Interview Transcripts:

*Abidur – A, B, C*

*Alfie – D, E, F*

*Taahaa – G, H, I*

*Abdul – J, K, L*

*Nayim – M, N, O*

*Farhan – P, Q, R*

*Ishwar – S, T, U*

*Salar – V, W, X*

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1. **How accessible is the chatbot system feature to ensure users are kept informed about the system's actions and responses?**
2. In terms of accessibility, appreciates that the chatbot system is only two clicks away from any of the other navbar pages, and very easy to find. May be better to have the icon present within the Homepage and would only mean the function is a single click away rather than two, which, in his opinion, would only be a small difference.
3. Overall app is fairly functionable, likes how the exercises are routinely set and clearly shown on the Homepage. Though not completely detailed, favourite feature was the Nutrition page, felt it was a good start for a user figure out how to set and plan their own meals alongside their exercises.

Felt that the app’s layout was not intuitive with some pages clustering their sections together very tightly or dividing them out too much. (Gives an example of the ‘Nutrition’ page having multiple nested pages rather than being more concise). Thinks one singular, extended page would be much less tedious than having to go back and forth between separate pages.

1. Easy enough to access from the ‘Profile’ page, also felt that it was sufficient enough to have it in just the ‘Profile’ page and wouldn’t really fit on the other pages if we extended the accessibility to more than just ‘Profile’ and ‘Account’.
2. The chatbot feature is somewhat accessible. It’s hidden away inside of the contact support, which is weird as I expected that to only be used to actually get in contact with people. I think it should be moved somewhere more accessible as it would be a really nice feature.
3. It was a bit difficult to find initially, but once I found it, it was accessible, but should be more prominent.
4. I couldn’t really find it at all, and had to be shown where it was, it’s really hidden away and should be way easier to find.
5. This chatbot feature is quite accessible and mentions that they find it easy to locate and use if needed. Mentioned that it provides “efficiency” for people who would use our app.
6. Found chatbot system good however mentioned that it should be labelled under “support” or “help”.
7. Chatbot features are really handy as it's needed in most interactive applications nowadays. If you give it more visibility, then it will keep the users interacted.
8. It is very accessible once you know it’s on the profile section.
9. It is easy to find.
10. I think the chatbot should be on the main homepage.
11. In terms of accessing the chatbot, it is very easy to locate and access it on the profile page. However, it seems like it is not accessible on every page as there is no option to access it on other pages. In terms of responses, it seems quite easy to engage in conversation as the chatbot prompts the user with a choice of topics to discuss.
12. The chatbot system was quite easy to access but I think making it more accessible from other pages would be very useful.
13. I think the chatbot should be more accessible and located on every page, or at least the homepage.
14. Well, it’s accessible from the support page so I’d say that it’s easy to find without getting too confused.
15. When you click on it, it actually seemed quite useful because there was drop downs and stuff involved in there. It might be a little small for people who have visual problems. Maybe put it in a more prominent place.
16. It gives helpful responses and helps the user.
17. Was difficult at first but as soon as I saw it on the profile page it was easy to navigate towards.
18. Very easy to spot on the profile page users will not have a problem.
19. Should be accessible on other pages to make it more efficient as a user to find, however this is not a huge a problem as it will still be quick to use as long as you know which page it is on.
20. It is pretty accessible and easy to find with the use of an AI chatbot providing an easy way for users to get support.
21. I found the accessibility of the chatbot as an important feature. The chatbot link is available on every page which redirected me to a window, offering comprehensive services to help me navigate the application.
22. From what you showed, the chatbot seems prominently placed, which is good. However, without interacting with it myself, it’s hard to judge how effectively it responds to user queries. It seems accessible from every page you navigated to, which should theoretically keep users well-supported.

