



User Research Plan

Lab Sheet 04

2021S2_REG_WE_14

Dialog Doc990

Group Details

Student IT Number	Name
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Introduction

DOC990 is an e-channelling application that helps users to channel their preferred doctor at island wide private hospitals. The current application provides channelling doctors for physical consultations, Tele-doctor services where users can communicate with the leading consultants through online, medicine delivery and access the lab reports. This application is integrated with some payment options such as eZ Cash, Amex, Visa and MasterCard. Updating personal health records and viewing booking history are some other basic functionalities provided by Doc990.

In our implementation, we are hoping to improve the basic functionalities as well as redesigning all the user interfaces of the application. By conducting the user research, we are going to collect qualitative and quantitative results about the existing application so that we can get the users' feedback to improve the existing application.

Test Objectives

The objectives will mainly focus on the issues in the existing system in order to improve the user experiences of redesigning the application.

- To identify failures of the existing application.
- To find out the shortcomings in the UIs.
- To identify the services which are not available.
- To find out the inconsistency in the design.
- To find out the usability issues.
- To identify the shortcomings of navigating within pages.
- How users feel the application while experiencing the functionalities.
- To observe the users live reactions.
- To get the user feedback in document format.

Methodology

We will be conducting the user research using an interview which will be done for two selected users. Based on the objectives we will assign to do a few tasks in the mobile application and while users are doing those tasks we will ask some questions regarding what users think and how they feel about the application. At the end of the interview, we will provide a questionnaire with detailed feedback on users' experiences.

Interviewing

- According to personas, two people who fit the best were selected for the interview.
- The interview covered all the functionalities of all four members.
- Each of the interviewees was interviewed by 2 members of the team.
- As the interview was conducted online, it was quite easier for recording.
- In order to cover up all the objectives, a script was prepared.
- Open-ended questions were asked during the interview because the user was able to express their own ideas and opinions.

The below are the questions asked during the interview:

Interview 1 (Raveena Wickramasinghe & Kalana Rathnayake)

Video Recording Part 1 - <https://drive.google.com/file/d/11aGYbX7KoSs7vv-haH1ekmABM2TMXRrq/view?usp=sharing>

Video Recording Part 2 - <https://drive.google.com/file/d/13iFkW9A8uoqVH3-mZdNf6n5hASqRrysd/view?usp=sharing>

Raveena Wickramasinghe

- 1.Can you introduce yourself to us?
- 2.What do you normally do if you want to channel a doctor in a private hospital?
- 3.Was that method useful for you?
- 4.If I suggest you a mobile application like Doc990 for channelling a doctor?
5. Have you used the Doc990?
6. Can you describe your experience on it?
7. So, that means you are not satisfied on the signup and sign in options?
- 8.Will you be able to suggest any idea on improving the functions I have mentioned earlier?
- 9.Is the sign up necessary for searching the doctor?
- 10.Do you think it is safe to have a history of your medical records?

Kalana Rathnayake

- 1) Have you ever cancelled any of your channellings through the app ?
- 2) So, what do you think about the cancellation process?
- 3) According to your experience, what are the defects in the cancellation process?
- 4) What are the changes you would like to see in the refund process?
- 5)Ok, we are hoping to add a new service where you can retrieve refund details, what do you think about it. |

Assigned Tasks.

- 1.Open the application Doc990 and navigate to the sigup option.
 - 2.Type any of the one text input and click next. Is it possible to move to the next step?Even for viewing?
 - 3.Sign in using your credentials?
 - 4.Can you tell me the page you navigate after signing in?
 - 5.Is it the same page you saw before creating an account?
 - 6.Now click on My bookings option available. Can you see your previous bookings that you have done?
 - 7.Is it possible to download a receipt?
-

Interview 2 (Rusiru Bandara & T.Parathan)

Video Recording <https://drive.google.com/file/d/1JLvH8WRkhiJrZ3zjLLYEH-UAKBAKcaeH/view?usp=sharing>

1. Please tell us about yourself?
2. Have you channelled doctors using the Dialog Doc990 application before?
3. Can you please share that experience with us briefly?

Rusiru Bandara

1. Okay, let's start from the home screen. What do you think about the information given on the home screen?
2. Talking about the searching form, do you think the fields given in the search form is enough to search doctors?
3. What do you prefer between having a search form on the home screen and having a separate page for search doctors?
4. After doing some search, what do you think about the search results that appear on the screen?

