

f. Performed usability tests with people

BE focused the BE Safe website towards the general public concerned about the drugs they are prescribed or using, and helping them gain deeper insight into the possible adverse effects and recalls. BE also provided a way for the public to provide the FDA with feedback on its data.

BE used an informal usability testing technique known as Guerrilla Usability Testing during the software development lifecycle of the BE Safe prototype. Guerilla testing is an informal approach used to obtain quick user opinions and feedback on the design of the website in a short amount of time from potential end users uninvolved with the project. Guerilla testing may be conducted either mid-sprint or at the end of a sprint so feedback can be incorporated into the next design decision or future agile project sprints. BE employed the “think aloud” protocol for BE Safe usability testing wherein testers are asked to describe the steps they are taking and to provide feedback while they execute a given task.

Objective

BE conducted usability tests for the BE Safe website to find out whether users could search for drug recalls or adverse reactions easily; filter search criteria based on the available advanced search options (time period, sex, age); and subscribe to a drug recall or adverse reaction email notifications.

Test Material

Tests of the BE Safe website were conducted using a variety of devices (desktop/laptop, tablet, mobile phone); operating systems (Windows, Apple iOS, Android); and browsers (Firefox, Chrome, IE, Safari). A list of the devices used to test the responsive design are listed in the table below.

Category	Device	Operating System & Version	Browser	Browser Version
Laptop	ASUS SonicMaster	Windows 8	Internet Explorer	11.0.9600.17842
			Chrome	43.0.2357.130m
			Firefox	38.0.5
Laptop	Dell Latitude E550	Windows 8	Internet Explorer	11.0.9600.17842
			Chrome	43.0.2357.130m
			Firefox	38.0.5
Laptop	Apple MacBook Pro	OSX 10.9	Safari	7.0.6 (9537.78.2)
			Firefox	38.0.5
Tablet	Windows Surface Pro 3	Windows 8	Internet Explorer	11.0.9600.17842
			Chrome	43.0.2357.130m
Tablet	Apple iPad 3	iOS 8.3	Safari	8.3 [per OS]
Tablet	ASUS Nexus 7	Android 5.1.1	Chrome	5.1.1 [per OS]
Smartphone	Apple iPhone5	iOS 8.3	Safari	8.3 [per OS]

Smartphone	Apple iPhone6	iOS 8.3	Safari	8.3 [per OS]
Smartphone	Samsung Galaxy S5	Android 5.0	Chrome	5.0 [per OS]

Figure 1. Devices Used During Usability Testing

Sprint 3 Test Plan

The BE Safe website test plan for Sprint 3 usability testing is outlined below:

- Identify usability testing objectives
- Identify known usability issues and roadblocks to efficiency, effectiveness, satisfaction
- Define the new features in development and planned for development
- Ask pre-test questions and address tester questions
- Provide URL
- Execute Test
 - Take note of behaviors, comments, errors, and completion successes/failures
 - Ask test questions and address tester questions

BE described the BE Safe features in development at the time of the usability testing to solicit feedback. Those features included: unsubscribe from a specific email notification and share searches via social media (Facebook and Twitter) based on the search results.

Test Tasks

BE asked usability testers to complete the following tasks:

- Search for recalls for a drug
- Search for adverse reactions for a drug
- Filter search results on recalls
- Filter search results on adverse reactions
- Subscribe to recall alerts for a drug
- Subscribe to adverse reaction alerts for a drug

Questions

BE asked usability testers the following questions:

- Pre-Test
 - When you think of a search page, what terms would you use to describe it?
- General
 - What do you think of our landing page?
 - Before clicking the Search icon, what are your expected results based on past experiences?
- Recalls and Adverse Reactions
 - How do you interact with search results page?
 - Can you filter your search results?
 - Before clicking the Subscribe to Notifications link, what are your expected results based on past experiences?
 - Before clicking the Clear Form and Results link, what are your expected results based on past experiences?

