

## Observational Interviews

**Background:** Created for house shares where cleaning can be a cause of contention. This app is created to aid, assist and encourage house members to perform cleaning tasks.

**Goals of research:**

To confirm if there is a gap in the market for such an app. My online research has found many 'to do list'/ organisational apps but none specifically dedicated to this topic.

**Research objectives:**

1. Explore user feedback of the app
2. Record negative and positive experiences of to do list/organisational apps
3. Use this research to confirm if this is a viable product

## Script for User Testing Cleaning App

Hi Thank you for speaking with me

**Purpose of meeting:** We are here today to have a look at a prototype application. If it is ok with you, I will be recording this interview for note taking and research purposes. Is that ok?

As this is a prototype, it is mostly in black and white and some of the buttons may not work but please click around and explore the whole application as normal. I only ask that if you click on something that does not respond that you tell me what you expected to happen.

This meeting should take around 40 - 45 minutes. We will start with a few questions regarding applications you use before looking at the prototype together. I will ask you to perform a simple task and then we will finish with some follow up questions.

Please bear in mind we are not here to test you. We just want to make sure that the application is achieving what we want it to. So, if there is anything that seems out of place for you while using the app please let me know. When interacting with the product, please can you say what you are thinking out loud. This would be very helpful in assessing the prototype.

Did you have any questions? Are you ready to begin?

Warm Up Questions:

1. Do you use/download a lot of apps?
2. What device do you usually use?
3. What kind of applications do you download?

Main Questions:

1. Tell me of one of your most used apps, why you use it, why it is significant to your life?
2. Have you/ do you use any to do list/organisational apps? If so please show me and tell me about it.
3. What's the last thing you did on this app?
4. Tell me of a time you had negative interaction with this app? How did that make you feel? Why?
5. Do you have any apps for cleaning?
6. Is cleaning important to you? Why/ why not?
7. What is your living situation? Is it a shared house?
8. Who does the most cleaning in your house?
9. How do you know whose is meant to clean?
10. How do you organise the cleaning in the house?
11. Tell me of a time you had positive interaction with someone over cleaning?
12. How did that make you feel? Why?
13. Tell me of a time you had negative interaction with someone over cleaning?
14. How did that make you feel? Why?

**\*\* Now look at the Prototype\*\***

Please let me know what you are thinking as you look and interact with it. (Give example of how want people to talk out loud)

1. What do you think this app is for?
2. What do you think you can do in this app?
3. When would you use this?
4. Who do you think this tool is for?
5. Is there anything this tool resembles? If yes, what?

**\*\*TASK\*\***

Now you are a little familiar with it. Please can I ask you to perform a task.

I would like you to assign a task to Tilly Graham to clean the kitchen oven and bathroom counter.

Task Question:

1. Was there anything that surprised you? If yes, what?
2. Was there anything you expected to find that was not there?
3. What was difficult or strange about this task, if anything?
4. What was easy about this task?
5. Did you find everything you were looking for?
6. Was there anything that didn't look the way you expected? If so, what was it?
7. What was missing, if anything?
8. What was unnecessary, if anything?
9. Was anything out of place? If so, what was it?
10. If you had a magic wand, what would you change about this experience/task?
11. How would you rate the difficulty level of this task?
12. Did it take you more or less time than you expected to complete this task? Would you normally spend this amount of time doing this?
13. Please finish this sentence ' This application can be used for'....

- We are coming to my final questions now -

14. What would you change in this application, if anything?

15. What else would you like to do with this application?

Final question

We have been talking for a while about apps and cleaning. Has our conversations brought up anything else that you would like to discuss?

Thank you very much for your time.

**\*\*End interview\*\***