

Objective:

To obtain feedback on existing prototypes in order to inform future design iterations. We seek to obtain feedback in four postulates as the design progresses; functionality, interaction, hierarchy, visual aesthetic.

Participants:

In order to conduct user testing, we will be using a mixture of nurses and midwives, as one of our criteria for success is for the application to align with services of help. Additionally, we concluded that it would be unethical to test our product with real victims of domestic violence, therefore, we will be testing the differing conditions of the application on mothers instead.

We plan on using X amount of users to officially test our product, however throughout the testing period we will be using multiple phases. These phases are as follows:

Testing Goals

While testing our prototypes with users we will be aiming to fulfil/answer each of these goals.

- Number of users completing a task successfully
- Time to complete a task
- Number and type of errors per task
- Number of errors per unit of time
- Number of users making particular error

These goals are quantitative performance measures that we will use to identify how users are interacting with the prototype (most used features), how efficient they are and the various error points they reach while using the prototype (Sharp, Rogers and Preece, 2019).

Abstract & Concrete Task Phase 1 - Mobile Patient App

KEY:

Edit for test phase 1 iteration 2

Edit for test phase 2 iteration 1

Abstract 1 - As a user, I want to know about my baby's development

1a: From this interface, tell me when the baby is expected

1b: From this interface, navigate to where you can read tips and facts about the baby's development

1c: From this interface, find facts about a about week 13 of pregnancy

Abstract 2 - As a user, I want to see all pregnancy related events in the calendar

2a: From this interface, take a look at your weekly agenda

~~2b: From this interface, find more details on your event~~

2b: From this interface, find more details about your Antenatal Check Up

2c: From this interface, create a new event called ultrasound appointment on the 12th of May, 11am-1pm.

2d: From this interface, change the calendar view to weekly and then back to monthly

2e: From this interface, change the calendar month from May to April

2f: From this interface, go back to the current date and month using a different way of getting there than before

Abstract 3 - As a user, I want to see all my notifications

3a: From this interface, select to view all notifications

3b: From this interface, view your antenatal check up notification at 11am

3c: From this interface, go back to the home page

Abstract 4 - As a user, I want to check in

4a: From this interface, go to the check in page ~~daily quiz and submit it~~

4b: From this interface, log that your mood is happy and your symptom is a headache

4c: From this interface, submit the activity at the bottom of the page

4d: From this interface, leave the ~~daily quiz~~ check in page and go back to homepage

Abstract 5 - As a user, I want to see my personal details

5a: From this interface, find your name, date of birth ~~and pregnancy due date~~

5b: From this interface, find the details on ~~a quiz trend~~ your sleep trend

Abstract 6 - As a user, I want to see midwife's details/information

6a: From this interface, find the midwife's name

6b: From this interface, ~~find the call midwife function and the book appointment function~~ request an appointment with the midwife on the 19th of May at 3pm and confirm the appointment.

6c: From this interface, find resources your midwife has sent you

6d: From this interface, filter to view only links the midwife has sent you

Abstract 7 - As a user, I want to edit and customise the app

7a: From this interface, go to the settings page

~~7b: From this interface, find how to edit personal details~~

7c: From this interface, pause all your notification

Abstract 8 - I want to discreetly access domestic violence resources

8a: From the “support” interface, hold down the profile picture to open discreet resources

8b: From this interface, tap on “press to hide” to switch screens

Abstract & Concrete Task - Desktop Midwife App

KEY:

Edit for test phase 1 iteration 2

Edit for test phase 2 iteration 1

Abstract 1 - As a user, I want to know about all my appointments

1a: From this interface, tell me what your daily agenda is

1b: From this interface, find details about ~~an event~~ the check up with Emily Bishop

~~1c: From this interface, find your calendar~~

1c: From this interface, go back to the daily agenda and switch to month view

1d: From this interface, change the calendar to June

1e: From this interface, go back to May using a different way than before

Abstract 2 - As a user, I want to see all my notifications

2a: From this interface, select to view all notifications

2b: From this interface, view the concerning Check In results alert

~~Abstract 3 - As a user, I want to manage my patient's details~~

~~3a: From this interface, create a new patient account~~

~~3b: From this interface, search for a patient's profile~~

Abstract 3 - As a user, I want to view all my patient's data

3a: From this interface, find Emily Bishop's patient profile and click on ~~a patient's profile~~ it

3b: From this interface, find more information ~~on a trend summary~~ about her mood

3c: From this interface, find details from all previous appointments

3d: From this interface, view appointment details from the 16/04/19 and then back to the 28/04/19

~~3e: From this interface, find referrals for the patient~~

Abstract 4 - As a user, I want to interact with my patient

- 4a: From this interface, find out where you can connect to your patient's app
- 4b: From this interface, view all previous resources and messages sent
- 4c: From the interface, attach and send a link ~~resources to be sent~~ to your patient's app
- 4d: From this interface, enable the app to send automatic DV resources to patient
- 4e. From this interface, find referrals for the patient
- 4f: From this interface, add Janet Baker as a referral

Abstract 5 - As a user, I want to manage the app

- 5a: From this interface, click the settings button
- 5b: From this interface, pause all notifications
- 5c: From this interface, ~~sign-out~~ go back to the dashboard, click on the profile icon and sign out

User Interview

1. How did you feel using this interface?
2. Did you find any task especially difficult?
3. Is the interface what you would expect from a pregnancy app?
4. What were the standout features/concepts from the app?
5. Do you think there are any features missing?
6. Did anything distract you from the task at hand?
7. How would you describe the interface using your own words?

Context:

The moderated, testing context will vary according to the conditions of the participants, however; each test will have the same set-up; a laptop or phone will be used to voice record and the moderator will take notes as need be. Photos will also be used to take photos where appropriate.

The unmoderated testing can take place either in person (with the user isolated in a room) or online, as this type of testing will only be conducted towards the end of the design process.\

REFERENCES

Sharp, H., Rogers, Y. and Preece, J. (2019). Interaction design. 5th ed. p.525. [Accessed 7 Oct]