

Tasks	P1/New User	P2/New User	P3/New User	P4/New User	P5/Old User	P6/Old User	Results
	Female/Mohadeseh Android 20-30 UI/UX designer	Female/Aida iOS 30-40 Chemical engineer	Female/Lili Android 30-40 Laboratory Sciences	Female/Maryam Android 30-40 Transit Manager	Female/Bahareh IOS 30-40 Cookie decorator	Female/Ensiyeh Android 30-40 Product designer	Easy to complete Completed but with difficulty Not completed
1- Imagine you are a user interested in improving your fitness. Start by signing up for an account on FitOn./ New User	Used Google sign-up. Couldn't select two options for hearing about us. She didn't enjoy the videos and screens after the video, so she frequently used the skip and close icons.	Sign up manually in the app. She was frustrated of the long sign up process, so she frequently used the skip and close icons. She mistakenly Clicked on one of the classes and was looking how to close the video for a while.	Sign up manually in the app. Skipped two parts ("Add friends" which she said wasn't her favorite and the Calendar. She completed the rest sections and created her account. In the middle, she said, "The process is a little lengthy."	She found the idea of starting with a video intriguing rather than just a picture. Signing up by her Google account. There was a bit of confusion when it came to entering her weight – she wasn't sure whether to put in her current weight or her ideal weight after setting her weight loss goal. Community participation wasn't her interest, so seeing the option to join communities during the sign-up process was annoying to her. She skipped through most of the onboarding questions.	First, she went to the recent workouts screen on the home page, and then she recalled the location of the tracking screen.	Went to the profile screen and supposed it should be the right screen.	
1- You've been using FitOn for a while, and you want to track your fitness progress. Find and use the features that allow you to track your workout history, set goals, and monitor your achievements./ Old User							
2- You are looking for a workout to improve your cardiovascular health. Find a cardio workout , time: 5-10, Intensity: medium.	Searched in the "For You" section, then went to the workouts and selected the gym category.	She chose the cardio option between the workouts, and among them she chose one with a duration of 10 minutes and a high intensity. Workout Section > Cardio > chose a workout	First Try: For You ➡ Courses Second Try: Click the box on the top of the "For you " section and scrolled She said " It is getting hard" Third Try: Kept scrolling through "Workout" ➡ start one of "Trending" She felt frustrating Forth Try: For You ➡ Programs ➡ Upgrade to FitOn Pro She said " I didn't feel comfortable with the app! The number of items is too high " Fifth Try: Kept scrolling through "Workout" ➡ select "Cardio" ➡ She didn't pay attention to the filters on the top and said " I can't find the customized options" As a final step, she used filters and completed the task	Initially, she felt a bit lost with all the stuff on the "For You" page, so she just kept scrolling. I prefer to see the target are first. Her mental model was that maybe if she changed her favourite workout from Yoga to Cardio, and her fitness goal from losing weight to be more active (since she had picked them during onboarding), she might start seeing more relevant content to Cardio. So she went: Profile ➡ Workout ➡ preferences: Fitness Goal ➡ Be more active Workout Favourites ➡ Cardio ✗	Navigated to the "Workouts" tab, proceeded to the cardio screen, and then applied the filters.	First, she checked the "For You" screen, then went to the "Workouts" tab. As she scrolled down the screen, she couldn't find the cardio category. Then, she decided to use the search bar, as she always likes using the search bar, and applied filters. All filter options were selected simultaneously. She prefers to target specific areas for herself.	Old users succeeded in finding the workouts
3- You have a specific health concern, let's say diabetes. Find a course specifically designed for managing diabetes.	She was annoyed by the videos, went to the workouts, and selected the course section.	First, she went to meditation part of workouts. She scrolled the a meditation page for a while, looked at the filter section. She realized that she entered the meditation section by mistake. She returned to the workout section and browsed through the workouts. She decided to search, but she didn't find anything through the search. She tried to find the course in filter section. but she couldn't find the course and she gave up. Workout Section> Meditation > Filter in meditation page> Workout > Browse> Search> Filter	First Try: Meals ➡ kept scrolling Second Try: For you ➡ Programs While looking for a meal related to diabetes, I gave her a hint that I wanted you to find a course related to diabetes Third Try: Kept scrolling through "For You" ➡ Course(in the tab bar) ➡ Outsmart Diabetes	Once again, too much stuff on the first screen made her keep scrolling, searching for something specific. First Try: For You ➡ Programs ➡ Slash Sugar ➡ Upgrade to FitOn Pro ✗ The term "Course" threw her off; she wasn't sure if it meant a workout or a diet. Second Try: Kept scrolling through "For You" ➡ Course(in the tab bar) ➡ Outsmart Diabetes ✔	Checked the "Advice" tab.	She first scrolled down the workouts, then checked the advice and meal tabs. After that, she searched for "diabetes" in the workouts tab but couldn't find anything. So, she checked the advice tab, and it was a challenging task for her.	Discovery of course section was challenging for both groups
