

Usability Test & Survey: Results

1 Participant 1

Usability Pre-Test Questions:

1. What age range do you belong to?
 - 18 – 35
2. How would you rate your proficiency using computers?
 - Expert
3. How would you rate your proficiency in typing?
 - Expert

Usability Test:

Ask the user to complete the tasks listed in the table below. After each task, ask the user to rate how easy the task was on a scale of 1 to 5, where 1 is difficult and 5 is simple.

Task	Difficult (1)	Somewhat Difficult (2)	Okay (3)	Somewhat Simple (4)	Simple (5)
1. Navigate to the sign in page					X
2. Navigate to the registration page					X
3. Register a new account					X
4. Search for clinical trials				X	
5. Try viewing more details about a trial			X		
6. Bookmark a trial or multiple trials				X	
7. View the trials you bookmarked			X		
8. Navigate back to the search trials page			X		
9. View your account and profiles information					X
10. Attempt to add a new profile				X	
11. Navigate to the REACH home page					X

Usability Post-Test Questions:

1. Was it easy navigating to all of the different pages? (Y/N) - **YES**
 - Rate how easy navigation of the site was on a scale of 1 to 10 (1 being difficult and 10 being very easy): **9**
 - Explain if there was a specific page that was difficult to navigate to.
 - no specific page
 - click-through is simple enough
 - obvious that some features not fully developed yet
2. Was the trial search page easy to understand and navigate? (Y/N) - **YES**
 - Rate how straightforward the trial search page was on a scale of 1 to 10 (1 being very confusing, 10 being straightforward): **7**
 - Explain what you think could improve the trial search page (if anything).
 - did not understand how bookmarks and profiles worked at first
 - include a tutorial explaining how profiles and bookmarks are associated

3. At any point was there anything that you were not sure what its purpose was? (Y/N) - **YES**
 - If yes, what was it?
 - profiles - did not understand at first on their own, needed it explained
4. Were you able to comfortably read all the text on the site? (Y/N) - **YES**
 - Explain if there was any text too small or too big.
 - some text was too big
 - generally good font and color choice
5. Is there any feature or part of the process which you found frustrating? (Y/N) - **YES**
 - If yes, explain what was frustrating and why.
 - address field had no autocomplete option

2 Participant 2

Usability Pre-Test Questions:

1. What age range do you belong to?
 - 36 – 50
2. How would you rate your proficiency using computers?
 - Intermediate
3. How would you rate your proficiency in typing?
 - Expert

Usability Test:

Ask the user to complete the tasks listed in the table below. After each task, ask the user to rate how easy the task was on a scale of 1 to 5, where 1 is difficult and 5 is simple.

Task	Difficult (1)	Somewhat Difficult (2)	Okay (3)	Somewhat Simple (4)	Simple (5)
1. Navigate to the sign in page				X	
2. Navigate to the registration page				X	
3. Register a new account				X	
4. Search for clinical trials			X		
5. Try viewing more details about a trial			X		
6. Bookmark a trial or multiple trials				X	
7. View the trials you bookmarked			X		
8. Navigate back to the search trials page		X			
9. View your account and profiles information					X
10. Attempt to add a new profile					X
11. Navigate to the REACH home page					X

Usability Post-Test Questions:

1. Was it easy navigating to all of the different pages? (Y/N) - **YES**
 - Rate how easy navigation of the site was on a scale of 1 to 10 (1 being difficult and 10 being very easy): **10**
 - Explain if there was a specific page that was difficult to navigate to.
2. Was the trial search page easy to understand and navigate? (Y/N) - **YES**
 - Rate how straightforward the trial search page was on a scale of 1 to 10 (1 being very confusing, 10 being straightforward): **6**
 - Explain what you think could improve the trial search page (if anything).
 - did not include explanation of profiles - FAQs did not provide any explanation either
 - include explanation of profiles
3. At any point was there anything that you were not sure what its purpose was? (Y/N) - **YES**

- If yes, what was it?
 - profiles - did not understand until it was explained
- 4. Were you able to comfortably read all the text on the site? (Y/N) - **YES**
 - Explain if there was any text too small or too big.
 - some text was too big (such as the About Us page)
- 5. Is there any feature or part of the process which you found frustrating? (Y/N) - **YES**
 - If yes, explain what was frustrating and why.
 - putting in the full address (there's no autocomplete)

3 Participant 3

Usability Pre-Test Questions:

1. What age range do you belong to?
 - 18 – 35
2. How would you rate your proficiency using computers?
 - Expert
3. How would you rate your proficiency in typing?
 - Expert

Usability Test:

Ask the user to complete the tasks listed in the table below. After each task, ask the user to rate how easy the task was on a scale of 1 to 5, where 1 is difficult and 5 is simple.

