

INITIAL ASSESSMENT SURVEY RESULTS REPORT

METHODOLOGY

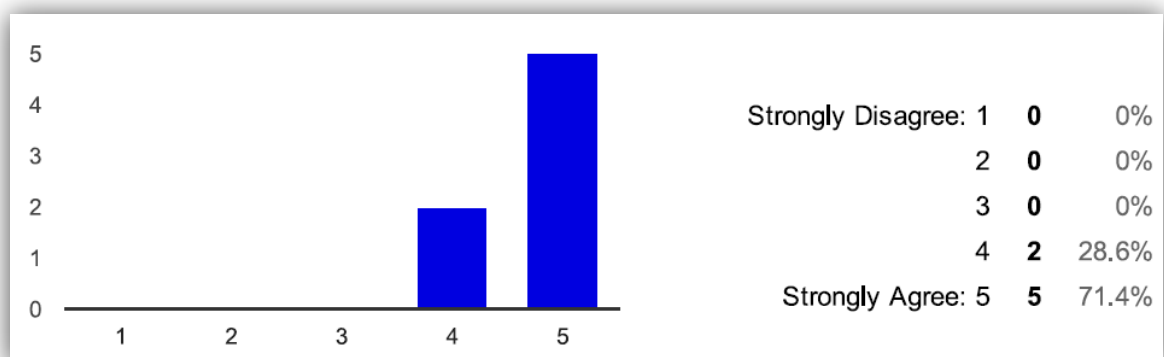
A short survey regarding the overall design of the CA->CareMail application was emailed to a total of 7 representative end users, including 5 females and 2 males. The objective of the survey was to obtain early user input on the look and feel of the application. Users were asked to review screen designs, rate the level to which they agree to statements pertaining to the layout, colors, fonts, and style of the CA->CareMail application, and then answer a few free form questions.

FINDINGS AND RECOMMENDATIONS

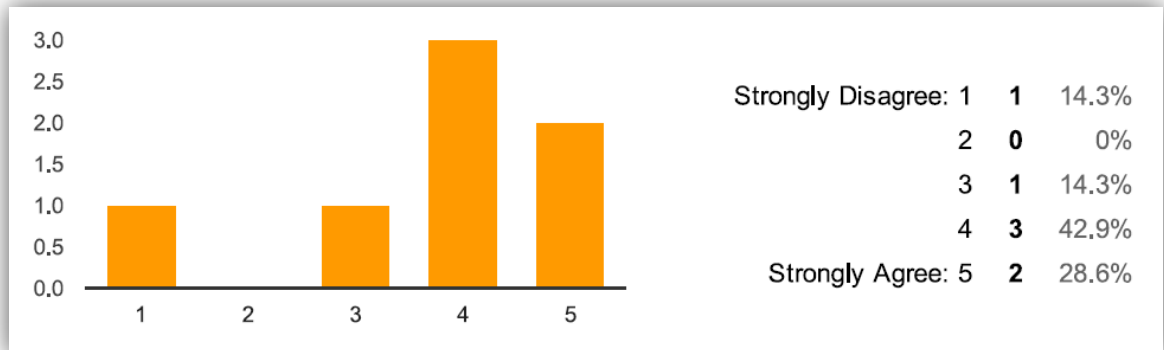
Rated Statements

Participants were asked to rate the level to which they agree with the following statements. Here are those findings:

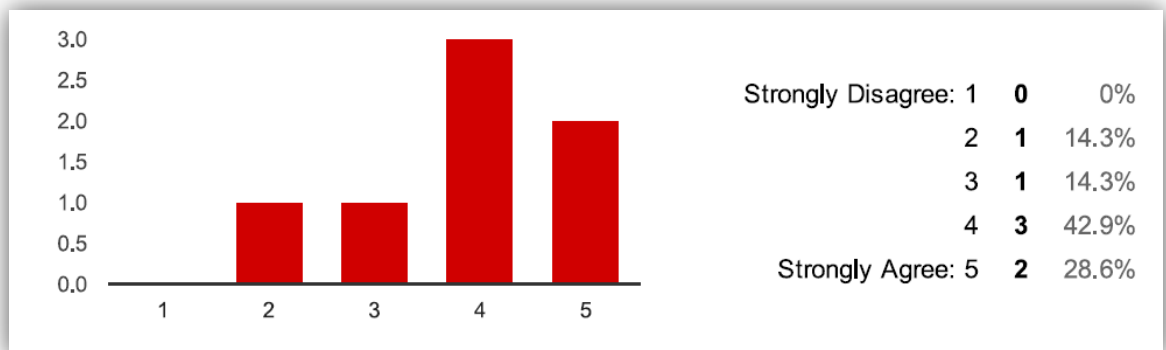
1. The page layout is simple and organized.



