

# **Laundry Savior**

**Team #2**

# Outline

- Introduction
- Needfinding Methodology
- Interview Results
- Analysis
- Summary

# Team Members



Jia Wen Foo

R10944057



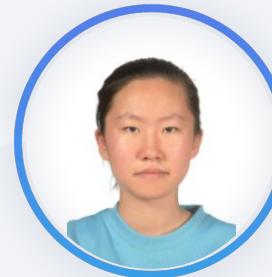
Silver Lui

R11944056



Jia Yin Foo

R10944056



Yen Yu Tung

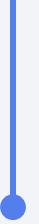
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## Domain and Theme

# Enhance Laundry Experience in Dormitory

I walk front and back just  
to check the availability of  
the washing machine

Previous user haven't  
take the clothes back



# **Needfinding Methodology**



# User Selection

## Diversity

School, Department, Grade  
year, Gender, dorm location

## Extreme users

International Student  
Freshman



## HU, HUAN-SHUO

- Male, sophomore in college
- Experience:
- 1y in male dorm #1
- 1m in male dorm #5

## Yvone

- Female, Aged 24
- International Student from Brazil
- M.A. in Interaction Design, NTUT
- Experience: freshman year





## Zhuo-Ren Chen

- Age: 24, Male
- M.A. in Mechanical Engineering, NTHU
- 3 Years in Shi-Dorm during college
- Interviewer: Foo Jia Yin

## Min Chieh Chou

- Interviewed by Jia Wen
- Female, Age: 24
- Experience:
- Y1-NTUT dorm
- Y3- Shared with neighbour



