

Participant 1: Janice

A manager at a bakery who deals with many customers per day and feels the stress of having to manage the many orders that they receive.

General Thoughts

- Has not found an app that works for her specific stresses.
- Wants something to help her manage her day to day activities.
- Would be interested in a tracker or log for her thoughts throughout the day.
- Feels stressed & burntout often

Feedback

First look:

- Weekly summary is too close to the trackers
- There is no pressure to self-help, which she likes

Progress Screen:

- Likes the organization
- Would like components to be bigger or smaller depending on importance
- Would like neutral tones and colors

Mental Health Tools

- Would expect outreach tools
 - Ex. a chat feature to a helpline
- Would like a tool box for mental health

Daily Check in

- Feels like the answers options could be more open-ended
 - Some days it's hard to answer
- Would like to be asked more questions - currently seems surface level

Task Scenarios

Identify task-specific issues and notes

Task #1 - Connect with Doctor

- Assumption was to go to the Appointments screen
- Wrote a brief note to sum what she was feeling
- Set up the appointment
- Slight confusion on 'Share Data' buttons.
 - Hesitation came from not knowing what other options were available
 - Although likes the concept of the feature, just would like it to be a little more clear
- Felt neutral after completing task

Task #2 - Manage your Trackers

- Clicked around
- Looked at the money tracker
- Lots of confusion
- Wasn't able to complete the task
- Was very confused and would have liked a big plus button so it's clear on how to add a new tracker
 - Didn't know where to go otherwise
- The visualization of the data makes sense, but managing (adding/deleting) does not make sense

Participant 2: Beth

A 3rd year university student who finds herself often overwhelmed trying to manage her deadlines and social life.

General Thoughts

- Does not use any apps to manage stress
- Many apps have ads or restrict features which require her to pay to access them
- Finds it hard to be consistent with those apps
- Would use a mental health app for daily log in
 - Interested in a large tool box of different features
 - Would be interested in a notes feature to write down what she's feeling per day
 - Interested in a 'Notion' setup for mental health
 - Minimal setup but also calming

Feedback

Progress Screen:

- Small difference between the boldness of the fonts
- Little to no hierarchy of information
- Doesn't calm her down

Mental Health Tools

- Would expect to see a screen of all the different tools available
- Would like an add/edit button to favourite features

Daily Check in

- Have you eaten Question
 - The answers are numerical but the final answer is not - inconsistent
- Physical Pain Question
 - Assumes it's not soreness
- Feels uncomfortable with making choices that feel like it's being 'set in stone'

Task Scenarios

Identify task-specific issues and notes

Task #1 - Connect with Doctor

- Felt pretty straightforward
- Share Data buttons
 - Would like it to be the data that she already has logged into the app
- Confirm
 - Would like an add to calendar button at the confirmation screen

Task #2 - Manage your Trackers

- Very confused during this task
- Would also like to rearrange the order of her trackers
- Would like the weekly summary to be on a different page
- Wants the home page to be more the mental health tools and the tracker page on its own
- Feels very overwhelming to be hit with lots of numbers and information
 - Doesn't feel calming and reminds her of all the things she HASN'T done
- Feels like it managing her trackers adds more tasks to her life

Participant 3: Vicki

Works part-time at a bakery dealing with many customers per day.

General Thoughts

- Does not use any apps to manage her stress
- Would use a wellbeing app to make schedules without writing them down
- Feels stressed often

Feedback

Progress Screen:

- Feels a little cluttered to her
- All the boxes look the same, hard to differentiate what's going on
 - None of the boxes draw her eyes when she's skimming through the content
 - Might be easier if all the trackers were under one box instead of multiple

Mental Health Tools

- Would like to have videos to watch to help her break out of thought patterns
 - A schedule maker / organizer

Daily Check in

- Not too cluttered, easy to read and follow
- Phrasing on some buttons could be better
- Regarding the 'pain' question
 - People have different pain tolerances, which would make answering the question a little difficult

Task Scenarios

Identify task-specific issues and notes

Task #1 - Connect with Doctor

- Might be easier to visualize the dates if there was a small calendar
- Hard to visualize the dates between now and the date of the appointment
- Same thing for confirmation screen, some sort of visual to help see how far away the appointment is

Task #2 - Manage your Trackers

- Couldn't find out how to manage trackers
- Felt too cluttered and couldn't understand what to tap on

Participant 4: Jesse

A manager at the store he works at. He deals with many high tense situations everyday.

