INTERVIEW 1

Disclaimer before beginning the observation.

The following is a prototype for our assessment and it’s not in it fullest form. The functionalities of the platform are limited, please try to complete the tasks to the best of your ability. Your personal details will be kept confidential. You can withdraw at any time and participation is not mandatory. The platform has been populated with preliminary data“

DO NOT USE THE ARROWS THAT ARE OUTSIDE OF THE PROTOTYPE

Please use a mouse and click like you would on a mobile device.

If they cant find the pages/ section that we are directing them to, we ask what they would have expected and their thought process when making those selection.

## List of Questions to ask

Age group= 30-35

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

No of clicks= 2

Time= 8

Observations: Easily managed to navigate to the sign up page and tried to input their data.

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 = 4

Time= 20

Observations: Tried to find it on home page but managed to find it once he saw the bottom bar.

Could you try to navigate to the setting page?

No of clicks = 1

Time= 5

Observations = Found it easily after searching it on the screen.

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

No of click = 2

Time = 12

Observations: Found it easily

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

**Clicks=8**

**Time= 35**

**Observations: Had hard time finding display preferences but easily found the notifications**

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

**Clicks=7**

**Time=30**

**Observations: Scrolled down to find it on home page and then clicked calendar to find it but found it after going back to home page.**

Sidenote for Abi/Sanobar- we were thinking if we should merge the Could you try and customize your display preferences and notifications? and the Could you try to rearrange the order of the icons on the home page? however we don't want to lead the user as they might complete one of the tasks e.g. trying to rearrange the icons but not go to display preferences.

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

Clicks=5

Time=17

Observations: Tried text to speech and then went to profile page and tried to find it there but then easily found it when they go to settings page.

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

Click=2

Time= 6

Observations: Easily found it.

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

Goal and what I have achieved is what I can see on the interface.

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

Clicks=2

Time=8

Observations: Easily found it.

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

Clicks = 2

Time = 6

Observations: Easily found it.

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

**Weight page tells me weight today and tells me when I lost logged, and it tells me the difference.**

Could you try to navigate to see your sleep statistics?

Clicks=2

Time=5

Observations: Easily found it.

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

Clicks: 7

Time: 40

Observations: They weren’t able to find customize workout plan. They gave up after taking some time searching for it.

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)

Click=2

Time=4

Observations:Easily found it.

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

Click=2

Time=6

Observations: Found it easily as they already interacted with it when they were trying to find preferred sharing social media accounts.

EVALUATION QUESTIONS 1

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? - 3

1. Effortless - The app is exceptionally user-friendly; finding features and navigating through sections feels completely natural.
2. Straightforward - Navigation is simple, with clear signs and minimal barriers to accessing desired features.
3. Manageable - While easy to navigate, occasional guidance or search may be needed to find some features.
4. Challenging - Navigating requires effort and patience, as some features are not immediately obvious or well-organized.
5. Frustrating - Navigation is often confusing and unintuitive, requiring considerable time and effort to use effectively.

How would you rate the ease of navigating to the community page and the logical flow between pages within the app:" - 3

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.
2. Straightforward: Navigation to the community page is simple, with clear signs and minimal barriers. Transitions between pages are logical, contributing to a straightforward experience.
3. Manageable: While generally easy to navigate, occasionally, guidance or search may be needed to find the community page or move between sections. If transitions feel disjointed, please specify.
4. 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.
5. Frustrating: Finding the community page and moving between sections is often confusing and unintuitive, requiring considerable time and effort. If transitions between pages exacerbate this issue, please detail your suggestions for improvement.

How would you rate the ease of navigating to the step counter page and the logical flow between pages within the app:" - 3

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.
2. 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.
3. Manageable: While generally easy to navigate, occasionally, guidance or search may be needed to find the step counter page or move between sections. If transitions feel disjointed, please specify.
4. Challenging: Navigating to the step counter 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.
5. Frustrating: Finding the community page and moving between sections is often confusing and unintuitive, requiring considerable time and effort. If transitions between pages exacerbate this issue, please detail your suggestions for improvement.

How would you rate the ease of navigating to the weight tracker page and the logical flow between pages within the app:"- 1

1. Effortless The app is exceptionally user-friendly; navigating to the weight tracker page and between sections feels completely natural. Transitions are logical and enhance the user experience.
2. 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.
3. Manageable: While generally easy to navigate, occasionally, guidance or search may be needed to find the weight tracker page or move between sections. If transitions feel disjointed, please specify.
4. 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.
5. Frustrating: Finding the weight tracker page and moving between sections is often confusing and unintuitive, requiring considerable time and effort. If transitions between pages exacerbate this issue, please detail your suggestions for improvement.

How would you rate the ease of navigating to the workout page and the logical flow between pages within the app:"- 2

1. Effortless The app is exceptionally user-friendly; navigating to the workout page and between sections feels completely natural. Transitions are logical and enhance the user experience.
2. Straightforward: Navigation to the workout page is simple, with clear signs and minimal barriers. Transitions between pages are logical, contributing to a straightforward experience.
3. 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.
4. Challenging: Navigating to the workout 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.
5. Frustrating: Finding the workout page and moving between sections is often confusing and unintuitive, requiring considerable time and effort. If transitions between pages exacerbate this issue, please detail your suggestions for improvement.

