

GOLDEN CHEETAH USER SURVEY

INTRODUCTION

- Survey Timeframe: 3.12.2016 to 10.12.2016
- Respondents: 45
- Avg. Training Time with Powermeter: 4 Years.
- Respondents without a Powermeter: 2

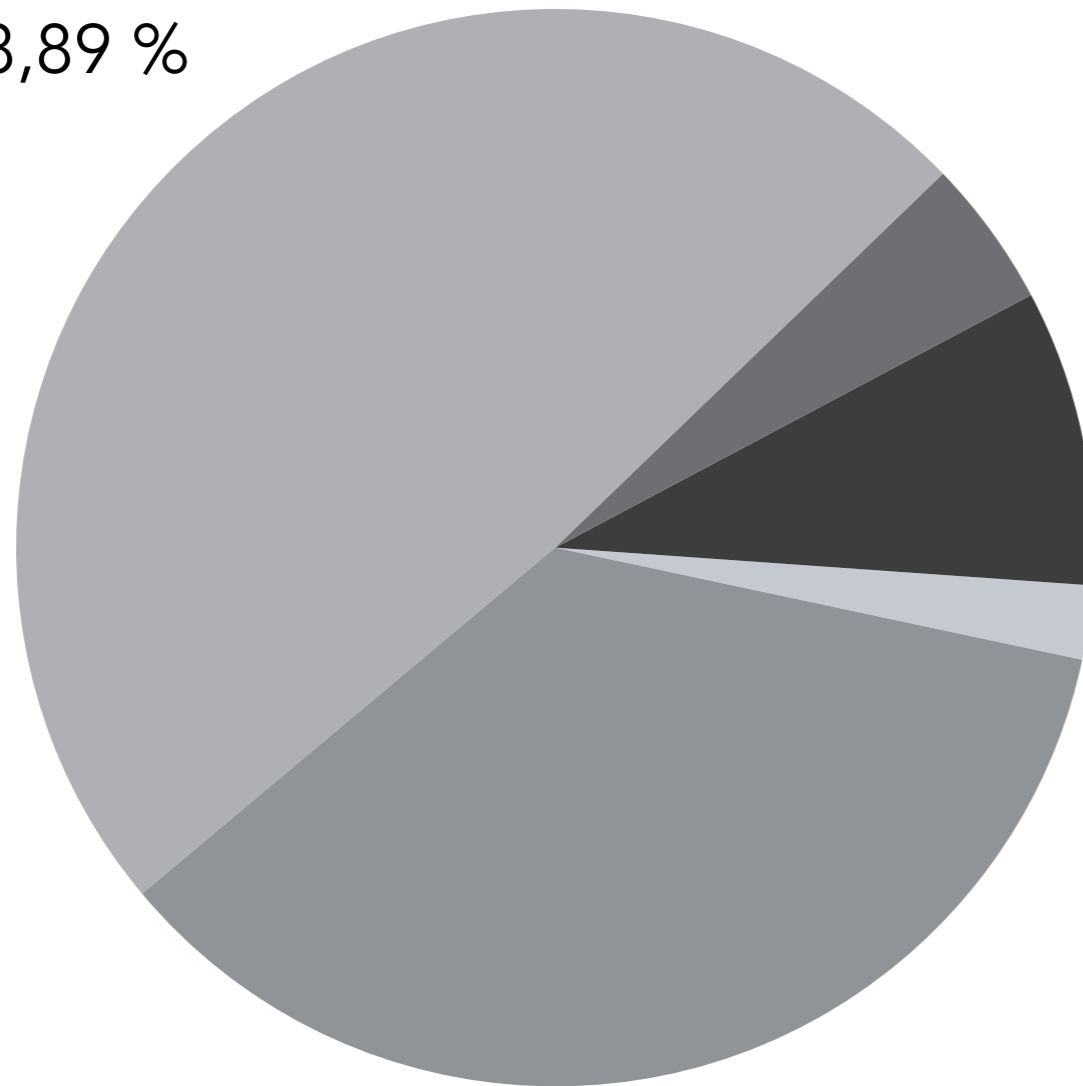
USER SELF-CLASSIFICATION

Self-Coached
48,89 %

Coach
4,44 %

Sports Scientist
8,89 %

other ("All of them")
2,22 %



Recreational
35,56 %

RESPONDERS

- 45 Persons responded on the GC list.
- Nearly all of them have a powermeter.
- 84,45% of Respondents are using GC not professionally (either recreational or self-coached).

TYPICAL USAGE

TYPICAL USAGE: ANSWERS

| Category | Number of Answers |
|---------------------------------|-------------------|
| Ride Data Analysis | 43 |
| Performance Tracking | 31 |
| Logging, Archive, Diary | 12 |
| Data Handling | 10 |
| Planning | 9 |
| Workouts | 6 |
| Stress tracking | 5 |
| Usage of Multisport-Features | 5 |
| Computation, Estimation | 3 |
| Usage of Multiathletes-Features | 2 |

TYPICAL USAGE

- People associate GC with post-ride activities.
Typical usage does not include pre-ride activities.
- Generally users appear to not use GC for planning.
- Most usage is ride-based. Maybe because this level of analysis is easier to understand? (e.g. „I did XX Watt on that hill, last week it was less“ is easier to understand than the PMC)

PRE-RIDE ACTIVITIES

PRE-RIDE ACTIVITIES: ANSWERS

| Category | Number of Answers |
|----------------------------|-------------------|
| Check Target Zones | 9 |
| Route scouting & Comparing | 7 |
| Stress checking | 5 |
| Tracking Progress | 1 |
| Workouts | 1 |

PRE-RIDE ACTIVITIES: HIGHLIGHTS

Use it to identify previous routes that I can use on the next training ride.

