**DiaGoals Interview, Participant 3, 06.04.2024**

So, can you tell about your first expressions of using DiaGoals application and what did you like and what you didn't like and maybe some notable features? As I understand, this app is specifically designed for people with diabetes, right? So, at some extent, I felt that other people who want to set goals can use this app as well because I felt that there are currently less diabetes features. During the first few days, this app engaged me more to think or do the tasks that I planned to do. Although, in overall, I did not use the app full-time and maybe it was due to the reason that I didn't have motivation to do so.

What I liked about the app was the information about nutrition, mental health, activity and sleep. Maybe, for me, it's easier to read than to watch a video about a specific topic. Then, it was written that type 1 diabetes is caused by genetics and other factors.

I would say that the exact cause of type 1 diabetes is unknown because the body's own immune system destroys the insulin-producing cells in the pancreas and other possible causes include genetics and viruses or other environmental factors. What could be improved is that, for example, currently, I like to write down my blood sugar levels and also the amount of insulin and at what time I take the insulin because it makes me more confident that I do not do a wrong amount of insulin. Maybe, that could be added in the app.

Maybe, it's more like to be a diary person. Blood sugar levels, the amount of insulin and maybe, if you can also write down what type of food you are eating when you do the injection. Actually, I was thinking maybe we could, for example, integrate insulin pens.

Nowadays, it's quite smart. You can really integrate it to the app. When you take insulin, basically, it's automatically marked that you took the insulin.

So, for example, this can be shared with doctors or other people, like parents, if you're a kid, so they can also track how well you are following your plan. Also, maybe even, for example, family doctors or nurse, they can also set you the right amount of dose, for example. So, basically, there can be also this drug taking some growth.

This can be also used not only to set growth but also to track something. I think that's a good idea. If you're using a continuous glucose monitoring device, then maybe you should integrate it so you can see your levels all the time.

How was the usability of the app? Did you find something not clear or everything was easy to use or understand? For example, like graphs, did you understand what it means and do you find it useful? I think that writing down or marking the goals that you want to achieve during the week was understandable. And, yeah, there was also the graph where you were able to see how much you achieved during the week. I think the problem with the graph that, for example, let's say you have some goal, for example, you have some activity to do sport and other person have totally different goal like to have breakfast.

So, you compare each other with totally different goals. And my idea was to change this from competition like style by graph to some collaboration. For example, you can have common goals or challenges.

For example, let's say you can have like riding bicycle like a week goal and then you have to ride, for example, a thousand kilometers. But you can share this with some friends or like join some other people. So, everyone, for example, like if 10 people ride like a hundred kilometers, then you together like get some badge or accomplish this goal.

So, it's not like you compete with each other, but you kind of like have common goal. So, this was the second idea of this graph. I don't know, what do you think about this? Is it would be better to have some common goals instead of like competing with other people? I think that it would be nice idea to like share or see other people goals and then like maybe doing something together to achieve it in maybe not in a week, but in a month.

Also, there was like small tutorial, but the tutorial only explained how to set the goal, basically the first, but it didn't explain like how to mark goals like done or how to see where to find the list of all goals or what this graph means. So, do you think it could be also improved like this small tutorial? For example, maybe for old people, they might not understand everything or for kids the same. So, do you think it was too fast and too like limited in sense of how to teach to use the application or you think it's fine? I think it's fine.

But yeah, maybe there are some other improvements then yeah. Yeah, tutorial would be nice idea to have. And again, did you like expect, for example, before you start using this, did you expect something different from application or did you want something else from it like some different features? As a person with diabetes, then for me, it will be good to have like a diary type app to write down my blood sugar levels and the amount of insulin and also the food, maybe also the food that I eat.

Yeah, I think that's good because right now you just mark, for example, if you have breakfast, you just mark, but yeah, I agree. You can also upload the picture like what did you eat and then, for example, you can also do analysis. For example, if you take different breakfast, you can see like, for example, what breakfast is good for you or what is not.

So, basically, you can learn by yourself. You don't need any specialist can see from. Yeah, I agree.

It's a good idea. Yeah, because it will be good that there is something like you can write down the food because then it will be easier to follow, to make changes if you need to, because you can see what you have eaten or not, what you could improve. Mm hmm.

Okay. And can you tell about like some gamification? I don't know. Did you check the list of the gamification? Did you find some what are more motivational or engaging, for example, badges or some graph or notifications or statistics page? Yeah.

I think that the badges currently were a bit not in front of my eyes. Mm hmm. Maybe it was a bit hidden.

Okay. Yeah. What else? Do you think the badges are easier or they should be like more like too boring? Because I think there was like to get some amount of some amount of goals and complete them.

So maybe it's a bit boring or they're repetitive just for different categories the same. And maybe they can be totally different badges. Yeah.

And do you think about the badges itself? I think that it helps to follow all of the goals that you have done. I think that adding these gamification elements are good to engage the person who uses the app much more. Okay.

And what do you think about the notifications? Are they like a good, for example, before you have to do something or after? Or for example, what do you think or how often do you think you should get this notification? Mm hmm. For example, let's say you have a breakfast and do you want to get notification before? Or for example, when you forget, like, for example, if you have breakfast at eight o'clock, should it be like seven fifty? So before or like at eight? So you if you forget to take then after, for example, five, ten minutes, you get this notification. And how often, for example, if you have five morning goals, should you get like five different notification or you can group them or do you think that they can be improved somehow? Mm hmm.