- How do you subscribe to an alert?
- Final Thoughts
 - What elements can be introduced for a better user experience?
 - What do you think about the new feature(s) we are developing?
 - What do you think about the new feature(s) we plan to develop?
 - Are there any features or functionality that our website could benefit from?

See Appendix 1 for Sprint 3 usability testing minutes.

Results and Analysis

BE recorded questions, quotes, issues, and ideas/recommendations that came out of the Sprint 3 usability testing session on the whiteboard in a Kanban-influenced approach to facilitate a fast response from the team. We clustered the results in groups and prioritized them by bug fixes or enhancement recommendations for approval by the Product Owner, Brian Schafer.

The following image shows the Results and Analysis step from Sprint 3 usability testing.

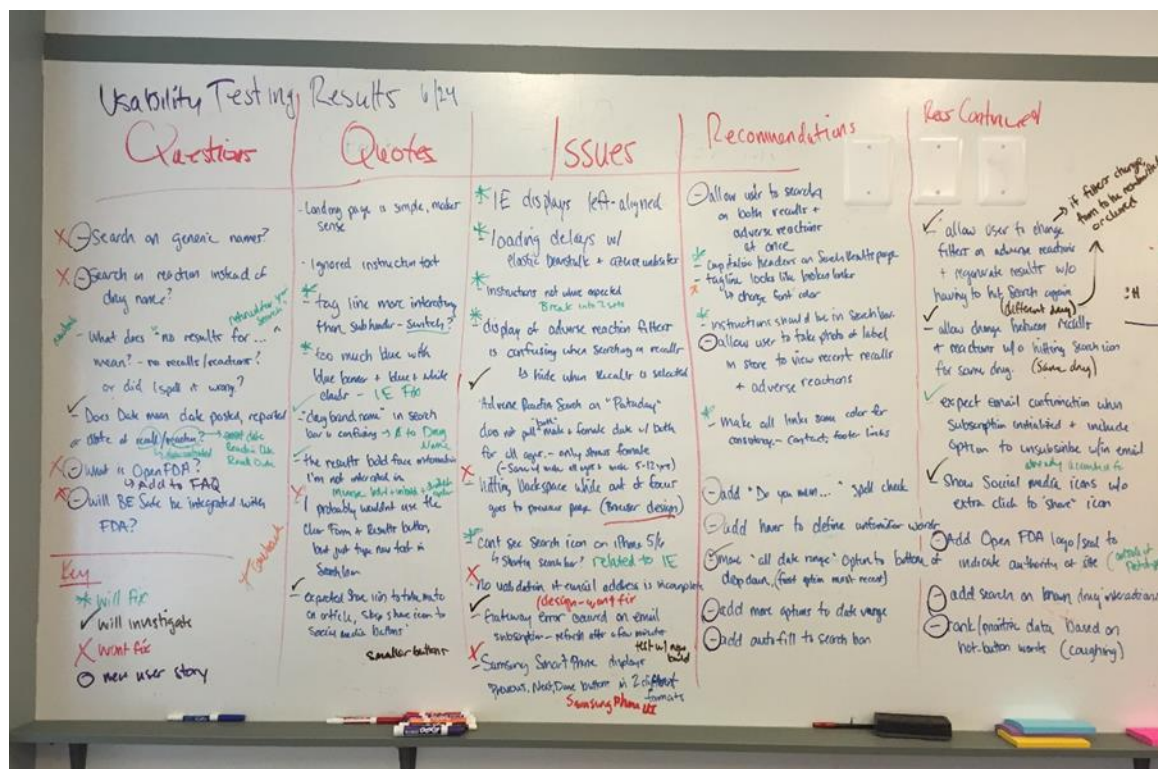


Figure 1. Analysis of Sprint 3 Usability Testing Results

BE evaluated the results of the Sprint 3 usability tests and prioritized the feedback based on 4 categories: Will Fix (green asterisk), Will Investigate (brown checkmark), Won't Fix (red X) and New Story (purple circle). The results were then added to the JIRA product backlog for traceability and prioritization.

