

## Engagement by Design Workshop Notes – CHI '09

Website from exercise – Attendee comments:

### Usability

- Too difficult to get back to website
- Couldn't remember login info
- Not enough flexibility in time frame to log data (if you missed one day, it was too late)

### Motivation and logging issues

- What exactly counts/doesn't count? (everyone had difficulty with the UV stuff, but also questioned what activities did/didn't count)
- How is what is being logged helpful to me? (too vague for some—if you're going to bother to log the activities, split them up and label them; e.g., today's 80 minutes = 40 min elliptical and 40 min walk)
  - What if you're already doing a good job?
- What is the value to the user of tracking this behavior?

### Lack of tailoring/customization

- Tips seemed random – not tied to behavior or individual needs
- Didn't address personal goals

### UV exposure

- People had serious questions about logging UV exposure, e.g.,
  - if they applied sunscreen at the beginning of the day, then went out for lunch without reapplying anything—does that really count as unprotected exposure?
  - When you're in an environment like Arizona (or most places in summer), it's pretty difficult to estimate how much time you spend outside

### Some suggested improvements

- Use avatar, where the avatar's appearance reflects the user's behavior
- Select your avatar (rather than having a single avatar for everyone)
- Tailor the tips/customize