

***Peer Testing (#1) Report***

**Virtual Health Circles  
(VHC)**

***Capstone COSC 499  
Dawson Psychological Services  
Dawson Group (B)***

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## Brief Description:

For peer testing 1, the primary focus was to ensure that the backend database was communicating with the frontend server. In addition, we implemented the inclusion of the following tasks for peer testing one, for the user to complete: *Sign-up, log-in, log-out, and completing the questionnaire.*

Sign up is relatively straightforward, in which the user will access the sign up page, and fill out the form to create a new account, within the database. The user should then be prompted to complete the login task using the credentials they used to create their account. Following that, the user will be asked to sign out of their account to test the backend/frontend communication. Finally, the task that will take the longest amount of time, will be filling out the questionnaire.

It is important to note that for the questionnaire, we supplied the user with five different question types. These questions were sub-selections from the different types of questions you can expect to see from the five different health domains in the final build of this project. These are all the features that will be tested up to this portion of the project's testing phase. For the next peer testing, we will focus our attention on adding more questions, allowing the user to select domains, displaying results from the questionnaire, and incorporating the avatar feature into the final build.

For testing, our user groups are both the clients and non-clients of Dr. Dawson. The admin panel hasn't been implemented yet, so that user group won't be included in this session. That being said, users will be able to select whether or not they are clients of Dr. Dawson using a checkbox on the signup page.

## Participants:

P#	Participant Name:	Status:	Type:	Link:	Ran By:
P1	Andrew Johnston	Complete	Think-Aloud	<a href="https://drive.google.com/file/d/1r_ugRjjkm2sEvQWG_u9ucaFC2vkhyvD/view?usp=sharing">https://drive.google.com/file/d/1r_ugRjjkm2sEvQWG_u9ucaFC2vkhyvD/view?usp=sharing</a>	Pamal
P2	Quinn Wright	Complete	Remote	<a href="https://drive.google.com/file/d/1JVoAa_87Veq3C6XazuNZNBROmkSFF1_8/view?usp=sharing">https://drive.google.com/file/d/1JVoAa_87Veq3C6XazuNZNBROmkSFF1_8/view?usp=sharing</a>	Pamal
P3	Adrian Morillo Quiroga	Complete	Think-Aloud	<a href="https://drive.google.com/file/d/1jzLE2m-w8j67PXHfO-_kL_DfQc_T1UpC/view?usp=sharing">https://drive.google.com/file/d/1jzLE2m-w8j67PXHfO-_kL_DfQc_T1UpC/view?usp=sharing</a>	Paul
P4	Alvin Krisnanto Putra	Complete	Remote	<a href="https://drive.google.com/file/d/1LHuuvgFJx2zEfXL_FQ1vWXBkg16HoNM0/view?usp=sharing">https://drive.google.com/file/d/1LHuuvgFJx2zEfXL_FQ1vWXBkg16HoNM0/view?usp=sharing</a>	Paul

P5	Philip Okanlawan	Complete	Think-Aloud	<a href="https://drive.google.com/file/d/1xnMviU96lUTaUjngOLggU52XqzCo6et4/view?usp=sharing">https://drive.google.com/file/d/1xnMviU96lUTaUjngOLggU52XqzCo6et4/view?usp=sharing</a>	Samual
P6	Liam Tsao	Complete	Remote	<a href="https://drive.google.com/file/d/1-a8XhNrFiTMfmF8Enwc6ZZnkwwOitbe8/view?usp=sharing">https://drive.google.com/file/d/1-a8XhNrFiTMfmF8Enwc6ZZnkwwOitbe8/view?usp=sharing</a>	Samual

## Feedback & Issues:

We observed that the majority of the participants found the system to be relatively easy to understand, and knew what to do upon arrival to the site. Some of the participants addressed their liking for the '*clean*' design for the website. One participant expressed how the site's color scheme was good for psychology-related app design, and that it provided a '*calm*' setting.

We found that the majority of participants filled out the questionnaire before creating an account. One participant also expressed that the first thing that caught their eye was the '*About Us*' tab, on the home screen. Participants suggested that we also have some form of email confirmation setup for post-creating an account; This could be an automated system.

