Gowork – Usability test

Part I. About Gowork:

Gowork is a new app to help New Yorkers find coworking space. It allows them to search for workspaces near them, filter by pricing and the amenities they need to for a productive work environment (such as printing services). They can read reviews from other users, see photos of the space and it's listed features, and compare it to other coworking spaces.

Gowork can be downloaded for a quick, one time search, or users can create an account to save their favorite spaces and review the ones they use. In the following scenarios, we will complete some specific tasks, and your feedback as you complete these asks would be much appreciated.

Part II. Tasks

1. Create an Account:

Task Summary:
Download Gowork, and create an account via email. Be sure to include a picture for your profile.

Feedback:

Were you able to complete this task?

Yes   No

How easy was this task to complete on a scale of 1 to 5 (1 being very easy, 5 being very difficult)

              1   2   3   4   5

Do you have any feedback or thoughts on this process?

2. Search

Task Summary:

Search for a coworking space in NYC. Filter to see spaces with a <u>daily</u> price between $20 and $100 dollars, that also having printing services and are open on weekends.

<u>Feedback:</u>
Were you able to complete this task?

Yes   No

How easy was it to complete this task on a scale of 1 to 5 (1 being very easy, 5 being very difficult)?

                    1   2   3   4   5

What is the third Coworking space you see on your current screen?

Do you have any feedback or thoughts on this process?

3. Select GroupWork and favorite it

<u>Task Summary:</u>

Using the results from your search, select GroupWork and read the summary of its features and reviews. Next, add GroupWork to your favorites.

<u>Feedback:</u>

Were you able to complete this task?

Yes   No

How easy was it to complete this task on a scale of 1 to 5 (1 being very easy, 5 being very difficult)?

                    1   2   3   4   5

Describe the heart in the top blue header of your current screen. What color is it?

Do you have any feedback or thoughts on this process?

4. Write a review of GroupWork

Task Summary:
Write a review of GroupWork, and post your review. Rate Groupwork 5 stars, and write a review.

Feedback:

Were you able to complete this task?

Yes   No

How easy was it to complete this task on a scale of 1 to 5 (1 being very easy, 5 being very difficult)?

                    1   2   3   4   5

How did you access the review?

Describe how the review section of Groupwork has changed since you wrote your review. What's new?

Do you have any feedback or thoughts on this process?

5. Delete your review

Task Summary:
Now that you have added your review, delete it. Once you have deleted it, return the reviews of GroupWork to make sure it is gone.

Feedback:

Were you able to complete this task?

Yes   No

How easy was it to complete this task on a scale of 1 to 5 (1 being very easy, 5 being very difficult)?

                    1   2   3   4   5

How did you delete the review? Briefly describe the steps you took:

Do you have any feedback or thoughts on this process?

Part III. Final thoughts and Feedback:

Thank you for completing the above tasks. If you have any additional feedback or thoughts on using Gowork, please include them below. These can be comments on the appearance of the app, how intuitive you found the tasks, or anything else you noticed along the way. We appreciate your feedback