

The background of the entire page is a blurred photograph of a gym. In the foreground, a man with a beard and short hair, wearing a grey tank top, is smiling and looking towards the camera. He is holding a dark, curved object, possibly a piece of exercise equipment. In the background, other people are visible, including a woman in a red and white striped shirt and another person in a blue shirt, all engaged in various activities. The overall atmosphere is bright and active.

RADE

User Experience Case Study For The Trainer

Project of Qiushi Wang
and
Jacky Meng

THE GOAL

Design a product to help trainers get and maintain clients, and allow clients to schedule training sessions with A drag-and-drop website and service builder for personal trainers. Allows for customization of content (types of training offered) hours and a booking calendar feature to help organize clients and give clients a schedule and offer goal-tracking.



THE PLATFORM

Web-based (only desktop version), site builder

Responsive website (mobile) for client

TARGET AUDIENCES

Primary Audience - Personal trainers who are not tech savvy, but need to have a digital presence

Secondary Audience - Current and potential clients looking for information about a personal trainer and schedule a session

USE CASE

1 - A trainer would like to build a home page by dragging training modules about their specializations (weight loss, group fitness, pilates, strength conditioning, MMA training and sports training) to a desktop web page builder.

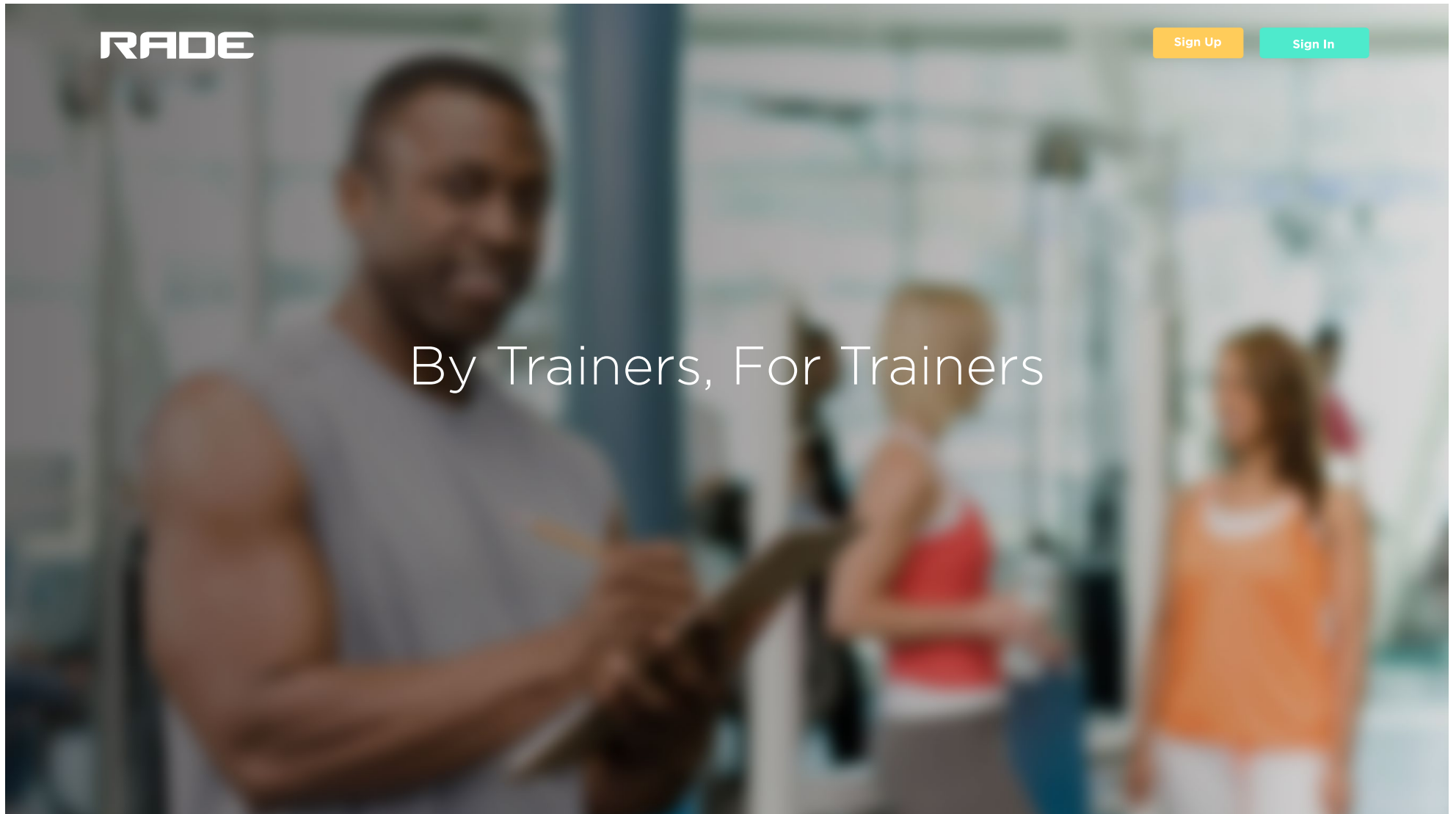
3 - A trainer would like to manage their Weekly schedule and add a client session for Thursday at 2pm.

