

Our Space Design Process

Fall Semester 2019

Charles Andrews

General Personas

I began the process by creating user personas to see if the personas themselves inspired an idea for a digital tool.

Lia Andrews

Photo	Small business owner	
Name	Lia Andrews	
Job/Major responsibilities	Runs a small foreign language learning business called Language University	
Demographics	<ul style="list-style-type: none">• 30-year-old professionals• Engaged female• Lives in an apartment• Has a master's in foreign language• Oldest of three brothers• Oldest sister to four siblings• Traveler	
Goals and Tasks	<p>Lia is always looking for ways to market her business or learn more about language and culture. She is very close to her family and usually on the road trying to do 50 things at once.</p> <p>Spends her time:</p> <ul style="list-style-type: none">• Listening to audiobooks and podcasts• Tutoring children and teens in foreign language• Finding new ways to spread her small business• Running errands for her family or talking to her many siblings on the phone• Playing board games with friends• Traveling the world	
Environment	She is able to navigate a phone and computer well but has trouble with new software updates and learning how to use them.	
Quote	"I can meet up for dinner after I finish teaching my Spanish class today."	

Pierre Karam

Photo	Male college student 
Name	Pierre Karam
Job/Major responsibilities	Media and Screen Studies/Political Science Major at Northeastern University
Demographics	<ul style="list-style-type: none">• 18-year-old male college student• Lebanese international student• Native francophone• Oldest of three brothers
Goals and Tasks	<p>Pierre is always watching movies or reading about Politics, usually while he's trying to get some homework done. He is prone to procrastination but also very passionate about his studies and learning new things.</p> <p>Spends his time:</p> <ul style="list-style-type: none">• Watching YouTube videos and movies• Debating politics• Trying to write papers while avoiding distractions• Passing time with friends• Researching random topics on the internet
Environment	He is quite tech savvy. He knows how to operate a camera as well as a laptop and mobile phone with ease. He is around technology all day.
Quote	"I literally have gotten nothing done for the last 20 minutes because of YouTube."

Beth Andrews

Photo	Mother of 5 
Name	Beth Andrews
Job/Major responsibilities	Working mother of 5/Echo Lab Supervisor at St. Christopher's Hospital for Children in Philadelphia
Demographics	<ul style="list-style-type: none">• 60-year-old women• Working mother of 5• Health professional
Goals ad Tasks	<p>She is always running around doing something for her children or for her busy job at the hospital. Her concern is managing her time and communicating with the many people involved in her life.</p> <p>Spends her time:</p> <ul style="list-style-type: none">• Completing echograms on children and expecting mothers• Managing her staff in the echo department• Managing her large house• Caring for her children who have mostly moved away• Watching midnight television and posting on Facebook
Environment	She is able to navigate an iPhone and computer in a basic sense. She sometimes does not understand how to do advanced functions with her phone or computer. She is always on her phone posting on Face-book.
Quote	"Can I call you back later? I'm with a patient, son!"

Becca Andrews

Photo	Young mother/Healthcare worker	
Name	Rebecca Andrews	
Job/Major responsibilities	Nurse Practitioner and mother of 2-year-old	
Demographics	<ul style="list-style-type: none">• 30-year-old women• Mother of 2-year-old• Health professional• Small Virginia town resident	
Goals and Tasks	<p>Rebecca is trying to juggle caring for a young infant with having a full-time job. She loves coming home to her baby and boyfriend after a long day's work and enjoying a glass of wine.</p> <p>Spends her time:</p> <ul style="list-style-type: none">• Working as a nurse practitioner at a small-town practice• Caring for a 2-year-old and watching a baby monitor• Going on wine tastings in her area• Reading• Planning her schedule for the week• Trying to get some time to herself in	
Environment	She is able to navigate a phone and computer-well. Her everyday job requires computers for health records, appointments, high tech baby monitors, etc.	
Quote	"I just need an hour to relax between the doctors at work and my crying infant."	

A-Z Brainstorm

Focused on the Personas of
Becca and Pierre

A TO Z BRAINSTORM: Becca/Pierre

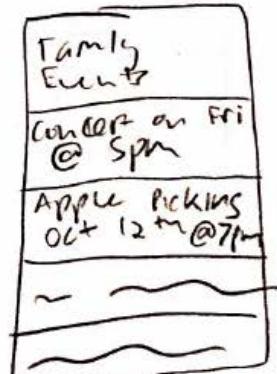
A	Appointment times
B	Basketball score
C	Child's location
D	Dog's behavior and if they ate
E	Eating and exercise
F	Family updates and check ins, Forums based on your major to complain in
G	Gigs coming to town
H	Harry Potter, Healthcare
I	Investigating what websites are able to use their data
J	Jokes based on what you find funny
K	
L	Lost items location
M	Money tracking
N	News
O	Opposition's opinion on an argument
P	Project due dates
Q	Queries about random things
R	Running low on what groceries
S	Streaming videos and content
T	Temperature
U	Updates about politics
V	Vocabulary (medical for Becca and English dictionary for Pierre)
W	Weather, wineries, what to wear based on the weather
X	
Y	
Z	

Sketches of Project Ideas

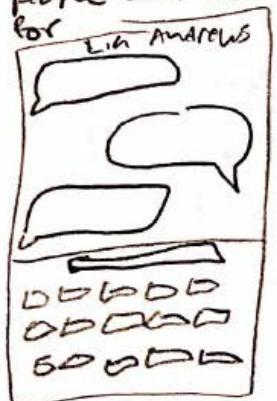
I drew and wrote about the ideas that came to mind from the personas. I listed and drew their main workflows and features.

Family Communication Website

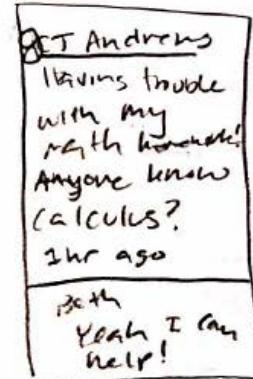
- Assign household members chores in the app
- Chat with family
- Family events: School notifications
- Feed where family members can give life updates



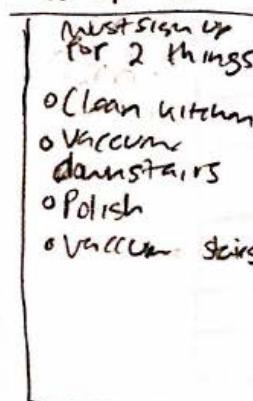
Make family events that people can sign up for



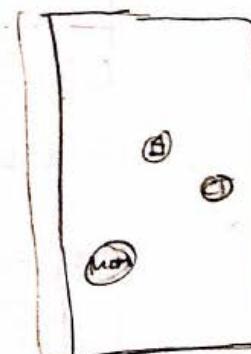
chat with family



see what your family is up to



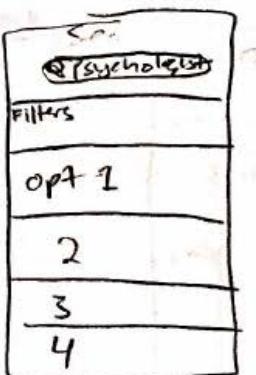
Chores can be picked up by family members



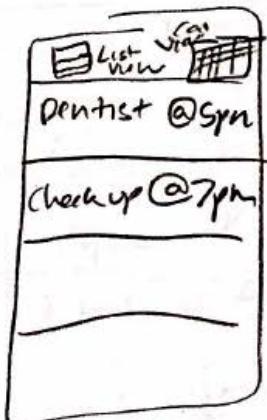
Search family's location

Healthcare Information Keeper Website

- Search for a certain type of doctor or psychologist w/ filters (ex: distance from you or what healthcare they take)
- Profile which shows all your doctors at a quick glance and their contacts
- Calendar for appointments



Search
for a doctor

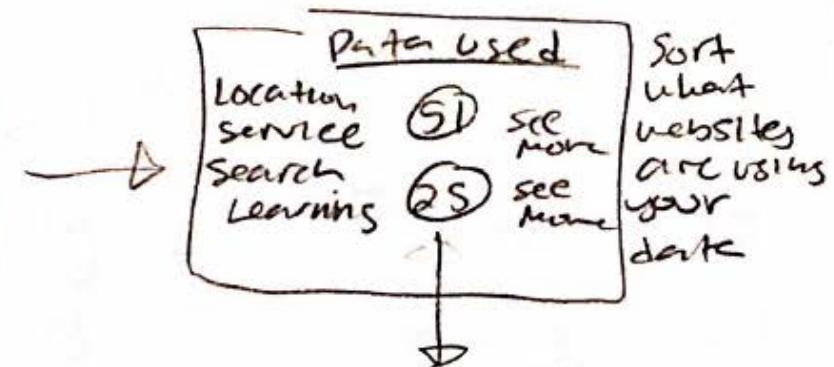


Appointments
in one place

Privacy Policy Agreement Tracker Website

Input
your
contact
info

CJ Andrews
Email:
Phone:



See how a company is using it.

Politician Voting History Database

- o Look up everything that a politician has ever voted for in one place
- o Get involved in their campaign events
- o Share your thoughts

Votes	Events
Voted yes to Trump's immigration bill	Rally on the 3rd of Sept at Hanau
Voted no to tax plan	Rally on 12th of October

See what a politician voted for

Events: Biden	
3	Rally on 12th of October

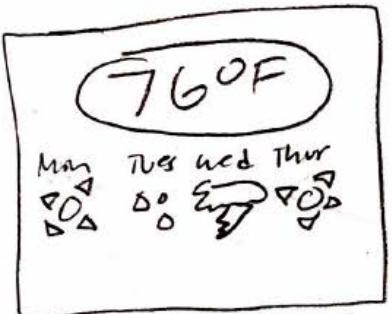
See campaign events

Warren's vote against Trump's immigration bill.	
For	Against
I love it	I hate it

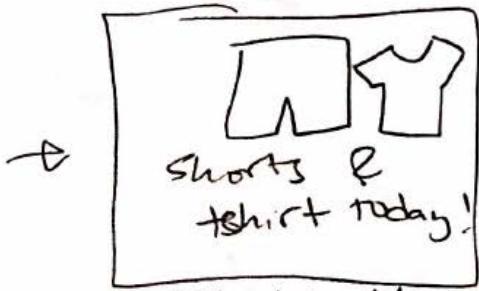
See what others have to say

Improved Weather Information Website

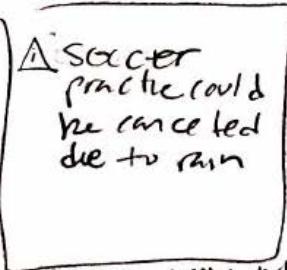
- Shows temperature increases compared to last year (evidence of climate change)
- Tells you what to wear based on the weather (data from users)
- If weather will affect events in your calendar (uses data from calendar for this)



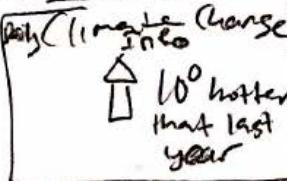
Has user weather functions



Tells you what to wear based on weather



Informs you when there's a scheduling issue based on weather.



Shows daily evidence of climate change due to conditions

Interview Script

I moved forward with the idea for a family communication tool. The idea was transitioned to be focused on serving roommates living within a shared space. This was a user case that I had better grasp on as a college student. I used my findings to pinpoint common trends within the user population.

[Project] Interview Script

Household... Roommates if college student ... Family if they live at home

Timing	Section	Prompts <i>(what exactly are you going to ask; follow-up questions or alternative questions based on participant's response)</i>	Observation Points <i>(reminders of why you are asking this question, prompts to look for artifacts, reminders about specific behaviors you are intending to observe)</i>
Greeting and Intro <i>(Who am I, what am I looking for, why I want to talk to them, etc.)</i>			
2 min	<i>Opening and key points to provide context for interview</i>	<p>Hi, my name is CJ Andrews and I'm a student at Northeastern University and I'm working on a class project. This is Tim, the observer.</p> <p>You probably know why we're here but let me go over it. I'm trying to find out more about your current living situation and the roommates you live with. We'll be talking for the next 20 minutes. If you need to take a break at any time, just let me know.</p> <p>Before we get started do you have any questions?</p>	Provide a brief overview of what will be happening during the interview.
Warm-up questions <i>(Start with easy questions to get them used to the interview format)</i>			
2 min	<i>Warm-up 1</i>	<p>What's your occupation and what do you do? Are you usually busy when not at work? If so, what are you usually doing?</p>	Baseline demographic information. If relevant, you can also include sex, age (approximate), level of education, etc.
3 min	<i>Warm-up 2</i>	<p>How many hours a week do you spend completing household responsibilities or communicating with your household about maintaining your space.</p> <p>What social media platforms are you involved with?</p>	Useful to understand how often they are on the internet, what activities they are engaged in, and what device they use.

Interview Session (Focus on open-ended questions that invite stories)			
5 min	Ques. 1	Where are you currently living? What is the space like? How many roommates do you have?	Get them to tell you a story to understand their use case . Look for follow-up questions: "You mentioned (something really interesting); can you talk more about that?"
5 min	Ques. 2	Tell me about how you currently communicate with your roommates about things that have to be done around the house. Did you set up a chores system when moving in?	Get them to tell you a story to understand their use case . This works <i>especially</i> well if you can have them <i>show you</i> what they did on their own device. You may want to bring your laptop as a back-up.
5 min	Ques. 3	Does anything get in the way of you or your roommates maintaining your home?	Attempting to uncover pain points .
5 min	Ques. 4	What would help you communicate more effectively with your household?	Another attempt to uncover pain points by asking for ideas.
	Ques. 5	Are you or any of your roommates prone to passive aggression when facing conflict? How does this affect your relationships with each other or the completion of necessary household tasks?	
	Ques. 6	Have there ever been any conflicts amongst your roommates? How did it play out?	
	Ques. 7	Theoretically, would you be more likely to air out a grievance with a roommate if you could do it anonymously? How do you think this would affect your current living situation or relationships with your roommates?	
	Ques. 8	Is it hard to tell if your roommates are happy with you? Would you like a feedback of some sort to check in to see how you're doing?	

Cool down questions			
Cool down 1		Is there anything else you think I should be asking?	Allows interviewee to share any additional information they might have.
Cool down 2		Is there anyone else you think I should talk to about this?	
Cool down 3		Do you know of any other tools that might be used to manage household chores, events, and complaints with other roommates?	
Wrap-up and thanks			
2 min		Can I follow-up with you if I have any additional questions? (If yes) What is the best way to contact you?	You may need to contact them again; this is a useful heads-up
Thank you for your feedback/time.			

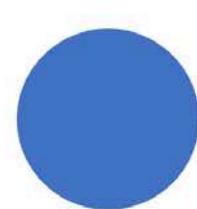
Interview Findings Presentation

I then interviewed people living within shared spaces to get a better sense of what it is like to share a space with others. I used my findings to pinpoint common trends within the user population.

*full presentation available in process section for Our Space on crandrews.com

Interview Results

Charles Andrews
Interaction Design I
Fall Semester 2019



Background and Purpose

- Interviews were done in reference to Our Space, a website which would help facilitate communication and household tasks amongst roommates
- Main Interview Questions:
 - Where are you currently living and what is the space like? How many roommates do you have?
 - How do you currently communicate with your roommates? Did you set up a chores system when moving in?
 - Does anything get in the way of you or your roommates maintaining your home?
 - Are you or any of your roommates prone to passive aggression? How does this usually play out or affect your relationships if passive aggression is an issue?
 - Have there been any conflicts amongst you and your roommates? How did it play out?
- These interviews helped me gain an insight into the challenges and conflicts that come along with sharing a space with other people

Participants

Participant 1

- 19 year-old female college student
- Lives with four other roommates in on-campus Northeastern apartment

Participant 2

- 20 year-old male college student
- Lives with three other roommates in on-campus Northeastern apartment

Participant 3

- 26 year old female
- Lives with three other roommates in shared house

Conclusions

- Through the interview process, I have learned more about what it is like to live in a shared space with many people
- Roommates that know each other going in are less likely to be direct in conflict because they don't want to hurt friendships
 - Roommates that don't know each other are sometimes more likely to experience conflict as they don't have the same habits or frame of minds when it comes to what they want their space to look like
- Conflict is usually handled in a passive aggressive way, even though many times people feel they want to be direct when they have issues
- Many roommates would like a way to know if they are being a considerate roommate
- There are mixed opinions about whether being able to anonymously air a grievance about a roommate would be constructive to household maintenance or maintaining healthy relationships
- When roommates are on different schedules or have different lifestyles, it leads to conflict
- In a given group of roommates, there is usually someone who feels the most strongly about maintaining a clean home

Revised Personas

I revised the personas to better align them with the project idea.

