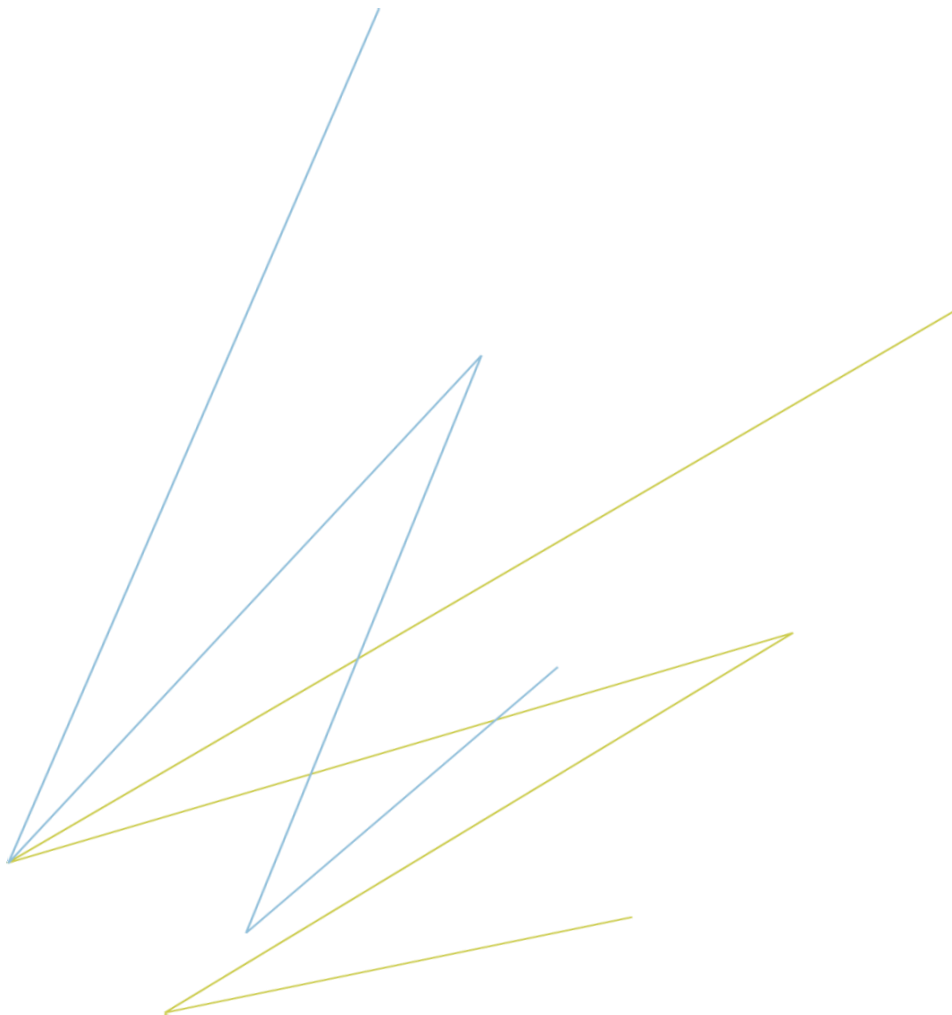# Criteria g
used an iterative approach, where feedback informed subsequent work or versions of the prototype

Doing What's Right—Doing What Works

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Iterative User Feedback Explanation for GSA 18F

We recognize it may be difficult to trace the way in which user feedback transitioned from:

- an idea articulated out loud by a user to
- a sticky-note notation of that idea to
- a Trello board card that was then
- implemented into working software

We are providing additional notes below that show the results of the "Liked Best / Liked Least" activity performed daily at the Review as well as a day-by-day summary of change requests received (and the manner in which they were received).

While we would generally document the "Liked Best / Liked Least" results, other change requests would be entered directly into Trello instead of documenting them separately as shown below. The intermediate step below is shown in an effort to illustrate the activities that occurred.

June 22 – Summary of User Feedback and Change Requests

Liked Best / Liked Least

User	Liked Best	Liked Least
Peter	Mockups and personas developed for the tool	Having to create another account to use this tool, it would be good if user could use existing accounts
Cathy	Autocomplete on search bar is very useful	
Ingrid	Ease of flow from one page to another based on mockups	

Change Requests

User	Epic	Change Request	How Provided	In Trello?
Peter	At a glance view (Detailed View)	Allow Bob (caregiver) to create an account from the at a glance view	Drop by	☒
Peter	Search page (log in)	Allow users the ability to log in using Facebook, Gmail, Twitter, etc. log in so that they don't have to create another account	Drop by	☒

![noblis logo - For the best of reasons]

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June 23 – Summary of User Feedback and Change Requests

Liked Best / Liked Least

User	Liked Best	Liked Least
Peter	Ability to view to view medications on dashboard view	It was not easily noticeable to users as to how they could add medications to their dashboard. It was suggested that this button be moved and enlarged.
Cathy	Ability to access a dashboard listing their current medications.	There was no way to indicate when a user stopped taking a medication.

