

Appendix:

A. Questionnaire Results

Shared spaces in student accommodations

B I U ↲ ✖

The study: The purpose of the study is to understand how tenants use, view and feel about shared spaces in their student accommodation.

Participants: The questionnaire is intended for residents of student accommodations that provide shared spaces.

Data collection: No personal information is asked, and all responses are anonymous.

Approximate time: 5 minutes.

A1.

Do you consent to your responses being collected and used in this study?

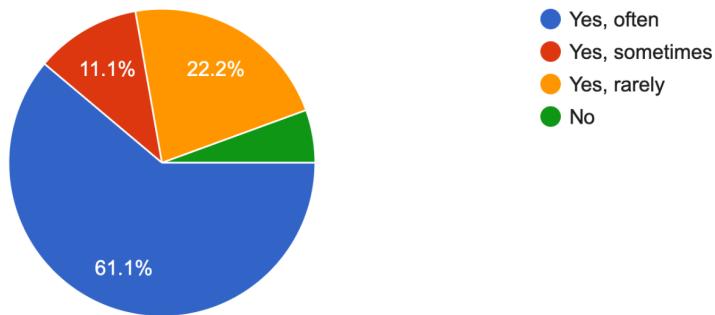
18 responses



A2.

1. Do you use shared spaces in your student accommodation?

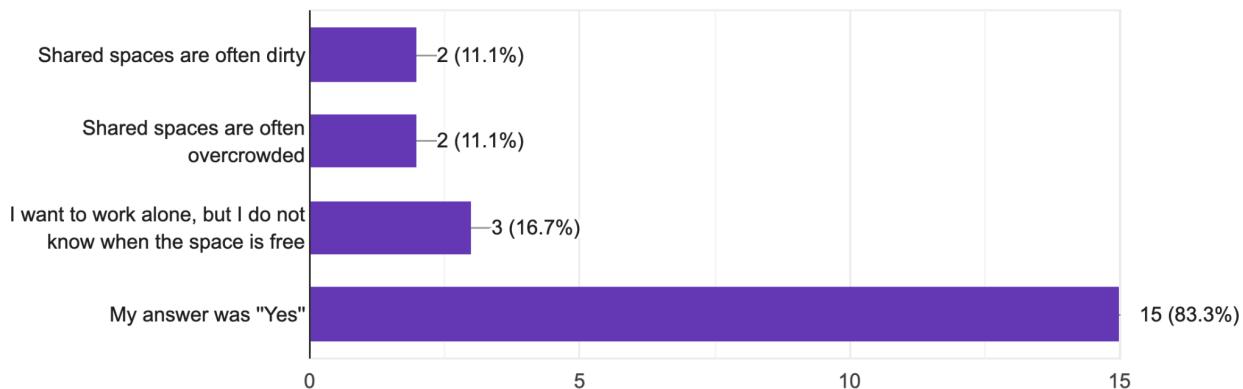
18 responses



A3.

2. If your answer to the first question was "No", is it connected to one or more problems that are listed?

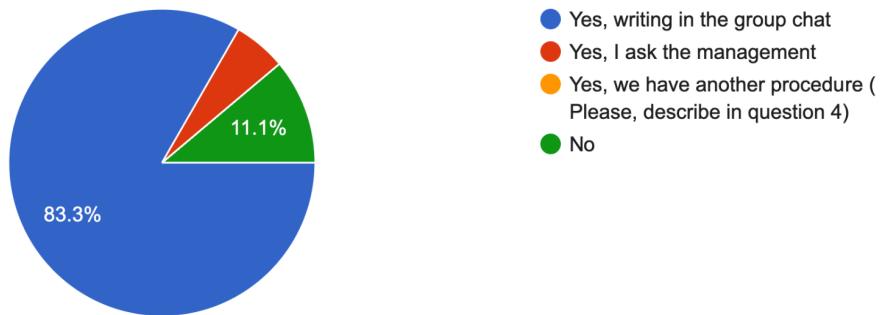
18 responses



A4.

3. Do you use any procedures to book the shared space in your student accommodation?

18 responses



A5.

4. (Optional) What procedure do you use to book shared spaces?

5 responses

To book shared spaces, I check availability, select a time slot, submit a reservation request through the designated platform, and receive confirmation

For some rooms so you can just send a text on the chat and another you have to book at the reception, which makes it confusing too.

