

User Evaluation Report

*Healthcare Record Implementing Blockchain
3rd Year Project*

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Cognitive Walkthrough

Task 1: User wants to log in to the application

	Will user know what to do?	Will user see how to do it?	Will user understand the feedback they get?
Step 1: User picks if they are an existing patient or not in the database	Yes: The page contains two buttons that will lead to log in	Yes: The two buttons have labels on them, "existing patient" and "new patient"	Yes: Each button will lead to a log in page
Step 2: User logs in	Yes: There are "username" and "password" fields shown	Yes: Assuming their IT experience, they would know to enter the username and password in the respective fields	Yes: The page will redirect them after a successful log in

Task 2: User wants to view their current/previous doctor

	Will user know what to do?	Will user see how to do it?	Will user understand the feedback they get?
Step 1: User picks the current/doctors tab	Yes: The navigation tab has labels on them	Yes: The navigation tab changes colour when hovered on	Yes: The page will redirect

Task 3: Doctor wants to add a new patient

	Will user know what to do?	Will user see how to do it?	Will user understand the feedback they get?
Step 1: Doctor picks "new patient" in the home page	Yes: the home page has two buttons to pick from	Yes: The doctor will pick the "new patient" button	Yes: They are redirected to an admin log in page
Step 2: Doctor logs in to admin page	Yes: the admin page prompts the doctor to enter username and password	Yes: the fields provided lets them type	Yes: The doctor is led to the admin page

Task 4: Doctor wants to add details for the new patient

	Will user know what to do?	Will user see how to do it?	Will user understand the feedback they get?
Step 1: Doctor picks "new patient" in the home page	Yes: the home page has two buttons to pick from	Yes: The doctor will pick the "new patient" button	Yes: They are redirected to an admin log in page
Step 2: Doctor adds new user	Yes: there is a tab to view users (patient)	Yes: there is a button add a new user (patient)	Yes: The doctor is redirected to a page of forms to be filled in with information
Step 3: Doctor fills in patient's information	Yes: the forms have a label indicating what detail to be added	Yes: the forms allow text to be added	Yes: when the doctor clicks save, they are redirected back to the admin page with the name of the new user added.

Hallway Testing

Hallway testing is a form of usability testing which is a very quick and cheap method that involves random selected people e.g. those passing by in a hallway, are asked to test out the application. In this case, we picked classmates to check out to use our application and recorded their response by asking them to do a quick questionnaire in the end.

For the hallway testing, the group approached people with the final prototype and gave them some time to look around the application. The group then showed them the log in process in the doctor's perspective at first, and showed them the admin page. A user was then created, based roughly on the person's details (name, date of birth) and gave them a username and password. The group then brought up the homepage where the person could log in to their own profile. They logged in to their own profiles and then started to navigate through the different tabs, viewing the different details that were added about them beforehand.

Feedback

The group created a quick questionnaire to get feedback from the users about their user experience. It asked users to rank, between 1-10 some aspects of the application, like "How easy was it to use?".

The feedback was mostly positive. The average score for "Usability" was 8-9/10, the design with a 7/10 score and functionality with 7/10. The group also asked if they would use the application if it was available and the majority answered with "Yes".

Some of the bugs were present during the demonstration and some users found them. One user entered their username and password wrong and noted that "there was no indication" that they had it incorrect. The page simply refreshed, with the log in fields for the username and password resetting to blank fields. The same thing happened to the log out button, as it doesn't show an indication if the person was actually logged out.

A couple users tried click the "forgot password" button on the log in page and discovered that it didn't do anything. The group told them that this feature wasn't incorporated yet. Also, some users clicked the green plus button at the bottom of the doctor page to no avail, another feature that the group hasn't implemented.

Conclusion

The objectives that the group set out in the beginning of the project, providing an appealing, easy to use UI and a functional application, was met. Overall, from the questionnaire results, the user satisfaction was pretty good. Apart from the small bugs and features that haven't been implemented fully, the people that took part in the user evaluation gave us mostly positive feedback. They found it painless to use, said that the contrasting colours in the design were eye catching and some were even impressed with the logo that the group made.