



Potty Break

RESTROOM FINDER APP

Steven Wietecha | Usability Evaluation | 5/25/17

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Overview

Concept a simple mobile application from the list below:

- Parking App
- Transit App
- Restroom finder

We were tasked with the decision of which app to pick. Considering there were 3 students in the class, we each had to choose a different app. I had conversed with the other students to see which one they wanted. I also reflected on my life and the people in it. My decision ([Index A page 9](#)) to choose the restroom finder as my app came from the fact that my mother and sister have bladder issues.

The requirements for the restroom app are as follows:

- Allow user to find the closest public restroom.
- Allow user to rate that restroom (but only if they have been at or near that restroom within 30 minutes prior to the rating).
- Allow user to alert friends through some social channel that they rated a public restroom.
- One other feature that I feel would be useful to the user within the context of this app.

Market Research

While researching for ideas about the restroom application, I was surprised by the number of apps that are out there. Some were well thought out and had a lot of information about restrooms. Some, were not as well thought out and personally, I didn't feel they should have been available to the public. I found these apps to have the most inspiration:

- Sit and Squat by Charmin
- Toilocator
- Toilet Finder
- Toilet Quest Finder
- Susuvidha – Clean Toilet Finder
- Flush

These apps helped me to decide on the feature to add to this app. I decided on allowing the user to add a restroom. ([Index A page 9](#))

With each feature listed above, there came inspiration.

The ability to find the closest public restroom by either map or list. ([Index P page 95 Figures 1-4](#))

The ability to rate a restroom only if they have been at or near that restroom 30 minutes prior to rating. ([Index P page 95 Figure 5](#))

Allow a user to alert friends through social channels. ([Index P page 95 Figure 6](#))

The ability to add a restroom to the database. ([Index P page 95 Figure 7](#))

All of those images helped to contribute to how I was going to design the app. Before I started designing it, I had to create a proposal.

Proposal

We were tasked to write up a proposal that we would then have to pitch ([Index B page 11-13](#)) to the instructor. Since I have never pitched a proposal before, I had to do a little research on this subject. During this process, I made a couple of decisions about the app. Facebook would be the social media used and Android would be the operating system. ([Index A page 9](#))

Below is my pitch:

I feel we need to make a restroom finder app called “Potty Break” for those people that find themselves in area where they do not know where the nearest restroom is located.

I think it would be a good idea to have the user login with their Facebook login to add a restroom. This way, they can also post their rating on Facebook to inform their friends.

This app would run on android and be available in portrait orientation. The reason for android is that when people retire, they might not be able to afford an iPhone any longer and we want to reach as much of the population as we can.

I was given the go ahead on developing the app.

Estimate:

Part of the pitch deck ([Index B page 11-13](#)) was the estimate. For the estimate, I used a blended rate of \$50/hr. My initial estimate ([Index C page 15](#)) seems a bit on the high side, at least to me. Considering that I’ve never put together an estimate before, it isn’t saying too much.

Initially, I kept track of the time used for each stage of the project. Unfortunately, that wasn’t the case when I started on the wireframes. So, I had to look at all of my documents to come up

with an idea of how much time was spent on each stage of the project. The actual estimate ([Index C page 16](#)) is as close an approximation as I could get. Moving forward, I plan to keep a time log so that I do not make that same mistake again.

Timeline

Another part of the pitch deck, was the timeline. We were given a choice of creating a timeline and project plan, or creating a hybrid. I attempted to create a hybrid but that attempt failed. Due to there being a lack of duration for each stage of the project.

My initial timeline ([Index D page 18](#)) that appears in the pitch deck was not completely thought out, however, for the most part, I followed it.

Using the project plan, I created a second version ([Index D page 18](#)) of the timeline that has more of the process for each week. I feel this better represents what we accomplished week by week.

Project Plan

Since I could not create an approvable hybrid timeline/project plan, I went back to what I believe I knew and created a project plan separate from the timeline. However, I was still trying to create a hybrid ([Index E pages 20-22](#)).

Luckily, after critiques, I came to my senses and created a second version ([Index E pages 23-25](#)) that showed how long certain stages of the project would take and how they were connected. Having to recruit testers before testing and having to create the prototypes and test script before recruiting.

Wireframes

By now, it was time to start sketching ([Index P page 96 Figures 8 - 10](#)). I went a little too far in what I needed for the MVP app. But, like I always say, better to have too many sketches than not enough. Unfortunately, during critique, some of the sketches needed revision. Every time I thought I had exactly what I needed, it turned out to be wrong.

With pencil and paper in hand, I set out revising the sketches ([Index P page 97 Figures 11 & 12](#)). After the second critique, I had a very good plan set out for my hi-level wireframes and paper prototypes.

Business Requirements

Once the wireframes were figured out, we started to work on the business requirements. This was a huge learning experience for me since I have never created the requirements for a project before. Luckily, the instructor went through an example for the class ([Index P pages 97 -98](#) [Figure 13 & 14](#)). The instructor explained how the wireframe sketches would help guide the business requirements.

Unfortunately, my first iteration ([Index F pages 27 & 28](#)) needed a lot of work. I wasn't thinking each step or action through. What would the user do? How would the app work with the user interaction? What needed to be told to the developers on how a certain screen or action would work. There were several times where I thought that I had everything I needed, only to have the instructor shred it to pieces. After several iterations, I was finally beginning to have less critique notes on my paper and ended up with my final version([Index F pages 29-32](#)).

Test Script

The paper prototype test script ([Index G pages 34-36](#)) was a trying experience for me. I didn't know what to test or how to go about asking the questions. I used an example of a test script from Steve Krug's, "Rocket Surgery Made Easy." However, this didn't work too well for what we were testing. After a couple of shredding critiques, I used a script that was half way decent.

For the clickable prototype test script ([Index H pages 43-52](#)), instead of jumping on the opportunity to ask new questions and have new journeys for the user, I personally felt that I needed to hone the paper prototype questions even more and possibly extend the test to be a more richer experience for the user. Through the critiques, which, again, shredded my tests, I was actually able to understand how to go about guiding the user through their journeys, without leading them verbally.

Paper Prototype

This was a fun little test. I swapped out paper sketches of what the screen looked like and asked users to tell me what they were thinking. It wasn't too difficult in finding people to test. It was a little difficult in getting them to connect their brain to their mouth so that they would say exactly what they were thinking. The results ([Index I pages 54-60](#)) showed that this app was not entirely intuitive.

SUMMARY

After reviewing the responses to the questions and scenarios, I can conclude that page recognition seems to be an issue. However, the layout of the screen was not. Iconic navigation recognition does seem to be an issue. I was also having difficulty with the information displayed

for the restroom selected. From the results, I have concluded that the users want to see more of the map and just enough for the information of the restroom.

OUTCOME

After this testing, I have decided to have the information of the restroom, butt up to the pin it corresponds to and just big enough to read, but not too big so the user can still see most of the map. I also decided to add a page name on all screens to help with the lack of page recognition. I also have come to the conclusion that the navigation will need text along with the icons.

Flow Chart

I've seen flow charts before, but I've never actually made one. The instructor, using one of the student's collection of wireframes, put together a quick flow chart ([Index P pages 98-99 figures 15 & 16](#)) to demonstrate what all we needed to do to create our own. I quick threw together a word flow chart ([Index P pages 99-100 figures 17 & 18](#)). This was only the first step.

While we were working on creating our clickable prototype, we also worked on creating a proper flow chart with screen shots. So, the instructor had us bring in our hi-level wireframes and we taped them to the whiteboard ([Index P page 100 figure 19](#)). I must remind myself, when I have my own place, to have a wall with a whiteboard on it. It helped in working things out. I was able to create a hi-level flow chart ([Index K pages 87-93](#)).

Clickable Prototype

After much frustration over the test script, moving into testing I felt very confident. The confidence lasted through two testers. After which, I slowly became less confident of the test ([Index J pages 62-85](#)).

SUMMARY

Because the screens were only black and white, the users did have some issues identifying themselves on the map. I believe that this will disappear when color is used. My only issue is that the users could not identify what screen they were on in the beginning of the test.

OUTCOME

Going forward and keeping the screens black and white, I would use a stick figure for the user on the map. I would probably omit the share section of the test due to the subject because people feel uncomfortable sharing the restroom experience.

<https://marvelapp.com/28538g2>

Index A

Index A

Date	Decision	Reason
4/18/2017	Picking the Restroom finder app for my project.	Family members had bladder issues and no other student wanted to do this app.
4/18/2017	Decision was made to use Android for the OS.	I wanted to be able to reach more of the people who might need this app. Not everyone can afford an iPhone.
4/18/2017	Decision for the social media selection to be Facebook.	There are several apps that link you to Facebook to post achievements or scores.
4/18/2017	Decision - addition feature. Allow the user to add a restroom.	Researching other similar apps revealed several had the ability to add a restroom.
5/4/2017	Decision to have Facebook on	For this MVP, users do not need to turn Facebook on, it should be set on as default.
5/20/2017	Decision to change feature from add to edit.	For this MVP, the add features were reduced to edit, so the link and pages needed to reflect this reduction.

Index B

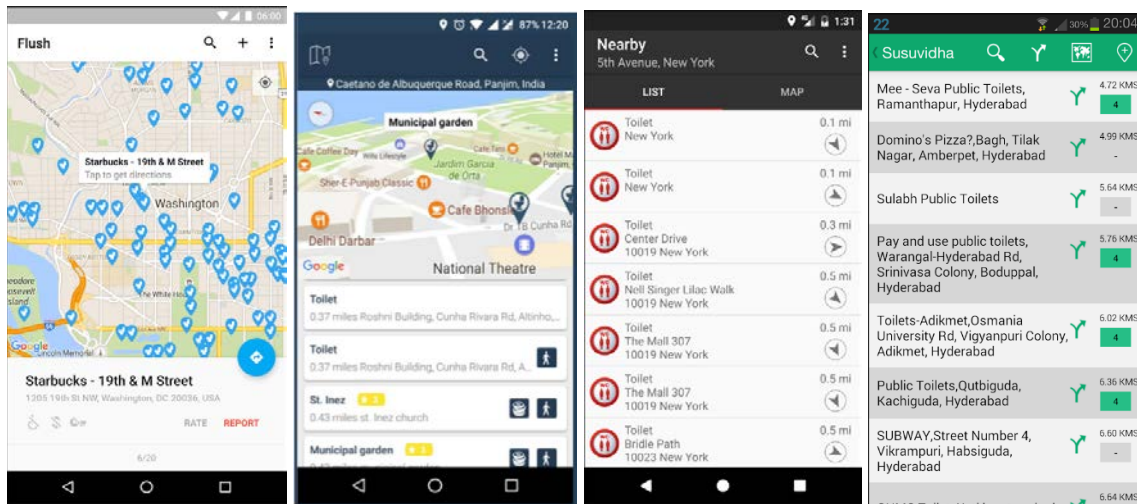
Index B

Proposal for Restroom Finder App

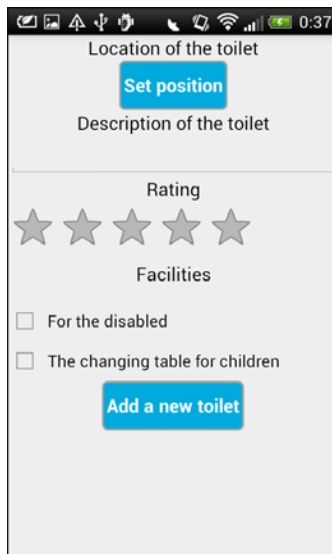
I feel we need to make a restroom finder app called “Potty Break” for those people that find themselves in area where they do not know where the nearest restroom is located.

Features:

The ability to find the closest public restroom by either map or list.

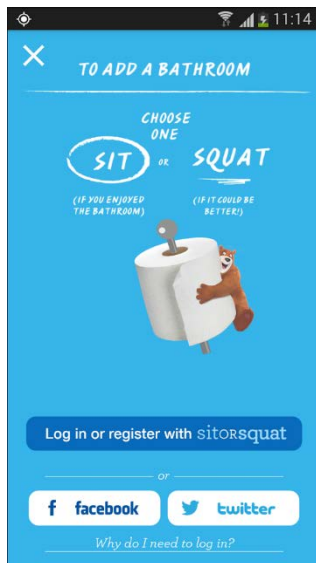


The ability to rate a restroom only if they have been at or near that restroom 30 minutes prior to rating.

