

Isabella's interviewee:

- How do you typically discover new hiking trails or locations to explore?
 - Tiktok or youtube
- Have you ever previously used an app or website to learn about hiking or find hiking trails? If so, which ones?
 - No, doesn't go hiking often/doesn't have a lot of interest in hiking
- Would an app that contains detailed hiking guides and general beginner hiking tips motivate you to start hiking?
 - Probably not, is more motivated by videos of cool areas/nice views
- What are your thoughts on how the information is laid out in the detailed hike guide? Is there anything you would change? Is there any information you think is missing or is unnecessary?
 - Could add info on parking
 - Could add warnings for specific hikes
 - E.g. bear warning, rockslide warning, snake warning, etc.
 - What to wear/bring section might not be necessary? Could be added in guides section instead
 - Or could make it customizable
- What are your thoughts on how the information is laid out in the detailed hike guide? Is there anything you would change? Is there any information you think is missing or is unnecessary?
 - Guides are too wordy - make it as simple & easy to digest as possible
 - Same for guide description in preview
 - Thinks that guide description in preview might not be necessary to include & thinks it sounds like its marketing a product rather than explaining/giving short preview to guide content
 - Add more images/visual aspects in guide content
 - Could change icons for guides - give more contrast between the different icons
 - Could make them different colors?
 - Sort & filter options for guides section might not be necessary
- How do you feel about how the information is laid out in the profiles page? Is there anything you would change or add/take away?
 - Could combine completed trails & journal (add journal into completed trails option so that users can add notes/pics to hikes they finished)
- How difficult did you think it was to navigate the app?
 - Not difficult at all
- How likely are you to use this app to learn about hiking or find hiking trails?
 - Somewhat likely

- Would rather use this one app than try to spend a lot of time researching and using many different websites/material
- However, thinks that guides are too wordy, would rather watch short videos/something more engaging
- How well do you think this app caters to beginner hikers?
 - Thinks it caters well to beginner hikers, especially because it has guides
- How do you feel about the visual design and overall aesthetics of the app? Does it contribute to a positive user experience?
 - Overall, likes the design of the app
 - Likes the green
 - Likes how simple it is
- Do you have any other feedback for us
 - No

Sophia:

Interviewee #1

General Questions

1. How do you typically discover new hiking trails or locations to explore?
 - Friends or Google search it up
2. Have you ever previously used an app or website to learn about hiking or find hiking trails? If so, which ones?
 - No
3. Would an app that contains detailed hiking guides and general beginner hiking tips motivate you to start hiking?
 - If there was no, bc not an avid hiker

Notes on user tasks:

- Welcome pop up: too much text dont wanna read it
- Home page and trail details:
 - A lot of info here → make it more easily scannable and easier on the eyes
 - Use of icons is nice to break it off
 - Like the boxes to section it off
 - It'd be nice to click into reviews and see user reviews
 - How are the hikes sorted defaultly (alphabetical, rating, etc.)
 - Are images uploaded by hike management or customers bc i would trust customer pics more than management → theyd wanna upload the best
- Guides:
 - Make illustrations left aligned
 - Where does saving the guides go?
 - How does it categorize it by default (like trails)

Hikes Feature Questions

- What are your thoughts on how the information is laid out in the detailed hike guide? Is there anything you would change?
 - Prefer to understand how its initially sorted, usually would tell if sorted by recommendation, ratings, etc.
- Is there any information you think is missing or is unnecessary?
 - 12 mins one way vs whole duration?
 - Nice to know why i need diff things to bring for diff trails (i.e. is there smth special abt that trail?)

Guides Feature Questions

- What are your thoughts on how the information is laid out in the detailed hike guide? Is there anything you would change?
 - Just word dense
 - Make the descriptions on guide page shorter and straightforward
- Is there any information you think is missing or is unnecessary?
 - NA

Profile Feature Questions

- How do you feel about how the information is laid out in the profiles page?
 - Idk what journal is, assuming i take notes on trails
- Is there anything you would change or add/take away?

