

**Gym Buddies Program**  
**By Gym Buddies**

Members:

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## Introduction to Project Context and Stakeholders

The context of our project is gyms on UCSD campus. We mostly looked at Rimac, the largest gym on campus. We wanted to study gyms because they are a naturally good context for human-centered design for many reasons. For one, there is simply a wide range of “humans”: gyms are an area where a wide variety of people, regardless of race, ethnicity, gender, and age go to. In addition, at certain peak hours there is a very high density of individuals who use the gym, and the gym tends to get very crowded. This high density often increases the number of social interactions that occur between gym-goers/employees, so this was something that we were also interested in exploring and learning more about. We wanted to look at this area to see how gym-goers interact both with one another and employees (the social world), as well as with the equipment at the gym (the material world). Furthermore, one of the reasons why the gym is a naturally good context to study human-centered design is because it is a goal-centric environment. Different types of gym-goers go to the gym for many different reasons, but they all have ideas of different types of goals that they have for themselves. We wanted to learn more about these different types of goals, as well as why gym-goers had these goals and how they plan on reaching these goals.

Our stakeholders included gym-goers at UCSD, UCSD Recreation employees, and UCSD Recreation management. Our primary stakeholders were the gym-goers because they are the main group of individuals who use the gym. These stakeholders go to the gym for different reasons, and encompass a wide variety of ages, gender, race, ethnicity, etc. When we decided upon our context as UCSD gyms, we realized UCSD gym-goers were the primary stakeholders because our solution would most likely look at solving a problem that affects these stakeholders in some way. Our secondary stakeholders include employees and management of UCSD Recreation because they have the ability to make changes that directly affect the gym-goers. These stakeholders were very important to our project because any problem that we wanted to solve that directly impacted gym-goers could only be solved if we considered this problem in the context of employees and management. Any solution that we wanted to implement could only be done so after we had discussed the logistics and feasibility with gym management. For example, in our project we reached out to the UCSD Director of Fitlife early on to get her feedback and thoughts on what she considered as some of the biggest issues within UCSD gyms. When we later decided upon as our solution as a mentor-mentee form (which would impact the primary group of stakeholders as UCSD stakeholders), we decided to get into contact again with the Director of Fitlife. She gave us very helpful feedback on what we could do to make the idea more feasible, and recommended that we create a budget so that she could consider how possible it would be for UCSD Recreation to implement within

its own system. So, any project that we did to help solve problems amongst our primary group of stakeholders would be impossible if we didn't take into account the needs and motivations of our secondary group of stakeholders (UCSD gym employees and management).

### Discussion of Design Problem Addressed

**Problem statement: How can we help motivate novices who want to start going (and continue going) to the gym? How can we help them in feeling less discouraged, less intimidated, and less embarrassed to ask for help?**

After going through all of our interview data, observations, affinity diagram, and other design models, we decided to focus on one particular area of interest: novices who feel unmotivated to go and workout at Rimac (and other UCSD gyms). We wanted to address this issue because we had a lot of data on the different potential factors that can create a lack of motivation for beginners; this was a recurring problem that we noticed throughout a lot of our interview data. Some of our interviewees were inexperienced gym-goers, who said that they were intimidated to figure out to figure out equipment in the new environment, or that they simply had difficulty in finding the motivation to go to the gym routinely. As expressed earlier, the gym is a very goal-centric environment, but novices had a much harder time in reaching (or even defining) their goals in comparison to more-experienced lifters. Many novices expressed a desire to go to the gym consistently and develop a routine, but didn't know how to do so. Many of our interviewees were also more experienced gym-goers who commented on the experience that novices had at the gym. Some mentioned how they felt that gym can seem intimidating to beginners, and assumed that this intimidation may be what prevents them from asking to work-in and share equipment with more experienced gym-goers. During our field observations, we noticed novices who seemed uneasy, look around aimlessly, or spent a lot of time on their phone. To provide more context on these observations, one of the gym employees we interviewed talked about how he often sees many novices go around from one machine to another machine, since they are simpler and less dangerous to use than free weights. He mentions how there is an initial learning curve that many novices face, and most beginners often start going to the gym with someone more experienced than them. In this way, they can not only learn how to use equipment and develop a workout routine, but that they can also be provided with the motivation needed to "get-going". All of our experienced gym-goers mentioned how they started going with someone else for these reasons.

From both our interview and observational data, we could see that there was quite a big gap between the behavior of inexperienced and experienced gym-goers at

Rimac. While novices felt that the gym environment was intimidating, those who went to the gym more frequently report that the social interactions they encountered at the gym are positive. After considering all these data and patterns, we realized that we need to understand why novices had a tough time adjusting to the gym and why the experienced don't anymore. We realized that the issues related to novices were part of a broader theme: **internal motivational factors. Feeling intimidated, embarrassed to ask for help, and discouraged/lazy all related to factors that prevented novices from feeling motivated in going to the gym.** In this same category of internal motivational factors, however, were also comments from other interviews about how they were motivated to go to the gym to feel more confident about themselves, as well as be provided with a sense of fulfillment.

We feel like this is the right problem for us to solve because it is a multifaceted problem that involves addressing issues that are prevalent in the “gym culture”; it entails in-depth thinking about both the material and social environments that exist within the gym setting. We had created an Identity Model to get a better understanding of the importance of the problem and learn more about how strong a role motivations had. After we had used this Identity Model and realized that there is such a big difference in how experienced gym-goers feel about the gym and themselves in comparison to beginners, we realize that the specific issue we want to address relates more to the broader culture that exists at the gym. Why is it there this huge gap in the ways that these two different groups of gym-goers feel? Why is the learning curve at the gym so steep, and why is that only certain gym-goers are able to push through this curve and become regulars, while others can't? For example, novices don't seem to share this feeling of the gym as a friendly and inviting environment, but rather become intimidated and discouraged to ask for help. In addition, we interviewed someone who mentioned that although he has been going to the gym on-and-off for 5 years, he still isn't confident in what he's doing and he doesn't always feel motivated. Despite this, regulars at Rimac feel like it is a really friendly and sociable environment where people care about each other's fitness and want to help. We want to solve this problem not only because it seems quite prevalent at the gym, but because we are fascinated by this **strong dichotomy of attitudes** towards the gym, and we want to see how we can find a way to change these attitudes. The Director of Fitlife we interviewed mentioned that she wants to use UCSD gyms as a way to create a healthy and positive community at the school. We feel that solving this problem and hopefully finding a way to push those who don't go to the gym often to go more regularly is a much better way to achieve the Director's goals, in comparison to focusing a much more minute issue that we had identified such as longer waiting times for particular equipment.

In order to solve this problem, we would have to find a way to provide motivation for novices. In doing so, we would also want to bridge the gap that exists

between the novice and the experienced, and make the transition to going to the gym easier and shorter. This problem is related to the scope of our project because it is specific to students at UCSD, which we had decided would be the main group we are designing for. By looking at ways to motivate students, we would be looking at the problem from a cultural standpoint, as we would look at other mechanisms that are used to motivate UCSD students in regards to other aspects of life at our school. Furthermore, since this problem involves us studying both material and social environments, it relates well to the expectation of this class and allows us to fully explore the possibilities of human-centered design.

### Overview of the Design Process Phases

We first started our design process by evaluating personal design values. We questioned why we thought certain values would be necessary alongside the process of our design (**Milestone 1**). The values we chose were Efficiency, Originality, Accessibility, Balance, and Pleasure. Our design would have to encapsulate all these values in some way. We also decided that we wanted to study the context of gyms, particularly UCSD gyms. We felt that this was a good area to study because gyms were an area at UCSD that attracted a wide variety of gym-goers (i.e. students and non-students of different races, ethnicities, genders, ages, etc.). People go to the gym for different reasons, and interact with the social (other gym-goers and employees) as well as the material environment in various ways. These interactions would allow us to study a wide variety of behaviors, and would potentially shed light onto some problems that we could try to address.

After we had decided on this context, we decided on our specific population of humans (our three groups of stakeholders), and starting reaching out and scheduling interviews with these humans (**Milestone 2**). Our stakeholders included UCSD gym-goers, gym-employees, and gym management/managerial staff. We felt that these stakeholders were especially important to our project because they would either be directly affected by our design solution (gym-goers), or would have power/control in implementing that solution (gym-employees and management). We then had interviews scheduled to figure out key issues that many gym-goers face, ranging from long wait times, old equipment, difficulties for novices, gym cleanliness, etc., in order to analyze what aspects of the gym were prominent issues among many gym-goers. These issues would help us scope down our project into an issue that is both relevant and more accessible to create a design solution for. We analyzed our potential stakeholders that our design solution would address, ranging from UCSD gym employees to the gym-goers themselves. After we figured out our stakeholders, we began to collect data by conducting field research. Collecting data through contextual inquiry helped us analyze first-hand what problems/interactions occurred in the gym

**(Milestone 3).** Many of the issues we found were related to social interactions between strangers, overall gym etiquette (lifting weights at machines), etc.



Figure 1: Field notes observation in which 4 people working out together and sharing the same squat rack, even though other squat racks were free.

To expand on these issues and start making sense of all the plethora of unorganized data we had, we each went around and discussed our findings in interpretation sessions **(Milestone 4)**. These interpretation sessions were key in allowing us to share our insights and allow the rest of the group members to give their feedback on what they felt that the data really meant. In the process, we were also able to narrow down the scope as we started to realize the common problems that we needed to look deeper into. After we had generated more insights from these interpretation sessions, we started putting all the observational points we had as sticky notes notes into our affinity diagram. As we went through the process, we worked together to move the sticky notes notes around in a logical manner and make sense of the “chaos” of data that we had. We had some groups that had too many sticky notes, and this warranted us diving into the data more to divide these big groups into smaller groups. We also decided to use the Identity Model to create a visualization that helped us in better understanding the identity elements that existed among our stakeholders. In doing so we categorized the myriad of attitudes, goals, preferences, and challenges that different groups of individuals had towards the UCSD gym-experience. Creating “Give Me’s” was a very useful way to unleash our creative juices and think about specific ways to solve specific problems relevant to the different groups.

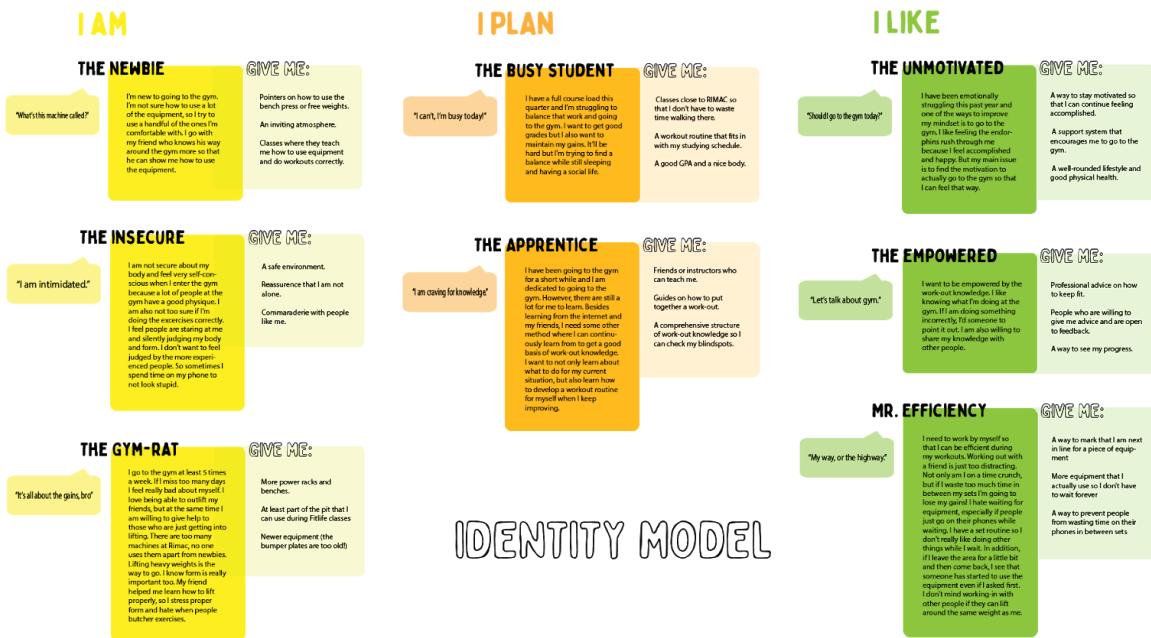
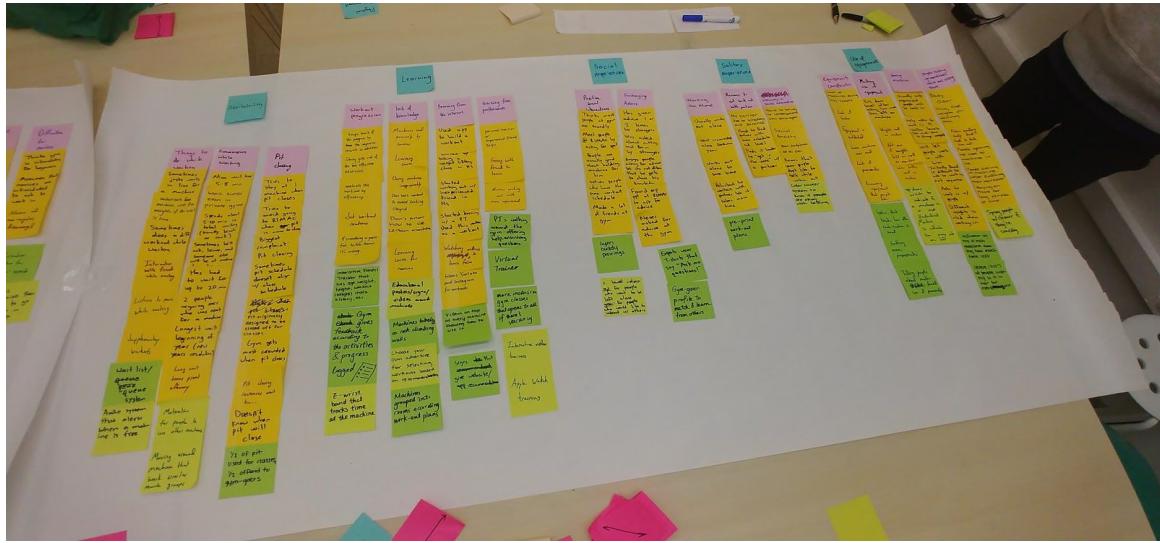


Figure 2. Identity Model created to make sense of all the different data points collected throughout our field notes and interview data.

One of the major difficulties we experienced during the creation of the affinity diagram was being able to categorize each point as accurately as possible. The next week, we went back and revisited the initial categories that we had made (**Milestone 5**). We found that a lot of the data points that we observed overlapped with other categories, so we now tried to re-categorize these points into broader themes that reveal deeper significance into potential problems (i.e. internal motivational factors). Reorganizing our affinity diagram in this manner greatly helped when we did our “Wall Walk”, in which we went around and now added in sticky notes with as many ideas as we could (as related to various data points). We also made a mind map, in which we identified what we considered as the most important and widespread problems, as well as the solutions that could potentially help solve these specific problems. These divergent processes helped us in opening our minds to as many different ideas as possible, which focused on solving many different problems. We eventually decided to focus on solving one main problem: how can we help motivate novices who want to start going and continue going to the gym, and in the process prevent them from feeling discouraged, intimidated, and embarrassed to ask for help? We were also able to converge on 3 main ideas that we thought would best be able to solve this problem. We began to create storyboards to focus on what issues stakeholders faced in regards to this core problem, and how our three solutions would solve these issues in different

ways. Creating and iterating on these storyboards benefited us through visualizations. We were able to see how much of an impact these solutions could have, and what kind of situations would arise through them.



