

HCI – 440: INTRODUCTION TO USER-CENTERED DESIGN

GROUP ASSIGNMENT 4

Group 1

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Executive Summary

In order to test our design decisions, we shared our Figma prototype app design with volunteers to see how it worked. Ideally, we wanted to include users like Tripthi (who needs more help) and Priya (who has family support), but due to limitations, we focused on a scenario designed for someone like Tripthi. Overall, the application is a great tool for both users like Tripthi and Priya.

To run the tests, we created a plan and recruited participants. We conducted individual tests where each person, after giving consent, received a scenario with tasks and an explanation of what we were looking for. We also prepared scripts for interviewers and a questionnaire for after the test.

Based on the feedback we received, we improved the app. Most of the suggestions were made to improve the apartment listings section. We added ratings for the apartment listings, enabled a map view button in the apartment listings description, provided an option to leave a comment or review about a property in accommodation descriptions, included the option to sign up/sign in with DePaul credentials, and finally, changed the phrase "I know it's tiring" on the survey questionnaire page. While some of the changes were minor, they were important in improving the overall design of the application.

We followed a similar approach as per our previous group projects, setting deadlines and meeting to discuss findings after our presentation. While we prepared the test materials together, the tests themselves were individual to see how users interact with the app on their own.

Test Plan

Formation of the Test Plan:

After reviewing the project instructions, we decided to determine the number of participants for our usability test. Following an in-person discussion, we concluded that we needed as much feedback as possible and decided to conduct one usability test each, resulting in a total of four usability tests. We chose participants from our contextual inquiries because they provided valuable insights based on their real-world experiences and had used numerous applications and sources during their apartment search process, making them ideal for our testing.

Next, we developed a test script for everyone to follow. We first identified the test objectives, derived mainly from our non-functional requirements, and ensured each application feature met its intended purpose. Our goal was to identify any usability issues within our application. We created tasks based on these objectives and incorporated them into the script. We also developed test scenarios for each objective to guide users through realistic usage situations. Initially, we used Balsamiq for our prototype but later transitioned to Figma to facilitate easier testing by sharing a Figma link accessible on smartphones.

Conducting the Test:

Once the testing script was documented in a shared OneDrive Word folder, each team member was responsible for conducting their test. During the tests, we first obtained informed consent from the users and explained the test script to them. To gain insights into their thought processes, we encouraged a 'think aloud' approach as they interacted with our application. While the users performed the tasks, we took detailed notes on our observations. Afterward, we asked scenario-specific questions about their experience with each feature and followed up with questions on the overall design and layout. We also sought recommendations on improving existing processes and adding new features.

Some of the questions we asked included:

1. Was the login process straightforward?
2. Were there any fields or instructions that were unclear?
3. How would you rate the process of answering the survey questions? Was the process intuitive?
4. Was the search feature easy to understand, and was the information provided useful?
5. Was the profile information detailed and helpful in making a decision? What additional information would be useful?

Results Summary

Overall Feedback:

Overall, we received positive feedback from the users. Many were impressed with the minimalist design and found it easy to navigate. The terms 'user friendly,' 'straightforward,' 'easy to comprehend,' and 'organized' were commonly used by our users while navigating through the scenarios.

Task Completion:

Users took an average of 17 minutes to complete the scenarios, which involved finding suitable accommodation using our test script. All users were able to complete all the scenarios.

Navigation and Design:

Most users found the navigation easy and appreciated the minimalist design, which aligned with our goal. The dashboard, which presented options for choosing accommodation and viewing profiles of potential roommates, was particularly well-received. Users liked the easily locatable menu and the overall design of the application.

Profile Section:

Initially, most users were hesitant to upload their profile image in the profile section and usually wanted to skip that part. However, almost everyone wanted to see the profile section of the roommates who had posted the listings.

Survey Questionnaire:

The survey questionnaire took quite some time for users as it was designed to understand their preferences. They had some questions, issues and recommendations regarding its design but were able to complete it. Once they completed this part, users easily browsed through the recommendations and the match percentage provided.

Major Positives:

- Users appreciated the ability to view profiles of potential roommates.
- They found the main navigation straightforward once they understood the layout.
- The dashboard was a highlight for users, as it facilitated easy access to accommodation options and roommate profiles.

