

MRUT

Moderated Remote User Test

Tune In Affirmations



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Executive Summary

Tune In Affirmations is an app designed for customizable listening to positive affirmations.

Users can customize affirmation categories, affirmations within each category, background music or “ambiance,” binaural beats, and many other features related to the listening experience.

A group of usability experts conducted moderated remote user testing (MRUT) on Tune In Affirmations to discover usability problems and solutions to improve the app in three areas: 1) customization feature discoverability, understandability, and usefulness; 2) focus area understandability, and 3) app navigability. Our team recruited 6 participants through personal and professional networks and evaluated them as they completed a series of tasks related to the above goals. Based on the testing data, we discovered that the app performed well without glitches. Users enjoyed the app’s different audio customization features and simple design, especially the colors and visuals of the listening area. Our testing revealed usability issues regarding 1) discoverability of affirmation features 2) multiple focus area selection feedback 3) understandability of the focus area titles and descriptions and 4) settings panel discoverability and accessibility. We suggest the following recommendations for the app:

- **Recommendation 1.1:** Eliminate the “affirmations” button and make navigation to the ‘affirmations list’ available by clicking the focus area
- **Recommendation 1.2:** Improve feedback of the “delete affirmation” feature by incorporating checkboxes that offer more visual indication of selecting and deselecting

- **Recommendation 2.1:** Revise the multiselection feature to function with one long press followed by a one short press
- **Recommendation 2.2:** Highlight which affirmation belongs to which category in the “listening area”
- **Recommendation 3:** Use more descriptive titles and shorter (one-line) descriptions of the “focus areas”
- **Recommendation 4.1:** Include the ability to change the type of ambiance and binaural beats in the settings pane/control panel where users can already adjust volume and other features
- **Recommendation 4.2:** Update the font customizability with an option for change in size for adjustable legibility

By implementing these recommendations, we believe that Tune In’s customization features and focus area will be more discoverable, easier to use, and more simple to understand quickly.

Additionally, through improving feedback, users can be more confident that they are using the app’s various features and offerings correctly and with ease.

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Methodology

TEST PARTICIPANTS

User profile

Our user profile matches the following four patterns.

- People who have an active interest in wellness
- People who consume wellness-related content through technology (social media, videos, audiobooks, apps)
- People who are medium-highly acquainted with the concept of positive affirmations
- People who prefer to use audio interfaces over text or video

Recruitment Strategy

For identifying our ideal participant profile, we created a questionnaire to sort potential participants with the following filters.

- iPhone holder
- Zoom user
- Internet stability
- Frequency of managing mental health
- Familiarity with positive affirmations

- Usage of mental wellness digital interface platforms used to support goals
- Time zone
- UX experience

We created this screening questionnaire in Google Forms

(https://docs.google.com/forms/d/1xqdB2PCZ4_2kC988iyYEQAcQ2Vy7Aur-J9UDnI4u3yQ/)

and sent it out in emails to mental health and wellness-related organizations groups and our personal networks while mentioning a \$10 Amazon gift card provided by Pratt Institute. We received **16** responses. From those responses, we chose **6** people that reflected a range of genders, ages, and familiarity with mental health and wellness interfaces to match our ideal candidate's portrait.

Participants chosen

Our selected participants meet the core requirements of 1) no UX experience 2) location in the eastern time zone 3) access to iPhone and Zoom 4) familiarity with digital interfaces, and 5) frequent (more than 3 per week) use of mental health-related audio content.

TESTING PROCESS

MRUT

This report is the result of a usability test conducted by a team of three UX experts from Pratt Institute. Usability testing is a method of evaluating a website interface, app, or service that involves a representative group of users and is carried out in a laboratory setting.

Moderated in-person user testing is the gold standard of usability research and is conducted in this research paper. This methodology allows for the highest assurance of identifying usability issues within a digital interface when compared to other research methods, such as the cognitive walkthrough and heuristic evaluation methods. Research suggests that just having four to five participants of a target user profile will expose the majority of usability issues (Rubin & Chisnell, 2011, p. 126). Our test, while moderated live with users, was remote via Zoom.

Moderation Strategy

During user tests, one expert was responsible for moderating the user testing session, and the other one or two researchers observed, recorded videos, and took notes. Moderators prompted users if they were having difficulty with a certain task or veering too far off track, but generally allowed the user to explore and answer questions on their own. Each user completed 4 tasks on their iPhone. After each task, users answered post-task questions to assess their areas such as the perceived ease of the task, confidence in task completion, and understanding of different app features. Sessions ranged from around 30 to 45 minutes with voice & screen recorded via Zoom. After the test, users also answered post-test questions so that evaluators could analyze users'

experience towards overall usability, most and least helpful features, and willingness to incorporate the application into a daily routine.

After the tests, evaluators reviewed their notes and recordings and added identified usability problems in a spreadsheet. This sheet was then reformatted into Rainbow Sheet that grouped problems thematically by color. Such a tool helped the evaluators to systematically capture the frequency and type of observations and assess the severity and commonship of issues.

The tasks, post-task questions, and post-test questions are below.

Tasks

1. Choose a set of affirmations to listen to that will help you gain confidence before your talk and play it ***(Goal: do focus area names make sense)***
2. While you feel confident in your ability to remember the content of your talk, you're most nervous about speaking in front of a crowd. ***(Goal: button test, delete affirmations)***
3. Now, you would also want to use this prep time to get excited about the professional opportunities along with building your confidence. Find a way to motivate yourself in both of these aspects. ***(Goal: swipe right lead-in, select multiple affirmation categories at once, do focus area names make sense)***
4. Now that you have all your affirmations selected, you're ready to sit back, relax, and listen, but you're having trouble focusing on the words of affirmation. You'd prefer quieter sounds so that you can better hear the affirmation words, as well as different types

of sounds that center calming your mind. (*Goal: discoverability of binaural beats and ambiance features*)

Post-Task Questions

Task 1:

1. What is your understanding of the 'focus area'?

Task 2:

1. Find a way to adjust the affirmations to focus on your needs.
2. How easy or difficult was it to complete this task?
3. How likely are you to use this feature in the future?

Task 3:

1. Incorporate additional affirmations into your current listening session that help with this goal and play them.

Task 4:

1. Adjust the background track offerings to meet these goals.
2. On a scale of 1 to 5, 1 being the easiest and 5 being the hardest, how difficult was this task to complete?
3. How did it feel to navigate through this aspect of the app?
4. How likely are you to use these features in the future?

EVALUATION SCOPE

1. Examine customization feature discoverability, understandability, and usefulness
2. Determine focus area understandability
3. Evaluate Application navigability

ANALYSIS

After each testing session, the evaluators debriefed by comparing notes and reviewing the users' pre- and post-test questions (Appendix I and II).

Individual findings were discussed for each task and noted down in a spreadsheet (Appendix III).

After all the findings were discussed, the common problems were grouped in a Rainbow Sheet (Appendix III). The severity of the problems was discussed by the three evaluators in detail with their possible solutions to finalize the main problems. We addressed 7 major problems and these 7 major problems were finalized on the ranking of the severity of each problem and the ranking of most common among the participants. Finally, these potential usability problems were addressed by giving recommendations and mockups which are outlined in the **Findings and Recommendations** section.

Overall, to meet clients' core needs, our recommendations focus on improving customization-related discoverability, feature-specific feedback, and simplifying the focus area.

REPORTING

The team presented the results of the analysis phase in a presentation, including findings, recommendations & mockups to Nick and Kerry of Tune In Affirmations as well as other members of the Pratt Institute INFO-644 community. The procedure of plans, data collection, analysis results, and conclusions are completely and comprehensively included in the presentation.

Findings and Recommendations

OVERALL FINDINGS

Functionally, Tune In Affirmations performed smoothly without glitches. Users liked the simplicity of the app and found it easy to use. The number of available buttons limited the perceived amount of choices possible, which users found helpful while exploring. Users also appreciated the simplicity of the “listening area” and expressed pleasure with the changing colors, visuals, and speaker voices. Many users found the different audio customization features “cool” and were surprised upon encountering them.

No users discovered or attempted to discover, the right swipe-in gesture that led to the Focus Area/Focus on a section of the app, though this feature seemed to be eliminated in later versions of the app. Some customization features and toggles were not discoverable and/or usable due to feedback or design choices. Specifically, many users were unable or took long amounts of time to find the affirmation list within each focus area, had difficulty deleting affirmations to tailor their listening experience, had trouble understanding multiple focus area selections, or could not adjust the type of ambiance and binaural beats played. The difficulties faced were due to weak feedback and design choices such as button size and placement. Regarding the focus area, many users expressed confusion around the names of the categories and commented on the long description length of some of the categories.

PROBLEMS

Problem 1: Lack of discoverability of affirmation features

Problem 1.1: Lack of discoverability of affirmation list

WHERE: FOCUS AREA

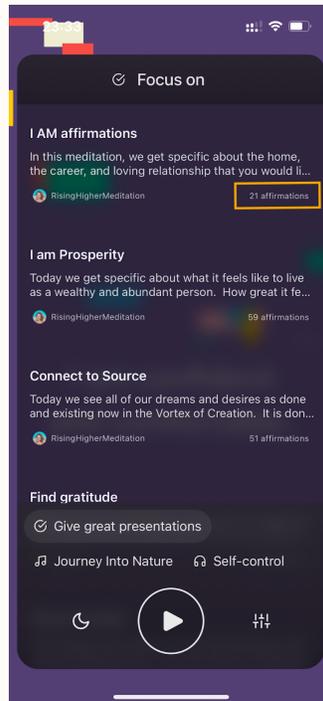
The Issue faced

While going through the first task of choosing a set of affirmations according to the needs of the scenario, the users were confused about the list of tiles that presented the different affirmation focus areas. While trying to click into a focus area for more details, they were surprised that it did not open into a list of affirmations within that focus area. Many users were confused by the need to access this list via the small button on the bottom right corner of the affirmation tile.

