# **Final Document**

INF 385E - INFO ARCHITECTURE AND DESIGN

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#### **TEAM 2**

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## **Executive Summary**

#### What is it?

This application serves as a way for people to find others to complete fitness events with. It focuses on connecting individuals to try new activities, as well as connecting people who are already involved in specific activities but want to find new people to do these with. The emphasis of the application is on 1-on-1 meetups to help build relationships through exercise. It connects to social media to show mutual friendships to help establish a degree of real-life connection. However, the app also provides group events as a way to build community through shared activity interests or to serve as a meetup platform for people who are not quite ready to commit to 1-on-1 activity.

The app has a way of filtering to find people with shared interests, as well as an option for users to indicate that they are open to new things and just want to get out and be active. It aims to reduce the barrier between thinking about exercising and actually exercising, so it needs to be easy to onboard and navigate. It has location-based filters for posts and events to reach only those nearby. There are challenges that users can work on with the friends that they meet, which personalizes this application more so than most online fitness challenge communities. These challenges might allow users to create shared goals, or they will push users to reach goals that are already set out in the application.

#### What does it do?

This application aims to connect people who have similar interests when it comes to exercising and staying active. Having a work out partner is known to help people stay motivated and this app is the ideal platform to find a workout partner with similar fitness goals.

The user is able to set filters, such as area boundaries, age ranges, and even mutual friends to help connect with the right person. This application allows the user to communicate with other users through the in-app chat function. Area based challenges and fitness goal challenges present on the app help develop community engagement among users. This also helps first time users find a potential work out partner in a more comfortable group setting.

To provide a safer environment for users, identities are verified before the user is able to find other user profiles. By giving the user the option of connecting through social media, it enables the user to find people within their extended social groups allowing them to be more comfortable in meeting other users.

#### What needs does it meet?

People are lonely, especially those in big cities, and technology does not help improve these feelings of isolation. Many people focus on the screen but ignore other people, even if they are in the same city. Therefore, our application explores a new way to connect people by activities. Human beings are naturally group animals, which means most people want to be connected. Also, people want themselves to find a group they belong to. Through our application, it provides a good way to fulfill people's needs in two ways: mental health and physical health. People are able to share their experience in particular activities, and one can be another one's personal coach. At the end, people become healthier because they are all connected by exercise.

## What technologies are you considering?

We designed a mobile application that utilizes a user's location to connect them with other local users. We also would like to interface with wearable devices so that we can use data such as step count and exercise minutes to fuel competition data.

## What challenges do you face in completing the work?

Challenges that we face include a bad track record for apps within this sector. We have seen many written about online that are now defunct and we sought to find out why to help our research. Another concern is user safety, as users will be meeting up with strangers from the internet. The scope of the application needs to be narrow enough to be viable for an initial launch. Finally, we foresee the start of the application to be hindered with single-user geographic areas, so we need to determine how to roll-out the application in a way that doesn't ostracize early adopters.

## How will you address these challenges?

To address these challenges, we performed competitive analyses on current and past products to gain insight into the market. We also performed user research through interviews, surveys, and in-person observations of how they find workout partners/groups. Iterative design will be a key part of our process as we continue to seek to address issues that caused other solutions to fail. We examined other applications that are faced with similar legality/viability challenges, such as Lyft, Uber, Tinder, or Bumble to determine how they navigate these situations that have the potential to become unsafe for users.

## **Initial Concept Discussion**

## Research

#### Overview

We began with a cognitive walkthrough of other current applications and solutions. This helped us to understand how other apps attempt to solve similar issues. We conducted interviews with participants, which helped us begin to understand user needs, along with what users enjoy about their current exercise habits. Learning how users currently plan activity meetups with friends, how they started exercising with friends, and what they might be looking for in a workout partner helped us to understand how the app should function. Once we narrowed down our focus and determined what topics needed further probing, we developed a survey to distribute to a larger sample size. The survey helped us to start to find patterns in the data and areas of need for our application.

## Competitive Analysis

We examined numerous fitness apps and found 15 applications that had similar goals in terms of either the social aspect of fitness, or in inculcating a healthy attitude towards fitness. We closely examined these apps and marked features that were present on these applications. We were mainly interested in who the application was catering to, what they were offering them and what kind of data were they collecting. We constructed a table to better understand and compare these applications.

	Gend	ler	Challenges	Group Activit	y Onboarding	Location	Body Type	Target Zones	Apple		Fitness Goal (Lev	rel)	Tall/Weight	years old (
1 Muscle Bo	ost						V		4		V		V	V
2 Better Me	Fema	ile							5		V		V	V
3 Myfitnessp	oal				V	V			V					V
4 WW Mobil														
5 Nike Run C	lub								V				V	
6 FITON											V		V	V
7 30DayFitne									4		V		V	V
8 WorkoutW														
9 OrganicFit							V		3				V	V
10 Better Mai									4		V		V	V
11 Workout B	luddies				V	V					V			V
12 Fabulous					V						V			
13 WellSquad						V	V				V			V
14 Runsocial	Had t	o choose	e 1											
15 Strava			V	V		V			V					V
Total	Total 4					l	2 5					5	7	
	years old (birt	hday)	Current activi	ty level N	Notivate [	Diet Type	Personal Plan	Habit Tracking	Free Trial	Free with basis	c functions	Free	Subscription (n	
Muscle Boost	V						V							19.99
Better Me	V		V	V	\	/	V		V					39.96
Myfitnesspal	V		V						V	V				
WW Mobile														23.99
Nike Run Club												V		
FITON	V		V				V			V				1.67
30DayFitness	V		V	V			V		V	V				19.96
WorkoutWomen	n								V	V				4.99
OrganicFit	V		V											39.96
	V		V		١	/								39.96
Workout Buddie	V		V											
Fabulous			V	V			V	V	V				Premium unloc	ked after cor
	V		V		\	/							Varies	
Runsocial	V			V				V	V	V				5

According to our competitive analysis, we have findings as follows:

#### 1. Age, height, and weight are the most basic information in an exercise application

For exercise mobile applications, age, height, and weight are the most basic information. We can see that the applications can apply the information to measure your physical condition. By using some simple scales or measurement methods, such as BMI, it can improve the accuracy of customized services.

#### 2. Nearly half of the applications want to know users' activity levels

This finding makes us realize that people do care about other people's skill levels when they are seeking a fitness partner. Later, this point is consistent with the results we obtained in interviews and surveys. In our research, people prefer to exercise with other people who are on the same level as them. Therefore, when we help to pair people, showing their skill levels might be helpful. It can give people a clue to distinguish between an ideal match and a bad one.

#### 3. Less of the applications try to pair the physical exercise partners

According to our analysis, only one application provides the group activity function, which helps people find the exercise group to join. However, joining a group does not mean that a person will physically attend the activities. Building a platform to help people to find physical training partners seems to be our opportunity.

## Interviews and Survey

We completed 11 interviews, with participants aged 21- 62 years old. We conducted a survey and received responses from 65 individuals.

We recruited users from a mix of backgrounds. Moderate to high proficiency users were the main focus of our research as they will find new connections through the application, as well as help the newcomers engage in the activities. Newcomer users wishing to start their fitness journey or engage in new activities are another one of our primary user groups.

We broke down the user groups even further by age while synthesizing the data we collected, looking specifically at users ages 20-30, since we determined that group would be our main audience. We noticed in responses from our interviews that the current activity dynamic that users participated in (solo vs. group) seemed to depend on the type of activity (climbing, running, weight lifting, etc.).

By collecting demographic and exercise experience levels in the surveys, these helped us understand our users to deliver suitable functions to them. Further understanding how people use online dating and friendship applications was a key part in our research. Studying the pain points of these applications and what features make users more likely to meet up helped us to understand what kinds of safety features we should implement in the design of our own meet-up application. We felt that it was also worth knowing how people find their current exercise partners. Perhaps they already use an excellent app that helps people to meet their partners, and if they do we could focus on how it succeeds and how we can improve it. Going through the applications in the market and trying to know if their users are satisfied helped us to determine what kinds of functions users would love to see in a new generation of the app!

