

# Usability Testing of Fitness Time Application

prepared by:

Reem Khalid Abdulhadi – 2219287

Nada Almutairi – 2212349

Nouf Alghanmi – 2210713

Hitoon Alasmarei – 2210994



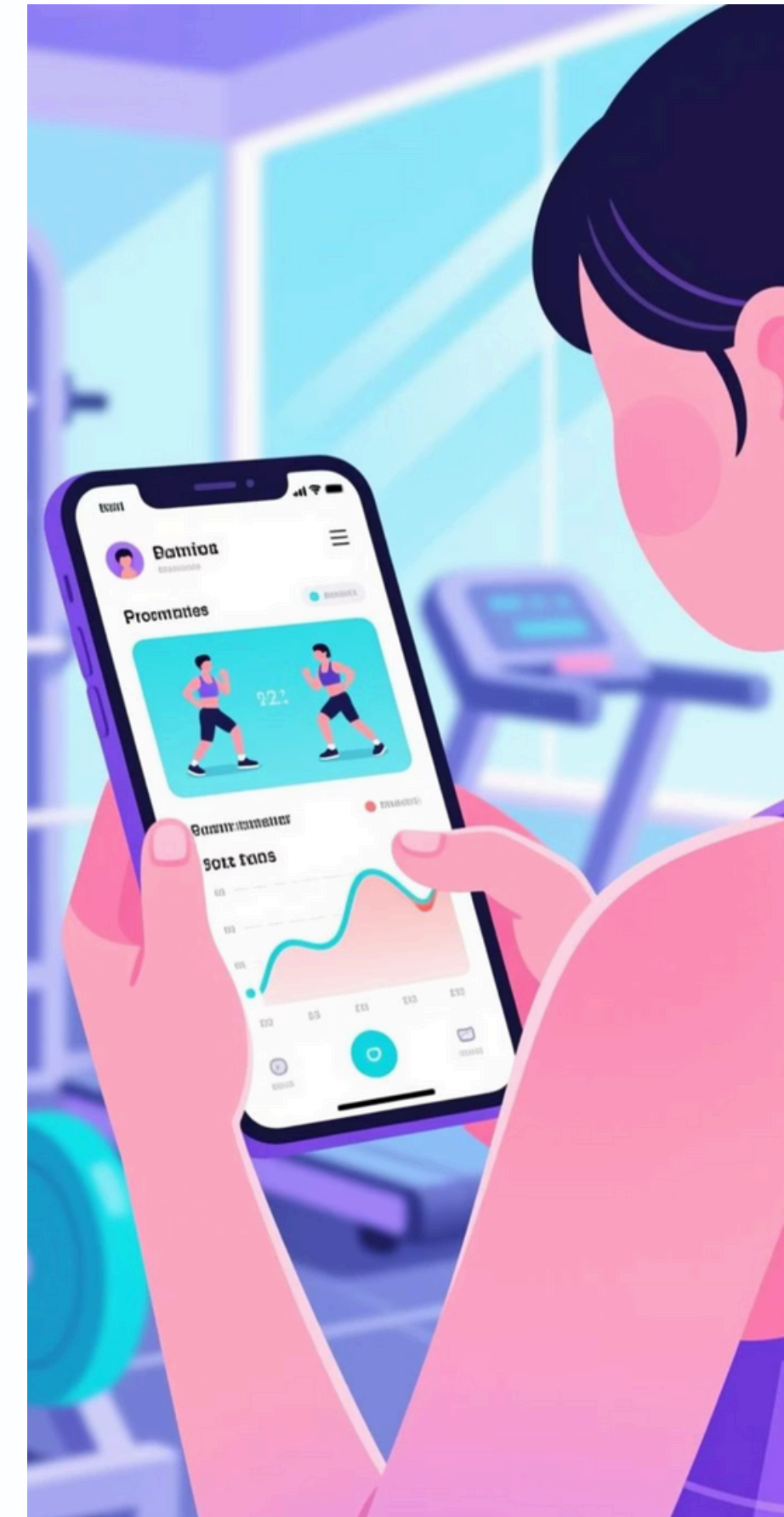
# Project Description

Evaluate the usability of the Fitness Time mobile application

Examine ease of navigation, task completion, and feature clarity

Identify usability issues related to efficiency and user satisfaction

Provide UX recommendations to improve user experience



# Application Studied

**Application Name: Fitness Time (وقت اللياقة)**

**Platform: Mobile Application**

**Link: <https://apps.apple.com/us/app/fitness-time/id6496972792>**

# Evaluation Goals

## Navigation Ease

Assess ease of navigating main app features

## Booking And Schedules

Identify usability issues in booking classes and viewing schedules

## User Satisfaction

Measure user satisfaction with layout and design clarity

## Information Efficiency

Evaluate efficiency in finding membership and branch information

## Fitness Goal Support

Assess how well the app supports users' fitness goals

# Target Participants



## Beginner Users

New to fitness applications



## Experienced Gym Users

Tracking workouts and progress



## Nutrition Enthusiasts

Users interested in nutrition and diet management



## **Recruitment Process**

Participants will be recruited online and through personal outreach. A minimum of 10 university students or young adults familiar with fitness apps will be selected based on availability.

