Optimizing Search Strategies: Impact on Booking Time and Usability Experience for Finding an Ideal Fitness Coach via Mobile Application

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Abstract. In this experiment, we explored the effectiveness of two versions of the "search feature". Prototype A featured a filter-based search, enabling users to specify desired attributes and receive matching results, while Prototype B presented a list-based search, requiring users to manually scroll through options and choose the most suitable one. The overall findings indicated that Prototype A received higher ratings for usability. On the other hand, users completed tasks more quickly in Prototype B.

1 Introduction

It is evident that physical activity plays a crucial role in preventing disease and promoting overall well-being. Unfortunately, people are getting less active, and this is a big reason why obesity is on the rise. As a result, an increasing number of individuals have been turning to physical activities, especially opting for personal coaching sessions. According to the research, if a training of a moderately trained person is directly supervised, it leads to a more significant increase in training load and, consequently, greater gains in maximal strength compared to unsupervised training (Mazetti, 2000). Therefore, developing an application that helps people in finding personal coach seems reasonable.

1.1 The Problem Space

Regular physical activity is essential for today's lifestyle. Unfortunately, factors like cost and time constraints can make the physical activities less available. That is why we propose a convenient solution: hiring a personal trainer who can visit at home or a community gym at a time that suits a user all at an affordable rate. Different searching approaches are the topic of this study.

1.2 Conceptual Design

The conceptual design of our application includes user-friendly interfaces, search and filtering options, a seamless booking system with calendar integration. The design aims to provide a personalized and intuitive experience for users, allowing them to discover coaches available at locations convenient for them. Hence, the ultimate design of our system would be like any of the standard mobile applications used daily by most people. For this specific system of hiring personal trainers, we took inspiration from the "Justlife" mobile application. Considering the mobile platform, special attention has been given to user interaction, particularly with the thumb. Features, elements, and navigation modes are tailored for quick and comfortable experiences, featuring larger, more accessible buttons and font sizes like in popular mobile applications on the market.

1.3 Users and Requirements

Our targeted users are adults aged 18-40. This age group is often characterized by a high level of technological proficiency and comfort with digital interfaces. They are also more likely to adopt new technologies and mobile applications. Additionally, individuals in this age range may have a higher tendency

to engage in fitness-related activities, making them a relevant audience for an application designed for booking sessions with fitness coaches.

Our application addressed all the requirements listed below:

- F-01 Users must be able to search for fitness coaches based on criteria like location, availability, price.
- F-02 Users must receive confirmation notifications for successfully booked sessions.
- F-03 The system should provide a booking feature, allowing users to view coach availability and schedule sessions.
- NF-01 The application must respond to user interactions within a maximum of 2 seconds.
- NF-02 The application should be compatible with major operating systems (iOS, Android).

1.4 Design

In our development process, we opted to create two prototypes featuring different searching options to explore and compare different user experiences. By offering diverse approaches to search, we aim to identify which method aligns better with user preferences and needs.

1) Prototype A (filter-based) requires users to input specific details about the trainer they have in mind (see Figure 1), ensuring that only those meeting the specified criteria will be displayed on the screen (see Figure 2).

2) Prototype B, which utilizes a list-based approach, requires users to continuously scroll through a list of available trainers until they discover one that meets their preferences (see Figure 3).

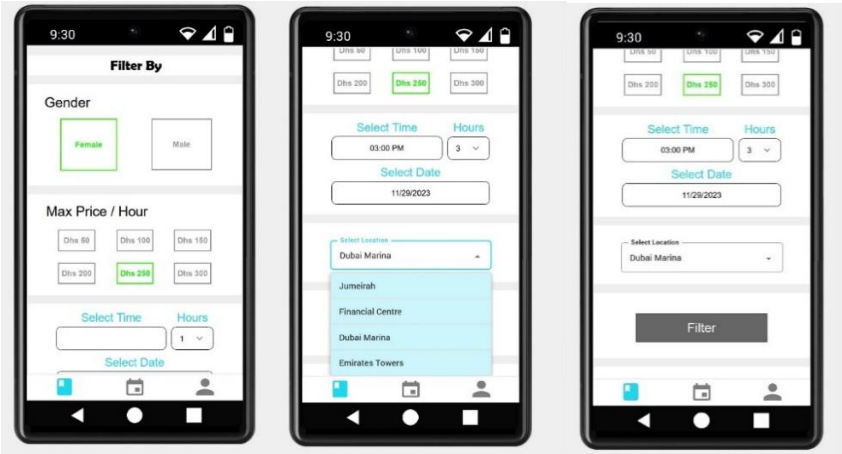

Fig. 1: Filter options of prototype A.

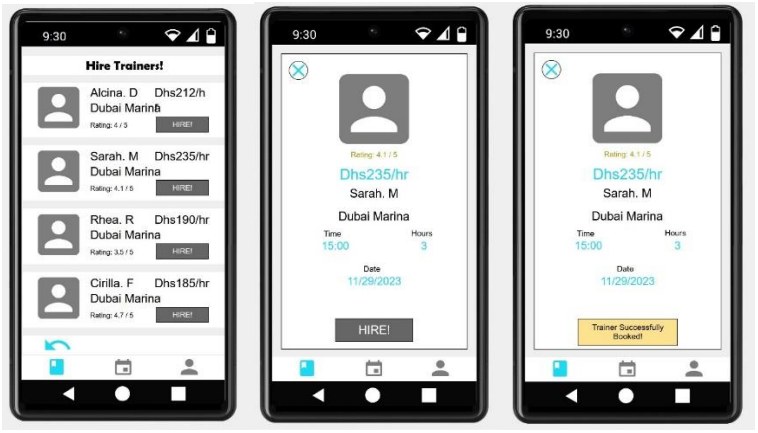

Fig. 2: Result after applying filter options of prototype A.

