

Human-Centred Design of IT Systems

Assignment 2

Group 3

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Table of Contents

Introduction.....	3
Methods	4
Findings.....	6
Design specifications	15
Design brief	17
References	21
Photo Elicitation	57
Understanding participants background (pre-interview questions),.....	57
Introducing Dala App	58
Task	58
Post Interview questions	59
Usability & UX evaluation - Questions based on Honeycomb framework.	59
Survey Questions.....	61
Field Map	64
1. Useful.....	73
2. Usable.....	73
3. Desirable	74
4. Findable	74
5. Accessible	74
6. Credible.....	75
7. Valuable	75

Introduction

In recent years, with the increased amount of students, the balance between being employed and study at the same time has becoming a trading research topic, particularly in Australia. This study aims to investigate how employment impacts the academic achievements and overall wellbeing of students aged 18 to 40. The scope is focusing on mental health support to those employed students. According to the Department of Education of the Australian Government, the number of international students has increased by 700,000 over the past 20 years, with the total exceeding 100 million for the first time in 2024. The top three courses that most students are enrolled

in are Higher Education, VET (Vocational Education and Training), and ELICOS (English Language Intensive Courses for Overseas Students).

Also, employment during being a student is an involved experience that can highly influence academic performance and personal wellbeing. International students often face heightened stress compared to local students due to cultural differences, dietary changes, and language barriers (McKenna et al., 2017); at the same time, research by Eastgate et al. (2022) points out that many students many students encounter in balancing work and study, sometimes leading to withdrawal from their degree programs.

However, despite these challenges, part-time work offers valuable opportunities for skill development and hands-on experience (Kishwer et al., 2023), which can enhance employability post-graduation.

Furthermore, the mental health landscape among young adults, particularly females aged 18–24, has shown about levels of psychological distress (Australian Institute of Health and Welfare, 2021).

Therefore, understanding these problems is crucial for designing effective support systems tailored to the needs of employed students.

Methods

Aim

In order to support hired young adult students' metal state, this study aims to improve existing support functions as well as develop future enhancement of the Dala heath app through applying "SAY, DO, MAKE METHODS".

Participants

A: Yuhan Yang, 23 yrs old, works as a waitress in a cafe shop and study at UQ.

B: Chi-Jen Chen, 27 yrs old, works as an agent at a language school and study at Griffith University.

C: Meet Vyas, 24 yrs, works as a cashier at 7eleven, study at UNIVERSITY OF TASMANIA.

D: Shrey Suthar, 28 years old, works as a Lab Technician, study at QUT.

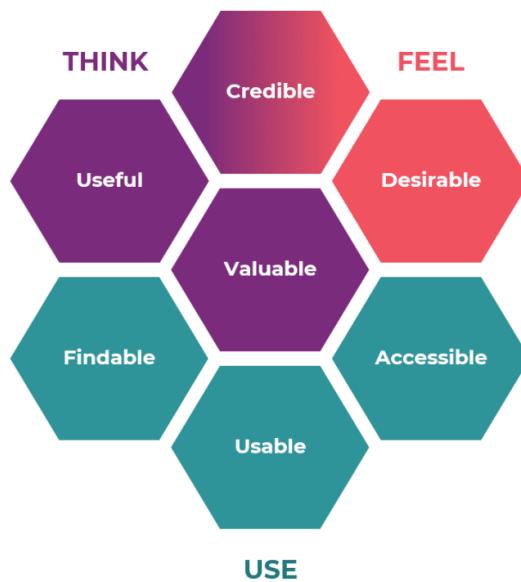
E: Naigal Roy, 23 yrs, works as a cashier at Ampol, study at QUT.

F: Dilip, 23 yrs, works at Officeworks, study at QUT.

G: Lenny, 22 yrs, works at Officeworks, study at UQ.

Methods

Combination of "SAY, DO, MAKE METHODS" and Honeycomb design framework



- **Say:** what users say about their needs, preferences, and expectations. It gather direct feedback through methods like interviews and surveys. The goal is to capture explicit insights from users about their experiences and desires.
 - **Useful:** What users say about the utility of a feature or functionality.
 - **Usable:** How users describe their ease or difficulty in using an interface.
 - **Desirable:** Users' opinions on aesthetics or emotional appeal.
 - **Findable:** Feedback regarding how easily they can locate content or features.
- **Do:** what users do in real-world or simulated scenarios. It is about usability testing, behavioral analytics, or ethnographic studies to observe how users interact with products. By doing so, designers can identify patterns that might not be articulated in verbal feedback.
 - **Usable:** Observing users' interactions can help identify usability issues, navigation difficulties, or interaction friction points.
 - **Findable:** Through task analysis or observing user journeys, designers can identify whether users struggle to find important features or information.

- **Credible:** Observing users' behavior helps determine whether they trust the product based on its functionality and interface.
- **Make:** *Prototyping* and *co-creation* with users. It allows designers to collaborate with users in designing and refining products or services. Prototypes aim to validate design concepts and gather iterative feedback directly from users.
 - **Useful:** Co-creating with users ensures that the product addresses real needs and functions well.
 - **Usable:** Prototypes allow for iterative testing, helping to refine usability based on user input.
 - **Desirable:** Prototyping with real user feedback helps ensure that the design resonates emotionally and aesthetically.
 - **Credible:** Users' involvement in creation builds trust, especially when they see their ideas reflected in the design.

Analysis

As part of our data analysis process, we began by downloading the transcripts (.vtt files) and recordings (.m4a files) of Zoom meetings, which were automatically generated by the Zoom application based on interview data. To ensure familiarity with the data, we reviewed the transcripts and accompanying field notes multiple times throughout the analysis process as we invited seven hired students as our participants. In the end, we organize all data that we consider valuable to compare and categorise.

Limitation

One key limitation of this study is that all participants were international students, for whom English is not a first language. This may have influenced the accuracy and clarity of their responses during the interviews, as language barriers could have affected both their understanding of the questions and their ability to express their thoughts completely. However, our research team carefully organised and reviewed the raw data to ensure clarity, allowing us to retain and validate the most reliable insights for analysis.

Findings

1. Personally connecting support and guidance

A key insight that emerged from participant responses is the desire for the app to deliver more personally connecting solutions and recommendations. While users generally valued the mood tracking features and reflective prompts, many expressed dissatisfaction with the generic

nature of the app's feedback. They felt that the responses lacked personal relevance, reducing their overall engagement with the app.

Some responses that depict this insight is given below -

"It would be great if the app offered personalized, adaptive suggestions based on my mood logs — like "You seem stressed, want to try a 5-minute breathing exercise?"

- participant 1, Interview

"It would be great if the app could remember my mood patterns and proactively suggest helpful activities before I start feeling low."

- participant 2, Interview

Participants often said that they prefer the app to be simple and easy to use. A clear and straightforward design made them more likely to keep using it regularly. On the other hand, if the app was too complicated, had too many features, or didn't feel personal, they were less interested in using it. Simplicity and helpful feedback promote long-term adoption, making it easier to stick with self-care habits.

I call tell she is a introvert
person and has no confidence
to show ppl her real face and
to speak English in front of
ppl.

< atmosphere. About Dala:

I reckon she's feel confused
about using the app at the
beginning.

she's murmur something like
what does
should do now / what I
when using Dala App.

This was especially noticeable during the early stages of engagement with the app. Even when users were aware of the available tools, the absence of clear step-by-step guidance or prompts sometimes left them feeling confused or unsure about how to proceed.

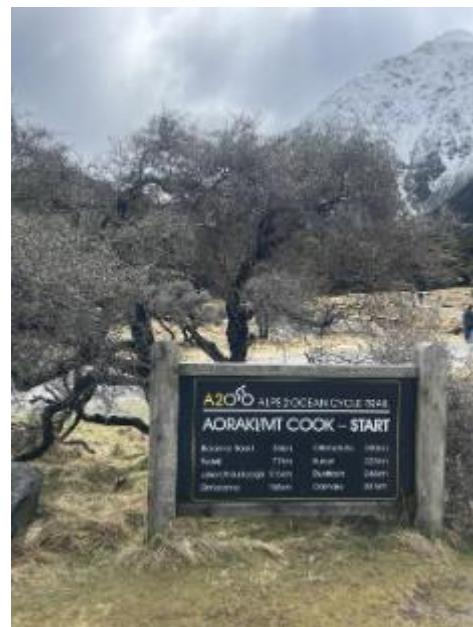
While users recognized the app's potential and were familiar with its core features, moments of uncertainty around navigation and decision-making negatively impacted their experience. This suggests that emotional readiness does not always align with cognitive clarity, especially in a wellbeing context. To enhance user confidence and sustained engagement, the app would benefit from implementing more structured in-app guidance—helping users move forward with clarity, even during emotionally challenging times.

2. **Role of Nature and Nutrition in Enhancing Wellbeing**

Many expressed that being in nature, whether through outdoor activities or simply observing natural surroundings, had a calming and grounding effect. Similarly, the role of food — not just as sustenance but as a form of self-care — was highlighted as an important aspect of emotional health. Participants noted that mindful eating, as well as choosing nourishing, wholesome foods, contributed positively to their mood and energy levels.



participant 3, Meaning (PERMA)



participant 1, Positive emotion (PERMA)



participant 7, Positive emotion (PERMA)



participant 8, Positive emotion

Spending time in nature with friends was described by participants as a deeply restorative experience that fostered both emotional balance and social connection. Being outdoors

provided a calming environment that helped reduce stress, while the presence of friends added a sense of belonging and support. This combination of natural surroundings and meaningful social interaction contributed significantly to their overall mental wellbeing, reinforcing the idea that wellbeing is both relational and environmental.

Incorporating prompts or recommendations around nature-based activities or mindful eating into the app could further enhance its relevance and effectiveness for users who connect deeply with these practices.



participant 2, Positive emotion (PERMA)



participant 6, Meaning (PERMA)

“I felt refreshed and happy. The sushi was amazing — fresh salmon and tuna rolls were my favorites.”

- participant 2, Interview

“I volunteered to lead a community clean-up initiative. As well I like to donate food and the stuff that is not useful to me.”

- participant, Interview

Participants often associated food with comfort, care, and emotional uplift. Preparing and eating nourishing meals was seen as a form of self-care that enhanced mood and created a sense of stability during stressful times. Additionally, several users expressed that **donating food or sharing meals with others** evoked strong feelings of joy, purpose, and connection. These acts of giving were described as not only helpful to others but also deeply rewarding for the individual, contributing positively to their own sense of wellbeing.

“First, I looked for a good sushi restaurant nearby. The biggest challenge was choosing from so many delicious options on the menu. The whole experience, from heading to the restaurant to finishing my meal, took about two hours.”

- participant 2, Interview

A recurring challenge shared by participants was the difficulty in finding **quality restaurants** and **scenic locations** that aligned with their emotional and social needs. While users expressed a desire to spend meaningful time with friends or enjoy peaceful moments alone, they often found it hard to identify places that offered both a calming atmosphere and reliable experiences. The process of searching for such spots — whether for dining, relaxation, or socializing — was sometimes overwhelming or frustrating, particularly when users were already feeling emotionally drained.

Several participants mentioned abandoning plans or feeling discouraged due to the effort involved in finding suitable venues, which in turn impacted their mood and motivation. This suggests that even small logistical barriers can become significant when users are seeking wellbeing through social or solo experiences. Wellbeing apps could enhance support by integrating recommendations for verified, calming spaces — such as nature spots, quiet cafés, or quality restaurants — tailored to the user’s mood and preferences. Such features would reduce decision fatigue and make it easier for users to act on their wellbeing intentions.

3. Trust in Human Experts Over Automated Advice

A clear theme from the participant interviews is that users strongly prefer guidance from real health professionals over automated app suggestions. While they find wellbeing apps helpful

for everyday use, many feel that only trained experts can provide the depth, trust, and personalized support they truly need.

One participant highlighted this by saying,

"It's very important — I'd feel more confident using the app if I knew psychologists or mental health professionals contributed to it."

- participant D, Post usability & UX evaluation

This points to a clear trust gap that can be bridged by visibly involving experts in the app's design and content delivery. Participants want reassurance that the strategies and recommendations they follow are scientifically sound and come from individuals with real-world clinical or wellbeing experience.

While many users acknowledged the convenience of apps, they still viewed consulting a professional as the more effective path, especially when dealing with deeper or more personal issues. As one user stated,

"I'd feel comfortable using the app for daily support, but I'd still want the option to connect with human professionals if things got really tough."

- participant D, Post usability & UX evaluation

Another participant was even more direct, stating,

"Do you prefer using app or consulting a real health well-being specialist which is more effective?"

"Yeah, I support the later part. I mean, consulting a doctor is much more effective than using the app."

- participant E, Pre-interview

These insights suggest a growing user interest in features that involve human support, such as content created by psychologists, options for virtual consultations, or referral links to professionals. This points to a potential direction for the app to better meet users' expectations for credible, trustworthy, and emotionally supportive wellbeing guidance.

4. Understanding User Difficulties

Participants in the study revealed that maintaining personal wellbeing is often a challenge due to the demands of daily life, academic pressure, and unpredictable work commitments. Many users struggle to find consistent time or energy to care for their mental and physical health.

Common difficulties include time constraints, irregular or sudden work shifts, study stress, and a lack of motivation when feeling overwhelmed. These factors often lead users to deprioritize wellbeing, even when they recognize its importance. The insights gathered reflect a need for wellbeing solutions that are flexible, supportive, and realistic, especially for users navigating busy or unstable schedules.

Time Constraints

One significant problem faced by users is lack of time to utilize wellbeing resources, even though they are aware of its mental importance. This is very observable in working students that deal with multiple responsibilities—such as academic deadlines, part-time jobs, and personal commitments—which leaves little room for self-care or mental wellness routines.

As one participant noted,

"Many working students don't have extra time to open an app just for mental well-being. I think."

- participant 2, Honeycomb-based follow-up interview

For many users, looking after their wellbeing can start to feel like just another task on an already overwhelming to-do list, instead of something that helps them feel better.

Moreover, certain users also expressed the need for quicker, more accessible tools that could help them in accomplishing tasks immediately so as to save their time and energy.

Several users suggested the following -

"I think. A simpler, more calming design and faster access to key tools would make it feel more rewarding."

- participant 5, Honeycomb-based follow-up interview

"It should help us quickly reset our minds when stress feels overwhelming — like a fast, reliable "mental reset button" that offers calming, grounding strategies on the spot. "

- participant 6, Honeycomb-based follow-up interview

This again depicts that simplicity in design and quickness to handle user emotions by the app is not just aesthetic choices but crucial for real-world usability.

Workload Affecting App Use

During interviews, many users explained that their work responsibilities leave them feeling drained and low on energy, both mentally and physically. Whether it's part-time shifts or full workloads alongside study, the exhaustion they experience often makes it hard to engage with wellbeing apps—even when they want to. For these users, it's not just about lacking time, but lacking the headspace and motivation to focus on self-care after a long day.

A user shared that the app's **voiceover command** feature made it much easier to use, especially during busy or tiring days.

“Is the app easy for you to use with your BCH schedule? “

“Yeah, definitely. The app also supports voiceover command. So, I don't want to type it type it. Instead, I can use my voice So it's like I'm speaking to someone else as I'm like a doctor or a psychiatrist virtually. “

- participant 5, Post usability & UX evaluation

Instead of typing, they could simply speak, making the experience feel more like talking to a real doctor or psychiatrist. This not only saves effort but also felt more personal and less overwhelming. Their feedback highlights how voice input can reduce barriers to engagement, offering a simple, low-energy way to stay connected to wellbeing support, particularly when users are fatigued or short on time.

Participants reported considerable difficulties in allocating time for self-care, particularly when managing the demands of unpredictable work schedules and academic commitments. When asked upon whether they find time to use the app while managing work commitments, participants responded that it is challenging to carve out time due to their demanding schedules.

“Have you ever struggled to find time for self-care because of work and study? “

“Yeah, most of the time I'm not looking my health And I'm just going behind the world Actually, when I was working, when I get work in Ambul, most of my work is at nights. “

- participant 7, Post usability & UX evaluation

“My part-time job does affect my ability to focus on my studies, especially when I have long shifts or when work is particularly stressful.

I sometimes feel exhausted, which lowers my study efficiency and then additionally, addition additionally.

How do you say that? Unpredictable work? Yeah. Unpredictable work schedule can disrupt my study plans requiring me to adjust my timetable frequently. “

- participant 4, Post usability & UX evaluation

The unpredictability work schedules, and night shifts adverse the issue, as it often interrupts study plans leading to timetable adjustments. With such demanding routines, users reported that they were falling behind in taking care of themselves, which led to limited engagement with the app.

Design specifications

Persona 1 – Generalised for a couple of participants.



Age: 22

Work: Team member

Family: Single

Location: Brisbane, Australia

Character: friendly,
understanding, team work

*"I feel like there's
always a better
way to make data
work harder and
smarter for real-
world results."*

Try
Xtensio

Goals

- To cut down on unhealthy eating and drinking habits
- To measure multiple aspects of life more scientifically
- Strengthen teamwork and communication abilities in both academic and workplace environments.
- Expand the professional network.
- Improve time management and organizational skills to handle high-pressure situations.

Frustrations

- Constantly juggling deadlines for assignments and work shifts.
- Feeling like there's never enough time to fully focus on either work or study.
- Mental fatigue from switching between academic and practical tasks.
- Struggling to maintain a healthy work-life-study balance.

Bio

I'm a data science student with a strong interest in applying data to solve real-world problems. Alongside ongoing studies, currently working as a team member at Officeworks, gaining hands-on experience with how data and collaboration drive efficiency in a busy retail environment. Skilled in Python, SQL, and data visualization, with a knack for uncovering patterns and insights that help improve processes. This role has also strengthened key soft skills like communication, problem-solving, and adaptability. Always eager to learn and grow, focused on building expertise and tackling new challenges.

Behaviours

- Highly organized but relies on digital tools (e.g., Google Calendar, Trello) to stay on track.
- Prefers asynchronous communication (e.g., Slack, emails) to catch up outside of meetings.
- Values clear task assignments and deadlines to manage time effectively.
- Often works on team tasks late evenings or weekends when not rostered at work.
- Appreciates quick wins—likes breaking big tasks into smaller chunks she can complete in short bursts of free time.
- Leverages mobile apps for quick check-ins on tasks and team updates when on the go.
- Often multi-tasks—listens to lecture recordings while commuting or working on readings during work breaks.

Brands

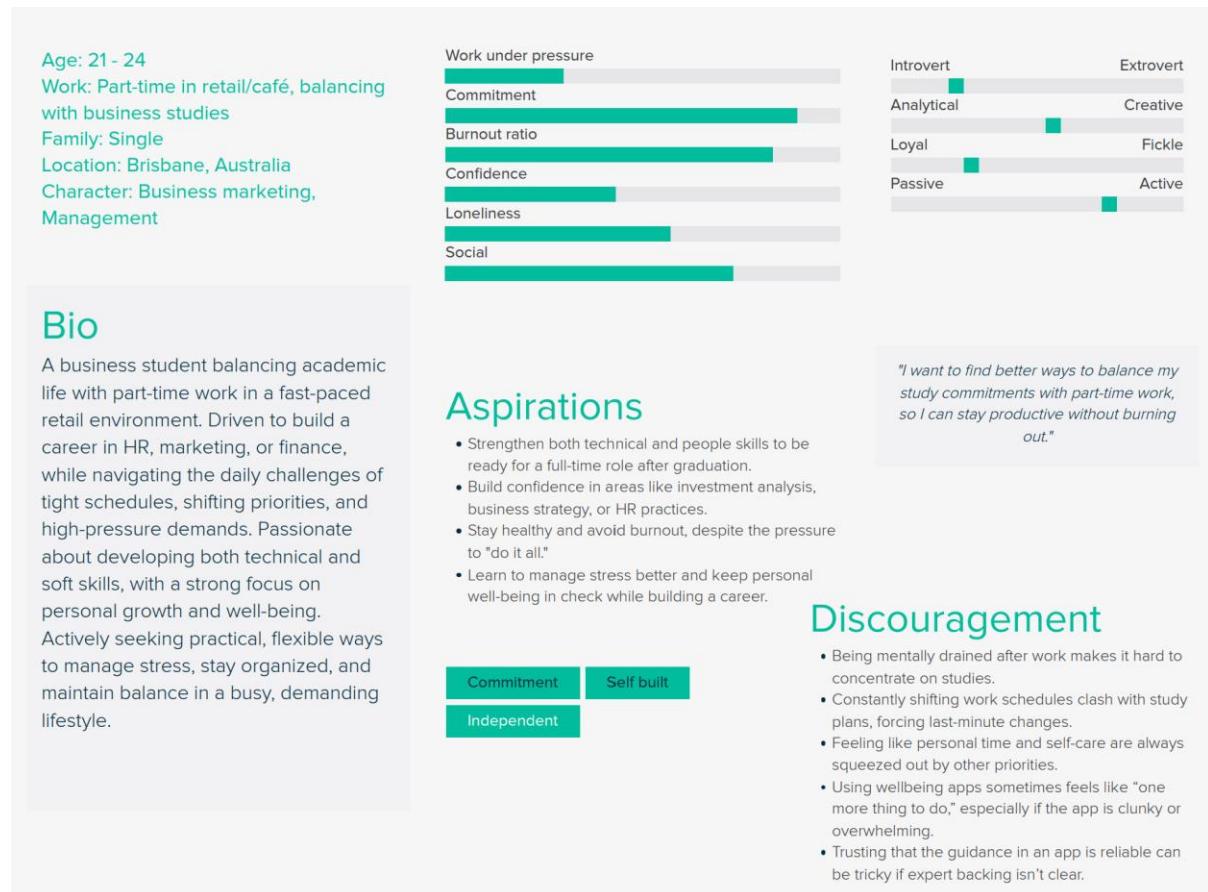


Lenovo

officeworks



Persona 2 – Generalised for a couple of participants.



