**DiaGoals Interview, Participant 4, 07.04.2024**

Hello, so can you tell about your first impressions of using the application and your overall experience and maybe there is some notable features you noticed and were there some like changes in your motivation or behavior? So I first noticed that it was, I used it in browser and I first noticed that I, after opening the page again, I wasn't, I didn't see my saved goals so but my goal was to measure my eating, to measure my nutrition quantity per day, so just I made a note for myself, a task to plan the meals ahead, usually I eat one meal a day and then it's important to eat all the calories and then I made a task for myself to actually plan it and that was my main problem that I wasn't, it was okay, okay and then I was, I wasn't, on the first seconds I wasn't very clear what are the weekly goals and what are the daily goals, what is the exact structure, but I wasn't worried too much about it, like the overall feeling didn't, the app's overall feeling was that I will not be punished if I do it wrong, that I will be able to modify it later, but I was little bit, with the initial categories I wasn't so they were not so helpful, the four initial categories, okay sorry that wasn't from a food, so okay that was clear, but the fact that I'm first shown like some six types of defining goals, suggestions then not very helpful and the next but was quite far away, so I it took me a little bit time to realize that I truly want to add my own and then I added my own and pressed next, okay and then, then I didn't really understand that how long do you wish it to be your goal, is it like one day or seven days and I actually wanted it to be my goal every day and until I have sufficient like for indefinitely, every day indefinitely, because it's a daily or weekly goal, then thought it's, then I realized okay maybe let's have it for seven days and make it a daily goal, okay, so I little bit had to go back and forth to realize how to achieve my setup, so that as I wish and then I wasn't able to change the time, but okay 12 30, I save it and now I have daily goals, I have five of those, maybe I pressed the save too many times, so I'm, I am not sure with, I am not sure what should I do with those, it would be nice to remove them with sliding I guess, so and then there are, there is actually option if you click on it you can remove and you can also mark, yes, oh yes that is super good, that is super good and just after click, now that I click on it, then this detailed drop-down is super helpful perhaps some sliding on mobile would be expected, but okay, now that I added way too many accidentally, then I will remove those and and now I have one daily goal, but I am not, I'm not sure how I get reminders of that, does this progressive web app also throw reminders? Right now there is only one reminder, so in the specific time because we, because of the limitation of like reminders API, so we, and is it is it only on Chrome or Firefox as well? Yes, it's an, it's, it should work in every browser and on every device, for example if you install on iPhone, it should also like work like normal application, because it's a progressive web application, but yes, so my, now I am not entirely sure if I have the same goal tomorrow, but I would like to know it, so perhaps I would like a tooltip or more importantly and a statement that says that okay, you have said something, like you have set this up, congratulations, you have set up a goal, you will be reminded that what will be followed, so this was a little confusing and therefore then, then, then, then, then I wasn't really much more engaged with that, but as long as those things would be in place, like if my initial flow with those reminders would work, then I would very much would actually use it and I am, I need kind of an app, because I haven't found a working, a working reminder task set app for myself and I actually, I would enjoy it very much, so these were the main things that I felt I was missing and then I would actually like to use it and I enjoy very much that it's in browser and my main worry is I guess that will it, will my data be there if I go back there, it's like it, does the, is the state persisted and if it is, then I would be super, but I'm just explaining my concerns that since I am not, I wasn't convinced and I felt unsure about it, that why I wasn't approaching it with full conviction, but, but besides that, I really would like to use this, this kind of an app, yes, but you actually had original question as well. Yes, basically we planned to do this tryout for one week, this is why you can only set goals for one week, but yes, this is not the problem and it was in design to have for one year or for one month ago, so you can have this indefinitely and also the difference between daily goals and weekly, that weekly goal you have to do something once in a week, for example, go to gym for one hour, so you don't do this every day and there is also like a lot of limitation related to this, for example, if you want to start your goal, for example, next week, not like from today, because when you create a new goal, it always starts from this week or from this day, but maybe you don't have this, and also there is like other ideas, we had it to have like partial like completion, for example, if you, let's say you have some activity like walking and like 10 000 steps, but you did like 9 000, so it's like 90 percent completion, so you should be able to mark, yeah, this is also one idea we didn't implement and the other is to be able to mark goals as done in next days, for example, if you forget or you're too late on to mark goals, so you should be able also, and yeah, and I agree there can be added like more feedback, for example, I think our tutorial is very limited, because it only helps how to set goals, but it doesn't tell anything else, and so users have to figure out everything by themselves, so this can be problem in usage, and we are using synchronized database, so if you log in with the same phone number, so it should be synchronized, so it doesn't matter if you use browser or you install other devices, the data will be the same, so it's not saved in the browser, it's real database, and can I comment, yes, and now I noticed that, yes, my initial goals in March were persisted, and I can see them, like I can see on that specific date of, which was it, give me a second, give me a second, on 27th of March, I have two thirds of, no, 50% done, but if I click on it, I get no information for it, so that is reassuring, perhaps I would have liked information, some reassurance initially that when I'm onboarded, that I immediately understand that, look, this is good, your data is here, don't worry about it, you are logged as this user, by the way, I enjoyed it, that the phone number, the text message I received, that I was able to click on iPhone, that I was able to log in without hassle, that was very, very, very pleasant, that onboarding was, until there, it was super quick, that logging in was hassle-free, so, yeah. Yeah, and, yeah, basically, we have this statistics page, and on the top, we have button, but actually, it doesn't look like button, so I think it was an issue, so if you press on that button, you can see all your goals, and you can also, and this is the only way you can see all your goals, like, and I think a lot of people didn't know, and, yeah, they suggested this can be reworking, because it just doesn't look like button, and you can, it's very hard to find all your goals, I agree, and, yeah, we can also continue then to next part, and it's related to specific gamification elements, I don't know if you checked the list of the features I sent, so, can you name, like, two features you liked most, and why, and two you disliked? So, I wasn't able to get to the features, and actually, this app has very much potential for, but I definitely would, I definitely like to be rewarded, like, reminded I am, I have fulfilled my goals, and I really enjoyed the icons, and all the notifications, friendly animal, yes, yes, that actually felt very natural, and that I enjoyed very much, meaning that it was fun, and it didn't feel wrong, it didn't feel fake, it felt like just natural, hey, there is this, so, that all worked, and being reminded of successful task fulfilling, I also don't mind at all, I think it's a pleasant feeling, and then it encourages me to, just kind of reminds me that, hey, but now, let's set the next goals, and maybe let's be more specific with the next goals, and so, this one I like very much, besides that, one moment.

