

Laundry Savior

Team #2

Outline

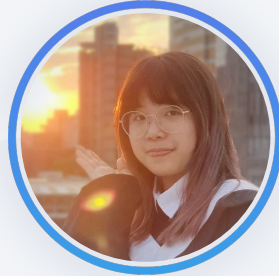
- Value Proposition
- 3 Tasks
- Usability Results
- Lessons Learned

Team Members



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Value Proposition



Laundry Savior

Chores made easy!

Problems/Solution

Problems

Washing machines are always occupied in the dormitory. Some users may be late to collect their laundry.

Solutions

Laundry Savior provide a dashboard to **check availability of the washing machine**, and **remind users** to collect laundry immediately as well as allow **e-payment** during the laundry.



3 Tasks



Tasks

Simple

Check washing
machine status

Moderate

Use E payment

Hard

Collect laundry
when ready



Participant Overview





Participant 1

- Male
- fourth grade in college
- Experience:
4y in Shui-Yuan Dorm



Participant 2

- Male, M.A. Student
- Experience:
4 year about sharing
washing machine
- iOS User



Participant 3

- Female, Age: 22
- Experience:
3 Year in NTHU Dorm
- Android User



Usability Analysis



#1: H1 [Severity 4] by P2

Description

Each machines should have their own number

Suggestion

Display id number for each machine.

#2: H1 [Severity 4] by P2

Description

The washing time (40 mins left) does not countdown after mode selection

Suggestion

Count down the washing time after mode selection (Fixed)

#3: H2 [Severity 4] by P3

Description

User think the chips is used for filtering (to view the machines on specific floors.)

Suggestion

Display machine by the chip filters.



#4: H2 [Severity 3] by P1

Description

The text of the “select a payment method” button is confusing.

Suggestion

Change the text of the button to make it clearer, maybe just change it to “pay to use”.

Washing Machine

7 Floor



Pay to use

Select a payment method

or Insert Coin into the machine

#5: H3 [Severity 3] by P1, P2

Description

Can't see the notify toggle when there is an available machine.

Suggestion

Display the toggle when there is an available machine. A notification will be sent immediately if user switch it on while machine available.



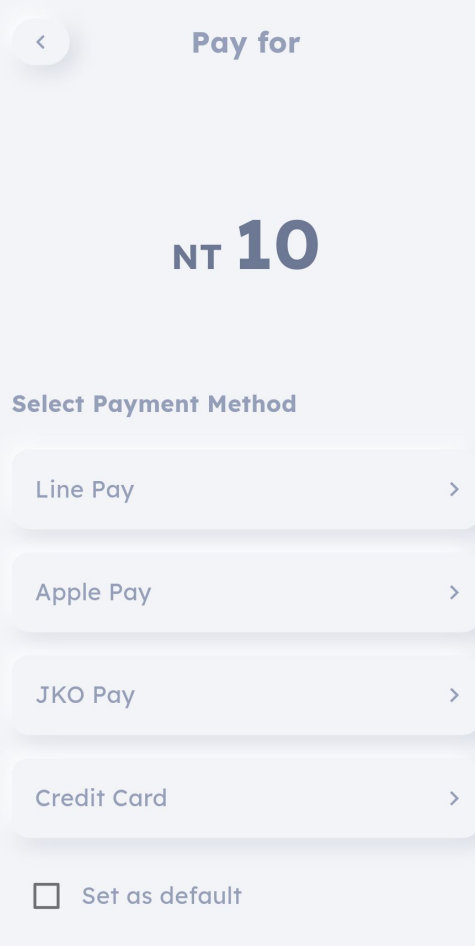
#6: H3 [Severity 3] by P1

Description

Didn't know to select the default payment before changing to the paying page.

Suggestion

Add a confirm button. Navigate to the payment page after the confirm button is pressed.



#7: H2 [Severity 2] by P1, P2

Description

Chinese Language is not implemented

Suggestion

Add more language versions.

#8: H2 [Severity 2] by P1

Description

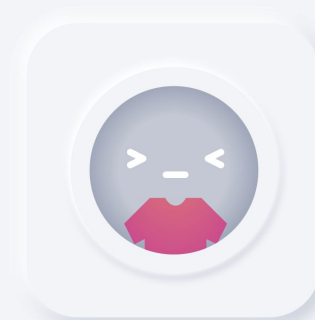
The user is not sure about meaning of 'ping'

Suggestion

We removed this feature since it is not yet implemented.

