

Usability Testing: Wireframes

Attendees

- Steve
- Karen
- Robyn

Sign In page:

1. **Question: Please observe this page and provide us feedback on the look and feel.**

Robyn

- Content distorts when web browser screen is small

Steve

- "I don't feel the need to be notified" The image is beautiful however it doesn't make me want to sign up to ensure my safety

Karen

- Nice look, good sidebar, does not like picture
- Easy to get to

Create an Account:

2. **Question: Please observe this page and provide us feedback on the look and feel.**

Robyn

- City is usually before state
- Password should be hidden
- Can the phone number be formatted?
- Specify what type of phone number is required (entered in office phone number)
- Do passwords validate with one another?

Steve

- Would like first letter of words to be automatically capitalized after entered
- Phone number should automatically format
- Can you hide my password while I am entering it?
- Specify what type of phone number you are requiring

Karen

- Easy to do
- Please let me know what I am supposed to add a mobile number, I entered my home phone.
- Doesn't know what SNS is and thinks SMS should be changed to text message

Notification Settings:

3. Question: Please observe this page and provide us feedback on the look and feel.

Robyn

- What's SNS?
- Explain the options you are giving me. I don't understand what I will be signing up for or getting.
- It is very simple. I need more detail in order to understand.
- Doesn't specify the type of notification I will receive. If it is emergency or safety I need to know that.

Steve

- I would like to see a list of what I am being notified of
- What is the source of the notifications
- Explain all the options provided

Karen

- Was easy to do
- I haven't been told what to expect from service. What will I be notified of?
- I think there should be a separate homepage that gives me the information I need all on one page. It would be nice to be able to see the notifications along with my information.

My Account:

4. Question: Please observe this page and provide us feedback on the look and feel.

Robyn

- It's straight forward
- Maybe include areas of interest to receive notifications from
 - (different locations/zip codes)

Steve

- Intuitive to select my account to view account information
- Formatting doesn't make sense – Is this where I view my information or where I edit my account
 - If it is where I view my information, where are all of my settings – notification types, locations...etc.

Karen

- Was easy to get to and proceed with

Contact Us:

5. Question: Please observe this page and provide us feedback on the look and feel.

Robyn

- Button should be centered, it is way bigger than the text boxes
- There should be a phone number, email, and map of the contact location
- Possibly move the "Contact Us" to the top right?

Steve

- Where do I select "Contact Us"? – difficult to find
 - Should be placed at the top so it is easier to see
- I don't know what to expect when entering my information

- Who will contact me?
 - Within what amount of time?
- Are there alternate ways I can reach out
 - Phone number
 - HQ address
 - Who manages the page
 - Email address

Karen

- Not intuitive to find
- Wants both top and bottom of page for it to be displayed
- Doesn't know what to expect back from contact

Notification Page:

6. Question: Please observe this page and provide us feedback on the look and feel.

Robyn

- There's too much white space
- I like the small picture on the notification panel (homepage), gives me an idea of what I am going to hear about.
- Is it possible to format the alert you send so that we know where and what is going on, then we can come to this page for more information?

Steve

- Are these alerts for my area? What area does this cover? – If it isn't area specific this isn't helpful. It would be great to be able to enter a location here and see results accordingly
 - Want to have the option to enter specific zip code, city, county to retrieve information important to me

Karen

- Nice look, good sidebar
- The picture should be more dramatic, or emergency like

#	Page / Location	Description	Proposed By	Reasoning	Priority
1	Homepage	Beautiful picture Want to see a more emergency feel photo	All attendees	"I don't feel the need to be notified"	
2	Home Page	Optimize content based on screen size.	Robyn	Content looks distorted when screen size is small.	
3	Notification Page	Format Notification	Karen	When sending alert – provide essential information: Location/Type followed by link for more	

				information "I would like to see the information I care about first"	
4	Notification Page	Format Notification	Steve	The full notification is difficult to read. Adjust to ensure primary information is sent followed by full length alert.	
5	Notification Page	Add ability to filter alerts by location	All attendees	Being able to see the areas the problem is in would ease the usability of the tool	
6	Notification page/Side Panel	Ensure alert is sent with essential information at top with link	Robyn	I want to see what is most important first, followed by the ability to check into it if necessary	
7	Notification Page/Side Panel	Want to be able to enter specific zip code, county, city	Steve	Children/relative far away I want to be able to see multiple places, and places other than just where I myself am located	
8	Notification Settings	Add ability to add multiple locations by my preference	Steve	I want the ability to add my kids school locations	
9	Notification Settings	Add description to the page	Robyn	I need to be able to understand what I should expect from these notifications	
10	Notification Settings	Expand on SNS & SMS	Karen	Does not know what SNS is and thinks SMS should be called text message.	
11	Notification Settings	Explain the data you are presenting. Add description Add source	Steve	I want to understand what you are providing me with these alerts.	
12	Notification Settings	Add homepage for users	Steve	I would like to have a place where I can see all information related to me. My settings, notifications... etc.	
13	Create Account / Sign Up	Add area for zip codes I prefer to see	Karen	Choose many different areas for her kids	

14	Create Account / Sign Up	Ask for cell phone number when requesting information	Karen	Doesn't explicitly say it. Almost put home number	
15	Create/Sign up	Format phone number Specify what sort of phone number (cell)	All attendees	I entered an office number	
16	Create/Sign up	Hide passwords and validate	Robyn	I would like it hidden especially when I am using it on my desktop.	
17	Create Account / Sign Up	Password block out and criteria	Steve	Difficult to know what to enter and don't like people being able to see what I enter	
18	Create Account / Sign Up	Specifically say phone type requested	Steve	Entered office number	
19	Create Account / Sign Up	Automatically capitalize first letter of words after entry	Steve	Ease of use	
20	My Account	Would like a page that displays all of my information on one page.	Steve	Didn't make sense to see a page with my information but no data related to it. No data for areas I would like to see information from.	
21	My Account	Needs to prepopulate already existing information	Karen	Should have my information already on the page	
22	Contact Us	Add timeline of when contact will be made	Steve	I would like to know when I can expect to hear from someone.	
23	Contact Us	Alternate methods for contacting – email, phone	Steve	Phone # HQ Who manages the page? Email?	

24	Contact us	Button should be centered, Add address, phone number to contact, email to contact	Robyn	I need a better way to get in contact	
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