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1. **What do you think about the app and what did you most like and dislike?**
2. Feels the app is pretty satisfactory in its current stage, enjoys the difficulty prompts suggested after an exercise that tailor the user’s no. of sets/time remaining- finds the functionality basic yet effective; Thinks the adjustment is suitable for users who may be new to the app and not know how to effectively manage their own reps/remaining time themselves. Also feels that the meal recommendation page is ‘above and beyond’ what a standard fitness app would provide.
3. In terms of dislikes, would prefer that the navbar icons have labels for their designated pages to tell the user exactly where each button goes rather than the user having to figure out for themselves and remember. Also thinks the community page could be better formatted and detailed (show location/route that friends ran/cycled when viewing their activity, showing profile picture next to name, react to friend’s activities with emojis or comments to acknowledge their posts and encourage them to keep going).
4. Likes the accessibility of the main pages of the app, such as with starting exercises, navigating to ‘Goals and Progress, ‘Fitness Plan’, etc. Particular enjoyed the detail given to the various ‘Nutrition’ pages but disliked how pages such as with the details on meals were buried, requiring going through multiple other pages to access. Suggested quick access (such as going directly to any of the sub-nutrition pages directly from the main ‘Nutrition’ page) would be good to add in that regard.
5. Overall seems pretty good, but definitely some areas that need improvement, the UI design is nice, but could be easier to understand with a bit of text under the icons of the navigation bar. It has a lot of features, but a bit of a ‘clunky’ navigation.
6. The app is somewhat user-friendly. A lot of the features are quite easy to navigate to but others are a nightmare to access.
7. Clearer navigation would be a really nice addition, as I got pretty confused with some of the UI. But otherwise, it’s looking like a really good app.
8. I actually loved how it could help maintain my fitness progress and my future plans. I really liked how I was able to choose what activities to include however I found it hard during the initial navigation challenges.
9. what I liked most about the app is the smart watch section on how it can monitor heart rate and calories burnt however my least favourite thing about the app was the icons.
10. I find it near, the best part for me is the previous activity section within the smart watch and the worst section for me is overall navigation within the app.
11. The fire icons we’re not too recognizable, the profile pages are simply designed, and you know what you are doing.
12. I like how the exercises are displayed for how they are performed.
13. Dislike the icons, but I like the layout of each page because it displays all the information required. I also liked the nutrition section which had a variety of food which also contains the ingredients.
14. I think overall, the app is quite easy to use, and, in my opinion, I would use this app for my fitness goals and training. What I liked the most was the friends and community pages; it almost feels like a competition which would make me want to work harder than all of my friends and beat them.
15. I liked how the app tracks calories and heart rate using the smart watch. I disliked the design as it wasn’t eye catching enough.
16. I like how the fitness information is shown and exercises, but I dislike the icons because they aren’t very clear.
17. For me, the thing I mostly like is how you can save recipes etc. However, I do say that the chicken shawarma recipe on their needs looking at as it doesn’t actually include the bread.
18. It seemed to be quite feature rich. I like that you can breakdown each specific workout. I guess it could be improved in terms of making it more streamlined.
19. I like the design; I think the user interface is easy to follow especially with the navbar at the bottom. Some of the pages may be too small for a mobile device.
20. On the goals and progress page, I like how you could compare your progress to your friends, as this may provide a motivating factor due to the competition between peers.
21. I liked how the pages are set out clearly and concisely which makes it easier as a user to navigate through them and read information quickly. However, some designs could be more appealing.
22. The personalised workout plans are fantastic, but navigating through some sections seems difficult.
23. Accessibility was very easy for most areas of the app which is something I liked. However, some things like the account feature being inside the profile feature was confusing for me but I could still access it easily.
24. It is without a doubt that this app is very interactive and easy to use. Personally, I liked the feature of fitness plan as it explained the actions of the application in a concise manner. The community page, however, was too clustered and difficult to navigate through.
25. I appreciated the clean layout and the easy-to-follow flow for setting up a fitness plan. However, the transitions between the profile to account settings seemed a bit complex. Since it wasn’t interactive, I felt a bit lost as you switched pages – maybe a breadcrumb trail or clearer signposting could help in the actual app.

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1. **How easy was it for you to navigate through different pages, were there any that were particularly difficult?**
2. As a whole, found the app to be easy to navigate through. Wasn’t 100% confident with remembering the separate nutritional pages and how to get to them the first-time round.
3. Thought that icons/buttons that took in input/redirected users to other pages could’ve been more clearly labelled as it relies on a lot of user’s intuition to understand and remember the app’s navigation for themselves rather than showing the user instead. For example, felt it made sense for the profile picture to be changed from the ‘Profile’ page (from the large profile icon at the top) rather than be in the same section in the ‘Account’ page of the change email/password feature.