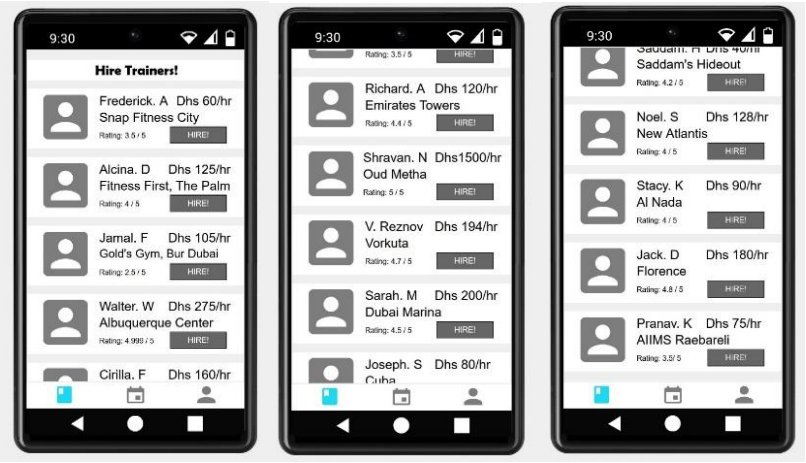

Fig. 3: List of all options in prototype B.

Examples of screen interactions can be found in the attachment to this report (Appendix 6).

1.5 Prototype for study:

Developing a mid-fidelity prototype was a strategic decision in the design process, as it allowed us to strike a balance between the simplicity of a low-fidelity prototype and the comprehensive detailing of a high-fidelity one. By focusing on key aspects of functionality and user interactions, such as incorporating basic visual styling and interactive components, we were able to provide a clearer representation of the final product. This mid-level of detail allowed us to assess the user experience more effectively without investing excessive time and resources without getting too deep into refining elements that could still change.

2 Prior work

In the dynamic landscape of mobile application development, exploring various searching methods is crucial to guaranteeing a smooth user experience. Understanding how users seek information and navigate within mobile applications significantly influences the design process.

Traditionally, users follow a standardized method of seeking information, a process that involved interacting with a machine based on what they already know they need (Kules and Capra, 2008). However, this conventional approach can be time-consuming and hard without additional support. Notably, prior work has introduced faceted navigation as an innovative technique that lets users narrow down search results by using different filters based on various ways the data is classified (Tunkelang, 2009). It is handy when dealing with lots of well-organized items, each falling into specific categories (Yan et al., 2010).

Facing the decision of choosing a standard searching approach (in our research “list-based”) or facet navigation (in our research “filter-based”) while developing our application, we determined that only a well-designed experiment can provide valuable insights into user behaviour, preferences, and the effectiveness of each searching method within the context of a specific mobile application.

3 Research Question and Hypotheses

3.1 Research Question

The research question is regarding what searching approach allows to complete the task faster and what is the impact of different searching approach on users’ satisfaction with usability.

3.2 Hypotheses

- **H1**: If participants use the filtered-method searching method (Prototype A), **task completion time** will be lower compared to when they use the list-based method (Prototype B).

Null Hyp: If participants use the filtered-method searching method (Prototype A), **task completion time** will NOT be lower compared to when they use the list-based method (Prototype B).

- **H2**: If participants use the filtered-method searching method (Prototype A), **System Usability Scale score** will be higher compared to when they use the list-based method (Prototype B).

Null Hyp: If participants use the filtered-method searching method (Prototype A), **System Usability Scale score** will NOT be higher compared to when they use the list-based method (Prototype B).

4 Experiment Design

4.1 Conditions

Subjects were assigned to two conditions (filtered-based and list-based search approach). The study was a within-subjects experiment where each subject was given two conditions. The order of conditions was randomized, leading some participants to experience the first condition initially, while others tested the second condition first. By randomizing, any order-related biases were distributed evenly across conditions, reducing the risk of confounding variables. Additionally, it helped make sure that any differences between people were spread out evenly among the different parts of the study.

4.2 The Task

To get better understanding of user experience and simulate a more realistic user scenario we asked our participants to complete two tasks.

The first task involved booking a 2-hour personal training session with a female coach in Dubai Marina. The session should be scheduled for the next day at 10 am, with a cost of training less than 200 AED per hour. The user needed to start from the homepage, select a suitable female coach, choose an appropriate time slot, ensure the location is Dubai Marina, and complete the booking, receiving a confirmation message on the screen.

The second task focused on booking a 1-hour personal training session with a specific coach, Tom Smith. The user had flexibility in selecting the training location, and the session should be scheduled for tomorrow at 9 am. Cost was not a concern in this scenario. The user needed to start from the homepage, locate coach Tom Smith, choose an appropriate time slot and location, complete the booking, and receive a confirmation message on the screen.

4.3 Variables

The independent variable is the searching approach (filtered-based vs list-based).