# User Study Type

## Study Type: Within-Subject Study



Consistent Tasks

All participants completed the same tasks



Fewer Participants

Requires fewer participants

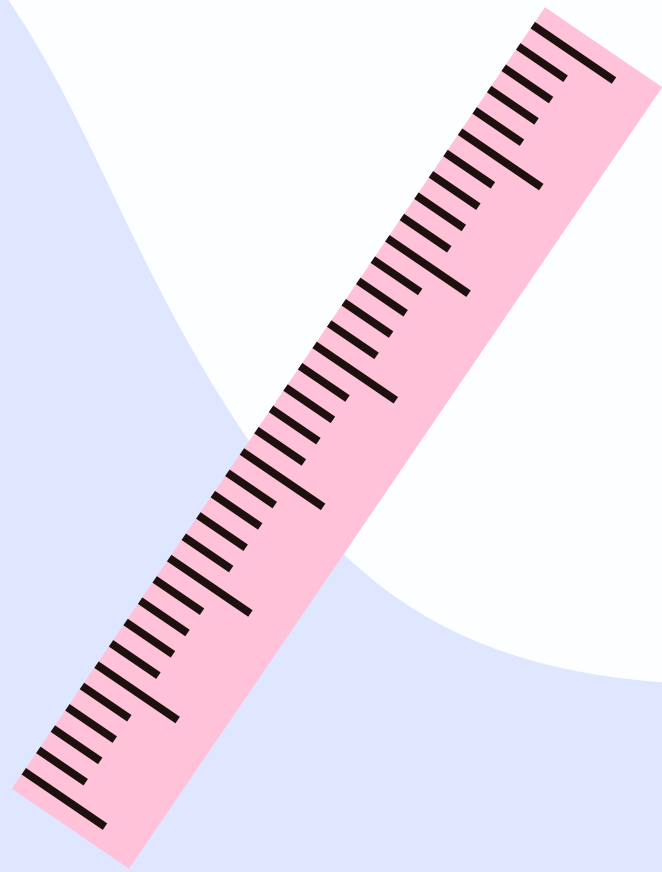


Direct Comparison



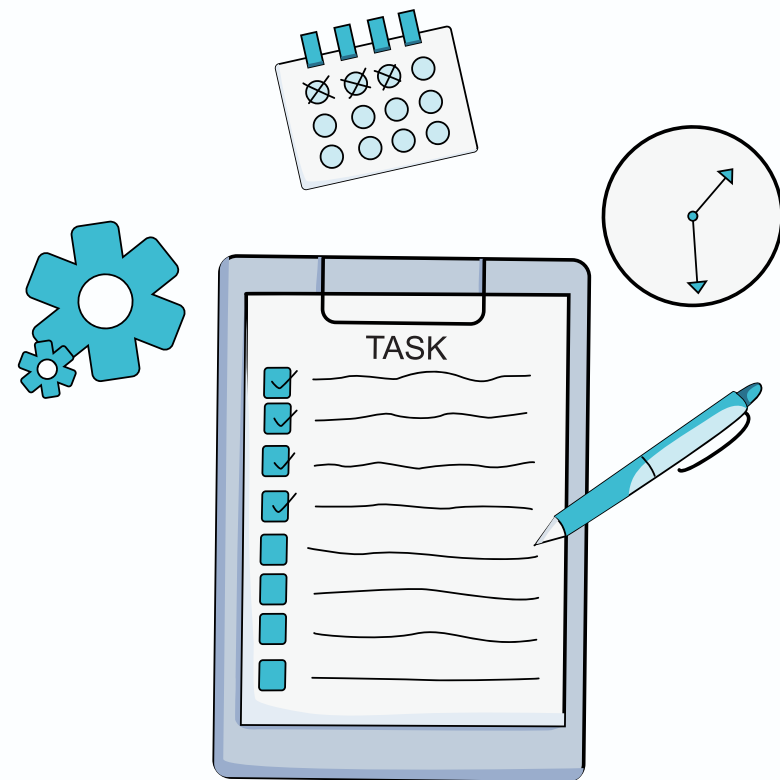
Consistent Measurements

# Metrics



Metric Name	Type of Data	Reason
Task Success Rate	Quantitative	Shows whether users can successfully complete key tasks in the app.
Time on Task	Quantitative	Measures how quickly users complete tasks and reveals slow or unclear flows.
Error Rate	Quantitative	Identifies mistakes users make, highlighting confusing interface elements.
Efficiency	Quantitative	Evaluates effort by counting steps or actions needed to complete tasks.
Learnability	Quantitative	Measures how easily new users learn to use the app for the first time.
Issue-Based Metrics	Quantitative & Qualitative	Identifies common usability problems and areas needing improvement.
Severity Rating of Issues	Qualitative	Prioritizes usability issues based on their impact on users.
User Satisfaction	Qualitative	Captures users' overall feelings about the app's design and experience.

# Tasks



Task	Metrics Collected
Enter the app as a guest or log in using an existing account	Task Success, Time on Task, Error Rate, Learnability
Find and access the “Free Pass” option from the home screen	Task Success, Time on Task, Efficiency (Number of Steps), Error Rate, Severity Rating
View available membership plans and subscription details	Task Success, Time on Task, Issue-Based Metrics, Error Rate
Find a nearby Fitness Time branch using the “Centers” feature	Task Success, Time on Task, Error Rate, Issue-Based Metrics
Browse the class schedule for a specific day	Task Success, Time on Task, Efficiency (Number of Steps), Issue-Based Metrics
Book a class or session through the booking feature	Task Success, Time on Task, Error Rate, Efficiency, Severity Rating
Navigate between main sections using the bottom navigation bar	Time on Task, Error Rate, Issue-Based Metrics
