Mobile Patient App Test Phase 1

Test	Pros	Cons (eg. took too long to complete/ couldn't find button)	Other observations
Charbel	- Icons also have words describing what they are - Contacting the midwife is a good feature - The app is easy to use and flows very well - Homepage was good as it linked to everything - Seeing when the baby was conceived to when its due is good	- [baby info page] The arrows that move between weeks should be in the centre and more pronounced - [calendar] there should be a button to change view from weekly to monthly - User thought the daily quiz icon was a calendar icon - User though there would be a button on the daily quiz to take them home. - User thought the support icon was an FAQ centre, they didn't think the icon reminded them of a midwife support. -	- FAQ and forum section where women talk to other women would be good
Tanuja	- As a mother, the app was easy for her to use, and she would use it if she was pregnant - The calendar and noting things down is good. -	- User had trouble finding the add event button, maybe didn't see the + button or didn't know what it meant - User had trouble changing calendar view, tried looking for a button to change view. -	- There was information about the baby, but not what the mother should be doing (what she should be doing etc)
John	- Liked when icons had tags, helped find everything faster	- Struggled to notice the baby details was a clickable button	- Labelling tab icons might be necessary

	- Daily quiz that sends data to the midwife is different but useful	- Didn't notice the icon for weekly agenda on the homepage and instead clicked the calendar tab - Took too long to find health carer's details since the support icon looked like app support or faq - Clicked on several pages before finding midwife's details	- Need to have exits/back button on each section that isn't the main tab
Ysabel	- All bottom navigation features are intuitive - Daily quizzes completion wording is good because "complete" makes you feel like you achieve something	- Didn't notice that the baby card was clickable at first, immediately went to the nav bar to try and find baby stats - Thought the support icon was FAQ - Clicked on weekly agenda to find more information about weeks of pregnancy because there's text saying "weekly" - Thinks maybe some more text and labelling would be good	- Might need more text to explain what certain icons mean - Event details within the calendar is important for the user to recognise that it's an event
Warren	- Intuitively goes to the bottom nav to change tabs - Calendar navigation was done with ease	- Didn't see the weekly agenda on homepage and looked through the bottom nav instead - Relied on bottom navigation too much, didn't realise that homepage had links (e.g. for weekly agenda, profile)	- "Quiz" is the wrong word because the user doesn't want to be tested. Should be "check in" (like on a flight) or something more casual - No addressing if baby can be early or late → maybe add that in

			- More information about symptoms like postnatal depression would be helpful. "So what's normal and what's not normal"

Aspects to change for next iteration prototype
- Add a button to change calendar view from weekly to monthly and vise versa within both the monthly and weekly agenda view.
- Add a submit button after the user has completed the daily quiz that takes them to a splash screen confirming they have completed the quiz.
- Add a "see trends" button on that splash screen that takes the user to the trends page
- Change the position and size of the arrows on the baby info page to be more prominent and easily identifiable.
- Change the support icon to a midwife/nurse icon
- Change the icon for the daily quiz to an icon that represents a quiz better.
- Add arrows that allows users to move between different months on the calendar
- Add a "Today" button on the calendar to allow the user to move back to today's date

Anjali (Iteration 1 Test)	- There were no other issues during the test, the user was able to complete all other tasks [except the plus button task] under 5 seconds	- User could not see the plus button on the calendar to create a new event - The user did not like the use of the word "daily quiz", as they don't want to be tested.	
Lina (Iteration 1 Test)	- All new implementations successfully reduced user time for each task	- User didn't notice the baby details card was also a button → this can be worked on in higher fidelity to help distinguish it as a button	

Aspects to change for next phase prototype from user feedback
- Make the plus button on the calendar page more salient by adding colour/shadows etc.
- Add shadows to all clickable buttons to show that the user can click on it

- Change the name from "daily quiz" to "check in"
- Make the baby information section more identifiable as a section for just the baby.

Aspects to change for next phase prototype from our own evaluation
- Add a locked resources screen to the prototype that the victim can only access if and once the midwife has noticed signs of DV through the app. This screen must be discreet and secure and contain resources about DV. The screen must also have an escape button for the victim to leave the screen.
- Change the word "messages" on the support page to "resources". We thought the word "messages" may be misleading, as the victim cannot message the midwife back
- Remove the links section in the support page. While changing the messages section to resources, we realised the links section is redundant, as the resources section will contain the links sent by the midwife.
- Change the name of "Book Appointment" to "Request Appointment" as we identified that cannot simply book an appointment time, rather request a time with the hospital to see the midwife.
- Remove the arrow on the call button as it makes it seem like clicking this will show a drop down menu, when in fact, when clicked a confirmation button appears asking if the user would like to make the call.
- Remove the 'x' button on screens such as the notification screen, as this makes the user's think the screen is a pop up screen.
- Include tutorial screens when the user first opens the app, before the sign in page.

