**Situating Context**: You are developing a mobile bathroom rating app called Gopher Bathroom, specifically for students enrolled at the University of Minnesota. You would appreciate feedback from *current students* regarding the app's current features and development progress, such as thoughts on the convenience of the services provided and the sense of interacting with other users within the UMN community. In addition, you would like to use this opportunity to spot some potential usability errors and study the user experience for the next stage of application implementation.

**Objectives**:

1. Formative: identify the difficulty of each task and analyze the root causes from the user interface.
2. Formative: collect feedback on which parts of the app are most helpful and intuitive and which parts of app could be modified to better fufill the users needs.
3. Summative: measure the mean and standard deviation of the time duration for each tasks and compare these metrics.
4. Summative: gather the number of errors that occur during each task.
5. Based on the study, refining our initial understanding of our application will provide convenience and benefit for students to navigate on campus.

**Users:** 6 students who are currently enrolled either full-time or part-time at the University of Minnesota and have frequent experience using the bathrooms on campus. The student participants should have different demographic backgrounds, with the goal of achieving a roughly even distribution. Each individual participant will be contacted directly by a user study researcher.

**Setting:** User testing will be conducted using Figma Prototyping. User experience and behaviors will be recorded and observed via either Zoom or in person. If the session is conducted over Zoom, Zoom’s remote control feature will allow the users to interact with the Figma Prototyping.s

**Researcher Roles:** Each researcher will conduct the user study with scheduled participants either through Zoom or in person. The researcher will start off with introducing themselves and explaining the objective of the study, with participants obtaining verbal consent to quit at any time from the researcher. Then, the researcher will provide basic instructions and several tasks, allowing participants to fully engage with the Figma Prototyping tool with no further information. Throughout the study, each researcher will be available and responsible for answering any questions and assisting with tasks if needed while also taking notes on the user behavior. At the end of the session, each researcher will collect formative data and feedback from users by asking post-task questions. Finally, the researcher will thank the participant for providing contributions.

**Methods:** The overall duration of the study will vary based on the participants but should be controlled from approximately 10 minutes to 15 minutes. The procedure goes as follows:

1. Verbal Consent form and introduce the app.
   1. Give a quick overview of what kind of tasks users need to do:
2. Decide on the format for individual researchers: Zoom/ In-person
   1. If Zoom, ask the user to launch Figma or provide remote control access
3. Create a short user instructions doc for everyone’s use on how to guide our users:

* Script for introduction: [Script](https://docs.google.com/document/d/1iBaxJUlSbQXyPMzFR2ICckZoFxPmunQKhJSPYNjLH04/edit?usp=sharing)
* List of tasks for user testing: [User Testing](https://docs.google.com/spreadsheets/d/1tvSBQQZoyPfoH7DRubrg3koRyeNGq7Jb2WNhwhDT3zU/edit?usp=sharing) (each can take separate notes in a Google doc and share the link later, or fill in the “Additional Notes”) column
* We will have our users do “think aloud.”

1. Plans for particular challenges -- what do you do if the user navigates outside your completed prototype? When do you intervene if the user is stuck, etc.
2. Decide on tasks we want users to complete: name a task and let users show us how they would navigate through the app to do the given task.

**Metrics (for all tasks):**

1. Qualitative: Any verbal dissatisfaction from participants.
2. Qualitative: The reasoning behind user actions or behaviors.
3. Qualitative: User feedback.
4. Quantitative: The mean and standard deviation of time duration for completing a task
5. Quantitative: The number of mistakes.

**Tasks**:

1. **Map + Navigating**
   1. Search for a bathroom in Bruininks on the 3rd level
   2. Click on map Icon and now find a bathroom with good full mirror
   3. Find directions to go to Bruininks, and let us know how long the walk to Bruininks would take. Once done, exit the navigation.
   4. Pick the Bruininks bathroom with the highest rating and view
2. **Rating**
   1. Rate 3 stars to the Bruininks bathroom at level 1
   2. Rate 1 star and comment about the sink / faucets (main pretend issue) and write details
3. **Reporting an issue**
   1. Report an issue about a privacy and safety issue (gender inclusion) at Ackerman Hall, bathroom 1-1
   2. Report 2 different supply issues: hand soap and toilet paper at Ackerman Hall, bathroom 1-1
   3. Find and read out the number used to report immediate issues
4. **Find instructions on how to use certain features**

* Asks if the app would be helpful for users’ need
* Asks for feedback