Some users discovered this button while others did not. One user opened the button by accident and could not navigate back to it.

User feedback revealed the 'button' to be undiscoverable and difficult to click into due to its size and location. (Fig1.1a)

- *"It doesn't really look like a button."*
- *"The button to get to the rest of the affirmations is pretty tiny."*
- *"I feel like clicking it should give me the options but I have to click on a tiny button."*
- *"When I click on a focus area, what I expect doesn't happen."*



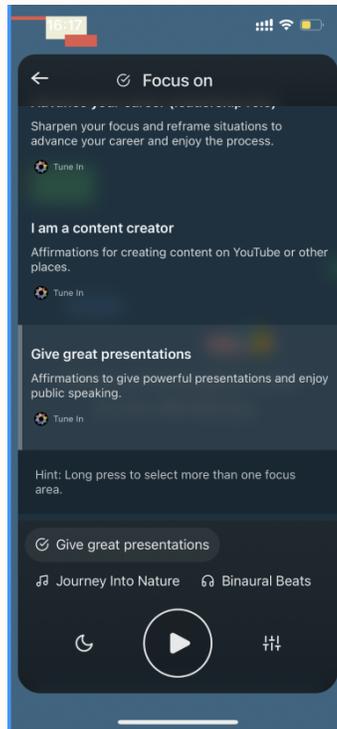
(Fig 1.1a) The small button that takes users to the ‘affirmations list’

Recommendation 1.1: Eliminate the “affirmations” button and make navigation to the ‘affirmations list’ available by clicking the focus area

OUR SUGGESTION

Our suggested improvements to the design of the focus area are:

1. Eliminate the small button on the listed tiles (Fig 1.1b) and allows users to access the affirmation list by selecting a focus area tile. This is done because, as observed, the button did not appear clickable or navigable and was simply informative for users. Users expected to access affirmation content by clicking the tile.



(Fig 1.1.b) Eliminated the small button on the bottom right of the bar to make the affirmations list accessible on a single click on the 'focus area'

Problem 1.2: Lack of discoverability of 'delete affirmations' feature

WHERE: FOCUS AREA > AFFIRMATIONS LIST

The Issue faced

(Fig 1.2a)

If users were successful in navigating into the affirmations list, they tended to stumble upon the ability to delete affirmations because it was not immediately clear that each affirmation within the list was selected to play. Users eventually discovered the feature via the checkmark and gray

highlight feedback but would check and uncheck affirmations a few times just to be clear that they understood what was happening.

The majority of the users were not able to distinguish the feedback of selection and deselection of the affirmations and mentioned that they would have liked a clearer indication of selecting and deselecting affirmations.

- *“I didn't know this was an option.”*
- *“Could be more contrast between the button states.”*



(Fig 1.2a)

The ticks on the side of the affirmations that presented to be undiscoverable as clear selection and deselection indicators

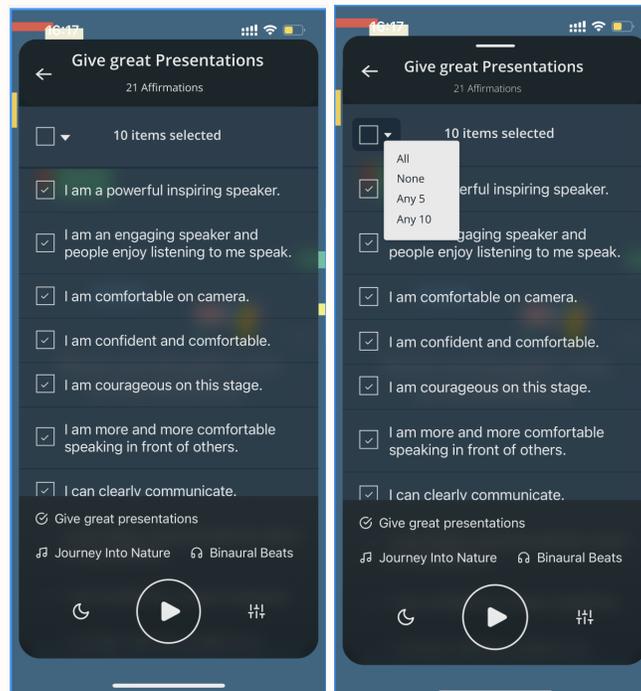
Recommendation 1.2: Improve feedback of the “delete affirmation” feature by incorporating checkboxes that offer more visual indication of selecting and deselecting

OUR SUGGESTION

Our suggested improvement to the focus areas are:

(Fig 1.2b)

1. Introduce a checkbox dropdown to clearly indicate that users are able to select and deselect items in the affirmation list.
2. Extend the functionality of the checkbox option to drop down and provide options to ‘select x’ number of affirmations to play. This would serve to reduce the decision-making anxiety of a user considering the audience that uses affirmations are looking to calm down and soothe themselves.



(Fig 1.2b) Clear indication of selection and deselection by enhancing the feedback through checkboxes around the ticks and introducing selection options through checkbox dropdown

Problem 2: Lack of multiple focus area selection feedback

Problem 2.1: Lack of understandable feedback when selecting multiple focus areas

WHERE: FOCUS AREA

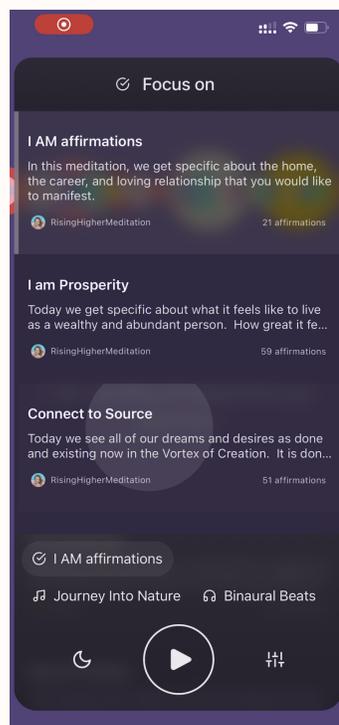
The Issue faced

(Fig 2.1a)

Task 3 asked the users to incorporate additional affirmations into their listening experience to help them discover the ability to listen to multiple focus categories at the same time. The hint at

the bottom of the page concerning this feature was discovered by most users at some point in their exploration of the app and helped them identify how to complete this task. When they were asked if they would identify this feature without the prompt, some users said no. Some users struggled to identify if the interface had responded to their action of selecting multiple focus areas and if there was any change when they did so. There was an initial extra clicking around in the focus area as the users expected the long press selection of the first focus area to hold and thought that the next focus area would get selected with a single press, which confused them leading to the extra time spent here.

- *“I wasn’t able to decide whether it got selected or not.”*



(Fig 2.1a) The short press following the long press not matching the users’ expectation of the multiselection function

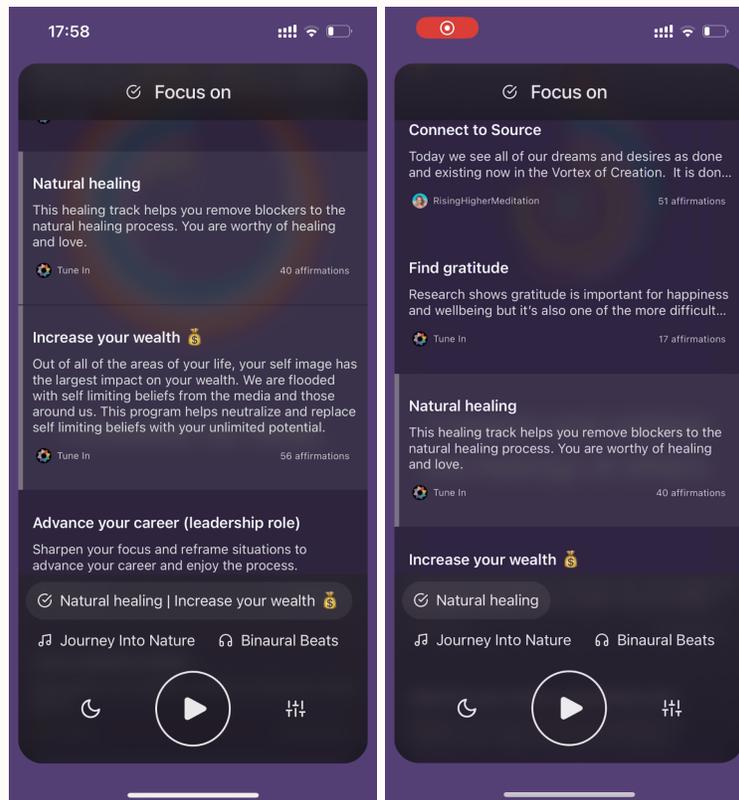
Recommendation 2.1: Revise the multiselection feature to function with one long press followed by one short press

OUR SUGGESTION

(Fig 2.1b)

Our suggested improvement to the multiselection feedback is:

1. Update the toggles here to respond as:
 - a. The first long press selects the first category
 - b. The following single presses add to that multiple selection
 - c. Once selected > press play to start your listening experience



(Fig 2.1b) The issue of feedback on the function of multiselection which occurs in the 'focus area'