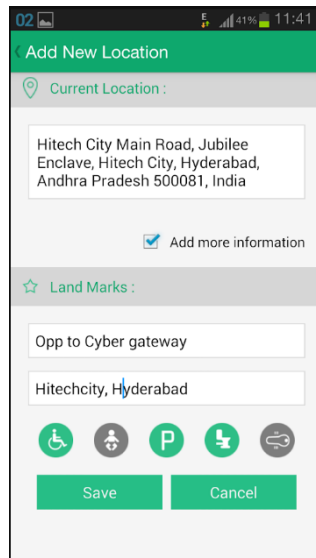


Index B

Allow a user to alert friends through social channels.



The ability to add a restroom to the database.



Also, I think it would be a good idea to have the user login with their Facebook login to add a restroom. This way, they can also post their rating on Facebook and inform their friends as well.

This app would run on android and be available in portrait orientation. The reason for android is that when people retire, they might not be able to afford an iPhone any longer and we want to reach as much of the population as we can.

Index B

Estimate:

		Hours
Wireframes	25 @ 4 hr each	100
Redesign	25 @ .5 hr each	13
Testing	Prep time	5
	2 rounds/5 people	10
Proposal		10
Report		5
Contig	10% (143)	14.3
Total		157.3

Estimate 157.3 @ \$50 \$7,865.00

Researched apps

Sit and Squat by Charmin

Toilocator

Toilet Finder

Toilet Quest Finder

Susuvidha – Clean Toilet Finder

Flush

Timeline

Week 1	Pitch & approval
Week 2	Concept & design
	Create test plan
Week 3	Initial test
	Prep for user test
Week 4	Test as users
Week 5	Redesign based on Results from user testing
Week 6	Clickable Prototype Build & Critique
Week 7	Test
Week 8	Report

Index C

Index C

Initial Estimate

		Hours
Wireframes	25 @ 4 hr each	100
Redesign	25 @ .5 hr each	13
Testing	Prep time	5
	2 rounds/5 people	10
Proposal		10
Report		5
Contig	10% (143)	14.3
Total		157.3
Estimate	157.3 @ \$50	\$ 7,865.00

Index C

Actual

		Hours
Wireframes		3:50
Redesign 1		3:30
Redesign 2		1:40
Hi-level wireframes & clickable build		24:50:00
Test Script & Revisions		6:10
Paper Prototype testing	3 users @ 15 min.	0:45
Paper Prototype test results		1:21
Clickable Prototype testing	5 users @ 25 min.	2:30
Clickable Prototype test results		2:45
Estimate		0:19
Proposal		3:10
Timeline		0:22
Project Plan & Revisions		12:13
Business Requirements & Revisions		3:18
Report		7:40
Contig	10%(7)	7:00
Total Hours		80.03
Total Estimate		\$ 4,001.50

Index D

Index D

Initial Timeline

Week 1	Pitch & approval
Week 2	Concept & design
	Create test plan
Week 3	Initial test
	Prep for user test
Week 4	Test as users
Week 5	Redesign based on Results from user testing
Week 6	Clickable Prototype Build & Critique
Week 7	Test
Week 8	Report

Timeline Version 2

Week 3	Pitch & approval
	Concept & design
	Create test plan
	Business Requirements
	Wireframes sketches
Week 4	Critique wireframe sketches
	Redesign wireframe sketches
	Create paper prototype
Week 5	Generate test plan
	Recruit testers
	Paper Prototype testing
Week 6	Paper Prototype test results
	Redesign based on Results from user testing
	Create Flow chart
	Build Clickable Prototype
Week 7	Clickable Prototype Build & Critique
	Redesign clickable prototype
	Recruit testers
	Clickable Prototype testing
Week 8	Clickable Prototype test results
	Report

Index E

Index E

Initial Project Plan

Week 3		Week 4	
18-Apr	20-Apr	25-Apr	27-Apr
Kickoff			
Defined app & features			
Decides OS or android			
Generate Hi-level plan	How to make project plan	Project plan due & approve	
Generate estimate			
Generate pitch doc	Proposal Pitch		
Colliate Research			
Pitch concept MVP app			
Generate Hi-level timeline	Make detailed timeline	revise timeline based on class notes	
	Owner decision & funding		
	Photo doc plan		
	Business requirements definition	Review Business Requirements & approve	
	Research Paper Prototype		
	Wireframes + Inventory of designs	Critique Design rough drafts	Critique Designs
		Review & approve WF plan & hi-level drawings	
			Design

Index E

Week 5		Week 6	
2-May	4-May	9-May	11-May
Critique Designs	Critique Design as tester		
Design			Build Clickable prototype
Recruit Testers	Test	Test	Recruit testers
Create test plan			
	Redesign	Double check redesign w/peers	Redesign
	Fix test plan		
			Make test plan
			Make flow plan
			Review test findings w/peers
			Make redesign plan

Index E

Week 7		Week 8	
16-May	18-May	23-May	25-May
Critique clickable design			
	Test clickable prototype		
Redesign			
	Compile report	Proof report	Documents & full final report
			Publish Report

Index E

Revised Project Plan

Mobile App

PHASES	ACTIVITY	PERIODS	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
			Week 3						
			4/17/2017	4/18/2017	4/19/2017	4/20/2017	4/21/2017	4/22/2017	4/23/2017
Planning									
	Kickoff								
	Define App & Features								
	Generate Hi-level Plan								
	Generate Estimate								
	Generate Pitch doc								
	Collate Research								
	Pitch Concept MVP App								
	Generate Hi-level Timeline								
	Owner Descision & Funding								
	Photo Doc Plan								
	Business Requirements Definition								
	Research Paper Prototype								
	Generate Flow Plan								
	Generate Redesign Plan								
	Generate Test Plan								
Design									
	Wireframes								
	Critique Designs								
	Create Paper Prototype								
	Redesign								
Testing	Clickable Prototype								
Reporting									
	Recruit Testers								
	Test								
	Review Test Results								
Reporting									
	Compile Report								
	Proof Report								
	Finalize Report								
Reporting	Publish Report								

Index E

[illegible]

Index E

[illegible]

Index F

Index F

Initial Business Requirements

AAUIW2: Have persistent navigation so that I can easily jump between features.

AAUIW2: Find the nearest public restroom

- User will be presented a map
- Using geolocation, show user their location on that map
 - Standard android presentation
- Initial presentation will show a 5-block radius
 - User can expand/contract map to zoom in or out
 - Using standard android functionality
- User will be presented icons of restrooms near them

AAUIW2: Tap on a icon to get more information in the form of an ID card

- ID card for icon will appear
 - Adjacent to the icon and in full view on screen.
- ID card will display:
 - Location of restroom – address
 - Name of location – business/restaurant/mall
 - Ratings depictions from other users
 - There will be iconography depicting features. Changing table/Disability access icons
 - Link for directions from present location

AAUIW2: Rate a visited restroom

- User will be presented with a rate form
 - User will set location
 - User selects rating
 - Very clean – green
 - Clean – blue
 - Service – Red
- User will have the option to add categories
 - For the disabled
 - Changing table for children
- User submits rating
 - Standard android submit button

AAUIW2: Share my experience with friends on Social Media

- User will login with their Facebook account
- User will add comment
 - Standard android textbox
- User will submit experience
 - Standard android submit button

Index F

AAUIW2: Add a new public restroom

- User can choose either present location or add address
 - If User wants to add address enter:
 - Address
 - City
 - State
 - Business – If it is in a place of business
- User can enter description
- User can add category
 - For the disabled
 - Change table for children

Index F

Revised Business Requirements

1 - AAUIW2: Have persistent navigation so that I can easily jump between features.

2 – AAUIW2: Be shown landing page with nav, branding, current location and nearby restrooms

- User will be presented a message container and map
 - Message container will drop down from brand area and display:
 - Business Name (if applicable) – business/restaurant/mall
 - Location of restroom – address
 - Ratings depictions from other users
 - Very clean – Green
 - Clean – Blue
 - Service – Red
 - There will be iconography depicting features. Only applicable icons will be shown for a location. Show left to right. If missing close gap.
 - Changing table
 - Disability
 - Link for directions from present location
 - User may close Message container to see whole map
 - Flick up
 - User may open Message container to see information
 - Flick down
 - Message container will open to 160px in height
 - Using geolocation, show user their location on that map
 - Standard android presentation
 - Initial presentation of map will show a 5-block radius with all known restrooms nearby marked by an icon
 - User can expand/contract map to zoom in or out
 - Using standard android functionality
 - Show the user available restrooms in a 5-block radius regardless of density (Use Yelp as example)
 - User can zoom in.
 - Adjust window to show at least 1 regardless of radius.
 - Map with restrooms doesn't go away
 - MVP assume each entry has full data; next version to handle entries with missing data.

2S – AAUIW2: Be shown in map style, directions to the location selected when I interact with directions URL within the location ID card(2S)

- Calculate route on map
- List view in future release
- Message container will drop down from brand area and show time to destination

Index F

- Message container opens to 160px in height
- To close user can:
 - Flick up
 - Select another function from persistent nav
- User progress is refreshed every 30 seconds
- Display map doesn't change scale while progressing
- Show full route in one screen view
 - User can move, zoom or scrunch via android controls

2S+ - AAUIW2: Be shown that I have reached my destination

- Message container will drop down from brand area and display:
 - Reached destination message
 - Bridge to:
 - Rate
 - Share
- Map will persist
- User flicks up to close message container.

3 - AAUIW2: Be shown rate page with nav, branding and rate form.

- Persistent Nav Journey entry
- User will be presented with a rate form
 - User will set location
 - If user is coming from directions(2S+), populate location info
 - If user arrives from persistent nav, show dropdown with nearby restrooms within radius.
 - Error state if user is outside the radius of the restroom they want to rate.
 - Bridge to Add if location is not in dropdown
 - Tracking through GPS on phone if they are near a restroom they are rating
 - User selects rating
 - Conditional – Can only choose one
 - Very clean – Green
 - Clean – Blue
 - Service – Red
 - Microcopy
 - Inform the user, to share rating, they need to turn on Facebook, but can submit without social sharing
 - Facebook Toggle switch on/off
 - Facebook credentially is assumed will work without user managing in preferences
 - Default state is Off (MVP)
 - User submits rating

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- Standard android submit button
 - Error state if it has been more than 30 minutes since the user has been at the restroom they are rating
 - Bridge to:
 - Share
 - Confirmation message if Facebook is off
 - Back button will take user to previous page
 - Success message will appear with bridge to next journey
 - Goto 3C or 4 depending on Facebook value

4 - AAUIW2: Be shown Share page with nav, branding and share form

- Journey Message Container from 2S+ (“Reached Destination”)
- User will be presented with a share form
 - Information/Help button
 - Info/Help screen with example of Facebook message to be displayed on Facebook
 - User taps “X” to close Info/Help screen
 - User will add comment
 - Standard android textbox
 - Microcopy
 - Inform the user, to share their experience, they need to turn on Facebook
 - Facebook Toggle switch on/off
 - Facebook credentially is assumed will work without user managing in preferences
 - Default state is Off (MVP)
 - User will submit experience
 - Rate Persistent Nav Entry
 - Standard android submit button
 - Error state if Facebook was not turned on
 - Back button will take user to previous page
 - Success message will appear with bridge to next journey

5 - AAUIW2: Be shown Edit page with nav, branding, and add form

- Persistent Nav entry point
- User will be presented with the Edit form
 - User can choose current location or edit current location
 - If User wants to edit current location:
 - Select from a dropdown menu of restrooms within a 5 block radius of current location
 - User can add amenities

Index F

- Change table for children
- For the disabled
- These function like on/off buttons
- User can enter description
 - Information screen with example of description
 - User taps “X” to close Information screen
- User Submits restroom addition
 - Standard android submit button
 - Success message will appear with bridge to next journey

6 - AAUIW2: For MVP+ Be shown Add page with nav, branding, and add form

- Persistent Nav entry point
- User will be presented with the Add form
 - User can choose either current location or add address
 - If User wants to add address enter:
 - Address
 - City
 - State
 - User can enter description
 - Information screen with example of description
 - User taps “X” to close Information screen
 - User can add amenities
 - For the disabled
 - Change table for children
 - User Submits restroom addition
 - Standard android submit button
 - Error state if the restroom is already in database
 - Error state if Facebook is off
 - Back button will take user to previous page
 - Success message will appear with bridge to next journey
 - Collect email in case followup is needed

Index G

Index G

Initial Paper Prototype Test Script

Hi, _____. My name is Steven Wietecha, and I'm going to be walking you through this session today.

Before we begin, I have some information for you, and I'm going to read it to make sure that I cover everything.

You probably already have a good idea of why we asked you here, but let me go over it again briefly. We're asking people to try using a Web site that we're working on so we can see whether it works as intended. The session should take about 20 minutes.

