

# User Testing Report: LaundryMan by <KF90>

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## 1. Mid-Fidelity Testing

We recruited our users as we were looking for the people who potentially have many chances of using laundry machines. We found five friends who were willing to give us feedback on our user testing at Commons, the 4th floor CS lounge in academic building B. Each person took approximately ten minutes to go through all the steps from the beginning to implement all three of our primary features. First of all, we did not tell them how or what to do, and we analyzed the data by taking notes from their actions when they struggled with what to do. In this way, we could figure out what particular points were ambiguous to users and find better solutions to it getting feedback at the end.

## 2. User Testing Results

There are several findings from the testing that we came up with unexpected results that were very helpful to us. First, what we found interesting was from one of the main features, the reservation section. We meant to have a cancel button to cancel the reservation if users reserved laundry machines accidentally or reserved a different one. However, when we were testing the potential users, they were confused with the cancel button that was placed next to the Go back button after completing the reservation. We came up with a possible solution for the cancel button, we need to specify what to cancel, or make a different button to direct users in the cancel section. Therefore, we decided to remove the cancel button entirely on that page and move the feature of canceling the reservation on the Account page (Comment 5 in Figma project link).

Second, an observation that we found interesting was that we wanted to divide the sections as primary features for the weekly reminder and alarm setting for a finish of laundry. However, when it came to user testing, they were unclear about setting two kinds of reminders in different sections. We thought they are different settings for users, but they did not catch the meaning and they gave us feedback to have two kinds of reminders in the same section so that

users can select their settings fast and intuitively. Therefore, instead of having 5 menus on the top bar that included both “Alarm Setting” and “Weekly Reminder”, we combined them as “Alarm Setting”. When the users click the alarm setting on the menu, they will see a page that has been separated with a brief description of each feature (Comment 6 in Figma project link).

Third, three out of five subjects tried to select the time first when they were exploring the “Weekly Reminder” feature. We expected the user to do the Day option first because it is the leftmost option among the options that users should select. Therefore, we gave the restriction in the weekly reminder feature that will make the user select the options in left to right order (Comment 7 in Figma project link). Overall, we expected users not to find many sections that were not unclear about reserving, setting alarms, or weekly reminders. There were, however, still some sections that are not clear to users that we have to fix as we are going through milestones. Some more minor details will be written in the appendix.

# Appendix

## A. Session 1- Kwangmin Kim, Hasung Jun, Dongyeob Lee

- a. 05/02 (Sat) at 7:00 pm
- b. Took approximately 10 minutes
- c. Notes from this session:
  - The user had a hard time seeing the letters on screen because they were smaller than expected.
  - The user was unclear how to use cancel button in reservation
  - The user wanted to customize the message for reminders
  - The user wondered that we only had laundry machines not the dryers

## B. Session 2- Kwangmin Kim, Hasung Jun

- a. 05/02 (Sat) at 8:00 pm
- b. Took approximately 10 minutes
- c. Notes from this session:
  - The user was wondering why the reservation page is directed after making a reservation.
  - The user had a question which laundry machine was selected if user clicks on it
  - In the weekly reminder feature, she tried to set the Time first instead of Day.
  - The user was confused by all pop-up messages that they say cancel to click rather saying okay.
  - The user wanted to label the laundry machines

## C. Session 3- Kwangmin Kim, Hasung Jun

- a. 05/03 (Sun) at 8:00 pm
- b. Took approximately 10 minutes
- c. Notes from this session:

- When the user was exploring the weekly reminder feature, the subject thought that it was inconvenient to have a dropdown that has both hour and minute together. She suggested separating the dropdown, one with hours and one with minutes.
- She couldn't find the page that can show her reservation history, which we did not have.
- In the weekly reminder feature, she tried to set the Time first instead of Day.

D. Session 4- Kwangmin Kim, Hasung Jun, Dongyeob Lee

- a. 05/03 (Sun) at 9:00 pm
- b. Took approximately 10 minutes
- c. Notes from this session:
  - She did not click the cancel button when we gave her a task to cancel the reservation.
  - Checkbox for accepting the term of reservation was not working.
  - In the weekly reminder feature, she tried to set the Time first instead of Day.

E. Session 5- Dongyeob Lee

- a. 05/04 (Mon) at 6:00 pm
- b. Took approximately 10 minutes
- c. Notes from this session:
  - The user mentioned that a reservation confirmation page consists of sentences which make it hard to understand. She suggested changing it into simple phrases, such as "Reserved Time: 10pm."
  - The user wanted to make multiple weekly reminders.
  - The user suggested to put a bell icon next to the "message" menu so that the user can easily know that the message has come.

# Survey Responses

## Question 1

What do you think this application is for?

5 responses

for Laundry services

Laundry reservation

application for reserving a laundry machine, check remaining time, and make weekly notification.

I think the application designed to facilitate laundry machines with efficient time spending by using the reservation and alarm settings.

Overcoming the limit of the laundromat, which could present some inconvenient circumstances such as forgetting to pick up the laundry or to do the laundry.

## Question 2

What feature(s) did you like?

5 responses

laundry alarm service

Weekly alarm

I liked how the application ables me to set up specific time for notification.

I really like the feature where I was able to look for the available laundry machines as well as the reminding times of other machines.

Letting people know before and after the laundry will be done. I always had to check the time to see if its done or not , or had to wait in front of the laundromat to check if its done or not, but with this application, I can check my laundry status wherever I am and wherever the laundromat I am using.

### Question 3

What feature(s) did you not understand well?

5 responses

laundry reservation

Nothing

The "favorite" section. I don't think this section is really necessary, since people usually do not try various different laundry rooms. People go to ones that are close to them. Also, the opening page was not understandable. Why do users need to choose their "laundry man"?

In my personal experience, the alarm setting was abit confusing. It would be much better if the alarm settings were in similar design with alarms in our phones.

The alarm section can be named 'weekly alarm' instead of just saying 'alarm'

### Question 4

What could we do to improve the application?

5 responses

Make clear reservation system guidelines

connections between the features could be made more effectively

Improving the things I mentioned in last section. The overall design and main features are very clear.

The tone of the reservation page could be worded better (using phrases instead of sentences); Multiple weekly reminder availability?

It may be better if we can set the notice alarm not only weekly, but for once in three days or five days or so(or maybe user can decide the term?)

### Question 5

If you are developing this kind of application, what feature(s) would you add or make?

5 responses

Make clear guidelines

Laundry payment

In the notification message saying "Today is your laundry day!", it might be useful to add how many machines are available at that time. So "Today is your laundry day! There are 4 machines available right now. Do you want to make reservation now?" something like this.

Making non-members able to use LaundryMan as well but giving special advantages only to those who registered (members)

Same as above.

### Question 6

Will you use this application if it is published? why or why not?

5 responses

yes this would be helpful for laundry in dorm

Yes because all the needed features to reserve machine exist and making a reservation online seems much more simpler

Yes I will use it. It is very useful application.

Yes! Looking forward to seeing it soon!:)

Yes I will use this application. I found that the features very interesting and