## Data Analysis

Once the raw data was collected, we moved on to the analysis of this data collected. We went through interviews one by one and began pulling out the requirements and needs of the users. The survey data continued to inform the requirements and pain points, and it provided us with more quantitative data to help substantiate findings from the interviews. The survey provided us with more clarity regarding our target demographic, as well. While ensuring total anonymity of the users, our research helped us to have a clearer picture of the needs, goals, and pain points of the users.

Some of the key takeaways from the data collected were:

• ~90% of the people surveyed engaged in fitness activities, out of which 62.1 % of people worked out individually. And ~70% of people were willing to work out with others.

- We also noticed that people were willing to workout with other individuals not to necessarily socialize but to be able to motivate each other, and have someone to correct their form.
- Data from interviews and surveys both pointed towards the fact that people like to work out with other individuals who are at the same fitness level as them.
- Scheduling, getting to a place to work out, and finding someone on the same fitness level were a couple of pain points we saw.
- Another interesting aspect was that 54% of all our participants have used some app to meet people to either make friends or date, and 60% of users in our age bracket of 20-30 years old.
- 85% of all the people who have used these apps have met the people in person to date, and only 22% have met people in person to make friends.
- We also found that a majority of our data pointed towards users interested in/ or currently doing weight lifting and climbing activities.
- Safety was also another worry that came up in our interviews and survey data about using apps to meet people. Having pictures in the apps is something that came up a lot in helping people feel more comfortable.

## Potential Risks and Dependencies

After completing interviews and surveys, we discovered some user needs and user use scenarios that were never thought of before. Also, we found that sometimes it is difficult to balance our initial idea with users' needs. Receiving constant feedback from users throughout the design process was key to keeping our application on track.

Additionally, new apps launch every day, and the number of apps related to building sports communities has increased particularly rapidly in recent years. No one wants to launch an app with the same features. Therefore, we continued to pay attention to the same types of app releases and continued to enhance our unique functional experience.

Finally, as a mobile phone application, we also needed to always pay attention to the latest development of functions on iOS and Android. We want our application to benefit from these new technologies, especially any of the latest health and sports-related functions on mobile phones. By paying attention to early applications of new technologies, it provided us the opportunity to show uniqueness within our app if any new technology had arised.

## Audience, Mission, & Vision

Once we analysed our data, we were able to define and narrow down our audience, mission and vision

#### Audience

Based on our research, the audience for this application will be primarily 20-30 year olds looking to find workout partners. Our target users are both people who are looking to start a new exercise activity, and people who are experienced and want to find new people to exercise with. Our target users can sometimes find it hard to find the motivation to start a new activity or can be intimidated by a barrier of entry to what they want to start.

The interviews and surveys that we conducted helped us to narrow down the scope of our application. Looking at the groups that most frequently utilized dating/friendship apps (according to our surveys) and the activities that they preferred to participate in helped us to determine a target demographic to help guide our design of the app.

#### Mission

The mission of this application is to help people find partners/groups to work out with to improve health and increase motivation to workout. We feel that there is a lot of opportunity in this market, as health and wellness are significant areas that can help improve the quality of users' lives.

#### Vision

We see this application being adopted primarily by users that live in cities. More populated areas will provide users with more options for connections, which in turn will give them a greater variety of potential exercises to partake in. We imagine that some significant spread in popularity will happen by word-of-mouth. People who meet on the app might bring a friend they know from another place to a group exercise activity, and slowly communities will begin to form.

## **Architectural Strategy**

#### Narrative and Rationale

#### Main Interface

We utilized a grid-style interface so that our users can view all potential workout partner "matches" within a set distance. The potential partners will be ordered so that users who share more preferences will be placed closer to the top of the grid. Users should be able to see all their potential "matches" on the same page and should not be limited by the card-style interface that is utilized by dating applications such as Tinder and Bumble.

Users should be able to see the people who want to connect with them, but the functionality of chatting will not be present until both users choose to create the connection. This prevents

users from receiving unsolicited messages from people who they do not want to match with and might not feel comfortable with, but users might be more likely to create connections if they see that other people are interested in them. Further, User A might not see User B because they are far down on their grid since they do not share many preferences, but perhaps User B is very interested in an activity that User A participates in. This feature of seeing who wants to connect helps users to create connections based on specific shared interests.

#### In-App Chat

At the core, the app seeks to facilitate one-on-one exercise meetups. In-app chat enables users to send messages to their "matches" once both have accepted the connection. However, users should be able to leverage the application to be able to create their own groups without friction by incorporating features such as group messaging.

#### Gamification

Show progress and motivate people to keep joining the activities. According to the survey result, users want to feel the pressure from the group but also want some ways to keep their motivations. Gamification can be a good way to encourage people to keep attending the events and to show the process they have done. This will be a crucial part in our design.

#### Information/Blogs

To encourage healthy behaviour and motivate the users to keep themselves active, blogs and general information regarding health will be provided in the application. From the competitive analysis we did, we found that the blog sections helped provide a means for more people to connect with each other and also motivated them to use the App more often to voice their thoughts and ideas. The information could range from different activities, exercises, experiences and various other information surrounding both social, health and fitness spheres.

#### Goal Setting and Routine

From the data we collected, having similar fitness goals was a key aspect that people were looking for in their partners. It was also something that motivated them to work out more often. Having someone set a routine seems to help with their time management and reaching their fitness goals. These following features would help in this regard

- Match based on similar goals
- App motivates the user to reach their shared goals
- Set individual session, long term goals
- Encouraging the user to keep to their fitness routine, either by prodding them with people who workout at the same time or just reminding/motivating them.

## Profile Requirements

- Photos
- Linked Instagram/Facebook/etc.
- Current exercises & experience
- Interested exercises & your goal
- Specific Workout location
- Preferred schedule

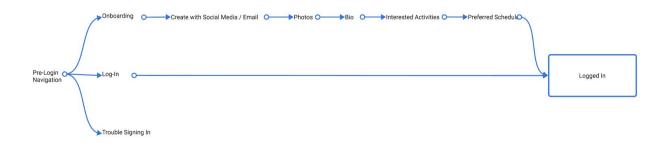
#### Onboarding

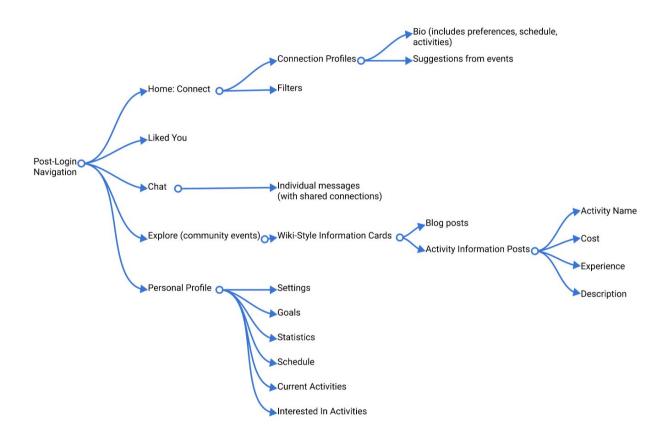
According to the survey, the majority of people expect to see other users' photos, and their accounts are linked to the mainstream social media like Facebook or Instagram. One of the reasons can be that social media provides an overview about people's lives. Also, the users will be more comfortable to know someone if they have mutual friends in real life.

Providing the interests of exercise, experience, and your goal can help the users to match their ideal partner in our app. In the survey data, people tend to work out with a partner with the same experience or skill level. Moreover, knowing others' schedules first is useful to maintain a long term relationship of being exercise partners.

