

P R E S E N T S

Healthify

HEALTHIER || FITTER



Kartik Kumar
S3788894



Seth Danford
S3845406



Yun Sik Kim
S3826702



Anne M. Sunil
S3820057



Introduction

Healthify is a fitness tracking application specialised on intuitive direct usage and performing social activity, running on iOS platform. Main functionalities and design specification of the app are developed and modified based on user research held. Efficient and quick usage is the unique selling point of the app. The main functionalities are as follows: Quick and easy fitness tracking, Social activity function via fitness challenge, personal health tracking. In this report, final prototype of the work is included, run through user testing. The final prototype will be analysed by specifying which mobile design patterns are used to increase usability.

Prototype Link

Assignment 3 Prototype:

www.figma.com/file/pTQlvi5FN6uXM3wuZ6t6nF/Assignment-3-Backup?node-id=0%3A1

User Testing

To find suitable user group, our group has made a protocol.

The test is held by verbally asking user to achieve certain goal by using application prototype. All users followed exactly same script for consistency of the feedback.

Methodology

Recruiting:

1. Find a participant either through social media listings or through tracking down old interviewees (from assignment 1 interviews).
2. Ask Screening questions
3. Organize a time and place to meet (online or offline)

Before the test:

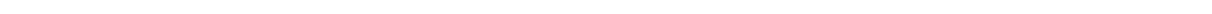
4. Meet User (online or in person)
5. Read Script
6. Ask pre-test questions

During the test:

7. Start recording with their permission
8. Ready out each task to them before starting that task
9. Make notes on observations
10. Only give subtle hints on how to navigate I absolutely necessary

Post-test:

11. Ask post test questions
12. End recording
13. Answer any queries they might have
14. Say goodbye

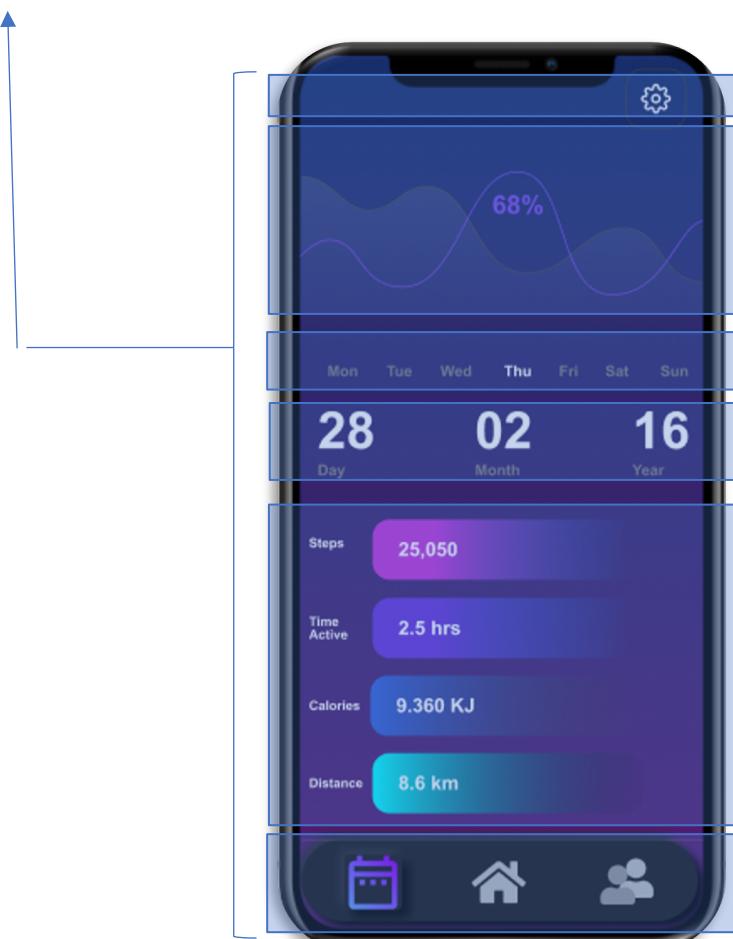


Pattern Description

Design patterns are an essential part of all mobile applications today, as they combat many of the different design issues that one may face when designing a mobile app. These design patterns have all already been conceived, which makes the job of a UX designer much easier. Some quite common mobile design patterns include vertical stack, bottom navigation, and thumbnails and text lists. All these common mobile design patterns are used in a host of applications in order to make the user experience an order of magnitude better.