2 - A client would like to view a personal trainer's online profile, schedule a pilates training session for Friday, October 20, 2017 at 8am, and pay with ApplePay or Credit Card on their mobile device.

4 - A client Would like to make a change to their training session by canceling a scheduled training session for Friday at 8am and creating a new session for the following Saturday at 10am

USE CASE 1.

A trainer would like to build a home page by dragging training modules about their specializations (weight loss, group fitness, pilates, strength conditioning, MMA training and sports training) to a desktop web page builder.



This is the Homepage of RADE desktop website, the user can Sign In and Sign Up in this page. The main features of the website are all hidden behind the Sign In buttons.



■ This is the Main Interface of RADE website. When the user first-time login this page, there will be a small tutorial teaches the user how to use the site builder to drag the icon to the page to build their training interface.

RADE

Search..

DASHBOARDS

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My Client

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Not William ?
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Calendar

< OCTOBER 10/23-10/29 >

MON 10/23	TUE 10/24	WED 10/25	THU 10/26	FRI 10/27	SAT 10/28	SUN 10/29
7AM	7AM	7AM	7AM	7AM	7AM	7AM
8AM	8AM	8AM	8AM	8AM	8AM	8AM
9AM	9AM	9AM	9AM	9AM	9AM	9AM
10AM	10AM	10AM	10AM	10AM	10AM	10AM
11AM	11AM	11AM	11AM	11AM	11AM	11AM
12AM	12AM	12AM	12AM	12AM	12AM	12AM
1PM	1PM	1PM	1PM	1PM	1PM	1PM
2PM	2PM	2PM	2PM	2PM	2PM	2PM
3PM	3PM	3PM	3PM	3PM	3PM	3PM
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5PM	5PM	5PM	5PM	5PM	5PM	5PM
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Reserved

Finished

Calendar

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Income

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Reset

Publish



After user drags the calendar to the page, there will be an empty calendar appears. The Blue “MON 10/23” means today is Monday 10/23, and the square with the dotted line “1PM” means the current time.

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MON 10/23	TUE 10/24	WED 10/25	THU 10/26	FRI 10/27	SAT 10/28	SUN 10/29
7AM	7AM	7AM	7AM	7AM		7AM
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Reserved
 Finished

X

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 The image above shows what the calendar looks like. Because the Personal Training has the 25-minute session and 50-minute session. Each little green square represents a 25-minute session. The little grey squares mean the completed sessions.