Design brief



MindSprout

This design brief summarizes the strategic intent and key understanding behind the development of the Dala App—a human-centric digital tool for emotional well-being and self-awareness for university students. Developed in response to rising emotional and psychological concerns among students, the Dala App applies user research, empathy mapping, and positive psychology to offer a stigma-free, accessible, and emotionally intelligent solution.

Since student mental health is disproportionately impacted by demands of higher education, cross-cultural transformation, and personal stress, older institutionalized support mechanisms fall short—either because they are not readily available, have a stigma association, or are emotionally inadequate. The Dala App addresses this requirement by offering a convenient, mobile-based solution in which students can track their mood, reflect with guided journaling, and anonymously engage in a peer-sourced community.

This report establishes the core design challenge, identifies the target audience, sets design objectives, and defines the scope and structure of the Minimum Viable Product (MVP). The brief is human-centered in its approach, where every feature of the Dala App

is carefully crafted to build engagement, empowerment, and psychological resilience. Through iterative prototyping, ethical verification, and continuous feedback, Dala aims to create not just an instrument—but a meaningful space—for students to reconnect with themselves and one another.



Key Problems Identified

Emotional Isolation & Stress:

University students are frequently under emotional strain due to the convergence of academic burden, social adjustment, and life change. For first-year and international students, insufficient family support, new cultural environments, and higher performance expectations contribute to chronic stress and alienation. These students are hesitant to seek formal support due to fear of judgment, stigma, or unfamiliarity with available services, which further aggregates their psychological loads and reduces resilience.

Lack of Accessible Well-being Tools:

Even though the universities offer counseling services and academic support systems, these are seen as formal, unapproachable, or stigmatized—particularly by culturally

diverse or non-native English-speaking populations. Students are eager for tools where they can independently take care of themselves: sites that are private, non-intrusive, and culturally sensitive. Without such tools, students are prevented from processing and regulating their emotional state in real-time, leading to long-term disengagement and burnout.

Limited Engagement with Institutional Resources:

There is a widening disparity between institutional provisions of support and student engagement. Students perceive such systems as bureaucratic, overly structured, or emotionally detached. Lacking is a sense of personalization and emotional connection—students desire platforms that match their tone, language, and rhythm of life. Peer-driven or community-based solutions are more familiar and trustworthy, enabling natural support without formal structures.

Absence of Daily Emotional Tracking:

Well-being interventions today are not routine. A student may attend a meeting or workshop one day, but systematic, routine check-ins do not occur. Emotions change quickly, and without a mechanism for monitoring daily—especially through small-scale processes like mood sliders, emoji checks, or reflection prompts—students are denied the opportunity to view trends, recognize emotional cues, and make tiny but powerful steps toward emotional awareness and resilience.

Design Objectives

The proposed mobile-first strategy seeks to span the cultural, emotional, and usability gaps identified in the research by anchoring on human-centered design principles and positive psychology. Each aim has a pragmatic dimension as well as theoretical basis:

1. Empathetic Communication

The website should enable users to navigate and express their emotional states in a secure way using non-verbal cues such as color-coded mood sliders, emoji charts, and reflective questions. This is less mentally demanding while fostering genuine self-awareness, particularly for users who are uncomfortable with verbal expression of emotions. Every-day journaling should be optional and free-flowing, with emotional flow without pressure.

2. Creating Emotionally Intelligent UX

The user interface of the Dala App leans on the human-centered principles to create a sense of relaxation, warmth, and trust. Gentle color palettes, minimalist design, and subtle animation guide the users through the app, calming fears and inducing repeat use.

3. Foster Community Reflection Without Exposure

Students may be too withdrawn to participate in face-to-face conversation but still want their voices to be heard. Dala allows for anonymous sharing where users can write journal entries or read others' stories, validating the message: "You are not alone."

4. Align with the PERMA Framework

The app's questions and answers are based on positive psychology. All interaction is designed to touch one or more PERMA pillars—Positive Emotion, Engagement, Relationships, Meaning, and Achievement—rich in psychological depth but not clinically burdened.

5. Support Iterative Design Based on Real Feedback

Ongoing user testing will be conducted on Dala, employing feedback loops to ensure the app evolves with user needs. This maintains the platform user-validated, relevant, and empathetic at each step.

Target Audience

- **First-year students** facing academic, emotional, and social adjustments
- **International students** navigating cultural and linguistic barriers
- **Students who prefer self-help** over structured therapy
- **Users with medium digital literacy**, seeking flexible, accessible emotional tools
- **Younger adults (18–24)** who are already familiar with journaling, self-care, or mindfulness apps

Project Scope

Mobile-First Features:

- Mood Tracking Interface: Emoji and color gradient visual-based inputs to log feelings.
- Guided Journaling: Smart suggestions from previous mood entries and PERMA goals.
- Anonymous Community Wall: A space where users may read and optionally share journal musings anonymously.
- Progress Dashboard: Graph-based interactive feedback of emotional patterns over time.
- Micro-Motivation Notifications: Optional push reminders for self-care, reflection, or motivation.

Technical & Ethical Considerations:

- Conforms to QUT ethical research protocols
- Anonymity and privacy protection are paramount

- Modular design to rollout efficiently at scale, beginning with a pilot study under test
- Formulated on UX Honeycomb Model principles (usable, desirable, credible, accessible, valuable, findable)

Process of Iteration:

- Low-fidelity wireframes as starting point
- Target participant testing
- Feature refinement from feedback
- Development and release of MVP
- Feedback analysis to develop long-term deployment roadmap

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Appendix

ξ Appendix A: Ethics Documents. Include tailored consent form template, information sheet, recruitment email

Speaker A - Lenny

Participate in a research study: Participate in a Study on a Wellbeing App for Working Students Draft saved at 11:48 AM



ⓘ No more multiple file versions. Upload to OneDrive - Queensland University of Technology to collaborate with others in real time [Upload to OneDrive](#) [Dismiss](#)

From: Lahiru Shehan Kaushalya Vithana Gamage
To: Lenny McCarty <l.mccarty@student.uq.edu.au>
Subject: Participate in a research study: Participate in a Study on a Wellbeing App for Working Students

Dear Lenny,

My name is V.G.L. Shehan Kaushalya and I am a postgraduate student in IT at Queensland University of Technology (QUT) doing a research project into the experience with Dala wellbeing mobile application.

I would like to invite people in the age of 18 – 40 years who are currently undergoing studies while working part time or full time to take part in about 50 – 80mins to discuss how we can improve the application. This will have steps such as - photo elicitation, interviews based on the mobile application that we are working on to improve usability and user experience. These interviews will be audio, video recorded for later analysis and there will be no right or wrong answers, we are interested in your genuine experience overall. These information later on will be used to analyze the areas that could be improved in the mobile application.

Please view the attached Information Sheet and Consent Form for further details on the study. If you are interested in participating or have any questions, please contact me via email.

Please note that this study has been approved by the QUT Human Research Ethics Committee (approval number 9541).

I have attached the zoom call link herewith

Click <https://us05web.zoom.us/j/85006386471?pwd=AUAJAkrm4HHIDISnPgo2WYjx8p8XBE.1> to start or join a scheduled Zoom meeting.

Many thanks for considering this request.



PARTICIPANT INFORMATION FOR QUT RESEARCH PROJECT
– Photo elicitation, usability and user experience evaluation –

**Redesigning the Dala App to Enhance the Mental Well-being of
Employed Students in Australia**
IFN637 Human-Centred Design of IT Systems

QUT Ethics Approval Number 9541

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Unit Coordinator:	Assoc. Prof. Bernd Ploderer	b.ploderer@qut.edu.au 07 3138 4927

Faculty of Science, Queensland University of Technology (QUT)

Why is the study being conducted?

This research project is being undertaken as part of a Masters project for our team for the unit IFN637 Human-Centred Design of IT Systems.

The purpose of this research project is to understand how Dala mobile app could be redesigned to address the mental wellbeing of employed students in Australia. This research is conducted in collaboration with Dala, Mettlesome, Australia.

The research team requests your assistance because you are a student aged 15-40 years who is currently pursuing undergraduate or postgraduate studies while working in a part-time or full-time capacity.

What does participation involve?

Your participation will involve the following activities:

An audio recorded / video recorded **interview** via zoom or any preferred locations that could agree of your choice that will take approximately 20 minutes of your time. Questions will include: have you used well being apps previously, what do you think about this app, how often do you use it etc.

An audio recorded / video recorded/ screenshots to observe user experience via zoom or another location of your choice that will take approximately 30 minutes of your time. The focus of the observation will be on how you will be interacting with Dala wellbeing mobile application. Notes will be taken to record observations.

A diary over 4 days that will take approximately 5 minutes of your time each day. The focus of the diary will be to reflect the usability of the app. The diary will be transcribed and discussed during the interview.

A **usability evaluation** via zoom or another location of your choice that will take approximately 30 minutes of your time. You will be asked to try out Dala app and provide feedback on it. Notes will be taken, and your usage will be screen-recorded/video-recorded for later analysis.

A **UX evaluation** that will take approximately 30 minutes of your time. You will be asked to use Dala app and try out a simple task to carry out on Dala app. While the task is ongoing, the team will note the observations. Once the task is done, a set of interview questions regards to the Dala app will be prompted to you for answers.

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Any personal information that could potentially identify you will be removed or changed before files

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Any data collected as part of this research project will be stored securely as per QUT's Management of research data policy. Data will be stored for a minimum of 5 years, and can be disclosed if it is to protect you or others from harm, if specifically required by law, or if a regulatory or monitoring body such as the ethics committee requests it.

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How do I give my consent to participate?

We would like to ask you to sign a written consent form (enclosed) to confirm your agreement to participate.

What if I have questions about the research project?

Please contact the researchers (details above) to have any questions answered or if you require further information about the project.

What if I have a concern or complaint regarding the conduct of the research project?

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Thank you for helping with this research project. Please keep this sheet for your information.

Name Leonard McCarty

Signature Lmccarty (signed digitally)

Speaker B - Dilip

Participate in a research study: Participate in a Study on a Wellbeing App for Working Students

Draft saved at 11:50 AM



No more multiple file versions. Upload to OneDrive - Queensland University of Technology to collaborate with others in real time [Upload to OneDrive](#) [Dismiss](#)

From: Lahiru Shehan Kaushalya Vithana Gamage
To: Dilip Gurung <03dilipgurung@gmail.com>
Subject: Participate in a research study: Participate in a Study on a Wellbeing App for Working Students

Dear Dilip,

My name is V.G.L. Shehan Kaushalya and I am a postgraduate student in IT at Queensland University of Technology (QUT) doing a research project into the experience with Data wellbeing mobile application.

I would like to invite people in the age of 18 – 40 years who are currently undergoing studies while working part time or full time to take part in about 50 – 80mins to discuss how we can improve the application. This will have steps such as - photo elicitation, interviews based on the mobile application that we are working on to improve usability and user experience. These interviews will be audio, video recorded for later analysis and there will be no right or wrong answers, we are interested in your genuine experience overall. These information later on will be used to analyze the areas that could be improved in the mobile application.

Please view the attached Information Sheet and Consent Form for further details on the study.
If you are interested in participating or have any questions, please contact me via email.

Please note that this study has been approved by the QUT Human Research Ethics Committee (approval number 9541).

I have attached the zoom call link herewith

Click <https://us05web.zoom.us/j/85006386471?pwd=AUAJAkrm4HHIDISnPgP2WYJx8p8XBE.1> to start or join a scheduled Zoom meeting.

Many thanks for considering this request.

V.G.L.S. Kaushalya
Master of IT Student
n11884347@qut.edu.au



CONSENT FORM FOR QUT RESEARCH PROJECT
– Video, Audio recording, Observations, Diary notes, Usability Evaluation –

**Redesigning the Dala App to Enhance the Mental Well-being of Employed
Students in Australia**
IFN637 Human-Centred Design of IT Systems

QUT Ethics Approval Number 9541

Research team contacts

Student/s:	Name/s	QUTEmail/s
	V.G.L.Shehan Kaushalya	N11884347@qut.edu.au
	YiChen Chen YC	N11564628@qut.edu.au
	Soni Meet Ashokkumar	N11941804@qut.edu.au
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Unit Coordinator:	A/Prof Bernd Ploderer	b.ploderer@qut.edu.au 07 3138 4927

Faculty of Science, Queensland University of Technology (QUT)

Statement of consent

By signing below, you are indicating that you:

- Have read and understood the information document regarding this research project.
- Have had any questions answered to your satisfaction.
- Understand that if you have any additional questions you can contact the research team.
- Understand that you are free to withdraw without comment or penalty.
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- Agree to participate in the research project.

Name Dilip Gurung

Signature Dilip Gurung

Date 16 April 2025

Please return this signed consent form to the researcher.



PARTICIPANT INFORMATION FOR QUT RESEARCH PROJECT
– Photo elicitation, usability and user experience evaluation –

**Redesigning the Dala App to Enhance the Mental Well-being of
Employed Students in Australia**
IFN637 Human-Centred Design of IT Systems

QUT Ethics Approval Number 9541

Research team

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Thank you for helping with this research project. Please keep this sheet for your information.

Name Dilip Gurung

Signature Dilip Gurung

Date 16 April 2025

Speaker C - Yuhua Yan

QUT	CONSENT FORM FOR QUT RESEARCH PROJECT – Video, Audio recording, Observation, Diary, Usability Evaluation –	
Redesigning the Dala App to Enhance the Mental Well-being of Employed Students in Australia IFN637 Human-Centred Design of IT Systems		
QUT Ethics Approval Number 9541		

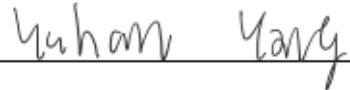
Research team contacts

Student/s:	Name/s	QUTEEmail/s
	V.G.L.Shehan Kaushalya	N11884347@qut.edu.au
	YiChen Chen YC	N11564628@qut.edu.au
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Unit Coordinator:	A/Prof Bernd Ploderer	b.ploderer@qut.edu.au 07 3138 4927
Faculty of Science, Queensland University of Technology (QUT)		

Statement of consent

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- Agree to participate in the research project.

Name	Yuhua Yang
Signature	
Date	14 Apr, 2025

Please return this signed consent form to the researcher.

Subject Title:

Participate in a research study: Participate in a Study on a Wellbeing App for Working Students

Dear [Yuhan Yang]

My name is Yichen Chen and I am a postgraduate student in IT at Queensland University of Technology (QUT) doing a research project into the experience with Dala wellbeing mobile application.

I would like to invite people in the age of 18 – 40 years who are currently undergoing studies while working part time or full time to take part in about 50 – 80mins to discuss about how we can improve the application.

Please view the attached Information Sheet and Consent Form for further details on the study. If you are interested in participating or have any questions, please contact me via email.

Please note that this study has been approved by the QUT Human Research Ethics Committee (approval number 9541).

Many thanks for considering this request.

YICHEN CHEN
Master of IT Student
n11884347@qut.edu.au

Associate Professor Bernd Ploderer
Unit Coordinator
07 3138 4927
b.ploderer@qut.edu.au
School of Computer Science, Faculty of Science
Queensland University of Technology

**Redesigning the Dala App to Enhance the Mental Well-being of
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IFN637 Human-Centred Design of IT Systems**QUT Ethics Approval Number 9541****Research team**

Student/s:	Name/s	QUTEmail/s
	V.G.L Shehan Kaushalya	N11884347@qut.edu.au
	YiChen Chen YC	N11564628@qut.edu.au
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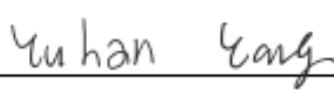
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Thank you for helping with this research project. Please keep this sheet for your information.

Name	Yuhan Yang
Signature	
Date	14 Apr, 2025

Speaker D - Chi-Jen Chen

Subject Title:

Participate in a research study: Participate in a Study on a Wellbeing App for Working Students

Dear Chi-jen Chen

My name is Yichen Chen and I am a postgraduate student in IT at Queensland University of Technology (QUT) doing a research project into the experience with Dala wellbeing mobile application.

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Many thanks for considering this request.

YICHEN CHEN
Master of IT Student
n11884347@qut.edu.au

Associate Professor Bernd Ploderer
Unit Coordinator
07 3138 4927
b.ploderer@qut.edu.au
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CONSENT FORM FOR QUT RESEARCH PROJECT
– Video, Audio recording, Observation, Diary, Usability Evaluation –

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Name	Chi-Jen Chen
Signature	
Date	23 Mar 14 Apr, 2025

Please return this signed consent form to the researcher.



PARTICIPANT INFORMATION FOR QUT RESEARCH PROJECT
– Interview & Make-Say-Do method –

**Redesigning the Dala App to Enhance the Mental Well-being of
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IFN637 Human-Centred Design of IT Systems

QUT Ethics Approval Number 9541

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Your participation will involve the following activities:

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of research data policy. Data will be stored for a minimum of 5 years, and can be disclosed if it is to protect you or others from harm, if specifically required by law, or if a regulatory or monitoring body such as the ethics committee requests it.

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Thank you for helping with this research project. Please keep this sheet for your information.

Name	Chi-jen Chen
Signature	
Date	14 Apr, 2025

Speaker E - Naigal Roy

Subject Title:

Participate in a research study: Participate in a Study on a Wellbeing App for Working Students

Dear Naigal Roy,

My name is Steve Soney Varghese and I am a postgraduate student in IT at Queensland University of Technology (QUT) doing a research project into the experience with Dala wellbeing mobile application.

I would like to invite people in the age of 18 – 40 years who are currently undergoing studies while working part time or full time to take part in about 50 – 80mins to discuss about how we can improve the application.

Please view the attached Information Sheet and Consent Form for further details on the study. If you are interested in participating or have any questions, please contact me via email.

Please note that this study has been approved by the QUT Human Research Ethics Committee (approval number 9541).

Many thanks for considering this request.

STEVE SONEY VARGHESE

Master of IT Student

n12007544@qut.edu.au

Associate Professor Bernd Ploderer

Unit Coordinator

07 3138 4927

b.ploderer@qut.edu.au

School of Computer Science, Faculty of Science

Queensland University of Technology



CONSENT FORM FOR QUT RESEARCH PROJECT
– Video, Audio recording, Observation, Diary, Usability Evaluation –

**Redesigning the Dala App to Enhance the Mental Well-being of Employed
Students in Australia**
IFN637 Human-Centred Design of IT Systems

QUT Ethics Approval Number 9541

Research team contacts

Student/s:	Name/s	QUTEEmail/s
	V.G.L.Shehan Kaushalya	N11884347@qut.edu.au
	YiChen Chen YC	N11564628@qut.edu.au
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Unit Coordinator:	A/Prof Bernd Ploderer	b.ploderer@qut.edu.au 07 3138 4927

Faculty of Science, Queensland University of Technology (QUT)

Statement of consent

By signing below, you are indicating that you:

- Have read and understood the information document regarding this research project.
- Have had any questions answered to your satisfaction.
- Understand that if you have any additional questions you can contact the research team.
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- Agree to participate in the research project.

Name Naigal Roy

Signature 

Date 14 Apr, 2025

Please return this signed consent form to the researcher.

36c7cd70876ff61a4415554d50c48837224dd9b643a6bc0b5228811046fcfaa3

Version 1

Page 1 of 1



PARTICIPANT INFORMATION FOR QUT RESEARCH PROJECT
– Interview & Make-Say-Do method –

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IFN637 Human-Centred Design of IT Systems

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Thank you for helping with this research project. Please keep this sheet for your information.

