Roommates

Ideation (Room Seeker and Room Owner)

Onboarding Registration Form

Indicate user's preferences.
Helps the application to **filter suggested users** based on given preferences.

To-Do List

By Completing more tasks together, rating of both parties will increase. This encourages both parties to **collaborate**

Ideation (Room Seeker)

Details Form

Before chatting with a room owner, the seeker needs to fill up any additional preferences that he or she needs.

Status Showing

Simple indicator if the Room Seeker is **Looking for a Room or not.** Helps Room Owners to move on if a room seeker has found a room.

Ideation (Room Owner)

Listing Preferences on Profile

List down rules and regulations for staying at his or her house. Complements the **Details Form** to **reduce communication overhead.**

Ideation (Security)

2-Way Authentication

List down rules and regulations for staying at his or her house. Complements the **Details Form** to **reduce communication overhead.**

Roommates

Sketches

My initial ideas were then translated to some rough sketches, to try to flesh out the ideas on pen and paper to visualize **any alternative ideas** that could be introduced, or any **missing features** that I should have included.

### Sketching of User Flows
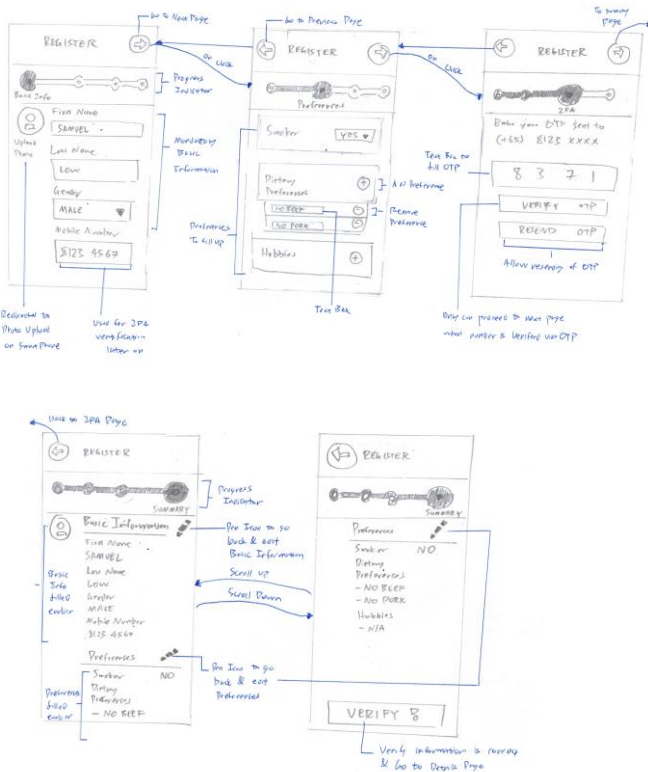
With respect to the earlier ideas, it was important that **two factor authentication** w as applied to **verify the identity of the user**. Not only that I have also included a progress bar such that **the user will now his progress in the registration form.**

Onboarding Form
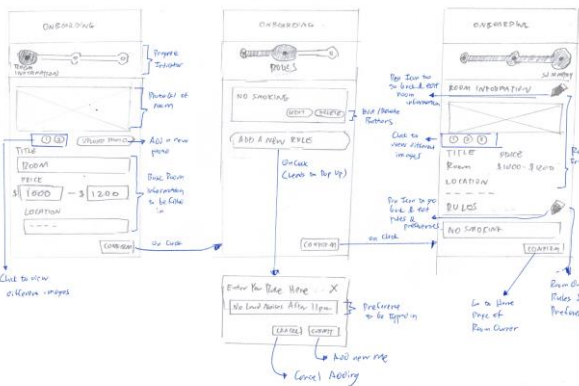
With regards to the onboarding process as previously mentioned, it would be **critical** that they indicate their preferences and rules **as early as possible** to reduce the amount of **communication overhead** between the room seeker and the room owner. The Onboarding Process is similar for a **room seeker,** except that the room seeker **does not need to** list his own room.