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8AM	8AM		8AM		8AM	8AM
9AM	9AM	9AM	9AM	9AM		9AM
10AM	10AM		10AM	10AM		10AM
11AM	11AM		11AM	11AM		11AM
12AM	12AM		12AM	12AM		12AM
1PM	1PM	1PM	1PM	1PM	1PM	1PM
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Reserved

Finished

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The trainer has an “My Profile” module to edit their information that will show to the clients.

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11AM

11AM

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Reserved

Finished

My Profile



William Fox Tablot

Edit

Specializations : Weight Loss/Fat Loss

Qualifications : Certificate III in Fitness
Certificate IV in Fitness
Master Trainer Level 1

Quote : "The Only Easy Day Was Yesterday"

Calendar

My Profile

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Publish



This is what "My Profile" module looks like, it allows the trainer to edit their information shows to clients.

RADE

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
My Client

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11AM

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Reserved

Finished

My Profile



William Fox Tablot

Cancel Publish

Specializations : Weight Loss/Fat Loss +

Qualifications : Certificate III in Fitness

Certificate IV in Fitness

Master Trainer Level 1 +

Quote : "The Only Easy Day Was Yesterday"

Reset

Publish

When the Edit button was clicked, the text in my profile area will turn to an input box, and trainers can add more information when they click the “+” button. When trainer finish editing, they can click the “publish” button to update the profile

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12AM	12AM		12AM	12AM		12AM
1PM	1PM		1PM	1PM		1PM
2PM	2PM		2PM	2PM		2PM
3PM	3PM		3PM	3PM		3PM
4PM	4PM		4PM	4PM		4PM
5PM	5PM		5PM	5PM		5PM
6PM	6PM		6PM	6PM		6PM

Reserved

Finished

My Profile



William Fox Tablot

Edit

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Reset

Publish

All set! trainer can click the “publish” button on the right to publish this website and all change has been saved. Also, there are many features in the Site Builder, the trainer can use the Music module to access Spotify, Google Music & Amazon Music. And the News will be the top recent news from Google.

USE CASE 2.

A trainer would like to manage their Weekly schedule and add a client session for Thursday at 2pm.

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Site Builder

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MON 10/23	TUE 10/24	WED 10/25	THU 10/26	FRI 10/27	SAT 10/28	SUN 10/29
7AM	7AM	7AM	7AM	7AM	7AM	7AM
8AM	8AM	8AM	8AM	8AM	8AM	8AM
9AM	9AM	9AM	9AM	9AM	9AM	9AM
10AM	10AM	10AM	10AM	10AM	10AM	10AM
11AM	11AM	11AM	11AM	11AM	11AM	11AM
12AM	12AM	12AM	12AM	12AM	12AM	12AM
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2PM	2PM	2PM	2PM	2PM	2PM	2PM
3PM	3PM	3PM	3PM	3PM	3PM	3PM
4PM	4PM	4PM	4PM	4PM	4PM	4PM
5PM	5PM	5PM	5PM	5PM	5PM	5PM
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Reserved

Finished





After trainer publishes the website, the site builder will disappear. If the trainer needs it again. They can click the “Site Builder” button at the top right to access the site builder.


RADE


Peter

Search Results

Peter Castro

Peter Lee

Peter Wood

Not William ?
Sign Out

Calendar

<OCTOBER 10/23-10/29>

MON 10/23	TUE 10/24	WED 10/25	THU 10/26	FRI 10/27	SAT 10/28	SUN 10/29
7AM	7AM	7AM	7AM	7AM		7AM
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9AM	9AM	9AM	9AM	9AM		9AM
10AM	10AM		10AM	10AM	10AM	10AM
11AM	11AM		11AM	11AM	11AM	11AM
12AM	12AM		12AM	12AM	12AM	12AM
1PM	1PM	1PM	1PM	1PM	1PM	1PM
2PM	2PM	2PM	2PM	2PM	2PM	2PM
3PM	3PM	3PM	3PM	3PM	3PM	3PM
4PM	4PM	4PM	4PM	4PM	4PM	4PM
5PM	5PM	5PM	5PM	5PM	5PM	5PM
6PM	6PM	6PM	6PM	6PM	6PM	6PM

Reserved

Finished

Calendar

My Profile

My Client

Income

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Reset


Publish


Trainers can type in the search bar on the top left to search their client. On the example above, when trainers search “Peter”. The Results show three clients who named Peter.


