

Chillzone

It only takes 5 minutes to find inner peace.

Team Stress Busters

Nicholas Bagamian

Crystal Tjoa

Kush Nijhawan

Benjamin Au

Problem and Solution Overview

We live in a society where everyone is increasingly busy and stressed. Many individuals know they should invest more time in their own physical and mental health, but they feel like they don't have the time, energy, or motivation to do so. In fact, according to the American Psychological Association, 73 percent of adults are unhappy with their own level of exercise. Chillzone makes it extremely simple for anyone to access quick and easy relaxation techniques or exercises. This convenience makes it much easier to fit health and wellness into people's busy schedules: Chillzone provides short exercises that can be done even if someone only has five minutes of free time. In addition, Chillzone has built-in motivational features to solidify these quick exercise breaks into long-term healthy habits.

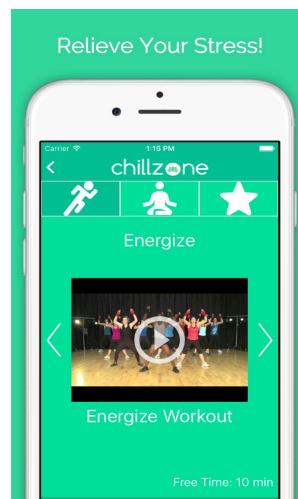


Figure 1. Chillzone the app

Tasks & Final Interface Scenarios

The three main tasks we implemented in Chillzone are:

- Simple: Access quick exercises and relaxation techniques easily.

- Users can find a quick and easy workout for the day with a single touch. This is the core value proposition of our application. We want to enable users to access health-building exercises and relaxation techniques as simply as possible. This convenience and ease of use allows users to more readily choose to invest in their own physical and mental health, and solves one of the key psychological and logistical barriers to healthy living on our society. After selecting the amount of time the user has free, the user taps “Go,” which immediately gives them an exercise.

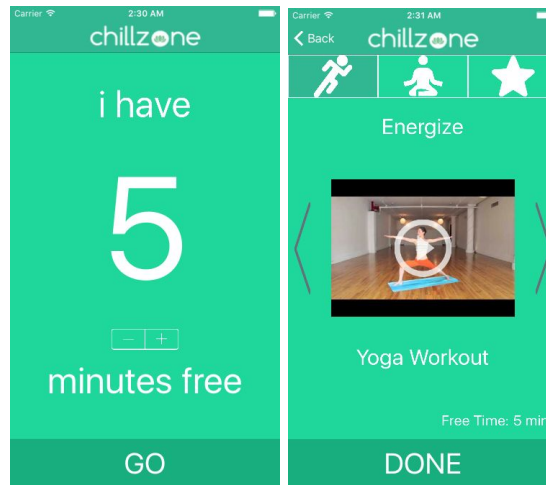


Figure 2. Simple task: Choose a workout

- Medium: Share favorite exercises with friends.
 - Users can share their favorite exercises with friends over social media networks like Facebook or Twitter. We live in an age of social connectivity, and this feature is considered a staple secondary feature. Not only does it boost virality, but it also enables users to gain a sense of connection in their health and wellness pursuits, which inevitably boosts retention and habit formation.

