

Insight Identification Template

Google UX Design Certificate

1. Based on the theme that: 80% users were impressed by the idea but have worries that it would not work on their situations (4 out of 5), an insight is: that users could have more examples to inspire them.
2. Based on the theme that: 1 out of 5 users think some titles or sections are not clear enough at first glance, an insight is: improvise the user experience for information display.
3. Based on the theme that: 2 out of 5 participants would like a faster way to make a repeated class, an insight is: some options for users to make repeated appointments is needed.