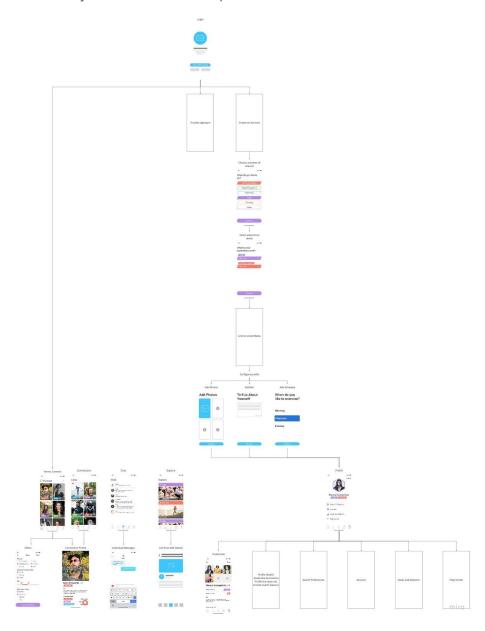
## System/Content Blueprint

#### **Initial Blueprints**



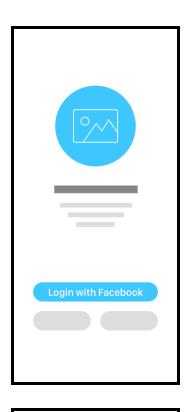


#### Revised System Content Blueprint



We revised our system content blueprint to incorporate the hi-fi mockups that we created since the strategy document. This process helped us to focus more on the navigation of our application and determine how different screens should connect to one another. This allowed us to connect our pre-login navigation with our post-login navigation, which were previously discrete items in the strategy document. Inserting our hi-fi mockups and wireframes that we have not yet developed helps to highlight the screens that we need to develop, at least to the lo-fi stage, before we are able to successfully begin user testing.

## Wireframes



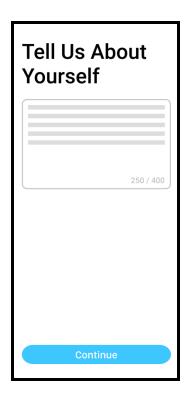
## **Initial Splash**

The initial splash/onboarding screen gives the user an understanding of what the app is, and then directs them to login or create an account



#### **Account Creation: Photos**

The first step of account creation is logging into a social media service which auto populates the user's name and age. They then are pushed to the photos screen where they upload photos or modify ones pulled from a social platform.



## **Account Creation: About**

We require the users to fill out a short bio so that their profile is more humanized.



#### **Account Creation: Activities**

Fitness activities are presented and the user can choose ones they are interested in.



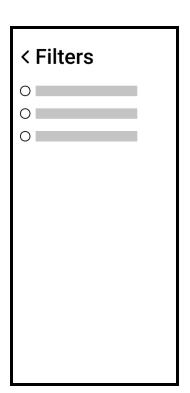
#### **Account Creation: Timeframe**

The final part of the onboarding process is asking the user the general times that they like to do fitness activities.



## **Primary Interface: Connect**

The connection navigation tab shows people who fit the user's filters and requirements within a set radius. The grid allows users to explore all possible users within the area.



#### **Sub Interface: Connect Filter**

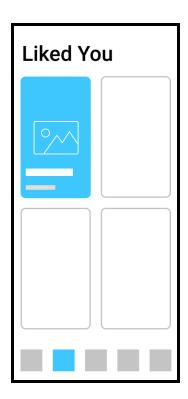
Filters allows users to refine the results of other users to desirable traits such as age range, gender, experience, and timeframes



## **Sub Interface: Connect Detail**

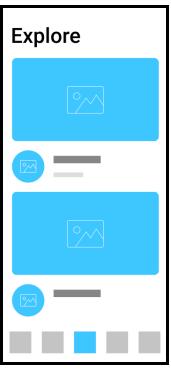
The detail screen appears when a user taps another user's card. This provides details on a prospective person to perform an activity with and a button to "like" them and request to match and chat.

This interface is also used in the "Liked You" tab for when another user likes you



## Primary Interface: Liked You

The "Liked You" interface functions similarly to the Connect tab, but it consists of other users who have requested connections. An accepted connection then populates a conversation in the messages tab.



## **Primary Interface: Explore**

Explore allows users to find new content and activities that they can perform. This exposes people to new things. It also contains curated content by sponsored/trusted creators



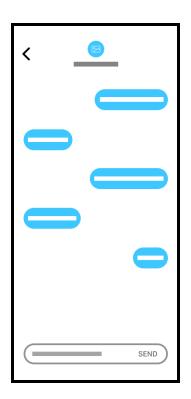
## **Sub Interface: Explore Detail**

When users expand the article, they are presented with the full text. This includes activity time commitment and cost to educate users on activities that they could begin to participate in



## **Primary Interface: Messages**

This section provides a centralized messaging area. When two users connect, an empty conversation is auto-created.



## **Sub Interface: Conversation**

Individual conversations provide a standard messaging interface.



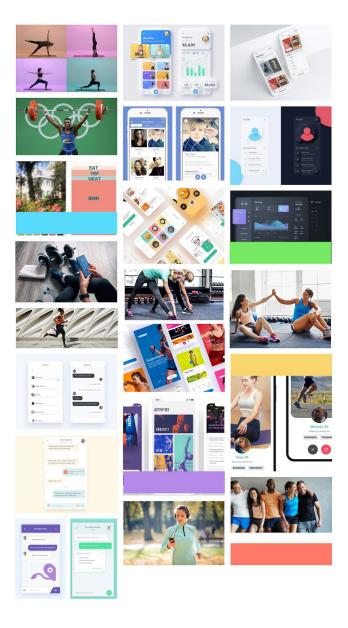
## **Primary Interface: Profile**

The profile screen provides a place to edit the user's visible profile and app-wide settings

## Visual Design

## Mood Board and Style Tile

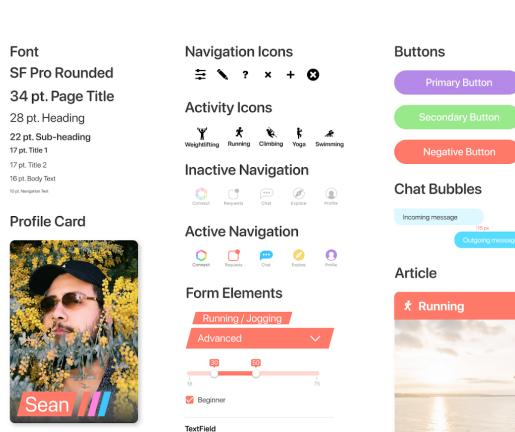
We began this step of the design process by collecting images and constructing a mood board in Figma. We were inspired by imagery that conveyed a sense of energy and playfulness, and these are some key feelings that we want users to experience as they use our application. By collecting images into a mood board, we were able to decide on a color scheme with saturated colors. The images on the mood board also helped us to decide to use a light background instead of a dark background, as we felt the dark theme gave off a more "private" feeling and we want our app to help users be social.





# **Energetic Fun Playful Inspiring**





Lorem ipsum dolor sit amet, consectetur adipiscing elit. Cras faucibus, arcu non accumsan vestibulum, orci libero vulputate ante, at vestibulum tellus massa ut enim.

We constructed our style tile to include our main color palate, font choices, and key design decisions such as navigation and profile cards. We also used it to articulate the feelings that we

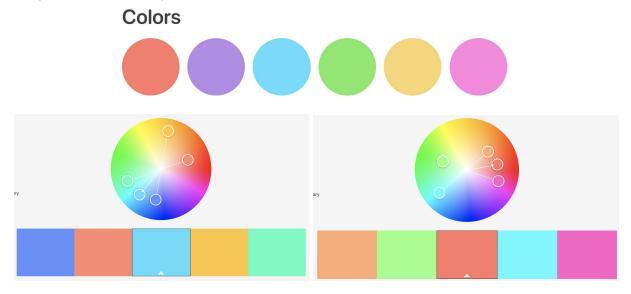
Introduction to Running

Jane Doe

want to evoke from our users when on our application. This style tile helped guide our design, making sure that our uses of font, color, and overall feel were consistent. While this style title does not comprehensively provide all the information that would be needed to design our application, it is an informative jumping off point that can be used in conjunction with some more specifications to help design the app.