General Questions

1. How difficult did you think it was to navigate the app?
 - Not hard
2. How likely are you to use this app to learn about hiking or find hiking trails?
 - If i was a hiker and this app held a lot of trails, then yea
3. How well do you think this app caters to beginner hikers?
 - Pretty good, a lot of beginner guides
4. How do you feel about the visual design and overall aesthetics of the app? Does it contribute to a positive user experience?
 - Overall yea
 - Info arch is laid out well
 - Drop shadow on search bar more blurred out
 - Text, capitalization is inconsistent for titles and subheadings
 - These days brands just do “Abc def ghi” vs “Abc Def Ghi”
 - Way pages are displayed is inconsistent w visual treatment (icons vs pics vs overlay)
5. Do you have any other feedback for us?
 - Make profile pic a face - was confused thought maple tree was name of app lol

- Make typography more consistent (big and bold vs big and not bold) and with sizing

Interviewee #2

General Questions

- How do you typically discover new hiking trails or locations to explore?
 - Google or apple maps, read their short instructions on what the hike is
 - Other websites that has pics of what they look like
- Have you ever previously used an app or website to learn about hiking or find hiking trails? If so, which ones?
 - Nike running app to track hike, but not for finding new trails
- Would an app that contains detailed hiking guides and general beginner hiking tips motivate you to start hiking?
 - Yes

Hikes Feature Questions

- What are your thoughts on how the information is laid out in the detailed hike guide? Is there anything you would change?
 - Layout is clear, aesthetic, naturey, will appeal to ppl who enjoy hiking
 - Symbols and logos are useful and easy to spot
 - A lot of intro info thats necessary and important, for very beginner hikers
 - Text can be less dense to read through
- Is there any information you think is missing or is unnecessary?
 - N/A, all suitable

Guides Feature Questions

- What are your thoughts on how the information is laid out in the detailed hike guide? Is there anything you would change?
 - Based on first review a lot of info → good and bad
 - For ppl in a rush, reduce the text
- Is there any information you think is missing or is unnecessary?
 - All good

Profile Feature Questions

- How do you feel about how the information is laid out in the profiles page?
 - Good
 - Journal (personal preference), other apps would say “my journey” or “my history”, but also there’s a completed trails tab so
- Is there anything you would change or add/take away?
 - For profile, can create a task bar from 0-100 how far user has gone, personal rewarding experience

General Questions

- How difficult did you think it was to navigate the app?

- Not difficult at all
- 7. How likely are you to use this app to learn about hiking or find hiking trails?
 - I would use it and recommend to friends
- 8. How well do you think this app caters to beginner hikers?
 - User friendly, layout is appealing and peaceful, geared towards beginner hikers, theyd enjoy using it too
- 9. How do you feel about the visual design and overall aesthetics of the app? Does it contribute to a positive user experience?
 - Agree
- 10. Do you have any other feedback for us?
 - No

Lin

Interviewer background:

Junilian 4th year, EE major, intro level of hiking experience.

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00:01:41.130 --> 00:01:48.620

lin huang: Alright great. Now let's start over interview. Now, the first question is, how do you typically discover new hiking trails or locations to explore.

Jullian: Typically, I would go on Google and Google High controls near me.

17

00:01:57.090 --> 00:02:06.399

lin huang: Oh, right wonderful. Okay. The second question is, have you ever previously used an app or website to learn about hiking or find hiking trails? If so, which ones

Jullian : no, I haven't. I've only used Google to find locations, and I'll go there to see it myself.

Lin:

Why haven't you used any app or website?

Julian: I'm pretty new to hiking, and Google has always been my gateway into all sorts of stores and locations, and I use the ratings as well as reviews on Google as a sort of guideline. So I've never thought about

20

00:02:39.310 --> 00:02:41.730

Julian: getting or using another platform

21

00:02:42.470 --> 00:02:50.689

lin huang: Perfect now that now the third question, what an app that contains detailed hiking guys and general beginner hiking tips motivate you to start hiking.

22

00:02:52.650 --> 00:03:06.149

Julian: Yeah, I think hiking is a great form of exercise is a great form of cardio, I think hiking sort of relaxes your mind and overall. I think it's a great activity to do in your spare time.

23

00:03:06.170 --> 00:03:10.419

Julian: so I would love to enroll in a platform that

24

00:03:10.610 --> 00:03:14.040

Julian: makes it more convenient for me to partake in this activity

25

00:03:14.890 --> 00:03:38.939

lin huang: right perfect. Now thank you for your responses. We will now show you a prototype of the app we have designed that you will be able to interact with. We'll also ask you to perform some users has so that we can get an understanding of how user might use and navigate our app to accomplish their goals while performing the task. Please interact with the growth in the manner that feels most natural to you, and let us know if anything is unclear, or if you run in into any issues.

26

00:03:39.450 --> 00:03:43.040

lin huang: And right now you should. You know, you should be able to interact with the prototype.