Change Requests

User	Epic	Change Request	How Provided	In Trello?
Peter	Dashboard view	Allow Sarah (end user) to add new cabinets for her patients and children	Daily Review Meeting	☒
Peter	Dashboard view	Allow Sarah (end user) to share a medicine cabinet with Fred (care giver)	Daily Review Meeting	☒
Cathy	Dashboard view	Allow users to be able to print out their dashboard so that they always have access to the list of medications they are taking.	Drop by	☒

For the best of reasons

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June 24 – Summary of User Feedback and Change Requests

Liked Best / Liked Least

User	Liked Best	Liked Least
Cathy	Ease of flow between the different pages on the site	Was not sure if the tool is 508 compliant or not
Peter	It is really neat to be able to see the tool functioning on computers and mobile devices	

Change Requests

User	Epic	Change Request	How Provided	In Trello?
Cathy	Detailed view	Allow user to be able to add the date I stopped taking the medication	Daily Review Meeting	☒
Cathy	Dashboard view	Identify drug interactions between medications user is taking currently	Drop by	☒
Cathy	Entire tool	Ensure the tool is 508 compliant	Drop by	☒
Cathy	Detailed view	Allow user the ability to provide symptoms they are experiencing back to FDA if not listed	Drop by	☒

June 25 – Summary of User Feedback and Change Requests

Liked Best / Liked Least

User	Liked Best	Liked Least
Peter	The bar chart showing the number of reported adverse events	Not knowing what the meaning of some esoteric side effects were. It would be useful to have a definition for terms
John	Sleek design of the tool	Not able to log in easily because he did not know what the password requirements were.
Mauricio	The auto fill feature was very useful to quickly find a product. The Login and Log out boxes/buttons position relative to the window was placed at a good location. Allows users to quickly adapt to the application since most applications use the upper right hand corner standard.	When logging back in, I had to try couple times until I realize that the Email text box field is case-sensitive. The "+ Add to My Products" link to add a product is too small and not easy to find since it does not stand out to the user. The "Return to My Dashboard" link is too small and not easy to find since it does not stand out to the user.
Peter	Entering a search term with auto-complete was very slick.	
Matt W.	Creating an account was simple and successful.	
Jennifer	Adding a medication was really straightforward	
Rachel	I liked the charts page and the top five side effects listed for medications Very nicely laid out! I like the look of the site.	At first, I was a little confused after typing in the medication in the search box (didn't realize that you had to click on the search icon to pull up the medication). I thought the search icon was used to find the medicine name and not to pull up the medicine information.
Alexa	Search for a medication	Adding medication to my list
Kerry-Ann	For the most part, selecting a drug and adding it to the cart was super easy. I also found that navigating the tabs were likewise.	

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Cathy V.	Enter drugs and looking at their adverse events and recall history	I clicked on adding a product but it did not show up in my dashboard
Salima	Making an account was very quick & easy which is often not the case with systems like this. Searching and adding products to your dashboard was easy as well. The drop down menu that would pop-up once you would start searching for a medication was very helpful.	
Hina	Product search complete was very smooth. I received instant results.	Although it took minimal effort to find it would be nice to have a better indicator to add a product to my dashboard.

Change Requests

User	Epic	Change Request	How Provided	In Trello?
Peter	Detailed view	Hover over text for esoteric side effects with a definition	Daily Review Meeting	☒
Peter	Search page / log in	If cookies save login we should return right to the dashboard when URL is opened again	Daily Review Meeting	☒
John	Search page / log in	Inform user of password parameters when creating an account	Drop by	☒
Ingrid	Dashboard view	Provide user the ability to search for and compare products (i.e. Aspirin to Motrin)	Drop by	☒
Mauricio	Log in	When creating an account the password field should clear automatically, if password requirements are not met Change email text box field to not be case sensitive or notify the user that it is case sensitive	System Usability Survey	☐
Mauricio	Detailed view	Change "+ add to my products" link to a button link and position it on the same line as the product name but right align it	System Usability Survey	☐
Will	Tool overall	Some of the color choices could be changed. The light blue Create Account link on the dark blue banner doesn't stand out very well. Unselected tabs on the product view give the appearance of Inactive tabs that can't be selected. It doesn't impact selecting them of course, it just threw me off for a moment.	System Usability Survey	☐

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Rachel	Search	Instead of the search icon something that said "Go" or "Lookup" or something along those lines would be a little clearer (in response to the issue above). I originally misspelled a medication and had to look how to spell it online since I didn't know the correct spelling. If the drop down list could allow the user to search misspelled medications and then suggest possible medicines that are close in spelling (same functionality like dictionary.com), that would save users time and would be really nice.	System Usability Survey	☐
Alexa	Dashboard	Have a warning icon next to medications that shouldn't be taken together	System Usability Survey	☐
Zoe	Detailed view	Make recent recalls section more available from medication page (maybe take out read more option and put entire description there)	System Usability Survey	☐
Hina	Search	A list of recommended medications would be nice just in case I did not know the proper spelling. Tylenol is easy enough but I am anticipating that I would use this tool for products such as Azithromycin.	System Usability Survey	☐
Hina	Dashboard	Another nice to have would be a comparison list. For example I would like to know the difference between regular Tylenol and Tylenol Extra Strength.	System Usability Survey	☐