Name Naigal Roy

Signature 

Date 14 Apr, 2025

Speaker F - Meet Rohitbhai Vyas

Subject Title:

Participate in a research study: Participate in a Study on a Wellbeing App for Working Students

Dear Meet ~~Rohitbhai~~ Vyas

My name is Meet Ashokkumar Soni and I am a postgraduate student in IT at Queensland University of Technology (QUT) doing a research project into the experience with Dala wellbeing mobile application.

I would like to invite people in the age of 18 – 40 years who are currently undergoing studies while working part time or full time to take part in about 50 – 80mins to discuss about how we can improve the application.

Please view the attached Information Sheet and Consent Form for further details on the study. If you are interested in participating or have any questions, please contact me via email.

Please note that this study has been approved by the QUT Human Research Ethics Committee (approval number 9541).

Many thanks for considering this request.

Meet Ashokkumar Soni
Master of IT Student
M11941804@qut.edu.au

Associate Professor Bernd Ploderer
Unit Coordinator
07 3138 4927
b.ploderer@qut.edu.au
School of Computer Science, Faculty of Science
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CONSENT FORM FOR QUT RESEARCH PROJECT
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**Redesigning the Dala App to Enhance the Mental Well-being of Employed
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IFN637 Human-Centred Design of IT Systems

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Name Meet Rohithbhai Vyas

my
Signature _____

Date 14-04-2025

Please return this signed consent form to the researcher.



PARTICIPANT INFORMATION FOR QUT RESEARCH PROJECT
- Interview & Make-Say-Do method -

**Redesigning the Dala App to Enhance the Mental Well-being of
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IFN637 Human-Centred Design of IT Systems

QUT Ethics Approval Number 9541

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Thank you for helping with this research project. Please keep this sheet for your information.

Name Meet Rohitbhai Vyas

s

my

Signature

Date 14-04-2025

Speaker G - Shrey Paresh bhai Suthar

Subject Title:

Participate in a research study: Participate in a Study on a Wellbeing App for Working Students

Dear Shrey Paresh bhai Suthar

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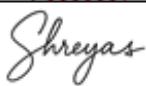
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Name Shrey Parashar Suthar


Signature

Date 16-04-2025

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PARTICIPANT INFORMATION FOR QUT RESEARCH PROJECT
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An audio recorded / video recorded/ screenshots **observation** via zoom or another location of your choice that will take approximately 30 minutes of your time. The focus of the observation will be on how you will be interacting with Dala wellbeing mobile application. Notes will be taken to record observations.

A **diary** over 4 days that will take approximately 5 minutes of your time each day. The focus of the diary will be to reflect the usability of the app. The diary will be transcribed and discussed during the interview.

A **usability evaluation** via zoom or another location of your choice that will take approximately 30 minutes of your time. You will be asked to try out Dala app and provide feedback on it. Notes will be taken and your usage will be screen-recorded and video-recorded for later analysis.

A **UX evaluation** that will take approximately 20 minutes of your time. You will be asked to use Dala app and try out a simple process to understand how it could be improved.

Your participation in this research project is entirely voluntary. If you do agree to participate you can withdraw from the research project without comment or penalty. You can withdraw anytime during the interview. If you withdraw with 2 weeks after your interview, on request any information already obtained that can be linked to you will be destroyed. Your decision to participate or not participate will in no way impact upon your current or future relationship with QUT (for example your grades) or Mettlesome.

What are the possible benefits for me if I take part?

It is expected that this research project will not benefit you directly. However, it might benefit IFN637 students to see how the needs and the way people use technology are different from their personal experience, and to learn human-centred design methods which will enhance their employability. Your feedback will also benefit Dala, Mettlesome to improve their digital services.

What are the possible risks for me if I take part?

There are some risks associated with your participation in this research project. These include potential inconvenience due to the time required to participate in this study, potential discomfort from being recorded, and potential risk of being identified due to the small number of participants in this research.

To minimise the inconvenience due to the time required for this study, all research will be reviewed prior to this study to ensure they are relevant. To minimise the risk of potential discomfort from being recorded, this research will be conducted in private settings. To minimise the potential risk of being identified, information will be anonymised through pseudonyms and by blurring faces in images, and only anonymised information will be shared with teaching staff and the industry partner.

QUT provides for limited free psychology, family therapy or counselling services for research participants of QUT research projects who may experience discomfort or distress as a result of their participation in the research. Should you wish to access this service please call the Clinic Receptionist on **07 3138 0999** (Monday–Friday only 9am–5pm), QUT Psychology and Counselling Clinic, 44 Musk Avenue, Kelvin Grove, and indicate that you are a research participant. Alternatively, Lifeline provides access to online, phone or face-to-face support; call **13 11 14** for 24-hour telephone crisis support. If you are aged up to 25, you can also call the Kids Helpline on **1800 551 800**.

What about privacy and confidentiality?

All comments and responses are coded i.e. it will be possible to re-identify you. A re-identifying code stored separately to personal information (e.g. name, address), will only be accessible to the research team, and the code plus identifying information will be destroyed at the end of the semester.

Any personal information that could potentially identify you will be removed or changed before files are shared with other researchers or results are made public. The information that will be removed includes names, place of work/study, occupation, education, or any relevant identical information.

Any data collected as part of this research project will be stored securely as per QUT's Management of research data policy. Data will be stored for a minimum of 5 years, and can be disclosed if it is to protect you or others from harm, if specifically required by law, or if a regulatory or monitoring body such as the ethics committee requests it.

As the research project involves an audio, screen or video recording:

- You will not have the opportunity to verify your comments and responses prior to final inclusion.
- The recording will be retained for the minimum retention period of 5 years after the last research activity.
- The recording may be used for teaching purposes and to improve the digital services of Mettlesome.
- Only the named researchers will have access to the original recording.
- It is not possible to participate in the research project without being recorded.

Every effort will be made to ensure that the data you provide cannot be traced back to you in reports, publications and other forms of presentation. For example, we will only include the relevant part of a quote, we will not use any names, or names will be changed, and/or details such as dates and specific circumstances will be excluded. Nevertheless, while unlikely, it is possible that if you are quoted directly your identity may become known.

How do I give my consent to participate?

We would like to ask you to sign a written consent form (enclosed) to confirm your agreement to participate.

What if I have questions about the research project?

Please contact the researchers (details above) to have any questions answered or if you require further information about the project.

What if I have a concern or complaint regarding the conduct of the research project?

QUT is committed to research integrity and the ethical conduct of research projects. If you wish to discuss the study with someone not directly involved, particularly in relation to matters concerning policies, information or complaints about the conduct of the study or your rights as a participant, you may contact the QUT Research Ethics Advisory Team on 07 3138 5123 or email humanethics@qut.edu.au.

Thank you for helping with this research project. Please keep this sheet for your information.

Name Shrey Suthar



Signature

Date 16-04-2025

§ **Appendix B: Methods Used.**

Include instruments used in the investigation, e.g., interview guide, diary instructions, and cultural probes.

Photo Elicitation

PERMA model - Make method

Requested 5 photos reflecting the below mentioned 5 emotions to understand the relationship between activity vs relationship of each participants emotions.

Materials

5 pictures from each participant.

Instructions

Each participant was asked to provide a picture each that depicts these emotions

- a. Positive emotion
- b. Engagement
- c. Relationship
- d. Meaning
- e. Achievement

Followed by the questions below,

- a. What led to the beginning of this?
- b. What were the main steps you followed, and what challenges did you face during the process?
- c. How much time did the overall process take?
- d. What was the outcome or result of the work you completed?
- e. Did you work on this task alone, or did you collaborate with others?

Understanding participants background (pre-interview questions),

1. Impact of studies,

- a. Do you have any questions before we start?

- b. What do you study? Why did you choose this degree?
- c. What has been one of the highlights of your studies so far?
- d. Can you think of an example of something that has been really challenging?

2. Impact of Work,

- a. How did you start working here?
- b. What do you enjoy most about your job?
- c. Have you learned any new skills or gained experience that you didn't expect?
- d. What has been one of the most interesting or rewarding moments at work?
- e. What's your ultimate career or life goal?
- f. How do you think this job is helping you move toward that goal?

3. Have you used a wellbeing app before?

- a. When was the last time you used a wellbeing app?
- b. What time in the day was it that you used the app?
- c. Tell me more about the time you used the app?
- d. Were you alone when you used the app? Or with friends? Partners? Or is anyone around?
- e. Did you use this app at home or somewhere in the neighborhood.
- f. Can you please tell me more about the surroundings?

Introducing Dala App

Guide participant on how to download the app from the Appstore or Playstore.

Task

I have just one task for you. Do the tasks as well as you can and please think aloud the whole time.

1. Sample question - Can you please use DALA app to express your thoughts, anything that you feel like expressing to it now. Nothing specific.

Give them clear instructions to trial the app over at least 10-15mins

Thank you. That completes the tasks.

I have a couple of questions regards to the task I gave, would you mind answering those for me.

- How easy is to express your emotions to the app?
- What are your first impressions?
- What do you think about the look and feel?

- What 3 things you would change to improve the system?
- What 3 things that you liked and should not be changed?
- Would you try it out in real life?
- Use: how often should they use the app? When?

Post Interview questions

Hello, my name is SHEHAN.

1. You've been invited to assist us in learning which features of the DALA wellbeing app work well for you and which ones could be improved.
2. This is a usability test, but you are not being evaluated. There are no right or wrong actions here. We're testing the DALA mobile application, and your feedback is essential for making it better.
3. Please share your thoughts out loud as you interact with the app. Think of it like narrating what you're doing and why you're doing it.
4. I'll be observing quietly and taking notes, so there's no need to pay attention to me. Just focus on completing the tasks naturally.
5. We'll also be recording your actions and comments to help us analyse your experience afterward.
6. As you have checked and have signed the consent forms earlier allowing us to record and take notes of this session for research purposes.

Is it ok if I start recording?

Usability & UX evaluation - Questions based on Honeycomb framework.

1. Useful

- Can you describe a time when the app was especially useful in your day or routine?
- What kinds of activities or support would you want the app to provide that it doesn't currently?
- Where does the app fit into your own wellness goals?
- How has your use of the app changed over time, and why?

2. Usable

- What was your first impression of how the app works?
- Can you walk me through how you typically use the app?
- Were there any moments where you felt confused or lost in using it?
- If a friend were using it for the first time, what would you want them to know?
- Looking back over the past couple of days, how straightforward was it to use the app on a daily basis?
- Were there any points that interrupted your flow or made you go slower?
- How did you learn to use something you'd never used before?
- If you could describe how "smooth" the process was, how would you describe it?

3. Desirable

- How does the design of the app make you feel when using it?
- What are your favourite aspects of the app's design or tone?
- Was there anything about the visuals, language, or sounds that especially caught your attention—either positive or negative?
- In your own words, how would you describe the personality of the app?

4. Findable

- How do you normally find the features or tools you want to use?
- Was there a point when you couldn't find something you were looking for?
- What do you think of the layout or menu hierarchy of the app?
- Which would be easier for you to navigate to where you want to go in the app?

5. Accessible

- Do you have any problems using the app because of visual or physical disabilities?
- Are font sizes, colour contrasts, or audio features serving you?
- What accessibility features do you think should be added or improved?
- In what ways might the app be more inclusive or flexible for different users?

6. Credible

- Why do you believe (or question) the advice or tools the app provides?
- How important is it to you to know where the content comes from?
- After a couple of days of usage, how trustworthy does the app feel to you?
- Was there anything in the design or content that made you doubt its trustworthiness?
- What does give you confidence (or concern) in the advice or activities it provides?

- Would you trust the app to advise someone you love? Why or why not?
- What would make you trust the app even more?

7. Valuable

- In what ways, if any, has the app affected your well-being or your routines?
- What is it about this app that keeps you coming back—or led you to give it up?
- How would you describe the app's significance in your life in general?
- If the app disappeared overnight, what would you miss most?
- What has the app added to your life this week, if anything?
- Has your thinking or behavior changed since using it?
- What would make this app feel even more valuable to your time and attention?
- Do you find yourself still using it—and if not, what's missing?

Survey Questions

This survey includes a set of questions intended to gather insights on how the participants felt about the Dala App. This was made available for the participants after the Post interview - user experience and usability testing.

Participants were asked to respond honestly and thoughtfully to each question and were made aware that the responses are treated confidentially and will only be used for the purpose of this research. There are no right or wrong answers, but their input is valuable and appreciated.

Survey – Dala Application

This survey includes a set of questions intended to gather insights on the topic at hand. Please respond honestly and thoughtfully to each question. All responses are treated confidentially and will only be used for the purpose of this report. There are no right or wrong answers. Your input is valuable and appreciated.

1 - being strongly Disagree

5 – being strongly Agree

Dala App Feature	Feedback				
	1	2	3	4	5
I like the colors, and how it feels?					
I like how easy <u>to</u> navigate to the discussion point?					
I like how DALA responds back?					
I would like DALA to be more specific when responding?					
I would like DALA to be more sensitive?					
I would like DALA to understand the problem better?					
I like how easy it is to understand where to go in app?					
I would prefer more specific answers from DALA rather than providing generic responses to similar concerns?					
I would like DALA to be able to talk to an actual human being if I ask for one?					

Are there anything you liked about DALA?

- 1.
- 2.
- 3.

Are there any places in the app that you would like to change in DALA?

- 1.
- 2.
- 3.

Diary Notes

This Microsoft form was created to get the feedback via Diary Notes - Shared diary notes link with the participants and advise them to fill this form whenever they use Dala app. This will help us to get the insights of the purpose and the level of satisfaction that the participants have. This will direct us to navigate the right direction.

□₄ ...

Diary notes :D

Please feel free to update this form each time you use the Dala app. Your cooperation is highly appreciated.

* Required

1. How are you feeling today? * □₄

Enter your answer

2. Did you use Dala today? * □₄

Yes

No

Other

3. Can briefly explain what you shared with dala? * □₄

Enter your answer

4. Did Dala responded back with a satisfactory answer? * □₄

Enter your answer

Submit

 Microsoft 365

This content is created by the owner of the form. The data you submit will be sent to the form owner. Microsoft is not responsible for the privacy or security practices of its customers, including those of this form owner. Never give out your password.

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Field Map

The field map helps us step back and see the bigger picture of the people, places, and connections that shape the experience we're designing for. It shows who is involved, how they interact, and where challenges or opportunities might appear in real-life situations. By mapping out this landscape, we get a clearer sense of where our design can make the most meaningful difference — always keeping people at the heart of the process.

UX Research Field Notes			
Date:	Time:	Place:	Student:
Activities: Actions performed. What do they seek to accomplish?	Observations See what they are doing / don't interfere.		Thoughts and Assumptions
Environment: Where? What resources available? Light/noise/temperature?	Observations What sort of an environment are they in.		
Interactions: How do people interact? With who? About what? Through what channel?			
Objects and Technologies: What objects and technologies are used? How are they used in activities?	Observations N/A		
Users: Who? What is their role? How are they involved?	Observations Are they employed, what role... what sort of work are they involved in.		

ξ Appendix C: Anonymized Study Data

Include anonymized study data, e.g., coded interview transcripts, photos, and evidence of your analysis, e.g., affinity diagrams.

Speaker A

Redesigning the Dala App to Enhance the Mental Well-being of Employed Students in Australia

Hello and welcome!

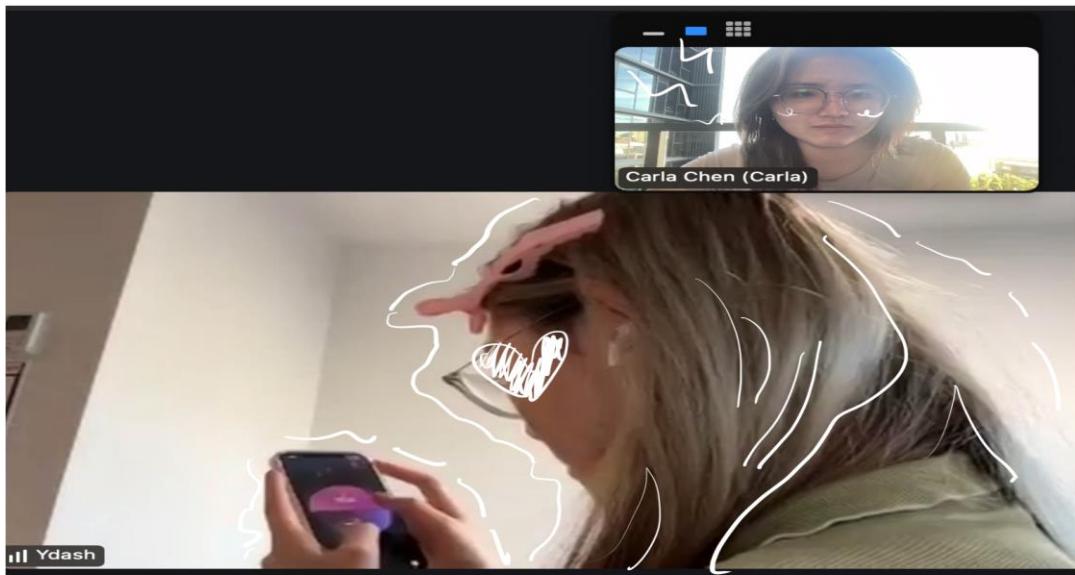
My name is **Yichen chen**, you call me Carl, and I'm a **Human-Centered Design of IT** student at **QUT (Queensland University of Technology)**. Thank you for taking the time to join me today.

In this session, we'll dive into how the photos you've shared reflect different aspects of **well-being**, using the **PERMA model** as our guide. We'll also discuss your experiences with the **Dala app** — specifically how it supports (or challenges) your **well-being** and **work-life balance**.

Before we begin, please take a moment to review the **consent form**, which outlines how we'll handle the data from this interview. Feel free to ask any questions — I'm here to ensure you're comfortable and informed.

Speaker 1: Carla (Student at QUT)

Speaker 2: Yuhan Yang (Student at UQ)



PERMA - Make method

TOPIC 1: Positive Emotion (Hiking)



What started hiking?

The last time I went hiking was with my friend during the summer holiday. We chose a scenic

route and had great conversations along the way. We decided to go hiking because we needed a break from heavy study stress.

What were the key steps/challenges?

The biggest challenge for me was the length of the road. My friend and I underestimated the time it would take, and by the end, we were quite exhausted. However, the beautiful scenery and the enjoyable conversation helped us push through.

How long did it take?

It took us around 5 hours to complete the hike, including rest breaks and time spent enjoying the view.

What was the outcome?

By the end, we felt both physically tired and mentally refreshed. It was a great way to relieve stress, and we felt a sense of accomplishment.

Did you do this alone or with someone else?

I did it with a friend.

TOPIC 2: Engagement (Painting)



Can you tell me about the last time you did painting?

What started painting?

I started painting as a way to relax and express creativity. I had always enjoyed art, but this particular time, I was inspired by a beautiful sunset I saw earlier in the week.

What were the key steps/challenges?

The biggest challenge was getting the colors right. Mixing paints to achieve the perfect shades took some patience. Another challenge was maintaining focus for a long period.

How long did it take?

I spent around 3 hours working on the painting.

What was the outcome?

I was very happy with how the painting turned out. It captured the feeling I wanted, and I felt a deep sense of satisfaction.

Did you do this alone or with someone else?

I painted alone, but later shared my work with friends and family.

TOPIC 3: Relationship (Coffee Chat with a Friend)



Can you tell me about the last time you had a coffee chat with a friend?

What started it?

My friend and I hadn't caught up in a while, so we decided to meet for coffee to talk about our lives and de-stress.

How long did it take?

We spent around 2 hours chatting and enjoying our drinks.

What was the outcome?

It was a great experience. We both felt more connected and supported after our conversation. It was nice to take time out of our busy schedules to just talk and relax.

TOPIC 4: Meaning (Studying at UQ)



Can you tell me about the last time you studied at UQ?

What started it?

I have always valued education and wanted to pursue a degree that would help me grow. Studying at UQ was a decision based on my career aspirations and the quality of education offered.

What were the key steps/challenges?

The biggest challenge was balancing coursework with other responsibilities. Some subjects were particularly difficult, and I had to put in extra effort to keep up.

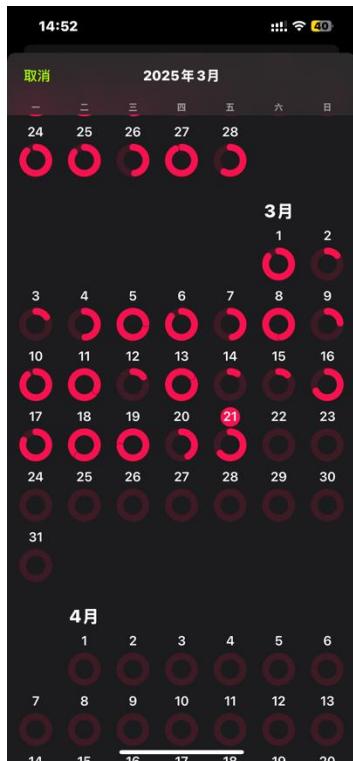
How long did it take?

