

Facility Finder Experiment

Start of Block: Demographics

Q1

Welcome to the research study!

We are interested in evaluating prototypes of a facility finder app. You will be presented with a series of prototypes and asked to answer some questions about it. Please be assured that your responses will be kept completely confidential.

The study should take you around 30 minutes to complete. Your participation in this research is voluntary. You have the right to withdraw at any point during the study, for any reason, and without any prejudice. If you would like to contact the Principal Investigator in the study to discuss this research, please e-mail swsien@cs.ubc.ca.

By clicking the button below, you acknowledge that your participation in the study is voluntary, you are 18 years of age, and that you are aware that you may choose to terminate your participation in the study at any time and for any reason.

Please note that this survey will be best displayed on a laptop or desktop computer. Some features may be less compatible for use on a mobile device.

- ☐ I consent, begin the study (1)
- ☐ I do not consent, I do not wish to participate (2)

Skip To: End of Survey If Welcome to the research study! We are interested in evaluating prototypes of a facility finder... = I do not consent, I do not wish to participate

ID Please enter your participant ID.
If you are unsure, please ask the facilitator.

End of Block: Demographics

Start of Block: About Prototypes

Q47 You will be shown 3 prototypes (labelled A, B, and C) of the Facility Finder app, in a random order. For each prototype, you will be directed to complete two tasks and then asked a few questions. After completing all 3 prototypes, you will be asked questions about everything that you have seen.

Try to answer to the best of your abilities, while remembering details about each of the prototypes that you try.

☐ I understand, and I'm ready to start (3)

End of Block: About Prototypes

Start of Block: Point-less task

Task Part 1 Prototype A, Task 1:

Below you will find a link to a prototype of a facility finder app.

Imagine you are by the fountain on UBC Vancouver campus. Use this app to navigate to a washroom that is suitable for you. Feel free to explore along the way and spend as much or as little time as you like playing with the prototype. Once you are satisfied, return to this survey and click 'next'.

Feel free to ask the facilitator for help at any point.

When you're ready, [click here to begin](#).

When you're ready to move on, please click 'next'.

Q38 Timing

First Click (1)

Last Click (2)

Page Submit (3)

Click Count (4)

Page Break

Task Part 2 Prototype A, Task 2:

The following task will use the same prototype as before ([linked here](#)).

Recall your recent experience(s) in a public washroom. Suppose you notice that there is a mismatch in information on the app and reality. Use the prototype to perform any actions you would take. Do this as few or as many times as you wish. Once you are satisfied, return to this survey and click 'next'.

Q39 Timing
First Click (1)
Last Click (2)
Page Submit (3)
Click Count (4)

Page Break

Motivation How motivated were you to add information to the washroom listing(s)?



Reasoning What factors contributed to this motivation?

Frustration Considering this prototype only, how frustrated were you when trying to accomplish your tasks?



Q22 Task complete!

Reminder that you can take breaks as needed. When you're ready, please click next.

End of Block: Point-less task

Start of Block: Points Only Task

Task Part 1 Prototype B, Task 1:

Below you will find a link to a prototype of a facility finder app.

Imagine you are by the fountain on UBC Vancouver campus. Use this app to navigate to a washroom that is suitable for you. Feel free to explore along the way and spend as much or as little time as you like playing with the prototype. Once you are satisfied, return to this survey and click 'next'.

Feel free to ask the facilitator for help at any point.

When you're ready, [click here to begin](#).

When you're ready to move on, please click 'next'.

Q37 Timing
First Click (1)
Last Click (2)
Page Submit (3)
Click Count (4)

Page Break

Q26 Prototype B, Task 2:

The following task will use the same prototype as before ([linked here](#)).

Recall your recent experience(s) in a public washroom. Suppose you notice that there is a mismatch in information on the app and reality. Use the prototype to perform any actions you would take. Do this as few or as many times as you wish. Once you are satisfied, return to this survey and click 'next'.

Q40 Timing
First Click (1)
Last Click (2)
Page Submit (3)
Click Count (4)

Page Break

Q27 How motivated were you to add information to the washroom listing(s)?

Not at all Extremely

1 2 3 4 5 6 7 8 9 10

()



Q28 What factors contributed to this motivation?

Q29 Considering this prototype only, how frustrated were you when trying to accomplish your tasks?

A little A moderate amount A lot

1 2 3 4 5 6 7 8 9 10

()



Q30 Task complete!

Reminder that you can take breaks as needed. When you're ready, please click next.

End of Block: Points Only Task

Start of Block: Achievement Task

Q31 Prototype C, Task 1:

Below you will find a link to a prototype of a facility finder app.

Imagine you are by the fountain on UBC Vancouver campus. Use this app to navigate to a washroom that is suitable for you. Feel free to explore along the way and spend as much or as

little time as you like playing with the prototype. Once you are satisfied, return to this survey and click 'next'.

Feel free to ask the facilitator for help at any point.

When you're ready, [click here to begin](#).

When you're ready to move on, please click 'next'.

Q41 Timing

First Click (1)

Last Click (2)

Page Submit (3)

Click Count (4)

Page Break

Q32 Prototype C, Task 2:

The following task will use the same prototype as before ([linked here](#)).

Recall your recent experience(s) in a public washroom. Suppose you notice that there is a mismatch in information on the app and reality. Use the prototype to perform any actions you would take. Do this as few or as many times as you wish. Once you are satisfied, return to this survey and click 'next'.

Q42 Timing

First Click (1)

Last Click (2)

Page Submit (3)

Click Count (4)

Page Break

Not at all

Extremely

1 2 3 4 5 6 7 8 9 10

()



A little A moderate amount A lot

1 2 3 4 5 6 7 8 9 10

()



Page 8 of 10

End of Block: Achievement Task

Start of Block: Closing

Pref ranking Rank the prototype you tested in order of preference:

_____ Prototype A (1)
_____ Prototype B (2)
_____ Prototype C (3)

Pref reason Please explain your reasoning for your above ordering:

Motivation ranking Rank the prototypes in order of how motivated you felt to add listing information:

_____ Prototype A (1)
_____ Prototype B (2)
_____ Prototype C (3)

Motivation reason Please explain your reasoning for the above ordering:

Use Do you see yourself or someone you know using this app?

- ☐ Yes (1)
- ☐ Maybe (2)
- ☐ No (3)
-

Q48 Please expand on your answer above:

End of Block: Closing
