

# RITE Testing

## 1st batch (3/6) - Paper Prototypes version 1

[Link to prototype](#)

The first batch of RITE testing was done with three individuals, all of which were physically active, though none of them consider themselves to be gym-goers. The tests were conducted in-person and moderated by Tyler. Focus was placed on observing impressions and interactions with prototypes and any general comments participants had.

The first batch of RITE testing showed emphasis on improvement over time and seeing growth. All participants preferred prototype 1's social approach towards addressing gym flaking.

### Revisions

Observation	Nits	Needs
All 3 participants mentioned that they favored the idea of being growth-oriented, shown in how they would have liked to see past reservations, changes in leaderboard positions, and an encouraging tone of voice. 2 participants also expressed that they favored using streaks instead of other metrics in the leaderboard, as they conveyed growth better.	Positive tone of voice throughout the app to encourage your progress  Using streaks to inform the leaderboard positions  Allowing participants to see past reservations/gym history	Users want to feel supported in their gym-going habits and to have their growth and efforts in the gym be seen and praised. The leaderboard and streaks offer one way of visualizing their growth.
All 3 participants showed limited emotional response and engagement to their avatars transforming and did not feel that much connection with them.	Include some sort of avatar onboarding or information  Change avatars from Pokemon to avatars that would be used in the app	Participants did not feel like they were acquainted with their avatar at all. This could in part be due to prior associations about the Pokemon we used as stand-ins for our avatars. Additionally, we had never had any sort of personal reveal of the avatar so that participants would know it is their avatar. As a result, there needs to be greater clarity about avatars and their evolution and growth.
1 participant expressed confusion in the leaderboard and leaderboard metrics; they were unsure of how the leaderboard rankings were measured and what exactly	Combined with comments about streaks, we should only have streaks dictate	General phrasing and wording should be made clearer and be more consistent, particularly in the leaderboard flow.

was being measured.	<p>leaderboard rankings</p> <p>Tooltip by streaks on the leaderboard page to explain how they are calculated</p>	
2 participants preferred selecting time before location of their gym reservation and expressed discomfort of having to potentially go back and forth between areas to select a time they could go to the gym. 2 participants also expressed that, rather than the all-in-one reservation page of prototype 1, they preferred that the reservation process be split into different screens.	<p>Separate screens for each selection on the reservation process</p> <p>Allowing participants to select time first and gym area second</p>	<p>Flow of the design should be reworked to be more logical and fluid, while only presenting what is necessary on each screen. Crowding screens with information can lead to confusion and anxiety in users.</p> <p>Participants also preferred seeing the date/time before the area they were reserving. This could be due to none of them being gym-goers and exercising on their own schedule. We will make this change and test in our next round of RITE testing.</p>
2 Participants were confused about icon usage and wording used in the app. 1 participant mentioned that the reservation process involved choosing a location for the reservation, but the locations listed were types of workouts.	<p>Use recognizable icons in digital prototype</p> <p>Pay closer attention to wording and phrasing within prototype</p>	<p>Clearer communication in terms of icons and words is necessary in creating effective design and seamless app usage. As a result, we will be standardizing the app's language and also implementing clear icons when we transition to digital designs.</p>

## 2nd batch (3/13-3/14) - Digital Prototype version 2

[Link to prototype](#)

The second batch of RITE testing, moderated by Gray, focused primarily on evaluating the usability and flow of the prototype and was very task-oriented as a result. This mainly involved asking for initial impressions, presenting a scenario with a task (make a reservation at the pool on Saturday, March 13 at 10:30 AM), observing general interactions, and probing user behavior among. 2 participants are self-identified infrequent gym-goers, and 1 participant is a self-identified “flaker.” Participants showed no difficulty in completing tasks and did not struggle to complete them.

Particularly new insights that we achieved through this second batch include the idea of really only wanting to engage with friends in the activity feed and leaderboard and privacy concerns about the global activity feed.

