us your general impression of the page. Are you tempted to click on anything? Is it clear to you what all the elements and information are page are for?

1. 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 so you can personalize and track your preferences. Can you figure out how to authenticate yourself?
   * b)  The Dining Hall has set number of meals for commuters. Can you find the number of meals you have left and add/remove meals that you have had?
   * c)  Both Knollcrest and Commons hold surveys which are in the form of questionnaires or polls. Find out how to do such a survey and navigate through it
   * d)  Timings for the dining halls and cafes are posted and provided by Dining services. Can you find this information on the app?
   * 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 out how you can contact the developers for this app.
   * g)  There are many places to eat on campus including dining halls, cafes and vending machines. Can you find where these places are located and how to get to them?
2. 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 Dining Hall 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 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.