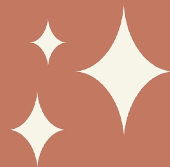


Cheyenne Ryder



POV Statements

Principles of User Experience Design
Spring 2022



OVERVIEW:

The goal of this project is to develop point of view statements for the users of three apps: Headspace, Finch, and Daylio Journal. These apps each provide different methods of improving mental health, descriptions of each are on the following pages. In this project, I looked at the reviews for each app and tried to find 3 positive comments, 3 negative comments, and 3 suggestive comments. By doing this, I was able to gain a well-rounded understanding of the features that users like, dislike, and think could be improved. I then used these reviews to develop the previously mentioned point of view statements for each app.

For my POV statements, I will be using the format:

[User . . . (descriptive)] needs [need . . . (verb)] because [insight. . . (compelling)]



APP I - HEADSPACE

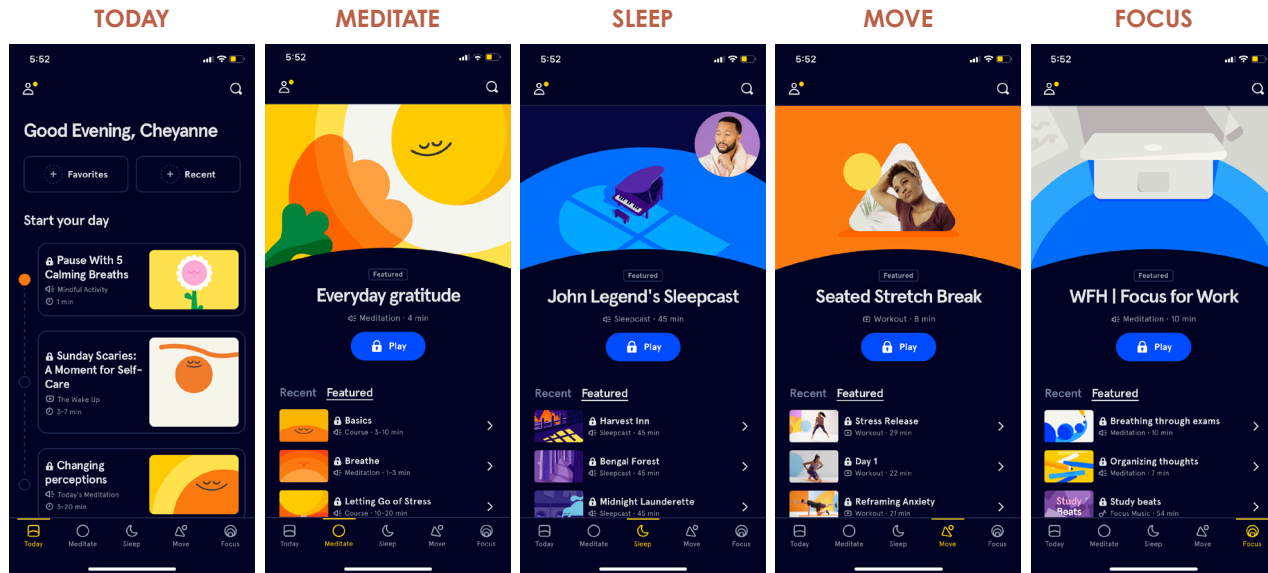
4.9/5 STARS (886,789 RATINGS)



“Meditate and sleep soundly. Headspace is your guide to practicing mindfulness in your everyday life. Learn how to relax, manage stress, and focus your energy to become more centered and well-rested. Create a calm and positive environment with Headspace.”



HEADSPACE - MAIN SCREENS





HEADSPACE - POSITIVE REVIEWS

A perfect start on your healing journey Oct 26

★★★★★

👍👍👍 brave 👍👍👍

I truly enjoy using the headspace app, and after my free trial it was no question for me to buy the subscription. Others may say it is a little pricey, but the amount of features and genuine support included in this app is incredible. As someone who had to stop going to therapy appointments because of the cost, meditation has been a grounding practice for me, and this app really has a meditation for every scenario. I especially like the SOS section, where you can find small meditations for when you're feeling burnt out or anxious. Another great feature is the sleep section, especially sleep casts. The calming stories really help me unwind, and there are new ones coming out all the time.