RADE


Peter X

Search Results

Peter Castro

Peter Lee

Peter Wood

Not William ?
Sign Out

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< OCTOBER 10/23-10/29 >

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7AM	7AM	7AM	7AM	7AM		7AM
8AM	8AM		8AM			8AM
9AM	9AM		9AM			9AM
10AM	10AM		10AM			10AM
11AM	11AM		11AM			11AM
12AM	12AM		12AM			12AM
1PM	1PM		1PM			1PM
2PM	2PM		2PM			2PM
3PM	3PM		3PM			3PM
4PM	4PM		4PM			4PM
5PM	5PM		5PM			5PM
6PM	6PM		6PM			6PM

ReservedFinished

X

Calendar

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ResetPublish

Then, the user can drag the client from search results to add a client session by himself. And it is simple, just drag the profile image to the calendar and the client will turn to a little green square and fit the calendar. If the user wants to cancel this action ongoing. He can drag the client away from the calendar and release. There will be nothing changed.

RADE

Peter

X

Search Results

Peter Castro

Peter Lee

Peter Wood

Not William ?

Sign Out

Calendar

<

OCTOBER 10/23-10/29

>

MON 10/23	TUE 10/24	WED 10/25	THU 10/26	FRI 10/27	SAT 10/28	SUN 10/29
7AM	7AM	7AM	7AM	7AM		7AM
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9AM	9AM	9AM	9AM	9AM		9AM
10AM	10AM		10AM	10AM	10AM	10AM
11AM	11AM		11AM	11AM	11AM	11AM
12AM	12AM		12AM	12AM	12AM	12AM
1PM	1PM	1PM	1PM	1PM	1PM	1PM
2PM	2PM	2PM	2PM	2PM	2PM	2PM
3PM	3PM	3PM	3PM	3PM	3PM	3PM
4PM	4PM	4PM	4PM	4PM	4PM	4PM
5PM	5PM	5PM	5PM	5PM	5PM	5PM
6PM	6PM	6PM	6PM	6PM	6PM	6PM