T.Parathan

1. What do you think about the Payment making system included in this app?
 2. What other user experience in the payment you see can be enhanced?
-

Questionnaire

A questionnaire has been created to circulate among a few people to get feedback. The questionnaire consists of only simple 22 questions. These questions were created in order to achieve the objectives. This will have a _ amount of questions. Finally, the data will be collected in a google sheet. The questionnaire was created to cover all the functionalities and user interfaces for each function.

Public Link to questionnaire - <https://forms.gle/hSHcrG6rq5CLtUJ58>

Participants Profile

Name	Demography	Location, Date and Time
Participant 1	Software Engineer Intern Between the age group of 20-30	Zoom meeting, 2021/08/19, 3.30 PM
Participant 2	NSBM Undergraduate Between the age group of 20-30	Zoom meeting, 2021/08/19/9.30 PM

User Research - Tasks/ Scenarios

No	Task Instruction	Target	Probes
1	Search and get doctors for channelling.	The user will navigate to the home page and give the doctor's name and click on the search button. Then the user will navigate to the search result page.	
2	Go to the Refund request page and can you see a form to submit a refund request?	Will the user be able to View the Refund request form.	
3	Can you fill in those details which are requested in the form to send a refund request?	Whether the request sending is working with validations	
4	Type any of the one text input and click next. Is it possible to move to the next step? Even for a viewing?	Whether the sign up is working with validations.	
5	Sign in using credentials.	Sign in is working as expected.	
6	Can you tell me the page you navigate after signing in?	Navigate to the page that the user saw even before signing in.	
7	Now go to the My bookings option available. Can you see the previous bookings that you have done?	Will the user be able to view the booking histories?	
8	Is it possible to download a receipt?	The receipt download option is working or not.	
9	After selecting the doctor for channelling, navigate to the payment system	Payments and costs calculate and shown on the screen	
10	Go through the payment methods and do the payments	So many payment methods available for the payment and selected VISA Card	

Plan for Data analysis

Interviews

Procedure for the interview

- The participants for the interview were given a brief idea of what the interview is for and also about the application.
- We selected the participants who were using Doc990 at the moment.
- The participants were informed that the interview will be analysed and recorded for evaluation purposes.
- Then the participants were informed of the tasks that they will have to perform at the end of the interview.
- Few questions were asked to confirm whether the participants fit the demography of the personas.
- All the tasks performed during the interview were recorded.

Qualitative or quantitative collected data

- The interviewee shared their experience on a used application.
- Doctor search results: The interviewee explains that the search result UI was a little bit compact to view.
- About the Covid-19 information: The interviewee request inbuilt Covid-19 information section for the application because the current application doesn't have an inbuilt section to view Covid information.
- About the Medical history: The interviewee provided useful information, that keeping medical records in an application without a proper signing in is not safe. Anyone using the application can view those details because the sign in options are not working. The interviewee also mentioned that, " If the security is high, having highly personal details is alright".
- The interviewee responded in a negative manner on the user profile functionality which is not working in the present application.

Detail analysis plan

In order to identify the fail points by conducting the user research, 2 interviews were conducted. The procedure of the interview is given below.

1. The main objective was to identify the real users' issues that were faced while using the application.
2. In order to achieve the above objective, a good question raised script was prepared prior to the interview.
3. The script covered all the functionalities that were redesigned by the team members.
4. The two interviews were conducted across zoom platforms. This was organised and moderated by the team members themselves.

Video recordings

- The main objective of having a video recording is to observe how the user experiences the system functionalities when tasks are assigned.
- Initially, the user was given a brief idea about the research, why we do the research and then on the application.
- The video recording session was conducted via zoom.
- Two team members interviewed two users.
- While one is being the moderator the other team member recorded and noted the data and vice versa.
- The moderators assigned tasks for the interviewee.

Qualitative or quantitative collected data

- During the video recording, we were able to note down data during the interview.
- For the tasks assigned, interviewees responded to a few questions while using the mobile application. Those are included in the recording.
- The suggestions provided are also recorded. Those are highly beneficial for our re-designing process.

