

# SAFEHEALTH USABILITY TESTING PROTOCOL & FINDINGS

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## TESTING INFORMATION

**i** Minimum Participant Goal: N = 3

Your Company is pleased to submit this proposal for services to support Client's Company in achieving its goals for improving customer satisfaction by providing training and post-sales support for its new order entry and fulfillment system. We have partnered with dozens of small businesses throughout the Northeast—businesses committed to improving the customer experience through convenience, accuracy of orders, and timely delivery.

## User Goals

**i** The following list contains goals that the user should be able to accomplish for successful app usability.

- Know how to sign into the SafeHealth App
- Follow the appointment creation process in the SafHealth App
- Know how to personalize user settings
- Know how to navigate key elements of the SafeHealth App
  - Hamburger Menu
  - Home Button
  - Back Button
- Know how to log out of the SafeHealth App

## User Interview Goals

**i** The following list contains goals that the tester should strive to meet when interviewing each participant.

- Establish a secure app for safe and discreet healthcare
- Refine the information architecture of the app from user feedback
- Refine the stylistic elements of the app from user feedback
- Increase feature accessibility of the app from user feedback
- Understand and empathize with the audiences' healthcare needs and experiences
- Understand the unique background of the users.
- Understand the users' current usage of healthcare apps.
- Understand how users typically manage their healthcare appointments

## Interview Questions

**i** The following questions will be asked to each participant prior to interacting with the app. Both open and closed ended questions were asked to conduct quantitative and qualitative analyses.

- Demographics:
  - Age
  - Race/Ethnicity
  - Nationality
  - Gender
  - Marital/Relationship Status
  - Income Level
  - Employment
  - Education Level
- How often do you require healthcare?
  - Never
  - Rarely
  - Sometimes
  - Most often
  - Always
- Have you ever used an app for managing health related concerns and/or appointments? If yes, explain.
- Walk me through the process of how you would usually schedule doctor/health related appointments?

## USABILITY TEST

### Introduction

**i** This introduction statement will be verbally given to each user after the interview portion to introduce the participant to the nature of the prototype interaction.

Thank you for participating in this research study for the SafeHealth app- a health resource app to help patients find discreet health care. Your participation will help refine this app to better serve patients. One thing to note is that we are testing the app's usability and not your expertise on using this app. Therefore, feel free to verbalize any confusions or clarifications you may have about using the app during the simulation.

You will simulate using the SafeHealth app to accomplish certain tasks. We will use a method called the "think-aloud method" in which you will say your thoughts about using the app out loud while you are using the simulation. For example, if I am using the 'Calculator' App I would say "First I open the app, then I press 2, then I would click the division button, then click 4, then press the equal button." It may feel weird, but this will help us understand your thought process while using the app to better refine SafeHealth.

### Pre-Simulation Questions

**i** The following questions will be verbally asked to each participant prior to interacting with the prototype in order to gauge initial impressions prior to navigation and performance metrics being recorded.

- Tell me about your overall impressions of this app based on the first screen?
- What do you think the main purpose of this app is based on the first screen?

- What do you think you can do on this site?
- Who do you think the audience is for this app?
- Talk about the design/aesthetic.

## Tasks

The following is a list of tasks assigned to the user and the user goals associated with each task. These tasks will be verbally given to participants for them to complete while interacting with the prototype.

User Goal	User Task
<ul style="list-style-type: none"> <li>• Follow the appointment creation process in the SafeHealth App</li> </ul>	You're struggling with a health problem and need to schedule an appointment with your doctor through the SafeHealth app. <b>Schedule an appointment</b> , with the first doctor you can find, through the app.
<ul style="list-style-type: none"> <li>• Know how to navigate key elements of the SafeHealth App – Home button</li> </ul>	Once you've scheduled your appointment, you want a simple way to get back to the home page. <b>Go back to Home</b> .
<ul style="list-style-type: none"> <li>• Know how to personalize user settings</li> </ul>	While you're using the app, you realize that you want some extra security, just so that you can feel more comfortable. Lately, you had to enable Two-Factor Authentication for your school email. Locate settings <b>enable Two-Factor Authentication</b> to protect your health information.
<ul style="list-style-type: none"> <li>• Know how to log out of the SafeHealth App</li> </ul>	People that you don't trust to see your personal health information are around you, and they're making you nervous. <b>Log Out</b> quickly to digitally protect your information.

## Exit Questions

**i** The following questions will be verbally asked to each user after interacting with the prototype in order to cross-reference user feedback with user behavior.

