Introduction

Facilitator Script:
Hi! Thank you for taking the time to participate in our usability study. Today, we will walk through a prototype of an app called **RoomieBuddy**, it is designed to help housemates manage shared responsibilities like chores, communication, and scheduling.

The session will take around 20–30 minutes. Please note that we are testing the design of the app, not you. There are no right or wrong answers, we're interested in your natural reactions and feedback. You'll be asked to complete a few tasks while speaking your thoughts out loud. Afterward, we'll ask some follow-up questions.

Before we begin, do we have your permission to proceed and record notes for research purposes?

Background

Ask:

1. Are you currently living with a roommate, or have you in the past year?

2. Have you ever used a productivity or communication app
   P01: no
3. How do you currently manage shared tasks or chores with your housemates?
   P01: no one does, everyone just mind their own buiness
4. What do you usually find frustrating or helpful about doing chores with others?
   P01: some people leave their stuff and it become a buden to other people.

Tasks

Task A: Joining a team or creating a team

Scenario: Great, you're logged in, can you find a team or create a new team for yourself?
- **Observe:** How fast they sign up and create a new team?
- **Evaluate:** Was the process smooth?

Task B: Assign a Chore

Scenario: Imagine it's your turn to organize trash day. Assign the chore **"Take out trash"** to your roommate Alex for **Friday**.

- **Observe:** Can they find the right screen?

- **Evaluate:** Do they complete the task without hesitation or assistance?
- **Evaluate:** Is it easy or difficult to complete the task? Please answer from 1 (easy) to 5 (difficult).

Task C: Mark a Task as Completed

Scenario: You just finished doing the dishes. Mark that task as done in the app.

- **Observe:** How quickly can they complete this?

- **Note clicks and confusion points.**

Task D: Check Task Priority

Scenario: You want to see which tasks are the most urgent for this week.

- **Observe:** How do they interpret urgency?

- **Do they understand the labeling or icons used?**

- **Can you easy to see the level of urgency?**

Task E: Message a Roommate

Scenario: You need to remind your roommate about an overdue task. Send them a message.

- **Observe:** Do they go to the task first or the messaging section?

- **Note mismatches in mental models.**

Task F: Suggest a New Feature

Scenario: Imagine you've used RoomieBuddy for one month. What's one feature you wish it had?

- **Prompt:** What would make this app more useful or fun?
  P01: all good, some buttons doesn't work but due to prototype.

Debrief

Ask:

1. What was your overall impression of RoomieBuddy?

2. Which features did you like most? Least?

3. Was there anything confusing or unexpected during your interaction?

4. What changes or additions would make you want to use this app regularly?

5. Any final thoughts or suggestions?

Facilitator closing:
 Thank you again for your time and feedback. We really appreciate your input. It'll help us improve the app to serve people who live with roommates better. If applicable, we'll now provide your compensation.