**Figure 3. Affinity Diagram that categorizes all the data points collected through interviews and field data. Each data point is separated based on categories and themes.**

Once we figured out which design solution to focus on, we began prototyping it (**Milestone 6**). Each member of our team created their own interpretation on how the prototype should look like. We decided that our prototype would consist of both a digital aspect as well as a physical aspect. Our initial prototypes began with simple paper prototypes to efficiently present our ideas to targeted stakeholders. Based on the feedback that each member received from their participants, each member created a second iteration of their prototypes. This began the start of our iterative design where we began to consolidate all of our prototypes in order to combine them effectively into one single prototype.

<p><b>Gym Buddies</b></p> <p>Gym Buddies is a program that pairs up experienced gym-goers with less experienced gym-goers, or a mentor-mentee pair. Mentees get to share our knowledge and experience that they've picked up over the years, and mentors get to learn the ins and out of fitness, and working out with an experienced mentor. Also, when you work out as a pair, you get stamps that can go towards rewards such as towels, waterbottles, and UCSD rec classes! Sign-up now to be paired!</p>																																																																									
<p>1. I want to be a <input type="checkbox"/> Mentor <input checked="" type="checkbox"/> Mentee</p> <p>2. Year: <input type="checkbox"/> Freshman <input type="checkbox"/> Sophomore <input type="checkbox"/> Junior <input type="checkbox"/> Senior <input type="checkbox"/> Fifth year and up <input type="checkbox"/> Graduate student <input type="checkbox"/> Other: _____</p> <p>3. Gender: <input type="checkbox"/> Male <input checked="" type="checkbox"/> Female</p>	<p>4. Experience level: <input type="checkbox"/> &lt; 1 year <input type="checkbox"/> 1-2 years <input type="checkbox"/> 2-3 years <input type="checkbox"/> 3+ years</p> <p>5. I prefer to workout with: <input type="checkbox"/> Same gender <input type="checkbox"/> No preference</p> <p>6. I prefer to workout with someone: <input type="checkbox"/> Same year <input type="checkbox"/> Younger <input type="checkbox"/> Older</p> <p>7. How many days per week do you want to work out with your partner? <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3-4 <input type="checkbox"/> 5+ <input type="checkbox"/> No preference</p> <p>8. Availability (choose times when you're free to work out with your partner):</p> <table border="1"> <thead> <tr> <th></th> <th>M</th> <th>T</th> <th>W</th> <th>Th</th> <th>F</th> <th>Sa</th> <th>Su</th> </tr> </thead> <tbody> <tr> <td>Morning</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Early noon</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Noon</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Afternoon</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Evening</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Night</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>late night</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Very late night</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		M	T	W	Th	F	Sa	Su	Morning								Early noon								Noon								Afternoon								Evening								Night								late night								Very late night							
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**Figure 4. Initial paper prototypes of our design. A google form that aims to pair mentors and mentees together based on proper fit.**

After testing our prototypes with multiple people and iterating each of our prototypes, we began the process of combining each of our own prototypes into one (**Milestone 7**). This process involved picking and choosing the best possible combination of questions/answers such that users who filled out our Google form can answer each question completely and with ease. After getting feedback from users who completed the form, we realized that novice gym-goers might have trouble filling out their goals. So in order to combat this, we opted to make the “fitness goals” section as general as possible. We also separated the form into two different sections: one for mentors and one for mentees, as we felt like the questions, specifically related to working out, would be different for each group.

<p><b>Gym Buddies Mentorship Program</b></p> <p>Gym Buddies is a student-run program that is partnering with UCSD that aims to provide incentive to attend UCSD's local gyms. You may either choose to be a mentor or a mentee. By filling out this form, you acknowledge that Gym Buddies will find a partner that will best fit your needs (goals, schedule preferences, etc.).</p> <p>* Required</p> <p>Name * _____</p> <p>Your answer _____</p> <p>Gender * <input type="radio"/> Male <input type="radio"/> Female <input type="radio"/> Other: _____</p> <p>Email Address (you will be contacted through email) * _____</p> <p>Your answer _____</p>	<p><b>UCSD Gym Buddies</b></p> <p>Gym Buddies is a system that pairs mentors with mentees at UCSD gyms! By working out together, mentors can help mentees develop a fitness routine and get started in the journey to reach their fitness goals!</p> <p>With Gym Buddies, we hope to help boost the workout community at UCSD! When you sign-up for the program, you and your mentee/mentor will receive a stamp card. Every time you and your gym buddy workout, you will receive a stamp on your card. As you receive more and more stamps, you and your partner will qualify for more and more rewards!</p> <p>Mentors: Anyone who is an experienced gym-goer and has an established routine can sign-up to be a mentor! Mentors should be confident in the workouts they do, and be willing to spend time in helping their mentees feel more confident in going to the gym. Mentors need to willing to listen and understand their mentee's goals, and create a workout routine for them that can help them in effectively achieving those goals!</p> <p>Mentees: Anyone who wants to learn and develop a gym routine can sign-up to be a mentee! Mentees should be willing to learn from their mentors, and spend time with them to develop a proper gym routine and feel comfortable in going to the gym!</p> <p>DISCLAIMER UCSD Recreation is not liable and does not take any responsibility for the activities between mentors and mentees.</p> <p>Name _____</p> <p>Your answer _____</p> <p>Gender <input type="radio"/> Male <input type="radio"/> Female</p>
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What are you looking to get out of a gym buddy?

Short answer text

---

What is a quality in a partner that makes it a dealbreaker?

Long answer text

---

Is there any question/concerns/requests that you would like to make?

Long answer text

---

## Gym Buddies Mentorship Program

\* Required

### Agreement

By submitting this form, you acknowledge that Gym Buddies and UCSD are neither liable nor responsible for any damages or injuries that may occur. \*

I agree

[BACK](#) [SUBMIT](#)

Never submit passwords through Google Forms.

**Figure 5. Initial google form prototypes before consolidating and combining all of the forms into one. Each member created their own prototypes based on user feedback they received.**

After finally consolidating all of our prototypes, we tested the forms with 2 users and began the pairing process (**Milestone 8**). This process consisted of requiring the users to fill out and submit the form, wait to receive a confirmation email from Gym Buddies stating that a mentor/mentee has been found for them, and then planning a time to meet to work out together. We recorded the entire process as it was essential in understanding how smooth it would go. The pairing process aided in our understanding of what people expected from the mentorship program and what they hope to get out of it.



**Figure 6. Mentor and mentee meet for the first time right before they plan to work out together at the designated workout time they had previously planned.**

## Discussion of Key Insights, Roadblocks, and Lessons Learned

### **Key Insights**

We had a few insights during the trial and error process in which our users had minor issues with how we displayed our project that we didn't even think about. For example, we didn't realize age would be a significant aspect for mentors until one person we asked to test our Google form said that they would prefer teaching someone equal to their age or younger than them. Some people find it more comfortable mentoring those they perceive as naturally less knowledgeable than them in terms of age. The majority did not have an age preference, but it was still important to understand the view of those that did. Another key insight was that while we have the incentive of the rewards program to encourage mentors and mentees to continue going to the gym, we didn't want that to be the majority of the reason that they go. We want to give them a push in the right direction with the rewards, but they should eventually be intrinsically motivated after getting used to the routine. Using that information, we decided on rewards that would be enough to get them over the hurdle of going--like materials they could use at the gym such as water bottles and towels--but not substantial enough like higher monetary prizes that would take over their entire reason for going.

### **Roadblocks**

One of the biggest roadblocks was actually being able to pair two people together during finals week. Being able to find both a mentor and a mentee with matching schedules was a difficult task, and trying to do this during finals week (when everyone is very busy) only aggravated this problem. The only way to effectively solve this problem would be to try to get as many submissions as we could to our Google Form. By reaching out to as many people in our network as possible, we could increase the chances of finding a mentor-mentee pair who could work out together as a way of testing the entirety of the concept. Just as the Director of FitLife said, scheduling is the number one factor to consider when pairing mentors and mentees. It became difficult to find compatible people who were willing to take part in the pairing process since finals week was up and coming. From a design perspective, we learned that collecting user data and performing actions based around other people's schedules becomes increasingly difficult when more commitment is needed.

Another roadblock that we faced was not having enough incentives for mentors to be willing to join the program. Our first iteration of rewards was simply not alluring enough for mentors to take time out of their gym time to mentor someone. We had to consider what mentors would want with respect to the budget that we planned. When rewards become too expensive, money becomes an even greater issue to be even remotely sustainable. When considering the prices of rewards, the Director of FitLife told us to

think of rewards in terms of 100 people, which gives us a much more accurate scope of how much money is needed. Although we were able to create this budget and get some feedback from potential mentors, we still need to continue testing different incentive systems to see what would actually make mentors participate in the Gym Buddies Program. For example, we may need to consider giving mentors an award for simply just signing up to be a mentor in the first place. This program will never be successful unless mentors sign-up, so testing out more incentives would be one of our top priorities if we had more time to work on this project.

Lastly, we also had an issue with scoping our project. After collecting data through interviews and field notes, the amount of data that we had to deal with was tremendous. It was hard to try to scope down on a single problem when there were so many other problems backed up by the same amount of issues. On our affinity diagram, we had trouble creating themes simply due to the fact that we had so much data to deal with. While, of course, having more data is always a good thing, it became somewhat unmanageable and a major time sink to explore each theme and categorize them efficiently.

### **Lessons Learned**

One of the biggest lessons that we learned was quite simple, but extremely important: it is essential in design projects to start things early. In a human-centered design class in which we work with many other “humans”, we need to work around other humans’ scheduling, and this is anything but easy. We discovered issues with this first hand, when we were not able to effectively do our final Wizard-of-Oz testing until late in Week 10, as a result of people’s busy schedules around finals week. As Don Norman stated, “the day a product development process starts, it is behind schedule and above budget”. This was something that was definitely validated through our experiences working on the project, as we scrambled to get work done each Sunday Night. One of the biggest ways to help avoid this issue in future projects would be able to reach out to interviewees and users earlier on in the week. In this project, each week we would either conduct interviews or user tests each week. If we had reached out to these individuals on Monday (instead of Thursday, for example), we wouldn’t be as stressed out when it came to both collecting, consolidating, and working with the massive amount of data we had.

One thing that we could have done to help with these issues would have been to schedule our own group meetings earlier on in the week. We would meet every Wednesday, in which we would usually discuss what we had each worked on in the previous week and create plans for the next week. By meeting this late, we were only

able to really give ourselves half of the week to work on the project, and this meant half as much time to reach out to stakeholders, work on prototypes, consolidate data, etc. We only met on Wednesday evenings since that was the only time that worked well for all group members, but if we had realized how much work was required each week, we might have been able to coordinate meeting earlier in the week. Sometimes, we felt that it would have been nicer to meet again on the weekends to come together and consolidate data in group settings. Not only would doing so make it easier to do the write-up as a collective unit, but it would prevent us from having to wait 4 more days to actually make sense of the data. As time passed, the insights we had generated sometimes became more blurry, making it harder to communicate among group members.

### Details of Iterative Ideating-Prototyping-Testing Process

From the beginning of the ideating-prototyping-testing process, we used different methods to brainstorm ideas for addressing the problem of improving novices' experiences. We started our ideating process with the Crazy 8 activity that we did during class, and built on top of that by creating an affinity diagram, a mind model (figure a) and more detailed storyboards.

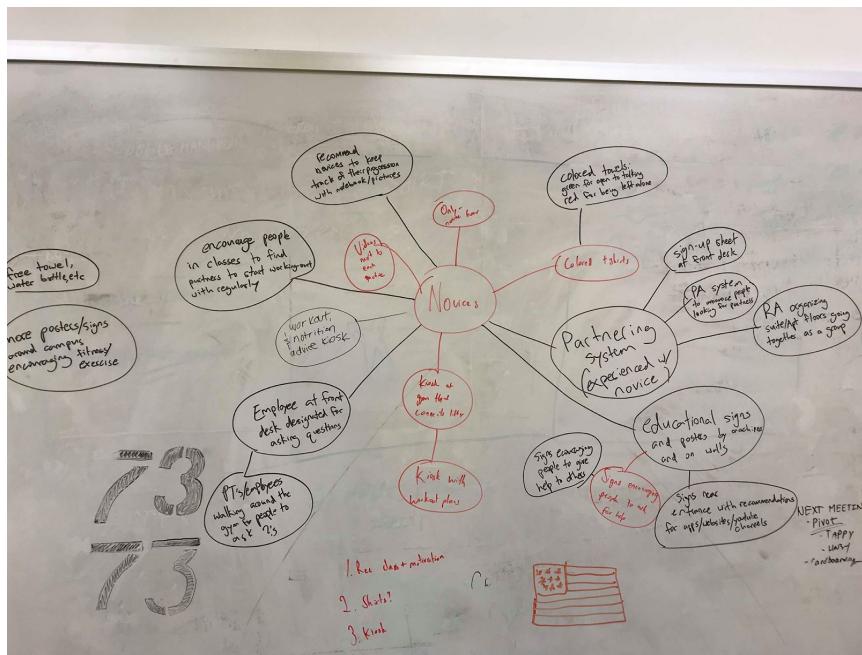


Figure a: A mind model that we used to come-up with, and build upon, ideas for helping novices get integrated into the gym environment.

Through these methods, we came up with multiple ideas, ranging from advanced gym-goers wearing special shirts, to colored towels that indicate whether someone is

willing to talk, to placing labels on each machine with instructions on potential workouts. In Milestone 5, we settled on three ideas. The first one was an idea where experienced lifters who are willing to share information and answer questions could wear an "Ask Me" shirt, which would make them more approachable for novices. The

second one was a RA-led group workout program, where floor residents could sign-up to work out together in a group. The third one was a mentor-mentee pairing program, where experienced gym-goers could sign up to mentor novice gym-goers. Reflecting on all of these ideas, we believed that a mentorship program with added incentive proved to be the best solution to our design problem. Mentorship programs are prevalent among many fields, so applying this idea to the gym creates not only a learning environment, but also gives rise to social aspects that may not have occurred otherwise. Also, from our interviews, many experienced gym-goers explained that they started working out by going with a more experienced friend, who taught them the basics and helped them build their own workout routine. We felt like a mentorship program would be able to replicate this experience for novices who might not necessarily have an experienced friend that they could learn from. A mentorship program would also address motivation problems, as working out with a mentor would hopefully hold the mentee accountable for going to the gym regularly.

Our prototyping process began with paper prototypes of a sign-up form that both mentors and mentees could fill out in order to get paired. For Milestone 6, each of us created our own paper version of the sign-up form, and presented it to potential stakeholders for feedback. After gathering feedback on our individual versions, we each created a digital version in the form of a google form (figure b). These google forms contained the questions that we felt were the most important for pairing mentors and mentees together, and each version contained some additional questions that we were undecided about leaving in. Some of the questions we included were name, year, gender, gender preference to work out with, and availability. We presented the digital forms to stakeholders again to receive more feedback.

