HCI:
G03: Gee-Oh-Three
"Where's the Closest Loo?"

BLUE

Hans:
Writing
Researching
Working out

Harry Walters

PURPLE

Ola
Strengths:
Design
Creativity
inclusivity
bowling

Harry Walters

ORANGE

Kuldeep

Ola

GREY

Harry
Strengths:
Talking out of my ass
SDG goals
Project management
bowling

Harry Walters

Green

Navinda

Navinda

Must dos

Look at the Assignment 1 Final Report Template

Harry Walters

Look at Trello

Harry Walters

Add text

Tell us when you are free

Harry Walters

Add text

Meeting Summary

Figure out where our other two members are.

Harry Walters

What do we need to do by Tuesday?

Harry Walters

Users:

Stakeholders:
Consult Dr. Ivanova

Harry Walters

Roles:
Hans - Document Control
Harry - Data Analyst
Ola - Graphic Designer

Harry Walters

Where's the cleanest public loo closest to me? Tell me RIGHT NOW!!! It happened to all of us before – spending great time in a park, enjoying great company, possibly fantastic food and drink, and all of a sudden our body signals the urgent need, sometimes accompanied with cold sweat. Yep, the prompt of our looking for the closest toilet. Toilets in public parks and gardens are managed by cities to their idea of users' satisfaction. Users' opinion may differ from that of the manager as to what defines a clean toilet. Such feedback could help managers to review their maintenance practice. There are maps that give users an information about where the closest loo is (e.g. https://toiletmap.gov.au/), but they do not tell them anything about what level of cleanliness to expect there. This mobile app will tell the users where the cleanest closet toilet is near them and allows them to rate the quality of the establishment.

Interview Questions

DR. IVANOVA

- What type of people would use this app?
- What data do you have access to? (locations, ACROD friendly, gendered bathrooms, wheelchair access JUST to get there?)
- IP split - how do we get recognized for our efforts?

- What motivated you to initiate this project, what problem are you trying to solve.
- The challenges you would anticipate in development/launch of this app.
- Plans for marketing and promoting the app?

- What is your vision for this app?
- stakeholders and users for this app?
- what is your background?
- how do you define a clean toilet?

Interview Surveys

We have a very diverse and wide range of users as everyone needs to use these public restrooms.

This may be hard to manage as we may focus on one type of demographic more than the other.

Ola

CLIENT

1. Privacy concerns for the users of the app, would you allow the app to display other users' location if both parties coincidentally choose the same bathroom. Would the app display the user's name/ID of who is on their way to the toilet? Would the user's name/ID be anonymous after using the toilet or leaving reviews/rating?
2. Will the app generate revenue or data monetization, would the app be advertising other products/apps? Having in-app purchases? A monthly subscription fee? or data monetizing by offering data or services to buyers or third-party companies?

CONSUMER

- what is a clean toilet for you?
- what is a good app name?
- how often are you needing to use a public bathroom?
- what would you like to see from an app that finds you the nearest bathroom in your area?
- What difficulties do you have when finding a public bathroom

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PERSONAS

Jordan
Age: 30
Retail Worker
MOTIVATIONS:
Wants to find a all-gender bathroom as they identify as non-binary and womens or mens bathrooms are an uncomfortable environment to be in.
PAIN POINTS:
1. When developing the app make sure that it in inclusive of all genders.

Ola

Chris
Age: 21
Professional Bodybuilder
MOTIVATIONS:
Maintaining physical fitness to achieve competitions goals, needs clean, spacious, and well-equipped restrooms to support his nutrition needs.

PAIN POINTS:
Finding restrooms that are dirty, tight-spaced, impotent restrooms. Unfamiliar areas whilst travelling for competition.

Jaclyn
Age: 45
Nurse
Has a bad sense of direction, and bad vision
MOTIVATIONS:
Jaclyn has had a long night out in the city and is busting to find a bathroom during these late hours at clean and safe location.
PAIN POINTS:
1. make sure that the navigation tool is easy to follow with audible and visual queues.
2. checks the opening times of the bathroom before it recommends.