Below is a table of a list of issues and feedback from the participants:  
(Ranked from highest priority to lowest)

Issue #:	Priority:	Description:
1	High	Many participants expressed confusion relating to the ranking type questions. They didn't know exactly how it worked upon first glance.
2	High	Webpage should have more context or annotation tips, or text underneath or around questions to give users more depth into what's going on.
3	Med.	Some participants expressed that the question's were vague and didn't express what domain they belonged to.
4	Med.	Some participants were confused about the 'client' checkbox on the signup page.
5	Low	One Participant suggested separating the backend file into multiple scripts.
6	Low	One participant suggested having the navigation bar at the center of the webpage instead.
7	Low	Users wanted more options to select answers to questions ( <i>especially radio button questions</i> )
8	Low	Participants suggested adding a checkbox option for the ' <i>other</i> ' answer option.
9	Low	Users thought that the text box under the scale question was editable.

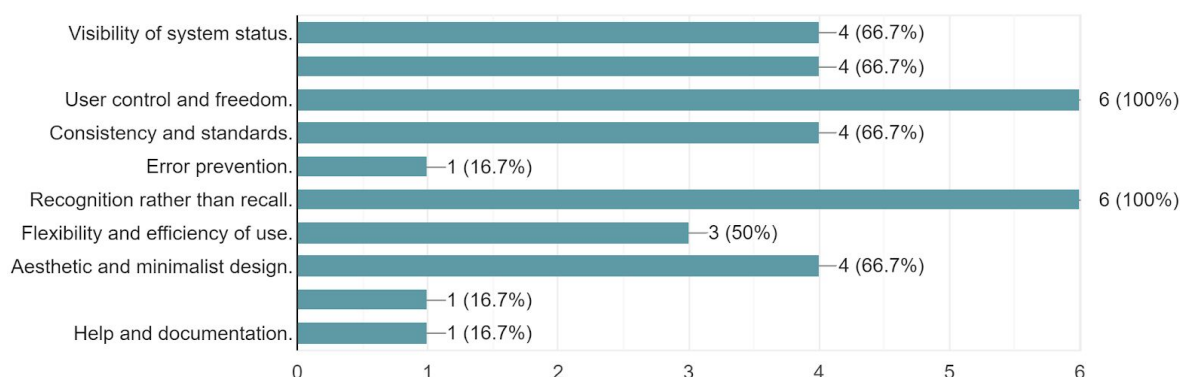
## In Depth Reflection:

- For **Issue 1**, we found that many users were attempting to interact with the ranking questions using the numbers, rather than moving around the options. For peer testing 2, we will work on either making the numbers stand out less and/or are interactable. Using colors (*green for top priority, red for least, etc*) is also an available option to consider.
- For **Issue 2**, some participants suggested that there be more context to the application. This can include annotations, pop-ups, text-paragraphs or anything to give the user more insight into what's going on within the questionnaire. These attributes can be applied to all pages, especially the signup page, and the completing the questionnaire task.
- For **Issue 3**, we understand that the questions were vague and didn't provide much context. This was because we didn't implement the coding to allow the user to select the five domains yet. That is our primary focus for peer testing 2, and to ensure we have that setup by then. We will allow the user to select questions pertaining only to that domain(s), and provide more context to questions where applicable.
- For **Issue 4**, we understand the confusion that may arise with just having a simple checkbox. We will work on providing more context for the '*Are you a client of Dr.Dawson*' checkbox.
- For **Issue 5**, we will make an attempt to separate the backend into multiple different components rather than having just one *main.py* script. This will allow for easier development and branching of different features and endpoints in future development.
- For **Issue 6**, participants suggested having the navigation bar in the center of the web page rather than the top-right corner. They also suggested that if the right side of the webpage panel will be occupied by the admin panel, then the left side should also have a panel for options also to fill the off-balance.
- For **Issue 7**, some users insisted that we provide more ways for them to select their answers. For example, they didn't like the fact that they had to click the radio button and weren't able to select the text beside it to select their answer. This means that we should add more options for '*ease of use*'.
- For **Issue 9**, we observed that some of the participants thought that the text box under the scale question was clickable. We will implement an option for the user to modify the text-box, or clearly indicate that it is view only.

