

# Usability Test

## Scenarios

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| Participant answers question |  |
|------------------------------|--|
| Flow                         | <ul style="list-style-type: none"><li>Participant answers question</li></ul>   |
| Context                      | <ul style="list-style-type: none"><li>You are a participant with a spinal injury</li><li>You have not answered the questionnaire before</li></ul>  |
| Task                         | <ul style="list-style-type: none"><li>Start the process to get a breakdown</li><li>Answer the questions about your disability until all questions are marked with a tick</li><li>Once questions are completed, download your breakdown</li></ul> |

| Participant edits question |  |
|----------------------------|--|
| Flow                       | <ul style="list-style-type: none"><li>Participant edits question</li></ul>   |
| Context                    | <ul style="list-style-type: none"><li>You have answered the questions about your disability until all the questions are marked with a tick</li></ul> |
| Task                       | <ul style="list-style-type: none"><li>Edit your answer to the first question about your disability</li></ul>   |

| Participant makes successive claim |  |
|------------------------------------|--|
| Flow                               | <ul style="list-style-type: none"><li>Participant successive claim</li></ul>   |
| Context                            | <ul style="list-style-type: none"><li>You are a participant who has previously completed the questionnaire and made a claim</li></ul>  |
| Task                               | <ul style="list-style-type: none"><li>Start the process to get a new breakdown</li><li>Answer the follow up questions until they are all accepted</li><li>Get your new support breakdown</li></ul> |

| Staff edits resource documents |   |
|--------------------------------|---|
| Flow                           | <ul style="list-style-type: none"><li>Staff checks resources document</li></ul>   |
| Context                        | <ul style="list-style-type: none"><li>You are a staff member at capital guardians, the NDIS has released a new pricing guide</li></ul>  |
| Task                           | <ul style="list-style-type: none"><li>Update the system with the latest pricing guide<ul style="list-style-type: none"><li>You may need to delete existing</li><li>Then add new</li></ul></li></ul> |

## Feedback

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- Application is simple and easy to use - doesn't require instructions
- Design is easily translatable to mobile devices

## Action points

| Modification  | Comments  | Completed? |
|---|---|------------|
| <ul style="list-style-type: none"><li>Make the landing page more informative and explain what the participant will do<ul style="list-style-type: none"><li>Change button text "Get new support breakdown" to potentially "Tell us about yourself"</li></ul></li></ul> | <ul style="list-style-type: none"><li>Changed text to "Get started"</li><li>Added popup that explains to the user what they should expect when using the application, what they are going to do, and why they should use the application.</li><li>Popup information should allow users to feel empowered</li><li>Popup appears when button is pressed</li></ul> | Y          |
| <ul style="list-style-type: none"><li>Change support breakdown categories to match what is currently defined in the NDIS</li></ul>  |   | Y          |