The first thing I want to make clear is that we're testing the site, not you. You can't do anything wrong here. In fact, this is probably the one place today where you don't have to worry about making mistakes.

As you use the site, I'm going to ask you as much as possible to try to think out loud: to say what you're looking at, what you're trying to do, and what you're thinking. This will be a big help to us.

Also, please don't worry that you're going to hurt our feelings. We're doing this to improve the site, so we need to hear your honest reactions.

If you have any questions as we go along, just ask them. I may not be able to answer them right away, since we're interested in how people do when they don't have someone sitting next to them to help. But if you still have any questions when we're done, I'll try to answer them then. And if you need to take a break at any point, just let me know.

Do you have any questions so far?

Ok. Before we look at the site, I'd like to ask you just a few quick questions.

First, what's your occupation? What do you do all day?

Now, roughly how many hours a week altogether – just a rough estimate – would you say you spend using the Internet, including Web browsing and email, using your smartphone?

And what's the split between email and browsing – a rough percentage?

What kinds of sites are you looking at when you browse the Web using your smartphone?

Ok, great. We're done with the questions, and we can start looking at things.

First, I'm going to ask you to look at this page and tell me what you make of it: what strikes you about it, whose site you think it is, what you can do here, and what it's for. Just look around and do a little narrative.

Thanks. Now I'm going to ask you to try doing some specific tasks. I'm going to read each one out loud and give you a printed copy.

Index G

And again, as much as possible, it will help us if you can try to think out loud as you go along.

Scenario 1

Get direction to Meridian and find how long it will take to get there from your present location.

Scenario 2

From your current screen, give Meridian a “Very Clean” rating

Scenario 3

From your current screen, share your experience

Index G

Does your current location icon make sense to you or should it be a different icon?

Is time to destination important to you, using this app?

Do you feel Facebook should be set to “Off” for default and why?

Do you feel there should be a confirmation about Facebook (On/Off) when you submit rating?

Do the navigation icons make sense to you? Would words be better? Or both?

Index G

Revised Paper Prototype Test Script

Hi, _____. My name is Steven Wietecha, and I'm going to be walking you through this session today.

Before we begin, I have some information for you, and I'm going to read it to make sure that I cover everything.

You probably already have a good idea of why we asked you here, but let me go over it again briefly. We're asking people to try using a restroom finder app that we're working on so we can see whether it works as intended. The session should take about 20 minutes.

The first thing I want to make clear is that we're testing the app, not you. You can't do anything wrong here. In fact, this is probably the one place today where you don't have to worry about making mistakes.

As you use the app, I'm going to ask you as much as possible to try to think out loud: to say what you're looking at, what you're trying to do, and what you're thinking.

This will be a big help to us.

Have you ever been asked to talk out loud about what you are looking at, thinking, doing, before?

1.

Also, please don't worry that you're going to hurt our feelings. We're doing this to improve the app, so we need to hear your honest reactions.

If you have any questions as we go along, just ask them.

Do you have any questions so far?

2.

Ok. Before we look at the site, I'd like to ask you just a few quick questions.

What type of cellphone do you have?

3.

How many apps are currently on your phone? (I don't know... Let's take a look)

4.

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What type of apps do you use on a regular basis, daily, weekly?

5.

Ok, great. We're done with the questions, and we can start looking at things.

First, I'm going to show you a page and want you to look at this page for 5 seconds and then remove it. I will then ask you questions about what you looked at.

What site is this? (is there a site ID?)

6.

What page are you on? (is there a page name?)

7.

What can you do

8.

What navigation options do you have here?

9.

Where are you on the map?

10.

Index G

Other apps show similar display, would it help if it were in color instead of black and white?

11.

With social media all the rage nowadays, how important would it be for you to share your experience, using this app, with your friends? explain

12.

Thanks. Now I'm going to ask you to try doing some specific tasks. I'm going to read each one out loud and give you a printed copy. And again, as much as possible, it will help us if you can try to think out loud as you go along. I will also be asking you questions along the way.

Scenario 1

Get direction to Meridian and find how long it will take to get there from your present location.

(do scenario first, then ask questions)

On a scale of 1 to 10, 1 being very hard and 10 being very easy, how would you rate the process of finding out how long it will take to get to the restroom and why?

13.

Scenario 2

From your current screen, give Meridian a "Very Clean" rating

Using the same scale, how would you rate the process to rate the restroom and why?

14.

Index G

Scenario 3

From your current screen, share your experience

Is the process to share your experience easy on a scale of 1 to 10?

15.

Thinking back over these 3 scenarios, please answer these questions. You may ask to see a screen.

How did you know where you were on the map?

16.

The information displayed belongs to which marker?

17.

If you didn't want that restroom, what would you do to pick another restroom

18.

What would you tap to Rate this restroom?

19.

If you didn't want to rate a restroom, what would you do?

20.

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Is this what you expect?

21.

What would you tap to Share this restroom with friends on Facebook?

22.

If you didn't what to Share, what would you do?

23.

Did it take you some time to understand the navigation? If so, how would you improve it?

24.

I'm going to show you two screens with similar views and I want you to tell me which one better informs you of which page you are on and why?

25.

I'm going to show you two screens with similar views and I want you to tell me which marker best represents you on the map and why?

26.

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Initial Clickable Prototype Test Script

Hi, _____. My name is Steven Wietecha, and I'm going to be walking you through this session today.

Before we begin, I have some information for you, and I'm going to read it to make sure that I cover everything.

Let me go over briefly, why you are here. You are here to part-take in a minimal viable product test, or MVP test, of a restroom finder app that we are working on so we can see whether it works as intended.

Have you ever been asked to part-take in a user test before?

(No) – Thank you for trying it out. The session should take about 20 minutes.

(Yes) – Awesome. The session should take about 20 minutes.

The first thing I want to make clear is that we're testing the app, not you. You can't do anything wrong here.

As you use the app, I'm going to ask you as much as possible to try to think out loud: to say what you're looking at, what you're trying to do, and what you're thinking.

This will be a big help to us.

Have you ever been asked to talk out loud about what you are looking at, thinking, doing, before?

1.

Also, please don't worry that you're going to hurt our feelings. We're doing this to improve the app, so we need to hear your honest reactions.

If you have any questions as we go along, feel free to ask them.

Do you have any questions so far?

Ok. For the rest of this session, I'm going to ask you for some background information, have you look at a screen for 5 seconds and then quiz you, walk you through some scenarios, have you compare similar screens to see which one you like better, and then a couple quick questions.

What type of cellphone do you have?

2.

How many apps are currently on your phone? (I don't know... Let's take a look)

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3.

What type of apps do you use on a regular basis, daily, weekly?

4.

Have you used any location based apps before, like Yelp, Google maps, mapquest, navigation ... ?

5.

Ok, great. We're done with the questions, and we can start looking at things.

First, I'm going to show you a screen and want you to look at this page for 5 seconds and then remove it. I will then ask you questions about what you looked at.

What site is this? (is there a site ID?)

6.

What is the name of the page you are on? (is there a page name?)

7.

What all do you think you can do on this page?

8.

What navigation options were present?

9.

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Where are you on the map?

10.

How do you know?

23.

I'm going to show you a scale and I want you to tell me, using the scale, how important it is for you to share your experience, using this app, with your friends?

11.

Thanks. Now I'm going to ask you to try doing some specific tasks. I'm going to read each one out loud and give you a printed copy. And again, as much as possible, it will help us if you can try to think out loud as you go along.

Scenario 1

Get direction to Meridian and find how long it will take to get there from your present location.

The information displayed belongs to which marker?

15.

If you didn't want that restroom, what would you do to pick another restroom

16.

Using the scale in front of you, how would you rate the process of finding out how long it will take to get to the restroom?

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12.

Scenario 2

From your current screen, give Meridian a “Very Clean” rating

What would you tap to Rate this restroom?

17.

If you didn’t want to rate a restroom, what would you do?

18.

Using the same scale, how would you rate the process to rate the restroom?

13.

Scenario 3

From your current screen, share your experience

What would you tap to Share this restroom with friends on Facebook?

19.

If you didn’t what to Share, what would you do?

20.

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Using the same scale, how would you rate the process to share your experience?

14.

Did it take you some time to understand the navigation? If so, how would you improve it?

21.

I'm going to show you two screens and I want you to tell me which one better informs you of which page you are on?

22.

I'm going to show you two screens with similar views and I want you to tell me which marker best represents you on the map and why?

24.

Other apps show similar display, would it help if it were in color instead of black and white?

25.

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Revised Clickable Prototype Test Script

Thank you for coming in. My name is Steven Wietecha, and I'm going to be walking you through this session today.

Before we begin, let me go over briefly why you are here. You are here to part-take in the testing of a restroom finder app that we are working on so we can see whether it works as intended.

1. Have you ever been asked to part-take in a user test before?

(No) – Thank you for trying it out. The session should take about 20 minutes.

(Yes) – Awesome. The session should take about 20 minutes.

The first thing I want to make clear is that we're testing the site, not you. You can't do anything wrong here. Please don't worry that you're going to hurt our feelings. We're doing this to improve the app, so we need to hear your honest reactions. This will be a big help to us.

2. Have you ever been asked to use the "Talk out loud" methodology before? Y/N

If you have any questions as we go along, feel free to ask them.

For the rest of this session, I'm going to ask you for some background information, have you look at some screens, have you compare some screens, and then ask you some quick questions.

3. What type of cellphone do you have?

4. How many apps are currently on your phone? (I don't know... Let's take a look)

5. What type of apps do you use on a regular basis?

6. Have you used any location based apps before, like Yelp, Google maps, navigation ...?

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Ok, great. We're done with the questions, and we can start looking at things.

First, I'm going to show you a screen and want you to look at this page for 5 seconds and then remove it. I will then ask you questions about what you looked at.

7. What site is this?

8. What is the name of the page you are on?

9. What all do you think you can do on this page?

Thanks. Now I'm going to ask you to try doing some specific tasks. Again, as much as possible, it will help us if you can try to think out loud as you go along.

10. Have you used clickable prototype before?

No? OK- some of my questions will be you thinking aloud... what would you do...? And you would describe the action and what you're thinking. Other times I will ask you to take action on screen by clicking.

Scenario 1

Get direction to Hennepin Ave & S 9th St called Meridian and find how long it will take to get there from your present location.

Discussions

The information displayed belongs to which marker?

You want information on another restroom, what would you do?

How would you proceed to get directions for this restroom selected called Meridian?

Action

Let's go ahead and get directions to Meridian and see how long it will take to get there.

Discussions

Would you expect the screen to update as you move along the path?

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Would you expect it to look something like this? (**Advance screen**)

Using this scale, how important is it to you to have a message when you reach your destination?

Would you think it would look like this? (**Advance screen**)

Scenario 2

From your current screen, give Meridian a “Very Clean” rating

Discussions

Are there more than one way to rate this restroom from this screen?

Which would you use?

What happens after Rate is clicked?

Action

So let’s Rate this restroom.

DiscussionS

You’ve decided you no longer want to rate this restroom, what would you do?

Action

Let’s give this restroom a Very Clean rating.

Discussion

What indicates to you that you have rated the restroom “Very clean”?

How would you go about changing the rating you just gave?

What would you do to send the rating?

Action

Let’s go ahead and submit the rating.

Scenario 3

You have no issues sharing your pleasant experience at this restroom.

Discussions

How could you share this experience with your friends?

Action

Go ahead and share

Discussion

You’ve changed your mind, how would you cancel this transaction?

How would you go about getting more information?

What is required on this page?

What indicates to you what is required on this page?

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Describe how you would leave a comment?

Action

Let's share our experience. I want you to type the phrase, "Very clean and easy to find." As a comment.

Discussions

How would you submit your comment?

Do you need to close the keyboard?

How would you close the keyboard?

Action

Go ahead and close the keyboard and Submit

Discussion

What screen do you think you would go to if you clicked on the Close button?

Action

Let's click on the Close button.

Scenario 4

You have just been to the restroom at Hennepin Ave & S 9th St called Meridian and noticed that there were also changing tables for babies in the restroom.

Discussion

Describe what you would do to make this correction for this restroom.

Action

Let's go ahead and edit this restroom.

Discussion

What is required on this page?

What indicates to you what is required on this page?

Describe how you would add the changing table amenity.

Action

Go ahead and add the changing table amenity.

Discussion

Describe what you would do to add a comment.

Action

Let's add a comment. I want you to type the phrase, "Restroom is inside Meridian restaurant." As a comment.

Discussion

How would you submit your comment?

How would you close the keyboard?

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Action

Go ahead and close the keyboard and Update

Discussion

What screen do you think you would go to if you clicked on the Close button?

