User Testing 3

Deployed URL: tinyurl.com/ulinkreportingsystem

Date: 13 January 2016   Venue: Ulink Assist Pte Ltd   Tester Name:
                                                                   Role:
                                                                   Department:

For the purposes of this user test, simulated client data will be used.
As this web application is still a work-in-progress, there are some functions/ buttons that are currently inactive.

Finally, as this is a Dashboard Reporting application, clear representation of data is a high priority. As you proceed through each task, do kindly take a look at the generated graph/ chart/table and determine if it is easy to understand. If it is not, please kindly note down your feedback after each section.

When you are ready, please go to
https://tinyurl.com/ulinkreportingsystem using your preferred web browser.

Please enter the following credentials:
Username: exec
Password: 123

Task 1: Client

The client module is a database of all uploaded client data. The client list will provide detailed information about each client in the database.

Instructions

Search for **Joyce** and view her profile.

Qn: What is the client type?
        Ans: _____

Qn: Is it easy to identify the client type?
        Ans: Yes / No

Qn: How many appointments does the client have so far?
        Ans: _____

Qn: From a scale of 1 to 5, was it easy to do Task 3?
    (Very Hard)   (Very Easy)
Ans: 1--------2--------3--------4--------5

Feedback on this task:

Task 2: Dashboard

The dashboard shows the overview of teams' performances and also doctors and referrals information.

Qn: From a scale of 1 to 5, is the information on Dashboard easy to understand?

   (Very Hard)   (Very Easy)

Ans: 1--------2--------3--------4--------5

Qn: From a scale of 1 to 5, how informative is the Dashboard?

   (Very Hard)   (Very Easy)

Ans: 1--------2--------3--------4--------5

Feedback on this task:

What did you like or dislike about the dashboard?

Do you have any suggestions on how we can improve the Dashboard page functions?

Task 3: Report

The report function shows more specific information on employees'/teams' performances and stakeholders' engagements.

a)   Instructions (Key Performance Indicator (KPI))

   You would like to see the performance of medical team in August 2016.

   Has the performance of the team improved as compared to previous month?

   Ans: Yes / No

   How much has it increased/ decreased from previous month (%) ?

   Ans: _____

   Has the performance of the team improved as compared to previous year?

   Ans: Yes / No

   How much has it increased/ decreased from previous year (%) ?

   Ans: _____

   Do you have any suggestions on how we can improve the Report - KPI function?

b) <u>Instructions (Ranking)</u>

You would like to know the **specialty** that is more sought after from period **1 June 2016 to 30 November 2016.**

Which specialty is the most sought after?

Ans: _____

Do you have any suggestions on how we can improve the Report - Ranking function?

[ ]

c) <u>Instructions (Gender and Age)</u>

You want to know the gender and age report of your clients.

Which age range has the most number of clients?

Ans: _____

What is the percentage of female in the age range 51-60?

Ans: _____

Do you have any suggestions on how we can improve the Report - Gender and Age function?

[ ]

Task 4: Screenings

The screening database stores the different type of screenings that will be recommended to user based on their demographics.

a) <u>Instructions (Create screenings)</u>

You just receive an information of a new screening that will be available for current clients. You would like to add a new screening into the database.

Fill up the form with the following details:
 Age: 20
 Common Illness: Heart Disease
 Recommended Screening: Cholesterol Test
 Gender affected: Female
 Regularity of Screening: Every 4 years

b) <u>Instructions (Update Screenings)</u>

The age for Mammogram is now 40 years old, twice a year. You have to update the screenings database with this new information.

Qn: From a scale of 1 to 5, was it easy to do Task 2?

   (Very Hard)   (Very Easy)

Ans: 1--------2--------3--------4--------5

Feedback on this task:

OVERALL:

Qn: You are able to understand the terms used in the application.

(Strongly disagree)   (Strongly agree)

Ans: 1--------2--------3--------4--------5

Qn: The content is relevant and consistent across all pages.

(Strongly disagree)   (Strongly agree)

Ans: 1--------2--------3--------4--------5

Qn: Page layouts are consistent across the whole website.

(Strongly disagree)   (Strongly agree)

Ans: 1--------2--------3--------4--------5

Qn: Content is written with common language that can be easily understood.

(Strongly disagree)   (Strongly agree)

Ans: 1--------2--------3--------4--------5

Please feel free to give feedback:

Thank you for your time.