

WEBSITE USER TESTING

January 27, 2016



Test Recipient Info

- Tested 5 Recipients
- Age range 40 – 70
- Technical skills range from intermediate to expert
 - ✓ 4 PC, 1 Mac user
 - ✓ 4 iphone and 1 Android user
- Gender
 - ✓ 3 male
 - ✓ 2 female



Elaborate usability tests are a waste of resources. The best results come from testing no more than 5 users and running as many small tests as you can afford.

Dashboard Expectations

What do you think this area represents?

- ✓ *"I think it's a report about someone."*
- ✓ *"I think it's an update of some kind."*
- ✓ *"I think it's a status update."*
- ✓ *"It looks like a health check."*



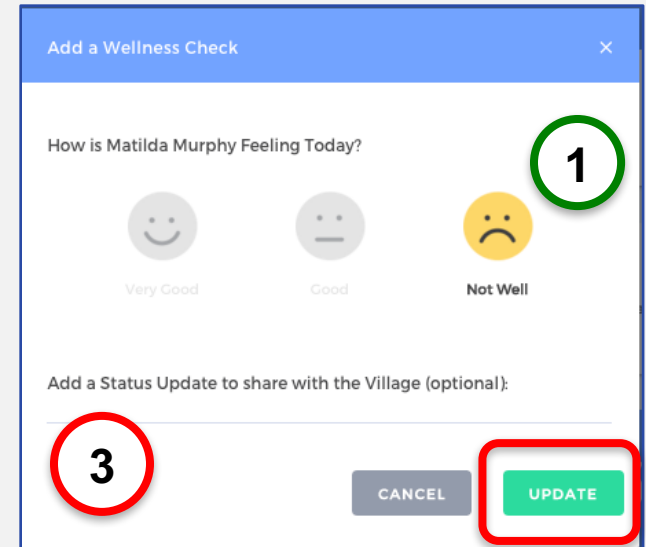
SUCCESS!

Overall the users felt the page communicated the same type of design concept.

Dashboard Wellness Check

Making updates and commenting on wellness checks

Users had no challenges selecting the smiley face to report how a care recipient was feeling. But when they tried to follow with a comment, 4 out of 5 users would click the green comment button first and to their surprise the comment box would close on them.



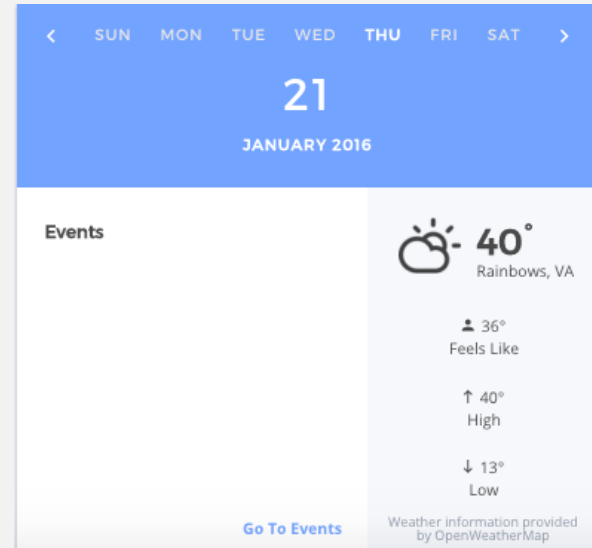
FAIL!

Suggested changes (easy) – Change Green Label from “Update” to “Save”

Events Navigation

Where would you go to create an Appointment?

4 out of 5 users went straight to the dashboard and tried to create an event directly from this section before finding the “Go To Events” link at the bottom or using the menu. Many of them clicked to the day they wanted to create the event on, and were stuck after that.



Some users went to the “to do” section with the same expectation.



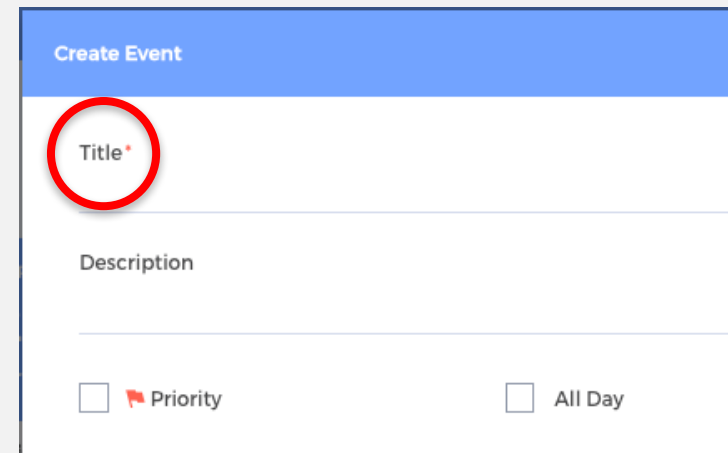
MODERATE

Suggested changes – Provide users with the ability to create Events from the dashboard.

