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“Assignment.3”

About the Lose it! App:

The Lose it! app is one of the top weight loss apps in the world. The Lose it! app allows users to keep track of calories by using a database API that contains a list of over 10 million food products. Of the users that have used the Lose it! mobile app, over 74.7 percent of the users have achieved significant weight loss.

Steps that I completed for the cognitive walkthrough:

1. To identify and define the users that were most likely to use the Lose It! App.
2. To study and learn what tasks would be most important for most target users to accomplish their goal of losing weight by utilizing the Lose It! App.
3. To use a Google Sheets software, I set-up a spreadsheet to organize all of the major tasks as well as write out all of the steps needed to accomplish all of the major tasks

Scenario:

Sara just downloaded the app called Lose It! The reason that she downloaded the app is because she needs to lose weight in order to begin interviewing for a new job and look a little more presentable. Ana has battled with weight loss her whole life. So, she knows it will not be easy to lose weight. However, Ana Ivanovic has heard incredible news about the new calorie counter Lose It! and how the app has helped friends and relatives not only lose weight, but also maintain a healthier lifestyle. Now, Ana is about to begin her own personal journey by learning and using the Lose It! App

Core Tasks:

Task 1) To Sign-up for the Lose It! App from the Home page


Task 2) To set a goal to lose 20 lbs by January 2023

Questions:

1. Will the user try to achieve the right effect?
2. Will the user notice that the correct action is available?
3. Will the user associate the correct action with the effect that the user is trying to achieve?
4. If the correct action is performed, will the user see that progress is being made toward the solution of the task?



Figure 1 Interface



- 1** Set your email & password
- 2** What units do you prefer?

☒ US ☐ Metric
- 3** Tell us a bit about yourself

☐ Male ☒ Female

Height

5

feet

7

inches

Birthday

Jan

1

1975

Weight

Current

lbs

Goal

lbs
- 4** Set your weight loss plan

☐ Maintain current weight
☒ Lose 1/2 lb per week
☐ Lose 1 lb per week
☐ Lose 1 1/2 lbs per week
☐ Lose 2 lbs per week

Sign Up

Figure 2 Interface 2

Individual Steps:

For Task 1: Sign-up for the Lose It! App from the Home page

1. User Presses “Sign In”Home > Sign In
2. User Presses “Create One Now” to set up a new profile.....Sign In > Create One Now
3. User Sets “E-mail & Password” Sign In > Create One Now
4. User Sets the Units.....Sign In > Create One Now
5. User Sets Gender, Height, Birthday and Weight..... Sign In > Create One Now
6. User Sets Weight Loss PlanChoose how you lose It! > Finish

For Task 2: Set a goal to lose 20 lbs by January 2023

1. Click the “Goals” ButtonHome > Goals
2. Click “Start a New Plan” Goals > Start a New Plan
3. Set “Starting Weight” & “Goal Weight”Establish weight loss > Personal Profile
4. Click NextYour Profile > Your Weight Loss Plan
5. Click Previous Your Weight Loss Plan > Your Profile
6. Click Next to go back to the “Your Personal Profile” page. Weight Loss Plan > Your Profile
7. Click Next after verifying “Your Personal Profile” page is correct..... Your Profile > Your Weight Loss Plan
8. Make the Weight Loss Goal Be Complete by January 2023.....Your Weight Loss Plan > Your Weight Loss Plan
9. Click Edit Plan Goals > Edit Plan
10. Update the Weekly Weight Loss to achieve the weight loss by January 2023..... Goals > Edit Plan

Findings:

Step 1

User Presses “Sign In”

Main Issue:

The user should not need to press the “Sign-In” button to add his/her profile to the system.

Q: Will the user try to achieve the right effect?

Ans: The user will attempt to find a button that allows the user to sign-up for the Lose It! App.

Q: Will the user notice that the correct action is available?

Ans: The “Sign In” button needs to have another button close to it that invites the user to “Sign Up”

Q: Will the user associate the correct action with the effect that he/she is trying to achieve?

Ans: It seems odd that the user needs to press the “Sign In” button to add his/her profile to the system

Q: If the correct action is performed, will the user see that progress is being made toward a solution of his/her task?

Ans: When the user clicks the “Sign-In” button, the user is taken to another page

Step 2

User Presses “Create One Now” for a new profile

Q: Will the user try to achieve the right effect?

Ans: The user will attempt to find the “Create New Profile” button. However, the user will be disappointed only to find a button that says “Create one now”

Q: Will the user notice that the correct action is available?

Ans: The light grey text next to the “Create one now” button is too light for seniors with bifocals and blends into the page, causing the text label to be skipped by a user who is skimming the page to find the exact affordances that will fit the user’s mental model for creating a new profile.

Q: Will the user associate the correct action with the effect that he/she is trying to achieve?

Ans: If a user is able to understand that he/she is going to be able to create a new profile by clicking the button “Create one now,” then he/she will have accomplished the user’s desired effect to satisfy the user’s goal.

Q: If the correct action is performed, will the user see that progress is being made toward solution of his or her task?

Ans: After clicking the “Create one now” button, the user may understand that he/she has landed on the create new profile page. However, there is no title and no directions to indicate to the user that the user is actually on the “Create New Profile” page

“Findings Summary”

Steps	Findings	Recommendations
User Presses “Sign In”	The user should not need to press the “Sign-In” Button to add his/her profile to the system.	It would be much more inviting to the user if the “Sign-In” button has a “Sign-Up” button next to it that invites the user to “Sign Up” for the Lose It! App and not just a “Sign-In” button.
User Presses “Create One Now” for a new profile	The main issue that I find after clicking the “Create One Now” button is that when I land on the actual profile page, there is no title on the page to indicate that the page is actually a “Create New Profile” page. Because of this, I never really know if I have landed on the profile page.	To add a title at the top of the “Create New Profile” page to indicate that the page really is going to allow the user to create a new profile account.

User Presses "Create One Now" for a new profile	The user will attempt to find the "Create New Profile" button. However, the user will be disappointed only to find a button that says "Create one now."	r will be disappointed only to find a button that says "Create one now." To replace the "Create One Now" button with a new and prominent "Create New Profile" button that stands out at a prominent location on the page.
User Presses "Create One Now" for a new profile	The light grey text next to the "Create one now" button is too light for seniors with bifocals and blends into the page, causing the text label to be skipped by a user that is skimming the page to find the exact affordances that will fit the user's mental model for creating a new profile	To replace the "Create One Now" button with a new and prominent "Create New Profile" button that stands out at a prominent location on the page.
User Sets the Units	One of the more subtle issues that I found with the form was when the profile requested a unit of measure as either US or Metric. This can be confusing because currently in the United States, the metric unit of measure is becoming more and more common.	To replace the current unit labels with "US/ lbs" and "Metric/ Klbs." This will prevent users from going out of their way to call tech support to prevent company inefficiency.
Set "Starting Weight" & "Goal Weight" needed to lose 20 lbs	For this step, the main issue is that, as a user enters his current weight and his goal weight, there is no indication of exactly how much weight will be lost.	To place a calculated textual indication regarding how much weight will be lost that changes in real time as the user enters his/her current weight and goal weight in the form fields

The End!