JIRA Dashboards Projects Issues Agile Create Search

BE be gsa-18f / BEG-106 4 of 27 Return to search

Safe Hide Adverse Reaction filters when Recalls is selected

Edit Comment Assign More Reopen Admin Export

Details

Type: Bug Status: **DONE** (View Workflow)
 Priority: Medium Resolution: Fixed
 Affects Version/s: None Fix Version/s: 1.0
 Labels: Frontend Usability-Test-Results
 Environment: all
 Epic Link: Pharmaceutical Consumer Epic
 Sprint: Sprint 3 - Prototype, Sprint 4 - Prototype

Description

Display of adverse reaction filters is confusing when searching on recalls. Hide the Adverse Reaction filters when Recalls is selected.

Attachments

Drop files here to upload, or browse.

Activity

All Comments Work Log History Activity

There are no comments yet on this issue.

People

Assignee: Frank Hellwig Assign to me
 Reporter: Philip Samra
 Votes: Vote for this issue
 Watchers: Start watching this issue

Dates

Created: 2 days ago
 Updated: 1 hour ago
 Resolved: Yesterday

Time Tracking

Estimated: Not Specified
 Remaining: 0m
 Logged: 1h

Agile

Completed Sprints: Sprint 3 - Prototype ended 24/Jun/15
 Sprint 4 - Prototype ended 25/Jun/15
 View on Board