Events Creation

Asked users to create an event with specific information provided

Form: Non-Android users had trouble figuring out how to input text on the form. They clicked the form title, and (in some cases) icons, expecting a text box to appear for them to type into.



The screenshot shows a 'Create Event' form with a blue header. The 'Title' field is circled in red. Below it is a 'Description' field. At the bottom, there are two checkboxes: 'Priority' (with a red flag icon) and 'All Day'.



FAIL!

Suggested changes (High LOE) – Update form fields with visual indicators or text boxes so they know where to click to start typing.

Events Creation

Asked users to create an event with specific information provided

1. Non-Android users expected the icon to launch a pop up.
2. The calendar end date did not auto-populate with the users start date. Laptop users had to close the end date pop up to see what they put on the start date because it was covered up.
3. Some users noted the text was a little hard to read.

Start Date*

End Date*

Location*

Select Assignees (0 select)

Dana F.

JANUARY 2016						
SU	MO	TU	WE	TH	FR	SA
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6



FAIL!

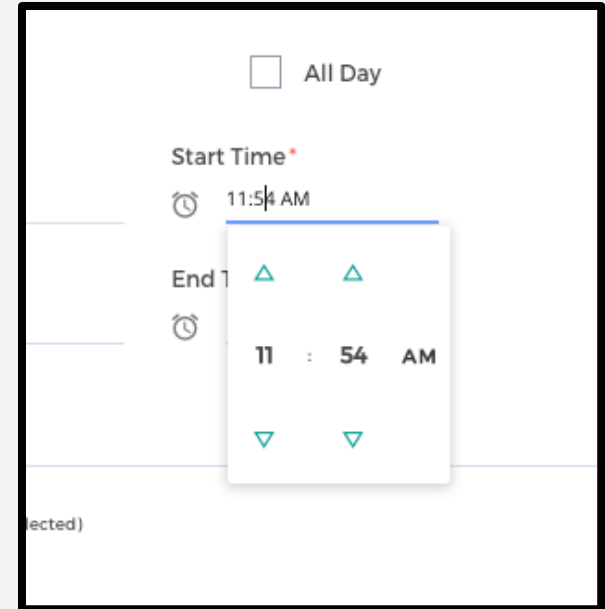
Suggested changes (Easy effort) – Make icons for calendar an active link for a pop-up calendar, Auto populate end date with start date to reduce Clicking and if possible, enlarge font size.

Events Creation

Asked users to create an event with specific information provided

Time Entry: Too many clicks. Users were frustrated with the amount of clicks to get to the time they wanted to enter.

They also did not understand the clock time opened with the actual time of day. They mentioned this was random (even though it wasn't).

A screenshot of a web form for creating an event. At the top, there is a checkbox labeled "All Day". Below it, the "Start Time" field is set to "11:54 AM". A time picker modal is open, showing a scrollable list of times. The time "11 : 54 AM" is currently selected and highlighted. The modal has green up and down arrow buttons for navigation. The background of the form is white, and the entire screenshot is framed by a black border.

FAIL!

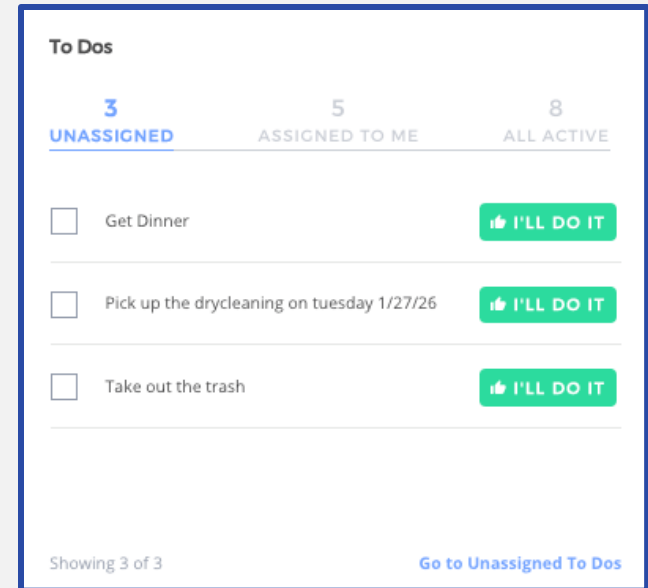
Suggested changes (Moderate effort) – Provide users with a scrolling time feature instead of requiring clicks.

