Application First Release Questionnaire Feedback

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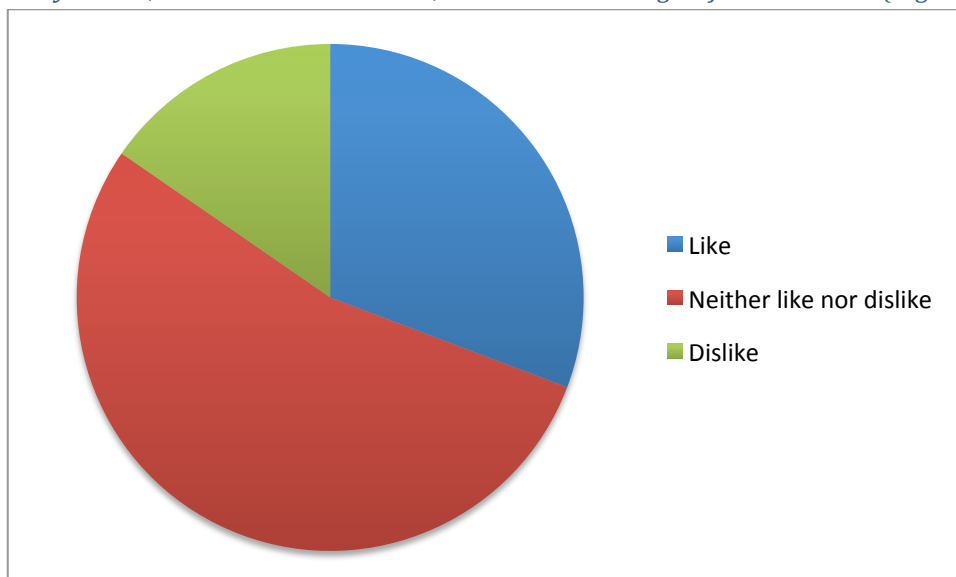
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1.0   Introduction

The aim for releasing our first version of JustHealth over Christmas was to allow us to get first hand user feedback. We wanted to get both carers' and patients' opinions on specific areas:

- Navigation quality
- Design quality
- Overall features of the app/ website
- How often they would use the app or website
- How important security is
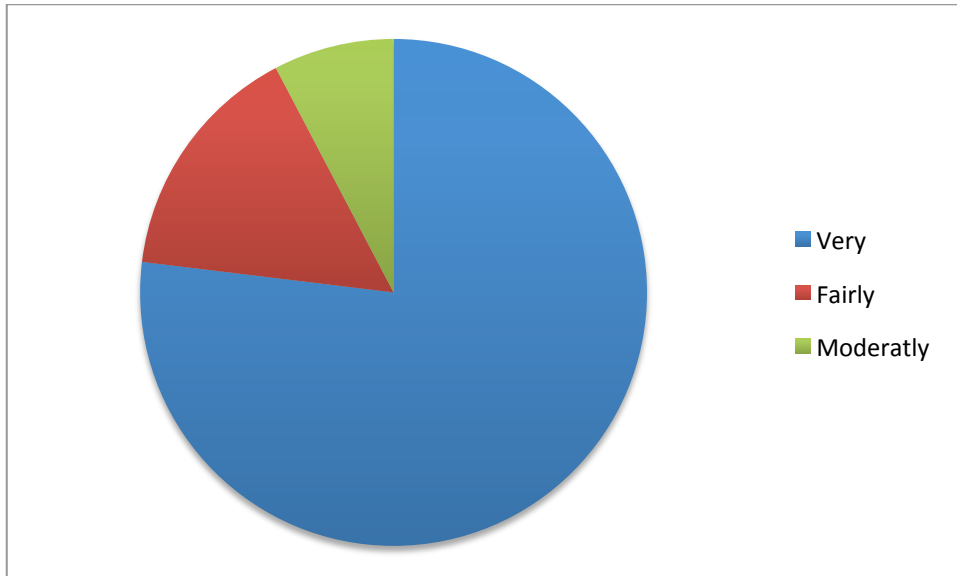- The most important requirement

2.0   Website Results

For the website we surveyed eight patients with ranging ages and five carers under the age of 44. Nine of the thirteen people found the app easy to navigate, however nine of the thirteen people also either didn't have an opinion on the design or did not like the design (See Figure 1)

Did you like, neither like nor dislike, or dislike the design of the website? (Figure 1)