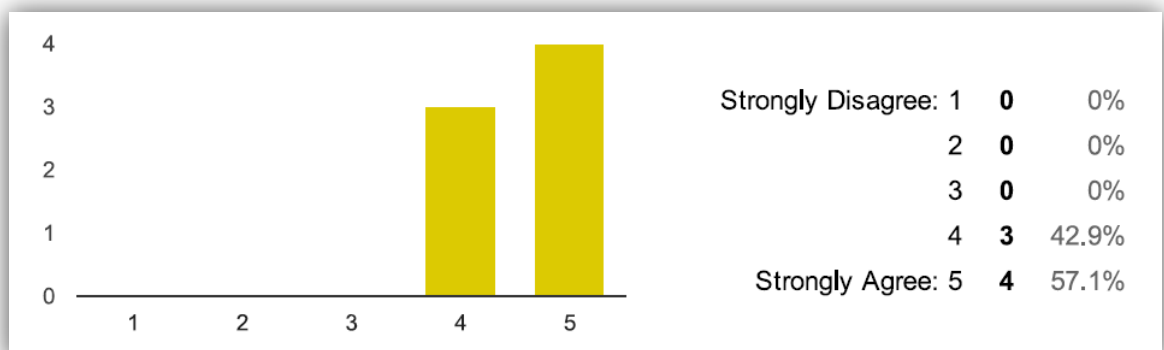
2. I like the overall color scheme.



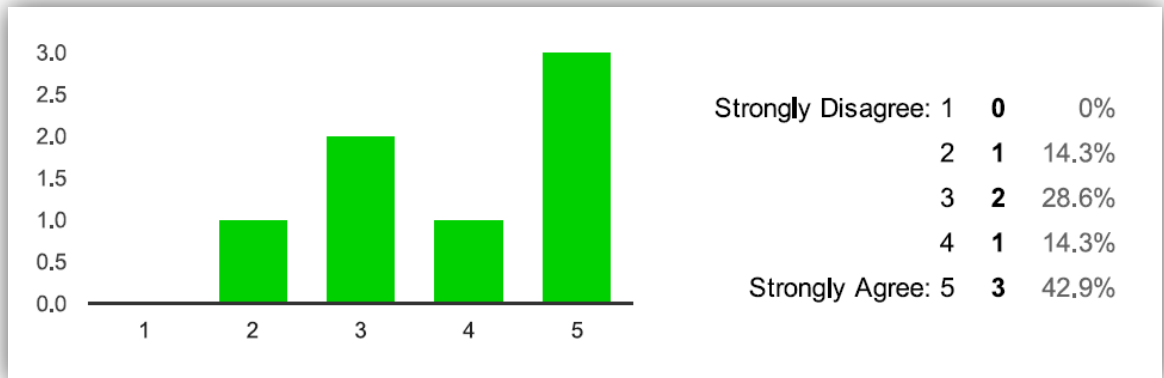
3. The font size, style and color are appealing and easy to read.



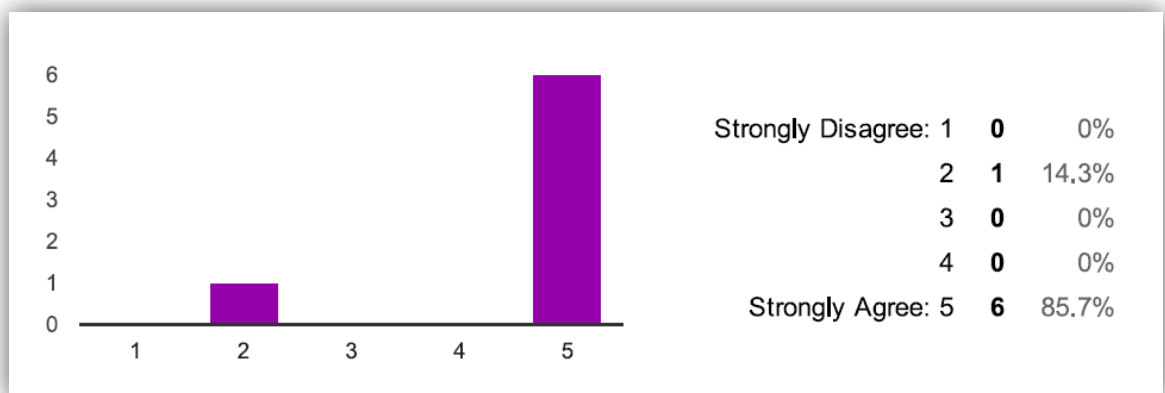
4. The amount of data shown on a page is reasonable.