The app interface itself is also very well designed, calming and minimal. I enjoy how you cannot browse the app while listening to a meditation or sleep cast as well — a subtle touch that reminds me to stay present!

I would definitely recommend this app (and also all the headspace podcasts) to someone who would like to let go of unwanted habits and build self kindness. If you are going to invest your money into anything self help related, a headspace subscription is definitely worth every penny. Thank you headspace team!

Honestly life changing...

2y ago

★★★★★

Ghost Totz

As a student, husband, employee, supervisor, manager, etc. life can get ahead of me every single day and honestly will overwhelm me. I have been in a long battle with moderate/severe depression and anxiety disorder, and after medications were only numbing symptoms I thought I was a hopeless case. Something changed and I decided that I wanted to start really doing things in life. I've had this app for a while but I finally decided to try to use it more. I started for just sleep, but just sleep turned into using it to wake up, and when I feel stressed about work or when I'm studying, I just take a quick break. It's honestly surreal how fast 10-20 minutes goes by when going through the guided meditation in the morning. All that said, this app is amazing, and I really recommend it to anyone dealing with any problems in their life, whether permanent or temporary. Let this help you, and go tackle your problems.

Also, for my fellow students, you can go to their website and verify your student status and get the full access to the meditations for \$10 a year, to make this app and company even more amazing. Keep up the awesome content Headspace! And thank you for helping me on my journey

Simply Excellent ! :-)

2y ago

★★★★★

FlyingLizard1XXI

I knew nothing about meditation when I started my journey about three years ago. I read Andy's book and I saw the potential to bring more calm and stability to my life. So I started using the app. I had a slow start. I tried it for several days and then dropped it for a while etc. Finally I gave meditation the priority it deserves and here I am... I just passed 600 days of meditation in a row without missing a day. I'm proud of that, but I still feel like a beginner. As Andy teaches, meditation can be a lifelong journey. I simply can't say enough positive about Headspace. I love it and I encourage you to try it! I have a couple of friends who use other "flavors" of meditation and I see no conflict between what my friends are learning and what I am learning. That gives me confidence that the lessons that Andy teaches are sound. Honestly my only concern is that Headspace will grow too large as a company and that Andy may not have time to be so actively involved in creating the content of the app. Or perhaps Andy might feel like he has completed his work with Headspace and moves on to new projects. I dearly hope that never happens. Bottom line: Very highly recommended. Enjoy!
Paul in Vermont, USA



HEADSPACE - NEGATIVE REVIEWS

Mindless space

★☆☆☆☆

Nov 30

Travis Hogan

I'll be the first to say that I'm a big supporter of the original intent of headspace and it's creator (not sure their name but the Australian person who was the voice on the original version of the app). I used the app a lot in 2018 then took my meditation practice further and no longer used the app. In 2021 I saw a subscription deal and recommended headspace to lots of friends and I also rejoined. The new app is just a confusing and an overwhelming mess of information and cross-branding. I opened it up today and see an advertisement for Arcade Fire's playlist and dances moves from Lincoln Center? Sure that's interesting but I don't think it's necessary for this app and this whole project to have such interference of information when actually trying to calm the mind. I'm sorry to say but the expansionist vision of headspace studios has lost the core of whatever is supposed to be happening here. There are tons of nuggets of goodness in here but you gotta dig and by that time you find what is useful, it's just annoying and you've wasted time in your screen instead of meditating. Take yourself offline and away from your phone and find/create your own stillness. That doesn't cost a monthly fee. I hope Headpace reads this - please tell your investors that the integrity of your project is at stake. Now it's just another business in the wheels of the market.