Reserved

Finished

X

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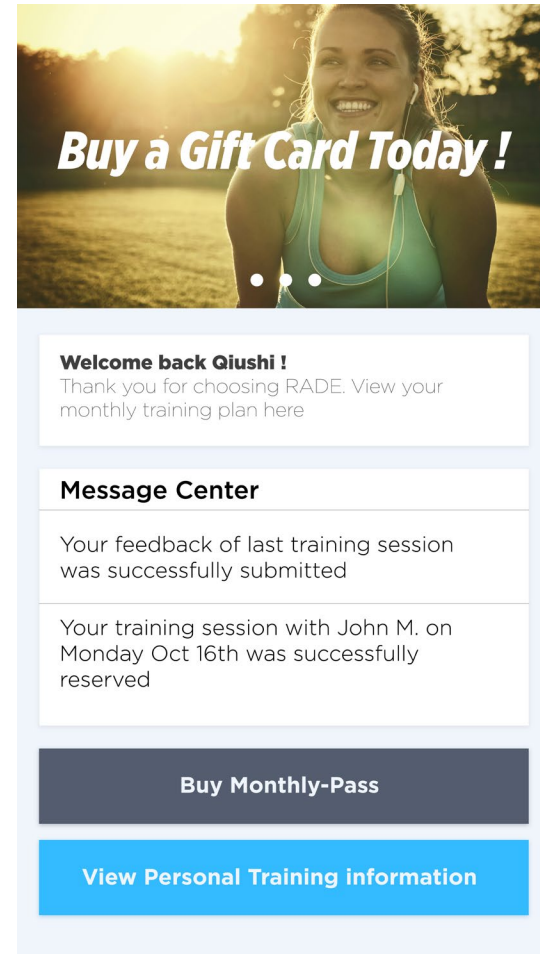
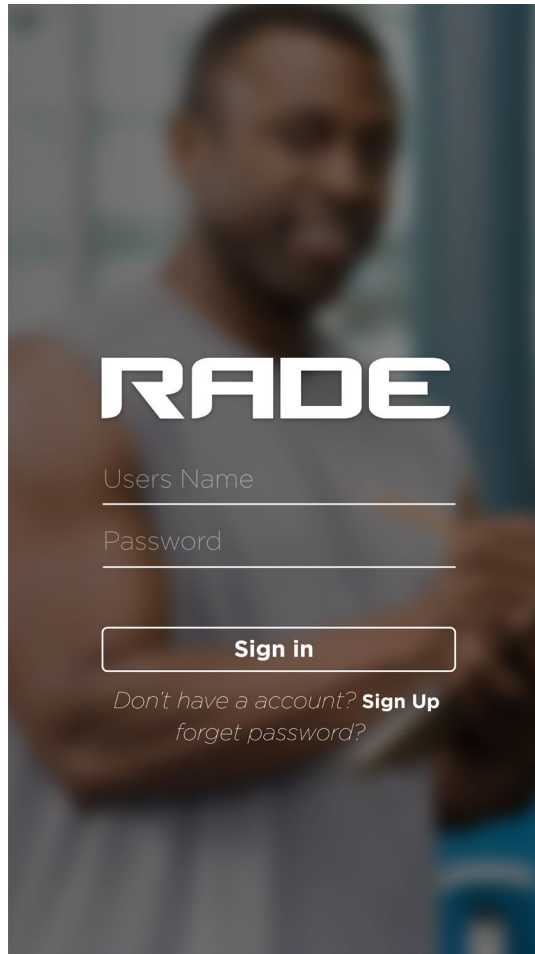
Reset

Publish

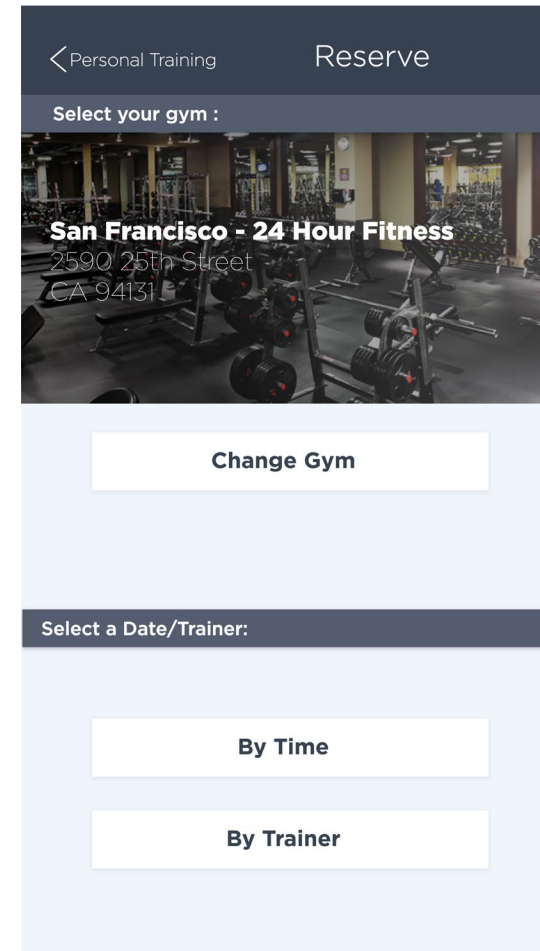
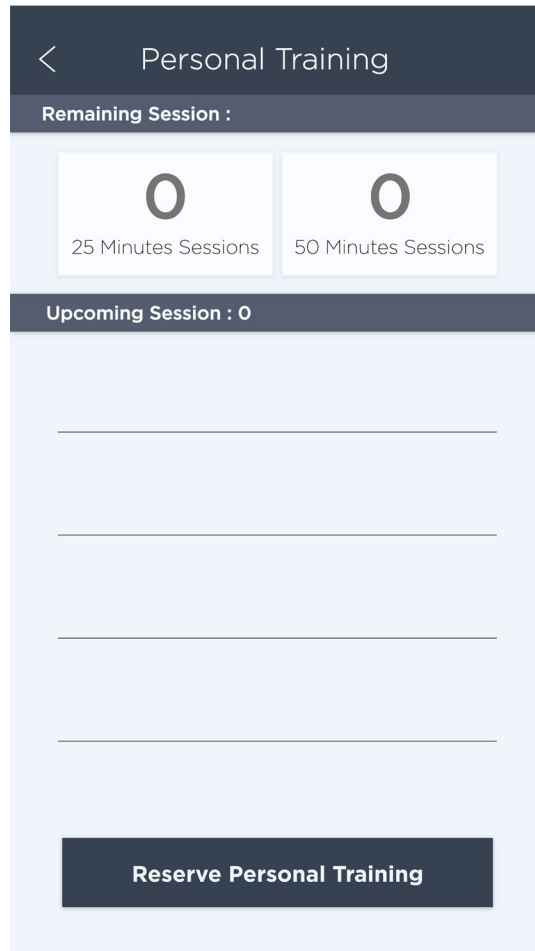
When the little square fit on the calendar. The reservation was completed. And there will be a small animation with a check mark to indicate the reservation was successful.