I see if someone has written something to book the cinema or the gaming room and then, if I see it is free, I book it

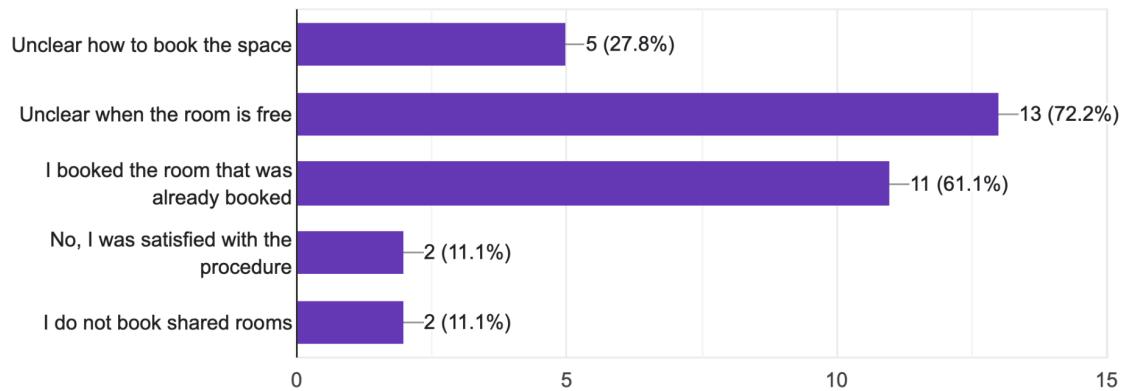
usually ask management then i post it in the group chat

Ask the management and write in the group chat

A6.

5. Did you encounter any of the following difficulties while booking the shared space in your student accommodation?

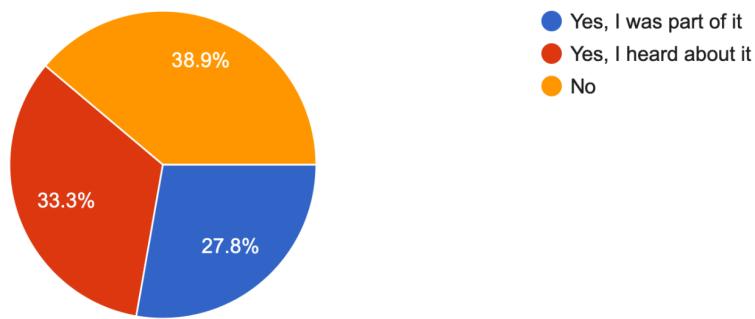
18 responses



A7.

6. Did you observe any conflicts between management and tenants regarding the shared spaces?

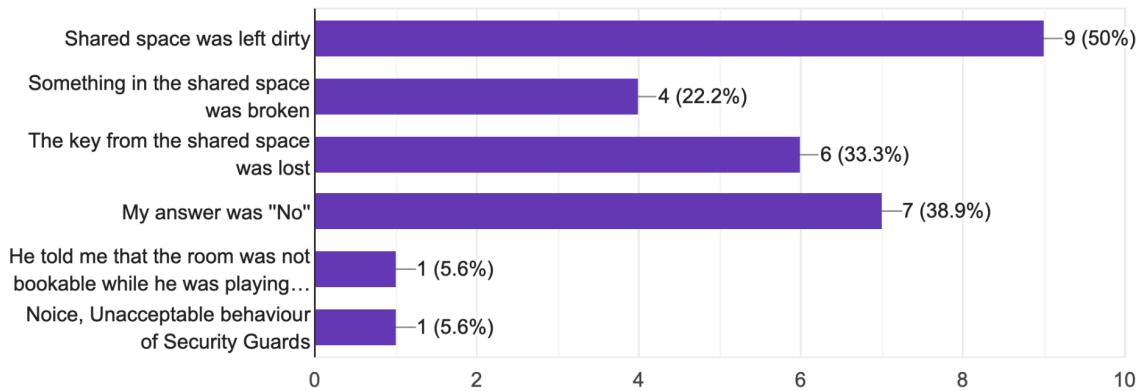
18 responses



A8.

7. If your answer to question six was "Yes", was the conflict related to any of the listed issues?

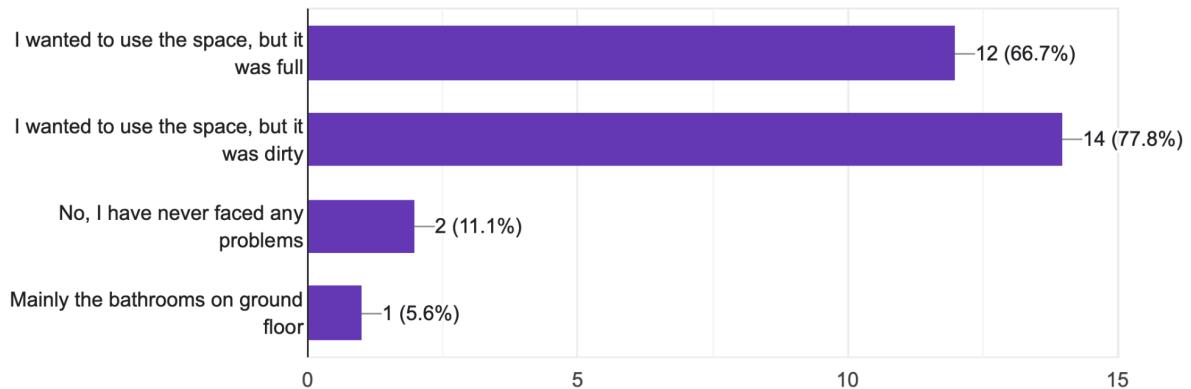
18 responses



A9.