Provide overall feedback after completing all tasks	User Satisfaction (Self-Reported Metrics), Issue-Based Comments

# Data Analysis

Task Number	Task Description	Successful Participants	Average Success Rate
Task 1	Ease of using the Fitness Time app	8	$(8 \div 10) \times 100 = 80\%$
Task 2	Accessing the entry barcode	9	$(9 \div 10) \times 100 = 90\%$
Task 3	Booking page usability	8	$(8 \div 10) \times 100 = 80\%$
Task 4	Viewing membership details	7	$(7 \div 10) \times 100 = 70\%$
Task 5	Renewing or canceling membership	7	$(7 \div 10) \times 100 = 70\%$
Task 6	Viewing past and future bookings	8	$(8 \div 10) \times 100 = 80\%$
Task 7	Accessing group class booking	6	$(6 \div 10) \times 100 = 60\%$
Task 8	Viewing class details	6	$(6 \div 10) \times 100 = 60\%$
Task 9	Viewing gym occupancy level	7	$(7 \div 10) \times 100 = 70\%$
Task 10	Finding nearest club (Switch Club)	8	$(8 \div 10) \times 100 = 80\%$
Task 11	Accessing technical support	5	$(5 \div 10) \times 100 = 50\%$

# Data Analysis

## - Average Success Rate for Evaluated Task

Total Task Success Rate = (Total successful task completions ÷ Total possible task attempts) × 100

Total successful task completions = 79

Total possible task attempts = 11 tasks × 10 participants = 110

Total Task Success Rate =  $\frac{79}{110} \times 100 = 71.8\%$

# UX Design Decisions

Based on usability findings:

- Navigation confusion
- Too many steps
- Feature discoverability issues
- Need for clearer guidance

# UX Design Decisions: Task 1 (Club Membership)

Problems identified:

- Users hesitated during subscription selection
- Multiple steps caused delays
- Subscription options were hard to compare

Design decisions:

- Reduce number of steps
- Use clear labels
- Present plans in a structured comparison layout

# UX Design Decisions: Task 2 (Free Visit)

Problems identified:

- Feature hard to find
- Steps not clear
- Lack of confirmation feedback

Design decisions:

- Increase visibility on home screen
- Clear call-to-action
- Add guidance and confirmation messages

