

Usability testing Polyclinic

12-12-2019

Intro

We want to usability test our clickable prototype at the Catharina Hospital.

Method

The research methods we'll use are categorized as Lab Methods (an HBO-i research strategy). We'll use the test results to continue improving our clickable prototype for our target audience. These are the methods we are going to set up:

- Usability testing
 - With premade scenarios, the user can interact with our product. We want to observe the problems our target audience encounter while working with our prototype. For this test, the user will walk through our tutorial on how our prototype will look like. When the tutorial ends, the user gets an opportunity to click freely within all the menus.
- Thinking aloud
 - While performing the usability test, we ask the user to speak up everything they're thinking. We'll combine these notes with the usability test to get a better result.

Target audience

The target audience are patients from the Catharina hospital that are diagnosed with esophageal cancer. They are coming to the hospital for a scheduled consult with the specialists and attend our test afterwards.

Goal

Our prototype is a clickable wireframe with a tutorial section. By using these test methods, we want to discover what users think about the tutorial and functionalities we've worked on so far. Do these functionalities fit our core benefits? Can the users easily navigate through our prototype? And what problems do they encounter?

Plan

Participants:

Aranca

Koen

Esther

Necessities

- 2 Laptops
- XD prototype
- Consent forms
- Notebook (observation note)
- Evaluation (Google) Form to rate benefit-goals from 1-5
- Feedback paper (like in demo-presentation)

Step-by-Step

- Greet patients and introduce what we are doing.
- Ask for consent by letting them sign the document.
- Wait till they get to your table.
- Ask if they're interested in helping us.
- Start screen recorder.
- Short explanation of the test.
- Take them through the scenario's
 - Let them click themselves.
 - Ask for them to think out loud.
- Collect feedback on notebook and paper.
- Thank them for their time.

Scenario

Functions:

- Create a new goal
- Indication of progressing the current goal
- Create a new journal entity
- Family can view the roadmap and experiences
- Family can easily comment on entities
- Patient can easily comment on entities
- Users can view each other's roadmap

Findings:

- Jouw persoonlijke roadmap -> Roadmap highlighted, other text background
- We're not ready for digital innovations and we're no 'digital experts' (very experienced on using the computer).
- We can relate to our situation and see the benefits the application provides. It does similar things we tend to do on paper
 - We already use Google to look up information. In this application, you can look up information as well (sharing user experiences). What we found on Google we didn't experience any of that.

- We write our experiences in our journal (agenda) and sometimes we want to look up specific dates (what did do thee years ago)?
- Fanny, the dietist, PIM, and her daughter (who is a GP)