

Task Centered Design Walkthrough

1. Roommates/landlords are able to rate and review each other:

a. **Description:**

- Both the roommates and landlords are able to give and receive ratings on experiences with other roommates or landlords. This task allows the user to leave reviews of their previous or current roommates/landlords so that they may advise future roommates of the person of what their experience was like, to overall increase the available information for these roommates.

b. **Does the user have training or knowledge to do this step?**

- The knowledge needed to do this step comes from experience with whoever they are rating or reviewing. They shouldn't be able to give an accurate description if they have not lived with and experienced how it is to live with the person. On top of this, the system will contain a common theme and controls that other systems have so it will be easy to pick up and learn.

c. **Is it believable that they would do it? Are they motivated?**

- Yes it is believable that they would do it. If you have a bad experience with a roommate or landlord, it makes sense that you wouldn't want the next person to experience the same thing. On the other hand, if they have good experiences they might want to share what was so good about it. Thus, this gives them the motivation to post their experiences regardless if they are bad or not as they might help other people in making a big decision like deciding where to live.

d. **Comments:**

2. Users have a public personal profile containing information about themselves that they can put out:

a. **Description:**

- As soon as a new user signs up for the app they are asked to complete a quick personality test to scope out what they would like in a potential roommate/landlord. This information would then be reflected on their own profile page to make it easier for other people to see information about them and maybe inquire about becoming roommates. The profile page would also contain any reviews that others had done on the user.

b. **Does the user have training or knowledge to do this step?**

- If the user is familiar with any social media applications/websites then this will come as a very familiar experience with little training needed. For those that are not experienced with social media, they will realize that the interface is very intuitive and easy to learn, again with little to no training needed.

c. **Is it believable that they would do it? Are they motivated?**

Just like most people would like to put out a good image on apps like Twitter or Instagram, it is really believable that people would do this step. They want to make sure that they get the best possible match when it comes to roommates or landlords and so they are motivated to put out the best image possible about their identity.

d. Comments:

3. Users can search for potential roommates and landlords:

a. Description:

- After completing their profile pages, the user can then search for potential roommates and landlords. They would be able to filter these potential roommates and landlords by specific preferences or rating. The app will also recommend potential matches that it thinks will work through the similarities in preferences between users.

b. Does the user have training or knowledge to do this step?

- Once again this step is very similar to a search system in many other popular applications and websites so there is no training or prior knowledge needed to learn this as it is very easy to learn and use.

c. Is it believable that they would do it? Are they motivated?

- Yes it is believable that they would do it. The user is most likely on the app to find potential matches of roommates and landlords so it makes sense that they will use this feature as a pivotal way of finding these matches. Because of this, they are definitely motivated to use it as they would like to find the best possible match through the search.

d. Comments:

4. Users can message potential roommates/landlords and add other users as friends:

a. Description:

- After searching for a while, it is a given that users will find people that match their preference and will need to communicate with them. The user will be able to message their matches and communicate with them as a way to get to know each other. If they end up liking each other as potential roommates, they might decide to add each other as friends on the app so they can continue to communicate and possibly become roommates.

b. Does the user have training or knowledge to do this step?

- Once again this step is very similar to a messaging system in many other popular applications and websites so there is no training or prior knowledge needed to learn this as it is very easy to learn and use. Making use of the friends list and being able to add friends might seem like it's too much to handle for people not accustomed to technology but it is actually very simple and can be learned easily.

c. Is it believable that they would do it? Are they motivated?

- Yes it is believable that they would do it. It makes sense that if you find a match that you would need a way to communicate and also to be able to organize all your past matches. Being able to message through the app and also add friends allows them to do everything through a couple easy steps. It is true that they would be motivated to do this as they would really like to get to know someone who matches with their preferences.

d. Comments:

5. Users can create and join groups which contain members of the same household:

a. Description:

- Once the user has matched with someone and they have become roommates, it is possible for the user to create or join a group that would contain all the members of the household. This can be created by landlords or other roommates as a way to communicate with everyone in one place.

b. Does the user have training or knowledge to do this step?

- It might take a little getting used to the layout of the group function and all of its functionality but no training or prior knowledge is necessary. Much like other popular messaging apps and websites that allow you to message and chat in groups, this function will be fairly easy to learn and use.

c. Is it believable that they would do it? Are they motivated?

- No it is not believable that they would do it. There are many other messaging apps and not all of the people in the household could be users of this specific app. Sometimes, the easiest way of reaching everyone would be through a different messaging app that everyone uses so that it is inclusive of everyone. They are most likely motivated to use this function but it may not be the easiest or greatest option depending on everyone's preferences.

d. Comments:

As we went through and did the Task-Centered System Cognitive Walkthrough, we realized that a bunch of the tasks that we designed in Stage Two of the project were very repetitive. The reason being was that some of the greater tasks actually included doing the smaller tasks in them. As a solution we revised the tasks so that the new tasks were bigger with greater description so that all the smaller task steps were covered. After we finished the cognitive walkthrough we were able to measure the usability of each of these tasks. What we concluded was that the tasks are really similar to their counterparts in popular social media and searching websites/applications. Because of this, it is really easy for people to learn them and there is little to no training or prior knowledge needed to perform them. We also found that it is completely believable that people would actually do most of them, with the only outlier being because of the fact that not everyone would be one this app. This is a problem that is relevant to any type of

interactive/communication app and so it is completely understandable that some people might not want to do some of the tasks. However, given that if the motivation is great enough to perform these tasks they might influence those around them (especially their roommates/landlords) to also use the app. In conclusion, this cognitive walkthroughs helped us in identifying assumptions and issues that prevent the average user from having a good experience on our app/website. Taking this information, we were able to realize that every one of the tasks that we defined are truly important in allowing the user to have a great experience that was easy to comprehend and follow.