Usability Test Plan
TotalHealth Moderated Remote Usability Testing (Desktop Navigation)

Introduction

Moderated remote usability testing sessions for the desktop prototype of TotalHealth will occur over a 3-day period, July 18-20.

Background

The app to be tested in **TotalHealth,** an app that allows users to centralize all their health and medical information, track appointments, and sync other health apps together in one application. In this study I will be testing the desktop application navigation and structure.

The **personas** I used in designing this app are named Sarah and Samuel. Sarah is a 26-year-old personal assistant living in Los Angeles with a history of mental health issues. Samuel is a 34-year-old engineer who lives in Seattle and has Type 1 diabetes.

The **Problem Statement**: People with more health concerns need a way to track all of their physical and mental health data in a way that supports and simplifies their regular health management.

Goal

The goal of this study will be to understand the learnability and efficiency of the app in it's current high-fidelity prototype state. I want to observe how many errors the participants make and how their emotional state changes while navigating the app (satisfaction).

Test Objectives

The Specific feature to be tested will be:

1. Adding a new appointment to calendar
   - Do users need onboarding to find this feature?
   - How long will it take the participant to complete this task?
   - Are users familiar with this calendar setup?
2. Syncing an app with another health/fitness app
   - Will the users try to take different paths?
   - Would the users benefit by having multiple pathways to this function?
   - Is the process familiar to them?
3. Sharing medical records with a new doctor
   - How quickly can the participant find this feature?
   - How long does it take the participant to complete the task?
   - Does the HIPAA waiver make sense in its current place in the flow (at the end)?

- Are participants acting unsure in this task?

Methodology

Moderated remote usability tests

Participants

I will test 6 participants ranging in age from 23-65. I plan to find each participant by reaching out to extended my personal network (not close) and via #ux_help channel on Slack.

Schedule

Sessions will take place July 18-20. I will conduct these over Zoom or GoogleHangouts, depending on the participant's preferences. Participants will book their preferred time via Calendly link.

Sessions

The sessions will be scheduled for 30-minutes, but the test itself will only take 10-15 minutes. The scope of this test will include one task in each of the three main categories of my app: My Data, My Calendar, My Records.

Equipment

Because I'm testing web application navigation, a computer with a camera and microphone is the only device needed. Participants will use their personal devices.

Metrics

For Errors, I will use Jakob Nielsen's rating scale:

- **0** = I don't agree that this is a usability problem at all

- **1** = Cosmetic problem only: need not be fixed unless extra time is available on project

- **2** = Minor usability problem: fixing this should be given low priority

- **3** = Major usability problem: important to fix and should be given high priority

- **4** = Usability catastrophe: imperative to fix before product can be released

Scenarios/Tasks

TBD

Script

Script introduction

Hello and thanks again for taking the time to participate in some user testing for me.

I'm Anna, the sole UX designer working on this project. Before we get started, I'd like to explain to you what we're going to be doing today so you know exactly what to expect. I'll also give you some context regarding what it is we're testing and why.

Today, we'll be asking you to test **TotalHealth,** a desktop and mobile app that allows users to centralize all their health and medical information, track appointments, and sync other health apps together in one application. I'd like to understand what works well about the app, as well as what doesn't work well.

Please remember that the test is on my design not you! If something is confusing or you make an error, that's on me and it's useful for me to see it so I can make the necessary changes. Also, there are no right or wrong answers—I simply want to hear your honest thoughts and opinions. Also note that while you're testing this as a user, I am not expecting you to actually share you're medical/health info. You won't be needing to fill in any blanks, the test will focus on how easy it is to navigate the app and use its basic features.

We'll start by asking you a few general questions about health apps, then move onto some activities using the TotalHealth app. When you're looking at the app, I'd like you to "think out loud" as much as possible so I can get a sense of what you're thinking and feeling as you explore the app.

You should also feel free to let us know if you need a break at any point during the testing session or if you'd like to end the session early.

Finally, before we get started, would it be okay if we were to record your screen and voice during this testing session? The recording will only be used by me to help me take notes later so I can focus on you right now. Is that okay?

Do you have any questions so far? Are you ready to continue? Okay! We'll start recording and begin the session.

Background Questions
- How many hours a day do you use your mobile phone?
- How many hours a day do you use your desktop?
- Do you currently use any Health apps? On Mobile? Desktop? Or Both?

Open-ended Questions (before)
- How would you describe the screen you are looking at (home screen)? What function does it appear to serve?
- From this screen, where would you go to sync another health app?
- If you need help with something on the app and I wasn't here, where would you go?

Direct Tasks and Scenario Tasks

Desktop

Scenario: Imagine that you've just booked a doctor's appointment and want to add it to your calendar with an alert, so you don't forget.

Task: From the Desktop home screen, add a new appointment to your calendar and set an alert for this appointment to remind you a day before the appointment. Do users need onboarding to find this feature?

- Do you feel that was an easy task or more difficult than you expected?
- Does this calendar feel familiar to you?

Scenario: Imagine you this appointment you just entered is for a new doctor who requested you send any relevant medical records to their office.

Task: From the home screen, go to your medical records and share all of your records with your new doctor.

- Would you rather sign one HIPAA release when you start using the app, or sign a new one each time?
- Do you think this feature would be more valuable to you on mobile or desktop or both?

Mobile

Scenario: Imagine you just received your after-session notes from your therapist in hardcopy form on your way out of the office. You don't want to lose it, so you'd like to upload it right now to TotalHealth to look at later.

Task: From the mobile home screen, upload a new record by taking a photo.

- How would you describe that process?
- What would have made the process easier?

Scenario: Imagine you just downloaded TotalHealth and want to sync your Apple Health app so it automatically populates your important data rather than having to enter it manually.

Task: From the mobile home screen, sync Apple Health with TotalHealth

- Where did you expect to find this feature?
- Is there a different path you would try if it wasn't there?
- Did you feel confident that you were on the right track while completing this task?

Conclusion/more Open-ended Questions

- What information would have been useful to you in an onboarding process?
- Could you give me a few adjectives you'd use to describe suing the app?

Thank you!