Figure 2. Detailed View of JIRA issue from Sprint 3 Usability Testing Results

JIRA Dashboards Projects Issues Agile Create Search

Usability -- Edited Save Details ★

be gsa-108 Type: All Status: All Assignee: All Contains text More Advanced

Label: Usability-Test-Results

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T	Key	Summary	Epic Link	Assignee	Created	Fix Version/s	Labels	P	Resolution	Sprint	Status
	BEG-103	IE displays app in desktop view as left-aligned	Pharmaceutical Consumer Epic	Frank Hellwig	24/Jun/15	1.0	Frontend Usability-Test-Results	*	Fixed	Sprint 3 - Prototype, Sprint 4 - Prototype	DONE
	BEG-104	Load delays	Application Developer Epic	Frank Hellwig	24/Jun/15	1.0	Usability-Test-Results	*	Fixed	Sprint 3 - Prototype, Sprint 4 - Prototype, Sprint 5 - Prototype	DONE
	BEG-105	Text Changes to UI labels/headers	Pharmaceutical Consumer Epic	Frank Hellwig	24/Jun/15	1.0	Frontend Usability-Test-Results	*	Fixed	Sprint 3 - Prototype, Sprint 4 - Prototype, Sprint 5 - Prototype	DONE
	BEG-106	Hide Adverse Reaction filters when Recalls is selected	Pharmaceutical Consumer Epic	Frank Hellwig	24/Jun/15	1.0	Frontend Usability-Test-Results	*	Fixed	Sprint 3 - Prototype, Sprint 4 - Prototype	DONE
	BEG-107	Search icon not visible on iOS mobile during/after editing search text	Pharmaceutical Consumer Epic	Frank Hellwig	24/Jun/15		Usability-Test-Results	*	Unresolved		NEW
	BEG-108	No Validation on Email Address in Subscription pop-up	Pharmaceutical Consumer Epic	Brandt Heisey	25/Jun/15	1.0	Usability-Test-Results	*	Unresolved	Sprint 5 - Prototype	RESOLVED
	BEG-109	Search a drug for both Recalls and Adverse Reactions in 1 search query	Pharmaceutical Consumer Epic	Brian Shafer	25/Jun/15		Backend Frontend Usability-Test-Results	*	Unresolved		NEW
	BEG-110	Photograph and upload Photos for search queries	Pharmaceutical Consumer Epic	Brian Shafer	25/Jun/15		Backend Frontend Usability-Test-Results	*	Unresolved		NEW
	BEG-111	Add auto-fill to search bar	Pharmaceutical Consumer Epic	Brian Shafer	25/Jun/15		Backend Frontend Usability-Test-Results	*	Unresolved		NEW
	BEG-112	Update date range field	Pharmaceutical Consumer Epic	Frank Hellwig	25/Jun/15	1.0	Frontend Usability-Test-Results	*	Fixed	Sprint 5 - Prototype	DONE
	BEG-113	Add hover-text on medical terms	Pharmaceutical Consumer Epic	Brian Shafer	25/Jun/15		Frontend Usability-Test-Results	*	Unresolved		NEW
	BEG-114	Change on Filters Does Not Prompt New Search for same drug	Pharmaceutical Consumer Epic	Brian Shafer	25/Jun/15		Frontend Usability-Test-Results	*	Unresolved		REJECTED
	BEG-115	Search on reaction term(s)	Pharmaceutical Consumer Epic	Brian Shafer	25/Jun/15		Frontend Usability-Test-Results	*	Unresolved		NEW
	BEG-117	Subscription Initialization Emails Not Sent for Adverse Reactions	Pharmaceutical Consumer Epic	Brandt Heisey	25/Jun/15	1.0	Usability-Test-Results	*	Unresolved	Sprint 4 - Prototype, Sprint 5 - Prototype	NEW
	BEG-120	Show social media icons w/o having to make an extra click to view them	Consumer Interaction	Brian Shafer	25/Jun/15		Usability-Test-Results	*	Unresolved		REJECTED
	BEG-121	Add Search on Known Drug Interactions (labels)	Pharmaceutical Consumer Epic	Frank Hellwig	25/Jun/15	1.0	Usability-Test-Results	*	Unresolved	Sprint 5 - Prototype	NEW
	BEG-122	Move 'All date range' option to the bottom of the dropdown	Pharmaceutical Consumer Epic	Brian Shafer	25/Jun/15		Usability-Test-Results	*	Unresolved		REJECTED
	BEG-123	AdverseReaction does not pull data for all genders/ages	Pharmaceutical Consumer Epic	Brandt Heisey	25/Jun/15	1.0	Usability-Test-Results	*	Unresolved	Sprint 4 - Prototype	REJECTED
	BEG-124	Add spell check to search bar	Pharmaceutical Consumer Epic	Brian Shafer	25/Jun/15		Usability-Test-Results	*	Unresolved		REJECTED
	BEG-125	Search on generic names	Pharmaceutical Consumer Epic	Brian Shafer	25/Jun/15		Usability-Test-Results	*	Unresolved		DEFERRED
	BEG-126	Add FAQ to BE Safe to define what is OpenFDA	Pharmaceutical Consumer Epic	Brian Shafer	25/Jun/15		Usability-Test-Results	*	Unresolved		REJECTED
	BEG-127	Reduce the size of the social media icons	Pharmaceutical Consumer Epic	Jefferson Baker	25/Jun/15	1.0	Frontend Usability-Test-Results	*	Fixed	Sprint 5 - Prototype	DONE
	BEG-128	Backspace while out of focus goes to previous page	Pharmaceutical Consumer Epic	Brian Shafer	25/Jun/15		Frontend Usability-Test-Results	*	Unresolved		REJECTED
	BEG-129	Gateway Error on email subscription	Pharmaceutical Consumer Epic	Frank Hellwig	25/Jun/15	1.0	Usability-Test-Results	*	Fixed	Sprint 5 - Prototype	DONE
	BEG-130	Samsung Smart Phone displays two formats of navigation buttons	Pharmaceutical Consumer Epic	Brian Shafer	25/Jun/15		Usability-Test-Results	*	Unresolved		REJECTED
	BEG-131	Add OpenFDA logo to app	Pharmaceutical Consumer Epic	Brian Shafer	25/Jun/15		Usability-Test-Results	*	Unresolved		REJECTED
	BEG-132	Rank/Prioritize data based on hot-button words	Pharmaceutical Consumer Epic	Brian Shafer	25/Jun/15		Usability-Test-Results	*	Unresolved		DEFERRED

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Powered by Atlassian Terms of Use Answers Maintenance Schedule

