

Test Protocol

Introduction

Users

CRC leadership, rehabilitation staff, nursing staff, and resident family—one from each group.

Description

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Tasks

Task 1: Mark the first task on the schedule as complete. Report that the first listed resident did not participate in the task and add a note about why they were unable to participate.

Observation Notes:

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Questions:

1. What is your impression of the calendar/schedule page?
2. Is there anything missing in this page's functionality?
3. What are your thoughts about when and how staff are supposed to enter their passcode?

Task 2: A resident just started having a seizure. After calling emergency services to dispatch the situation, you must inform relevant colleagues of what happened. Report an emergency situation in the app and include the resident's profile and the accompanying staff member's profile in your report.

Observation Notes:

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Questions:

1. Does the emergency protocol include an appropriate amount of detail?
2. If so, what are your thoughts on the impact it would have on emergency response?
3. If not, what further information would you expect included?

Task 3: Flash forward a couple hours. You get a break from your work and want to check in on the resident who experienced the seizure. Check for updates related to the earlier emergency.

Observation Notes:

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Task 4: Check out a resident's profile (top row, middle column). Click around and look for information a loved one shared about a recent health problem.

Observation Notes:

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Questions:

1. Did the information you expected to find in a resident's profile match with what was there?
2. How would you revise or add to the different tabs?

Evaluation

Questions:

1. What do you like about the platform?
2. What would you change about the platform?
3. What surprised you about the platform?

Notes:

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Root Cause Analysis

Usability Test			Root Cause Analysis	
Type	User	Description	Root Cause	ID
Use Error	Caitlin	Caitlin was supposed to click on the SOS button, but instead ended up clicking on the second task item in the calendar page (which indicates that the icon itself might not be sufficient)	The colors on the task item attracted a lot more attention from test subjects than the SOS button.	1
			The SOS didn't clearly state a label mentioning its function.	2
Assist	Kevin	Kevin did not realize that the "Mark as Completed" button was a button and thought that it was saying that it was already marked as complete. User had to be told to press the button to return to the calendar	There is no drop shadow or border for the button.	3
			There is no back button without marking it as complete serving as an alternative button so the only way to return to the calendar is by marking it as complete, which the user may not always want to do.	4
Assist	Caitlin + Althea	"View Details" button in the resident profile page was difficult to click on because of its smaller sized CTA. - Caitlin	Didn't follow existing mental model of a larger click target for this action.	5
			The button and text are small.	6
Assist	Kevin	Kevin tried typing in the notes box for the resident before unchecking the resident.	His mental model of unchecking a resident and adding notes was that the order would not matter, but for the Figma you need to uncheck the box and then add the notes.	7
Difficulty	Kevin	Kevin had difficulty pressing the check box on and off to select if a resident participated in an activity (Missed the small checkbox)	Figma cursor is larger than the checkbox, so the cursor might not actually click it even if it encloses the checkbox (i.e., because the checkbox is not centered in cursor bounds).	8
			The instructions for select/deselect residents are in very small font.	9
			The instructions are below the content they pertain to.	10

Use errors

1. Caitlin was supposed to click on the SOS button, but instead ended up clicking on the second task item in the calendar page (which indicates that the icon itself might not be sufficient)
 - a. The task item in the calendar page had more visual hierarchy than the SOS
 - b. The SOS did not stand out as a button as much as the task items
 - c. **The colors on the task item attracted a lot more attention from test subjects than the SOS button**
 - d. **The SOS did not clearly state a label mentioning its function**
 - e. *Adding a label and making the SOS button pop out more may increase the user's awareness to click on it after emergencies.*

Root Causes:

1. The colors on the task item attracted a lot more attention from test subjects than the SOS button.
2. The SOS did not clearly state a label mentioning its function.

Instances of assistance

1. Kevin did not realize that the "Mark as Completed" button was a button and thought that it was saying that it was already marked as complete. User had to be told to press the button to return to the calendar
 - The Mark to Completed button is a banner at the bottom of the pop up, so it looks like a notification instead of a button.
 - **There is no obvious touch point for the button**
 - **There is no drop shadow or border for the button**
 - **There is no back button without marking it as complete serving as an alternative button so the only way to return to the calendar is by marking it as complete, which the user may not always want to do.**
2. "View Details" button in the resident profile page was difficult to click on because of its smaller sized CTA. - Caitlin
 - a. Althea had difficulty opening up a individual resident profile (clicked around the whole box instead of the view details)
 - Users thought the resident profile box would open up the full profile to view details
 - **Didn't follow existing mental model of a larger CTA for this action**
 - *Increasing the CTA size may increase the functionality of this feature.*
 - Didn't think to click the button
 - The view details button did not stand out