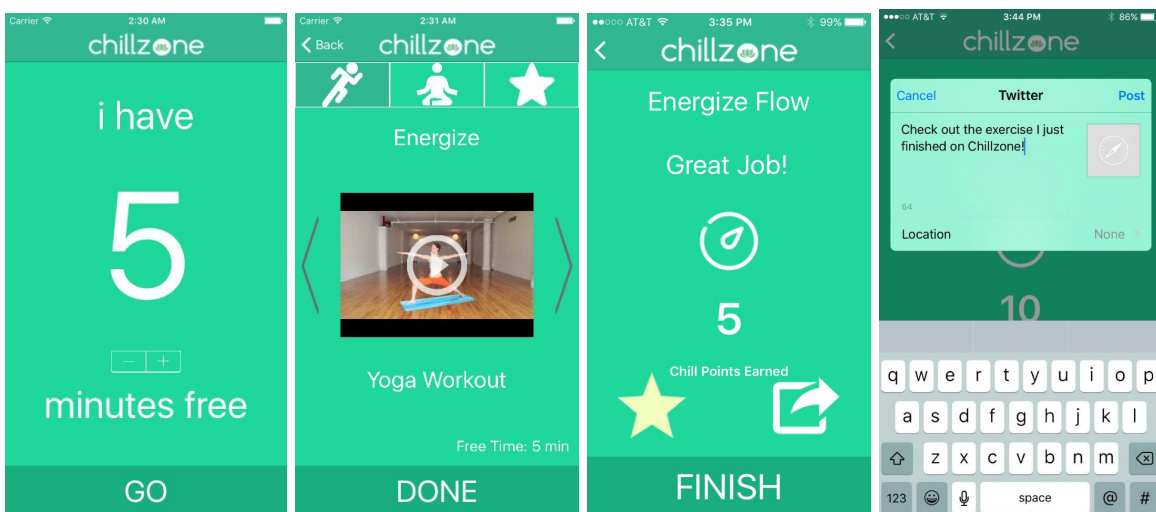


Figure 3: Medium task: Favorite exercises and share on social media

- Complex: Track your progress.
 - After each exercise and workout, users can gauge their long-term progress. Users enjoy being able to visualize their positive progression and it motivates them to continue in the same trajectory in the future. This feature boosts user retention as well as the formation of healthy exercise habits.

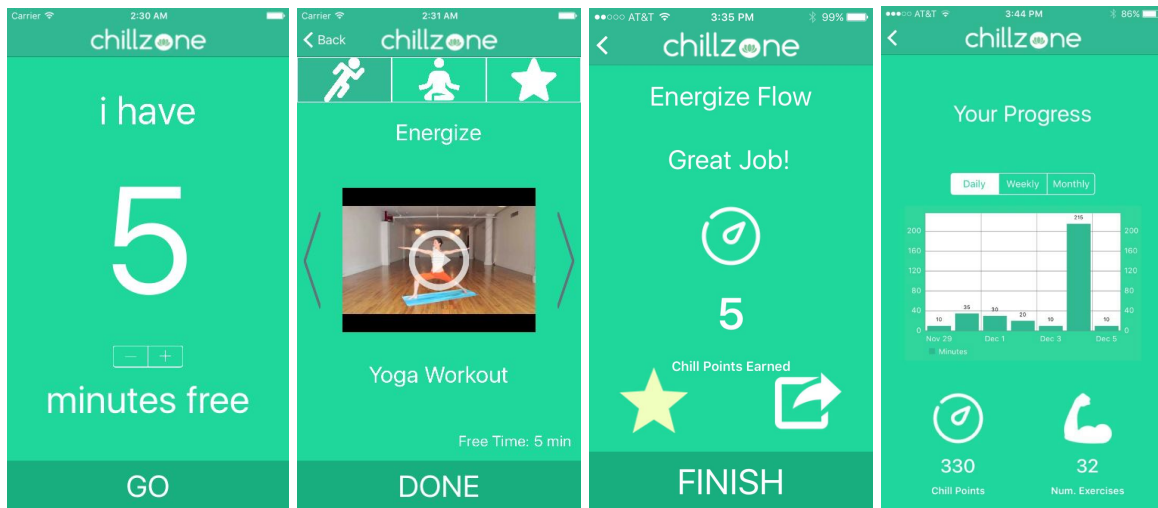


Figure 4: Complex task: Track progress

Design Evolution

Evaluation Technique (Low-fi User testing):

We recruited three college-aged students as our participants. We recruited the participants by asking them if we could interview and observe them for five to ten minutes. We conducted the user testing at Tressider, because we wanted to interview the participants during a typical lunch break. The lunch break is one of the most common breaks during the day for a typical college student, which is why we wanted to interview participants during this time. We wanted to learn if an app like Chillzone could become part of the routine of a typical college student during breaks in the day such as lunch. We started the interview by telling the participants what Chillzone did in very general terms to provide context for the interaction. We also showed the participant an unrelated example task to ensure that the interview ran as smoothly as possible. We did not show the participant how to do specific tasks on Chillzone to ensure an unbiased interaction.