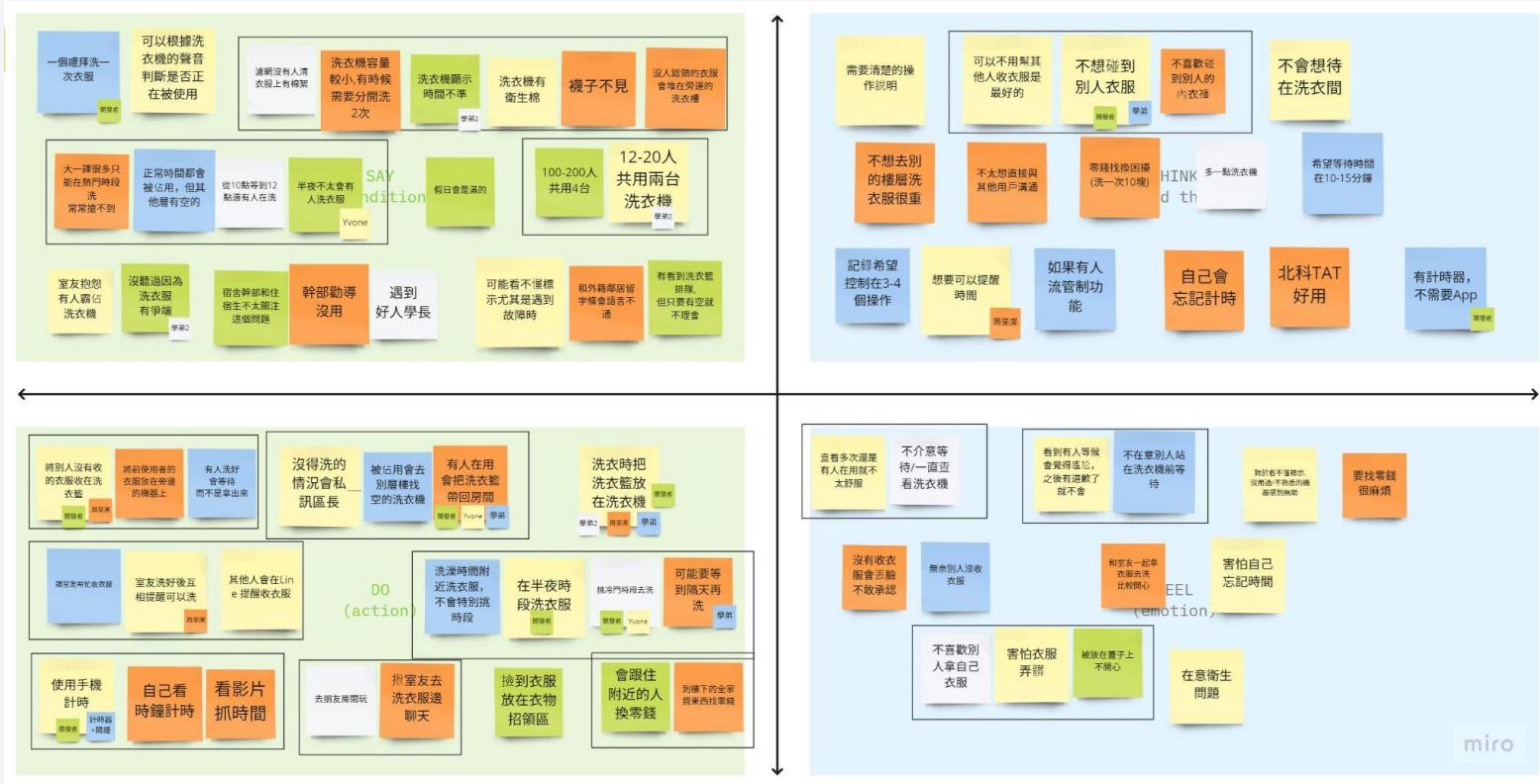
# Interview Questions

- Personal Information
- Dormitory Laundry Facilities & Culture
- Personal Laundry Practices
- Special Occasions
- Preference in Using Apps



# **Interview Result**

# Empathy Map



# Say

“

I could only wash my clothes after class when I was a freshmen, but wash machine was always occupied at night and on weekend.

”

“

Wash machine got occupied when I go looking for change.

”

“

I went to bed late after laundry was done.

”

# Say

“

My roommate complaint that wash machine was  
occupied all the time ”

“

Dorm committee did not care about that. ”

“

People still forget to collect laundry even though  
advices given. ”



- Set timer using smartphone to use the washing machine / collect laundry immediately

- Go to other floors to look for empty washing machine

- Avoiding peak hours if possible

 **Do**

Wait until the next day

Help the previous user to collect laundry

Leave the empty laundry basket there

Wait for others to collect their laundry



# Think

Reminder feature will be helpful

If operations limit in five steps would be nice

We need more wash machine.



# Think

Forget to collect clothes will be bothering others

Touching other clothes is unhygienic

Instructions provided are difficult to understand

It is hard to keep in mind about laundry time

Fear of forgetting to collect the laundry



Feeling uncomfortable when touching clothes of others (especially underwear) or when other touching my clothes



Embarrassed when noticed someone is waiting there



Feel

Upset with others who forget to take back their laundry



Fear for direct/face to face communication other unfamiliar residents



I feel annoying when running out of coins



Feel

Knowing the status of  
washing machine by the  
operating sound

Waiting for 2  
hours at the  
first time

## Surprising Quotes

Chat with roommate or  
neighbors while waiting  
for laundry done

Can't read the  
instruction because I  
don't know Chinese

100-200 ppl  
sharing 4  
machine



# Analysis

# Common Observation

4/4

Leave the empty laundry basket

2/4

Complaint but didn't receive much attention

Feel uncomfortable while others touching my clothes

3/4

Set timer/alarm as reminder

Don't like touching other's clothes, help taking out other's clothes only if needed

Run out of coins sometimes

Wash at midnight / afternoon to avoid peak hours

Keep checking occupying status for several times

# Extreme Cases

## Busy Resident

Can only do laundry during peak hours or midnight due to busy class schedule.