Also felt the ‘Community’ page could be better formatted to be more visually appealing and clear for the user.

1. Easy to navigate through everything other than adjusting a fitness plan, though noted that it was mainly because it was unclear as to how to do so rather than any difficulty of actually doing so. Suggested making inputs more clearly labelled/noticeable for new users in particular.
2. Navigation was overall okay, sometimes it got a little confusing and I had to look around quite a bit. Some features like again, the chatbot, or also the recent activities could be a bit more prominent.
3. It was alright, some features were hidden and could be displayed better, but it was generally good.
4. It was confusing sometimes, but pretty alright.
5. Navigating through the pages was easy but some pages such as the fitness nutrition page was hard to navigate through as I have had less experience overall with that.
6. Navigating was overall easy.
7. Navigation wasn’t too bad or too good, however what could make it better is more clear icons.
8. It is quite easy to get through the pages, once you know what each icon represents.
9. All the pages had a navbar so getting to each one isn’t hard, once you get the hang of what each button does.
10. It was fine but the icons were a bit confusing.
11. Navigating through the pages seemed quite easy due to the navbar and the previous button on the different pages which allowed me to access each page quite easily. However, I think maybe a dropdown menu to see a list of the different pages that aren’t shown on the navbar would be quite useful.
12. Navigating the app was quite easy overall, but there were times where I was confused on how to get to certain places.
13. Navigation was easy due to the navbar, but the icons aren’t very clear. They are easy to understand after using it for a while.
14. It was fairly easy to go through it, it had a good flow to it however some of the pages had messy appearances I’d say. Specifically, the handwriting on some of the pages.
15. Maybe adding the navigation bar to the other pages would be useful but overall, it is easy to navigate through.
16. The navbar made it very simple to navigate through the pages.
17. Navigation is smooth overall, though finding some settings options takes a few too many taps.
18. The main features are easy to access, some sections are a bit hidden and took a while to find.
19. The navigation process is clear, and the structure makes sense as the correct subpages are correctly linked.
20. No to be honest, it was easy from the get-go to navigate through different pages, but it just took me some time to get used to the layout of the app and where everything was.
21. The navigation bar provides a very user-friendly experience and allows smooth transitions.
22. From the navigation you demonstrated, it seemed logical, though some areas like the community page looked a bit crowded. Streamlining this might help users find features faster without feeling overwhelmed.

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1. **As you look through the different pages, do you notice any areas where it might be easy for users to accidentally select the wrong option or perform an unintended action? How do you think the app could help prevent such errors from occurring?**
2. Feels users may initially mis-click the pages within the navbar if they weren’t labelled, until they got used to the app’s structure and remembered where each button went for themselves- minor issue since there’s not much consequence but an issue, nonetheless. Doesn’t think there are any other glaring problems with the app in regard to performing unintended actions.
3. As mentioned in the pervious question, thought the ‘Community’ page could be clearer, sections could be divided more neatly, any interactable elements on the page need to be more distinct and could easily be more aesthetically pleasing for the user.
4. As previously mentioned, only had major problems with adjusting the fitness plan and recommended both making interactable elements more noticeable- would be easy for the user to think that the nutritional values of a plan should be modified through ‘Nutrition’.

Mentioned having the navbar icons constantly labelled would also help new users immensely with navigation as new users would be prone to forgetting which icons go to which page. Also felt that the navbar should be present on all pages as a quick way to hop back to the main pages from anywhere on the app, would be especially useful on sub-pages were users may need to click multiple ‘Back’ buttons to return to a main page.