Figure b: An early prototype of the google form that we presented to stakeholders.

Gym Buddies

Gym Buddies is a system that pairs mentors with mentees at UCSD gyms! By working out together, mentors can help mentees develop a fitness routine and get started in the journey to reach their fitness goals!

With Gym Buddies, we hope to help boost the workout community at UCSD! When you sign-up for the program, you and your mentee/mentor will receive a stamp card. Every time you and your gym buddy workout, you will receive a stamp on your card. As you receive more and more stamps, you and your partner will qualify for more and more rewards!

**Name**  
Your answer \_\_\_\_\_

**Gender**

Male  
 Female  
 Prefer not to say  
 Other: \_\_\_\_\_

**Age**  
Your answer \_\_\_\_\_

**UCSD Email**  
Your answer \_\_\_\_\_

**Are you signing up to be a mentor or a mentee?**

Mentee  
 Mentor

**NEXT**

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Google Forms

Gym Buddies

**Mentee Application Form**

What type of workout are you looking to do?

Lift weights  
 Cardio  
 Other

Please select all available times you would be willing to workout with your mentor.

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
5 - 8 AM	<input type="checkbox"/>						
8 - 11 AM	<input type="checkbox"/>						
11 - 2 PM	<input type="checkbox"/>						
2 - 5 PM	<input type="checkbox"/>						
5 - 8 PM	<input type="checkbox"/>						
8 - 11 PM	<input type="checkbox"/>						
11 - 1 AM	<input type="checkbox"/>						

Do you prefer your mentor to be the same gender as you?

Yes  
 No preference

Do you prefer your mentor to be within the same age range as you (+/- 1 year)?

Yes  
 No preference

Anything else you want to tell to your potential mentor? (i.e. goals)

Your answer \_\_\_\_\_

**BACK** **SUBMIT**

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Google Forms

One of the main issues that arose while creating each iteration of the form was making sure that we gave users the freedom to answer each question completely without feeling stuck. We decided that making the answers as general (but complete) as possible would be optimal such that the answers would be broad enough to apply to as many people as possible. For example, we ask that users fill out some of their “fitness goals” in the form. To make sure that users would be able to understand this, we added answers that may be applicable to just about anyone, such as “losing weight” and “building muscle.”

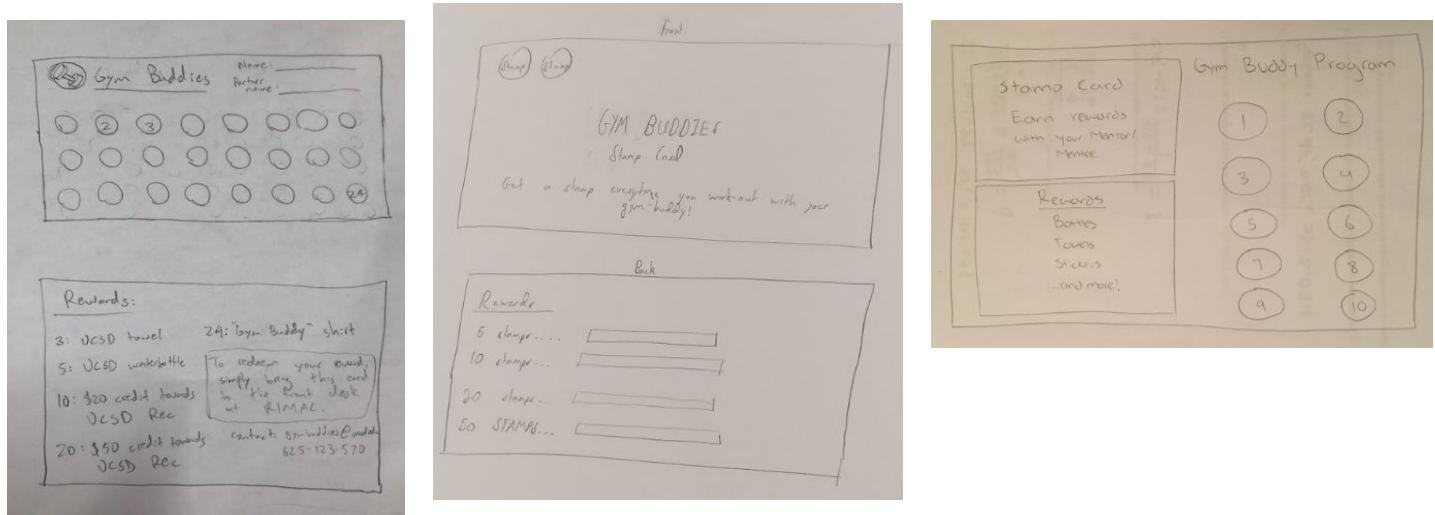


Figure c (above): Beginning steps of the iterative process of first prototype of stamp card.

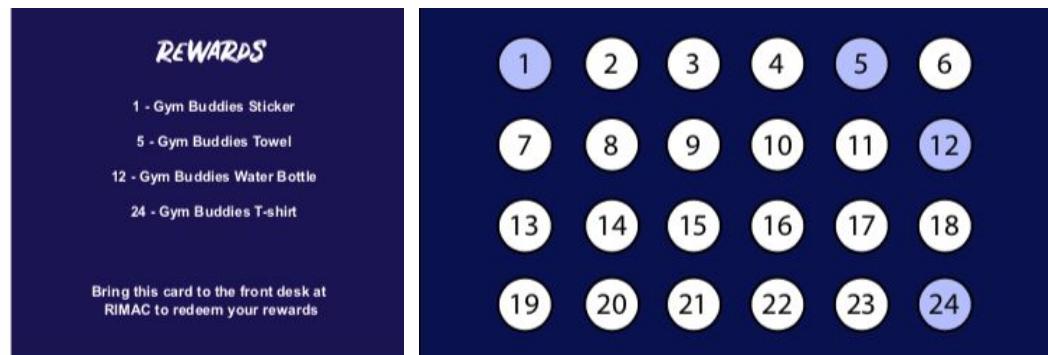


Figure d (above): the final prototype of our stamp card.◊

Stamp cards are available for mentors and mentees who visit the gym with their partner where they can earn rewards based on how many times they attended the gym together. Each iteration of our stamp card consisted of changing rewards and reward receipt days. After interviewing many gym-goers, we figured out that our current incentives were not enough to convince mentors to sign up. To combat this issue, we

opted to make the rewards better (towels, water bottles, shirts, etc.) correlate to how many times gym-goers showed up with their partner.

Another issue that arose while prototyping was deciding how to pair mentors with mentees. We considered three different options: we pair a mentor and mentee and notify them, and the mentee reaches out to the mentor, we pair a mentor and mentee and the mentor reaches out to the mentee, or we have a list of mentors for mentees to choose from. Based on feedback from stakeholders, we settled on mentees reaching out to mentors once they've been paired. We felt like since the mentee is the one benefiting more from working out with a mentor, they should be the one taking the initiative to email and get connected with their mentor.

#### Presentation and Detailed Explanation (including images) of Final Design Solution

Our final solution included two elements: a Google Form that would be used as the Gym Buddies application form, and a stamp card that would be handed out to mentor-mentee pairs after they worked out together for the first time.

The screenshot shows a Google Form titled "UCSD Gym Buddies". The form includes a descriptive text block about the program's purpose and benefits, followed by several input fields:

- Name \***: A text input field with placeholder text "Your answer".
- Gender \***: A radio button group with options "Male", "Female", and "Prefer not to say".
- Age \***: A text input field with placeholder text "Your answer".
- UCSD Email \***: A text input field with placeholder text "Your answer".
- Are you signing up to be a mentor or a mentee? \***: A radio button group with options "Mentee" and "Mentor".

Figure e: The final draft of the Google Form used as the gym buddies application.

The Google Form evolved over the weeks in terms of the questions it asked, as well as how it was laid out. Originally, each of us had created and tested our own paper prototypes in which we laid out what we each thought was important to include in the

Gym Buddies application form. With the feedback we received, we then each created our own Google Forms, which we continued to test with various stakeholders. We decided it was best to continue getting feedback on our individual forms, and use a common interview template to help in standardizing this feedback. In this way, we were able to take the best elements from each of the individual forms to combine into the finalized consolidated form.

Due to the overlap in questions between mentors and mentees, we decided it would be best to have the questions for both displayed together (with clarifications on what questions were specifically being asked to mentors and mentees). The why behind this: it would allow mentors and mentees to see what questions their prospective pairing would see. The question on what goals they had would have would be the same. Mentees would only be given two options in terms of the options of what they wanted to workout on (lift weights or cardio), whereas mentors would be able to write out their weekly workout routine. There was a lot of intentionality that went behind these decisions in terms of these 3 main questions related specifically to workouts and goals. From the Director of Fitlife, we received her input on how she felt that many mentees wouldn't be entirely sure about the type of workout they would want to do, but they might just know that they generally want to lift weights or do cardio. We added in "other" option in case a mentee had a specific type of workout in mind (i.e. one of the mentees who filled out the form added in "squat/legs" as part of the other option). The feedback we received from mentors was that, since they already have a routine, they should be able to describe either what they do or the type of workouts they do. For that reason, we added in a "Describe your weekly workout" question specific to mentors, who could describe what they did. After feedback from mentees on how it was important it was that they could input their specific goals in mind (i.e. lose weight or build muscle), even if they were not entirely sure about what they wanted to work out, we added in a question about fitness goals. We decided to make this question common to both mentors and mentees, and this would really help us in pairing people among common goals, as well as a match in terms of the general types of workouts that mentees wanted to do, in coincidence with the workouts that mentors already did.

Apart from these specific questions about workout styles and goals, we asked about age and gender preferences. Gender was something that was important to ask, as we realized through our feedback that females usually prefer to workout with other females. We also had participants select all available times they'd be willing to workout with their Gym Buddy. The Director of Fitlife gave us her thoughts on how she felt that scheduling would probably be the hardest and most important factor to pair mentors and mentees on. As we tested our prototype with more and more users and actually

tried to pair together mentors with mentees, we realized that this was indeed the case. We of course wanted to pair who had common goals and a desire for similar workout styles, but at the end of the day we needed to ensure that they could workout at similar times. Eventually, we hope that we would have enough mentors and mentees to sign-up that scheduling won't be as much of an issue.

Part of our design solution was also a Stamp Card, which would be handed out mentor-mentee pairs when they worked out together. The Stamp Card, like the Google Form itself, was also something that had evolved over time. We initially had in mind that we should include some type of system that rewarded mentors and mentees for working out together, but it seemed more of an afterthought at first. We realized through feedback with mentors, mentees, and the Director of Fitlife, that some type of reward system would be key to actually ensure that mentors and mentees continued working out together, and that it was something that we needed to give more priority too. The rewards would especially be important as a way to attract mentors to sign-up for the program, considering that they would be taking out time from their already established workout routines to help someone who was more inexperienced. Knowing this, we spent more time in creating and thinking about potential awards. We created an interval system, in which pairs with get rewards that got better as they continued working-out together, but would also occur less often. We also created a budget that included certain rewards and the costs of ordering them in bulk (quantities of 100).

Gym Buddies Costs Spreadsheet			
	A	B	C
1			
2	Item	Cost (x1)	Cost (x100)
3	Sticker	\$0.50	\$36.45 <a href="#">Click here</a>
4	Water bottle	\$2.08 \$208 (w/free shipping)	<a href="#">Click here</a>
5	T-shirt	\$12.62	\$1,262 <a href="#">Click here</a>
6	Towel	\$3.36 \$336 (w/free shipping)	<a href="#">Click here</a>
7	Protein Powder (Sample Size)	\$70.00 (with 30% discount and free shipping) \$1.00	<a href="#">Click here</a>
8	Stress Ball	\$135 (with free shipping) \$1.35	<a href="#">Click here</a>
9	Protein Bars	\$124.00 (w/free shipping) \$1.24	<a href="#">Click here</a>
10			

Figure f: a spreadsheet of potential rewards, their cost for 1 unit, and for 100 units.

This was something that the Director of Fitlife recommended that we do. In doing so, we could take into account the business aspects of the system, and she said that looking into something affordable would be key for this solution to actually be implemented.

The Google Form was key to addressing the design problem because it creates a way to pair mentors with mentees in advance. By doing so, we are helping inexperienced gym-goers find someone who can help them develop an effective workout routine and stay motivated to continue going. All of our feedback upheld that our idea and execution did good in bridging this gap that existed at the gym. Similarly, we don't only want to motivate novices through finding a mentor, but we also had to motivate mentors themselves, and this is what the Stamp Card aims to do.

If we had more time, we would try improving our system by trying to implement at a wider level. Rather than just using a "Wizard-of-Oz" solution in which we simply paired up a mentor with a mentee, we want to actually have the solution work "organically", in which we would try to promote it through social media and see how many people we could get to sign-up. In doing so, we would be able to get a lot more feedback in terms of how viable and effective our solution really was, as well as gain feedback on things (i.e. logistical issues) we weren't really able to by just using the Wizard-of-Oz solution. We were only able to pair together one mentor and one mentee in order to create our video and get feedback on the system, and this wasn't enough. If we had more time, we'd try to pair more people together and get their feedback as they continued working out together over time (rather than just only once). We'd also want to collect more feedback on the best way to reach out to mentors and mentees. Currently, we sent out emails to both the mentors and mentees, and encourage the mentees to reach out to mentors. This was something that we did after receiving feedback from our testers that mentees should be the ones reaching out to their potential mentors after they are paired, considering they are the ones that want to learn and workout more often. However, this resulted in some difficulties when we actually paired together the one pair, so with more time we'd want to continue testing different ways in which we could reach out to mentors and mentees once they had been paired, and then facilitate effective communication between pairs.

#### Evaluation of success based on final user validation studies/interviews

Once we had consolidated all our Google Forms, we were able to test our new Gym Buddies form with mentors and mentees alike. Apart from a few minor suggestions on how to improve the wording of a few questions and the description, these final validation studies/interviews provided mostly positive feedback on both our

group's idea and execution. One of our testers was Connor, one of the class's IAs. He liked how he could clearly see the intentionality behind the form and that the decisions we made in terms of the questions asked, as well as behind the decision to even use a Google Form in the first place. He liked the problem that we had decided to address, as this was something that was common at the gym and had broader cultural implications.

Another of our later testers was a mentee who also supported the idea for these cultural implications. Gyms have so many different types of people (part of our "why" for studying them in the first place), and our solution is what helped in bringing those diverse groups together. She compared it to services such as Uber and Airbnb, in which two parties with different needs work with another to help achieve some sort of shared goal. As a mentee, she would be willing to sign-up for the Gym Buddies program, commenting on how she had some experience with going to the gym before but never consistently. She felt that getting a mentor through our program would help her in feeling more motivated and more comfortable in going to the gym more regularly.

One of our original concerns had been with getting mentors to sign-up, some of our initial feedback had made it clear that many more experienced gym-goers wouldn't be willing to take time out from their busy schedules to help mentor someone else. Our final user studies helped in us in better understanding how we could work around this problem, as we started to get a better idea on what would help in motivating mentors (and what wouldn't). We presented mentors, for example, with some of the rewards that we had thought of as part of the budget (discussed in the previous section. One of the mentors, who originally didn't think he'd be willing to sign-up for the program, changed his mind when we talked about the rewards system and went over the ideas that we had. He gave us his feedback on what rewards he liked, such as t-shirts and water bottles, mentioning how they were cool ways to keep both him and other potential mentors motivated. He wasn't as much a fan of some of the more workout-related other things we had considered, such as sample-size protein powder packages. He commented that a lot of experienced gym-goers, himself included, already had a protein powder of their choice, and for this reason wouldn't see much value in this type of reward. His and other testers feedback helped in validating and finalizing the stamp card reward system that we included as part of our final solution.

