Interview 11:

**Navigation**

• Is the app easy to navigate? have a scale so how would you rate the ease of navigation through the app.

How would you rate the navigation of the app as a whole?

1. **Manageable** - While easy to navigate, occasional guidance or search may be needed to find some features.

**How would you rate the ease of navigating to the community** **page and the logical flow between pages within the app:"**

1. **Effortless** The app is exceptionally user-friendly; navigating to the community page and between sections feels completely natural. Transitions are logical and enhance the user experience.

**How would you rate the ease of navigating to the step** **counter page and the logical flow between pages within the app:"**

1. **Straightforward:** Navigation to the step counter page is simple, with clear signs and minimal barriers. Transitions between pages are logical, contributing to a straightforward experience.

**How would you rate the ease of navigating to the weight tracker page and the logical flow between pages within the app:"**

1. **Challenging:** Navigating to the weight tracker page requires effort, and transitions between pages might not always seem logical. If there's a specific area that could be more intuitive, please let us know.

**How would you rate the ease of navigating to the workout page and the logical flow between pages within the app:"**

1. **Straightforward:** Navigation to the workout page is simple, with clear signs and minimal barriers. Transitions between pages are logical, contributing to a straightforward experience.

**Visual Design:**

* are the colours chosen appropriate for the fitness app? if no what would like to change about it (follow up question to the top one)

Yes, the colors are vibrant and energetic which suits a fitness app.

* Are the text legible and easy to understand on all the pages?

Yes, the text is very clear and the font size is appropriate for reading on mobile devices.

**Content Organization:**

* Does the homepage contain all the features you expect to find and use readily in a fitness app? If no, please share any features you feel are missing or could be made more accessible

Yes, it includes all necessary features like a step counter, calorie tracker, and workout plans. Very comprehensive.

* Do you find the transition between the pages in the app to be logical and cohesive? if no, please specify what you would alter?

Yes i believe it is

**Onboarding:**

* How would you describe your experience with the initial setup and onboarding process? Were there any steps that you found particularly helpful or challenging? (Onboarding refers to signing up, logging in and setting up your account)

The onboarding was straightforward with helpful tips along the way. No issues in setting up my account.

**Performance:**

* NOTE- this will be covered during the observation section.

**Accessibility:**

* Do you believe the platform is inclusive to user ranging from 18+ upwards? (give an definition of inclusive) (by inclusive we mean curating an environment that is accessible to all adults irrespective of their age, gender, sexual orientation, ethnicity and fitness levels)

Yes, it seems designed for a wide range of ages and capabilities.

* Do you find the screen reader useful??

Yes, it’s helpful when I'm multitasking during my workouts, maybe add customisation options for voice(male/female)

* Are there any features or sections of the app that are not fully accessible to you? Please describe.

Yes, the sleep information section feels cluttered and overwhelming, making it hard to find specific details easily.

* Do you have any suggestions on how we could improve the app's accessibility for users with disabilities?

It would be great to have more visual aids like larger buttons for better visibility.

**Help and Support:**

* Do you think there is enough support provided if challenges are faced?

An instant chat feature would be much appreciated. but i dont think most app do this anyway

* Do you know where to go to find help and support information within the app?

Yes, the help section is clear

* Were you provided with clear and easy-to-follow instructions to resolve any issues or errors encountered within the app?

No

**Overall User Experience:**

* If there is one more feature that you like to see in the app what would it be

Nothing really

* Would you recommend this app to someone else? if you said no why not and if yes why would you?

Yes, I would, because it has a wide range of features that are perfect for tracking different fitness goals.

* Would you be willing to reuse this app based on the current features available? • if no why not?

Yes, it’s pretty comprehensive and meets most of my fitness tracking needs.

* Based on our existing features is there anything that you would modify about them?

Maybe improving the diet tracking part to make it more intuitive and easier to log meals.

Ife observations

* 18-25
* Female
* Time taken for observations:6 minutes ;39 seconds.

Could you please attempt navigating to the sign up to create an account and register using your personal details?”

* No of clicks- 1 clicks
* Time taken 4.53 seconds.

Could you try finding the page where you set up your profile – (so can you try to enter your name and try to set a random weight and height as well as selecting a goal.)

* No of clicks -2

Time taken 7 seconds.

Could you try to navigate to the setting page?

* No of clicks -5
* Time taken 4 seconds.

Could you try navigating to the goals section (e.g. step goal and sleep target goals and workout out preferences?)

3 click

4seconds

**Could you try navigating to where you would customize your display preferences and notifications?**

* No of clicks - 2
* Time taken 12 secs.