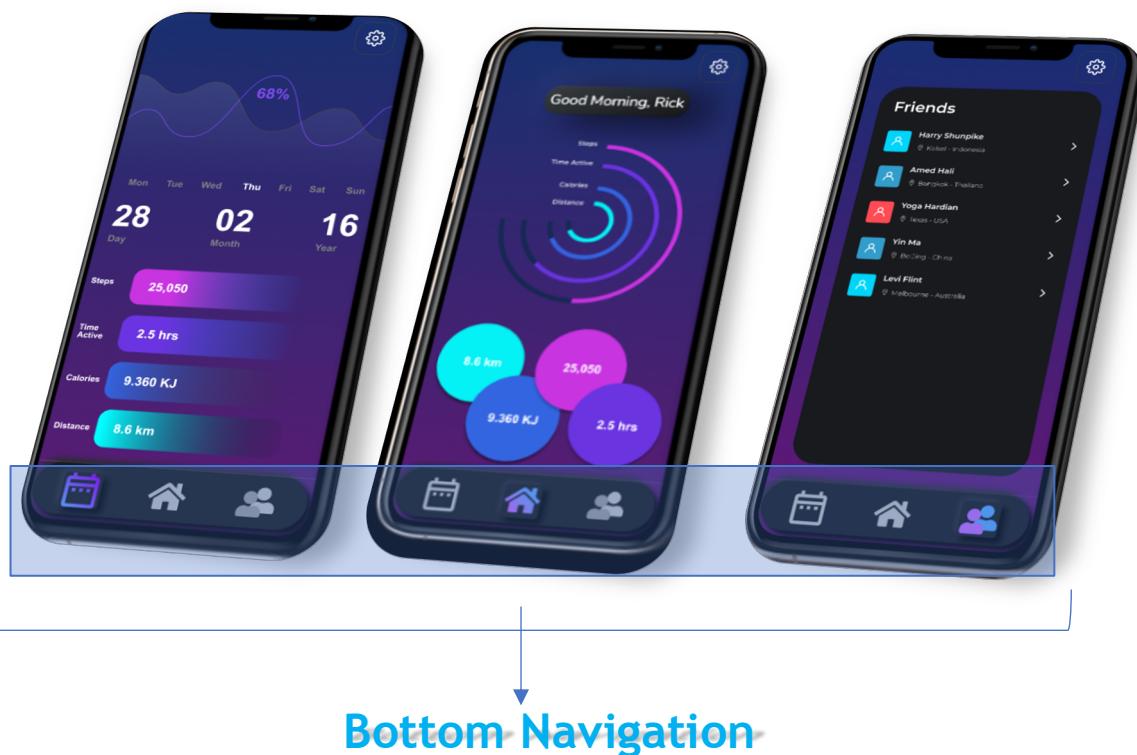
All of the design patterns mentioned above in an efficient and aesthetic way inside our Healthify workout app. A description of how these patterns are being employed can be found below.