- Many users, who had prior experience with applications like Zillow and Apartments.com, appreciated our focus on user empathy. They particularly valued our comprehensive questionnaire and personalized recommendations, which they found to be missing in other applications.

Issues Encountered:

There were no major difficulties reported during the testing. However, there were some recommendations provided by the users, which are included in the recommendations section.

Findings and Recommendations Summary

The usability testing of the App prototype provided valuable insights into its strengths and areas for improvement. Overall, users found the application intuitive and user-friendly, with a clean design and straightforward navigation.

We received several recommendations regarding design, useability and functionality. We were able to consolidate our data and collectively focus our redesign ideas towards streamlining the functionality and useability of the App. We wanted to incorporate any features that would enhance the output and create ease of usage for our users.

The major findings and recommendations based on the test results and user suggestions are as follows:

Findings and Recommendations

Findings: The login process is generally straightforward, but some users suggested the option of using a university-specific login (e.g., DePaul credentials) for better integration.

Recommendations: Add the option to log in with university credentials to enhance convenience and integration.

Findings: The communication choices on the survey page gave the impression of being a tiresome task, which was not welcomed by the user.

Recommendations: Change the communication aspect to something that is perceived as welcoming and less exhaustive.

Findings: Property details were comprehensive and easy to understand. Users suggested additional information such as neighborhood amenities and property reviews so they can assess the viability of a listing.

Recommendations: Add information on neighborhood amenities and property reviews (5 stars) along with customer reviews on the property view page so that users can assess the viability of a property.

Findings: Users expected a feature that would allow them to leave a review in case they have already experienced a listing.

Recommendations: Add a feature that would allow users to leave a comment/review regarding the listing on the app.

Findings: Users found it difficult to assess the proximity of the property from their university and the location of the listed property, which created ambiguity.

Recommendations: Add a map feature along with each listing which would allow users to assess the neighborhood, location, and proximity of the property and help them make an informed choice.

Redesign Summary

After conducting usability testing based on user recommendations, we have made five changes to our application:

1. Added ratings for houses in accommodation descriptions.

Tested

← Search



\$2500/mo  

3 bed 1 bath 1,000 sq ft
1116 W Polk St Unit 2, Chicago, IL 60607
88% Match

Your Share:
\$750/mo for 1 bedroom.

Description:
This spacious 3 bed, 1 bath apartment at 1116 W Polk St Unit 2, Chicago, IL 60607, is perfect for those looking for a friendly and shared living environment. Currently, two roommates are occupying the apartment and are seeking a third roommate to join them. Enjoy the modern amenities and convenient location while sharing costs with like-minded individuals.

Amenities:

In unit Laundry	Dishwasher
A/C & Heating Unit	Furnished kitchen
Patio/balcony	Hardwood Flooring
Excellent transit	

Community Amenities:

Door Attendant	Fitness Center
Patio/balcony	Hardwood Flooring

Preferred Commutes:

Grocery Store	0.3 miles
DePaul CDM	1.4 miles
Deaborn Park	0.2 miles

[Send a Message](#)

Revised

← Search



\$2500/mo  

3 bed 1 bath 1,000 sq ft
1116 W Polk St Unit 2, Chicago, IL 60607
88% Match

★★★★☆

Your Share:
\$750/mo for 1 bedroom.

Description:
This spacious 3 bed, 1 bath apartment at 1116 W Polk St Unit 2, Chicago, IL 60607, is perfect for those looking for a friendly and shared living environment. Currently, two roommates are occupying the apartment and are seeking a third roommate to join them. Enjoy the modern amenities and convenient location while sharing costs with like-minded individuals.

