

Kyle Handy
Kyle Rhoads
Eric DeMoney
Team Whirlpool
CSCI 431W

Protocol: Whirlpool Evaluation

Introduction

(Following informed consent...) Thank you for agreeing to participate. For the next hour, we will be looking at a mobile app to gain insight into how a user would navigate, use, and find ways to simplify the app. We are not testing your skills to be able to do all tasks correctly, but rather testing the software for the mobile app.

We will be video recording this interview to be able to go back and take notes. At the end of the study, we will delete the recording and your name or any other personal information will be kept strictly confidential.

While you use the mobile app, we would like you to “think out loud” and let us know what you are doing and thinking – what you like and dislike, what surprises or confuses you, and any other thoughts you have.

Do you have any questions before we begin?

Background

Before we get into the tasks for today, I would like to learn more about your previous experiences with laundromats.

1. Have you ever done your laundry at a laundromat?

Yes

No

2. (If they have done laundry at a laundromat) How often do you go to the laundromat?
How many loads do you typically do per trip to the laundromat?

How often:

How many loads:

Task 1

Imagine that you are sitting at home and you realize that you don't have clean clothes to wear tomorrow. Walk through how you would check the app to see if there is a machine open and then also walk through the process of reserving the machine in the app.

Note: The order of navigation and any backtracking that occurs

How did the reservation process go? Was it easy to understand or did you run into any errors?

Task 2

Imagine you reserved a washer and a dryer at the Bubbles Laundromat. You just showed up and now you need to start your loads. Walk us through how you would start both the washer and dryer.

How does this differ from your usual method? Did you find this method easier or more complex?

Task 3

So now you're out on the town while you have a load of laundry in the dryer at a local laundromat. Demonstrate how you would use the app to figure out when you should return to the laundromat to arrive just in time to see the dryer stop. In this scenario the drive to the laundromat will take 15 minutes.

Note: What pages of the app the participant uses to complete the task or and errors that occur

Does the participant arrive within 2 minutes before or after the dryer stops:

Yes

No

Did you find that the progress charts helped you to get back to the laundry in time?
Why?

Wrap-up

What aspects of the app did you like the most?

What aspects of the app did you dislike the most?

Are there any features or improvements that you would like to see in the app?

Let's look a little deeper into our reservation tab. Are there any changes you would make to make it more user friendly?

Any last questions, thoughts, or concerns about the app or your experience today?

Thanks again for participating in our study, all of your feedback will be considered when improving the application.