# Wireframe: Task 1 (Club Membership)

إلغاء

العضوية

المعلومات الشخصية

عدد الشهور

العضوية

الجنس

صورة رجل

صورة سيدة

النادي

اقرب موقع

اسم النادي

العنوان

ايقونات الخدمات

اختيار نادي اخر

عرض العضويات

السابق

الباقات

المعلومات الشخصية

عدد الشهور

العضوية

عدد الشهور 1

مدة الاشتراك

المميزات

السعر

اعرف اكثر

العروض الحالية والخصومات

اسم العرض

مدة الاشتراك:

السعر قبل العرض:

السعر بعد العرض:

الخدمات:

التالي

السابق

المعلومات الشخصية

المعلومات الشخصية

عدد الشهور

العضوية

رقم الجوال +966

تفاصيل الاشتراك:

الباقات:

النادي:

قيمة الاشتراك شامل الضريبة:

التوفير:

التالي

السابق

المعلومات الشخصية

المعلومات الشخصية

عدد الشهور

العضوية

البيانات الشخصية

الاسم كاملا

تاريخ الميلاد

اليوم

الشهر

السنة

بيانات التواصل

البريد الالكتروني

بيانات الوثيقة

نوع الوثيقة

رقم الوثيقة

المتابعة للدفع

الدفع

الفاء

بطاقة ائتمان

stc pay

تمارا

تاي

الموافقة على الشروط والاحكام

دفع باستخدام البطاقة

الاسم على البطاقة

رقم البطاقة

رمز الامان

تاريخ الانتهاء

حفظ معلومات البطاقة

المبلغ الاجمالي: \*\*\*\* ريال

دفع

# Wireframe: Task 2 (Free Visit)



# Wireframe: Task 2 (Free Visit)

## تأكيد >

أدخل معلوماتك

الاسم الأول:

الاسم الأخير:

البريد:

رقم الهاتف:

## تصديق زيارة مجاني >

باركود

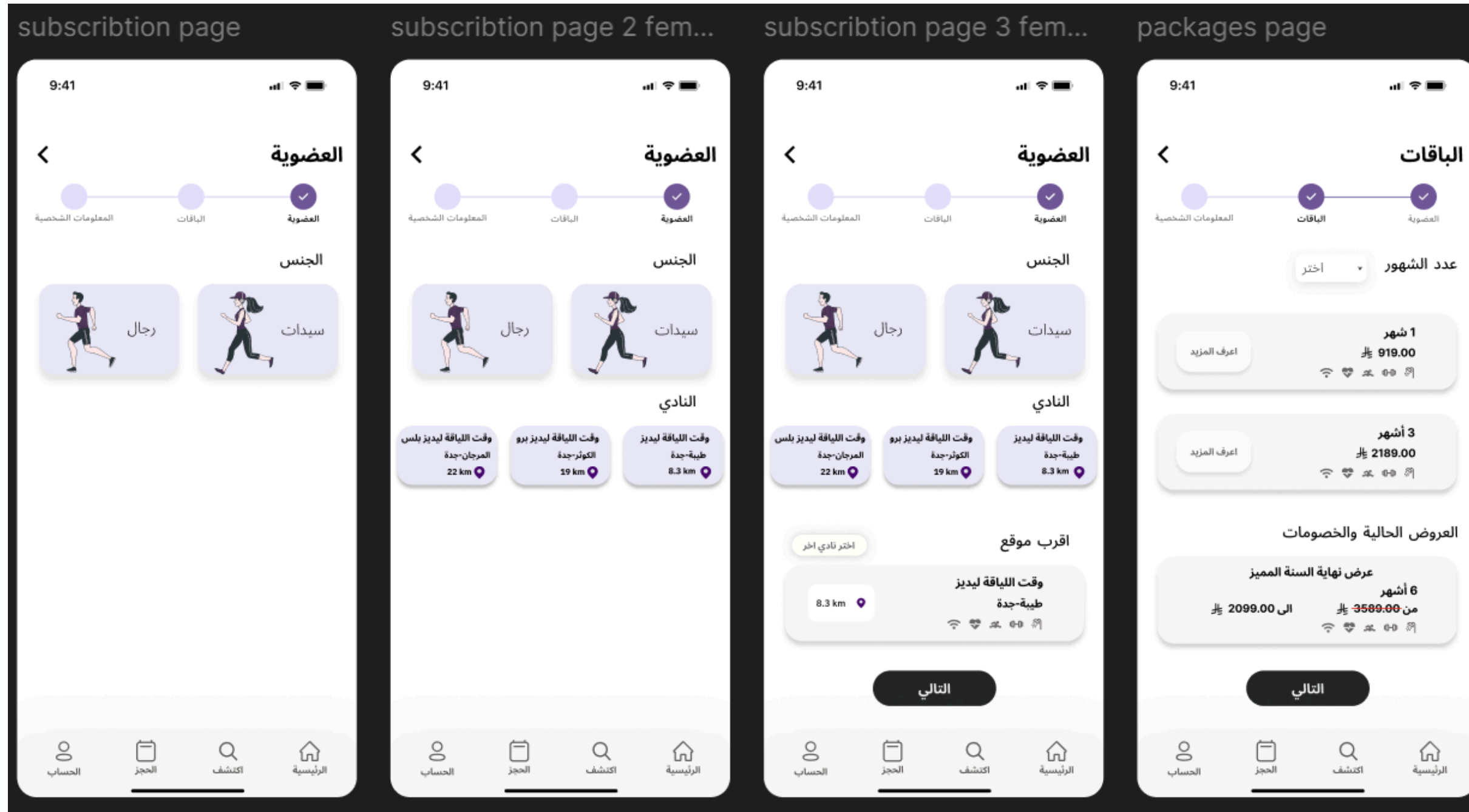
اسم الفرع

الوقت:

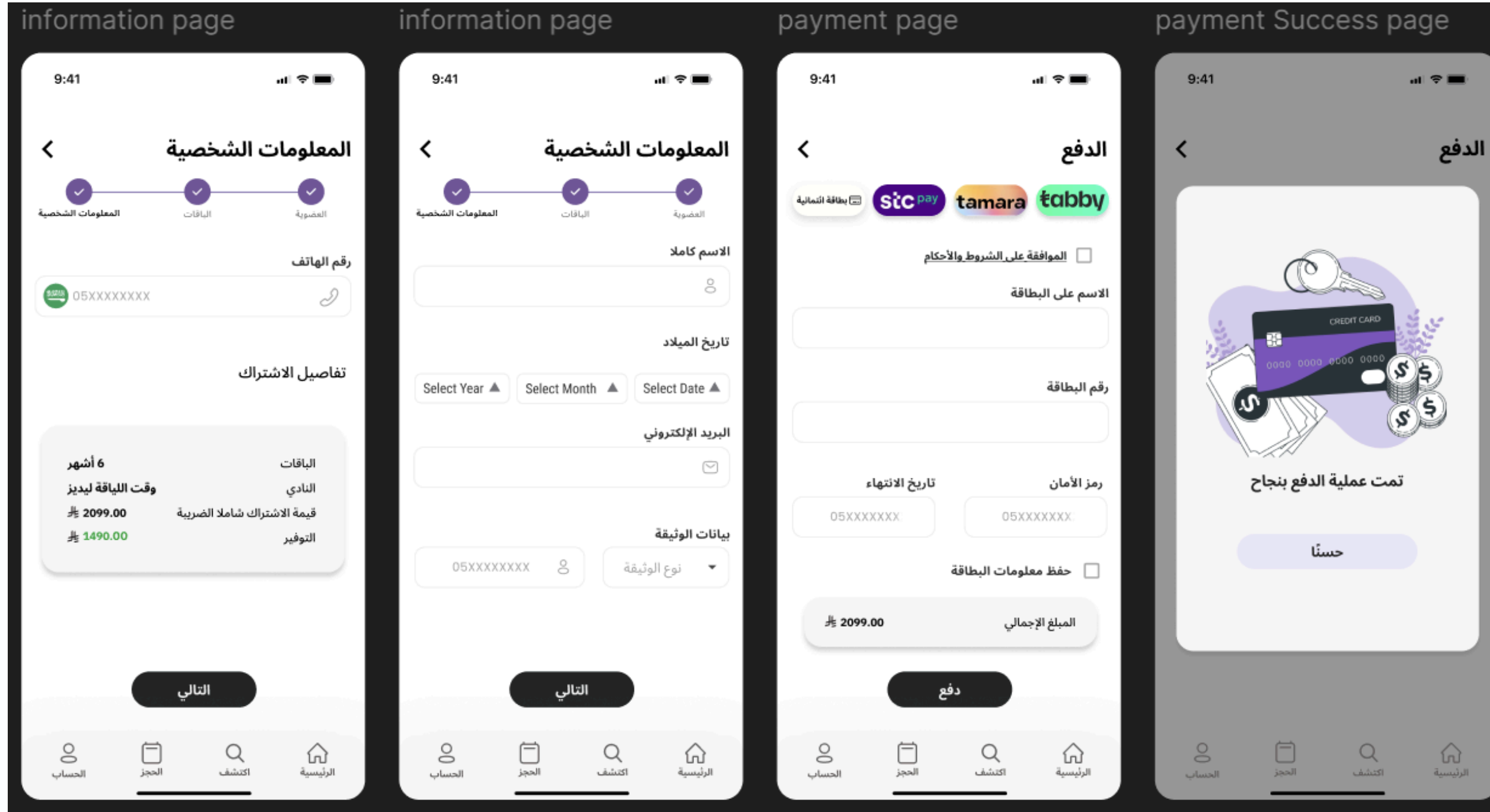
# How Wireframes Address Usability Issues