For example, how about these badges, like, do you think they are too easy, maybe, or they're too boring, because they are maybe a bit repetitive, or there is ideas how they could be improved? I think initially, since I wasn't able to get tired of those, I don't know if they are too repetitive, or too predictable, I do not mind them being predictable in that sense, that receiving some kind of badge reward for fulfilling goals is actually a very nice feeling, and I actually, I very much appreciate, actually, that this kind of a console game type of a reward, which is like a simple, but straightforward, and I think I can imagine in a longer term, like over weeks and months, I would like to be, I would like to have rewards of different rhythm, that there would be different currents, that perhaps not always a same simple reward appears, but nevertheless, simple rewards, like you fulfill the task every now and then, are actually nice, so perhaps they shouldn't be on every single task fulfillment, but they could have a random to them, and then perhaps there could be some slight modifications, or special rewards, which are not always there, and then that's it, that's what comes to mind first. And what about, for example, like to have some, let's say, profile page, where you can share, like, and show, display your badges, and accomplish, do you think it's a good idea to have some, like, social things, so you can have profile, or you can even add friends, so you can show, like, your badges, not for yourself, but you think it's also a good idea? Probably, yes, nevertheless, I would not share my badges, but if I would share something with my family, for example, then it would be probably, perhaps the statistics, but I am not sure, so I would, I think I would not use that feature, but when thinking that setting goals with a partner, for example, there are certain types of goals that could be set together, then it actually makes a lot of sense, for example, financial goals, let's say, saving money, or something like that, something that together with the partner makes all the sense, then that I would actually use. Yes, we had similar, like, thoughts, for example, we can have, like, some challenges, for example, weekly challenges, let's say, to ride a bicycle, and you have to ride, for example, 1000 kilometers, and it's not, like, personal, but for group or friends, so you can join this challenge, and, for example, 10 people, and everyone drives only 100 kilometers, but together you drive, like, 1000, and you accomplish, like, all together, like, team best.

I would, I would participate in that, that would be super exciting for me to see that, is somebody contributing, and how much I could be contributing, for example, bicycle kilometers, I would very much relate to, and it would be very interesting for me to see that how much, let's say, a group of colleagues, friends, or whomever are so far, that I would actually, I believe I would very much would want to participate in this type of information. And what about, I don't know if you notice this completion rate graph, where you can compare yourself with other users, do you think it's useful, or it's going to be improved somehow? Can I compare myself to other users? Ah, yes, it says, it tells, I didn't understand that I am actually looking at the other users data as well, of course, I haven't entered so much data, so therefore, it has to be other user. I definitely find it interesting, but I am not sure how it is exactly useful for me yet, but it gives me some kind, yes, I, in principle, I very much like it.

Mm-hmm. For example, some users were complaining that it's the one issue with this, that it's connected to different goals. For example, let's say you have a goal to ride a bicycle, and other user have a goal to eat a breakfast, so you compare each other, like, with totally different, like, goals, and this can be an issue.

So maybe there can be some filter, for example, you can filter by activities or sleeping or nutrition, or maybe you can only, like, filter for your friends or family, so you don't, like, see other people. What do you think of these improvements? I probably wouldn't like to filter it myself. I think it would be more interesting if the app itself, if I am engaged with food-related activities, then tasks, then I would like to be shown automatically other food-related activities, but then how much would it actually matter? I think the only thing, it wouldn't be so useful, but I would be definitely interested, and the only information it gives me is that how many app users there are, and what kind there are, like, how are other people using the app.

So, it's not directly useful for myself, but it is a little bit interesting. So, I don't think it is super useful. So, it's just for increasing engagement or something, right? Yes.