Search View
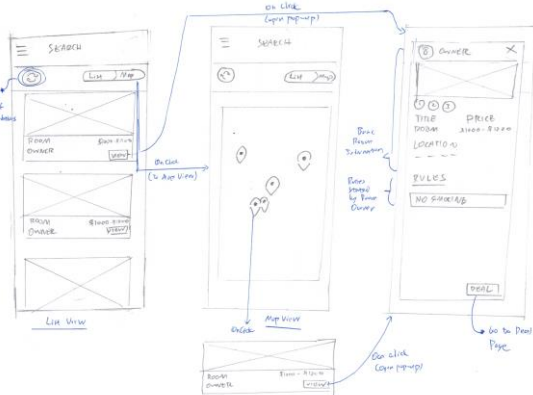
I took the opportunity to discover alternate designs for viewing the suggested room listings to a **room seeker.** I noticed that the **map view** was beneficial in that it helps the user to visualize **the closest available rooms / houses** to him or her. As a result, I decided to include both of these views.
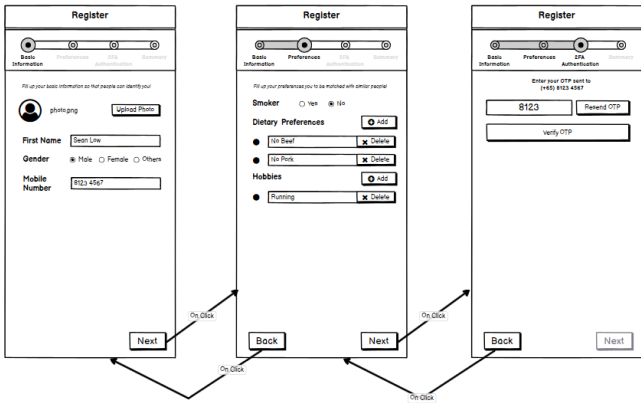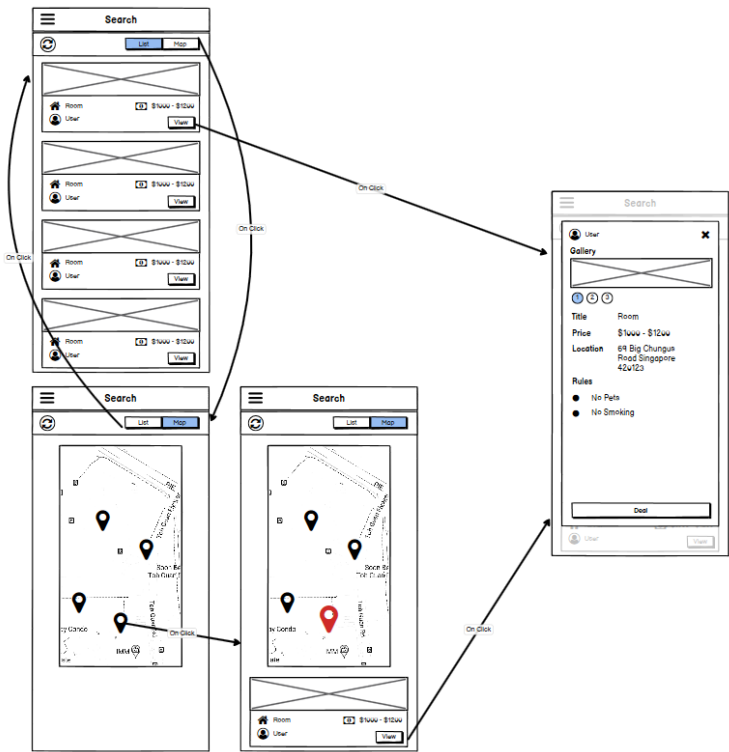
Roommates

Wireframing

Following which, I then decided to use **Balsamiq** to help generated the wireframes necessary to display the user interactions necessary to solve the travelling salesman's problems

Interactions were mainly covered for the following:

- **User Registration Flow, Onboarding Flow for Room Seekers and Room Owners**

- **Matchmaking Flow for Room Seekers and Room Owners** (Search, Making Offers, Conversation, Offers)

- **To-Dos Flow for Room Seekers and Room Owners who have found a new roommate**

Screens to show registration flow from filling
Basic Information to OTP Verification

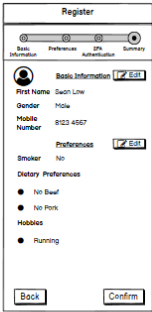Screens to show flow for viewing details of a nearby room

Screens to show flow of adding To-Dos, to enhance the living
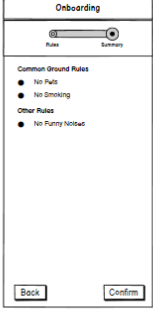experience of the room mates involved.