Problem 2.2: Confusion of playing order when multiple categories are selected

WHERE: LISTENING AREA

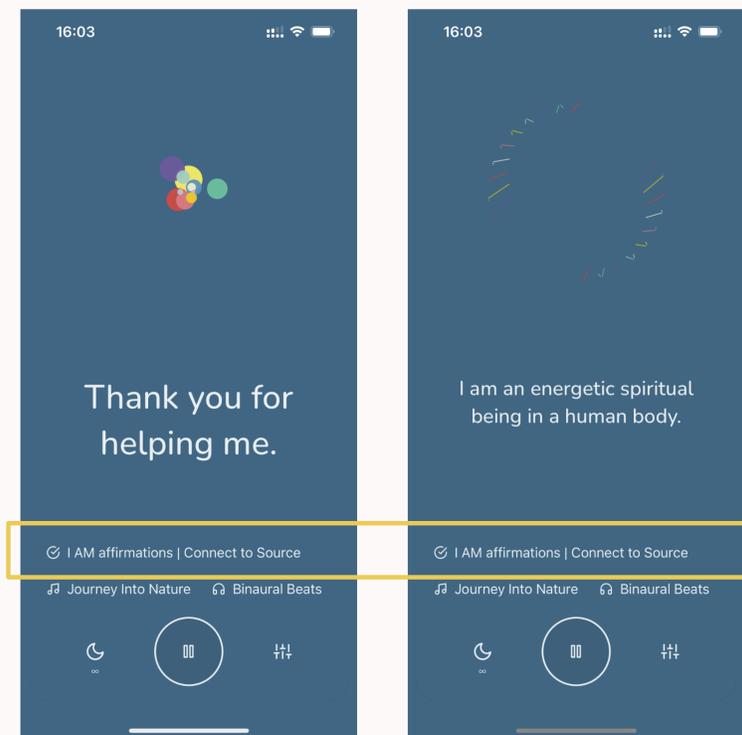
The Issue faced

(Fig 2.2a)

As a continuation of task 3, when successful users played the multicategory affirmations, many users stayed on the listening area screen to understand whether the combined affirmations were

shuffling or playing as “stacks.” Users expressed hope that the affirmations were shuffling, but their confusion indicated that they were unable to identify which set of affirmations was playing when because they did not know which focus area each affirmation belonged to.

- *“Is it playing from the beginning? Is it shuffling? I’m confused.”*
- *“It doesn’t say which affirmation is a part of which topic, though I do see that both affirmation categories are down at the bottom, but that’s not immediately clear.”*



(Fig 2.2a) The lack of feedback informing users of which ‘focus area’ the set of affirmations are playing from

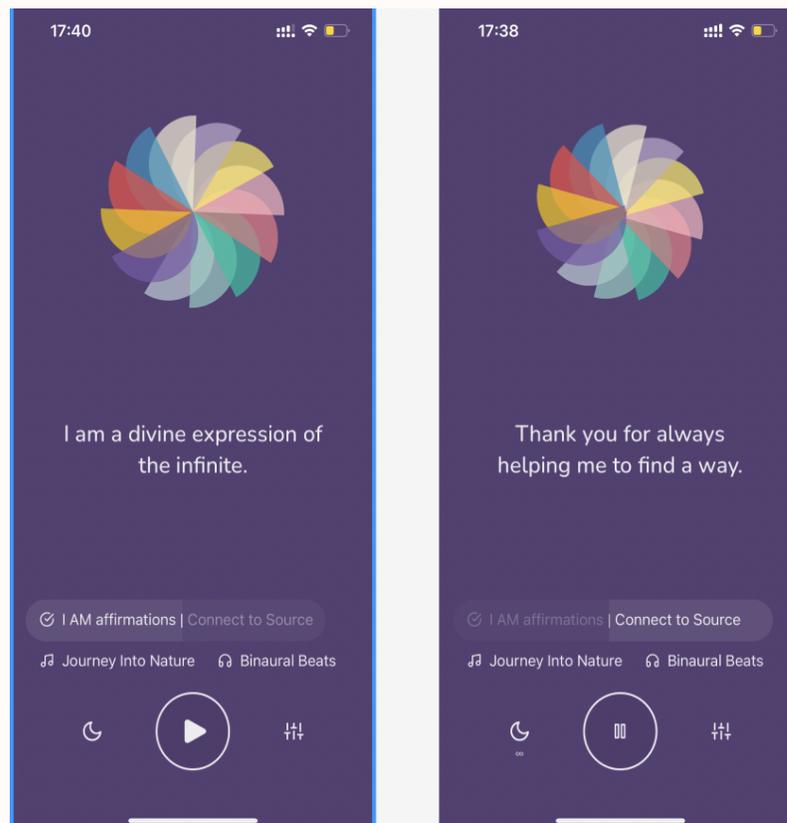
Recommendation 2.2: Highlight which affirmation belongs to which category in the “listening area”

OUR SUGGESTION

(Fig 2.2b)

Our suggested improvements to the design of the listening area are:

1. While the multiple titles are present on the listening screen, highlight the respective focus area from which the affirmations were playing to help the user stay informed about which affirmation comes from which focus area.



(Fig 2.2b) Highlighting the ‘focus area’ to inform the user of which affirmation belongs to which focus area while multiple are selected

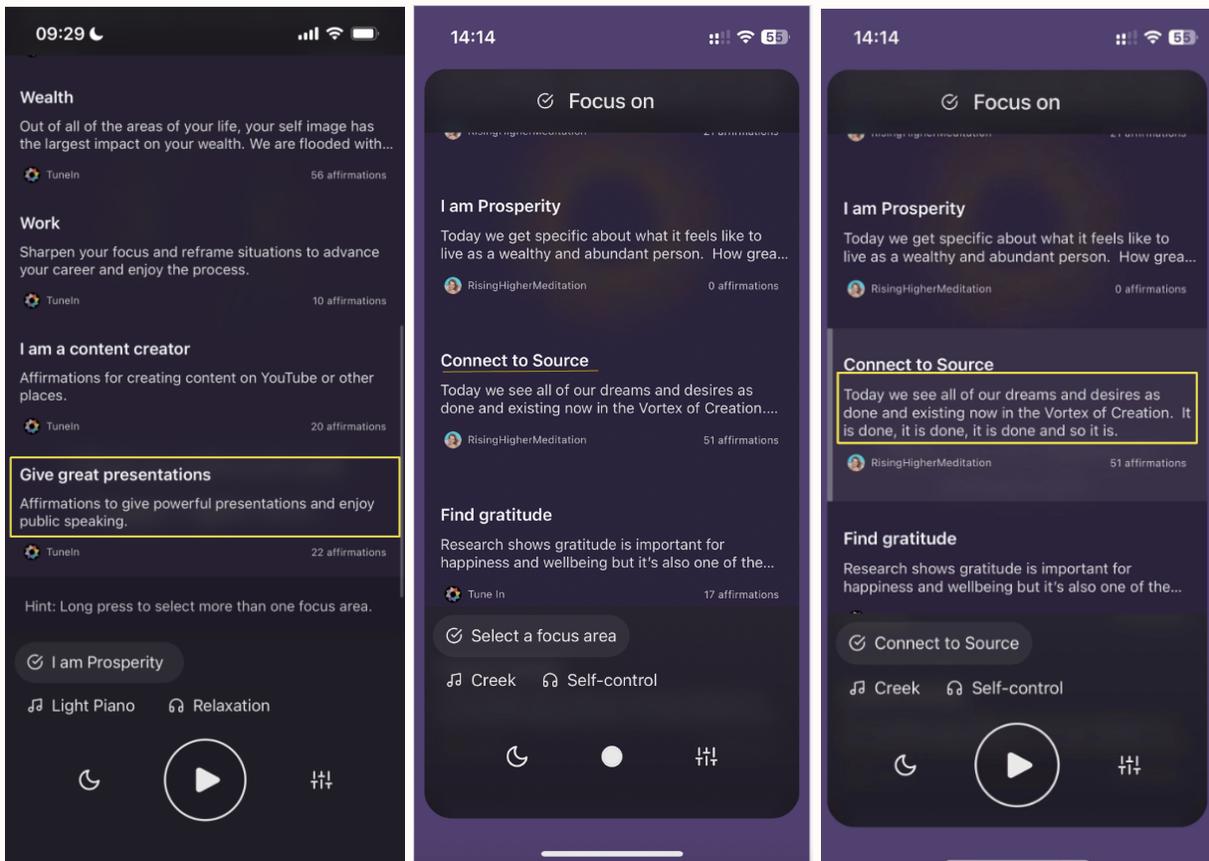
Problem 3: Understandability of focus area title and focus area description length

WHERE: FOCUS AREA

The Issue faced

(Fig 3a)

When navigating through the focus areas, some users found the section a bit text-heavy, with the titles not being descriptive of the focus area content, and the description length long. The titles presented were at different levels of specificity such as where one was general - 'connect to the source' whereas the others were 'give great presentations' which is a very specific situation and 'I am a content creator' which is a very specific profession. The users were disoriented by the randomness and lack of relevance in some titles. The descriptions being longer made the area look text heavy and strenuous for the user to consume.



