

## User Experience For Health Innovation

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DH150: User Experience and Design  
Assignment 02: Usability Testing

### **Introduction**

[www.facingus.org](http://www.facingus.org) is a website for people who are looking for resources to navigate around mental health issues like anxiety, depression and bipolar disorder. It provides a space for the user to reflect, educate and take conscious steps towards feeling healthier and happier.

Usability Testing is one of the most important part in identifying whether or not the user is actually able to benefit from the website or not. The biggest advantage of doing so is that it saves time and money. We can already gauge before the website is officially launched onto the market whether it will be successful or not and hence make appropriate adjustments through the feedback. The test is usually conducted in a lab like setting where we make a user go through a series of routine tasks and analyze any problems that they might face.

I conducted my own Usability Test in an on campus lab setting here at UCLA using the desktop version of FacingUs using my own laptop. To capture the users facial expressions, comments and how they navigated through the website I used the QuickTime Player app using the Movie and Screen Recording option. Whilst I was the test administrator I asked two people to participate in my testing as the user and data logger.

### **Methodology**

#### **Sessions**

The test administrator contacted potential participants that were around the UCLA dorms and dining halls on The Hill. The test administrator went to the people directly and asked for their availability and informed them about the test and the reason behind usability testing. The session approximately took one hour including setting up equipment, finding an appropriate testing environment and actually going through with the testing. The session started with filling out a background questionnaire (linked below) and continued with being familiarized with the tasks to be completed.

After each task the test administrator followed up with the user on whether they were successfully able to complete the task or not. After the tasks have all been completed, we had a questionnaire to survey the overall experience of the user on the website.

#### **Test Materials**

<https://forms.gle/J5kEo8PTdzHqekrSA>

#### **Video**

<https://drive.google.com/file/d/1W76HCUaqIn8zY8b3CSWwxiL0IYmUonNR/view?usp=sharing>

### **Reflection**

During the pilot test I learnt how users have difficulty finding certain topics without the help of a search bar. Also the user seemed to navigate the website much differently to what I expected them to do which is why we need to take account the different approaches that different users may take and try to accommodate them as much as we can. One thing that went well with the testing was that the user was open in sharing exactly their thoughts and views on the website however I found that the user did have difficulty in completing the first task in particular because the link was broken. For future testing I would make sure that the instructions and background of the website should be made clearer during the introduction script.