Washing Machine

7 Floor



Laundry is done!

Seem like someone haven't take their laundry.

Ping

#9: H7 [Severity 2] by P2

Description

The switch button should triggered when tapping on “all floor” or “XXth floor” instead of the whole component.

Suggestion

Triggered view switching when tapping on “all floor” or “XXth floor” instead of the whole component.

Female 1

7 Floor

All Floors

#10: H2 [Severity 1] by P2

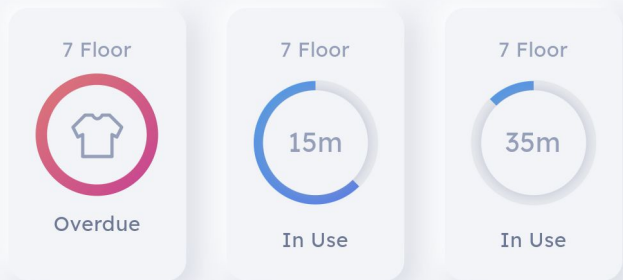
Description

The Overdue icon in the dashboard is unclear, looks like the connection lost between the app and the cloud server

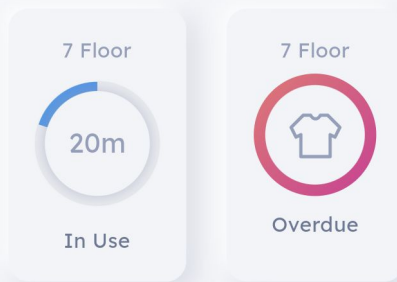
Suggestion

Replace with words that is familiar and understandable for the user.

💧 Washing Machine Select Floors ▾



🌀 Dryer Machine Select Floors ▾



#11: H2 [Severity 1] by P2, P3

Description

Compare with “Notify Me”, will focus on the bell more since the section on the top looks like billboard or announcement

Suggestion

Make it more like button.

Laundry Savior



Dryer machines on 7F are busy.
Remind when any dryer machine available on 7F?

[Notify me >](#)

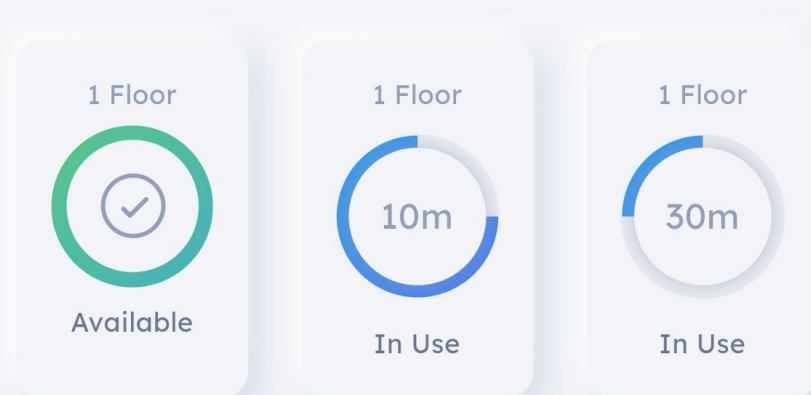
#12: H4 [Severity 1] by P1

Description

The height of status indicating text is different .

Suggestion

The text should have the same height.



Category	# of Violations	Sum of Severity Ratings
H1: Visibility of System Status	2	8
H2: Match b/w System & World	6	16
H3: User Control & Freedom	2	6
H4: Consistency & Standards	1	1
H5: Error Prevention		
H6: Recognition not Recall		
H7: Flexibility & Efficiency of Use	1	2
H8: Aesthetic & Minimalist Design		
H9: Help Users with Errors		
H10: Help & Documentation		
Total	12	33



Lesson Learned



Lessons

- We should use words, phrases, icons and concepts that is consistent and is familiar to the user. ~ #3, #4, #7, #8, #9, #10, #11, #12
- The machine information provided to users should be updated and contains all details required to proceed tasks. ~ #1, #2
- We should provide users with the same options to control a function across different screen and state. ~ #5, #6