(Fig 3a) These are different titles formats of the current focus areas. Some are very task-specific while others are more poetic and general. Some focus areas contain long descriptions that do not fit within the tile

Recommendation 3: Use more descriptive titles and shorter (one-line) descriptions of the “focus areas”

OUR SUGGESTION

(Fig 3b)

Our suggested improvements to the content of the focus area are:

1. Make the title directly relevant to the content inside

2. Use shorter and more effective descriptions

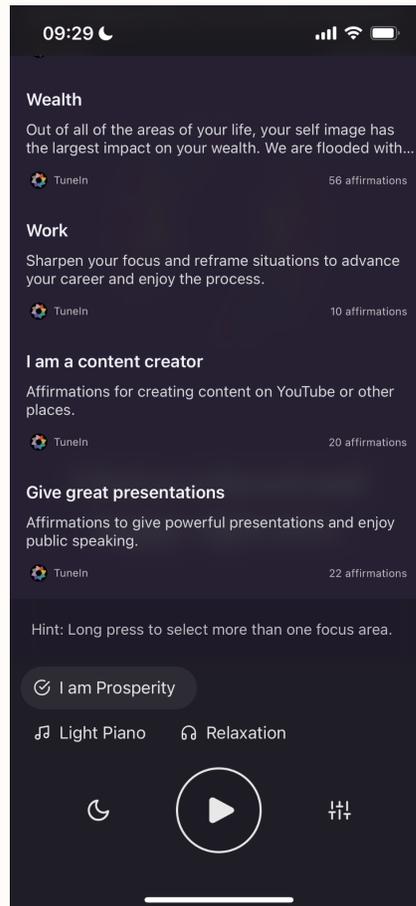


Fig 3b showcases more descriptive titles and descriptions that fit within the focus area tile

Problem 4: Settings/Control panel discoverability and accessibility

Problem 4.1: Lack of discoverability of ambiance and binaural beats options

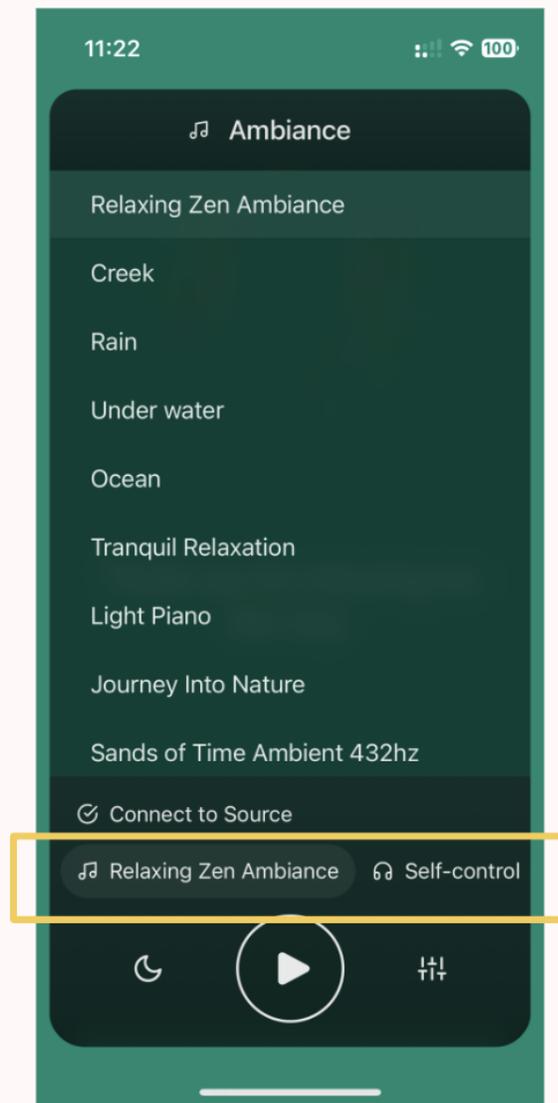
WHERE: CONTROL PANEL

The Issue faced

(Fig 4.1a)

As the users moved on to the fourth task, they appreciated the multiple options to cater to their unique listening experience and were also appreciative of the sleep timer as a part of the panel. While the different options amused them, many users were not able to discover that there were options to change the type, and not just volume beats and the music to create an aura that would suit them. The buttons were placed in a separate section of the control panel and were also smaller in size, therefore not easily discoverable. The users were unable to perceive them as buttons and therefore missed the opportunity to customize on those fronts.

- *“I feel these shouldn't be cut off here, it just throws me off a little bit.”*
- *“I don't know how to select different music.”*



(Fig 4.1a) shows the ambiance and music customization feature separate from the other audio control settings such as volume. The two buttons are small and undiscoverable at the bottom of the screen

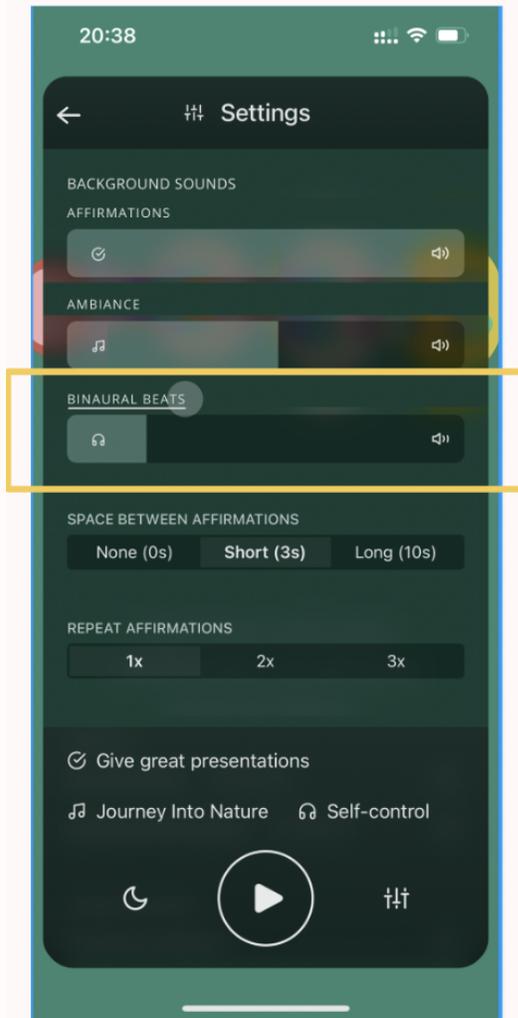
Recommendation 4.1: Include the ability to change the type of ambiance and binaural beats in the settings pane/control panel where users can already adjust volume and other features

OUR SUGGESTION

(Fig 4.1b)

Our suggested improvements to the design of the control panel are:

1. Include all audio customization features on the settings control panel. Such a grouping makes the audio customization features more understandable to be discovered and used.
 - a. Place access to the list of binaural beat and ambiance types as a button on top of the volume control bar. By allowing navigating to these features through the existing settings page, users can adjust the volume and explore the type of tracks offered more easily. This also follows a consistent pattern as the rest of the control panel.



(Fig 4.1b) allows the user to navigate to the ambiance and binaural beats list via clearly clickable links above the sound control bars

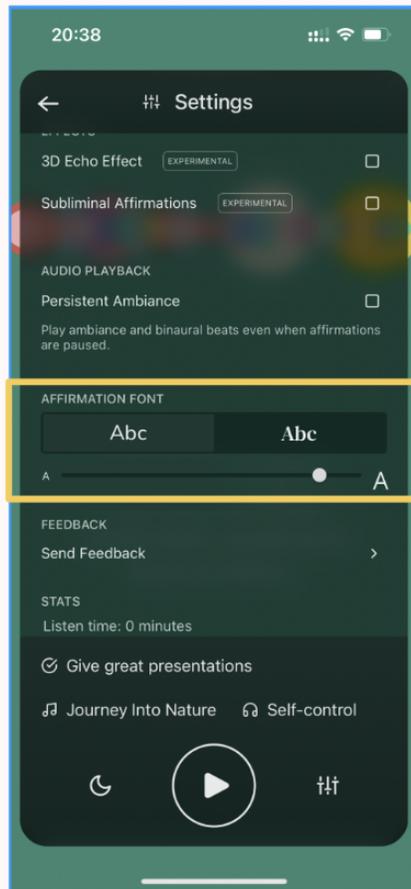
Problem 4.2: Font Customization and Accessibility

WHERE: CONTROL PANEL and THROUGHOUT APP

The Issue faced

(Fig 4.2a)

As users explored the control panel, they were appreciative of the customizable fonts but 3 of the users felt a lack of opinions of font styles as well as the option to be able to adjust the font size.



(Fig 4.2a) reveals the current font customization options where users are not able to preview what their changes will look like within the app

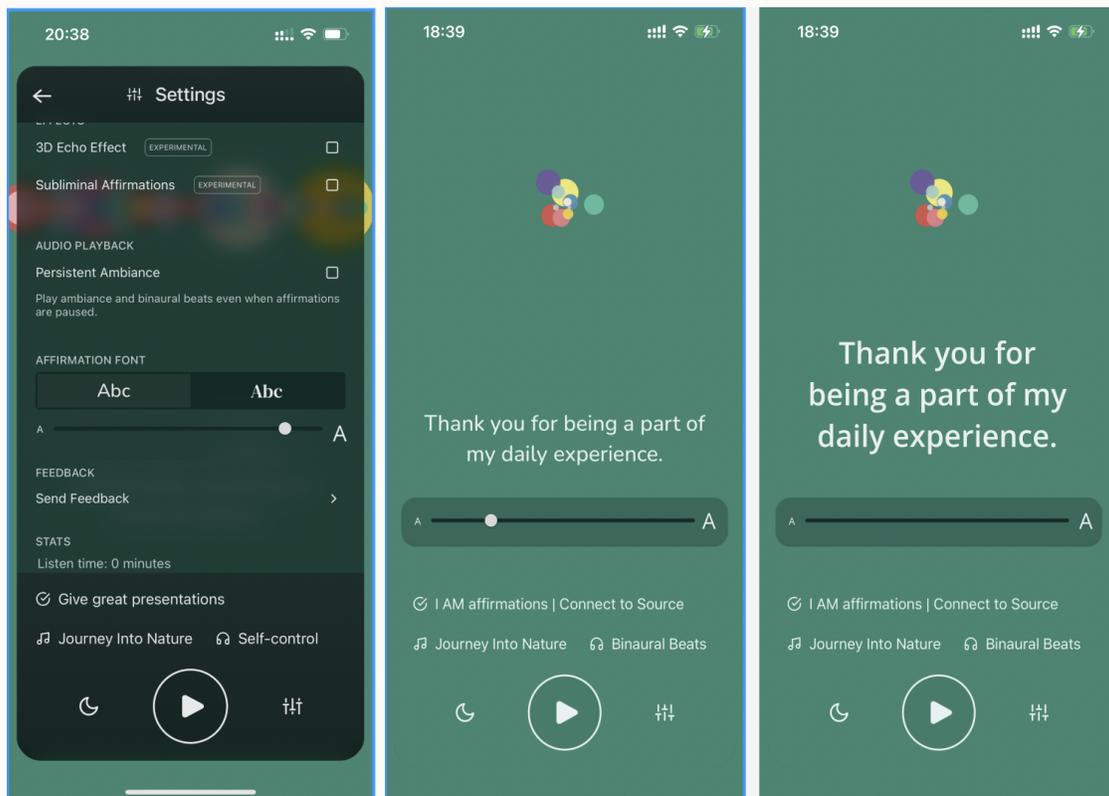
Recommendation 4.2: Update the font customizability with an option for change in size for adjustable legibility

