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| Usability Findings Report  *Design Phase Usability Testing* | | | |
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|  |  | | Concept Plus LLC. |

Usability Findings Report

Design Phase Usability Testing

# Overview

FDA Go is a web application that allows users to search for drugs and view various adverse events, labeling and drug, food, and medical device recalls. Participants were asked to complete a series of tasks and provide feedback on paper wireframes as well as accessing an interactive clickable prototype. While the participants were interviewed they were observed and their actions and feedback documented.

Participants completed some tasks with relative ease, while other tasks were more difficult and challenging to complete.

This report summarizes the project’s goal, usability test methodology, findings and associated recommendations.

# Goals

The goal of the usability tests was to assess overall usability of FDA Go during the design phase. The product team was interested in learned whether users could navigate the web-based application and understand the general workflow and content of the site.

# Usability Test Methodology

* Conduct two rounds of usability testing
* Conduct Design Round 1 testing utilizing paper wireframes of initial designs
* Conduct Design Round 2 testing utilizing a clickable proto-type
* Collect participant feedback and provide recommendations to enhance user experience
* Three individuals participated in a usability test of FDA Go
* Participants performed a series of 8 tasks and provided feedback

## What participants did

Participants were interviewed and observed during design phase round one testing and completed a series of seven tasks. During round one testing, participants were asked to complete tasks in a hypothetical manner using paper wireframes and provide additional feedback and observations.

The same participants were used during round two however they were provided with a link to an interactive clickable proto-type and asked to complete the questionnaire and provide feedback and observations.

## What data we collected

Data collected includes the paths participants used to complete tasks, paths selected, task completion rates, and verbal feedback.

# Test Scenarios

Participants were asked to complete the following tasks within the scenarios below:

## Scenario 1:

You have just heard on the news that a certain type of food was recalled due to listeria? If you didn’t hear what type of food it was, where would you look for this information (recently posted food recalls)?

## Scenario 2:

Your doctor has prescribed you a new medication called Metformin. You want to see a list of adverse affects reported by the manufactures and the public. How would you get to that information?

## Scenario 3:

Continuing from the above scenario, you now want to see labeling and any safety recalls for the medication you searched. How would you go about doing this?

## Scenario 4:

You now want to search for a list of the most recent recalls on devices. How would you go about accessing that information?

## Scenario 5:

You want to view the list of devices recalled by name or from oldest to most recent, how would you go about doing this?

## Scenario 6:

You want to conduct a new search on a type of food (Example: Mushrooms). When displaying the list of results you want to sort mushroom recalls by brand. How would you go about doing this? What other sort by information would be helpful if any?

## Scenario 7:

Start a new device search (Example: glucose monitoring kit). You want to view a list of results by brand and select the specific brand to view adverse events and any safety recalls. How would you go about doing this?

# Major Findings & Recommendations

## Design Round One Testing – Paper Wireframes

The following findings were commonly reported among participants:

* Main page design is confusing at first and drop-downs seem to be redundant
* Expected Help text to help with navigation and provide additional source information and links
* Unable to navigate back to the home page from the results page or easily change type of search
* Results page radio buttons would be easier if included on the main page
* Some confusion as to the sort functionality of column headers
* Search field on the results page seems to give the illusion that users are able to start a whole new search rather filter
* Nice to have a feature to quickly access recall links from the main page and view recent recalls instead of typing searches
* Unsure of what the term “device” constitutes.
* Confusion on Splash page

## Recommendations of Round One Testing

* Redesign Main Page to include search field and ability to select search type by Food, Medical Device or Drugs then filter later by adverse events etc. on results page
* Rename Device to Medical Devices
* Add ability to quickly view latest recalls without having to enter search criteria
* Enhance Results page layout to view results, sort and filter more easily currently layout confusing
* Add navigation to and from the home page and a way to search on results page or initiate a search on the results page
* Remove the Splash page
* Help content should include information on how to navigate the application and sources of information
* Ability to Save and/or Share search criteria/results

## Design Round Two Testing – Interactive Clickable Prototype

The following findings were commonly reported among participants:

* There is confusion on the main page between entering search criteria and viewing the recall links
* When viewing search results how would I know if when searching a drug that it was recalled without clicking on it
* Recall information should only show recalls no other tabs it’s confusing
* Concerned with spelling search criteria incorrectly and returning no results
* Confusion when displaying the Labeling tab. They seem repetitive information and not clear that they could be reported on different dates
* Adverse Events is not clear why multiple rows show the same date

## Recommendations of Round Two Testing

* Clarify language on the Main page
* Recalls flags or indicators on drug results returned
* Help link content should include information about the site, navigation and sources of information
* When viewing recalls, only tabs viewed should be Recall tabs
* Consider updating search criteria to include results for the drug’s substance name and brand name
* Consider adding a date column within the Drugs labeling data table results
* Consider adding patient demographics on the Drugs adverse events tab and statistics of most severe to less severe events reported
* Customize number of results viewed on a page to view more or less