

# Usability Study — Medicine Reminder App

Introduction	<ul style="list-style-type: none"><li>• <b>Title:</b> Medicine Reminder app</li><li>• <b>Author:</b> Emanuela Maviglia as UX/UI designer</li><li>• <b>Stakeholders:</b> Jane Doe, client</li><li>• <b>Date:</b> 01/07/2021</li><li>• <b>Project background:</b> We want to test the usability of an app that reminds people to take their medicines. We need to find out if the main user experience, adding a medicine, setting a reminder and marking the medicine as taken, is easy for users to complete.</li><li>• <b>Research goals:</b> Determine if the snack ordering app is difficult to use</li></ul>
Primary research questions	<ul style="list-style-type: none"><li>• How long does it take for a user to find how to add a new medicine?</li><li>• What can we learn from the steps users took to add a medicine?</li><li>• Are there any parts of the process where users are getting stuck?</li><li>• It's clear for users how to mark as "taken" a medicine?</li><li>• Are important fields missing from the form?</li><li>• Do users think the app is easy or difficult to use?</li></ul>
KPIs	<ul style="list-style-type: none"><li>• User error rates</li><li>• Time on task</li><li>• Conversion rates: how many people manage to add a medicine</li><li>• System Usability Scale: a questionnaire to evaluate customer feedback</li></ul>
Methodology	<ul style="list-style-type: none"><li>• Unmoderated usability study</li><li>• Location: Italy, remote (participants will go through the usability study in their own homes)</li><li>• Date: Sessions will take place 10/7</li><li>• Each session will last for 30 minutes including the test and interview questions</li></ul>
Participants	<ul style="list-style-type: none"><li>• Participants are people taking medicines (any kind) or people that take care of someone who is taking medicines</li><li>• Two males, three females, aged 25 to 60 years old</li><li>• Incentive: No Compensation</li></ul>
Script	<b>Before the usability study</b>

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The following introduction appears on the screen:

- **Introduction:**

“Hello, thank you very much for taking the time to participate in this study and share your opinions.

We’ll start with a few questions, and then you’ll receive some task prompts to complete while using the app. These tasks will appear on your screen, so you can go through each one at your own pace. Your feedback and comments are really valuable for me, and we’ll use your recommendations to make future improvements to the app to provide users like you a better experience. Please feel free to share your thoughts honestly, and keep in mind that there are no right or wrong answers.”

Let’s get started!

- **Warm-up:**

- Please tell me a little about yourself.
- Do you regularly take medicines? For what purpose (if you feel comfortable to share) Or do you take care of someone who takes regular medicines?
- Do you take the medicines on time or do you sometimes forget about them?
- Currently, what do you do to remember to take them on time?
- Can you talk me through your medicine routine? (when do you take them, what to you do before and after taking them)

## During the usability study

A list of prompts appears on the device screen

- Prompt 1: You are on the app home. Where would you go to add a new medicine? (no action required)
  - Prompt 1 Follow-Up: Is it easy or difficult to find how to add a medicine? Is there anything you would change about the process?
- Prompt 2: Add a new medicine
  - Prompt 2 Follow-Up: How easy or difficult was it to add a medicine?
  - Do you think the form is well structured or is it missing some field to enter relevant info? If yes, which?

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- In general, Is there anything you would change in the process of adding a new medicine?
- Prompt 3: Pretend you have just taken your daily pill and now you want to mark in the app that you took it. What would you do to mark it as taken?
  - Prompt 3 Follow-Up: It was intuitive or complicated to find how to mark it as “taken”?
  - Would you change something in this process?
- Prompt 4: where would you click to add another medicine?
- Prompt 5: How did you feel about the app overall? What did you like and dislike about it?
- Have the participant complete the System Usability Scale. Participants are asked to score the following 10 items with one of five responses that range from Strongly Agree to Strongly disagree:
  - I think that I would use this app frequently.
  - I found the app unnecessarily complex.
  - I thought the app was easy to use.
  - I think that I would need the support of a technical person to be able to use this app.
  - I think the app is missing some important features
  - I would imagine that most people would learn to use this app very quickly.
  - I felt very confident using the app.
  - The main user flow is clear.