## In-Depth Heuristics Evaluation Analysis:

*We asked our participants to complete an Heuristics evaluation questionnaire. These were the observations and findings from the*

Below are the 10 Usability Heuristics for User Interface Design. Please select all that you feel like apply to Visual Health Circles (VHC) at the time of ... can be answered, with the final result not in mind.  
6 responses



(2 blank labels (respectively top down)  
=  
Match between real world & system,  
Help users recognize & diagnose problems

## Most participants suggested that our system provided:

- *User control and freedom*
- *Recognition rather than recall*

This suggests that given the current state of development, our system is relatively easy to use, and simple to remember. Users also expressed that the design was consistent and uniform throughout the entire system. Users also valued the minimalist design. This response from the participants suggests that they feel that our system is consistent.

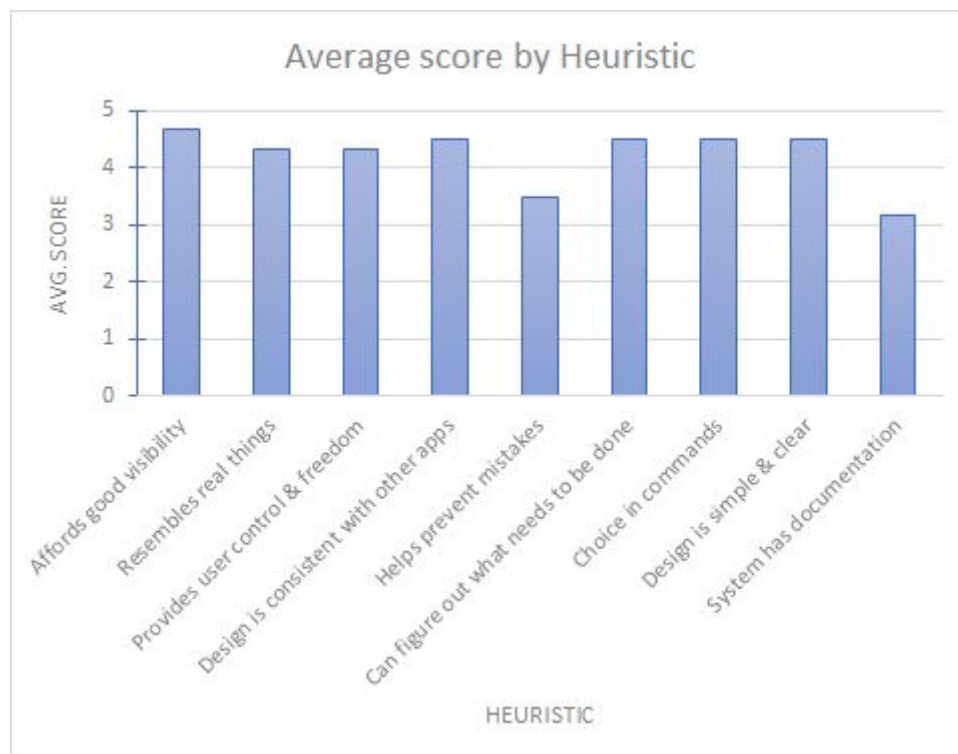
## Upon reflection, the following areas are in need for improvement:

- *Error prevention (!!!)*
- *Flexibility and efficiency of use (!)*
- *Helping users diagnose and recover from errors (!!)*
- *Help and documentation. (!!)*

This implies that our system doesn't provide sufficient information or help documentation (*tutorials*) for its tasks. This is an important issue that we will consider for the next peer testing session. We will provide more help/documentation for our users for when they are interacting with our system.

We will also add a focus on error prevention and helping the user diagnose and recovering from errors. In our tasks we will implement them to inform our user / present them with the changes being made, before being submitted to the database. (*especially important for deleteAccount, edit/delete SurveyResults, etc.,*)

## Quantitative Scores:



We used 6 data points for the above graph, as each member ran 2 testing sessions. The lowest scoring areas were 'system has documentation', and 'helps prevent mistakes'. This scoring is consistent with the main areas of improvement identified by our testers, being the lack of error prevention, help & documentation, and flexibility/efficiency of use. The primary issues relating to this are the ranking question design, lack of 'info' hover blocks for the question types, and lack of clarity regarding the 'is client' checkbox on user signup. The highest scoring areas included 'good visibility', 'can figure out what needs to be done', and 'design is simple & clear', which aligns with user feedback commending the straight-forward website style and design.