The majority of people understood the features and facilities the website offers, 10 people and 10 people also agreed that security is 'very important to them' (see figure 2).
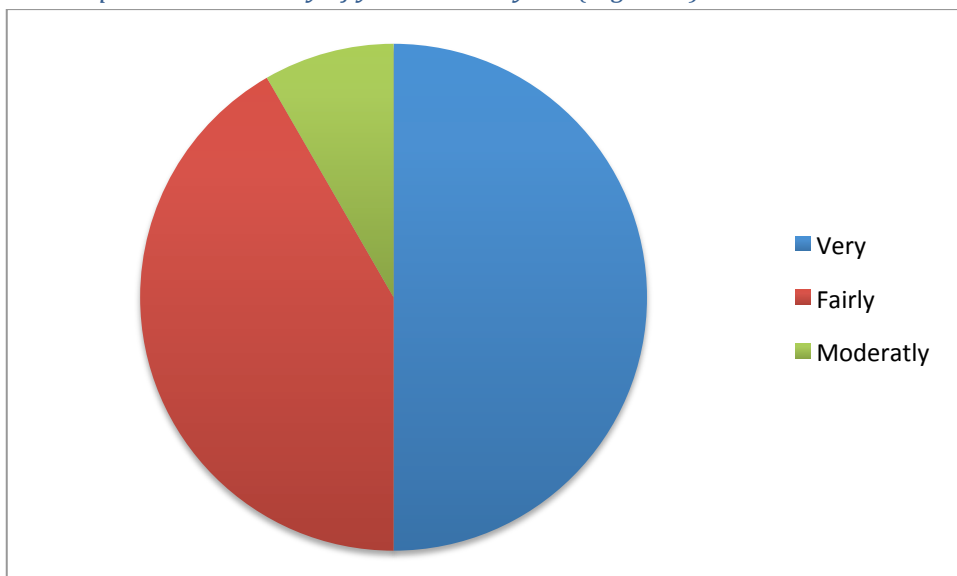
However, the results on what is most important to them are split. 3 people thought performance, 6 people thought ease of use and 4 people thought feature set.
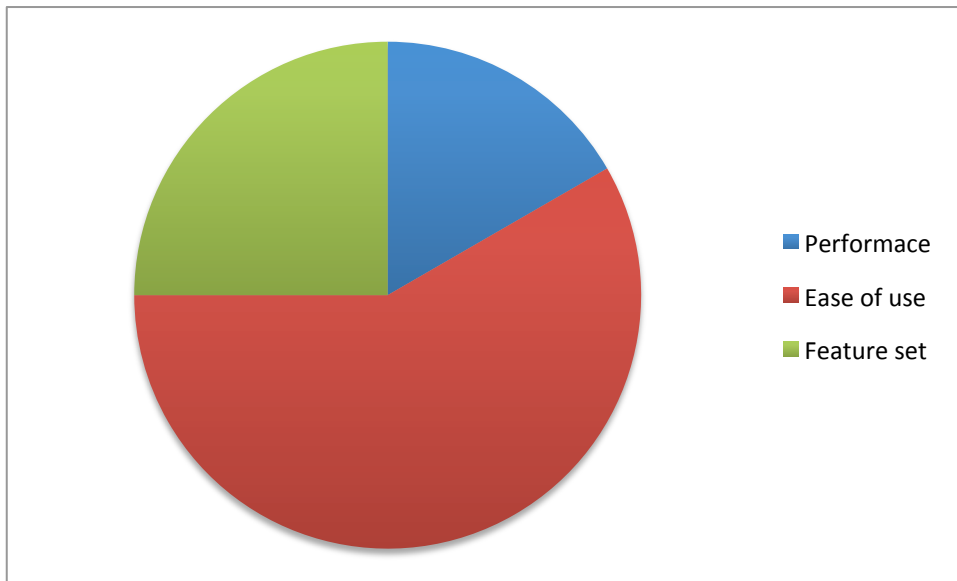
3.0   Android App Results

For the Android application we surveyed 12 people, 5 patients and 7 carers. Overall the majority of people found the app easy to navigate 60% and 60% liked the design. However, the extra comments nearly all mentioned, that it did need improvement and refining. Also 84% of people understood the features on the app. Again, like the app people found security of their data either very important or fairly important. (See figure 3).

How important is security of your data to you? (Figure 3)

The questionnaire also showed that ease of use was by far the most important feature of the app. (See figure 4)

4.0   Conclusion

Overall, we have noticed from the extra comments, that a vast amount of people really liked the idea, however they thought the design needed improvement to make it look more professional. It was also mentioned that a lot of people liked the tile layout of the Android application, however did not understand what they all meant.

Here are some extra comments we received:

- I want it to be able to organise day-to-day tasks, as long as I can rely on it.
- It's functional but needs to look a bit more professional
- I would like to see more integration, similar to the way the calendar works. Perhaps notifications would be good. The design is the most lacking aspect though; really makes the app seem hard to use and old.
- Navigation is very awkward
- It's very simple, could do with some more comments and instructions on how to use it for the user.
- A back button would be nice, rather than having to use the browser back button, as you can't always trust that
- I really want to see how JustHealth protects my data and a bit more about JustHealth as a company, what else can they offer? Great app too, I would use this multiple times per day and the web less often - it's easier from the office though.

Based on all these comments, we have decided to focus on design and navigation for a whole iteration. As a group we feel it is better to have a fully functioning, good looking product rather than a product with lots of incomplete features.