I have been studying at UQ for several years now, working towards my degree.

What was the outcome?

Studying here has been rewarding. I have gained a lot of knowledge and skills, and I feel more confident about my future career.

TOPIC 5: Achievement (Doing exercise)



Can you tell me about the last time you did exercise?

What started it?

I started exercising because I wanted to stay healthy and relieve stress.

What were the key steps/challenges?

The main challenge was staying consistent and motivated. Some days, I felt too tired to work out, but I pushed myself to keep going.

How long did it take?

My workout session lasted about an hour.

What was the outcome?

After exercising, I felt more energized and in a better mood. It helped me focus better on my studies and daily tasks.

Did you do this alone or with someone else?

I did it alone, but sometimes I join group classes for extra motivation.

Pre-Use Dala App Questions and Suggested Responses

Recording 2 INTERVIEW

I will now start recording

Let's start with your studies:

1. Do you have any questions before we start?

No, please, begin.

2. What do you study? Why did you choose this degree?

I'm studying the Master of Business at the University of Queensland because I'm

interested in this kind of field, and I hope to work in human resource management or marketing field in the future.

3. What has been one of the highlights of your studies so far?

One highlight has been participating in a group project where we analyze a company's financial data and develop investment strategies.

About work,

1. How did you start working here?

I wanted to gain practical work experience while studying. And also earn some extra income to support, my living expenses

2. What do you enjoy most about your job?

I applied for a part-time job at a cafe. So I enjoy interacting with customers

3. Have you learned any new skills or gained experience that you didn't expect?

Yeah, I have learned how to multitask efficiency, especially during busy hours when I need to prepare coffee process payment and interact with customers, at the same time.

4. What has been one of the most interesting or rewarding moments at work?

There was a regular customer, you know, who once told me that he looked forward to coming to the cafe every day, because I always remember his coffee preference, and had small conversation with him. That moment made me realize how even simple acts of service can bring warmth to others.

5. What's your ultimate career or life goal?

because I major in the business field. So, my goal is to work in the financial industry, focus on investment, analysis or human resource management. If I can establish my own financial consulting firm that could be better.

6. How do you think this job is helping you move toward that goal?

This job has improved my communication and time management skills.

7. When was the last time you used a wellbeing app?

Actually, I don't regularly use this kind of well being app like this.

8. What time in the day was it that you used the app?

If I use the app, it might be in the evening. Cause that's a quiet environment. Yeah.

Honeycomb Framework Introduction

The **Honeycomb Framework** is a visual model designed to help understand and create valuable, user-centered digital experiences. It was developed by **Peter Morville**, a pioneer in information architecture and user experience design.

The framework consists of **seven hexagonal facets** — each representing a key component of a good user experience:

1. **Useful** – The content and functionality should serve a purpose for the user.
2. **Usable** – The product should be easy to use and navigate.
3. **Desirable** – Design elements (visuals, branding, etc.) should evoke positive emotions.
4. **Findable** – Information should be easy to locate, ensuring smooth navigation.
5. **Accessible** – The product must be usable by people with diverse abilities.
6. **Credible** – Users should trust the content and the brand behind it.
7. **Valuable** – The product should deliver value to both users and the business.

Recording 3 Questions based on Honeycomb framework

1. Useful

How do you think your job impacts your ability to focus on your studies?

My part-time job does affect my ability to focus on my studies, especially when I have long shifts or when work is particularly stressful.

I sometimes feel exhausted, which lowers my study efficiency and then additionally, addition additionally.

How do you say that? Unpredictable work? Yeah. Unpredictable work schedule can disrupt my study plans requiring me to adjust my timetable frequently

2. Usable

How much time do you think you can realistically dedicate to using a mental well-being app?

I could spend around 5 to 10 min per day. Yeah, such as checking in with my emotions in the morning, or doing a short, relaxing relax in the evening before getting sleep.

3. Findable

When you feel overwhelmed by work and studies, where do you usually turn for support?

Actually, I usually talk to my friends to relieve stress, or I will listen to music or doing exercise.

4. Credible

What makes you trust (or not trust) mental health apps to provide useful guidance?

I would trust the app. If a content is backed by professional psychology. Or it looks science.

5. Desirable

How do you feel when using digital tools to track your mental well-being?

If the app is simple and I will be more willing to use it. However, if the interface is too complicated, the features are overwhelming or the experience lacks personalization. I might lose interest

6. Accessible

What challenges do you think students with busy work schedules might face when trying to use a well-being app?

I think the biggest challenge might be time constraints. Many working students don't have extra time to open an app just for mental well-being. I think.

7. Valuable

How do you think using this app could change the way you handle stress from work and study?

if the app helps me identify stress triggers and provides practical coping strategies, I would consider using it for long term.

Post Usability & UX evaluation (Last step- In our case maybe a couple of 1 – 2 hours due to time constraint)

1. Useful

- **How has the app supported your well-being or personal goals?**
The app helped me track my mood consistently and reminded me to take breaks for mindfulness exercises. It felt like a gentle push to check in with myself, which I often forget to do.
- **Were there any situations where the app didn't offer what you needed?**
Yes — I wanted a quick, on-the-go grounding exercise when I felt overwhelmed at work, but I had to dig around for a suitable one. A faster way to access that would've helped.
- **Can you share a moment where you thought, "This is exactly what I needed"?**
On the second day, I woke up feeling off, and the morning journal prompt helped me unpack that feeling. It was exactly what I needed to reset my mindset.
- **If the app could do one more thing to support your well-being, what would that be?**
It would be great if the app offered personalized, adaptive suggestions based on my mood logs — like "You seem stressed, want to try a 5-minute breathing exercise?"

2. Usable

- **How easy was it to use the app regularly?**
Pretty easy — daily reminders were helpful without being annoying, and most features were accessible within a few taps.
- **Were there any parts that interrupted your flow or made you pause?**
The mood tracker sometimes felt repetitive — I wanted to log more nuanced emotions but felt stuck with a handful of basic options.
- **How did you learn to use features you hadn't tried before?**
I explored the app naturally. No tutorial was needed, though I stumbled upon a couple of features (like mood trends) by accident.
- **If you had to describe how "smooth" the experience felt, what would you say?**
Mostly smooth — the interface felt clean and straightforward, but finding less obvious features wasn't always intuitive.

3. Desirable

- **How would you describe the app's overall tone and personality?**
Calm, supportive, and non-judgmental. It felt like a caring, practical friend rather than a "self-help guru."
- **Did using the app feel enjoyable, comforting, inspiring—or something else?**
It felt comforting and a little uplifting. The daily quotes added a nice touch of inspiration.
- **Are there visual or design elements that stuck with you or stood out emotionally?**
The gentle color palette and subtle animations (like the calming wave during breathing exercises) made it feel serene.
- **If the app were a person, what kind of relationship would you say you have with it?**
Like a supportive, low-maintenance friend who checks in daily — helpful, not overbearing.

4. Findable

- **When you needed something specific—like a mood log, meditation, or journal—was it easy to locate?**
Mostly, yes. The mood log and journal were straightforward. Meditations were a bit buried in a menu.
- **Were there any tools or features you only discovered after a few uses?**
The weekly mood insights and breathing exercises weren't immediately obvious — I found them by exploring later.
- **Can you describe a time when you struggled to find something in the app?**
When I wanted a quick grounding technique, I struggled to figure out which meditation would work best in the moment.
- **What would help you find your way around the app more easily?**
A "what's on your mind?" feature on the homepage would make navigation faster.

5. Accessible

- **Did you encounter anything that made the app hard to use physically or visually?**
No, the contrast and text size were comfortable. The tap areas felt large enough for easy interaction.
- **Did the app's design (text size, contrast, controls) feel comfortable and inclusive for your needs?**
Yes — the calming colors didn't strain my eyes, and I liked that I could adjust notification times.
- **Were there any features you avoided because they didn't feel accessible to you?**
The longer meditation exercises felt like a commitment, so I skipped those on busier days.
- **What kinds of accessibility improvements would make this app better for all users?**
Text-to-speech for journal prompts or exercises would be a great addition for people with visual impairments or those who prefer audio guidance.

6. Credible

- **After a few days of use, how trustworthy does the app feel to you?**
Pretty trustworthy — it never pushed ads or tried to sell me anything, which made it feel more sincere.
- **Did anything in the content or design make you question its reliability?**
Not really. Though, I'd feel more confident if the app highlighted mental health experts or science-backed sources behind the exercises.
- **What gives you confidence (or concern) about the advice or activities it offers?**
The tone felt grounded and practical, not gimmicky — but I'd appreciate more transparency about how the app's recommendations are formed.
- **Would you trust the app to guide someone you care about? Why or why not?**
Yes — it's gentle, practical, and doesn't overpromise results. It feels like a helpful self-care tool rather than a substitute for therapy.

7. Valuable

- **What kind of value has the app added to your daily life this week, if any?**
It reminded me to check in with myself, which helped me stay more aware of my emotions.
- **Has anything about your mindset or behavior shifted since you started using it?**
I became more intentional about pausing to reflect, even outside of using the app.
- **What would make this app feel even more worth your time and attention?**
A “personalized progress journey” feature showing how my mood and habits evolve over time would keep me engaged longer.
- **Do you see yourself continuing to use it—and if not, what’s missing?**
I’d stick with it, but I’d want more variation in prompts and faster access to stress-relief exercises on tough days.

Activities:	Observations	Thoughts and Assumptions
<p>What do they seek to accomplish?</p> <p>sitting down in her room</p> <p>Environment: Where? What resources available? Light/noise/temperature?</p> <p>a chill studio room in scape kueiwei</p> <p>Interactions: How do people interact? With who? About what? Through what channel?</p> <p>she's alone, w/ her laptop.</p> <p>Objects and Technologies: What objects and technologies are used? How are they used in activities?</p> <p>hardware - Macbook Air M3</p> <p>software: zoom meeting</p> <p>Users: Who? What is their role? How are they involved?</p> <p>Her only.</p>	<p>About her (Yuhan):</p> <ul style="list-style-type: none"> Appearance <ul style="list-style-type: none"> without any makeup wearing glasses & sleeping wear. don't want to turn on camera because lacking of confidence, environment <ul style="list-style-type: none"> sitting at her desk, in a relax atmosphere. <hr/> <p>she looks nervous while interviewer process, and see the notes when answering my question.</p>	<p>I call tell she is a intro person and has no confidence to show ppl her real face and to speak English in front of ppl.</p> <p><u>Start Dala:</u></p> <p>I reckon she's feel confused about using the app at the beginning.</p> <p>she's murmur something like what does it mean/. what I should do now when using Dala</p>

Speaker B

Redesigning the Dala App to Enhance the Mental Well-being of Employed Students in Australia

Hello and welcome!

My name is **Yichen chen**, you call me Carl, and I'm a **Human-Centred Design of IT** student at **QUT (Queensland University of Technology)**. Thank you for taking the time to join me today.

In this session, we'll dive into how the photos you've shared reflect different aspects of **well-being**, using the **PERMA model** as our guide. We'll also discuss your experiences with the **Dala app** — specifically how it supports (or challenges) your **well-being** and **work-life balance**.

Before we begin, please take a moment to review the **consent form**, which outlines how we'll handle the data from this interview. Feel free to ask any questions — I'm here to ensure you're comfortable and informed.

Speaker 1: Carla (Student at QUT)

Speaker 2: Chi-Jen Chen (Student at RMIT)



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Speaker 1: Carla (Student at QUT)
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PERMA - Make method

TOPIC 1: Positive Emotion (Eating sushi)



- **What started it?**

I was craving sushi after a tough week of studying and wanted to treat myself to something nice.

- **What were the key steps/challenges?**

First, I looked for a good sushi restaurant nearby. The biggest challenge was choosing from so many delicious options on the menu.

- **How long did it take?**

The whole experience, from heading to the restaurant to finishing my meal, took about two hours.

- **What was the outcome?**

I felt refreshed and happy. The sushi was amazing — fresh salmon and tuna rolls were my favorites.

- **Did you do this alone? Or with someone else?**

I went alone, and it was peaceful to just focus on enjoying the food without distractions.

TOPIC 2: Engagement (Ski with her brother)



- **What started ski?**

My brother and I planned a ski trip together during the winter holidays.

- **What were the key steps/challenges?**

We packed our gear, drove to the mountains, and rented some extra equipment. The biggest challenge was staying balanced — I fell a lot at first!

- **How long did it take?**

We skied for about five hours, with a break for hot chocolate in between.

- **What was the outcome?**

It was so much fun! By the end, I improved my skiing, and we had a lot of laughs.

- **Did you do this alone? Or with someone else?**

I was with my brother. It made the experience more enjoyable, especially encouraging each other after falls.

TOPIC 3: Relationship (Drinking with friends)



- **What started drink?**

My friends and I wanted to catch up after being busy with work and school.

- **What were the key steps/challenges?**

We picked a bar everyone liked, found a table (which was hard on a Friday night), and ordered drinks.

- **How long did it take?**

We hung out for about three hours, laughing and talking the whole time.

- **What was the outcome?**

It was a great night! We shared stories, caught up on life, and felt closer than before.

- **Did you do this alone? Or with someone else?**

I was with three close friends. The company made the night unforgettable.

TOPIC 4: Meaning (Staying with family)



- **What started it?**

I hadn't seen my family for a while because of school, so I decided to visit them over a weekend.

- **What were the key steps/challenges?**

I packed, booked a train ticket, and traveled to their place. The only challenge was finding a weekend where everyone was free.

- **How long did it take?**

I stayed for two days — a short but meaningful visit.

- **What was the outcome?**

It felt comforting and grounding to be around my family again. We talked a lot, cooked meals together, and watched a movie.

- **Did you do this alone? Or with someone else?**

I went alone, but of course, spent the time with my family.

TOPIC 5: Achievement (Ski in Japan)



- **What started ski?**

I've always wanted to ski in Japan, so when the opportunity came during a holiday trip, I jumped on it.

- **What were the key steps/challenges?**

Planning the trip, renting the right gear, and adjusting to the different snow conditions were key steps. The challenge was that the slopes were steeper than I expected.

- **How long did it take?**

I spent a full day skiing — about six hours on the slopes.

- **What was the outcome?**

It was incredible! I felt proud for tackling tougher slopes than I normally would. Plus, the snowy mountains were breathtaking.

- **Did you do this alone? Or with someone else?**

I went with a group of friends, and it made the experience even better. We celebrated with ramen afterward.

Pre-Use Dala App Questions and Suggested Responses

Recording 2 INTERVIEW

I will now start recording

PRE-INTERVIEW

1. Do you have any questions before we start?
No, I'm ready to begin.
2. I will now start recording.
Okay, sounds good.
3. I would like to ask you a few questions.
Sure, go ahead.
4. When was the last time you used a wellbeing app?
I last used a wellbeing app a few days ago.
5. What time in the day was it that you used the app?
It was in the evening, around 8 PM, after a long day.
6. Tell me more about the time you used the app.
I was feeling a bit overwhelmed, so I opened the app to track my mood and follow a short guided to relax.
7. Were you alone when you used the app? Or with friends? Partners? Or anyone around?
I was alone — I preferred having a quiet, personal moment to focus on myself.
8. Did you use the app at home or somewhere in the neighbourhood?
I used it at home, in my room.
9. Can you please tell me more about the surrounding?
It was peaceful and cozy. I had dim lighting, and I was sitting on my bed with a blanket, which made the experience more calming and comfortable.

Honeycomb Framework Introduction

The **Honeycomb Framework** is a visual model designed to help understand and create valuable, user-centered digital experiences. It was developed by **Peter Morville**, a pioneer in information architecture and user experience design.

The framework consists of **seven hexagonal facets** — each representing a key component of a good user experience:

1. **Useful** – The content and functionality should serve a purpose for the user.
2. **Usable** – The product should be easy to use and navigate.
3. **Desirable** – Design elements (visuals, branding, etc.) should evoke positive emotions.
4. **Findable** – Information should be easy to locate, ensuring smooth navigation.
5. **Accessible** – The product must be usable by people with diverse abilities.
6. **Credible** – Users should trust the content and the brand behind it.
7. **Valuable** – The product should deliver value to both users and the business.

Recording 3 Questions based on Honeycomb framework

1. Useful

In what ways do you think this app could help you manage stress from both work and academics?

The app could help by offering quick stress-relief exercises, like guided breathing or short meditations, and by letting me track my mood and productivity to spot patterns in my stress levels.

What kind of support do you feel is missing when it comes to balancing work, study, and well-being?

I think personalized advice would help — like reminders that adapt to my schedule or tips specifically for students juggling work and study. A feature that helps me prioritize tasks while factoring in time for rest would also be valuable.

2. Usable

What features would make it easier for you to check in with your mental health without feeling like it's an extra task?

Quick check-ins — like one-tap mood logging or voice notes — would make it feel less like a chore. A feature that integrates with my calendar to suggest self-care breaks would also help.

Have you ever struggled to find time for self-care because of work and study? How do you think an app could help with that?

Yes, often. An app could help by offering short, flexible activities I can do in 5-10 minutes, like quick relaxation exercises or motivational messages.

3. Findable

If you were using this app, how would you expect to find the resources you need quickly?

I'd expect a clear, organized menu with categories like "Stress Relief," "Focus Boost," and "Sleep Support." A search bar would also be helpful.

What kind of tools or guidance would you like to have immediately available in stressful moments?

I'd like instant access to calming exercises, a quick journaling tool to get my thoughts out, and maybe even a chatbot for emotional support.

4. Credible

How important is it for you to know that the advice in the app comes from experts?

It's very important — I'd feel more confident using the app if I knew psychologists or mental health professionals contributed to it.

Would you feel comfortable relying on an app for mental well-being support, or do you prefer other forms of help? Why?

I'd feel comfortable using the app for daily support, but I'd still want the option to connect with human professionals if things got really tough.

5. Desirable

What kind of features would make you excited to come back to this app regularly?

Daily motivational quotes, progress tracking (like streaks or mood patterns), and maybe even gamified rewards for consistent self-care.

How do you think the app's design, colours, or layout might impact your motivation to use it?

A clean, calming layout with soft colors — maybe blues, greens, or pastels — would feel inviting. It shouldn't look too clinical or boring, though — a bit of personality helps.

6. Accessible

Would you prefer an app that offers voice commands, reminders, or flexible features?

Why?

Yes — voice commands would be helpful for hands-free use, and reminders are great as long as they feel supportive, not annoying.

How do you think an app can accommodate students who work different shifts or have unpredictable schedules?

The app should allow flexible reminders — like “check in after your next work shift” — and offer short activities that fit into unpredictable time gaps.

7. Valuable

What long-term benefits would you hope to gain from regularly using a mental well-being app?

I'd want better self-awareness of my emotions, improved stress management habits, and a more balanced work-study routine.

If this app could only do one thing really well for working students, what should it be?

It should help us quickly reset our minds when stress feels overwhelming — like a fast, reliable "mental reset button" that offers calming, grounding strategies on the spot.

Post Usability & UX evaluation (Last step- In our case maybe a couple of 1 – 2 hours due to time constraint)

1. Useful

- **Over the past few days, how has the app supported your well-being or personal goals?**
The AI response function has been helpful when I wanted to express emotions quickly — it felt like having a non-judgmental listener.
- **Were there any situations where the app didn't offer what you needed?**
Yes, when I wanted to track my mood, it took too long to find the right feature because the buttons weren't clearly labeled or placed intuitively.
- **Can you share a moment where you thought, “This is exactly what I needed”?**
The AI's personalized check-ins were comforting when I felt overwhelmed. It responded with empathy and practical suggestions, which was reassuring.
- **If the app could do one more thing to support your well-being, what would that be?**
It would be great if the app could remember my mood patterns and proactively suggest helpful activities before I start feeling low.

2. Usable

- **Thinking back over the past few days, how easy was it to use the app regularly?**
The AI responses were easy to engage with, but navigating the app itself felt frustrating.
- **Were there any parts that interrupted your flow or made you pause?**
The color contrast was too strong, making it hard to focus. Too many buttons made it hard to remember where things were.
- **How did you learn to use features you hadn't tried before?**
Mostly by trial and error — there wasn't enough guidance on where key features were located.
- **If you had to describe how “smooth” the experience felt, what would you say?**
The AI conversation felt smooth, but the rest of the app felt cluttered and overwhelming.