Action

Let's click on the Close button.

Well, that concludes the task portion of this session.

11. On these screens, I want you to tell me which marker best represents you on the map.

12. On these screens, I want you to tell me which one better informs you that you gave the restroom a "Very clean" rating.

13. On these screens, I want you to tell me which best communicates what needs to happen to rate this very clean bathroom experience?

14. On the scale in front of you, how important is it for you to share your experience, using this app, with your friends?

15. On the scale in front of you, how easy was this experience.

I just want to say, thank you once again for coming in. I appreciate your assistance.

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Paper Prototype - Results

Here are the results from my Paper Prototype testing. The purpose of this testing was to determine if the usability of this app was intuitive for the user or not.

Question 1

Have you ever been asked to talk out loud about what you are looking at, thinking, doing, before?	
User 1	Sure, I have children
User 2	No
User 3	Yes

This question was used to see if the users had experience thinking out loud. 2 out of 3 users had experience in this area.

Question 2

What type of cellphone do you have?	
User 1	Apple - iPhone 6
User 2	iPhone 5S
User 3	Smartphone - android

This question was used to see what technology the user, uses. The results show that all users had smartphones, two of which are iPhones.

Question 3

How many apps are currently on your phone?	
User 1	48
User 2	35
User 3	12

This question was used to see how likely a user would be to use an app. All the users are at different levels of experience.

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Question 4

What type of apps do you use on a regular basis?	
User 1	Calendar, weather, email, Internet, Facebook, grocery, map, pandora, camera
User 2	Mail, weather, Youtube, amazon, camera, photos, Internet, messages, clock
User 3	Email, calendar, games, google maps

This question is meant to find out if the user is comfortable with location based apps. Two out of the three users use a location app on a regular basis.

Question 5 - 8 are for the trunk test.

Question 5

What site is this?	
User 1	Potty Break
User 2	Potty Break Restroom Finder
User 3	Potty Break

All the users could identify the site.

Question 6

What page are you on?	
User 1	Page had something to do with locations of restrooms
User 2	Some sort of map page. Magnifying glass icon seemed darker.
User 3	Map

Not one user could identify what page they were on.

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Question 7

What are the main sections?	
User 1	Title bar, grid, bottom icons
User 2	Name of site, map, navigation (buttons)
User 3	Header, map, options

All users remember seeing three sections.

Question 8

What navigation options do you have here?	
User 1	Search, where I am, can't remember the other 2.
User 2	Magnifying glass - search, star - favorites, connector - unclear, far right - ?
User 3	Magnifying glass, star - favorites, share, plus - add more stops?

The navigation seemed to be a bit of a stumbling block for all the users.

Question 9

Where are you overall? (Are there "you are here" indicators?)	
User 1	No name on page, probably search results.
User 2	In the middle of the map.
User 3	Saw a dot - assumed I am there

Two of the users could identify where they were. One got confused of the question.

Question 10

Is the indicator for your location what you expect to see on an app like this? Yes/No - explain	
User 1	One of the pins was my location, but could not tell which one.
User 2	Yes, because it was in the middle and dark.
User 3	A little dot that says "you are here".

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Two users got a bit confused. With no color, everything looked the same.

Question 11

I'm going to show you two screens with the same information, but two different layouts, which one do you like better and why?	
User 1	A - I like to see more of the map
User 2	A - I could click on other pins and I would still know where I was.
User 3	Neither - I want easier to read info and more map

I wanted to see what users would prefer for the display of the information for the pin.

Question 12

How important would it be for you to share your experience, using this app, with your friends?	
User 1	Not at all - I don't share my experience of the app.
User 2	I do not share too much with friends from the app.
User 3	Important if my friends needed clean restrooms like I do.

This question was used to see if the users like to share their experience. Only one user said that sharing was important for this app.

Question 13

How would you improve the navigation?	
User 1	I don't see the relevance of rating and sharing.
User 2	I don't know
User 3	I don't know

This question was used because I wanted to see if there were any improvements that could be made in navigation. There was no help from the users.

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Scenario 1

Where are you on the map and how do you know?

- User 1 The black dot, in the center of the map
- User 2 I'm the dot, I'm the center of the universe.
- User 3 Dot in the middle, took a guess, dark dot.

I wanted to see if the user knew where they were on the map. All users confirmed that they could identify themselves.

The information displayed belongs to which marker?

- User 1 Belongs to dark pin, touching the box and proximity of box to pin.
- User 2 The blackened pin
- User 3 The bigger dark dot

I wanted to see if the users could identify the information associated with the pin. One user could not identify the correct pin.

If you didn't want that restroom, what would you do to pick another restroom?

- User 1 Tap on one of the other pins
- User 2 Tap on another pin
- User 3 I would hope to be able to click on one of the other indicators.

I wanted to see if the users knew that they could tap another pin and get the information. They all understood this aspect.

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Scenario 2

What would you tap to Rate this restroom?	
User 1	Rate - assuming I don't swip it away or rate it at all.
User 2	Touch the rate button
User 3	The word rate

I wanted to see how intuitive the CTA was to the users. They all concluded that they would touch the Rate button.

What all do you think you can do on this page?	
User 1	Rate, choose to share, submit
User 2	Rate - how clean it is, share, submit
User 3	Rate, share, turn on Facebook, submit

This question was used to see if the user could identify all actions on the Rate page. All users got the major CTAs with one user noticed the Facebook interaction.

Scenario 3

What would you tap to share this restroom with friends on Facebook?	
User 1	Tap Share
User 2	Tap Share
User 3	Tap on Share

This question was used to see how intuitive the CTA was to the users. They all concluded that they would touch the Share button.

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What all do you think you can do on this page?	
User 1	Make comments, share on Facebook or not, submit
User 2	? - see what it means to share, type in comments, submit
User 3	Turn on Facebook, write comments, get help, click submit

This question was used to see if the user could identify all actions on the Share page. Only one user named all the actions.

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Index J

Clickable Prototype - Results

This test is similar to the paper prototype test. I realize that I could have tested new journeys, but time

This question was used to see if the users had experience thinking out loud. 2 out of 3 users had experience in this area.

Question 1

Have you ever been asked to part-take in a user test before?	
User 1	No
User 2	Yes
User 3	Yes
User 4	No
User 5	Yes

I wanted to know if users have taken user test before. Three out of five have done this before.

Question 2

Have you ever been asked to use the "Talk out loud" methodology before? Y/N	
User 1	No
User 2	Yes
User 3	Yes
User 4	No
User 5	Yes

This question was used to see if user have experience thinking out loud. Three out of five users have talked out loud before.

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Question 3

What type of cellphone do you have?	
User 1	iPhone 6
User 2	iPhone
User 3	Droid Moto
User 4	Samsung J7
User 5	LG Smartphone

This is a repeat question from the paper prototype test, but I felt it was relevant since these were new users being tested. All users have smartphones.

Question 4

How many apps are currently on your phone?	
User 1	60
User 2	30
User 3	140
User 4	8
User 5	10

This is a repeat question from the paper prototype test, but I felt it was relevant since these were new users being tested. Majority of the users have a wide selection of apps.

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Question 5

What type of apps do you use on a regular basis?	
User 1	Social media, banking
User 2	Calendar, weather, alarm, YouTube, mail, Internet
User 3	Social media, Message, Gmail, maps
User 4	Facebook, Snapchat, Google Map, Messenger, Realcalc, Google Keep, Google Drive
User 5	Mapquest, games, cub.com, restaurant.com

Again, a repeat question that I felt was relevant for the new testers. Three of the users have used a location app on a regular basis.

Question 6

Have you used any location based apps before, like Yelp, Google Maps, navigation...?	
User 1	Yes
User 2	Yes
User 3	Yes
User 4	Yes
User 5	Yes

Considering that the app I'm creating is a location app, it seemed like a good question to find out if the users had experience using this kind of app. All of them have this experience.

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Questions 7-9 are the trunk test

Question 7

What site is this?	
User 1	Potty Break
User 2	Restroom Finder
User 3	Bathroom App - Finding
User 4	Locates things nearby within walking distance
User 5	I don't know

This question is used to see if the users could identify the site. Only one user could correctly identify the site.

Question 8

What is the name of the page you are on?	
User 1	I don't know
User 2	Locator
User 3	I don't know
User 4	I don't know
User 5	I don't know

It is clear the users cannot recognize the name of the page.

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Question 9

What all do you think you can do on this page?	
User 1	Locate restrooms, Rate restrooms
User 2	Locate restrooms, Click on other pins, Rate, Share, Edit
User 3	Facebook, Rate, Directions, Homepage
User 4	Choose which place to get information
User 5	I don't know

Three out of the five users were able to find at least two actions that they can do on this page.

Question 10

Have you used clickable prototypes before?	
User 1	I don't know
User 2	No
User 3	Yes
User 4	Yes
User 5	Yes

I wanted to see if the users I was testing had any experience using clickable prototypes. Two did not so I was happy to explain it to them.

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Scenario 1

Question 11

The information displayed belongs to which marker?	
User 1	The white one
User 2	The white one
User 3	The white one
User 4	The white one
User 5	The white one

All the users knew which marker the information belonged to.

Question 12

You want information on another restroom, what would you do?	
User 1	Push on another pin
User 2	Touch another pin
User 3	Press on another pin
User 4	Tap another pin
User 5	Tap on another pin

All users knew to touch another pin to get that information.

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Question 13

How would you proceed to get directions for this restroom selected called Meridian?	
User 1	Click on Directions
User 2	Tap on Directions
User 3	Directions
User 4	Directions
User 5	Directions

All the users knew to touch Directions.

Question 14

Would you expect the screen to update as you move along the path?	
User 1	Yes
User 2	Yes
User 3	Yes
User 4	No
User 5	Yes

Only one didn't expect to see the screen update as they moved along.

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Question 15

Would you expect it to look something like this?	
User 1	Yes
User 2	Yes
User 3	Yes
User 4	Yes
User 5	Yes

When showed the updated travel screen, all users said it looks like what they expect.

Question 16

Using this scale, how important is it to you to have a message when you reach your destination?	
User 1	3
User 2	5
User 3	7
User 4	1
User 5	7

Only two users felt it was very important to have this message.

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Question 17

Would you think it would look like this?	
User 1	Yes
User 2	Yes
User 3	Yes
User 4	Yes
User 5	Yes

All users felt that the screen for reaching your destination was what they would expect to see.

Scenario 2

Question 18

Are there more than one way to rate this restroom from this screen?	
User 1	Yes, 2 ways
User 2	Yes
User 3	Yes
User 4	Yes, two
User 5	2 ways

All users saw there was more than one way to rate the restroom.

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Question 19

Which would you use?	
User 1	One in box
User 2	One in box
User 3	One in box
User 4	One in box rating my experience
User 5	One in box

All users said they would use the rate button in the reached destination information box.

Question 20

What happens after Rate is clicked?	
User 1	Something would show up so I could rate
User 2	A screen pop up where it would give me options to rate location and comments
User 3	Rating scale
User 4	Thank you
User 5	Table show how to rate it.

Each user had a different idea of what screen would display.

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Question 21

You've decided you no longer want to rate this restroom, what would you do?	
User 1	Press X
User 2	Press X
User 3	Click X
User 4	Back button on phone or X button
User 5	Press X

All users knew how to close out.

Question 22

What indicates to you that you have rated this restroom, "Very clean"?	
User 1	It changed color
User 2	Shaded
User 3	Greyed out
User 4	Changed color
User 5	Box is different color

All user identified the correct rating.

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Question 23

How would you go about changing the rating you just gave?	
User 1	Select different rate
User 2	Click on a different box
User 3	Click a different button
User 4	Click another box
User 5	Click on a different button

All users knew how to change their rating.

Question 24

What would you do to send the rating?	
User 1	Push submit
User 2	Click submit
User 3	Submit
User 4	Submit
User 5	Submit

All users knew what to click to send rating.

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Scenario 3

Question 25

How would you share this experience with your friends?	
User 1	Share button
User 2	Click Share button
User 3	Click Share
User 4	Hit Share
User 5	Share button

All users knew to click the share button.

Question 26

You've changed your mind, how would you cancel this transaction?	
User 1	X
User 2	Click X
User 3	Click X
User 4	Click X
User 5	X

All users knew how to close the app.

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Question 27

How would you go about getting more information?	
User 1	Not real clear or obvious
User 2	Click ?
User 3	I don't know
User 4	Click ?
User 5	I don't know

It is clear that the “?” was not the right choice.






Question 28

What is required on this page?	
User 1	Comments
User 2	Comments
User 3	Comments
User 4	Comments
User 5	Comments

All users identified what was required.





