# Audio file

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# Transcript

**00:00:04 Interviewer**

Welcome. Thank you for your time today. Let me briefly tell you about the aim of this interview. I am researching the usability and user experience needs for organizational mood checking amongst university students with significant commitments and exploring the causes and desired management strategies for negative moods. In this context, is it OK if I start recording?

**00:00:24 Participant 1**

Yep.

**00:00:25 Interviewer**

OK. So we'll start with just a few background questions. Do you mind telling me your age?

**00:00:32 Participant 1**

I am 22.

**00:00:34 Interviewer**

OK. Could you please just give me a little bit of background on your current university studies?

**00:00:41 Participant 1**

Yep, so I have recently started in July a Bachelor of Nursing Science as a graduate entry degree. But before that, in June, I just graduated from the Bachelor of Business and Commerce at the University of the Southern Queensland, but currently I'm studying with the University of the Sunshine Coast at the Sunshine Coast Sippy Downs campus.

**00:01:04 Interviewer**

And. Yeah. So you're going in person? And it's full time?

**00:01:09 Participant 1**

Yes, it is full time and I do go on campus as well.

**00:01:14 Interviewer**

Awesome. Do you believe that your university studies affect your mood?

**00:01:19 Participant 1**

Yes, definitely. Especially when it gets to certain times in the semester and there's lots of stuff too. And it just gets very overwhelming.

**00:01:28 Interviewer**

Yeah. OK. Could you tell me a little bit more about any other commitments you have beyond university?

**00:01:37 Participant 1**

I guess social commitments like making sure I spend enough time with my family and my boyfriend and then. Not so much commitments, but I just try and make sure I get enough time to do things that I enjoy, like reading and just like little hobbies like that are important. Ohh I also work two days a week, so 15 to 16 hours a week. I work at a bus company as the finance manager in the town that I live.

**00:02:16 Interviewer**

OK. And would you say that these commitments have an impact on your mood? You know some might be positive, some might be negative?

**00:02:23 Participant 1**

Yeah, well. Hobbies and spending time with my family impacts me positively work. I'd say work kind of just adds to the stress of uni. And because it because sometimes it can make me struggle with the whole time management aspect of getting all my uni stuff done. So it adds to the pressure of when assignments are due and our exams are due because I can't just not work really because I need the money. But sometimes there is hard to fit it all into one week.

**00:02:56 Interviewer**

Yeah, definitely. Do you have any current mood management strategies that you utilise?

**00:03:05 Participant 1**

I don't. A couple months ago I did try a mood app where it would ask me like specific questions about how I was feeling and I'd say yes, I was feeling this or no or sometimes, but I stopped doing it just cause I couldn't remember and I don't think it was really doing anything anyway, but that's the only thing I've I do.

**00:03:33 Interviewer**

Is there anything else you use to maybe manage your life that then consequently so you know? You might make a conscious decision to read. Sometimes you might make lists. You might…

**00:03:49 Participant 1**

Yes, OK, yes, I'm an avid list maker pretty much every day I'll write a list of things I need to do, like get done. Maybe that day, things I need to get done that week. Things I need to get done for a specific assignment. I'll make little sticky notes of when things are due, like I've got to make a note that I have an assignment due in two weeks. So I need to get, you know section one, Section 2 done by the end of this week for that just to help with the time management aspect.

And I definitely try and, like, read a fun book that I want pretty much every day because it kind of. And it encourages me to get my work done because at the end of the day, if I've got my work done, I can, like, reward myself by watching TV with my family or reading a book before bed and not be stressed about what I haven't done because I've gotten it done that day, if that makes sense.

**00:04:48 Interviewer**

Is there anything else worth noting that affects your mood? So this is some things such as I guess other activities we already talked about, then maybe time of day, weather, sleep, anything like that?

**00:05:02 Participant 1**

Sleep definitely. I can become very irritable if I haven't got much sleep and just like down mood, everything kind of is just becomes negative when I'm really tired. But everything's a lot easier when I get good sleep the night before.

What was the other thing that you said?

**00:05:29 Interviewer**

I said activities time of day, weather, sleep.

**00:05:34 Participant 1**

I wouldn't say weather or maybe weather. I really like it when it rains, although that just kind of makes me want to, like watch a movie. But I'd say I'm pretty happy when it rains, but not not severe correlation. I don't think neither for time of day activities, I'd say positive mood when I'm doing things I enjoy. Sometimes it is going to uni and doing a class. If I find it really interesting, but sometimes if I'm doing a prac and I'm worried about how that will go or stressed. Yeah, that obviously causes me to have a negative mood for most of that day because I'm stressing all before that lesson until it's done pretty much.