General Thoughts

- Does not use any apps currently
 - Keeps busy and maintains his stress through his hobbies
- Would only use a wellbeing app if they were in a place where they didn't know what to do
 - Would be more comfortable using an app than going to a person
- Very rarely feels stressed or burntout.

Feedback

Progress Screen:

- Likes the navigation
- Likes the simplicity
- Able to quickly understand what is going on, but would like more color

Mental Health Tools

- Assumes to see methods on how to help themselves / cope throughout the day
- Would be interested in some sort of algorithm that learns which methods work best for him

Daily Check in

- Likes the answers, feels very casual
- Questions were general and didn't feel over aggressive
- Not too many questions - just right
- Liked it overall

Task Scenarios

Identify task-specific issues and notes

Task #1 - Connect with Doctor

- Tapped on appointments
- Liked the empty state text field telling him what to write
- Would like the option to choose any clinic or doctor instead of just his family doctor/clinic

Task #2 - Manage your Trackers

- Looked around the progress screen and tapped on habit tracker
- Feels self-explanatory to him
- Was slightly confused about the arrow icon and would like something else to indicate that he could tap on it

Participant 5: Mo

Works for the government and is in high-pressure situations working with other people and making sure he finishes his work by the deadlines.

General Thoughts

- Does not use any applications currently to manage his stress
 - Did not know stress help apps existed
- Would use an app for monitoring and tracking stress levels & sleep patterns
- Currently only uses a meal tracker
- Feels stressed & burnt out often

Feedback

Progress Screen:

- Likes the greetings and the components at the top
- Likes the weekly progress
- Unsure about the habits category
 - Assumes that it can be customized
- Would like a help button or tooltips to explain the different categories

Mental Health Tools

- Would expect to see something to put in readings of blood pressure, or get information from other health apps (ex. Apple Health app)
- Links to videos or guides on how to manage stress
- Links to local counsellors or local gyms to help people manage stress in a healthy way

Daily Check in

- Not overwhelming
- Many people have different approaches to their eating lifestyle
- Answering the pain question is a little difficult since he has constant pain from his back injury

Task Scenarios

Identify task-specific issues and notes

Task #1 - Connect with Doctor

- Went straight to appointments
- Felt straightforward, and easy
- Didn't have to click around too much

Task #2 - Manage your Trackers

- Went to tools page
- Looked at habit tracker
 - Was confused on where to go, and what to do
- Would like the ability to easily customize and add multiple habits to the progress page
- Would be interested in a way to share their habit progress to social media or friends

Participant 6: Higgins

A Product Designer currently working at a startup that deals with consultations and helping other companies with their product design.

General Thoughts

- Goes on to social media to relax (TikTok, YouTube)
 - Doesn't use anything to specifically help with her stress
- Uses Google Calendar extensively to help her plan and schedule her days out
- Feels very stressed and burnt out due to her poor time management skills

Feedback

Progress Screen:

- Would like to see more direct information at the top - (Did you sleep well component)
- The up and down arrows under weekly progress should be positioned whether it's an increase or decrease
- Order of components under weekly progress don't make sense to her

Mental Health Tools

- Expects tools to help her with food, sleep, etc.
 - Help her improve the goals she has
- Heart icon for the navigation, but star icon for favouriting doesn't make sense to her
- Meal Tracker tool would be helpful

Daily Check in

- Confused about the answers for "have you eaten today"
 - Would like 'Yup' to be changed to '3 or More'
- Answers begin most to least, but then switch to least to most
- Likes the progress bar
- The confirmation page at the end feels awkward and empty

Task Scenarios

Identify task-specific issues and notes

Task #1 - Connect with Doctor

- Tried to go to tools and looked at local clinics & therapy
- Tapped around and went to appointments
- Would like a bit more info about which doctor she's booking with
- Not too sure why they have to select which data to share
 - Would like a 'share all' button
- Confused whether the appointment will be online or in-person
 - Would like to see all the doctors contact and clinic info at the confirmation screen
 - Would like the ability to save the appointment to her calendar

Task #2 - Manage your Trackers

- Tapped on Progress page and scrolled down
- Tried tapping on the reading tracker to manage the goal
- Went to tools page and looked for 'reading' specifically
 - Didn't find it, so she settled on habit tracker