Roommates

Wireframing (User Flow for Room Seeker)

Stage 1: Registration and 2FA Authentication
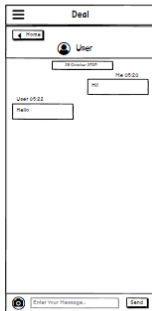

Stage 2: Confirm Basic Information

Stage 3 Fill Up Onboarding Information

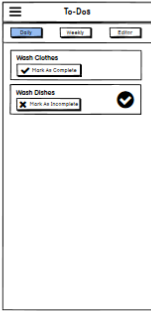Stage 4: Finding Available Rooms / Houses

Stage 5: Sending Preferences Form and Chat Request

Stage 6: Conversing and Negotiating with Room Owner

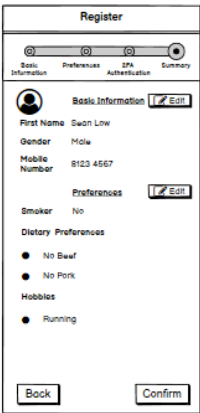Stage 7: Accept / Reject Offer from Room Owner

Stage 8: To-Do Manager to enhance room mate living experience
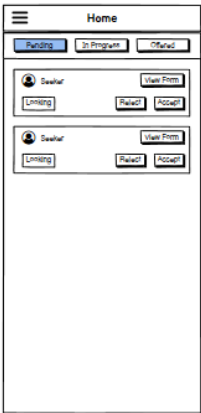
Wireframing (User Flow for Room Owner)

Stage 1: Registration and 2FA Authentication
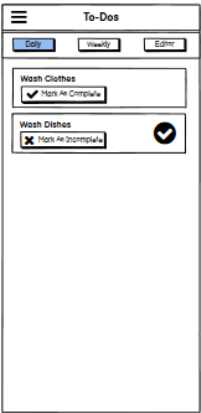

Stage 2: Confirm Basic Information

Stage 3 Fill Up Onboarding Information and Room Listing

Stage 4: Accepting Chat Requests and Conversing with Room Seekers

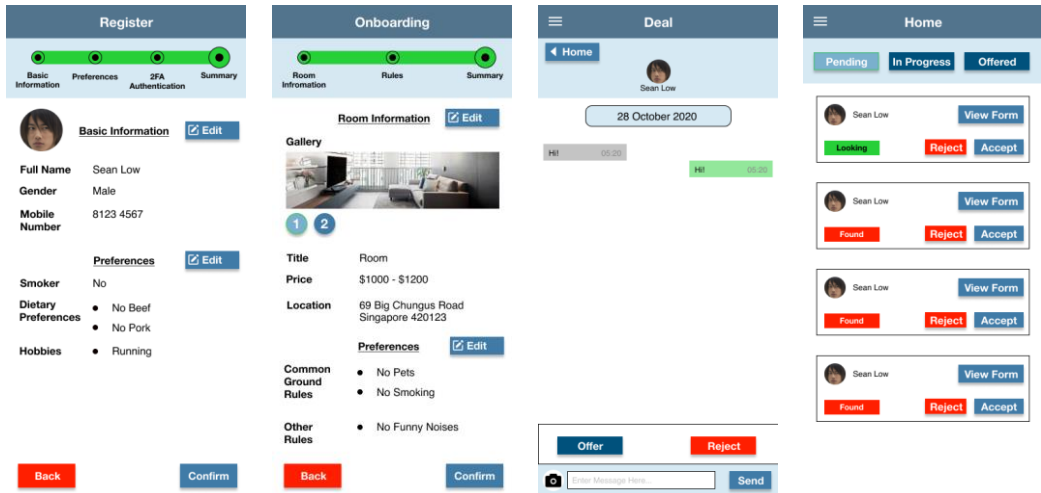Stage 5: Making an Offer to desired Room Mate

Stage 6: To-Do Manager to enhance room mate living experience

Roommates

Prototypes (First Iteration)