Observation	Nits	Needs
All participants, upon seeing the feed, assumed that the feed they were seeing was the activity of their friends and not a university-wide (global) gym activity feed. This sentiment was echoed in the leaderboard screens.	Change the friends tab to be the default, rather than the global tab	People enjoy connectivity to their friends and can relate more to their friends than to those they are not acquainted with. Prioritizing friend activity and ranking allows for a more personalized touch and allows users to feel more invested in the growth of their friends, achieving deeper connectivity with them.
All participants expressed some sort of concern about their privacy—would their activity be shown in the global feed? How much of their activity would be shown?	Making participation in global activity an opt-in, rather than default	People feel too exposed when their gym activity is public. Public activity might also pose a safety threat, as it broadcasts to the greater community where one might be at a particular time. We have created the short-term fix of opting in for the global activity feed. In the future, we hope to examine different avenues to protect privacy, such as using epithets or anonymizing global activity.
1 participant wanted appointment availability to be displayed for each area. Another participant expressed a desire to be able to pick the area of the gym they would like to book specifically based on what gym they wanted to attend.	Show appointment availability next to gym area selection  List out specific gym areas along with the gyms they are part of.	Users are in control of all parts of the gym booking process and need to know all relevant information in order to decide on what reservation to make. They want to know how many reservation slots are left in order to know if they need to reserve quickly or can take their time with it. They also want to reserve based on the gym that they prefer, and letting users choose what gym they are booking for provides them with that knowledge and control.
As participants proceeded through the usability testing session, all participants had constantly evolving mental models of what streaks were, and there was general confusion about how they were measured.	Change “streaks” to “attendance streaks”	Clearer language regarding what streaks are is still needed and something that we will be experimenting with and evolving through RITE testing. Streaks maintains the idea of some sort of record-keeping, however often has connotations of it being associated with a daily habit. We will be testing if changing to “attendance streak” will influence participants and divest

		them from the typical connotation it has.
2 participants expressed a desire to be able to “jump” to or preview their position in the leaderboard ranking instead of scrolling down to find it.	Adding a preview of where they are in the leaderboard ranking, fixed at the bottom of the screen	Scrolling for a long period of time is often a hassle and cumbersome. When combined with the leaderboard, however, it can often be disheartening to scroll for so long only to find yourself very close to the bottom. Because we want to have a supportive attitude towards gyming, we want to avoid this feeling of “losing” or feeling like your gyming efforts have been wasted, resulting in avoiding this scroll altogether through a preview.
All participants did not realize that the avatar was an avatar—rather, they thought it was a mascot.	Create and implement avatar onboarding screens.	While the avatars no longer have any sort of Pokemon association, participants still did not feel connected to their avatars, instead thinking that the avatar was part of prototype branding. We had also forgotten to implement onboarding screens for this batch of RITE testing and will be doing so for the next round. We hope that this will make it more explicit and cultivate some sort of personal connection with their avatar.
1 participant wanted to be able to view their personal booking history in their profile.	Add a reservation history to the profile screen	Being that this prototype is growth-centric, we should allow for personal booking history to be present, not just avatar growth history. Doing so allows participants to track their progress in their own way and serves as a personal log for them to check on their gym habits.
1 participant was confused about the news (activity) feed, believing it to be about any gym updates or notices with respect to gym policies.	Change “news feed” to “home,” since it was the screen that the prototype would default to upon opening	Clarity of language persists as an issue in our prototype. Feed often carries associations with information and content, rather than gym <i>activity</i> of friends and the university. In order to avoid these associations, we have opted to drop the word entirely, titling the screens “home.”
1 participant expressed anxiety about	Instead of having	Users want to be aware of

wanting to check what their appointments are and not being able to find an area that would let them do so.	screens dedicated to just booking appointments, change it to an appointments tab that includes showing current/upcoming reservations and allows you to make appointments from that screen	information relating to their decisions and activity on the app. By revising the appointments screen, we allow for users to be able to double-check their upcoming activity to remind them.
All participants thought that the progress bar for avatar leveling was their progress to whatever goal they might have set on how many times to go to the gym.	Add "You went to the gym 5x this month" under the progress bar	Bars can convey a wide variety of information, and we wanted to evaluate what participants thought the bar would be in this context. We realized, however, that many participants believed this to be related to a goal they had set and not the avatar leveling system, which resulted in the addition of accompanying text to realign mental models.

## Design review with teaching team

The project team met briefly with Julie and Vinh to review our prototype's design.