Detail analysis plan

1. A recording is to be done for analysing and visualising the user research.
2. An online platform is suitable for video recording.
3. The interviewee using the mobile application can be visualised for the data collection.

Questionnaire

<https://docs.google.com/forms/u/0/d/e/1FAIpQLScoccyIN4s6g1WfVoCyTI30uu8hQwdqHJOoIFtaN9m14OjXw/formResponse>

- The questionnaire was prepared to cover all the targeted issues in the prevailing application.
- The questionnaire consists of 22 questions, all in one section.
- Questions were well prepared to make the users feel satisfied even on the format of questions as there were all selecting and checking except for one suggestion.
- **Demographic questions:**
These types of questions were included in the questionnaire to understand the type of users using the application.
 - ★ Age group.
 - ★ Gender.
- From the collected quantitative data it is easier for gathering information on the users feedback whether they are satisfied with the application or not.
- **Other questions:**
 - ❖ Other than the above category, the questionnaire consists of few other questions that will cover all the other functionalities in the system.
 - ❖ Those questions mainly focused on the issues inherently available in the system functions.
 - ❖ In these questions, we mostly quantitatively analysed the negative experiences of the users.
 - ❖ Feedbacks on the UI and the main for functionalities were covered.

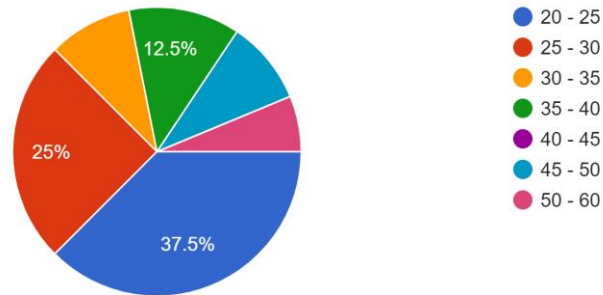
How questionnaire distributed for collecting data

- The initial plan was to share the questionnaire via online, since it is a google form.
- We shared it among our colleagues and others through whatsapp.
- Data collection was done using the online forum.

Qualitative or quantitative collected data

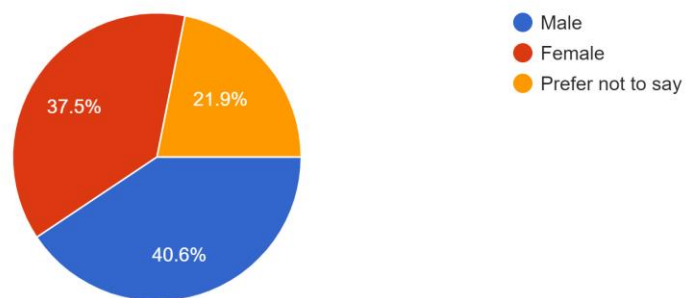
What your age group?

32 responses



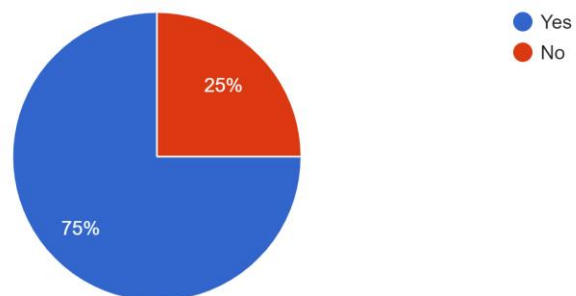
What is your gender?

32 responses



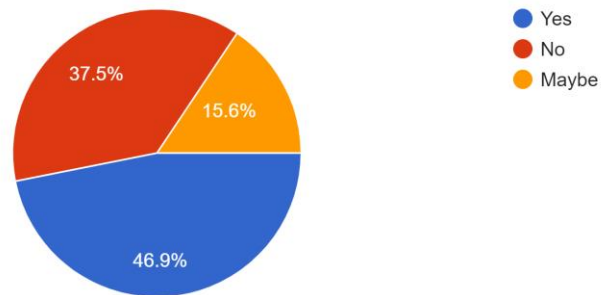
Have you ever used Doc990 mobile application?

