



User Background

Robert is a very experienced and active diver who is in mid 40s and often globally dives for work and also dives as a dive instructor at local spots.

Initial Findings

Since he's been diving decades as an instructor and also often dives for work, he stopped tracking every single dive after diving 1000+ times. For that reason, he's not interested in the features to share his own dives on the social media or adding buddies to share photos.

Instead, he uses the app for his dive classes. He likes that DiverLog+ app allows a user to add multiple same computers with a different nickname. He can add all his students' dive computers to his app and it's easy to watch students' setting. He also dives with his family, wife and children and likes to use the app to check their settings and make sure their safety.

Pain Points

Since he only needs some of the features for his dive classes, he prefers a simpler interface to get to the features he uses the most because he thought **many items that he doesn't need or use often are on the primary location (Tab Bar) and a little distracting. Some of the icons are not intuitive and unrecognizable without text** (e.g. a pie chart icon for Statistics). He also thought it would be nice if he can turn off some of the features and hide the items he doesn't need (Profile and Statistics).

One more thing he found not intuitive was there's **no**

Key Takeaways

- **Simplify and make Tab Bar design intuitive** - Define primary actions and prioritize the key functions in order to reduce the number of icons with a label and move the non-primary functions to *Setting or More Menu*. (e.g. Profile and Statistics)
- **Make the icon designs intuitive with a label** - Re-design the icons and add a label ("*The My Devices icon doesn't look like a computer and the pie chart doesn't make sense to me.*" By Robert)
- **Add an "exit"** - Add cancel or exit option to some sections (e.g. Profile, Diverlog)
- **Make each text field tappable** - Besides "Edit" option, make each text field tappable to edit and "X" to delete the existing text easily.

back or close page bottom on the upper left/right corner on some sections. For example, when you open one of the diverlogs on Dive, there are arrows on the upper right corner to see the next and previous diverlog but there's no Close X or Back arrow on the upper left corner to exit.

Another pain point he encountered was **he couldn't add or edit items by just tapping each text field on the Profile section** which is a common action in many apps. He found it it's not intuitive that he has to tap "Edit" on the upper right corner. Also, there's no exit without saving.



User Background

Patrick is in mid 20s and has been diving for 10 years since his family vacation. He's a local diver who dives once every other week with his friend and also teaches once a month as an instructor.

Initial Findings

Over all, he likes using DiverLog+ app because it's much easier and faster to record his dives than a paper divelog book. He exclusively uses DiverLog+ app since Bluetooth feature has been added to some Aqua Lung dive computers.

He likes the feature that he can add dive pictures to each dive on the Divelog section. He sometimes shares dive pictures on social media but the main reason he keeps his dive pictures on Divelog is to remember what kind of fish or underwater creature he can see at each dive spot and it's helpful to track for future dives.

Another feature he uses is Gear Bags. Since he's been diving 10 years and has multiple dive gears, he likes to create specific Gear Bags for each region (e.g. Southern California, Caribbean Sea, etc.) not just warm and cold water.

Pain Points

He normally keeps 20-30 dives on each dive computer until downloading to DiverLog+ because he's always busy and sometimes **he feels a little troublesome to sit at computer and download**. He mainly uses dive computers with Bluetooth connectivity because it's easier than connecting with a cable but **he wishes it was even easier**.

Another feature he wishes to have is **breathing rate**

Key Takeaways

- **Add auto-sync** - Auto-sync makes downloading process easier. Users should be able to select on and off this function.
- **Enable "Duplicate" existing gear bags** - Duplicating and modifying a few gear bags is much easier than creating a whole new set.
- **Enable to add a gear when to click an icon** (e.g. "Add BC") besides "+"

on Diverlog on Statistics. He said it would be cool to see how he breathes in a graph on each dive with different dive conditions (regulator, warm/cold water, cave dives, etc.)

Also, he thought it would be an nice option if he could **duplicate existing Gear Bags and could edit a few gears instead of creating an entire new set** because he only needs to edit a few gears.



User Background

Kevin is a very active advanced diver in early 50s. He goes diving every weekend for fun and also as an instructor. He likes to take underwater photography and share on social media and sometimes provides his pictures to scientific research.

Initial Findings

He feels DiverLog+ works very good for his needs. Every time he completes his dive, he quickly downloads the dive info including the GPS coordinates to his app.

Key Takeaways

- **Add a “Share” icon to users’ manuals** and make them more accessible. Also, if it’s possible, make the users’ manuals accessible without the internet because some dive spots don’t have the internet connection.
- **Make the users’ manuals responsive.** Change the manuals to responsive to improve to make it easier to read on mobile.
- **Make the text size larger** - Follow the iOS guideline and make the text size larger.

Pain Points

The latest dives appear at the bottom when to select

- When he syncs his computer to download dive logs, the latest dives appears at the bottom and he has to scroll all the way to the bottom to select because he has many dives on his computer.

Users’ manuals are not easily accessible

- Sometimes he checks users manuals on the app. He knows he can find them “My Devices” but the text is small and he has to pinch and make the text size larger to read. He wishes if it was larger and easier to read on his phone.

Also, he sometimes wants to share the file just by himself to read on his desktop computer or print out

a page but **there’s no share icon on the manuals.** He knows manuals are somewhere on the website but he thought it would be much easier he could just share from the app.

Some text is small on mobile - Since he has a larger phone, he can read the text “ok” but without his glasses especially outside, the text is little small to read.

The ability to separate the dive logs based on computer type - He’s been using multiple computers and would like to separate them. Plus, he’d like to be able to sort them in sequential order as well.