Maybe if you have set goals for a day, then maybe you can have a list of altogether what you want to do during the day or maybe during the week. But maybe it depends what type of goals you're putting. For example, if you need to take medication or I don't know, maybe insulin or anything else, then maybe it's good like if it will be reminded before maybe 30 minutes or one hour before the time what you have put there.

Yeah. Maybe, for example, if you have like weekly goal, for example, to go, for example, to gym, let's say to do some one hour sports or maybe you can manually choose the day, for example, like on Saturday morning, you get this only on Saturday morning. So you can go on Saturday morning to gym or something like this.

You can also specify date when you can get this. What do you think about this? Yeah, I think that it will be a nice addition for them. And are there some elements you didn't like or they wasn't implemented well enough or they can be improved? Design or visual elements or some this feedback models or, for example, this progress, weekly progress, maybe there should be some more information or it was a good progress bar.

Maybe if there would be, I think that graph would be nice to illustrate the goals or maybe a list. I don't know. What about, for example, like goal completion, for example, right now you have only like you can complete the goal like Mark has done or not.

Basically, it's like zero percent or hundred. But do you think it's a good idea to have partial? For example, you went to gym, but you wasn't like one hour, but it was like 40 minutes. So you can mark like 40 percent done, like not like just hundred percent, but you can specify one percent of completion.

Do you think it's also a good idea? Maybe, yes, because it wasn't done like all the tasks, but part of it. So it can't be like 100 percent. So I think it will be nice.

And also, for example, do you need the possibility to mark this other day, for example, next day, if you really forget to, for example, you did something, but you forget to mark this. But so you can do this next day. Do you think you can also choose the day when you want to mark the goal as done? Yeah, maybe it would be good to have like dates of the goal or you can like change the day of the goal to other day or maybe a few days further.

And do you think that it's a good idea to have this predefined like categories and goals or if users like to create their own goals, like do you think these common goals maybe for old people or for kids, they don't know what they should do. So maybe we think it's also good that there is some categories also you can choose from. You mean like if there are categories about nutrition and mental health, then there are listed some examples.

Yeah, I think it's great to have categories about the activities. Okay, and the last question then, do you have some suggestions or feedback how could this application be improved or something may be changed? Maybe if it's good to have a feature where you can write down the medications what you need to take and also maybe food. Yeah, if there are like nutrition goals in the app.

But did you use similar like applications before or did you use any tools to do the same thing like before or is there some examples of good features you liked somewhere else? Before the use of this app, I didn't use any kind of this app. So yeah, currently I'm like manually writing down my blood sugar levels and the amount of insulin. Okay, and do you think for example there should be also a possibility for example for medical like workers like to for example you can share like information with them like what you eat and how you take your medicine so they can track your for example like sugar so they can improve the dose for example for you based on this information.

We think this can be useful not only for patients but for doctors also so they can use this information. I think it can be useful for medical personnel because then they can also see how your health has been and what medications and in what amounts you have taken and maybe if the the levels of blood sugars have not been good then maybe it's easier for them to analyze what you need to improve if they can see the information about your health. And also like what do you think about some socialization for example you can have some friends or you can share like some progress with other people so you or for example you can share your badge if you for example if there is some difficult batch and you got it so you can put on for example profile page and something like this we think this profile page also can be engaging and motivational for some people.

I think the socialization part can be motivating because then you can see what others are doing or planning to do and how how they are progressing towards their goals. And yeah maybe to have some common challenges because I know some applications have this implemented so this can be also like added. Yeah I think that yeah it will be good to like have common goals or what you can do together with other people and can also motivate to do more.

Yeah yeah I think so yeah if you it's it's more easy usually to do like together something yeah and yeah because because usually if when you're in the group and you don't do anything you feel like bad about this and you start doing something so you're not like doing nothing so yeah this can be also motivational. And what about like design aspects like colors and background like why do you think it can be also improved? Maybe I think the background is nice and light maybe some other people prefer to have darker colors in the background but I specifically prefer like lighter colors. It was also like a button in statistics page like on the top but it doesn't look like button so if you press you will you can see a whole list of of your goals so do you think it also can be improved because right now it's not like a button.

Yeah did you find this or did you use this button? Um I think that I didn't use the button. Okay because a lot of people they didn't even know that you can click on this it's where graph before graph there is like a huge this completion rate written like yeah it's just also we found that it's can be maybe improved but we didn't find a how we can improve just button without changing a lot of things. Yeah but yeah thank you for your feedback and for your interview.

I think we got a lot of ideas and a really nice interview so thank you and for also for participating because I tested on last week so it's really really important for this project. Yeah it was nice to help and try to I have been like first time testing something. Yeah yeah there is different testing like sometimes and also like sometimes you get not interview but like some questionnaire but because questionnaires for questionnaires you need like a lot of people and it's not so easy to find like a lot of people with diabetes so it's easy to do interviews and yeah there is a lot of options here and I think nowadays there is a lot of projects related to diabetes because it's really a huge problem and I think in future there will be more and more applications similar or even better I think.

Yeah I think a good thing yeah okay then thank you for the interview I will stop there.