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Preferred Commutes:

Grocery Store	0.3 miles
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[Send a Message](#) [Leave a review](#)

2. Enabled a map view button in accommodation descriptions.

Tested

← Search



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Patio/balcony	Hardwood Flooring
Excellent transit	

Community Ameneties:

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Patio/balcony	Hardwood Flooring

Preferred Commutes:

Grocery Store	0.3 miles
DePaul CDM	1.4 miles
Deaborn Park	0.2 miles

Send a Message

Leave a review

3. Provided an option to leave a comment or review about a property in accommodation descriptions.

Tested

← Search



\$2500/mo



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88% Match

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Description:

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Revised

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Preferred Commutes:

Grocery Store	0.3 miles
DePaul CDM	1.4 miles
Deaborn Park	0.2 miles


Send a Message

Leave a review



4. Included the option to sign up/sign in with DePaul credentials.

Tested




Please enter email id

Please enter password

[Forgot Password? Reset here](#)

Submit

Revised



Please enter email id

Please enter password

[Forgot Password? Reset here](#)

Login with DePaul Credentials

Submit

5. Changed the phrase "I know it's tiring" from the survey questionnaire page.

Tested

I know its tiring...

But one last Surveyrama before we send our rats looking for rentals...

Accommodation Preference

Budget for Accommodation

Min	▼	Max	▼
-----	---	-----	---

Proximity to University

Would you like to have roommates?

If yes, please select preference?

[Next](#)

Revised

One last Surveyrama before we send our rats looking for rentals...

Accommodation Preference

Budget for Accommodation

Min	▼	Max	▼
-----	---	-----	---

Proximity to University

Would you like to have roommates?

If yes, please select preference?

[Next](#)

Appendix

Individual Contribution

Mehak

In this project, with the help of group members, I created the comprehensive questionnaire that guided our testing sessions and actively participated in all team meetings to ensure alignment and progress. I carried out an in-person test using the Figma Link with a user and noted my test results in the shared project document. Furthermore, I was responsible for the findings and recommendations summary which included synthesizing user feedback into actionable insights for improving the prototype. I was also involved in the redesigning process of some of our features based on findings. I actively helped with other parts of the project. Finally, I was responsible for proof reading, formatting and submitting the final document.

Godwin

For this project, I took on the task of initiating meetings and discussions about usability testing. I contributed to the testing plan by identifying key features and questions for our tests. I created a shareable folder for our project documentation and communicated the deliverables at each stage of our project. I conducted my usability test with my contextual inquiry participant and submitted detailed results to the document. After receiving recommendations from our users, I was involved in deciding the redesign of some of our key features along with our members and ensured that these changes were effectively communicated and implemented.

Regarding the documentation, I was responsible for devising the test plan and consolidating the results of all our tests into a result summary highlighting the key points. I also helped with formatting and proofreading both individually and as a group before the final submission.

Ashish

I created the Figma prototype for this project and used it for usability testing. I tested it with one of the participants in my contextual inquiry and wrote detailed feedback based on their input, which helped identify necessary changes in our wireframe design. After the usability testing, I incorporated the recommended changes from our users into the application. I also wrote the redesign summary. Additionally, I actively participated in discussions to create a test plan, task scenarios, and questions for our testing. I proofread the document for errors and contributed to consolidating the document.

Abdullah

For this project, I was responsible for writing the executive summary where I consolidated the whole document in a single paragraph so that the reader gets a better idea of the direction we are headed. I also interviewed a participant to get his feedback on our app as part of the usability testing. I conveyed the suggestions made by the tester and made sure that these suggestions were incorporated into the final design.

Also, I participated in discussions to formulate a plan to get feedback on our application. Finally, I proofread the document and suggested some changes to make so that the final document was coherent and error-free.

Test Roles

Our team performed usability tests individually. This allowed for every individual to be the greeter, facilitator, and observer during their test. The user testing was performed with 1 volunteer by each group member. The interview was performed in person to enable better understanding of the user requirements and needs so that they can be addressed accordingly.

Consent Form

Thank you for participating in our user testing session for the Lease Ease application. Before we begin, please note that the purpose of this study is to gather feedback on the usability and functionality of the Lease Ease application prototype. Your insights will help us improve the design and user experience.

During this session, you will be asked to complete a series of tasks using the application prototype. You will also be asked to provide feedback on your experience through a series of questions.

Your participation is entirely voluntary. You may choose to withdraw from the study at any time without any penalty or explanation.

All information collected during this session will be kept confidential. Your responses will be anonymized and used solely for the purpose of improving the application.

There are no known risks associated with your participation. While there are no direct benefits to you, your feedback will contribute to the development of a better product.

