

# User Testing Summary

A remote user testing session was conducted with 11 participants to gather qualitative feedback on the app. The primary goals were to identify key user concerns and uncover desired new functionalities.

Users			
role	email	full_name	Actions
user	1452765138@qq.com	1452765138	
user	1785098776@qq.com	1785098776	
user	1815877593@qq.com	1815877593	
user	2011157976@qq.com	2011157976	
user	2298677197@qq.com	2298677197	
user	2297521609@qq.com	2297521609	
user	2256652461@qq.com	2256652461	
user	2761492812@gmail.com	2761492812	
user	2944648442@qq.com	2944648442	
user	3@gmail.com	Helen Yan	
admin	g@outlook.com	cheese1st921	

Figure1: Back-end user data



Figure2: User demographics (Chinese)

## Testing Methodology & Demographics

- Number of Users Tested:** 11
- User Demographics:** The participant pool consisted primarily of students (81.82%), supplemented by office workers (18.18%). This mix provides perspectives from both major target user segments.
- Testing Method:** Remote, asynchronous questionnaire survey. This method allowed for the collection of open-ended feedback, which was then analyzed using word cloud visualization to identify prominent themes and verbatim sentiments.



Figure3: word cloud visualization (Chinese)

## Key Findings from User Feedback

Analysis of user feedback revealed five critical areas for improvement:

- Demand for Data Sharing:** Users expressed a clear desire to share their data, as indicated by the prominent keyword "Share."

2. **Strong Desire for Social Features:** Frequent mentions of "Friend," "Follower," and "Share" indicate a clear user demand for community functions to enable connection and peer support.
3. **Need for an Emergency Contact Function:** The prominence of "Emergency" and "Contact" points to a critical need for a reliable, in-app channel to quickly access help or support.
4. **Friction in User Login Experience:** Negative feedback on the login process ("Annoying," "Cannot remember") identifies a significant usability barrier that risks user attrition.
5. **Demand for Proactive, Intelligent Support:** Requests for "Analysis," "Methods," and "Reminders" suggest that users seek intelligent, context-aware guidance beyond static data.

## Product Changes Implemented Based on Feedback

The following changes were implemented to address user feedback:

1. **Community & Friend Features:** Added "Forum" and "Follower" systems for sharing wellness milestones and mutual support.
2. **Emergency Contact Function:** Integrated a dedicated section for quick access to pre-set contacts and support services.
3. **Streamlined Login Process:** Redesigned login flow with "Remember Me" to reduce entry barriers.
4. **AI-Powered Assistant:** Launched in-app assistant for real-time queries, personalized analysis, and proactive reminders.
5. **Data Sharing Functionality:** Added a "Share" feature to enable users to seamlessly share their data with others.

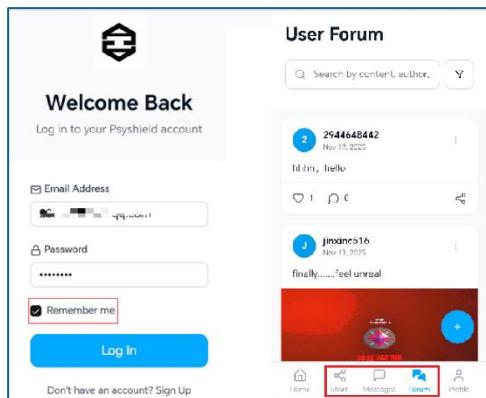


Figure4: login process and the new function "Community"

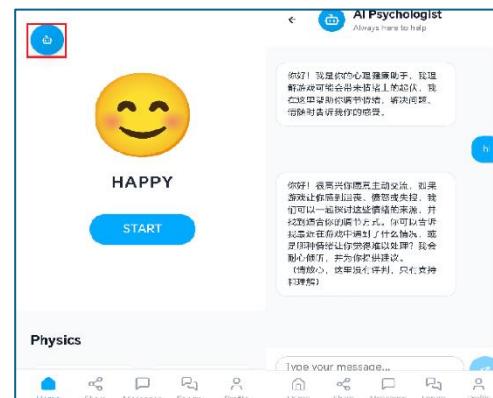


Figure5: AI-Powered Assistant