Vertical Stack

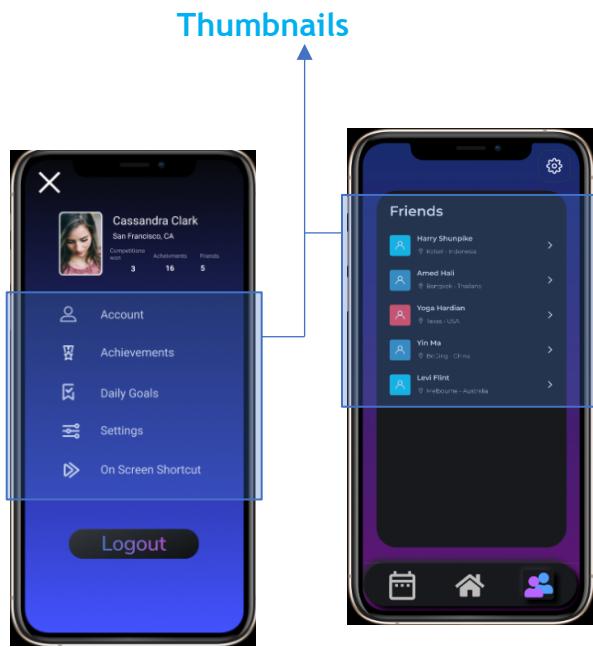


This page of the application follows the vertical stack pattern in that it arranges content in such a way that it breaks up all of the major components and stacks them up vertically. At the very top we have the options button, stacked below that we have the graph showing how close the user came to completing their daily goal that day, below that we have showing the days of the week with the current one highlighted, stacked below that we have the actual date, under that we have more health data (also stacked in itself) and finally the bottom navigation bar at the bottom of the stack.

Bottom Navigation



The bottom navigation bar can be seen almost throughout the entire Healthify application. This bottom bar allows the user to view essential information and find main features far more easily. The bar allows them to navigate the app without having to go all the way back to the main menu every time. This also makes it easier for user to explore the app and navigate it in shorter amounts of time compared to if the bottom bar was not there. Due to the popularity of bottom navigation bars, new users will be able to easily recognise this layout from other apps that they might use like Instagram.



Thumbnails are very common in many applications due to the fact that they allow the user to know what they are getting into before they select an option. In the Healthify app, thumbnails are used in the settings menu and in the friend's section. This allows our users to navigate quickly and makes the app flow much better. All of the thumbnails in Healthify only carry the most essential information to avoid clutter and allow the user to make quick and intuitive navigation decisions.

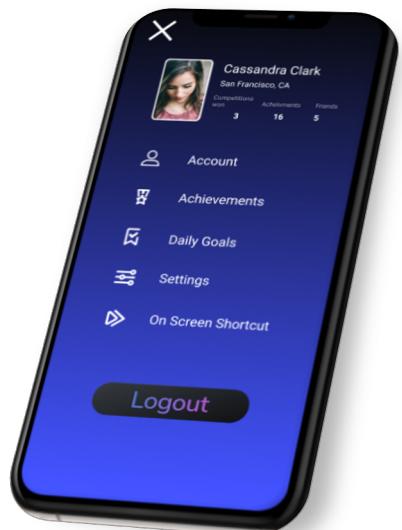
Generous Boarders



No user likes tiny buttons in a smartphone app, especially considering how small the size of a smartphone screen already is. Throughout Healthify we have used moderately sized buttons in order to compensate for any tapping inaccuracies while the user is using the app. An example of the large button sized can be found in the settings menu with the logout button and in the friends section when selecting a friend. The large buttons allow users to navigate swiftly and smoothly with room to spare.

Sidebar Navigation

The Healthify app also has a sidebar, which can be accessed from any of the main pages by tapping the gear icon in the top right corner of the screen. This allows the user to have quick and easy access to some of main features of Healthify, like the daily goals and on screen shortcuts. The sidebar also offers some important maintenance based features like achievements, settings and account. This allows the user to edit their profile (some of which can be seen already in the sidebar) and view their achievements. The sidebar also features a quick look at some of the main profile stats like competitions won, achievements achieved and friends.