Task	Difficult (1)	Somewhat Difficult (2)	Okay (3)	Somewhat Simple (4)	Simple (5)
1. Navigate to the sign in page				X	
2. Navigate to the registration page					X
3. Register a new account					X
4. Search for clinical trials				X	
5. Try viewing more details about a trial				X	
6. Bookmark a trial or multiple trials				X	
7. View the trials you bookmarked				X	
8. Navigate back to the search trials page			X		
9. View your account and profiles information					X
10. Attempt to add a new profile					X
11. Navigate to the REACH home page					X

Usability Post-Test Questions:

1. Was it easy navigating to all of the different pages? (Y/N) - **YES**
 - Rate how easy navigation of the site was on a scale of 1 to 10 (1 being difficult and 10 being very easy): **10**
 - Explain if there was a specific page that was difficult to navigate to.
2. Was the trial search page easy to understand and navigate? (Y/N) - **YES**
 - Rate how straightforward the trial search page was on a scale of 1 to 10 (1 being very confusing, 10 being straightforward): **10**
 - Explain what you think could improve the trial search page (if anything).
 - some instructions for how to use profiles
3. At any point was there anything that you were not sure what its purpose was? (Y/N) - **NO**
 - If yes, what was it?

4. Were you able to comfortably read all the text on the site? (Y/N) - **YES**
 - Explain if there was any text too small or too big.
5. Is there any feature or part of the process which you found frustrating? (Y/N) - **NO**
 - If yes, explain what was frustrating and why.

4 Participant 4

Usability Pre-Test Questions:

1. What age range do you belong to?
 - 51 – 65
2. How would you rate your proficiency using computers?
 - Expert
3. How would you rate your proficiency in typing?
 - Expert

Usability Test:

Ask the user to complete the tasks listed in the table below. After each task, ask the user to rate how easy the task was on a scale of 1 to 5, where 1 is difficult and 5 is simple.

Task	Difficult (1)	Somewhat Difficult (2)	Okay (3)	Somewhat Simple (4)	Simple (5)
1. Navigate to the sign in page					X
2. Navigate to the registration page					X
3. Register a new account					X
4. Search for clinical trials			X		
5. Try viewing more details about a trial					X
6. Bookmark a trial or multiple trials					X
7. View the trials you bookmarked				X	
8. Navigate back to the search trials page		X			
9. View your account and profiles information					X
10. Attempt to add a new profile					X
11. Navigate to the REACH home page					X

Usability Post-Test Questions:

1. Was it easy navigating to all of the different pages? (Y/N) - **YES**
 - Rate how easy navigation of the site was on a scale of 1 to 10 (1 being difficult and 10 being very easy): **8**
 - Explain if there was a specific page that was difficult to navigate to.
 - difficult to navigate to the search trials page
2. Was the trial search page easy to understand and navigate? (Y/N) - **YES**
 - Rate how straightforward the trial search page was on a scale of 1 to 10 (1 being very confusing, 10 being straightforward): **7**
 - Explain what you think could improve the trial search page (if anything).
 - some instructions/explanation on how the profiles are associated with the actual searching of the trials
3. At any point was there anything that you were not sure what its purpose was? (Y/N) - **NO**

- If yes, what was it?
- 4. Were you able to comfortably read all the text on the site? (Y/N) - **YES**
 - Explain if there was any text too small or too big.
 - a lot of the text seemed too big
- 5. Is there any feature or part of the process which you found frustrating? (Y/N) - **YES**
 - If yes, explain what was frustrating and why.
 - having to go to the home page before being able to navigate to the search trials page

5 Participant 5

Usability Pre-Test Questions:

1. What age range do you belong to?
 - 36 – 50
2. How would you rate your proficiency using computers?
 - Average
3. How would you rate your proficiency in typing?
 - Intermediate

Usability Test:

Ask the user to complete the tasks listed in the table below. After each task, ask the user to rate how easy the task was on a scale of 1 to 5, where 1 is difficult and 5 is simple.

Task	Difficult (1)	Somewhat Difficult (2)	Okay (3)	Somewhat Simple (4)	Simple (5)
1. Navigate to the sign in page					X
2. Navigate to the registration page					X
3. Register a new account		X			
4. Search for clinical trials				X	
5. Try viewing more details about a trial			X		
6. Bookmark a trial or multiple trials					X
7. View the trials you bookmarked					X
8. Navigate back to the search trials page		X			
9. View your account and profiles information					X
10. Attempt to add a new profile					X
11. Navigate to the REACH home page					X

Usability Post-Test Questions:

1. Was it easy navigating to all of the different pages? (Y/N) - **YES**
 - Rate how easy navigation of the site was on a scale of 1 to 10 (1 being difficult and 10 being very easy): **7**
 - Explain if there was a specific page that was difficult to navigate to.
 - navigation easy except for repeating searches
2. Was the trial search page easy to understand and navigate? (Y/N) - **NO**
 - Rate how straightforward the trial search page was on a scale of 1 to 10 (1 being very confusing, 10 being straightforward): **4**
 - Explain what you think could improve the trial search page (if anything).
 - results should have smaller text
 - studies/clinical trials should be in order of proximity (to patient's location)
3. At any point was there anything that you were not sure what its purpose was? (Y/N) - **YES**

- If yes, what was it?
 - profiles - explain how to make one
 - explain how to find contact email of the principal investigator of a study
 - explain how to email the principal investigator of a study using the email template
4. Were you able to comfortably read all the text on the site? (Y/N) - **YES**
- Explain if there was any text too small or too big.
 - some text was too big
5. Is there any feature or part of the process which you found frustrating? (Y/N) - **YES**
- If yes, explain what was frustrating and why.
 - explained above in previous questions