32 responses



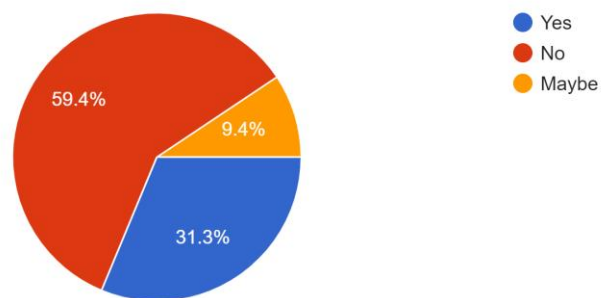
Do you find any difficulties in using Doc990?

32 responses



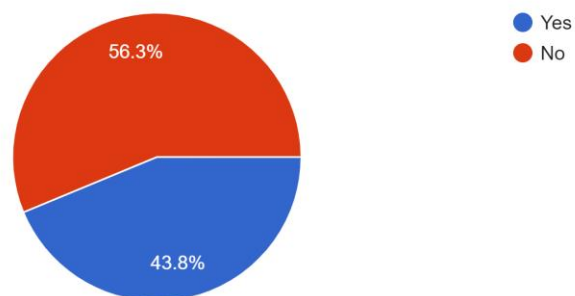
Do you find the application is responsive?

32 responses



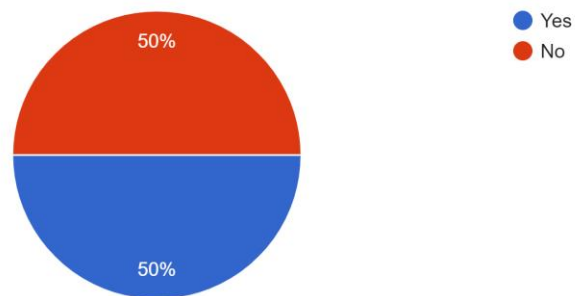
Are the UI's user friendly?

32 responses



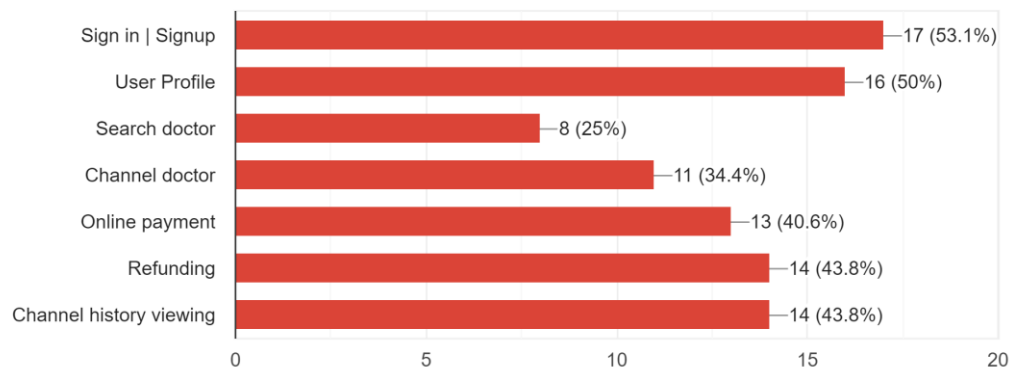
Did you get the service required?

32 responses



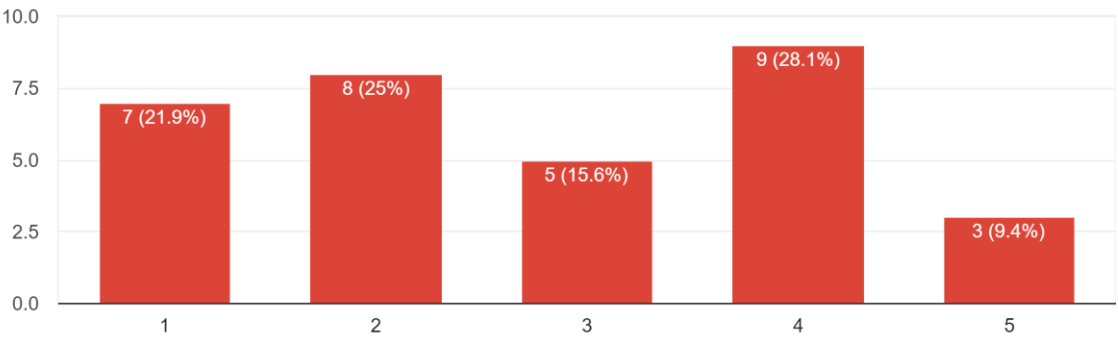
What are the functionalites that you faced difficulty?

