

Everask

Team rxProduct

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Mid-fi prototype testing report

Originally, the plan was to use the mid-fi prototype (Figma) to meet with users in person for better data collection. However, we decided to scrap that plan in favor of a completely online survey methodology (the user shares their screen in a video call with the team during testing, after which Google Forms is used to collect post-testing observations) in part due to the COVID-19 issue and the potentially larger userbase to draw from (on-campus, the userbase is sadly limited to young adults- though the demographics don't matter quite as much since our application is aimed at all ages, it's still better to allow for more diversity). As such, all testing was done online, not a physical venue, and each session took approximately 15 minutes. For analysis, we took notes during testing, and cross-referenced those with the post-session survey responses and notes regarding the application from previous assignments.

Something that we realized very early on during testing session is that in an effort to achieve simplicity, we may have obscured *too much* information. We let our first user try to figure out the purpose of the app themselves before we revealed the purpose of the app, and they struggled for a minute or so just figuring out what they could do within the app. Additionally, our third user noted the lack of guidelines on what actions are possible as a discomfort on our survey. However, the second user had no such troubles, and even went as far as to call it 'intuitive'- this suggests that while the simplistic main screen works for some people, the fact that a part of the potential userbase finds it difficult to use cannot be ignored. A possible solution is adding a sort of guide for first-time users- something unobtrusive that will fit with the minimalist design.

A common point of dissatisfaction was the amount of information presented on the order form, whether it was the lack of alternative payment methods or the lack of a post-order status page to view the delivery status. Though the first complaint can be handwaved because this is after all just a prototype, not an actual functional application (which would undoubtedly have some sort of way to deal with multiple payment methods), we felt the second one brought up an interesting oversight we made during the design process- we failed to consider that the user may want to check on the progress of their order. The main problem blocking this feature from implemented, however, is that in order to keep track of order deliveries we need a sign-in system so that only the intended recipients may view their orders, which may invalidate the main design principle behind our app- simplicity and ease of use. However, adding the feature is under consideration, as we felt that it is important enough to be considered essential.

Other suggested features include opening days and closing days for each pharmacy, like what Google Maps can display, which we now realize is necessary due to the inclusion of the navigation function so people can physically go out and buy masks without worrying about the pharmacy being closed when they get there. Another was showing the rate that masks are depleted at- this one we felt was out of the scope of our app's stated capabilities- additionally, the 'rate' is too vague of a metric to show, in the first place.

Appendix

Session 1: (Jey Kang, Youngho Kim, Dongha Song), May 4th 3:21PM

1. User had problem understanding what to do on first glance
2. Noted that there were no guidelines as to what to do- uncomfortable
3. But once concept was explained there were no further problems

Survey:

What, if any, points of discomfort did you find during your testing?

Hard to know what to do

What, if any, features from other, similar apps do you think should be included?

Tutorial how to use the app

What do you think about the inclusion of the search bar and location features? Do you think they can be improved?

Do you like the fact that mask numbers are represented as smiley faces? Would you prefer a different method?

Smiley face is fine

Is there any other feedback you would like to provide?

Too hard to use for beginners

Session 2: (Jey Kang, Youngho Kim, Dongha Song), May 4th 4:39PM

Notes taken:

1. User noted that there should be more dispensaries listed- but that is because this is just a prototype, and not actually linked to a database
2. Commented that “it is intuitive”- our design concept works?
3. No particular hardship in fulfilling tasks

Survey:

What, if any, points of discomfort did you find during your testing?

The mouse pointer is too big.

What, if any, features from other, similar apps do you think should be included?

I hope the name of the mask product is written together.

What do you think about the inclusion of the search bar and location features? Do you think they can be improved?

It's good now, but I think it will improve enough.

Do you like the fact that mask numbers are represented as smiley faces? Would you prefer a different method?

I think it's a good way to notice at once.

Is there any other feedback you would like to provide?

I really want this app to be on the App Store

Session 3: (Jey Kang, Youngho Kim, Dongha Song), May 5th 2:23PM

Notes taken:

1. "Low" is misspelled as "Row"
2. Specific numbers or range of numbers is better for representation of mask number
3. Alternative methods of payment needed

Survey:

What, if any, points of discomfort did you find during your testing?

Show options of what I can do on this current screen

What, if any, features from other, similar apps do you think should be included?

Include opening time & closing time & open days

What do you think about the inclusion of the search bar and location features? Do you think they can be improved?

The purpose of the search bar is obscured due to sort to features.

Do you like the fact that mask numbers are represented as smiley faces? Would you prefer a different method?

I'd prefer a number.

Is there any other feedback you would like to provide?

If the app can show the rate of depletion, that would be helpful as well.

Session 4: (Jey Kang, Youngho Kim, Dongha Song), May 5th 3:14PM

Notes taken:

1. Back button should function correctly
2. Navigation tool works fine
3. Sorting tool works fine
4. Order page needs more information

Survey:

What, if any, points of discomfort did you find during your testing?

Back button doesn't work properly

What, if any, features from other, similar apps do you think should be included?

None

What do you think about the inclusion of the search bar and location features? Do you think they can be improved?

Search bar and navigation was useful

Do you like the fact that mask numbers are represented as smiley faces? Would you prefer a different method?

Smiley faces are okay for showing mask numbers.

Is there any other feedback you would like to provide?

Order page needs more information