OUR SUGGESTIONS

(Fig 4.2b)

Our suggestions for the control panel and font offerings are:

1. Make the preset font size more legible
2. Introduce a scrollable bar to increase or decrease the font size while previewing how it changes in the listening area for a better reading and listening experience



(Fig 4.2b) allows users to preview changes to font type and size through a scrollable bar that, upon touching, makes the control panel disappear. The user then sees the listening screen and can see their choices in action

Conclusion

Tune In Affirmations performed well and uniformly across all users. The app's customization features were enjoyed by numerous users, especially the ability to change the type of background track offerings and affirmation cadence. Many users remarked that these features were "cool," and compared them to existing relaxation tools like white noise machines. Users appreciated the visual experience of the app and thought the listening area's simple design and changing visuals were calming. The app presents well visually as well in terms of its graphics and minimal but vibrant approach which drew users in and allowed confident exploration of the app's different features and areas.

Our test revealed some important areas of improvement within the app. In general, certain features were not discoverable and/or usable due to weak feedback and design choices that include small buttons and/or buttons placed towards the bottom of the screen. Our data revealed usability issues regarding 1) discoverability of affirmation features; 2) multiple focus area selection feedback; 3) understandability of the focus area titles and descriptions, and 4) settings panel discoverability and accessibility. We suggest the following recommendations for the app:

- **Recommendation 1.1:** Eliminate the “affirmations” button and make navigation to the ‘affirmations list’ available by clicking the focus area
- **Recommendation 1.2:** Improve feedback of the “delete affirmation” feature by incorporating checkboxes that offer more visual indication of selecting and deselecting
- **Recommendation 2.1:** Revise the multiselection feature to function with one long press followed by a one short press
- **Recommendation 2.2:** Highlight which affirmation belongs to which category in the “listening area”
- **Recommendation 3:** Use more descriptive titles and shorter (one-line) descriptions of the “focus areas”
- **Recommendation 4.1:** Include the ability to change the type of ambiance and binaural beats in the settings pane/control panel where users can already adjust volume and other features
- **Recommendation 4.2:** Update the font customizability with an option for change in size for adjustable legibility

By implementing these recommendations, we believe that Tune In’s customization features and focus area will be more discoverable, easier to use, and more simple to understand quickly.

Additionally, with improved visual feedback, users can be more confident that they are using the app’s various features and offerings correctly with confidence and ease.



Appendix

USER TESTING PROTOCOLS

Appendix I

Post-test questions

1. In one word, how would you describe your experience using this app?
2. What are your overall thoughts on the Tunein Affirmations app?
3. What were the most helpful features and/or functions of the Tunein Affirmations app?
4. What parts of the interface could use improvement?
5. On a scale of 1 to 5, 1 being very likely and 5 being very unlikely, how likely are you to recommend this app to your friends?
6. Would you be likely to incorporate this app into your wellness routine? Why or why not?

Post-test answers

User 1

1. It wasn't bad! I liked how simple the interface was, but I do think it was a little too simple and didn't have as many options as I hoped, especially as someone who uses mindfulness apps often.
2. I think they should make some adjustments to the labeling. I think the interface was really calming though and it gets the job done.
3. I liked that you could filter the sound for the voice and background music. A lot of apps don't have that feature so that stood out to me the most. I also liked that you could pick which affirmations you want to hear.
4. Confusing jargon with labeling, size of buttons, different speaker options
5. 3
6. Neutral

User 2

1. Great!
2. Very relaxing and uncluttered, easy to navigate, not entirely sure about the sleep timer feature though!
3. The settings for the affirmations.
4. I wasn't clear on the purpose of some of the options initially.
5. 5
6. Yes, it's a good option for me to relax after bad days or during stressful situations.

User 3

1. It was pretty pleasant, though some technical aspects such as accessing lists of affirmations were a little confusing at times. It's a simple and fairly clean looking app with a decent control panel and customizable options.
2. This would be good if someone needed a daily meditation of affirmations that they curate.
3. Customizing which affirmations will be used in your meditation.
4. Font size options and readability. Explaining experimental features. More visual contrast. More visual cues for selection and deselection.
5. 4
6. I don't particularly like meditations based on affirmations/words.

User 4

1. Not bad. Too many options in the settings.
2. Pretty cool. Offer different sources of affirmation audios.
3. Options of "focus on"
4. List of the focus area, could have tabs to categorize the audios.
5. 2
6. Maybe yes. I will give it a shot. My main focus will be the quality of the affirmation audios then the UI.

User 5

1. It was okay, it was not the best affirmation app.
2. The speaker's voice sounded extremely monotonous and I did not feel very excited to use the app. The visuals on the screen changed very fast and they did not flow into one another.
3. The focus area feature of affirmations was most helpful.
4. The visuals, the volume of the speaker was not loud enough even after I increased the volume to a full.
5. 1
6. Currently no because like I mentioned I already have an app that works well for me and helps me stay connected to my friends.

User 6

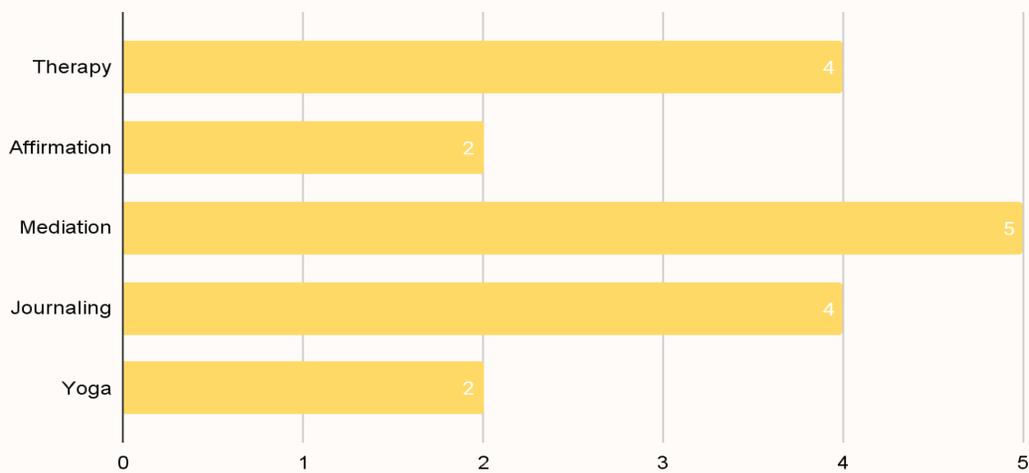
1. It was inviting to play around with and customize and explore but I wanted a little more guidance and clarity on binaural settings.
2. It will help folks for sure! It's nice if you like affirmations.
3. The volume choice of sound v words is nice and I love the options for background music though I didn't check them all out yet. Combining focuses is nice although I'm curious if they're combined in order or mixed? Just to know what to expect.