**00:06:19 Interviewer**

You kind of mentioned this before, but so you have used mood tracking before. Was this personal or organizational? Do you want me to explain organizational or?

**00:06:28 Participant 1**

Yes, please.

**00:06:31 Interviewer**

Yeah. So basically just kind of. Like, say you're in a like where you work and like they said, everyone should download this app and we're all going to use it together like collectively, it's kind of organization or maybe a uni cohort all using the same app deliberately.

**00:06:47 Participant 1**

Right. Gotcha. No, it was not organizational. I think I saw it advertised somewhere. I probably saw it on TikTok, honestly or something, and then I just downloaded it because I was like I might give it a try. I know I've tried an app in the past like years ago, but I never seem to stay with it like I may continue to do it for a couple weeks, but I always seem to give up pretty much within two weeks just because if it's not interesting enough, especially if I'm not noticing any positive impacts in my life. Then I just stop using it.

**00:07:24 Interviewer**

Do you? You might not remember, but do you have any specific examples of why you maybe stopped?

**00:07:30 Participant 1**

Using think it was more just the fact that I constantly was forgetting to log like I remember I was forgetting to log my mood, even with notifications like I saw them and I just. Ignored them, guess. Like I get one when I was at work and I was just like, no, I can't be bothered right now, I'm busy. And then mainly I got rid of it. Cause I was like, what's the point? Like, I'm not sure it wasn't changing anything, so there wasn't really much point.

**00:07:58 Interviewer**

Right. OK. Could you step me through how with those apps you've tracked your mood in the past? So like. How you input your mood and stuff?

**00:08:12 Participant 1**

Trying to remember. I think it asked me some general questions like specifically like happy, Sad. And then after those general ones, they would ask me more. Have you been feeling stressed recently? Do you have more of a workload at work or uni and it asked me like these questions that were quite specialised to me, so the more you use the app, the more specialized the questions were to your answers. So because I'm stressed a lot? It asked me a lot relating to my uni and stress and sleep because I wasn't getting much sleep. Kind of thing I it was, yeah, it was just like. How I was feeling at that time. And then, yeah, those specific questions.

**00:09:04 Interviewer**

It sounds quite involved. Were you… Did you mind that it took kind of a while to put in?

**00:09:16 Participant 1**

I did like the fact that it asked me specific questions like personalized to me like I really liked that I thought it was interesting and good because I hadn't seen that in an app before. It was more so. The fact that it wanted me to log my mood three times a day rather than once or twice, so like once in the morning once midday and then later in the afternoon, and I just didn't want to do it that many times. So I think I would have liked a lot more if it was either once or twice a day.

And yeah, I would like something that's a bit more brief, so I wouldn't mind spending like maybe 3 minutes doing it, but I'm not looking for something that's going to take over 5 minutes, definitely.

**00:10:01 Interviewer**

Yeah. OK. But you definitely like the personalized too? Maybe a sweet spot that would be kind of personalized but briefer would that?

**00:10:10 Participant 1**

Yeah, definitely. I really like that bit.

**00:10:12 Interviewer**

OK. And would are you open to trying root tracking again in the future? Perhaps a different app?

**00:10:21 Participant 1**

Yeah, yeah, definitely.

**00:10:24 Interviewer**

Do you believe that mood tracking has the potential to assist you in managing your moods?

You can think of potential as in, maybe not that you've seen, but the theory you know. You could check it and see things, but maybe you haven't seen it done.

**00:10:45 Participant 1**

Yeah. So I think it has the potential depending on the app. So if I was just maybe… Also do it for two weeks and it made a graph or gave me a table or statistics or something showing me like correlations between things. So for example, if I was tracking my sleep as part of the app and on the nights I got less than 7 hours of sleep, it showed that I was generally more stressed or just had a negative mood? I can see definitely the point of that and how it could be positive because I may see that and go OK, that's something really important and it's really important for me to get more than seven hours of sleep a night and then I can make that change and be more happier, yeah.

**00:11:41 Interviewer**

So potential maybe, but not that you have seen thus far. Yeah. OK. Yeah. And how do you feel about mood tracking and organizational context? So if yeah, so if, like for example your you did a moot checking app and it collects information from everyone in your.