8. Have you encountered any of the following issues while using shared spaces?

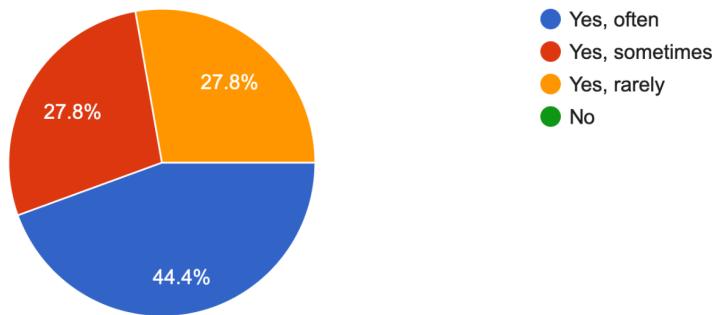
18 responses



A10.

9. Do you like to invite friends to your accommodation's shared space?

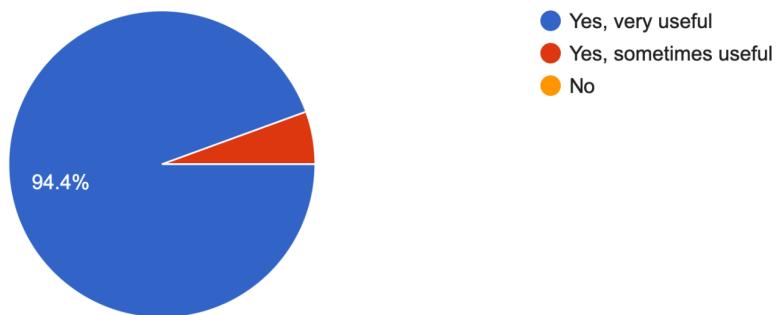
18 responses



A11.

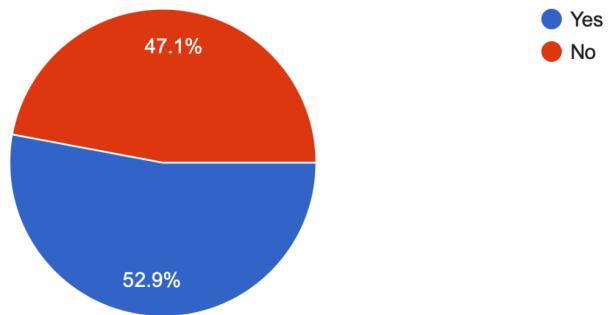
10. Could it be useful for you to check if the space is available in advance, when you are not at your accommodation?

18 responses



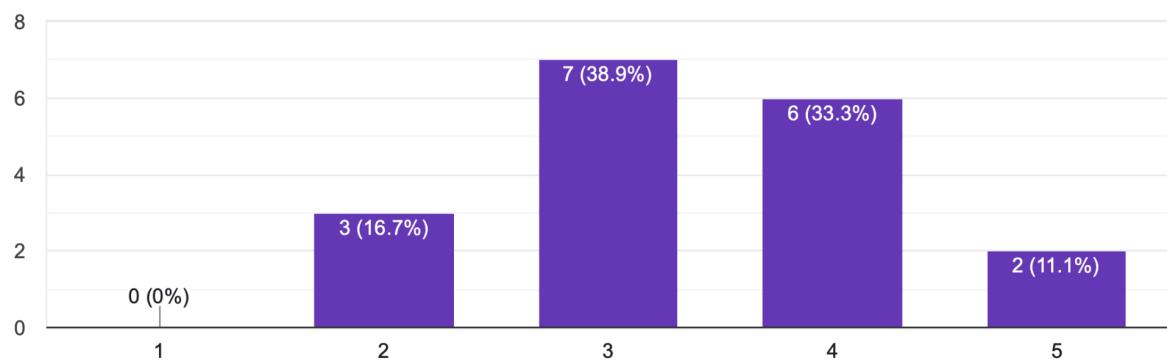
A12.

Have you ever experienced difficulties accessing shared spaces in your student residence?
17 responses



A13.

11. Overall, how satisfied are you with the shared spaces in your students' accommodation?
18 responses



A14.