4. Definitions, uniform capitalization, a how-to walk thru (that is re-accessible in the app if you need a refresher).
5. 3
6. I would if it felt more “me” like I got my settings and understanding fully personalized and maybe if I could change the graphics to be more my style

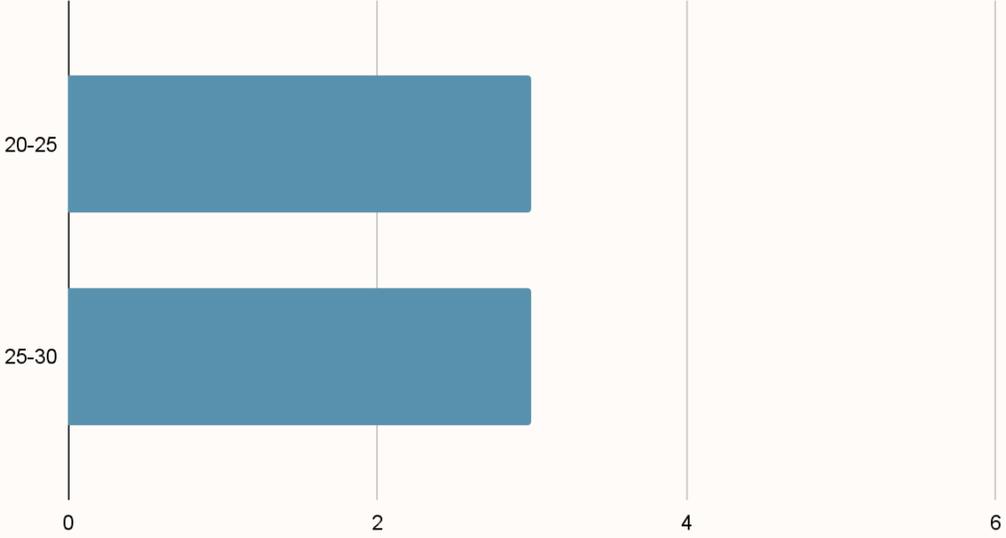
Appendix II

Participants Demographics

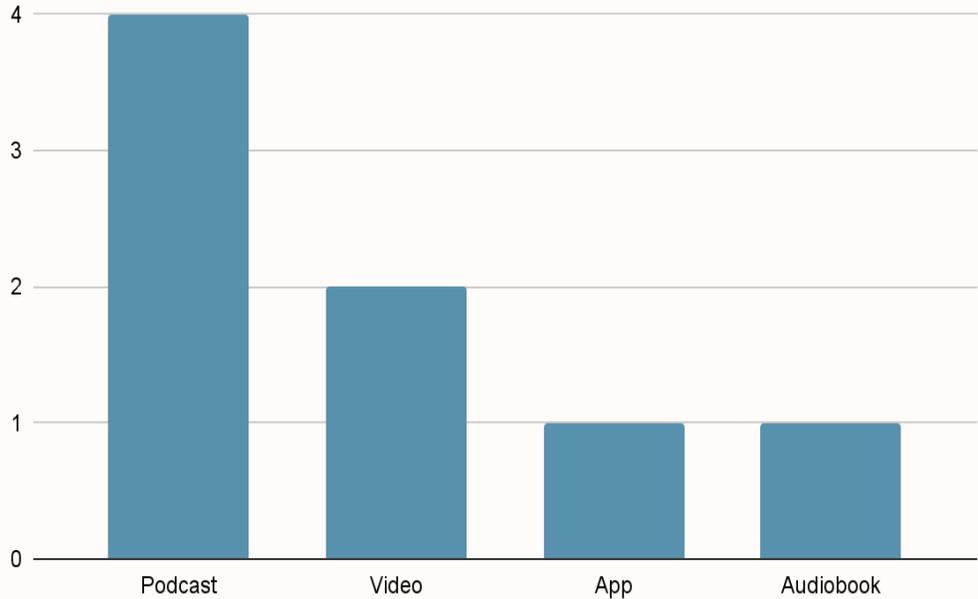
Familiarity with Mental Wellness



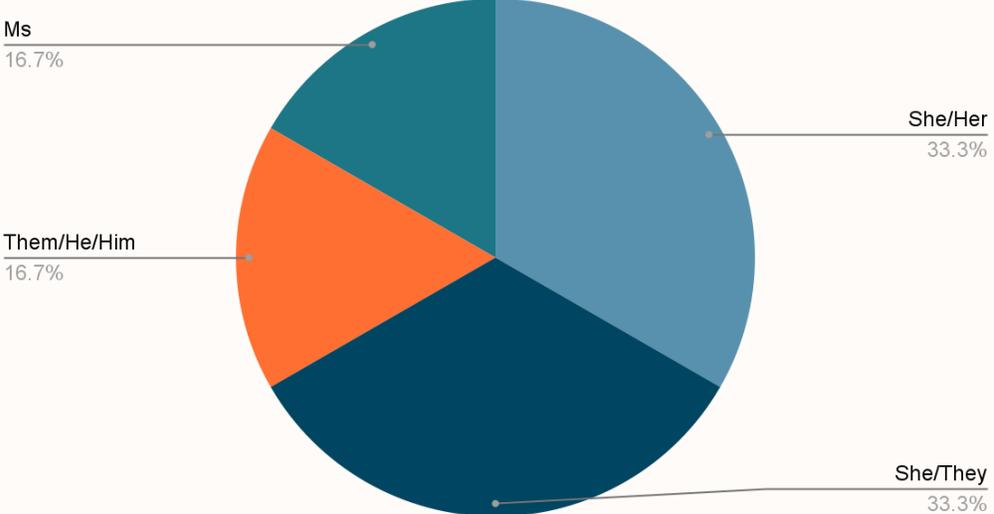
Age



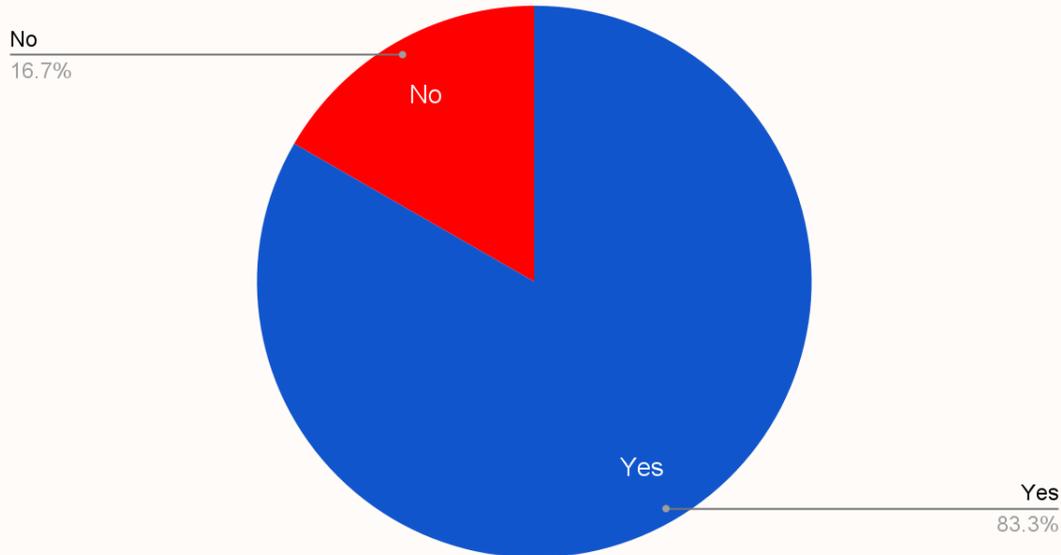
Ways of consuming audio content



Pronous



Regular Consumption of Audio Content



Pre-test questions

1. What is your name (with pronunciation)?
2. What are your pronouns?
3. How old are you?
4. What is your occupation?
5. How comfortable are you with using an iPhone and apps in your daily routines, whatever they may be?
 - Very Comfortable
 - Somehow Comfortable
 - Fair
 - Somehow Uncomfortable
 - Extremely Uncomfortable
6. How did you get interested in mental health, wellness, and affirmations?
 - Therapy
 - Affirmation
 - Meditation
 - Journaling
 - Yoga
7. If you answered 'Other', please specify what you mean.
8. Aside from music, do you consume audio content regularly?
 - Yes
 - No

9. How do you consume your audio content?
10. For example, through audiobooks, podcasts, videos, apps?

RAINBOW SHEETS

Appendix III

Focus area titles and descriptions

Affirmation button discoverability

Affirmation deletion discoverability

Multiple selection feedback

Multiple selection playing order

Font sizing and customization

Binaural beats and ambiance discoverability

Task	Description of the Problem/Behavior	Where on app it occurred	Quotes	Post-task answers	Additional Notes
1. Choose a set of affirmations to listen to, that will help you gain confidence before your talk, and play it (Goal: do focus area names make sense)	Did task pretty easily	Focus area	"Confused a bit before"	It's what I want affirmations for. The focus area is for an event, situation, or mind space at the moment	Accesses focus area thru landing page
	Confusion about focus area titles	Focus area	Titles of first couple were difficult to understand, but when I got to "content creator" these were more task oriented so easier		
	Very specific task Didn't know what it would show up as?	Focus area		"IMO Particular situation or mind space"	- Likes simple UI of the focus area - Feels consistent and calm
	Confused about the phrases Havent used stuff like this before.	Focus area			
2. While you feel confident in your ability to remember the content of your talk, you're most nervous about speaking in front of a crowd. (Goal: button test, delete affirmations) a. Find a way to adjust the affirmations to focus on your needs.	Doesn't find affirmation deletion option	Focus area	"I'm just going to play around a bit to see what the things are"	Easy	
	Doesn't find ability to explore affirmation options within each section	Focus area	"I would probably stay in presentations for this goal in comparison to other focus areas"		
	Looking for an option to save it	Focus area		pretty easy	"May look for an option to save it" Finds customization features "cool"
	Sleep timer : not entirely sure what it is	Focus area			
			"I'm probably gonna use it tonight"		
3. At the same time, as you've been listening to your affirmations for a few minutes, you decide that you also want to use this prep time to get excited about the professional opportunities that giving this talk will provide. a. Incorporate additional affirmations into your current listening session that help with this goal and play them.	Clicking through the focus area and reading all of them	Focus area			
	Process to read through each focus area description	Focus area	I saw there was more to it . Since this task had more than one focus area i wanted to read descriptions. Needed to click into to read which isnt a big deal	1 - Strongly agree that I completed this task successfully	
	Confusion with focus area titles	Focus area	There are some very specific ones [focus areas], like advance your career and content creator. The others aren't [as descriptive], but all bases are covered. There are 2 very specific ones, should there be more [that are for specific tasks]?		
		Focus area (advance your career)	Thought this was most apt for the situation.	1 - Yes	
4. Now that you have all your	Easily finds volume and speed customizations thru filter button. The volume adjusting function. Chooses to moderate speed and length between them	Listening screen			(1- Easy to complete task) 1, app doesn't have a lot of options so you can easily find what u need
	Doesn't find different types of binaural beat and music/ambiance choices	Listening screen			

