

# User Testing Write- Up

## Instructions:

### **Step 1/12: Create an account, accept privacy policy, upload genetic testing results**

Our general expectations include simply clicking on the create account button, ticking off the privacy policy checkbox, and interacting with the choose upload button by simply clicking on it. Some users were clear on this step, however, there seems to be a general confusion in dealing with the choose upload button where testing users were waiting for another interface to appear upon clicking it. (We did not implement a file upload page) One user got lost in the application when she started clicking on other buttons on the application.

### **Step 2/12: Confirmation on task completion (for Step 1)**

Our general expectation is for every user to click on Yes, I'm sure I completed the entire task successfully - which is the case.

### **Step 3/12: Difficulty of task (for Step 1)**

Our general expectation is for every user to click at least 4 on the scale of 1-5 where 1 is very difficult and 5 is very easy. This expectation was met as every user selected 5.

### **Step 4/12: View flagged gene results on the home page**

Our general expectations include viewing the buttons provided on the gene summary page without looking through the results (potential treatment plans, specialists, etc) for each flagged gene. However, users were clicking on the buttons and having difficulty navigating back to the home page upon clicking on a flagged gene result. This is demonstrated as many users expressed doubt during the process of navigating back, oftentimes resorting to logging out and signing back on which should not be the case.

### **Step 5/12: Confirmation on task completion (for Step 4)**

Our general expectation is for every user to click on Yes, I'm sure I completed the entire task successfully - which, again, is the case.

### **Step 6/12: Difficulty of task (for Step 4)**

Our general expectation is for every user to click at least 4 on the scale of 1-5 where 1 is very difficult and 5 is very easy. This expectation was met as every user selected 5.

### **Step 7/12: View one resource, View a treatment plan, View a specialist page**

Our general expectations include clicking on the buttons for each flagged gene and navigating to a treatment plan and a specialist page through the menu items on top of the page. Since the users are all accustomed to this process from Step 4, this step is easy for the users to grasp. Some commented on how well placed the whole plan is.

### **Step 8/12: Confirmation on task completion (for Step 7)**

Our general expectation is for every user to click on Yes, I'm sure I completed the entire task successfully - which is the case.

### **Step 9/12: Difficulty of task (for Step 7)**

Our general expectation is for every user to click at least 4 on the scale of 1-5 where 1 is very difficult and 5 is very easy. This expectation was met as every user selected 5.

### **Step 10/12: Use the account button to log out**

Our general expectations include navigating to the settings page through the settings button and clicking on the logout button. This should bring them back to the signin page. The process is super straightforward and all users were able to figure out this step with relative ease.

### **Step 11/12: Confirmation on task completion (for Step 10)**

Our general expectation is for every user to click on Yes, I'm sure I completed the entire task successfully - which is the case.

### **Step 12/12: Difficulty of task (for Step 10)**

Our general expectation is for every user to click at least 4 on the scale of 1-5 where 1 is very difficult and 5 is very easy. This expectation was met as every user selected 5.

### **Potential Avenue for Change**

Users expressed need for backwards navigation from a specific flagged genetic page to the gene summary page. This has caused them to click on other buttons in attempts to navigate backwards, which ultimately should be fixed. A potential solution to this is adding more buttons to navigate to the plans page that does not only lie in the settings page.

## **Overall Summary of Questionnaire Results**

Users liked the style of the website, mentioning its color scheme and minimalistic nature. Our questions were “What frustrated you most about this site?”, “If you had a magic wand, how would you improve this site?”, “What did you like about the site?”. The first question induced a couple responses regarding the state of the navigation of the website. Some users suggested additional buttons (login, logout, view treatment plan, etc) for the second question. The third question showed that the design has an intuitive, good flow, along with a nice modern design.