

## **USER TESTING PLAN / RESULTS**

### **First stage user testing**

We decided to conduct user testing with two family members (of the team members) and one external person. This was the first stage of user testing for an early version of our application, a lot of feedback was given based on the questions we asked and some additional feedback

Testing for	Question	Result #1	#2	#3	Action taken/Comments
Navigation and user Interface	- Is it easy to find what you want to diagnose?	no	yes	no	We restructured the entire application user flow/journey
	- Were buttons, text and other interface elements clear and easy to understand?	some	no	no	We changed fonts and color schemes
Accessibility and Responsiveness	Is the application responsive?	no	no	no	We made all page elements mobile focused
	Is the application easy to use?	yes	yes	yes	Restructured user story
	Are the text and interface elements easy to read across different sizes?	no	yes	no	We changed fonts and reduce color contrasts to improve accommodations
Performance and Loading Times	Any delays or lags while using?	no	no	no	none
	Rate the speed and responsiveness of submitting images	3%	4%	5/5	Improved the logic for some of the AI elements
	Rate the speed of getting the Artificial Intelligent result	5/5	5/5	4/5	
Form Submission and Data Entry:	- Could you fill the forms and understand it?	mostly	yes	yes	Improved wording and framework of application
	- Did you feel comfortable answering the questions?	yes	yes	yes	No change
	- Are any fields in the forms unclear or confusing?	no	no	yes	Improved some answer fields
	- Were the external quizzes good cohesive or should it be internal?(int or ext)	ext	int	ext	Kept it as external for better accuracy

### **OTHER FIRST FEEDBACK**

- Lots of feedback on User Interface in aspects of fonts, color schemes and design choices
- Suggestion from Dr Maciag to add disclaimer before users can access the application

## Final stage user testing

This was done after our application was mostly completed. We did this so we could conduct extra tweaks and updates based on this feedback. Eventually we hit the nail on the coffin in most requirements

Testing for	Question	Result 1	2	3	Action taken/Comments
Overall User Experience:	Any moments of frustration?	no	no	yes	Suggestion by Dr Yow
	Any stand out user-friendly or intuitive features?	yes	yes	no	People loved the learn-more section
	Was the application helpful in diagnosing diseases in animals?	yes	yes	yes	
Navigation and user Interface	- Is it easy to find what you want to diagnose?	yes	yes	yes	none
	- Were buttons, text and other interface elements clear and easy to understand?	yes	yes	yes	
Accessibility and Responsiveness	Is the application responsive?	Kind of	yes	yes	The app is mobile focused so viewing it on larger screens are good but less aesthetically pleasing
	Is the application easy to use?	yes	yes	yes	
	Are the text and interface elements easy to read across different sizes?	most	yes	yes	
Performance and Loading Times	Any delays or lags while using?	no	no	no	none
	Rate the speed and responsiveness of submitting images	5/5	4/5	5/5	
	Rate the speed of getting the Artificial Intelligent result	5/5	5/5	4/5	
Form Submission and Data Entry:	- Could you fill the forms and understand it?	yes	yes	yes	none
	- Did you feel comfortable answering the questions?	yes	yes	yes	
	- Are any fields in the forms unclear or confusing?	no	no	no	
	- Were the external quizzes good cohesive or should it be internal?(int or ext)	ext	ext	ext	
External resources/learn more	Was this part necessary or useful?	yes	yes	yes	Kept this page in final version
	Were you able to access the external pages successfully?	yes	yes	yes	

## OTHER FINAL FEEDBACK

- The app has an appealing and inviting appearance without being too busy and overloaded. Using the app was easy and intuitive to use. My favorite parts of the app is the ability to upload a photo of your pet and the access to other pages in the learn more section. I would not change anything, perhaps in the future adding more illnesses for each pet and/or other pets could be valuable.- Dog and Cat Owner for 20 years
- Dr Yow suggested we change the wording of AI detection “Accuracy” to “Confidence”
- Dr Yow also suggested we focus our test and training data to focus more on the affected area
- Feedback suggestion gotten from one of our classmates to keep the theme of the fonts and the capitalization in the forms