Task	Description of the Problem/Behavior	Where on app it occurred	Quotes	Post-task answers	Additional Notes
<p>4. Now that you have all your affirmations selected, you're ready to sit back, relax, and listen, but you're having trouble focusing on the words of affirmation. You'd prefer quieter sounds so that you can better hear the affirmation words, as well as different types of sounds that center calming your mind. (Goal: discoverability of binaural beats and ambiance features)</p> <p>a. Adjust the background track offerings to meet these goals.</p>	<p>Sleep timer confusion</p> <p>I like their font</p> <p>Cant seem to pause the sound</p> <p>The sound doesnt stop when the device volume is switched off too</p>	<p>Listening screen</p>	<p>"What is the sleep timer for?"</p> <p>Not entirely sure what it is so I probably wouldn't use it</p> <p>I don't know what im supposed to do with it. My only assumption is that the affirmations would stop after a certain time that i put in</p>	<p>1 -pretty clear because limited no. of options</p> <p>Not too complicated</p>	

Task	Description of the Problem/Behavior	Where on app it occurred	Quotes	Post-task answers	Additional Notes
1. Choose a set of affirmations to listen to, that will help you gain confidence before your talk, and play it (Goal: do focus area names make sense)	Confusion on how to access focus area/select affirmation				
	Clicks "filter button" to choose which affirmations she wants.	Listening area			Doesn't use swipe in gesture
	Confusion with navigating from listening area to focus area	Listening area --> focus area		"The way I got to information was vague. I was able to figure it out eventually bc there arent too many buttons anyway."	
	Confusion with focus area names	Focus area		"But making the title of going to affirmations in general more direct"	
	Process to read through each focus area description	Focus area	"Cant really see details. Labels are a bit confusing. Could be labeled more clearly what the topics are."	Some of the topics are more clear than others title wise	
	Confusion with focus area titles	Focus area	I AM affirmations are a bit vague	The "i AM" affirmations – maybe if they put descriptions in diff way so i can see all of what's offered	
		Listening area	"Music is pretty calming. Would expect visuals to change – OH they do"		Likes visuals
	Dissatisfaction with text on listening area	Listening area	"The way they go thru words is a bit aggressive. Maybe if it was more gradual"		
	Dissatisfaction with text on listening area	Listening area	"More focused on what i was looking at than the actual text itself. The way they present more information is more important to me"		
	Confusion with affirmation-creator button	Focus area			Clicks other button, unsure what it was
				She assumed there would be multiple diff audios for it, but clicking into it led to allowed to you to see which diff affirmations are there	
	Difficultly with accessing all affirmations	Focus area	The button to get to the rest of the affirmations is pretty tiny		
	Rembered how to delete affirmations from exploration during task 1				
	Confusion with affirmation play-order	Focus area	there are ones i didn't filter out that arent playing. Is it playing from beginning? Is it shuffling? "I'm confused"		
				Medium difficult bc i figured it out during first task, but i didn't know this was an option. I assumed the 21 affirmations were diff audio tracks for affirmations, but they are diff affirmations units. It doesnt really look like a button	
2. While you feel confident in your ability to remember the content of	Continuity of affirmation-play while adjusting affirmations included	Focus area	"oh do i have to click it again to play it?"		

Task	Description of the Problem/Behavior	Where on app it occurred	Quotes	Post-task answers	Additional Notes
Ability to remember the content of your talk, you're most nervous about speaking in front of a crowd. (Goal: button test, delete affirmations) a. Find a way to adjust the affirmations to focus on your needs.			I assumed the 21 affirmations were diff audio tracks for affirmations, but they are diff affirmations units. It doesnt really look like a button I feel like clicking it should give me the options but i have to click on tiny button. Ppl with bigger fingers should struggle		
	Ability to access explore affirmation button	Focus area			
	Ability to delete affirmations	Focus area		I didn't know this was an option.	

I'm not sure if i would use it, i may not have need to filter but it depends. If i would see all options and see if it's relevant. I'd probably just play it bc it's easiest to click, wouldnt want to deal with all of that

3. At the same time, as you've been listening to your affirmations for a few minutes, you decide that you also want to use this prep time to get excited about the professional opportunities that giving this talk will provide. a. Incorporate additional affirmations into your current listening session that help with this goal and play them.	Ability to locate and use long-press function	Focus area	They shouldnt put this at very bottom, but at top before u scroll, wouldnt know u could select more than once unless u scroll down I wasn't able to get that it got selected or not. Maybe have check box to signify u can select multiple		
	Multiple selection feedback	Focus area	I guess it resets, wasn't clear if she chose both.		
	Confusion with affirmation play-order	Listening area	"Is it shuffling all of them together"		"It's nice that the menu parts go away"
	Confusion with affirmation play-order, multiple selection feedback	Listening area	I say 2 bc it doesnt say which affirmation is a part of which topic, though i do see that both affirmation categories are down at the bottom but thats not immediately clear		"Way to get to it is the hardest part" – "i guess i completed the task?"
	Affirmation button size	Focus area	Affirmation Button is small so if u click into affirmations u can deselect the choice		
	Process to read through each focus area description	Focus area			I'd want it to be more simple and descriptive Describe topic and content in title Names are creative but not informative. It "pressures" ppl to read smaller text.

4. Now that you have all your affirmations selected, you're ready to sit back, relax, and listen, but you're having trouble focusing on	Confusion of beta effects	Custom filters	What is 3D ECHO effect? Should explain what that means	I do wish they had explanations for the EFFECTS. Only way to know is to select	Easily found and turned down Randomly found sleep timer "that was cool"
	Volume customization function	Custom filters	I like how it raises up when u click on it; for novice user it may not be obvious how you adjust		Likes visuals, imp to her for meditations

Task
 you're having trouble focusing on the words of affirmation. You'd prefer quieter sounds so that you can better hear the affirmation words, as well as different types of sounds that center calming your mind. (Goal: discoverability of binaural beats and ambiance features)
 a. Adjust the background track offerings to meet these goals.

Description of the Problem/Behavior	Where on app it occurred	Quotes	Post-task answers	Additional Notes
Discoverability of ambiance and beats	Listening area	i feel these shouldnt be cut off here, it just throws me off a little bit	1 - it's pretty clear it's a filter button, so it was clear u could adjust the offering. Once i went there the labels were clear	didn't explore these as much
Tone of speaker				Wish I could change speaker , woman? Found one with a woman, more options for speakers
Understandability of binaural beats feature		"Make title clearer"		Most meditations apps have multiple speakers u can choose from and rate

Task	Description of the Problem/Behavior	Where on app it occurred	Quotes	Post-task answers	Additional Notes
1. Choose a set of affirmations to listen to, that will help you gain confidence before your talk, and play it (Goal: do focus area names make sense)	Clicking on the aff set it should go into the list Pasue button confusion	Focus area	Maybe im supposed to be focusing on the meditation And pause puts its to stop"	User control : "Not gonna throw things at you. You can choose. Maybe today I'm feeling broke lol"	
2. While you feel confident in your ability to remember the content of your talk, you're most nervous about speaking in front of a crowd. (Goal: button test, delete affirmations) a. Find a way to adjust the affirmations to focus on your needs.	Discovered a lag while selection and deselection Extra click is annoying (21 affs)	Focus area	"Could be more contrast between the button states" "People want to get to things as quickly as possible"	prefers checkboxes (feels like bullet points :(.)	
3. At the same time, as you've been listening to your affirmations for a few minutes, you decide that you also want to use this prep time to get excited about the professional opportunities that giving this talk will provide. a. Incorporate additional affirmations into your current listening session that help with this goal and play them.	hint discovered Confused with the shuffling after selecting multiple discovers customisability Who Writes these? - helpful to know to choose fav person, style of writing - need more description	Focus area	Its nice that it does shuffle, would be kinda weird, want the exp that these aff are working together" Wouldnt make sense to have them as stacks" "OHHH BINNAURAL BEATSSS" "Reminds me of white noise machine " - helps with adjusting to mood and vibe	2 fumbled a bit would like more info on the affs	
4. Now that you have all your affirmations selected, you're ready to sit back, relax, and listen, but you're having trouble focusing on the words of affirmation. You'd prefer quieter sounds so that you can better hear the affirmation words, as well as different types of sounds that center calming your mind. (Goal: discoverability of binaural beats and ambiance features) a. Adjust the background track offerings to meet these goals.	- like having font options	Control panel		1 easy - classic control panel - pretty straight forward Smooth and simplified 3d echo effect?- absolutely creepy I dont know what that means (subliminal affs) but now the man's nnot talking - unclear on using the subliminal affs	Probably very likely. I NEED TO CUSTOMISE FONT SIZE SHOULD BE THERE FOR THE AFFS - its pretty small - should be more legible Visually pleasing but also accessible for my vision

