

## Report

Based on both of our User Testing interviews using the thinking aloud protocol, we exposed a couple patterns of user experience issues we were able to either immediately remediate or budget into plans for the next iteration.

The first such pattern related to general gulfs of execution and evaluation for a couple of our key features; namely, using the calendar effectively and understanding when a workout was completed. Our Figma iteration of the calendar allows users to schedule a specific workout for a day that a workout was scheduled. However, on our UI, there was no indication of which specific day had already been planned for a workout, so a user had to click around randomly until they found a day that allowed them to pick a specific one. This really hurts our chances of being continuously used by users when they may be able to just input the information more manually in Google Calendar without this frustration. For future, we hope to fill both gulfs that exemplifies, evaluation in a user's ability to know when workouts are already scheduled and execution in being able to schedule specific workout plans for new days even when a workout is not yet planned. This same idea was evident in creating workouts where we didn't explicitly highlight that a user had completed their task. In this case, users were able to successfully complete the task they were given, but at the point of completion, weren't exactly sure if they were done because of the lack of visual indication. In general, we took these learnings into consideration for some of our final features and next iterations to more explicitly lay out the current status of the application and the completion of desired actions.

The second general pattern we noticed when going about our user interviews was that things we took for granted as widely understandable in our prototyping were not immediately obvious or apparent to our users. Two such examples were clear in our interviews: the search feature and the social "likes" component. In our user test to search and find a workout they liked from our social feed, our user skipped entirely the option to search for anything in specific and opted to purely scroll in the linear feed. While this worked for him in this case, it likely would not be a sustainable way of finding niche or tailored workouts. In our other user interview, the user interacted with the workout "likes" feature, which came in the form of a dumbbell icon, but interpreted it as a count of exercise repetitions rather than likes on the workout. For both these issues, the icon/idea only appears once in our prototype, but they represent important parts of our application and the user needs we want to fulfill (searchable workout feed with a large social aspect). Thus, for future iterations, we will try to more thoroughly incorporate the idea of likes in the entire product rather than just one page. Similarly for the search feature, we will consider altering the UI or even adding keyword-based tagging so that users are more inclined to use search or filtering in their process flow.

While there was much to learn from our tests, we also saw good success from our general flow of action. For our first user, he successfully went from our feed, to our workout completion screen, to our create workout screen, and concluded in the exact order we'd hope our user to. We also learned that our user really liked the structure of the actual workout. They liked the fact that it wasn't just the exercises but also had a summary of other important metrics that define a workout such as the duration, the number of calories burned, avg. split time, and more.

Based on our user interviews, we've been able to implement changes on the most important points of issue. For example, we've changed the hit box and "Read More" text based

on Interview #1 Finding #1 to make it both larger and more explicitly describing the actual action. We also created an overlay after the “Finish Making Workout” button so users get immediate feedback, filling the aforementioned gulf of evaluation. Finally, we realized that there were multiple changes that needed to be made to improve the calendar page of our product. From Interview #2, we learned that there was no visible indication to users that there was a workout scheduled on a specific day. In order to fix this, we added a small icon with the specific muscle group that the workout targeted to the day in the calendar that has a workout scheduled and when they click on it it takes them to the workout. So for the example workout we had, we added a leg icon to signify a leg workout was scheduled on that day. We also replaced the original sync calendar button with a new button that is a circle with the word “SYNC” on it. When the user clicks this button, the popup still appears that asks the user if they want to sync their workouts to their calendar. This removes any confusion on how to sync to their calendar and stops users from having to randomly stumble upon this feature.