**00:11:54 Participant 1**

As work or uni?

**00:12:02 Interviewer**

Cohort, so your nursing cohort and then collate it and display the data. I mean anonymized but displayed the little graph of everyone. Do you? How do you feel about that? Do you think that's interesting or useful or you just?

**00:12:14 Participant 1**

OK. I don't know about the useful aspect, but it definitely would be interesting because I'd be interested to see whether all these people who are going through the same degree as me and yeah, we all have very different lives, obviously with different outside commitments, but it would be interesting to see on a whole, how our moods are, and if it we're, you know, feeling similarly at different times the semester kind of thing, but I'm not sure if it's exactly useful. Maybe useful in the aspect that it's good to note that other people are struggling and it's not just you that could be useful actually. Yeah, yeah.

**00:12:54 Interviewer**

Yeah. OK and. Uh, do you feel comfortable sharing your mood tracking data? If it's none of mice in that same situation? Is that something you're comfortable with? If you're just like a number on a screen like, is that OK? Or would you prefer it not to be?

**00:13:18 Participant 1**

I'd be happy to share it, although if it's more like it depends what type of mood tracking it is. If it's like writing like almost a diary kind of aspect where I'm writing specific examples about my day and I get a little personal on there I may be slightly uncomfortable with the fact that all these examples are given. But if it's more just like logging my moods and answering questions, then I would not care at all.

**00:13:48 Interviewer**

Yeah. So in your personal opinion, how, like, personal do you think that the mood tracking information is if it was like, If it was just a mood, if it was a full question, do you think that that's private information or?

**00:14:05 Participant 1**

Only if I'm writing, like, really personal things about myself. If I'm answering a question like with sometimes or yes I am, then no. If I'm giving an example about, If I'm writing names like if I'm talking about myself and I'm writing names about people at work or people like uni, maybe I wouldn't want that shared. But if it's a scale or a yes or no, or something I would not care.

**00:14:40 Interviewer**

OK, awesome. Thank you. Now we will undertake A usability test to help me understand which parts of the Toucan moot tracking application works for you and which need improvement.

This is called usability test. Please remember that this you are not being tested and hence you cannot do anything wrong. I'm simply testing the application so your feedback can help us improve it. In cases I will be giving you, please speak all of your thoughts aloud. This includes what you're trying to do, why you took each action and how you interpret what the system did in response.

I will be here to take notes, but please ignore me and focus on describing what you're doing. If you are unsure, attempt to the best of your ability and explain why you're struggling. I will read recording your screen for the tasks and what you say will help me with my analysis. Do you have any questions?

**00:15:34 Participant 1**

No.

**00:15:52 Interviewer**

OK. Do you mind starting your screen recording and pulling up Toucan?

**00:15:54 Participant 1**

Uh, yeah. OK so. So just logging in.

**00:16:08 Interviewer**

I'll give you the scenarios now. There are going to be 3 tests. So yeah, the first one. It's tomorrow morning before you're important 9:00 AM exam within an exam block. You're feeling a bit overwhelmed and stressed due to your study and work commitments. You know your mood is decreasing and would like to work to manage this through the mood tracking application. Please log your mood using your preferred method.

**00:16:36 Interviewer**

Just say everything that you're doing, please.

**00:16:43 Participant 1**

Sorry, I'm just reading it OK I'm just going to do a quick check in because if I'm stressed. Wait. Yeah, OK. OK, cool. ‘m in the quick check in now. Tell me about any other emotions you're feeling. Feeling anxious? I’m sad.

Not sure what powerful means, OK.

Am I making suggestions here?

**00:17:21 Interviewer**

Uh, you can just say any thought that comes into your head

.

**00:17:24 Participant 1**

OK. OK, just say that well, sorry.

I'm just saying I think there should maybe be a couple more moods there. Yes, there should be more. OK how I'm feeling.

I'd be like.

OK, I'm a little confused about the scale because it starts at 1. So where it initially is, Is 1, So then 2-3 or four, but that doesn't look like 4-5 six. One to 10, OK. I'm a little confused about the scale 1, 2, 3, 4 I'll stick with that, but you should note that down.

When did you notice some emotion? Assume I felt that when I'm working. I'm a bit confused by that too. And did you notice this emotion? Nothing.

Where you at?

OK.