Atlassian

Figure 3. JIRA Issue List of Based on Sprint 3 Usability Testing Results

Sprint 6 Test Plan

The BE Safe website test plan for Sprint 6 usability testing is outlined below:

- Identify usability testing objectives
- Identify known usability issues and roadblocks to efficiency, effectiveness, satisfaction
- Define the new features in development and planned for development
- Ask pre-test questions and address tester questions
- Provide URL
- Execute Test
 - Take note of behaviors, comments, errors and completion successes/failures
 - Ask test questions and address tester questions

BE described the BE Safe features in development and planned for development at the time of the usability testing to solicit feedback. Those features included: search for known drug interactions, graph search results, share search results via email and text message, search a drug for both Recalls and Adverse Reactions in one search query.

Test Tasks

BE asked usability testers to complete the following tasks:

- Evaluate landing page
- Search for recalls for a drug
- Filter search results on recalls
- Subscribe to recall alerts for a drug
- Share search with social media
- Search for adverse reactions for a drug
- Filter search results on adverse reactions
- Subscribe to adverse reaction alerts for a drug
- Share search with social media
- Contribute data via Me Too button
- Search using carousel
- Change search result filters from carousel

Questions

BE asked usability testers the following questions:

- Pre-Test
 - When you think of a search page, what terms would you use to describe it?
- General
 - What do you think of our landing page?
 - Before clicking the Search icon, what are your expected results based on past experiences?
- Recalls
 - How do you interact with search results page?
 - Can you filter your search results?
 - How do you subscribe to an alert?



- Can you search your search with social media?
- Adverse Reactions
 - How do you interact with search results page?
 - Can you filter your search results?
 - How do you subscribe to an alert?
 - Can you search your search with social media?
 - Tell me how you would provide feedback to the FDA
- Carousel Feature
 - What are your expected results of the images displayed?
 - How would you change the search criteria that was provided by clicking on the image?
- Final Thoughts
 - What elements can be introduced for a better user experience?
 - What do you think about the new feature(s) we are developing?
 - What do you think about the new feature(s) we plan to develop?
 - Are there any features or functionality that our website could benefit from?

See Appendix 2 for Sprint 6 usability testing minutes.

Results and Analysis

BE recorded questions, quotes, issues, and ideas/recommendations that came out of the Sprint 6 usability testing session in the JIRA product backlog. The team prioritized the bugs for resolution and inclusion in Release 1.0, and the remaining enhancement recommendations that needed to be approved and prioritized by the Product Owner, Brian Schafer during the Sprint Planning Meeting for Sprint 7.

The image below reflects the Sprint 6 Usability Testing Results in the JIRA product backlog.

The screenshot shows the JIRA interface for 'Sprint 6 Usability Testing Results'. It displays a list of 10 issues with columns for ID, Key, Summary, Labels, Epic Link, Fix Version/s, Status, Resolution, Assignee, and Created. The issues are filtered by 'UsabilityTestingResults2' and 'Pharmaceutical Consumer Epic'.