To Dos: Navigation

Asked users where they would go to create a To Do item

5 out of 5 users went to the To Do section on the Dashboard to create this item.

Once they were on the actual To Do page they saw the “Create Button” right away.



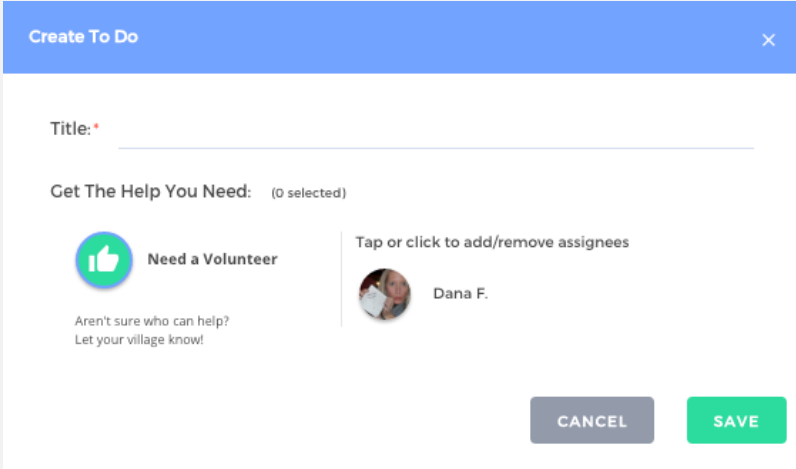
FAIL!

Suggested changes (Moderate effort) – Include the ability to add a “To Do” from the dashboard.

To Dos: Creation

Asked users to complete a To Do with simple information

Once users had clicked on the “Create to do” button they had no issues creating and saving this content.



The screenshot shows a 'Create To Do' modal form. At the top is a blue header with the title 'Create To Do' and a close button. Below the header is a text input field for 'Title:'. Underneath is a section titled 'Get The Help You Need: (0 selected)'. This section contains a green circular button with a white thumbs-up icon and the text 'Need a Volunteer'. Below this button is the text 'Aren't sure who can help? Let your village know!'. To the right of this section is a list of assignees with the heading 'Tap or click to add/remove assignees'. The first assignee is 'Dana F.' with a circular profile picture. At the bottom right of the form are two buttons: a grey 'CANCEL' button and a green 'SAVE' button.

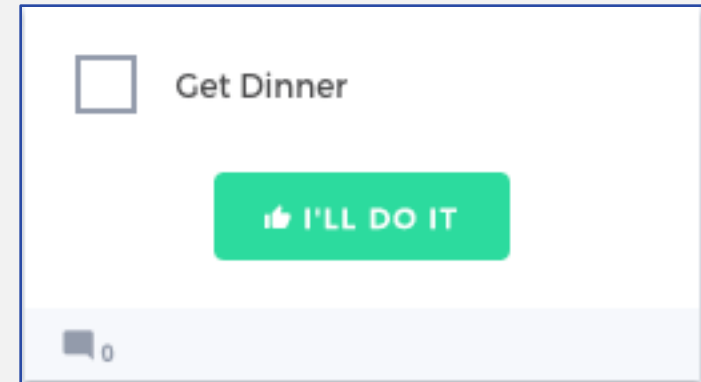


PASS!

To Dos: Reviewing and Adding Comments

Asked users to make a comment on an existing “To Do”.

Some users clicked on the comment bubble icon to open “Comments”



MODERATE

Suggested changes (Low LOE) – Make the entire card clickable so it will open the detail view and show comments on one click.

Checklists: Feedback on Questions

Were the questions helpful?

Generally yes, one user noted the questions were redundant and seemed out of order based on what they were telling the user to check off.

Were the questions easy to understand?

- Men preferred high level questions without a lot of accompanying text so they could quickly scan and find a specific topic/item.
- Women preferred more detailed questions broken down in layman's terms.



MODERATE

Provide high level titles with a clear action item. Provide accordion drop down with more specific action items about the checklist item. Rewrite content for high school level reading.

Checklists: Feedback on Buttons

Did you understand the button options?