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Question 29

What indicates to you what is required on this page?	
User 1	* 
User 2	* 
User 3	required with * 
User 4	* 
User 5	* 

All users identified the *.

Question 30

Describe how you would leave a comment?	
User 1	Press box - keyboard pop up and type comment 
User 2	Touch box, hope keyboard pop up to type 
User 3	Click on box, keyboard pop up and type 
User 4	Press box under comments 
User 5	Click comment box, keyboard would pop up and I would type message

All users described how to leave a comment.

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Question 31

How would you submit your comment?	
User 1	Push done, then submit
User 2	Click done then submit or share
User 3	Done
User 4	Done
User 5	Done

I did not press for more information on the three users that just said "Done".

Question 32

Do you need to close the keyboard?	
User 1	Yes
User 2	Yes, don't see how to share
User 3	No, shouldn't have to
User 4	Back button or hit somewhere else on the screen
User 5	Yes

Three out of the five users answered this one correctly. I am concerned with the other two answers.

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Question 33

How would you close the keyboard?	
User 1	Done
User 2	Done
User 3	Done
User 4	Done
User 5	Done

This question could actually be thrown out due to the answers from Question 31.

Question 34

What screen do you think you would go to if you clicked on the Close button?	
User 1	Homepage
User 2	Original map destination
User 3	Back to the map
User 4	Main map screen
User 5	Back to first page

All users identified the screen they would go to after finishing this scenario.

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Scenario 4

Question 35

Describe what you would do to make this correction for this restroom.	
User 1	Edit
User 2	Click edit
User 3	Edit
User 4	Hit Edit
User 5	Hit Edit

All users identified the button needed to make correction to the restroom.

Question 36

What is required on this page?	
User 1	Current location and comments
User 2	Location and comments
User 3	Current location and comments
User 4	current location and comments
User 5	Current location and comments

All users identified what is required.

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Question 37

What indicates to you what is required on this page?	
User 1	*
User 2	*
User 3	Required and *
User 4	*
User 5	*

All users identified the required indicator.

Question 38

Describe how you would add the changing table amenity.	
User 1	Push on baby and it would change color
User 2	Click the icon
User 3	Click baby icon
User 4	Click on button
User 5	Click on button

All users identified the correct button.

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Question 39

Describe what you would do to add a comment.	
User 1	Touch under Comment
User 2	Click in textbox
User 3	Click box and type
User 4	click box
User 5	Click on box and type

All users gave the same description.

Question 40

How would you submit your comment?	
User 1	Done and submit
User 2	Don and then submit
User 3	Done
User 4	Done and submit
User 5	Done

All users gave the same answer.

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Question 41

How would you close the keyboard?	
User 1	Done
User 2	Done
User 3	Done
User 4	Don't like that I have to hit done
User 5	Done

Four out of five users knew what to click to close the keyboard. The fifth one knew, but didn't like that fact that they had to close the keyboard.

Question 42

What screen do you think you would go to if you clicked on the Close button?	
User 1	Update Homepage
User 2	Original map - my location dot be where I am now. Didn't realize the update was immediate
User 3	Map
User 4	Main map - think it would take time to update
User 5	Back to beginning

Only one user identified the proper screen if they clicked closed.

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Closing Questions

Question 43

On these screens, I want you to tell me which marker best represents you on the map.	
User 1	B because A, the black dot looks like the rest of the map
User 2	B - it differentiates from other icons on the screen
User 3	B - A is too similar to pins - B more noticeable
User 4	B - more distinguished
User 5	B - it is easier and quicker to notice a stick figure as opposed to a dot.

Because it was black and white, all users felt the stick figure better represented them on the map.

Question 44

On these screens, I want you to tell me which one better informs you that you gave the restroom a "Very clean" rating.	
User 1	B - because Very clean is highlighted
User 2	B - looks like what is shaded is selected
User 3	B - more clean cut of which is selected
User 4	B - colored in - dark color is the one selected
User 5	B - the very clean button is colored in and tells me that it is selected

All users picked the screen where only "Very Clean" was shaded.

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Question 45

On these screens, I want you to tell me which best communicates what need to happen to rate this very clean bathroom experience?	
User 1	B - because it has the word experience
User 2	A - too many words on B
User 3	A - Easy to read smaller buttons, assume you are rating experience
User 4	Pretty equal - understand what is meant by rate and share
User 5	A - More in line with current apps

Majority of the users feel that the buttons that state “Rate” and “Share” are better than the buttons that state “Rate Experience” and “Share Experience”.

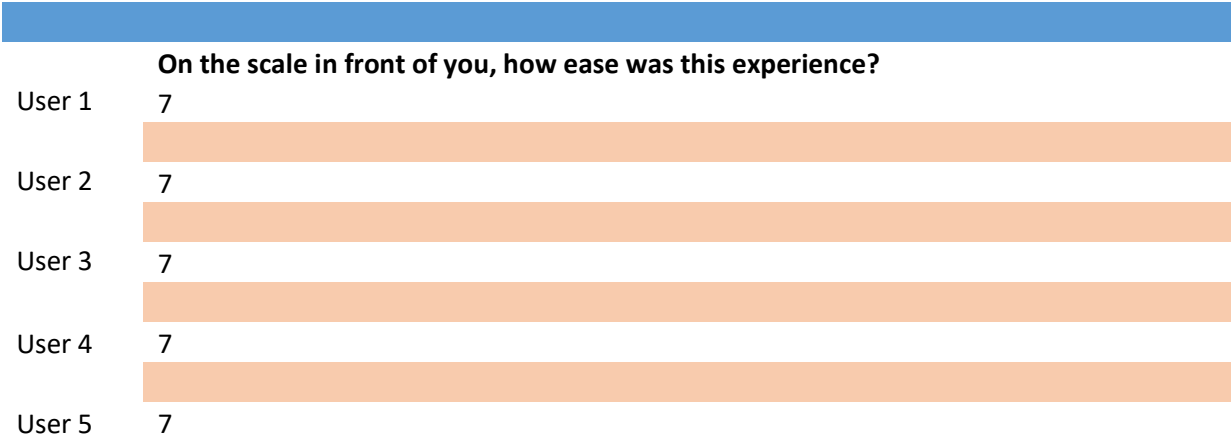
Question 46

On the scale in front of you, how important is it for you to share your experience, using this app, with your friends?	
User 1	5 - subject limits the scale
User 2	2 - don't share
User 3	4 - not convenient
User 4	3 - subject of app
User 5	2 - If it was a bad experience I'd be more likely to share as opposed to a good experience.

Most of the users had issues sharing because of the subject of the app.

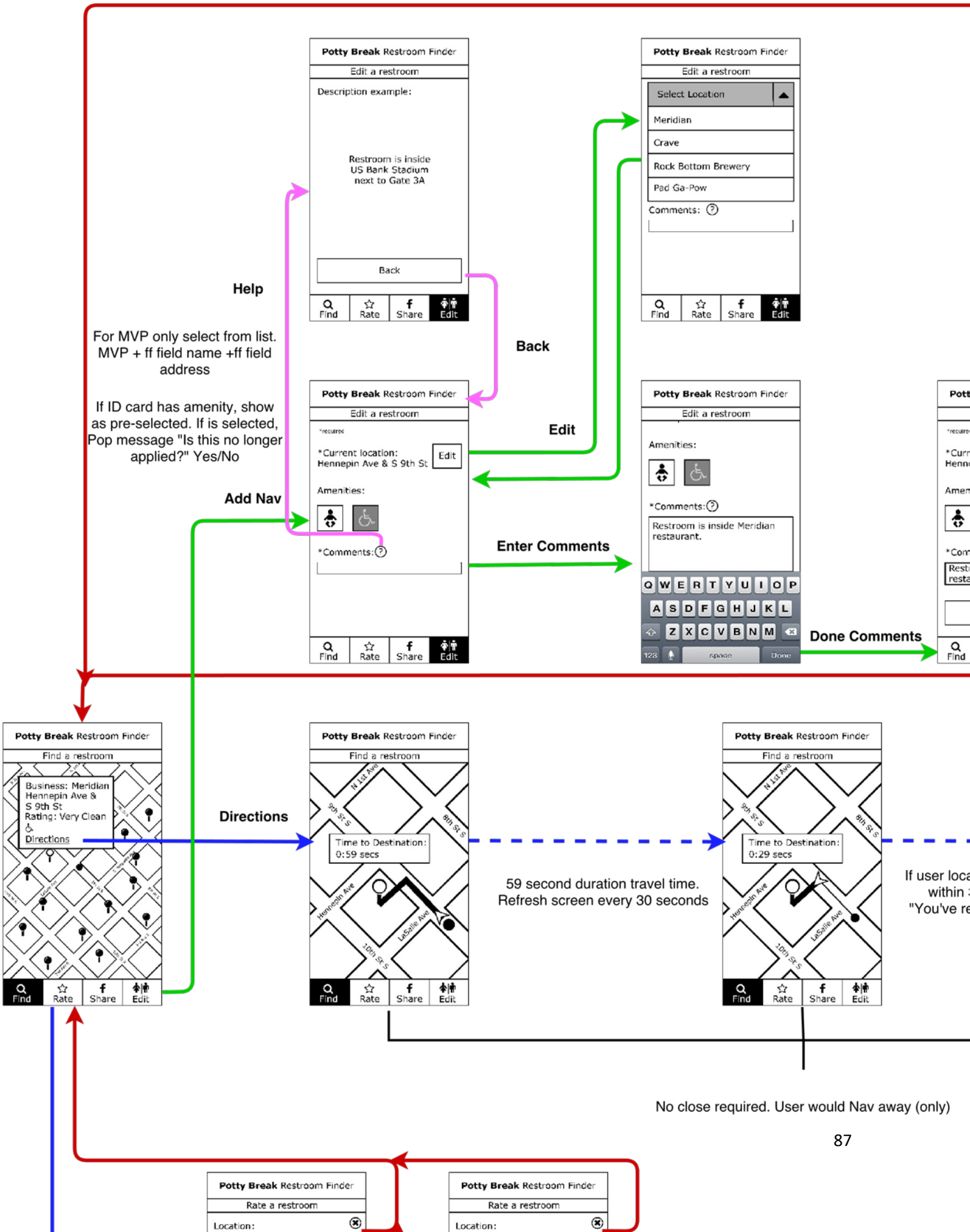
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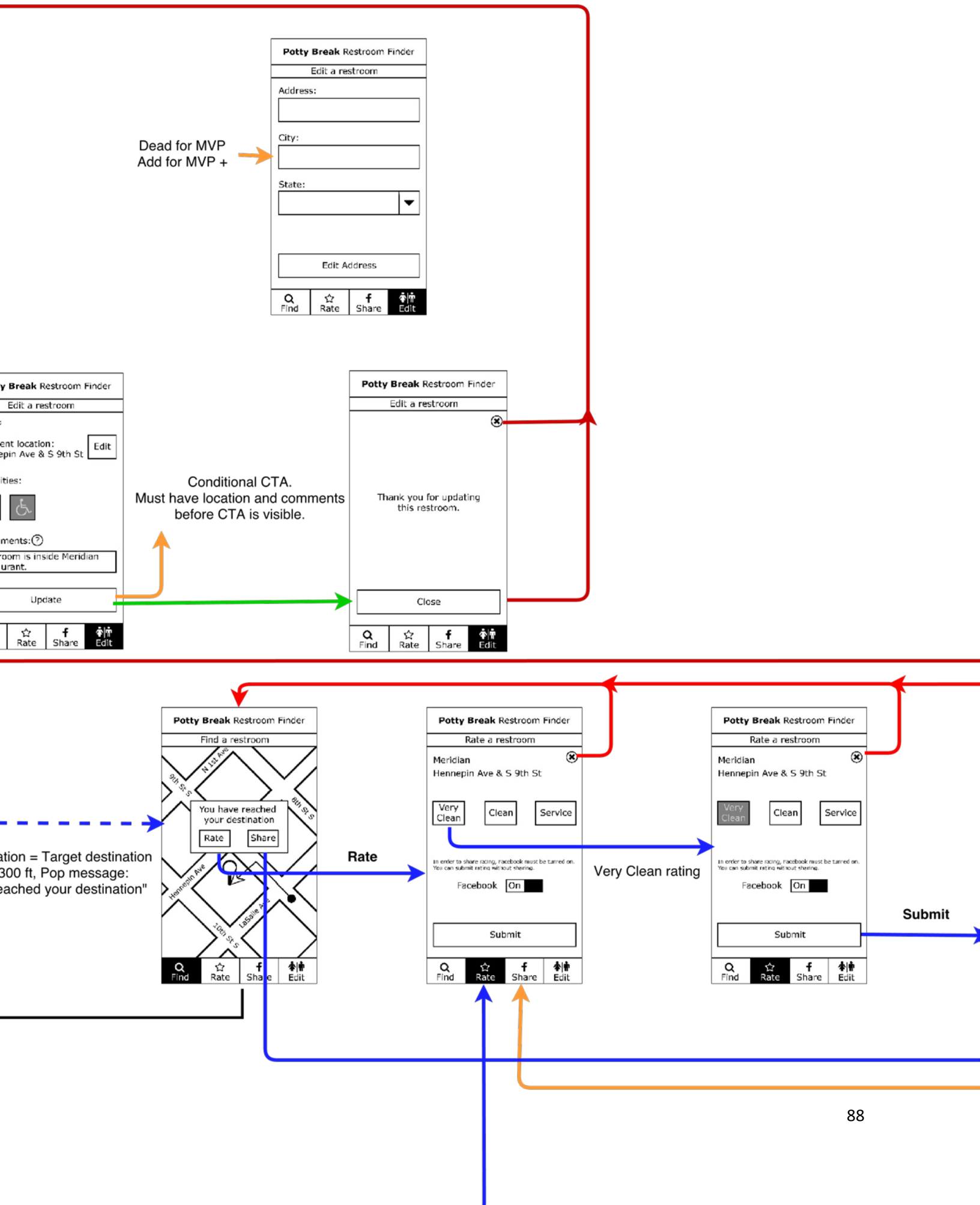
Question 47