The dependent variables are following:

1. Task completion time as measured by the stopwatch: quantitative, objective, ratio.

Typically, time is considered an interval variable. However, in our case, the task completion time should be regarded as a ratio variable. This is because we are dealing with the duration of time, and duration is a case of ratio scale having a starting and ending point.

2. System Usability Scale score: quantitative, subjective, ordinal.

4.4 Confounding variables:

The confounding variables that we considered were user personality, individual characteristics, and prior experience with using technologies and devices. This was addressed as we randomly assigned participants to different experimental conditions during experiment to distribute individual differences evenly across groups, minimizing their impact on dependent variables.

Other possible confounding variable that should have been taken into consideration was the degree of participant involvement in the testing process as not every participant may be eager to complete the task accurately. This was addressed as we made sure to give clear and short instructions and a little reward to encourage people to get more involved in the experiment.

4.5 Questionnaire

Participants completed a questionnaire both before and after interacting with the prototypes. The pre-test questionnaire included questions about participants' prior experience, age, and gender.

To be able to interpret feedback based on the users' familiarity or lack of it with similar systems, technologies we included in our questionnaire a question concerning users' prior experience.

Asking participants about their age in a questionnaire is valuable for several reasons, particularly when comparing the target group to the actual sample. Therefore, a question about participant age was included in our questionnaire.

Expecting that gender has a potential impact on the overall System Usability Scale score and efficiency we opted to investigate its impact and asked participants to specify their gender.

After testing each prototype, participants were asked to complete a usability questionnaire based on The System Usability Scale which provides a “quick and dirty”, reliable tool for measuring the usability (Brooke, 1996) to indicate the level of agreement or disagreement with each statement on a 5-point scale (e.g., strongly agree, agree, neutral, disagree, strongly disagree).

We opted for the System Usability Scale in our questionnaire for its established reputation as a reliable and widely used tool to evaluate the usability of systems and interfaces. It is free to use, quick to complete, particularly reliable with small sample sizes (Tullis & Stetson, 2004). Despite being created before the era of websites, System Usability Scale has demonstrated success across a diverse range of technologies, including hardware, software, websites, business software, cell phones, and operating systems (Bangor et al, 2009).

5 Data Collection

Participants were able to access to interactive prototypes on laptops. No personal information was obtained from the subjects other than their age and gender. No linking data was collected. This means that the data is anonymous and unlinked. Data collected was kept on a secure server at Heriot-Watt University.

There was a total of 24 people, aged between 18-22 years old (mean age = 20). Females: 4, Males: 20 (see Figure 4). It indicates a limitation in the sample representation as our target group is defined as individuals between 18-40. It means that our study results may be more applicable to individuals within age from 18 to 22 and generalizing these findings on those aged 23-40 may be less reliable.

Moreover, due to the small number of female participants in our experiment, we are avoiding making specific conclusions or making decisions related to females, recognizing the statistical limitations associated with a small sample.

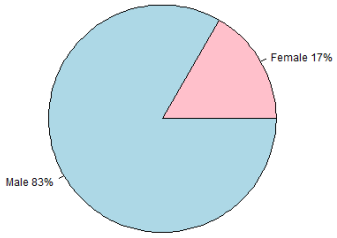

Fig. 4: Gender distribution among participants.

In addition, 100% of our participants identified themselves as confident digital users with a high level of confidence and proficiency in using electronic devices So, we can suggest that our observations and conclusions are particularly relevant to individuals with a high level of digital proficiency.

We chose a within-subjects study to compare participants' experiences with different conditions within the same group, ensuring a more accurate assessment of the impact of the variables under investigation. Therefore, every participant interacted with both conditions.

6 Analysis

Regarding H1 testing:

Considering a variable time to complete the task as a ratio data we used parametric methods for hypothesis testing. To demonstrate the normal distribution of our data, we conducted a QQ-test, and the outcomes are illustrated in Figure 5. So, the data distribution can be reasonably assumed to be normal.

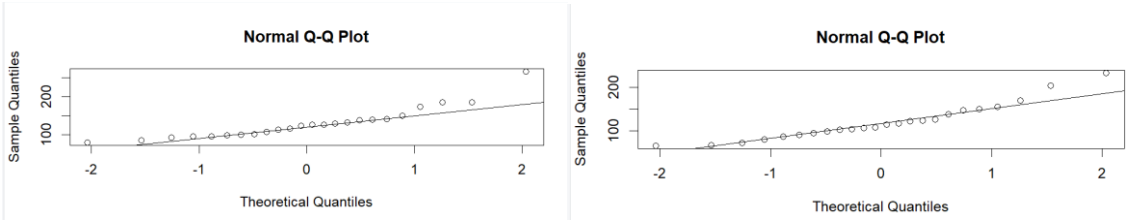

Fig. 5: Results of QQ test for prototype A (left figure) and B (right figure)

Based on the conclusions made above and objective measure of time on task, we ran a paired t-test (paired because of withing-subject experiment).

DV	Filter-based searching approach (Prototype A)		List-based searching approach (Prototype B)		Significance
	Mean	SD	Mean	SD	p-value
task completion time	129.3333 s	41.5469	119.9167 s	41.46546	0.8208

Table 1: Results summary for objective measures. SD = Standard deviation. Central tendency for Time on task (ordinal) is mean. DV = Dependent Variable. A significant value by a paired t-test.

