Usability Testing: Wireframes

Overview

As we designed the experience, we invited users to review wireframes and provide feedback. Specifically, we tried to understand whether users thought the flow of the application and foundational interactions were intuitive. Summary level notes from these sessions are provided below.

Wireframe Review Date: 5/25/2016

Notes:

What is this application about?

- The users were able to identify that the application dealt with services for foster families, but seemed to have trouble understanding the entire picture.
- A landing page, not included during this wireframe review, will provide additional context.

How would you view/edit your profile?

- The users were able to clearly identify the initial page as a profile view.
- The users were able to clearly identify the "edit" link in each section.
- Users seemed to have trouble understanding the different profile categories: "General, Household Members, Children Under Your Care". Some descriptor text or names for the sections could bring clarity.
- Users were unsure of the foster parent's status. Are they currently seeking foster children or do they already have foster children in their care?

How would you view your messages and participate in conversations?

- Users were able to easily recognize the navigation bar used to navigate to the "Inbox".
- Users were heavily confused by the "Event Details" header on the top of the message. This header led them to believe they could create events or comment on public events. As a result, less emphasis should be placed on the term "Event" or it should be replaced by a different term.

- Users liked the format and structure of the page, allowing them to view their entire inbox and message details.
- Users were able to easily recognize the "New" link allowing them to create a new message.
- Users were hoping for some additional details on the "New Message" modal providing additional context on what the message was for.

How would you find a service facility to bring your child to?

- Users were able to easily recognize the navigation bar used to navigate to "Facilities Near You"
- Users responded positively to the familiar look and feel of other map platforms. (ex. Google Maps)
- Users were able understand the functionality of the map including the search, filters, and pins.
- A user suggested providing a bit more context on where the current location is. (ex. A blue dot).

Key Takeaways:

- The landing page content should be catered to provide a very clear overview of the application's purpose and capabilities.
- Revisit the tab titles or structure on the Household Profile page to clearly differentiate the "General Info", "Household Members", and "Children Under Your Care".
- Rethink the hierarchy of information on the "Inbox" page to clearly identify that the items displayed are messages. Consider changing the "Event Details" title to something more message-centric.
- Add descriptor text to the "New Message" modal, informing the user of the purpose of the message. *Potentially note here that it is a secure inbox.*