

# Test paper prototype

For the research questions 'What are ways that we can make the program more engaging to fill in?' and 'What are ways that we can make the program more appealing to fill in?' We (Robin and Tessa) made a paper prototype after an ideation session. We wanted to test the different reward ideas we had and the different UI survey boxes we had.

## What are we testing

### Reward system

To encourage people to keep filling in the surveys we've designed different reward systems. We have created a version where you collect plants, put them in a garden and you can then get facts about the plant. A different version is collecting badges, these you can show on a digital pass which you can also share with other people using the app. The last version is collecting healthcare cards. These are cards that depict something related to healthcare, for example a stethoscope or a syringe. You can also trade these cards with other people using the app.

### Garden

We have two different versions of the garden idea. One version a scrollable garden where you need to scroll up to see the higher plants and the other version is a non-scrollable garden where you can see the whole garden on the screen at all times. You can plant plants that you've collected by filling out the surveys in the garden. You can also press on the plants in both gardens and then you can get a fact about the plant.

### Progress tracker

To make the surveys more appealing and engaging to fill in, we've designed several playful ways to show the progress of the survey with iconography. We have created a version with a heart, an IV bag and a growing plant with the percentage in or next to the icons. By adding these things, we hope to make the survey a bit less corporate and more interactive. The progression of the survey is not impacted.

To compare these more playful icons to the more conventional icons we also designed more standard approaches to these designs like a percentage without an icon, a horizontal progress bar that fills from left to right with the percentage next to it and a round progress bar that fills in a counterclockwise direction with the percentage to the right of it.

## How do we do the test

Before we start the test we'll explain what the application is about. This will be in Dutch, because the whole project is in Dutch.

If a conversation goes a certain way that you think is beneficial to the project, you can change (add/remove) questions during the interview.

--Start recording--

'Je gaat een mobiele applicatie testen die onderdeel is van het Samen aan Z project. De applicatie wordt gebruikt om zorgmedewerkers verschillende wekelijkse questionnaires in te laten vullen, om vervolgens met die questionnaires de werkomgeving van de zorgverlener te verbeteren. We beginnen de test bij de startpagina van de applicatie. Je mag zelf kiezen waar je vanaf deze startpagina heen wilt gaan.'

--I give the test user the start pagina of the application, and I will change the page of the prototype according to where the user wants to go to.--

During the test we are going to observe how the user interacts with the paper prototype, where do they click, which flow do they follow and the reaction to the different parts of the application.

'Wat heb je net gezien?'

'Wat is je eerste reactie op de applicatie?'

'Wat vond je fijn en niet fijn aan de applicatie?'

'Viel je iets op aan de applicatie?'

'Zijn er onderdelen van de applicatie die je niet goed begrijpt?'

'Zijn er onderdelen van de applicatie die je mist?'

'Heb je overige opmerkingen?'

We'll then test the paper prototype of the different reward systems. We'll start with the garden systems, then the badges system and lastly the card system. During the different systems, we'll ask what their opinion is of the system. At the end of the different systems test, we'll ask them what their opinion of the systems are and of the rewards system in general.

'Wat vond je van dit reward system?'

'Kun je de reward systems ranken en een rede geven waarom je de ene prefereert in vergelijking met een andere?'

'Mis je nog iets bij het reward system?'

'Heb je nog ideeën over verschillende reward systems?'

'Heb je overige opmerkingen?'

Then we'll test the different icons with an A B test. We'll lay down all the different icons that we've made and then ask the user to look at them and describe what they see as well as what they think of the icon.

'Wat zie je?'

'Wat vind je van het icon?'

'Is het duidelijk hoever je voortgang is?'

'Mis je nog iets bij de progress tracker?'

'heb je nog ideeën over een progress tracker?'

'Heb je overige opmerkingen?'

--End recording--

## What's needed

- Different versions paper prototype
- Recording equipment
- Informed consent
- Notepad and writing equipment

## Results

Jolanda

The application is clear, but the relation between the surveys and the garden system is unclear. It's a good idea to make the garden system optional: people have very little time, so they may not want to use the system. However, it is a fun addition.

Make sure that the user has clear information and instructions and make an opening screen with general information.

The prototype is a bit unclear because of the small amount of questions in this version of the prototype.

Dynamic reminder system?

Physical reward

Badge system preferred (because it's the most low effort system, thus costing the least amount of time to use), but garden system more intuitive and fun. Test it a bit more to see which one to develop, as both could work.

No iv bag, heart is original, no standard versions

IV bag is not used in all parts of the healthcare system, so it may not be recognizable. Only for use in hospitals. Maybe thermometer?

Percent next to the icon with the progress trackers

Dossier that you can close

Show the progress of all the surveys together, how far are you in the total amount of surveys?

Klapper that fills up with the amount of surveys. Maybe for the fill in history of the app?

## Conclusion Jolanda

This test person did like the paper prototype app was easy to use, and that it was clear where she can go to. She did advise us to add instructions at the start of the app as an onboarding page, and to add more questions to the survey example of the paper prototype (because it's currently unclear that it's a longer survey).

While she did like the reward system, she thinks that physical rewards would work much better than digital ones. She also suggested looking into if management in hospitals could plan a set moment every week to fill in the surveys with everyone in a department. The addition of notifications, preferably to be set by the user themselves (as some hospital workers like to do things in their free time while others don't) would also be a good way to remind people to fill in the surveys.

Of the three systems we tested, she preferred the badge system because it's easy to use and doesn't take up much time. She did like the garden system as well, but she's not sure if healthcare workers have enough time to use the system.

For the A/B test she liked the heart the most. She did also say that a percentage would be useful to have next to it.

## Conclusion

Since we only could do the test with one person, we don't have a very strong conclusion. We did however still get some good insights into what we can improve, and we will show this document to the rest of the team so that these ideas can be looked into and implemented.