Marisa

Photo	Occupational Therapist	
Name	Marisa	
Job/Major responsibilities	<ul style="list-style-type: none">• Works as an occupational therapist• Wife	
Demographics	<ul style="list-style-type: none">• Mid-twenties female• Healthcare Professional• Millennial• Lives in a shared home with roommates• Pennsylvania native	
Goals and Tasks	<p>She is always looking for new ways to help others and learn more about the world around her.</p> <p>Spends her time:</p> <ul style="list-style-type: none">• Helping children with special needs reach their full potential• Staying in touch with family and friends• Maintaining a clean home (very important to her)• Staying active and social• Organizing her life and responsibilities so she is on top of everything	
Environment	<p>She is very proficient with navigating technology as it is integrated into her everyday tasks at work and in her life. It takes her time to get used to new technology and updates and this can sometimes be frustrating to her.</p>	
Quote	<p>"Just take it one step at a time and enjoy each day."</p>	

Ryan

Photo	Second year male college student 
Name	Ryan
Job/Major responsibilities	<ul style="list-style-type: none">Political Science Major
Demographics	<ul style="list-style-type: none">College studentActive involvement with politicsGeneration ZOldest siblingStudent apartment housingPennsylvania native
Goals and Tasks	Ryan is always getting involved in a new activity to meet new people. He is constantly busy and sometimes struggles to find time for his many commitments. Spends his time: <ul style="list-style-type: none">Debating politicsReading books to expand his world viewTalking and hanging out with friendsDoing school work
Environment	As a young college student, he is very proficient with technology and has grown up with it as an everyday tool. It takes him some time to get used to new updates though.
Quote	"Tell me more about that. That's such an interesting point."

Jimena

Photo	Second year female college student	
Name	Jimena	
Job/Major responsibilities	<ul style="list-style-type: none">• Psychology major	
Demographics	<ul style="list-style-type: none">• College student• Native spanish speaker• Latin american international student• Generation Z	
Goals and Tasks	<p>Jimena is always looking to spend time with friends and share a laugh. She prefers to work collaboratively due to her outgoing personality.</p> <p>Spends her time:</p> <ul style="list-style-type: none">• Studying the human nature• Hanging out with friends• Communicating with her family in latin america• Staying active in the city of Boston	
Environment	As a young college student, she is very proficient with technology and has grown up with it as an everyday tool.	
Quote	"I'm so glad we had a chance to catch up!"	

Our Space Final Idea Refinement

Based on my interviews with real roommates, I refined my ideas and began to sketch out some initial workflows for the chore assignment, calendar, feed, and profile features.

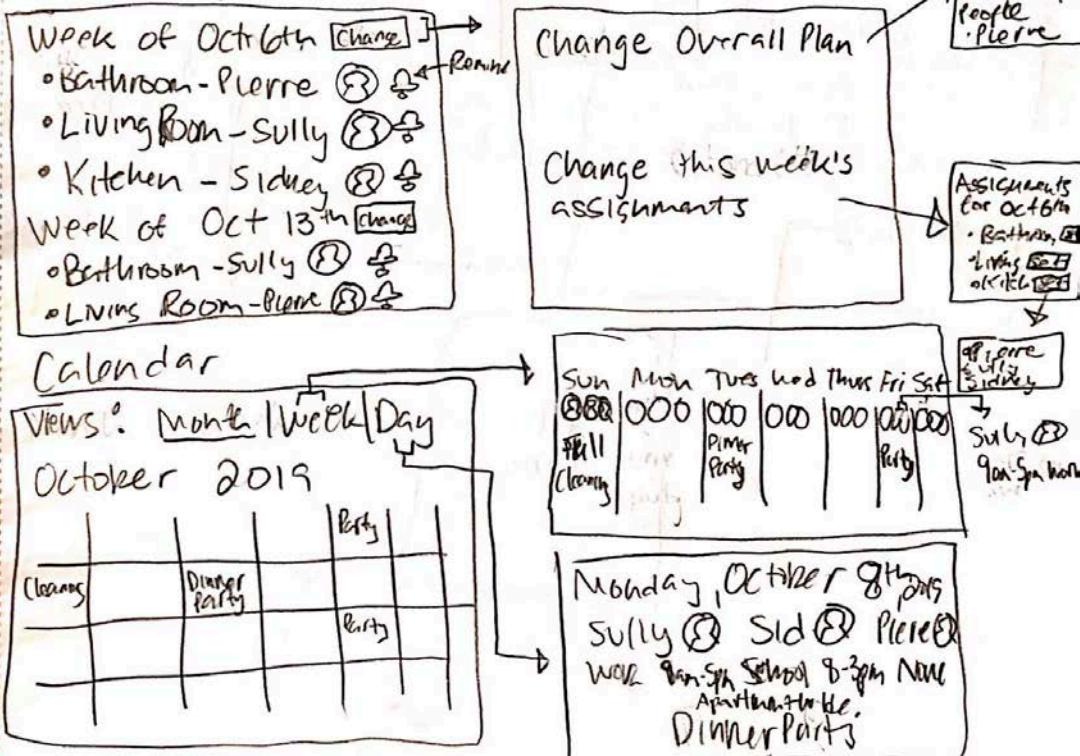
Our Space: A communication app for roommates

Audience: Millennial aged roommates

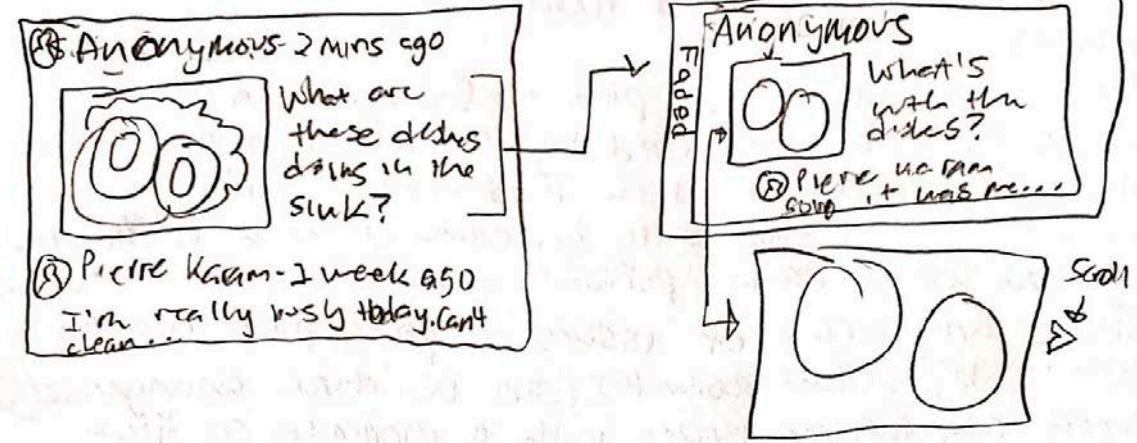
Features:

- Set a weekly chore plan to follow on a weekly basis and be reminded by weekly chore role email
- Maintain a calendar which holds events pertinent to roommates and the daily schedule of each roommate so you know each person's schedule
- Share any news or issues in posts that can be viewed by fellow roommates (can be done anonymously)
- Report any major issues with a roommate so that their roommate score decreases and they have feedback about their behavior

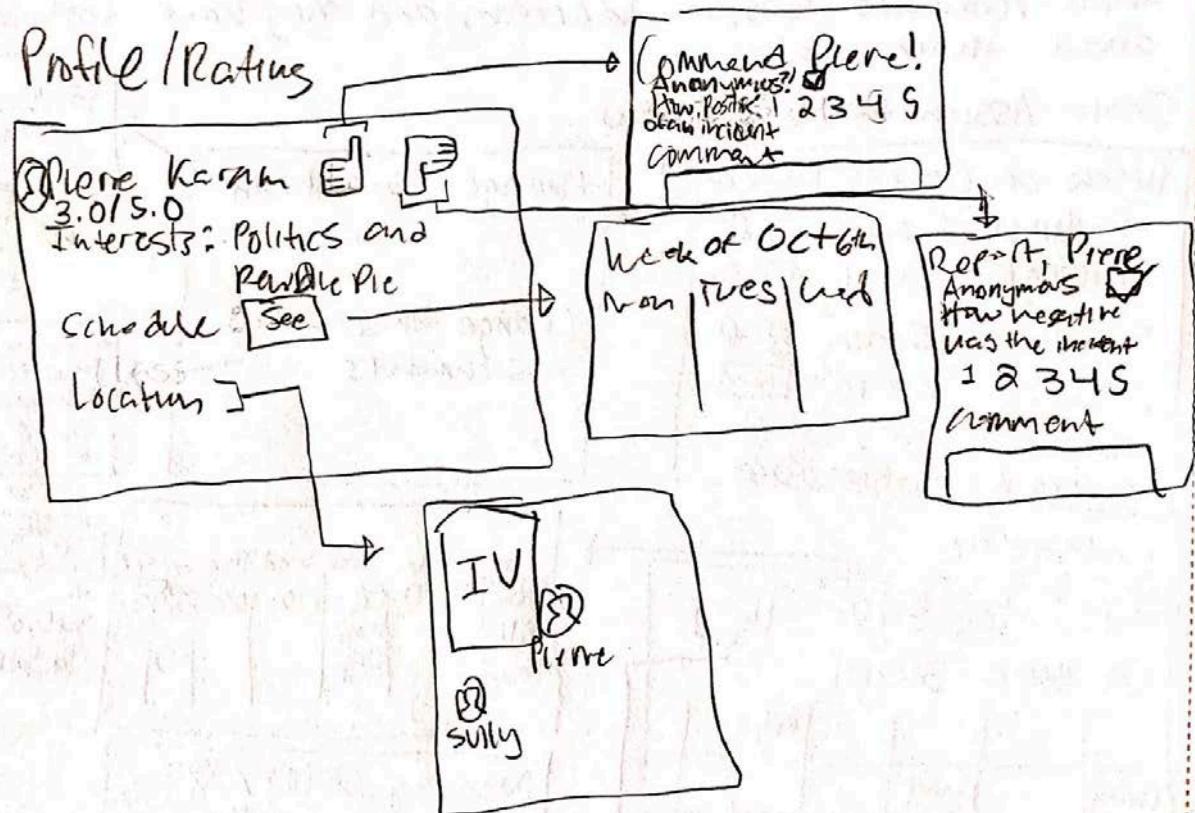
Chore Assignment Work Flow



Feed for Announcements/Issues



Profile / Rating



UI Brain Drawings

The next aspect I focused on was deciding which features would be most important to roommates. I also needed to decide how the features would be organized within the site and as workflows.

Roles and Goals

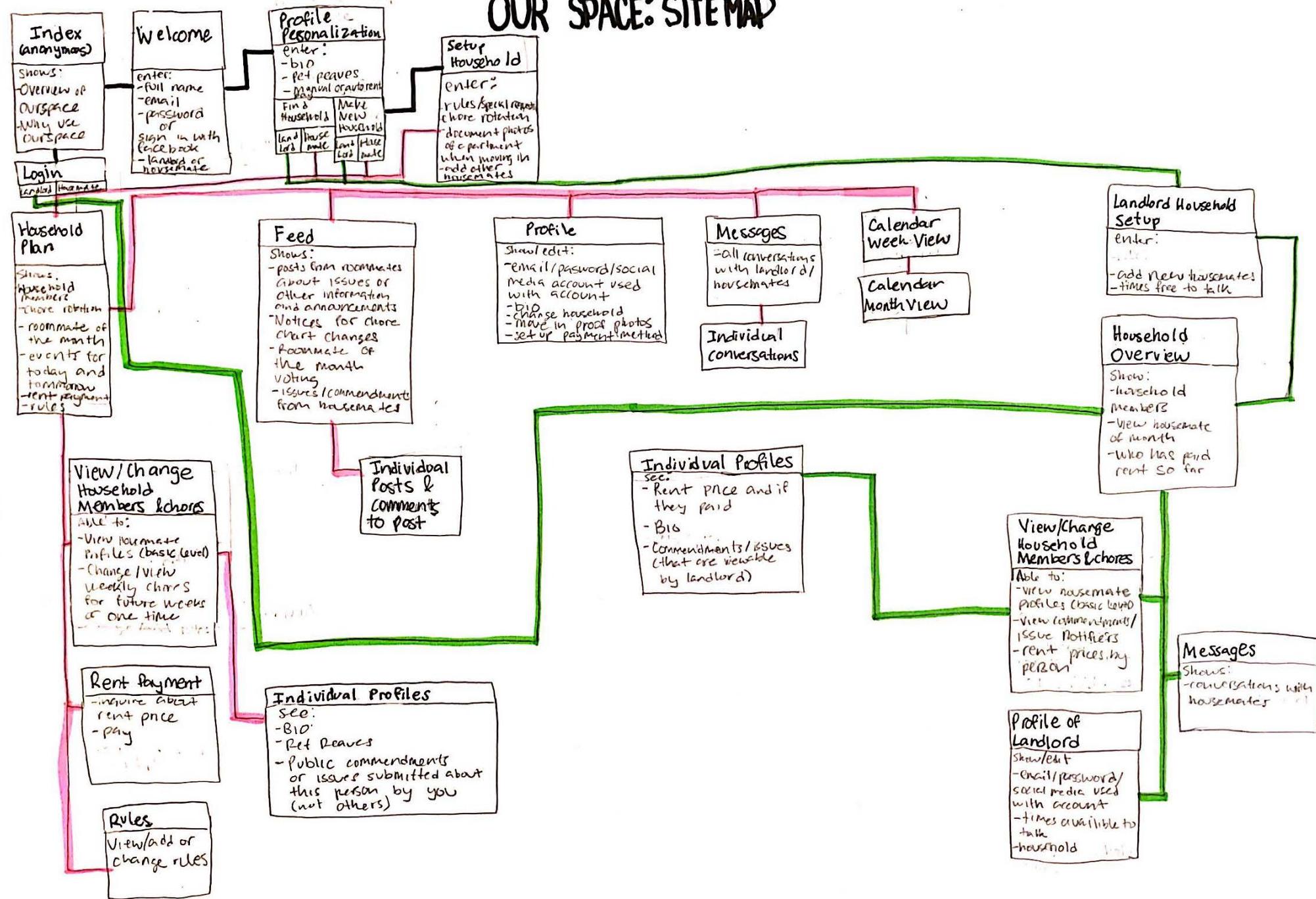
Interaction Design I: Responsive

Kent Millard

Roles & Goals for Our Space

Priority (Low, Medium or High)	As a... (Briefly describe the role of the user.)	I want to... (What does the user want to do? What is their task?)	So I can... (Why does the user want to do this? What is their goal?)
High	Roommate Organizer	Have a shared calendar	Keep my fellow roommates on the same page and minimize conflict based on holding events within my shared space
High	Roommate Organizer	Maintain a chore chart	Make sure everyone is doing their part to keep a clean space
High	Roommate	Communicate with my roommates about important issues	Solve problems that may come up
Medium	Tenant	Pay my rent in a convenient way	Save time and minimize contact with my landlord
Low	Roommate	Show my roommates what's going on in my life	Have a better relationship and keep up with them

OUR SPACE: SITE MAP



A Refined Idea

I selected the family communication tool idea for my project and moved towards the details.

OUR SPACE

A Household Communication Tool for Families and Roomates

Audience: New age families who are technology proficent and roomates around the college or 20's age.

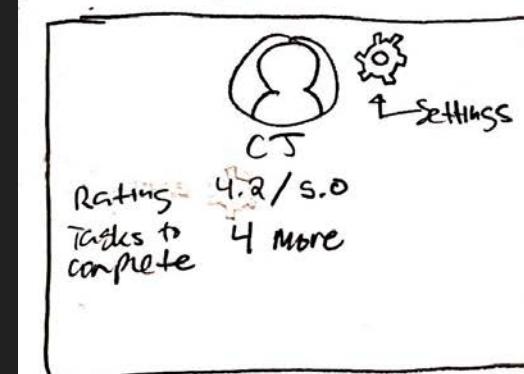
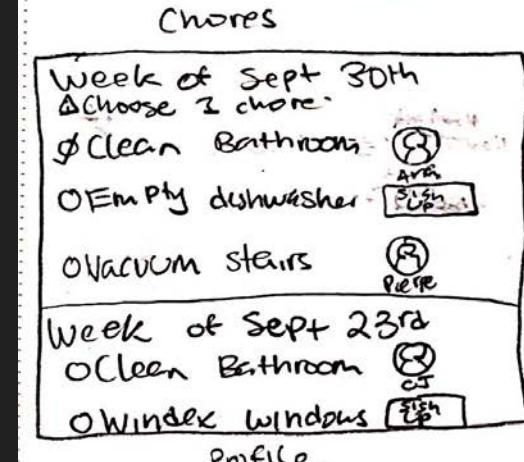
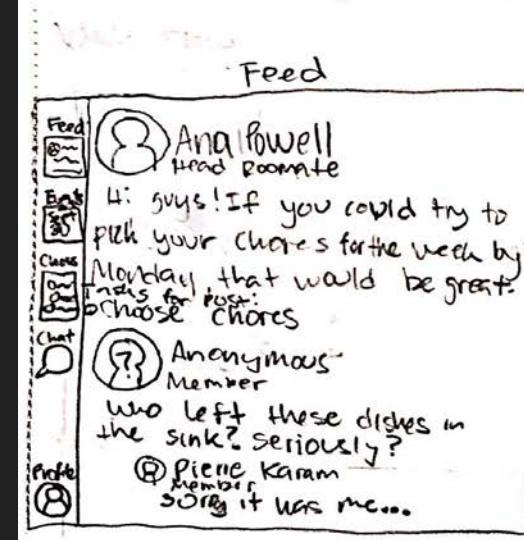
Features:

1. A feed on which household members can leave comments or questions about recent activity in their space. This can be done anonymously if they don't want their name to be attached to the post.
2. Create weekly shared chores lists or grocery lists to keep everyone on the same page. The chores lists can be set so that, for example, each member must signup for one thing or so that a certain person is assigned the task for the current week if the task is done on a rotating basis.
3. Each member will have a rating determined by if they have done their assigned chores or feedposts that may have been targeted at a roommate for negligence. This helps them know if they're being a good member of the household and improve if they're not.
4. Create events for household to keep everyone on the same page. These events can be viewed in a calendar view or list format. Members then sign up for the event and could possibly earn points for going or lose points for not going.
5. Chat with other household members privately or in groups.
6. View other members' locations if they choose to share it.