32 responses



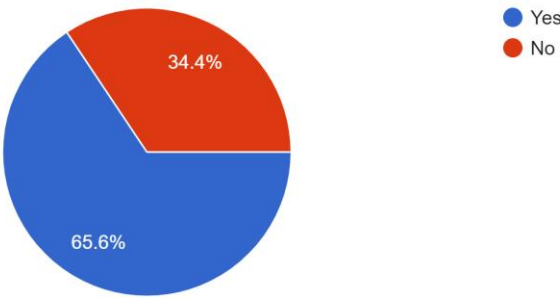
Rate how much time you loosed due to the above difficulty?

32 responses



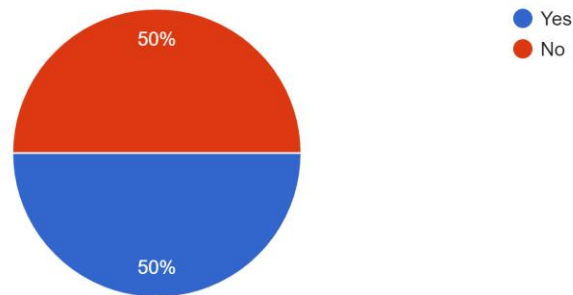
Are there situations where there is no service?

32 responses



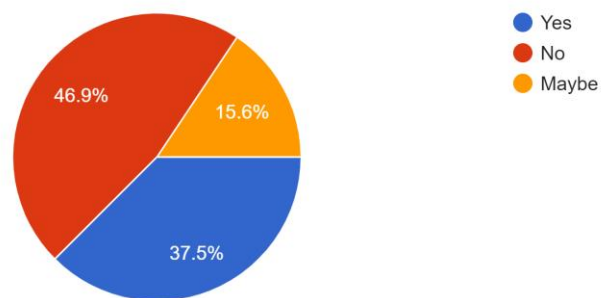
Did you find the missing user profile?

32 responses



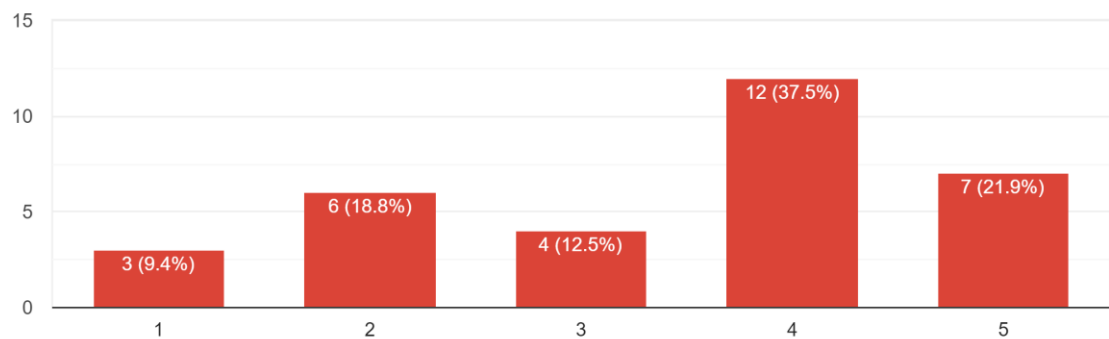
Do you really need to sign in for channeling a doctor?

32 responses



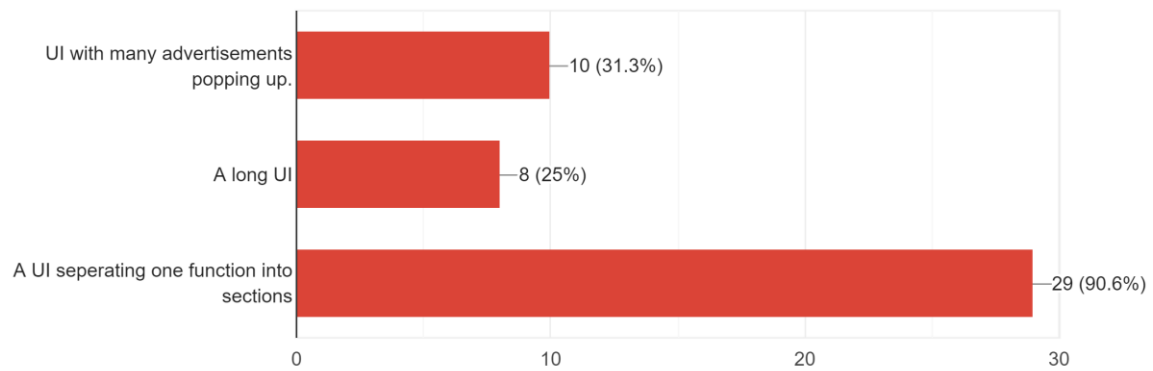
Rate how much it would have helped.