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00:03:43.100 --> 00:03:55.389

lin huang: And thank you for completing the users has, and we will now ask you some questions about the app you just interact with for our final interview session again, your honest responses will be highly appreciated.

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00:03:56.120 --> 00:04:05.849

lin huang: So for hifi questions. What are your thoughts on how the information is laid out in the detailed hike guide? Is there anything you would like to change?

29

00:04:08.150 --> 00:04:16.289

Julian: I think the ui is pretty clean. It's pretty straightforward. I think the style is pretty minimalistics overall.

30

00:04:16.649 --> 00:04:18.419

Julian: good impressions. I think.

31

00:04:18.790 --> 00:04:23.080

lin huang: Is there any information you think is missing, or is unnecessary.

32

00:04:24.970 --> 00:04:30.279

So far. No, because, as I've said before, I'm pretty new to hiking.

33

00:04:30.300 --> 00:04:34.580

Julian: and all of the information presented to me seems to be essential.

36

00:04:45.090 --> 00:04:53.579

lin huang: Right now let's move on to guys future questions. What are your thoughts on? How the information is laid out in the detailed hike guide. Is there anything you would like to change?

37

00:04:54.870 --> 00:05:04.000

Julian: not really. I think all of them are pretty compact

38

00:05:05.170 --> 00:05:17.050

julian: all of the key information that I need are there at a glance. It's pretty accessible. It's pretty good

39

00:05:18.550 --> 00:05:26.700

Julian: I think everything is there nothing that I would remove.

41

00:05:30.220 --> 00:05:36.929

lin huang: right. Now let's move on to profile, feature questions. How do you feel about the information is laid out in the profiles? Page?

42

00:05:38.250 --> 00:05:45.270

Julian: I think it's it's it's pretty good. I think it's it's pretty clean.

43

00:05:46.140 --> 00:05:51.539

There isn't that much information for me to put in the profile page. So it's pretty normal. I'd say

44

00:05:51.850 --> 00:05:55.840

lin huang: right. So is there anything you would like to change or add, or take away?

45

00:05:56.900 --> 00:05:58.800

Julian: No.

46

00:05:59.680 --> 00:06:06.600

lin huang: alright good, thank you. Now, moving on to general questions. How difficult did you think it was to navigate the app?

47

00:06:10.160 --> 00:06:18.080

Julian: Hmm! It wasn't very difficult like I've said it's pretty straightforward. Everything you'd expect to be there.

48

00:06:18.290 --> 00:06:22.400

Julian: So it wasn't confusing in any ways

49

00:06:22.950 --> 00:06:29.229

lin huang: right perfect. Now, second question, how likely are you to use this app to learn about hiking or find hiking trails.

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00:06:31.150 --> 00:06:37.549

Julian: I think if I yeah, you know what I think, I would give this app a shot and use it to hide

52

00:06:40.970 --> 00:06:47.030

Julian: very useful, provides lots of information have a lot of utilities. So I'd say it's good

53

00:06:47.320 --> 00:06:52.250

lin huang: How well do you think this app caters the beginners hikers.

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00:06:54.100 --> 00:06:58.239

Julian: Well, I think as a beginner hiker myself this seems to be quite accommodating. so I would say that it is pretty friendly towards new hikers.

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00:07:07.250 --> 00:07:18.060

lin huang: Now, the fourth question, how do you feel about the visual design and overall aesthetics of the app? Does it country? Does it contribute to a positive user experience.

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00:07:19.080 --> 00:07:22.820

Julian: Yeah, the color scheme is very natural, very comfortable.

58

00:07:23.050 --> 00:07:31.079

Julian: The layout is pretty clean. Overall. It's it's it suits the theme of hiking

59

00:07:31.100 --> 00:07:34.100

the writing. The size the fonts are

60

00:07:34.460 --> 00:07:41.180

Julian: acceptable, I think. Maybe an option to turn off the size of the font would be nice, but overall. It's good.

61

00:07:41.620 --> 00:07:45.510

lin huang: do you have any other feedback for us?

62

00:07:45.950 --> 00:07:49.649

Julian: Not necessarily any at the moment.

63

00:07:50.610 --> 00:07:54.530

Julian: I would say. I have to probably use it a lot more before I have any more feedbacks.

Interviewer background:

Jackson Wong 1st year bio Major, intro level hiking experience.

Lin Huang 3:46

Okay, so we're gonna start the structure and review part one I'll do you typically discover new hiking trails, relocation to explore.