#### Color

We used the Adobe Color tool to develop a color palette that was inspired by images from the mood board that most resonated with us. The Double Split Complementary tool gave us the range of colors that we were looking for. We then altered some of the colors slightly to improve their contrast against a white background and white text. While we chose to use bright saturated colors, we decided to alter the tint to have more white in them than pure primary and secondary colors. We felt that this makes them appear less harsh, and helps to keep our application feeling trendy and contemporary.



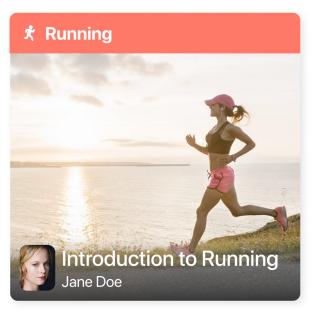
## Typography, Logo, and Layout

When selecting the font to use, we wanted something that would look clean in our interface and be clearly legible. We decided to use the San Francisco family of typefaces that are used in Apple's interface. We felt this familiarity would establish a sense of trustworthiness, which is essential in an application that is used to match people up in real life. In the typeface family we selected, we decided to use SF Pro Rounded. The roundedness softens the font and helps it fit into the adjectives from our style tile, including 'playful' and 'fun' while keeping the standard SF Pro readability.



Our logo is a combination of all of the different activity colors the app supports, creating a rounded hexagon with a thick border. The rounded hexagon is used also for the profile overview of the current user. Instead of being all the colors for the profile, it is the accent color of their primary activity. In this way, we are able to keep the user within Active's branding and make them feel a part of the platform.





We chose a card based layout so that we can get the users information that they need in an easily digestible way. The cards allow users to browse through both profiles and explorative articles with large images. Each card is categorized by the primary activity of the content, allowing for quick glances to see if it interests the user.

## Hi-Fi Mockups

## Onboarding

We have included two of the on boarding mockups to show generic functionality and visual design decisions.



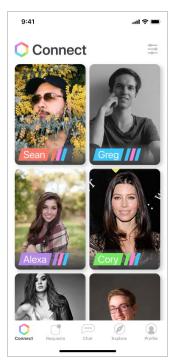
Our activity onboarding page allows users to select activities which they enjoy doing, creating a more personalized approach within the application.



After a user selects activities they enjoy, they are asked experience level for each that they selected. We use dropdowns for this to keep it simple for people to select.

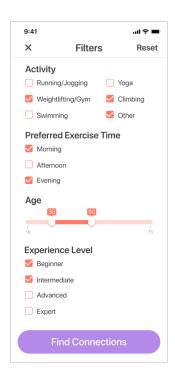
#### Connect

Connections are a key piece of our application. We highlight all possible matches within an area in a scrollable grid instead of a swipeable card interface to allow people the daily option of who to connect with.

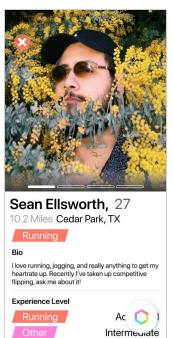


A user's profile card shows their name and primary activity color. We have color-coded the activities and used a combination of icons and text to allow for it to be usable to those with vision impairment/colorblindness.

The smaller parallelograms allow for secondary activities to be shown at a glance without requiring the profile to be opened.



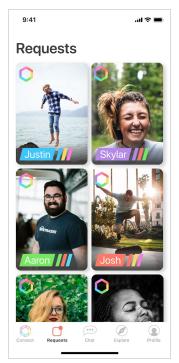
The filtering uses standard logic to filter based on activity type, preferred exercise times, age, and experience level.



Beginner

When a user clicks a profile, it is expanded to show the possible connection's age, all interested activities, and other information such as experience levels and preferred time of activity.

A user is marked as "Request Sent" once you click the connect button. They then are able to see you in the "Chat" tab and choose to start a conversation if the other person also connects back with them.



The Requests tab provides a place for you to view those who liked you and want to organize an activity session.

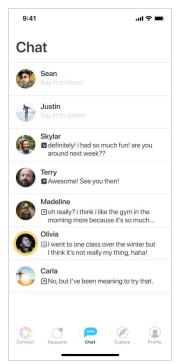
Once you "Accept a Request", a conversation is auto-populated and you are able to begin talking and organizing meetups.



You can also "Reject a Request".

#### Chat

Messaging and planning are key parts of Active. We provide an interactive chat platform so that people can discuss meeting up and sharing information on their favorite activities.



The messages overview tab provides a list of those who you have matched with and talked with. It goes chronologically from most recent to oldest.

We plan there to be a search feature to find previous conversations as well.

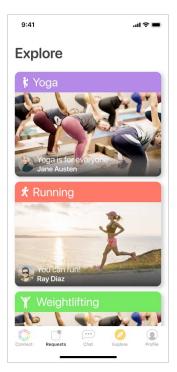


The message conversation is a standard one-on-one conversation tool. You can send text messages or a Thumbs up similar to how Instagram direct messages function.

You can also report a user for any inappropriate behaviour.

## Explore

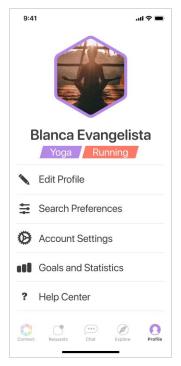
The Explore section of the app allows users to find content on activities they are interested in pursuing or learning more about



The main interface of the tab shows a list of articles. Each article is marked with the author and what category it falls under. Articles will be either expanding on existing knowledge, or fully informative for newcomers. The informative articles will detail how to get started and other key information such as cost.

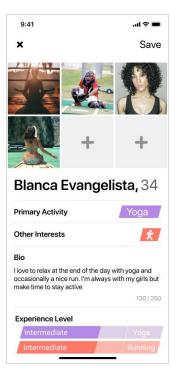
#### Profile

This is where most of the customization and system level settings happen



The profile overview screen shows the current user's primary picture, interests, and the ability to delve deeper into:

- Search preferences
- Account settings
- Profile customization
- Goals and Statistics
- Help Center



The profile edit screen is accessed when the user clicks edit on the overview. This is where the user can:

- Upload photos
- Select primary activity
- Select secondary interests
- The bio (limited to 250 characters)
- Experience levels
- Desired activity time

## **Technological Implementation**

#### Research

Our team used choreographed Google Forms to collect anonymous information on a variety of users. We utilized logic in Google Forms to provide participants with different sets of questions based on previous responses. We did not record our interviews, but instead took notes individually and discussed our findings as a group.

## Design and Prototyping

Our team used Figma for all steps of the design and prototyping process. We began using Figma for wireframing, and we continued to use it to construct our mood board and style tile, execute our design, and create our prototype. We chose Figma over a software such as Sketch since it allowed all of our team members to work on the documents at the same time. Since Figma serves as an all-in-one platform, it also made the process more seamless when moving from design to prototyping.

## **User Testing**

We uploaded our tasks and prototype to UserTesting.com to allow us to complete remote user testing for the different iterations of our prototype. For in-person user testing, we used Quicktime Player to record the screen and created a survey in Qualtrics to take participants through the tasks and record their responses to the task difficulty ratings.

## Prototyping and User Testing

## Prototyping

Using the system content blueprint that we created, we were able to identify specific screens that needed further development, so we worked to complete these before actually connecting anything in our prototype. As we began the prototyping process, we found that there were specific functions for which we needed to discuss the behavior, such as the matching process with potential connections and how the "Likes" page would act. We made sure that multiple people from our team worked on the prototype to help us catch and fix as many potential prototyping errors/confusing paths as possible before putting it out for the first round of testing.

