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)  Please open the Calvin Dining Hall App
  + b)  The daily menu should show the food items that the dining halls are planning to make today. Can you tell me what soups are served for Dinner at Commons? Can you tell me what soup is being served Tomorrow at Spoelhof?
  + c)  The Dining Hall app keeps track of block counts for meals. Can you set your initial meal count to 60 and subtract two meals?
  + d)  Open hours are provided by Dining services. Can you find this information on the app? What day does Commons close? When does Knollcrest open on Saturday for breakfast?
  + e)  This app also displays prices. Can you open the prices tab and see the cost of dining for off campus students?
  + f) The app can also find dining spots at Calvin. Where is Kight Way Café? Can you make it display directions to take you there?
  + g)  Find information regarding this app such as the contact information of the programmer.
  + h) The app will add surveys for the dining hall. Can you open the vote tab and rate your last meal? Can you select what toppings you like?

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.