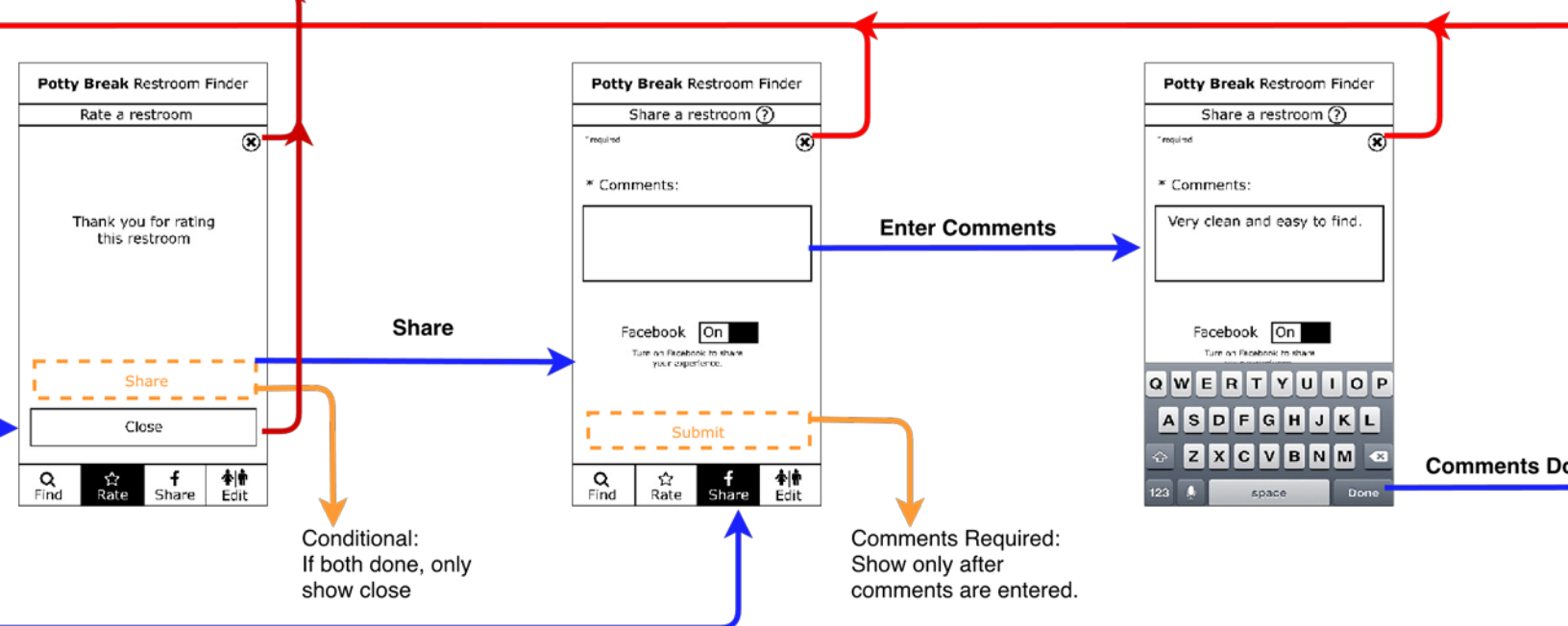
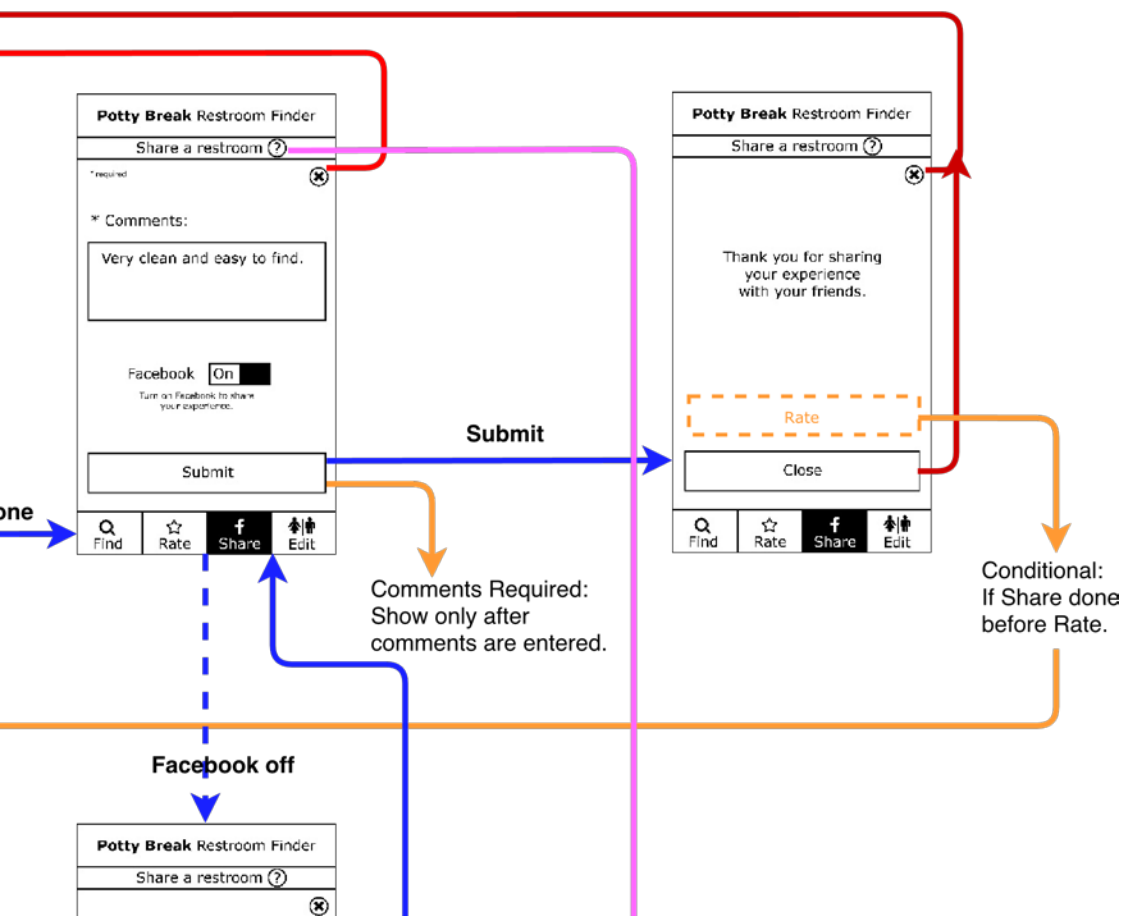


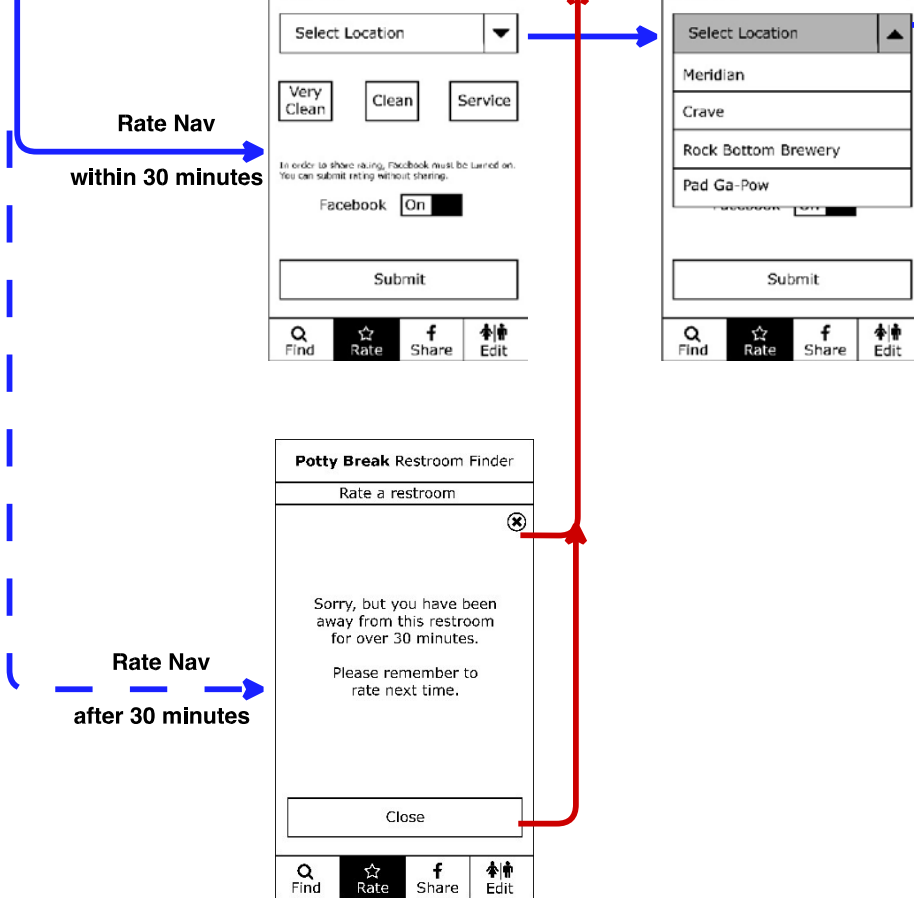
All the users had an easy experience.

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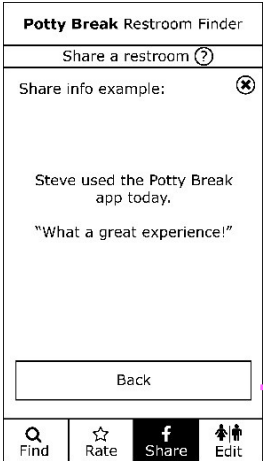


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Back

Help



Back

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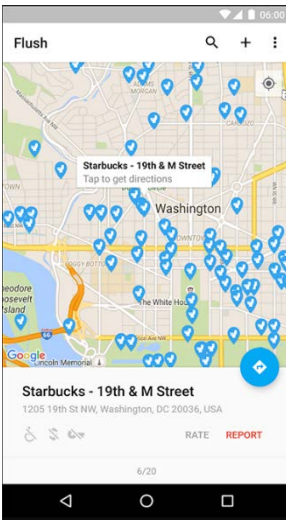