Types of Member Accounts:

1. Administrator: the person running the household (ex: a parent, older sibling, or roommate looking to take charge)
***In the case of the houehold being roomates, the administrator assignment could be set so everyone is an administrator or rotated weekly
2. Member: not able to make new chores but able to view and use other features

Primary Workflows

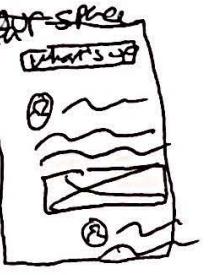


BASIC SCREENS
for
OUR SPACE

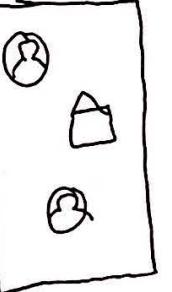
UI Brain Drawings

With the help of other interaction design students, we created brain drawings for my project to better understand my project from an outside perspective.

Audience: College students



& 20-30 somethings
but could expand
to families more
as this app
could be useful
to them



GPS Tracking
would allow
Roommate to
feel safer and
see when roommates
will be back
(for planning
purposes)

Workflows

- Shared calendar
- Chore chart
- Feed
- Pay would be cool for rent



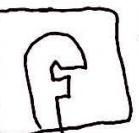
Roommate
& the
Month
Reward

What Sets
OUR Space
Apart from
Creating a
normal calendar
and chore chart?

• Landlords
make giving
rent difficult,
this website
could help

Random

- Badges for being the best at chores, best cook, so on...
- Tell roommates when you're going to be away in the calendar
- App should bring people together, anonymous posts might go against that
- Voting for things going on in household or conflict



Facebook
may be a
good model.
as it has group
features

* Make feed
similar to
that

Names
Roommate
Unified

Features

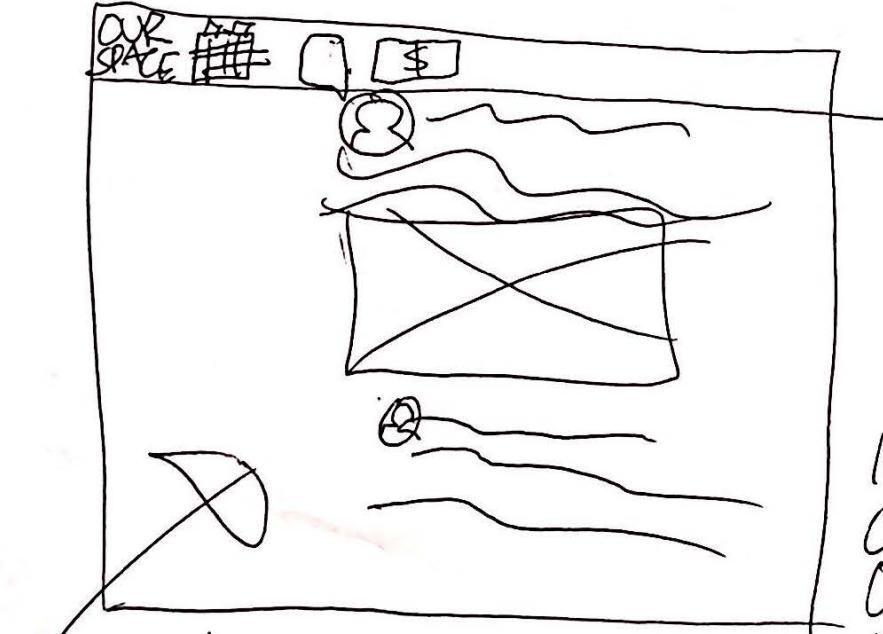
Calendar w/ chores & events

Pay

Messaging to landlords (hard to communicate)

Feed for roommates to

express thoughts
about issues



Feed

* look at
google calendar

OUR

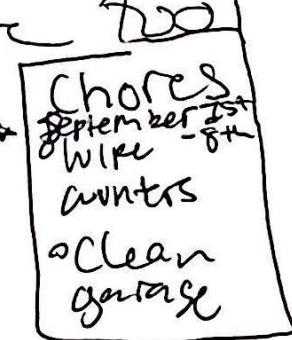
SPACE

Keep in mind:

- landlords are evil - limit privacy
- Product should try to be a positive tool

My House
OurHouse
OUR Apartment
Living TOGETHER
Roomed

Date →



Minimize roommate conflict

1. Set up clear list of rules

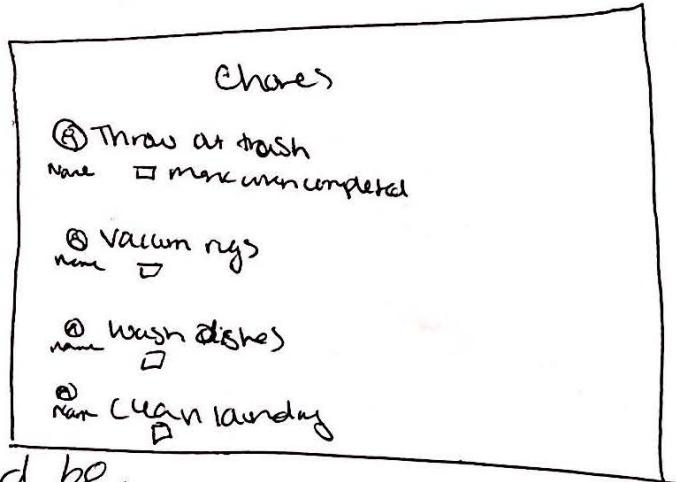
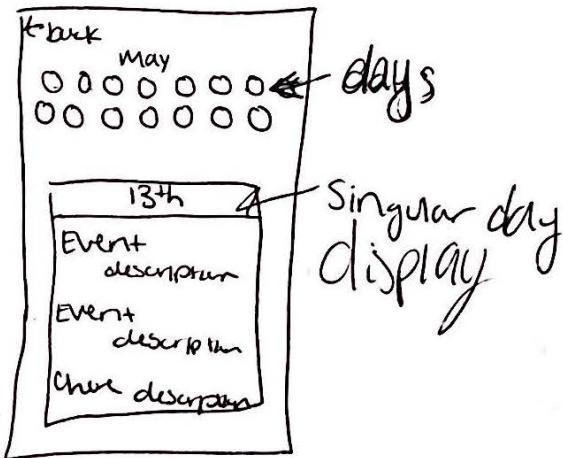
- Guest policies (how many, when, all night)
- When people are doing chores
- Parties / large groups?
- Music / TV volume level

2. Pct Peers

3. Clear forum for communication b/w roommates

4. Anonymous posting option

Facebook group is similar to what this website could be



Work Flows

- Posting on feed
- Direct messaging
- Calendar
- Sharing events
- Chore chart
- Digital version would make people look more

Things to include:

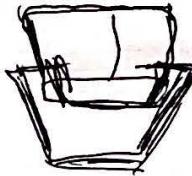
- ① Calendar
- ② Event page
- ③ Chore chart
- ④ Pay feature (venmo-like?)
- ⑤ Post complaints / discussion board

Types of accounts

- ① Landlords
- ② roommates

* Look up venmo

Audience → College students
→ Millennials



Sign up / Roommate info	
Name	_____
Email	_____
Hobbies	_____
bedtime	_____
Groots? Partygoer?	_____
Smoking?	_____
Phone # / best way to contact	_____

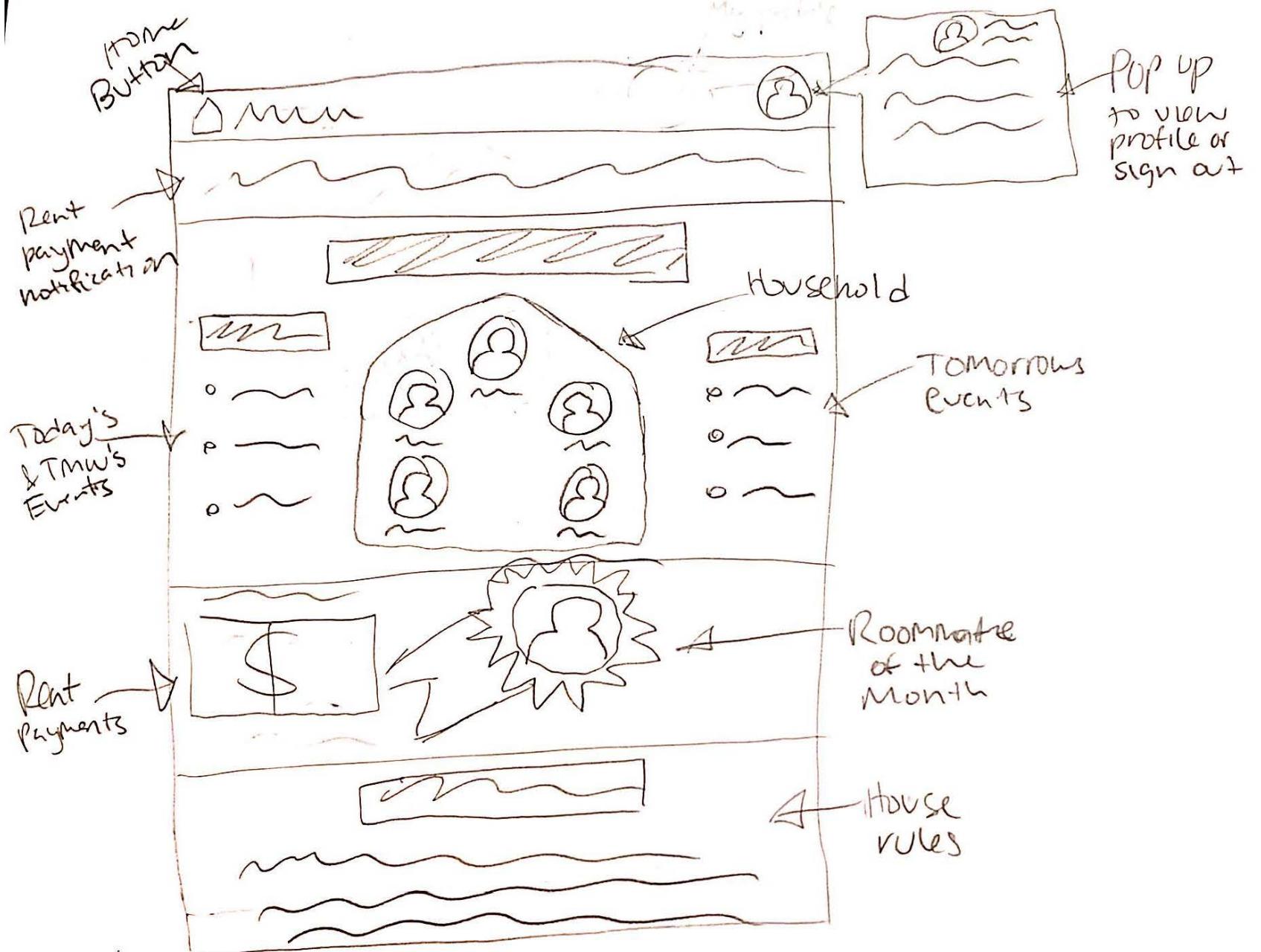
Possible names

- Shared living
- OneSpace
- bunkbed

Maybe include a point system to determine best roommate.

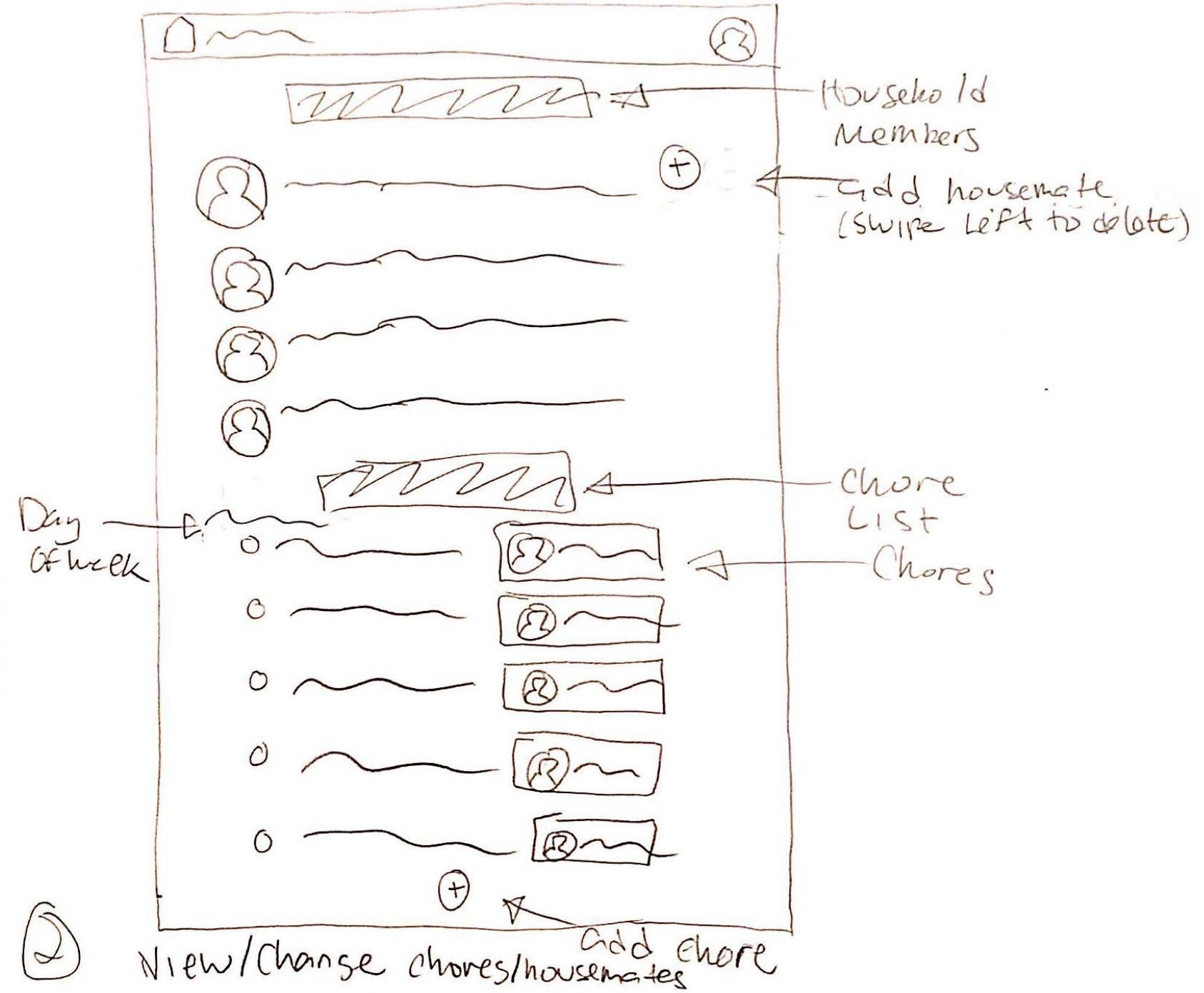
Interface Sketches for Landing Page

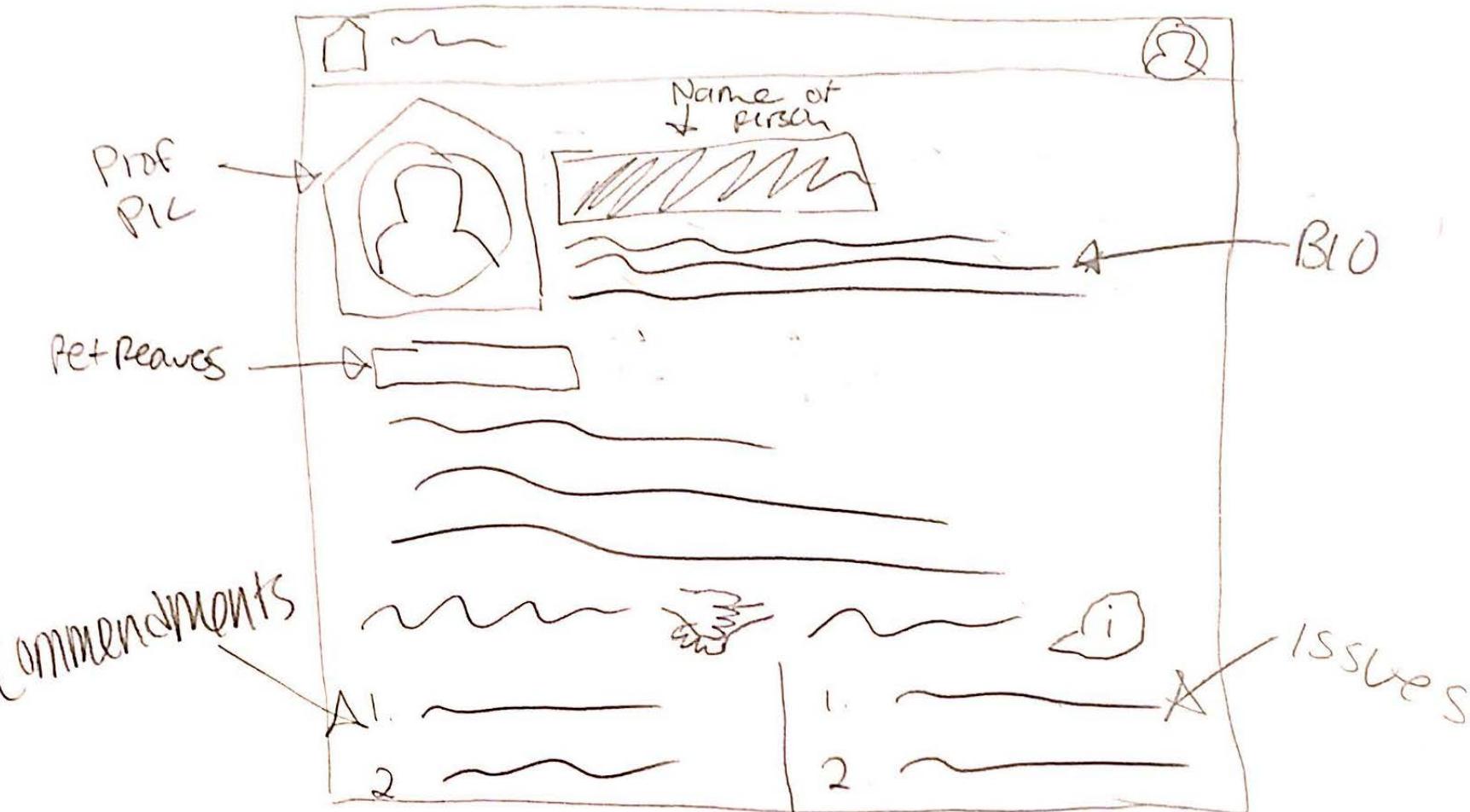
I began mapping out my home page. These drawings, in retrospect, seem to put too much functionality on one page.