By participating in this session, do you acknowledge that you have read and understood the information provided above and consent to participate in this user testing session?

Task Scenarios and Questions

Task: Log in using the credentials provided.

Scenario: You have just opened the Lease Ease application. You need to access your account to start searching for accommodation. Use the email and password fields to log in. If you don't remember your password, try the "Forgot Password?" link.

Question: Was the login process straightforward?

Task: Fill in the details on the "Let's get you started..." page and upload a profile picture.

Scenario: After logging in, you are prompted to set up your profile. Fill in your full name, gender, date of birth, contact number, and program details. Also, upload a profile picture by clicking on the upload icon.

Question: Were there any fields or instructions that were unclear?

Task: Select your accommodation preferences, budget, proximity to the university, and roommate preferences.

Scenario: You are asked to provide your accommodation preferences. Select your budget range, preferred proximity to the university, and indicate if you would like to have roommates. Choose specific preferences if applicable.

Question: How would you rate the process of answering the survey questions and was the process intuitive?

Task: Use the search feature to find accommodation that fits your preferences.

Scenario: Now that your preferences are set, use the search feature to find accommodations. Type in specific keywords or filter options that match your criteria. View the suggestions provided.

Question: Was the search feature easy to comprehend and the information portrayed useful?

Task: Click on a property to view its details.

Scenario: From the search results, select a property that interests you to view more details. Review the description, amenities, rent details, and other relevant information.

Question: Were the property details comprehensive and easy to understand? Is there any additional information you would like to see?

Task: Send a connection request to a potential roommate.

Scenario: Identify a potential roommate from the suggestions list and send a connection request. Click on their profile and use the connection request feature.

Question: Was it easy to comprehend the connection request feature?

Task: Check the notifications for messages and connection requests.

Scenario: Open the notifications panel to see any new messages or connection requests. Review and respond to the notifications as needed.

Question: How would you improve the notification system?

Task: View a potential roommate's profile information.

Scenario: Select a potential roommate's profile from the search or suggestion list. Review their bio, hobbies, and any other provided information.

Question: Was the profile information detailed and helpful in deciding? What additional information would be useful?

Task: Edit your profile and accommodation survey.

Scenario: Access your profile settings and make changes to your personal information and accommodation survey responses. Save the changes once done.

Question: Did you face any difficulties while navigating and editing the profile?

Follow-Up Questions

1. **Usability:** On a scale of 1 to 10, how would you rate the overall usability of this prototype?
2. **Design Feedback:** What do you think about the design and layout of the pages? Is there anything you would change?
3. **Feature Requests:** Are there any features you expected to find but didn't? What additional features would be helpful?
4. **User Experience:** Describe any frustrations you encountered while using the prototype. How could these be addressed?
5. **Overall Satisfaction:** Would you use this application based on your experience with the prototype? Why or why not?

Detailed Results

Mehak

Task: Log in using the credentials provided.

Scenario: You have just opened the Lease Ease application. You need to access your account to start searching for accommodation. Use the email and password fields to log in. If you don't remember your password, try the "Forgot Password?" link.

Question: Was the login process straightforward?

Answer: Yes, the login process was straightforward, and I did not encounter any issues. The fields for email and password were clear, and the "Forgot Password?" link was visible. There should be a clear indication of the DePaul Credential input for further clarification.

Task: Fill in the details on the "Let's get you started..." page and upload a profile picture.

Scenario: After logging in, you are prompted to set up your profile. Fill in your full name, gender, date of birth, contact number, and program details. Also, upload a profile picture by clicking on the upload icon.

Question: Were there any fields or instructions that were unclear?

Answer: Completing the profile was easy. All fields were clearly labeled. However, the instructions for uploading a profile picture could be more detailed.

Task: Select your accommodation preferences, budget, proximity to the university, and roommate preferences.

Scenario: You are asked to provide your accommodation preferences. Select your budget range, preferred proximity to the university, and indicate if you would like to have roommates. Choose specific preferences if applicable.

Question: How would you rate the process of answering the survey questions and was the process intuitive?

Answer: Answering the survey questions was intuitive and straightforward. The survey took a little longer than expected.

Task: Use the search feature to find accommodation that fits your preferences.