Initial Sketches:

The goal of our initial sketches was to enable users to find quick stress-reducing exercises in the 5 minute holes in their busy schedules. It's meant to serve a busy, on-the-run user. As a

result, we wanted the experience flow to match our target user by being straightforward, direct, and easy to use. In one touch, our high level screen flow enables user to find a pre-selected destressing exercise based on the amount of time inputted. We wanted this process to be as simple and direct as possible.

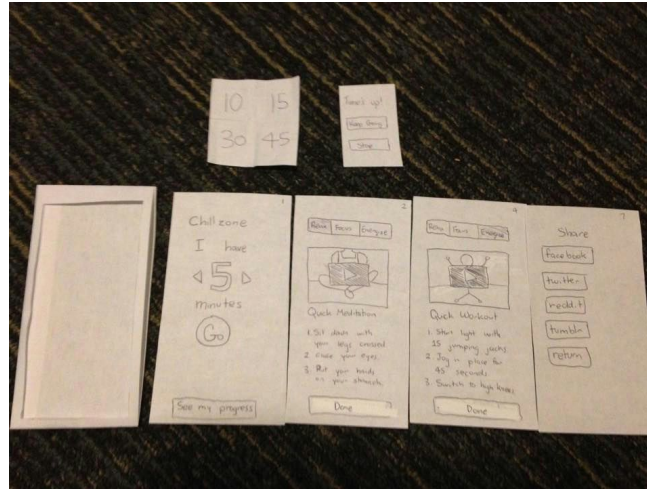


Figure 5: Lo-Fi Paper Prototype

Medium-Fi Prototype:

We made three major design changes in our medium fi prototype based on our user testing of the paper prototype. Our first major design change was the home screen. During our user testing last week, we asked each individual to find a 10 minute exercise. Each one of them struggled with this because they were immediately drawn to the extremely pronounced Go button. To fix this problem, we enlarged the text for the amount of free time the user had.

Our second major design change was on the exercise page. Some feedback stated that the exercise page was cluttered and had an overwhelming amount of text. We decided to remove the text description part of the page all together. This made the exercise page simpler and more aesthetically pleasing. The users were also unsure about the difference between the categories Focus and Relax, so we removed the Focus tab. We also decided to use icons to describe the categories rather than text to make it more aesthetically pleasing. We also added a favorites tab to help the user easily access an exercise they enjoyed in the past.

Our third major design change was on the “End of Exercise” screen. The biggest complaint that we received was the ambiguity of our return buttons. In addition to clarifying the return buttons, we also replaced the need for a new screen to share your exercise with a pop-up window, where you could select which platform you wanted to post to.

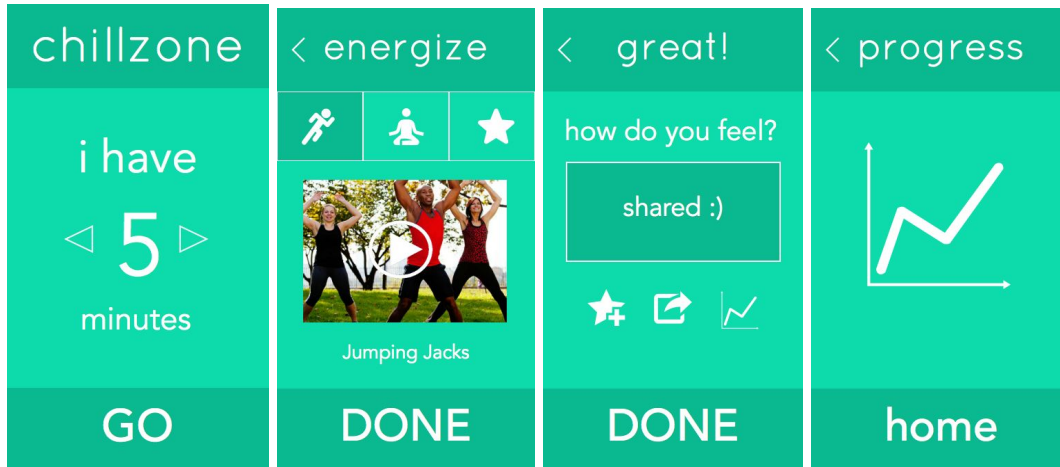


Figure 6: Medium-fi prototype developed with iOS Sketch

Final Designs (Hi-Fi Prototype):