Yeah, this one. When did you notice this emotion? That's a bit strange. I don't really get that question as such. I'm not sure if I'm just being stupid here.

OK. Yeah, that's a bit strange anyway. Ohh. OK, we're going to. Is that it?

**00:19:29 Interviewer**

Yeah, we're going to the second test now.

**00:19:31 Interviewer**

Sorry, that's good. It is 6:00 PM and you just got home after a day of studying at your university. You're tired after a long day and feel a bit anxious about your upcoming assignment. You want to look your mood and find a suggested moment to help you manage your negative mood.

Please use a different manner of mood checking from the first task and then select whichever moment appeals to you.

**00:19:54 Participant 1**

OK. Just wanna see what's in here. Ohh, OK. So I'll just do another one. A different method. Type it because I don't want to talk it.

So I'm anxious?

**00:20:16 Interviewer**

I can reread the task if you?

**00:20:17 Participant 1**

Yeah. Thank you.

**00:20:20 Interviewer**

So it is 6:00 PM and you just got home after a day of studying at your uni. You were tired after a long day and feel a bit anxious about your upcoming assignments. You want to log your mood and finish just assignment. Do you want me to continue or is that?

**00:20:35 Participant 1**

I'm just going to write this to anticipate my upcoming because I don't like this type of. I don't like the fact that I'm just typing. It feels like a diary and I'm not about Diaries. I also struggle to. I don't know. Put my feelings into words so I don't really see much the point as such. It helps me with me when there's specific questions. Then I can kind of understand it better also.

Right. What? OK, OK. OK, OK, sure. Yeah. I don't know.

Dala is not responding right now.

**00:21:39 Interviewer**

No, I don't.

That’s… Dala is the next iteration of the app. That's supposed to be an AI. Let me just check mine.

**00:21:53 Participant 1**

OK.

**00:21:54 Interviewer**

Technical difficulties.

**00:22:09 Participant 1**

OK.

**00:22:12 Interviewer**

So. Yeah, mine's not working either. We might. Oh, if you don't, here you go.

**00:22:19 Participant 1**

Thank you, Dala.

**00:22:20 Interviewer**

Yeah, there you go.

**00:22:21 Participant 1**

Don't worry, it sounds like you're feeling a little bit anxious about your coming sense. Oh, wow, it's completely number. Feel this way with face. Sure, that comes with work. Ohh wow. This doll was really nice.

So is this. This is the moment you were talking about?

**00:22:58 Interviewer**

It's one you can tell the other ones also.

**00:22:59 Participant 1**

Or I'll press. OK. OK. I would actually put what I said right there. Oh, it said it twice. Oh OK, I see.

So I would have. Yeah, I would have a bit of an issue. See if I was, if I was the person who liked this text option, I'd have a bit of an issue with everything, the right just coming up on the home screen.

UM, so I don't know if it's possible to like have a log in or password protect it or something maybe? Might be a good idea.

OK. So we think this article could help is that a moment? No, that's an article. That's not a moment. I'm not sure.

**00:23:56 Interviewer**

The moment is terminology from the people. It includes articles, activities, it's suggesting them on this page, but there's there is a list of them in other…

**00:24:07 Participant 1**

OK, I'll try and find the list. Home. Yeah, I'm in home. Ohh. Resources should be called moments. Wait. Oh, I went out of it. OK, I'm going back in. We think this. OK. OK, moment spokes breathing before. So if I click one of these knowledge things is that a moment? Yeah. Yeah. Sorry. Yeah, it's a moment. Sorry.

**00:25:31 Interviewer**

Is any resource this whichever one? Maybe you're interested in?

**00:25:34 Participant 1**

I'm just a little. OK, it's all good. I'll just do one of these ones.

**00:25:41 Interviewer**

OK, you don't have to do it if you don't want.

**00:25:45 Participant 1**

I can do it.

**00:25:47 Interviewer**

I mean, its just reading.

**00:25:49 Participant 1**

Oh, so you want me to pick one of the other ones?

**00:25:50 Interviewer**

No, no, I'm just like it was. Just pick one that interests you and like why did you pick it as your pick?

**00:25:58 Participant 1**

OK, OK. I don't know. OK, let me. There's actually so many options, a little overwhelming. OK, if I was to pick on, I'd pick this the mind and body when stressed in the building knowledge bit. It it just kind of interests me. Because I'm interested in that stuff and you know, and how it just. It is helpful that it gives science back to strategies.