User Testing Results

Application name - Healthify		
Date: 14/06/2020	Time: 4:00 PM	Facilitator: Anne Maria Sunil
Task 1	Log in and start a competition with a friend.	
Observations:	<p>The user was able to quickly navigate through the login page. Once the user reached the main page, he easily identified which button from the bottom navigation bar would open the list of friends. The user then clicked the friend and pressed the start competition button. This whole process took less than 20 seconds</p>	
Task 2	Set up an instant workout	
Observations:	<p>When the user was asked to do this, he looked at the home page for a long time and checked different buttons on the navigation bar. Since the user was not able to figure out how to set up an instant workout, I changed the wording of my scenario and asked him how to put the setting for instant workout. It was only after this that he realised he was supposed to press the settings button. Once he pressed the setting button, he was able to select the on-screen shortcuts and enable instant workout. When he went back to the main page, he took a little time to realise the start button had appeared on the screen. He commented that it would be better if the start workout button were a bit bigger. He was then able to easily start and stop the instant workout.</p>	
Task 3	Set up a daily goal for an everyday workout.	
Observations:	<p>The user was able to do this task pretty quickly as he has already opened the settings button beforehand for the previous task and remembered the daily goal button. He then easily opened the daily goals button and easily managed to set up his daily goals. The user took approx. 11 seconds to complete this task.</p>	

Result of the test: The user was very cooperative and enthusiastic about the test. He commented that he liked the aesthetic of the whole application. The user said he had used many fitness apps before to keep track of his exercise. He also said he

liked the start a competition with a friend feature as he thought it was unique and motivates a person to do well. He also said he would change the wording of the instant workout as that part(during task 2) confused him

Application name - Healthify		
Date: 13/06/2020	Time: 11:30 AM	Facilitator: Seth Danford
Task 1	You have just gotten the app and your friend asks you to start a competition with them.	
Observations:	After looking at the login screen for about half a second, they were able to log in. After playing around with the navigation for about a minute they were able to find where to start a competition, user complained that the start competition button should be a bit bigger and more obvious. Once the competition was started they were easily able to go back and check on how their friend was doing in the competition	
Task 2	You heard of a feature in your new app called instant workout and you want to set it up.	
Observations:	The user had trouble finding where to set up the instant workout even after visiting settings twice, the user said allowed during the test that the setting should have been labelled differently. Once the setting was found, they were easily able to set up the workout, return to the home screen, and start and stop the workout	
Task 3	You've been procrastinating lately over working out and you want to set up daily goals in order to dedicate yourself.	
Observations:	It would appear that since the user had already visited settings in the last task they remembered where to find the daily goals. Thus, they were able to find and set up daily goals quickly, though it would appear that they did not notice the correlation between the points on the home screen and their daily goals, perhaps a better hint as to what that is about is required.	

Result of the test: The test itself went quite well, the participant was very cooperative and eager to give a thorough review of our application. One comment I got from the participant was that I sounded robotic while reading the script before the actual testing which they say they found slightly funny and creepy. This is definitely something that I could improve on for next time by making my voice sound a bit more genuine.

Another thing I found to be not such a great idea was the meeting place for my user test. For my particular user test, I was able to meet my participant in person,

which was great, but the meeting place I chose was the dining hall, which I thought would be a good environment since it is where many people tend to use their phone while eating meals. Even though I meet them in between meal times, kitchen activity could still be heard in the background of the audio recording even though it wasn't that apparent to me at the time of the user test.

During the test I did find it hard to take observation notes while the participant was thinking out loud. Obviously, I cannot tell the participant to be quite so this is something that will have to be improved over time.