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Grace
Age: 26
Young Mother
MOTIVATIONS:

PAIN POINTS:

Harry Walters

Stefano
Longterm Disability
Blind and/or
Wheelchair
MOTIVATIONS:

PAIN POINTS:

Harry Walters

James
Age - 23
Young Athlete

Motivation - He always likes going out hiking and biking and wants to find a toilet where they have an option for a shower as well.

Pain Point
- Make sure it's quick and easy to use, it should be easy to filter all the options.
- He also wants to know that what's the opening schedule looks like and how busy it might get.

Kuldeep

Stefano
Acquired Injury
MOTIVATIONS:

PAIN POINTS:

Harry Walters

Micah
Age: 15
Autistic Individual
MOTIVATIONS:
Urge to use a not-so-crowded toilet to minimize anxiety and stress he experiences whilst using a restroom in an unfamiliar environment. He is often overwhelmed and finds it hard to adapt to new situations and places.

PAIN POINTS:
1. A complex user interface, Micah might struggle with navigating the app's user interface - causing frustration and confusion.
2. Literature barrier, Micah may struggle with different app if the app's development are worded "Loo" or "Lavatory" instead of "Toilet".
3. Customization options, Micah will find it challenging to cuztomize the app to meet his needs and preferences, such as the font size of the colour contrast, causing frustration and discomfort

COMPETITORS

https://
toiletmap.
gov.au/

the government website is more formatted for a computer user experience. When people are out and about they will be on their phones therefore, a phone app would be more convenient and simple to navigate around.

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Flush - Toilet finder and map app

Dislikes:
- Slight chance to give the wrong location.
- Does not include toilets located in malls/stores/ public buildings

Likes:
- Clear instructions with words and mapping.
- Displays the availability of the toilet with "vacant" or "occupied"

The flush app is free to use and provides immediate directions to the toilets. Users are able to add toilets not available to help improve the app and allow better use for future uses.

National Public Toilet Map App

DISLIKES:
- Doesn't navigate you to the toilet
- not clear how to report a bathroom for misleading information
- no user reviews of bathrooms, the user cannot see other peoples experiences with the toilets.
- no mention of cleanliness

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In the National Public Toilet Map website they don't show us how busy it would be during any specific hour.

Kuldeep

LIKES:
- provides a long list of different preferences for bathrooms
- can save toilets which you like
- considers opening hours

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USABILITY GOAL
1. navigation tool should be easy to follow with audio and visual queues.
2. the user must be able to input their preferences on a bathroom to filter out other ones which may not be the best fit for them (if they need a wheelchair accessible toilet)

Ola

USABILITY Goals and user experience goals

Ola

USABILITY GOALS
1. The app should be easy to navigate and use, with clear design elements.
2. The app should provide accurate and up-to-date information about restroom locations and features.
3. Users should be able to leave and read reviews of restrooms to help inform their decisions.

Usability Goals

Effective to use - User should be able to find more accurate data with additional features compare to other compactors.

Easy to remember - User should be able to familiarize easily every time they logged in.

Utility - Should have many useful functions such as different filter options, Search bar and ratings.

Easy error detection - Whenever user makes error then we need to give meaningful errors.

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User experience goals
1. Users should feel confident in the accuracy and reliability of the information displayed.
2. Able to leave reviews to app's database.

WHY DID YOU CHOOSE THIS PROJECT?

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Every Human has the right to go to the bathroom and therefore, having an app that will help people navigate to a clean toilet which addresses their needs and wants from a public bathroom experience is crucial.

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Design Purpose

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1. Simple and Intuitive navigation
2. High-quality maps
3. Attractive, clear, and cohesive visual design.

There are several web/mobile app stack to mention such as

- MEAN stack
- MERN stack
- Ruby on Rails stack

If we as a group would build a mobile app such as the toilet-finding app, the MEAN stack would be a great start.

1. MEAN stack is a well-known tech stack, it is easier to develop and maintain the application only JavaScript is used from the back-end to the front-end.
2. The MEAN stack is also open-sourced, many documentations, resources, and solutions are available online,
3. The flexibility of the MEAN stack can handle large amounts of data and real-time transmissions. It is essential if we are talking about creating an app that constantly updates its statuses or geolocation such as the toilet-finding app.