4- Considering your fitness concerns and goal, choose a challenge from new & trending section of the app and select one that aligns with your preferences. Invite a friend to this challenge.	Went to the workouts and selected "Trending." Then decided to search for "New & Trending" and chose a workout.	Went to the workouts and selected "Hot and new" Then chose a workout and invited one of her friends to the workout. Workout section> Hot and New> chose a workout> invite> chose time> chose a friend	First Try: Friends ➡ kept scrolling for New & Trending ➡ Invite ➡ Latest (in the tab bar) ➡ Add friends, she said " it is done " I gave her a hint that I want you to invite your friend to a challenge Second Try: Kept scrolling through "For you" ➡ Scrolled the " Your challenges " section and back ➡ Clicked "Join" to Quick Abs from "New & Trending" ➡ Lets get started ➡ Invite friends ➡ Allow ➡ search in contacts In the middle she said " My preference is to have a place to search "	First Try: Friends ➡ Invite ➡ Invite contacts (search) ✗ Second Try: Scroll to challenges ➡ See all ➡ 24 Hour Fitness Challenge ➡ Share ➡ Send via chat Back to share ➡ Copy link ➡ Send on WhatsApp ✔ Missed New and Trending title, and chose Share instead of Invite button	First, she went to the challenge screen on the home page, but she couldn't find the categories.	She started by searching in the "For You" tab, hoping to find new and trending titles. However, she got frustrated and confused because of the many app colours, and the user interface didn't appeal to her. Eventually, she discovered the trending titles in the workout tab and chose one. Additionally, she decided to invite a friend.	
5- You are going to lose weight, to do so you want to find a meal plan. Select the healthy weight loss meal Program.	First, she searched for it, then looked for it in the "Workouts" tab. After that, she went to the "Meal" tab. She was annoyed with the video. She selected healthy weight loss course.	She went to the Meal section, she searched " Healthy wight loss". then she chose a meal not a program. Meal> Search> Meal	First Try: Meals ➡ Searched " healthy " ➡ select one meal and said: " It is a premium plan! " Second Try: Kept scrolling through "For you" Third Try: Kept scrolling through "Friends" and said: " it has to be in the Meal section! " Forth Try: Meal ➡ Searched " healthy weight loss " ➡ select one meal and said: " When selecting everything in the meal section, we see premium! "	She started looking through different parts of the "For You" page. Then, she tried to find the program in the meal section but got annoyed by too many questions and ads. "Why isn't there a button to skip the ads?" she wondered. She stopped looking because the meal section was only for Pro users ✗ Then she saw the program section ✔	First, she checked the "Home" tab, then moved to the "Meal" tab, and scrolled down to review all items. She wasn't sure about the flow.	She started by looking at the meal plan in the "Meal" tab, scrolled down in the meal tab, but couldn't find what she needed because it was too crowded. So, she decided to search for it. She unexpectedly came across the Explore program and gave it a shot. Luckily, she found what she was looking for by chance.	
6- Choose and read an article about Cardio.	She looked for the search box and searched for "cardio blog." Then, she went to the advice tab but couldn't find it. After that, she tried all tabs. She expected the advice tab to have it but couldn't find it.	She went to 'Advice" section in fitness part she chose a cardio article. Advice> Fitness> Cardio	First Try: Kept scrolling through "For you" Second Try: Kept scrolling through "Advice" Third Try: Kept scrolling through "Friends" Forth Try: Kept scrolling through "Advice" and said: " Why it doesn't have a place to search " ➡ Select one article randomly Fifth Try: Kept scrolling through "For you" to find a place to search Sixth Try: Kept scrolling through "Advice" to find a place to search She became hopeless and said: "If it had a search place, it would be easy"	I usually begin with the first page, and if I don't find what I'm looking for, I check out other sections. She went straight to the advice section and spotted the cardio title. ✔ "I really liked the titles in the advice section!"	Went to all tabs and then selected the "Advice" tab.	She chose the "Advice" tab and clicked on the first cardio article.	
