

Confusion

Navigation

Confusing navigation

Exercise:

Exercise program back button made the user feel lost because she ended up at a new place she hadn't been. She wanted to go to home page.

Pernille Fristad

Exercises:

But the way it looked when I clicked on the link, it looked like I had just gotten to yoga first and then I clicked back, then I got here. And I didn't quite understand that.

Pernille Fristad

Exercises:

her tok jeg femten minutter og da kommer jo den her lenken opp. Og da trykker jeg på den lenken. Og da kommer den direkte til bare yoga og det burde det kanskje ikke gjøre. Man burde, for om jeg trykker tilbake her nå, da kommer jeg til alla de her som er femten minutter. Så man burde ikke først komme inn på yoga. Man burde først komme til den sidan syns jeg. Og så kan man trykka på yoga eller pilates eller ja.

Ingrid

Sign up/Log in:
What does the F, G, A button mean?

Pernille Fristad

Onboarding:

On slide 2, it said slide 3 on steppers and it created a lot of confusion.

Pernille Fristad

Onboarding:

She jumped back and forth a bit but quickly got back on track.

kjelve05068

Language

Unclear language

Sign up/ Questionnaire:
Questionnaire? What does it mean?

Pernille Fristad

Exercise:

"Take a look," I don't even know what it means or what it entails.

Malin

Categories

Confusing categories

Exercise:

It's confusing how the exercises are organized.

Malin

Sign up/ Questionnaire:

You fill it out to have it 'personalized', right? Then you can choose it or not. What do you see if you don't do it?

Pernille Fristad

You mix types of categories/ways to organize and structure information. It's confusing.

Malin

Exercise:

What might be most confusing is that the categories are so strange. First, there's "yoga," which is a type of exercise, then "pelvic pains," which is a problem, and then "Take a look," which... I don't even know what it means or what it entails.

Malin

Scrolling problems

Scrolling problems

Sign up/ Questionnaire:
It's hard to understand that you have to scroll

Pernille Fristad

Sign up/ Questionnaire:

She didn't understand that she was supposed to scroll

kjelve05068

Duration - task 2:
10:15 - 17:54 (7 min and 37 sec).
Participant used more time than we wanted on Login/Signup.

Pernille Fristad

Sign up/ Questionnaire:
How do I get on from here then, when there's no arrow or anything there?

Pernille Fristad

Mistakes - Task 2:

1 - Questionnaire: Did not understand that she was supposed to scroll

Pernille Fristad

Overall

Postive Feedback

Positive Feedback

Sign up/ Questionnaire:
There are relevant questions.

Pernille Fristad

Overall view of the app:
But I would download it, so that's good

Pernille Fristad

Exerise:
I would like to save the exercise program, so I have it for later. So good that I can do that.

Pernille Fristad

Onboarding:
It's reassuring. I get confirmation that the app I downloaded is what I thought it was. So I don't end up creating an account on an app that's something other than what I envisioned.

Malin

Signup/Login:
No, but this is really easy and you get a code on your email. Everyone has their email on their phone so it's really easy. "Resend code" and "change email" are so good that they're there.

Pernille Fristad

Signup/Login:
(Signup page) No weirdness there.

Pernille Fristad

Questionnaire:
It's nice to be able to skip

Pernille Fristad

Logo:
The illustration is very fun!

Pernille Fristad

Login/Signup:
It was easy to navigate!

Malin

It was quite intuitive, she clicked quickly through all the tasks.

kjelve05068

I think it works very well. I don't have much to complain about here.

Pernille Fristad

Exercise:
In terms of navigation and knowing where to go and how to get there, I think it's very good and easy to use.

Malin

Sign up/ Questionnaire:
"I like to answer questions to recommended sessions that suit you". Yes, I will. It's good that it's there.

Pernille Fristad

Exercises:
I think it's very obvious that you can choose how long you have time to exercise up here.

Pernille Fristad

Everything made a lot of sense when I clicked around. It looks very similar to many other fitness apps I've tried in terms of layout. It's very intuitive. I think it makes sense.

Malin

Exercise:
Easy to find the exercise program.

Pernille Fristad

New Ideas/suggestions

Home page

Home page issues

Exercise:
I want to choose how the home page is structured. (Focus on either problems, exercise types or a specific goal)

Malin

I want the app to ask me what I would like to focus on, so I get a home page that focuses on whats important to me.

Malin

If I want personalized content for my pelvic pains, I want an exercise plan to follow and not just random sessions labeled "pelvic pains".

Malin

Exercise:
Duration could be more like 1-10 min, 10-15 min, 15-20 min and 20-30 min

Pernille Fristad

Exercise:
She didn't see the hyperlink at first with "All exercises".

kjelve05068

Exercise:
There should be a clear and defined focus area on the main page with sessions based on your answers and what you want to focus on, but the rest is an overview of all the other sessions by type of exercise.

