

**Usability Test Findings – Summary for Design**

**Findings:**

Positives

* Users liked knowing the tool was powered by FDA data
* Users were able to search easily
* Users prefer to search by drug name – generally based on one they were already taking or that their doctor had prescribed

Usability Issues

* Users were not confident they understood the risk levels.
* Recommendation: Add a key to describe the risk levels.
* Users were most interested in the detailed information for the drug they searched for, not the full range of drugs and their alternatives.
* Recommendation: If the system finds a direct match, display the details without a search results listing.
* Users found the language jargon-heavy and not user-friendly.
* Recommendation: Continue to look for ways to scrub the data to reduce the redundant and irrelevant information.
* Users who are not familiar with the drug in the results, the information was harder for them to understand because they didn’t understand the terms.
* Recommendation: Continue to look for ways to scrub the data to reduce the redundant and irrelevant information.
* Users indicated they would search for the site via Google. They would be more likely to choose this if it returns higher in the results list.
* Recommendation: Consider SEO.