After we had paired a mentor with a mentee as part of our Wizard-of-Oz testing (video link: <https://youtu.be/RGWbG1gN10Q>), we were able to speak with both of them to get their feedback on the pairing system, the overall experience of working out with another, the award system, and how likely the two would be to continue working out together (Figure f). Rather than just getting feedback on the form now, this feedback gave us a much more holistic understanding of how well we had tackled the human-centered design problem we chose. The mentee commented on how having a

mentor gave him more of an incentive to workout out, as well as “something to look forward to”. He liked how he had a clear routine to follow, which isn’t always the case when he works out. The mentor also appreciated the experience, mentioning how the system allows him to “get to teach people what [he] love[s]” and that it was fun to have someone to work out with. They felt that the Google Form was informative, but that scheduling through Google Forms was also difficult since they had to go through and actually click on all the time slots that they were available. They felt that using another system, such as a When2Meet, would make the whole aspect of scheduling and matching people on availability much easier. The mentor liked how the mentee reached out to the mentor, which is what we encouraged, but suggested some guidelines that could be added to the email we sent out to the mentee. In doing so, mentees could have a better idea of what they needed to include in their emails, which would help in allowing the email to have real information value to potential mentors. For example, mentees could be told to write about things such as how much experience they had working out or their general hobbies, so that a mentor would have a better idea of the type of person that he/she would be meeting beforehand. The mentee commented that the workout was intense, but that he learned a lot about what his “body could do”. The mentor liked the overall concept of the stamp card idea, mentioning how it would provide him with an incentive to participate in the program. The mentee, however, mentioned that it was a bit unrealistic to expect pairs to workout together 24 times before receiving the final prize of the t-shirt. He also expressed his concern that the reward system could be exploited by pairs who came to the gym just to get their stamp and then left almost immediately, rather than actually working out with one another. Because of this, he felt that the system needed to be monitored very carefully.

### Possible future work

After interviewing the Director of FitLife, we realized that being able to match schedules should be one of our highest priorities. One of the stretch goals that we did not have time for was pairing a mentee with multiple mentors. Being able to find matching schedules between a mentor and mentee was a big issue that we found, so the ability for a mentee to pair with multiple mentors would solve a greater portion of this issue. In our pairing exercise that we performed with 2 students, the mentee claimed that they would be available to work out with their partner 5-6 times a week while the mentee would only be available 1-2 times a week. This large disparity is something that should be dealt with as we are pairing mentors and mentees.

To help explore this problem, we want to look at alternate ways of pairing mentors with mentees. Due to the time constraints that we had, the only way we could test out the program would be to manually pair up two a mentor and mentee who had filled out the form, and then obtain their feedback after they had worked out together. But with more time, one of the most important things we'd want to do is look at alternate ways of pairing mentors with mentees. For example, one potential idea we could test would be to create profiles for mentors who had signed up for the Gym Buddies program. Mentors would indicate what times they were willing to work out with mentees, and these times would be displayed along with other mentor details as profiles. These profiles could be displayed either online or outside the gym, and in this way a mentee would be more likely to find someone to workout with. Of course, this doesn't necessarily address the intimidation factors that affect mentees, and mentors might not be willing to have mentors just come in and "crash" their workouts. If we had more time, we would definitely want to get more feedback on this and other alternative methods of pairing mentors and mentees.



Figure f: Mentor (left) and mentee (right) providing their feedback after working out together. Full video here: <https://youtu.be/mbhAYa0EjXw>

The Director of Fitlife wanted us to create a budget of potential items that could be given out as rewards for mentor-mentee pairings who work together, in accordance with our stamp cards. She said that although UCSD Recreation couldn't implement this system on their website, we could try implementing it through social media pages and creating a partnership through UCSD Recreation as a way to provide rewards to participants of the Gym Buddies system. With the time we had to test the prototype,

we were unable to actually try promoting Gym Buddies through social media and getting sign-ups in that manner. We had to rely on more of a “wizard-of-oz” pairing system, in which why we try to connect mentors and mentees within our own networks. A future plan, then, would be to actually try promoting the program through social media and testing how effective we would be in getting both mentors and mentees to sign-up. The Director of Fitlife wants us to continue working and refining on our project, as well as seeing how feasible it would be to implement at a school-wide level. She was excited, then, when we told her that two of our group members would be willing to continue working on the project in the upcoming year.

### Conclusion and Reflection

From this project, we learned the value of asking why, and the reason behind not letting our assumptions take over. Since our group members have different backgrounds and experience level in working out, if we each assumed what the problem is, we would never come to an agreement on what the solution should be. But by basing our decisions on the WHY we asked, it was easy to reach a consensus. In conclusion, almost everything we learned was from the user, and based off of feedback that was crucial to the design process.

We learned that empathizing with different stakeholders is important because the solution affects all parties in the context. It is easy to focus on the primary stakeholders and disregard the rest of the people affected by this. For example, we considered changing Google Forms to Typeform for the better experience for the primary stakeholders. However, the backend support for Google Form is better. Therefore, empathizing with the secondary stakeholders who will be processing the pairings, we kept using Google Forms. We also did a wall walk trying to really understand the factors that created a lack of motivation for novices, and then find ways to boost motivation. To have the immersive experience in order to empathize with the novices.

Throughout the entire design process, we attempted to incorporate and stick to each of our design values as best as possible. Our design needed to be as efficient as possible in order to pair mentors and mentees quickly, original enough to gain some traction as a fresh new program, accessible to any student who has the motivation to learn, balanced to provide enough incentive for mentors and mentees, and pleasurable so that both parties will have a fun and enjoyable experience. We felt like our final design solution hit all of these values to some extent, though some more than others. The mentor-mentee program is efficient, as it streamlines the pairing process for both parties. As we get more participants to sign-up, the pairing process will become even more efficient since it will be easier to find people with similar availabilities. The

program is also accessible and pleasurable, as participants only need a computer to sign-up, and working-out can be pleasurable in itself. The two values that our solution fell a bit short on were originality and balance. When we met with the director of Fitlife, she mentioned that UCSD Student Health Services used to have a similar program for pairing up two students (of equal experience) to workout together, but that the program was discontinued. We tried to get in touch with SHS to find out why the program stopped, but we did not hear back from them in time for the final deliverable. We also feel like the balance of the program is skewed a bit towards the mentees. Both mentors and mentees receive the same incentives, but mentees get the added incentive of learning from an experienced mentee, while mentors have to make a bit more of a sacrifice to work out with their mentee (although some mentors that we talked to said that they would like the opportunity to share their workout related knowledge).

We also learned that starting early is extremely important. For the interpretation session, we had some interesting interview data on a subgroup, but did not have enough to build a persona from it. But since we started compiling the data early, we got more time to do a second round of user interviews. For the testing of our prototypes, we did not realize that there are a lot of different aspects that we can test on. However, since we didn't plan ahead, we got a bit overwhelmed when we realized there were more perspectives to account for than we thought. We met for longer than expected to make up for starting late, and since then made sure to manage our time wisely. Since everything is an iterative process, the earlier you start, the more iterations you can go through.

### Relevant References

Holtzblatt, K., & Beyer, H. (2015). Contextual design: Evolved. San Rafael, CA: Morgan & Claypool.

The textbook helped us make our affinity diagram and the identity model, and give more clear ideas on terms on which we needed clarification. The examples in the book helped us in creating our own design models.

Also, thank you to the TAs who helped answer our questions and allowed us to test our project on them to get feedback. We'd also like to acknowledge Professor Taylor Scott for running this course, and always being helpful in motivating us to keep on digging deeper into the "why" behind nearly every aspect of our project.

## Portfolio

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### Team Values:

1. Efficiency
2. Originality
3. Accessibility
4. Balance
5. Pleasure

Our teams original five values. We tried to keep these values in mind throughout our entire design process, and we feel like our final design solution accurately captures these values.

### Initial Interviews:

Summaries of some of our early interviews with stakeholders for milestone 2. We used these interviews to begin narrowing down on a problem to address.

### Milestone 2 Interviews:

- a. Nathan:  
<https://docs.google.com/document/d/1ZFgq4iK4c5rNs5SJZjUaBzkT4x-gfN4AlpaasH14oMg/edit?usp=sharing>
- b. Ruby:  
[https://docs.google.com/document/d/1EDYw2GeUVpiegRndHZ\\_tnF\\_h\\_lfB4KpWXT9viglwVpg/edit?usp=sharing](https://docs.google.com/document/d/1EDYw2GeUVpiegRndHZ_tnF_h_lfB4KpWXT9viglwVpg/edit?usp=sharing)
- c. Brandon:  
[https://docs.google.com/document/d/1Sn9TBxQcgCY\\_rq5zIW74kdbO-nJB-bvfsqEUIwnHPAc/edit?usp=sharing](https://docs.google.com/document/d/1Sn9TBxQcgCY_rq5zIW74kdbO-nJB-bvfsqEUIwnHPAc/edit?usp=sharing)
- d. Anmol:  
[https://docs.google.com/document/d/1DnMEt\\_4BR\\_y-oFepTSvHMIMw4d\\_-cREVEACVhw1dqs8/edit?usp=sharing](https://docs.google.com/document/d/1DnMEt_4BR_y-oFepTSvHMIMw4d_-cREVEACVhw1dqs8/edit?usp=sharing)
- e. Denise:  
<https://docs.google.com/document/d/1TKrN9Mcqb6cdsfrUiPHYtiQyy-qRv5WSOrUHyxUGHvw/edit>

### Elevator Pitch Slide:

Our elevator pitch slide for Milestone 2, which shows the initial context and direction of our project.

[https://docs.google.com/presentation/d/1O2UUvNfYax2Uukm526zG6We7PKVWAWEGr\\_mJnGc3WKJ8/edit?usp=sharing](https://docs.google.com/presentation/d/1O2UUvNfYax2Uukm526zG6We7PKVWAWEGr_mJnGc3WKJ8/edit?usp=sharing)

### Field Report Observations and Notes

A collection of notes and pictures that we took during our field observations. We used these observations to gain insight and build an affinity diagram.

Nathan:

[https://docs.google.com/document/d/1dpilO86\\_0Q9FdV3s20T-p\\_AxOCRgUddxu2AB5-20TSQ/edit?usp=sharing](https://docs.google.com/document/d/1dpilO86_0Q9FdV3s20T-p_AxOCRgUddxu2AB5-20TSQ/edit?usp=sharing)

Brandon:

<https://docs.google.com/document/d/1yKBm63BydcyE-Z57YYQ7LszayGL8Szz7ulo1fOc2UNk/edit?usp=sharing>

Ruby:

[https://docs.google.com/document/d/1228OKMIJpRQzyVm8tmAbzMwnJCmw7j4ZTKP\\_PekJGjA/edit?usp=sharing](https://docs.google.com/document/d/1228OKMIJpRQzyVm8tmAbzMwnJCmw7j4ZTKP_PekJGjA/edit?usp=sharing)

Anmol:

<https://docs.google.com/document/d/1ahgf1flT1APs0c0hFvEPvXFOEqldAUiFWJGvqrXKiI/edit?usp=sharing>

Denise:

[https://docs.google.com/document/d/1H2PmUOqmiManSwl0ut9I79Ng3ZM6Uj9XMQ\\_PgzY3QLM/edit?usp=sharing](https://docs.google.com/document/d/1H2PmUOqmiManSwl0ut9I79Ng3ZM6Uj9XMQ_PgzY3QLM/edit?usp=sharing)

Pictures:

- 4 people working out together and sharing the same squat rack, even though other squat racks were free



- Water bottles and weights used to mark that equipment was still in use



- Weights being left behind and not re-racked properly



#### Field Report Interviews and Interview Protocol:

We used this interview protocol for our interviews during our field observations.

#### Interview Protocol:

<https://docs.google.com/document/d/1VdMy1UgOJZemAXhuSyWsvmJN5D-96qXpmHiOBJ0Q-A0/edit?usp=sharing>

#### Interviews:

Ruby:

[https://docs.google.com/document/d/10PZkbzTMDcSk8Woryt6L\\_ejBFK8Tu2rtcSlrD7-428E/edit?usp=sharing](https://docs.google.com/document/d/10PZkbzTMDcSk8Woryt6L_ejBFK8Tu2rtcSlrD7-428E/edit?usp=sharing)

Nathan:

[https://docs.google.com/document/d/1Mtajm\\_PGm3W9ljw37-spW6i5xa5FWpWCEFe\\_hCakuJJ4/edit?usp=sharing](https://docs.google.com/document/d/1Mtajm_PGm3W9ljw37-spW6i5xa5FWpWCEFe_hCakuJJ4/edit?usp=sharing)

Brandon:

[https://docs.google.com/document/d/1bYCKQDYK3aESWBwH89Q5mxkmM\\_FJXk0duGI8SrcAHWI/edit?usp=sharing](https://docs.google.com/document/d/1bYCKQDYK3aESWBwH89Q5mxkmM_FJXk0duGI8SrcAHWI/edit?usp=sharing)

Anmol:

[https://docs.google.com/document/d/15zwbI2XCvl4SyCL-4YwL8NaGD2TrK3ALUFkUp\\_zkzlfo/edit?usp=sharing](https://docs.google.com/document/d/15zwbI2XCvl4SyCL-4YwL8NaGD2TrK3ALUFkUp_zkzlfo/edit?usp=sharing)

Denise:

<https://docs.google.com/document/d/1VYcC0M1RMyX0cAOZVnF5zrWUkAeR7rfcy564kbJTmlo/edit>

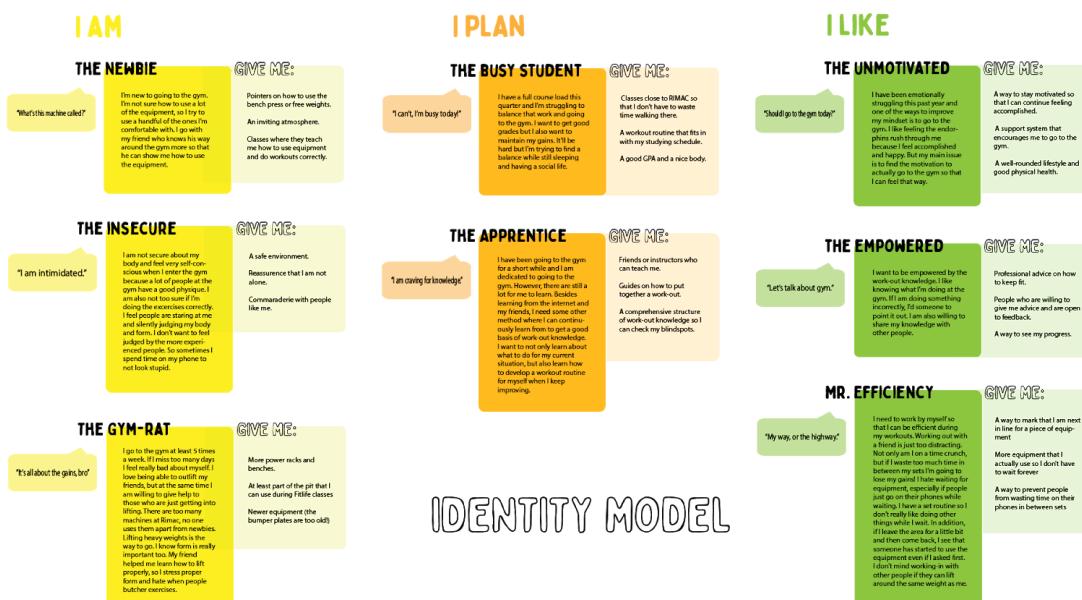
## Interpretation Session Notes

Notes from our interpretation session for Milestone 4, where we consolidated all of our field research notes, and drew together data points to be used for the affinity diagram.

