**Worksheet of Observations-Insights-Actions**

Interviewee No.1:

Name: Tim

Schedule: Go to IIT Keating Sports Center every day

Goal: Play basketball and make friends

Interview Summarization:

* IIT gym has its own busy time. Sometime, it is unpredicted.
* Reason: IIT gym is little small and resource is limited;

Students has similar class schedule;

Many students always choose the same equipment;

Some students do not know how to use the equipment.

* Solution: Find available time in the gym;

Find an alternative plan for today’s training according the current usage of equipment in the gym;

Calculate personal amount of exercise to adjust your exercise.

* Suggestion: Give the beginners some guideline and offer more choice to do exercise.

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| **Observations** | **Insights** | **Actions** |
| Busy time: Monday to Friday 5:00 PM to 8:00 PM. Sometimes, there is very cloudy during the time between 3:00 PM to 6:00 PM which is unpredictable. | People really care about how to manage their time in the GYM. | Make a service to help people to find available fitness equipment in the GYM |
| My schedule: everyday 3:00 PM to 5:00 PM (playing basketball) and 9:00 PM to 11:00 PM (doing exercise) |
| I like playing basketball because I can make a lot of friends. Besides playing basketball, we held different group activities. | Some people like to make friends in the GYM | Offer a service to share the same interest in order to make new friends and post some activities beyond the GYM |
| I like to set a schedule for my training. For instance, today, I can train my back. Tomorrow, I can do some exercises to develop my arm muscles. Hence, I hate to change my schedule. | Some people like to arrange the schedule first and do exercise next. | According current usage of equipment set up a practical plan. |
| I hate to be interrupted after I begin to do exercise or play basketball. | Some people’s habit is do one thing at a time. | Offer a schedule for all kinds of activities which will occupy the equipment |
| I hate to wait for the fitness equipment. After waiting, I always feel tried and shirk my schedule. | Waiting waste your energy. | Offer a second plan if the equipment which you want to use is not available. |
| I do not like someone always using or waiting for the same equipment. For example, in IIT’s GYM, there are always so many people to use the treadmill. | Some people are lack of knowledge for fitness. | Offer some general knowledge for fitness |
| I hate somebody do not want to change. For example, others are waiting for this treadmill but this person is still using the speed of 3 miles per hour and 15 minutes to finish the exercise. Actually, you can choose the speed of 5 miles and finish it in 10 minutes. You can get the same effect. | Some people need some advice for fitness. | Offer a service to convert different activity which can get the same effect. |
| I like the GYM in Virginia Commonwealth University (VCU). I finished my Bachler degree in that university. The best thing for that school is there are some students volunteers who can teach you some general education, such as some tips how to do exercise, how to recognize these fitness equipment, how to set up your exercise routine. You can find them in the internet but someone does not like to search. | Some people need some tips to do exercise. | Offer some tips acting as an online private trainer. |

Interviewee No.2:

Name: Lai

Schedule: Go to LA fitness three days per week

Goal: Building muscle

Interview Summarization:

* Every gym has its busy time.
* Reason: many people have the same schedule;

Someone occupy much resource;

Some person use wrong equipment lead to it cannot be shared

* Solution: Try to avoid the traffic;

Share the equipment with others;

Switch exercise schedule and do next exercise first;

* Suggestion: Some people really do not know how to do exercise. Acting as a personal trainer, offer some service to help them.

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| **Observations** | **Insights** | **Actions** |
| Busy time: Monday to Friday at 5:00 PM to 8:00 PM. I go to gym at the same time. It is very hard for me to find another time to avoid the crowd. | People really care about how to manage their time in the GYM. | Make a service to help people to find available fitness equipment in the GYM |
| I do not mind to share the fitness equipment with others. | People do care about using the equipment but do not care the method. | Set up a reminder which tell people which equipment can be shared |
| If I cannot use some kind of equipment, I will do next exercise first. However, I do not like it because everybody had the own routing exercise schedule. I do not want to change it. | Some people like to arrange the schedule first and do exercise next. | According current usage of equipment set up a practical plan. |
| I hate somebody using wrong fitness equipment. For example, you should use squat rack but you choose to use curls. I will not say anything but I feel so bad because I could not share this equipment with this person. | Some People need some general education for the fitness equipment. | Offer some tips how to choose the right equipment. |
| I hate someone occupy too much equipment. For example, I often see some person use many barbells and do not put them back. |
| I like to do exercise with my friends. The competition is the best motive. I enjoy the game which is who can life more weight. | Some people need companions. | Offer a service to share the same interest in order to make new friends |
| I like the gym has some people. The perfect percent is 40%. Nobody in the gym and I have no motive to do exercise. Too much people means you have no equipment to use. |
| I like the tips which are showed in the Gym’s TV. They can give you some general health knowledge and help me a lot. | Some people need some professional advice. | Offer some online advice just like an online personal instructor. |

Interviewee No.3:

Name: Joe Rekruciak

Title: Head Athletic Trainer for IIT Keating Sports Center

Interview Summarization:

* IIT gym is busier than others.
* Reason: the space is too limited;

Student only know some kind of activities and only use some particular equipment.

* Solution: encourage students to attend different actives or choose different equipment which can keep the crowd streaming. To learn new activity or new equipment, students can join different clubs and ask personal trainers. If you don’t want to hire one trainer, you can get the information through internet. However, it needs some time. By the way, using student workers as a personal trainer is illegal.

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| **Observations** | **Insights** | **Actions** |
| Busy time: every day at 4:00 PM to 9:00 PM.  Popular equipment:  Upstairs – basketball and badminton;  Waiting room – treadmills. | GYM always exits its own busy time. | Make a service to help people to find available fitness equipment in the GYM |
| Waiting room is too small and there are too many equipment. | Need more space. | Offer more choice which keeps the crowd streaming. |
| The treadmill always has a long waiting line during the busy time. | Too many students use the same equipment. |
| At the same time, so few students go to the place which put some bikes. Even, we send the flyers to the students. | Students need to be educated to use new equipment. |
| Waiting students choose playing games or find something else to do. For instance, Treadmill is occupied – run upstairs or outside; Bike is full – swim. | Waiting is the worst choice. Need to find an alternative plan. | Offer other activities to these waiting students. At the same time, help the students who are doing exercise to shirk the time. |
| I like the gym only have 20% to 30% people and every place have some people doing exercise. | People need to know every kind of activity. | Offer different activity’s knowledge. |
| Student workers can show how to use the equipment but they could not educate others unless they have the license of personal trainer. | If we do not hire any personal trainers, we need find this kind of education information by ourselves. | Get this kind of education information from some personal trainer. Then, share them through internet. |
| It is a challenge to fix this problem. I do not know how to do. Recommend: encourage student join different fitness classes, such as soccer, flag football and cricket club. | These fitness classes let students make new friends and play in the form of teams. Hence, the students who use waiting room will be decrease. | Offer this kind of information to more students. |

**Empathy map**



**User journey**

