1. User Interviews

Introduction:

Start by introducing yourself and explaining the purpose of the interview.

Assure the participant that their feedback is valuable and will be kept confidential.

Section 1: User Background

Can you tell me a bit about yourself, your occupation, and how long you've been living in your current apartment complex?

How often do you use the communal laundry facilities in your apartment complex, and what factors influence your laundry habits?

Section 2: Current Laundry Experience

Walk me through your typical process when you decide to do laundry in your apartment complex. What steps do you take?

Have you ever encountered challenges or frustrations when using the laundry facilities? Could you describe any specific instances?

Do you plan your laundry tasks or do you usually decide to do laundry spontaneously based on machine availability?

Section 3: Expectations from a Laundry App

How do you feel about the idea of using a mobile app to manage your laundry tasks in your apartment complex?

Can you share what features or functionalities you would consider the most valuable in a laundry services app designed for apartment residents?

Are there any specific pain points or inconveniences you hope a laundry app could address?

Section 4: Machine Reservation and Availability

Imagine you could use an app to reserve a specific washing machine or dryer in advance. How would you feel about this feature?

What level of flexibility in rescheduling or canceling reservations would be important to you?

Section 5: Payment Process

How would you prefer to make payments for laundry services through the app? Can you explain your payment preferences and any concerns related to this?

Would you be open to using a wallet system to manage your laundry payments through the app?

Section 6: Notifications and Communication

How would you like to receive notifications about your laundry activities, such as cycle completion or reservation confirmations? What communication channels do you prefer?

Are there any concerns or preferences regarding the frequency and types of notifications you'd like to receive?

Section 7: Accessibility and Inclusivity

Are there any specific accessibility features you believe should be considered to ensure that the app is usable by residents with disabilities?

How can the app be designed to accommodate residents of different age groups, technological proficiencies, and language preferences?

Section 8: Competitive App Analysis

Are you currently using any other laundry service apps, and if so, what do you like or dislike about them? Are there features you find valuable in those apps?

Section 9: Additional Feedback and Suggestions

Is there anything else you would like to share about your experience with laundry facilities in your apartment complex or any specific features you would like to see in a laundry services app?

Conclusion:

Thank the participant for their time and insights.

Mention any follow-up steps or actions based on their feedback.

Assure them that their input will be valuable in improving the laundry services app.

2. User Surveys

Screener Questions

1. Do you currently reside in an apartment complex with communal laundry facilities?

2. How long have you been a resident in your current apartment complex?

Less than 6 months

6 months to 1 year

1-2 years

2+ years

3. How often do you use the laundry facilities in your apartment complex?

Rarely

Once a month

Once a week

Multiple times a week

Have you ever experienced difficulties in finding an available machine when you wanted to do laundry?

Yes

No

4. How likely would you be to use a mobile app to manage your laundry tasks?

Very Likely

Somewhat Likely

Neutral

Somewhat Unlikely

Very Unlikely

Survey Questions

1. What time of day do you typically do your laundry?

Morning

Afternoon

Evening

Anytime

2. How do you currently manage your laundry schedule?(select all that apply)

I wait for a machine to become available

I plan ahead and choose less busy times

I have a set routine for laundry

I don't have a specific schedule

3. How do you typically find out if a washing machine or dryer is available for use?

4.

5. How important is it for you to have real-time information about machine availability in the laundry room?

Extremely important

Very important

Somewhat important

Not very important

Not important at all

6. What are the biggest challenges or frustrations you face when using the shared laundry facilities in your apartment complex?

Limited availability of machines

Uncertainty about machine availability

Maintenance issues with machines

Difficulty in making payments

Other (please specify):

7. Would you be interested in reserving specific machines and time slots in advance through the app?

8. How far in advance would you typically like to be able to make a reservation?

Same day

1 day in advance

2 days in advance

3+ days in advance

9. What features would you find most valuable in a laundry services app?

Real-time machine availability updates

Reservation system for machines

Payment integration for laundry services

Reporting maintenance issues

Notifications for cycle completion

Other (please specify): [Open-ended]

10. How would you prefer to make payments for laundry services through the app? (Select up to 2)

Credit/Debit Card

Mobile Wallet (e.g., Apple Pay, Google Pay)

PayPal

Coin or card payment at the machine

Other (please specify):

11. How would you prefer to receive notifications about your laundry activities?

Push notifications within the app

Email alerts

SMS/Text messages

Don't want notifications

Other (please specify):

12. Are you currently using any other laundry service apps or platforms? If yes, which ones, and what do you like or dislike about them?

13. Is there anything else you would like to share about your experience with laundry facilities in your apartment complex or any specific features you would like to see in a laundry services app?

Closing Questions

1. Would you be interested in participating in further user testing or interviews to help improve the app?

2. Email:

3. Age:

Under 18

18-24

25-34

35-44

45-54

55-64

65 or older

4. Gender:

Male

Female

Non-binary

Prefer not to say

5. What is your highest level of education?

High school or less

Some college or associate's degree

Bachelor's degree

Graduate degree

6. Occupation or primary area of work?

Student

Employed full-time

Employed part-time

Self-employed

Homemaker

Retired

Unemployed

Other (please specify)