32 responses



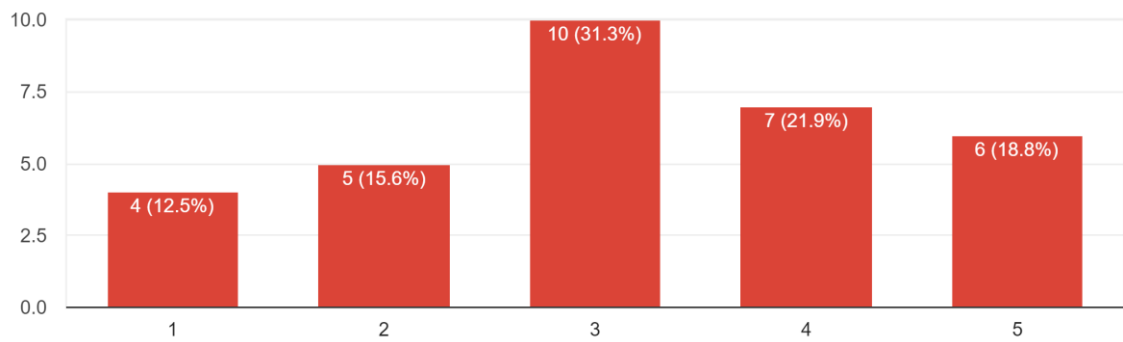
What do you prefer?

32 responses



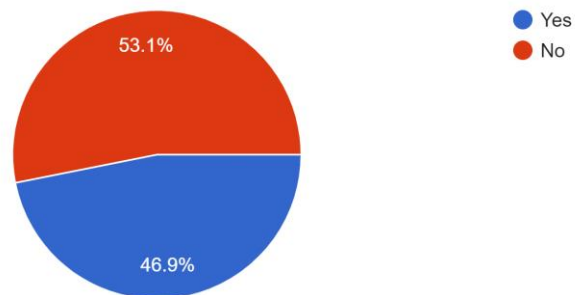
Rate on how you discover previous bookings.

32 responses



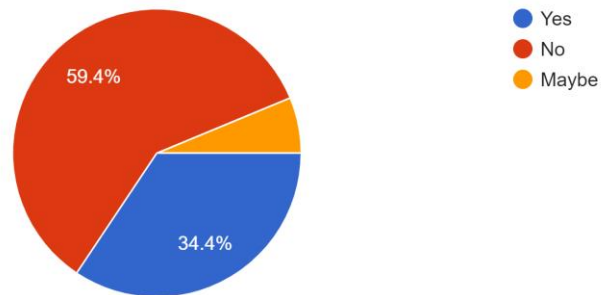
Can you download receipts?

32 responses



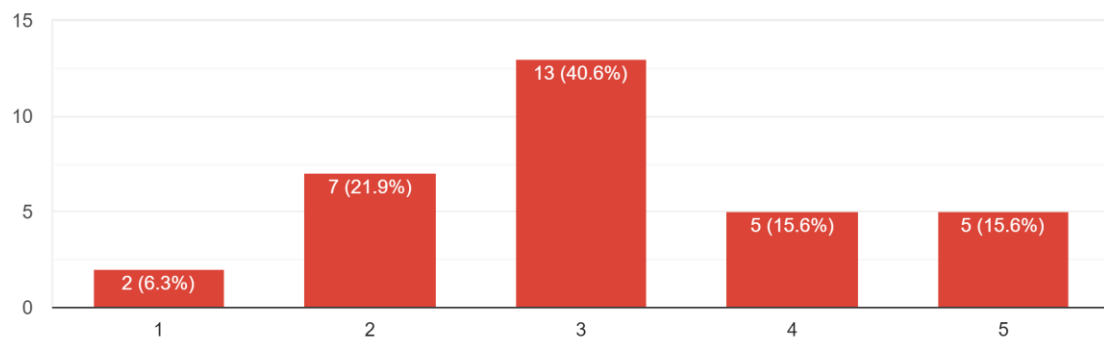
Have you used the refund function?