12. Anything you would like to add:

4 responses

Security is paid for his job not for cleannning what the tenants dont

Extra salt

Can help build solution as backend developer

It's true that shared spaces are very useful and in Lumis they are specially awesome, but people is super disrespectful, they leave everything dirty, the bathrooms are horrible, every two weeks the pool sticks appear broken and the security guards have preferential treatment for some people while they are very rude with others. Sometimes they even interfere in private activities to see what we are doing.

A15.

| Timestamp P | Do you consent to your responses being collected and used in this study? | 1. Do you use shared spaces in your student accommodation? | 2. If your answer to the first question was "No", is it connected to one or more problems that are listed? | 3. Do you use any procedure s to book the shared space in your student accommoda tion? | 4. (Optional) What procedure do you use to book shared spaces? | 5. Did you encounter any of the following difficulties while booking the shared space in your student accommoda tion? | 6. Did you observe any conflicts between management and tenants regarding the shared spaces? | 7. If your answer to question six was "Yes", was the conflict related to any of the listed issues? | 8. Have you encountered any of the following issues while using shared spaces? | 9. Do you like to invite friends to your accommodation's shared space? | 10. Could it be useful for you to check if the space is available in advance, when you are not at your accommodation? | Have you ever experienced difficulties accessing shared spaces in your student residence? | 11. Overall, how satisfied are you with the shared spaces in your students' accommodation? | 12. Anything you would like to add: |
|-----------------------|--|--|--|--|---|---|--|--|--|--|---|---|--|-------------------------------------|
| 11/9/2025 19:31:46 | Yes, I consent | Yes, often | I want to work alone, but I do not know when the space is free | Yes, I ask the management | To book shared spaces, I check availability, select a time slot, submit a reservation request through the designated platform, and receive confirmation | I booked the room that was already booked | Yes, I was part of it | The key from the shared space was lost | I wanted to use the space, but it was dirty | Yes, sometimes | Yes, sometimes | Yes | 4 | |
| 11/10/2022 5 18:25:19 | Yes, I consent | Yes, often | My answer was "Yes" | Yes, writing in the group chat | Unclear how to book the space, Unclear when the room is free, I booked the room that was already booked | No | My answer was "No" | I wanted to use the space, but it was full, I wanted to use the space, but it was dirty | Yes, sometimes | Yes, very useful | Yes | 3 | | |
| 11/10/2022 5 18:25:38 | Yes, I consent | Yes, sometimes | My answer was "Yes" | Yes, writing in the group chat | Unclear when the room is free, I booked the room that | No | My answer was "No" | I wanted to use the space, but it was full, I wanted to use the | Yes, often | Yes, very useful | Yes | 3 | | |

| 11/10/2022 5 18:29:38 | Yes, I consent | Yes, often | My answer was "Yes" | Yes, writing in the group chat | No, I was satisfied with the procedure | Yes, I heard about it | Shared space was left dirty, Something in the shared space was broken, The key from the shared space was lost | I wanted to use the space, but it was dirty | Yes, rarely | Yes, very useful | No | 5 | Can help build solution as backend developer | |
|--------------------------|----------------|----------------|--|--------------------------------|---|--|---|---|---|------------------|------------------|----|--|---|
| 11/10/2022 5 18:32:03 | Yes, I consent | Yes, sometimes | Shared spaces are often overcrowded, My answer was "Yes" | Yes, writing in the group chat | Ask the management and write in the group chat | No, I was satisfied with the procedure | No | My answer was "No" | No, I have never faced any problems | Yes, rarely | Yes, very useful | No | 5 | |
| 11/10/2022 5 18:32:47 | Yes, I consent | Yes, rarely | Shared spaces are often dirty, My answer was "Yes" | No | Unclear how to book the space, Unclear when the room is free | Yes, I heard about it | Shared space was left dirty, Something in the shared space was broken, The key from the shared space was lost | I wanted to use the space, but it was full, I wanted to use the space, but it was dirty | Yes, rarely | Yes, very useful | Yes | 3 | | |
| 11/10/2022 5 18:41:29 | Yes, I consent | Yes, often | My answer was "Yes" | Yes, writing in the group chat | I see if someone has written something to book the cinema or the gaming room and then, if I see it is free, I book it | Unclear when the room is free, I booked the room that was already booked | Yes, I was part of it | Shared space was left dirty, Noice, Unacceptable behaviour of Security Guards | I wanted to use the space, but it was full, I wanted to use the space, but it was dirty, Mainly the bathrooms on ground floor | Yes, rarely | Yes, very useful | No | 3 | It's true that shared spaces are very useful and in Lumis they are specially awesome, but people is super disrespectful, they leave everything dirty, the bathrooms are horrible, every two weeks the pool sticks appear broken and the security guards have preferential treatment for some people while they are very rude with others. Sometimes they even interfere in private activities to see what we are doing. |
| 11/10/2022 5 18:52:18 | Yes, I consent | Yes, rarely | My answer was "Yes" | Yes, writing in the group chat | I do not book shared rooms | No | My answer was "No" | No, I have never faced any problems | Yes, rarely | Yes, very useful | No | 4 | | |