Task	Description of the Problem/Behavior	Where on app it occurred	Quotes	Post-task answers	Additional Notes	Task Completed Successfully
1. Choose a set of affirmations to listen to, that will help you gain confidence before your talk, and play it (Goal: do focus area names make sense)	- Comments on tone sounding monotonous	Focus area > 21 affirmations	Affirmations really need to connect with you Articulation of the affs matters	- Options depending on what you're going through/ needs - Ways to help you navigate		<input type="checkbox"/>
	- Expectation : clicking into focus area would take her to the set of affirmations directly	Focus area > 21 affirmations				<input type="checkbox"/>
	- Sense of flow missing from visuals	Listening area				<input type="checkbox"/>
	- Likes timer	Control panel				<input type="checkbox"/>
	Did not know where to click on for the affirmations	Focus area	No guidance of select Affirmations			<input type="checkbox"/>
	Confusion of volume change	Listening area	Issue of changing volume, not clear			<input type="checkbox"/>
2. While you feel confident in your ability to remember the content of your talk, you're most nervous about speaking in front of a crowd. (Goal: button test, delete affirmations) a. Find a way to adjust the affirmations to focus on your needs.	- doesn't discover deletion	Focus area	Trying to see what aligns with me most.	Fairly easy		<input type="checkbox"/>
	PROMPTED TO TAILOR AFFS - "noticed it before but didn't try" why : thought she was already in the right place		" I wont be in the space to want to think, I'd just need to listen to affirmations" - " i like when they come as a surprise, no pressure to curate them, jsut something that soothes me comes to me. Makes it easier for me"	Won't use -		<input type="checkbox"/>
	Deletion	Focus area	Tapping to the selection screen, but did not notice the tick and untick part.			<input type="checkbox"/>
	Having trouble of navigating different focus area	Focus area	Participant seems having a hard time selecting different focus are though she said the task is easy to complete			<input type="checkbox"/>
						<input type="checkbox"/>
3. At the same time, as you've been listening to your affirmations for a few minutes, you decide that you also want to use this prep time to get excited about the professional opportunities that giving this talk will provide. a. Incorporate additional affirmations into your current listening session that help with this goal and play them.		Focus area > 'I AM' affirmation set	"can you find a way to listen to both?" "I did notice the hint at the bottom" (wouldn't have noticed without the hint) Trying to see if it	1 - Navigated pretty well Got the affs Whatever i couldn't figure out the app told me - content creator is random " It could be generally used as well" Titles are understandable		<input type="checkbox"/>
	- Volume is still pretty low even after adjusting to the highest - Unfamiliar with bin beats and ambience			2 - could change and understand some but the - font preview isnt easily viewable right there "Would like to see a sample"		<input type="checkbox"/>
	Didn't complete task		- "I dont know how to select a diff music"	Easy	WOULD USE : - volume - space b/n affs - speech speed	<input type="checkbox"/>
4. Now that you have all your affirmations selected, you're ready to sit back, relax, and listen, but you're having trouble focusing on the words of affirmation. You'd prefer quieter sounds so that you can better hear the affirmation words, as well as different types of sounds that center calming your mind. (Goal: discoverability of binaural beats and ambience features) a. Adjust the background track offerings to meet these goals.	Beats and ambience not discovered	Listening area				<input type="checkbox"/>
	Font size	Control panel	Font size confusing on affirmations font when selecting music part, have no idea of how the font look of the screen, cannot adapt font change directly.			<input type="checkbox"/>
						<input type="checkbox"/>

Task	Description of the Problem/Behavior	Where on app it occurred	Quotes	Post-task answers	Additional Notes
1. Choose a set of affirmations to listen to, that will help you gain confidence before your talk, and play it (Goal: do focus area names make sense)	When tapping into focus on the area, having a difficulty of selecting the theme of gain confidence	Focus area	"Seems there are many options"		
	Having trouble when first tap in the application, she cannot control the volume of the application (this is the only participant who has difficulty in technical issues)	Control Panel			
	Navigation from listening screen to focus area	Listening area			Starts on home screen area and using that and those controls on as "landing page." Starts in ambiance and binaural beats. Starts looking for relaxation theme so goes thru different options.
	Focus area selection feedback	Focus area	"When i click on a focus area, what I expect doesn't happen" - the process to select and unselect isn't what I expected. Didn't know i could unselect		
	Confusion with focus area names	Focus area	Some titles are very broad (source, broad) and some are very specific (presentation) Some are scenario specific		
2. While you feel confident in your ability to remember the content of your talk, you're most nervous about speaking in front of a crowd. (Goal: button test, delete affirmations) a. Find a way to adjust the affirmations to focus on your needs.	Cannot find affirmation deletion button at the beginning	Focus area			
	After a couple tries, find out the edit and deletion but takes longer than other participants	Focus area			
	Navigability of focus area	Focus area			She doesnt click into small button Understood selecting focus areas as adding that set of affirmations to queue or playlist
	Affirmation playing-order	Focus area			Understanding affirmations as queuing after selecting, indicates unsure of which affirmation belongs to which category
3. At the same time, as you've been listening to your affirmations for a few minutes, you decide that you also want to use this prep time to get excited about the professional opportunities that giving this talk will provide. a. Incorporate additional affirmations into your current listening session that help with this goal and play them.	Confusion with multiple selection of affirmations notes	Focus area	Takes quite a time to figure out incorporating additional affirmations to the current session		
	Button Size	Focus area	The size is unfriendly to tap on.		
	Focus area navigability	Focus area	would have subtab to more easily access information		Indicates area is too text heavy for easy nav
	Multiple affirmation selection and feedback	Focus area			Clicked one and then another, notices only one focus area is playing. Eventually finds hint

Task	Description of the Problem/Behavior	Where on app it occurred	Quotes	Post-task answers	Additional Notes	
<p>4. Now that you have all your affirmations selected, you're ready to sit back, relax, and listen, but you're having trouble focusing on the words of affirmation. You'd prefer quieter sounds so that you can better hear the affirmation words, as well as different types of sounds that center calming your mind. (Goal: discoverability of binaural beats and ambiance features)</p> <p>a. Adjust the background track offerings to meet these goals.</p>	Sleep timer confusion	Listening screen	This is an after survey feedback. The sleeper time does not make sense as short as 5 mins.			
	Discoverability of binaural beats and ambiance features	Listening screen	Discover binarual beats and ambiance features easily but having a hard time trying to tell the difference of quieter sounds.		Very easy to find the ambiance and binaural beats but having a hard time of adjusting the "quieter sound" (or confusion of the quieter sound"	
	Settings navigation	Control panel	feel like im browsing to read thru every option to get the right option	Font size on control panel could be bigger		
	Settings features understandability	Listening area				Understands echo but not subliminal mrans so doesntr click
	Settings features understandability	Control panel			Like volume and space feature; echo and sub effects no, audio playback not helpful for me. I dont see any differences in the font, if i could adjust the size that what be better	think beats are for frequency for voice

Task	Description of the Problem/Behavior	Where on app it occurred	Quotes	Post-task answers	Additional Notes
1. Choose a set of affirmations to listen to, that will help you gain confidence before your talk, and play it (Goal: do focus area names make sense)	problem with discoverability of affirmations list	T1 : FOCUS AREA	when i click on the 21 affss I thought I'd get a list	- I AM seems like the most general one	Love the colour and clear Inviting for something to help calm me down
		T1 : while playing the affs	"should I click on it?" Feel like a movie theatre	They are all grounding	EXPECTATION: Thought it would cascade down into the list only by a single click on the focus area
2. While you feel confident in your ability to remember the content of your talk, you're most nervous about speaking in front of a crowd. (Goal: button test, delete affirmations) a. Find a way to adjust the affirmations to focus on your needs.	specificity of the Titles of the focus area		Would not click on the most obvious one If i can edit them that sound cool	got distracted by features like the scrollable affs in teh (listening area), about the author (focus area)	Liked the scrollable affs - being able to engage more having more control , a little more prediction
	Not able to seek specific afirmantons	T2 : FOCUS AREA > CONTROL PANEL		EASY, Yes, I think so	
3. At the same time, as you've been listening to your affirmations for a few minutes, you decide that you also want to use this prep time to get excited about the professional opportunities that giving this talk will provide. a. Incorporate additional affirmations into your current listening session that help with this goal and play them.	Confused by the 'about the author' button Discovered hint about multiple select thought the long pressed tab would let her drag the tab up or down	T3 : FOCUS AREA			
	Even after the hint, had to click around oto understadn teh multiple select	FOCUS AREA			
	Confused about the order of affirmatoins playing	LISTENING AREA	- "is it mixed together?"	2 or a 3. Could move to a 2 if I understood a little more	- CONTROL PANEL : "I guess I would like to privilege the sounds I like and eliminate teh ones dont like and have it to my customisation." LISTENING AREA/ CONTROL PANEL : "could have captions at the top of the heaphone"
		FOCUS AREA		More uniformity on the labels of the focus area names. (upper case, lower case- random)	
	Curious about the binaural beats	CONTROL PANEL	"i like having these options but i dont know what they are"		

Task	Description of the Problem/Behavior	Where on app it occurred	Quotes	Post-task answers	Additional Notes
<p>4. Now that you have all your affirmations selected, you're ready to sit back, relax, and listen, but you're having trouble focusing on the words of affirmation. You'd prefer quieter sounds so that you can better hear the affirmation words, as well as different types of sounds that center calming your mind. (Goal: discoverability of binaural beats and ambiance features)</p> <p>a. Adjust the background track offerings to meet these goals.</p>	<p>explored around the control panel and wanted to go back to the original settings but that was not possible</p>	<p>CONTROL PANEL</p>	<p>I would like it to save my customisation</p>		<p>Would like a reset option</p> <p>Feels like a manageable app</p> <p>Doesnt feel overwhelming</p> <p>Tbh i would like a few more focus areas</p> <p>They cover good stuff</p> <p>Quick guide tutorial with arrows and stuff woulda been nice</p> <p>Would like to save my settings</p>

References

Rubin, J., & Chisnell, D. (2011). Handbook of Usability Testing: How to Plan, Design, and Conduct Effective Tests (2nd ed.). Indianapolis, IN: John Wiley & Sons, Inc.