USE CASE 3.

A client would like to view a personal trainer's online profile, schedule a pilates training session for Friday, October 20, 2017 at 8am, and pay with ApplePay or Credit Card on their mobile device.



The User Login Screen and the Main Screen. The client uses the app to reserve their training sessions. Also, the user can buy Monthly-Pass to enjoy unlimited training for a month.



This is the personal training information screen. The clients can check their upcoming training session and reserve new training sessions here. The clients can reserve their new sessions by time or trainer.

< Reserve By Trainer

Select a date :

Thursday	Oct 19th, 2017	>
Friday	Oct 20th, 2017	>
Saturday	Oct 21st, 2017	>
Sunday	Oct 22nd, 2017	>
Monday	Oct 23rd, 2017	>
Tuesday	Oct 24th, 2017	>
Wednesday	Oct 25th, 2017	>

Next Week
▼

Cancel

< Reserve By Trainer

Select date, time and duration

Fri, Oct 20, 2017

7 am	25	50
8 am		
9 am		
10 am	25	50
11 am		
12 pm	25	
1 pm	25	50
2 pm		


Next Day
▼

Cancel

After the client chose their trainer, they will see what time is available for that trainer. And there are 25 minutes sessions and 50 minutes sessions, the client can choose between them based on their situation.

< Personal Training

Confirm Reservation

**\$59**
Willam T.

Date: Sat, Oct 20th, 2017
Time: 10:00 AM
Duration: 50 minutes
Club: San Francisco - 24 Hour Fitness
2590 25th Street
CA 94131

Select your Training Course:

Pilates Training ▼

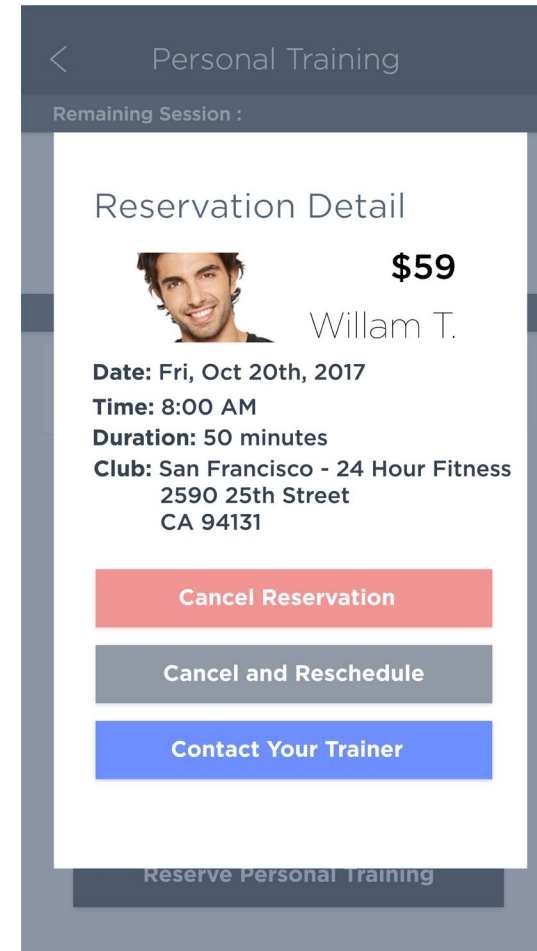
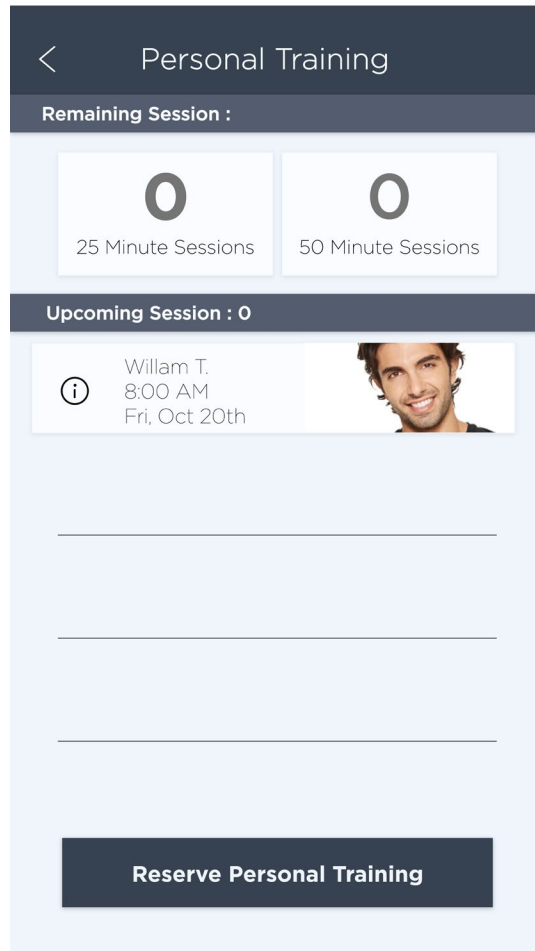
Pay with Credit Card