[https://docs.google.com/document/d/1RKStPBC90Uk2vtMwS-6cEwZ1NIBU21HR658oTTT\\_V98/edit](https://docs.google.com/document/d/1RKStPBC90Uk2vtMwS-6cEwZ1NIBU21HR658oTTT_V98/edit)

## Identity Model

We created an identity model as part of Milestone 4 to help us narrow down on our design problem, and to help us empathize with stakeholders.



## Personas

We each also created a persona in order to better empathize with stakeholders.

### Albert: The Natty Gym Bro



**Age:** 22  
**Work:** Student  
**Family:** Single  
**Location:** La Jolla, CA

#### Bio

Albert works out at RIMAC 3-5 times a week. He focuses on compound exercises during his workouts, so the most important machines for him are the squat racks and benches. Albert works out alone, and thinks that it's the best way to use his time at the gym as efficiently as possible. He used to work out with a partner, but nowadays he can't find one that has the same schedule as him, and he feels like it makes his work outs too long despite the additional motivation that a partner brings.

Albert started working out by going with a friend during his freshman year. His friend had experience from high school, and he taught Albert the basics of putting together a routine. Albert kept going consistently during his second year with his roommates, but started working out alone during his third year. This was when he moved off campus and also became more busy, which made it difficult for him to find a partner with the same schedule as him.

Albert doesn't talk to many people at the gym, and usually wears headphones when he's working out. Nonetheless, he's always open to giving advice to people who approach him. Once in awhile, strangers will come up to him while he's working out, and ask him for advice on their form. He enjoys these interactions because they give him an opportunity to share the knowledge and experience that he's built up over the years.



#### Frustrations

Albert's biggest complaint about RIMAC is how crowded it becomes when the pit closes. During these times, he usually has to wait for benches and racks to open up. While waiting, he goes to do other exercises and keeps an eye on the bench or rack that he's waiting to use. Once in a while, someone else will beat him to it after the original user leaves.

#### Goals

- Spend his time at the gym as efficiently as possible
- Maximize gains
- Sharing work-out knowledge whenever applicable

### Roger: The Gym Employee



**Name:** Roger  
**Age:** 21  
**Education:** B.S. CS (in progress)  
**Occupation:** UCSD Recreation - Gym Attendant  
**Location:** La Jolla, CA

#### Biography

Roger is a third-year CS student at UCSD, and has been working at UCSD Recreation since the start of his second year. Roger is a busy student, but he is passionate about going to the gym and increasing his strength. Not only does he go to the gym at least 4 times a week, Roger also works at Rimac about 20 hours a week. As a worker, he knows what goes on "behind-the-scenes", and feels that a lot of improvements can be made in improving the gym experience for students. He thinks that the new management hasn't really respected workers, and feels like employee morale has been reduced. He is still eager to find innovative ways to enhance the gym and make it more welcoming, especially for those who are novices or don't come to Rimac often.

#### Pain Points

- Workers' have no real power in making a difference
- Gym management redesigned gym without taking into account any feedback
- Some equipment is old or not used often
- Social interactions between workers greatly reduced

#### Desires

- Improve communication to encourage patrons to rerack weights
- Allocate budget for newer equipment
- Better utilize available spaces to reduce wait times
- Give workers more freedom and ability to make a difference in the gym environment

#### Personality

Motivated	Helpful
Passionate	Driven

Motivated	Helpful
Passionate	Driven



**Bio**

Emily is a newly employed Software Engineer working at a small startup company. She likes to exercise in her local apartment gym every week but struggles to complete her workouts effectively. She often has trouble talking with others at the gym due to her lack of confidence. She finds it hard getting motivated to go to the gym by herself, causing her to be inconsistent in her routine. Emily is representative of the many young female adults who feel intimidated going to the gym and lack the confidence to train themselves in a way that would encourage them to live healthy lives by exercising in public.

**Goals or Objectives**

- Living a healthy life
- Consistency
- Working hard
- Becoming more confident

**Biggest Challenges**

- Laziness
- Not enough time in the day to do everything
- Too afraid to speak to others
- Communication
- Laziness
- Lack of Motivation

**Personality**

- Introverted
- Passive
- Humble
- Sympathetic

**Social Networks**

**Industry**  
Technology

**Organization Size**  
11-50 employees

Lauren Chalize



## Bio:

Lauren is a student on campus. She is very social overall and enjoys social interaction. She is frustrated by the fact that there aren't as much social interaction. She

"I'm looking for a way to make my work out session more enjoyable."

AGE: 19  
Work: Student  
Location: on campus

## Goals:

Meet new people at the gym.  
Build a personal network in the gym.  
Work out and keep fit.

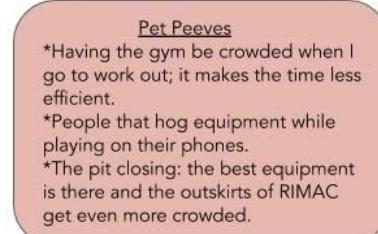
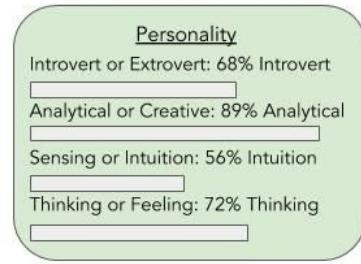
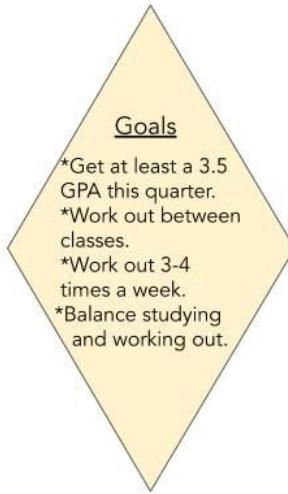
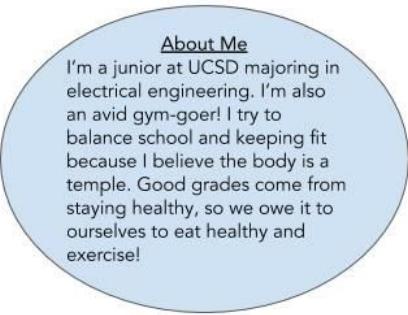
## Frustration:

Meet new people at the gym.  
Build a personal network in the gym.  
Work out and keep fit.

## Personality 1-5

Outgoingness 5  
Experience level 3  
Consistency 4  
Loyalty 3

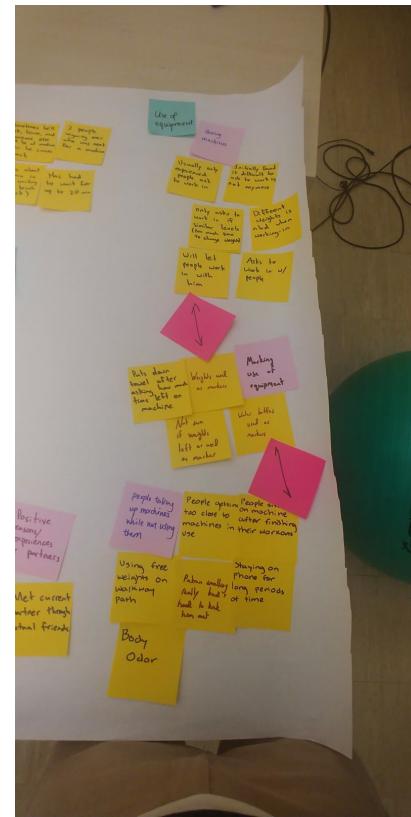
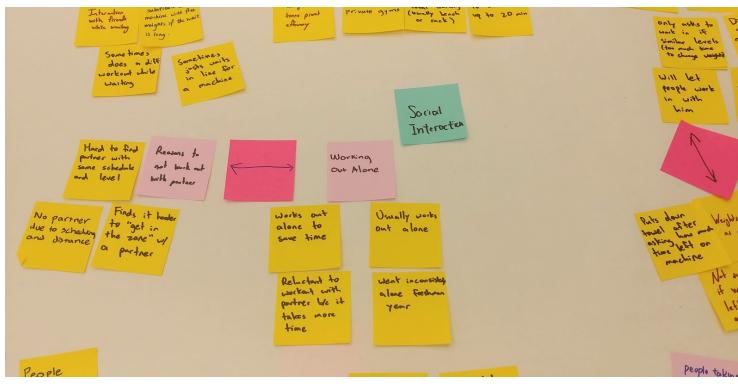
# Robin Smith

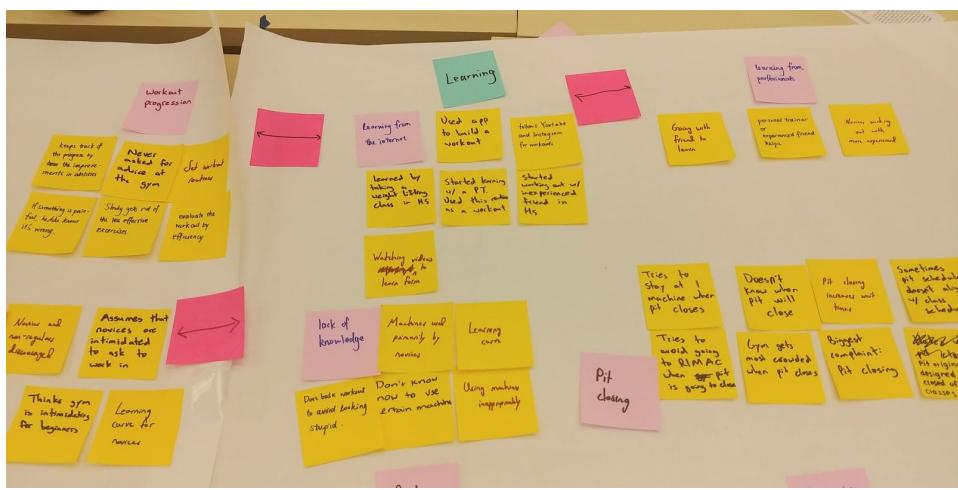
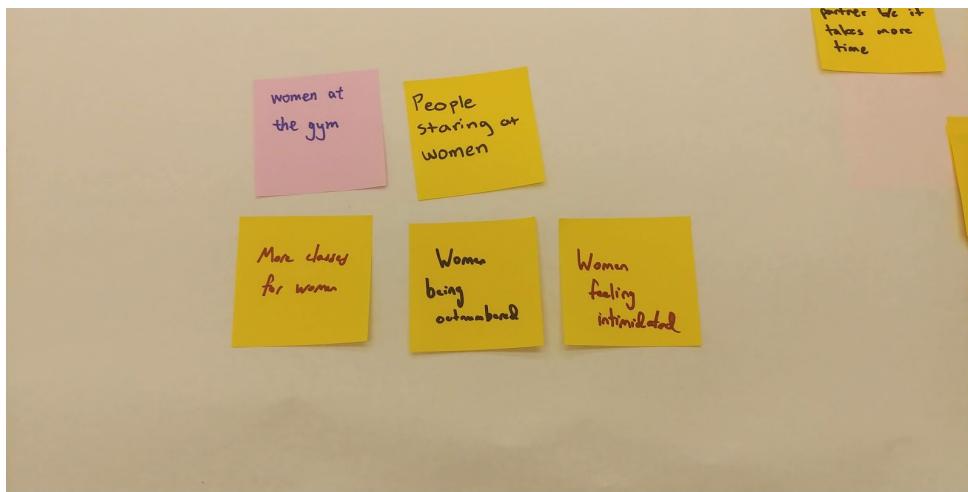


## Affinity Diagram

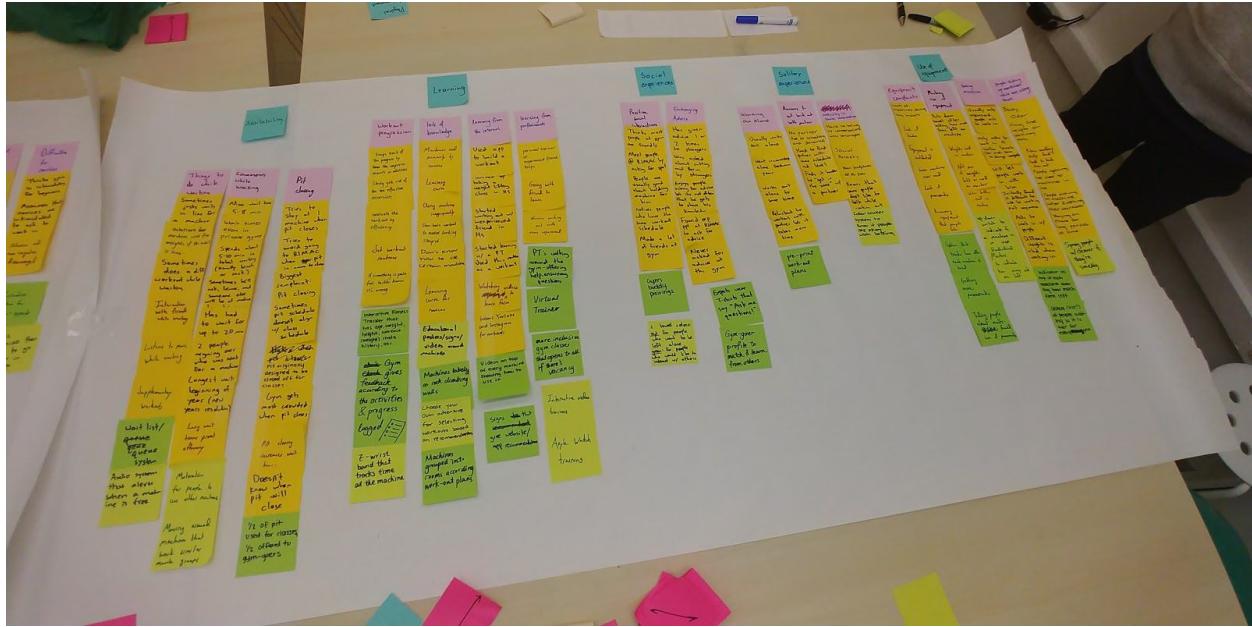
For milestones 4 and 5, we created and built upon an affinity diagram. We started by placing all of the data points from our interviews on the diagram, and then grouping them into problems or categories.

