

USABILITY TESTING SESSION RAW RESULTS

Tasks/Questions	Parent 1 - Male Computer - IE 11 Remote	Parent 2 - Male Phone - Droid Observed In Person	Parent 3 - Female Phone - iPhone Observed In Person	Parent 4 - Female Computer - IE 11 Remote	Parent 5 - Male Computer - Chrome Remote
Demographic Questions 1) What's the highest grade level of school or degree you've completed? 2) How many hours a week do you spend working on a computer for personal or for work use? 3) What types of sites or applications do you use – social media, shopping, gaming, research, etc.? 4) On a scale of 1 to 5 with 5 being the most comfortable, how comfortable are you using a computer?	1) Master's Degree 2) 45-50 hours 3) Work applications, research, shopping 4) 5	1) Associate's Degree 2) 45 hours 3) Google, Facebook, YouTube 4) 4	1) Bachelor's Degree 2) 60 hours 3) Shopping, research, educational, sports 4) 5	1) Bachelor's Degree 2) 80 hours 3) Research, IE, Outlook, Word 4) 5	1) Bachelor's Degree 2) 40 hours 3) Shopping, email, sports 4) 5
Pre-Task Questions 1) Without clicking on any buttons or links, what is your first impression of the application? What's the first thing you notice? 2) Just from looking at the application, can you tell what the application will be used for or what information might be available to you?	1) Pleasant screen. Looking good 2) No. Seems like general screen. No title or information.	1) Clean, crisp. Very user friendly, with what appear to be 3 buttons. User profile. Like it 2) Message system, with plan for each child	1) Sees profile and 2 kids. User thinks she likes it 2) Yes. Can go through kids to get more information about what is going on. Would like kids to be on top, messages on bottom. OK with this	1) Clearly blocked out. No background noise. Looks very clear 2) Yes. User has 6 emails and has ability to view profile, check messages and access to walter/lilly plans and schedules	1) 10 messages staring user in the face. 2 kids. Layout easy to follow 2) Location in placement and kids indicate it is related to kids. Daycare or something like that.
Task 1 - Find and update birth parent cell phone number 1) What do you think about the terminology and icons used here? 2) What do you think about the layout of the screen? 3) What do you think about the font size and color? 4) What did you find difficult or easy about this?	Completed with Difficulty Time: 4:28 - 4:30 ~2 minutes <u>Observations/Comments:</u> -Fields not labeled on Update My Profile -Had to navigate back to My Profile to determine correct phone number to edit. -After updated phone number, went back to My Profile and did not see updates. Voiced frustration. 1) Don't expect anything else to be here. At first sight, don't know it is your profile screen. Needs title. Not obvious. 2) Looks different. Not so much lines and separators like other applications. It's alright. 3) Dark fonts are pale. Should be bold. Cannot read the small fonts easily. Otherwise looks good (colors). 4) Difficult->expected to be able to edit from the linked cell phone number on profile page. Took extra time to get to update profile screen and couldn't tell which was cell vs home phone number. Should be field title in front of each field.	Completed with Difficulty Time: 5:08 - 5:10 ~2minutes <u>Observations/Comments:</u> -A little frustrated not knowing which phone number is cell -Would update based on knowing his cell -Little irritated he changed the wrong one and had to change it back 1) Didn't like that wasn't able to tell which phone to update. Liked icons. 2) Fits. Text big enough to read. User friendly. 3) Color is good. Font size good. 4) Only difficult thing was determining which number was cell phone.	Completed with Ease Time: 5:35 - 5:36 ~1 minute <u>Observations/Comments:</u> -Showed frustration over which phone number to update. Assumed 2nd phone number. -User noted that phone number updated 1) Pretty familiar 2) Likes layout. Was clear in update profile 3) Good. Liked it 4) It was easy.	Completed with Ease Time: 6:24 - 6:24 ~ 1 minute <u>Observations/Comments:</u> -User seemed confident in her choices -Updating the first phone number was not the cell phone 1) Children's names, male/son, female/daughter clear. Could see own profile/picture. 2) Very clear. Not too cluttered. Clear where should be clicking. Not many links taking to places don't need to go 3) Like color a lot. Blue easy on the eyes. Font size is good. 4) Didn't find anything difficult. Easy since clear to go to update my profile to update info	Completed with Ease Time: 7:39 - 7:39 ~ 1 minute <u>Observations/Comments:</u> -User changed the first phone number (home phone instead of cell phone) 1) Pretty standard. Other apps use similar terminology 2) Easy to follow. Information as expected 3) Liked that it took up whole screen. Thought it was fine 4) Easy. Picture of user was indication right place.

