PARTICIPANT INFO FORM

General Information

DATE 03/06/2024

INTERVIEWERS
- ☐ Heidi
- ☐ Thorsten
- ☐ _____
- ☐ _____

REMARKS As the place of interview is a cafe, ask for a silent place where we can establish a more private setting.

DATE

NAME OF PARTICIPANT

CHRISTINA SCHAMSA

SIGNATURE OF PARTICIPANT

NAME OF RESEARCHER(S)

HEIDRUN BÖCK

SIGNATURE OF RESEARCHER(S)

DATE

MUNICH, 20.9.2024

CONSENT FORM

Informed Consent

Thank you for agreeing to help us test the OOM (Out of Mind) app! We greatly appreciate your time and participation, which will help us enhance the user experience and functionality of this healthcare and wellness application.

This survey is designed to assess the usability and effectiveness of OOM. Your feedback will be essential in improving its features and making it more user-friendly. The information collected will allow us to identify areas for enhancement, refining the app's design and functionality to better meet users' needs.

Purpose of the Study
All information collected from this study will be used exclusively for research purposes to improve the OOM app. Your personal data will be anonymized, ensuring that no identifying information is shared.

Voluntary Participation,

Your participation in this study is completely voluntary. You can withdraw at any time without any consequences, and you are free to skip any questions or tasks that you are not comfortable with. Confidentiality All information you provide will be kept confidential, with your identity remaining undisclosed in any reports or publications from this study. Only the research team will have access to the collected data.

If you have any questions about this study or your participation, please contact:
Heidrun Böck, mail.me@googlemail.com

NAME OF PARTICIPANT _____

SIGNATURE OF PARTICIPANT _____

NAME OF RESEARCHER(S) _____

SIGNATURE OF RESEARCHER(S) _____

DATE _____

INTERVIEW GUIDE

Introduction

GREETINGS

Hi Christina, I hope you're doing well. Thank you for joining this usability test! My name is Heidi, and I'll guide you through today's session. We're here to gather your insights on OOM, an app designed to help working parents to manage doctor's appointments, track health challenges, and more. Your feedback will be precious in helping us refine both the app's features and overall user experience. [wait + react to response]

INTERVIEW SCOPE

I'd like to remind you that the goal is to test the app, not your abilities. There's no right or wrong way to use it, so feel free to explore naturally and share your honest thoughts. If anything feels unclear or challenging, that's great for us to know, as it helps improve the product. Also, thinking out loud as you use the app will give us a clearer understanding of how you interact with it.

This session should last around 60 minutes. Do you have any questions before we start?

CONFIDENTIALITY

With your permission, we would like to record our conversation here today. The recording will only be used for our internal documentation and reviewing purposes, and we will not share it with anyone except the people working on this project. Is that okay for you? [wait + react to response]. Finally, I would like to confirm that you received the participant agreement form – is that correct? If you haven't already, please sign it and send it back to us at your earliest convenience. That is the end of the introduction from our side; do you have any questions you would like to ask before we get started? If not, then we will go ahead and begin the interview.

INTERVIEW GUIDE

Warm Up

GREETINGS

To start, it would be nice if you could briefly tell us a thing or two about you.

- What do you do for a living?
- What does your typical weekday look like?

Wrap Up

THANK YOU

Thank you so much for participating in today's usability test! Your feedback is incredibly valuable to us and will play a crucial role in refining the OOM app.

As a next step, we will follow up with a short survey to gather any additional thoughts you might have about your experience. This survey should only take a few minutes to complete, and your responses will help us further improve the app.

ENDING REMARKS

Additionally, we will be processing your compensation for participating in this test, and you can expect to receive it within the next few days.

If you have any further questions or additional feedback in the meantime, please don't hesitate to reach out. Thanks again for your time and insights! [wait + react to response]

TOPIC SPECIFIC QUESTIONS

These questions are aimed to probe and understand your participant's view on the topic you are researching toward.

Probing - understand problem

• How do you currently manage your doctor's appointments and healthcare tasks? (e.g., paper calendar, mobile app, reminders, etc.)

• How often do you use digital tools or apps to track your health or manage medical appointments? (e.g., daily, weekly, occasionally, never)

• Have you ever used a health management or appointment scheduling app before? If yes, which ones and what was your experience like?

