# Audio file

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# Transcript

**00:00:08 Interviewer**

Welcome back. Let me thank you once again for your time today in participation thus far. Today we will be discussing your experience with the Toucan mood tracking application after your three-day trial. Please do not feel as if you're you are required to answer in the positive or negative. We would greatly prefer objective answers to favorable outcomes. Is it OK if I start recording?

**00:00:27 Participant 1**

Yep

**00:00:29 Interviewer**

OK, so I will start with just a few specific questions. Feel free to refer to your notes from the trial to answer if needed.

As a first time user, what were the main problems that you experienced and for you to learn and overcome when using the app?

**00:00:48 Participant 1**

The navigation I struggled with a bit to find what I was looking for to like tracking it and then the group and then the moments or resources were in a different section. I was just struggled with the options in the quick check in like the emotions and the scales. A little confusing and also the questions about when you felt the emotion and what you were doing, what you felt the emotion was a little bit confusing.

**00:01:20 Interviewer**

Do you have any suggested improvements for specifically the usability of the toucan application?

**00:01:30 Participant 1**

I'd probably prefer a different layout, like maybe all the options like as tabs down at the bottom rather than like 2 tabs and then a sidebar because it was a bit difficult to like navigate. So if like the resources and then, the class and then the check in was. Yeah, the three ones, and then things you weren't using as much was, maybe like a separate slide bar. Yeah. So it was, that's confusing.

**00:01:59 Interviewer**

Yeah. So you prefer them all kind of be in one single localised nav bar rather than different locations?

**00:02:05 Participant 1**

Yeah, just would help with navigating the app as I reckon some people would definitely struggle as it like if it stays how it currently is.

**00:02:14 Interviewer**

OK, how many times a day do you usually track your mood?

**00:02:18 Participant 1**

Just once for three days.

**00:02:26 Interviewer**

And do you think this would be consistent if you were to continue like if you were to do an app just yourself, would it just be? Once a day that you would prefer?

**00:02:32 Participant 1**

Once a day. And it'd be good if there was notification as well. Otherwise I'd probably definitely forget.

**00:02:38 Interviewer**

Yeah. When in the day that you usually track your mood. So a time or a situation? What prompted you?

**00:02:48 Participant 1**

To log in for the first two days it was while I was at work. I think I was feeling a bit anxious. I looked my mood while I was feeling that emotion and today I think I just did this morning because it's when I remember to do it yeah, so.

Just whenever I was feeling this, mainly when I was feeling like a specific emotion, but also when I remember, because sometimes I guess when you're feeling specific emotion you're not thinking ohh let me look my mood.

**00:03:24 Interviewer**

Yeah. And what was your preference for logging the emotions? So which of the three methods did you use?

**00:03:31 Participant 1**

I did the quick check in all three times. It's definitely my preferred method.

**00:03:37 Interviewer**

Is there any reason specifically that you prefer that?

**00:03:40 Participant 1**

Time wise it's just really quick I don't like the idea of writing it all down like a journal and then being there if someone could go in might be a bit, awkward, and I don't like the talking option, just cause I don't. I don't really.

**00:03:55 Interviewer**

See the point?

**00:03:57 Participant 1**

Like, I'm not gonna listen back to my voice that would gross me out.

**00:04:00 Interviewer**

Yeah.

**00:04:03 Participant 1**

That's just the only one I really like.

**00:04:06 Interviewer**

Referring to the six emotions which were powerful, anxious, happy, sad, peaceful, angry, you indicated in the usability test that these would not be your ideal selection. Do you believe that these were not the most relevant emotions to you personally from your trial?

**00:04:22 Participant 1**

Yep, so I don't mind. I think it was. So there were six of them. I don't mind five of them, but the powerful one I felt. I didn't really understand, like I don't understand what that even really means. So I probably would get rid of that one and maybe add a few so like, overwhelmed. Might be a good one, because I often feel overwhelmed by uni life. Also many people do productive. You know, sometimes you get into a grind session in you're studies and you're like, wow, I'm feeling real productive or like, you suddenly clean the house really quickly and like, I'm just in a productive mood. And maybe like distant, you know, you can sometimes just. Have a distant mood, I suppose, where you're just like. Not one with life. You have your heads in the clouds and stuff.

**00:05:15 Interviewer**

Yeah, and I. guess they. Yeah, they kind of cover the emotions that maybe you didn't see, yeah.