View Room Seeker Prototype	View Room Owner Prototype

Figma was used to create the prototypes necessary to **give life** to the design of the application.
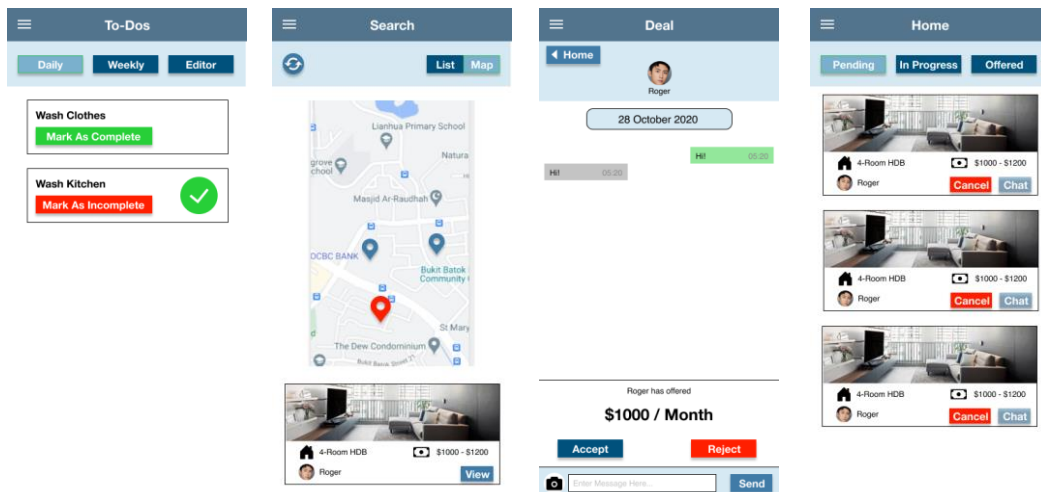

Registration Details for New User

Onboarding for Room Owner

Chat Interface for a Room owner

Main Screen for Room Owner to list potential room seekers

To-Do Interface for Users who have found a new room mate

Search Screen for Room Seekers to find a new home

Chat Interface for a Room Seeker

Main Screen for Room Seekers to view their current negotiations

Critique based on First Prototype

View Official PDF

Cluttering of Form Input

The form input was **clustered mostly in the top half of the screen.** The form input could be spaced out more so that it is not a strain to process a huge chunk of text at once

Confusing Heading

The header of the main screen **was confusing.** Some did not realize that the home page was meant to display all the homes the new room seeker has applied for.

Confusing Home Components

The Looking Component seemed redundant as it is unsure whether the card will disappear when the room seeker **has found** a new home. Interactivity is confusing as well. Not only that, the interactions with respect to the chat buttons are confusing.

Room Offer Component

It might be **too distracting** for the users as it is placed **permanently** in the char interface. It would have been better to make it as a **separate interface.**

Roommates

Prototypes (Second Iteration)

View Official PDF

View Room Seeker Prototype

View Room Owner Prototype

Status Overlay

Instead of having a single standalone component, **an overlay was used** to indicate the room owner to delete the chat room when the room seeker **is no longer searching for a room.**

Redesign of Forms

By Spacing out the buttons and form inputs, it would make it **less likely** to mis-click certain form inputs. This is essential to prevent **any unwanted errors.**

Offer Component Redesign for Seeker

By placing the offer component as a **pop-up** instead, it would be **less distracting for the room seeker** and that the room seeker can focus solely on the chat conversation.

Offer Component Redesign for Owner

Similarly, the same interface redesign is used for the **owner's point of view.**

Roommates

Challenges

Understanding Users' POV

It was important to discover the user journey and the **pain points** of both a room seeker and a room owner. As a result, a lot of time was spent to discover these pain points

User Interface Design

Proper interfaces had to be designed to **reduce the amount of confusion** when navigating through the application. Multiple iterations of the prototype had to be designed to account for any misconceptions from users who tested the product.

Reflections

From this design assignment, it was a new experience designing the user flows for **more than one group of users.** It really challenged me to think out of the box and produce features which could solve the pain points of these two groups. Not only that, I also had the pleasure of receiving feedback from my fellow peers, who gave me **good suggestions and critique** with respect to my designs for the wireframes and the first iteration of prototyping I did.

It was essential that I went through more than one iteration of prototyping to understand how to better suit the user's needs and **reduce the amount of confusion** in the user flows.