Application name - Healthify		
Date: 15/06/2020	Time: 6:00 PM	Facilitator: Yunsik Kim
Task 1	You have just gotten the app and your friends ask you to start a competition with them.	
Observations:	When test started, user stared at the main UX page for few seconds. It seemed like he is agonising which button to click between 'setting' button and 'People' button. After he touched 'people' button, he fluently touched one of the friend buttons, and successfully pressed 'Start Competition' button. Then he pressed home button, and asked if the task is done. He was bit confused if the competition was still running saying "I can't see any competition is running sign."	
Task 2	You heard of a feature in your new app called instant workout and you want to set it up.	
Observations:	The user first asked "what is Instant workout?". He then pressed 'setting' button, and pressed 'On screen Shortcut'. He successfully made the task by pressing Cycle bar. The user said "Why there is no instant home button?"	
Task 3	You've been procrastinating lately over working out and you want to set up daily goals in order to dedicate yourself.	
Observations:	The user seemed like get used to the app now, he clicked the 'setting' button, clicked 'daily goal' and accomplished the task 3. He said "I really need home button".	

Result of the test: The fourth participant was 22 years old university student, who have experience of downloading the fitness app, but doesn't have much

experience of it. At the start of the test, It seemed like he needed some time for the adjustment, however at the

Application name - Healthify		
Date: 12/06/2020	Time: 1:30 PM	Facilitator: Kartik Kumar
Task 1	Start a competition with your cousin Harry	
Observations:	<p>The user swiftly passed through the login page in a matter of seconds. They swiftly clicked on the '<i>People</i>' option of the bottom navigation. The user quickly saw their cousin Harry they tapped on Harry's profile, there they saw the '<i>Start Competition</i>' button. After tapping that button the competition started.</p> <p>Total Time : 10 ± 3 seconds</p>	
Task 2	Set the ' <i>instant workout</i> ' feature of the application for a busy day of yours	
Observations:	<p>The user with a heavy doubt went to the '<i>Calendar</i>' option in the navigation. After finding nothing there the user with a confused look clicked on '<i>settings</i>'. They abruptly missed the '<i>On-screen shortcut</i>' button. They returned back to the '<i>Home</i>', after moving a bit here and there the user tried tapping on every option inside '<i>settings</i>' then figured out that they needed to tap on '<i>On-screen shortcut</i>' for setting the '<i>instant workout</i>'. After configuring there workout they tapped on '<i>start workout</i>' very easily</p> <p>Total Time : 25 ± 5 seconds</p>	
Task 3	Set-up ' <i>Daily goals</i> ' for a day at university campus	
Observations:	<p>The user at this point looked quite familiar with the app, without a blink they flashed to the '<i>settings</i>' icon, as they had tried clicking every option inside it. Our user quickly found out the '<i>Daily Goals</i>' option and tapped on it.</p> <p>Then they started the workout with their custom '<i>Daily Goals</i>' setted-up</p> <p>Total Time : 8 ± 2 seconds</p>	

Result of the test: The test went really well, the participant user who was a 23-year-old male studying Master's of Data Science at RMIT University itself, was very helpful. He listened to every instruction and script eagerly.

The participant specially mentioned that he struggled with the ‘instant workout’ feature as it was the most frustrating for him to find because it wasn’t named correctly.

Though the participant took normal time but he lost track at some instances which implies that there is a scope of improvement in placements and usage of icons. The participant also suggested to make the background of the app a bit calming according to them the app is ‘too active’, he suggested that some days he wants to do Yoga or someday ‘Biking’. ‘Moving towards just the active theme wont make it universal’ I quote my participant.

The Script

Hi _____, my name is <Interviewers Name> and I will be running you through this test. As you must already be aware you are here to help us test our prototype for our new health and fitness app, Healthify.

I would like to make it very clear from the very beginning that it is our prototype that is under examination and not you. There is no right way or wrong way to use this app, so it is not possible to make mistakes. In fact, this is probably the only place where you don't have to worry about making mistakes. We are conducting this test to observe how users will use our app (when they have no prior knowledge of how to use it) and are looking for ways to improve our app and make a better product.

We want to hear your honest opinions and precise thoughts and don't worry about offending us. We are open to constructive criticism.