Better discoverability  
Reduced cognitive load  
Faster task completion  
Higher user confidence

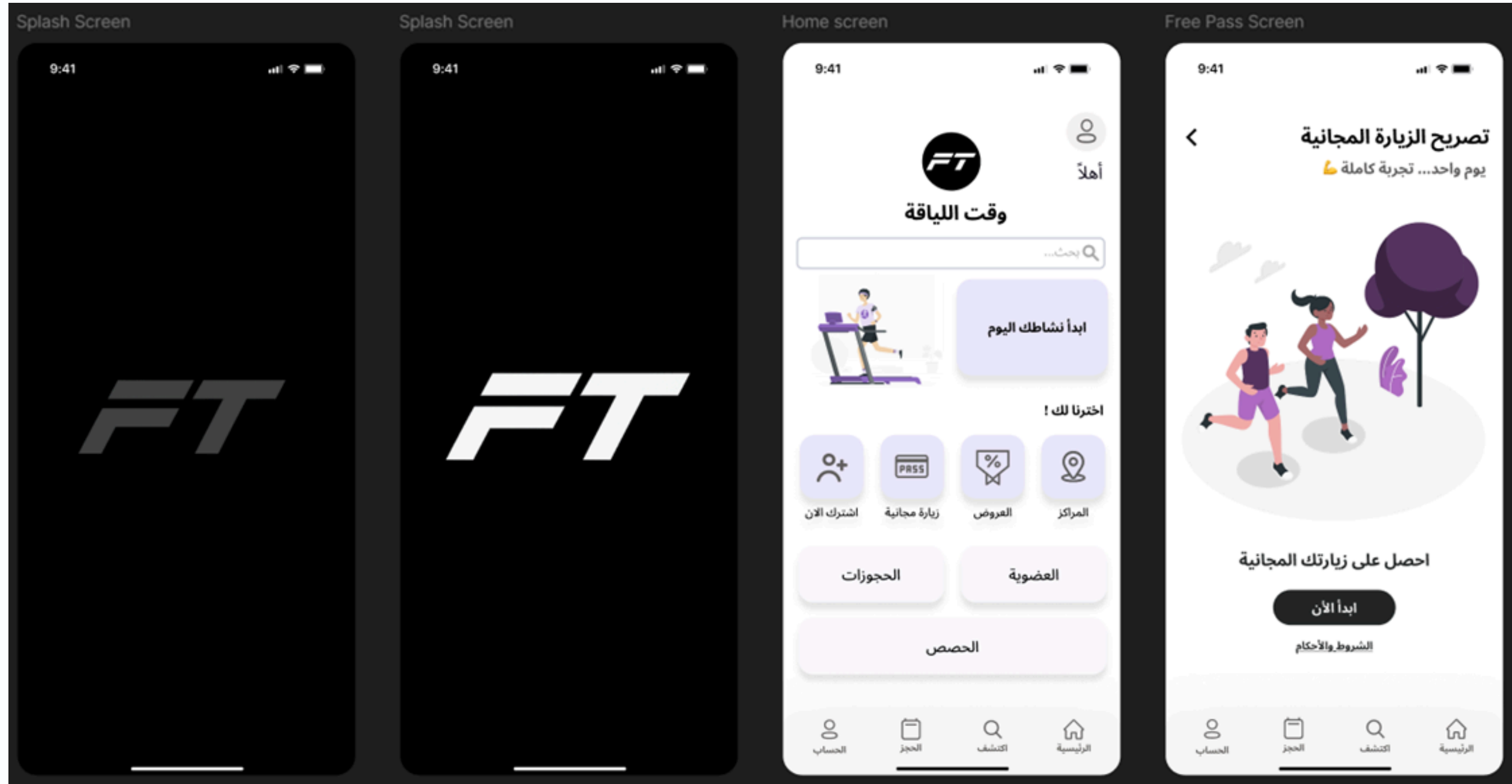
# High Fidelity Prototype Task 1 (Club Membership)