## **User Testing Round 1**

#### **Process**

After we arrived at a consensus on how different features of our app would act, we created tasks based on the core features of the application. We decided to include verbal responses in addition to actual tasks so that we could get an idea of not only how easy it was for people to use the app, but also to gain a sense of peoples' impressions of the app to check if these match the feelings that we want our app to elicit.

We decided to do our first round of testing on UserTesting.com. Since none of our team members had experience with this tool we chose to only order 3 tests, which would provide us with some insight about not only our app, but what the output from UserTesting looks like. We figured that we could use this to further tailor our testing in the future. We set the age range of participants to fit our target demographic, ranging from 18-30. We also asked users to test our prototype using their smartphone instead of on a computer since we created our app to be used on a smartphone.

One complication that we had with UserTesting was with our screener questionnaire. We wanted our first screener question to ask users to select activities that they like to do in their freetime, which included both exercise and other hobbies. There was no way for us to indicate that it was okay for users to select that they participated in other hobbies but needed to select at least 1 form of exercise to qualify. Instead, we moved this question to the end of the screener, removed the hobbies that were not physical activities, and treated it as a survey question so we could at least gather some information about the breadth of physical activities that they perform.

#### Post-Round 01 Iteration

After we received the videos from UserTesting.com, we created a spreadsheet to track all demographics from our users throughout the process. Based on the testing videos we received, we recorded notes that we observed, remarks made by the people taking the tests, and thoughts about what changes might be necessary.

We redesigned our Onboarding pages and added a Sign up page to make the application more coherent. We added to the Onboarding process a few pages that instructed and highlighted the main features available within the App. The page to connect with their Facebook/Instagram account was also added since it provides the user with a sense of safety when trying to meet new people. This was a point that came up multiple times during testing.





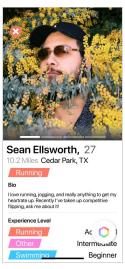


Onboarding Post- Test

We decided to remove all the hearts on the App, to make it clear to the users that it was not a dating app but one that was more focused on connecting people to workout together. We replaced it with our App's brand icon, again enabling the app to have a more coherent design throughout. We also added the distance between the user and potential connections. This would help them decide whether some matches are feasible or not.

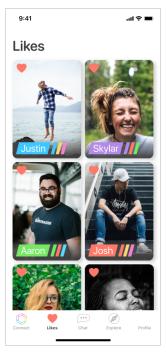


Profile Pre-Test

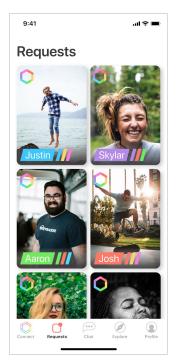


Profile Post-Test

We replaced the label "Likes" with "Requests", since the former label gave the users some trouble during the first round of user testing. It also helped the App stay uniform since we removed all the hearts.







Connections Post-Test

Another small change we made just for the prototype was to replace some prefilled pictures of the user with pictures that were more related to fitness activities so that our users during testing would get a better feel of the app, and to provide some subconscious cues for navigating through the app.

Once we completed making these changes we moved on to round 2 of user testing.

# User Testing Round 2

### **Process**

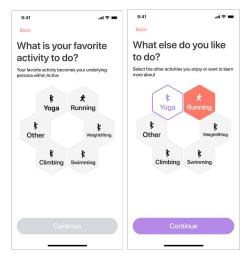
Now that we were more experienced with UserTesting, we were able to get through it quicker. We made some changes to our Tasks to reflect the new designs, and also because we realised during the previous round of testing that there were a few tasks that needed to be written in a different way to allow the test users to understand the tasks better and provide them with more information regarding what a Figma prototype allows.

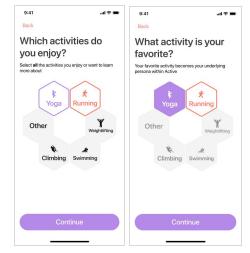
We decided to do three rounds of tests through UserTesting.com and conducted one in-person test. We received some valuable feedback that will help us continue to develop our iterations. We also noticed that the improvements made to Active after the first round of testing really helped the next set of users navigate through the App more easily. The second round of feedback was mainly very positive, and had far fewer issues with the App.

### Post-Round 02 Iteration

We continued to keep track of the demographics of our users and once again continued to jot down observations, comments and remarks by our test users. We used the feedback we received to iterate on our designs of the prototype.

We decided to rearrange our onboarding pages to allow our users to click on multiple activities on one single page. For example they can now click on "Yoga" and "Running" on a single page. The following pages "My Experience Level" and "My Favorite Activity" were also modified accordingly.





Onboarding Pre-Test 2

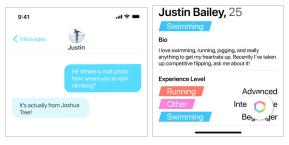
Onboarding Post-Test 2

We also provided the user with the "Reject" option to allow them to either accept or reject a connection. We added some micro animations to increase the level of enjoyment of the user's experience while using our App.

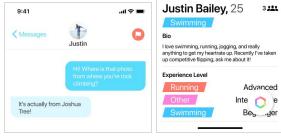


Reject Option Post-Test 2

Also, an important safety feature that came up during our user testing was the ability to report people for any unwanted behaviour. We included an icon for this feature in the chat. We also included the ability for the users to see if they have any mutual friends on Facebook/Instagram with people that they were potentially going to connect with.







Chat Post-Test 2 Profile Post-Test 2

We finally made a few more aesthetic changes by replacing a few pictures in our user profiles to help users during the user tests. We then moved on to round 3 of user tests.

# **User Testing Round 3**

#### **Process**

We decided to rearrange our onboarding pages to allow our users to click on multiple activities on one single page. For example, they can now click on "Yoga" and "Running" on a single page. The following pages "My Experience Level" and "My Favorite Activity" were also modified accordingly.

We also provided the user with the "Reject" option to allow them to either accept or reject a connection. We added some micro animations to increase the level of enjoyment of the user's experience while using our App.

Also, an important safety feature that came up during our user testing was the ability to report people for any unwanted behaviour. We included an icon for this feature in the chat. We also included the ability for the users to see if they have any mutual friends on Facebook/Instagram with people that they were potentially going to connect with.

We finally made a few more aesthetic changes by replacing a few pictures in our user profiles to help users during the user tests. We then moved on to round 3 of user tests.

### Post-Round 03 Iteration

We received mostly positive comments regarding the look and feel of the app. Although users mentioned that the app reminded them of a dating app with phrases such as 'Matched with Justin', we decided to change the phrase to "Connected with Justin". Although at its core, Active is meant to match people with others, we decided that since our menu also used the word "connect", it would synchronise with the rest of the language of the app by using "Connecting".







Connection Page Post-Test

One participant mentioned the idea of a workout log, which could be a beneficial feature that we could integrate with wearable devices to make Active a one-stop application for exercise. Some participants remained confused by the onboarding process, but it seems that this can be attributed to the fact that they are testing a prototype rather than a fully functional application. Participants continued to want safety measures, extending beyond mutual friends, mentioning features such as connecting to a gym/facility, having a background check, or including a checkmark when profiles are verified.

# Final Design Validation, Commentary, and Critique

### What We Accomplished

- 1. We were able to design and prototype a mobile application that could potentially fill a gap present in the fitness/social app market.
- 2. Our competitive analysis helped us determine if there was a potential for an application like this and what is the minimum value product that is necessary.
- 3. We successfully conducted contextual inquiries, data from these interviews helped determine our design decisions and solutions.
- 4. More specifically on our application, users are able to complete the onboarding process, connect with people, and determine if they have found themselves a workout buddy.
- 5. We completed three rounds with three participants each of remote user testing, and one in-person testing, for a total of 10 user tests. Feedback and data collected from these tests helped us iterate our designs.