It is crucial that you talk aloud and give voice to your thoughts, actions, and opinions as you are using the application as that is the only way for us to gather information on how you are able to navigate through the application.

On the off chance that you have questions, simply inquire. I will be unable to answer them immediately since we want to know what you will do when you don't have somebody sitting close to you or guiding you. Still, I will attempt to respond to any inquiries you may have once we are done.

You might have noticed that camera. With your consent, we're going to videotape the screen of your device and your reactions to what's happening. The video will only be used to help us find out ways to improve our application, so no one, but the people working on the project, will see it. This benefits me, too, as I don't need to take too many notes. There are also some people watching the video in another room.

I am going to ask you to sign this permission form which will simply allow us to videotape you during this whole process. Keep in mind that this tape will only be used by people working on the project. It also states that you won't be able to talk to anybody about what we are showing you today since it has not been released to the public yet.

Do you have any questions before we get started?

Background Information Question

Before we start the procedure, I would like to ask you a few questions

1. What is your name?
2. How old are you?
3. What course are you pursuing in RMIT?
4. Have you ever used fitness apps before? If you have please elaborate.
5. On average how many hours a week do you spend exercising?

Usability Test

First, I am going to ask you to look at the application and tell me what you think it is, what feature strikes you first? And what do you think you would click first.

For now, don't actually click anything just tell me which button you would click and what you think is the function of that button.

Please keep in mind to think out loud so we know exactly what you are thinking about while going through the process of using the app for the first time as this will help us.

Post-test Questions

What was your favourite aspect/ feature of the app?

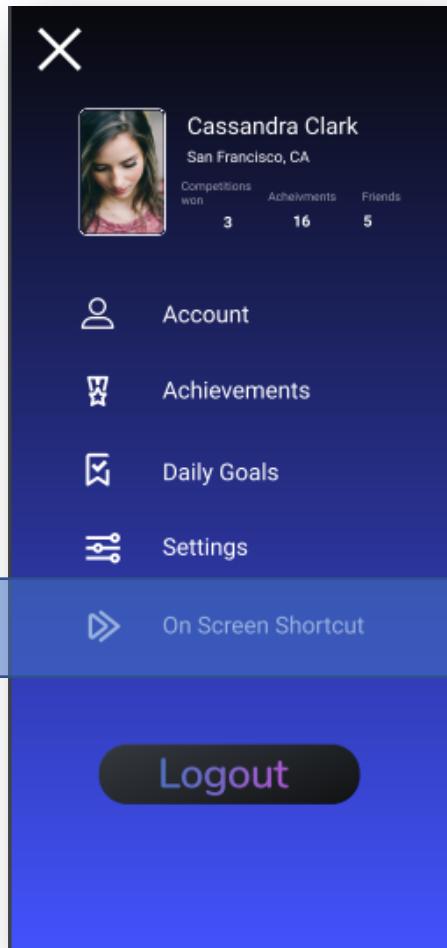
What was the most confusing part of the test?

Would you use this app to help keep track of your fitness?

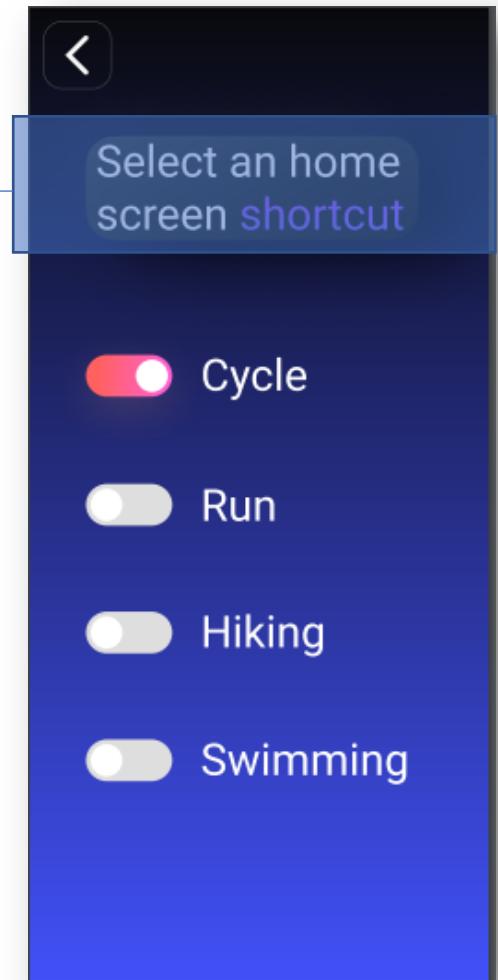
Would you recommend this product to your colleagues?

