Information Sheet

My name is Tom Oakley, a 3rd year Computer Science student. I am building a system and app to make the booking of physical activity sessions easier and faster, through using modern technology such as smartphones and Facebook Messenger chatbots. My theory is that people want to be more physically active, but do not have the time, knowledge or motivation to go through the effort of booking a session/court/pitch, etc.

I want to carry out this research because in general, the physical activity industry has not moved forward with modern technology; by 2018, 55% of all digital travel bookings will be made using a smartphone. The same revolution needs to happen with physical activity sessions. Further, 'a lack of information on what's available' is listed as a common reason in many studies as to why people not exercise enough.

A participant will be asked to create an account on the app, and then connect to the chatbot on Facebook Messenger. They will proceed to explore sessions which are available using the chatbot and try to successfully book a session. The actual booking will be simulated; the sessions will not be real sessions as this point. The session details will be recorded in a database and the user will be able to go to the app and see which sessions they have booked, attended and they can rate these and see which they enjoyed and didn't enjoy. The system will learn these preferences and then try to suggest better sessions to that user.

The user will then be given a short survey to fill out in how they found using the app (and associated chatbot) and their thoughts on booking a session and comparing it against more traditional methods.

It is possible that some users interactions with the app will be recorded using an app such as FullStory (www.fullstory.com). This will give me a video which I can review to see how users used the app, bits they got stuck on and features they enjoyed using. I can then use some of this information in my report.

It is not compulsory for any user to take part in this study and a participating user can withdraw at any time without reason. All your personal details will be kept anonymous.

If you have any concerns or complains regarding the ethical elements of this project please contact siscm.srec@brunel.ac.uk or Mr Malcolm Clarke (Chair of Departmental Ethics Committee).