1. I noticed some places, for example the navigation bar is sometimes a bit difficult to read with just the icons, and it might be a good idea to add some text under them to make them more obvious.
2. Definitely some areas like finding certain features. Also, the navigation bar is somewhat confusing at first.
3. In the navigation bar it is pretty confusing at first, as the icons are a little confusing.
4. I found at one point instead of changing my password it was instead accessing the account setting section as it was easy to get mixed up between the two. To prevent that error / issue I'd recommend adjusting button placement.
5. Unclear iconography and labelling could result in the incorrect option being selected by accident. Implementing confirmation prompts in the real thing will help.
6. There were a couple of spots in which I could have clicked onto the wrong section but when you create the app fully you should add visual prompts or messages.
7. In the Fitness plan page, if I wanted to change the values I would try and alter them there instead of clicking on more details.
8. I made a few mistakes during the demo thing, but that was more so to do with not being used to the app. The actual design and layout are fine.
9. All the pages have a good amount of information, and it is not overwhelming.
10. Yes, there were quite a few things that led me to performing the wrong action and directed to the wrong page. I think icons and labels could be labelled better and more clearly.
11. I made a few errors navigating at first, but in terms of completing actions it seemed quite simple and easy.
12. I can understand users making errors using the navbar and going to unintended places, as it happened to me at first.
13. The nutrition pages seem to leave certain things that someone could mess up because it’s mostly foods and recipes that you would put in. It doesn’t have anything for like premade food that you would know the exact calories of.
14. On the homepage, in terms of the workout groups someone might accidentally click the wrong group of exercises that they want to do.
15. The only thing I could I think of is maybe changing the spacing on the buttons for the feedback on a workout. It’s quite a small box and you might click the wrong one.
16. On some pages such as in the setting, it’s too easy to change important preferences without noticing, this can be fixed with confirmation prompt.
17. Not really, most of the app has a clear navigation process. Some buttons are placed close together however the writing is clear.
18. When scheduling workouts, the 'cancel' button is right next to the 'save' button. Therefore, there is a chance you delete information by accident. Adding a confirmation step or moving the delete button away from save would reduce these mistakes.
19. No, I did not notice any area where it felt easy for someone to accidentally select the wrong option. However, labelling the navigation bar would help users know where they are.
20. As I mentioned, the community page was too complex for a fitness app and several options, all in a close proximity, caused me to mis select a couple of times. It would be better to expand that page and make it ‘less busy’.
21. I didn’t notice any particular areas prone to errors during your navigation, but generally, ensuring there’s enough space between actionable items and clear labelling can help minimize accidental selections.

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1. **Could you please revisit your profile page, or evaluate your current progress in comparison to your long-term goals?**
2. Found all the visual representations of a user’s progress to be more than sufficient for an average user, though felt that they could be more spaced out for better readability.
3. Loves all the data presented to the user, does think that it can be pretty overwhelming if the data is shown as soon as a user goes on the page. Possibly having dropdowns or redirects for specific displays of data would be easier to handle.
4. As mentioned during his knowledge elicitation interview, felt that a visual aid such as a ‘pet’ which would grow the more exercises you do would be a more encouraging display of progress, on top of the graphs which showed the details of a user’s progress.
5. I understand how to navigate to both the profile page and the current progress page, so yes, I’m able to evaluate progress and edit my profile.
6. Yes, I’m able to do both of those things in the app.
7. I know how to navigate to both now so yes.
8. Mentioned that they found it easy to track progress however there was ideas for more clear visual indicators to allow progress towards long term goals.
9. Found it easy to navigate through however they want better icons on the app once again and more pages linked to engagement.
10. I found it easy to keep track of my development. However, it would be great to have some better graphics comparing my progress to my long-term goals.
11. Revisiting my profile page is easy as there is an option to do so using the navbar. In terms of evaluating my current progress in comparison to my long-term goals, there is a bar chart used to show my goals and progress comparison which I find quite useful as it seems easy to read.
12. Revisiting the profile page was easy, as well as evaluating progress.
13. I can.
14. Yes, this is easy on the goals and progress page. It provides different graphs to compare your progress providing clear statistics from the past and your current activity.
15. Re-visiting the profile page is very easy.
16. Visiting the profile page is very easy and efficient. Evaluating current progress is very easy. The pages linked to this provide a clear comparison to previous and current activities. I can see my progress, the charts/ graphs provide detailed analytics to understand my performance trends better.
17. Using something other than plain and boring statistics and graphs can be better for users to keep them using the app and reaching their long-term goals.
18. At first, I was confused but it can be done by changing the main long-term goal from fitness plan page and then it can be contrasted with the goals and progress page.
19. The design of the profile page is visually appealing, and it displays current progress clearly. Integrating more dynamic elements, like interactive goal tracking, could make it even more engaging and useful.