7- Add your favourite trainer to your favourite section, and try to find it	Went to the "Workouts" tab and favourited a workout, then navigated to the favourite screen. After that, went to the "For You" tab. Later, went back to the "Workouts" tab and found trainers. She also found the favourite screen from the "For You" tab.	She Browsed "For you" section, then she Browsed to "Friend" section, then she browsed "Advice" section, then she went to " workout" section chose a workout and clicked on the trainer. She couldn't find " favorite option. She returned to the workout page, scrolled the page halfway. she chose a challenge, she explored the challenge, clicked on the "Join" button, she chose cancel and again clicked on the join button. and she said that she can't find trainers. For you> Friend> Advice> Workout> Chose a workout> trainer> Workout>Challenge> Join> cancel> join> gave up	First Try: Kept scrolling through "For you" Second Try: Kept scrolling through "Workout" ➡ Found " Trainers " and selected one randomly ➡ Clicked heart icon and added to her favorite ➡ For you ➡ Favorite section	I usually begin with the first page, and if I don't find what I'm looking for, I check out other sections. She went straight ➡ advice section ➡ spotted the cardio title ✔ "I really liked the titles in the advice section!"	First, she wanted to find the trainer from their workouts, but she couldn't locate the workouts based on it. Then, she decided to search by name, but it wasn't successful. After that, she selected the workout category she used to and found the workouts with the trainer she was looking for. She then marked it as a favourite. To find her favourites, she went to the home page and selected the "Your Favourites" section.	she selected a workout with her favourite trainer to like the trainer. She faced with a lot of screens and skipped all but she couldn't choose the trainer this way. then she scrolled down the workouts screen and found trainers but she couldn't find her favourite trainer and also she didn't find the search bar to search. She selected a trainer by chance and was upset because she wasn't successful. She was supposed to check the profile to find her favourite part but it wasn't there. back to the home page and found my favourite section suddenly.	
8- lets say you have been planning to workout with FitOn in three times per week at 11:30, and now you want to change it to two days a week at 5:00 pm./New User	Went to the "For You" tab, then went to the profile and checked the activity part. After that, went to the tracking screen. She was totally confused.	She went to "profile" she looked the profile, Clicked on "setting" then clicked on " workout preference", changed workouts per week. she explored the setting again to find out how she can change reminder time. She clicked on "Notification" and then turn back to Setting, again she went to " workout preference" clicked on " workout favorites", she returned to "setting" clicked on " terms and service". she returned to profile. Again she went to " workout preference" clicked on different tabs, she was confused and tired of searching.	First Try: For you ➡ Kept scrolling through Profile ➡ Setting ➡ Workout Preference ➡ Workout per week and changed it for changing the time ➡ Workout Preference ➡ Workout favorite and back ➡ Workout Preference and back to Settings and scrolled ➡ Back to workout and scrolled ➡ Back to profile and then setting and scrolled again ➡ Preference and Workout favorite again ➡ Back to For you ➡ Clicked the top box (Weekly Progress) ➡ Calendar ➡ Back to For you and said: " I can't find it ".	Reading the task, she thought, "I need to find the word Reminder" Settings ➡ Notification ➡ Workout ✔	She looked for it in the "For You" section but didn't have any idea about it. Then, she went to the profile and settings.	she checked the home tab and notification screen Then she checked the profile page and scrolled down. After that, she checked the settings and looked for a reminder name. She clicked the workout preferences and found it. but it was too far.	
8- If you set a reminder for your workout, go and change it. if you did not set, go and set one on your preference./ Old User							
9- Your initial goal for installing this app was losing wight, but now you think reducing stress has higher priority. Go and modify your fitness goal.	She understood it from the previous task and went to the settings.	She went to "profile, setting, chose edit profile, returned to setting, clicked on "workout preference" chose "fitness goal" and changed it to reducing stress. Profile>setting> Edit profile>setting> workout preference> fitness goal	For you ➡ Profile ➡ Setting ➡ Workout Preference ➡ Fitness Goal and changed her goal	"It should be on my profile." For you ➡ Profile ➡ Setting ➡ Workout Preferences ➡ Fitness goal ✔	She understood it from the previous task and went to the settings.	She understood it from the previous task and went to the settings. The accessibility was too low.	All users can change their goals with success because of previous task