Terrible

★☆☆☆☆

Thu

#awsome unicorn 🦄💖

I never write reviews but this is so annoyingly bad I had to. First when I got it like a year ago it was great, I stopped for a while and came back and almost nothing was free, but at least I had rain day antiques. Nope now everything must be paid for and if you really want to help people make it about them not money. Could've been five stars if you stayed the way you were.

Disappointed

★☆☆☆☆

Mon

Ndsurgeon

I stopped using the app over a rough period of time, only to come back and see that none of the things that were free to use are free anymore. It truly is anti-mindfulness to not even offer a single thing for free. I feel like they are using the fact that people are dealing with depression and anxiety from the effects of COVID and profiting off of that. So disappointed and sad. And please do not tell me to get a free trial that does not solve the issue.

HEADSPACE - SUGGESTIVE REVIEWS

Great resource!

1y ago

zigalellium

This is really helpful! The only reason I didn't give a higher rating is because there's a strong overlying tone of a sales pitch there. Which is unfortunate, because I think people wouldn't be able to see the value easier if there wasn't a push for money after every meditation and for many of the things on the app people would want to explore. Kind of stalls progress of the meditation itself when you've just worked so hard to pull yourself back, only to be instantly asked for money right after. From a company standpoint I also think it would be more beneficial to work on building value and then freely offering the option to see what monthly costs are and also show a detailed description of what's involved with a paid membership. I know this has worked well financially for other services and I've seen increases in sales by simply looking at things from the customers perspective. And I feel like the customers perspective is a miss here :(However quite and easy fix and overall this app is amazing! It not only teaches the basics of meditation, but teaches different techniques as well. This makes it good for beginners all the way to experts. I truly believe that the basis of this app is pure in intention and I can see what a help it is to many people who walk the path of life.

A great app. Needs work

Jun 9

Antiduplicity

I give this app 5 stars because the build of this app, the contents of this app, the flow of this app is great. well done. Every app can be improved and this one needs work in some ways 1. the watch app: the only thing I every get on the watch app is a 1 minute "breath mini". the watch app is basically useless. Why can't I see my today screen on the watch and start my various meditations from the watch. the watch app gets 1 star. 2. Shortcuts: on the iphone I have setup a sleep schedule. On the "good night" screen I am given the option to run shortcuts. Headspace offers a few shortcuts that can be called from this screen. One is the nightly "sleepcast". the sleepcast is supposed to be different every night. It is different on my today screen, but the shortcut always plays the "Rainyday Antiques". therefore the shortcut is useless. this part of the app gets 1 star. Lastly, the philosophy behind this app is mindlessness. It is taught as a universal fix for bringing the mind to a place of ease. As such it is a religious philosophy. I think they need to be more open about this and they need to state that the point of this is to alleviate suffering.

This app looks like they did version 1 then stopped before finishing the details. Shortcuts must work for this app to be fully functional

Disappointing

Dec 3

Metawareness

As someone just getting started with meditating, I began with "Basics" and appreciated the functionality of selecting how much time I can choose on a meditation session. After completing Basics, I didn't see any direction on where to proceed next. There were a lot of courses that didn't seem to apply to where I wanted to grow. After trying some courses here and there, I saw in the "Today" tab a video acknowledging they received feedback regarding how to navigate to the next group of sessions after Basics. I started "Headspace 365" and the functionality of selecting the amount of time I had to meditate disappeared from the settings within each course. Sessions are stuck at a little over 21 minutes for the remainder of the 10 months I've been using this app. For several weeks the sessions started out with the presenters voice sounding like digital noise. Instead of sessions being "guided" throughout, the sessions include long periods of silence that make me wonder if either I or the presenter fell asleep. It seems like the same things are said over and over with little new information or areas to improve mindfulness. This app is good, it just needs some work.



APP II - FINCH

5/5 STARS (17,531 RATINGS)

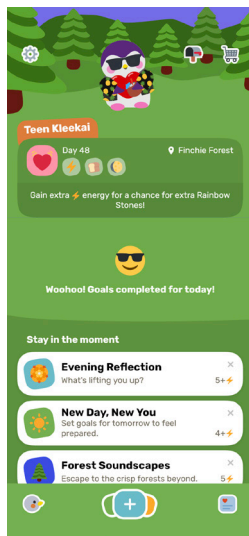


“Meet your new self-care best friend! Finch is a self-care pet app that helps you feel prepared and positive, one day at a time. Take care of your pet by taking care of yourself! Choose from a wide variety of self-care exercises personalized for you.”