- The button is hard to read
 - **The button and text are small**
- *Increasing button size may increase the functionality of this button.*

- Kevin tried typing in the notes box for the resident before unchecking the resident.
 - He wanted the ability to add notes for residents who did participate in the task
 - **His mental model of unchecking a resident and adding notes was that the order would not matter, but for the Figma you need to uncheck the box and then add the notes**

Close calls

Difficulties

- Kevin had difficulty pressing the check box on and off to select if a resident participated in an activity (Missed the small checkbox)
 - Didn't see it
 - Checkbox is small
 - It is smaller than the resident profile avatar
 - It looks like a bullet point (or other listicle signifier)
 - Checkbox is offset from the resident name & notes area
 - Couldn't click it
 - **Checkbox is small**
 - **Figma cursor is big**
 - **Cursor might contain checkbox but still not click because off center**
 - Expected clicking resident name or icon to have deselecting effect too
 - Didn't think to press it
 - They all start as checked
 - **The instruction for select/deselect is hard to read**
 - **It's small**
 - **It's below the content it pertains to**
 - The button to move on and mark the task as complete is visually dominant
 - It is big
 - Dark green
 - High contrast
 - Relatively large click target

Subjective Feedback/Notes

- 1) Adding engagement accomplishments for task completion. ALDs, lack of engagement that staff have (basic ADLs). A quick video on how to brush someone's teeth, a personalized video of Peter brushing Alex's teeth. Something specific and quick. This is how Alex sits down.
- 2) Families might get extremely anxious, it would be good with just internal CRC, alert guardians, check off who the alert is sent to. Pete disagrees here, because he would like to hear what has happened.
- 3) Make the SOS button red and say SOS.
- 4) Add the ability to write notes for residents who did participate in a task, not just residents who did not participate.
- 5) Users found the calendar page easy to use and navigate as it followed their mental model of an online calendar (ie. Google Calendar).
- 6) There would be some training elements required for the staff members to be able to use the platform effectively.
- 7) Add a feature in the SOS functionality that allows users to "conclude" an emergency and include updated notes (days + weeks) after the fact.
- 8) Adding a tab for the capabilities of the residents would also be a good to have.
- 9) Easy to use, simple for staff, alert function is good, ability to have ISP data tracking, engagement, potential for cross-talk, staff are helpful, feeling accomplished
- 10) Love the update column, quick information. Program Director and the Staff member would be adding an update. Series of staff members to update this. Record keeping
- 11) Add the ability to say what category of emergency it is when sending an SOS. Additional questions for certain emergencies and an automatic timer for seizures
- 12) "If the SOS button can communicate to the stakeholders that's gonna save a lot of time. A lot of times that gets put off to somebody else."
- 13) Add icons for the tasks to differentiate them
- 14) Have different task "due times" as some tasks might be due within a specific period but some can and will just be when they get time in the day.
- 15) Add a section of the about resident part that shows, age, birthday, height, and likes and dislikes
- 16) Althea believes that assigning tasks in this system will not be extra workload for someone like her in management as it is what she does now but in a different system
- 17) Althea views this app as an opportunity to see, track, and share positive information with family, which is optimal as she currently feels like she only contacts families with bad information
- 18) The picture gallery might violate some privacy rights, so this should be considered in the design
- 19) Pete really liked the idea of including a Photo Gallery in the Resident Profile tab, to get positive updates about what his son is participating, in the Charles River Centre.
- 20)

Testing Kevin and Denise

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Tasks

Task 1: Mark the first task on the schedule as complete. Report that the first listed resident did not participate in the task and add a note about why they were unable to participate.

Observation Notes:

- Wanted to type notes before checking on or off
- Did not notice that the bottom confirm was a button
- Hard to hit the check button too small
- Add pictures of the tasks to differentiate them

Questions:

4. What is your impression of the calendar/schedule page?

I think it would be important if it allows it to be able to write in the reason why

5. Is there anything missing in this page's functionality?

The typing the reasons, and adding the task. Is there some notification if the task is never marked as complete. Add the ability to change the time of a task

6. What are your thoughts about when and how staff are supposed to enter their passcode?

Self explanatory

Task 2: A resident just started having a seizure. After calling emergency services to dispatch the situation, you must inform relevant colleagues of what happened. Report an emergency situation in the app and include the resident's profile and the accompanying staff member's profile in your report.