Mm-hmm. Okay. And do you think if this, for example, the problem, one of the problems, as I told, that users usually don't use this kind of apps for long, but, for example, if you use, like, for more than a week, like, for one month, it's, in theory, it might create a habit.

So, usually, if people use something for months, they are more likely to continue to use it. So, do you think this also can be, like, all these, like, features together, they can improve and some positive impact on this usage? Or do you think, like, these elements can become boring, like, over time? I think, for myself, I would very much appreciate those small rewards, which are engaged. But since this is a utility app for finder tasks for myself, then I don't think it will get boring and, like, quickly.

And I would like it to probably change, and those rewards should be, it would be super fun if those rewards would change over time. So, one type of icons and perhaps just the looks and feels just ever so slightly changed. So, I would get the feeling that this app is alive, or that it's, like, a transforming, progressing thing, that I am part of something.

But what I am actually doing is I am just using a utility app for my daily tasks and reminders, like, challenges for myself. And overall, this feeling of the app slightly, slightly giving me an impression that it is not exactly the same, I think, a nice feeling. But more importantly, I think I have to be able to set my goals clearly.

It has to be clear for me that, how can I set my goals the way I want to? And I have to be assured that I will find my goals and that I will be reminded correctly. And if those criteria are met, that the utility app itself functions to my convenience, let's say, then these extra gamification aspects would set it apart from other kinds of reminder apps, task reminder apps. And I would very much appreciate it.

So, would it get boring? I don't think it would. I don't think it would get boring. Mm-hmm.

Okay. But it's hard to say. Hard to say.

Do you think there can be some other features you can add to this application? Like, for example, let's say if you have some common goals, maybe like to have some chat so you can, for example, if you have this bicycle ride, like team challenge, or maybe to have chat where you can meet together and drive bicycle together, like some forum or something like this. I guess comments would be too boring, but a chat related to a common task would be quite fun, I think. I think it would help a lot.

I think it would help a lot if there was a common chat. I'm not sure if it's a lot, but I wouldn't mind if a common task, a common amongst group of people, that all of those people would be able to chat, would have a chat related to that task. And can you also maybe tell about overall design? Like, feeling, did you like the design or maybe it looks too outdated or like the colors and everything? Overall, I very much like it.

And I think there was enough colorful parts and the illustrations were very, very sparky and refreshing. So it gave a feeling of liveliness to the app itself. And the main view, the daily goals, I guess it could be slightly more clear, like the week is, what the week is.

So UX-wise, as I mentioned in the beginning of the interview, I would like more explanations where I am in terms of onboarding to the app. Like, what have I achieved and what can I be sure of that? I would like to be reassured more by direct full sentence text messages, like how you did it, congrats. But besides that, I think the app design in general is good.

The illustrations are great. Obviously, there are some things that feel like work in progress, such as this button that doesn't look like a button. I agree.

It has to be separated. I think the homepage where the week view is, I think it could deserve a slight, some additional pieces of information to help me as a user. Not a lot, just a tiny bit.

And some call to actions like, okay, what's going to happen next this type of onboarding thing regarding the statistics page. Oh, and UX-wise, when I click on the weekdays, then probably I would like something to happen as well. Okay.

And statistics page, again, the illustrations I very much enjoy and the animations. So that's about it. Yes.

I don't feel it's outdated. I think it's fun and fine. And I wanted to say also that, one moment, that reloading the page, that it's not the single page app, that feels a little bit, that when I'm switching between home statistics and sources, those three main menus, then I would kind of expect less of a page, full page load.

And I would expect more of this app type of a feeling that the loading happens on the background and visually nothing changes. And there's perhaps a loader at most. And then that would be one of my expectations, even though it wouldn't change much for me as a user, but I feel a little bit unsecure.

I don't know if if I'm on a different URL, then I feel a little bit unsecure. Did I lose some information on the previous page? I would feel more secure if this was an app type of a spa feeling. I think so.

Yeah. Yeah. And that's true.

It's three different pages. And yeah, this can be returned to have only one single page application. Yeah, I totally agree with this.

And I think that's it. So thank you for your interview and all this. One more idea.

One more idea. On the sources page, on the sources page, I might want to add my own sources for myself. I, for example, I am reading and listening to different types of nutrition based YouTube videos, let's say, and articles.

And then some of those I found like key sources for myself. And perhaps there could be a second section of my own bookmarks. But yeah, overall, just an idea.

Okay, that's it. And also, if you want to have this user contact, what about the idea, for example, when you mark your goal, like as done, for example, eating breakfast. So you not just mark it, but also you can write some comment or, for example, upload picture of your breakfast.

So you can, so you can analyze all your breakfast. And for example, you can, for example, you took some breakfast and didn't feel well, for example, tired or something. So you can later like see what breakfast did you have.

So you can like improve this for yourself, not just marking goals. Yeah. Yes.

Okay. Then thank you for your feedback and participation in this application tryouts. It was really helpful for my master's thesis.

Yeah. Thank you. Thank you for the opportunity.