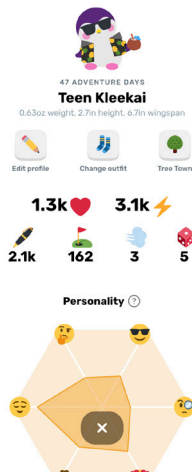


FINCH - MAIN SCREENS

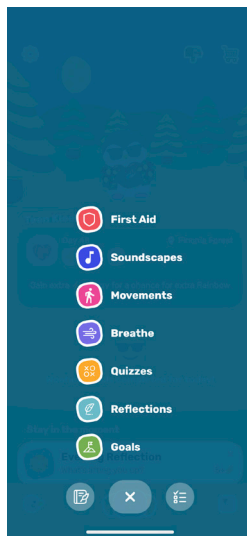
HOME



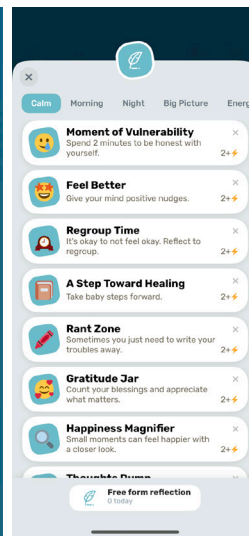
FINCH



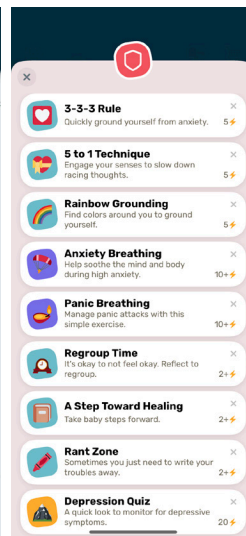
SELF CARE



REFLECTIONS



FIRST AID





FINCH - POSITIVE REVIEWS

Finch is amazing!

Jan 29

★★★★★

123456789105666

The first thing that made me kind of happy when i heard of this games was that the title was finch! I have recently named myself finch and seeing a cute little mental health bird who is a finch made super excited!! Not only that I also love the fact you can change the name and pronouns at anytime! My pronouns are always changing so seeing that option i was stoked! I also enjoy how motivated this app has gave me. When i checked the daily goals option on there I immediately did them later in the day and felt so good about myself! I also tried out the stretch feature and I normally never do stretches or any sort of yoga but afterwords i felt great!! every muscle felt nice and relaxed. Lastly i really enjoy the breathing exercises, especially the anxiety one. I struggle with social anxiety and that breathing exercise was super helpful! the only thing i would change is i would like a bit more options for the daily goals or at least be able to make your own custom ones. I cant get plus because i can not pay for it and i would like other options like 'read a book' or 'clean my room' those would be super helpful but other than that I recommend this to whoever is reading this!

Truly amazing

Feb 17

★★★★★

LokiKittyKat

I don't even know where to begin. As someone depressed and usually left alone, this app is a lifesaver. It's so nice to have something to care for and love; someone to talk to and vent about your day to. It has a lot of amazing features that you don't even have to pay premium for, like soothing rain or forest sounds, personalized goals you can set, and quizzes to monitor your stress levels. Every day you can check on your little penguin friend and send them on an adventure, and it's always something unique and inspiring. You can guide your little penguin through life, just as they can be there as a stress reliever. This app is honestly turning my life around. My dad recently passed, and i've had a hard time coping. It used to be hard for me to get out of bed, I would sleep for about 15 hours a day, I used to stress eat in the few hours I was awake, and I was gaining a lot of weight. I just started using the app about 2 or 3 weeks ago, and it's already helping me. I set little exercise goals, intervals to drink more water, and reminders to go outside and get some fresh air. It's been helping me so much, it's unbelievable. I'm still in awe just writing about it. Literally life changing

Love it!