### Milestone 4 version:



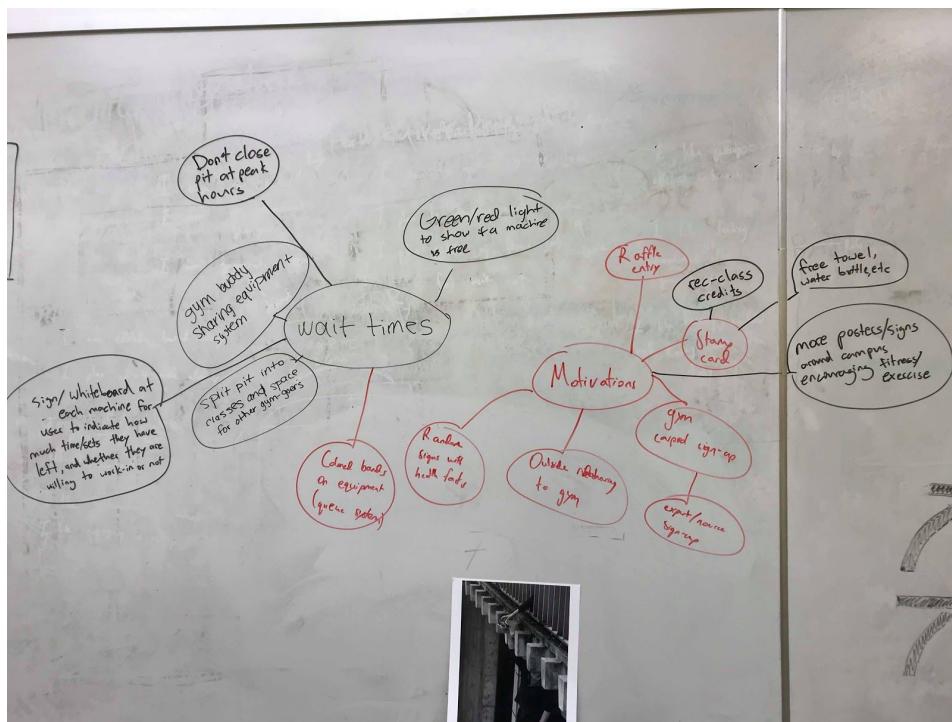


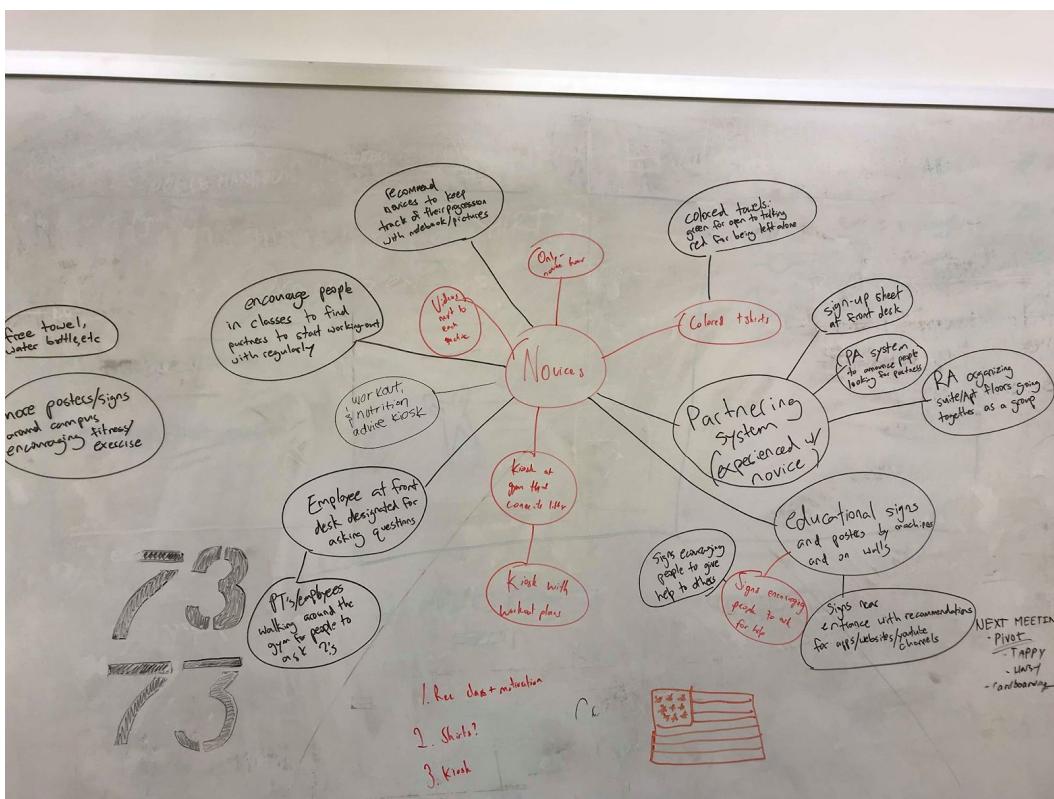
## Milestone 5 Version:



## Mind Map

We created a mind map in order to help us brainstorm ideas for some of the design problems that we narrowed down on.

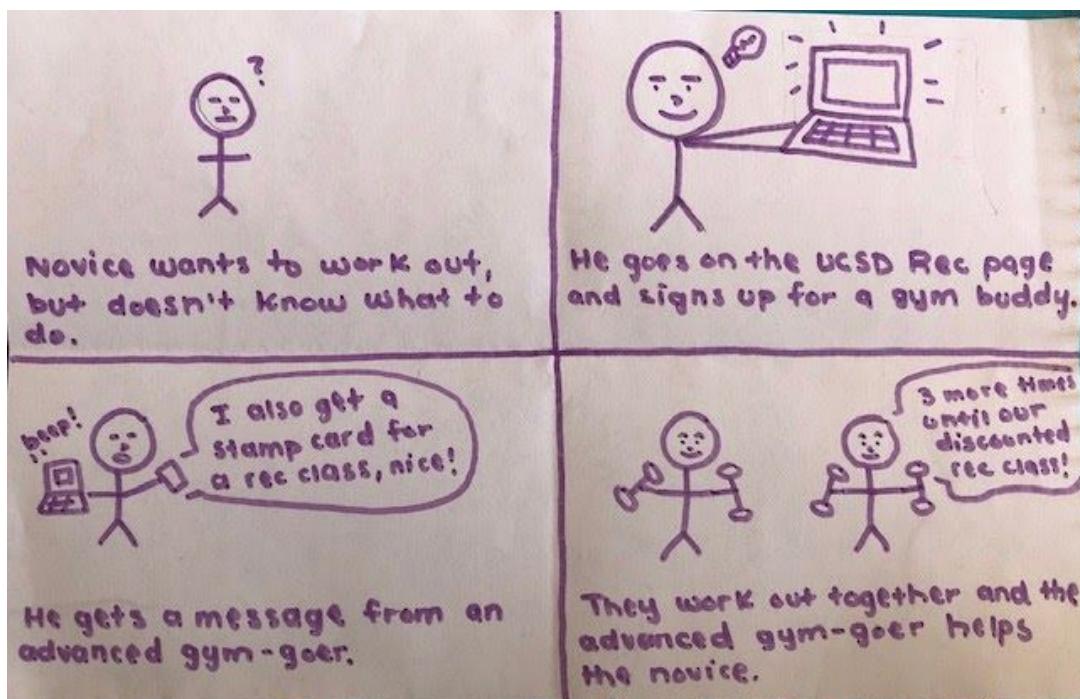




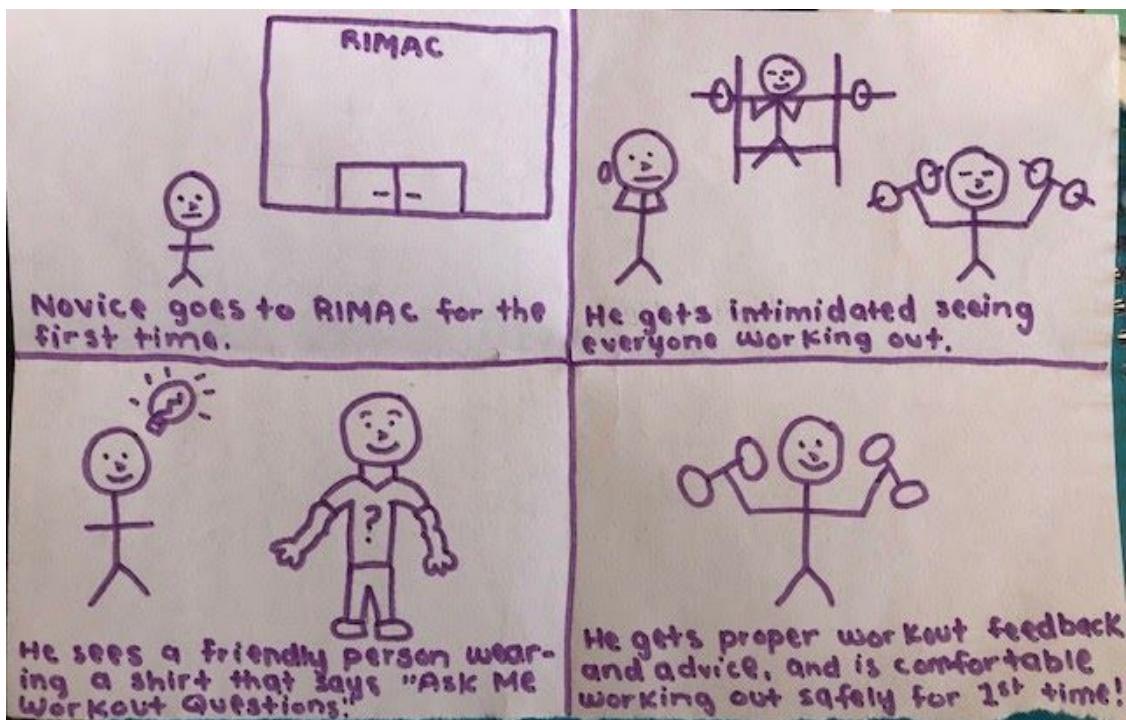
### Storyboards:

As part of milestone 5, we each created storyboards for some of the ideas that we settled upon. We focused on 3 ideas (RA group workout program, Experienced lifters wearing "Ask Me" shirts, and mentor-mentee pairing program), and each of our storyboards aimed to capture the perspective of a different stakeholder.

### Ruby:

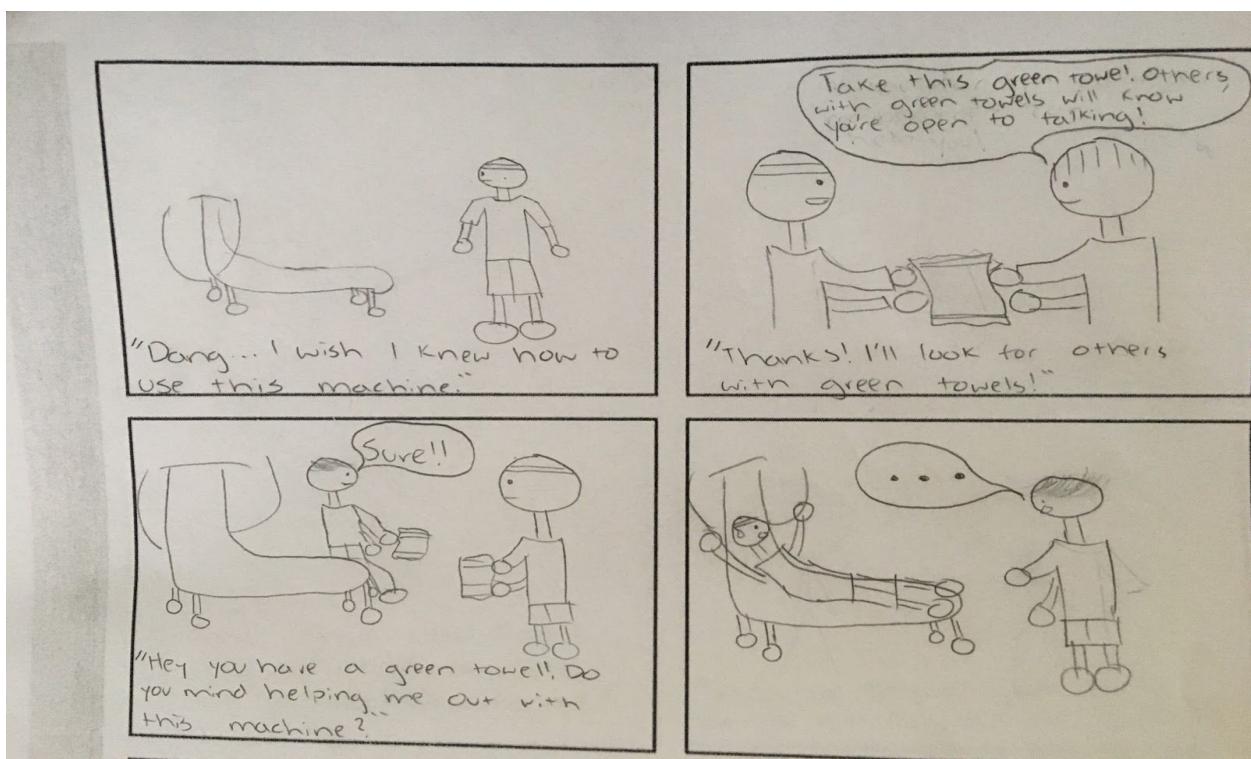


This storyboard shows the design idea where gym-goers can sign up for a gym buddy through the UCSD Recreation website. This perspective is from that of a novice who has not worked out at RIMAC before and could use help from someone who is more knowledgeable. Both the novice and advanced gym-goer benefit because the novice gets useful information, and the advanced gym-goer gets to advise someone on the skills they've developed over the years. Also, both gym-goers get a stamp card that allow them to go to a discounted recreation class after working out together a certain amount of times.

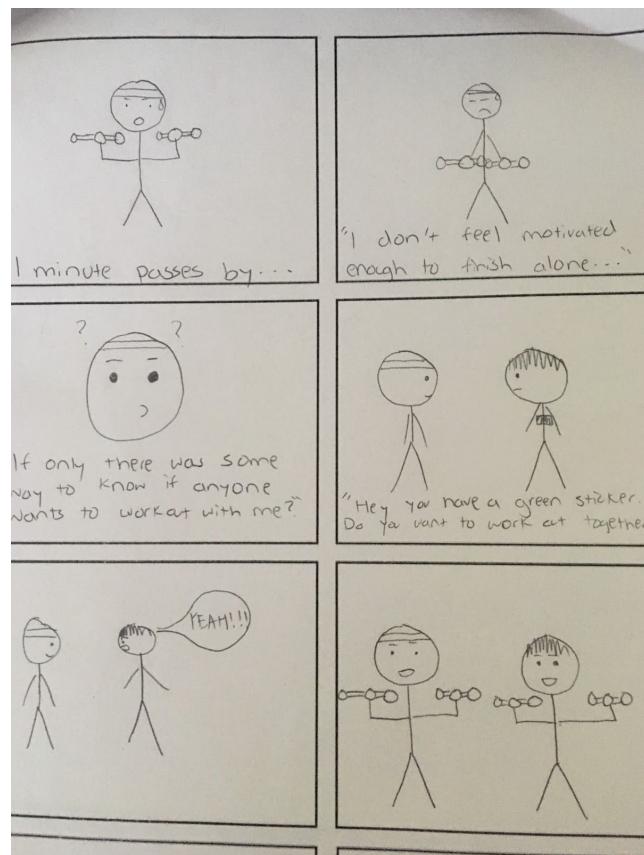


Storyboard shows the design idea where an expert at the gym wears a shirt that says "Ask Me Workout Questions!" and it's from the perspective of a novice who has trouble figuring out how to form a workout routine. He gets proper information by approaching the expert and feels more comfortable in the gym environment and does his routine safely.