We utilized feedback from our heuristic evaluation to implement our final Hi-fi prototype. Details on specific changes will be explained below.

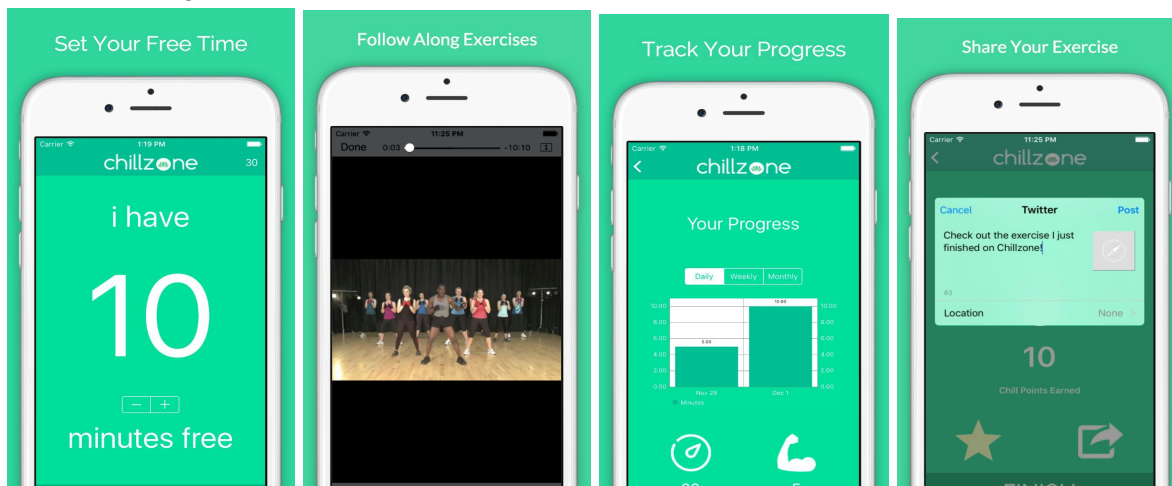


Figure 7: Hi-fi prototype as iOS app

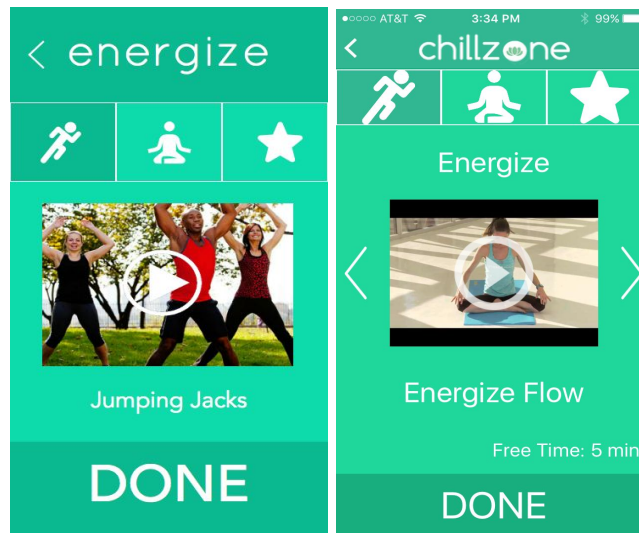
Major Usability Problems Addressed

1. [H2-1: Visibility of Status] [Severity 3]

Going to the screen after selecting minutes free does not inform the user of their minutes free. When performing the activity, it will be useful to keep track of the user's progress, in order to properly notify user of his or her time remaining. To fix, include a timer or indication of user's time remaining.

