



Take Care

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Root Concept

High-Level Vision

Smartphone users interested in their health manage every aspect of it, track their progress, store their information, and communicate with friends doing the same.

Basic rationale: The combination of the three aspects of one's health in one place will better illustrate the relation in between them to the user, and benefit their understanding of their own health better.

Stakeholders

1. Young adults investing in their health: Young adults who use social media frequently will find the app familiar because of its social features. Take Care will include tips and articles on how to improve different aspects of their health.
2. Adults finding a place to unify their data: Take Care is a convenient place to store information about every aspect of one's health as well as track their progress.

Facilitator Briefing

"Hi, my name is _____, and my team partner's name is _____. We thank you for agreeing to participate in this Take Care product evaluation. Today we are asking you to serve as a participant to help evaluate the usability of our application and to complete a few tasks based on common scenarios in which we expect our application to be used. Our goal is to see how easy or difficult you find the Take Care app product to use, and record any other input you might have with regard to your user experience during the testing process. Your reactions and words will be recorded for future evaluation, so we may ask you to clarify statements that you make from time to time.

I'm here to record your reactions and comments on the web app product you'll test today. During this session I will not be able to offer any suggestions or hints. There may be times, however, where I'll ask you to explain why you said or did something.

I will ask you to complete a set of tasks, with the intention of judging how easy or difficult those tasks are to complete. We ask that you "think out loud" as you work through these tasks. Tell us everything you are thinking as you attempt to complete each step, as this gives us the greatest degree of feedback with which to improve our application. We will ask you to vocalize

what path you take to find information, what questions you have, and what surprises or confuses you as you go through the set of tasks.

We will keep questions open-ended and neutral, such as “What do you mean by that?” or “What did you expect to happen?” When you identify a problem, we may ask you how you would fix it. We will observe your body language and facial expressions as well.

You also will be asked a series of questions about your experience at the end of this session.

Here are some things that you should know about your participation:

- This is not a test of you; you’re testing the Take Care web app product. So don’t worry about making mistakes.
- There is no right or wrong answer. We really just want to know if we designed the product well for you.
- If you ever feel that you are lost or cannot complete a scenario with the information that you have been given, please let me know. I’ll ask you what you might do in a real-world setting and then move you on to the next task.
- We will be taking notes during this session for further study if needed. Your name will not be associated or included with any data or findings from this evaluation.
- Finally, as you use the Take Care web app product, please do so as you would at home or your office.

I will give you a consent form to sign next, but do you have any questions before we begin?”

“Ok, thank you. Let’s go ahead and get started on the tasks.

There are a total of 5 tasks. I will read each task to you, one at a time.

As you are trying to complete each task, please tell us what you are thinking as you work. This will provide us with important information about what does and does not work well on the site.

And remember, the purpose of these tasks is to test the usability of the prototype site. We are not testing you as a user, you are helping us test the site. Any problems that you have reflect a problem with the site itself.

Task 1 - Log a journal entry

- (1) User opens the app
- (2) logs in
- (3) User swipes up the menu bar to display all features and
- (4) taps on the icon for Journal.
- (5) create a new log on her journal.

Task 2 - Log fitness information

- (1) User opens the app
- (2) logs into the app to log fitness information
- (3) Taps on Physical tab
- (4) Taps on exercise tab
- (5) Logs exercise for the day

Task 3 - Upload a medical record

- (1) User opens the app
- (2) logs into the app to upload medical records
- (3) Taps on medical tab
- (4) Taps on records tab
- (5) Taps on upload record tab

Task 4 - Practice mindfulness through meditation

- (1) User opens the app
- (2) logs into the app to practice meditation
- (3) Taps on mental tab
- (4) Taps on meditation tab
- (5) User is displayed a list of meditations
- (6) select any of the meditation practice options

Task 5 - Log Food diary entries

- (1) User opens the app
- (2) logs into the app to log food diary entries
- (3) Taps on nutrition tab
- (4) Tap on add food entry

For each task, ask the following questions and/or make the statements:

“What do you think?” or “I am interested in what you would do.”

“What words are going through your mind?”, “What are you looking for?”

“Do you have any suggestions for making this task easier?”

“THANK YOU!”

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Take Care Web App Prototype Startup Instructions

SYSTEM REQUIRMENTS

BROWSER: GOOGLE CHROME/SAFARI/FIREFOX/MICROSOFT EDGE

INTERNET ACCESS

JAVASCRIPT ENABLED

INSTRUCTIONS

1. Navigate to https://haczar.github.io/TakeCare_FIU/
2. Enter Username and and Email
3. Scroll to the bottom of the Page
4. Click 'Mental'
5. Observe
6. Scroll to the bottom of the Page
7. Click 'Meditate'
8. Observe

iv. Tasks: the exact wording of the 5 goal-based tasks that you prepared in your usability testing plan which you (have or would have) given to users for the usability testing;

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