• What are the biggest challenges you face when managing health-related tasks (e.g., tracking appointments, managing medications, etc. ?

• How comfortable are you with using mobile apps for managing sensitive information like healthcare data? (e.g., very comfortable, somewhat comfortable, uncomfortable)

• How do you typically communicate health-related topics, such as doctor' appointments or health challenges, with your friends or partners? (e.g., through conversations, messaging apps, not at all)

• When it comes to discussing health and well-being topics with others, do you find it easy or challenging?

• If challenging, what aspects make it difficult, and do you think a more approachable app could help?

INTRODUCTORY TASK

Mainly used for usability testing sessions.

Interpret the dashboard:

To begin, I'd like you to take a moment to look at this section of the app and share your initial impressions. What do you think it represents? What catches your attention? And if you were to interact with something on this screen, what would you click on first?

Please don't click on anything just yet—just talk me through what you're thinking as you explore the screen. It's really helpful for me to hear your thoughts as you look at it.

Now, I'll ask you to complete a few tasks within the OOM app. These tasks are designed to help us understand how easy or difficult it is for you to navigate and use the app's key features. Please try to complete each task to the best of your ability, and feel free to share your thoughts as you go along. Remember, there are no right or wrong answers—your feedback helps us improve the app.

PRODUCT REACTION QUESTIONS

Mainly used for usability testing sessions. Ideally these are asked after the participant(s) have used this particular product/service.

Direct Tasks:

1. Can you create a new appointment in the app?
   Please go ahead and schedule an appointment you'd like, whether it's
   for a doctor's visit, a health check-up, or any other healthcare-related activity.)

2. Can you manage and reschedule an existing appointment in the app?
   Try to find an existing appointment and change the date or time as needed.)

3. Can you create a new sports or fitness challenge for yourself in the app?
   Feel free to set a goal or activity that you'd like to work on.)

Scenario Tasks:

1. Scenario: You've just opened the app and need to quickly check your upcoming appointments.
   Task: Based on the home screen, where would you go to view or manage your upcoming appointments? Please describe what you see and how you would find this information.

2. Scenario: You want to set up a new fitness challenge for the month.
   Task: Look at the home screen and identify where you might go to create or view fitness challenges. Explain what catches your eye and how you would proceed to set up a new challenge.

3. Scenario: You're interested in getting some quick tips or motivation related to your health and fitness.
   Task: From the home screen, where would you look for tips or motivational content? Describe what elements you would interact with and why.

4. Scenario: You need to adjust the time of a medical appointment you have already scheduled.
   Task: On the home screen, find where you might manage or reschedule an existing appointment. Share your observations on how you would go about making this change

5. Scenario: You're excited to share your current energy level with a close friend as part of a fun feature in the app. You've just set up this feature, and now you want to see how it appears on your dashboard and how you can use it to communicate with your friends.

6. Look at the home screen and find where you would set up or view the feature that allows you to share your energy level with a friend or partner.

Behavioral

Does yoga few times per week

does exercise on weekends with kids

relies on phone calendar for appointments

uses sticky notes for appointments

Walks in the evenings and does light stretching exercises.

Walks three times a week and stretches daily.

Reads books or listens to music to relax after work.

Uses a calendar app to schedule health activities.

Relies on calendar alerts and phone notes for managing health appointments.

Communicates with Simone mostly through text messages and calls.

Enjoys jogging in the park and doing yoga at home.

Fits in workouts during early mornings or after her son goes to bed.

Uses phone reminders and fitness apps for workout routines.

Uses phone reminders and fitness apps for workout routines.

Preferences

prefers short relaxation

prefers mediation and breathing techniques

prefers mindfulness applications

prefers an app that gives quick routines not long ones

Wants small challenges for health improvement

Prefers walking, light stretching, reading, and listening to music for relaxation.

Interested in hiking or biking outdoors more often.

Open to using digital tools for health management if they simplify things.

Finds Mini-Challenges like daily steps or short exercises motivating.

Thinks an Energy Levels feature would help manage productivity and breaks.

Would like integration with family calendars to coordinate schedules.