| | | | | | | | | | | | | | |
|--------------------------|----------------|-------------|--|--------------------------------|---|---|---|---|---|------------------|------------------|-----|---|
| 11/10/2022 5 18:52:29 | Yes, I consent | Yes, often | My answer was "Yes" | Yes, writing in the group chat | Unclear when the room is free, I booked the room that was already booked | Yes, I heard about it | Shared space was left dirty, The key from the shared space was lost | I wanted to use the space, but it was full, I wanted to use the space, but it was dirty | Yes, sometimes | Yes, very useful | No | 4 | |
| 11/10/2022 5 19:45:10 | Yes, I consent | Yes, often | My answer was "Yes" | Yes, writing in the group chat | usually ask management then i post it in the group chat | Unclear when the room is free, I booked the room that was already booked | No | My answer was "No" | I wanted to use the space, but it was full, I wanted to use the space, but it was dirty | Yes, sometimes | Yes, very useful | Yes | 3 |
| 11/10/2022 5 19:56:16 | Yes, I consent | Yes, often | My answer was "Yes" | Yes, writing in the group chat | Unclear when the room is free | Yes, I was part of it | He told me that the room was not bookable while he was playing playstation and i had a reservation of the room at that time | I wanted to use the space, but it was full | Yes, often | Yes, very useful | No | 4 | |
| 11/10/2022 5 20:16:47 | Yes, I consent | Yes, often | My answer was "Yes" | Yes, writing in the group chat | Unclear when the room is free | Yes, I heard about it | Shared space was left dirty | I wanted to use the space, but it was full | Yes, often | Yes, very useful | Yes | 3 | |
| 11/10/2022 5 21:05:57 | Yes, I consent | Yes, often | My answer was "Yes" | Yes, writing in the group chat | Unclear when the room is free, I booked the room that was already booked | No | My answer was "No" | I wanted to use the space, but it was dirty | Yes, often | Yes, very useful | Yes | 4 | |
| 11/12/2022 5 12:38:54 | Yes, I consent | Yes, rarely | My answer was "Yes" | No | I do not book shared rooms | No | My answer was "No" | I wanted to use the space, but it was dirty | Yes, often | Yes, very useful | No | 3 | |
| 11/14/2022 5 12:36:07 | Yes, I consent | No | Shared spaces are often dirty, Shared spaces are often overcrowded, I want to work alone, but I do not know when the space is free | Yes, writing in the group chat | Unclear how to book the space, Unclear when the room is free, I booked the room that was already booked | Yes, I was part of it | Shared space was left dirty, The key from the shared space was lost | I wanted to use the space, but it was full, I wanted to use the space, but it was dirty | Yes, often | Yes, very useful | Yes | 2 | |
| 11/14/2022 5 12:39:34 | Yes, I consent | Yes, rarely | My answer was "Yes" | Yes, writing in the group chat | For some rooms so you can just send a text on the chat and another you have to book at the reception, which makes it confusing too. | Unclear how to book the space, Unclear when the room is free, I booked the room that was already booked | Yes, I heard about it | Shared space was left dirty | I wanted to use the space, but it was full, I wanted to use the space, but it was dirty | Yes, sometimes | Yes, very useful | No | 4 |
| 11/14/2022 5 12:40:56 | Yes, I consent | Yes, often | I want to work alone, but I do not know when the space is | Yes, writing in the group chat | Unclear when the room is free, I booked the room that was | Yes, I heard about it | Shared space was left dirty, Something in the shared space was | I wanted to use the space, but it was full, I wanted to use the space, but | Yes, often | Yes, very useful | | 2 | |

Security is paid for his job not for cleaning what the tenants dont

Extra salt

| | | free | | already booked | broken | it was dirty | | | | | |
|--------------------------|----------------|------------|---------------------|--------------------------------|---|-----------------------|---|---|------------|------------------|-----|
| 11/14/2022 5 12:47:53 | Yes, I consent | Yes, often | My answer was "Yes" | Yes, writing in the group chat | Unclear how to book the space, Unclear when the room is free, I booked the room that was already booked | Yes, I was part of it | Shared space was left dirty, Something in the shared space was broken, The key from the shared space was lost | I wanted to use the space, but it was full, I wanted to use the space, but it was dirty | Yes, often | Yes, very useful | Yes |

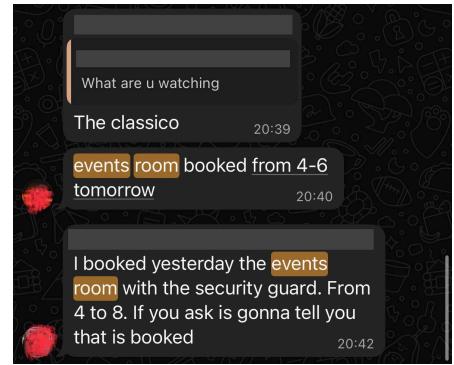
B. Picture evidence

B1. Lumis cinema room, no responsible person found right away.

