**MODERATED USABILITY TEST - REPORT**

**User profiles**

<write down the names of the users tested here, and what their affinity with the topic and the tested device is (computer savvy people tend to deliver different results than non-techies)>

Applied Informatics students:

* Vandecasteele Senne (CSP)
* Gasparyan Arman (CSP)
* Ward De Coster(SE)
* Ruben Dupon (CSP)
* Jens Delorge (CSP)

**Tested scenarios**

<provide the scenarios here, according to the given template. Copy the template below for each tested scenario

Try **not** to be too descriptive with the task. Try to recreate a realistic scenario as much as possible.

Bad example: go to the homepage, look for shoes, click on the filter for green shoes, click the add to cart button, go to the cart and add the discount code, …

Good example: You want to buy some size 8 shoes, but only if they come in green. Make sure you apply the discount code I>3MARS before completing your purchase

Use the user paths to take notes on which actions the users took and perhaps where they missed stuff. **Only assist** when absolutely necessary

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| --- | --- |
| Research question: | Can users find functionalities on our application? |
| Scenario 1: | The user subscribes and change subscription to another plan. |
| Scenario 2: | The user checks his vitals and performs a diagnosis. |
| Scenario 3 | The user reports an emergency and start guidance. |
| Inputs/data: |  |
| **User paths** | |
| * User #1 (Vandecasteele Senne) | The user can’t see if he/she/it pays monthly or yearly?  What is a symptom? + set placeholder in input box.  Home button from diagnosis not clear.  Was confused about what emergency guidance is.  Most of it is very clear how it works. |
| User #2 (Gasparyan Arman) | Monthly yearly is not coloured intuitively  Everything else is clear. |
| User #3 (Ward De Coster) | Indicate the redirecting after payment  add “my health” stats  more back buttons  change the fond colour of the alert |
| User #4 (Ruben Dupon) | Enter on symptoms does not work  Font colour of alert |
| User #5 (Jens Delorge) | Map URL didn’t work |
| **General conclusions after testing:** | |
| Keep it, this works! | Modifications |
| Home button  Emergency guidance  Back buttons | * Made the interval (monthly/yearly) buttons more clear * Added symptom placeholder * Added a loading gif to the thank you page * Changed stats to my statistics * Changed the font colour of the alert to white * Working enter on symptoms page * Working map |