Jan 21

★★★★★

Ploopy666

i genuinely love this app so much. i've recommended it to so many people in my life that people think i'm sponsored by finch haha. the app keeps me motivated and i love the idea of raising a finch along the way. i love that you don't have to pay for the helpful features and the app works completely fine while being free. i enjoy having a place to reflect and just rant, plus the prompts they give are nice. i also love that you can choose your focus so that finch recommends certain goals for you. plus the anxiety breathing honestly really helped me get through tough times. i feel like this app really does a lot and the people i've recommended it to (that actually use it) all have good experiences as well. some even use it more than me which makes me so genuinely happy. i really never write reviews in general, but i feel like i just needed to thank the game developers for this. this app gives me an outlet to write things out and reflect on my emotions all while feeling productive because i'm raising a bird. i'm not gonna say an app cured all my mental issues, but it's definitely made life at least a little easier. i would 100% be an ambassador of finch haha. anyways, thank you. i love this game. :))



FINCH - NEGATIVE REVIEWS

Can't create backup file

Feb 7

★☆☆☆☆

Rana Ravens

I can't create a backup file. This is a problem!

UGGGGGHHHH

Jan 19

★☆☆☆☆

Mr Dirp

So, it's been around a week, and this app keeps kicking me out and doesn't even let me use it, so i tried to delete and redownload but I cannot even download it now.

Glitch :(

Jan 6

★☆☆☆☆

Maddie world 🤔

When I open the Finch app now, there's this grey screen covering everything. And when I go to the reflections page I can't see any of my reflections because at the bottom the grey screen is there. Please fix this.

I loved this app but now I cant use it because of this glitch.



FINCH - SUGGESTIVE REVIEWS

Not good if you over think and have autism Nov 16

★☆☆☆

Draklvan18

I have autism and I over think a lot. These questions are too vague and hard to follow. How am I supposed to write how I feel if idk where to start? Can you please think of specific questions to help people like me get started?

Makes inaccurate assumptions Feb 12
★★★★☆ tanzmitpalmer

I've been using this for the past few days, and the app certainly makes some inaccurate assumptions about what thoughts are "positive" and "negative", with no discernible way to reassign the general "mood" of keywords. It's not the worst thing in the world, but it makes reflecting back on mood trends a little less valid.

One problem... Feb 2
★★★★☆ ..{;?

I really love this app! But I noticed that there was a "goal for tomorrow" that's very triggering. It said "stop snacking after 7pm" I request this get removed. It can trigger someone in ED recovery if they have a bad relationship with the times they eat. Other than that, its a good app.



APP III - DAILYIO

4.8/5 STARS (31,334 RATINGS)

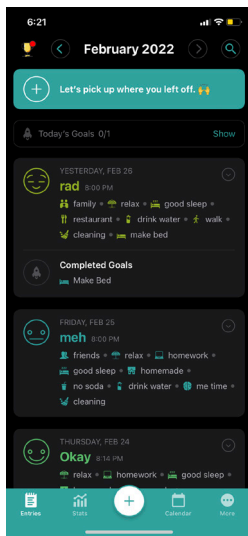


"Dailyio is a very versatile app, and you can turn it into whatever you need to track. Your fitness goal pal. Your mental health coach. Your food log. Your gratitude diary. Mood tracker. Exercise, meditate, eat, and be grateful. Take care of your mental, emotional, and physical health. Good self-care is a key to improved mood and reduced anxiety."