### What We Did Not Accomplish

- 1. Although we provided links to the person's social media, and provided users with the ability to report other users, we still feel that there is more that can be done in terms of safety, but we haven't addressed that enough.
- 2. Due to certain time restrictions we were not able to design features such as "Group Events" and "Challenges". These two features were conceptualised to help users feel more comfortable in meeting new people online.
- 3. Features that allowed users to connect with people in their gyms or facilities is also something that we can work on.
- 4. We did not develop gamification as we had initially intended. We feel that this would help people engage with the app further and feel motivated to attend more events, but we were not able to develop the gamification system and work this in within the context of this project.
- 5. We were not able to incorporate data from wearable devices. This feature would eventually be added.

### Lessons Learned

- 1. Early collection of interview data was helpful to determine what areas we needed to focus on in our survey to fully understand our users.
- Taking the time to really parse through survey information helped us to establish our target users, and informed the key features that were essential for us to include in our application.

- 3. Not all research/design approaches are necessary for every project. For example, going through our survey and interview data and grouping key points on a whiteboard was more effective for us than a formal Work Affinity Diagram would have been.
- 4. Working on each piece of the project as a team early on, rather than dividing and conquering, helped our team to share an understanding of the ultimate goals of the app and build more cohesive functionality and design at each step in the process.
- 5. While the ideal number for user testing is said to be around 5 participants, patterns for more obvious issues can start to emerge with fewer participants.
- 6. Beginning user testing early on in the design process is essential to get an idea of what is unsuccessful in the navigation.
- 7. Careful consideration of wording and tasks is important when completing user testing to ensure that users are actually trying to complete the actions that you want them to complete.

# Schedule

Feb 6 Week 1	Feb 13 Week 2	Feb 20 Week 3	Feb 27 Week 4	March 5 Week 5	March 12 Week 6	March 19 Week 7	March 26 Week 8	April 2 Week 9	April 9 Week 10	April 16 Week 11	April 23 Week 12	April 30 Week 13	May 7 Week 14
Ideation	Ideation												
		Researc	ch										
						Strategy	/ Docume	ent					
							Wirefran	mes					
								Design Docume	ent				
										Prototyping			
										User Te	esting		
											Iteration	ıs	
												Present	ation
												Final Pr	ototype
												Final Docume	ent

### Weeks 1-3: Ideation

- Begin brainstorming around application concept
- Build consensus around core feature set of the app

- Determine target users and challenges around the application
- Develop initial project proposal and user research plan

### Weeks 3-6: Research

- Complete competitive analysis
- Conduct contextual inquiries and individual interviews
- Construct Google Forms survey for administration
- Synthesize interview and survey data
  - Develop team-wide shared understanding
  - Link understanding to project direction
  - o Examine trends between age, activities, preferred group, etc.
  - Discuss implications and insight

### Weeks 7-9: Strategy Document

- Narrow audience and target user
- Determine main features and functions of app to develop System Content Blueprint
- Use blueprint to inform necessary screens to include in wireframes
- Begin wireframes
- Expand architectural strategy

### Weeks 9-10: Design Document

- Compile mood boards and style tiles to guide design direction
- Develop wireframes into hi-fi comps
- Articulate choices around color, layout, and font
- Developments since strategy document
- Update system content blueprint

### Weeks 11-13: Prototyping and User Testing

- Update and add hi-fi designs
- Create prototype flows in Figma
- User validation through testing the prototype
- Iterations based on user testing and discussions
- Refine style tile
- Begin final report

### Weeks 13-14

- Finalize prototype refinements
- Create final presentation deck
- Complete final report

# **Appendix**

# User Interview Questionnaire Template

Below you will find a rough template of questions we used during the user interviews. These questions were mainly guidelines provided to the interviewer. Since not all interviewers were the same at each interview, we wanted to provide a uniform template to reduce bias and create a more equal and wholesome data collection method.

Hi\_\_\_\_\_\_\_, So I just want to give you an overview of what we are working on. This interview is part of research we are conducting for a course project. These interviews will help us understand the space surrounding motivating people to work out and work out partners more specifically. This interview is in no way testing you, we just want to hear about your experience and there are no right or wrong answers. Also, If i have your permission I'd like to record our conversation for note taking purposes and anything you say today will be kept confidential among my group and no identifiers that reveal your identity will be used. I'd just like to go through some demographic questions before we begin.

Goal	Question	Response
Background	Name	
	Age Range	
	Gender	
App Use	Can you tell me about a time you have used any location based apps to meet people, (could be anything from tinder, bumble bff, meetups.)	
	What did you like about those apps?	
	Is there anything you did not like?	
	Were there features that made you feel safe?	

	Did you ever meet up with people from these apps in real life?	
	(if yes) Were there any particular meet up location that made you feel comfortable/safe?	
	What is the minimum amount that you would need to talk to someone before meeting up?	
	Did you find you were able to make lasting relationships/friendships from these apps?	
Experience	Do you exercise frequently?	
	(if yes) How often would you say you exercise?	
	Do you prefer to work out independently or in a group?	
	What kinds of activities do you like doing?	
New	Have you exercised regularly or played sports in the past?	
	What do you think is the main barrier that is keeping you from starting an exercise routine now?	
	Is there anything that you think would help you start a routine?	

	Have you ever attended a	
	group fitness class?	
	(if yes) What did you enjoy about the group fitness class?	
	(if yes) What did you NOT enjoy about the group fitness class?	
	Have you ever worked out with a friend/person before?	
	(if yes) How did you find/know this person?	
	(if yes) What did you enjoy about working out with friends?	
	(if yes) Why didn't you continue working out with friends?	
Experienced	Where do you prefer to work out?	
	Have you ever worked out with a friend before?	
	(if yes) How did you find/know this person?	
	(if <b>yes</b> ) What did you think about working out with friends? Was it enjoyable?	
	(if <b>yes</b> ) Why didn't you continue working out with friends?	
	(if <b>yes</b> ) What type of person do you seek out as a workout partner?	

(if <b>no</b> ) Are you open to working out with other people?	
What are the factors which make you continue to work out with your partner (your group)?	
Do you feel any kind of accountability or obligation when you work out in aa group?	
How did you meet the people that you work out with?	
What kinds of activities/exercises do you do together?	

# User Interview Notes (SAMPLE A)

Goal	Question	Response
Background	Age Range	26-30
	Gender	male
App Use	Can you tell me about a time you have used any location based apps to meet people, (could be anything from tinder, bumble bff, meetups.)	Yes but just played around with some of them.  Don't really use them.
	What did you like about those apps?	
	Is there anything you did	Being introduced to random people, not knowing

	not like?	anything about them.
	Were there features that made you feel safe?	If i have some mutual friends, or like being able to see some sort of background. Comfortable meeting with strangers for networking.
	Did you ever meet up with people from these apps in real life?	yes
	(if yes) Were there any particular meet up location that made you feel comfortable/safe?	Public areas, coffee shop, if it's a hosted event then they would have something booked.
	What is the minimum amount that you would need to talk to someone before meeting up?	If I think that I can help them or they can help me in some way. Something like that.
	Did you find you were able to make lasting relationships/friendships from these apps?	Sort of. Easier to become friends with someone you can meet on a consistent basis.
Experience	Do you exercise frequently?	It depends, If i find people and time I play racket sports.
	(if yes) How often would you say you exercise?	3 times a week.
	Do you prefer to work out independently or in a group?	Working out in the gym is for a different goal because it's healthier. Usually I workout alone. Prefer working out alone. Easier to put headphones in and be a distraction.
	What kinds of activities do you like doing?	Racquetball and tennis.
New	Have you exercised regularly or played sports in the past?	

