

LUI/LHI End-of-Program Survey Results 2008 Comments

By most common response

4. Did you find the web site to be user friendly? If no, please specify why.

Difficulty navigating website (8)

Passwords too long/complicated (7)

Related:

“remember my password” option on website (1)

“change password” or “create your own password” option (1)

Difficulty finding team/school rankings (7)

Related:

Better break down of team totals for internal/local weekly contests (2)

Labels should be more definitive/obvious (1)

Difficulty/confusion entering data (6)

Related:

Page would time-out when entering daily journal (1)

Wasn't sure what to enter (1)

Website slow/crashed (5)

Unable to access website (4)

Related:

Could not access message board (could it be an icon, more visible?) (1)

Could not access personal dashboard (1)

Would be better to show most recent entry of daily journal at the top of the page (3)

Entering activities:

How to add activity after entering weight category? (1)

Difficult to enter without using journal (1)

Would like to be more specific and list numerous types of activities done (2)

Having to enter on Friday was inconvenient (2)

Frustrating pop-up ads (2)

Initial sign-up confusing (1)

Takes too long to get where you want (1)

More than one person using the same email doesn't work (1)

5. Was the online daily journal helpful? If no, please specify why.

- Takes too much time (19)
 - Related:
 - Too long to log on (1)
 - Time consuming to access and enter everything (1)
 - Chore to keep up to date (1)
 - Would be nice to be able to log multiple days at a time (1)
- Kept a paper journal or other e-journal instead (18)
 - Related:
 - Because I wasn't always able to get to a computer (3)
 - Easier to write down than go in to the website (1)
 - Would be better to show most recent of daily journal at the top of the page (5)
- Slow connection/page would not load (4)
- Only used weekly posting (4)
 - Related:
 - Daily journal was a waste of time since you only actually record on Friday (1)
- Difficulty saving information (3)
- Could only report one type of activity (2)
- Wished it would have tabulated totals to the dashboard (2)
- Password too long (1)
- Too lazy (1)
- Wasn't sure if others could see it (1)
- Would have liked to see a graph of my weight based on daily journal (1)
- Would be helpful to have calorie/water intake counter, suggestions for daily calorie intake, fiber, protein, carbohydrates based on activity level (1)
- Re-label individual points/minutes (1)

6. Was the message center helpful? If no, please specify why.

- Team did not utilize (13)
- Used other means of communication (5)
 - Related:
 - Easier to email directly (1)
- Too busy (3)
- Team did not communicate (3)
- Team didn't notice notes posted (2)
 - Related:
 - Suggest having email notification of message received (1)
 - Suggest notification of new message on home page (1)
- Too complicated (1)
- Message center was overlooked because of its location (1)
- Forgot about checking for messages (1)

7. Were you the recipient of a monthly incentive? If so, did you like it? Please give us your thoughts.

Negatives

Didn't know about incentives (6)

Didn't need exercise ball/toothbrush (2)

Never received the magazine (2)

Incentives were too much in the beginning and middle, with very few at the end (1)

Exercise band I received was too advanced (1)

Free blizzard was inappropriate, maybe a salad instead (1)

Positives

Good/liked it/helpful, helped stay motivated/focused (26)

Enjoyed the fitness magazine, I otherwise wouldn't subscribe (7)

Nice surprise (3)

Great information (1)

Suggestions

Suggest giving incentives locally at days 20,40,60,80,100 (2)

Could you list the incentives and who receives them? (1)

8. Please rate your satisfaction with the following attributes of the program. Add additional comments.

Registration fee was a fair value

Negatives

Not sure was registration fee was used for (1)

Sign-up should be earlier so you are ready to go on day 1 (1)

Didn't like having to pay \$10 shipping charge (1)

Was not able to enter discount code (1)

Never received the \$5 refund coupon (1)

Positives

Fair because we got a 100-day YMCA pass (1)

I liked that a magazine subscription was included

Negatives

Never received the magazine (16)

Only received one issue of the magazine (3)

Positives

Thanks for the subscription! Fitness Magazine will help me stay motivated through the year! (1)

The program fit my needs

Negatives

Wasn't motivated (4)

Too busy (3)

Weather was a challenge (3)

Suggest having program at a different time of year (3)

Wasn't long enough (2)

Too long (1)

Most of the information was a repeat since I've done other weight loss programs (1)

Needed additional interactive participation (1)

Needed some type of personal training/one-on-one (1)

Positives

Joining as a group was fun and kept me motivated (1)

Helped me through a tough winter (1)

Got me back on track after having given up on exercise (1)

Incentives are great (1)

Such a morale boost for the staff (1)