3. Desirable

- **How would you describe the app’s overall tone and personality?**
The AI felt warm and supportive, but the visual design felt harsh and uninviting due to the strong colors and busy layout.
- **Did using the app feel enjoyable, comforting, inspiring—or something else?**
The AI felt comforting — the rest felt more like a chore to navigate.
- **Are there visual or design elements that stuck with you or stood out emotionally?**
Unfortunately, what stood out most was the distracting color contrast and crowded buttons — it made me less inclined to use it.
- **If the app were a person, what kind of relationship would you say you have with it?**
It's like talking to a kind friend who lives in a chaotic, cluttered house — I want to hear them out, but the environment is exhausting.

4. Findable

- **When you needed something specific—like a mood log, meditation, or journal—was it easy to locate?**
Not really — the layout made me tap around too much to find what I needed.
- **Were there any tools or features you only discovered after a few uses?**
Yes — I only realized the app had a journaling feature after several days of exploring.
- **Can you describe a time when you struggled to find something in the app?**
I struggled to find the mood tracking tool because it was buried among too many buttons.
- **What would help you find your way around the app more easily?**
A clearer, more minimal layout with labeled categories and fewer buttons would help.

5. Accessible

- **Over the past few days, did you encounter anything that made the app hard to use physically or visually?**
Yes — the strong color contrast made it tiring to look at for too long.
- **Did the app's design (text size, contrast, controls) feel comfortable and inclusive for your needs?**
No — the contrast and clutter made it visually uncomfortable.
- **Were there any features you avoided because they didn't feel accessible to you?**
I avoided some sections entirely because the layout felt overwhelming, and I couldn't find things quickly.
- **What kinds of accessibility improvements would make this app better for all users?**
Softer, more balanced colors, fewer buttons, and larger, clearer icons would make a huge difference.

6. Credible

- **After a few days of use, how trustworthy does the app feel to you?**
The AI felt genuine and empathetic, which built trust, but the design made the app feel less polished and reliable.
- **Did anything in the content or design make you question its reliability?**
The content itself was good, but the overwhelming UI design made it feel less professional.
- **What gives you confidence (or concern) about the advice or activities it offers?**
The AI's responses felt thoughtful and well-timed, which gave me confidence — but I'd feel more assured if the app looked more polished.
- **Would you trust the app to guide someone you care about? Why or why not?**
I'd recommend the AI feature specifically — but I'd warn them about the app's difficult layout and distracting design.

7. Valuable

- **What kind of value has the app added to your daily life this week, if any?**
The AI check-ins helped me stay mindful of my mood and emotions, which was valuable.
- **Has anything about your mindset or behavior shifted since you started using it?**
I feel more aware of my emotional patterns and better at reflecting on them — thanks to the AI's gentle prompts.
- **What would make this app feel even more worth your time and attention?**
A simpler, more calming design and faster access to key tools would make it feel more rewarding.
- **Do you see yourself continuing to use it—and if not, what's missing?**
I'd stick with the AI response feature, but I might give up on the rest if the interface stays this cluttered.

Speaker C

01. Interview Questions based on Photo elicitation (Make+ method)

Introduction

I am a QUT student. And was working on my research assignment. Which is a part like I want to get some people who is studying and doing employment at the same time, which makes you the correct participant. And you will be asked to download the dala app that it's health well-being app. It is widely used in australia so you will be asked to use it for two or three days and then give me feedback on it and we'll be asking some questions also about it. So as part of the first step you have given me your images that shows by emotions it's a Perma model It is a part of this health well-being assignment.

TOPIC 1: Positive emotion



- How often do you wear this attire like it is not something which we always see in australia like So how often do you wear it?**

This dress is called mundu And we often wear this in special occasions such as onam These are all the special occasions that we wear this type of dress. It's all part of our culture. Especially the Kerala culture south indian culture Yeah.

- How do you... feel when you wear this and go outside what are the responses that you get from the people like they don't come from this background so what do they tell you?**

When I wear this thing and go out people may look at me strange because This type of dresses are new to them.

- When was the last time that you attended a ceremony that required this attire?**

Yeah, this is a last photo that I taken when I wear this thing and when i wear this dress So it's an honor. Last September, I think so yeah.

TOPIC 2: Engagement



- **How long do you work on it?**

Actually, when I was back in India, I do get some works i mean around or three works in a month. And also, but when I moved to Australia, I couldn't able to manage the time doing the freelance works back in India but this is the one that i'm currently doing.

- **Do you do it alone or you have some team that will help you divide the task?**

Yeah, it's actually a teamwork. I'm the one who's doing the front end. I mean the mobile application work and the back end is done by my friend who is in India.

TOPIC 3: Relationship



- **Do you face any challenges during to authentic the planning budget and transport and all those things. How do you handle that?**

Yeah, the thing is that when you plan the trip then the trip won't go i mean that's what i experienced in my daily life If I just created lots of group plan some budget and plan some locations and all and at the end of the day, someone or some other reasons may happen which may which cancels the trip so the best thing best way is to be free go for it.

- **What are some activities that you do on this trip and how usually how long does that would take like how long to you go for?**

Actually, we go for around one or two day strips. Last trip that I remember is we went to a illustration and we stayed there for one day. Actually, we didn't book any resorts or hotels we just build a tent and slept over there it was a great it was a really good experience.

TOPIC 4: Meaning



- **Do you prefer yourselves as introvert or extrovert?**

Actually, I'm introvert. But more than introvert, I would say an ambivert word because I would be more comfortable with my own circle rather than talking to strangers.

- **What are some circumstances that make spend time like this?**

So if you look into it, if you feel alone. You can you the nature will always be there to help you to sort out all the things So when I feel depressed or when I feel lonely i l just go for a trip. I would like to go do an adventurous trip and I very much like hills and mountains.

TOPIC 5: Achievement



- **What all competitions you have taken part?**

We are back in India when I was doing my bachelor's degree, I used to go to hackathons with my friends, with my classmates actually and we have won several hackathons such as cord combat hackathon and call beta hackathon.

- **What urges you to go for competition one after the other one?**

It's about the experience that you get from participating in these events. And also you could be able to gain some networking when we are participating in these things and also some valuable insights about how the new technologies are working and also we do get some hands-on experience.

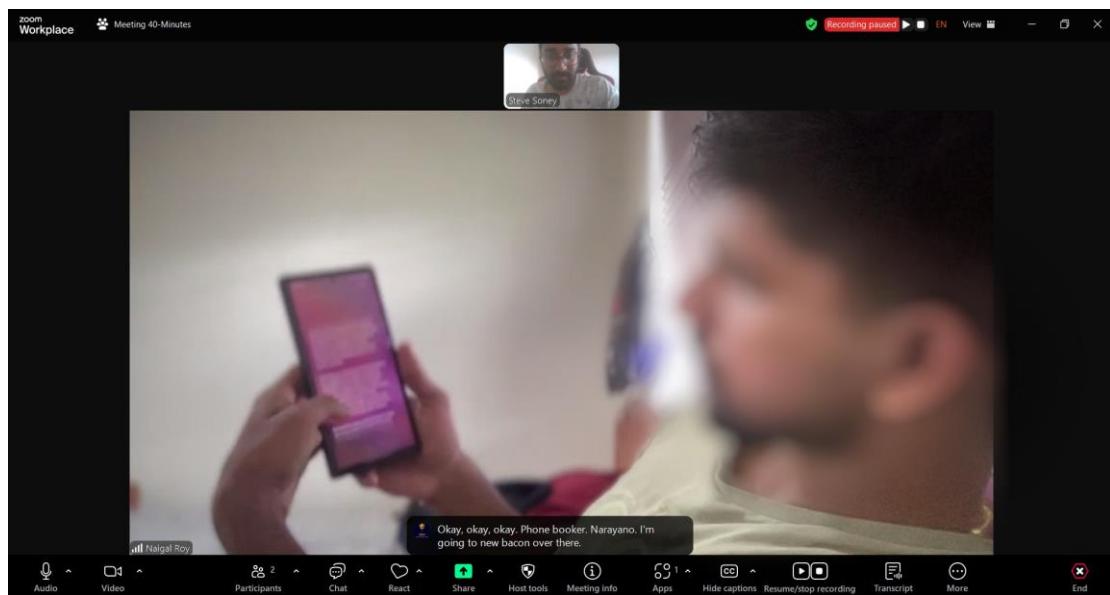
Yeah, okay. That's a good It's a good chatting with you. This is the PERMA model. I will get back to you on the second step and other things so Thank you for this day. Thank you.

Yeah, thank you steve soney.

Thank you. Yeah.

02. You give DALA app to users to evaluate usability and user experience

- don't interfere look and take notes.
- Always take screenshots and pictures mandatory.



03. Usability & UX

- Setup and open Dala App / Open zoom
- Have a coffee as a reward
- **INTRODUCTION (Script)**

My name is Steve Soney Varghese.

You've been invited to help us understand which part of the DALA wellbeing application work for you and which need improvement.

Even though this is called a usability test, you are not being tested. There is nothing wrong you can do. It is a test on the DALA mobile application, and your feedback will help us improve it.

It is important that you speak all of your thoughts aloud. Think of it as a play-by-play description of what you are doing and why you are doing it.

I'll be here to take notes, but you should ignore me. Just focus on describing what you are doing, we will also record your tasks and what you say to help us with our analysis. Please read and sign this consent form, which states that you give us permission to videotape.

- PRE-INTERVIEW

1. Do you have any questions before we start?

No, I'm ready to begin.

2. I will now start recording.

Okay, sounds good.

3. I would like to ask you a few questions.

Sure, go ahead.

4. Do you usually use health wellbeing ma'am?

Actually, I'm not a big fan of these kind of apps but yeah Priority, I used to.

5. Do you find it effective in making your life better the health building app?

To some extent, yes. And what I do think that we need to implement those things then only it becomes much more effective.

6. Can you tell me about your job?

Yeah, I'm currently doing a part-time job at Ambold. It's actually a team member role. So my duties include restocking shelves, managing transactions Yeah, that's it.

7. Do you prefer using app or consulting a real health well-being specialist which is more effective?

Yeah, I support the later part. I mean, consulting a doctor is much more effective than using the app.

8. Do you use the app at home or somewhere in the neighborhood?

Yeah, most of the time I use the app at home, and I'm feeling much more comfortable i mean i feel more comfortable inside my home.

- TASK

I have just one task for you. Do the tasks as well as you can and please think aloud the whole time.

Give them clear instructions to trial the app over at least 10-15mins

9. How did you feel using the app?

Yeah, it's pretty good. I mean, when compared to other apps, the UI is much more different And it uses glossomorphic design which actually which actually and you want i mean not a new one still It stands out from all other apps.

10. What are the three things you would change to improve the system?

- I like the way in which there is an AI board chatting with us to collect the details It's a good one. But one thing I noticed, it slows down a bit.
- So there's no option to skip or do it later. I think that's one thing I noticed.
- And the next one is that that's a minor bug i mean for the time segment section when i click on it.

11. Would you try it out in real life?

Yeah, why not?

Thank you. That completes the tasks.

STOP RECORDING

FIELD NOTES

UX Research Field Notes		Date: 24-03-2025	Time: 3pm	Place: QUT Gardens Point	Student: Steve Soney Varghese
Activities:	Observations	Thoughts and Assumptions			
Actions performed. What do they seek to accomplish? - Participant gives their feedback and opinions on using Dala app	Participant came from work. Excited to do activity. Little tired but speaks vibrantly.	He demonstrated a keen interest in exploring the Dala even though he does not usually use health and well-being applications. His responses were thoughtful and sincere reflecting genuine engagement with the app's features. Despite having a demanding schedule with assignments and work commitments, he actively participated and provided valuable feedback. His contributions were insightful, making him a highly valuable participant in the evaluation process.			
Where? What resources available? Light/noise/temperature? - University library. Internet connection. Light, no noise, 32°C	In their home. Have coffee by side. No earphones or headphones.				
How do people interact? With who? About what? Through what channel? - Using zoom meeting	Gives answers fast. Does not do much thinking. Very calm				
What objects and technologies are used? How are they used in activities?	Using laptops. Using smartphone and looking messages.				

Date: 24-03-2025	Time: 3pm	Place: QUT Gardens Point	Student: Steve Soney Varghese
- Laptop, smartphone, zoom online meeting app Users: Who? What is their role? How are they involved? - Me and participant	Currently doing part-time job. Shop assistant at Ampol.		

FIELD MAP

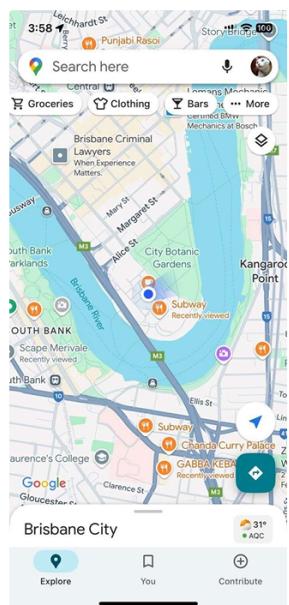
Date: 24-03-2025

Time: 3pm

Place: QUT Gardens Point

Student: Steve Soney Varghese

Field Maps (QUT Gardens Point)



06. Post Usability & UX evaluation

UX Honeycomb-Based Follow-Up Interview (3 Days After Use)

1. Useful (Does it meet real user needs?)

- Does the app effect effectively support your well-being as a working student?

Yeah, indeed. So when I need to manage my work as well as my studies. So I do get some tension or I may just fall into some depression states because of doing multiple tasks simultaneously. So at this time, I really depend on these kind of apps. It is this kind of apps really helps me to calm down, helps me to help myself to find some peace. And yeah, I would say that these kind of apps really support me during the week.

- What kind of support do you feel that is missing in the app when it comes to balancing work study and well-being?

I don't feel anything missing right now. Yeah, I don't think so.

2. Usable (Is it easy to use?)

- Is the app easy for you to use with your BCH schedule?

Yeah, definitely. The app also supports voiceover command. So I don't want to type it type it. Instead, I can use my voice So it's like I'm speaking to someone else as I'm like a doctor or a psychiatrist virtually.

- Have you ever struggled to find time for self-care because of work and study?

Yeah, most of the time I'm not looking my health And I'm just going behind the world Actually, when I was working, when I get work in Ampol, most of my work is at nights.

3. Desirable (Is the experience emotionally engaging?)

- What kind of features would make you excited to come back to this app regularly?

Daily motivational quotes, progress tracking (like streaks or mood patterns), and maybe even gamified rewards for consistent self-care.

4. Findable (Can users easily find what they need?)

- How do you expect to find the resources?

Yeah, I mostly use the daily daily routine like that so i think there's one naming that, right?

5. Accessible (Can everyone use it comfortably?)

- Would you prefer an app that offers voice commands remind us of flexible features why?

Yeah, I prefer voice commands because it helps us to talk Talk freely. I mean, we do get a sense of feeling that we are talking to someone else, not just a machine.

6. Credible (Is the app trustworthy and reliable?)

- What kind of features would you would make you excited to come back to this app regularly?

Yeah, as I mentioned earlier, the daily support which i mean Just talking freely like a consulting and consulting and doctors It's a useful feature for me. So I would rather come back and check this feature.

7. Valuable (Does it provide value in your life?)

- What long-term benefits would you hope to gain from regularly using a mental building app?

It helps me to build a mental strength. I do believe that not only physical strength, we also need some mental stability then only we can we can achieve something in life.

Thank you for your time. Yeah, okay. See ya.

UX Research Field Notes			
Date: 14 Apr Time: 15:00 ~18:00		Place: QUT Garden point	Student: Yichen Chen
Activities: Actions performed. What do they seek to accomplish?	Observations	Thoughts and Assumptions	
Environment: Where? What resources available? Light/noise/temperature? Uni's library. Light noise. 31°C Interactions: How do people interact? With <u>who</u> ? About what? Through what channel? using zoom meeting	<p>Today is her day off from both uni and work so she looks pretty excited to do this interview.</p> <p>However, she seems like not very familiar w/ such activity, thinking much and careful before speaking out her thoughts.</p> <p>Thankfully it was getting smoothly near the end of the interview.</p>	<p>I can tell that she's much more understand how to use Data app. She's also doing master of IT so get more ideas to operate w/ the interface, perhaps.</p> <p>I believe I can ask her more about the user experience in the future if needed.</p> <p>she's a good participant.</p>	

Speaker D

Photo elicitation and PERMA (Make method)



[Speaker 1]

And work. And juggling, like living away from them, and stuff like that. And just enjoy my time with some really good friends around me, right? Um. Yeah, and I'll look back at that. It's just a fun memory. Um, and I think about it pretty often. Yeah,

[Speaker 2]

Awesome. Awesome. So, so did this. You went with a couple of friends. You said, right? Awesome. So well, like, were there any? Interesting things that you did there. How? How did the trip go?

[Speaker 1]

Overall, it went pretty well. We didn't have any big dramas in our group. I was thinking maybe that, you know, a group of five overseas for the first time, we might have a little bit of like, um, conflict, but no, we all mesh really well. Way over to know each other a little bit more. I've got a bit of a. Deeper level,

[Speaker 2]

Right, that

[Speaker 1]

We may not have had to had a chance to just, you know, being in Australia, um? I think we kind of each showed each other something about ourselves that we haven't shown each other before, right? Um, it was just. It was fun. Yeah, it was a fun time.

[Speaker 2]

Awesome. Thank you for sharing that. And how long did you stay on this tour, like in days

[Speaker 1]

It was. It was 14 days.



[Speaker 2]

Right, okay? Awesome! Thank you for sharing that really, so we'll go to the second awards. Letter E engagement. How can this picture you shared related to engagement?

[Speaker 1]

Um, it's a pretty cool picture, but it's just me cooking, so I think I find myself getting quite. Like? Bogged down. I get very focused on. My uni work and any other responsibilities I have, and so I always find that doing something doing something as simple as cooking kind of, lets me just yeah. Engage onto that and distract myself from everything else around me. And really, just like, let me think about nothing. I can really just focus on this one thing and enjoy my time doing it and just kind of distract myself from everything else.

[Speaker 2]

Thank you! Thank you for that! So do you do this awfully, or is it, uh, like once a week, twice a week, or maybe once in a month, sort of?

[Speaker 1]

No, it's pretty often. Um, I'm the chef of the house.

[Speaker 1]

I do a lot of the cooking, so it's almost like, uh, I'd probably say yeah, like five, six times a week. I do it, and it's just taking an hour or so, and it lets me just, uh, lets me be me. It's me, do me

[Speaker 2]

Awesome. So, do you get bored out of it at any time, or do you do you like to do it at any given time?

[Speaker 1]

I like to do it at any given time. I think it's very creative.

[Speaker 1]

I like cooking food. I like cooking for other people. Uh, I like hearing that people like the food I cook that kind of stuff. So, yeah,

[Speaker 2]

Awesome. Thank you. Thank you for that.



[Speaker 2]

The third letter relationship. How does that picture that you shared? Mean to you? When it comes to relationships.

[Speaker 1]

The photo. There is a picture of my mom and my dog, so they're back in kosaba. Um, I've got nothing but love for my whole family, so I find family a very important thing in my life. I'm very family focused. I like being around family. So, yeah, I just, you know, my mum's a very important person in my life as well, so I thought that would be a good photo and then watching my dog, of course, is just. He's always just a little happy dog, so.

[Speaker 2]

Thank you Lily for sharing the deal. How often do you see your mom and your

[Speaker 1]

Puppy? I try to go down to coughs at least. Three to four times a year. So, in between University semesters? During holidays. Maybe during mid-semester break, and then occasionally my family comes up to visit me as well. My mum does a lot of. Um, teaching up here. She teaches Pilates, so she has courses up here. She comes up to visit every now and again.

[Speaker 2]

Right. Thank you. Thank you, Lenny, for sharing that we'll move on to the other little meaning, how the picture that you shared relates to meaning. Um,



So the photo there is just me doing some University works and schoolwork. Yeah, I find that I hold myself to quite a high academic standard. And I really try and like push myself to learn to learn new things to build myself. So, having University and having the um? Privilege to? To learn. It's just something that you know, really provides meaning in my life. I've got a passion for data science analytics. That's something I can see myself doing so. Yeah, yeah, it really drives me.

[Speaker 2]

Right. So, are there any challenges in that? Make sure that you have right now, like challenges that you like to overcome, or is it like an adventure for you?

[Speaker 1]

Um, I think it's very much a challenge. I, I like a challenge, I think nothing. But in the case of University, I don't do anything comes easy. I think everything you have to work for, you have to spend time doing. You need to set time aside. Organize yourself, manage yourself. And I think it's. Uh, like, disciplinary. So, I think it's also up to me entirely, and I really like that challenge. I, like, every semester, I can prove myself. Prove to myself that I can do something better, or I can learn something more. Clean something up that kind of stuff. Yeah, absolutely.



