Usability Testing Sprint 1

Attendees

- Steve
- Karen
- Robyn
- Rhonda

Participants were asked questions about the look and feel of the prototype. They were also asked to create an account, find 'Contact Us', etc. to see if these functions were intuitive.

Sign In page:

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

Steve
- Purpose for visiting the site: Check notifications, adjusting account would be
- Image is beautiful however it needs to have a more critical feel

Karen
- Beautiful image but "too serene"
- Prefer not to login if it isn't required
  – Enjoys the search location function
- Color variations help with page fluidity
- Is it possible for the size of the white panel to be adjusted?
- I like the "encourage to create…" sentence. It makes me feel like I will be doing something to protect my family

Robyn
- The seal for California is difficult to see
- I like the look of the page it is "very California".

Rhonda
- I am not sure of what I am being notified of. Are you notifying me for safety things about work and home?
- The image is very relaxing and serene. Is it possible to include a more critical image to help me to understand I am signing up for an emergency notification?
- The seal for California is difficult to see
- Cal Notify is mentioned three times within the first three lines of the page. While reading it, it feels a bit repetitive
- Within the description paragraph the use of the term "Events" leads me to think the site is about entertainment. This wording coupled with the image leads me to thing I am signing up for fun
- I would like you to be more detailed regarding "health and safety". It is important to me that I understand what aspects of safety and health this service will cover
- Although I am encouraged to sign up, I do not feel the need to. I would need a call to action to lead me to sign up.

- Would like to see "Contact Us" at the top of the page

Mobile:

- Difficult to read due to formatting
- Language appears to have difficulty all fitting on one page
- I like that I can see the same thing on the website and the mobile version

Create an Account:

2. Question: Please create an account.

Steve

- Adjust label to "Primary Location" instead of "Street 1" "Street 2"
- I would like it if entering the mobile number was an option not a requirement however I like the explanation of the purpose of the mobile number.
- I am unclear on the sign up process and how notifications are used. I feel uneasy signing up without this clear understanding of this.

Karen

- I believe the asterisk is enough, there seems to be no need for wording. I would like it if there wasn't so much red on the page.

Robyn

- I do not feel the red in necessary when you land on the page. I would like it if the required wasn't red until I forget to enter the information. It is intuitive what is required
- Like the text explanation of why mobile is necessary
- I like the required wording as well as the asterisk, it is very clear

Rhonda

- I really like how have asterisk and "Required" – clean and clear
- Helpful in the first screen to walk them through the process so they understand the order they input things

3. Follow up questions:
   a. **How did you feel about that process?**
   b. **Are there any additions or adjustments you would suggest?**
   c. **Are there any roadblocks in the process or difficulties?**

Dashboard:

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

Steve

- To me, it makes more sense to put alert in the order of : location, time, expiration
- I like that the Dashboard prioritizes alerts
- I like that account information is concentrated at the bottom of the dashboard

Karen

- Please explain geo-location
- "It gives me what I need to see"
- I like the ability to select more than one option

Robyn
- It would be easier to use the system if you explained how the notification works including the radius the alert would include from your address point.
- Please explain how geo-location works regarding the need to login to the website on my phone in order to use.
- I would like it if you explained Push Notifications somewhere. I am unsure of what these are.

Mobile
- I like the order of boxes with alerts at the top of the screen and account information below. Is it possible to limit the number of alerts displayed for ease of use?

Rhonda
- The box labeled Notifications is a bit confusing. I would have an easier time understanding it if it were to say "My Locations" or "My Preferences"

Mobile
- The boxes displaying information should be centered
- Visually I would follow the page better if word justifications remained consistent

5. **Follow Up Questions:**
   a. **Please scroll through the alerts and provide feedback on presentation.**
   b. **Please select an alert and provide feedback on the format the alert is given in.**
   c. **Please return to your Dashboard**
   d. **Please Edit your Account**

Manage My Account:

6. **Question: Please change your password.**

Steve
- I like that we are able to see all our information on one page.

Rhonda
- Page is self-explanatory, easy to follow.

7. **Follow up questions:**
   a. **How did you feel about that process?**
   b. **Are there any additions or adjustments you would suggest?**
   c. **Are there any roadblocks in the process or difficulties?**
   d. **Please return to your dashboard.**
   e. **Please edit your notifications.**

Manage My Notifications:

8. **Question: Please add a location.**

Steve
- Adjust titles of page in order to ensure page in followed intuitively.
   o Add "Additional Locations" instead of "Search"
- Ensure description closely matches steps I need to follow on page

- I would like to know the number of additional addresses I am able to add

Karen
- Prefer "My Preferences" / "My Notifications rather than "Notifications"
- Love the ability to add a nickname feature
- Would like to option to input City/State OR Zip