- What are your overall impressions of the app?.
- What was the best part of using the app?
- What was the worst part of using the app?
- What was the easiest part of using this app?
- What was the most difficult part of using this app?
- What features of this app would be useful to your current needs?
- What features of this app would not be useful to your current needs?
- If you could only make one change to improve the app, what would it be?
- How would you describe this app to a friend?
- Do you feel this site is relevant?
- Do you have any privacy concerns with using this app?
- Other questions?

## RAW FINDINGS

### Interview Questions

Question	User		
	1	2	3
How often do you require healthcare?	Sometimes	Most often	More often than not; usually unexpected, <i>“especially as a woman”</i>
Age	23	21	21
Race/Ethnicity	Asian	Caucasian	African American
Nationality	US	US	US
Gender	Male	Female	Female
Marital/Relationship Status	Single	Single	Single
Income Level	Middle class	Middle class	Middle Class
Employment	Unemployed	Part time - animal hospital	Full Time
Education	Undergrad	Undergrad	Bachelors
Have you ever used an app for managing health related concerns and/or appointments?	Yes - To check appointments, results, medication	Yes - Healow, HHS portal	Yes -To track periods and book appointments
Walk me through the process of how you would usually schedule doctor/health related appointments?	In office	App/online	Website/login/online portal

## Pre-Simulation Questions

Question	User		
	1	2	3
Tell me about your overall impressions of this app based on the first screen?	<i>"Nice loading screen"</i> <i>"Overcrowded" and "buttons are small" for new user/guest mode</i> <i>"Good color palette"</i>	It's a <i>"health related app"</i> Like the <i>"aesthetic"</i>	<i>"Lovely"</i> <i>"Very girly"</i>
What do you think the main purpose of this app is based on the first screen?	Thinks it's health related <i>"because of the heart"</i>	Health/healthcare	Health Wants to <i>"genuinely help based on heart"</i>
What do you think you can do on this site?	Something health related	Find providers, make appointments, records	Not sure because it <i>"doesn't say what they're helping with"</i> The heart is possibly <i>"healthcare or love life"</i>
Who do you think the audience is for this app?	Women <i>"because of the color"</i>	Any patient looking for patients, new to area, do something on their own	Middle class female because the <i>"design shows maybe not for males"</i>
Talk about the design/aesthetic.	Clear sections, organized	Colors, easy to use	It's great but <i>"thrown off by select a language at the top"</i> because they expect it elsewhere

## Performance Metrics

Metric	User		
	1	2	3
Time on Task	00:04:30	00:02:07	2:22
Errors	2	2	1
Success/Failure	Success	Success	Success

## Performance Metrics

Question	User		
	1	2	3
What are your overall impressions of the app?	Straightforward, some clutter.  Overall easy to understand	Easy to navigate  Home screen is useful	Great; straight to the point  <i>"I know this is my stuff and what I can do"</i>  Confused occasionally at first glance
What was the best part of using the app?	Homepage	Easy to use	Guest mode - being able to click it  <i>"Do I have to have a login to really book an appointment?"</i>
What was the worst part of using the app?	Certain pages  Navigation	Menu button vs back button  (User had error with prototyping)	The main patient page has double menus (hamburger and bubbles are same)  <i>"Wouldn't call it worst but minor"</i>
What was the easiest part of using this app?	Flow of appointments	Navigating- filters for appointments	Flow of appointments
What was the most difficult part of using this app?	Readability- small text	Get out of app faster  Recommends a hold down or immediate button	Caught up with "future appointments" under appointments tab
What features of this app would be useful to your current needs?	Check appointments, records	Scheduling appointments and records and meds	Account settings (FaceID)
What features of this app would not be useful to your current needs?	Reviews/Tags	Billing because the user thinks about in office	Menu & back button being confusing (button at bottom as well)
If you could only make one change to improve the app, what would it be?	Make the appointment flow shorter	Easier way to log out	Take away two menus on main page (hamburger & back)

<b>How would you describe this app to a friend?</b>	Medical app all around	Use the app to adult	<p>Would recommend it to girlfriend</p> <p>Can easily do appointments and refill meds</p> <p>Can pay bills</p> <p><i>"One stop shop"</i></p>
<b>Do you feel this site is relevant?</b>	Yes- track medical history	Yes	No - people are really scared to use health apps (even with guest mode because information is needed)
<b>Do you have any privacy concerns with using this app?</b>	Add email when creating account	How would it be shared with providers	<p>Data sharing</p> <p><i>"What would be shared with providers?"</i></p>
<b>Other questions?</b>	N/A	N/A	Liked that she was asked demographic information in beginning