As it can be seen in Table 1 after running t-test we got p-value = .8208. As p > .05 we do not have sufficient evidence to claim a statistically significant effect or difference. It means that there is not enough evidence to reject the null hypothesis for H1 based on the observed data. As a result, we have to accept the null hypothesis for H1. The results are supported by bar chars (Figure 6) illustrating that the mean time-on-task value is shorter for Prototype B.

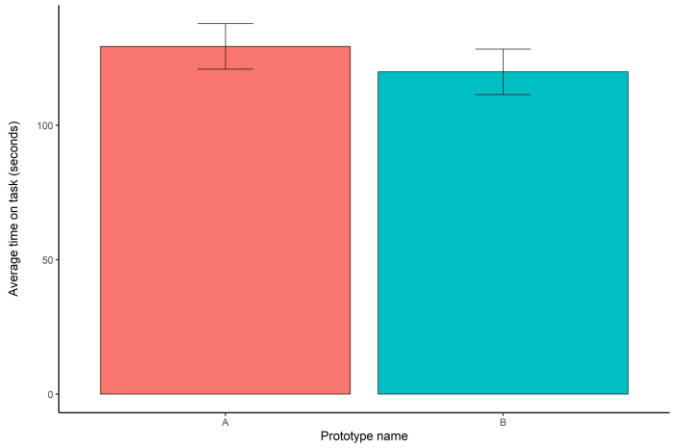

Fig. 6: Average time on task (in sec.) by prototype.

Regarding H2 testing:

For the subjective quantitative measures, specifically in testing H2, and acknowledging that the System Usability Scale score is treated as ordinal data, a non-parametric test was conducted. Due to the within-subjects design of the experiment, the appropriate statistical test employed was the paired Wilcoxon signed-rank test.

DV	Filter-based searching approach (Prototype A)	List-based searching approach (Prototype B)	Significance
	Median/Mode	Median/Mode	p-value
System Usability Scale score	77.5/90	60/82.5	0.0009152

Table 2: Results summary for subjective measures. Central tendency for 5-point rating scale (ordinal) is Median/Mode. DV = Dependent Variable. A significant value by a Wilcoxon signed-rank test.

As evident from Table 2 following the execution of the Wilcoxon signed-rank test, the prototype A was rated significantly higher than the prototype B for the System Usability Scale score ($p = .0009152$). So, we can reject the null hypotheses for H2. These results are supported by a box and whisker plot (Figure 7) showing that the median value of System Usability Scale score for prototype B is lower comparing with prototype A, and the ratings for prototype A range much less and are more consistent.

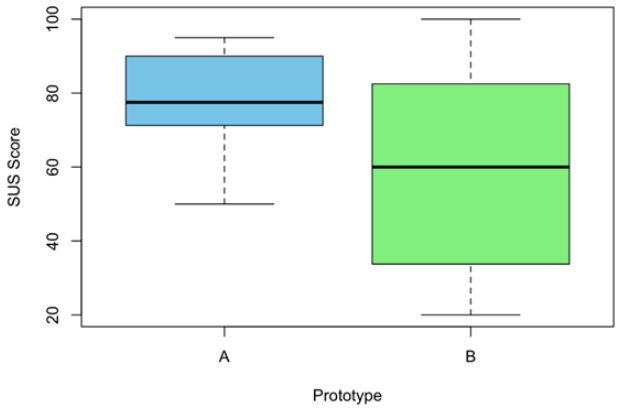

Fig. 7: Box plot of the SUS scores for both prototypes.

In summary, we can assert:

- **H1**: Accept null hypothesis: With filtered-method searching method (Prototype A) task completion time is NOT lower compared with the list-based method (Prototype B) ($p > .05$ by paired t-test).

- **H2:** Filtered-method searching approach (Prototype A) achieves a higher System Usability Scale score compared the list-based approach (Prototype B) ($p < .05$ by paired Wilcoxon signed-rank test).

Regarding System Usability Scale score:

As we used the System Usability Scale tool for measuring the usability, it is worth to highlight the obtained results. Based on research, a System Usability Scale score above a 68 would be considered above average and anything below 68 is below average. After interpreting the results of the System Usability Scale scores, it became evident that users generally found the interface of prototype A is to be more user-friendly and navigable (Figure 8). Specifically, as it can be seen in Figure 9, 83% of participants scored prototype A above 68, while more than a half of them (58%) rated prototype B below 68.

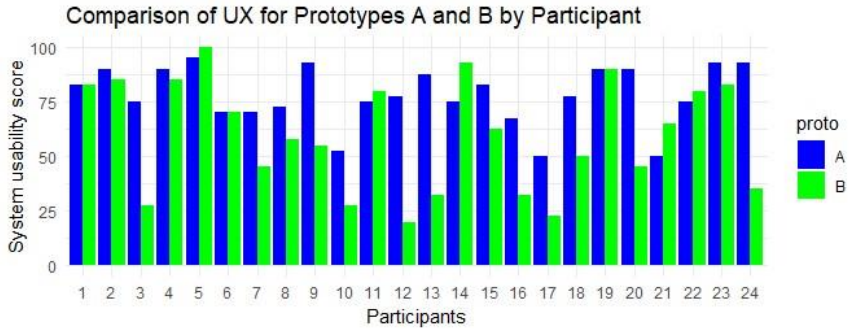

Fig. 8: System Usability Scale scores by participant.

