

Test application

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) were going to test the application. We wanted to test the different pages in the app and how the users react to it.

What are we testing

We want to test the app as a whole. This means we want to test how people interact with the app, what they think of it and what they think of the reward system. The app has a home page, a survey page where you can fill out the surveys. It also has a survey results page, a news overview page with news pages. Furthermore, it has the garden page where you can see your flowers that you've collected and the facts about them.

How do we do the test

We'll ask one of the test persons to get into a room with us. Before we start, we ask the user to fill in and sign the informed consent form. If there are any questions beforehand, this is also the time that we answer those.

--Recording start on both camera and phone--

Free roam

Introduction text: '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 the laten vullen, om vervolgens met die questionnaires de werkomgeving van de zorgverlener te verbeteren. We beginnen de test bij de onboarding page van de applicatie. Je moet dan de tekst lezen en doorgaan om in te loggen. Vanaf het startscherm van de app mag je zelf kiezen waar je vanaf heen wilt gaan.'

-Make notes during the test!-

We will start the test at the onboarding page of the mobile application. The user is free to move through the application and explore it by themselves. During this part of the test, it is important to take note of the behaviour of the user. What part of the app does the user go to first? Are there any parts that the user doesn't (seem to) understand? We also encourage the user to fill out the survey that we've set up. We also are going to note down what they fill in in the survey. After the test, the tester will start a conversation with the test user. During the conversation, we will ask the user about their behaviour during the test. The following questions should be asked:

Questions:

1. Wat vond je van de applicatie?
2. Viel je iets op aan de applicatie?
3. Wat vond je vervelend aan de applicatie?
4. Wat vond je goed aan de applicatie?
5. Wat vond je van de survey pagina?
6. Wat vond je van de news pagina?
7. Wat zou je graag willen zien op een nieuws pagina?

8. Wat vond je van het tuin systeem?
9. Zou je de tuin vaak bezoeken?
10. Er is een badge systeem en een tuin, welke heeft jouw voorkeur?
11. Zou de tuin of de badges je stimuleren om de vragenlijsten in te vullen?
12. Wat is jouw eigen ervaring met retentie (behoud van medewerker) in de zorg?
 - a. Wat wordt er nu mee gedaan?
13. Denk je dat deze app nut zou hebben in het verbeteren van retentie bij de zorg?
14. Heb je nog overige opmerkingen?

After these questions, the tester will start a conversation with the test user if anything of note has happened during the test. This may include behaviour like how the user moved through the different screen in the application, a pause that the user initiated (either for a known or unknown reason).

A/B test

Then we'll test the different icons with an A B test. We'll lay down all the different icons in a random order 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?'

--Stop recording--

What's needed

- Phone with application
- Recording device
- Informed consent
- Pen and paper
- Laptop

Results

For the results go to the raw data document. There you can see all the results. For the analysis go to the analysis test document.