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1. **Are all essential navigation options clearly visible and accessible on the navbar?**
2. Again, suggests labels on the navigation bar options would be beneficial for new users. In regards to navigation as a whole, found all the ‘More details’ and even the ‘Back’ buttons on various pages to be very clearly signposted- doesn’t think there’s any further issues.
3. Found navigation as a whole is fine as it is, though thinks that the customer support section within ‘Account’ should be both its own separate page and is important enough to have an icon within the navbar to for better accessibility. Suggested having a redirect from the Homepage instead too so it’s the first thing users see, and they’ll know where to find it, rather than it being comparatively ‘hidden’ at the bottom of ‘Account’.

Also thought that the navbar should be present on all pages, while only having the redirects for the five (possibly six if including customer support) main pages so if the user is in the last Nutrition page, for example, they won’t need to spam the ‘Back’ buttons to get back to the ‘Fitness’ page where they have the navbar available. Mentioned a dropdown to open navbar options would be useful in that case so the navbar doesn’t clutter every single page on the app.

1. Reiterating what he said in Q4, thought having the navbar present throughout the app would hugely be beneficial to users, possibly making it a dropdown so that it can be hidden when not needed. Also having each navbar icon labelled rather than relying on the icon to be enough for the user to know which page it redirects to would be just as helpful for new users.
2. Technically yes, but for a first-time user it is quite a struggle to understand what everything on the navigation bar does.
3. Yes, but it is confusing at times.
4. Yes, they are.
5. Said most navigation options were important however someone suggested adding shortcuts to common actions.
6. Yes, all of them are available.
7. Most are essential, however should add more shortcuts so it’s easier for us to use.
8. I would click on each section first and see where it takes me, but from there I should be able to access everything important.
9. You can get to all of the pages from the navbar or within 2 clicks of the navbar, so I don’t see any issues with the page navigation.
10. If the icons had their names clearly displayed, the users would be able to access the correct pages and won’t ‘faff’ around on the app, but they’ll get straight to the point.
11. Yes, all essential navigation options are easy to access via the navbar and they are clearly visible at the bottom of the pages. However, some of the options only display the sign of the page instead of the name as well except for one page which shows the name of each option.
12. The navbar is easy to use but for a user who might not understand the icons may get confused, so I think making the navbar icons easier to understand and labelling them would be quite useful.
13. As I explained before, the icons are not clear but the navbar is easy to use after a couple tries after understanding what the icons are.
14. Yes, they are.
15. It seems good.
16. Yes, they are.
17. Yes, the navigation bar is well-organised, making it easy to find what I need quickly.
18. The essential options are there, which are easily accessible.
19. Navigation is straightforward, though a more prominent placement of certain tabs would be appreciated.
20. Yes, However the navigation options are not labelled like mentioned above.
21. Yes, they are at the bottom and very prominent.
22. The navbar seemed to contain all necessary links and appeared user-friendly. However, adding icons or tooltips might make it even more intuitive, especially for new users.

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1. **How do you think the app could be changed to improve user experience?**
2. Heart-rate measurements/records should also be kept within the app and not just the smartwatch (possibly link the two together so user data is shared between them).

Since the app already has a meals recommendation page, having an actual set of instructions/recipe on how to prepare the meals wouldn’t be too much of a stretch to add especially considering that the list of ingredients and nutritional value are already included. Also mentioned not including a recipe may hinder users more since they would then need to find recipes online with the app’s listed ingredients- either just mention meal ideas but not include details or have a proper breakdown that includes the amounts of each ingredient with instructions on how to prepare the meal.