We agreed that it would be helpful for the user to be aware of the amount of time they have spent on the app. We updated the hi-fi prototype with a "Free Time: X min" label in the bottom

right corner to inobtrusively show users how much time their workout would require while viewing different styles of videos.

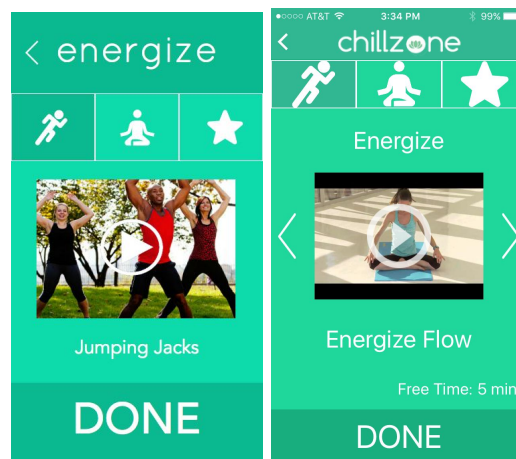


*Before: User cannot view number of minutes free in activities view
After: Notice “Free Time: 5 min” in the bottom right corner*

2. [H2-3 User Control and Freedom] [Severity 4]

On the second screen with “energize”, it looks like the back arrow is labelled “energize”, indicating that by clicking that area, the user is returning to a screen for “energize”, when it in fact indicates the current screen. To fix, create a separate section to display “energize” (and other titles) or focus on solely using the symbols to convey the genre of activity, in order to more clearly label the back button.

We updated this visual bug so that the back function visually distinct from the title.

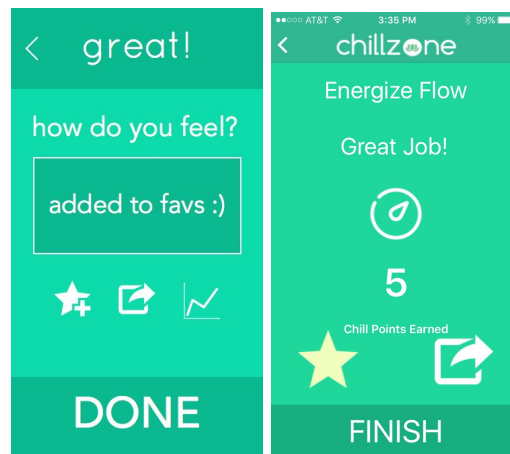


*Before: Not enough spacing between back arrow and title ‘energize’ is visually confusing
After: Notice the back button is very clearly differentiated*

3. [H2-5. Error prevention] [Severity 4]

When the user adds to favs on the activity page, the user could be curious about that button and accidentally press it, seeing what it does. Then, he or she may not want to actually add that to favs. To fix this, add an “undo” after the user adds to favs, similar to your share to social media button (the “X” button).

We made the add favorites button a feature that could be done only after completing the exercise. In addition, the add favorites is now a toggle so that it can be undone by re-tapping the favorites button.



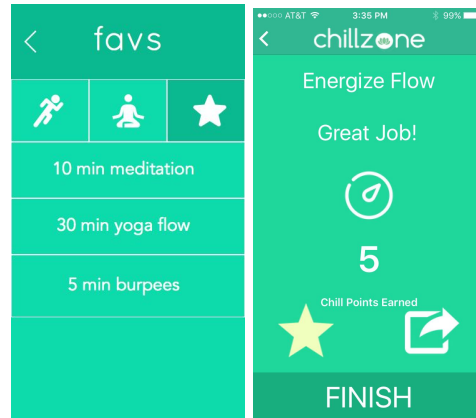
Before: No method to undo after adding to favorites

After: Notice the yellow star in the bottom left. This button is toggleable. Pressing the yellow star removes the activity from favorites list.

4. [H2-3 User control and freedom] [Severity 4]

In the favorite page, there is no way to un-favorite a video. Just add a button next to the name of the video.