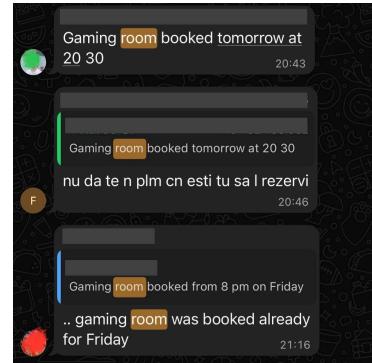


C. Student Accommodation Group Chat

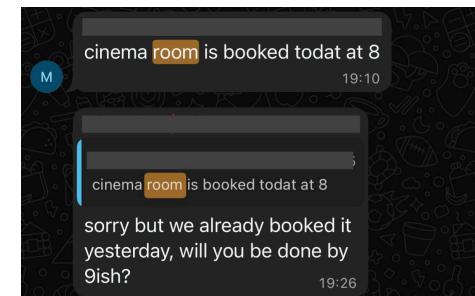
C1. Overbooking:



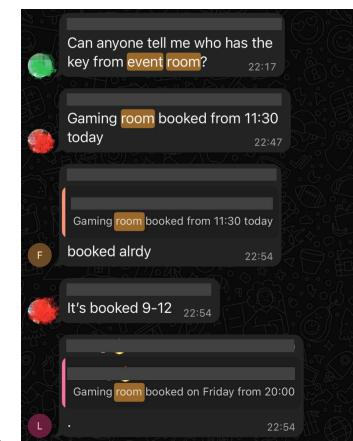
C1.1.



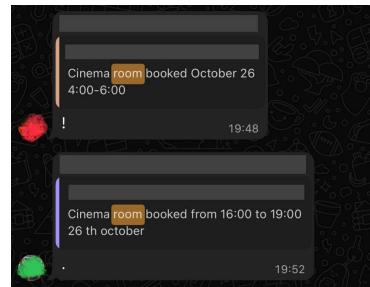
C1.2.



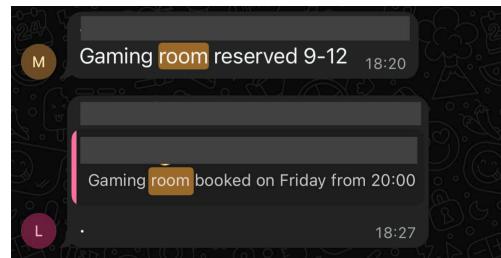
C 1.3.



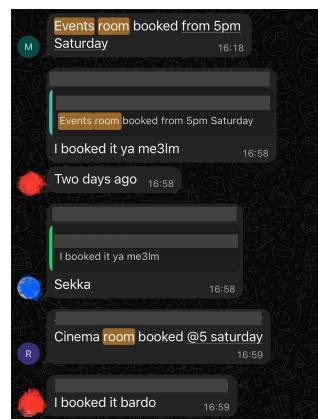
C 1.4.



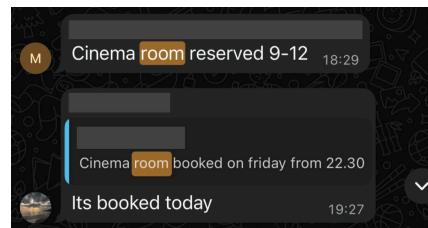
C 1.5.



C 1.6.



C 1.7.

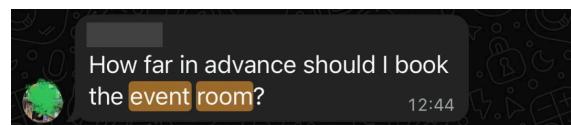


C 1.8.

