USABILITY TEST ANALYSIS

**Drug Search Prototype**

**Facilitator: ­­­­­­­­­­­ James McKie**

**Date: 6.30.15**

**Specifics**

* 4 Users
* 2 mobile devices (tablet, phone)
* 1 desktop

**Outcome Summary**

All users were able to complete tasks successfully, but encountered minor issues that delayed task completion.

**Task 1 – Step 1: Search / Results**

**Average User Satisfaction:** High

**Average Completion Time:** 46 seconds

**Average Difficulty Rating:** 1.75 (2 – No Difficulty, 1 – Some Difficulty, 0 – Task Failure)

**Observations:** Users noted numerous search results made a decision uncertain. Transcribing the drug name to search proved difficult.

**Task 1 – Step 1 Action Recommendations**

* Add a suggestive text feature to aid in spelling complex drug names (out of scope for delivery)
* Add the drug manufacturer to search results to make them more identifiable.

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

**Average User Satisfaction:** High

**Average Completion Time:** 10 seconds

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

**Observations:** Users were able to interact with the drug details view without issue. Formatting of large bodies of text proved difficult to digest, but is still otherwise readable. There also appeared to be discrepancies in the data that lead to confusion.

**Task 1 – Step 2 Action Recommendations**

* Break down large bodies of text into smaller paragraphs (not feasible with this dataset in given delivery timeframe)
* Determine quality of data (data cannot be manipulated)