[Speaker 1]

So, this is a pretty funny one. As you know, I do rock climbing, I do, both. Yeah, yeah. So, this photo here is a couple months old. I think this would have been.

[Speaker 2]

Yeah,

[Speaker 1]

August of last year. I'm pretty sure, and it was a time where I got my very first orange. So, in climbing, there's different grades, grades of difficulty. Is where you get to about, like the high intermediate level, yeah, um. So, this is my first orange and I was really happy. I was holding on to that top hole to my dear life. I was so sore by the time I got up there. Billion. That was just a really exciting thing. I was pretty proud of myself for that one.

[Speaker 2]

Yeah, awesome! When did you start ball ranges out of curiosity? And how long did it take to for you to achieve this?

[Speaker 1]

Good question. I think I started in. May of last year?

[Speaker 2]

Oh, that's like a couple of months. That's really,

[Speaker 1]

Yeah. Yes, I've been climbing for almost a year now, probably about eight months in total, and then I think I got that climb there in Orange. So I took about oh in August. Sorry. So it took about three months.

Participant background (Say method / Interview)

Studies :

[Shehan]

So, we'll move on to the next section. So, it's going to be regards to your studies and your work. So, is that okay to go ahead with the last couple of questions just to understand? The background. Yep, definitely perfect.

So, can you tell me about where you study and the background of your studies? Sure

[Participant]

So. I'm currently studying at the University of Queensland. I'm in my third year of a dual Bachelor of computer science and Science. Um, and I'm majoring in data science and biomedical science, so it's a pretty interesting combination, but I mainly chose it, because at the time when I finished. High school. Back in 2021, I wasn't quite sure.

[Participant]

I would want to take, whether that be like the medical side or the like analytical? I.T side, so I did both. I think there definitely is. A possible combination between the two, but at the moment, I'm learning much more to the analytical side. Had a opportunity to work. Um. With a? A research project for uni, where I got to kind of combine the two things, and I found that pretty interesting, but I don't. I think after that experience? I don't think our research in the biological field is.

[Shehan]

Right? So? Why did you choose specifically IT? By a sense, but waiting to, like, any other areas. Is there a specific reason for this?

[Participant]

I don't think there was a like Ultra specific reason. I think it was just to keep my options open. Looking back at it now, I think I would have. Not not preferred, but maybe I've been better off choosing something like statistics instead of biomedical science, just so it pairs a little bit more nicely with my data science, but yeah, no, no specific reason more. Just out of pure interest, um, and I do like the occasional Escape from math and coding and being able to just do some pharmacology or something here and there so?

[Shehan]

Any challenges that you find, like in your studies? Right now.

[Participant]

Um, the main challenges. Uh, definitely just time management, so making sure that I'm on top of all my work. Um. Just, you know? Yeah, maintaining uni with work and my own personal life. On top of that, the other obvious challenges are just. They're like increasing degree of difficulty. Of University. As you go through the years, Yeah, um.

But yeah, no, I, I enjoy a challenge as well, so I find it quite easy to keep up with it because I like, I push myself.

Work:

[Shehan]

Okay, thank you. So we'll move on to work. Like, so right now, are you a part-time or a full time? Working student.

[Participant]

I'm a part-time student at the moment my time working.

[Shehan]

So, what do you enjoy most about working? Uh, but so I'll refresh it this way. What part is the part that you enjoy the most? I think

[Participant]

Being surrounded by a good group of people so. Working at officeworks. Um, I feel like everyone's very interesting in their own way, and I appreciate being able to learn something about everyone everyone's really friendly. I like working in teams. I also just like the chance to learn more things, so it's kind of ironic. But even though I'm a computer science student, I don't know too much about. Like technology like hardware and stuff. I'm more into the analytical side, so having the chance to learn more about tech and computers and stuff like that, I find very interesting and helpful.

[Shehan]

Awesome! Absolutely! Thank you! So? Are there any new skills that you have gained in this? In the select. When you're working, did you gain any new skill? Oh, did you? Did you get a chance to improve that what you already have, if you, if so, can you like, highlight what those are?

[Participant]

Yep, that I think I've improved on is just communication.

Always grew up being like a very shy individual. I didn't like talking very much and just being pushed out there. And getting a job and working really forces me to build that site with me. And it's gotten to the point where I do enjoy communicating when I like talking to people. Um, other than that, I think just little skills, time management, juggling lots of jobs at once. Uh, that kind of stuff is just built upon from his job as well.

[Shehan]

Okay, okay, thank you. So, what is the most interesting? Or maybe I would rephrase it as what was the most rewarding moment for the past couple of months or years that you have worked at Officeworks. What's the moment that comes to your head?

[Participant]

Yeah. I think. Quite a small. Moment. That's, okay, yeah,
Yeah, I think just selling. My first printer was a pretty good feeling. Yeah,

Beforehand. I didn't know anything, and it got to the point where I could help a customer pick out a print from itself, too. That was pretty rewarding. So, yeah, that was a little win in my books.

[Shehan]

That's awesome, you know you? You get that particular feeling. Okay. He bought it because I gave him the specs and introduced him to it. He liked it and basically, the sale. Yeah.

So? Do you think? Or at some point, the part-time job will help you in your future. in your ultimate goal? If so, what is it that will help?

[Participant]

Yeah, that's a good question. To a large extent, probably. Not because they're not very interrelated, the things I can see, kind of. Um. Like, overlapping are just definitely the ability to communicate, I think, in data science and data analytics. It's very important just to be able to get your point across and also make it interesting and make it. Like, understandable. So, I think I think a lot of that is lost. Students to think purely. If I do the analytical side, that's it, but I think there's a Step Beyond where is the presentation side, so I think office works will definitely help me. Kind of build my confidence when it comes to the actual communication.

[Shehan]

Awesome! Thank you.

Observations and analysis (Do method)

1.

Um. I said this before, but it looks warm. It just looks like a app that is. Very like thoroughly thought out, so I, uh, I could assume that the initial goal was to make an app, a well-being app that was suitable for. Um. Like, uh, how do I say? Like a companion, almost all right, Super Bowl as a companion. So, um? I think with that in mind, it's been quite successful in doing that. It feels warm, it feels comfortable. Yeah, yeah. Did you

[Shehan]

Find it like, uh, hard to follow this? Like to figure out how it works, or was it easy the steps?

[Participant]

I think it was all very easy.

[Shehan]

Also, because how do you think about look and how you feel about the app so? Yeah, would you actually try this up in your real life?

[Participant]

I would, I would. Yeah, yeah. I'm definitely thinking about keeping it on my phone and just playing with it a little bit and just seeing how it goes. But yeah, I like it.

[Shehan]

Awesome. So, If so, in any case, do you mind telling what sort of times will you be using this app? Like, what sort of days like sort of rough idea? Yep.

[Participant]

I feel like I personally would be using it as like a day-to-day journal, so. Perhaps every night just before I go to sleep. I love how I felt that day, and I get a message just before I go to sleep to think about or to put my mind at.

[Participant]

Awesome! Thank you, Lenny! Thank you for the

Give user a Task : and provide 10 – 15 minutes.

Shehan - Uh, can I ask you to do a small task on the app? So, yeah, can you go? Can you add a journal?

(Include the field notes)

[Shehan]

Can you tell me how easy for you to using this? So, by using this app, how easy is for you to express your feelings? Like, how, if you really not one to five? Yep, five. Being strongest degree, it's very easy, and one.

[Participant]

Okay, I'd give it. I think I'll give it a five. I don't see any reason why I wouldn't, um. I think it's very easy just to jump something down. That's on my mind. Um, and then. Like a response out of that. So, yeah, I'd say a.

[Shehan]

Perfect! Awesome! Thank you! And like you said last time when I spoke to you said about colors, it feels nice. So I'm gonna ask the same, rephrase it again and ask you, what are the first impressions that you got on the app when you finish you opened it?

[Participant]

Um, yeah, I said last time, um. It just feels. Easy to kind of work around. The UI is very. It feels friendly. Nothing really sticks out. I think even something as little as a lot of the UI being circular. I know, it's like a small random thing, but it being circular makes it feel that way in particular. It's very easy to use. I think the menu, when everything is. Uh, simple in a good way. Yeah

[Shehan]

Perfect and! Three things. If you want Dala to change, like, are there any structural changes? Or maybe you'd like the menu button somewhere else? maybe a hidden or a floating button. Something like that, so okay,

[Participant]

It being down here is. Uh, I wouldn't. I, like, I don't think it. It's bad in any way, but maybe, yeah, if it was like. A hidden picture where it's like a swap down, similar to like the Apple control center, right? Maybe

[Participant]

Be cool, just so it's a little bit more hidden. It feels a little bit more. Immersive that way, right? Right? And the only other thing I could say is, uh, while I'm doing the interview. It. The app behaves a lot better on my phone, like when I'm actually using my phone. Yeah, but when I'm? Screen, mirroring it from my computer. Isn't as smooth. I obviously don't know if that's

something that can be. Um, work done, and it's very nitpicky and very, you know, like an edge case. But yeah, those are the only two things right.

Usability testing and UX Honeycomb evaluation

Interview 1

Usability

[Shehan]

Uh, so. We'll move on to the. Other step learning. So you use Dala? So, how easy is to express your ideas to the Dala app??

[Participant]

Um, so how easy do? I think it is to use,

[Shehan]

Yeah. So, to express emotions like to talk to Dala and tell how your day was like, how, how do you find it?

[Participant]

I think it's, I think it's very easy to do. I think it feels quite friendly. Um, I like the option of being able to. Not only type of message, but also just to speak it. It makes it feel a little bit more personal. Um, but at no point do I feel like it's invasive. Uh, yeah, I think it's quite good. I think it's good to use.

[Shehan]

Awesome. So, what are your first impressions when you saw Dala?

[Participant]

Um. I said this before, but it looks warm. It just looks like a app that is. Very like thoroughly thought out, so I, uh, I could assume that the initial goal was to make an app, a well-being app that was suitable for. Um. Like, uh, how do I say? Like a companion, almost all right, Super Bowl as a companion. So, um? I think with that in mind, it's been quite successful in doing that. It feels warm, it feels comfortable. Yeah, yeah. Did you

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Interview 2

Useful:

[Speaker 1]

Can you tell me how easy for you to using this? So, by using this app, how easy is for you to express your feelings? Like, how, if you really not one to five? Yep, five. Being strongest degree, it's very easy, and one.

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[Speaker 1]

Perfect and! Three things. If you want dollar to change, like, are there any structural changes? Or maybe you'd like the menu button somewhere else? Are there any three things that you like dollar to change? Have it changed? Any three, three, or maybe, why? Even any number one or two, yeah, anything? If you so, for instance, if you'd like to put the money on somewhere else, maybe a hidden or a floating button. Something like that, so okay,

[Speaker 1]

What would you change in

[Speaker 1]

That would be. I like that idea of the menu being a hidden button, because at the moment, I don't know if you can see my cursor, but

[Speaker 1]

Yeah, um.

[Speaker 1]

It being down here is. Uh, I wouldn't. I, like, I don't think it. It's bad in any way, but maybe, yeah, if it was like. A hidden picture where it's like a swap down, similar to like the Apple control center, right? Maybe

[Speaker 1]

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[Speaker 1]

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[Speaker 1]

So for, like, for? So that is definitely space for improvement. So, what would you say that the if there are any improvements to be done? You set the performance for wind screen mirroring. Anything else that you'd find when it comes to Performance wise that you'd say this has to be improved. This could have been done this way.

[Speaker 1]

Not, not noticeably. No, I think it, I think. Yeah, nothing sticks out awesome.

[Speaker 1]

So, so thank you for completing the task. Lenny, so then,

[Speaker 1]

Thank you,

[Speaker 1]

Yeah. So I'm. Stop the recording now!

[Speaker 2]

Recording stopped.

[Speaker 1]

So I'll use the honeycomb, and then we will take it from.

[Speaker 1]

Okay, awesome. No worries.

[Speaker 2]

Recording in progress.

[Speaker 1]

So, moving on to the next phase since you have already used the app. So, I'm going to ask you a couple of questions based on the framework that I'm following. Is it okay with you? Yes.

Or, can you explain what time of day you use this app? Um, this is like a

[Speaker 1]

A journaling app, so mainly I use it during the night. Just as I'm about to fall asleep, I'll jot down any of my. Um. Thoughts to how I'm feeling, and I like even just being able to wind down with it when it recommends like a breathing, exercise, or something similar,

[Speaker 1]

Right? Thank you. So other question in the same category that I'm asking you is? Does it? Does it align with your well-being goals? About any at any given point.

[Speaker 1]

It does. Yeah, I feel like my main well-being goal is just to.

[Speaker 1]

Decrease

[Speaker 1]

Of time. I spend stressing about something and letting my down time just be what it is downtime. And I definitely think the app helps with that. So?

[Speaker 1]

There anything that changed over time by using the app? Dollar. By using it, did you see any progress in you? Are there any changes that you can notice? Something like that?

[Speaker 1]

Um and myself. Yes, in

[Speaker 1]

Yourself.

[Speaker 1]

Yep, I think. The main thing that sticks out is that? When it does come to just relaxing and going to bed, now I am a little bit less worried about what I have to do the next day, and I can just spend that time. Just, yeah, winding down.

[Speaker 1]

Awesome! I'm actually happy that it helped.

[Speaker 1]

Thank

[Speaker 1]

You for showing that. So, thank you. So, the other question that I'm about to ask you is? Can you? Me through, like the typical use of the app. Like, what would you do? Yep.

[Speaker 1]

Main use for the app. I would do, I'll just. Uh, I'd open it up and the first thing I do is just

Journal something down. And get a response from Dala. From there, any of the exercises that it recommends. I tend to do one, maybe two. Um. And then. From that point, I might see how I'm feeling if I feel like I need a little bit more. I'll go into the. Resources Tab and see if there's anything else that I feel like doing at the at the time, but otherwise that would. Be about it. All right.

[Speaker 1]

Thank you so! Do you feel like any moment like? But you will pause like, you got stuck somewhere, like you thought, figuring it out, like, are there any confusion points in the app?

[Speaker 1]

Um, no, I'd say, no, I'm good, perfect. And.

[Speaker 1]

The other question I would ask is about.

The design of the app. So, basically, how do you feel I know you? I have already asked this question, but just. Put it formally. How? How do you feel when you use this app?

[Speaker 1]

Yep, um. So, after I've been using it for a while again, I've just been feeling welcome. Yeah, I think it's a very friendly app. It's easy to use. Uh, I enjoy using it. Yeah, I think that's pretty much everything that I'd be looking for in a well-being app.

[Speaker 1]

And.

So, what? Uh, so, are there any? Visuals or contrastable changes that you'd like to change. Do you think the colors suit up, or are there any? Contrast issues or maybe font tissues with the app that you'd like. We change at any given point.

[Speaker 1]

I the only thing that I can really think of. Would be perhaps changing. The it's just an idea, but changing the color scheme.

[Speaker 1]

Time of day.

[Speaker 1]

Okay,

[Speaker 1]

So maybe in the morning or midday, the colors will be a little bit lighter, brighter, like, yellows, yeah, Origins. That kind of stuff.

[Speaker 1]

Then, at night, it goes to maybe, like, deeper purples and. Blues and stuff like that, and I think that would just kind of add to the like the immersion.

[Speaker 1]

Awesome! And. The language dollar uses to respond back. What do you think about that?

[Speaker 1]

Yeah, yeah, I think. It's definitely irrelevant to the prompts that I'm giving it, which is nice. It does feel quite conversational, which I think is good as well, and it feels very. Um. What's the word I'm looking for, like, uh, uplifting,

[Speaker 1]

Uplifting, okay? Awesome! And when you when you're using dala. Was it easy to find the features like, like, on top of hand, when you open an app you feel like, okay, the the settings is here. Okay, how to change this? Do you is it? Is it easy to find? Is it easy to navigate and find what side?

[Speaker 1]

Yeah, I think the initial use the very first time I opened the app I had. Kind of get accustomed to where everything is. Okay, there's a lot of the. Uh, the settings and the insights and resources. I feel a quite hidden, but in a. Like? In a nice way. That's kind of hard to explain, but yeah, I had to get accustomed to where everything is right initially.

[Speaker 1]

And then

[Speaker 1]

It became easy,

[Speaker 1]

Okay, perfect.

[Speaker 1]

Moving on to the last? Two parts. Are there any physical or visual limitations that you noticed in the app by any chance?

Not that

[Speaker 1]

I noticed through my use, oh perfect, and um. Oh, actually, sorry one. But again, it's just for the screen mirroring.

[Speaker 1]

Yes, it's

[Speaker 1]

Just a scrolling features. Uh, from my MacBook when I'm mirroring. Yeah,

[Speaker 1]

Yeah,

[Speaker 1]

Yeah, that's it. That's it. Perfect.

[Speaker 1]

And. It does audio options. Did you notice the other odd? There were the only options or not a car. Did you notice that?

I didn't

[Speaker 1]

Actually notice any audio options. No,

[Speaker 1]

Do you like all the options? Does it work for you?

[Speaker 1]

Yeah, yeah, I do. I think I like the freedom of being able to choose, for example. Uh, like the voice?

[Speaker 1]

Right. Okay, so do you like dala talking back to you, or do you prefer type blend? The other type it back to you and give a response.

[Speaker 1]

I, I like the option. It really depends. Sometimes, I feel like reading sometimes. I feel like listening, but I, I very much like the option of either.

[Speaker 1]

Anything that you would like? To feel more inclusive or flexible for users in the app.

[Speaker 1]

Um.

Me personally. No, I think I.

I think I feel very comfortable using the app, but I couldn't see any more.

[Speaker 1]

Okay, I'm trying to think, yeah, I think

[Speaker 1]

It. Yeah, it's perfect.

[Speaker 1]

Oh,

[Speaker 1]

Good.

[Speaker 1]

There's nothing right or wrong, answering me, so I'm just, you know, just checking the feedback. And then, I'm just putting us. Feel free to give any answer you feel like? So? So what? What do you, what is, what are the things that Dala makes you confident, like, is it? Do you feel confident, uh, hanging over your emotions at this moment? Yeah.

[Speaker 1]

Less so confident, and I feel more. Uh, reassured. Right, so? Um. Yeah, I like that feeling of, um, reassurance, right?

[Speaker 1]

Have you ever have you ever questioned the accuracy of the responses and the reliability of in the app like that they have have ever that thought come across your mind, thinking that, okay? Is Dara telling me the truth and how accurate it is sort of?

[Speaker 1]

Um, the slot has crossed my mind, but not to a very large extent, um. A lot of the responses I get are quite. Varied when I? Give it different prompts. Uh, when I do give it similar prompts, the responses can be quite similar. But, yeah.

[Speaker 1]

Awesome! You're doing really good till now. Lenny, thank you. Thank you.

At any given point did? Think where this information coming from, like when you ask question from data? Have you thought about this information is coming from? If so? What do you think about it? You got any questions?

[Speaker 1]

Yeah, I actually hadn't. I, the foot didn't really. Crossed my mind and I feel like.

Um, thanks to. Our immersive. The app actually makes me feel I didn't even think about that.

[Speaker 1]

Out there by any chance. Are there anything that you do?

Make the app for you, so I'll put it this way.

Why would you? You trust the app even more? Are there anything that come to your?

[Speaker 1]

Okay, um?

[Speaker 1]

What makes the app so make you trust more like? Yeah, like,

[Speaker 1]

What, what makes me feel more secure,

[Speaker 1]

Secure? Yeah.

[Speaker 1]

Um.

Let me at the moment I'll try.

[Speaker 1]

No, it could be a yes or no, no worries, no pressure.

[Speaker 1]

Say, because there's there hasn't been a point where I've felt unsecure. Okay, okay.