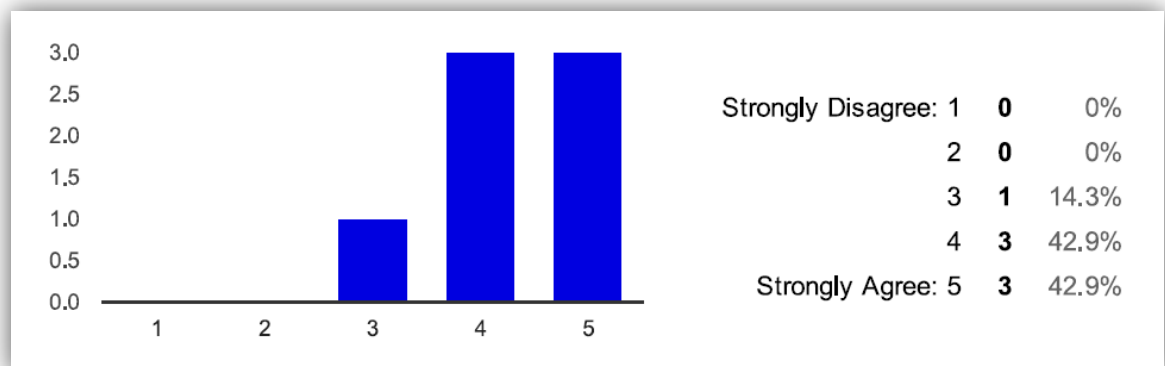
5. I understand the purpose of the icons by looking at them.



6. I understand the functions of the links and buttons on each page.



7. The most important data to me is accessible on the Home page.



Free-Form Questions

Participants were also provided the opportunity to provide additional comments regarding the application. Here are those findings and recommendations:

8. Is there any data on the Home page that is missing or not needed?

Participant Comments	Recommendations
I don't think so, but I don't know the intent of the application	<ul style="list-style-type: none"> - Update application to include the actual name of the application. - On My Profile page, remove green outline but indicate plan participation on detail page
Are there additional plans not displayed on the Home page due to space constraints? If so, there should be "More" or something to indicate that. Similarly, if there are additional schedule items, there should be an indicator to alert the user.	
possibly may want a link to a contact for info/help	
Hard to answer - not sure what should be there or what would be helpful.	
The name of the application / not clear what application is used for	
<p>If Virginia is the parent, then she would need to know the role of the person who is leaving her a message. It should say "Amy X, case worker" George Y - case Supervisor, etc. I'm also confused, is Walter's plan for a child? The child wouldn't have a plan, the parent has the plan. If Walter had a plan, he certainly wouldn't be a small child with an anger management class.</p> <p>On page 2, why is Walter's background color different? Do background colors have meaning?</p>	

9. What do you like most about the pages?

Participant Comments	Recommendations
Simplicity	- None at this time
Simple layout that's easy to understand.	
They are logical & flow nicely from one page to the next.	
pictures and icons - very simple to navigate and understand	
Colors and lay out are simple, has a calming effect. Doesn't seem confusing or stressful to use.	
Layout is simple	
There is a lot of white space, clean. I like the photos	

10. What do you like least about the pages?

Participant Comments	Recommendations
Some people may not identify with "male" or "female" on the update profile page.	<ul style="list-style-type: none"> - On Update My Profile page, provide option for users to not indicate gender - On My Profile page, replace icons with actual text; remove non-essential demographic data (e.g., male / son) to allow information to fit
Lack of indicators as mentioned in #8.	
The color... it is not appealing, mainly the top banner. The banner should be a different color.	
I like them	
Over emphasis on gender binary - no space for articulating gender status beyond male/female or allowing for no preference.	
My Profile: it is not clear what the icons mean	
The color palette seems too masculine	