C2. People not knowing how to book the rooms:

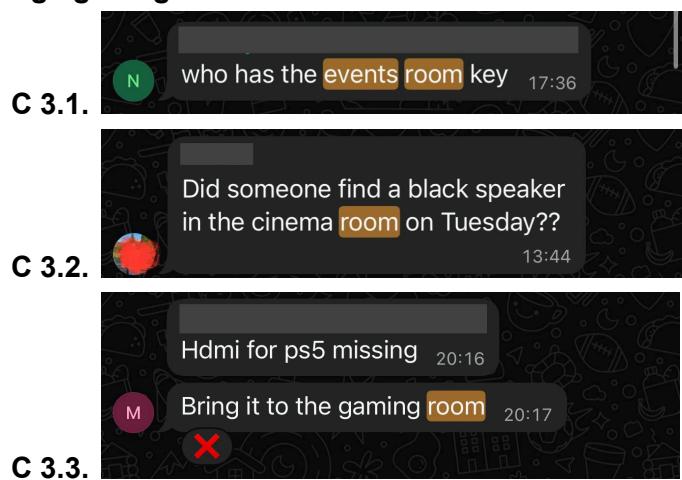


C 2.1.

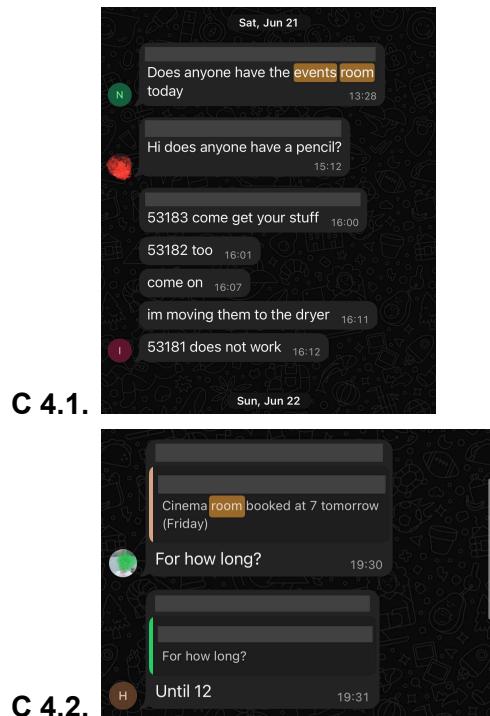


C 2.2.

C3. Things getting lost:



C4. People not knowing if the rooms are booked and if so, for how long:



D. Interview Transcriptions

E. Usability Evaluation Results

E.1. Usability Testing Sheet

<https://docs.google.com/spreadsheets/d/1FULyGpvW4zXAnysQnWPU30JZ-yf7qn2VR2HrdIOntuQ/edit?gid=2105527392#gid=2105527392>

(1)

Single Ease Question for Task Level Satisfaction

System/Software Application: The Roomer

Overall, how difficult or easy was the task to complete?

| Tasks | Very Difficult | | | | | | | Very Easy | Failed to perform |
|---|--------------------------|-------------------------------------|--------------------------|--------------------------|-------------------------------------|--------------------------|-------------------------------------|-----------|-------------------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | | |
| 1. Log in to the app using a valid username and password. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | ----- | |
| 2. Browse the list of shared spaces and view room details. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | ----- | |
| 3. Book a reservation by selecting a specific room and choosing a desired date and time slot. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | ----- | |
| 4. Cancel an existing booking by locating the relevant booking screen. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | ----- | |
| 5. Submit a complaint by accessing the relevant booking. | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | ----- | |
| 6. Upload a cleanliness photo for a recently used room. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | ----- | |
| 7. Navigate between app sections. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | ----- | |

(1)

System Usability Scale

System/Software Application: The Roomer

| | Strongly Disagree | | | | | |
|-----|--|-------------------------------------|-------------------------------------|--------------------------|-------------------------------------|-------------------------------------|
| | | 1 | 2 | 3 | 4 | Strongly Agree |
| 1. | I think that I would like to use this system frequently. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 2. | I found the system unnecessarily complex. | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. | I thought the system was easy to use. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 4. | I think that I would need the support of a technical person to be able to use this system. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. | I found the various functions in this system were well integrated. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 6. | I thought there was too much inconsistency in this system. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. | I would imagine that most people would learn to use this system very quickly. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 8. | I found the system very cumbersome to use. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 9. | I felt very confident using the system. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 10. | I needed to learn a lot of things before I could get going with this system. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

(2)

Single Ease Question for Task Level Satisfaction

System/Software Application: The Roomer

Overall, how difficult or easy was the task to complete?

| Tasks | Very Difficult | | | | | | | Very Easy | Failed to perform |
|---|--------------------------|--------------------------|--------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-----------|-------------------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | | |
| 1. Log in to the app using a valid username and password. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | ----- | |
| 2. Browse the list of shared spaces and view room details. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | ----- | |
| 3. Book a reservation by selecting a specific room and choosing a desired date and time slot. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | ----- | |
| 4. Cancel an existing booking by locating the relevant booking screen. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | ----- | |
| 5. Submit a complaint by accessing the relevant booking. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | ----- | |
| 6. Upload a cleanliness photo for a recently used room. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | ----- | |
| 7. Navigate between app sections. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | ----- | |

(2)

