

Laundry Savior

Team #2

Outline

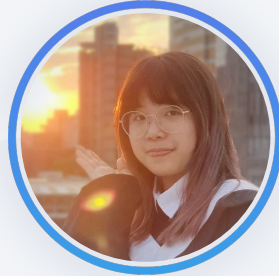
- Introduction
- Needfinding Methodology
- Interview Results
- Analysis
- Summary

Team Members



Jia Wen Foo

R10944057



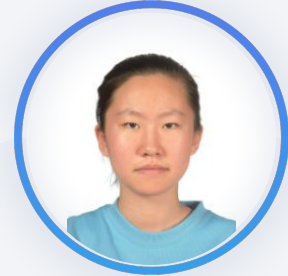
Silver Lui

R11944056



Jia Yin Foo

R10944056



Yen Yu Tung

B09902031

Domain and Theme

Enhance Laundry Experience in Dormitory

I walk front and back just to check the availability of the washing machine

Previous user haven't take the clothes back



Needfinding Methodology



User Selection

Diversity

School, Department, Grade
year, Gender, dorm location

Extreme users

International Student
Freshman



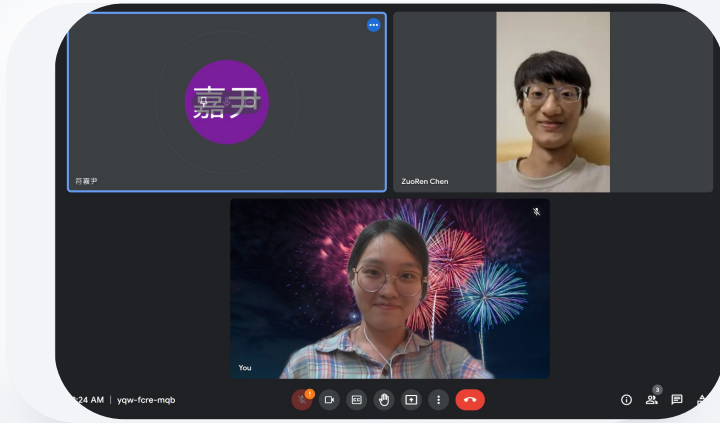
Yvone

- Female, Aged 24
- International Student from Brazil
- M.A. in Interaction Design, NTUT
- Experience: freshman year

HU, HUAN-SHUO

- Male, sophomore in college
- Experience:
- 1y in male dorm #1
- 1m in male dorm #5





Zhuo-Ren Chen

- Age: 24, Male
- M.A. in Mechanical Engineering, NTHU
- 3 Years in Shi-Dorm during college
- Interviewer: Foo Jia Yin

Min Chieh Chou

- Interviewed by Jia Wen
- Female, Age: 24
- Experience:
- Y1-NTUT dorm
- Y3- Shared with neighbour