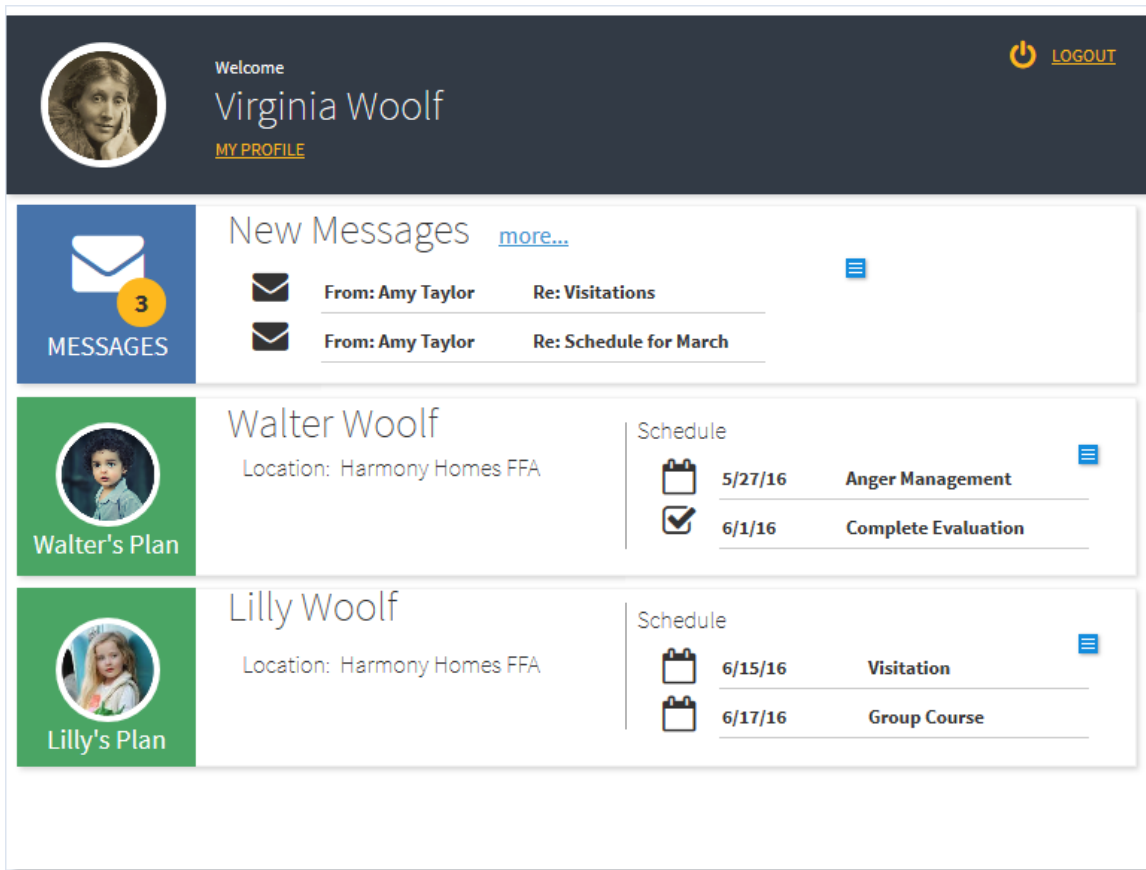
11. Are there any additional comments you would like to share?

Participant Comments	Recommendations
Overall, the pages look nice.	<ul style="list-style-type: none"> - On My Profile page, remove green outline but indicate plan participation on detail page (Repeat from Question 8) - On My Profile page, increase weight of font/text in Family and Household boxes - On Update Profile page, reduce size of gender indicators to be more in line with rest of the page
very user friendly	
Profile page should have email? Noticed typo in virginia wolfs email address- written as 'wolf'!	
My Profile: Why are some boxes outlined in green and others not? Text in the boxes is hard to read. Update Profile: Male/Female indicators seem larger than the rest of the pages.	
Some of the content doesn't make sense to me.	

SCREEN PRINTS

The following screen prints were used in the survey.

Screen Print #1 – Home Page





The screenshot shows the CareMail Home Page for a user named Virginia Woolf. The page has a dark blue header with a profile picture, a welcome message, and a 'LOGOUT' button. Below the header, there is a 'New Messages' section with a 'MESSAGES' button showing 3 new messages and a list of two messages from Amy Taylor. The main content area is divided into two sections for 'Walter Woolf' and 'Lilly Woolf', both located at 'Harmony Homes FFA'. Each section includes a 'Schedule' table with dates and activities.


New Messages	
From: Amy Taylor	Re: Visitations
From: Amy Taylor	Re: Schedule for March

Walter Woolf		Schedule	
Location: Harmony Homes FFA		5/27/16	Anger Management
		6/1/16	Complete Evaluation

Lilly Woolf		Schedule	
Location: Harmony Homes FFA		6/15/16	Visitation
		6/17/16	Group Course

Screen Print #2 – My Profile



Virginia Woolf
LOGOUT





Virginia Woolf


[Update My Profile](#)
[Reset My Password](#)

1444 S. Alameda Street
 Los Angeles, California 90021
 Home:(213) 765-3100
 Cell: (213) 876-5555
 virginiaewolf@lighthouse.com
 Female
 DOB: Jan. 25, 1882

Family & Household


ADD NEW FAMILY OR FRIEND



Walter Woolf

Male / Son


DOB: Jan. 25, 1909



Lilly Woolf

Female / Daughter


DOB: Jul. 5, 1901



Grandma Woolf

Female / Grandmother

DOB: Nov. 13, 1850







William Woolf


Male / Son

DOB: May. 26, 1899

Screen Print #3 – Update My Profile

 >  Virginia Woolf  [LOGOUT](#)

 [Update Profile Picture](#)



☐ Female ☐ Male