Observations	Nits	Needs
The teaching team noted that there was a lack of a button to take users from the feed to the settings and likewise for booking confirmation to accessibility or calendar settings.	Add a quick link on those pages to their respective areas in the settings	Accessing things should be easy for users and should not disrupt their task flow. They should be able to change their settings without having to get sidetracked into finding it in their settings.
The teaching team noted that since the friends feed is the default tab, we should move the friends tab on the left.	Switch friends tab to be on the left	Moving the default to the left side of the screen aligns with the user experience of other apps and everyday things (i.e. reading left to right).
Teaching staff noted that the tab toggle on the feed being at the top of the screen felt awkward, especially since the welcome card below it would not be changing between the two tabs.	Move the tab toggle to be under the card	Users want to be able to see change in content when they switch to a different tab so that they know they have actually switched tabs. Moving the toggle

		under the card would mean a more visible difference in tab content, affirming the user's experience of switching tabs.
The teaching team felt that they wanted to be able to book appointments on the home screen and that this flow was somewhat buried despite it being a primary task of the prototype.	Add a button to book appointments in the home screen	Users should have easy access to actions that they frequently do, and allowing for a button to book appointments would allow for users to book appointments easily without the hassle of digging through the menu.
The teaching team noted that phrasing in the appointment booking process is a little confusing, particularly in having to pick a gym location—they did not feel like certain facilities were technically part of the gym.	Avoid gym location language. Instead, use "Where are you going?"	Clarity of language is an issue—technically the pool does not fall under the gym, however we must include the pool as a reservation option. As a result, we will avoid using the word gym since it may cause confusion and will instead ask simply "Where are you going?"
Teaching staff noted how awkward it felt to have to book by time first before being able to choose a facility, mentioning that they only really want to go to the pool of the gym and do not really intend on using the other facilities.	Put where to book before showing which time slots are available.	Different gym-goers have different needs. It is possible that because the participants from the first batch of RITE testing were not gym-goers and because they exercise on their own schedule, they felt like their routines were more closely related to time. In contrast, actual gym-goers may relate their gym going experience to the area of the gym. In the end, in order to cater to our target users of gym-goers, we swapped the order of facility and time.

## 3rd batch - Figma Prototype version 3

[Link to prototype](#)

The third batch of RITE testing, moderated by Irene, focused primarily on evaluating the usability and flow of the prototype.

**Text Plan:** Participants are introduced to the premise of the app and the current process of gym attendance at Stanford. They are then asked to interact with the following pages on the Figma

prototype: home page, profile's page, leaderboard. Next, participants are asked to complete 2 tasks: book a gym appointment, check-in at the gym.

**Test Participants:** 2 participants are self-identified veteran gym-goers, and 1 participant is a self-identified beginner.

**Results:** Participants showed no difficulty in completing tasks and offered the following insights:

- Veteran gymers are more eager to engage in friendly competition (ie. leaderboard) and expand their gyming community beyond their friends, as opposed to beginners.
- Veteran gymers zero-in on qualitative measures of growth (ie. personal records, rankings, numerical streaks) while beginners gravitate towards qualitative measures of growth (ie. avatar evolution).

Observation	Nits	Needs
2 participants misunderstood the globe icon to mean "public to everyone in the world using this app." We intend this icon to mean "public to everyone in the Stanford community."	Change globe icon to graduation cap icon. Add the text "My university" on this page.	We need to more clearly communicate that the second tab refers to the Stanford community.
During the booking process, 1 participant interpreted both the "just to confirm" screen and "you're all set" screen as post-booking confirmation screens.	Change past tense language in "just to confirm" screen to present tense. Move the "save to iCal" functionality to the "you're all set screen."	We need to match our UI with comparator apps to better communicate when a booking is being processed.
1 participant mentioned how his accommodations needs change (ie. as an injury heals). With the current UI, he said he would forget to change his accommodations request.	Show users what requests they made on the "just to confirm" page.	Injury-prone users may need to frequently update their accommodations requests. It is important to show users their current accommodations requests, so that they can update them as needed.
1 participant was unclear whether or not his QR code was tied to a specific gym appointment	Include time stamp and location to QR code page.	Because there is a time gap between booking and attending a gym appointment, users need visual reminders regarding their upcoming appointments. By adding a timestamp and location to the QR page, we can remind users about their appointment details as they check in or prepare to check in.
2 participants were interested in celebrating achievements besides gym	Future steps: add collectable badges for	Gymers are interested in celebrating milestones beyond

streaks and attendance.	other gym milestones	simply gym attendance. For instance, improvement in gym attendance and engagement with various types of exercises can also be recognized and rewarded through collectable badges!
1 participant (beginner) was scared that she wouldn't be able to keep up with veteran gymers on the leaderboard. This entire page felt inaccessible to her.	Change the leaderboard from monthly gym attendance to weekly streaks.	Both beginner and veteran gymers should feel like the leaderboard is accessible to them. By focusing on the # of weeks a user has consistently attended the gym, we can level the playing field between beginners (who may attend the gym 1-2x a week) and veterans (who may attend 6-7x a week.)