## Freshmen

Lack of knowledge about the custom and the peak hour

## Foreign student

Feels helpless when she cannot understand the instructions



## Insight & need #1

### Insights

People want to do laundry with least time (especially the queue time) and least effort

### Needs

Empty/occupying stats



## Insight & need #2

### Insights

People who don't familiar with  
the custom need clearer  
information

### Needs

Peak hour indication stats and  
advices (for freshmen)  
Multilingual support



## Insight & need #3

### Insights

People are reserved, care about privacy and hygienes

### Needs

Reminder for collecting laundry



## Insight & need #4

### Insights

Sometimes forgot to prepare change (10-dollar coin) for the laundry

Running out of change

### Needs

E-payment support

# Summary



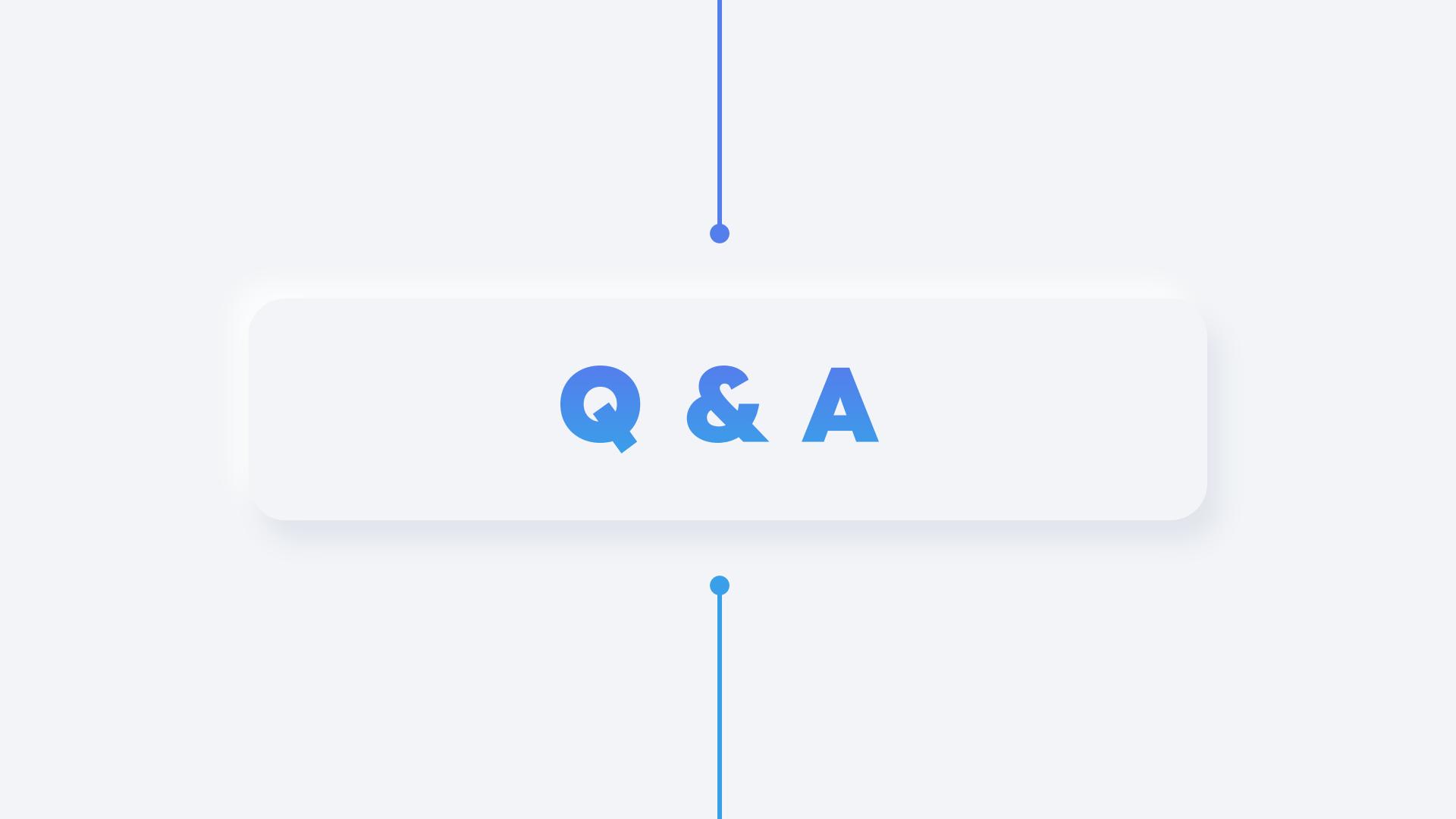
Efficiency &  
convenience



Privacy & hygiene



Comprehensibility



# Q & A