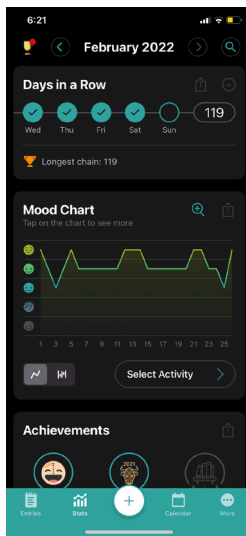


DAILYIO - MAIN SCREENS

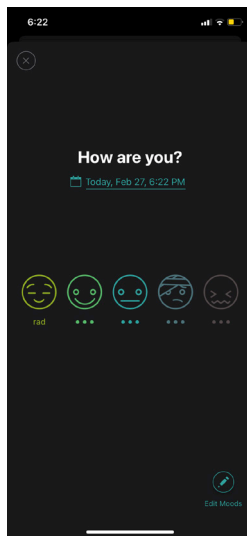
ENTRIES



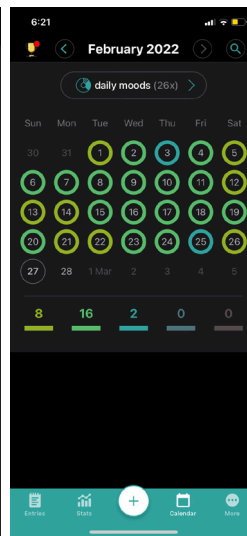
STATS



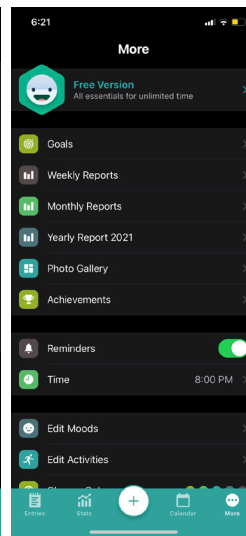
NEW LOG



CALENDAR



MORE



DAILYIO - POSITIVE REVIEWS

Great insight into yourself, simple, useful - Love it! 3y ago

★★★★★

Don't Usually Review, but ...

I have always loved to journal and document both important and mundane days in my life. It's easy to do with this app, even if you only have a few minutes to check in with yourself to see how you are feeling. All you do is click a few buttons to record what you've been doing and how you feel, the app records the time stamp and you're done! Or if you have more time you can add text too - a little or a lot - I've written paragraphs at times.

As someone diagnosed bipolar over 20 years ago, using this app is a great way to track moods (I too am in to the popular "mindfulness" trend, even before it became popular); it allows me to pause throughout the day, take a few minutes to sit quietly, notice how my body feels, see what kind of feelings my thoughts bring up in me, and then record that snapshot. Then, at any time I can look at the app's simple reports that show a variety of trends in your activities and mood over a given period of time. I may think, "wow, I've been down and frustrated a lot lately" and then look over the report for the month and see that I actually had a lot of really positive times too. It helps me focus on the positive and work on training my brain not to go automatically to the negative. With practice, our brains CAN be rewired that way! I've done it successfully with a couple different things I wanted to change.

An indispensable tool

edited Dec 20

★★★★★

Iceberg Support

Dear Dario Team. Congratulations on building an amazing app that I use every single day. Dario is the perfect combination of elegant design and simple, practical, usefulness. You have helped me start a habit that creates the raw material that I can use to understand my point of view from last week, last month, last year. Having a record of how I was feeling and the circumstances surrounding those feelings has been an indispensable tool of my own emotional wellbeing. I also love the journaling function. And that is the space where I have a recommendation. I have been writing in your app for more than 850 days in a row. Those journal entries range from a couple of sentences to a couple of pages each. While the convenience of having your journal with you anytime, any place is an wonderful innovation, the functionality of moving through a feed makes looking backward less easy than a physical journal. Here are a couple of suggestions to remedy. Create a skim feature for journal entries. Being able to move quickly through the content would be helpful, like opening up your journal in a random place and flipping through pages. Use AI to read my journal and make connections that my little brain cannot. Suggest past entries that correlate to my here and now (by date, activity, mood etc). Thanks for all of the love that you put into your app.

Very awesome mood tracker!