[Speaker 1]

That's a positive answer. Yeah, yeah,

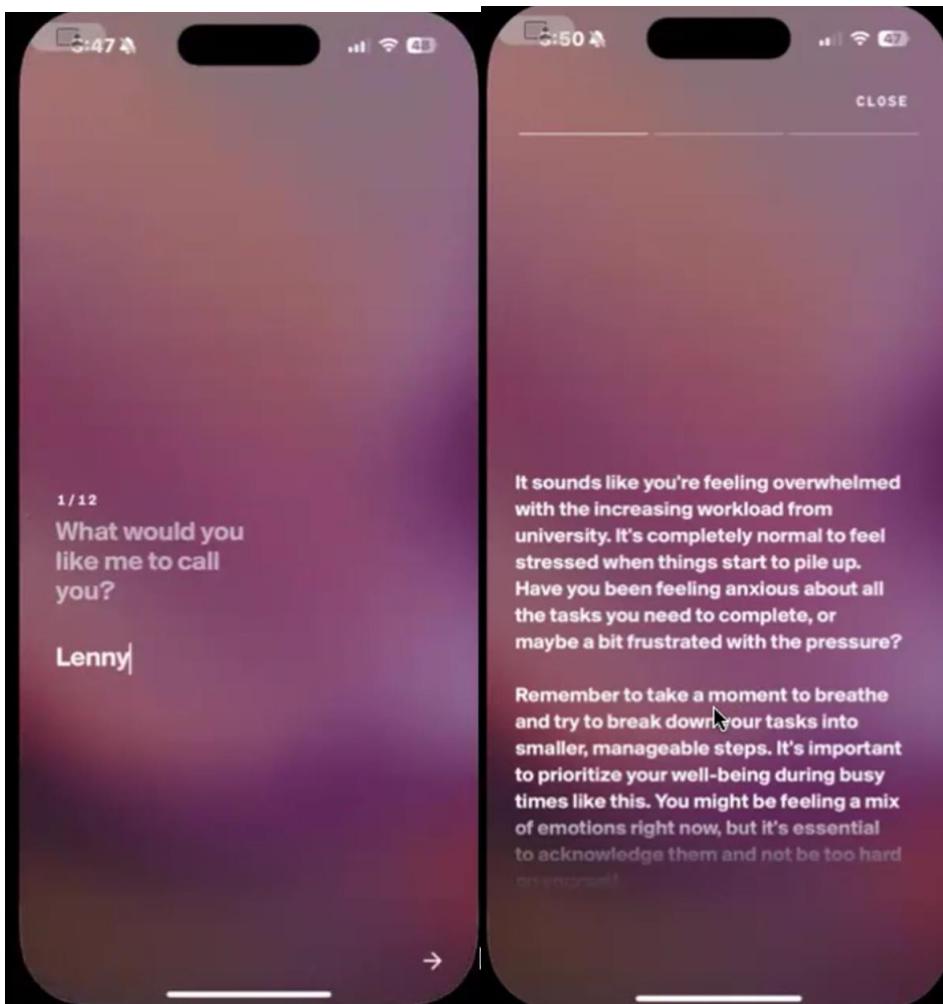
[Speaker 1]

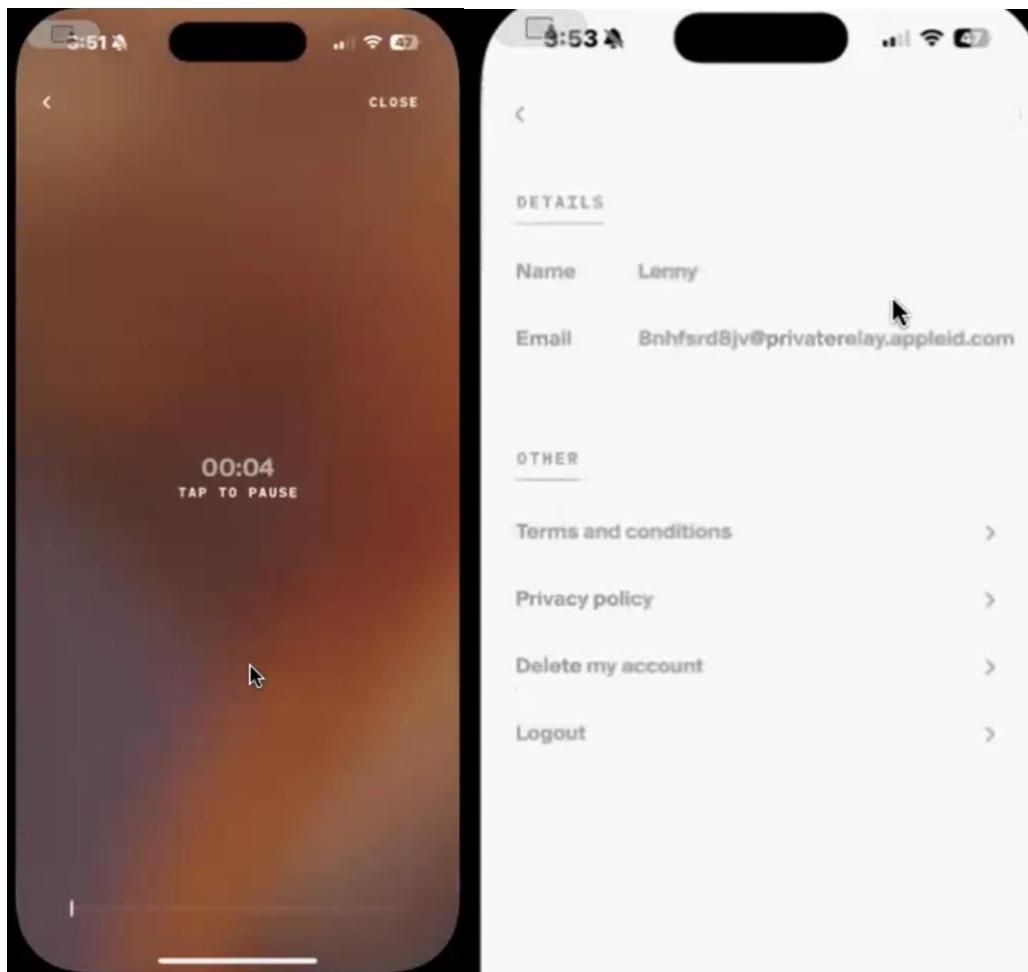
So I can't think of anything to make me feel more secure. Yeah,

Field Map

Lenny		Date: 20/03/25	Time:	Place:	Student: N11884347
Activities: Actions performed. What do they seek to accomplish?	Observations				Thoughts and Assumptions
Environment: Where? What resources available? Light/noise/temperature?	<p>He was checking the whole app. Playing with journaling went to profile, settings tab.</p> <p>It was at home. His partner was there. pretty calm. No noises around.</p> <p>his partner was there. but no interactions while the interview was ongoing.</p> <p>he was using using screen mirror feature to share the mobile screen.</p>				<p>he really liked it. he was using the journaling part and I felt that he really liked the colour.</p>
Interactions: How do people interact? With who? About what? Through what channel?					
Objects and Technologies: What objects and technologies are used? How are they used in activities?					
Users: Who? What is their role? How are they involved?	<p>he is a student at UQ, IT background. works as a team member at officeworks.</p>				

Screenshots





Survey Form

Survey form was provided to the user to get their thoughts to understand the space for growth.

Survey form – Dala app

1 - being strongly Disagree

5 – being strongly Agree

Dala App Feature	Feedback	1	2	3	4	5
I like the colors, and how it feels?					4	
I like how easy to navigate to the discussion point?						5
I like how DALA responses back?					4	
I would like DALA to be more specific when responding?				3		
I would like DALA to be more sensitive?				3		
I would like DALA to understand the problem better?				3		
I like how easy it is to understand where to go in app?					4	
I would prefer more specific answers from DALA rather than providing generic responses to similar concerns?					4	
I would like DALA to be able to talk to an actual human being if I ask for one?					4	

Are there anything you liked about DALA?

1. I liked the user interface and accessible navigation of the app
2. I like the chance to do breathing exercises, especially the recommendation of related activities after a journal entry
- 3.

Are there any places in the app that you would like to change in DALA?

1. More specific response would be good, but the responses feel in depth enough already
2. I find that responses can be quite generic if prompted with similar feelings
3. Possibly adjusting the colour scheme to fit the time of day, lighter colours in the morning and cooler colours during the evening.

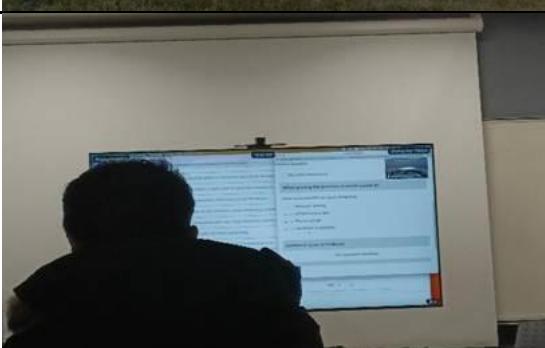
Speaker E

Speaker:- Meet Ashokkumar Soni (Student At QUT)

Participant: - Meet Rohit Bhai Vyas (Student at Monash University)

Introduction

"Hello and welcome! I am Meet Ashokkumar Soni, a Human-Centered Design of IT student at QUT (Queensland University of Technology). Thank you for joining me today. We'll discuss how your shared photos reflect aspects of well-being via the PERMA model and explore your experiences with the Dala app concerning well-being and work-life balance. Please review the consent form for details on how we'll use this interview's data. Let me know if you have any questions.

	<p>Positive Emotions: - As he likes to visit beach and outing for a weekend with friends and sometimes alone, that why it relates to positive emotions.</p>
	<p>Engagement: - Mr Vyas is from technical background that's why he likes to engage his self with coding and project he is focusing on</p>

	<p>Relationships: - To maintain work life and his personal life he always spends some time with their friends and family and plan get-togethers.</p>
	<p>Meaning: - Donating foods and the useful things to people is means to Mr. Vyas.</p>
	<p>Achievements: - Learning Languages and diving in to other resource which really helpful for the future progress</p>

(PERMA - Make method)

Speaker: PERMA is the full form of P-E-R-M-A. 'P' stands for positive emotions, like how you make yourself happy and what aspects make you happy. Then the second main pillar is engagement. Like if you are being with people, if you are doing something you enjoy like playing games, singing a song, or driving while enjoying the beach, the third pillar is the relationship, with whom you like, whose company you like the most, like when we were in India playing cricket. The fourth main pillar is meaning, what are the things in your life that are meaningful to you? , And we will lastly talk about achievements, like what are the achievements you have recently achieved, what are the achievements you have set for the upcoming years, and what are the achievements you have already achieved in previous years.

Positive Emotion

Speaker: - what started positive emotions in your life?

Participant: - I think this is really interesting to say, like uh, recently I planned a day out at the beach after feeling cooped at home for so long. So I think this is the positive emotion, where I got started.

Speaker: - Okay, I also like to stay on the beach because of the atmosphere and the sea and all the view. But what are the key steps and what are the main things that you are enjoying?

Participant: - To be honest, as we live in a very fast-paced life, the main challenge is to coordinate with everyone's schedule. And planning the logistics, like we can say transportation or food, we need to manage everything while we are going out or somewhere.

Speaker: - So how long did it take to reach out to the beach or how long does it take, you know, what times do you prefer to go to the beach and make it positive?

Participant: - Personally, I like sunrise and sunset most, so usually, whenever we plan for the beach, we spend the entire day at the beach from the morning until the sunset. As I said, like me my family loves to watch this inside.

Speaker: - Yeah, it's good. So, what was the outcome you desired or what was the outcome you achieved, like you know, if I'm on the beach, and I go there for a sunrise, so what are the outcomes of your personal life, how it contribute to your positive emotions?

Participant: - I felt a significant boost in happiness and relaxation, enjoying the sun, sand, and good company.

Speaker: -Did you do this alone? Or with someone else?

Participant: -It was a group outing with close friends which made it even more special.

Engagement

Speaker: - So, the second, we will dive into the second pillar like engagement. Like what are the things that you like with engagement? Like if I am a cybersecurity student, I will love to engage myself with networking, like whenever I Goes for Linux kernel code or whenever I am doing Cisco packet tracing code and whenever I'm linking something, I would love to do that. And it's something that is engaging me.

Participant: - So like earlier, as I mentioned, I am a student, and I am from a tech background. I like to do small projects. So recently I started a new project, a DIY

home improvement project. Which enhances my living space, and it's also like, I'm also making a smart project on it, like you know recently there is technology like Alexa, we can tell her to do like turn on the light and make our home smart.

Speaker: - Oh, right, right. So once again, just like the positive emotions, what are the key steps and what are the challenges that you have faced in this engagement criterion?

Participant: - Like, select I think so selecting the right design, purchasing the resources, you know, there are a lot of fake products out in the market. We have to select a particular one.

Speaker: - Oh. That's good. That's nice. And how long did it take to select resource and select right designs?

Participant: - it tooks a lot time , you cant predict the fix time for that

Relationships

Speaker: - What started Relationships?

Participant: - I reached out to an old friend to reconnect after years of not talking.

Speaker: - What were the key steps/challenges?

Participant: - Overcoming the initial awkwardness and finding the right time for both of us were the main challenges.

Speaker: - How long did it take to make new friends and add some value to your daily life?

Participant: - We spent several hours catching up over coffee.

Speaker: - What was the outcome?

Participant: - Rekindling the friendship was incredibly rewarding, and it has positively impacted my social well-being.

Meaning

Speaker: - What is a Meaning word for you how do you describe the meaning of something or something that means to you?

Participant: - I volunteered to lead a community clean-up initiative. As well I like to donate food and the stuff that is not useful to me.

Speaker: - What were the key steps/challenges?

Participant: - Organizing the event, recruiting volunteers, and securing necessary tools and permissions were challenging.

Speaker: - How long did it take?

Participant: - The planning and execution spanned over a month."

Speaker: - What was the outcome?

Participant: - The successful clean-up improved the local environment and deepened my connection to my community, adding meaning to my actions.

Speaker: -Did you do this alone? Or with someone else?

Participant: - It was a community effort, though I was in the leadership role.

Achievement

Speaker: - What started Achievement?

Participant: - I set a goal to learn a new language this year.

Speaker: - What were the key steps/challenges?

Participant: -Finding the right resources, dedicating time for regular practice, and staying motivated were significant challenges.

Speaker: - How long did it take?

Participant: -I have been learning for about six months now and plan to continue.

Speaker: - What was the outcome?

Participant: -"So far, I can hold basic conversations in the new language, which feels like a substantial achievement.

Speaker: -Did you do this alone? Or with someone else?

Participant: -I joined a language class, so while it's a personal goal, I'm learning alongside others.

Introduction to the Dala App

Speaker: - As we continue, let's shift our focus to the Dala app. Before we discuss your experience with Dala, have you used any other well-being apps? What was your impression of them?

Pre-Use Dala App Questions and Suggested Responses

Speaker: - How do you currently manage your well-being, and how could an app like Dala assist in that process?

Participant: - I typically use a mix of meditation and fitness apps. I expect Dala to integrate these aspects into one platform, making it easier to manage everything together.

Speaker: - What specific features in a well-being app do you find most useful or essential?

Participant: - I value apps that provide comprehensive health tracking, including sleep, nutrition, and physical activity, alongside mental health monitoring.

Honeycomb Framework Introduction

Speaker: - As we move forward, we'll use the Honeycomb framework to evaluate the Dala app. This framework helps us understand various aspects of user experience with the app, focusing on seven key facets: Useful, Usable, Findable, Accessible, Credible, Desirable, and Valuable. Each facet provides insight into different aspects of the app's design and functionality, which together influence your overall satisfaction and the app's effectiveness.

Useful

Explanation: This aspect evaluates whether the app meets your needs by providing practical and functional value through its features. It looks at how the app helps in achieving your well-being and work-life balance goals.

Speaker: - In what ways do you find the Dala app useful? Does it support your well-being effectively?

Participant: - The Dala app offers mood tracking and customized wellness activities that are very useful in managing my daily stress and improving my overall mental health.

Usable

Explanation: Usability refers to how user-friendly and intuitive the app is. A usable app should allow you to perform tasks efficiently, easily, and satisfactorily.

Speaker: - Is the Dala app easy to navigate and operate on a day-to-day basis?

Participant: - Yes, the app's layout is straightforward, which makes navigating through various features quite intuitive. I can easily log activities and check my health metrics without any hassle.

Findable

Explanation: This dimension assesses whether the app allows you to find what you need quickly and easily. Good information architecture makes essential features easy to locate.

Speaker: - How easy is it to find information or features within the Dala app?

Participant: - Finding most features is straightforward, but accessing historical data or specific health insights could be more intuitive.

Accessible

Explanation: Accessibility evaluates how well the app can be used by people of all abilities and disabilities. This includes features like text size, colour contrast, voice commands, and more.

Speaker: Can you easily access the Dala app's features, regardless of any personal disabilities or technical limitations?

Participant: The app is generally accessible with features like adjustable text size and high-contrast modes, but incorporating voice commands would enhance accessibility further.

Credible

Explanation: Credibility looks at how trustworthy and believable the app is. This involves the accuracy of the content, transparency about the source of the information, and the perceived expertise behind the app.

Speaker: Do you trust the advice and information provided by the Dala app? Why or why not?

Participant: I trust the app's advice because it is based on well-researched strategies and the content often includes references to scientific studies, which adds to its credibility.

Desirable

Explanation: Desirability is about the emotional design of the app, including aesthetics, branding, and the overall user experience that makes it appealing to use.

Speaker: What are your thoughts on the overall aesthetic and emotional appeal of the Dala app?

Participant: "The app's design is modern and visually appealing, which makes it a pleasure to use daily. Its positive and engaging interface enhances my interaction experience."

Valuable

Explanation: Value assesses whether the app provides benefits that matter to you as a user, considering whether it meets or exceeds your expectations.

Speaker: Do you find the Dala app valuable? How does it benefit you?

Participant: "The app is highly valuable to me; it helps me track and manage my well-being comprehensively, providing insights that help me make informed decisions about my health routines."

Closing Statement

"Thank you, Meet Vyas, for your thoughtful responses and the time you've taken to explore these topics with me. Your insights from both before and after using the Dala app are incredibly valuable to understanding the effectiveness of digital tools in enhancing well-being. Thank you for participating!"

Survey Document- Signed By Meet Rohit bhai Vyas

Microsoft docs should have these formats.

1 - being strongly Disagree

5 – being strongly Agree

Dala App Feature	Feedback				
	1	2	3	4	5
I like the colors, and how it feels?					✓
I like how easy to navigate to the discussion point?					✓
I like how DALA responds back?					✓
I would like DALA to be more specific when responding?					✓
I would like DALA to be more sensitive?				✓	
I would like DALA to understand the problem better?			✓		
I like how easy it is to understand where to go in app?			✓		
I would prefer more specific answers from DALA rather than providing generic responses to similar concerns?					✓
I would like DALA to be able to talk to an actual human being if I ask for one?					✓

Are there anything you liked about DALA?

1. Theme
2. Controls
3. Easy Flow

Are there any places in the app that you would like to change in DALA?

1. Result should have more options

UX Research Field Notes (For Meet Rohit Bhai Vyas)

Date: 23/03/2025

Time: 06:53

Place: Online(Zoom Call)

Student: Meet ~~Ashok Kumar~~ Soni

Activities: Actions performed. What do they seek to accomplish?	Observations Participant was so curious about the interview as he is also a developer as well as actively engaged in discussing the app, asking detailed questions and showing interest in expanding app functionalities.	Thoughts and Assumptions Participant sees practical use and personal value in the wellbeing app. Likely represents interest among developers for wellbeing-focused digital solutions.
Environment: Where? What resources available? Light/noise/temperature?	Interview conducted remotely via video conferencing software. Environment was quiet, stable internet connection, comfortable lighting conditions	Stable and comfortable environment allowed participant to fully engage without distractions, enabling deeper, more focused conversations.
Interactions: How do people interact? With who? About what? Through what channel?	One-to-one interview via video call. Participant interacted directly and confidently, openly answering questions and sharing ideas about app usability, improvements, and potential integrations.	Open, direct communication indicates high engagement and comfort with the topic. Interaction highlights user's technical perspective and desire for innovation.
Objects and Technologies: What objects and technologies are used? How are they used in activities?	Desktop/laptop computer and smartphone mentioned. Participant comfortably referenced various apps and digital tools used in daily development tasks and routines.	Participant's familiarity and frequent reference to technology suggests ease of adoption and technical feasibility for the wellbeing app within professional contexts.
Users: Who? What is their role? How are they involved?	Participant identified as a developer. Interested both personally and professionally in using wellbeing applications to enhance productivity, mental health, and workflow management.	Participant's background suggests potential interest and adoption among tech-savvy users, highlighting opportunities for app refinement and targeted development towards this user type.

Date:

Time:

Place:

Student:

Field Map:-



Speaker F: - Meet Ashokkumar Soni

Participant: - Shrey Paresh bhai Suthar

Introduction

"Hello and welcome! I am Meet Ashokkumar Soni, a Human-Centered Design of IT student at QUT (Queensland University of Technology). Thank you for joining me today. We'll discuss how your shared photos reflect aspects of well-being via the PERMA model and explore your experiences with the Dala app concerning well-being and work-life balance. Please review the consent form for details on how we'll use this interview's data. Let me know if you have any questions.