The program helped me increase my activity level

Negatives

Tend to be intimidated by a goal and worked out less than normal (1)

Positives

Great incentive to move more and be aware of what I'm eating (1)

The program increased my awareness of healthy eating

Would have liked more healthy recipes (2)

I enjoyed the program overall

Negatives

T-shirts weren't received until late in the program. Poor customer service. (2)

No group support in local office (1)

Positives

Great way to use teamwork to reach a fitness goal and stay motivated (1)

Great program! (1)

Love it! Wish it could be year-round (1)

Liked this year best (1)

Thank you for making this available. Helped me stay on target and accountable (1)

Enjoyed the program. Nice to not add another weekend meeting to schedule (1)

Will utilize all information from LUI (1)

The program was well organized

Negatives

- Frustrations with team members who weren't interested in posting weekly (2)
- Many team members not motivated (1)
- Team wasn't involved (1)
- Didn't like recording weight on one day and total time on another (1)
- Local level lacked support/activities (1)
- Final weight-in on Thursday was confusing after always reporting on Fridays (1)
- Grammatical mistakes in weekly emails were mildly distracting (1)

Positives

- Well developed and implemented (1)
- Had an awesome leaser that really helped us get organized (1)
- Everyone who participated in creating and improving this program should be applauded for the efforts (1)

Suggestions

- Website needs more inputs such as water intake, daily activity, etc. (1)
- Allow more time to record final data before closing the system (1)
- Weigh-in less frequently as it can be depressing (1)
- Have a kick-off event (1)
- Provide help for team leaders such as motivational material/suggestions (1)
- Have team leaders send weekly updates to team members so others can encourage those who need it most (1)

9. Please rate your satisfaction with the following areas of the program.

Content of weekly tips

Positive

- Appreciated the email updates, it reminded me I was part of a great program (1)

Overall website

Negatives

- Time consuming to log in
- Would like to choose password
- Difficult to get on site on Fridays because of overload
- Up until the end of the program, the website was slow
- Nightmare to navigate and use

Registration Process

Negatives

- Those who signed up early missed the discount
- Frustrated that each team within the company had to pay separate shipping

Ease of recording weight and/or activity

Negatives

- Would like to be able to record more than one activity (7)
- Credit should be given for level of intensity (3)
- Difficult to record when you can only do it once a week (2)
- Hour counting seemed inconsistent between teams (2)
- More guidance is needed on what to count as physical activity (2)
- Need better explanation of how to log weight (1)
- Did not like recording weight one day and total activity minutes on another (1)

Positives

- Weekly recording was better than monthly (1)
- Glad team leader did not have to record all data (1)

Suggestions

- Would be nice if it remembered activity from week to week (1)
- Make the last recorded weight stick instead of initial weight (1)
- Would like to see pounds lost/week/team instead of a percent (1)
- Record bi-weekly (1)
- Special considerations should be given for pregnant women (1)

Leaderboard

Negatives

- Hard to use (1)
- Team captain could alter his/her numbers after seeing updated info (1)
- Difficult to determine team ranking/placing (1)

Suggestion

- List total number of team participating (1)

Message Center

Suggestion

- Weekly email/message to my teammates of my progress would help motivate (1)

Daily Journal

Negatives

- Too much work (1)

Positives

- Keeping a daily journal helped so much (1)

Suggestions

- Would like daily journal to total and transfer to weekly records (2)
- More personal tracking information would keep me more interested (1)
- Should be re-named to "Individual Points" (1)

Resources Page

Negative

- Didn't find anything that would benefit me personally (1)

Overall, how satisfied were you with the LHI/LUA 2008 Program?

Negatives

Customer service and organization needs to be improved (1)

Positives

Wonderful program (6)

Gave us an incentive, competitive aspect was fun (3)

Helped keep me on track (1)

Helpful and easy (1)

Having to record weight each week was a good reality check (1)

Program was supportive and encouraging without being intrusive (1)

Suggestions

Would like to know when activities are happening (1)

Weekly incentives would be nice (1)

Would have liked to have instructors available to answer questions/give advice (1)

Make program longer (1)

Cut program back – organize in January, start in February and run 8-10 weeks (1)

10. How likely is it that you would recommend the Live Health Iowa program to a friend, family member, or co-worker?

Negatives

Didn't find it useful/didn't match needs (3)

There are other programs that motivate me more (2)

Tedious to do recording (1)

Wasn't as team-oriented as expected (1)

Would only recommend to those who are serious about lifestyle change (1)

Positives

Plan to promote it to co-workers/friends (13)

Enjoyed it/good program (8)

Good to set goals with co-workers or friends (3)

Would suggest it to anyone willing and able (3)