Observation Notes:

- **Wanted to add notes about the problem**
- **Seizure protocol is different for each resident. Individual information and protocol would be valuable when clicking on a resident**
- **Add an automatic timer for the seizure**
- **Add fields to input information for the manager report about the incident**

Questions:

4. Does the emergency protocol include an appropriate amount of detail?

Add categories of emergency, and more questions

5. If so, what are your thoughts on the impact it would have on emergency response?

If it can communicate to the stakeholders that's gonna save a lot of time. A lot of times that gets put off to somebody else. Clarity on what you're asking the staff to input that would be helpful to the manager as well for their incident report. The languages are important.

6. If not, what further information would you expect included?

Categories for emergency, timer for seizures. Icon could be different, wants the color red, maybe SOS, or red flag.

Task 3: Flash forward a couple hours. You get a break from your work and want to check in on the resident who experienced the seizure. Check for updates related to the earlier emergency.

Observation Notes:

- **Add a button to update information**
- **Likes the times for everything that's important**
- **Staff can provide live updates for the team from the hospital**

Task 4: Check out a resident's profile (top row, middle column). Click around and look for information a loved one shared about a recent health problem.

Observation Notes:

-

Questions:

3. Did the information you expected to find in a resident's profile match with what was there?

Would be great if it included emergency protocols

4. How would you revise or add to the different tabs?

Would be great if it included emergency protocols

Add fire drill option in the hazard button, add information resident had a tough time with a drill or didn't leave at the required time

Evaluation

Questions:

4. What do you like about the platform?

I like how it's really simple in design. It is communicating to the family members. It is visually easy. If this was used for the expected and the unexpected this could give time stamps for when everything is happening. I can see this being used with Aaron who is checked on every fifteen minutes, check if she has pain, medication, ice pack

5. What would you change about the platform?

Add icons for the tasks. The ease of adding tasks onto the calendar, or can you duplicate a schedule because a lot of residents have the same schedule every week. Have things under an individual instead of under a task. A lot of times there is case management and a staff is only working with one resident, individual schedules would be awesome. Maybe a totally different color if it is completed. Remove swipe to complete and just have a click button, and then have a note for everyone involved on top of individuals notes "hey everyone had fun"

6. What surprised you about the platform?

Impressed that we could pull this together in one class

Notes:

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Testing Althea

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Tasks

Task 1: Mark the first task on the schedule as complete. Report that the first listed resident did not participate in the task and add a note about why they were unable to participate.

Observation Notes:

-

Questions:

7. What is your impression of the calendar/schedule page?
 - a. Likes the way it looks
 - i. Set up like the outlook calendar
 - ii. User friendly for most management
 - iii. Take getting used to for the staff
 - b. Likes the icons for individuals

- i. To easily see who is supposed to be in each group
 - c. Plikes the pin to take out the log in
- 8. Is there anything missing in this page's functionality?
 - a. Dont think so
 - b. Distinguish
 - i. Varying tasks on setting
 - ii. Rez on weeknight vs weekend
 - iii. Almost in hour blocks
 - iv. Closer to 30-40 minutes
 - v. Individualized
 - 1. Times for toileting
 - 2. Same hour block where everyones toileted
 - vi. Unsure about house schedules
- 9. What are your thoughts about when and how staff are supposed to enter their passcode?

Task 2: A resident just started having a seizure. After calling emergency services to dispatch the situation, you must inform relevant colleagues of what happened. Report an emergency situation in the app and include the resident's profile and the accompanying staff member's profile in your report.

Observation Notes:

- **"Jealous about how easy this incident reporting is"**

Questions:

- 7. Does the emergency protocol include an appropriate amount of detail?
 - a. Could be tricky is the notes section
 - b. Maybe should be prepolutated vs staff
 - c. Mandated emergency reporting logs
 - d. Who the incident / staff + option to click multiple staff
 - i. Adding in potential other calls
 - ii. Administrator of call
 - iii. Denise of kevin know
 - iv. Letting know supervisor
 - 1. Reported to althea
 - 2. Staff handle reporting and notification
 - 3. Go to emergency room with individual
 - 4. More administrative end
- 8. If so, what are your thoughts on the impact it would have on emergency response?
 - a. Help in terms of notifying the houses or the day center
 - i. Ex. in the resident w rash
 - b. For management it is helpful to have a paper trial of the emergency

9. If not, what further information would you expect included?

Task 3: Flash forward a couple hours. You get a break from your work and want to check in on the resident who experienced the seizure. Check for updates related to the earlier emergency.