System Usability Scale

System/Software Application: The Roomer

| | Strongly Disagree 1 | 2 | 3 | 4 | Strongly Agree 5 |
|---|-------------------------------------|-------------------------------------|--------------------------|-------------------------------------|-------------------------------------|
| | | | | | |
| 1. I think that I would like to use this system frequently. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 2. I found the system unnecessarily complex. | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. I thought the system was easy to use. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 4. I think that I would need the support of a technical person to be able to use this system. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. I found the various functions in this system were well integrated. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 6. I thought there was too much inconsistency in this system. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. I would imagine that most people would learn to use this system very quickly. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 8. I found the system very cumbersome to use. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 9. I felt very confident using the system. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 10. I needed to learn a lot of things before I could get going with this system. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

(W)

System Usability Scale

System/Software Application: The Roomer

| | Strongly Disagree | | | | | Strongly Agree | | | | | |
|---|-------------------------------------|-------------------------------------|--------------------------|-------------------------------------|-------------------------------------|----------------|--------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| | 1 | 2 | 3 | 4 | 5 | | 1 | 2 | 3 | 4 | 5 |
| 1. I think that I would like to use this system frequently. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 2. I found the system unnecessarily complex. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. I thought the system was easy to use. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 4. I think that I would need the support of a technical person to be able to use this system. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. I found the various functions in this system were well integrated. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. I thought there was too much inconsistency in this system. | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. I would imagine that most people would learn to use this system very quickly. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 8. I found the system very cumbersome to use. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 9. I felt very confident using the system. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 10. I needed to learn a lot of things before I could get going with this system. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

W

Single Ease Question for Task Level Satisfaction

System/Software Application: The Roomer

Overall, how difficult or easy was the task to complete?

| Tasks | Very Difficult | | | | | | | Very Easy | Failed to perform |
|---|--------------------------|-------------------------------------|--------------------------|--------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-----------|-------------------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | | |
| 1. Log in to the app using a valid username and password. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | ----- | |
| 2. Browse the list of shared spaces and view room details. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | ----- | |
| 3. Book a reservation by selecting a specific room and choosing a desired date and time slot. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | ----- | |
| 4. Cancel an existing booking by locating the relevant booking screen. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | ----- | |
| 5. Submit a complaint by accessing the relevant booking. | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | ----- | |
| 6. Upload a cleanliness photo for a recently used room. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | ----- | |
| 7. Navigate between app sections. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | ----- | |

(3)

System Usability Scale

System/Software Application: The Roomer

| | Strongly Disagree 1 | 2 | 3 | Strongly Agree 5 | |
|---|-------------------------------------|--------------------------|--------------------------|-------------------------------------|-------------------------------------|
| | | | | 4 | 5 |
| 1. I think that I would like to use this system frequently. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 2. I found the system unnecessarily complex. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. I thought the system was easy to use. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 4. I think that I would need the support of a technical person to be able to use this system. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. I found the various functions in this system were well integrated. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 6. I thought there was too much inconsistency in this system. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. I would imagine that most people would learn to use this system very quickly. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 8. I found the system very cumbersome to use. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 9. I felt very confident using the system. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 10. I needed to learn a lot of things before I could get going with this system. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

F. Group Members' Contribution Table

| | Activity 1 | Activity 2 | Activity 3 | Activity 4 | Activity 5 | Activity 6 |
|----------|---|--|--|--|--|--|
| 39605396 | Conducted secondary research | Contributed to the requirements development and did the review | Contributed to the final analyses and testing | Contributed to the final review | Developed interactive parts of the Prototype and the final website | Helped with the data gathering |
| 39582906 | Wrote the conclusion. Made the problem definition video | Conducted and wrote direct observations | Developed and analysed Prototype B | Conducted secondary research | Conducted secondary research | Conducted and analysed the usability evaluation |
| 39605434 | Did Stakeholders and Persona Preparation. Made the problem definition video | Conducted and analysed staff interviews | Contributed to the final analyses and testing | Conducted UX Exploration Methodology and Empathy mapping | Contributed to the interactivity development | Helped with the data gathering |
| 39605515 | Did Conceptualization through the Storyboard | Contributed to the requirements development | Developed and analysed Prototype C | Contributed to the Empathy Mapping section | Developed final design of the prototype | Helped with the data gathering |
| 39605507 | Wrote the Problem Introduction and conducted secondary research | Conducted and wrote Questionnaire section | Developed and analysed Prototype A and Prototype D | Contributed to the secondary research | Contributed to the final design | Helped with the data gathering |
| 39583414 | Made the problem definition video | Conducted and analysed tenants interviews | Contributed to the final analyses and testing | Conducted Experience Mapping and Service Blueprint | Contributed to the interactivity development | Helped with the data gathering. Assisted the research. |