Jackson Wong 4:01

Usually my friends would share those locations to me, I really go for go hiking with all my friends. So basically, I get all of those locations from my friends. I barely search for those myself on the internet, but sometimes I do by using Google Map and that's it.

Lin Huang 4:23

Okay, number two, have you ever previously used a website to learn about hiking or finding hike trails? If so which ones

Jackson Wong 4:34

I have never actually used an app nor a website to learn about hiking stuff.

Lin Huang 4:43

Okay, why is that?

Jackson Wong 4:44

Um, well, I was just like I said, me personally, I am just a beginner for hiking. I only go hiking with my friends and they know a lot of stuff. They do a lot of research and they will tell me all about it. I mean, personally, I don't really get the chance to search a vast amount of informations via different methods, for example, using maps for websites. So, yeah, so again, you know, I'm just, I don't usually search up or hiking places. That's it.

Lin Huang 5:23

Would an app that contains detail hiking guides, and general beginner hiking tips motivate you to start hiking.

Jackson Wong 5:32

I think it definitely would, because to some extent, one of the reasons why I'm only doing hiking with my friends is because I don't really find myself interested in hiking alone. I do it for socializing, Doing research on my own and all of those hiking places are confusing to find. an app that's only for hiking and around UCLA will be really helpful for me to, at least motivates me to have more interest in hiking.

Lin Huang 6:06

Thank you so much for your response, we will now show you a prototype app we have design that you will be able to interact with, we will also ask you to perform some user tests so we can get an understanding of how user might use and navigate our app to accomplish their goals. While performing the tasks, please interact with the prototype, the manner that feels most natural to you. Let us know if anything is unclear. So can you go to the figma that I show you? Could you go through the signup flow? What do you think of the signup flow?

Jackson Wong 6:55

I think maybe maybe you guys could have a function called sign in as a guest. Or by using a different sign in option such as login via google emails, because, you know, I feel like it will be more convenient for us to use the app.

Lin Huang 7:11

Yeah, yeah, we could save this later. So I'm gonna ask you to click and explore hike on homepage, homepage, or maybe scroll through thinking guide and see. And also, like an explore

of all the other user guides, specific guides? And then also, could you look at the profile page? Yeah, sure. And then also look at the user input.

I let me know whenever you're done.

Okay, thank you for completing the user test. We will now ask you some questions about the app that you just interact with. For our final interview session.

Again, your honest response will be highly appreciated. Okay, the hiking feature questions? What are your thoughts on how the information is laid out? In the detail hiking guide? Is there anything that you would like to change?

Jackson Wong 8:42

I feel like the app is way too wordy. too many words. And and it's not only inconvenient for internationals/ non native speakers who wants quick access. and I'm reading this, like this text, this context, I feel sort of, like, I will not have the interest to, to finish reading all this stuff. Because you know, there were, there's just too many words, and there isn't enough. There aren't enough images to provide or maintain my interest to finish reading this sort of context. So I would say, I mean, in my opinion, from my perspective, I would say if you guys could delete some of the words or delete some of the information, or try to simplify that will be probably the best solution.

Lin Huang 9:31

Anything else you want to change?

Jackson Wong 9:34

For the for the hiking, guides? Not that not? That's it?

Lin Huang 9:40

Okay, is there any information that you think it's missing or it's unnecessary? specific part that you think is not necessarily to be there.

Jackson Wong 10:02

Um, I feel like, I feel like they should all be there. But again, it's just too much. Like, it's just too much. There's no, there's too many words. I feel like, especially for the safety part, I feel like it's really, really important for hikers to know, all of the statement, all of their, like their safety instruction and that kind of stuff. But I feel like there are some bullet points and you guys should have you guys should definitely have get rid of some points. yes, like the description. Yeah.

Lin Huang 10:47

Okay, now we're finished with the hiking feature questions. Can I ask you about the next feature? Yeah. So what are your thoughts on how the information is laid out and detail hiking guides.

Jackson Wong 11:02

I really like how the informations are being laid out in the hiking Guide. For this page, I don't really have a pretty good suggestion for you guys have because, again, I really like how you can get everything within a page. And have like a, like a rating system that I can that can actually show those hikers who have never been those who has never been to those places that, you know, this plays whether this, this, this place is good for you to go or not. So I really liked a rating system. And I really liked the short description about the hiking trail of this page. So yeah.

Lin Huang 11:41

Is there anything that you would like to change? Or is there any information that you think it's missing or unnecessary? Ah,

Jackson Wong 11:48

so Okay, so if I click in those one of those maps, let's say if I click in into those maps into i wish they have something to tell me if its suggested by rightnows weather because i dont know how avoid certain temperature .