Figure 1 - Flush – Find

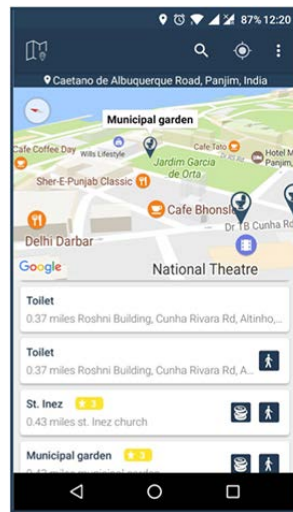


Figure 2 - Toilocator – Find

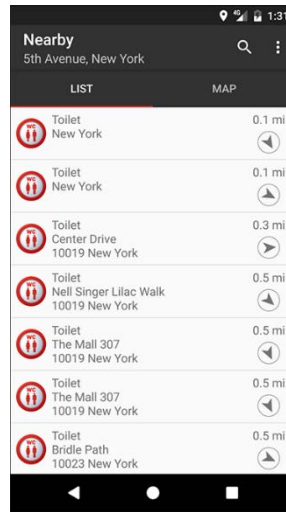


Figure 3 - Toilet Finder - Find

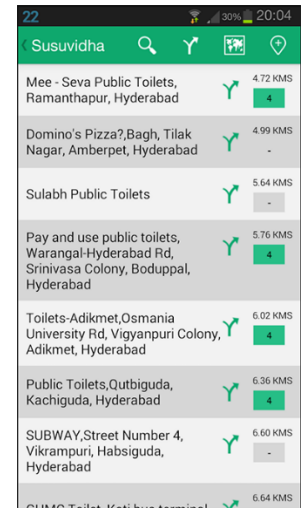


Figure 4 –Clean Toilet Finder - Find

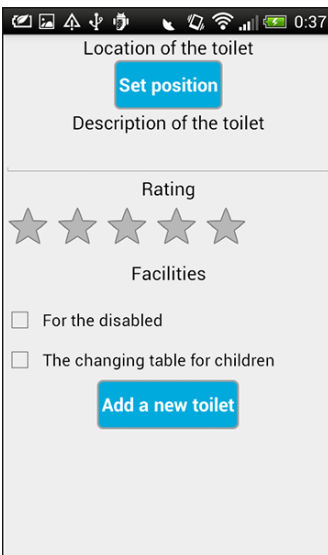


Figure 5 - Toilet Quest Finder - Rate

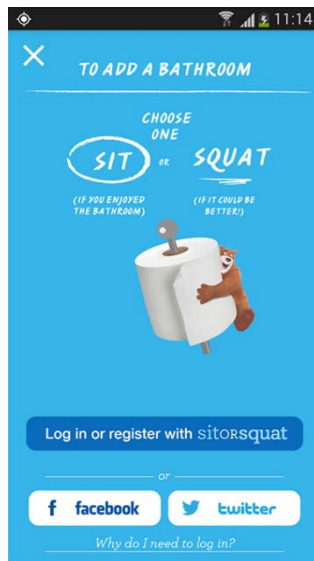


Figure 6 - Sit or Squat - Share

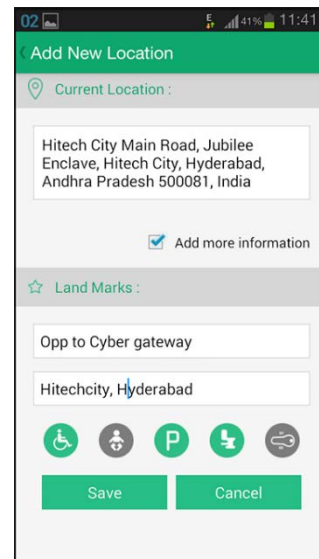


Figure 7 - Clean Toilet finder - Add

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Initial sketches

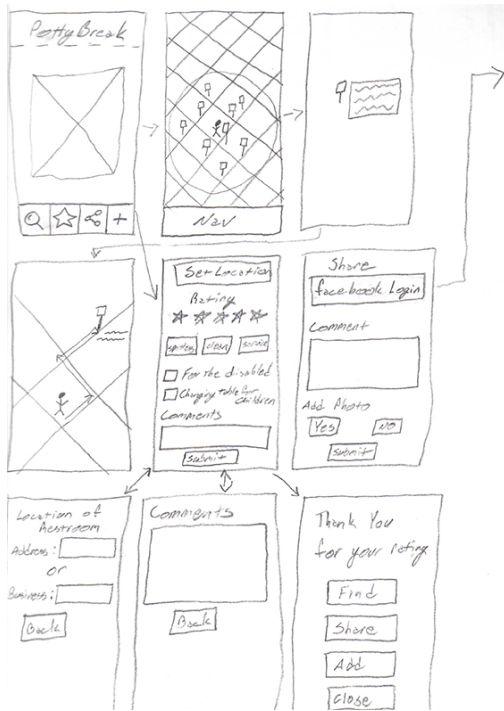


Figure 8 – Page one of wireframe sketches

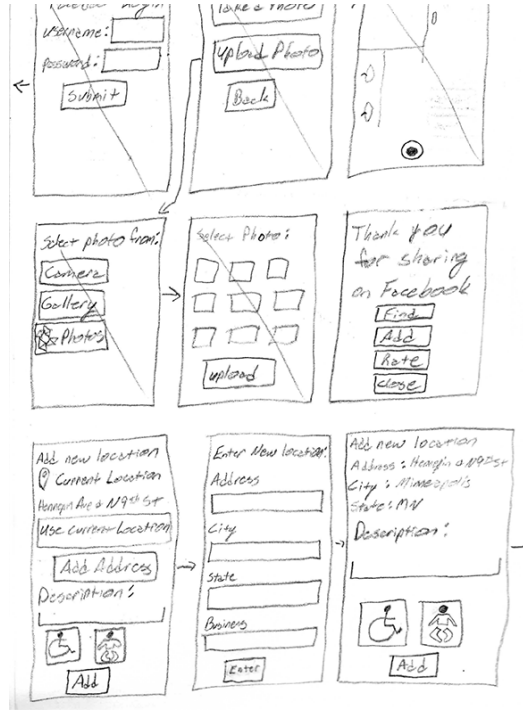


Figure 9 – Page two of wireframe sketches

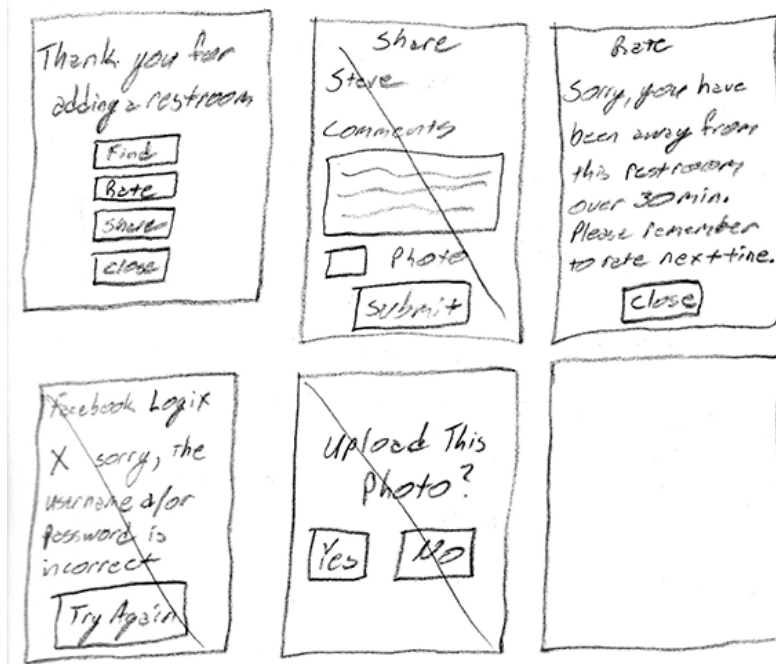


Figure 10 - Page three of wireframe sketches

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Revised Wireframe Sketches

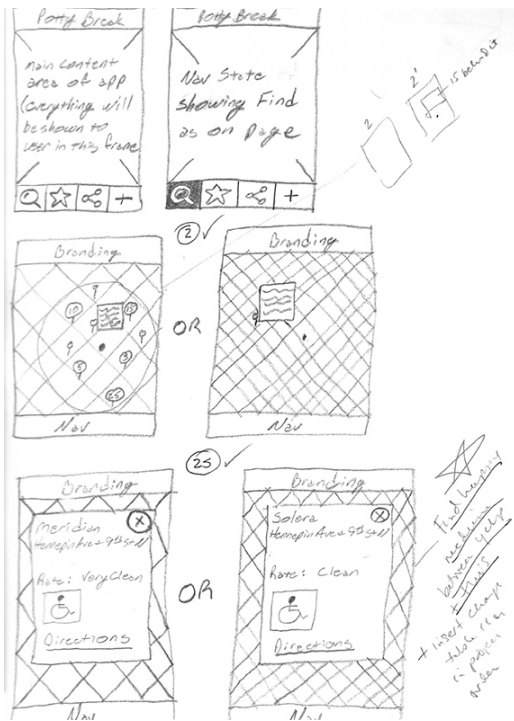


Figure 11 - Page 2 of revised sketches

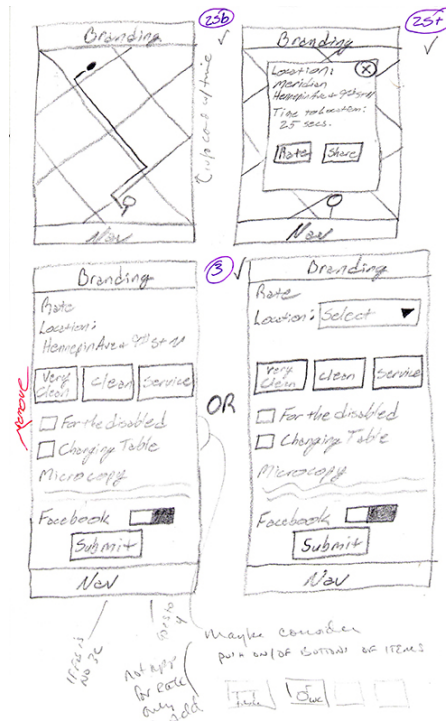


Figure 12 - Page one of revised sketches

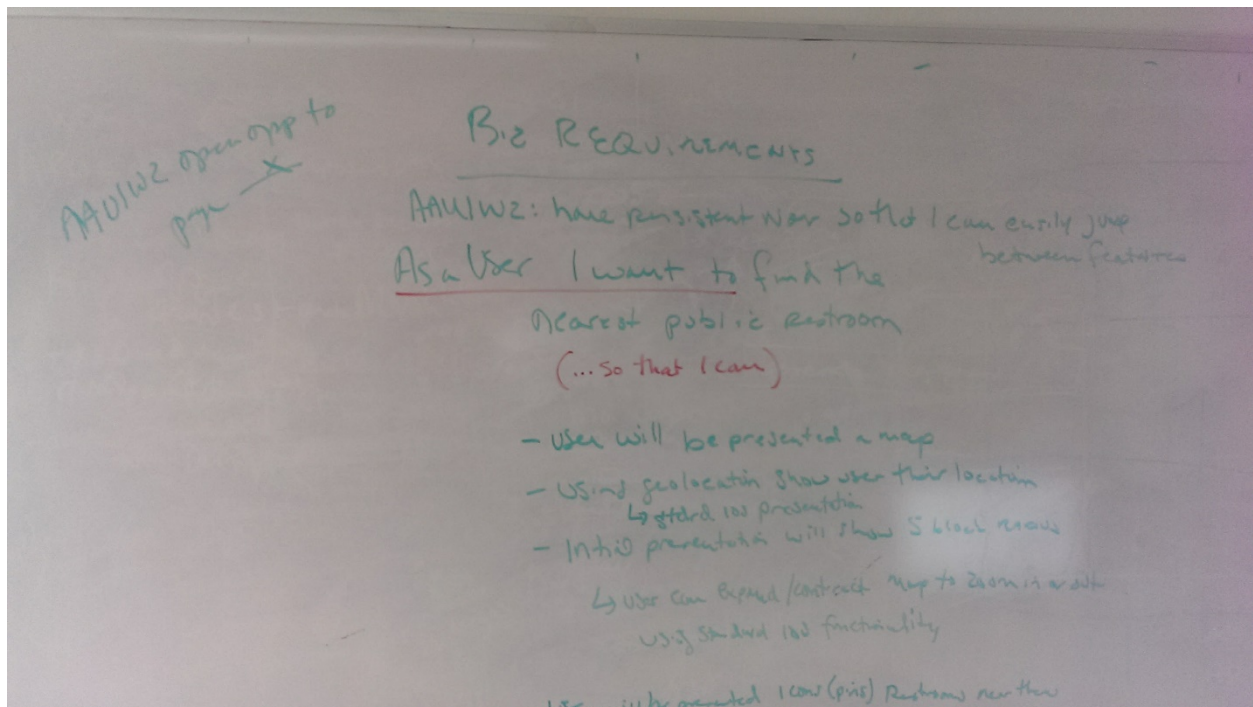


Figure 13 - Part one of business requirement example

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Figure 14 - Part two of business requirement example