Scenario: Now that your preferences are set, use the search feature to find accommodations. Type in specific keywords or filter options that match your criteria. View the suggestions provided.

Question: Was the search feature easy to comprehend and the information portrayed useful?

Answer: The search feature was easy to comprehend, and the recommendations portrayed seemed helpful.

Task: Click on a property to view its details.

Scenario: From the search results, select a property that interests you to view more details. Review the description, amenities, rent details, and other relevant information.

Question: Were the property details comprehensive and easy to understand? Is there any additional information you would like to see?

Answer: The property details were comprehensive and easy to understand. I would have liked to see extra information on neighborhood amenities and safety ratings and reviews from previous renters.

Task: Send a connection request to a potential roommate.

Scenario: Identify a potential roommate from the suggestions list and send a connection request. Click on their profile and use the connection request feature.

Question: Was it easy to comprehend the connection request feature?

Answer: Sending a connection request was easy to comprehend.

Task: Check the notifications for messages and connection requests.

Scenario: Open the notifications panel to see any new messages or connection requests. Review and respond to the notifications as needed.

Question: How would you improve the notification system?

Answer: Notifications were clear but a bit cluttered. It would have been better if these were categorized for messages and connection requests.

Task: View a potential roommate's profile information.

Scenario: Select a potential roommate's profile from the search or suggestion list. Review their bio, hobbies, and any other provided information.

Question: Was the profile information detailed and helpful in making a decision? What additional information would be useful?

Answer: The profile information was detailed and helpful. Including customer reviews or ratings for potential roommates would help me understand the legitimacy of the listing.

Task: Edit your profile and accommodation survey.

Scenario: Access your profile settings and make changes to your personal information and accommodation survey responses. Save the changes once done.

Question: Did you face any difficulties while navigating and editing the profile?

Answer: Editing the profile and survey responses was easy and straightforward. I did not face any difficulties.

Follow-Up Questions

Usability

Question: On a scale of 1 to 10, how would you rate this prototype's overall usability?

Answer: I would rate the overall usability of this prototype an 8. The interface is intuitive and easy to navigate, but there are a few areas where additional guidance could be useful.

Design Feedback

Question: What do you think about the design and layout of the pages? Is there anything you would change?

Answer: The design and layout are clean and user-friendly. However, I would suggest adding more color contrast to make important buttons stand out and perhaps a more consistent use of icons across different pages would be nice.

Feature Requests

Question: Are there any features you expected to find but didn't? What additional features would be helpful?

Answer: I expected to find a feature for user reviews or ratings for properties and potential roommates. I think adding a map view for properties and a calendar for scheduling viewings would also be very helpful.

User Experience

Question: Describe any frustrations you encountered while using the prototype. How could these be addressed?

Answer: One frustration was the lack of detailed guidance on uploading a profile picture. Clearer instructions or tooltips would resolve this. Additionally, navigating back to the home page from deeper within the app could be made more intuitive with a consistent home button.

Overall Satisfaction

Question: Would you use this application based on your experience with the prototype? Why or why not?

Answer: Yes, I would use this application. It provides a comprehensive solution for finding accommodation and potential roommates within DePaul University, and its overall design is easy to understand.

Godwin

Task: Log in using the credentials provided.

Scenario: You have just opened the Lease Ease application. You need to access your account to start searching for accommodation. Use the email and password fields to log in. If you don't remember your password, try the "Forgot Password?" link.

Question: Was the login process straightforward?

Answer: The process was straightforward. Could log in using my email and password without any issues. It would've been helpful to use my DePaul username to log in as I would prefer sharing my DePaul email over my personal one.

Task: Fill in the details on the "Let's get you started..." page and upload a profile picture.

Scenario: After logging in, you are prompted to set up your profile. Fill in your full name, gender, date of birth, contact number, and program details. Also, upload a profile picture by clicking on the upload icon.

Question: Were there any fields or instructions that were unclear?

Answer: Clear layout of the profile sections. Fairly easy to complete.

Task: Select your accommodation preferences, budget, proximity to the university, and roommate preferences.

Scenario: You are asked to provide your accommodation preferences. Select your budget range, preferred proximity to the university, and indicate if you would like to have roommates. Choose specific preferences if applicable.