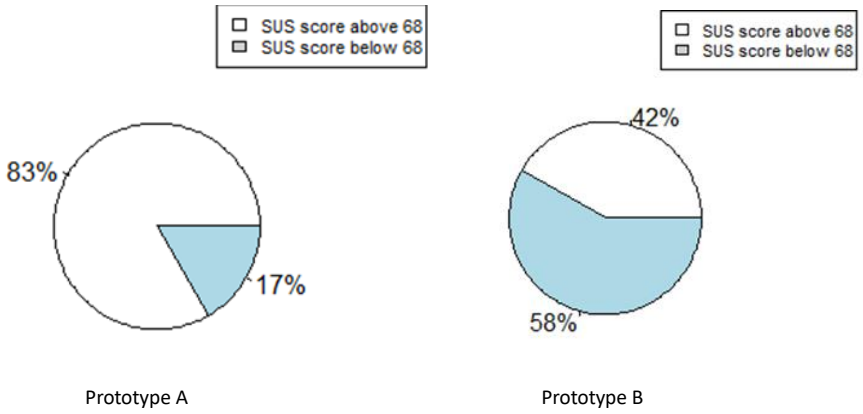

Fig. 9: Percentage of participants who scored below and above on System Usability Scale

7 Conclusion and Future work

To conclude, our research indicates that the list-based feature allows users to complete task faster compared to the filter-based prototype. Interestingly, despite the observed efficiency in the list-based approach, users consistently perceive the filter-based prototype as more user-friendly. This difference might be because users feel a bit overwhelmed by scrolling and searching manually in a list.

Despite the measured faster task completion on prototype based on list searching approach, users tend to prefer the filter-based version, assuming it to be less daunting and time-consuming. For future experiments, adjustments to prototype B are warranted to strike a better balance with prototype A, aiming to optimize both comfort and speed.

Furthermore, we should consider broadening the age range of your participants to better capture the diversity of the target group recruiting participants from a wider age range to make our study results applicable within our intended target group.

8 Appendices

1. Experimental plan
2. Ethics approval form
3. Consent form
4. Questionnaire blank
5. Task description
6. Examples of screen interactions.

References

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Tullis, T. S., Stetson, J. N. (2004). 'A comparison of questionnaires for assessing website usability'. In Usability Professional Association (UPA) Conference (Vol. 1), June, 2004.

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Experimental plan

1. Goals and Objectives

Goals:

Overall goal is to create an easy process to book a private session with a fitness coach and find issues with usability while using the developed system.

Other goals:

- understand the relationship between using different searching approaches and users' satisfaction.
- find what searching approach produce an optimal result.

Hypothesis:

H1: If participants use the filtered-method searching method (Variation A), task completion time will be lower compared to when they use the list-based method (Variation B).

H2: If participants use the filtered-method searching method (Variation A), system usability score will be higher compared to when they use the list-based method (Variation B).

2. Participants

Age: The target users for our application may primarily be adults and young adults, ranging from 18 to 40 years old.

Gender: The user base is likely to be diverse, including both males and females.

Income: The income level can vary from students and budget-conscious users to those with higher disposable incomes.

Education: Users may have varying levels of education with an average technical knowledge.

Area of interest: Users may have a strong interest in sports, especially individual sports and visiting gym, doing physical activities on a regular basis, also there may be not experienced users with a keen interest in sport activities.

Knowledge of technology: average daily mobile user.

3. Experiment Design

a. There are two different conditions of our application for a A/B testing:

Condition 1 (Variation A): In this state of the application, the central design components are based on a filter-based search approach.

Condition 2 (Variation B): In this state of the application, the main design components rely on a list-based search approach.

b. There is a plan to conduct a within-subject experiment.

c.

Independent variables:

- Searching approach.

Dependent variables:

- Task completion rate (the percentage of users who successfully complete a specific task or set of tasks within the interface).
- Task completion time.
- User satisfaction (including ease of use, functionality, performance, etc.).

d. The assign of order of conditions: We will begin with the initial participant (Participant 1), who will engage with Condition 1 (Variation A). They will complete the designated tasks within Condition A. Subsequently, the next participant will evaluate Condition 2 (Variation B). We will continue by alternately assigning conditions to participants.

Participant 1	Pre-test	Prototype A	SUS questionnaire	Prototype B	SUS questionnaire
Participant 2	Pre-test	Prototype B	SUS questionnaire	Prototype A	SUS questionnaire
Participant 3	Pre-test	Prototype A	SUS questionnaire	Prototype B	SUS questionnaire
Participant 4	Pre-test	Prototype B	SUS questionnaire	Prototype A	SUS questionnaire
…continue the same pattern					

e. There are several factors (confounding variables) that can affect the dependent variables during the experiment:

- User personality and individual characteristics (age, gender, education)
- Degree of participant involvement in the testing process (not every participant may be eager to complete the task accurately)
- Level of experience (some participants may not be familiar with booking process via application)
- Environmental factors, distractions during the experiment.

f. The plan is to use *a structured questionnaire* (multiple-choice answers or rate items on a scale), particularly Likert Scale (satisfaction) questionnaire, to indicate the level of agreement or disagreement with each statement on a 5-point scale (e.g., strongly agree, agree, neutral, disagree, strongly disagree).

At the beginning of the experiment a participant is supposed to fill the *pre-test questionnaire* providing general information about age, gender, etc. The participant will be asked to complete a *post-test questionnaire* after experimenting with every prototype.

