Section 1 – Reviewing the proposal and design documentation

Purpose of the appointment scheduling form:

The appointment scheduling form should allow users to schedule appointments. Users should be able to schedule, reschedule and cancel appointments through an easy-to-use interface.

KPIs:

- 90% of users can schedule an appointment in under 2 minutes.
- Error rate (e.g. incomplete or invalid submissions) is below 5%.
- 95% of users successfully find available appointment slots.

User acceptance criteria:

- The form validates all require fields and provides clear error messages.
- Users can view, select, and confirm an appointment without confusion
- The interface works smoothly on mobile and desktop

Section 2 – Reviewing the working prototype

Start condition:

User is on the medihealth booking form, they want to check-in for a basic health check up next week with valid booking information.

Steps the user must complete:

- Enter patient details
- Enter the appointment time
- Enter the reason for visit
- Click the book appointment button

End condition:

The medihealth appointment is successful and is in the database with no issues with missing / invalid data, with the user confident with their appointment being submitted.

Section 3 – Creating the observation plan

Objective:

Based on the KPI and acceptance criteria, I want to validate that I have hit the first KPI. This is that most users can complete the form under two minutes.

Scenario / Task Definition:

Try to check in for a basic health check-up next week with valid booking information.

Metrics to capture:

- Time to complete
- Success / Failure
    - Success = Task completed
    - Partial = Task completed with assistance / corrections
    - Failure = Task was not completed
- Amount of errors
    - Mis-clicks
    - Backtracking
    - Invalid data attempts
    - Missed mandatory fields
- System output
    - Warnings
    - Unclear labels
    - Successes
- User communication
    - Quotes
    - Feedback
- User navigation

Roles:

- Observer
    - Remain neutral and avoid guiding the participant
    - Time the activity and record all metrics accurately
    - Capture direct quotes and specific behaviours
    - Record any barriers caused by design, accessibility, or system feedback
    - Ensure ethical handling of data (no personal identifiers)
- User
    - Perform the task naturally, as you would on a real shift
    - Think aloud if comfortable (“I expected this button to…”)
    - Avoid asking for help unless stuck for more than 20 seconds
    - Report what you expected versus what occurred

Risk and Ethics:

- Risks identified
    - Capturing personal data
    - Potential frustration if participants feel judged
    - Accessibility barriers
- Controls
    - Using participant IDs
    - Do not store credentials / personal information
    - Provide accessibility arrangements
    - Make clear that the system is being judged, not the user
    - Store observation files and delete the raw notes after marking

Section 4 – Output

Record:

Participant ID:

Date / Time:

Scenario:

Completion Time:

Result:

Issues Logged:

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Quotes:

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Proposed Changes:

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Summary:

Top 3 issues:

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Actions to take:

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Impact Expected:

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