Helpful in getting me motivated (2)

Weekly reporting and seeing what others were doing helped us focus (2)

Team-builder for our staff (1)

Good program, and over time will evolve to be simpler and more user-friendly (1)

Suggestions

Would like to see a program in the spring (1)

Would recommend making smaller teams at schools (1)

Would like more detail on exercise programs that you can follow during the program (1)

11. I plan to participate in Live Healthy Iowa 2009. If no, please comment.

- Wasn't beneficial/rewarding (8)
- Currently at goal weight/fitness (6)
- Not committed/motivated (5)
- Would be better in the spring months (5)
- Can accomplish same goals without participating (4)
- Won't be in Iowa (3)
- Group wasn't motivated/wasn't a good fit (3)
- Bad team members brought the whole team down (3)
- Website needs to be easier to navigate (3)
- Won't spend the money if I don't use the website (2)
- Costs too much (2)
- Not well-received where I work (2)
- Company may not be participating (1)
- Didn't feel like there was enough support for leaders (1)
- Don't like entering data weekly (1)
- Teams need to have different categories (1)
- Program needs to re-focus on healthy choices, not weight loss (1)
- Do not have access to an exercise facility (1)

12. What were your greatest challenges during the program?

- Fitting exercise in to a busy schedule (84)
- Staying focused/motivated (74)
- Remembering to record my activities/enter weekly data (72)
- Eating healthy (60)
- Time of year/weather did not allow for outdoor activities (52)
- Working out regularly (37)
- Weight loss/keeping it off (34)
- Keeping the rest of my team motivated (29)
- Getting team members to submit data (23)
- Time (17)
- Getting out and exercising when the weather was nasty (17)
- Other life things took a lot of time/family events (16)
- Controlling eating/watching what I eat (15)
- Traveling for work/Vacation/Change in routine (15)
- Staying positive when I didn't lose weight (12)
- Not having others to exercise with (10)
- Making time to do the journal (10)
- Sweets (9)
- Holidays/weekends (9)
- Sticking to/meeting goals (9)
- Knowing what activities could be done for exercise/finding ways to increase activity (8)
- Hunger/food/cravings (8)
- Didn't have support of teammates (8)
- Not snacking (7)
- Portion control (7)

Changing eating habits (7)
Website (7)
Getting the flu/cold/bronchitis (6)
Injuries (6)
Finding time to read weekly website info (6)
Avoiding eating out (5)
Getting up in the morning to exercise (5)
Keeping track of what I ate (5)
Eating healthy at work (4)
Drinking enough water (4)
Time to fix healthy meals (4)
Changes with group dynamics/office setting/conflicts with team (4)
Getting pregnant/breast feeding (4)
Finding energy to exercise after a long day (4)
Finding time to do group activities (4)
Drinking pop (4)
Eating enough fruits and vegetables (3)
Communication at the local level (3)
Getting started (3)
Staying interested in the program (3)
Not getting timely responses from LUI (2)
Remembering password (2)
Surgery (2)
Carbohydrates (2)
Avoiding "bad foods" (2)
Access to internet (2)
Quitting smoking (2)
Eating too much after weighing in (1)
Eating enough fiber (1)
Getting accurate weight measurements (1)
Finding time to attend weekly meetings (1)
Cancer diagnosis (1)
Getting people to participate in planned activities (1)
Hypothyroidism (1)
Exercise isn't fun when it's a competition (1)
Team member who didn't pay back entry fee (1)
Getting team to register on time (1)
Checking in with team captain (1)
Having to work with a group (1)
Time management (1)
Competing against people who had more time to exercise (1)
Not getting bored when exercising (1)
Determining what counts as activity minutes (1)
Did not have information to direct what exercise program I should be doing, what I should be eating at my age, etc. (1)
Need more incentives (1)