Desktop Midwife App Test Phase 1

Test	Pros	Cons (eg. took too long to complete/ couldn't find button)	Other observations
John	- Most tasks were relatively fast - Once he noticed and understood the patient tabs it became much quicker	- Didn't notice the tabs in patient immediately - The DV resource button looked more like an icon initially	-
Warren	- No real issues with usability - Found elements within the desktop quite easily with a quick scan of each page	- Always initially went back to the tab system on the left before realising that the correct path was to stay on certain pages	- Commented on the fact that midwives should be doing admin work - Unsure about
Rosemary	- Used the interface with ease and understood all hierarchy elements	- Always seemed to scan the tabs on the left	- Noted that the dashboard isn't really a dashboard, it's more the same as a calendar
Aspects to change for next iteration prototype ● The tabs need to look more like buttons but that can be worked with in mid fidelity ● Calendar section will be removed and month view will be placed on the same tab as the daily agenda ● Removing any work that an admin can do (creating new patient and new event on the calendar) ● Create a toggle icon/button that changed between daily and monthly agenda			
Tanuja (Iteration	- User felt comfortable using the	- No cons found	

1)	UI and found it useful for medical professionals		
Lina (iteration 1)	- Didn't struggle with the updated format at all	- No cons found	- Mentioned that maybe more details on the patient's medical history would be useful - Having a typing section for them to take notes during the appointment would be needed too - Also said it would be nice to have reminders so you know what you need to do for the appointments etc

Aspects to change for next phase prototype from user feedback
- Adding a note taking section during appointment for each patient
- Providing a reminders box on the dashboard that helps the practitioner prepare for the day

Aspects to change for next phase prototype from our own evaluation
- Changing the "appointments" tab name back to to dashboard as it made sense to name the opening tab that
- Adding the date to the daily agenda view
- Adding a today button on the monthly agenda view

Mobile Patient App Test Phase 2

Test	Pros	Cons (eg. took too long to complete/ couldn't find button)	Other observations
Tanuja [control]	- User found the UI easy to use and was very comfortable - Very easy to follow and get to a function you need	- User had trouble pressing the today button as it is too close to the month and week buttons -	
Wei	- Navigated calendar with ease - Commented on how easy it is to book an appointment - As a mother, she found more features to be helpful	- Couldn't figure out how to get back to 'today's date' on the calendar because she didn't see the today button - Didn't realise that one option wasn't selected in the daily check-in as there wasn't enough feedback - Tried holding the "press to hide" button in the dv section instead of tapping it	- Struggled to reach hide screen button at the top of the screen - Expected the notifications tab with the messages from midwife to link to the midwife's profile - Commented that she'd like to see eating tips and exercises she could do
Denice	- Used most features intuitively; calendar, booking an appointment	- Said that the spacing of the check-in options are too close together so it was hard to press - Found it hard to read the small text of the check in options	-

		- Didn't see the 'today' button	
Mary	- Was efficient with most tasks	- Didn't use the today button and instead just went back a month	-
Grace	- All tasks were done well	- No problems	-

Aspects to change for next phase prototype from user feedback
- Change the wording from "press to hide" to "tap to hide"
- Make the today icon more obvious when the user scrolls away from the calendar month
- Make the today icon separate from the month and week icons
- Change the check in page to have bigger text

Aspects to change for next phase prototype from our own evaluation
- Add the date under the calendar icon in the request appointment page so users always know what date they're booking for
- Put the press to hide where the nav bar is to reduce all clicking options when panicking and for easy reach
- Move all back/exit interactions to the top left of the screen to keep it consistent

Desktop Midwife App Test Phase 2

Test	Pros	Cons (eg. took too long to complete/ couldn't find button)	Other observations
Lina [control]	- Most tasks were done efficiently and quickly - Liked the highlighted buttons when navigating i	- The today button was not recognised and used - She thought she could find patients profile from clicking on event - Clicked on "message" icon thinking it would show history instead of sending a message - Didn't notice the x button on settings when going back to dashboard	
Emma	- User had almost no errors using the UI and thought it was very easy to use. - User thought the features of the app were very useful	- User didn't see the plus button on the add referral section straight away	-

Rebecca	- Mostly no problems	- Was just confused in the connect page wasn't sure about the resources	
Anna	- Went smoothly, only one task took long	- Wanted to go to patient profile from the event details, that's where she struggled the most	
Karen	- Found all interactions easy to understand (i.e. toggle buttons vs page buttons) - Mostly no issues	- Didn't notice patient subheading tabs at first until after scanning the page - Didn't see today button	- Most comments were about not being drawn to certain elements, this will be fixed when we implement selective use of colour
Sam			
●			
	-	-	
	-	-	

Aspects to change for next phase prototype from user feedback
- Make it possible to go to user profile from event details
- Make the dashboard tab button functional when on settings so they don't just rely on the "x"
- Make "today" more prominent, placing it next to the toggle or making it look more like a button
- Title the buttons on the connect page with "add resource"
- Make patient profile section have more obvious tabs

Aspects to change for next phase prototype from our own evaluation
- Add a filter option on the history page so users can view appointments filtered by a certain month or year

Phase 3 Testing Results

- Darkened pink and make more saturated
- Checked colour contrast and ensure accessibility is fine
- All on the scale
- No major changes