OK.

There may be an issue. Because it looks like these are hyperlinks. But when I click that, it's not going. It's not connecting to anything, so I'm not sure if they're broken or not.

Be helpful if they were not broken. Is that be? That'd be good. But I do like the fact they have some things or I also like the fact they have things that can be done in under 5 minutes. Yeah, that's helpful.

Was that the question you had, whether it was helpful, I can't remember, sorry.

**00:27:25 Interviewer**

Yeah. No, that's good. Do you wanna, are you happy to go into the final task?

**00:27:30 Participant 1**

I'm happy to go on to final task.

**00:27:32 Interviewer**

OK. So while working on your university assignments at home one evening after work, you want to take a break and decide to track your currently content and productive mood and check how your cohort is doing emotionally. Please use the app to explore the cohorts moods in a way that helps you gain personal insight. So you want to track it another time just.

**00:27:52 Participant 1**

So I got onto this cab.

**00:27:55 Interviewer**

Yeah, just want to quickly check a happy mood and then go there.

**00:27:59 Participant 1**

Oh, gotcha. Sorry. So this is the third method?

**00:28:03 Interviewer**

You can do the third or you can do whichever one you prefer. If you if you don't want to talk it out you can just pick your preference.

**00:28:10 Participant 1**

I'll try this one. What am I feeling is productive and happy right?

**00:28:19 Interviewer**

Yeah. So you've just gone home and you're working on your assignments and you feel productive and happy.

**00:28:30 Participant 1**

I'm feeling productive and happy because I'm just just gotten home after a day of uni and I'm working on my assignments.

It's just ohh. It didn't like that? OK. Yeah.

**00:28:53 Interviewer**

Sorry, I don't know what's happening with the app today.

**00:28:58 Participant 1**

It was. Give me a try again or do it. Miss it, do something else?

**00:29:01 Interviewer**

try one more time and then if, like there's a really and if it doesn't work, just go with something else.

**00:29:06 Participant 1**

Yeah, sure. I'm feeling happy and productive because I'm working on my subjects now.

**00:29:16 Interviewer**

OK, I apologise. That was it wasn’t working.

**00:29:20 Participant 1**

No, that's OK. I didn't really want to use it anyway.

I'll do the quick check in. OK, I'm feeling. Ohh, productive isn't an option.

I think productive actually could be a good option for a mood? I'm just going to say happy and peaceful.

Feeling fantastic. I'm feeling an 11 out of 10.

When did you notice this? I don't know, working? Myself, OK. And so now. Is that it?

**00:29:56 Interviewer**

And then you want to check on your-

**00:29:59 Participant 1**

I do. So are you asking me a question about this or am I just telling you my thoughts?

**00:30:24 Interviewer**

Just whatever. Yeah, your thoughts. Whatever personal insights you can gain from looking at it.

**00:30:30 Participant 1**

OK, that's a confusing graph. A little confused, so I'm guessing. How big the sections are correlating with how many people have loved that emotion, but it's a little confusing at the fact that the powerful is at the at the top. Kind of indicating that there's lots of feeling people feeling powerful, but then I know it's small and there's only two logged. Because you can see that that. Wait, that's so confusing. Because there's more happy. But then the anxious Pink is much bigger than the happy Yellow, even though there's more happy people.

Well, so it's not in order. There should be an order of less to more. It is wild. OK.

**00:31:36 Interviewer**

If that's, do you have anything else? Is there anything else you can see? Or would you like to move on?

**00:31:53 Participant 1**

No, I think I'm good. Thank you.

**00:31:55 Interviewer**

OK, you can stop screen sharing now if you would like.

OK so. I'm now going to run through an SUS survey and I would ask you to please rank each statement from one being strongly disagreed to five. Being strongly agree. You could also explain kind of why you're ranking it at the level.

OK, so the first one, first statement is I think I would like to use this application frequently.

**00:32:36 Participant 1**

If you. Just be great, yeah. So that's that's sort of sort of not, right?

I can see positives of the app like obviously I don't like the talk option and I don't like the type option, but I would like I do like the just a quick check in one if it was slightly change with maybe more options. The scales a little confusing. Where I, the place where I'm feeling the emotions is a little strange. But I do like the moments, even though they're a bit confusing. Option and the fact that you can do a quick little 3 minute breathing or it's. I like the fact that it's kind of using AI and it's responding to what I'm saying. And it's giving me suggestions. I think that's interesting and I'd be willing to use it or give it like another shot if some changes were made, I think.

