**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. **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.

Opinion

-This is because I was able to navigate around

1. **Challenging** - Navigating requires effort and patience, as some features are not immediately obvious or well-organized.
2. **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:"**

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:"**

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. **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:"**

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)

**Opinion**

**Generally, The colors (blue as the primary color) are appropriate**

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

**Opinion**

* **Yes, apart from the font size on icons like the edit icon was far too small.**

Colours and text on settings

**Opinion**

* **Good and its very okay.**

**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

**Opinion**

-Yes

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

**Opinion**

**No - Some pages do not show any indication for the next move.**

**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)

**Opinion**

* The onboarding was seamless. The Log in and sign up were pretty straightforward. The landing page after sign up could be enhanced but atleast it links to goal creation.

**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)

**Opinion**

**Yes**

* Do you find the screen reader useful??

**Opinion**

Yes

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

**Opinion**

-I mentioned this during observation.

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

**Help and Support:**

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

**Not sure**

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

**Opinion**

**No**

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

**Not really**

**Overall User Experience:**

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

**Opinion**

**Pressure section**

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

**Yes because mostly the app is useful and user-friendly.**

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

**Opinion**

**Yes**

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

**Opinion**

* An icon on the home page that will make it easy to log out, navigate to settings and other important items instead of going to the settings page.

Interview 2

* Age 30-35
* Male
* Time taken for observations:

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

* No of clicks- 1
* Time taken - 9 secs.

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 30 secs

Observation- Tried clicking on the profile picture icon on the first page on registering,, and noticed it was not clickable. Proceeded to click the profile page icon from the navigation items.

Could you try to navigate to the settings page?

* No of clicks – 2

Time taken 11 secs

Observations : Suggested that the settings should be on the Home page. The Notification and the other icon could be collapsed into one icon that has setting and all the other notifications. It was a longer route.

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

No of clicks :

Time taken : 45 seconds incomplete

Navigated to the profile page and saw their goals. Expected a list at this point with a settings icon. Went back to the home page, then navigated back to the profile page, then settings. Could not locate the goals and overlooked the goals on settings. When I pointed out where it was and how they overlooked it, the respondent mentioned it would have been nice not to have these goals hidden. They should be accessible from the home page on the collapsible icon.

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

* No of clicks - 3
* Time taken 15 secs

Found it easier to navigate to this page as they had seen it on the settings page. However on the dark mode, they tried changing back to light mode. Found it challenging as they expected a radio button to easily switch from one mode to the other as opposed to going back.

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

* No of clicks – 1
* Time taken 32 secs

Observation – Interpreted the icon as the bottom navigation icons( home, back, watch, profile, next) but on clarification, they still could not find the icon. The respondent pointed out that editing from their definition meant changing the names/ titles of the app cards as opposed to communicating ‘re-arrange’ the icons.

**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 - 2
* Time taken 18 secs

Observation- It was easier to navigate as they knew it was in the settings page and expected to find such settings there.

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

* No of clicks - 0
* Time taken: 5 secs.

Observation: The respondent hovered over the image and noticed a visual statistic. On enquiry, they mentioned they did not click the card, the respondent did not expect a hover and a click. They further added that the hover distracted them from clicking the image as they had already seen statistics.

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

* Not keen enough but could remember the total number of steps taken clearly placed on the page.

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

* No of clicks - 3
* Time taken 13 secs

Observation- was able to navigate into the community page and was able to view the streak calendar and locate the community forum.

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

* No of clicks - 1
* Time taken 34 secs

Observation: Successfully navigated to the weight page but could not log their weight as they were looking for a button to log in their weight.

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

* Logs and motivation on the weekly page.

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

* No of clicks – 1 click
* Time taken :10 secs

This was easily navigated to.

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

* No of clicks - 6
* Time taken 47 secs

Observation- Navigated to profile, then settings because of the word customise.Having noticed there was no customisation of workouts, went back to the home page and managed to find the workout page where they clicked the edit workout icon.

**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 – 3
* Time taken 40 seconds

Observation: Clicked the watch icon but was confused on sync as they clicked on settings and customisations buttons. Connecting to the watch and synchronization were two different concepts and hence could not find a synchronization point within the watch setting menu.

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

* No of clicks – 7 on trying to search for the text to speech
* Time taken 1 min 5 secs

Observation: Could not enable text-to-speech.

Respondent did not recognise the home icon. On showing them where this was enabled, they mentioned they had encountered it on display preferences navigation, but they expected a microphone or a more obvious icon.