32 responses



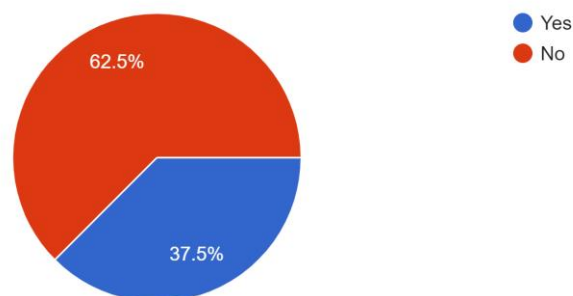
Rate on how important the refund function works.

32 responses



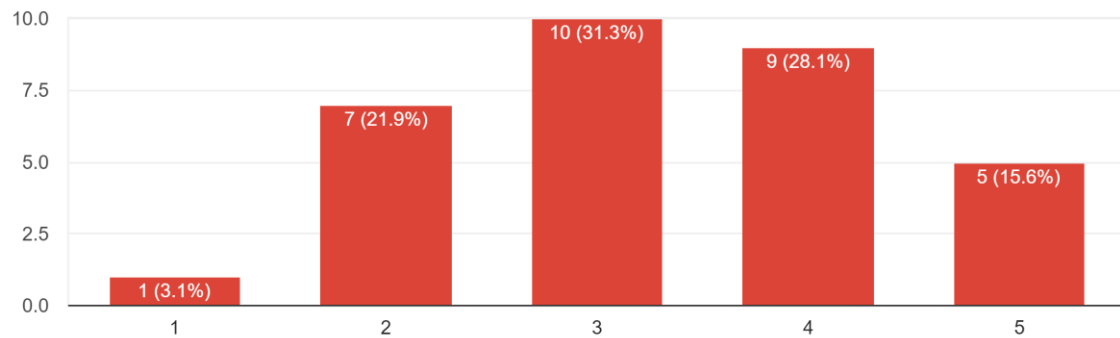
Is the time is enough to complete the doctor channel form?

32 responses



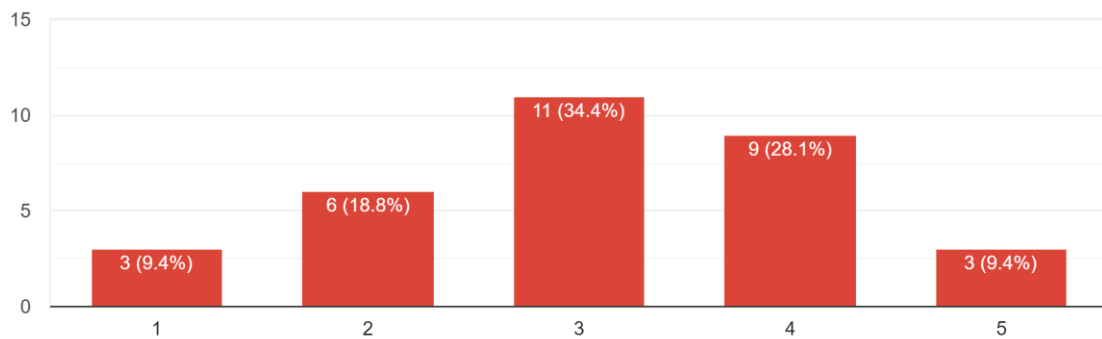
What is your rating on search doctor UI?

32 responses



Rate on the overall application.

32 responses



The pages are popping up with lot of advertisements. Please stop that.

Detail analysis plan

1. Identifying research questions.
2. Selecting an option for collecting data.
3. Select questions for statistical data.
4. Managing the data to analyse the data set.
5. CSV file to analyse the data.

<https://docs.google.com/spreadsheets/d/1JRtcJQ2b16j8moZiVTdk13aeuE97d6vZ7yxBNVuuuMw/edit?resourcekey#gid=1113447782>