Interested in longer yoga sessions, hikes, and bike rides.

Thinks an intuitive app interface for quick updates would be ideal.

Prefers yoga, jogging, reading, and listening to music for relaxation.

Interested in longer yoga sessions, hikes, and bike rides.

Thinks an intuitive app interface for quick updates would be ideal.

Needs & Goals

needs something quick to get relaxed

want better coordination between partners in respective to health and family chores

Wants and integration with the family calendar

prefers an app that gives quick routines not long ones

Wants small challenges for health improvement

Likes daily wild cards

Needs reminders and suggestions for health activities based on availability.

Aims to fit more outdoor activities like hiking and biking into his schedule.

Wants better coordination through integrated family calendars.

Seeks clear and easy communication tools within an app to manage health status.

Needs an app to suggest quick yoga sequences or short workouts tailored to busy moms.

Needs an app to suggest quick yoga sequences or short workouts tailored to busy moms.

Desires a wild card feature to handle overwhelming days and focus on her son.

Seeks better coordination with her partner through shared calendars and quick communication tools.

Frustrations

Coordination of appointments with Ex partner is stressful

Current health apps don't sync well with exisiting apps.

Communication with ex partner is often misunderstood

Sometimes forgets or mixes up appointments with schedule changes.

Experiences lack of clarity and missed updates in communication

Finds weekdays particularly challenging for communication.

Struggles to remember appointments amidst a busy schedule.

Finds coordinating schedules and making decisions with her partner challenging due to separate routines.

Experiences misunderstandings or delays in coordinating important matters related to her son.

Evenings and weekends are particularly tough for syncing schedules.

Quotes

"I enjoy jogging in the park and doing yoga at home."

"Integration with my calendar and easy-to-use reminders would be beneficial."

"Absolutely! Gamification or challenges that involve my son could make health management more enjoyable and engaging."

"I wish I could incorporate more quick and effective relaxation techniques into my daily routine."

"It would be great if an app could suggest quick yoga routines based on the time I have available or send reminders to take breaks during the day for mindfulness exercises."

"A feature that allows us to share health updates directly through the app, perhaps with predefined categories like medications, appointments, or emergencies, would be very helpful."

"Yes, absolutely! A more fun and relaxed approach to personal and family health would be very appealing."

Integration with family calendars to coordinate schedules with Simone would be helpful."

"It could suggest quick yoga sequences or short workouts tailored to busy moms like me."

"I'd like to spend more time outdoors hiking or biking. It's refreshing but hard to fit into my schedule."

"Reminders or suggestions based on my availability would be helpful to keep me on track."

Integration with family calendars to coordinate schedules with Simone would be helpful."

Facts

Yoga three times a week, walks with daughters on weekends.

Uses a calendar app for health activities.

Communicates with ex-husband via text messages, phone calls, and shared calendar.

Communicates with her partner primarily through text messages and phone calls, occasionally using shared calendars.

Engages in walking and stretching for relaxation.

Uses calendar alerts and phone notes for managing appointments.

Communicates primarily through text messages and calls, with occasional use of shared calendars.

Engages in yoga daily and jogging three times a week.

Uses phone reminders and fitness apps for health-related activities.

Relies on calendar alerts and phone reminders for managing appointments.

Opinions

Daily wild card would provide relief in stressful situations

App integrating family calendars and health reminders would be beneficial

Mini-Challenges would fit well into routine.

Believes Mini-Challenges for health improvement could be motivating.

Thinks an Energy Levels feature could help manage health.

Feels a wild card feature could be useful on busy days but values communication.

Supports a fun and relaxed approach to family health management through gamification.

Supports a fun and relaxed approach to personal and family health involving the kids.

Believes an Energy Levels feature could help manage workout scheduling and rest.

Feels a straightforward app interface for sharing health information would be beneficial.

Feature Preferences

- Desires a wild card feature to handle overwhelming days and focus on her son.
- Likes daily wild cards
- Feels a wild card feature could be useful on busy days but values communication.
- Believes an Energy Levels feature could help manage workout scheduling and rest.
- Thinks an Energy Levels feature would help manage productivity and breaks.
- Thinks an Energy Levels feature could help manage health.
- Daily wild card would provide relief in stressful situations
- Finds Mini-Challenges like daily steps or short exercises motivating.
- Wants small challenges for health improvement
- Current health apps don't sync well with exisiting apps.
- Wants small challenges for health improvement
- Mini-Challenges would fit well into routine.
- Believes Mini-Challenges for health improvement could be motivating.