Interview Questions

- Personal Information

- Dormitory Laundry Facilities & Culture

- Personal Laundry Practices

- Special Occasions

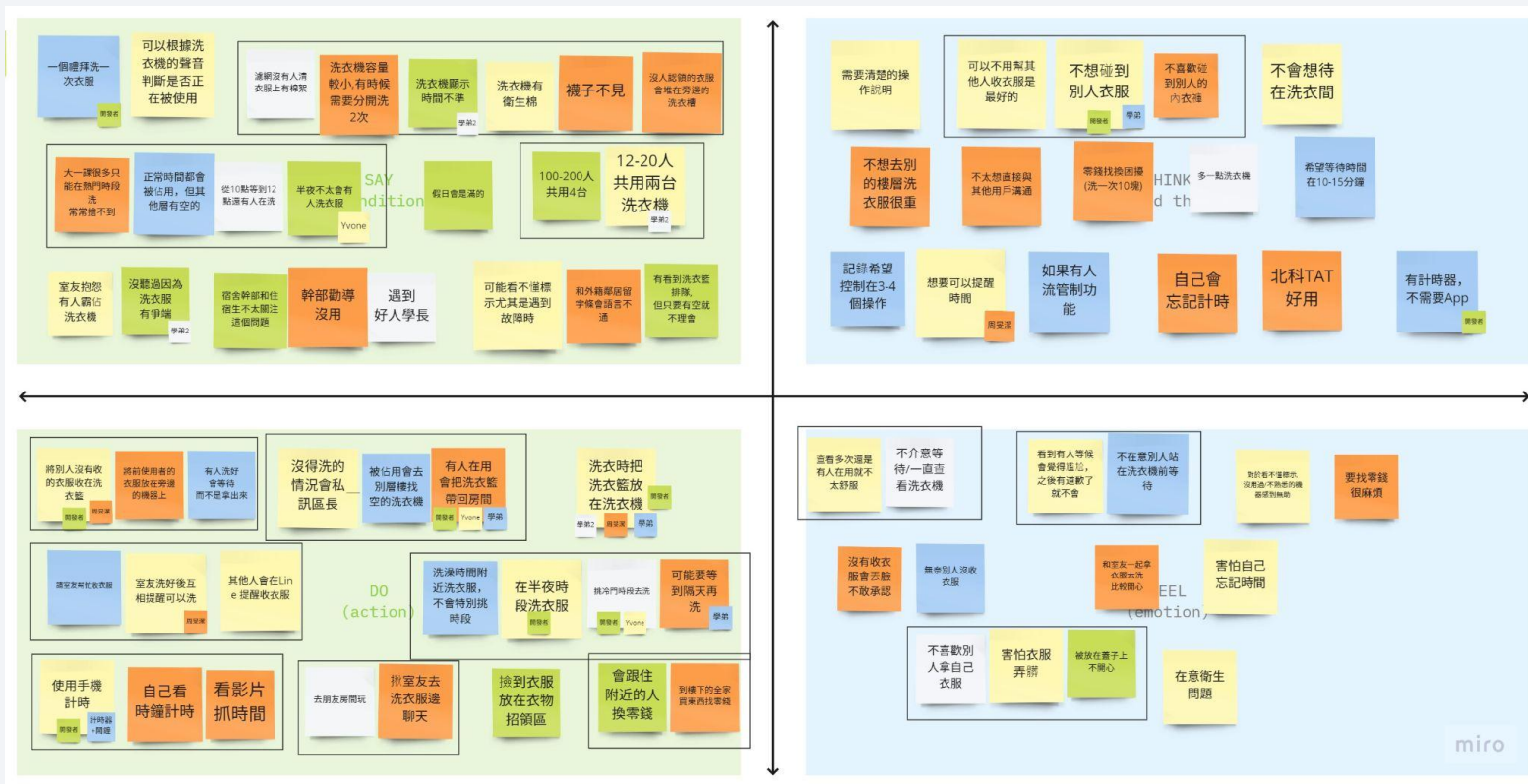
- Preference in Using Apps



Interview Result



Empathy Map





Say

“

I could only wash my clothes after class when I was a freshmen, but wash machine was always occupied at night and on weekend.

”

“

Wash machine got occupied when I go looking for change.

”

“

I went to bed late after laundry was done.

”



“

My roommate complaint that wash machine was occupied all the time ”

“

Dorm committee did not care about that. ”

“

People still forget to collect laundry even though advices given. ”



Set timer using smartphone to use the washing machine / collect laundry immediately

Go to other floors to look for empty washing machine

Avoiding peak hours if possible



Wait until the next day

Help the previous user to collect laundry

Leave the empty laundry basket there

Wait for others to collect their laundry



Reminder feature will be helpful



If operations limit in five steps would be nice



We need more wash machine.



Think



Think

Forget to collect clothes will be bothering others

Touching other clothes is unhygienic

Instructions provided are difficult to understand

It is hard to keep in mind about laundry time

Fear of forgetting to collect the laundry



Feeling uncomfortable when touching clothes of others (especially underwear) or when other touching my clothes



Embarrassed when noticed someone is waiting there



Feel

Upset with others who forget to take back their laundry



Fear for direct/face to face communication other unfamiliar residents



I feel annoying when running out of coins



Feel

Knowing the status of
washing machine by the
operating sound

Waiting for 2
hours at the
first time



Surprising Quotes



100-200 ppl
sharing 4
machine

Chat with roommate or
neighbors while waiting
for laundry done

Can't read the
instruction because I
don't know Chinese



Analysis



Common Observation

4_{/4}

Leave the empty laundry basket

3_{/4}

Set timer/alarm as reminder

Don't like touching other's clothes, help taking out other's clothes only if needed

2_{/4}

Complaint but didn't receive much attention

Feel uncomfortable while others touching my clothes

Run out of coins sometimes

Wash at midnight / afternoon to avoid peak hours

Keep checking occupying status for several times

Extreme Cases

Busy Resident

Can only do laundry during peak hours or midnight due to busy class schedule.

Freshmen

Lack of knowledge about the custom and the peak hour

Foreign student

Feels helpless when she cannot understand the instructions



Insight & need #1

Insights

People want to do laundry with least time (especially the queue time) and least effort

Needs

Empty/occupying stats



Insight & need #2

Insights

People who don't familiar with the custom need clearer information

Needs

Peak hour indication stats and advices (for freshmen)

Multilingual support



Insight & need #3

Insights

People are reserved, care about privacy and hygienes

Needs

Reminder for collecting laundry



Insight & need #4

Insights

Sometimes forgot to prepare change (10-dollar coin) for the laundry

Running out of change

Needs

E-payment support

Summary



Efficiency &
convenience



Privacy & hygiene



Comprehensibility



Q & A