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

In my opinion the design suits the fitness app. The text is also legible and easy to understand

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

To the best of my knowledge and belief, the homepage contains all features which are necessary or required for a fitness app. It took some effort on my part to transition between the pages but it is manageable

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 process is quite straight forward

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 is inclusive. You can set your goals irrespective of your age, gender height and weight
* Do you find the screen reader useful?? – Not sure
* Are there any features or sections of the app that are not fully accessible to you?

Please describe." – The app does not take inputs as it is still In the development stage.

Other than that I am not sure

* Do you have any suggestions on how we could improve the app's accessibility for users with disabilities? – None at the moment

Help and Support:

* Do you think there is enough support provided if challenges are faced? – Yes  Do you know where to go to find help and support information within the app?- Yes
* Were you provided with clear and easy-to-follow instructions to resolve any issues or errors encountered within the app?- Yes

Overall User Experience:

* If there is one more feature that you like to see in the app what would it be- Not sure
* Would you recommend this app to someone else? if you said no why not and if yes why would you?- I will recommend as it is quite easy and straight forward to use
* Would you be willing to reuse this app based on the current features available? • if no why not? – I am not sure
* Based on our existing features is there anything that you would modify about them?- Not sure

INTERVIEW 2

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DO NOT USE THE ARROWS THAT ARE OUTSIDE OF THE PROTOTYPE

Please use a mouse and click like you would on a mobile device.

If they cant find the pages/ section that we are directing them to, we ask what they would have expected and their thought process when making those selection.

## List of Questions to ask

Age group= 20-25

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

No of clicks= 2

Time= 6

Observations: Found it very easy.

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= 12

Observations: Found easily after looking at bottom bar.

Could you try to navigate to the setting page?

No of clicks = 7

Time= 33

Observations = Had hard time finding it, thought it would be on homepage so started searching for it but then found it when they went back to their profile page.

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

No of click = 2

Time = 15

Observations: Easily found it.

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

**Clicks=6**

**Time= 33**

**Observations: Found the notifications easily but hard time finding the display preferences.**

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

**Clicks=6**

**Time=42**

**Observations: Thought that should be on settings so went there, after spending a long time found it after searching it on homepage.**

Sidenote for Abi/Sanobar- we were thinking if we should merge the Could you try and customize your display preferences and notifications? and the Could you try to rearrange the order of the icons on the home page? however we don't want to lead the user as they might complete one of the tasks e.g. trying to rearrange the icons but not go to display preferences.

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

Clicks=4

Time=22

Observations: Found it easily.

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

Click=1

Time= 5

Observations: Easily found it.

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

Yeah it counts how many steps I have in a day.

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

Clicks=3

Time=13

Observations: Found it easily.

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

Clicks = 2

Time = 8

Observations: Found it easily.

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

**It records my weight over time and my target.**

Could you try to navigate to see your sleep statistics?

Clicks=2

Time=7

Observations: Easily found it.

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

Clicks: 6

Time: 32

Observations: They first went to settings page tried to find it there and then found it when they came back to homepage.

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)

Click=4

Time=17

Observations: They thought it could be on settings page but then realised the watch button at bottom bar.

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

Click=1

Time=5

Observations: Found it easily.

Evaluation Questions 2

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

1. Effortless - The app is exceptionally user-friendly; finding features and navigating through sections feels completely natural.
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4. Challenging: Navigating to the workout 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.
5. Frustrating: Finding the workout page and moving between sections is often confusing and unintuitive, requiring considerable time and effort. If transitions between pages exacerbate this issue, please detail your suggestions for improvement.

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) Yeah I think so
* Are the text legible and easy to understand on all the pages? Yes

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, I think it has all the required features.
* 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, it was easy.

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) I didn’t actually create an account but I think it is easy to do so when it app is completed.

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 I think it is inclusive, text to speech would be really useful.
* Do you find the screen reader useful?? Yes
* Are there any features or sections of the app that are not fully accessible to you? Please describe." No
* Do you have any suggestions on how we could improve the app's accessibility for users with disabilities? No

Help and Support:

* Do you think there is enough support provided if challenges are faced? Yes, help section would help if support needed.
* Do you know where to go to find help and support information within the app? Yes
* Were you provided with clear and easy-to-follow instructions to resolve any issues or errors encountered within the app? Yes

Overall User Experience:

* If there is one more feature that you like to see in the app what would it be. I don’t normally use an fitness app so I would like to use the app first to answer this question.
* Would you recommend this app to someone else? if you said no why not and if yes why would you? Yes I would recommend it after it is completed.
* Would you be willing to reuse this app based on the current features available? • if no why not? Yes I would
* Based on our existing features is there anything that you would modify about them? I don’t think so.