

Advice document

Introduction

This is a document where we write our advice for the next iterations of the project, based on the research and test that we, Robin and Tessa, have conducted.

General application advice

This advice is for both the mobile version of the application as well as the desktop version.

- Users like that the application is very clear and easy to use. They don't want a lot of extra things added to it. Keep the application business like and make it very clear where everything can be found in the application.
- Users all liked the smileys in the survey page. This gives the more of a visual idea of the meaning instead of just numbers. They also liked that the smileys had colours that corresponded with the meaning. This currently does have a bug with viewing it on mobile where it shows a dropdown if they can't be shown next to each other on a phone.
- Users didn't like a digital garden reward system, they would either want physical rewards or no rewards at all.
- They want to be able to see how many surveys they still need to fill in as well as how long it takes to fill out a survey. This will keep them more motivated to fill out the surveys. Add a progress bar on the homepage, where they can quickly see how far they are with filling out the surveys.
- Users also said that they would like reminders on when to fill in the surveys. They said that this will keep them motivated to fill out the surveys. Also make a reminder in the app itself, maybe as a notification or a popup.
- It's important for the applications to have clear reporting on what is being done with the results on specific departments. To accomplish this, the apps have to be used actively by most people in departments. In addition, clear news articles have to be written by someone in the department that give the workers a translation of the implementation of changes based on the results of the surveys.

Mobile application advice

This advice is about the mobile implementation of the application.

- Some test users showed an adverse reaction to the testing of the application. To prevent this, we would advise each department that wants to use this app to have a person on the team that manages the use and implementation of the application.
- The users should be eased in for the application as much as possible and given clear instructions on what is expected of them and how they're supposed to use the application.

Test users advice

This advice is about the persons that help us with the development of the project.

- Make sure that the project has a network of healthcare workers to test with. Finding workers that want to test is very hard and takes a lot of time. Having people ready to test with saves a lot of time during development.

- If no network of test persons is available: contact healthcare institutions and workers as soon as possible. In the first phase of the project, we went to hospitals to ask for contact information. After the contact information has been acquired, it could still take a while before you can actually speak to someone (for us this took about 2 more months). Keep this in mind.
- Healthcare workers seem to be a bit afraid of testing applications. Be very clear in all your correspondence with both the institutions and the workers that a user doesn't have to be good with technology and give them as detailed of a description of your test plan as possible to give in a first e-mail.
- Make sure that during testing, the app has clear instructions on what it does and how it works. Because of the angst for technology amongst some healthcare personnel, you have to ease them in as much as possible. Try to put yourself in their shoes and prepare for questions they may have (UX wise, technical as well as about the project as a whole).

Further testing

The application still has to be tested a lot, since we unfortunately didn't manage to test it with a lot of users. The desktop version also still has to be tested as well and which version people would like more.