13. Do you have any suggestions to improve the program in the future?

- Start it later in the year (22)
- More materials for team leaders on team motivation (16)
- More incentives (16)
- Improve website (12)
 - Simplify login process (2)
 - Improve ease of Daily Journal entries/sync with weekly input (7)
 - Allow more than one activity to be reported (8)
 - Have different activity categories based on intensity (4)
 - Have the site remember activity from week to week (1)
 - Weekly email reminder to enter activity totals with link to site (6)
 - Make it possible for administrator, caption, or participant to enter data on any day (5)
 - Leaderboard: allow specification for individual, similar goals, city/county/organization leaders; better break down of team totals (10)
 - Get rid of pop-ups (1)
- Continue offering YMCA perks/gym discounts, also open houses and demo classes (9)
- Provide clear guidelines for what should be counted as activity (9)
- Make it more than 100 days (7)
- More county/local activities/resources (6)
- Allow change of password or provide shorter/simpler passwords (6)
- Difficult/takes too much time to do weekly reporting (5)
- Prizes for leaderboards (5)
- More team interaction (e.g. weekly meetings), group activities (5)
- Hold program 2x a year or have an “elite program” for those who want to go longer (4)
- Make LUI/LHI more well-known earlier in the year (4)
- Make sure magazines arrive as promised (4)
- Send more fast, easy recipes (4)
- Offer food journal/record or calorie counter component on website (4)
- Less stringent data entry dates/final entry date (4)
- Have more incentives to go along with membership cards; may need to be community specific (3)
- Smaller groups – compete against region instead of entire state (3)
- Better instructions on how to use website, enter info, etc. (3)
- Lower registration fee or offer it free (3)
- Make is less than 100 days (3)
- Receive points for activities considering intensity instead of hr increments (3)
- Send out more recipes for breakfast, lunch, dinner (3)
- Offer menus and shopping lists (3)
- More motivation and activities toward the middle and end of program (3)
- Offer incentives for attending LUI events and sticking with the program (3)
- More magazine choices for subscription (e.g. healthy recipes, Fit Pregnancy) (3)
- Post success stories (2)
- Post winners and prizes to give everyone else something to shoot for (2)
- Provide another challenge for those not attempting to lose weight (2)

Start right away in January to help after holiday weight gain (2)
Have monthly/bi-monthly handouts and data entry (2)
Count daily activities like gardening and vacuuming (2)
Have incentives for biggest loser (male and female) in each county/town (2)
Have a buddy system for accountability (2)
Automatic messages to those who are more than 2 or 3 days late entering data (2)
Have all teams gather for a competition in Des Moines (2)
Physician panel discussion on obesity/sedentary health risks (2)
Offer incentives for those who lose 5% or 10% of their body weight, or even just a generic congrats! email (2)
Send or post kid-friendly healthy recipes (2)
Coordinate more group activities (2)
Fewer emails, less reading material (2)
Have the option to remove a non-participating teammate (2)
Make it possible to register as an individual (2)
Hold a rally at the beginning, middle, and end of program to foster teamwork (2)
Use visuals (graphs) on the website to display and compare progress (2)
Have all teammates be able to see progress of other teammates (2)
Focus more on healthy eating and lifestyle change than weight loss (2)
Suggest activities for busy people (1)
Suggest healthy and easy sack lunches (1)
Run the program in two 50-day segments to keep people interested and reward them (1)
Give info to local groups for speakers, motivation, activity suggestions (1)
Offer yoga classes at each school (1)
Remember my password option (1)
Registration codes (1)
Would like management (of companies) to support and participate in LUI (1)
Getting communities involved in rewarding and tracking teams in the area (1)
Bring in speakers on nutrition. Have cooking demonstrations. Offer counseling for nutrition/eating disorders 1x/wk. Offer a fitness instructor to work after business hours. Organize running groups. (1)
Offer at least 1 learning lunch on the weekend or have a learning dinner (I think this was Marshalltown...) (1)
Have incentives every 4 weeks (1)
Better t-shirt (1)
Weight-in less frequently (1)
Send/post light versions of mainstream recipes (1)
Offer healthy weight range calculator on website (1)
Make website more of a central weight/activity management center (1)
Continue effort after program to encourage those with new lifestyle change (1)
Organize local team competitions (1)
Have the option to add a participant without getting a t-shirt (1)
Have a commitment program to encourage people to attend local events (1)
Send short email reminders about nutrition recommendations (1)
Provide positive feed back (1)
Info on basic weight lifting (1)

Easy exercise ideas (1)
Raise registration fee so everyone can receive some sort of reward (1)
Many tips, exercises, etc, seemed to be geared toward women (1)
Provide alternate ways to access info for those with limited internet access (1)
Move reporting to Mondays because less people are out of the office (1)
Have a mid point motivator such as a free/discounter healthy food item from HyVee (1)
Shorter newsletter, more often (1)
Make it so the leaderboard cannot be changed after a reporting period (1)
Website overloads on Friday (1)
Don't overload on information, can cause stress (1)
More motivational emails (1)
Make it more competitive (1)
Tips on what to do when you hit a plateau (1)
Option to change username to something besides email address (1)
Offer discounts on pedometers or as an incentive (1)
Healthy eating rebates/discounts for Subway, etc. (1)
More organized (1)
Stick to deadlines planned at beginning (1)
Leave tracking feature on all year (1)
Allow decimals for weight measurements (1)
Re-label "record/edit data" to "team points" to ensure all team members complete the team point contribution (1)