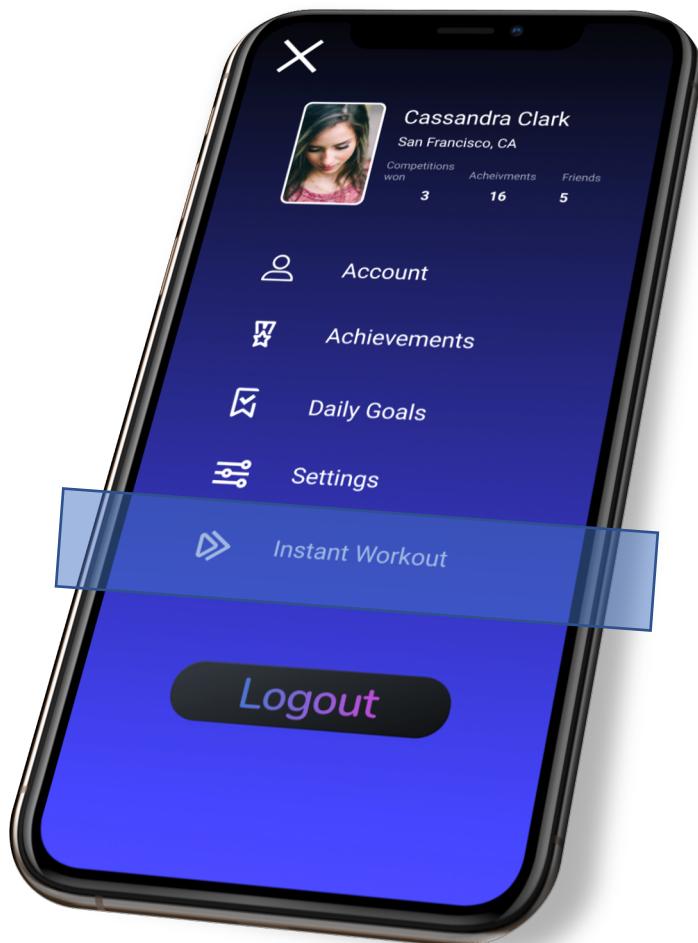


Design Amendments



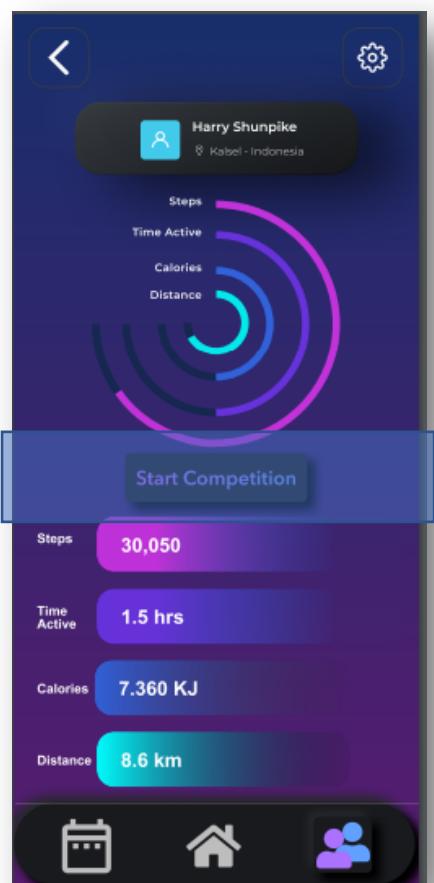
As it is clearly observed in the user tests, there was a lot of ambiguity seen when participants were trying to set-up the '*instant workout*'. After clever investigation it was seen that '*On Screen Shortcut*' option was causing the issue.