See what my total TriScore for the current week is

80-90% of the time, I don't look at GC ahead of time, but sometimes I look at the MMP curve if I'm looking for a ballpark goal for a given time duration (segment hunting, for example), or I'll check my current stress numbers.

Check power targets before some rides

PRE-RIDE ACTIVITIES: FINDINGS

- Most users do nothing with GC before a ride.
- Says more about GC than the Users: There isn't much to do with GC before each ride.
- Some users look for previous rides they can do again based on various parameters.
 - Feature Opportunity: Filtering of previous activities for duration, distance or stress score.
 - With Planning capabilities: Suggested loops based on training plan.

POST-RIDE ACTIVITIES

POST-RIDE ACTIVITIES: TBD

- There is very little difference in the answers between typical usage and post-ride activities.
- Users go into more detail what they do, so this is a good starting point to work on very concrete UI- and workflow-models.

WHAT PEOPLE LIKE ABOUT
GOLDEN CHEETAH

TOP THINGS GC DOES: ANSWERS

| Category | Number of Answers |
|-----------------------------|-------------------|
| Data Visualisation | 30 |
| Data Analysis | 28 |
| Data Comparison Features | 19 |
| Workouts | 10 |
| Tracking metrics & progress | 10 |
| Data Manipulation | 9 |
| Data Policy | 7 |
| Planning | 5 |
| Flexibility | 3 |
| Platform | 1 |
| Community | 1 |

TOP-THINGS GC DOES: HIGHLIGHTS

Learning new training insights (from my own data, cloud charts, discussion between users, looking up terminology,...)

Ability to edit out errors;

automatic interval search is great

it provides so many methods to track progression;

Ride analysis - looking back at rides and checking how close to my limit I was and comparing to what it felt like at the time.

easily apply user-defined transformations to data/datasets

A historical record to use to plan future rides

TOP THINGS GC DOES

- Data visualisation, analysis and comparison are the most liked features.
- As seen with most common activities, users tend to focus on the single-ride level of analysis (analyzing one single ride, comparing intervals, comparing two rides to each other).
- Data manipulation capabilities not mentioned often, but very important to these users.

WHAT PEOPLE DON'T LIKE
ABOUT GOLDEN CHEETAH

MOST DIFFICULT OR ANNOYING: ANSWERS

| Category | Number of Answers |
|-------------------------|-------------------|
| User Interface | 22 |
| Steep Learning Curve | 11 |
| Missing Documentation | 11 |
| Too many Options | 4 |
| Stability | 4 |
| Connectivity | 3 |
| Bias & Default Settings | 2 |
| Building GC | 2 |
| Search & Filter | 2 |
| Speed | 1 |
| Consistency | 1 |
| Setup | 1 |

MOST DIFFICULT OR ANNOYING: HIGHLIGHTS

Both difficult and annoying that it's obviously designed for nerds with capabilities way over my head. It's really hard trying to find out how to use it. I.e. TSS (Triscore) for running. TSS with HR for other sports.

No real user manual or large faq section, I know there are plenty things I can do, just not sure how to do them. I can live with the occasional crash.

after years using GC, I guess I NEVER ever used the DIARY panel

many defaults assume user has a power meter for cycling

delete several intervals at once (!!! this is super annoying !!!!)

As a system engineer with C# etc experience, frustrated that I can't get past "basic user" stage. Read the group posts but rarely understand the responses or the wiki. Want to help but don't understand GC enough

MOST DIFFICULT OR ANNOYING

- Confusing, inconsistent UI is most common complaint. Mix of convenience issues and lack of workflow/user guidance.
- Steep Learning Curve and Missing Documentation are close second (one can argue that they basically are the same). Features are there, but users don't know how to use them (properly).

SUMMARY

- 85% of Respondents are „hobbyists“, not trained coaches or sport scientists.
- They use GC because they like the data visualisation and analysis aspects of it. Their usage sticks mostly to the ride-based functionalities.
- They would love to have a user interface update and a gentler onboarding experience. Plus, they find it difficult to reach their goals because of missing documentation.
- They know about and appreciate the power „under the hood“, but struggle to make it work for them.
- They do use the data comparison features, which can be seen as a „low level progress tracking method“. It can be speculated that this is because of the lack of specific planning and tracking tools beyond metric plotting.

FINDINGS

- Users that said GC was hard to use basically had two complaints:
 - The User Interface is cumbersome and/or gets in the way of things
 - Missing documentation (or self-explanatory UI) can make it impossible to successfully complete the tasks
- By the use of data analysis and single-ride comparison features it can be inferred that people would like to use planning tools inside GC if they existed. It would be worthwhile to do a follow-up survey to specifically ask for such features.
- Little opportunities to use GC pre-ride.

CAVEATS

- The survey was performed by asking questions to a Internet user-group. It contains only active users of the software that also have a high level of engagement with it.
- The questions mostly focused around what people are using the software for, not what they are missing or using other software for.
- Does not include non-users.

NEXT STEPS

NEXT STEPS

- Conduct a survey with non-users (users of other platforms, TrainingPeaks, WKO4, Strava ...)
- Detailed review of User Interface feedback
- Separation between UI changes and new features
- Writing personas based on additional research (non-users, follow-up survey on the GC mailing list)