Anytime you view a video completion screen, you can remove a video from the favorites tab by pressing the favorites toggle button (just like adding and cancelling an activity from favorites in the first place).



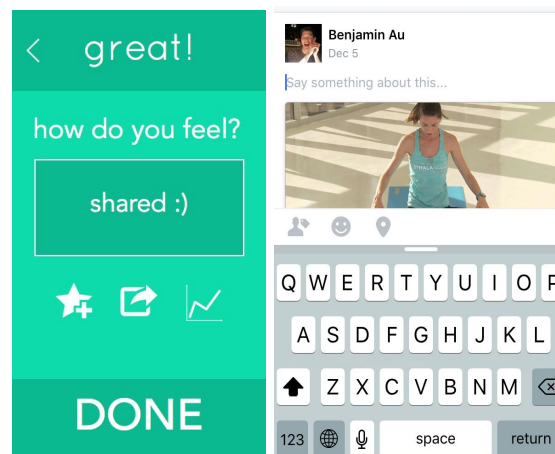
Before: No method to un-favorite a view once added to favorites

After: The user can remove an activity from favorites by toggling the activity after completing it.

5. [H2-6 Recognition rather than recall] [Severity: 3]

When one “shares” their activity there is no message of what is going to be shared. Users may find it unsettling to share unknown information. Thus, there should be a preview of the content that users are about to share.

We added a share content editing page so you can edit the text of what will be shared before adding the post to your social media.



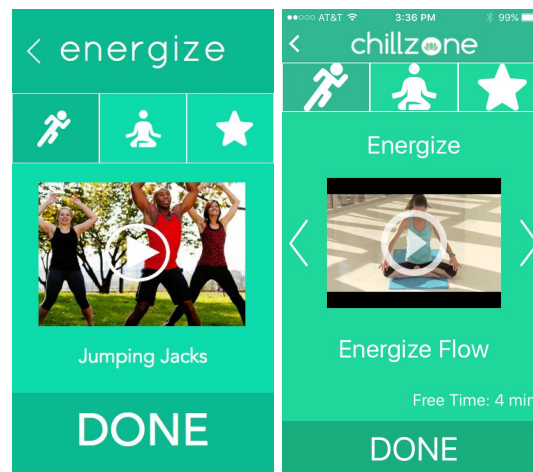
Before: No method to view message before submitting to social media

After: Share screen allows user to write message before submitting to social media.

6. [H2-1: Visibility of Status] [Severity 3]

The videos don't seem to take into account the time the user has free, which could be problematic (for example, if the user has 5 minutes free, and the video is longer than that). To fix this, the app can tell the user, “Watch this 2 minute video!” to indicate the user's time investment in watching the video.

The videos are now customized so that they last as long as the time expected by the user. For example, if a user is selecting 5-minute videos, then the video will last approximately 5 minutes.



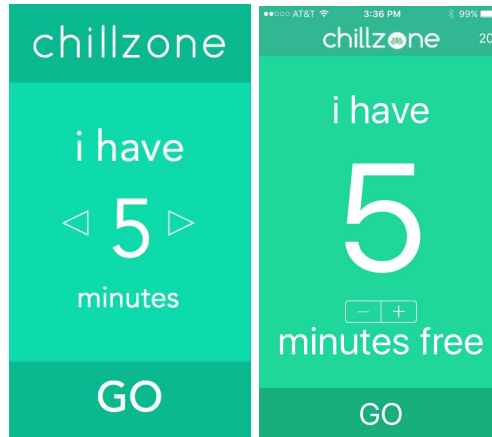
Before: Videos are not customized by time length.

After: The video shown is the same duration as the estimated free time.

7. [H2-1 Visibility of system status] [Severity 4]

The only way for the user to track his or her progress over time is to complete a new activity. Otherwise, there is no way to get to this screen from the homepage without completing an activity. As this is one of the important tasks in Chill Zone to track one's progress, I would suggest adding the option to view one's progress to the home screen. Furthermore, I would suggest getting rid of the "View Progress" button on the rating page. Rather, when the user presses done, they are taken to the progress page rather than to the home page. This way, the user is required to view their overall progress rather than giving them the ability to disregard this important feature.