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Task 2 - Send a message to your case worker 1) What do you think about the terminology and icons used here? 2) What do you think about the layout of the screen? 3) What do you think about the font size and color? 4) What did you find difficult or easy about this?	Completed with Difficulty Time: 4:33 - 4:37 ~4 minutes <u>Observations/Comments:</u> -Not clear where message would be sent. -Facilitator prompted participant to assume message would go to Case Worker. -Seemed frustrated not knowing who message would go to. 1) Pretty clear. Big icon for messages. New message button clear. 2) Small portion of screen allocated to messages on Birth Parent home page. Wanted to see more message. 3) Some fonts are too pale. Would prefer bolder fonts 4) Easy working with that. Had difficulty knowing who message going to. Couldn't see sent message.	Completed with Ease Time: 5:13 - 5:14 ~1 minute <u>Observations/Comments:</u> -Seemed confident 1) Very straight forward. Didn't say who message was sent to which scared me. Seemed straightforward that it would go to case worker. 2) Good 3) Font size is a little thin/narrow. Not bad for a young user, but would be hard for my mom. Blue may be hard to view with white background 4) Everything was very easy. All very straight forward	Completed with Ease Time: 5:38 - 5:39 ~1 minute <u>Observations/Comments:</u> -Noted that the message went through 1) Ok, but a little crowded. Bottom half of message body text is being chopped off. Better to layout subject and body separately 2) Wants body of message to right of subject. New message button looks like banner instead of button 3) Good 4) It is easy. Recommend sent and replies being different color	Completed with Ease Time: 6:27 - 6:28 ~1 minute <u>Observations/Comments:</u> -Analyzed profile page before entering home -Made assumption message would go to case worker -Saw that message was sent 1) Looks very clear. Likes that "new message" is a big button. Thought it was intuitive that the home button would take her back to where she needed to go for messages 2) Was clear 3) Font size perfect. A little larger than message screen. Likes the mild tones of blue and green. Like blue/white/black contrast. Good for site of serious nature 4) Wasn't a word to make it clear that the home icon would take user back to home screen. Was easy to send the message	Completed with Ease Time: 7:41 - 7:42 ~1 minute <u>Observations/Comments:</u> -Noticed that couldn't populate case worker email address prior to hitting send -Voiced assumption it would go to case worker. 1) Pretty straight forward. Didn't know message would automatically send to case worker. Had to make an assumption. 2) Fine. Showed all the messages. Showed search box to search messages 3) It was fine. 4) Easy because he saw message icon up at the top and he knew to click it. the rest was self explanatory
Task 3 - View progress notes related to a service 1) What do you think about the terminology and icons used here? 2) What do you think about the layout of the screen? 3) What do you think about the font size and color? 4) What did you find difficult or easy about this?	Completed with Ease Time: 4:40 - 4:41 ~1 minute <u>Observations/Comments:</u> -Doesn't tell nature of service 1) Pretty clear. Doesn't see counseling session name (only type) 2) Easy to use. Good. 3) Font is too small. Had to make screen brighter to read. 4) Easy following process. Finding Service 1 was easy. Nothing difficult.	Completed with Ease Time: 5:16 - 5:17 ~1 minute <u>Observations/Comments:</u> -Seemed like it was an intuitive process for user 1) Terminology used pretty well 2) Looks fairly good. User likes it 3) Narrow font, even more narrow in the notes which could be more difficult for someone older 4) It was all pretty easy	Completed with Ease Time: 5:41 - 5:42 ~1 minute <u>Observations/Comments:</u> -Noted that user could add a comment (seemed to like it) 1) Self-descriptive. User could tell what it means 2) Layout is good. Could view profile and services 3) good 4) Easy. When on home page, could see child details after clicking Walter's plan	Completed with Ease Time: 6:31 - 6:31 ~1 minute <u>Observations/Comments:</u> -Seemed intuitive to user. Navigated easily 1) Terminology very clear. Icons as well. Easy to scroll down to find service 1. Messages appear to be furthest back to most recent 2) Very clean. Not too many graphics or colors that are distracting. Liked boxes around service 1 and service 2 3) Liked font size. In comments section, font is a little small for some people. Likes the blue/black/white colors 4) Very easy. Obvious to click Walter's plan on first page. Didn't find anything difficult about it.	Completed with Ease Time: 7:44 - 7:44 ~1 minute <u>Observations/Comments:</u> -User was confident in his navigations and completed quickly 1) Terminology was fine. Knew to click Walter's picture to get information about him. Just a matter of scrolling down and reading boxes to know which notes to look at. Pretty intuitive. 2) Fine. Everything left justified. It's fine. Maybe if case worker information was next to Walter's demo it would have been better. 3) Font size was small. Would have been better if it was bigger 4) Reading the note itself was difficult due to small font size. Actual task was easy.

