

UX Research Study - HomeHub

Introduction	<ul style="list-style-type: none">• Title: HomeHub App• Author: Mia Juarbe, UX Design Student• Stakeholders: Mia Juarbe• Date: 06/06/2023• Project background: We want to test the usability and desirability of the home hub app. When participants use the features in this app, we hope that it would better organize their at home life when living with other people.• Research goals: We would like to test and observe participants to see what features are helpful and what can be updated to better help users. We also would like to hear feedback on what is most useful or what is unnecessary.
Research questions	<ul style="list-style-type: none">• What features are most useful?• What did the user find most difficult or confusing?• Were users able to find things easily?• Are there other house hold struggles that can be resolved in this app?
Key Performance Indicators (KPIs)	<ul style="list-style-type: none">• Time on task: How long does it take users to complete tasks• System-Usability Scale: Questionnaire to evaluate customer feedback
Methodology	<ul style="list-style-type: none">• Monitered usability sessions• 5 participants• Sessions around 10-15 minutes consisting of 4 prompts• 5 minutes end of session questionnaire measuring how agreeable statements are.
Participants	<ul style="list-style-type: none">• Participants include those who share living space with other people. Potentially college students and people in their 20s who live with others.

Script

- Thank you for taking part in this study. I will ask you to complete a few tasks and observe how you complete them. Then I will ask you a few follow up questions.
- Prompt 1: Check when your roommates birthday is
 - Follow-up: How easy or difficult was it to find the calendar and look for their birthday?
 - What is an easier way for you to find this?
- Prompt 2: Add wiping down the counter to kitchen chores
 - Follow-up: How easy or difficult was it to find the chores list and add a new chore
 - What is an easier way for you to find this?
- Prompt 3: Check if windex is on the grocery list
 - Follow-up: How easy or difficult was it to find the groceries list
 - What is an easier way for you to find this?
- Prompt 4: Schedule morning shower bathroom time for this Wednesday
 - Follow-up: How easy or difficult was it to schedule bathroom time?
 - What is an easier way for you to find this?
- Short survey after prompts:
 - I think this app would be helpful to use at home
 - I think this app is easy to use
 - It will take me a long time to learn how to use this app
 - I think this app is user friendly for all users
 - I think things need to be added or changed on this app
 - I think the flow of this app is straightforward