Cancel Apple Pay

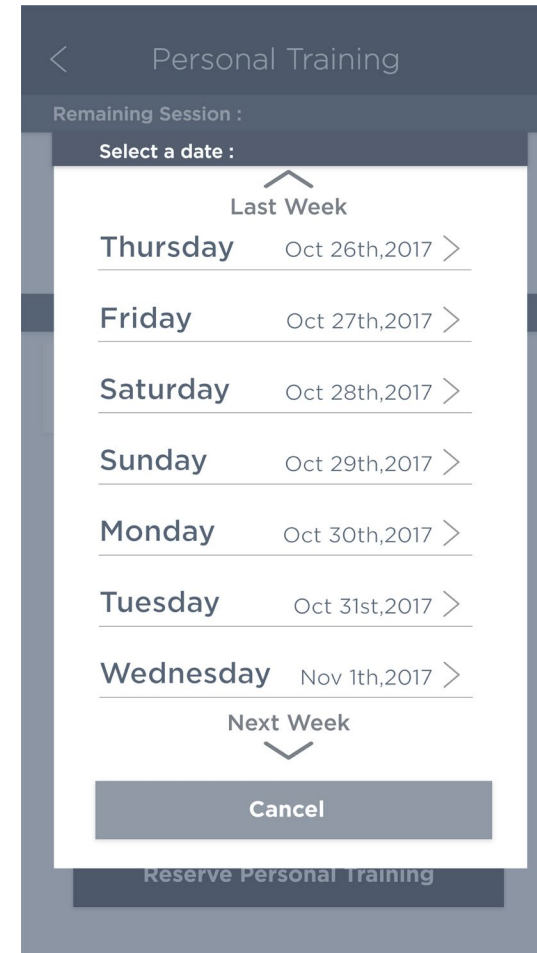
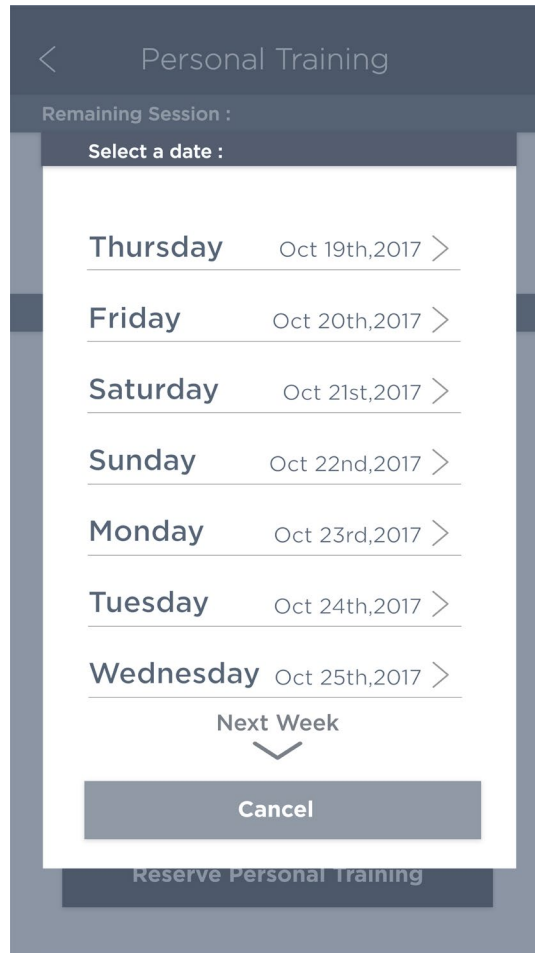
■ This is the reserve confirmation screen after the client chose their trainer and time schedule. The client will see the rate based on the training time. Trainers at the same gym will have the same rate. The client can choose their training preference and pay with credit card or Apple Pay.

USE CASE 4.

A client Would like to make a change to their training session by cancelling a scheduled training session for Friday at 8am and creating a new session for the following Saturday at 10am



In the personal training information screen, the client can see or edit their upcoming schedule. If they don't like the schedule they selected before, they can reschedule this session on the reservation detail page.



■ This is the screen to select new training time after clicking the reschedule button. The client can use the top and bottom button to scroll the weeks.

< Personal Training

Remaining Session :

Select date,time and duration

Sat, Oct 28th, 2017

7 am	25	50
8 am		
9 am	25	
10 am	25	50
11 am	25	50
12 pm		
1 pm	25	50
2 pm		


Next Day
▼

Cancel

Reserve Personal Training

< Personal Training

Confirm Reservation



\$0

Willam T.

Date: Sat, Oct 20th, 2017
Time: 10:00 AM
Duration: 50 minutes
Club: San Francisco - 24 Hour Fitness
 2590 25th Street
 CA 94131

Select your Training Course:

Pilates Training ▼

Confirm

Cancel

After the client chose the new time, a confirmation window will pop up. If the training time (i.e. 25min, 50min) is not changed, the client doesn't need to pay extra for the reschedule. This is the whole process of rescheduling a session.

A blurred background image of a man in a grey tank top in a gym setting, with other people and equipment visible in the background.

THANK YOU FOR WATCHING

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