4. Metrics

Here are metrics that are planned to be used:

- Task success rate (percentage of users who successfully complete a task): quantitative, objective.
- Time to complete the task: quantitative, objective.
- User satisfaction: quantitative (users rate their satisfaction on a numeric scale), subjective.

5. Ethics

To ensure that our experiment is ethical, appropriate measures are planning to be taken:

- Informed consent will be obtained from participants.
- To protect user privacy, we declare that user data is anonymized, secured, and managed to protect unauthorized access.
- To prevent bias the assign of order of conditions will be randomized.

- There is no intention to place participants in a difficult position or make them feel bad.
- No deception is involved.

6. Analysis

The plan is to do:

- descriptive statistic (mean (average), median (middle value), and mode (most frequently occurring value), frequency distributions (count or proportion) of each unique value or category in a dataset (histograms and bar charts are graphical representations of frequency distributions), graphical representation (bar charts).
- Inferential statistics, including measuring relationships, making meaningful correlations, hypothesis testing with statistical significance tests.

Ethics Approval Form for Expo Experiments

Students: Moram Khalid, Tatiana Zhelobanova, Zahra Fathima, Joao Bianchi Labriola, Yash Nadkarni

Title: Usability testing of fitness session booking application.

Supervisors: Ryad Soobhany/Azher Uddin

1. Abstract

An application is designed to offer users a convenient and user-friendly way to schedule and manage private fitness sessions, whether they prefer to work out at home or at a nearby gym.

2. Purpose of study

The purpose of the study is to evaluate and compare task completion time and system usability of two versions of fitness training booking application. To determine the most effective search approach, participant feedback will be gathered through a questionnaire.

3. Does the research involve human participants?

Yes.

4. Will personal data be collected?

Yes. Age and gender. The information be anonymized and unlinked.

5. Use of Human Participants

For this research, the participants will be actively using the application and conveying their experience through feedback using questionnaire. As the data gathered from the experiment will vary, some of which will be subjective, the research aims cannot be met with the existing data.

6. Are all participants to be recruited over 16, able to give informed consent, and have no known impediment that might affect their ability to participate in the study?

Yes.

7. How long will participants have to decide whether to take part in the study?

A few minutes, right before the experiment.

8. Does the study involve actively deceiving participants?

No.

9. Will participants be using non-standard hardware, e.g., eye-trackers, development prototypes?

No.

Detail the nature of the hardware system to be used:

Laptops and mobile devices with the relevant operating systems, such as Windows, macOS, iOS and Android, depending on the platforms supported by the application. Also, a stable internet is required.

Detail the task that participants will be asked to conduct with the hardware: N/A.

Give details of safety measures used to protect participants:

- All participants are supposed to give their informed consent to participate voluntarily.
- It is ensured that the survey responses are collected anonymously.
- The confidentiality of participants' data is provided.
- The room where the experiment is conducted is equipped with fire exits.

Data Protection Compliance

10. We confirm that

- All data will be stored on a HWU server.
- No identifiable personal information will be presented in public or in any report.
- Linked anonymised data will be linked so that the identifying codes will be kept in a secure locked cabinet or in a password protected file.
- Linked anonymised data will only be retained for the duration of the consent granted by the participant and will be destroyed after February 2024.
- External data and systems will be used within the licence terms specified.

in accordance with GDPR legislation. (YES).

Health and Safety Risk Assessment

11. We confirm that the project involves only standard IT equipment and exposes participants to no more hazards than a conventional office environment.

Yes.

Supervisor's comments:

Declarations

Group

I confirm that the above information is accurate and a true reflection of the intended study.

Name: Group 1

Date: 10/10/2023

Supervisor

I, as supervisor of the above student group, have checked the above for accuracy and I am satisfied that the information provided is a true reflection of the intended study.

Name:

Date:

F28ED Consent Form for Expo Experiments

NAME OF PROJECT: Usability testing of fitness session booking application

GROUP 1

Heriot-Watt University, Computer Science Department

Consent to Act as a Participant in an Experimental Study

Principal Investigator:
Tatiana Zhelobanova (tz2015@hw.ac.uk)
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Zahra Fathima (zf2022@hw.ac.uk)
Joao Bianchi Labriola (jsb2000@hw.ac.uk)
Yash V Nadkarni (yvn2000@hw.ac.uk)

Description:
The purpose of the study is to evaluate and compare task completion time and system usability of two versions of fitness training booking application. By conducting this study, we aim to find what searching approach produces an optimal result.
Certain personal data, including age and gender will be collected.

There are minimal risks for you to participate in this study. All personal information will be kept in accordance with the provisions of the GDPR Data Protection Act. Your participation will not affect how well you do in your courses (if you are a student) or affect your relationship with the university in any way.

You are free to decline to participate in this study. Should you decide to participate, you are free to end your participation at any time. Such a decision by you will not adversely affect or alter your status with the university in any way.

Participation voluntary consent: I confirm that I have read the preceding and that I understand its contents. I confirm that I have no known impediment that might affect my ability to provide consent and participate in the study.

