**DiaGoals Interview, Participant 2, 05.04.2024**

So can you explain your first expressions of the using CAP, your goal setting process and overall experience, what did you like and what didn't like and what was your motivational and engagement aspects of the using CAP? Okay, yes and first of all thank you for this opportunity to try this interesting app and to be honest at first when I saw this application I thought that it's very difficult for me but I started to use it and I saw that it's very logical. I liked that the goals can be chosen and they are categorized into different groups. I like that I saw notification on my mobile phone and thank you for topic with the different information about health and health lifestyle.

Thank you for this and really this very emotional was this capybara. When you put that you did some goal and really this capybara is not very nice, good choice. Yeah, nice to hear this, thank you.

And I understand that it is a test version and I tested this application one week and that's why I see only one week but I think maybe it makes me more comfortable when I can see one month and see some statistics and the application I understand that is very new product and the background was only with white color. Maybe in future it would be great to improve the application's design to make it more attractive and user friendly. Yes, thank you.

And the next part about the features, yes? Yeah, what features did you like most and why? Most I like two features. The first, as I mentioned earlier, I like that the goals could be chosen from the options provided. There were logical categories and I choose different goals and the second one, I like the notifications to my mobile phone.

For example, if I forgot, for example, to put my goals in this day, this notification, it was very useful. And what about features you didn't like and why? I cannot say that I didn't like but for me, I see that the graph it was the most difficult part because I don't understand why the graph is and how to read it. Maybe can you explain it? Yes, our idea was to have some competition with other users so this graph shows completion rate of every user so you can see what is the performance of other users and some degree it should motivate users if they are competitive to pursue their goals.

But then we had another idea, it's instead of having this competition aspect to do more collaboration. For example, several users can have a common goal. Let's say you have a goal to ride a bicycle during the week and you can have a common goal, let's say, to drive 1,000 kilometers and this can be accomplished by several users.

For example, one user can drive 600 kilometers, another 400 and together you will accomplish the goal and maybe get some prize and the graph will show this team based goals so it will be not like competitive but like a team collaboration like graph. And the other idea we had to have some filters because right now you have an overall completion rate and it sometimes doesn't make sense because one user might have activity related goals like have to do sports and other like nutrition like have a breakfast and basically you compare your gym activity with someone who is taking breakfast and basically the app tells you that you are doing better sports than someone is eating breakfast. But I agree it doesn't make sense so it can be improved.

What do you think about the idea of these common goals? Yes, I agree with you about common goals. I think this is a good idea if the user has an opportunity with some competition between our users but I think maybe it's more comfortable and maybe more realistic if users know each other. For example, if you use this application for some class or some group from different users who know each other and when we speak about goals maybe it's better if users have a similar level.

I agree. For example, similar level if you speak about age, lifestyle, health, something like this. And about the second one, I think it's a good idea.

But I think that these goals must be very realistic. Maybe if I see that okay I can, for example, walk 30 minutes a day. Yeah, realistic for me.

Okay, I can do it. And the second one, like the second step, it must be very realistic. I agree.

Goals should be not so difficult and not so easy. Yeah, if goals are very difficult maybe users just don't want to do something. And what do you think about badges? Do you think they are useful? Maybe they are too easy or are they motivational enough? Can you have some comments? Yes, I think it makes them useful.

Mm-hmm. And did you find them easy or challenging enough, like these badges, for example, to complete some number of goals or they should be more complicated, like not so simple? No, this is only my opinion. I think that if it's easier, it's better.

Yeah. Because I think it's a complication. It has different options.

Mm-hmm. And I think if it's not really very easy, it helps users to continue with this application, to continue with these games. Mm-hmm.

Because to reach the targets, it doesn't matter what, for example, walking 30 minutes a day, it makes it not very easy. And if we do this application more challenging, no, I don't know. I think that it could be easier.

Mm-hmm. And do you think it's a good idea, for example, to share you some, let's say, accomplished, for example, you finish like 10 different goals and you can share, for example, this information, like, for example, to have some profile page? What do you think about this? Yeah, I think this, but I think this user must do choice. Yeah.

Yeah. Maybe somebody don't want to share information. Yeah, I agree.

So it should be like optional. Yes, yes. Mm-hmm.

Okay. And then the last part, do you have some suggestions or how do you think this application can be improved? Yes, I can. But can I, before this, before my feedback and suggestion, may I tell you a few words about this favorite features? Ah, okay.

About graphs, we speak about it. The last one was, I remember that one day I forgot to put marks that I did, that there were some targets, and I could not do it the next day. Yeah, I understand.

So, yeah, this can be added like a new feature, like so you can... Yeah, for example, if you forget something, maybe it's good if he has facility, opportunity to put it like previously. And also about this graph part, so we could have, for example, improved this. If you remember, we have this mini tutorial, what basically tells how to set a goal.

But this tutorial does not tell more, like, for example, how to mark your goals as done or about statistics. And this is because people don't know about the graph and what it means as well. So maybe this information can be also included during this tutorial step.

So this application can tell more about the features and how to use them during the process. Okay. Okay, about my feedback and suggestions, I think this application, it's really, it could be a good application for tracking patients' medication intake, patient care.

And as you know, in Estonia, we have a digital prescription system, where the doctors see which medication patients buy or not. And I work a lot with our doctors, and they're told that in Estonia, really, this very big problem is that patients do not take their medicamentations for many reasons. They have very complex medicamentation system of many drugs.

And patients, for example, forget to take them. And patients are afraid to take medicamentation, different autostops medicamentation. No, as I said, a lot of problems.

This is really a very big problem. And one more reason, for example, if we speak about patients with diabetes type one, they're all they have to use insulin. If they don't use insulin, they really will die tomorrow or the day after tomorrow.

But when we speak about patients with diabetes type two, as usual, they don't need insulin. Yeah, they have a lot of different drugs. And they have not only diabetes, they have a lot of more different diseases.

Yeah. And these patients, if we don't take drugs today, one day, and that's it, that's it. They don't die today, tomorrow, maybe they have to feel something about one year, it takes one year, maybe, maybe more, maybe shorter.

But it's very, very big problem. For example, if patient have some tracking some system where doctor can put this program. For example, some pharmaceutical company can put information about drugs.

Yeah, yeah, this can also be done. Yeah. Yeah.

If patients can put this, I think it makes be very good application for really improve patient care. Yeah, yeah, I agree that doctors or some specialists, they can also have some specific program, or they can check this course accomplishments and also like assign some goals to specific like patients. Yeah, I agree.

That's a good idea and can be done with this application. Yeah, because now it's done as the doctors can see this patient take by this drug or no patient to use it to check it. And also I think if the doctors will have some activity with this application, this can also easier and distributable for patients, because then these family doctors or specialists, they can basically recommend this application to the patients.

Yeah, I do think he has. Okay, then I think that's, that's it from our interview. I will stop recording.

So thank you. Yeah, thank you.