Malin

Exercise:
She would not use the Preselected buttons for time intervals so much, she would like to see all the activities within the type of exercise she choose, and go for the one she feel for that day.

kjelve05068

Exercise:
It seems like everything is based on time/duration? I'm not sure I like that.

Malin

Suggestions/Comments

New Ideas

New ideas

Sign up/Log in - Verify email (4):
Also add " change to phone"

Pernille Fristad

New idea:
It would be interesting if the app could connect to smartwatches and such to log sleep, stress, steps, etc. The effect of what you do, calories, etc.

Malin

New idea:
It would be great to be able to customize your own workout and add the exercises you want, for example for strength training.

kjelve05068

Sign up/Log in - Welcome page:
And then you should move on before you get to the questionnaire. (Move to a new page before we show questionnaire)

Pernille Fristad

Exercise:
There should be a clear and defined focus area on the main page with sessions based on your answers and what you want to focus on, but the rest is an overview of all the other sessions by type of exercise.

Malin

Onboarding:
Okay, I would be able to press, because now I'm going to press the arrow to move forward. I would have appreciated it if I could also just press the (right) side of the screen to move forward.

Pernille Fristad

Exercises:
I would have clicked on that link("all categories with fifteen minutes duration"), And then I wouldn't have bothered with the things underneath.

Pernille Fristad

Exercise:
You need a lot of different exercise program for the specific types of exercises I like to do

Pernille Fristad

Sign up/Log in:
Resend code. That could be nice to have.

Pernille Fristad

Wants more colour in the app, since she wants engery since she is exercising

Pernille Fristad

UI

Onboarding:
The text is to small and little focus on the text

Pernille Fristad

Exercise:
She didn't see the hyperlink at first with "All exercises".

kjelve05068

Questionnaire:
Header needs to be centered

Pernille Fristad

Onboarding:
Like the green color on the second slide

Pernille Fristad

Onboarding:
Too big pictures that takes all the focus.

Pernille Fristad

Onboarding:
Didn't like the red color on the first slide (Gives danger signal)

Pernille Fristad

Sign up/ Questionnaire:
The Skip button should probably be higher up on the page.

Pernille Fristad

Information Overload

Information overload/Hard to read

Questionnaire

Sign up/ Questionnaire:
Rather fewer questions on each page and with a Stepper (progress bar)

Pernille Fristad

Signup

Sign up/Log in - Questionnaire feedback (7):
Too much information on the pages

Pernille Fristad

Sign up/Log in - Welcome page:
Too much information on the pages

Pernille Fristad

Fix Suggestions

Easy adjustments

Exercise:
15 min and 30 min hiking is listed under "pelvic pains" and that may not be the best way to exercise with pelvic pains.

Malin

Exercise:
If I have chosen 15 min, then it should be 15 min, not 17 min on the exercise video.

Pernille Fristad

Sign up/Log in - Welcome page:
Should be more like "Do you want to start now? Yes! Let's go!", Give her motivation!

Pernille Fristad

Login/Signup, feedback from questionnaire:
I wish I could click on one of the sessions and go straight there. But maybe that's the intention?

Malin

Comments

Key insights

Signup/Login:
Of course I hadn't read the terms and conditions because no one does that, I had clicked on it. And I probably hadn't clicked on "newsletter".

Pernille Fristad

Onboarding:
I usually don't fill in my real name or whole name

kjelve05068

If there were enough videos and stuff like that for what I like to do, then I could try the app.

Pernille Fristad

Onboarding:
I normally just quickly click through onboarding without reading all the text.

Malin

Onboarding:
Most of the time, this is something people just click on, that is, something they don't even read.

Pernille Fristad

Onboarding:
Now I know I'm going to go on that arrow, so now it's not strange.

Pernille Fristad

Duration - task 1:
06:55 - 9:55 (3 min)
Participant used more time on onboarding than we wanted.

Pernille Fristad

Onboarding:
One page is enough. I often end up quickly clicking through because I'm not that interested in what's written there. You could gather the most important information on one page.

Malin

Exercise:
You want to do what you like to exercise, I often do Yoga and Pilates.

Pernille Fristad

Exercise:
She would not use the Preselected buttons for time intervals so much, she would like to see all the activities within the type of exercise she choose, and go for the one she feel for that day.

kjelve05068

Exercise:
I think it should be possible to choose based on preferences. I want to be able to choose based on what I want to do.

Malin

Exercise:
Under the exercises it says things like "hiking," "strength," etc., but I want to be able to see everything within those categories too.

Malin