How frequently did you use the moment I guess we've specified to try once a day, but.

Attempt once a day?

**00:05:32 Participant 1**

I did not attempt once a day. I attempted it once. I just. I just had a look and like I read of a few, I didn't exactly, you know. But I want to see.

**00:05:34 Interviewer**

How many did you do naturally?

**00:05:42 Participant 1**

I just had a look and a read of a few. I didn’t really use them but I wanted to see what they're kind of about. But not every single day. So like once I suppose.

**00:05:46 Interviewer**

Yeah. So what was it that kind of stopped you from going in?

**00:05:52 Participant 1**

Uhm, I didn't really see the point.

Also like the time management aspect like, I just felt like I was too busy to be spending time doing something, especially if I didn't really think it was going to help.

**00:06:12 Interviewer**

So I guess you've kind of answered, but do you see any way that the moments might be useful and you know, what would you prefer? Why might it or might not be?

**00:06:30 Participant 1**

I feel like if they were slightly changed, they'd be useful.

I do like the information that I read through I thought it was interesting and like the coping mechanisms that it provided were interesting. But most of the time. I can't really be bothered with things like that.

I think now more proactive and productive and something that I was really interested in. I would. So maybe if they were more centred towards prevention rather than, like once the issue already occurs so like. If I’m a nurse myself becoming increasingly stressed, maybe if I was to do one of these moments, if there was one for this, that could help me. Not reach, saying like, don't keep on getting more and more anxious. Think that would help but like.

It's kind of they're kind of for when you're already, you know, peak anxious. And when I'm peak anxious, I'm probably not going to want to go and read about some moment because I'm spiralling a little, yeah.

**00:07:44 Interviewer**

Do you have any specific ideas of what maybe would help you in that? If so, you want some preventative. Do you have any ideas or do you just kind of?

**00:07:58 Participant 1**

I think I mentioned in the first interview how much I love list making and maybe if there was like. An activity or like a tab or something where you could put your schedule and your things to do and cross them out as you go and colour code things and like that would help me with my stress because like you feel productive once you cross something off and even if you're busy.

You feel proud of yourself. You've gotten something done that day, and that could definitely help work with my anxiety with when I'm feeling overwhelmed and definitely probably improve my mood and probably be pretty useful. More so than what's currently available, I think.

**00:08:37 Interviewer**

OK, how trustful did you find the information in the moments?

**00:08:44 Participant 1**

So what you saying sorry?

**00:08:46 Interviewer**

Some of the moments were kind of informative. Did you? Did you trust that the information was accurate?

**00:08:52 Participant 1**

I did. I just assumed it was accurate. Looking back it is…

**00:08:59 Interviewer**

Right.

**00:09:00 Participant 1**

I shouldn’t probably.

**00:09:02 Interviewer**

I mean, some of them did mention that they were backed by science. Is that enough for you to think of them as trustworthy?

**00:09:10 Participant 1**

Especially if they're backed by science, like it's saying that they're backed or, like, studies have proven. I'm just like, I'm there with that.

**00:09:18 Interviewer**

Yeah. So if they can reference something…

**00:09:20 Participant 1**

Yeah. I believe in it, yeah.

**00:09:24 Interviewer**

So what did you think about the flock feature?

Just to clarify the flock is like the group data tab.

**00:09:36 Participant 1**

Find that an interesting name. And confusing name a little bit. Maybe it should be. It should probably be called something else, maybe? Yeah, now that I think of it. I think in the first interview I mentioned that it was interesting. Because I suppose theory is interesting, but I wouldn't say it was overly meaningful when actually came down to what it is I mean.

I could never really figure out the graphs throughout the times I used it like I still don't understand the graph like if it was a different graph like a pie chart. I think a pie chart would be good to show you like the percentage of like or 75% of everyone is feeling anxious like then you're like ohh. OK, well, I'm also feeling anxious and that's understandable with all these other people feeling anxious, I think. That would be meaningful, more meaningful than on the current graph, definitely.

**00:10:40 Interviewer**

Do you feel connected to the others, to your cohort, all the other users, at all through the app?

**00:10:50 Participant 1**

Not really.

I mean, with the lack of understanding of the graph, I think it would be hard to actually feel connected to those other users because. And also it's just a graph, it doesn't really help you feel connected to anyone individually. It's just a graph of imaginary people I suppose.