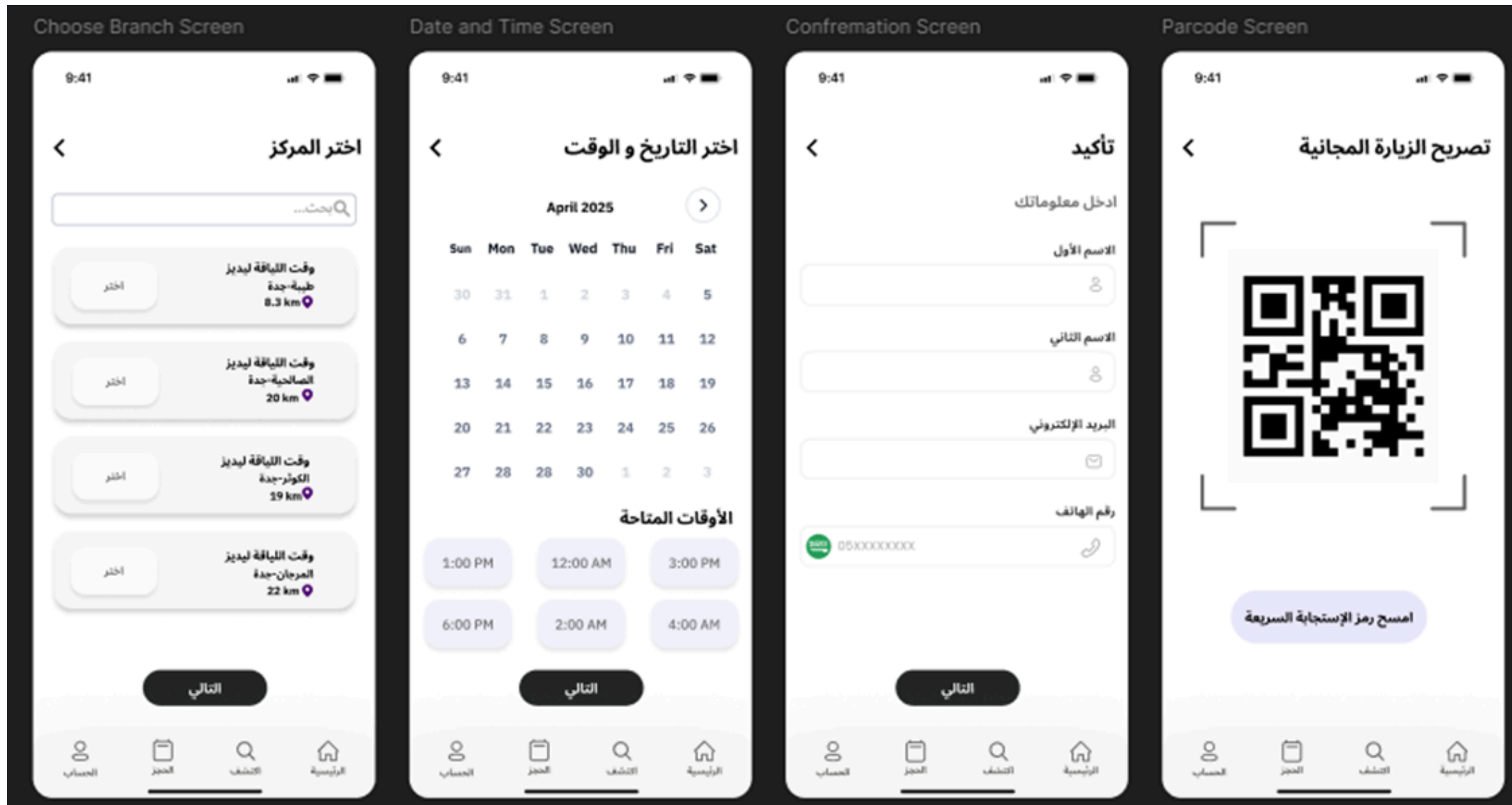
# High Fidelity Prototype Task 1 (Club Membership)