**Could you try to rearrange the order of the icons on the home page?**

* No of clicks - 8
* Time taken 12 seconds.

**Could you try finding the page where you can add your preferred sharing social media accounts and navigate back to the home page?**

* No of clicks - 11
* Time taken 18 seconds.

Observation- Noticed frustration: user navigated from profile > home > profile before going to the settings page

**Could you try navigating to see your step counter statistics? (we try to see if they go to week month goals)**

* No of clicks - 3
* Time taken 7 seconds.

**Can you recall any specific features or metrics displayed on the step counter interface?**

calories and number of steps and if reached goals

**Can you try navigating to the community forum and view the streak calendar?**

* No of clicks - 5
* Time taken 5.38 seconds.

**Could you try navigating to where you would log a weight in the weight page and view the weight progress?**

* No of clicks
* Time taken incomplete.

Observation

**Can you recall any specific features or metrics displayed on the weight page interface?**

**Could you try to navigate to see your sleep statistics?**

* No of clicks – 2 clicks to find the page.
* Time taken 5.5 seconds.

**Could you try finding the page to where you would customise your workout plan and to the settings page?**

* No of clicks - 7
* Time taken 7 seconds.
* could not edit workout plan.

**Can you try navigating to where you would sync the app with a wearable device (Wearable technology is any technology that is designed to be used while worn e.g. smart watch)**

* No of clicks
* Time taken failed.
* "I couldn’t see where to go to for syncing my wearable device - initially went to watch and clicked settings and then clicked on all the options under watch with no luck.

**Could you try finding the page where you would enable text to speech?**

* No of clicks – 4 to reach the page.

Time taken 29 seconds.

question was confusing - hard to understand what to find.

Interview 12:

**Navigation**

• Is the app easy to navigate? have a scale so how would you rate the ease of navigation through the app.

How would you rate the navigation of the app as a whole?

1. **Manageable** - While easy to navigate, occasional guidance or search may be needed to find some features.

**How would you rate the ease of navigating to the community** **page and the logical flow between pages within the app:"**

1. **Effortless** The app is exceptionally user-friendly; navigating to the community page and between sections feels completely natural. Transitions are logical and enhance the user experience.

**How would you rate the ease of navigating to the step** **counter page and the logical flow between pages within the app:"**

1. **Effortless** The app is exceptionally user-friendly; navigating to the step counter page and between sections feels completely natural. Transitions are logical and enhance the user experience.

**How would you rate the ease of navigating to the weight tracker page and the logical flow between pages within the app:"**

1. **Effortless** The app is exceptionally user-friendly; navigating to the step counter page and between sections feels completely natural. Transitions are logical and enhance the user experience.

**How would you rate the ease of navigating to the workout page and the logical flow between pages within the app:"**

1. **Manageable:** While generally easy to navigate, occasionally, guidance or search may be needed to find the workout page or move between sections. If transitions feel disjointed, please specify.

**Visual Design:**

* are the colours chosen appropriate for the fitness app? if no what would like to change about it (follow up question to the top one)

Yes, the colors are appropriate. They are calming and motivate me to workout.

Are the text legible and easy to understand on all the pages?

Text clarity is good, but some technical terms used in workout descriptions could be simplified.

**Content Organization:**

* Does the homepage contain all the features you expect to find and use readily in a fitness app? If no, please share any features you feel are missing or could be made more accessible

Almost perfect, but adding a water intake reminder on the homepage would make it better.

* Do you find the transition between the pages in the app to be logical and cohesive? if no, please specify what you would alter?
* Do you find the transition between the pages in the app to be logical and cohesive? if no, please specify what you would alter?

I guess so yeah

**Onboarding:**

* How would you describe your experience with the initial setup and onboarding process? Were there any steps that you found particularly helpful or challenging? (Onboarding refers to signing up, logging in and setting up your account)

Smooth process, though an option to import settings from other fitness apps would be helpful.

**Performance:**

* NOTE- this will be covered during the observation section.

**Accessibility:**

* Do you believe the platform is inclusive to user ranging from 18+ upwards? (give an definition of inclusive) (by inclusive we mean curating an environment that is accessible to all adults irrespective of their age, gender, sexual orientation, ethnicity and fitness levels)

Fairly inclusive. I noticed options for different fitness levels, which is great.

Do you find the screen reader useful??

It’s somewhat helpful for navigating the app, especially while working out

* Are there any features or sections of the app that are not fully accessible to you? Please describe.

The app’s integration with external devices is a bit confusing

* Do you have any suggestions on how we could improve the app's accessibility for users with disabilities?

Implementing voice control features would greatly enhance accessibility, making the app more usable for everyone.