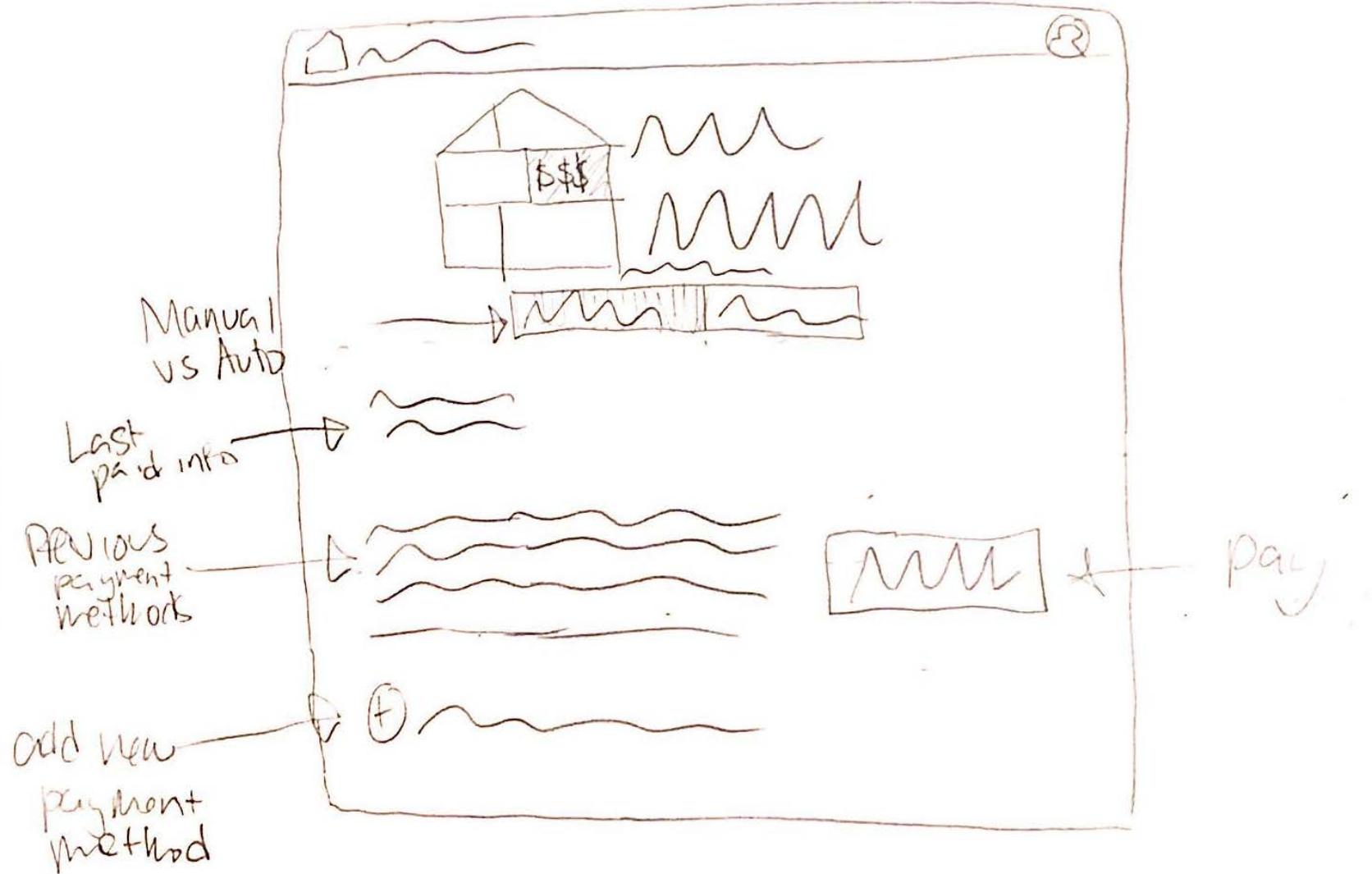
①

Home screen once signed in

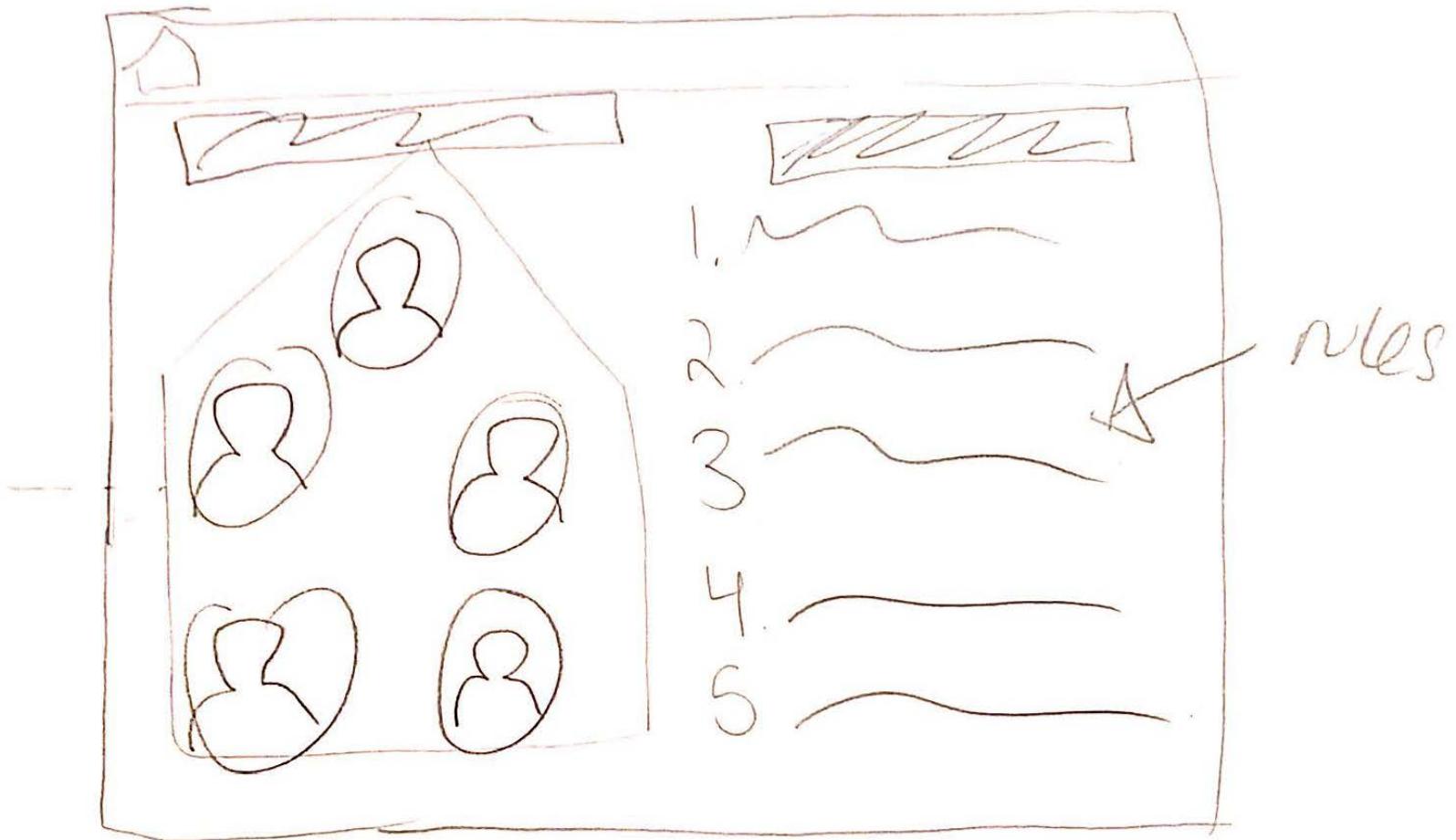




③ Individual Profile page



② Pay Rent



②

Rules for House

(possibly idea for
displaying profiles by
clicking on each member photo)

Benchmarking Presentation

In order to plan out my workflows in a more user-friendly manner, I looked to other websites that had similar functionality to what would be featured in Our Space.

*full presentation available in process section for Our Space on crandrews.com

BENCHMARKS: OUR SPACE

Charles Andrews

KEY TAKEAWAYS

1. Group pages are a good way of combining all the information pertinent to living with others
 1. Current competitors do not combine all the functionality needed for roommates into one service
2. Many sites treat creating new payment methods, events, posts, or other content as popup windows
3. Google Sheets does not have the optimal functionality for the creation of a shared chore chart – it is too disconnected from other services and thus people would be less likely to check the chart often
4. For confusing functionality, it is important to have help bubbles to explain things to the user so they are less confused
5. Having a good mobile web page design goes a long way
 1. Many sites have strange UI for mobile that makes it hard to read
 2. When dealing with people's money, you need good UI in order to establish trust with the user

Story Boards

I created two narratives around using Our Space for roommate conflict and rent payments to landlords.

Design Case Narratives

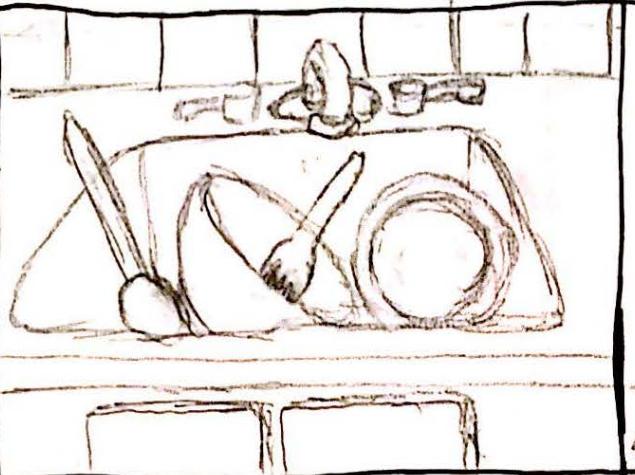
Roommate Conflict

1. Alex lives in an apartment with 5 other roommates at his university. Recently, he has been having issues with his roommate, Fred, leaving dishes in the sink.
2. Alex has had enough. He opens up Our Space and starts to create a feed post about Fred's dirty dishes.
3. He snaps a photo of the dishes and writes a quick caption explaining the issue and decides to post anonymously because he doesn't want to be the bad guy.
4. Fred sees the post about the dishes and knows that he must try to be better about cleaning his dishes.
5. Fred acknowledges his mistake and apologizes to his roommates by commenting on Alex's post.
6. With the dishes clean, Fred knows this is something he must work on in order to be more considerate of his roommates.

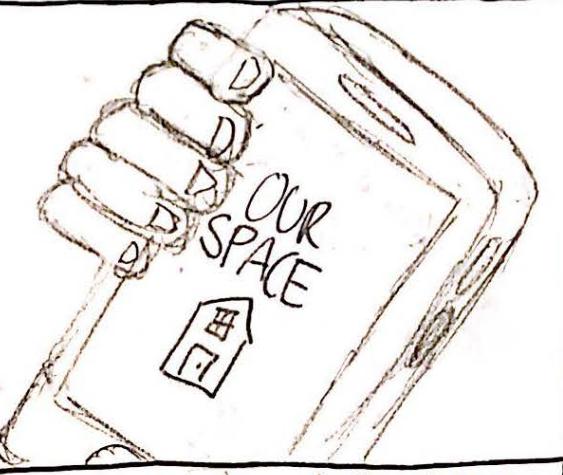
Paying Rent

1. Nancy is the landlord of an apartment of six college students.
2. Each of the rooms in the apartment vary in size so she has specific rent prices for each room. She is also looking for a way to better communicate with her tenants.
3. She opens up her newly downloaded Our Space app and creates a household profile for her apartment and adds each of her tenants to it.
4. She sets each of her tenants' rent prices to the appropriate amount based on the room they live in.
5. With Our Space, the tenants can then decide to set up manual or automatic payments and message her anytime they have an issue about the apartment.
6. Tenants with automatic payments are notified monthly that their rent was paid. Those with manual payments are notified of the unfulfilled rent payment right when they open the app.

Roommate Conflict: Alex's Story



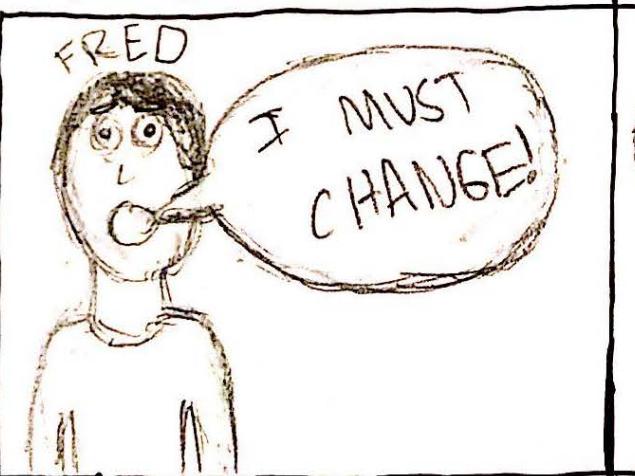
Alex lives in an apartment with 5 other roommates at his university. Recently he has been having issues with his roommate, Fred, leaving dishes in the sink.



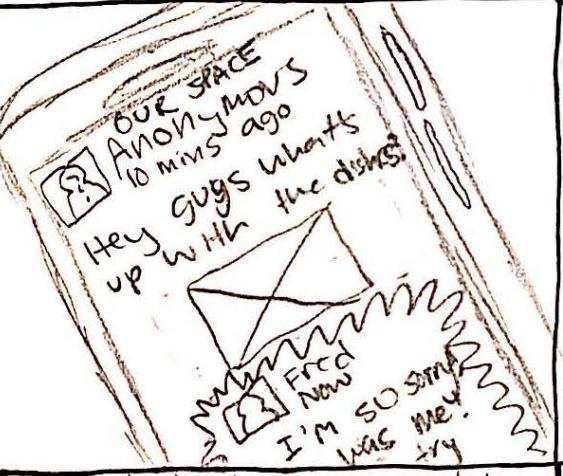
Alex has had enough. He opens up OUR SPACE and starts to create a feed post about Fred's dirty dishes.



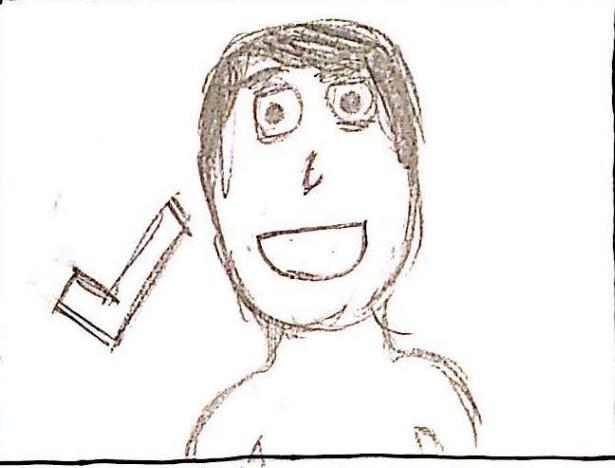
He snaps a photo of the dishes and writes a quick caption explaining the issue. He posts it anonymously because he doesn't want to be the bad guy.