UI Preferences

- Feels a straightforward app interface for sharing health information would be beneficial.
- Supports a fun and relaxed approach to personal and family health involving the kids.
- Thinks an intuitive app interface for quick updates would be ideal.
- Open to using digital tools for health management if they simplify things.
- Supports a fun and relaxed approach to family health management through gamification.

Appointments

- Uses calendar alerts and phone notes for managing appointments.
- uses sticky notes for appointments
- Relies on calendar alerts and phone notes for managing health appointments.
- want better coordination between partners in respective to health and family chores
- relies on phone calendar for appointments

Sport Reminders

- Needs reminders and suggestions for health activities based on availability.
- Relies on calendar alerts and phone reminders for managing appointments.
- Uses phone reminders and fitness apps for health-related activities.
- Uses phone reminders and fitness apps for workout routines.
- Uses a calendar app to schedule health activities.
- Uses a calendar app for health activities.

Sport Preferences

- Yoga three times a week, walks with daughters on weekends.
- Does yoga few times per week
- prefers short relaxation
- Enjoys jogging in the park and doing yoga at home.
- Engages in walking and stretching for relaxation.
- Walks in the evenings and does light stretching exercises.
- prefers an app that gives quick routines not long ones
- prefers mediation and breathing techniques
- Engages in yoga daily and jogging three times a week.
- Walks three times a week and stretches daily.
- prefers mindfulness applications
- Prefers walking, light stretching, reading, and listening to music for relaxation.
- does exercise on weekends with kids
- Reads books or listens to music to relax after work.
- Interested in hiking or biking outdoors more often.
- Interested in longer yoga sessions, hikes, and bike rides.
- Needs an app to suggest quick yoga sequences or short workouts tailored to busy moms.
- Fits in workouts during early mornings or after her son goes to bed.
- needs something quick to get relaxed
- Prefers yoga, jogging, reading, and listening to music for relaxation.
- Aims to fit more outdoor activities like hiking and biking into his schedule.
- prefers an app that gives quick routines not long ones

Quotes

- "I enjoy jogging in the park and doing yoga at home."
- "Integration with my calendar and easy-to-use reminders would be beneficial."
- "Absolutely! Gamification or challenges that involve my son could make health management more enjoyable and engaging."
- Integration with family calendars to coordinate schedules with Simone would be helpful."
- "I wish I could incorporate more quick and effective relaxation techniques into my daily routine."
- "It would be great if an app could suggest quick yoga routines based on the time I have available or send reminders to take breaks during the day for mindfulness exercises."
- "A feature that allows us to share health updates directly through the app, perhaps with predefined categories like medications, appointments, or emergencies, would be very helpful."
- "Yes, absolutely! A more fun and relaxed approach to personal and family health would be very appealing."
- "It could suggest quick yoga sequences or short workouts tailored to busy moms like me."
- "I'd like to spend more time outdoors hiking or biking. It's refreshing but hard to fit into my schedule."
- "Reminders or suggestions based on my availability would be helpful to keep me on track."

Appointment Coordination

(via Calendar)

- Would like integration with family calendars to coordinate schedules.
- Coordination of appointments with Ex partner is stressful
- Seeks better coordination with her partner through shared calendars and quick communication tools.
- Wants better coordination through integrated family calendars.
- App integrating family calendars and health reminders would be beneficial
- Finds coordinating schedules and making decisions with her partner challenging due to separate routines.
- Sometimes forgets or mixes up appointments with schedule changes.

Communication

- Communicates primarily through text messages and calls, with occasional use of shared calendars.
- Communicates mostly through text messages and calls.
- Experiences lack of clarity and missed updates in communication
- Seeks clear and easy communication tools within an app to manage health status.
- Communicates with ex-husband via text messages, phone calls, and shared calendar.
- Communicates with her partner primarily through text messages and phone calls, occasionally using shared calendars.
- Communication with ex partner is often misunderstood