ID	Key	Summary	Labels	Epic Link	Fix Version/s	Status	Resolution	Assignee	Created
BEG-170	BEG-170	Add BoldFace to Recall Category	UsabilityTestingResults2	Pharmaceutical Consumer Epic		NEW	Unresolved	Brian Shafer	04/Jul/15
BEG-169	BEG-169	Add label to Carousel to identify why random drugs are shown	UsabilityTestingResults2	Pharmaceutical Consumer Epic		NEW	Unresolved	Brian Shafer	04/Jul/15
BEG-168	BEG-168	Show drugs in the News in Carousel (or other feature)	UsabilityTestingResults2	Pharmaceutical Consumer Epic		NEW	Unresolved	Brian Shafer	04/Jul/15
BEG-167	BEG-167	Move Me Too icon from Share to Contribute	UsabilityTestingResults2	Pharmaceutical Consumer Epic		NEW	Unresolved	Brian Shafer	04/Jul/15
BEG-166	BEG-166	Clarify Purpose of BE Safe to Public	UsabilityTestingResults2	Pharmaceutical Consumer Epic		NEW	Unresolved	Brian Shafer	04/Jul/15
BEG-166	BEG-166	Clarify Purpose of BE Safe to Public	UsabilityTestingResults2	Pharmaceutical Consumer Epic		NEW	Unresolved	Brian Shafer	04/Jul/15
BEG-165	BEG-165	Add symptom filters to adverse reaction search results	UsabilityTestingResults2	Pharmaceutical Consumer Epic		NEW	Unresolved	Brian Shafer	04/Jul/15
BEG-164	BEG-164	Relabel Email button	UsabilityTestingResults2		1.0	DONE	Fixed	Frank Hellwig	04/Jul/15
BEG-163	BEG-163	Duplicate Previous/Next buttons at bottom of page	UsabilityTestingResults2		1.0	DONE	Fixed	Frank Hellwig	04/Jul/15
BEG-162	BEG-162	Clarify 'No Results' text in Search Results	UsabilityTestingResults2		1.0	DONE	Fixed	Frank Hellwig	04/Jul/15
BEG-124	BEG-124	Add spell check to search bar	Usability-Test-Results UsabilityTestingResults2	Pharmaceutical Consumer Epic		REJECTED	Unresolved	Brian Shafer	25/Jun/15

Figure 4. JIRA Issue List of Based on Sprint 6 Usability Testing Results

Appendix 1 Sprint 3 Usability Testing Minutes

Meeting Description: BE 18F Usability Testing – Sprint 3		
Date: 6/24/2015	Time: 1:00 pm	Location: BE Corporate Office

Participants				* in attendance, # absent, + substitute, % via phone	
1	Lauren Turbeville	*	7		
2	Sarah Joseph	*	8		
3	Ben Ness	*	9		
4	Laura Gross	*	10		
5			11		
6					
Agenda				Presented By	
1	Identify usability testing objectives				Lauren Turbeville
2	Identify known usability issues and roadblocks to efficiency, effectiveness, satisfaction				Lauren Turbeville
3	Define the new features in development and planned for development				Lauren Turbeville
4	Ask pre-test questions and address tester questions				Lauren Turbeville
	Provide URL and execute test				Lauren Turbeville
	Ask test questions and address tester questions				Lauren Turbeville
Minutes					
	Lauren introduced concept of usability testing to testers, all of whom are uninvolved with design and development of BE Safe				
1	Objective: To find out whether users could easily search for drug recalls or adverse reactions; filter search criteria based on the available advanced search options (time period, sex, age); and subscribe to a drug recall or adverse reaction email notifications in BE Safe.				

Lauren asked the group to vocalize their thoughts throughout the duration of the test, including what elements could be introduced for a better user experience.

Lauren described the BE Safe features currently in development to solicit feedback: sending email notifications, ability to unsubscribe from a specific email notification; and share searches via social media (Facebook and Twitter) based on the search results.

Lauren asked group, 'What do you think about the new feature(s) we are developing?

Laura, Sarah and Ben acknowledged and agreed it sounded consistent with the a subscription feature.

Lauren described the BE Safe features currently in design to solicit feedback: following an adverse reaction search, users have the opportunity to say, 'I had that reaction too' – a 'Me Too' button, if you will that will generate a pop-up for the user to submit feedback. Due to HIPAA concerns, BE Safe would not ask for any personally identifiable information. All information collected is voluntary, including email addresses and consent to contact the user via email.

Lauren asked group, 'What do you think about the new feature(s) we plan to develop?

Laura, Sarah and Ben really liked the concept, Laura would consider using that functionality and acknowledges there are a lot of complainers on social media who would make use of something like this.