	What do you think is the main barrier that is keeping you from starting an exercise routine now?	
	Is there anything that you think would help you start a routine?	
	Have you ever attended a group fitness class?	Not really. I was on a dance team. 6 hours a week, high intensity.
	(if yes) What did you enjoy about the group fitness class?	A way to socialise with people with similar interests.
	(if yes) What did you NOT enjoy about the group fitness class?	
	Have you ever worked out with a friend/person before?	
	(if yes) How did you find/know this person?	
	(if yes) What did you enjoy about working out with friends?	
	(if yes) Why didn't you continue working out with friends?	
Experienced	Where do you prefer to work out?	Whitttaker courts or gregory gym
	Have you ever worked out with a friend before?	
	(if yes) How did you find/know this person?	One of my classmates played tennis. professionally. Found classmates who played other racket sports to play racquetball.

	(if <b>yes</b> ) What did you think about working out with friends? Was it enjoyable?	Better to play with somebody, less boring
	(if <b>yes</b> ) Why didn't you continue working out with friends?	Scheduling makes it inconsistent and hard .
	(if <b>yes</b> ) What type of person do you seek out as a workout partner?	I want somebody at the same level. Don;t want to waste time. Try to improve your own performance.
	(if <b>no</b> ) Are you open to working out with other people?	
	What are the factors which make you continue to work out with your partner (your group)?	It's less monotonous than working out by yourself. Seems more like an activity than a workout per se. Socialize with people over a common interest.
	Do you feel any kind of accountability or obligation when you work out in aa group?	
	How did you meet the people that you work out with?	
	What kinds of activities/exercises do you do together?	
Notes	Skill set is different for	High school classmates or college classmates
NOLES	tennis and racketball, gym is easier to access. Weather is inconvenient cause it's an outdoor sport. Tennis club, once you find someone on the same	High school classmates or college classmates.  Easier and more flexible than tennis leagues, I enjoy it. Good way to destress.  Motivation- better schedule or pattern.

level, it's easy to	
coordinate.	

# User Interview Notes (SAMPLE B)

Goal	Question	Response
Background	Age Range	32
	Gender	F
App Use	Have you ever used any location-based dating/friendship apps before? (Tinder, Bumble BFF, Hinge)	Been on them
	What did you like about those apps?	Liked looking at peoples photos
	Is there anything you did not like?	Hard to initiate conversations (on Bumble)
	Were there features that made you feel safe?	People you didn't match with couldn't talk to you, and that you couldn't speak with them if you didn't message
	Did you ever meet up with people from these apps in real life?	No
	(if yes) Were there any particular meet up location that made you feel comfortable/safe?	
	What is the minimum amount that you would need to talk to someone before meeting up?	Time? ⇒ point where Mutual friends, similar places we hung out that I knew super well

	Did you find you were able to make lasting relationships/friendships from these apps?	
Experience	Do you exercise frequently?	Yeah
	(if yes) How frequently do you exercise?	Little yoga every morning, 2x/week
	Do you prefer to work out independently or in a group?	Both
New	Have you exercised regularly or played sports in the past?	
	What do you think is the main barrier that is keeping you from starting an exercise routine now?	
	Is there anything that you think would help you start a routine?	
	Have you ever attended a group fitness class?	
	(if yes) What did you enjoy about the group fitness class?	
	(if yes) What did you NOT enjoy about the group fitness class?	
	Have you ever worked out with a friend/person before?	

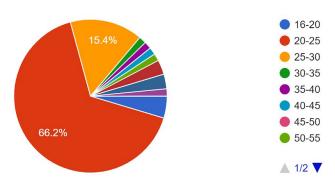
	(if yes) How did you find/know this person?			
	(if yes) What did you enjoy about working out with friends?			
	(if yes) Why didn't you continue working out with friends?			
Experienced	Where do you prefer to work out?	Rock climbing gym, at home, used to go gym, gym in appt. complex		
	Have you ever worked out with a friend before?	Yes - climbing; yoga classes with partner and other friends; really like sports/games with other people Toning alone		
	(if yes) How did you find/know this person?	People that I already know, partner meets other people		
	(if <b>yes</b> ) What did you think about working out with friends? Was it enjoyable?	More likely to show up if I have a commitment, and I like the competitive aspect of working out with sports		
	(if <b>yes</b> ) Why didn't you continue working out with friends?			
	(if <b>yes</b> ) What type of person do you seek out as a workout partner?			
	(if <b>no</b> ) Are you open to working out with other people?			
	What are the factors which make you continue to work out with your partner (your group)?	Commitment, competition, routine of going with people, way to socialize with friends when no time otherwise		
	Do you feel any kind of accountability or obligation when you work out in aa group?	yes		

	How did you meet the people that you work out with?	
	What kinds of activities/exercises do you do together?	I don't mind working out but I don't like the actual process of getting to the place where I work out so
Notes	More likely to work out with others as I've gotten busier in life - the only time I can see others - certain kinds of friends I do certain kinds of activities	

# Survey Results

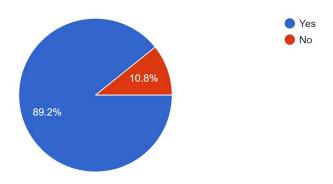
Included below are a few graphs from the survey results that helped us determine key feature sets and understand who our potential audience will be.





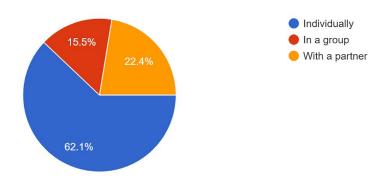
# Do you currently do fitness activities?

65 responses

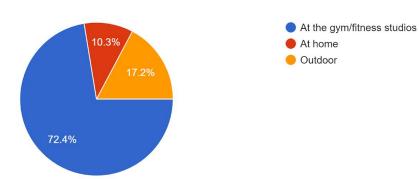


# How do you currently do fitness activities?





# Where do you exercise MOST frequently?



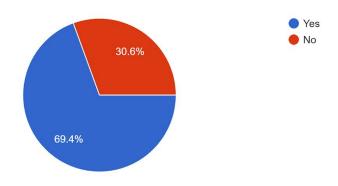
### What do you enjoy about working out alone?