Date	User Signature	Indiv.Initials

Participant #: _____
(completed by the experiment organizer)

Pre-Test:

1. How old are you:

- ○ Younger than 18 years old
- ○ 18 – 22 years old
- ○ 23 – 30 years old
- ○ 31 – 41 years old
- ○ Older than 41 years old

2. Your gender:

- ○ Female
- ○ Male
- ○ Prefer not to answer

3. How often do you use your technologies and devices?

- ○ Daily
- ○ Several times a week
- ○ Weekly
- ○ Several times a month
- ○ Monthly
- ○ Rarely
- ○ Never

Participant #: _____

(completed by the experiment organizer)

PROTOTYPE A

Post-Test:

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
1. I think that I would like to use this application frequently.					
	1	2	3	4	5
2. I found the application unnecessarily complex.					
	1	2	3	4	5
3. I thought the application was easy to use.					
	1	2	3	4	5
4. I think that I would need the support of a technical person to be able to use this app.					
	1	2	3	4	5
5. I found the various functions in this application were well integrated.					
	1	2	3	4	5
6. I thought there was too much inconsistency in this application.					
	1	2	3	4	5
7. I imagine that most people would learn to use this application very quickly.					
	1	2	3	4	5
8. I found the application very cumbersome to use.					
	1	2	3	4	5
9. I felt very confident using the application.					
	1	2	3	4	5
10. I needed to learn a lot of things before I could get going with this application.					
	1	2	3	4	5

Participant #: _____

(completed by the experiment organizer)

PROTOTYPE B

Post-Test:

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
1. I think that I would like to use this application frequently.					
	1	2	3	4	5
2. I found the application unnecessarily complex.					
	1	2	3	4	5
3. I thought the application was easy to use.					
	1	2	3	4	5
4. I think that I would need the support of a technical person to be able to use this app.					
	1	2	3	4	5
5. I found the various functions in this application were well integrated.					
	1	2	3	4	5
6. I thought there was too much inconsistency in this application.					
	1	2	3	4	5
7. I imagine that most people would learn to use this application very quickly.					
	1	2	3	4	5
8. I found the application very cumbersome to use.					
	1	2	3	4	5
9. I felt very confident using the application.					
	1	2	3	4	5
10. I needed to learn a lot of things before I could get going with this application.					
	1	2	3	4	5

F28ED Task Description

Group number: 1

Project name: Usability testing of fitness session booking application.

Task 1:

Scenario:

You're looking to book a personal training session. Your specific requirements are as follows:

- Location - Dubai Marina.
- You prefer a female coach.
- The session should be for 2 hours.
- It should be scheduled for tomorrow starting at 10 am.
- The cost of training should be less than 200 AED per hour.

Instructions:

Begin on the homepage. Find a female coach available tomorrow at a preferable location. Choose appropriate time slot. Ensure that the cost of training is less than 200dh. Complete the booking and get the confirmation message on the screen.

Success criteria:

Successfully booking a 2-hour personal training session with a female coach that meets the specified criteria.

Task 2:

Scenario:

You aim to book a personal training session with a specific coach, Tom Smith, and have the following specific preferences:

- You have the flexibility to select any training location.
- The session duration should be 1 hour.
- It should be scheduled for tomorrow at 9 am.
- The cost of training is not a concern.

Instructions:

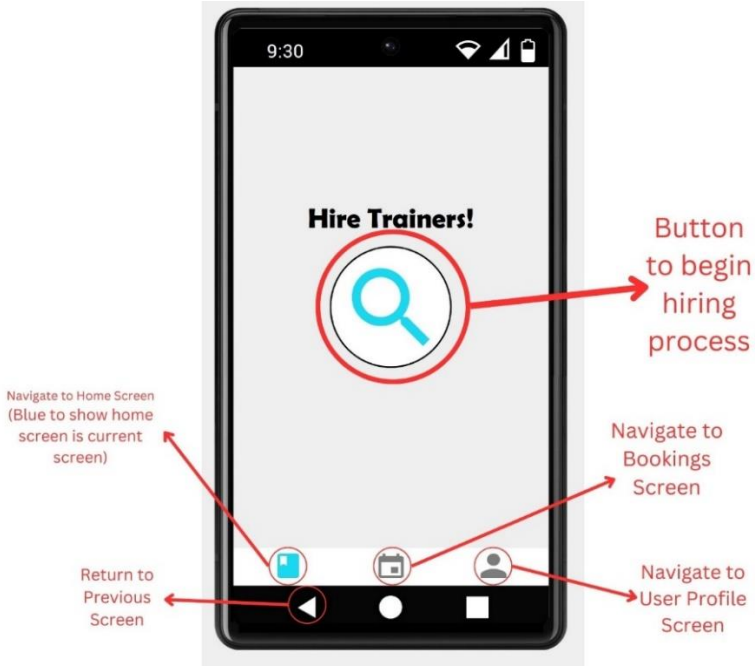
Begin on the homepage. Find coach whose name is Tom Smith. Choose appropriate time slot, location. Complete the booking and get the confirmation message on the screen.

