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UserDes BSIT – MI 182

NeedFinding

**Activity**

Use of restrooms in APC, improve the restroom's user experience.

**Observations**

For this activity, we simply observed how they use the restroom and then ask them their experience in using the restroom (eg., washing their hands). Since we can not enter the cubicle with them, we just asked them about what they think they need in using the things in the restroom.

**Interviews**

**Do you have any struggles when using the comfort room? What are they?**

**Rovyyc** - Yes, I find it hard to poo since bidet are not present.

**Melo** - Yes, my clothes get wet whenever I turn on the faucet.

**Patrick** - Yes, I dont have something to dry-up my hands whenever I wash my hands.

**What do you think the things you're needed to feel more comfortable?**

**Rovyyc –** Bidet & Tissue.

**Melo –** Just replace the faucet with something better.

**Patrick –** Tissue & Hand dryer.

**Identified Needs**

1. Whenever Melo wants to poo, there is no available tissue inside the restroom.
2. Rovyyc is not used to wiping her butthole using a tissue after he poo, he always uses bidet to wash his anus.
3. Patrick doesn’t have a towel sometimes that’s why he has struggles when drying his hands after washing.
4. “Tabo” is the only available thing in the restroom to wash their anus but sometimes “tabo” is not present.
5. Patrick is very conservative, he always uses hand soap after using the restroom but sometimes the hand soap dispenser was empty.
6. After urinate and pressing the flush, they want to wash their hands but hand soap is not available even hand sanitizer is not offered.
7. Melo always get hard when using the faucet because it’s just like have a timer. It stops in a short period of time and then he needs to press it again.
8. Also, his shirt always gets wet because the pressure was too strong.
9. It’s hard to conserve water because they can’t measure when it will stop. Sometimes if they are finished, the water still flowing and they can’t close it.
10. Since there is no free tissue inside the restroom, they need to buy on tissue vending machine but all floors don’t have tissue vending machine. Example, Rovvyc wants to poo, he’s on the 7th floor and there is no tissue vending machine there so he needs to find on another floor.

**Point of View**

1. I can also see that are no tissues available inside the restroom which should serve as a substitute for bidet.
2. Bidet is not present in every cubicle even for the girl's restroom which makes it hard to wash our b\*ttholes.
3. Hand dryer is also not available inside the restroom that results to the floor being wet.
4. 'Tabo' is sometimes not present in the restroom which makes it harder to wash our b\*ttholes.
5. Hand soap dispenser is sometimes empty which is disgusting when you touch something dirty but you don’t have a soap to clean your hand.
6. Hand sanitizer is not offered which should also serve as a substitute for the hand soap whenever the dispenser is empty.
7. I also felt hard to use the faucet. Some faucet stops in a short period of time and I’m not yet finish so I need to press it again.
8. I always gtt wet when using the faucet because the pressure was too strong that makes the water splash.
9. I know that I can use the water how much as I want but I want to conserve water but conserving water is hard since I cannot also measure when it will stop and the only way to stop it is to wait.
10. I don’t memorize which floor do have tissue vending machine that is why I have struggles sometimes when I want to poo. I need to go to every floor to check if there is a tissue vending machine.