We have added the ability to view the Track Progress screen from the home page once a user begins progress. This can be done by clicking the number that shows up in the top-right corner of the home screen that represents the number of "Chill points" a user has earned by using the app, which is our measure of progress. In addition we removed "Tracking Progress" link from the rating page, in favor of having it accessible from the home screen, simply keep an indicator of the number of Chill Points earned by completing the exercise. All in all, allowing Tracking Progress to be viewed from the home screen makes the feature more central overall.



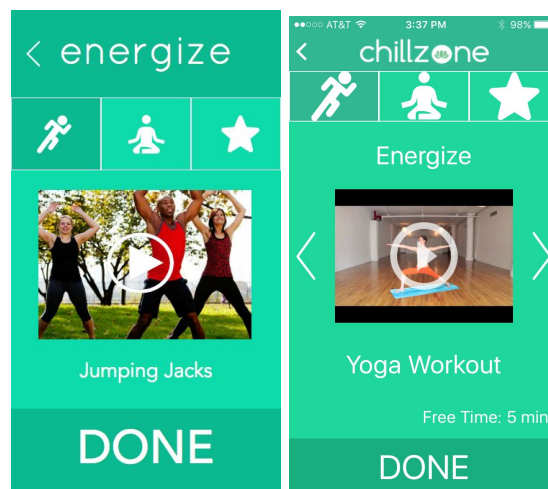
Before: There is no way to access Track Progress from the home screen

After: The user can jump straight to track progress screen by pressing the “20” in the top-right corner.

8. [H2-8 Aesthetic and minimalist design] [Severity 3]

On the second major screen that shows the possible activities you can perform, the title and tabs of the exercise types takes up a third of the screen, which takes the focus off of the activity and more focus on the classification of the activity. I think users are more interested in the actual activity they will perform then how it is classified. Thus, I would suggest compacting the title and tabs of exercise types.

We compacted the navigation bar and title bar to take up less space, giving more space to view the video in the exercise screen.



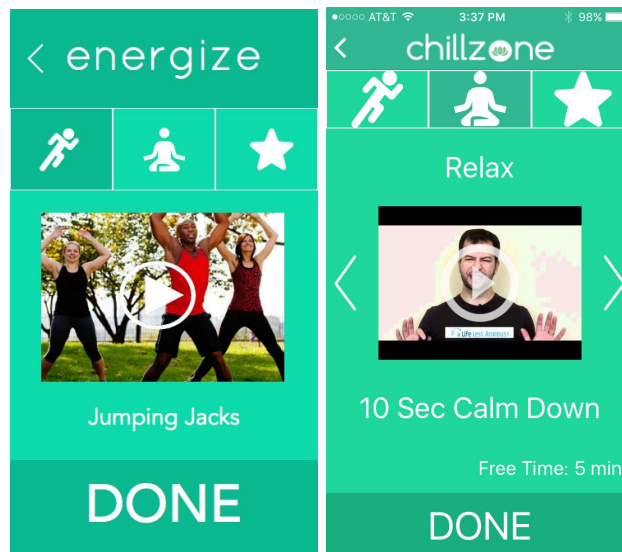
Before: Title and navigation bar take up 30% of screen real estate

After: The activity tab and title take up only about 15-20% of screen real estate.

9. [H2-3: User Control and Freedom] [Severity 4]

After choosing a time for activity and moving to the second screen, the “undo” or “back” functionality is not built in. The arrow at the top left of the screen simply takes the user back to the home page with the time selection. If I am on the activity screen then click on a different activity or the “favs” tab, and then try to click the arrow button to go back to the last screen, it takes me back to the original home screen with the time, instead of taking me back to the previous activity or back to the “favs” screen.

