



youHealthy

Research Plan

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UXR:
UX:

STATUS: **DRAFT**

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Objectives

We want to understand how people with type 2 diabetes or people that simply want to change their lifestyle control their daily activities and make a track when it's necessary. We are interested in learning how customers currently use other products, and any dissatisfaction points or problems they are experiencing.

Methodology

Interviews will be conducted with potential users with different profiles. The interviews will have a maximum duration of 30 minutes.

Participants

People who have been diagnosed with type 2 diabetes and people who like to maintain a healthy lifestyle will be interviewed to avoid future health problems.

Interview Sessions

Introduction

My name is Danúbia and I'm a Product Manager here at youHealthy. Our team has been working on some ideas about a health platform and we would like to share them with you and get your feedback.

I will start the interview with some background questions to get to know you a little bit better and some of your health habits. Then, I'll show you a prototype that the team has been working on and ask you for your feedback.

This session will be recorded and The recording is only going to be used internally by the team to refer back to our conversation. It also helps make sure that we don't miss anything in the notes.

Background Questions

- Could you talk a little about you? How old are you? What do you do professionally?
- Do you have diagnosed type 2 diabetes?
- Do you have cases of type 2 diabetes in your family?
- Do you think your lifestyle is not very healthy?
- Do you use an application to assist in your physical activities?
- Would you like to track your progress through simple changes in habits?
- Do you use any wearable (Fitbit, Garmin, etc.)?
- Do you constantly search for healthy recipes to add to your daily diet?

Tasks

I'm going to show you a prototype. It's not a test, and there's no right or wrong answer.

We're trying to understand how well this idea works for you. And because it's a prototype, not everything you see in the app may work. I'm interested in hearing your opinion, how you are interpreting it, and what you expect things to do. Please, Say everything you want

Task 1

- Could you talk a little about you? How old are you? What do you do professionally?
 - My name is Ana, I'm 33 years old and I'm office assistant.
- Do you have diagnosed type 2 diabetes?
 - Yes, I was diagnosed in 2015.
- Do you have cases of type 2 diabetes in your family?
 - As far as I know. I'm the first one.

- Do you think your lifestyle is not very healthy?
 - Not too much. I have some problems with exercise routine, for example, because I don't like gyms.
- Do you use an application to assist in your physical activities?
 - No, and I've never used it.
- Would you like to track your progress through simple changes in habits?
 - Yes, I would like. Especially If it is something simple to use.
- Do you use any wearable (Fitbit, Garmin, etc.)?
 - No, I don't.
- Do you constantly search for healthy recipes to add to your daily diet?
 - Yes, I use to search a lot, because I try to eat healthy.

Task 2

- Could you talk a little about you? How old are you? What do you do professionally?
 - My name is Rafael, I'm 29 years old and I'm Scrum Master.
- Do you have diagnosed type 2 diabetes?
 - No, I don't.
- Do you have cases of type 2 diabetes in your family?
 - Yes I have, my grandma.
- Do you think your lifestyle is not very healthy?
 - I have a healthy lifestyle. I run 3 times a week and I go to the gym.
- Do you use an application to assist in your physical activities?
 - I tried once to use an APP but I gave up.
- Would you like to track your progress through simple changes in habits?
 - Yes, I would.
- Do you use any wearable (Fitbit, Garmin, etc.)?
 - Yes, I have a garmin, I use it in my runs to see my pace.
- Do you constantly search for healthy recipes to add to your daily diet?
 - Yes, I like to eat healthy.

Wrap Up

Task 1:

Today, I write all of this information in a notebook, a paper notebook. Having an option in my cell phone will be easy to keep and show to my doctor.

Maybe there should be an option to share all the inputs with someone, for example, per email.

I've liked the Activities options. If the activities are easy and simple to do at home I would be nice. The Recipes are also nice. It's easier than searching on the internet.

Task 2:

The application integrated with my watch will be nice. Especially if the app generates some graphics showing my development. I like the option where you can track your weight. Today I'm using an excel document to do that.

The activities option is also nice. Especially if they are constantly updated.

Suggestion: The app could have an option where it is possible to read the nutritional table of the packages. After reading, show a warning stating something like "the amount of sugar is too high"