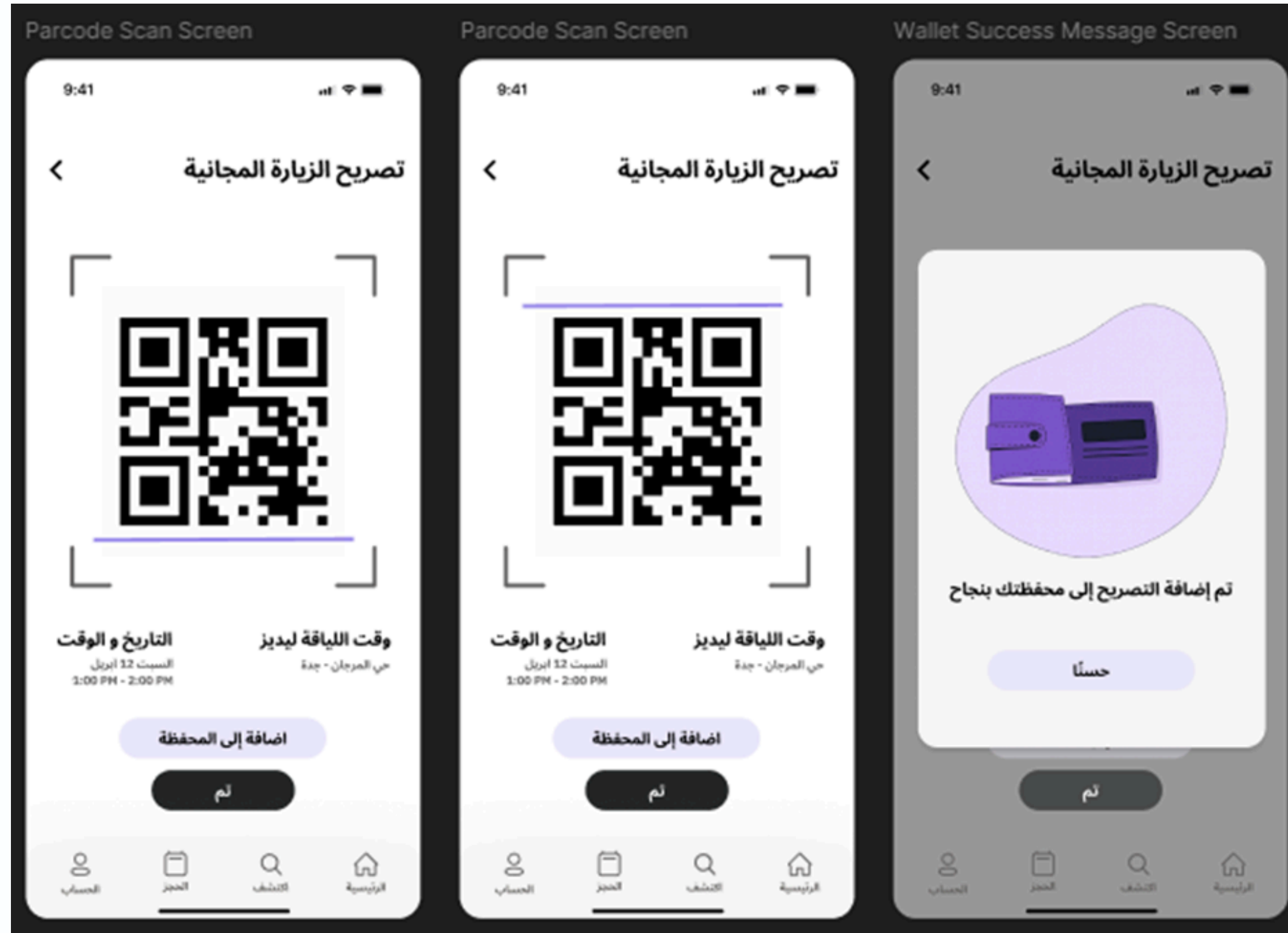
# High Fidelity Prototype Task 2 (Free Visit)



# High Fidelity Prototype Task 2 (Free Visit)



# High Fidelity Prototype Task 2 (Free Visit)



**Thank You  
Very Much**