Feb 14

★★★★★

SytherMinatusaki94

I love this app. So much so I even invested in the subscription which is really affordable. I needed something where I could track my moods and why I was feeling the way I was. This not only tracks your mood but you can write down what happened that day, post photos to the entry, and make categories that specifically indicate what influenced your day. It is super helpful to help me keep track of things that are good for me and things that aren't. This app also send you gentle reminders, but not overwhelming too many, to make sure you don't forget to write in. Also, I can't tell you how many times I will reference this app when I need to know what I did on a certain day. It has been a big help and I would 100% recommend! Out of the many, MANY mood and diary apps I have tried, this is the simplest and most fulfilling app that gets the most out of a little effort. And what's better! Unlike most apps that make you pay just to use basic features, you don't have to buy the full version to get it the way you want! But you will definitely want to once you realize this isn't just a "once in awhile" app.



DAILYIO - NEGATIVE REVIEWS

Used to be free



Mar 8

idk.255

I miss when this app had almost everything for free, I used to use it as a dairy and I've been thinking about doing it again so I downloaded the app and everything is so limited now and worth money that I don't think is worth it, like at that point it cheaper to just use my phone notes as a journal. Not as cool as it used to be 🙄

Immediately prompted to subscribe



1y ago

Amlynn78

Downloaded the free app to check it out as an option for my clients, I'm a counselor, and got prompted to immediately upgrade to subscription. Accidentally hit the button, way too easy to do that on these phones, and was upgraded to 1 year subscription. Immediately stopped subscription and deleting this app. Not even going to check it out. You lost me and my recommending this app to my clients already. Very disappointed. Might have been a good app. Allow people to check it out to see if this or what they are looking for before you force them to subscribe to an subscription. Deleting now.

It keeps loosing my progress



1y ago

tiredofscammers1111

This happened three times already: I make my entries only to find out on the next day that they were not recorded. Yeah, I make sure I save them, and still experience streak losses. I contacted the customer service and that was a waste of time.

Can you please make sure that your app that is dedicated to the care of people with emotional and psychological issues does not add to the emotional and psychological problems we're trying to resolve? What's the point in having an app to monitor our moods when the app itself is a source of anxiety? Seriously, you want our money make sure you provide what you promised.



DAILYIO - SUGGESTIVE REVIEWS

Hate it

★☆☆☆☆

Feb 11

ACE/ ASHTON

I'm sorry it may be just me but I do not like this app because I was told you could put a passcode on it but it cost money. I shouldn't have to pay to put a passcode on something. Especially when it come to something like this. I much prefer if I didn't have to pay for it.

Only one goal at a time

★★★★★

Jan 12

noahs_123

You know, when I first got this app almost a year ago, I was really excited because I had just left Reflectly for making everything expensive.

As time went on, I was really getting into the daily entries here. When I made my first goal, to drink less soda, I was glad to see the features that this app has.

But, recently I found out that I can only set one goal at a time. For my New Years Resolution I was going to start sleeping earlier so I wasn't as tired I'm the morning. I went to add it as a goal on Daylio and was shocked to see that the feature was only on premium. What am I supposed to do, stop my old goal? I wasn't finished with that one!

Furthermore, you cannot customize your moods or really anything without paying for premium. And I don't have that kind of money.

Meh

★★★★☆

Nov 30

Joelerthon

App is very annoying to use without premium, pretty much useless without it unless you enjoy being told how many features are being withheld from you frequently with the insistence to subscribe. No thanks. Not to mention, the daily entries are far too busy. You have to click a dozen things before you have any chance to write. Obnoxious



POV STATEMENTS



Users who are looking to meditate **need** a stress-free and inexpensive experience **because** mindfulness should not come with a stressful experience.

Users who are looking to improve mental health **need** many self-care options **because** it is important to find the right fit for their needs.



Users who are looking to improve mental health **need** a stable platform to do so **because** instability can be stress-inducing.

Users who trust a platform **need** reliability **because** they are putting personal and sensitive information into that platform.



Users who journal each day **need** free options to do so **because** not all users are willing to pay for a subscription.

Users who journal each day **need** a reliable platform **because** they value the information they put into their journal entries.