Fred sees the post about the dishes and knows that he must try to be better about cleaning his dishes.



Fred acknowledges his mistake and apologizes to his roommates by commenting on Alex's post.



With the dishes now clean, Fred knows how he can improve as a roommate and Alex doesn't have to be the bad guy.

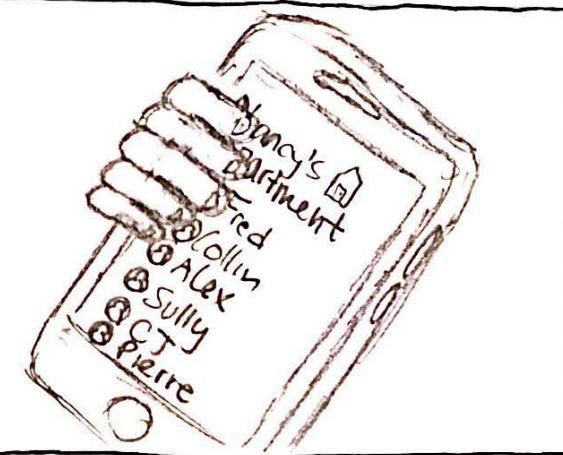
Paying Rent: Nancy's Story



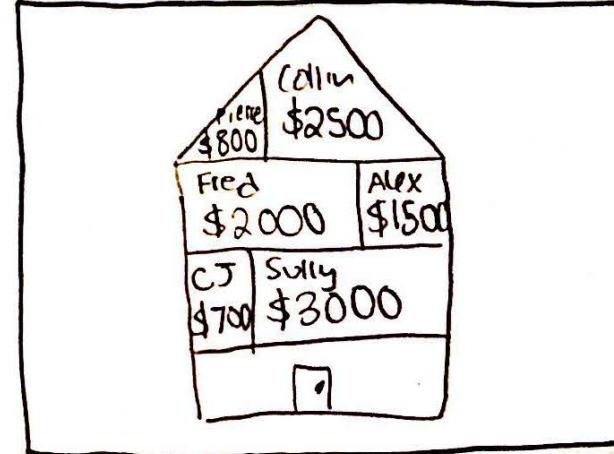
Nancy is the landlord of an apartment of six college students. She is looking



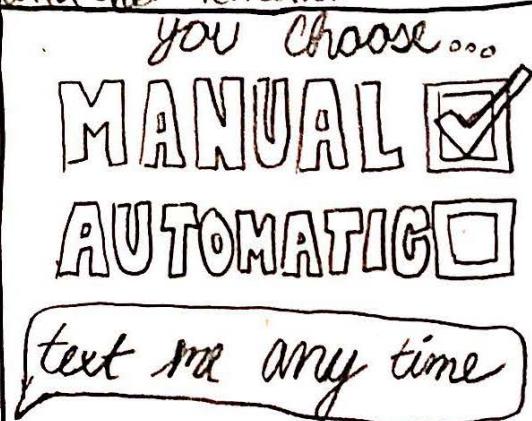
Each of the rooms in the apartment vary in size so she has specific rent prices for each room. She is also looking for a way to better communicate with her tenants.



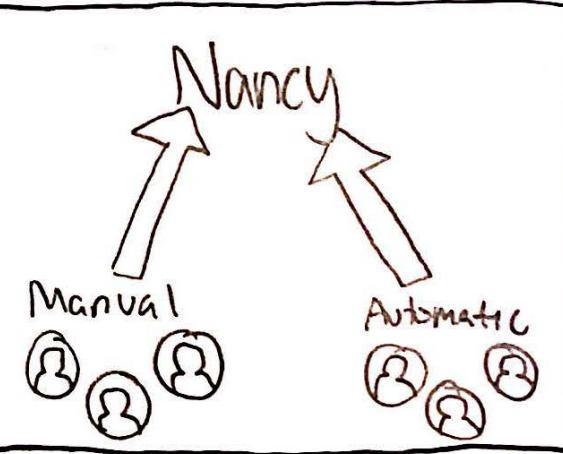
She opens up her newly downloaded Our Space app and creates a household profile for her apartment and adds each of her tenants to it.



She sets each of her tenants' rent prices to the appropriate amount based on the room they live in.



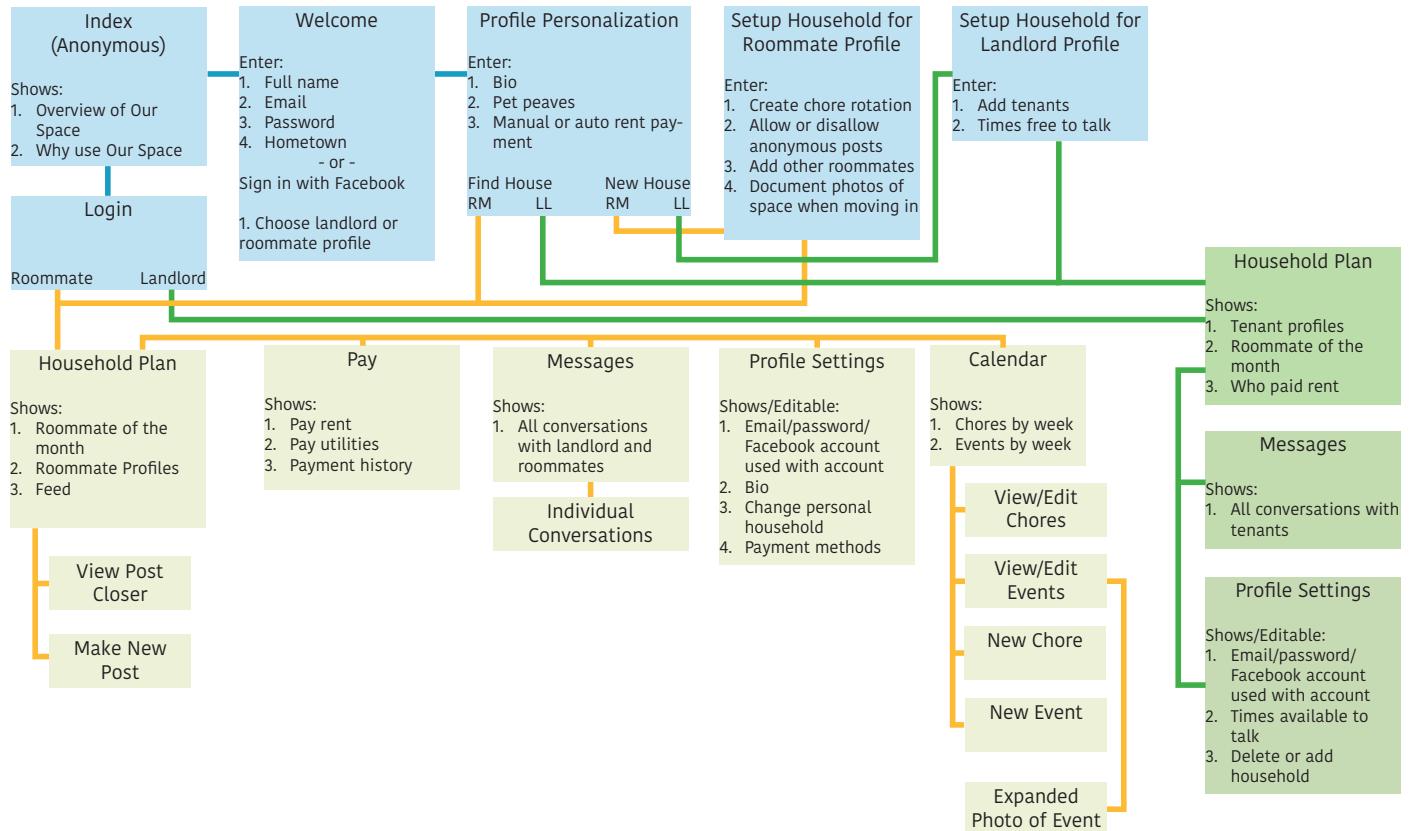
With Our Space, the tenants can then decide to set up manual or automatic rent payments and message her anytime they have an issue.



Tenants with automatic payment are notified monthly that their rent is paid. Those with manual payments are notified of the unfulfilled rent payment right when they open the app.

Final Site Map

I created this finalized digital version of the site map to make sure my workflows were organized properly before I started creating wireframes.



Our Space Site Map

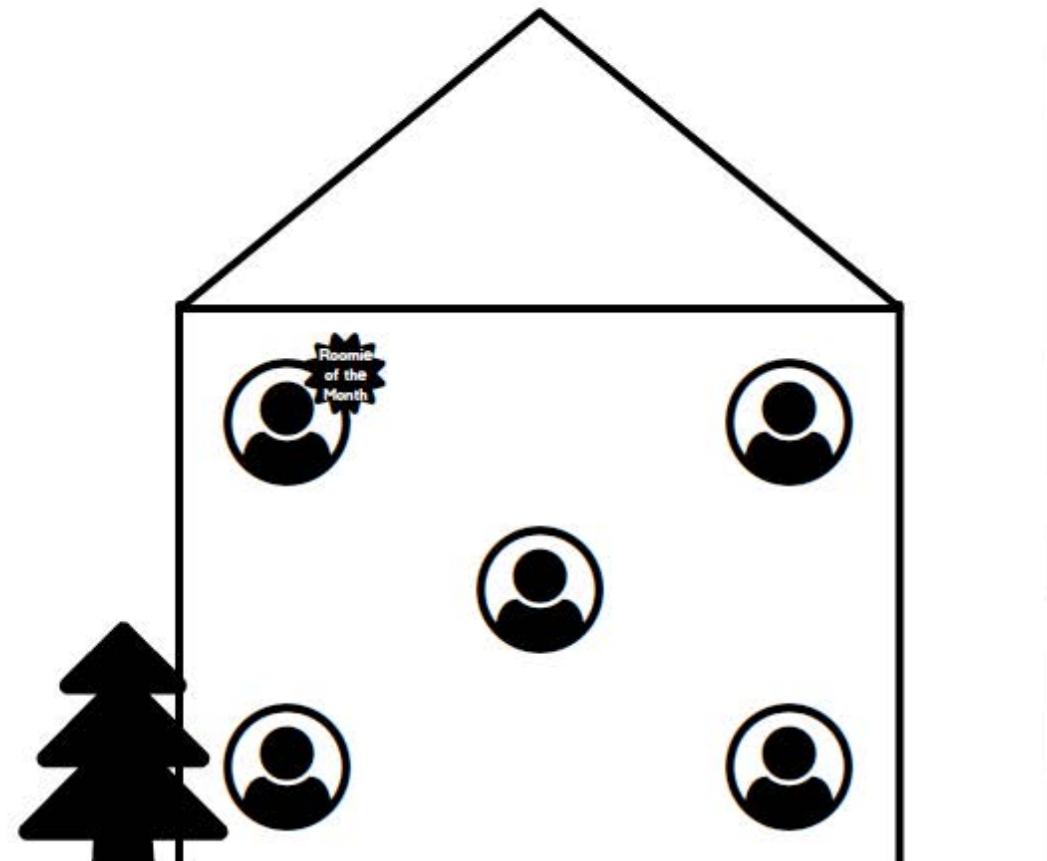
Elevator Pitch

For spaces with more than 3 roommates trying to coexist, Our Space allows roommates to create a rotating chore chart and shared calendar, write posts airing out grievances or positive comments, and pay and message their landlords or roommates. Instead of scattering this functionality across PayPal, Google Calendar, and messaging apps, Our Space offers a seamless experience that will enhance the relationships amongst roommates.

Desktop Wireframes

Using Balsamiq, I created grayscale desktop wireframes for the calendar and feed workflows.

West Village A, Room 410



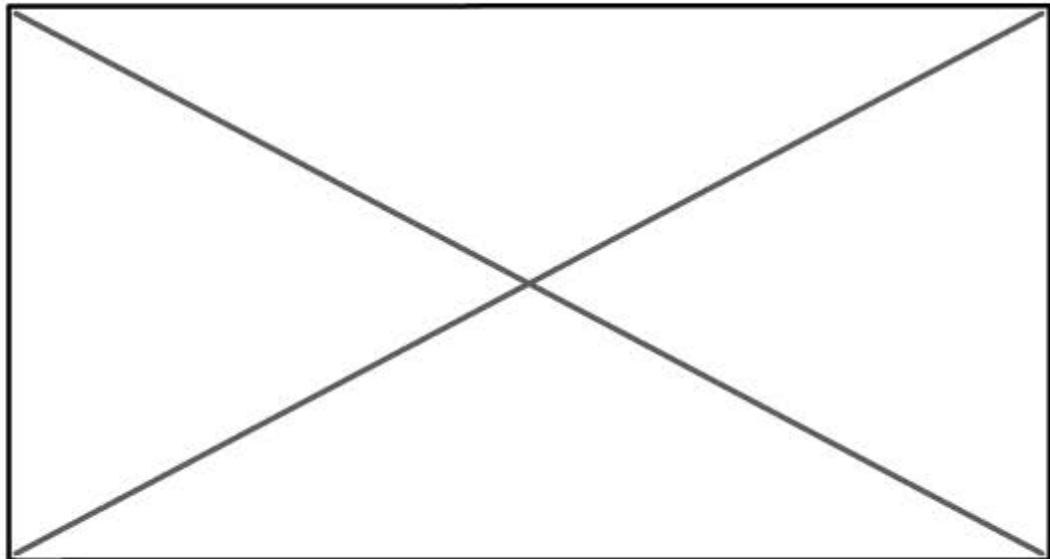
Create Post

Write a comment



OurSpace Calendar Pay Messages

West Village A Room 110

m m m m m m m m m m
m m m m m m m m m m

All

P

C

D

E

F

G

H

I

J

K

L

M

N

O



edit



[OurSpace](#) [Calendar](#) [Pay](#) [Messages](#)

~~West Village A Room 110~~

New Post

[Public](#) [Anonymous](#)

Post Type



Pet Peeves



Chores



Food



Random



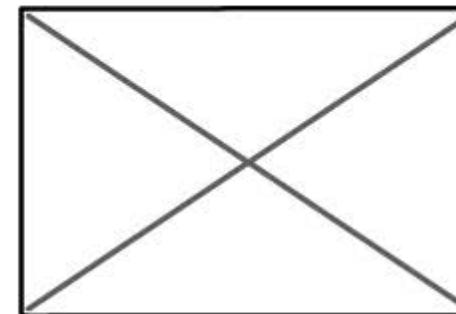
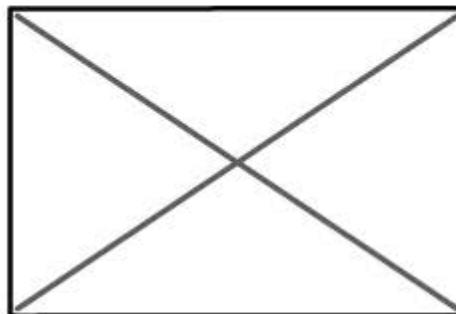
Sloopiness



Help

[Write Post](#)

[Write Post](#)



Post

Chores +



- Get rid of recycling
 - Clean the Bathroom
 - Vacuum the stairs
 - Wipe Kitchen Cabinets



