

Stage 5: Testing and Refining

Male, 25-30

Student

Anxiety, Seasonal depression

Tasks

1. Take some time to explore the app. Try to go to different menus. When doing this think your thoughts aloud, like what you are trying to do and whenever interface does something that you don't expect.

The first impression was good but asked, "Why it says, what made you smile today?"
"Should I write something"?

** clicked on Log my mood

- Wasn't sure what to do with the moods and activity.
- He immediately clicked on filter activities. (the interaction wasn't fully functional)
- He tried to choose an activity instead of clicking on a mood first.
- He finally chose one feeling and one activity but he didn't know he can choose more than one.
- When I told him, he said "that wasn't obvious AT ALL"
- He suggested that we can change the wording, for example, "select different mood for different activities"
- He clicked on complete.
- He was confused why the cards are not related to what I have selected before.
- "Don't suggest hot bath in summer, its to hot" he said a joke.
- He was wondering why the menu bar at the bottom don't appear all the time. You HAVE TO go all the way down the page to see the menu.

2. From home screen try to log your mood for today, and then add a custom activity to the list.

The feature is not functional. Can't add anything.

3. From the suggestions card find the ones that interests you if any and click on them and look at the details about each suggestion, and tell us how it meets your expectations.

The details and suggestion cards are fine, but I they are so random and not related to me!!

They are also kind of boring, maybe add a fun fact or reason why this card is interesting!!

Interview questions

1. How was your experience in using the app? What worked well and what didn't why?

- Overall was interesting idea and I would use an app like this, but it need some adjustments.
- Cards are interesting but add something to it that interest the user to open it.
- I wanted to favorite an activity which didn't work. (the heart sign)
- The dashboard is interesting but I don't understand how it can tell if I was happy or sad. Let say for one day, I added happy for hiking and sad for salad. At the end of the day does the app assume that I was happy? Or sad?
- Video card is good, I will watch it. Calling friend is good, I will use it. But don't put crisis center as my contacts.

2. How useful do you think the suggestion cards were? Why?

Useful, I explained in previous question

3. If we were to redesign the app what features would you like to see? Why?

- The menu bar at the bottom doesn't appear in all pages, and in some that it does it is at the bottom that I need to scroll all the way to use it. Maybe make it responsive that it appears all the time at the bottom.
- Get rid of the social media!!!! When I am depressed, social media is the last thing I want to see. Sometimes the reason I get upset i the SOCIAL MEDIA! Depression is very personal!!!
- Add gaming to the suggestions. I often play video games when I am upset. It helps me to take my mind off my issues.

4. What kinds of suggestions would you like to see in the suggestions card? How would you like them to be customized for you?

- Maybe suggest some local events. Something close to my location.
- AGAIN make the cards interesting, Why should i click on it? Add a fun fact or just a fact why for example bath is good? But show it at the cover so it interest me to click on it.
- I know new phones have a sensor to check your heartbeat, etc. maybe add that to your app, so the app somehow detect when your heart beat increase...???

- Maybe connect me to a doctor? Or make the app with collaboration with a doctor so they can also suggest things through app. (“sometimes I know I need help but I am shy to ask for help or call to make an appointment”) quick chat can be helpful.

OVER ALL >>

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“Cards are interesting but add something to it that interest the user to open it.” (Participant 4)

“I didn't know there are apps like this. I would use it if it's actually functional!! I use apps to control what I eat and this is also good to control your mood.” (Participant 4)