Lauren collected Device information:

Category	Device	Operating System & Version	Browser	Browser Version
Laptop	ASUS SonicMaster	Windows 8	Internet Explorer	11.0.9600.17842
			Chrome	43.0.2357.130m
			Firefox	38.0.5
Laptop	Dell Latitude E550	Windows 8	Internet Explorer	11.0.9600.17842



			Chrome	43.0.2357.130m
			Firefox	38.0.5
Laptop	Apple MacBook Pro	OSX 10.9	Safari	7.0.6 (9537.78.2)
			Firefox	38.0.5
Tablet	Windows Surface	Windows 8	Internet Explorer	11.0.9600.17842
			Chrome	43.0.2357.130m
Tablet	Apple iPad 3	iOS 8.3	Safari	8.3 [per OS]
Tablet	ASUS Nexus 7	Android 5.1.1	Chrome	5.1.1 [per OS]
Smartphone	Apple iPhone5	iOS 8.3	Safari	8.3 [per OS]
Smartphone	Apple iPhone6	iOS 8.3	Safari	8.3 [per OS]
Smartphone	Samsung Galaxy S5	Android 5.0	Chrome	5.0 [per OS]

5 Lauren asked group for expectations of a search page. Their responses are below.

- Sarah: bar with area to type in, magnifying glass
- Laura: auto-fill
- Ben: drop-down that guesses what you're typing, advanced options/filtering

6 Lauren asked group for thoughts on landing page. Their responses are below.

- Sarah: loading delay; website is left-aligned in IE, ignored instruction text
- Laura: instructions not where expected not intuitive as to which drug name to enter (drug name v. drug brand name), more interested in tagline than subheader, tagline in aqua looks like a broken link. All links should be the same color
- Ben: simple layout makes sense, didn't notice instructions

Questions that resulted:

- Can you do a search of both drugs and recalls at same time for same drug?

- Can you search for generic drug names?
- Can you take a picture of a medication using smartphone to conduct search?

Group consensus:

- Adverse reactions advanced options should only display if adverse reactions is selected. Otherwise, confusing
- Too much blue on page with blue and white cloud wallpaper and subheader

Lauren asked group for expectations of a search results page, subscribe button and clear form button. Their responses are below.

7 Group consensus:

- Search results page: list of results with short summary under header, Google-like view that takes you to a new view of the page
- Subscribe button: populate email address and click submit
- Clear form button: clears search

Lauren asked to execute searches on both recalls and adverse reactions, using filters and subscribe to alerts for both recalls and adverse reactions

Lauren asked group for thoughts on search results page. Their responses are below.

- Sarah: should capitalize headers on search table, recall details have boldface on text im not interested in – should be reversed; probably wouldn't use the clear feature; Samsung phone has 2 sets of navigation buttons
- Laura: no auto-correct for misspelled medical terms – add, 'Do you mean...' spellcheck; include hover text to define medical terms; search on 'pataday' does not show males for 'both' filter, but they exist under 'male' filter; same with ages – not all inclusive; add search on reactions (coughing); hitting backspace while out of focus takes user to previous page in browser; taglines should not be blue; no change on subscribe pop-up if email address is incomplete; gateway error occurs; expect email confirming subscription initialized with option to unsubscribe; helpful for site to have FDA logo to show authority
- Ben: does not associate share icon with share concept – thought share icon would take him to related articles; replace share icon with 3 social icons to reduce number of clicks; move 'all date range' to bottom of drop-down field and list most recent first; wants to see more options in the date range drop-down; would like to be able to



change the filters on an adverse reaction search without having to hit search icon again - not clear that the user needs to clear the search –; cant see search button on iphone after search term entered

Questions that resulted:

- Does 'no results' message mean I spelled it wrong? Or there are no results?
- Does 'date' mean date posted, date reported or date occurred?
- What is OpenFDA?