Speaker 1: - Meet Soni (Student At QUT)

Participant: - Shrey Paresh Bhai Suthar (University of Queensland)

PERMA Model(Make Method)

	<p>Positive Emotions: - Shrey finds joy and emotional relief in swimming after a long day. Not only does it help him unwind, but it also allows him to confront and gradually overcome his greatest fear. This sense of progress and emotional release contributes significantly to his positive emotions.</p>
	<p>Engagement: - Shrey demonstrates exceptional dedication to embedded systems development. He has never taken a single day off from his work, reflecting his deep engagement and passion for enhancing his technical skills. His commitment to personal growth in this field is truly commendable.</p>

	<p>Relationships: - Although Shrey deeply misses his close group of friends from abroad, he actively fosters new relationships at his workplace. He frequently goes on long rides and outings with his colleagues, gradually building meaningful connections and adapting to his new social environment.</p>
	<p>Meaning: - As an avid animal lover, Shrey finds purpose in spending his free time caring for animals and constructing shelters for them. These acts of kindness bring him a deep sense of inner satisfaction and meaning, enriching his life beyond professional accomplishments.</p>
	<p>Achievements: - Shrey consistently contributes to large-scale projects by making valuable, small-scale efforts. His dedication and support have earned him recognition from senior team members, ultimately leading to a rapid promotion to a senior position — a testament to his impactful contributions and work ethic.</p>

(PERMA - Make method)

Speaker: PERMA is the full form of P-E-R-M-A. 'P' stands for positive emotions, like how you make yourself happy and what aspects make you happy. Then the second main pillar is engagement. Like if you are being with people, if you are doing something you enjoy like playing games, singing a song, or driving while enjoying the beach, the third pillar is the relationship, with whom you like, whose company you like the most, like when we were in India playing cricket. The fourth main pillar is meaning, what are the things in your life that are meaningful to you? , And we will lastly talk about achievements, like what are the achievements you have recently achieved, what are the achievements you have set for the upcoming years, and what are the achievements you have already achieved in previous years.

Positive Emotion

Speaker: - what started positive emotions in your life?

Participant: - as I started swimming recently, trust me after a long day when I go for simming it is more worth making because once upon a time I was really afraid of water , it's like what if I will not come up and what if water puts me in deep position where I cant save myself, so now I overcome that fear by the time and I am really happy that I learn swimming in a very short time.

Speaker: - Okay, I also love to do swimming but I never had a fear of drowning so what are the key point of your positive emotions ?

Participant: - To be honest, as we live in a very fast-paced life, the main challenge is to coordinate with everyone's schedule and after a really long day on college and job sometimes I don't want to go swimming but it is a consistent process I cant take the breaks.

Speaker: -I am asking you about what are the key aspect of that activity brought you the most joy?

Participant: - Personally, The environment there in a literal sense everyone is uh experiencing their own abilities there. So do I because everyone there is just coming for the swimming living all their stress and all their work related pressures behind And just doing the swimming just enjoying that how to learn swim and how to how to practice on on the same movements and Do the do the practice for 45 or 50 minutes every day.

Speaker: - Yes. As you have doing a physical activity, I want to know that what are the key step or what are the challenging that you faced initially and what are the challenges that you overcome.

Participant: - Okay, so... at the first, as I said, that I was very afraid of water So that fear of water It was not very easy to overcome. So when the coach first told me to hold my breath under the water. I was so scared that I was not able to breathe even five seconds under the water And then... after the coach told me that how to do it actually How not to get panicked how not to get afraid of water. Then I started doing it more and more, more and more. And I put myself in every day myself in the same fear And then after I got overcome of that fear. So I found it that by putting myself every day in that fear I am now overcoming it.

Speaker: -And after you overcome this fear what is the outcome that you that you feel very like uh if i'm doing some activity, my main agenda to recognize that outcome like what have i achieved?

Participant: -Yeah, so... Yeah, so... Actually, I have never looked myself like this never before. So what I used to fear, I used to fear all the time. But when I experienced these like after swimming after overcoming the water the fear of water What I found out was everything is everything I fear of is not to get be afraid of So... Even in work, in daily work.

Transition Speech: - Okay, so thank you so much for fabulous answer of positive emotions me now we are look move forward to the second module of PERMA model, which is engagement.

Engagement

Speaker: - As I have already told you about engagement so what activity completely observe your attention.

Participant: - Oh. So in my work. I mean, I'm learning embedded engineering as my full-time work. So what I really indulge what I really get indulged into that uh how the embedded systems work. “**How do I press on a remote button and it gets the tv turned on.**” And it gets really It gets me really interested and I really like to know that what is running behind it, what codes are running, what hardware is used so it is like I get very absorbed in that in that activity and i find that. It rewarding too because when I get answers to my questions that how is it working Although not in very detail Because things are designed like that that you cannot go in very detail but yeah overall physical principles about that, I get really observed.

Speaker: - So what step of challenging did you face while engaging in the embedded system.

Participant: - Yeah. So embedded system is a part of computer science only but it is very niche down to the to the very small computers let's say So to run a small computer it is very hard to get it running at first only And it is kind of shameful to you when you are doing that task at not running not getting the output of blinking just an led But after doing that, after achieving that led blinking it is sort of so much satisfaction that It is very engaging in a way that you accomplish the whole task of just blinking an LED but it was so hard to do that.

Speaker: - Okay, so how long did it take to feel confident in your skills like if you are doing a learning embedded how long it takes to feel confident that I am knowing something better than anyone in embedded.

Participant: - So at first I don't know about others that where they are in their journey. But in my journey, what I try to do is I do every day new i try to do like everyday new thing. So let's say I'm blinking an LED today. But tomorrow I will not be doing that. I will be doing something like getting the timer running so and get

the interrupts from it and waking up my cpu from time to time. So that type of activities, I put my challenges for myself only.

Speaker: - Okay, so what was the outcome? Again, I'm asking you about the outcome because in every module I will ask you about the outcome.

Participant: - Okay. Okay, so... After doing these things, I was sharing these things over the linkedin And over the social media platforms what they're added to. And what I found out was there were too many like-minded peoples like me. And there were they were Out of nowhere there was so much interested in my in my tasks that they started giving the advice that what should I do next? So I was very happy. It was very fulfilling to see that These like-minded people are willing to help me.

Transition Speech:- Okay, so as long as far we have completed two modules in power model which is a positive emotions and the engagement Now we are now into the third and main model of POMA model, which is relationship like what if you are studying in abroad relationship is something what gives you a back?

Relationships

Speaker: - so i'm asking you one question like what action did you take recently to build rebuild rebuild or rebuild relationships.

Participant: - Okay. So after moving here for my studies it was very hard to engage with new people And I was, I was... missing my friends too much Because what we used to do was a whole different life Back there. It was like engaging every day with each other and just just going for a game night on any any random night And we just we just call each other and meet up at any place And we just we don't do anything. We just do the we just play cricket or we just talk some talk some things about here and there. But it was very stress revealing for relieving for me. But after coming here, what I found out was it was a free therapy that I got from my friends And the things I used to do there, I'm not really doing here. So I'm currently starting to making new friends. And yeah, so, and I currently trying to make the rebuild reconnecting to them also over the over the video calls and all things.

Speaker: - Okay so what are the as you have told that you are creating or rebuilding your friends group here So what are the key challenging did you face?

Participant: - Oh. So the main challenge here is everyone is engaged in some activity here and there. And I think that's how That's how life progresses, maybe. At some age we start to engage in such an activities like uh which is individual to us only. So everyone is busy in their timetables part-time jobs and there are some few meetups there here and there but you need extra effort. To go there and to get to get uh to get included and feel comfortable. So yeah, these are the challenges and Yeah, these are the challenges I face here.

Speaker: - **So after the challenges like how long it did it take to set up a routine like how often you are talking to them and after talking to them how you feeling like are you able to create relationship with them or not?**

Participant: - Okay, so... it is never it is never like a schedule there. It is never type of schedules are there that are there this this time we can meet and It never happens. It just happens randomly that you meet them even if the meetup is set up it is never guaranteed that you will get to meet them.

Speaker: - **Okay, so what was the outcome that you have received by engaging yourself or creating any new relationship**

Participant: - So the outcome For me, I don't seek for a real outcome in this topic but as a fruit, I got that uh I really found... a support system

Transition Speech:- Okay. So good uh we have completed the third module of PERMA model, which is the relationship So as long as far we have completed three modules now positive emotions, engagement, and relationship now we are diving to the second last model of PERMA model which is meaning

Meaning

Speaker: - **So what brings meaning to your life? Like what things is meaningful meaningful for you.**

Participant: - Okay. So... I have always loved the animals. I volunteer the animal shelter. In a group. So there is a group of people I joined there and what we do is we rescue some abandoned animals We... we give them to hospital And what they do is if the animal is good in condition like it is okay then they just Feed it every day. And also I feed them every day and spending time with them gives me a true meaning of life that even if you have nothing There is a strong emotional connection with them. You can get you can adopt those animals And... seeing the animal being adopted by someone is very engaging activity and very emotionally connected activity so What I really get when I really get connected to the life I cherish about those moments whenever the whenever an animal gets Rescued or whenever an animal gets adopted It fills me with the life

Speaker: - **Okay. What are the key steps or challenges that you faced?**

Participant: - So whenever I see... see an animal like say a stray dog or stray cat is there and it is in distress. Sometimes people hate them. Intentionally or let's say not intentionally but at the end of the day they are in distress so it's it shakes me like anything but uh Yeah, so... The main thing is... You can get shaky inside there but you have to complete your university deadlines uh assignment deadlines and all. So I get really, I face real challenge there Then whenever I see an animal in distress but i'm not able to give some time Or I just I just put that animal in the rescue center and I have to leave Because of my work commitments. So that rhythm to find out about that rhythm rhythm is really challenging for me.

Speaker: - How long have you been involved in that?

Participant: - It is around six months from now. So mostly I dedicate two hours I try to dedicate to two hours every day.

Speaker: - And did you volunteer? Oh, sorry. So did you volunteer alone or as a part of group?

Participant: - Yeah, so as I said, it was a part of I was a part of group So it is a community aspect that we the that we we have to support these animals They are relying on us because there is no one Out there caring for those animals So as a part of group we have to keep that responsibility of their well-being.

Speaker: - And what was the outcome that you're receiving via helping animals or creating their shelters and taking care of them?

Participant: - So as I said. Any animal gets adopted. You get a very fulfilling emotion there

Transition Speech:- Okay, let's cheer to ourselves because we have completed four modules in PAMA model. As long as far we have computed positive emotions engagement meaning and relationship now we are focused on fifth model of POMA model, which is achievements and this is the main things for me because These things is related to what you have achieved or what you are going to achieve.

Achievement

Speaker: - What started Achievement what is achievement for you?

Participant: - Okay, so regarding my engagement activity, what I what I earlier told was I was very interested in embedded systems and using that I achieved a very small goal. That in a large open source project I post my... commits there and it got accepted really well. Without any... PR comments so I was very happy about that. And it is kind of a thing that you that you get when you really indulged get indulged

in so It was very hard at first that I looked at those people that used to do this open source development there And it was a very different Linux code there. And it was very hard to understand But somehow I did it and i did it and it got accepted really well without any PR commands. And to debug that, it is very hard. So I was going through YouTube and attending lectures of some university professors I was Googling all the things that I face in My everyday activities So it was challenge that how to integrate those

Speaker: - when you're achieving something you have to face some challenging or something some fallbacks so what are the challenging that you faced while you are achieving these goals

Participant: - So main challenge to do anything in embedded systems is a real-time management. So whenever you whenever you do whenever you write something to do some to perform some tasks and it is not doing that.those parts solution parts In a full full outcome. So it was very difficult for me.

Speaker: - So how long did it take you?

Participant: - It took me... around 12 weeks. So I attended a paid course online and I got to understand that how an embedded system works, what types of embedded systems are there. What should I really do? That what should I really do that engages me equally. With the studies. So that's how I really found out.

Speaker: - What was the outcome?

Participant: - It is a straight result that it is a result I got to write two lines of pushing that code in a Linux embedded system code in a mainstream code. So it is a very big outcome out there. I have not seen many regimes having that outcome.

Speaker: - is it solo effort or with peers?

It is kind of a peer activity. Once you get get with get the level of the knowledge with all others it is kind of a peer activity So once you push your code over the over the branch. Over the GIT it is kind of a period activity they will they will test your code. According to unit test cases you have written and they will check if there is any if there are any failing components there. So yeah, it is a peer activity once you really do this and it becomes a peer activity.

Closing Speech For PERMA Model:- Okay, so thank you so much, Shrey, for giving me the main inspect and knowledge about the PERMA model in your daily life now we have completed the first recording which relates to my introduction your introduction and model now i will start the second recording after the beep in which recording i will ask you some brief question about uh what are the well-being application that you are using or you have used And I will guide you what is the DALA app and how DALA app works.

Introduction to the Dala App

Speaker: - For maintaining to maintaining the balance between your work life and the one life or physical activity apps So before using DALA, how did you manage your well-being?

Participant: - So before using DALA, I used to do like I'm i am currently doing currently using a staff tracking app. Using a separate app for mind tracking And there is another app for doing meditation and all. So it is it is like a bunch of apps that I use. To track all of the physical aspects of my life. And that's how it affects on my mental aspects too too So there are separate apps to to maintain personalized activities, mood tracking and all.

Speaker: - I'm assuming that you have a bunch means like you are having a separate app for each and everything like meditation app separate stamping step count separately, right?

Participant: - Yes. Yes, yes.

Pre-Use Dala App Questions and Suggested Responses

Speaker: - What specific feature do you seek in well being app like what are the main feature that you are using in daily for daily life.

Participant: - So about these apps, what I like most is How can you achieve mindfulness while doing meditation or while doing anything you want to do but if you want to achieve some mindfulness if you want to achieve some goal So how do you do it? So that I really get

Speaker: - What are the first reactions of theme and what are the first impressions that you are that you are having with this DALA app.

Participant: - This one and I found it very minimalistic UI. Which I always fond of so yeah it is it is really a very minimalistic ui And it is very well placed.

Honeycomb Framework Introduction

Speaker: - So as we move forward, we will use the Honeycomb framework to evaluate the data app. Like the this framework help us to understand various of user experience with app focusing on seven facts which is a usable findable, accessible, credible desirable and valuable. Each facet provides insight into different aspects of Dala app. Design functionality which together influence your overall satisfaction and app effectiveness.

Useful

Explanation: So let's start with the first module of Honeycomb, which is a useful so this aspect evaluates whether the app meets your needs providing the practical

and functional value throughout its features So in what ways do you find the DALA app useful?

Speaker: - Does it support your perspective or not?

Participant: - Yeah, so as I said earlier, it really helps track my emotional state. What state I need to be in, at what time, at what time of the day. How to set small goals and how to achieve them. And it suggests some activities based on my stress level. So once stress levels are very low what should I do? And once they are high, what should I do?

Usable

Explanation: It's a usability first how user friendly and intuitive this app a usable app should allow you to perform tasks efficiently, easily, satisfactorily.

Speaker: - So my first question about usable is Is the DALA app easy to navigate and operate day to day?

Participant: - Okay. Yeah. On the most of parts, I never find it difficult to navigate. Or never find it difficult to move through any app pages or anything like that. So yes, it is very intuitive and most of the features are very accessible within some few clicks And yeah, it is very minimal minimalist app that should I say.

Findable

Explanation: Findable is something what like whether the app allows you to quickly locate the information and feature you need like when you open the app

Speaker: - It is a easy to find options that you are looking for or in you looking for?

Participant: - Yeah, so... For the past activity records to find anything is not really easy with this app. And there are more than normal clicks are available are has to be done to go into that past activity records So it can be made quicker. Using any tab or any floating button something like that. So it is it is somewhat difficult.

Accessible

Explanation: accessible is evaluates how well app can be used by people of all abilities and disabilities as well like some do you think that disabled people are also use this app

Speaker: Can you easily access the Dala app's features, regardless of any personal disabilities or technical limitations?

Participant: Yeah, they might be using, but there is a main thing that I want to add here. Text to speech is still not available with this app. And that can be made available And that will help a lot with the disabled people. So apart from that it is very easy to use for disabled people to and just by just adding that text to speech quantum That needs to be added.

Credible

Explanation: creditable looks at how trustworthy and believable the app content and sources are like how easy to understand the content app is providing or how trustable the content that app is providing to you.

Speaker: Do you trust the advice and information provided by the Dala app? Why or why not?

Participant: I should say that the 95% of the app data or let's say 99% of the app data which the app provides are scientifically backed. So I will never ask I will never cross those questions. So it is a very trusted app in that way that it is very scientific And yeah, so it is good app.

Desirable

Explanation: Desirability is about the emotional design of the app, including aesthetics, branding, and the overall user experience that makes it appealing to use.

Speaker: So do you think desirability like emotional appeal on visual i've attractiveness of the app which is about the sixth module name of desirable. So what are your thoughts on app aesthetic and emotional appeal

Participant: So the app is, as I said earlier app is very very minimalistic approach it has very good fonts and So it is very intuitive to use and it appeals to use it every day so yeah it is it is we can we it is able to it is.

Valuable

Explanation: Value assesses whether the app provides benefits that matter to you as a user, considering whether it meets or exceeds your expectations.

Speaker: valuable assess whether the app provide meaningful benefit that justify its use so do you find value using Do you find a value in using DALA?

Participant: I started following healthier routines every day. My mental health is I feel my mental health is very stable now and it was stable earlier but somehow i was not able to balance it properly. So this app helped me to balance my mental health. Overall. So, yeah. It has helped me to build healthier routines and better manage my mental health.

Closing Statement

Thank you, Shrey for your thoughtful responses and the time you've taken to explore these topics with me. as well as thank you for sharing your experience and insights. Your feedback is incredibly valuable for me to understand how digital well-being Tools can help students to manage their mental health better and I appreciate your time and throughout answers

Survey Questions From Shrey Pareshbhai Suthar

Microsoft docs should have these formats.

1 - being strongly Disagree

5 – being strongly Agree

Dala App Feature	Feedback	1	2	3	4	5
I like the colors, and how it feels?						✓
I like how easy to navigate to the discussion point?					✓	
I like how DALA responds back?					✓	
I would like DALA to be more specific when responding?						✓
I would like DALA to be more sensitive?				✓		
I would like DALA to understand the problem better?						✓
I like how easy it is to understand where to go in app?						✓
I would prefer more specific answers from DALA rather than providing generic responses to similar concerns?						✓
I would like DALA to be able to talk to an actual human being if I ask for one?						✓

Are there anything you liked about DALA?

1. Theme
2. Controls
3. Easy Flow

Are there any places in the app that you would like to change in DALA?

No

UX Research Field Notes (Shrey)
Date:01/05/2025 Time: 07:09
~~Place~~Online(Video Call)

Student: Meet Ashokkumar Soni

Activities: Actions performed. What do they seek to accomplish?	Observations Participant described regularly managing a balance between academic tasks and part-time employment. Expressed interest in the app as a tool for stress management and productivity tracking.	Thoughts and Assumptions Participant likely views the app as a supportive solution for balancing multiple responsibilities, indicating a demand for apps assisting student work-life balance.
Environment: Where? What resources available? Light/noise/temperature?	Conducted in my home study room; moderate background noise of other students studying. Room was comfortably lit with natural daylight, moderate temperature, chairs and table provided.	Neutral, academically-focused environment might positively influence participant's perception and seriousness towards evaluating productivity and wellbeing tools.
Interactions: How do people interact? With who? About what? Through what channel?	Interaction was face-to-face, conversational, relaxed yet professional. Participant provided detailed responses about academic stressors and employment challenges, openly sharing anecdotes and examples.	Participant's candidness about personal experiences highlights the app's relevance and usefulness for improving academic and personal wellbeing among similar user groups.
Objects and Technologies: What objects and technologies are used? How are they used in activities?	Used personal notebook and pen to jot down points and ideas mentioned during the discussion. Mentioned occasional use of digital calendars and reminders on a mobile device to organize tasks.	User's mixed use of analog (notebook) and digital tools suggests a preference for simplicity and direct functionality; opportunity to explore intuitive, low-friction features in the app.
Users: Who? What is their role? How are they involved?	Participant identified as a university student balancing studies with part-time employment. Role is as a potential regular user of the app to enhance daily organization and reduce stress.	Students with busy schedules could significantly benefit from structured yet flexible digital wellbeing solutions, suggesting strong potential engagement among this demographic.

ξ Appendix D: Recordings.

Yichen Chen

https://connectqutedu-my.sharepoint.com/:f/g/personal/n11564628_qut_edu_au/EgZHRP6ViMhGlMu-H2QCowMBfQ0BZO2Qrp0Xra6-6K2JjA?e=3UFzhG

Speaker C Steve Soney Varghese

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