**Brandon:**



This storyboard shows that people with green towels are open to talking with strangers. The novice does not know how to use the machine, so when he finds out that other gym-goers with green towels are accessible for talking, he jumps at the chance to ask for advice from someone using the same machine. In the end, he is able to use the machine properly with the advice of the more advanced gym-goer.

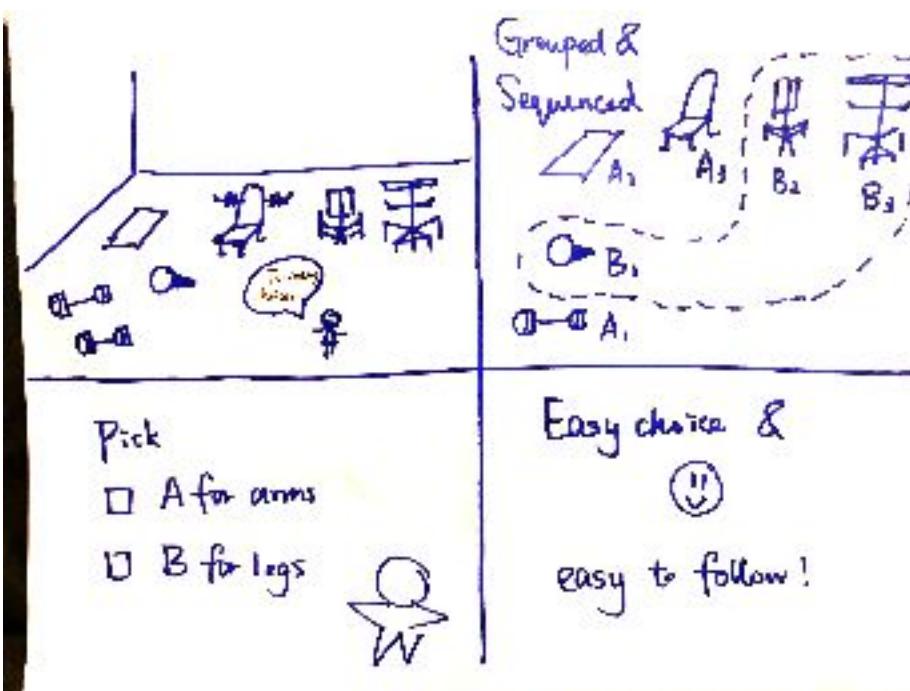


This storyboard shows that many people do not feel motivated when working out. He knows that people with green stickers are available as work out buddies. When he sees someone with the green sticker, he asks if they want to workout together. In the end, the novice feels more motivated knowing that his workout partner is working out just as hard.

Denise

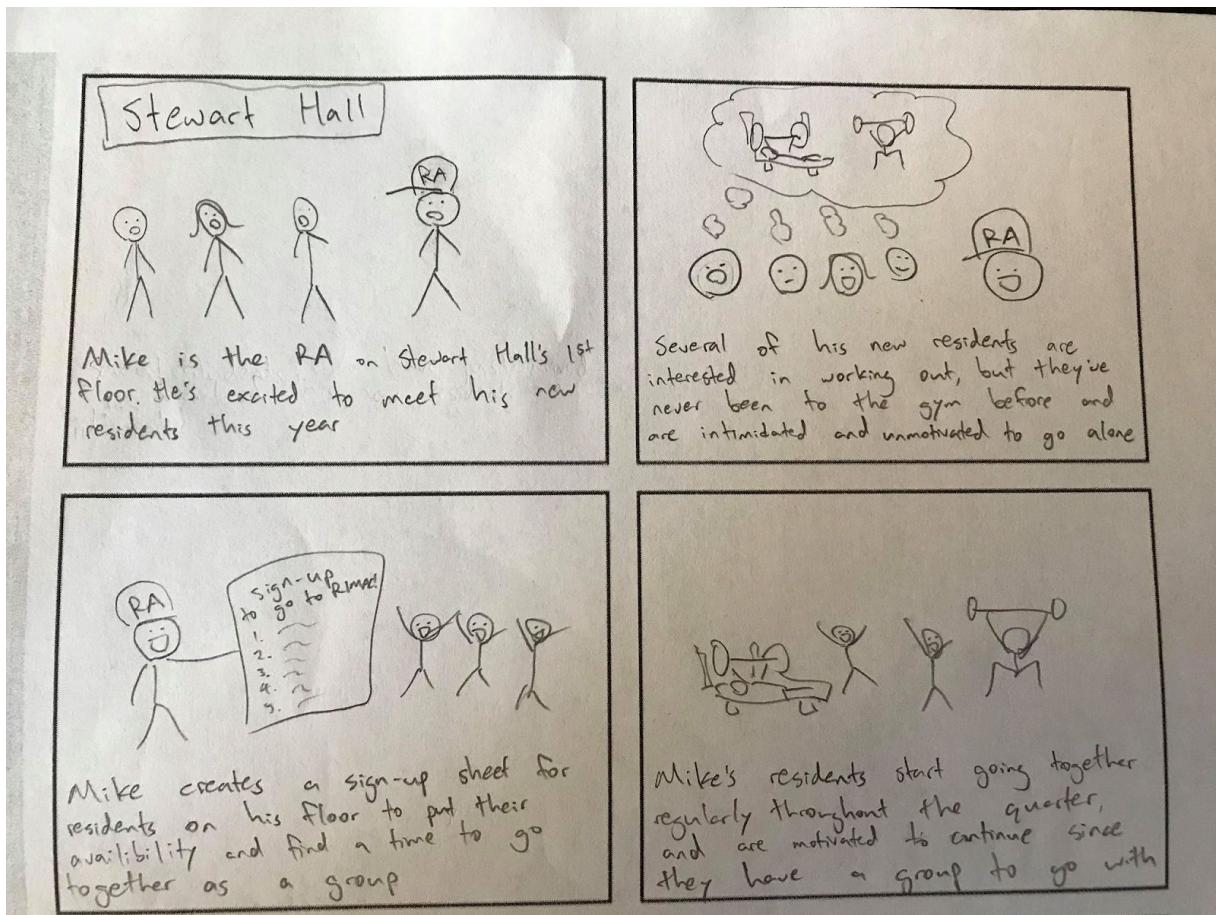


This storyboard tells the story addresses the perspective of both the novice and the experienced. The novice is overwhelmed by the variety of equipment which increases the difficulty of starting out. The experienced finds that people are intimidated by his look because of his muscles. However, he wants more interactions. If the experienced is paired with the novice and gives advice to the novice, then the two each get what they want.

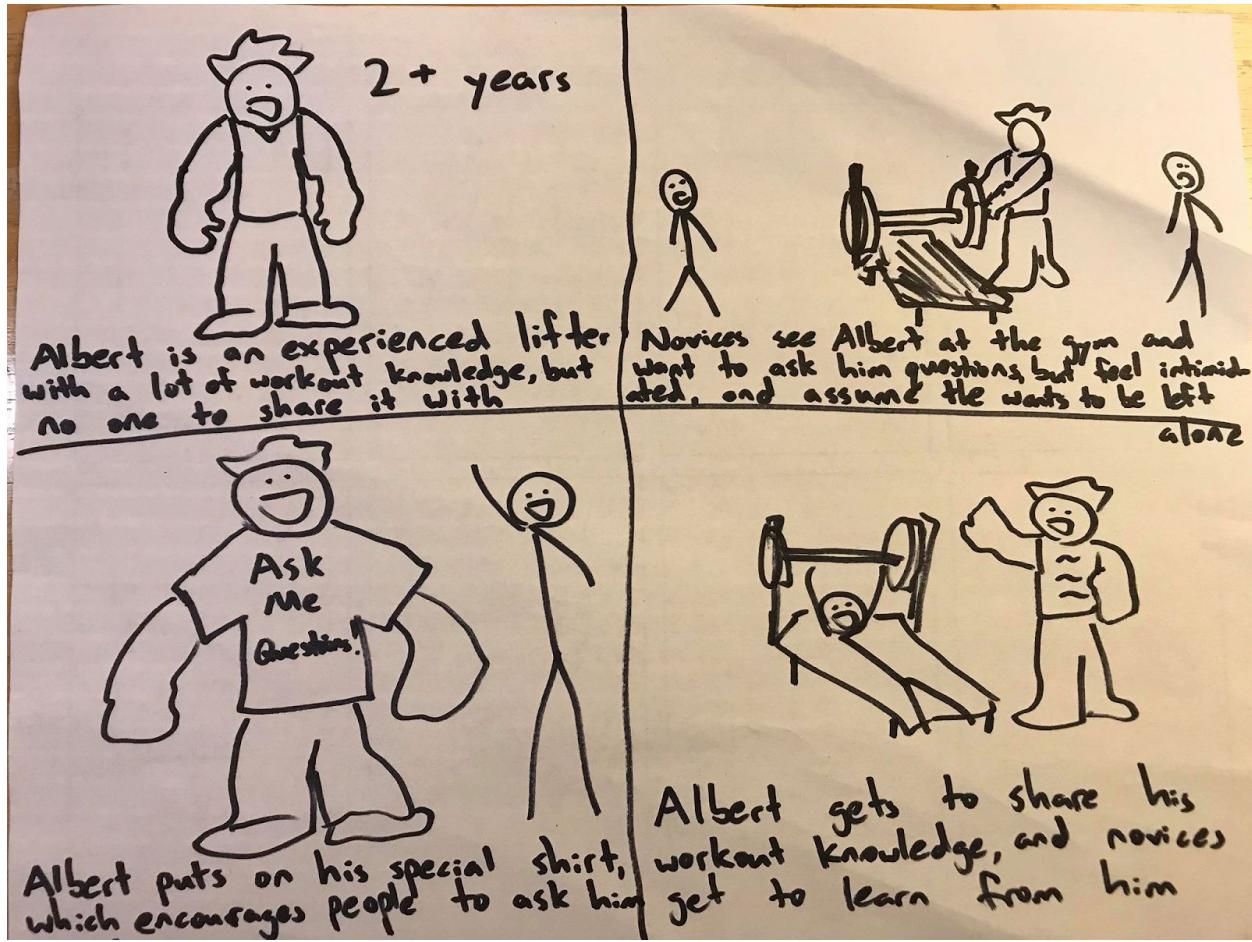


The storyboard addresses the problem of the novice not knowing how to put together a work-out. If the gym staff puts together a few workouts and label the machine that's involved, then the novices would only need to make the choice of which workout they want to do that day, which is significantly easier than choosing between all the machines available. The gym scavenger hunt makes the gym easy to navigate and helps novices to learn how to put together a workout.

Nathan:

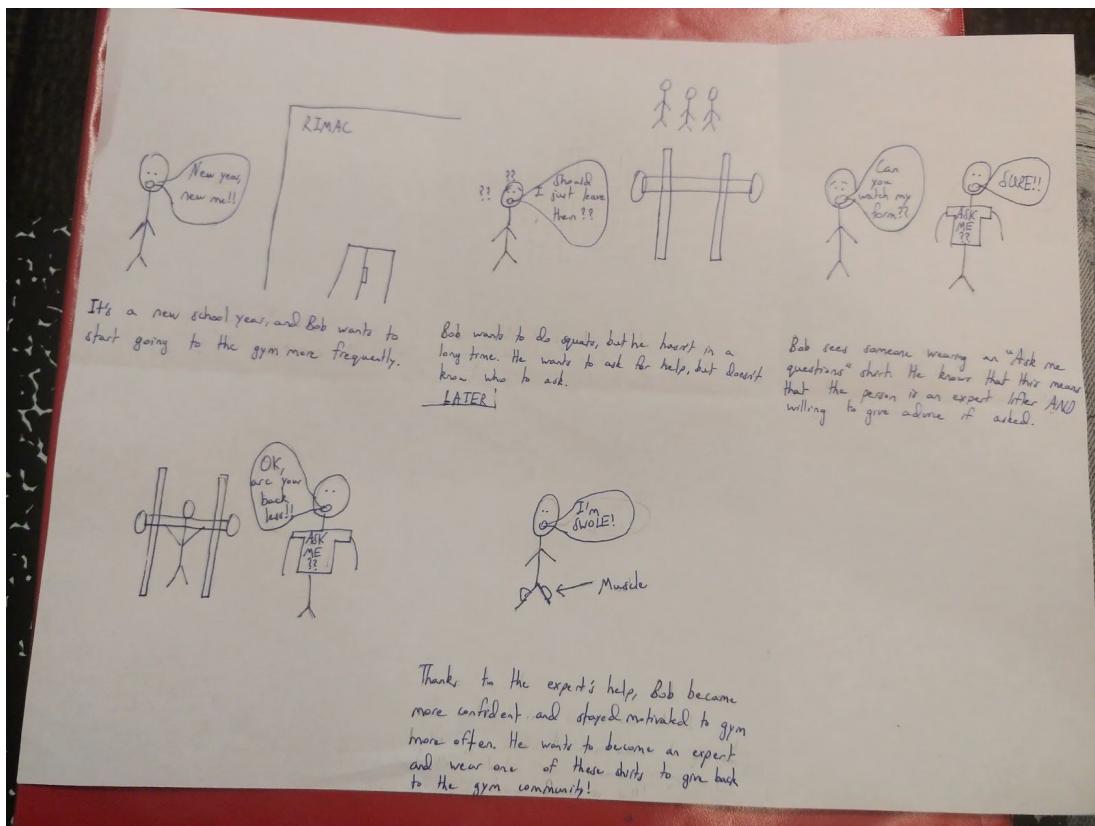


This storyboard illustrates our RA-led, Res Hall gym-going group idea. This idea addresses the problem of gym novices feeling intimidated to go to the gym alone by having an RA create a sign-up sheet for floor-mates to go together at the same time. Even if all of the floormates are novices, the added motivation of going together as a group can help them feel less intimidated.