- Get rid of recycling
 - Clean the Bathroom
 - Vacuum the stairs



- Get rid of recycling
 - Clean the Bathroom



- Get rid of recycling
 - Clean the Bathroom
 - Vacuum the stairs



- Get rid of recycling
 - Clean the Bathroom

1

7

Events



Hosted By



Hosted By





OurSpace Calendar Pay Messages

October 20th - 26th 2010

New Event

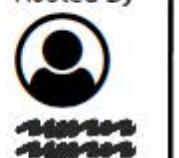


Chores



- Get rid of
- Clean the
- Vacuum the
- Wipe Kitchen

Events



Event Name

Event Type



Description

Date/Time

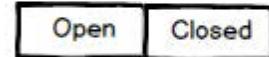
11/17/19

8PM

Estimated
Number of
Guests

12

Hosted By

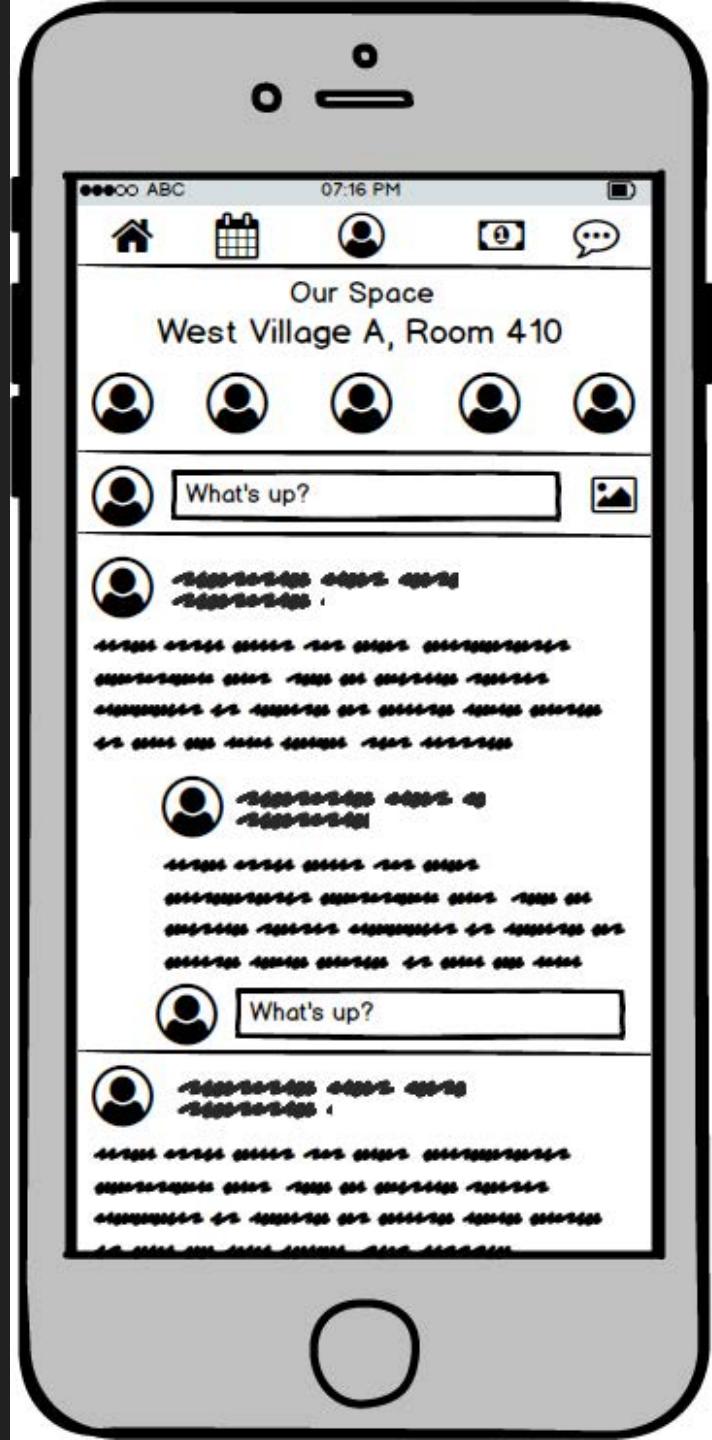
Ask
Roommates
For ApprovalAdd
PhotosAdd
Other
Hosts

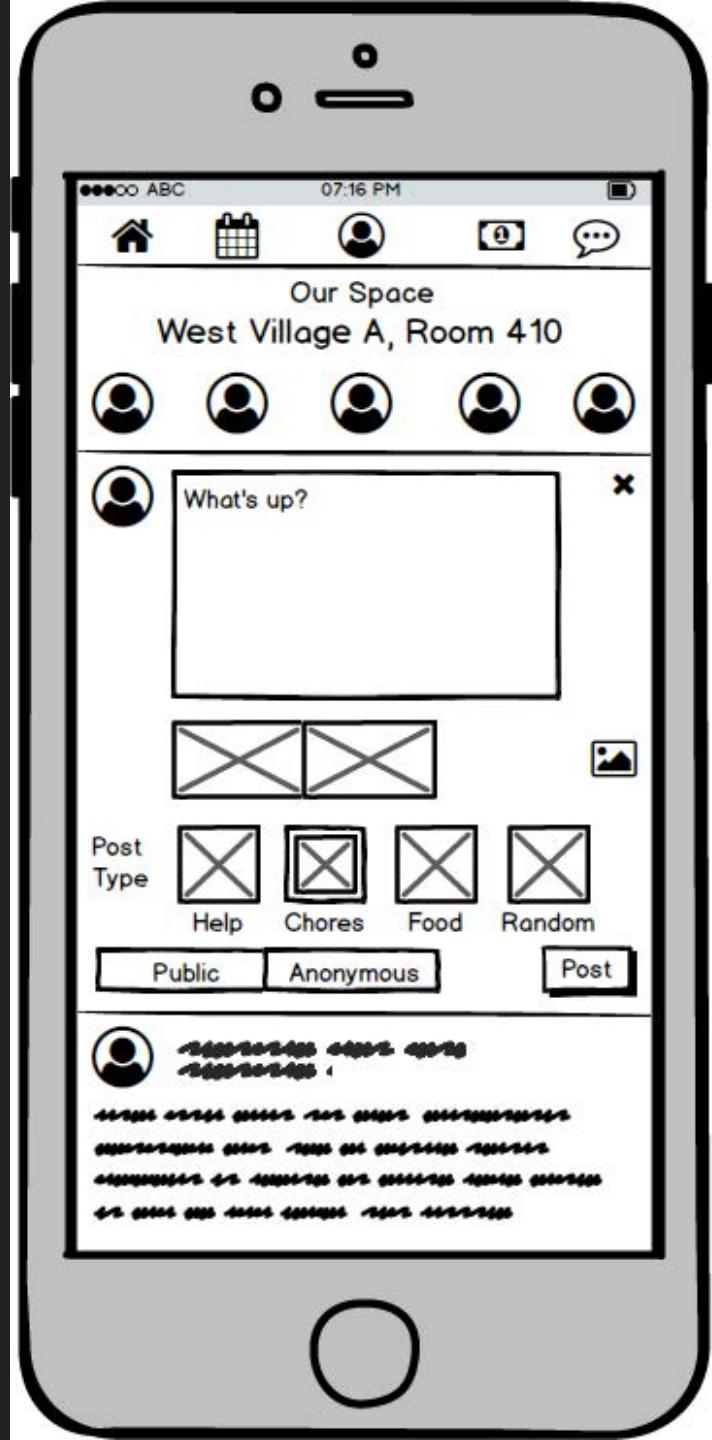
Add

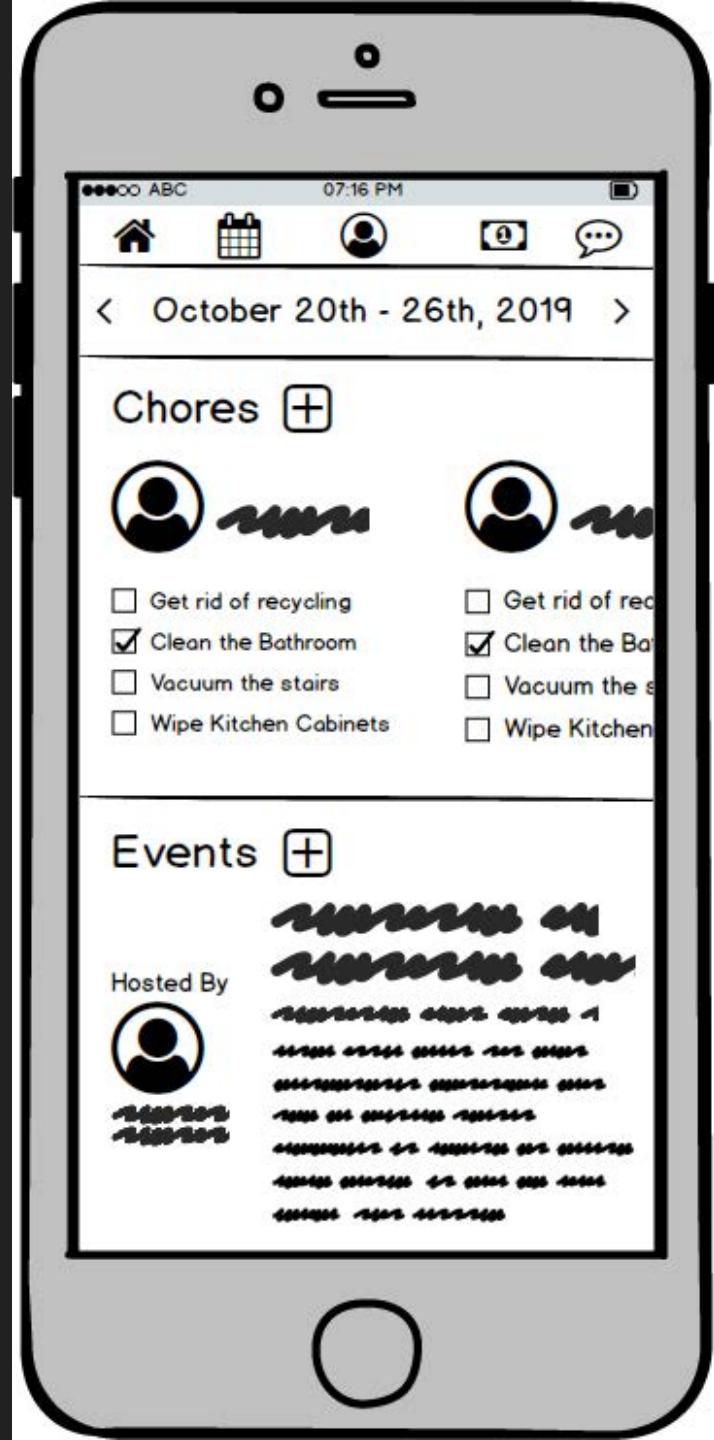
cycling
through

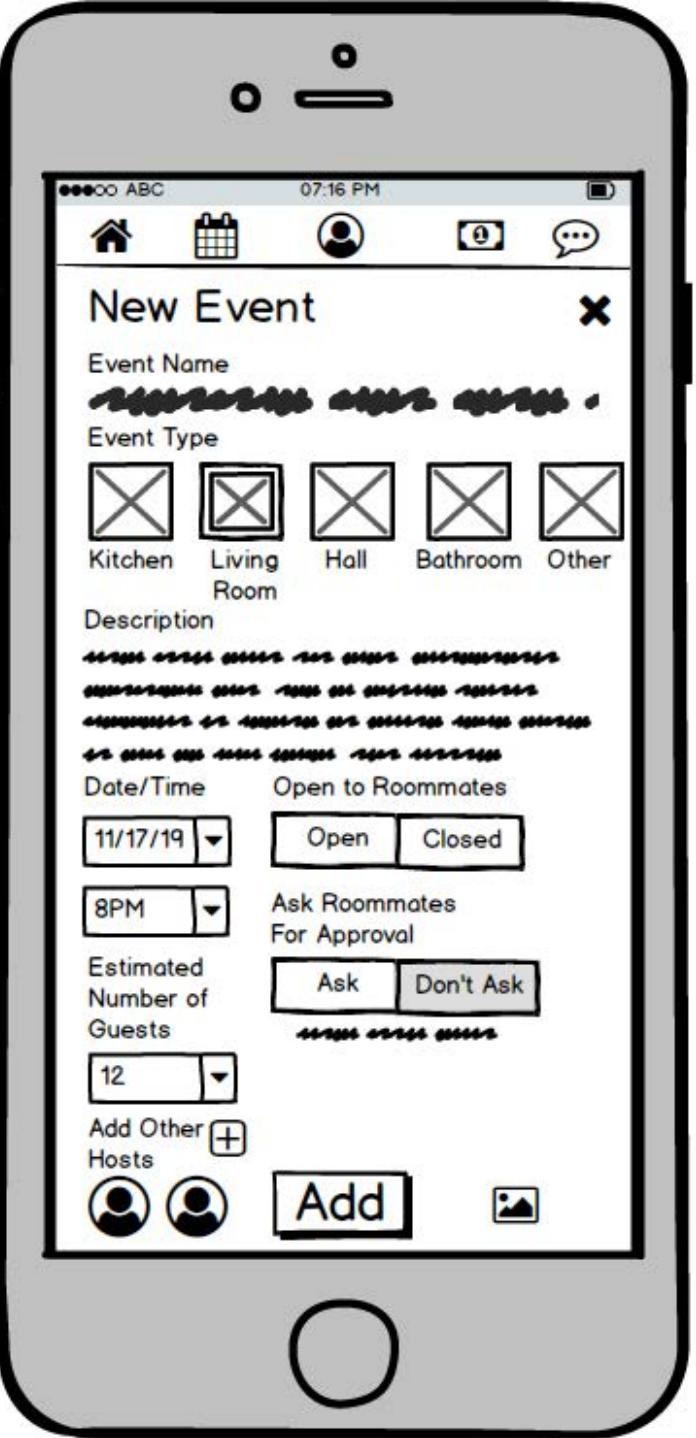
Mobile Wireframes

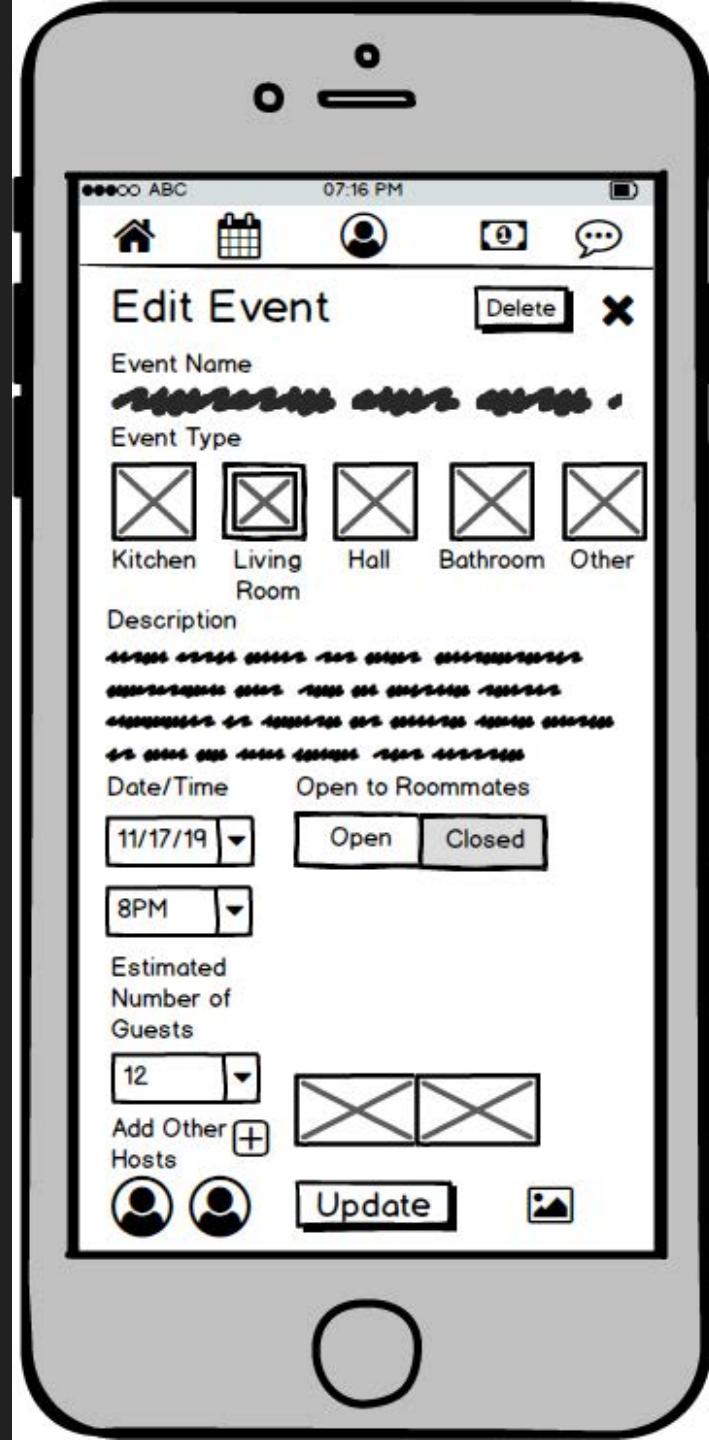
Using Balsamiq, I created grayscale mobile wireframes for the calendar and feed workflows.











Usability Test Plan

With my wireframes designed, I wanted to test them with users so that I could get a better sense of what to improve in my prototype.

OUR SPACE

CHARLES ANDREWS – NOVEMBER 4TH

For spaces with more than 3 roommates trying to coexist, Our Space allows roommates to create a rotating chore chart and shared calendar, write posts airing out grievances or positive comments, and pay and message their landlords or roommates. Instead of scattering this functionality across PayPal, Google Calendar, and messaging apps, Our Space offers a seamless experience that will enhance the relationships amongst people who live together.

I am seeking testing for this project in order to get a better idea about how my initial mockups might be perceived by sample users.

GOALS

- Is the event creation/modification easy to navigate?
- Is chore creation/modification easy to navigate?
- Is the feed easy to interact with?

PARTICIPANTS

Testing will be done with 3 participants outside of the class. I will test them locally and each should have a student background, which is the target audience for the website. The skill level with technology should be that of a college level student.

OBSERVERS

I will have an observer with me to help with note taking.

TEST

The test should take 15 - 20 minutes.

INTRODUCTION (XX MINUTES)

- Use the Moderator Script

PRE-TEST QUESTIONS (XX MINUTES)

Setup: Balsamiq Prototype

Participant's background:

1. What is your major at college?
2. How has your living situation been this past semester?
3. What communication methods do you use to make sure the space is being upheld?
4. How has conflict been solved within your home so far this semester? Any examples without giving away names or specific information?

Project oriented questions:

1. If you have ever made an event page on Facebook, how was your experience in doing so?
2. What types of things allow you to trust websites like Venmo and Paypal with your monetary transactions?
3. Have you ever used Google sheets to make a chore chart? If so what was your experience with doing so like? If not, have you made one another way and how did it go?

WRITE POST (5 MINUTES)

Setup: Balsamiq Prototype

Task:

Write on your house's feed to tell your roommates about the dirty dishes they left in the sink! Let them know who you are.

