UX Research Study — Plan Template

Introduction	**Title:** For creating an app for Smart Sport Facility Booking. **Author:** Sarvesh Kumar Shukla, Student at IIIT Allahabad, Email: iit2021157@iiita.ac.in **Stakeholders**: Campus Students, Institute Sports Facility. **Date**: 14/11/2024 **Project background**: A campus sports facility management system enabling students to check and reserve sports grounds outside mandatory booking hours (6-9 PM), optimizing usage and facilitating independent practice and team activities. **Research goals**: We would like to obtain the list of difficulties faced by users while using other similar applications like when designing or in the process of booking.
Research questions	- Is booking in the app a good idea? - How long does it take to make a booking? - What should be the outcome if there is a conflict when multiple students attempt to book the same time slot? - How should the notification system remind the peers?
Key Performance Indicators (KPIs)	- Time on task:Time taken by the user in booking a sports facility. - Complexity in sharing with peers. - System usability scale: A questionnaire to evaluate students feedback.
Methodology	- Unmoderated usability study. - Location: Allahabad, remote - Date: from 13/11/2023 to 14/11/2023 5 participants will complete the booking process and 5 will evaluate other features and lastly we will have a questionnaire for all participants.
Participants	- Participants's age will be between 19 to 23. - Students, faculty and staff will be the main audience. - Participants will include even distribution of genders across the spectrum and people with different abilities included.<ol type="a"> 1 user of assistive technologies 1 user of visual impairment 1 user with auditory impairment

	d. 1 user who isn't fluent in english e. 1 user with color blindness
Script	- Prompt 1: Please create a profile of yours. - Prompt 1 follow up: How easy or difficult to create the profile? Please include any suggestions for improvement. - Prompt 2: Begin the process of booking a slot for your preferred sport. - Prompt 2 follow up: Was it easy to locate available slots and initiate the booking? Any suggestions to make this step smoother? - Prompt 3: Check availability for a ground outside the 6-9 PM timeframe. - Prompt 3 follow up: How clear were the time restrictions for mandatory bookings? Did you find any difficulties in identifying free slots? - Prompt 4: Review your booking and confirm it. - Was the confirmation process straightforward? Any additional feedback on this step? - When the participants complete the tasks participants are asked to rate the overall experience on the following points. - Ease of use - Complexity of the app - Errors in booking - Level of frustration, if any - Clarity of slot availability - Experts' suggestions for sports usage