Question: How would you rate the process of answering the survey questions and was the process intuitive?

Answer: I love the metaphor “One last surveyrama before we send our rats looking for rentals”. Nice flow of questions. I didn’t feel like I was answering them as it was just selecting the options.

Task: Use the search feature to find accommodation that fits your preferences.

Scenario: Now that your preferences are set, use the search feature to find accommodations. Type in specific keywords or filter options that match your criteria. View the suggestions provided.

Question: Was the search feature easy to comprehend and the information portrayed useful?

Answer: The feature was useful, and the recommendations were helpful. Was able to find what I was looking for.

Task: Click on a property to view its details.

Scenario: From the search results, select a property that interests you to view more details. Review the description, amenities, rent details, and other relevant information.

Question: Were the property details comprehensive and easy to understand? Is there any additional information you would like to see?

Answer: I liked the main pictures of the property displayed. I was able to visualize it in real-time. The no of roommate icon was really good. I really loved the match percentage. The details section I feel was too crowded. It could've used clip arts/images for amenities. I would like a map section showing the location of the property.

Task: Send a connection request to a potential roommate.

Scenario: Identify a potential roommate from the suggestions list and send a connection request. Click on their profile and use the connection request feature.

Question: Was it easy to comprehend the connection request feature?

Answer: Easy to send a request. I would like to see a brief description of the person before sending a request. I also liked sending a text message along with the request and would send a sentence or two about me.

Task: Check the notifications for messages and connection requests.

Scenario: Open the notifications panel to see any new messages or connection requests. Review and respond to the notifications as needed.

Question: How would you improve the notification system?

Answer: Easy to view connection requests and to respond in the notification section. Both the accept and reject icons have the same color. Could have given green for accept and red for reject.

Also, the icons could've been quite spaced out. Also, preview of message in this section would've been useful.

Task: View a potential roommate's profile information.

Scenario: Select a potential roommate's profile from the search or suggestion list. Review their bio, hobbies, and any other provided information.

Question: Was the profile information detailed and helpful in making a decision? What additional information would be useful?

Answer: The information was quite helpful. I was able to view the profile. Icons for hobbies and would like to view the preference of the person (vegetarian, vegan, community, language, etc.). Also, I feel that the accept, decline feature is not needed when viewing the profile of the person.

Task: Edit your profile and accommodation survey.

Scenario: Access your profile settings and make changes to your personal information and accommodation survey responses. Save the changes once done.

Question: Did you face any difficulties while navigating and editing the profile?

Answer: Again, it was very easy to edit my profile. Typically liked the fact that I could edit my profile later with my changing preferences at any point in time.

Follow-Up Questions

Usability

Question: On a scale of 1 to 10, how would you rate this prototype's overall usability?

Answer: I would give an 8.5. All the features were very efficient and easy to use.

Design Feedback

Question: What do you think about the design and layout of the pages? Is there anything you would change?

Answer: The design was minimalistic and well thought out, though it lacked some small details regarding the icons and their placement.

Feature Requests

Question: Are there any features you expected to find but didn't? What additional features would be helpful?

Answer: An actual feature to view all the chats other than just the notification would've been helpful.

User Experience

Question: Describe any frustrations you encountered while using the prototype. How could these be addressed?

Answer: No, I did not.

Overall Satisfaction

Question: Would you use this application based on your experience with the prototype? Why or why not?

Answer: I love the features. Especially after using other apartment search processes, I could see a lot of effort in understanding the user and making it easy for students, which I feel is the selling point of the application. I would definitely use it and recommend it to other students as well.

Ashish

Task: Log in using the credentials provided.

Scenario: You have just opened the Lease Ease application. You need to access your account to start searching for accommodation. Use the email and password fields to log in. If you don't remember your password, try the "Forgot Password?" link.

Question: Was the login process straightforward?

Answer: The process was straightforward, allowing me to log in using my email and password without any issues.

Task: Fill in the details on the "Let's get you started..." page and upload a profile picture.

Scenario: After logging in, you are prompted to set up your profile. Fill in your full name, gender, date of birth, contact number, and program details. Also, upload a profile picture by clicking on the upload icon.

Question: Were there any fields or instructions that were unclear?