Success criteria:

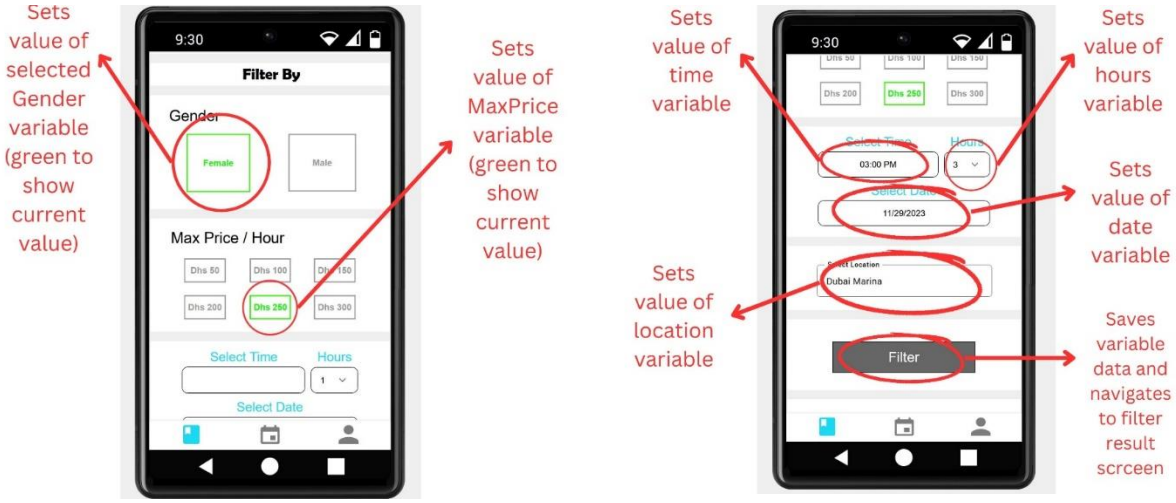
Successfully booking a 1-hour personal training session with coach Tom Smith that meets the specified criteria.

Examples of screen interactions

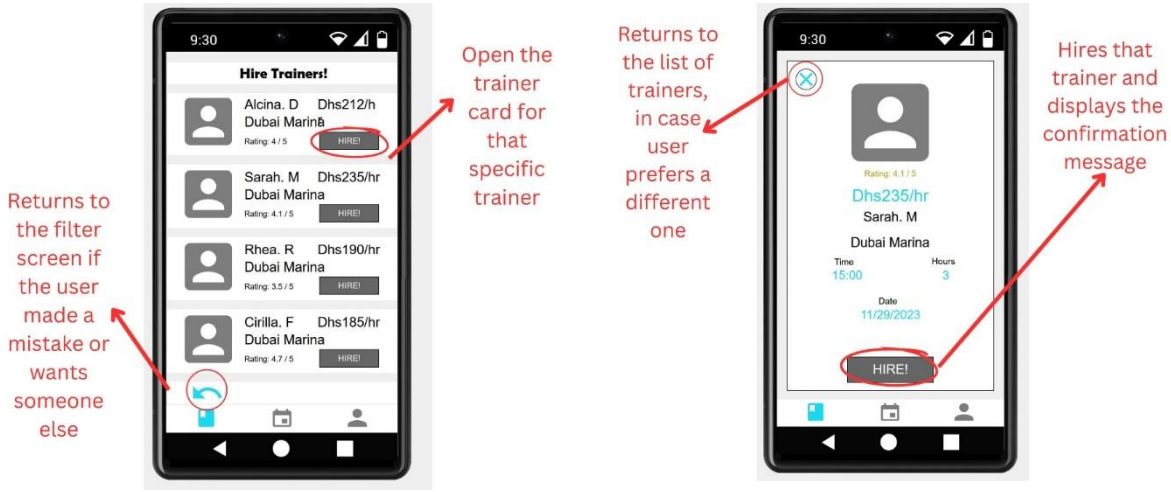
At the beginning, home screen is loaded (same start for both prototypes).



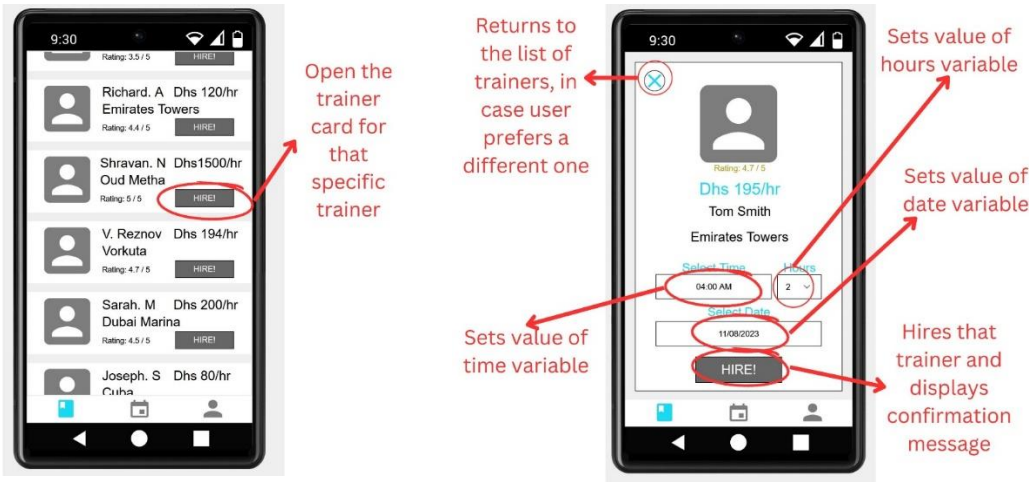
In Prototype A, selecting the central "Find" button will direct users to the filter screen.



In Prototype A, on the results screen, only the trainers that match the filter criteria will be shown.



In Prototype B, pressing the central "Find" button will lead users to an unordered list of all available trainers.



If at any time the user wants to go to the bookings screen, one of two screens will be displayed depending on the number of trainers hired.