User 1 : Victoria

Facilitator : Maseerah

Observer : Habeebudolin

Quantitative : Shaiz

User Group : 1 (Young & High Tech)

Age : 25

Tech. Proficiency : 5/5

Task 1 : Sign Up - Sign In - Build Profile

→ All steps were followed as expected.

→ Took the least time to complete

→ Skipped all optional fields.

Task 2 : Search and View Doctor Profile.

→ Everything thing went as anticipated

→

Task 3 : Book and Cancel Appointment

→ All tasks executed perfectly

User 2 : Aisha

Facilitator : Maseerah

Observer : Habeeb

Quantitative : Shaiz

User Group : 2

Age : 22

Tech Proficiency : 5/5

Task 1 : Sign In - Sign Up - Build Profile

→ Everything worked as expected

→ User filled up every input field

→ Took the longest time in its user group

Task 2 : Search and View Doctors' Profile

- All worked as expected

Task 3 : Book and Cancel Appointment

→ All steps executed perfectly.

User 6: OMAR

FACILITATOR: HABEEB

OBSERVER: MASEERAH

QUAANTTAVE: SHAIZ

USER GROUP: OLD

AGE: 47 Y

TECHNICAL:

TASK 1: BUILD PROFILE

ALL GOOD

TASK 2: SEARCH & EXPLORE

ALL GOOD

QUICK & SMOOTH

TASK 3: BOOK APPOINTMENT

PERFECT NAVIGATION

ALL DONE

USER 7: MOHAMMED

FACILITATOR: SHAIZ

OBSERVER: MASEERAH

QUANTITATIVE: SHAIZ

USER GROUP: 2

AGE: 51

TECHNICAL: 1/5

TASK 1: BUILD PROFILE

SMOOTH SIGNUPS

COULD NOT FIND 'BUILD PROFILE' OPTION

NEED TO CHANGE 'EDIT' TO 'BUILD'

TASK 2: SEARCH & EXPLORE:

ALL GOOD

TASK 3: BOOK APPOINTMENT:

USER NOT SURE IF APPOINTMENT CANCELLED.

EVERYTHING ELSE GOOD

USER 8: JASON

FACILITATOR: HABEEB

OBSERVER: MASEERAH

QUATITAIVE: SHAIZ

USER GROUP: 2

AGE: 45

TECHNICAL: 3/5

TASK 1: BUILD PROFILE:

ALL GOOD

TASK 2: SERACH & EXPLORE:

ALL GOOD

TASK 3: BOOK APPOINTMENT:

ALL GOOD

User 9: Alam

- Facilitator: Sheiz Akhtar
- Observer: Habeebuddin Miu
- Quantitative Data: Masceerah Khatoon

User Group: 2 (old and low tech. prof.)
Age: 42 years
Tech. Prof. 3/5

Task 1: Sign Up - Sign In - Build Profile.

→ Everything went smoothly
→ Took more time than others.
→ Spent extra time thinking of answers.

Task 2: Search and View Doctor Profiles

→ All went as expected
→ No errors or guidances

Task 3: Book Appointment and Cancel

→ Everything good and complete
→ Took average time to complete, similar to other users in his group.

User 10: Mike

Facilitator: Shaiz Akhtar

Observer: Habeebuddin Mir

Quantitative Data: Naseerah Khatoon

User Group: 2

Age: 40

Tech. Prof: 2/5

Task 1: Sign Up - Sign In - Build Profile

→ All went well.

→ Average time to complete

Task 2: Search and View Doctor

→ All went well

→ Comparatively quicker than others in their user group.

Task 3: Book and Cancel Appointment

→ After cancellation the user was not sure if the appointment was cancelled.

→ Need to add a confirmation screen

→ Everything else worked as expected.