USABILITY TEST ANALYSIS

**Drug Search Prototype**

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**Specifics**

* 2 Users
* 1 mobile device (tablet)
* 1 desktop

**Outcome Summary**

All users were able to complete tasks successfully, but did encounter some difficulty that slowed their process.

**Task 1 – Step 1: Search / Results**

**Average User Satisfaction:** Med-High

**Average Completion Time:** 32.5 seconds

**Average Difficulty Rating:** 1.5 (2 – No Difficulty, 1 – Some Difficulty, 0 – Task Failure)

**Observations:** All users noted many search results appeared identical, slowing a selection decision. Spelling of the complex sample drug name from the exercise was a complaint as well.

**Task 1 – Step 1 Action Recommendations**

* Add a suggestive text feature to aid in spelling complex drug names
* Include more information in individual search results to differentiate them

**Task 1 – Step 2: Details – Locate Warnings**

**Average User Satisfaction:** Med

**Average Completion Time:** 80 seconds

**Average Difficulty Rating:** 1 (2 – No Difficulty, 1 – Some Difficulty, 0 – Task Failure)

**Observations:** All users initially were unsure of where warning information on the page could be found. There also appeared to be variance in information (the same generic drug would present a warning on one result but not another) which made users question the accuracy or presentation of the information.

All users had difficulty viewing all warning (red message box at top) information as it was cut off once text exceeded a certain length, but could eventually find the information within the full details of the page.

Users were also unaware of “Indications and Usages” expand/collapse feature that would have provided additional information they otherwise would have found.

**Task 1 – Step 2 Action Recommendations**

* Adjust page layout to make more crucial information (warnings, dangerous interactions, etc.) more readily noticeable.
* Allow warning text to be expanded to show the entire warning message.
* Add icon or message to expand/collapse objects to make them more obvious that they can be interacted with.