Answer: It was clear and concise with basic details being asked.

Task: Select your accommodation preferences, budget, proximity to the university, and roommate preferences.

Scenario: You are asked to provide your accommodation preferences. Select your budget range, preferred proximity to the university, and indicate if you would like to have roommates. Choose specific preferences if applicable.

Question: How would you rate the process of answering the survey questions and was the process intuitive?

Answer: "One last surveyrama before we send our rats looking for rentals" phrase was quirky, and I liked it. The questions asked were apt and didn't feel like I was answering unnecessary questions.

Task: Use the search feature to find accommodation that fits your preferences.

Scenario: Now that your preferences are set, use the search feature to find accommodations. Type in specific keywords or filter options that match your criteria. View the suggestions provided.

Question: Was the search feature easy to comprehend and the information portrayed useful?

Answer: The feature proved to be beneficial, and the suggestions provided were valuable. I managed to locate what I was searching for.

Task: Click on a property to view its details.

Scenario: From the search results, select a property that interests you to view more details. Review the description, amenities, rent details, and other relevant information.

Question: Were the property details comprehensive and easy to understand? Is there any additional information you would like to see?

Answer: The indication that 2/3 occupancy availability is a useful feature. I would like a feature where I can open the accommodation in maps directly. Property ratings/reviews could also be added to understand the credibility of the accommodation.

Task: Send a connection request to a potential roommate.

Scenario: Identify a potential roommate from the suggestions list and send a connection request. Click on their profile and use the connection request feature.

Question: Was it easy to comprehend the connection request feature?

Answer: It is easy to send a request to a potential roommate, but I would prefer an option where I can directly communicate with them in terms of text or call.

Task: Check the notifications for messages and connection requests.

Scenario: Open the notifications panel to see any new messages or connection requests. Review and respond to the notifications as needed.

Question: How would you improve the notification system?

Answer: The notification section makes it easy to view and respond to connection requests. However, both the accept and reject icons are the same color. The notification tab feels a bit too cluttered with the message requests and connection requests.

Task: View a potential roommate's profile information.

Scenario: Select a potential roommate's profile from the search or suggestion list. Review their bio, hobbies, and any other provided information.

Question: Was the profile information detailed and helpful in making a decision? What additional information would be useful?

Answer: I could easily view the profile. However, I would also like to know their food preferences. Also, the accept and decline feature while viewing the profile is not required.

Task: Edit your profile and accommodation survey.

Scenario: Access your profile settings and make changes to your personal information and accommodation survey responses. Save the changes once done.

Question: Did you face any difficulties while navigating and editing the profile?

Answer: I didn't face any issue while navigating and editing the profile. It was simple and easy to edit my profile details and survey at any given time based on my change in preferences.

Follow-Up Questions

Usability

Question: On a scale of 1 to 10, how would you rate this prototype's overall usability?

Answer: I would give a 9 out of 10. All the features were user friendly and easy to navigate through.

Design Feedback

Question: What do you think about the design and layout of the pages? Is there anything you would change?

Answer: The design of the application was clean and straightforward. However, I felt the notification section was a bit cramped and could be spaced out.

Feature Requests

Question: Are there any features you expected to find but didn't? What additional features would be helpful?

Answer: A feature that I would recommend adding is map view and being able to leave/view reviews regarding the property.

User Experience

Question: Describe any frustrations you encountered while using the prototype. How could these be addressed?

Answer: I didn't face any major hiccups while using the prototype.

Overall Satisfaction

Question: Would you use this application based on your experience with the prototype? Why or why not?

Answer: Yes, I would surely use this application as I found it to be well-designed, user-friendly, and efficient in addressing my accommodation needs.

Abdullah Siraj

Task: Log in using the credentials provided.

Scenario: You have just opened the Lease Ease application. You need to access your account to start searching for accommodation. Use the email and password fields to log in. If you don't remember your password, try the "Forgot Password?" link.

Question: Was the login process straightforward?

Answer: Yes, I found the log-in part to be really easy to follow.

Task: Fill in the details on the "Let's get you started..." page and upload a profile picture.

Scenario: After logging in, you are prompted to set up your profile. Fill in your full name, gender, date of birth, contact number, and program details. Also, upload a profile picture by clicking on the upload icon.