1. No major complaints other than the layout on some pages (noted the Community page specifically as mentioned in Q4). As a whole, mainly wants interactable elements on all pages to be more distinct and key features like the customer support to not be ‘hidden’ within the ‘Accounts’ page.
2. Having the navbar available on any page and having a more interactable visual aid for current exercise workouts & as a display of progress would be both useful and engaging for a user- can be entertaining for the user which would motivate them to maintain their workout plan.
3. Similar to what I’ve said before: adding text to the navigation bar, the chatbot can be moved to a more obvious place such as the homepage and potentially make it easier to find and the same for the recent activities in the fitness page.
4. Definitely adding some assistance for the navigation bar as the icons are a bit confusing, otherwise not really.
5. I’d definitely say make it so that the navigation bar is visible on all pages as I noticed it isn’t on all of them, and more prominent icons thought I understand it is done on paper.
6. User mentioned highlighting of essential features and better designed buttons to allow users to navigate to correct spots.
7. I think to improve user experience make the app more graphical and appealing to the eye, such as MyFitnessPal.
8. If you added customised notification, it could improve user experience and increase interaction.
9. Do you know when you use an app for the first time, and it describes what each button does.
10. Maybe clearer labelling of icons or pictures to make it easier for first time use.
11. I would add colour, and maybe you could get more detailed information of goals and progress if you were to click one day.
12. As I explained before, maybe improve icons and labelling to make the app easier to understand and navigate for users.
13. I think prompting a new user with support at the start of using the app would be helpful to provide knowledge of how to use the app.
14. Clearer labelling of the navbar would be the most useful thing to implement.
15. Same as question 4, the nutrition page could use some additions.
16. The text seems quite small which could an issue if say you are walking somewhere and trying to look at your workouts it might be a bit hard. Adding some text sizing options could be useful.
17. Having some accessibility options could be good, like text sizing options or colourblind options.
18. Enhancing the graphical interface would improve user experience, therefore making it more user friendly and interactive.
19. The app could improve by offering more tailored workout recommendations based on past activities and user feedback. It could learn from my preferences and adjust suggested routines accordingly.
20. Reducing the frequency of push notifications or allowing users to schedule on their own accord when they would like to receive notifications could prevent the app from becoming annoying and enable users to remain engaged.
21. By not using graphs and statistics to show user progress. Instead create something more creative and engaging for users who are especially getting started with fitness and finding it hard to get into fitness.
22. In my opinion, the app will positively impact user experience if it includes video tutorials.
23. Introducing more personalized features, such as customizable dashboard elements or adaptive fitness recommendations based on user activity, could significantly enhance the user experience.

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1. **Were there any components in the user interfaces that you considered distracting or unnecessary? How do you believe the app's design should be streamlined to prioritise vital information and reduce unnecessary details?**
2. Thinks the ‘Goals and Progress’ page has the potential to be overwhelming for a new user, suggested that a scroll down to extend the page and space out items (as mentioned in Q5). Especially for daily/weekly/monthly average, felt the space dedicated on the ‘Goals and Progress’ page was insufficient and having that section extend the width of the page and move further down would be better rather than cramming it. Same idea can be applied to the ‘Accounts’ page, possibly making a separate page for ‘Contact Support’ that links to back to ‘Accounts’.
3. As mentioned multiple times, customer support being more accessible and not confined within the ‘Accounts’ page is very important- doesn’t think it makes sense for user settings to be in the same space as support.

Chatbot should be accessible anywhere through a small icon present on all pages.

‘Nutrition’ should be more concise rather than being as overarching as it currently is.