We decided to ignore this feature. The critique is that while the user is in the Activities page, if the user selects different activity type from the activity bar (Energize, Relax or Favorites), the back button should simply change the screen to the previous activity type, instead of going back to the homepage. After discussing and testing with other users, we concluded it was more intuitive for the back button to simply go back to the homepage itself. Since there are only three options to choose from in the Activities bar, if you'd like to go back to Relax from Favorites, for example, you can easily press the Relax button. Using the back button to do this would duplicate functionality and would limit the ease of use to go back to the original home screen.



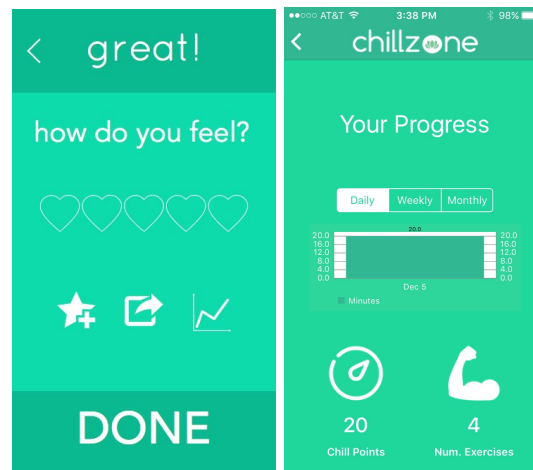
Before & After: User can easily navigate between different activity types by clicking through the navigation bar.

10. [H2-2: Match system and real world] [Severity 3]

When on the track progress screen, the data is in the form of a chart, while we input how we felt on a “heart” scale earlier in the app. This is inconsistent with the previous scale and also does not match how we would track progress in the real world. Moreover, having the data in a chart form is unclear what this means exactly.

Tracking progress is now measured simply by the number of minutes completed in each workout. Rating is limited to being able to favorite exercises you like or not. We removed heart scale as this was confusing and not cohesive with our other track progress feature. Thus track

progress chart is not obvious, since it's the number of Chill Points you have earned by using the app.



*Before: The hearts and track progress is inconsistent
After: There is no more heart scale to track progress, only chill points.*

Prototype Implementation

Chillzone was designed to be used on mobile devices, so we made our prototype a native iOS application. We built the prototype using XCode and Parse. We created the application on XCode and we were able to implement all features needed to complete the tasks that we specified.

To get an exercise, the user inputs how much time they have and gets an exercise for that given amount of time, which is pulled from our Parse Database. All of the content for the exercises are stored on Parse, which contains links to the videos and other metadata. This database is linked to the app, which allows us to display the content in the application without any hard-coded data or Wizard of Oz techniques.

We were able to add functionality to share content to Facebook and Twitter, which links to the users' corresponding accounts. We were also able to add functionality to show the users their progress with the app. Users are able to see how many minutes they spent on the app and how many exercises they've done. This is also represented by the addition of Chill points, which corresponds to the total amount of time spent doing exercises with the app. All this data is stored on each individual's iPhone and is accessible by the app, eliminating the need for hard-coded data.

No main aspect is missing from the app, but in the future, we could add more exercise content. We could also add functionality that keeps track of users' preferred videos so that we can suggest exercises based on their preferences.

Summary

With Chillzone, we tackle the challenging problem of getting people with stressed, busy lives to make time for physical and mental health. We do this by designing, testing and implementation a mobile application that makes it easy and convenient for users to find quick stress-relieving exercises. We purposefully designed a very simple app to break the psychological friction that users have that they are too busy to exercise or invest in their health. With a single button press, users can engage in healthy activities, and then track their progress and share their experiences with friends. This app was first conceived by extensive need-finding and later honed and redesigned through user testing and heuristic evaluation. Through the process, we found major issues that required fixing and updating, described above. All the while, we iterated through a low-fidelity prototype with wireframes drawn on paper, a medium-fidelity prototype made in iOS Sketch, and finally a hi-fidelity prototype built as an iOS app with a Parse backend. Our final product represents the conclusion of significant design exploration, testing and iteration in order to enable our app to engage stressed users and help them easily engage in quick healthy exercises and retain their healthy habits. With Chillzone, it only takes five minutes to find inner peace.