36 responses

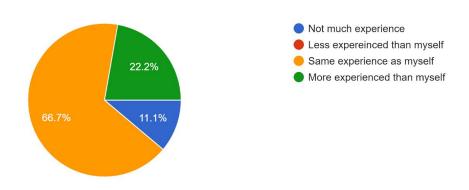


### Would you be interested in working out with others?

36 responses

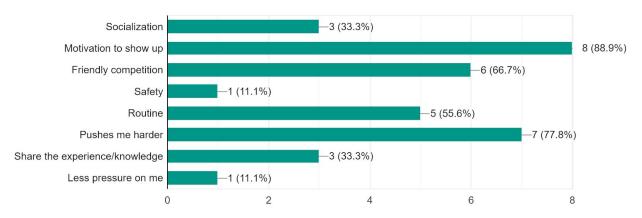


### What level of experience do you prefer your group to be at?

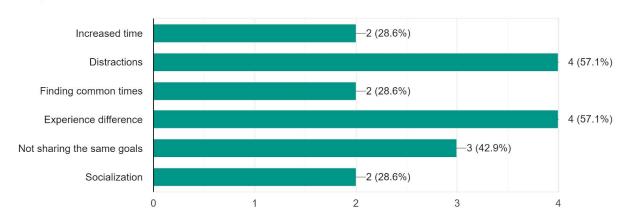


## What do you like about working out in a group?

9 responses

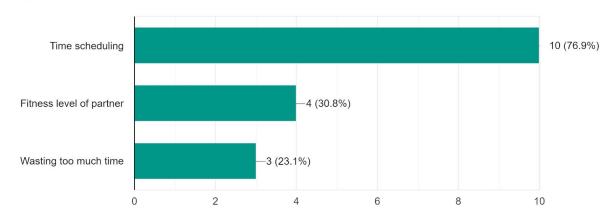


### What don't you like about working out in a group?

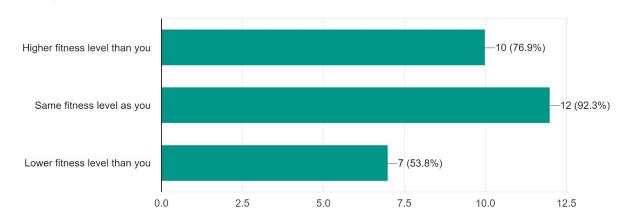


## Choose any barriers that you experience when working out with a partner.

13 responses

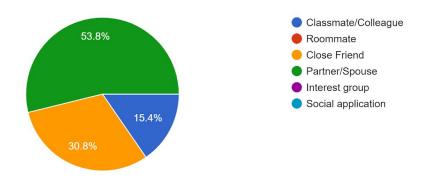


# What level of fitness (for your partner) would you be willing to work out with? 13 responses

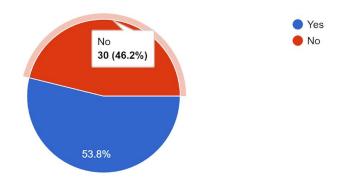


# How did you find your workout partner?

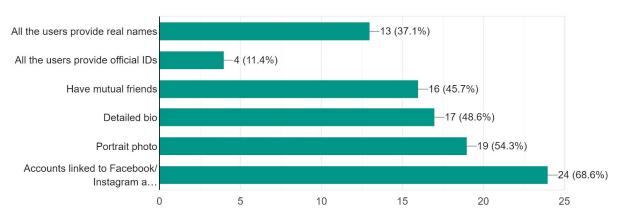
13 responses



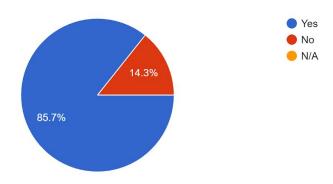
Have you ever used any location-based dating/friendship apps before? (Tinder, Bumble BFF, Hinge) 65 responses



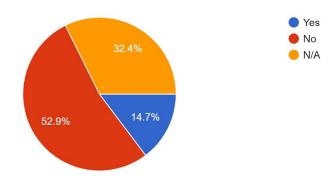
### Were there features that made you feel safe?



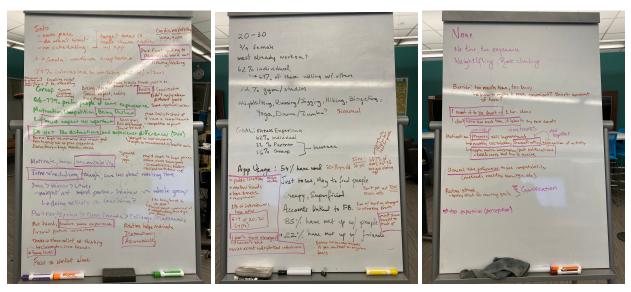
Did you ever meet up with people from dating apps in real life? 35 responses



Did you ever meet up with people from friendship apps in real life? 34 responses



# Data Synthesis from Interviews and Survey



## **User Testing Screener**

### Participant criteria

Age: 18-30Gender: Any

• Country: U.S., Canada

• Complete device using a computer

### **Screener Questions**

- Which of the following best describes your feelings about exercising?
  - I enjoy exercising
  - I exercise to keep healthy
  - I exercise when I have company
  - I exercise when I'm forced to. (Disqualify)
  - I try to avoid exercise as much as possible. (Disqualify)
- Please select how much you agree with the following statement: I am comfortable with making and meeting friends online through social media, meetups, apps, video games, or through other online methods.
  - Strongly agree
  - Agree
  - Neutral
  - Disagree (Disqualify)
  - Strongly disagree (Disqualify)
- Please select all your prefered options in response to the following statement: I like to/would like to workout and exercise

- Alone (Disqualify)
- With a Partner
- In a Group
- Please select all the activities you regularly do in your free time.
  - Playing a Sport
  - Hiking
  - Running/Jogging
  - Weight Lifting
  - Zumba/Dancing
  - Yoga
  - Swimming
  - Climbing
  - o Bicycling
  - o Other

# **User Testing Tasks**

### Scenario

Imagine that you just downloaded this application to help you connect with people to workout/exercise with.

Keep in mind that what you will be viewing is a prototype. While it is set up so that you are able to click through it and complete tasks, you will not have all the control that you would have if you were actually using the application. For example, you will not be able to enter any of your own text. This also means that you will not see some steps executed completely as you would in the actual app, such as connecting the app to your Facebook.

#### Task #1

Assume you have just downloaded the application. Fill out your profile, connect to social media, and add your profile picture.

SUCCESS DIFFICULTY

### Task #2

Indicate that you are intermediate at yoga and a beginner runner, and continue through the onboarding process.

SUCCESS DIFFICULTY

### Task #3

Look at the options and connect with Sean.

### SUCCESS DIFFICULTY

Task #4

Verbal Response: Give us an idea about your first impressions of the feel of the app

Task #5

Find that someone named **Justin** wants to connect with you. Match with him, and show us how you would go about discussing your plans with him.

SUCCESS

DIFFICULTY

Task #6

Assume that you want to read more about yoga. Use the app to find an article to read about yoga for beginners.

SUCCESS

**DIFFICULTY** 

Task #7

Show us how you would change your experience level for running from Beginner to Intermediate after you have created a profile and have been using the app. SUCCESS

**DIFFICULTY** 

Task #8

Verbal Response: Tell us about the features, real or not, that would help you determine whether you feel safe about meeting another user from an application in person.

# **User Testing Participant Demographics**

Participant ID	Age	Gender	Income	Country	Length of Video	Which of the following best describes your feelings about exercising?	Please select how much you agree with the following statement: I am comfortable with making and meeting friends online through social media, meetups, apps, video games, or through other online methods.	Please select all your preferred options in response to the following statement: I like to/would like to workout and exercise	Please select all the activities that you regularly do in your free time.
3020796A	22	female	\$125,000 - \$149	United States	6:30	I exercise to keep healthy	Agree	With a Partner	Swimming,Running/Jogging,Weig ht Lifting,Zumba/Dancing,Yoga
3020796B	28	female	\$100,000 - \$124	United States	9:40	I exercise to keep healthy	Agree	With a Partner	Hiking, Yoga, Running/Jogging
3020796C	23	female	\$40,000 - \$59,99	Canada	22:59	I exercise when I have company	Strongly Agree	In a Group	Playing a Sport,Bicycling,Running/Jogging, Zumba/Dancing,Yoga
In-Person P1	26	Male		United States		I enjoy exercising	Neutral	Any of the above	Hiking, Running/Jogging, Weightlifting, Climbing
3024561A	20	female	\$125,000 - \$149	United States	14.05	I exercise when I have company	Agree	With a Partner	Running/Jogging,Climbing/Hiking/ Bicycling
3024561B	24	Male	Less than \$19,99	Canada	14.27	I enjoy exercising	Strongly Agree	With a Partner	Hiking, Running/Jogging, Weightlifting, Climbing
3024561C	21	Female	\$80000-\$99999	United States	6.28	I exercise to keep healthy	Agree	In a Group	Hiking, Yoga, Running/Jogging
3035468A	21	Male	\$40,000 - \$59,99	United States	10:52	I enjoy exercising	Agree	In a Group	Running/Jogging,Climbing,Bicycli ng
3035468B	27	female	\$100,000 - \$124	United States	17:07	I enjoy exercising	Neutral	In a Group	Playing a Sport,Hiking,Running/Jogging,We ight Lifting,Yoga,Climbing,Other
3035468C	21	female	Less than \$19,99	United States	8:11	I exercise to keep healthy	Agree	With a Partner	Hiking,Running/Jogging,Weight Lifting,Bicycling