1. To reduce clutter for the ‘Recent Activities’ page specifically, have the ‘More Details’ page be a dropdown of each exercise’s record rather than its own separate page, just to keep things more compact. If doing so, making the ‘Recent Activity’ page extended downwards to have each activity spaced out would be easier to distinguish for the user.
2. Not particularly all the information you would need is there though, some pages look a bit cluttered and messy, but they’re drawn out so I understand that it would look better with actual graphics.
3. The account page could use some graphics or better spacing as it’s just a lot of text to look at and a bit confusing, at first. I think if it is streamlined to more spaced accessible buttons, it would be easier to read, though I understand it’s done on paper.
4. I don’t think there are many, the draft of the smartwatch is a bit confusing, but when implemented into actual UI it would probably be a lot more understandable.
5. Streamlining the design could be by focussing on essential information to increase user experience.
6. I’m not sure.
7. No really and the apps design could be changed to fit the format in which other brands create their fitness apps such as Fitbit, MyFitnessPal, etc.
8. There’s not really anything I would change.
9. I didn’t find it too hard to find how to complete an activity on the required page, so I wouldn’t say it’s distracting.
10. I don’t find anything distracting.
11. I think the design is quite simple in my opinion, and it wasn’t too distracting. I think repositioning some things like navigation buttons would be helpful in terms of design and user experience.
12. The app design doesn’t seem distracting, but it also doesn’t seem appealing. Maybe a new layout or design to make the information easier to catch the user’s attention would be good.
13. The actual design is okay. It isn’t too distracting, but it isn’t too boring.
14. On the recent activity pages there was a lot of information to read, it could be streamlined so that it’s got only the important bits and if you want to have more information you could access it.
15. Some of the pages looked a bit cluttered but it would probably look a lot better in an actual UI instead of on paper.
16. I don’t think so, I think all the infographics were good and kept the pages interesting. I think everything was necessary.
17. I do not think any of the components were unnecessary or distracting, everything was in some way useful and relating to fitness.
18. No, they were all useful to improve/track fitness.
19. They were all useful.
20. No, I did not notice anything distracting or unnecessary.
21. No, there were no distractions or unnecessary options except for the initial difficulty I faced because of the redirecting links. The nutrition page could be added to the navigation bar so that accessing it could be easier for some users who want to prioritize nutrition.
22. The interface was quite streamlined in your demo. Ensuring that promotional or social sharing features are not too intrusive could help maintain focus on the app’s core functionalities.

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1. **Imagine you are faced with a common issue within the app, do you remember if there was a section relating to asking for support?**
2. Did recall both the chatbot feature and contact support section within the Account page- thought that they were more than enough to cover any potential issues users may find. Did appreciate that the request form included a way to directly message developers rather than just contact numbers/addresses that the user would use to message separately.
3. Already answered in previous questions but feels the actual functionality for both chatbot and customer support is pretty sufficient for any user issues.
4. Felt the support available was sufficiently accessibly and vital and knew how to access both the chatbot and customer support sections of the app. Suggested that having developer email and number available in the support section would be useful too in the minor case that neither the chatbot nor direct contact through the app are enough.
5. Yes, there is the contact support, chatbot and FAQ section in the account page. Though these features could be more prominent.
6. Yes, I do remember, the profile icon was one of features I understood the best as the icon is universal.
7. I do remember, it is in the account page, I think.
8. “Yes, I do”, they mentioned they knew how to locate to a support section.
9. “I remember” the support section however within the app for the future you could add video tutorials showing how to get to specific locations within the app.
10. Yes, I remember seeing a help area stashed away somewhere. However, having it front and centre, especially during those first steps with the app, could make it much easier to find when you need it most.
11. Yeah, I would go on the profile and there was a chatbot feature.
12. Yeah, on the profile section you could go to the chatbot button, and there was a contact support section with the contact information.
13. Yeah, within the profile section there was a chatbot.
14. I believe there was a help/support section somewhere in the app, but maybe making it clearer to see for new users would be very useful.
15. Yes, there is a chatbot located in the profile section, but like I explained before it should be more accessible.
16. I would go on the chatbot to ask for support.
17. There is a page specifically for support so yes.
18. There is a chatbot and there is a feedback form.
19. Yeah, you can go to the live chat for live support, or you can go to the contact support section for a feedback form.
20. There is a help section, but it's not comprehensive. More guiding would be helpful.
21. I found the support section, but it took some navigating. Making it more accessible would improve user satisfaction.
22. Support options are easily available and quick to navigate to which is extremely helpful.
23. Yes, the chatbot function was available and easy to access.
24. Yes, not only is there the interface of FAQs but there is a live chatbot feature, which floats like a widget and is accessible on every page.
25. The support options, including the FAQ and chatbot, were clearly marked and seemed easy to access. Maintaining this visibility in all sections of the app is crucial for user support.