**00:33:46 Interviewer**

Yeah, yeah, I found the app unnecessarily complex.

**00:33:53 Participant 1**

Five, that's strongly agree. It's just a little confusing with the location of things. Even the quick check in confused me a little. Just yeah, just a bit hard to find things.

**00:34:14 Interviewer**

OK. And I thought the app was easy to use.

**00:34:20 Participant 1**

Not really, not currently. I think there's just some minor issues with the quick check in. Maybe a bit hard to find those moments, especially because they're called resources. But it's not too hard. I'll, I'll, I'll. That one. Four agree.

**00:34:44 Interviewer**

OK, I think that I would need the support of a technical person to be able to use this app.

**00:34:57 Participant 1**

I don't think so. I'm striking none it out. It's just that it requires a bit of…

**00:35:04 Interviewer**

Learning maybe?

**00:35:05 Participant 1**

Investigating and learning how the platform works at the start.

**00:35:09 Interviewer**

I found various functions in this app were well integrated.

**00:35:15 Interviewer**

Do you want me to explain that or?

**00:35:16 Participant 1**

yes please.

**00:35:20 Interviewer**

As in the different features of the app, all kind of work together well would be well integrated. So you're logging it and then that's going to your homepage to the resources to the flock. Do you think that went well or needed work?

**00:35:32 Participant 1**

OK. For I think I think it does, especially OK when I logged that quick check in and then it comes up with the suggestion cause I've logged that I'm feeling anxious and it's like maybe try this, think it's a breathing 3 minute thing. I like the fact that yeah, it brings it to the homepage.

And then you can kind of you could scroll back and forward depending on and have a look at previous things. I do like how it integrates it with the resources and with the AI.

I think that's pretty good. Did I say 4?

**00:36:10 Interviewer**

Yeah, you said 4.

I think there was too much inconsistency in this app. So we can that that can be in regards to navigation or something like finding the different places, but you located them differently maybe or something like that.

**00:36:26 Participant 1**

What was the question like? How is?

**00:36:28 Interviewer**

It was, I thought there was too much inconsistency in the app.

**00:36:32 Participant 1**

yeah. Agree. Is it hard navigationally?

**00:36:39 Interviewer**

Yeah. So we're saying 4?

**00:36:41 Participant 1**

Yeah, sorry.

**00:36:44 Interviewer**

I would imagine that most people would learn to use this app very quickly.

**00:36:52 Participant 1**

Maybe 3, but I guess not the most complicated app. I've definitely used more complicated just for a mood tracking app. I know people are generally looking for something that's simple, easy to follow and quick and at the start it probably is not that simple and easy or quick?

**00:37:09 Interviewer**

OK, I found the app very cumbersome to use.

It's just a little clunky like?

**00:37:21 Participant 1**

Thank you. Yeah, with the scale. I don't even think the scale said what I'd put like when I was trying to find four on the scale, it didn't come up as four. Like it's just a bit confusing, yeah. Yeah, a little. And yeah, more emotions would help.

You said cumbersome?

Location of things.

**00:37:58 Interviewer**

OK, I felt very confident using the app.

**00:38:10 Participant 1**

What do you mean? Do you mean security wise or?

**00:38:15 Interviewer**

Confident in terms of, you know, you want to do something, you go in. How confident do you feel and that you're just going to do it with it a bit?

**00:38:25 Participant 1**

Yeah, probably 3 like it. Once again, it wasn't that hard, but it was probably a little hard then to use them. What I would want for a mood tracking app.

**00:38:42 Interviewer**

I needed to learn a lot of things before I could get going with this.

**00:38:54 Participant 1**

Just going to trial and error.

**00:38:55 Interviewer**

Yeah, learning curve wasn't too big.

**00:39:00 Interviewer**

OK, so I will now just ask a few final questions about the application. If you are unsure at this point, please answer to the best of your ability and then we can just go into further detail after the three day trial.

So what are your first impressions on the app? So just generally?

**00:39:23 Participant 1**

First impressions? It's a little confusing and difficult to use. A bit of trial and error to maybe find the right thing. The graph probably is very confusing to read. I'd probably be interested in try. I mean, I know I am going to try it in the three days, but I probably. If a couple of changes were made, I'd be interested in using it for my personal life. Something like that, like. It's good and I like the idea of the graph, just maybe it's not being done to the best of it's ability, maybe, yeah.

