### **Collective Information**

Our user testing tasks were created based on our three main features. We gained many interesting insights from observing the users navigate through the tasks with the “think aloud” method. Overall, the user testing occurred in roughly fifteen minutes, and there were overall ten tasks for the users. The app design receives positive feedback: users appear to be impressed with the app design and how fun and practical the app is. Most of the tasks were easily accomplished by the users. There was no task that users had great difficulty in completing. Specificities in some of the issues the users encounter include two tasks: “Look for a bathroom with full mirror options” and “Look for the bathroom in Bruininks that has the highest rating”. The unclear feedback and lack of a filtration system can be accounted for the above issues. We also realized that our current version of the app is missing certain links between features, which hindered the user from accomplishing tasks easily. Some of the tasks are accomplished in a different way from the experimenter’s initial thought about intended actions. We also found that a bad user experience might impact the user’s mood and doubt themselves and their abilities. This emphasizes the importance of a good and functional app, and are starting point for us to continue refining the product.

### **User Testing Analysis - Ikran**

### The user testing was around fifteen minutes of testing over zoom, the test itself went pretty well as the user accomplished most of the given tasks easily. However, the user did struggle with some of the tasks assigned and even provided me feedback for what the issue was using aloud protocol. My participant was pretty familiar with figma and was able to find her way around with the interaction but did explain that she wished it was more interactive like every action having a reaction. This is reasonable because that is how a typical app would function however, she was aware that it was just a design rather than the functioning app. As for the challenges faced during the testing, the participant experienced three issues that left her to comment about the design. For the first issue found, the participant was asked to find a bathroom with a good full mirror, the participant looked for this feature in the bathroom after finding the bathroom needed rather using the filtration feature presented in the home screen. This would have made the experience much easier if the participant looked at the home page, but it proved to us that people look for information in different areas and that it should be presented in the place they are familiar with exactly like what the participant did. The second issue my participant faced was when they did not understand the task that asked them to find the “highest rated bathroom” portraying that to the user more clearly might be better like putting in a different font/making the size bigger, or even adding it as a feature in the filtration section. Lastly my participant had feedback for us to place the info/help icon in the nav bar rather than in the home screen because it might not be clear to other users. Overall the tasks were easy for the participant to complete though, it was a good experience from what I gathered.

### **User Testing Analysis - Leo**

The user testing I conducted went pretty well, despite some challenges. The process began with obtaining the user consent and initiating the video recording. During the recording, I followed the prescribed researcher’s role in the user testing plan. As the user participant was unfamiliar with the Figma prototyping tools, I explained to him that only the elements highlighted in blue boxes were clickable.

In one of the tasks, the participant managed to intuitively navigate to the final step of the task and attempted to click on the button to view the intended bathroom. However, due to our oversight, the page link was missing. Despite this issue, the participant presented that our UI design facilitated a clear and smooth path to completing the intended task.

Another feasible challenge that we encountered was the feedback from the filter button “Full mirror.” I observed that the participant appeared confused by the resulting actions; instead of displaying a list of lecture halls on the screen, the Bruininks hall pop-up window was shown, causing the participant to re-click the “Full mirror” button repeatedly multiple times. Then the participant struggled to locate the next correct step. This resulted in a lesson of providing clearer feedback as the result of a button action in our UI can enhance user experience.

For the next two screens, rating screen and reporting screen, there weren’t too many issues. I was responsible for some confusion of my participant navigating through the rating pages as I prompted him to do the wrong tasks due to my lack of attention to detail. On the other hand, the experience with the reporting pages was extremely smooth.

Overall, the participants found the mobile app really helpful and there weren’t many error clicks being made throughout the process.

### **User Testing Analysis - Ekin**

### During the user testing, there were three primary issues we’ve encountered and lessons I’ve taken from them. The first and biggest challenge we’ve encountered was that every time the user was struggling to find where to press or get stuck in a page trying to complete a task, she blamed it on herself, and was sometimes visibly embarrassed about not finding a certain feature efficiently. I thought this was interesting because the user is never at fault for not figuring out a task or feature fast enough. It’s the designers job to make everything easy to find and understand. The second challenge was more technical, the user found a few bugs where she got stuck in a page while navigating through the app. I had to interfere and put her black in the main page manually. Finally the last issue was with finding a bathroom to report. The user’s first instinct was to go to the map and search or find the building with the specific bathroom to report. As designers of the app, we’ve assumed that when we have a reporting task, people would automatically go to the report page by pressing the button, however in reality when people want to report a bathroom, they will want to navigate to that bathroom and find any indicative button to navigate to the report page from there. But other than these specific issues, the user was able to successfully complete all the tasks, and even said she has enjoyed the design and aesthetic of the app as well as ensuring that it would be a fun app to use in everyday life.

### **User Testing Analysis - Nyi**

### My user testing session was a valuable learning experience in understanding how individuals interact with our bathroom rating app prototype. During the testing, there were some challenges, primarily related to technical issues with the prototype and some confusion among users regarding certain features.One challenge was that the tester did not realize that she was able to scroll down the page when she was in full screen.The participant assumed that the app did not load properly and tried to use the features that are only visible to her. Another challenge is the usability issue within the app. The participant was confused and a little frustrated when navigating through the app, especially when trying to locate specific bathrooms or features. This is because the user tried to type in using the keyboard instead of the keyboard from the app. During the process I learned the importance of clear and intuitive design in user interfaces. Participants' confusion highlighted the need for more explicit guidance within the app, including clearer instructions on how to interact with different elements.Overall the participant was able to complete the given task easily and gave valuable feedback.

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### **User Testing Analysis - Lennon**

### User testing is always really fun for me because it's a great tool to uncover things that are commonly overlooked by even the greatest product teams. With my user testing specifically, I could talk with and work with someone who was very willing to share what's going through their mind as they're interacting with our app. That was just so great to see because it let me understand a user’s thought process as they’re navigating a completely different product than what they may be used to. One valuable lesson I learned is that it's really important to, even though I do this often flush out all the flows before testing, but just double, triple, and quadruple checking that all the flows make sense based on the insights we want to discover. Something that is really important to emphasize to users when user testing is nothing they do is wrong. Everything they do is an insight that can drive a pivot to significantly improve the product.

### **User Testing Analysis - Rachel**

The user testing experience took around fifteen minutes. Overall, most of the tasks are easily accomplished by the user, and the user had a good impression of the app design and found that the app will be practical. For mapping and navigation, two out of the four tasks brought a bit of confusion to the user, which is mainly caused by the app's feedback design. For the task that users need to look for a bathroom with full mirror options, the user is confused at the results pop up and was hesitant if what he did was correct. Similarly, when asked to choose the bathroom with the highest rating, since there is no filter mode to find “highest”, the user took a while to look for which bathroom actually receives the best rating (based on the stars). The user also navigated to the “Rating” app to look for it. One interesting observation from the user testing is the user also did not get to the top search bar at all and preferred to locate the building by clicking on the map. Before ending the testing session, I ask the user if they have any feedback and suggestions for the app, and the user recommends one feature. They hope that the app would allow users to exit out of navigating mode by simply clicking on the map, instead of having to locate the close sign or click on the Map icon. This is noted down in the Future Plan, so our team can improve the effectiveness of our app. From the user testing, I feel that users would approach tasks differently, and observing the users’ approach to the task, is a good way to think about adding/ fixing features to better the user experience.