Things to look for:

1. They press public for new post.

Notes:

1. What features do you think are available under each page in the navigation bar at the top of the website?
2. What would the plus button at the end of post type be used for?
3. How would you add a picture to this post?
4. How would you escape the post?

NEW EVENT (5 MINUTES)

Setup: Balsamiq Prototype

Task:

Create a new event for your household in Our Space that your roommates are not allowed to come to. Then, view one of your previously made event's photos in a larger form.

Things to look for:

1. They press on the + next to Events.
2. They finalize the event with add.
3. They enter view for one of the events and click on the photos at the bottom?

Notes:

1. How would you go to another week's chores and events?
2. How would you show your house that another roommate is helping you throw the party?
3. Based on the new event screen, are your roommates going to have the chance to decide if you can throw the party?
4. How does seeing the previous screen in the background feel to you? Is it positive or negative and why?
5. How would you view the other photos in the event without leaving the expanding photo screen?

DELETE CHORE (5 MINUTES)

Setup: Balsamiq Prototype

Task:

Delete a previously made chore.

Things to look for:

1. They press the edit button to get to the chore deletion.

Notes:

1. What do you expect the edit button to do?
2. When editing: Are edits to the chore immediate or is there something that must happen before they are finalized
3. Once you delete, what screen should you be taken to?
4. Does it bother you that there is no x button in the top right?

Task 1

Write on your house's feed to tell your roommates about the dirty dishes they left in the sink! Let them know who you are.

Task 2

Create a new event for your household in Our Space that your roommates are not allowed to come to. Then, view one your previously made event's photos in a larger form.

Task 3

Delete a previously made chore.

Moderator Script

Moderator Script

Thank you for coming in today. My name is **Charles Andrews** and I'm an Interaction Design student at Northeastern University. Thank you for helping with this research study today.

I will be giving you activities to do on **Our Space** and asking you to work through them. So I won't really be interviewing you, instead I have some written instructions of specific things I'd like you to try.

The purpose of doing this is to understand how we can make the website easier to use. Getting feedback from you really helps us with that. Our session today will take no longer than **15** minutes.

I'm going to take notes as you work and be quiet most of the time. I may ask for clarification from time to time. But mostly I will be listening for your comments. Sometimes I might direct you to a different place on the **Our Space**, or start a new activity before you complete the one you are working on. This is part of the process.

I will give you the activities one at a time; please read the activity out loud and then work at your own pace. Go as far as you would if you were alone. Do what you normally would do if I was not here. When you complete an activity, say, "I'm done" or "I would stop here." I also want you to know there are no right or wrong answers.

If, at any time, you'd like to take a break please let me know.

To help us learn, please tell me what you are thinking or feeling as you work. If you are reading anything on a website, please read some of it out loud so I know what is interesting to you.

Tell me if anything comes to mind that you don't understand or that you think is easy to understand, or that you like or dislike.

If you have questions at any time, please feel free to ask. I might not be able to answer right away, because I don't know the answer or don't want to influence you. So I might ask if we can wait and talk about it at the end of the session.

Any questions before we start?

Usability Test Results Presentation

I created a presentation to summarize and present on my usability test findings.

*full presentation available in process section for Our Space on crandrews.com



Our Space Calendar and Feed Test

Charles Andrews
November 2019

Test Overview

3 local participants:

- Female Political Science and Business major at Northeastern
- Male Political Science and Media Studies major at Northeastern
- Male Data Science major at Northeastern

Tasks included:

1. Write on your house's feed to tell your roommates about the dirty dishes they left in the sink! Let them know who you are.
2. Create a new event for your household in OurSpace that your roommates are not allowed to come to. Then, view one of your previously made event's photos in a larger form.
3. Delete a previously made chore.

Wins

Area/Task	Win
Closing Popup Windows	Most users found the close button being represented by an “x” as intuitive.
Editing Chores and Events	Users were able to easily find the edit button while viewing a previously made event or chore after I repositioned the location to the top of the pop screen.
Index	Users were able to quickly find where to create a post on the index page and liked the use of popup windows while creating a new post.
Navigation Bar	Users were able to correctly guess most of the things that would be on each of the pages in the navigation bar.
Splitting index page between feed and roommate profiles	Participants found these two things to be useful and not confusing when paired together on the same screen.
Previously made event photo expanded view	Participants were able to easily determine how to view photos in an expanded view for events.
Scrolling Through Photos	The use of arrows for scrolling through pictures was easy to understand for participants.

Key Issues

Area/Task	Issue	Recommendation
Adding images to posts, events, and chores	Finding where to add images was difficult for 1 participant.	Make it clearer that the plus button is for adding images.
Not all buttons were clickable for first trial	While creating new posts, events, and chores, some buttons involved with the process were not clickable and confused first participant.	Make all buttons clickable.
Calendar link in navigation bar	Chores were not immediately associated with calendar.	After a short struggle to find chores participants liked that events and chores were in the same place and agreed with the placement.
Editing events and chores	Edit was originally placed at bottom of the view page for event and chores.	Edit should be placed at top of page, as this is where they expected it to be.
Index	Badge for roommate of the month on roommate profile pic was thought be an indicator of that picture being you.	Be more specific about what the badge means.

Type Styles

I chose Avenir as Our Space's font and planned out how the typeface would be used throughout the site.

Avenir
Medium, 24pt

Headline

Avenir
Roman, 18pt

Subheading

Avenir
Light, 10/15

Body nemo enim ipsam voluptatem quia voluptas sit aspernatur aut odit aut fugit, sed quia consequuntur magni dolores eos qui ratione voluptatem sequi nesciunt. Neque porro quisquam est, qui dolorem ipsum quia dolor sit amet, consectetur, adipisci velit, sed quia non numquam eius modi tempora incidunt ut labore et dolore magnam aliquam quaerat voluptatem. Ut enim ad minima veniam, quis nostrum exercitationem ullam corporis suscipit laboriosam, nisi ut aliquid ex ea commodi consequatur? Quis autem vel eum iure reprehenderit qui in ea voluptate velit esse quam nihil molestiae consequatur, vel illum qui dolorem eum fugiat quo voluptas nulla pariatur?

Avenir
Light Oblique, 10/14

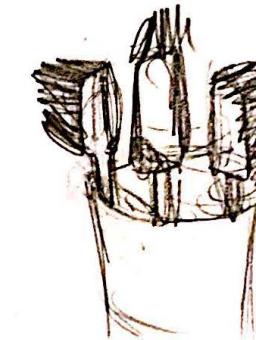
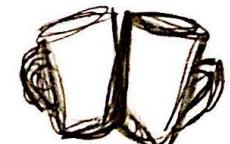
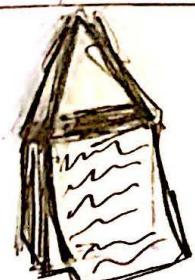
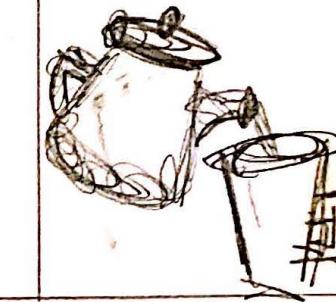
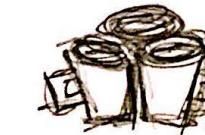
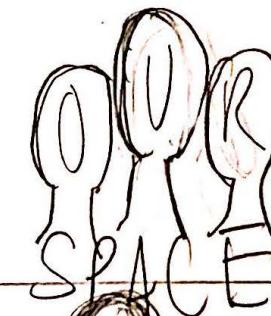
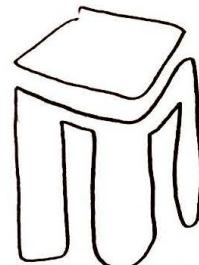
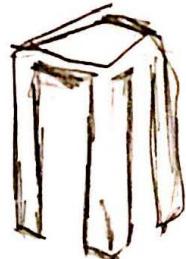
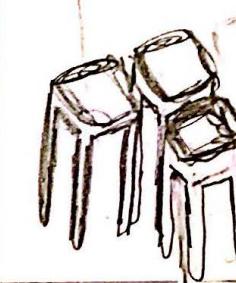
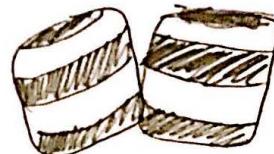
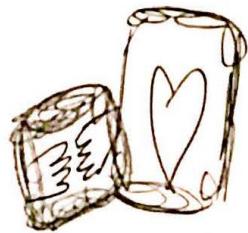
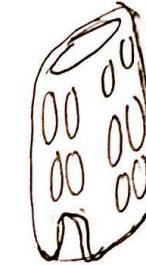
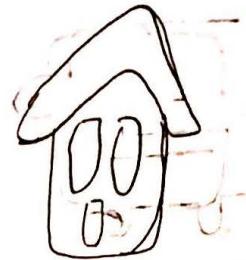
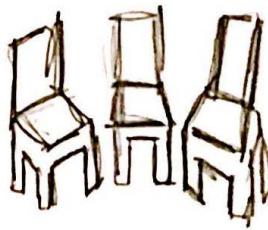
Captions sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque laudantium, totam rem aperiam, eaque ipsa quae.

Avenir
Medium, 11pt

BUTTON LABELS

60 Identity Mark Ideas

In order to brainstorm identity mark ideas, I created 60 sketches to see what came to mind.





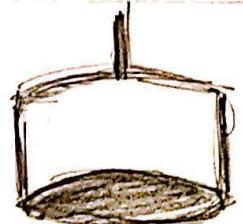
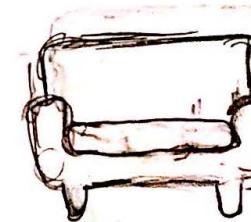
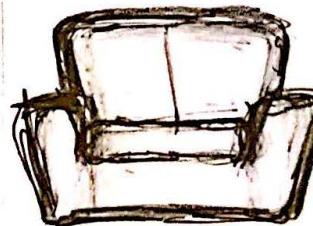
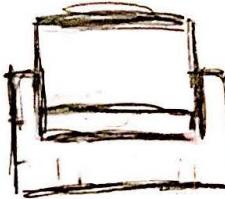
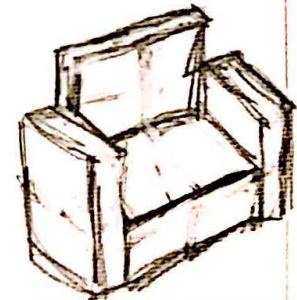
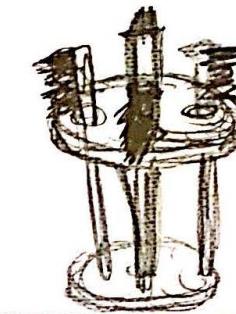
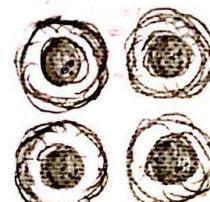
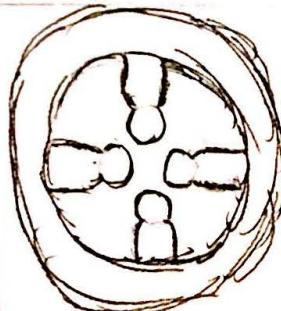
OUR
SPACE



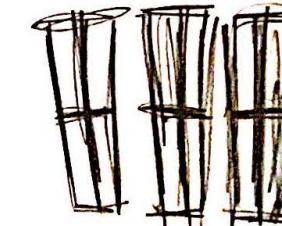
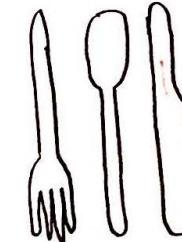
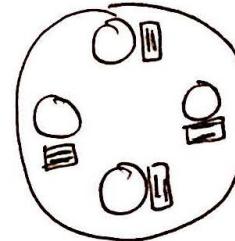
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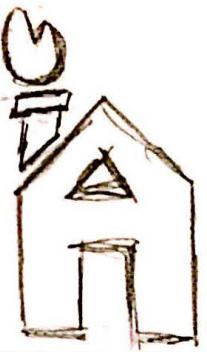


OUR
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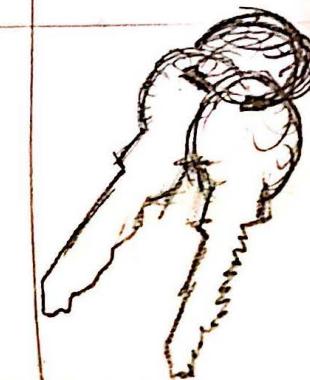
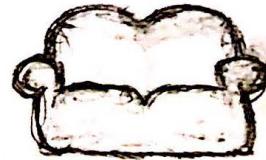
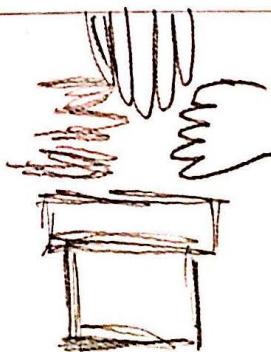
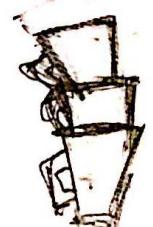
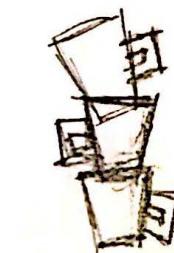
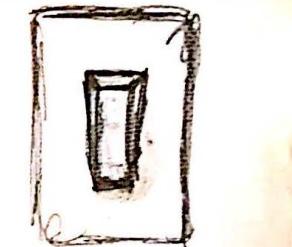
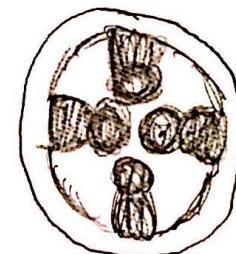
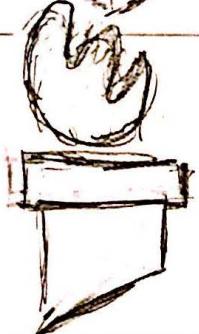
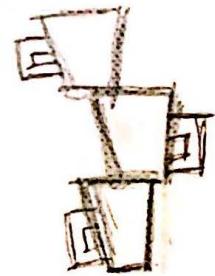
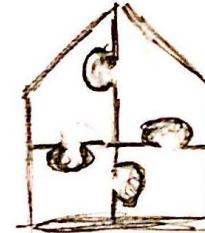
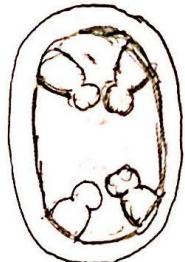
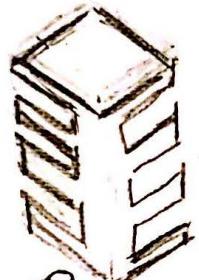
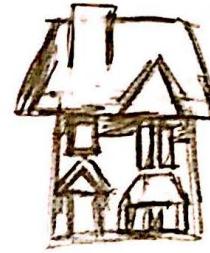


OUR
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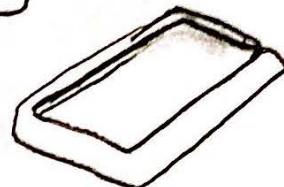
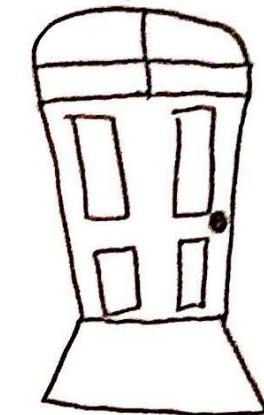
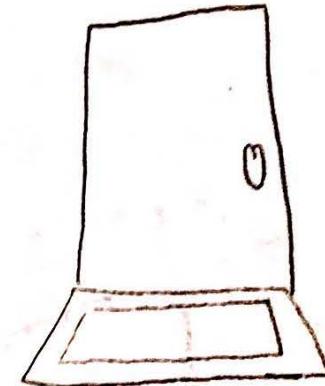
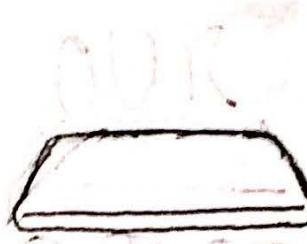
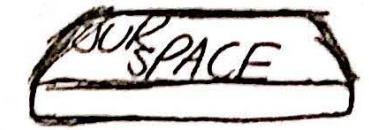