Action Items		Owner	Status	Due Date	Completion Date
1	Lauren to take feedback to team for analysis and prioritization. See JIRA for action items in task format	all	Open	6/24	6/25

Appendix 2 Sprint 6 Usability Testing Minutes

Meeting Description: BE 18F Usability Testing – Sprint 6		
Date: 7/3/2015	Time: 3:00 pm	Location: Meridian Hill Park, Washington DC

Participants				* in attendance, # absent, + substitute, % via phone	
1	Lauren Turbeville	*			
2	Christina Patterson	*			
3	Robert Adams	*			
Agenda				Presented By	
1	Identify usability testing objectives				Lauren Turbeville
2	Identify known usability issues and roadblocks to efficiency, effectiveness, satisfaction				Lauren Turbeville
3	Define the new features planned for development				Lauren Turbeville
4	Ask pre-test questions and address tester questions				Lauren Turbeville
	Provide URL and execute test				Lauren Turbeville
	Ask test questions and address tester questions				Lauren Turbeville
Minutes					
	Lauren introduced concept of usability testing to testers, all of whom are uninvolved with design and development of BE Safe				
1	Objective: To find out whether users could easily search for drug recalls or adverse reactions; filter search criteria based on the available advanced search options (time period, sex, age); and subscribe to a drug recall or adverse reaction email notifications in BE Safe and share BE Safe with others.				
	Lauren asked the group to vocalize their thoughts throughout the duration of the test, including what elements could be introduced for a better user experience.				

- Robert: Not enough information about the site's purpose. If I know why I'm using BE Safe, it's straight to the point

Questions that resulted:

- What is the purpose of this site?

6

Lauren asked group for expectations of a search results page. Their responses are below.

- Christina: find information on the drug I search
- Robert: The drug I search for will be in here

7

Lauren asked group to execute searches on both recalls and adverse reactions, using filters and subscribe to alerts for both recalls and adverse reactions. Their responses are below:

- Christina: 'No Results for Search' – assume either (1) there are no recalls or (2) drug isn't in database (3) maybe I spelled it wrong -- Suggestion: "No recalls/adverse reactions for [drug] in [time period searched]; Medications are hard to spell. Add auto-correct in addition to auto-fill
- Robert: Previous and Next buttons should be duplicated at bottom of 10 results b/c that's when user decides to move to next page; Typographic hierarchy would be nice on Recalls. Example. Search on 'aspirin' for recalls and get "Subpotent Drug: ..." or "Incorrect/Undeclared Excipients:..." etc.; Email button leads me to believe I can email these search results to myself/others. Would not think "Email" = subscribe. Consider relabeling button to 'Subscribe' or 'Alert Me'; Searching for adverse reactions to 'aspirin' with filters on Male & Adult 26-39, I get 2500+ results. I don't want to page through results 10 at a time. Would be nice if I could sort the search results on symptoms for specific drug I've searched on. Example. I have had issues with dizziness for other asthma medications I've taken. Has anyone in search criteria reported 'dizziness?'

Questions that resulted:

- What am I subscribing to: alerts to recalls or adverse reactions (or both) of the drug? or alert me with updates on drug? Need to read instructions before I understand what I'm subscribing to.

8	<p>Lauren asked group to share their searches and provide feedback for both recalls and adverse reactions. Their responses are below:</p> <p>Group consensus:</p> <ul style="list-style-type: none">Do not expect to see Me Too button under Share icon. Think of Me Too as more of a 'contribute feature.' <p>Questions that resulted:</p> <ul style="list-style-type: none">Move Me Too icon under separate 'Contribute' section?				
9	<p>Lauren asked group to execute a search using the carousel and then modify those search results. Their responses are below:</p> <ul style="list-style-type: none">Christina: Agreed with Robert's assessmentRobert: Carousel acts as I would expect (taking me to more information on the drug), but it's not intuitive as to why these random drugs are being showcased. Suggest adding a label to indicate they are the top 100 prescribed; 100 seems like a lot of drugs to feature; Would more interested in seeing drugs that are in the news in the carousel (i.e. major recalls instead of random drugs)				
10	<p>Lauren asked group to share their final thoughts on BE Safe, suggestions and thoughts on features in development/planned for development. Their responses are below:</p> <ul style="list-style-type: none">Christina: Liked the graphing featureRobert: Site is fast, results come up quickly. Suggestions peppered throughout.				
Action Items		Owner	Status	Due Date	Completion Date
1	Lauren to take feedback to team for analysis and prioritization. See JIRA for action items in task format	Lauren	Open	7/3	7/3