

UXTesting

For our clinical management system, we conceived to include ease of learning, i.e., the ease with which new users can understand and use the system without prior training. According to Nielsen's usability principles [1], ease of learning ensures that users become productive quickly.

In our project, therapists and staff are required to schedule appointments, manage patient data, and manage billing through features such as the "Inbox" and multi-step event forms. However, we have not tested how intuitively new users navigate these tasks.

To measure ease of learning, we would track two metrics: success rate (percentage of tasks completed without assistance) and time spent on the task. For testing purposes, I would simulate a scenario in which a new staff member schedules an "Initial Comprehensive Assessment" for patient "Ana Martinez" in "Room 101" with "Therapist A." We would collect quantitative data (success rates, time spent, errors such as validation alerts) and qualitative data (post-test surveys rating the difficulty of the task). The analysis would compare average task times to expert benchmarks and identify recurring trouble spots (e.g., users skipping the payment charge).

Ease of learning is crucial for our clinic, as staff turnover is high: students and new therapists rotate frequently. If it takes too long to master the system, it slows down patient care and risks mistakes (such as double booking rooms). For example, if tests show that users have a hard time finding the "New Event" button, we could simplify the interface with a step-by-step wizard. By prioritizing ease of learning, we ensure that busy clinic staff remain efficient and reduce errors that disrupt daily operations.

[1] J. Nielsen, "Usability 101: Introduction to Usability," Nielsen Norman Group, 2012..
Available: <https://www.nngroup.com/articles/usability-101-introduction-to-usability/>.

