User Feedback Survey Results

Overview

Project: Samsung Health and Wearable Integration Enhancement
Survey Period: 01-Sep-2024 to 15-Sep-2024
Participants: 500 Samsung Health app users

Objective: To gather user feedback on the new health tracking features, including sleep tracking, heart rate monitoring, stress level detection, and activity recognition, to identify areas for improvement and ensure user satisfaction.

Survey Questions and Results

Question 1: How satisfied are you with the new sleep tracking feature?

- **Very Satisfied**: 45%
- **Satisfied**: 30%
- **Neutral**: 15%
- **Dissatisfied**: 5%
- **Very Dissatisfied**: 5%

Question 2: How accurate do you find the heart rate monitoring during physical activities?

- **Very Accurate**: 40%
- **Accurate**: 35%
- **Neutral**: 15%
- **Inaccurate**: 5%
- **Very Inaccurate**: 5%

Question 3: How helpful do you find the stress level detection feature?

- **Very Helpful**: 35%
- **Helpful**: 40%
- **Neutral**: 15%
- **Unhelpful**: 5%
- **Very Unhelpful**: 5%

Question 4: How reliable is the activity recognition feature in detecting different activities?

- **Very Reliable**: 38%
- **Reliable**: 37%
- **Neutral**: 15%

- **Unreliable**: 5%
- **Very Unreliable**: 5%

Question 5: How easy is it to use the new features in the Samsung Health app?

- **Very Easy**: 42%
- **Easy**: 33%
- **Neutral**: 15%
- **Difficult**: 5%
- **Very Difficult**: 5%

Summary of User Feedback

Positive Feedback:

1. **Sleep Tracking**: Users appreciated the detailed sleep reports and the accuracy of sleep stage detection. Many mentioned that the personalized sleep coaching tips were helpful in improving their sleep quality.
2. **Heart Rate Monitoring**: Participants found the heart rate monitoring feature to be mostly accurate, especially during physical activities. The real-time alerts for abnormal readings were highlighted as a valuable addition.
3. **Stress Level Detection**: The stress level detection feature received positive feedback for its usefulness. Users liked the contextual tips provided to manage stress.
4. **Activity Recognition**: Users reported that the activity recognition feature was reliable for common activities such as running and cycling. They appreciated the detailed activity reports and real-time feedback.
5. **Ease of Use**: The majority of users found the new features easy to use and appreciated the intuitive interface of the Samsung Health app.

Constructive Criticism:

1. **Battery Consumption**: Some users reported that the continuous monitoring features, especially heart rate monitoring, significantly drained their device's battery.
2. **Customization Options**: A few participants mentioned the need for more customization options in the heart rate monitoring alerts and stress level detection tips.
3. **Minor Inaccuracies**: There were occasional reports of inaccuracies in activity recognition for less common activities and minor discrepancies in heart rate readings during high-intensity workouts.
4. **User Interface**: A small number of users suggested improvements in the navigation flow and visual design of the new features.

Detailed Analysis of Feedback

Sleep Tracking:

- **Strengths**: The integration of new sensor data and the development of an advanced algorithm have significantly improved the accuracy of sleep tracking. Users appreciate the detailed sleep reports and personalized coaching tips.
- **Areas for Improvement**: Some users suggested adding a weekly summary view to help them identify long-term sleep patterns and trends.

Heart Rate Monitoring:

- **Strengths**: The enhanced accuracy and real-time alerts for abnormal heart rate readings were well-received. Users found these features particularly useful during physical activities.
- **Areas for Improvement**: Optimizing battery consumption and providing more customization options for alert thresholds were common suggestions.

Stress Level Detection:

- **Strengths**: The feature was praised for its accuracy and the helpfulness of the contextual tips provided to manage stress levels. Users found the integration of heart rate variability data valuable.
- **Areas for Improvement**: Users requested additional tips and more detailed explanations of how stress levels are calculated.

Activity Recognition:

- **Strengths**: The activity recognition feature was reliable for common activities such as running and cycling. Users appreciated the detailed activity reports and real-time feedback.
- **Areas for Improvement**: Improving accuracy for less common activities and enhancing the user interface with more distinct visual cues were suggested.

Ease of Use:

- **Strengths**: The majority of users found the new features easy to use and appreciated the intuitive interface of the Samsung Health app.
- **Areas for Improvement**: Some users suggested minor improvements in the navigation flow and visual design to enhance the overall user experience.

Recommendations Based on User Feedback

1. **Optimize Battery Consumption**: Implement optimizations to reduce battery usage, particularly for continuous monitoring features such as heart rate monitoring.
2. **Enhance Customization Options**: Provide more customization options for alert thresholds in heart rate monitoring and stress level detection tips to cater to individual user preferences.
3. **Improve Accuracy for Less Common Activities**: Refine the activity recognition algorithm to improve accuracy for a wider range of activities.
4. **Add Weekly Summary View for Sleep Tracking**: Include a weekly summary view in the sleep tracking feature to help users identify long-term sleep patterns and trends.
5. **Refine User Interface**: Make minor improvements to the navigation flow and visual design of the new features to enhance the overall user experience.

User Testimonials

Testimonial 1: *"The new sleep tracking feature is fantastic! The detailed reports and personalized coaching tips have really helped me improve my sleep quality. I love the new interface - it's very user-friendly."*

- **Participant 123**

Testimonial 2: *"Heart rate monitoring during my workouts has been very accurate. The real-time alerts for abnormal readings are a great addition. However, it would be nice to have more options to customize the alerts."*

- **Participant 456**

Testimonial 3: *"The stress level detection feature is quite helpful. The tips provided are practical and have helped me manage my stress better. I appreciate the focus on data privacy as well."*

- **Participant 789**

Testimonial 4: *"Activity recognition works well for my runs and cycling sessions. The reports are detailed and provide useful insights. However, it sometimes struggles with less common activities like hiking."*

- **Participant 101**

Conclusion

The user feedback survey has provided valuable insights into the strengths and areas for improvement of the new health tracking features in the Samsung Health app. Overall, users

have responded positively to the enhancements, particularly in sleep tracking, heart rate monitoring, and stress level detection. By addressing the constructive criticism and implementing the recommended improvements, Samsung Health can further enhance user satisfaction and engagement.

Appendix

Survey Questions:

1. How satisfied are you with the new sleep tracking feature?
2. How accurate do you find the heart rate monitoring during physical activities?
3. How helpful do you find the stress level detection feature?
4. How reliable is the activity recognition feature in detecting different activities?
5. How easy is it to use the new features in the Samsung Health app?
6. What improvements would you like to see in the new features?
7. Any additional comments or suggestions?