[link to slides](https://docs.google.com/presentation/d/1K0L57ktu1lGjbFPB-6WoDP27hMA6-lntuWBhX7hGO4o/edit?usp=sharing)

1. The topmost priority of the North Carolina Department of Health and Human Services (the Department) is the health and well-being of the individuals they serve. **Your team is assigned to work on the usability testing of a SAAS application targeted for healthcare systems to be used by the served population.** Think through the target audience, discuss and present the test plan for ensuring better usability of the mobile and web app. Focus on what constitutes usability to the target audience, and how your proposal addresses those concerns.

links

<https://www.ncdhhs.gov/>

<https://blog.hubspot.com/marketing/usability-testing>

<http://samples.jbpub.com/9781284129175/9781284138443_CH05_WD.pdf>

* Research Methods for Examining Usability: Quantitative vs Qualitative methods



As part of your team project, every team member will host/manage at least one team meeting, and **follows up on the action items during the next scheduled meeting**. Each member will upload the minutes of the meeting that they hosted, and an update on the action items here.

Sean Rudolph Cristina

Outline (9)

* Our specific scenario
* What is SAAS application?
* SAAS application and Healthcare Systems
* North Carolina Specific Systems (Intro the website & apps): target audience
* What is usability testing. What is considered usable to the target audience.
* General testing plan that we would ideally use. Our testing plan given our assignment
* [1,2,3] Using personas (fictional representation from each user’s point of view)
* Layout
* functionalities
* ease of use (elderly, children, disabled, healthcare professionals)
* Critiques.
* [[reference](https://www.usability.gov/how-to-and-tools/methods/personas.html)]
* Conclusion. Is the app market ready?

Possible qualities for personas: speaks only spanish, bad eyesight,

**Possible action items**

* created an outline of presentation,
* gave roles (who writes about each point),
* create slides

**Last meeting minutes**

* Present our websites
* Decide on websites to use
* And make accounts for the apps and look at them

**Some places where we can get content for our presentation:**

The link posted above

Other health.gov websites (For comparisons and contrasts)

NC Medicaid Managed Care

Website/app design statistics

**NC Medicaid app**:

Pros:

* 4 tabs in home page (provides simple view w/ seemingly 4 most popular actions)
* Information, like contact info, is easy to find
* Spanish is an option ([11% of NC population speaks Spanish](https://www.charlottestories.com/commonly-spoken-foreign-languages-carolinas/))
* App claims to update available health plans each day

Cons:

* Some buttons/tabs/links/videos direct the user out of the app. (Harder for those less tech savvy to get back on app)
* If directed out of app to mobile website, the layout is different (different info & in different locations) which can be more confusing to navigate.
* No general search bar like the website provides. No other language translations available.
* Didn’t size perfectly when adjusting font size (those with bad eyesight) But it did resize so just needs to be updated

NCDHHS.gov:

Pros:

* A multilingual website. It offers content in more than 20 languages.
* It is linked to the main social media sites.

[What Does Software As A Service Mean For Healthcare? (forbes.com)](https://www.forbes.com/sites/forbestechcouncil/2021/01/04/what-does-software-as-a-service-mean-for-healthcare/?sh=4d061b8068f8)