Robyn
- It would be nice to see primary location at the top of the chart, followed by geo location, and then additional.
- I like the FAQ note at the bottom of the chart as a reference for more information
- It would be great to know how many additional locations I am limited to.
- I would like the ability to delete a location.
- I would like to be able to add location by City/State

Rhonda
- Adjust titling in order to help me understand what I am about to do on this page, "Add an Additional Location" instead of "Manage My Notifications"
- It would be helpful to have a on screen definition of geo-location

9. **Follow up questions:**
   a.   **How did you feel about that process?**
   b.   **Are there any additions or adjustments you would suggest?**
   c.   **Are there any roadblocks in the process or difficulties?**
   d.   **Please return to your dashboard.**
   e.   **Please submit a ticket to us with a question.**

Contact Us:

Karen
- Great, self-explanatory

Rhonda
- Would like a phone number to be on the contact page if I didn't like the idea of sending out an email.

10. **Question: Please observe this page and provide us feedback on the look and feel.**
   a.   **How did you feel about that process?**
   b.   **Are there any additions or adjustments you would suggest?**
   c.   **Are there any roadblocks in the process or difficulties?**
11. **Please log out**

Set Location:

12. **Please enter a location you would like to see alerts for in the right panel.**

   a.   **How did you feel about that process?**
   b.   **Are there any additions or adjustments you would suggest?**

  c.   **Are there any roadblocks in the process or difficulties?**

Steve
  - I would like the option to enter City/State OR Zip Code.

Robyn
  - I would like an OR option. I may not always know the Zip Code.

Rhonda
  - The title of the page doesn't help me to understand what I should be doing here. It would be nice to have a description of what this section is used for.

#	Page / Location	Description	Proposed By	Reasoning	Priority
1	Sign In page	Beautiful picture Want to see a more emergency feel photo	All attendees	"Not alarming enough"	
2	Sign In page	Adjust description	Rhonda	Clarify what how the system works and type of alerts I will be receiving	
3	Sign In page - Mobile	Adjust formatting	Rhonda	Very tough to read, tight in space, a lot of wording in small space	
4	Dashboard	Order of alert should be location/time/expiration	Steve	More intuitive, consistent with most notification systems	
5	Dashboard	Explain what geo location means	All attendees	Doesn't know what geo location is	
6	Dashboard	Explain radius from location point	Robyn	Should be explained	
7	Dashboard	Explain login necessary for geolocation	Robyn	Should be explained	
8	Dashboard	Explain what push notifications are	Robyn	Do not know what it means	
9	Dashboard	Adjust title for "Notifications"	Rhonda	Unclear that this is regarding address - seems to be where you find alerts	
10	Dashboard - Mobile	Limit box to show designated amount of alerts	Rhonda	It appears as too much to scroll through, makes it too difficult to get through the page	
11	Dashboard - Mobile	Make justifications of text consistent	Rhonda	Visually confusing	

12	Set Location	City, State OR Zip Code option OR County	All attendees	Wouldn't know zip code of many locations	
13	Set Location	Adjust title and explain use	Rhonda	Unclear on what the box is for and how to use it	
14	Create an Account	Label "Primary Location" instead of "Street 1 / Street 2"	Steve	Not intuitive why the street is required	
15	Create an Account	Mobile should be optional	Steve	If I do not want to receive text notifications why would you need it?	
16	Create an Account	Explain notification methods	Steve	Don't intuitively know what you are signing up for and what the notifications will do	
17	Create an Account	A LOT of red - limit the amount of red on the page	All attendees	Only black needed for fields When submitting information - if required field missed - then return red	
18	Create an Account	Asterisk only	Robyn	Explain at bottom of page	
19	Create an Account	Explain the process better start to finish of creating an account	Rhonda	Unclear at what step you do what, questions come up here regarding multiple locations and primary address	
20	Manage My Notifications	Adjust titles to reflect content	Rhonda	Titling doesn't lead you to intuitively know where to go	
21	Manage My Notifications	Explain 10 location limit	All attendees	If choices are limited, explain	
22	Manage My Notifications	Add option to delete location	Robyn	Need to be able to edit locations entirely	
23	Manage My Notifications	"Add Additional Locations" instead of "Search"	Steve	Not intuitive	
24	Manage My Notifications	"My Preferences" OR "My Notifications" instead of Notifications	Karen	Title doesn't seem to match page - "I wouldn't know where to go"	
25	Manage My Notifications	Adjust titles to have caps and lowercase consistently, not mixed	Rhonda	Visually confusing	
26	Manage My Notifications	Display box of locations should mimic dashboard box look	Rhonda	Easier to understand when it is consistent	

INFORMATIX

27	Contact Us	Add phone number	Rhonda	I want a number I can call to receive help	