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Task 4 - View case worker contact information 1) What do you think about the terminology and icons used here? 2) What do you think about the layout of the screen? 3) What do you think about the font size and color? 4) What did you find difficult or easy about this?	Completed with Ease Time: 4:44 - 4:45 ~1 minute <u>Observations/Comments:</u> -Seemed easy for tester 1) Easy to use 2) Normal and good. User friendly 3) Same. Small fonts. Pale. 4) Nothing difficult. Easy task. Straight forward. Contact info placed in good location in screen layout	Completed with Difficulty Time: 5:19 - 5:21 ~2 minutes <u>Observations/Comments:</u> -User unable to determine easily where to go. Showed frustration that it wasn't more obvious 1) Lack of direction. Understands that it makes sense if children can have different case workers. 2) Layout looks good. Clean. 3) Narrow font 4) Hard to know where to go without clicking around.	Completed with Ease Time: 5:44 - 4:44 ~1 minute <u>Observations/Comments:</u> -User seemed pleased at ease of finding 1) Good. Expected to pop out more. Got confused at first 2) Good 3) Good 4) Easy. Just a little confusing.	Completed with Ease Time: 6:34 - 6:35 ~1 minute <u>Observations/Comments:</u> -User found information easily. Was interested to see if she could find any other information elsewhere on child's plan and on her own profile screen 1) Seemed fine. Gives the information on the screen. Assumes application intends to only show the name, email, phone 2) Good. Near top. Not on the sides/bottom/etc. like an advertisement 3) Font and color appropriate 4) Only thing difficult was user was not aware what information about case worker she should find. Overall pretty easy.	Did Not/Unable to Complete Time: 7:47 - 7:48 ~1 minute <u>Observations/Comments:</u> -User was initially stumped and had to think about it. -Voiced frustration that he would have to click around to find it. -User gave up after several false clicks. 1) N/A 2) N/A 3) N/A 4) N/A
Task 5 - Search for residential facilities 1) What do you think about the terminology and icons used here? 2) What do you think about the layout of the screen? 3) What do you think about the font size and color? 4) What did you find difficult or easy about this?	Did Not/Unable to Complete Time: 4:47 - 4:50 ~3 minutes <u>Observations/Comments:</u> -Didn't like wording of question -Looked all over screen for a place on my profile -Looked in Walter's plan and all around. -Gave up on how to find functionality 1) No comments 2) No new comments (did not find target page) 3) Same comments for font/color 4) Found difficult. Could not find the information.	Did Not/Unable to Complete Time: 5:23 - 5:25 ~2 minutes <u>Observations/Comments:</u> -Initially stumped on how to proceed. Stated frustration about how to proceed. Asked for more context on why/what this function is -Gave up on task. Frustrated. 1) N/A 2) N/A 3) N/A 4) N/A	Completed with Difficulty Time: 5:46 - 5:48 ~2 minutes <u>Observations/Comments:</u> -Frustration mounting as going back to home page 1) Good. Confusing. Didn't know she could search when updating profile. Would like to have search next to "update profile" on Walter's plan page. 2) Would like search to be on Walter's plan page instead of in update profile 3) Good	Did Not/Unable to Complete Time: 6:37 - 6:38 ~1 minute <u>Observations/Comments:</u> -User seemed frustrated after several failed navigations. -User gave up when unable to complete task. 1) N/A 2) N/A 3) N/A 4) N/A	Did Not/Unable to Complete Time: 7:48 - 7:49 ~1 minute <u>Observations/Comments:</u> -Initially stumped and thought about it before proceeding. Frustrated that there was no indication where to begin. -Stopped trying pretty early since nothing obvious indicating where to go to find search by zip 1) N/A 2) N/A 3) N/A