Jackson Wong 12:02

For that point, you know, that there's a weather forecast thing. And I feel like, it will be better for you guys to have like a, let's say put more detailed description about whether it's safe, or what whether it's suitable for hikers to go hiking on that specific day, or on that specific weather because for, for beginners, like me, I don't really know how to differentiate whether it's too hot or cold, and i dont know if its's good for me to go hiking like that. I would say its a common confusing part for all beginners, it's definitely better to have one of those systems where you can tell them whether it's good, or whether it's not good for them to go hiking under specific weather other than the forecast of its raining or no.

Lin Huang 12:58

thank you so much for that. And thank you so much for that input. Okay, looking to jump to profile feature questions. Yeah. How do you feel about the information layout on the profile page?

Jackson Wong 13:12

Um, I feel like, it's, I mean, it's pretty good. I like how the informations are being laid out on the profile picture. And I really love how you guys give users a sort of freedom to customize their own personal file, I guess. So I don't really have another points about this part, because I really like it. So yeah.

Lin Huang 13:38

there anything that you would like to change, add or take away?

Jackson Wong 13:41

You mean, for the profile picture? You mean, you mean, profile

Lin Huang 13:45

feature, like, for example, like logging in? Oh,

Jackson Wong 13:53

okay. So just like I said, about the login endpoint, I feel like, it will be perfect for you, for you to guys to add, like a legit login as a guest. That will be perfect. Because probably for people like me. I'm not like I'm just using this app, because I want to check out some hiking, hiking trails and about the right sort of details from the hiking trail. It's like using a Google Map. I would say a lot of people, they use Google map without logging in. So it'd be really, really convenient for users to log in as a guest to use such apps. And besides that, I don't really have another thing for me to add.

Lin Huang 14:33

I'm gonna ask you some general questions. How difficult Did you think it was to navigate the app?

Jackson Wong 14:39

Oh, I think is really, really easy because every single part of the app has been well structured and it's been well well designed.

Lin Huang 14:49

Okay, number two, likely are you to use this app to learn about hiking or finding hiking trails. Oh,

Jackson Wong 14:55

I feel like once this app has been designed or been done Look, I would say, there will be a very high possibility that I'm gonna use this app for hiking trails. Because again, it was really easy for me to look up those informations instead of googling every single part of it

Lin Huang 15:16

how well do you think this Aiders to the beginner hikers?

Jackson Wong 15:20

I feel like it's really good because again, a lot of informations are being laid out very specifically, to those to those beginners like me. So yeah, I feel like this app is pretty suitable for beginners.

Lin Huang 15:36

Okay, how do you feel about the visual design and overall aesthetic of the app?

Jackson Wong 15:41

I realized I will lose it. Yeah. So I really loved the whole visual design and other kinds of stuff. But just one point that I just mentioned is about the guides about like intros or hiking into the safety and equipment kind of stuff. There are way too many words. And I feel like if you guys can cut down some of the words and add more images, that will be perfect. But besides that, I would say this, this ABS visual kind of stuff has been well designed, like actually well designed.

Lin Huang 16:13

Oh, thank you. Because they contribute to a positive user experience. You think, ah,

Jackson Wong 16:20

for the visual design part. Yeah, I was in to some extent, yes. Because, again, for users like me, who doesn't like a lot of words, and an app, especially like, say, I'm reading, like the safety, like the quizzes kind of stuff, when I see a lot of words, that will make me lose a lot of interest for me to read, like to continue reading. So again, if you add a lot of, let's say, more interesting images, and cut down some of the wordings that you guys have, I would say, it will be much more interesting for me to read. From a personal perspective, I don't know about other users, but I would say that definitely people like me do exist. So I would say just cut down some of the wordings and just images. And that's it.

Lin Huang 17:06

Okay, thank you so much. Okay. Do you have any other feedback for us? Any other suggestions?

Jackson Wong 17:14

Um, no, I think this app is really been well designed. It's, it's, it's trying to perfect for beginners.

Lin Huang 17:24

Okay, I'm wrapping up. So in conclusion, our user usability evaluation, thank you for participating and giving us your honest feedback, and response are highly valued to valuable to us it will help us attain a better understanding of the app we are designing. So thank you so much.

Jackson Wong 17:47

you so much.

Lin Huang 17:48

I'm gonna end this. Thank you.

Jackson Wong 17:50

Thank you.