**USABILITY TESTING SESSION PROTOCOL**

1. **Objective:**

To conduct high fidelity testing of CareConnect and identify areas of improvement.

1. **Participants:**

U1: 5 from ‘Young aged (18-39) and high technical proficiency’

U2: 5 from ‘Old aged (40+) and low technical proficiency’

1. **Facilitators:**

| **NU ID** | **Team Member Name** | **Contribution** |
| --- | --- | --- |
| 002713929 | Habeebuddin Mir | 3x Facilitator, 4x observer and note-taker |
| 002778147 | Maseerah Khatoon | 3x Facilitator, 3x observer and note-taker |
| 002796856 | Shaiz Akhtar | 4x Facilitator, 3x observer and note-taker |

1. **Tools and Methodology:**

i) Data Collection Excel Sheet to record Metrics

ii) Free form notes to record observational notes

iii) Multiple cameras to record sessions

iv) Figma application to redesign and test prototype

1. **Task Scenarios:**

**Task 1:** You are signing up for the first time on a Healthcare App. You need an email id and password. After the sign up, you have to sign in, navigate to the Build profile section, and answer a series of questions to build your medical and lifestyle profile.

**Task 2:** Once a user is signed in, they navigate to the explore section, to search for either a doctor or a speciality. Once they find a suitable match, they can view the doctor’s profile in detail.

**Task 3:** When a user finds a doctor’s profile satisfactory, they can find the ‘Book Appointment’ button which leads them to the booking screens. After completing a series of steps, which involves choosing their desired dates and time, a user is able to secure an appointment. They should then try canceling the appointment.

1. **Session Overview:**

**i) Informational Briefing-** Provide a brief overview of the session. Introducing the CareConnect application. Explain the purpose of the usability test and emphasize that the focus is on the product, not the participant's abilities.

**ii) Demographic Survey-** Present users with an online form to collect their demographic data and their technical proficiencies.

**iii) Prototype Testing-** At this stage, users are presented with the CareConnect prototype and asked to complete a series of tasks defined in section 5. This session involves recording performance of users in controlled settings. Users are observed and timed. Data is recorded on video, and observations are made in free form notes. The data is used to calculate performance times and to identify and explain errors and guidances a user might have required during the session.

**iv) Debrief and Post-Test Questionnaire-** Discuss any challenges or surprises encountered during the session. Gather feedback on the overall experience. Ask about specific pain points and areas of satisfaction.

1. **Post Session Task:**

i) Compile notes and observations

ii) Analyze data to identify common themes and issues

iii) Generate a usability report outlining findings and recommendations

iv) Redesign Prototype based on usability report conclusion

1. **Redesigned Prototype Link:**

<https://www.figma.com/file/UJ4F6bOLmMgJUSJe5NvX2s/Redesigned-Prototype?type=design&node-id=0%3A1&mode=design&t=1xh0XQBE8TpO2E67-1>