**00:40:10 Interviewer**

What did you think about just? The general look and feel of the app, so layout navigation. Colors, anything like that?

**00:40:21 Participant 1**

There weren't really any colors. I'd have to have another look to have a look at the colors, can't really remember. It was pretty monotone, so I didn't really mind. What were the other things? Navigation did you say?

00:40:46 Interviewer

Yeah, look and feel generally so layout navigation…

**00:40:50 Participant 1**

Navigation's a little bit confusing. The layout I quite like the layout of the home page with the AI suggestion at the top, and then what you've done, what you've logged and the time you've logged it below that. I quite like so I quite like the look of it.

**00:41:08 Interviewer**

OK, to improve this application, what are three things that you would maybe think of changing just from your first impression?

00:41:19 Participant 1

OK. Probably different moods or more moods.

The graph. It’s confusing.

**00:41:31 Interviewer**

Yeah, that's the cohort graph?

**00:41:33 Participant 1**

yes, and the scale I think needs fixed because I think it was wrong I think.

And then was it 3 good things?

**00:41:47 Interviewer**

Uh, yeah, that was my next question.

Yes. Ohh, what are three things you did like about the app, OK.

**00:42:00 Participant 1**

Just give me a sec

**00:42:04 Interviewer**

I can remind you of some of the features of your. Do you want to list something?

**00:42:08 Participant 1**

No, no, I've. I've got it. I like the AI integration.

I like the resources.

I don't think I've actually. I haven't seen that on an app that's been free, so I've seen it on apps, so it's like if you paid this then we can give you this, and obviously as a uni student I'm not the most financially stable or whatever another thing. I like the quick check in. I like the fact that it is quick. It was quick. Well, it wasn't quick that first time that's a bit confused, but, if a couple of changes were made, it would be quick and I appreciate that in a tracking app.

00:42:49 Interviewer

OK. And then do you think that you would use this application as it currently is in your day to day life?

**00:42:57 Participant 1**

No, I don't think so, I just think. It was a little confusing.

I think different option like the options need to be changed just a couple features. Just need to be like. Tweaked if you know what I mean then I would be interested in it, but not currently.

**00:43:15 Interviewer**

OK, awesome. So now I'll just tell you a little bit about the trial you'll be undertaking. So over three days where you either work or have uni classes and preferably do some sort of study. So if you're doing work, I would… preferably you would have some sort of university work as well.

**00:43:33 Participant 1**

OK.

**00:43:34 Interviewer**

Please use the toucan app to track your mood. For the most accurate trial, it would be preferable for you to check a mood a minimum of one time a day, and then you use at least one moment per day as well as, if possible, check the flock moods once daily.

**00:43:51 Participant 1**

Check the what? Sorry.

**00:43:52 Interviewer**

It's called flock, so the cohort, the one that's called CAB210.

**00:43:58 Participant 1**

Oh, OK.

**00:44:01 Interviewer**

Using your preferred method, for example, you know notes on your phone written anything like that. Please take note of when in the day you are tracking your mood and what circumstances are making you track at that time. Please also note how effective you find the application and any issues you may have with it. We will review this and follow up interview. Do you have any questions?

**00:44:26 Participant 1**

Just clarification. So you wanted me to track the mood. Maybe when I'm going through something. Kind of like if I'm at work and I'm having a really stressful day, I'm in … and I've just finished the class and the class has really stressed me out. Kind of?

**00:44:38 Interviewer**

Uh, if that's what you would naturally do. So it's kind of, I know. It's a trial. What it would be if you were really using this app?

**00:44:41 Participant 1**

Oh, OK.

**00:44:45 Interviewer**

When would you do it? Would you set it for the same time every day? Would you do it when you're feeling something strongly? It's kind of something that we're looking into.

**00:44:53 Participant 1**

OK. Gotcha.

**00:44:55 Interviewer**

If you if you don't know, you can just pick a time of day or something.

**00:44:58 Participant 1**

Ohh, I know when I'd do it, if I had the option, I just wasn't. Yeah. Yeah, I'm all good. OK.

**00:45:05 Interviewer**

OK. If that's all then thank you for your participation today and I can stop the recording.

**00:45:12 Participant 1**

All good. Thank you.

**00:45:13 Interviewer**

Thank you.