The improved prototype

The buttons size appeared the problem to many users. They said a lot of data was visible but they couldn't properly see how to start something in actuality.
Prominence of buttons and options definitely sees some scope of improvement



Improved prototype



Prototype Screenshots

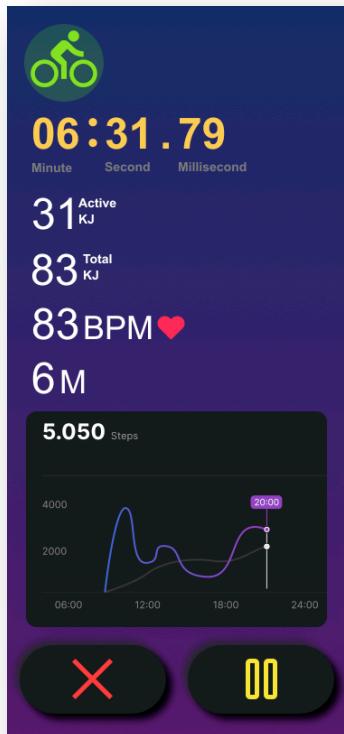
General



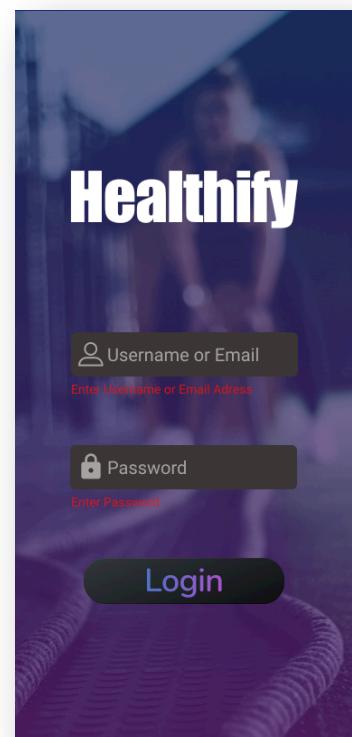
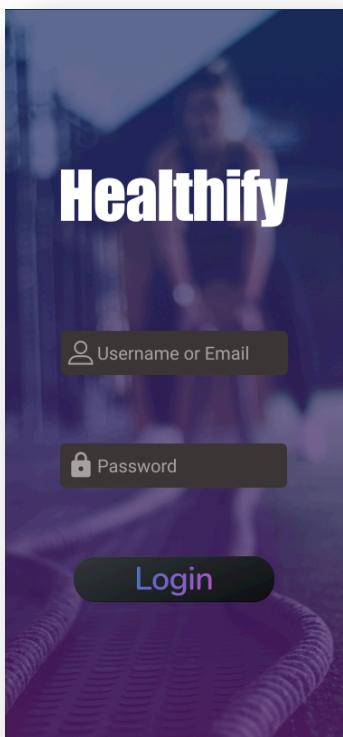
Sidebar Menu



Workout



Login Page



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Figma. 2020. *Assets Resources Section*. [online] Available at: <<https://www.figma.com/resources/assets/>> [Accessed 16 June 2020].

Figmaresources.com. 2020. *Figma Resources*. [online] Available at: <<https://www.figmaresources.com/>> [Accessed 16 June 2020].

-----END OF ASSIGNMENT-----

Thank you for a great semester,

Regards

Kartik Kumar

Seth Danford

Yunsik Kim

Anne Maria Sunil