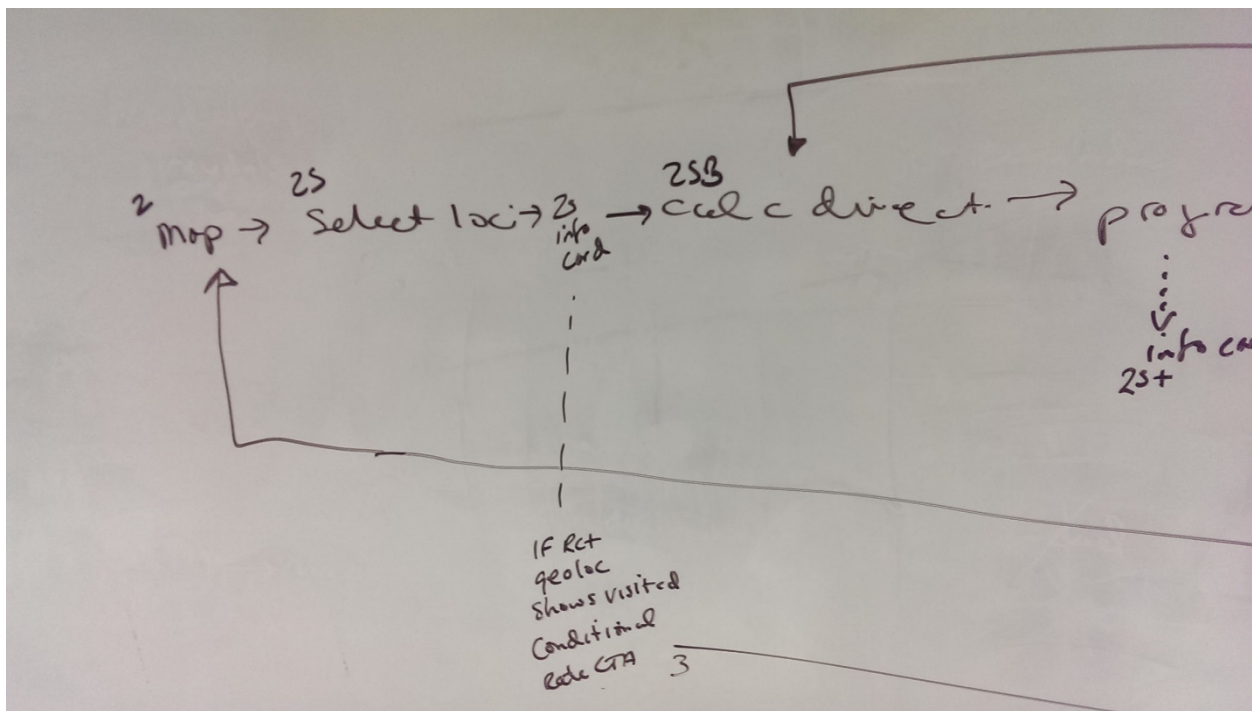


Figure 15 - Part one of flow chart example

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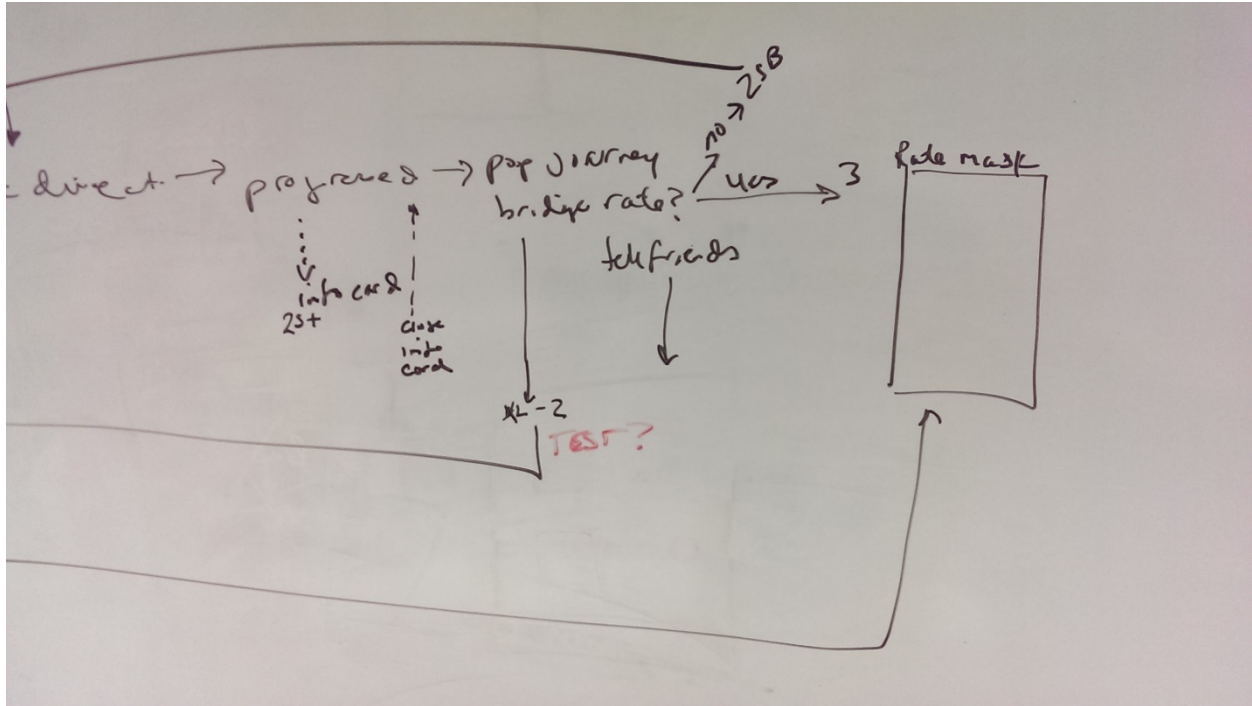


Figure 16 - Part two of flow chart example

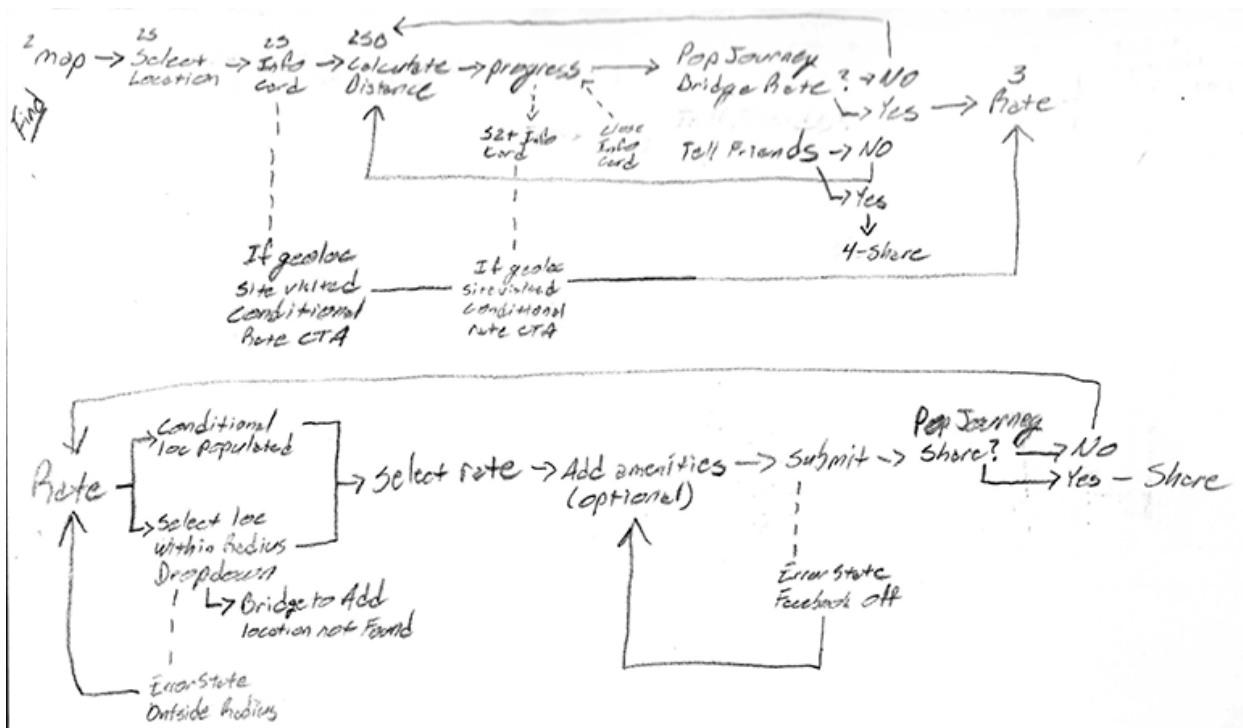


Figure 17 - Part one of my word flow chart

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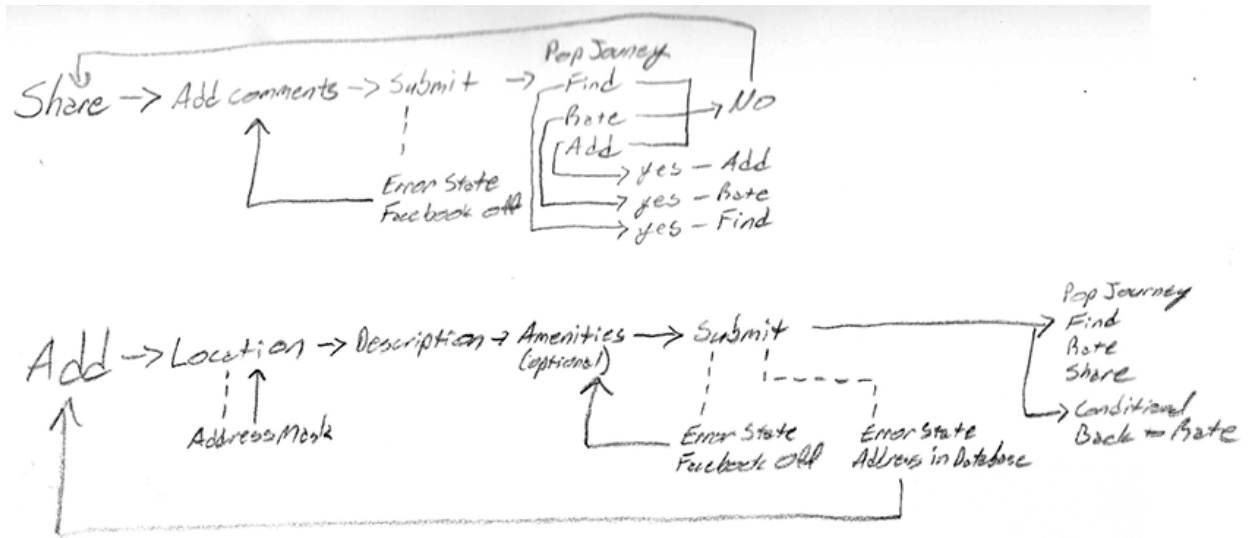


Figure 18 - Part two of my word flow chart

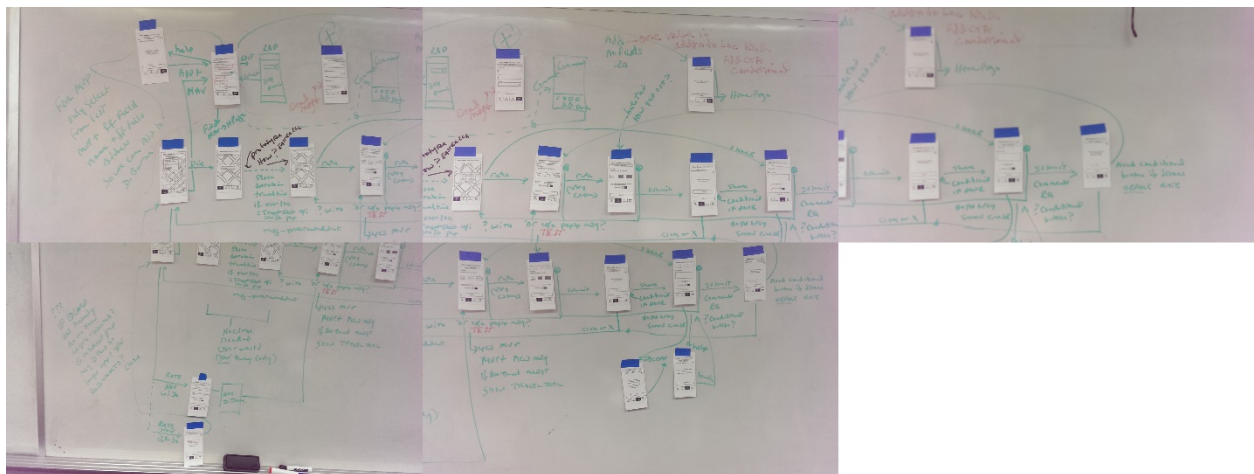


Figure 19 - In class flow chart with wireframes