3 users did not understand why the red boxes were preselected before they went through this list. This made them think the list was already completed by someone else or they weren't supposed to complete it themselves. Some of the users didn't notice the buttons were preselected! The difference in selected or not selected was not obvious until they started to complete the list themselves.

What did you like or dislike the most about this checklist?

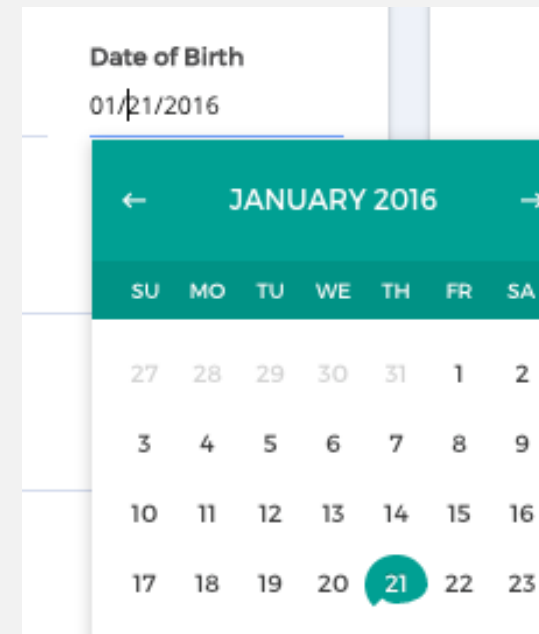
- *"I really like the concept of the N/A not impacting my score."*
- *"I don't trust the scoring option with the N/A."*
- *"I think this could be potentially helpful for someone."*

Village Details: Navigation

Asked users to enter a date for the care recipient on their profile page.

Users had trouble with the pop up calendar. It started at the current date and they were clicking the back arrow multiple time to get the birth year. Users gave up during this task and typed the date instead.

An Android user was able to get the calendar to work much easier, with a year view option.



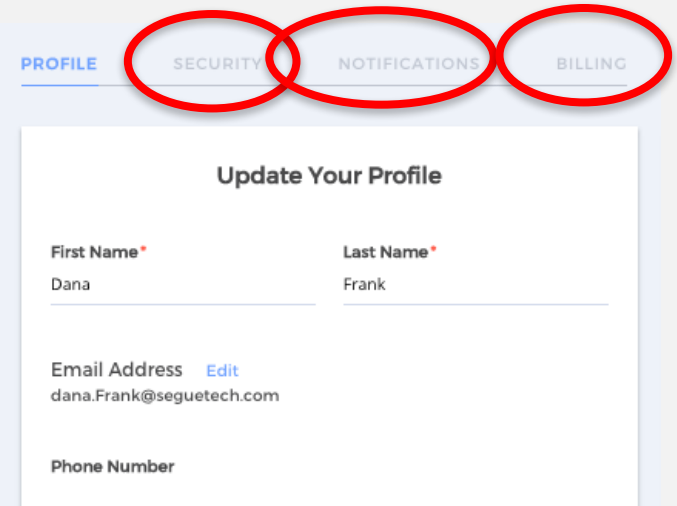
FAIL!

Suggested changes – Find another Calendar module with scrolling years or an easier way to navigate to earlier years.

Account Settings: Navigation

Where would you go to make changes to your password?

Users found the Account page but older users did not notice the tabs at the top of the page to navigate to the different sections.



The screenshot shows a user interface for account settings. At the top, there are four tabs: **PROFILE**, **SECURITY**, **NOTIFICATIONS**, and **BILLING**. The **SECURITY**, **NOTIFICATIONS**, and **BILLING** tabs are circled in red. Below the tabs is a form titled "Update Your Profile". The form contains the following fields:

- First Name ***: Dana
- Last Name ***: Frank
- Email Address**: dana.Frank@seguetech.com (with an [Edit](#) link)
- Phone Number**: (empty field)



SUCCESS!

Suggested changes – update these titles into tabs or some form of button.

Account Settings: Sign Out

Where would you go Sign Out of this website?

Users clicked the cog wheel first, and then went right to the menu and found it at the bottom.



SUCCESS!

Suggested changes – Include account sign out on cog wheel as well.

Members: Member Information

How would you find out what a member's role was on a specific village?

Users clicked on blue member title/# above member photos first. Then they found the members page on the menu. Some of them clicked on each member photo to see the roles.



SUCCESS!

Suggested changes – Link the members listing page to the “X Members” above the photos on the dashboard.