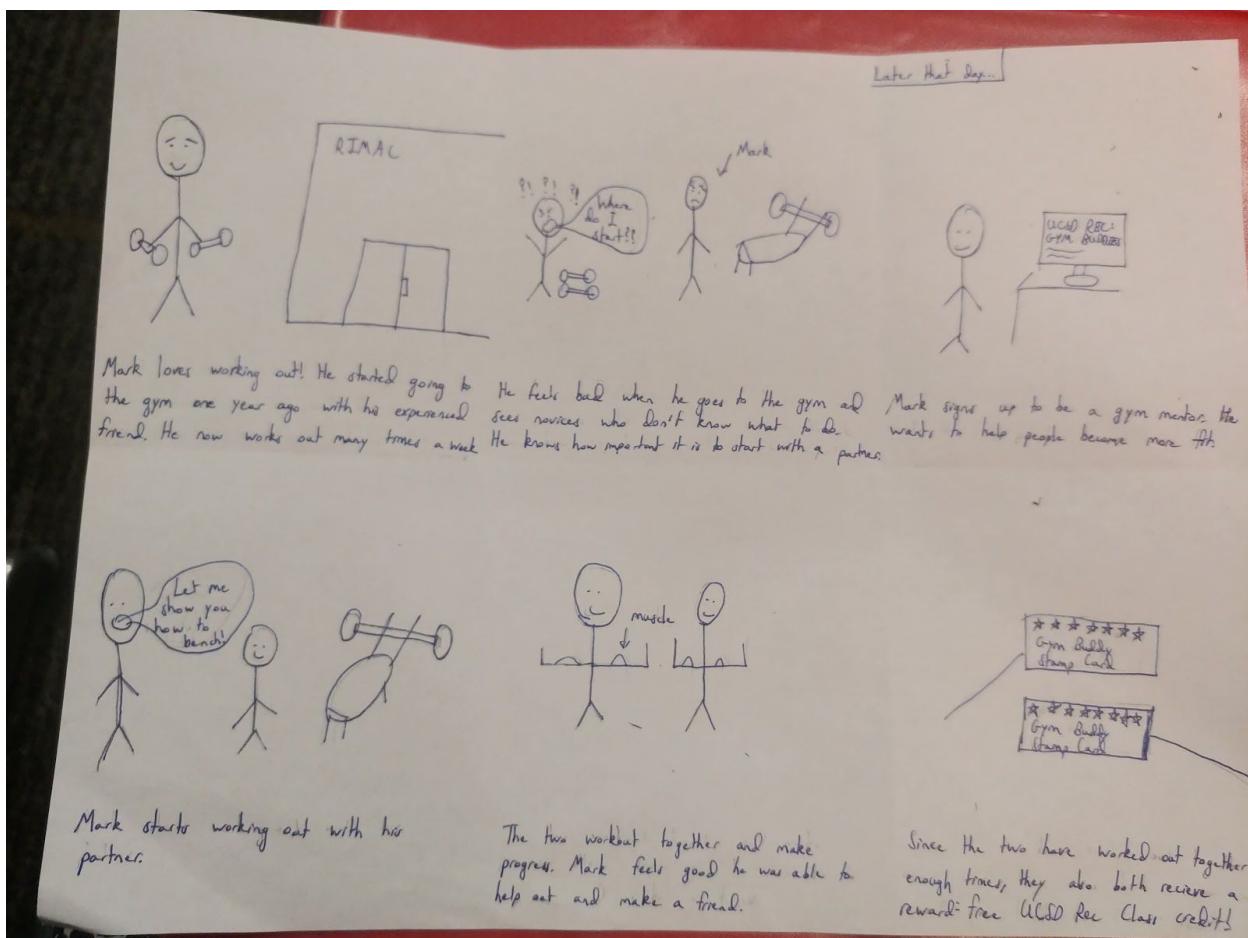


This storyboard illustrates our "Ask Me Questions!" shirt idea from an experienced lifter's perspective. These people often have a lot of knowledge that they'd be willing to share with newer lifters, but often don't get the chance because novices are intimidated from approaching them, or assume that they want to be left alone. The shirt encourages people to ask questions, and lets people know that he doesn't necessarily want to be left alone.

**Anmol:**



This storyboard shows Bob, who wants to start going to the gym more regularly. He wants to squat, but hasn't in a long time and would like some help. He doesn't know who he can possibly ask, and almost completely loses his motivation and feels like leaving the gym. Then, however, Bob sees someone wearing a "Ask Me Questions" t-shirt (Idea 2). He knows that this shirt is worn by experienced lifters who are willing to give advice. He asks the expert wearing the shirt for help on his squatting form, and thanks to his advice Bob now feels more confident and motivated to keep going to the gym.



This storyboard shows the perspective of Mark, a regular (experienced) gym-goer who signs up to be a mentor as part of the Gym Buddies program (Idea 3). Mark goes to the gym and is upset to see novices who don't know what they're doing and have no help; Mark himself started by going with an experienced partner who helped him learn and feel motivated. So, he signs up to be a mentor, where he is paired up with a beginner gym-goer. The two workout together, and Mark feels good that he can help someone develop a gym routine. Every time the two work together their stamp cards get punched, and they've worked out enough together to get their reward - UCSD recreation class credit.

### Paper Prototypes:

Ruby:

[https://docs.google.com/document/d/1AC29riCnwVRN7OfFd4iywV\\_6vbp-pxYX1fDAn7-tDs/edit?usp=sharing](https://docs.google.com/document/d/1AC29riCnwVRN7OfFd4iywV_6vbp-pxYX1fDAn7-tDs/edit?usp=sharing)

Nathan:

<https://docs.google.com/document/d/1Zs2MMSwOujE-LPjQMUYe7oSgyGMSk7aY109gQDmSPZQ/edit?usp=sharing>

Brandon:

[https://docs.google.com/document/d/1NIUr801uUyCZPPF-OnMN\\_eC1ZS8cHrfTqyvOmfGewHM/edit?usp=sharing](https://docs.google.com/document/d/1NIUr801uUyCZPPF-OnMN_eC1ZS8cHrfTqyvOmfGewHM/edit?usp=sharing)

Denise:

[https://docs.google.com/document/d/1urLwd4CmmIKsF-j57ddH3aHR48GzZCxHgs\\_yFFOKJp0/edit?usp=sharing](https://docs.google.com/document/d/1urLwd4CmmIKsF-j57ddH3aHR48GzZCxHgs_yFFOKJp0/edit?usp=sharing)

Anmol:

<https://docs.google.com/document/d/1Kh5ykxJJ4iwmflwO98VTm8y10-eOKAVnM0EWpqGUcVE/edit?usp=sharing>

## Google Form Prototypes:

Each of us created our own version of a digital sign up sheet, based on our paper prototypes, in the form of a google form. We showed these digital prototypes to stakeholders for feedback, and consolidated our feedback into a final google form.

### Gym Buddies Mentorship Program

Gym Buddies is a student-run program that is partnering with UCSD that aims to provide incentive to attend UCSD's local gyms. You may either choose to be a mentor or a mentee. By filling out this form, you acknowledge that Gym Buddies will find a partner that will best fit your needs (goals, schedule preferences, etc.).

\* Required

Name \*

Your answer

Gender \*

- Male
- Female
- Other: \_\_\_\_\_

Email Address (you will be contacted through email) \*

Your answer

Year \*

- 1st Year
- 2nd Year
- 3rd Year
- 4th Year
- Other: \_\_\_\_\_

Availability \*

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
6 am - 10 am	<input type="checkbox"/>						
10 am - 2 pm	<input type="checkbox"/>						
2 pm - 6 pm	<input type="checkbox"/>						
6 pm - 10 pm	<input type="checkbox"/>						
10pm - 2 am	<input type="checkbox"/>						

BACK

NEXT

### Preferences

Would you like to be a Mentor or Mentee? \*

- Mentor
- Mentee

Do you have a gender preference for your Mentor/Mentee? \*

- Male
- Female
- No preference

What would you like to learn/teach? \*

- Getting stronger
- Losing weight
- Staying healthy
- Dieting
- Not sure
- Other: \_\_\_\_\_

How many years of experience do you have? \*

- < 1 year
- 1 - 2 years
- 3 - 5 years
- 6+ years
- No experience

NEXT

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### Gym Buddies Mentorship Program

\* Required

### Agreement

By submitting this form, you acknowledge that Gym Buddies and UCSD are neither liable nor responsible for any damages or injuries that may occur. \*

- I agree

## UCSD Gym Buddies

Name:

Your answer

E-mail Address:

Your answer

Year:

- Freshman
- Sophomore
- Junior
- Senior
- Fifth Year+

Gender:

- Male
- Female
- Other: \_\_\_\_\_

I prefer to work out with

- Males
- Females
- Does not matter

Amount of experience:

- < 1 year
- 1 - 2 years
- 2 - 4 years
- 4+ years

Would you like to be a mentor or mentee?

- Mentor
  - Mentee

If you want to be a mentor, specify which areas you are knowledgeable in:

Your answer

If you want to be a mentee, specify which areas you are interested in to workout:

- Lifting
  - Cardio
  - I don't know yet
  - Other:

How many days per week do you want to work out with your gym buddy?

How many days per week do you want to work out with your gym buddy?

- Once a week
  - 2-3 times a week
  - 4-6 times a week
  - Every day

#### **Availability:**

Anything else you would like to inform your potential gym buddy about?

Your answer

---

**SUBMIT**

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QUESTIONS      RESPONSES **1**

## Gym Buddies

Hello! Welcome to the Gym Buddies program sponsored by the UCSD Fitlife. According to your response, we will pair you with a mentor/mentee that matches with your interest and availability. If you schedule and attended twelve 20-minute sessions by the end of the quarter, you will receive a reward of your choice.

What's your name? Short answer

Short answer text

Required  ⋮

Please specify your preferred method of contact?

Short answer text

⋮

Do you want to be a mentor or mentee? Multiple choice

Mentor X

- Mentee X
- I am open to both. X
- Other... X
- Add option



Please fill out this when2meet form for the time slots when you are available for a work out.

I have completed the form.

### What is your priority in a workout?

Short answer text

### What are you looking to get out of a gym buddy?

Short answer text

...

### What is a quality in a partner that makes it a dealbreaker?

Long answer text

### Is there any question/concerns/requests that you would like to make?

Long answer text

is/d/e/1FAIpQLSfJtcRpOIEgDoQZ07UqZ9B0onx-R8hu3si5Tunw3ro\_xzjrQ/viewform

## Gym Buddies

Gym Buddies is a system that pairs mentors with mentees at UCSD gyms! By working out together, mentors can help mentees develop a fitness routine and get started in the journey to reach their fitness goals!

With Gym Buddies, we hope to help boost the workout community at UCSD! When you sign-up for the program, you and your mentee/mentor will receive a stamp card. Every time you and your gym buddy workout, you will receive a stamp on your card. As you receive more and more stamps, you and your partner will qualify for more and more rewards!

**Name**  
Your answer \_\_\_\_\_

**Gender**

- Male
- Female
- Prefer not to say
- Other: \_\_\_\_\_

**Age**  
Your answer \_\_\_\_\_

**UCSD Email**  
Your answer \_\_\_\_\_

**Are you signing up to be a mentor or a mentee?**

- Mentee
- Mentor

**NEXT**

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Google Forms

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## Gym Buddies

### Mentee Application Form

What type of workout are you looking to do?

- Lift weights
- Cardio
- Other

Please select all available times you would be willing to workout with your mentor.

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
5 - 8 AM	<input type="checkbox"/>						
8 - 11 AM	<input type="checkbox"/>						
11 - 2 PM	<input type="checkbox"/>						
2 - 5 PM	<input type="checkbox"/>						
5 - 8 PM	<input type="checkbox"/>						
8 - 11 PM	<input type="checkbox"/>						
11 - 1 AM	<input type="checkbox"/>						

11 - 1 AM

Do you prefer your mentor to be the same gender as you?

- Yes
- No preference

Do you prefer your mentor to be within the same age range as you (+/- 1 year)?

- Yes
- No preference

Anything else you want to tell to your potential mentor? (i.e. goals)

Your answer \_\_\_\_\_

**BACK** **SUBMIT**

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Google Forms

# Gym Buddies

Gym Buddies is a program that pairs up experienced gym-goers with new gym-goers or people interested in starting to go, as a mentor-mentee pair. Mentors get to share any knowledge and experience that they've picked up over the years, and mentees get to learn the ins and outs of RIMAC (and working out in general) with an experienced mentor. When you sign-up and work-out as a pair, you get stamps that can be redeemed for rewards such as towels, water bottles, and UCSD rec class credits. Sign-up now to be paired!

\* Required

Email address \*

Your email

Name: \*

Your answer

I want to be a \*

Mentor ▾

Year \*

Freshman

Sophomore

Junior

Senior

Fifth year and up

Graduate student

Other: \_\_\_\_\_

Gender \*

- Male
- Female
- Other: \_\_\_\_\_

Experience Level: \*

- <1 year
- 1-2 years
- 2-3 years
- >3 years

I prefer to work out with \*

- Male
- Female
- No Preference

I prefer to workout with someone \*

- Same year
- Younger
- Older
- No Preference

How many days per week do you want to work out with your partner? \*

- 1
  - 2
  - 3-4
  - 5+
  - No preference
  - Other: \_\_\_\_\_

Availability (choose times when you're free to workout with your partner): \*

## Final Google Form:

# UCSD Gym Buddies

Gym Buddies is a system that pairs mentors with mentees at UCSD gyms! By working out together, mentors can help mentees develop a fitness routine and get started in the journey to reach their fitness goals!

With Gym Buddies, we hope to help boost the workout community at UCSD! When you sign up for the program, you and your mentee/mentor will receive a stamp card. Every time you and your gym buddy work out together, you will receive a stamp on your card. As you receive more stamps, you and your partner will qualify for more and more rewards!

Mentors: Anyone who is an experienced gym-goer and has an established routine can sign-up to be a mentor! Mentors should be confident in the workouts they do, and be willing to spend time in helping their mentees feel more confident in going to the gym. Mentors need to be willing to listen and understand their mentee's goals, and create a workout routine for them that can help them in effectively achieving those goals! Gym Buddies is a great way for mentors to share the workout knowledge that they've gained over time.

Mentees: Anyone who wants to learn and develop a gym routine can sign-up to be a mentee. Mentees should be willing to learn from their mentors, and spend time with them to develop a proper gym routine and feel comfortable in going to the gym! Gym Buddies is a great way to help mentees feel confident in going to the gym more frequently.

\* Required

Name \*

.....

Gender \*

- Male
- Female
- Prefer not to say

Age \*

.....

UCSD Email \*

Are you signing up to be a mentor or a mentee? \*

- Mentee
- Mentor

## Application Form

What are your fitness goals? \*

- Lose weight
- Build muscle/strength
- Become more toned
- Increase stamina/endurance
- Increase core strength
- Other: .....

(For MENTEES) What type of workout are you looking to do?

- Lift weights
- Cardio
- Other: .....

(For MENTORS) Please describe your weekly workout routine  
(i.e. what exercises you usually do)

.....

Do you prefer your Gym Buddy to be the same gender as you? \*

- Yes
  - No preference

Do you have an age preference for your Gym Buddy?

How many times a week would you be willing to workout with your Gym Buddy.\*

- 1-2
  - 3-4
  - 5-6

Please select all available times you would be willing to workout with your Gym Buddy.

5 - 7 PM	<input type="checkbox"/>						
7 - 9 PM	<input type="checkbox"/>						
9 - 11 PM	<input type="checkbox"/>						
11 - 1 AM	<input type="checkbox"/>						

Anything else you want to tell us or your Gym Buddy?

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### Disclaimer

Disclaimer: UCSD Recreation and Gym Buddies are not liable and do not take any responsibility for the activities between mentors and mentees. \*

I acknowledge this disclaimer

**SUBMIT**

### Google Spreadsheet for Incentive expenses:

We created a google spreadsheet to figure out the costs of incentives for the stamp card.

Item	Cost (x1)	Cost (x100)	Reference
Sticker	\$0.50	\$36.45	<a href="#">Click here</a>
Water bottle	\$2.08	\$208 (w/free shipping)	<a href="#">Click here</a>
T-shirt	\$12.62	\$1,262	<a href="#">Click here</a>
Towel	\$3.36	\$336 (w/free shipping)	<a href="#">Click here</a>
Protein Powder (Sample Size)	\$1.00	\$70.00 (with 30% discount and free shipping)	<a href="#">Click here</a>
Stress Ball	\$1.35	\$135 (with free shipping)	<a href="#">Click here</a>
Protein Bars	\$1.24	\$124.00 (w/free shipping)	<a href="#">Click here</a>