Question: Were there any fields or instructions that were unclear?

Answer: I found it clear to understand for most of the part. However, I have one small doubt; Do I have a choice for uploading my photo or can I get away without uploading the photo?

Task: Select your accommodation preferences, budget, proximity to the university, and roommate preferences.

Scenario: You are asked to provide your accommodation preferences. Select your budget range, preferred proximity to the university, and indicate if you would like to have roommates. Choose specific preferences if applicable.

Question: How would you rate the process of answering the survey questions and was the process intuitive?

Answer: I liked the options that were provided to me for entering the survey. I would like to have an option where I could specify if I wanted to have an apartment that was furnished or not.

Task: Use the search feature to find accommodation that fits your preferences.

Scenario: Now that your preferences are set, use the search feature to find accommodations. Type in specific keywords or filter options that match your criteria. View the suggestions provided.

Question: Was the search feature easy to comprehend and the information portrayed useful?

Answer: As for finding roommates, I think there could be some improvements. It might just be me but I believe more data can be presented about the person so that I can make a better choice.

Task: Click on a property to view its details.

Scenario: From the search results, select a property that interests you to view more details. Review the description, amenities, rent details, and other relevant information.

Question: Were the property details comprehensive and easy to understand? Is there any additional information you would like to see?

Answer: I really liked the way the details for the apartment listing was presented. I would love to have the ability to read the reviews of the previous residents of this apartment.

Task: Send a connection request to a potential roommate.

Scenario: Identify a potential roommate from the suggestions list and send a connection request. Click on their profile and use the connection request feature.

Question: Was it easy to comprehend the connection request feature?

Answer: Yes, I find the feature easy to follow. However, I think there could be some improvements. It might just be me, but I believe more data can be presented about the potential roommate so that I can make a better choice.

Task: Check the notifications for messages and connection requests.

Scenario: Open the notifications panel to see any new messages or connection requests. Review and respond to the notifications as needed.

Question: How would you improve the notification system?

Answer: If it were me, I would love to have two tabs in the chats section: one for ongoing chats and another for past, closed chats. I think it would help to have relevant chats available in the front and prevent unnecessary crowding of the notifications.

Task: View a potential roommate's profile information.

Scenario: Select a potential roommate's profile from the search or suggestion list. Review their bio, hobbies, and any other provided information.

Question: Was the profile information detailed and helpful in deciding? What additional information would be useful?

Answer: I think there could be some improvements. I believe more data can be presented about the potential roommate so that I can make a better choice. Information like when the person joined the university. I also think it pays to have a separate section where I can view the course that the person is taking at DePaul; that way I can filter the options to find the roommates who are studying the same course as me.

Task: Edit your profile and accommodation survey.

Scenario: Access your profile settings and make changes to your personal information and accommodation survey responses. Save the changes once done.

Question: Did you face any difficulties while navigating and editing the profile?

Answer: No, making the changes to my profile was really easy.

Follow-Up Questions

Usability

Question: On a scale of 1 to 10, how would you rate the overall usability of this prototype?

Answer: Based on the usability of the app, I would give this app a rating of 9.0.

Design Feedback

Question: What do you think about the design and layout of the pages? Is there anything you would change?

Answer: I think the layout of the pages is excellent and easy to follow. As for the design, I think it can be improved to make it more engaging. I am aware that it's just a prototype, but I think the content can be better placed in a better way so that the pages don't look empty at some places.

Feature Requests

Question: Are there any features you expected to find but didn't? What additional features would be helpful?

Answer: I believe it really helps to filter the chat for viewing the most relevant chats and have 2 sections for past and present chats. I would also like to have more information on the potential roommate so that I can make a better decision.

User Experience

Question: Describe any frustrations you encountered while using the prototype. How could these be addressed?

Answer: One thing that I found odd is how the app gets to know where I am from, as at no point does the app ask where I am from. I think this can be addressed by having it in the surveyrama™ questionnaire.

Overall Satisfaction

Question: Would you use this application based on your experience with the prototype? Why or why not?

Answer: I like this app and think it will be helpful to me the next time I plan to move houses. In short; Yes! I would love to use this app.