**00:11:09 Interviewer**

Yeah, yeah, yeah. So how could we improve the app to strengthen the sense of connectedness in your opinion?

**00:11:18 Participant 1**

Maybe if there was like a forum option or like a little. A blog option where you can post things and talk with your classmates or whoever, probably anonymously, would help with that. Like it being so personal, like your feelings, that would probably help to connect to others, I think.

Yeah, definitely anonymously would be good and definitely help the connection to others.

**00:11:54 Interviewer**

Yeah. So just to clarify, Anonymous as in just no names at all or as in like fake name?

**00:12:03 Participant 1**

Probably not a fake name, because I think those can pretty easily be tracked back to the person most of the time and can get a little awkward.

But when you show up to your class and people trying to like. People probably trying to figure out who they are, you know, they information. So it's seeing the purpose of, you know, the connection. So I think just completely anonymous would probably well I prefer anyway.

**00:12:24 Interviewer**

Yeah. How safe do you find it like, do you have any safety concerns about sharing your personal information with others or with the actual Toucan application storing it?

**00:12:36 Participant 1**

Not as much like safety. I do think maybe a password on the app would be good. Just so you know.

You know, people aren't just reading if you are into the journaling or the talking aspect, or even the quick check in like it may be uncomfortable, and it can be sensitive information, I suppose for some people they really private about their emotions.

And sorry, I'm a bit dark.

And they won't want to have people read that which I think is understandable, so is it little? It's sensitive information, but I don't really. I don't personally mind that information being shared with the app itself, more so other people coming in and reading it.

**00:13:16 Interviewer**

Yeah. Was there anything specific that you liked about the app that you we haven't mentioned anything that you found really interesting?

Maybe not that we haven't mentioned, which is fine.

**00:13:29 Participant 1**

Nah, I can't think of anything, OK?

**00:13:32 Interviewer**

Were you able to identify any patterns or utilise this mood app to manage your moods within your university context?

And why or why?

**00:13:47 Participant 1**

Can you please repeat?

**00:13:48 Interviewer**

Were you able to identify any patterns or utilise this mood app to manage your moods? So basically when you're able to actually use the mood tracking to help you in any way.

**00:13:59 Participant 1**

OK, got it. Thank you.

So currently all you can really do is scroll back. Which is it's not the best feature I suppose, cause you just going back and looking and it's not, you're not. Unless you personally are like deeply analysing which most people don't have the time for or want with this app. It's it's hard to find any like patterns and correlations from what information it gives?

**00:14:29 Interviewer**

Yeah. Do you have any suggestions on how maybe you would that could be improved?

**00:14:35 Participant 1**

I probably like some like analysis like drawing correlations between what I'm doing and emotions like I find that interesting and definitely meaningful and helpful. Like how they better understand my moods as well. And then, you know, once you understand your moods, you can more easily make changes in, like, positive changes in your life to manage your moods.

**00:15:07 Interviewer**

yeah.

**00:15:10 Interviewer**

Is there anything else you would like to share about your experience during this trial? From your notes that we have not covered in these questions?

**00:15:22 Participant 1**

No, but I do wanna go back to the question about the thing I like. I do like the AI. That's fun.

But that's all.

**00:15:29 Interviewer**

Yes. Is there anything at all from the questions or from the app that maybe you think is missing?

**00:15:43 Participant 1**

Have this on my notes. Don't worry, just give me a sec.

OK, I've seen this on a mood app that I've used in the past and I think it could probably improve this tracking app so like this mood tracking app like focuses on your moods being caused by your work, your study, university classes and that's not really the only reason you can have a specific mood like for me.

You get this example before like I get really angry, tired, easily upset, irritable when I don't have enough sleep or even like the weather. Like if it's super hot like, I can become really grumpy and so I don't know the options available now currently, even if there was an analysis or correlation pattern forming on the app, I don't think you could always accurately do that because there's no options to like log sleep and then like analyse hours of sleep and mood, like if that was an option that could be included.

That's it.

**00:17:04 Interviewer**

Yeah. OK. Thank you for your time and participation in this project. See if that's OK. Then I'll just stop the recording.

**00:17:11 Participant 1**

Yep, all good. Thank you.

**00:17:15 Interviewer**

Thank you.