OUR
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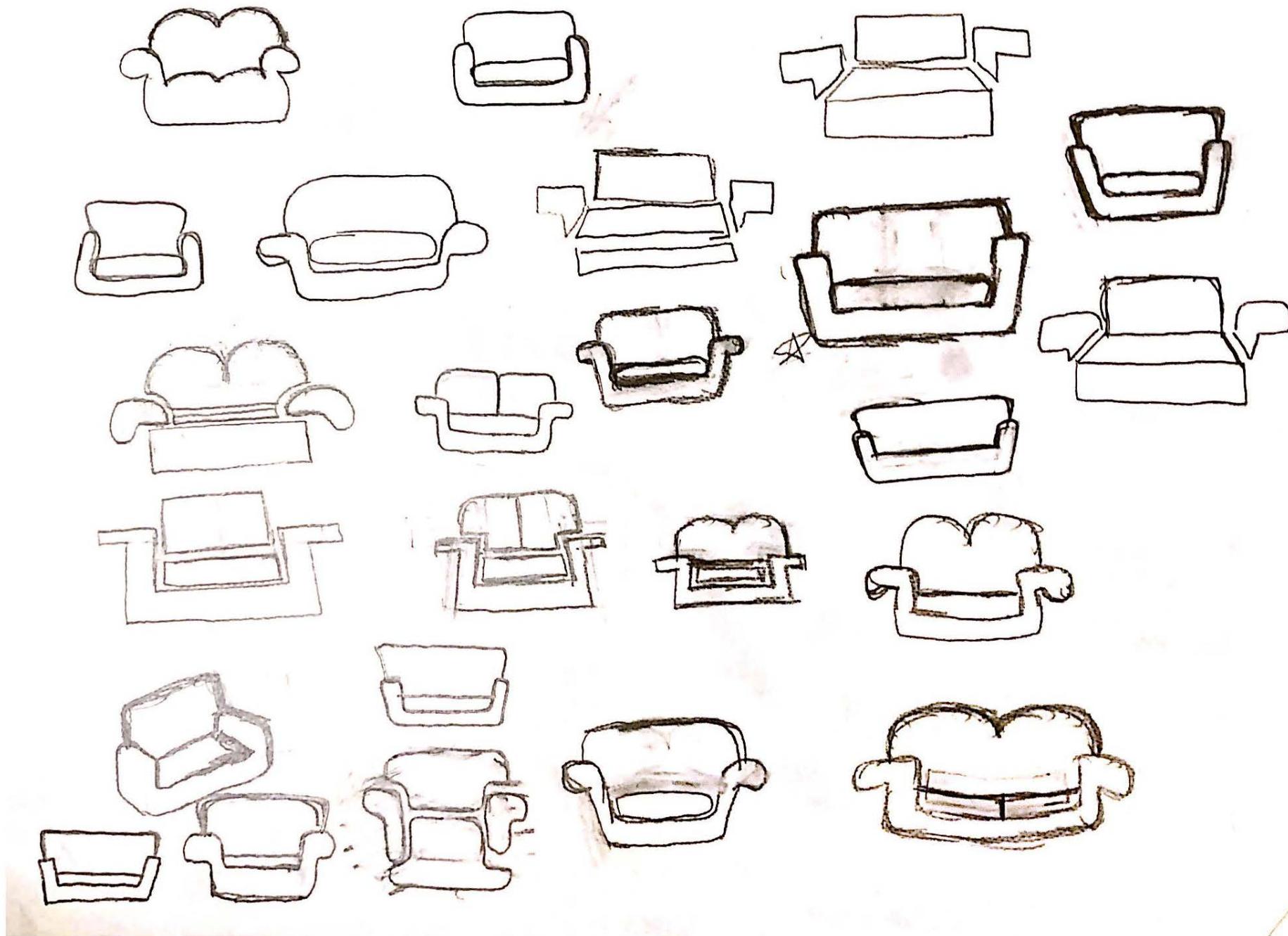


Identity Mark Roughs

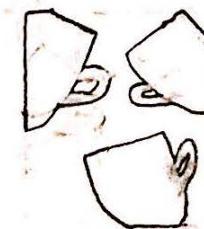
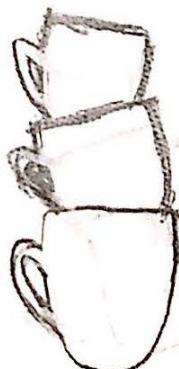
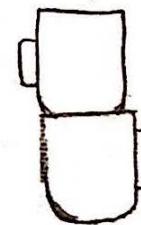
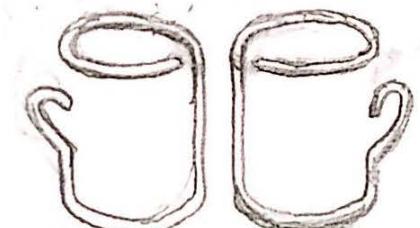
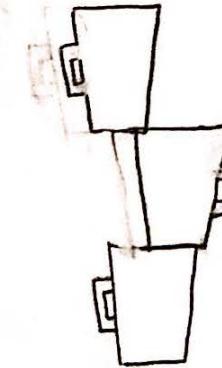
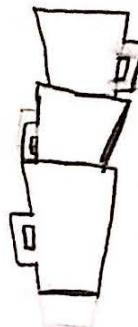
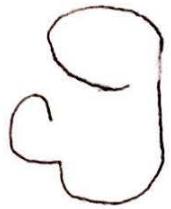
DOORMAT



COUCH

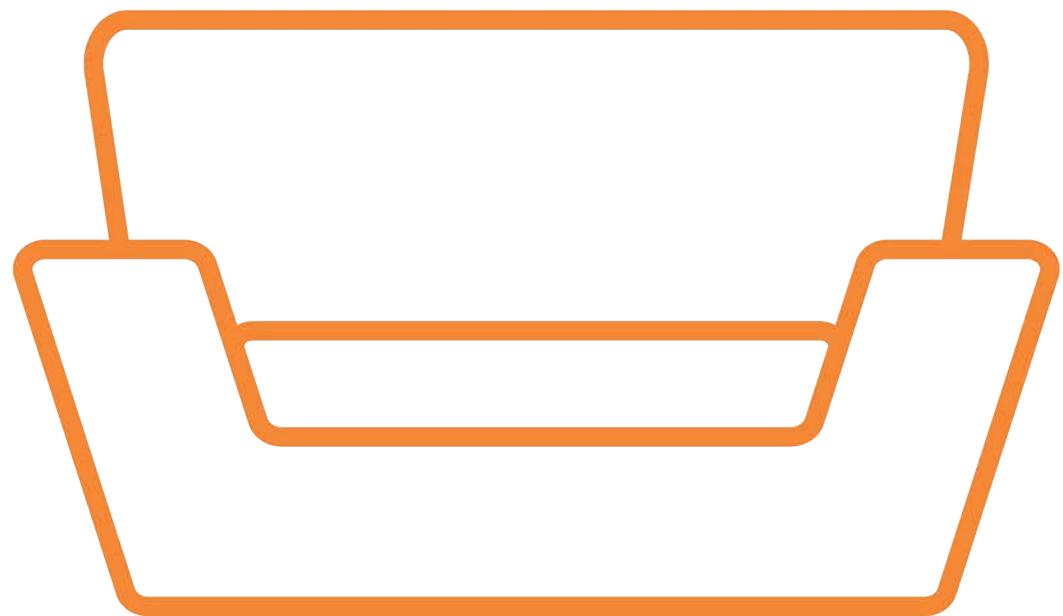


MUGS



OUR SPACE

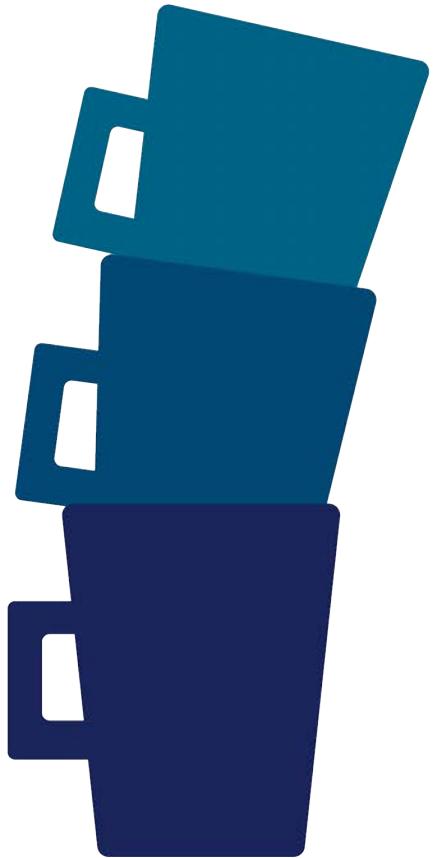
Digital Identity Mark



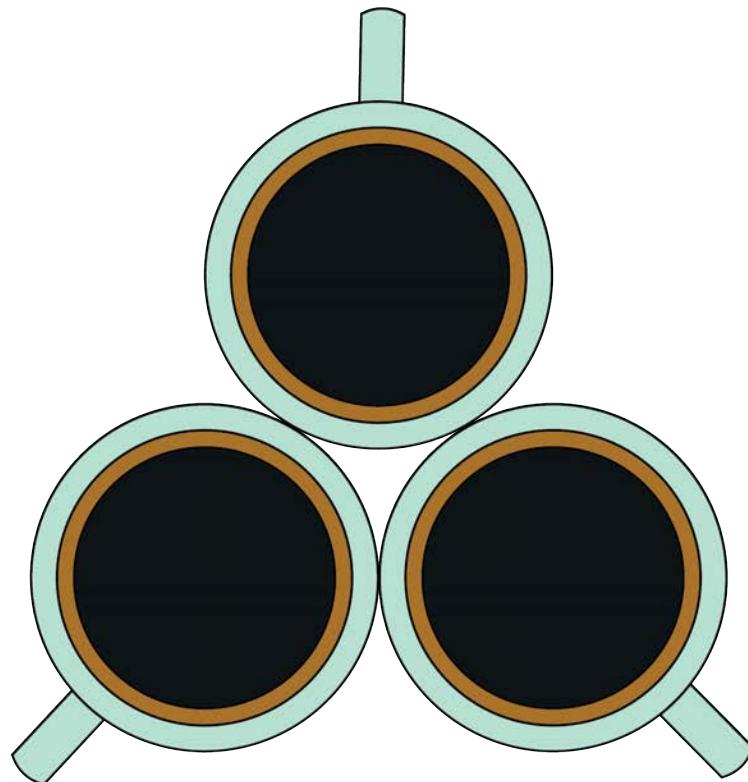


OUR SPACE



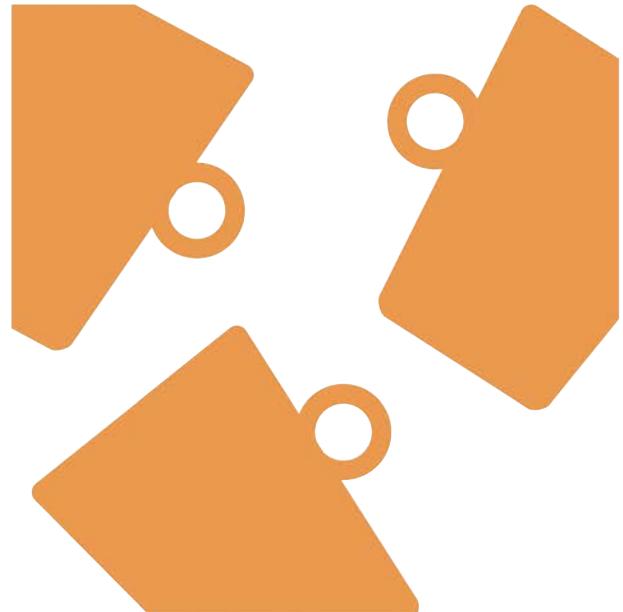








Final Identity Mark



OUR SPACE

DESKTOP UI

OUR SPACE



<Anonymous> Login

100%



OUR SPACE

Democracy to the Roommates.

[LOG IN](#)

[SIGN UP](#)

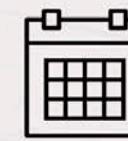
Pay rent and IOU's to
roommates and landlords.



Message your room-
mates and landlord.



Share a calendar of
chores and events.



Post on a roommate
wide digital forum.



<Anonymous> SignUp 1 100%  

Make Your Roommate Profile

[ROOMMATE](#) [LANDLORD](#)

[SIGN UP ON !\[\]\(662cb7492ee9cca2a43caa813172d40d_img.jpg\)](#)

- or -

First Name: Sidney

Last Name: La Fontaine

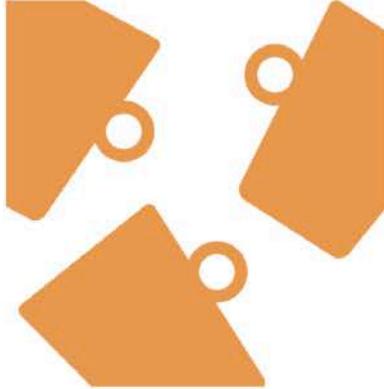
Email: s.lafontaine@northeastern.edu

Password: 

Re-enter Password: 

Hometown: Hartford, CT

[NEXT](#) [CANCEL](#)



OUR SPACE

<Feed> 1 100% 

Calendar Pay Message Log Out

WELCOME TO International Village Room 410

 CJ Andrews

 Pierre Karam

 Sully Barrett

 Sidney La Fontaine

Write Post

What's on your mind...

 **Sully Barret**
12 mins ago

Hi guys! Me and Pierre Karam were wondering what is going on with these tea cups on the counter. I would really appreciate it if whoever did this cleaned them. Thanks for your help!



 **Sidney La Fontaine**
12 mins ago

EDIT

I'm so sorry! I had a teaparty and time just got away from me. I will clean it asap.

Anything to add...

 **CJ Andrews**
2 hrs ago

Calendar Pay Message Log Out

WELCOME TO International Village Room 410

CJ Andrews

Pierre Karam

Sully Barrett

Sidney La Fontaine

Write Post

Hi guys! I just wanted to preface this by saying that it's been a great semester thus far. However, due to personal reasons I am asking that you stop interrupting me while I'm watching tv on my laptop. You guys have been really loud lately and I don't want to shout at you to quiet down but it's almost to that point. Anyways, have a great winter break!

+

+

+

PUBLIC ANONYMOUS POST

Sully Barret 12 mins ago

Hi guys! Me and Pierre Karam were wondering what is going on with these tea cups on the counter. I would really appreciate it if whoever did this cleaned them. Thanks for your help!



● ○ ▲ ↻ 100% ⚙️ ↗

<Chores> 1

Calendar Pay Message Log Out

December 8th - 25th, 2019

I'LL BE AWAY

CHORES +

Sidney La Fontaine

- Take out recycling and trash ▼
- Clean the toilet ▼
- Windex windows ▼

EVENTS □

Sully Barrett

- Clean out fridge ▼
- Wash out trash can ▼
- Unload dishwasher ▼

CJ Andrews

- Clean the shower ▼
- Vacuum bathroom ▼
- Clean kitchen counters ▼

Pierre Karam

- Clean the bathroom sink ▼
- Sweep kitchen and mop ▼
- Set up cable box ▼



New Chore

Chore Name

Mop the kitchen floor

Additional Info

Use the swiffer that is in the storage closet. There are new pads in the sink cabinet. Please do a thorough job!

How often should this reoccur?

- Just this once
- Weekly
- Biweekly
- Monthly

When should this first occur?

- This week
- Next week
- First week of next month

The chore will be assigned to a random household member on the first week of occurrence.

ADD CHORE

CANCEL

Events > 1 100%  

Calendar Pay Message Log Out 

December 8th - 25th, 2019

I'LL BE AWAY

CHORES 

Apartment Party 

Hosted by Sidney in the Living Room
December 12th, 2019 at 8pm
15 people attending
A nice end of the semester party to celebrate the end of finals week. Roommates welcome!

My Brother's Coming to Town 

Hosted by Sully Barrett
December 12th - 15th, 2019
1 person attending
He's coming to visit me at the end of the semester. Shouldn't be a problem because most of you will be gone for winter break.

Study Session for Chemistry 

Hosted by Pierre in the Living Room
December 10th, 2019 at 4pm
4 people attending
Just a nice study session for my final with some friends.

Calendar Pay Message

Rent Due December 31st at 11:59pm

Landlord

CJ Andrews

Pierre Karam

Sully Barrett

Transaction History

What are you paying for?

Rent

One time expense

New recurring payment

What are you paying for? 

Rent

Cost (USD) 

\$1,600

Select a payment method

Visa ending in 2050

American Express ending in 9321

New payment method

Enter CVC code

•••

PAY

Calendar Pay Message <Message> 2 100% Log Out

The screenshot shows a messaging interface with four participants: Landlord, CJ Andrews, Pierre Karam, and Sully Barrett. The messages are as follows:

- Landlord: Hey how's it going? Are you ready for winter break? I have to think of a present for the parents... any ideas????
- CJ Andrews: Maybe I'll get my mom a new candle? I personally enjoy the pine scented ones. Maybe I'll invest. Thoughts on the scent choice?
- CJ Andrews: Yes!!!! The pine ones smell so good. My family used to have those burning 24/7 during the holidays. The smell is kind of potent now that I think of it. Make sure your mom likes the scent because if not she will definitely not be able to ignore the candle's smell.
- CJ Andrews: I'll ask... Yesterday, 6 AM
- CJ Andrews: Yeah so she hates pine. Any other suggestions. She gagged when I mentioned pine to her.
- Pierre Karam: WHATT?? I can't believe that. Maybe try candy cane? That could be fun!!!
- CJ Andrews: Yeah I'll get her that. Today, 9 PM
- Sully Barrett: Hey your mom's here to see you...
- CJ Andrews: Like she's in our apartment? She didn't tell me she was coming???
- Sully Barrett: Well shes here so please hurry. I was going to light the pine scented candle this morning but good thing I didn't because she would have hated it so much.
- Sully Barrett: Yeah good thing lol

A small orange arrow icon is located in the bottom right corner of the message input field.

MOBILE UI

OUR SPACE