**Help and Support:**

* Do you think there is enough support provided if challenges are faced?

Support is available yes.

* Do you know where to go to find help and support information within the app?

Yes, the support section is easy to find

* Were you provided with clear and easy-to-follow instructions to resolve any issues or errors encountered within the app?

nah the language used in the app could be less technical to help those not familiar with the jargon.

**Overall User Experience:**

* If there is one more feature that you like to see in the app what would it be

Integration with more fitness equipment

* Would you recommend this app to someone else? if you said no why not and if yes why would you?

Definitely, it’s useful for tracking all kinds of fitness activities, which is great for anyone serious about getting fit.

Would you be willing to reuse this app based on the current features available? • if no why not?

Yes, some of the issues need to be addressed

* Based on our existing features is there anything that you would modify about them?

synchronization with other health apps would make it a more central part of my fitness regime.

Interview 13:

**Navigation**

• Is the app easy to navigate? have a scale so how would you rate the ease of navigation through the app.

How would you rate the navigation of the app as a whole?

1. **Manageable** - While easy to navigate, occasional guidance or search may be needed to find some features.

**How would you rate the ease of navigating to the community** **page and the logical flow between pages within the app:"**

1. **Challenging:** Navigating to the community page requires effort, and transitions between pages might not always seem logical. If there's a specific area that could be more intuitive, please let us know.

**How would you rate the ease of navigating to the step** **counter page and the logical flow between pages within the app:"**

1. **Straightforward:** Navigation to the step counter page is simple, with clear signs and minimal barriers. Transitions between pages are logical, contributing to a straightforward experience.

**How would you rate the ease of navigating to the weight tracker page and the logical flow between pages within the app:"**

1. **Straightforward:** Navigation to the weight tracker page is simple, with clear signs and minimal barriers. Transitions between pages are logical, contributing to a straightforward experience.

**How would you rate the ease of navigating to the workout page and the logical flow between pages within the app:"**

1. **Manageable:** While generally easy to navigate, occasionally, guidance or search may be needed to find the workout page or move between sections. If transitions feel disjointed, please specify.

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**Visual Design:**

* are the colours chosen appropriate for the fitness app? if no what would like to change about it (follow up question to the top one)

Mostly yes, but some pages have a high contrast that can be glaring. I'd prefer softer tones.

Are the text legible and easy to understand on all the pages?

The text is mostly clear, though some dropdown menus have smaller fonts which can be difficult to read.

**Content Organization:**

* Does the homepage contain all the features you expect to find and use readily in a fitness app? If no, please share any features you feel are missing or could be made more accessible

Yes, though an easier access to progress reports right from the homepage would enhance usability.

* Do you find the transition between the pages in the app to be logical and cohesive? if no, please specify what you would alter?

Basically is overall, yes

**Onboarding:**

* How would you describe your experience with the initial setup and onboarding process? Were there any steps that you found particularly helpful or challenging? (Onboarding refers to signing up, logging in and setting up your account)

The setup was easy to follow

**Performance:**

* NOTE- this will be covered during the observation section.

**Accessibility:**

* Do you believe the platform is inclusive to user ranging from 18+ upwards? (give an definition of inclusive) (by inclusive we mean curating an environment that is accessible to all adults irrespective of their age, gender, sexual orientation, ethnicity and fitness levels)

It is inclusive

* Do you find the screen reader useful?

not for me because i don't need it

* Are there any features or sections of the app that are not fully accessible to you? Please describe.

I don't have a smart watch

* Do you have any suggestions on how we could improve the app's accessibility for users with disabilities?

not sure

**Help and Support:**

* Do you think there is enough support provided if challenges are faced?

i think the community thing is a good idea, people can just ask questions on there, right?

* Do you know where to go to find help and support information within the app?

I don't remember where that was but i think I think it would be good if there are video tutorials or prompts to guide people

* Were you provided with clear and easy-to-follow instructions to resolve any issues or errors encountered within the app?

It's hard to judge that in the app itself because i didn't test the working version but I understood most of what was going on

**Overall User Experience:**

* If there is one more feature that you like to see in the app what would it be

it's fine for me if the current features work properly. maybe keeping track of my historical workouts but i think you have something like that already

* Would you recommend this app to someone else? if you said no why not and if yes why would you?

Currently no because visually it's not for me, but i think if you work on the aesthetics then it would look better

Would you be willing to reuse this app based on the current features available? • if no why not?

Yeah the features are fine

* Based on our existing features is there anything that you would modify about them?

Some of the things are very intuitive, the idea is great but you just need to think properly about those features and lay them out properly