Analyse test

Introduction

We made this document to see the comparisons between the tests and to get some conclusions from the. In total we tested the application a total of 5 times with 6 people. Two were from Kempenhaeghe, one from Zuyderland and three from Catharina.

Application usability

- Most test users (5 out of 6) thought the app was easy to use and learn and wasn't too complicated.
- The 'Wekelijks' 'Maandelijks' and 'Halfjaarlijks' buttons need to be removed from the home page, as their function is unclear to the users.
- The surveys where easy to find and fill in according to 5 of the 6 users.
- The results page is still a bit unclear, but this is because of the mock data being used at the moment. The news widget on the page has been received positively by the users, as long as the widget only shows news related to the (results of the) surveys.
- The intro text may need an improvement. While most users did understand the application with ease, one user did point out that the explanation on the page is a bit bare bone. Improving the onboarding can also help with easing people in that are less experienced with technology. Make the onboarding explain all of the app's features with pictures, so that it's very easy to start using.

Survey look

- All of the users were positive about having smileys as the Likert scale. They found it intuitive and easy to understand this way.
- Most of the users said that the surveys were a nice length in terms of how many questions.

Implementation results and news

- The idea of news feature was received well, and all users like the feature because it shows them what has been done on a department level with the surveys that have been filled in.
- They also all said that it was very important that they can see that something has actually been done with the data.
- One person pointed out that for this feature and the app to work, everyone in a department has to actively use the application. This way the department can implement the advice based on the results of the surveys.

Reward system

- Almost all of the test users didn't like the garden idea, because they felt like it was disconnected from their profession.
- Some users (3 of 6) did like the reward idea, but they would rather have it more related to healthcare than a garden.
- Others (3 of 6) rejected the idea outright and would rather see physical rewards instead.
- Notifications were mentioned as a possible alternative way of encouraging the users to fill in the surveys.

Conclusion

Most test users liked how the app looked, and how easy it was to use. The app seems also be clear to people that don't have much knowledge on technology, although this should be tested more to be sure. The rewards system, while fun, wasn't received well by the test users. They don't think it add much to the application, and they said that they wouldn't use it themselves. One person said they may use the feature more if it's more connected with healthcare, and it can give fun facts about healthcare topics. The smileys were received well by all test users, and the feature where the app shows how the results have been implemented is a very important because it shows the usefulness of the surveys. This motivates the users to fill in the surveys. Notifications should also be added in a next iteration to promote further filling out of the surveys.

Reflection

The test went fine overall, but the situation at both the Maxima MC and Catharina was unfortunate. Both hospitals cancelled (some of) our planned interviews a few minutes before they were supposed to start, when we were already in the hospital. At Maxima this happened because of illness of the test users, which is nothing to be done about. The situation at Catharina was less great, as the last appointment got cancelled because the head nurses no longer wanted to work with us. This was because of the apparent disconnect between what they expected the test would be (about), and what the test actually was (about). The hard thing is that Hajar wasn't able to explain to us what she expected exactly. To try to prevent any miscommunication from our side next time, we will try to send more information to the hospitals at the start. If the project is still in the starting phase as it was in November, we will try to update them with new information once it becomes relevant (for example, once we get information from them about the planning of appointments, if this is much later than the start of our e-mail exchange).