Observation Notes:

- **Clicjed the resident button?**
- **Is there a way to mark something as concluded?**
- **Doctors note + return to work**

Medical emergency vs other emergency

- **Ei. challenging behavior**
- **Information and who u inform**

Task 4: Check out a resident's profile (top row, middle column). Click around and look for information a loved one shared about a recent health problem.

Observation Notes:

- **"Oh i loved that"**
- **Clicks general button**

Questions:

5. Did the information you expected to find in a resident's profile match with what was there?
 - a. Yah
 - b. Think
6. How would you revise or add to the different tabs?
 - a. For media, we need to have photo consent and media releases
 - i. Need to have a setting for media setting
 - b. Progress and goals
 - i. Rez has goals for dds (laundry and cooking etc.)
 - ii. Day center
 1. Speech related
 2. Advocate for themselves
 3. Yes and no questions
 4. Physical goals
 5. Stretches
 6. OT goals
 - a. Tasks in the room
 7. Fine motor skills
 8. Behavior goals

9. Part of tasks you assign
 - a. Have designated goal times
 - b. 9-10 am
 - c. Jars w shapes
 - d. One or 2

Evaluation

Questions:

7. What do you like about the platform?
 - a. Like that its visual and you don't necessarily have to read to see what it is
 - i. English is not always a first language and can be a barrier
 - b. Having icons, pictures,
 - i. Ease access for
 - ii. Thinks the calendar part is translatable
 - iii. Speacialized knowledge
 - iv. This would take out the learning curve
 1. Effort can be more efficiently placed
 - c. Likes getting to see the family notes
 - i. Sometimes reporting the negatives with family is the only form of communication
 - ii. Easier to give news when you are also seeing all the positives
 1. Families want to make sure they also see the good they see
 2. Demonstrate family trust
 3. Esp with families where they are coming out of high school or school report
 - a. Communication would help families transition in
 - b.
8. What would you change about the platform?
 - a. Half a staff population that isn't as tech savy
 - b. Biggest is opening up an individual
 - i. Age
 - ii. Birthday
 - iii. Height
 - iv. Family could add
 1. Likes
 2. Dislikes
9. What surprised you about the platform?
 - a. Didn't expect it to be as intuitive as it is opening
 - b. General task button
 - i. Task and schedules are set by developmental specialist

1. Report to althea
 2. In the day house service plan meeting
 3. Review what specialist design for each goal
 4. 2-4 goals
 5. On direct care staff to report
- c. Assigning tasks
- i. Similar just different tasks
 - ii. Could chose like what game or group they ran
 - iii. 2 portal system
 1. Different access
 2. Wouldn't be able to close out an emergency
 - 3.

Notes:



Testing Caitlin

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Tasks

Task 1: Mark the first task on the schedule as complete. Report that the first listed resident did not participate in the task and add a note about why they were unable to participate.

Observation Notes:

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Questions:

10. What is your impression of the calendar/schedule page?
 - a. She really likes it
11. Is there anything missing in this page's functionality?
 - a. Note every resident's fluid intake
12. What are your thoughts about when and how staff are supposed to enter their passcode?

Task 2: A resident just started having a seizure. After calling emergency services to dispatch the situation, you must inform relevant colleagues of what happened. Report an emergency situation in the app and include the resident's profile and the accompanying staff member's profile in your report.

Observation Notes:

- **Training element required for the SOS, adding labels under each icon**

Questions:

10. Does the emergency protocol include an appropriate amount of detail?
 - a. Families might get extremely anxious, it would be good with just internal CRC, alert guardians, check off who the alert is sent to. Pete disagrees here, because he would like to hear what has happened.
11. If so, what are your thoughts on the impact it would have on emergency response?
12. If not, what further information would you expect included?
 - a. Additional details and the ability to add

Task 3: Flash forward a couple hours. You get a break from your work and want to check in on the resident who experienced the seizure. Check for updates related to the earlier emergency.

Observation Notes:

- **Love the update column, quick information. Program Director and the Staff member would be adding an update. Series of staff members to update this. Record keeping**

Task 4: Check out a resident's profile (top row, middle column). Click around and look for information a loved one shared about a recent health problem.

Observation Notes:

- **More click space for that button, engagement activities, need to work on semantics.**

Questions:

7. Did the information you expected to find in a resident's profile match with what was there?
8. How would you revise or add to the different tabs?

Evaluation

Questions:

10. What do you like about the platform?
 - a. Easy to use, simple for staff, alert function is good, ability to have ISP data tracking, engagement, potential for cross-talk, staff are helpful, feeling accomplished
11. What would you change about the platform?
 - a. Adding engagement accomplishments for task completion. ALDs, lack of engagement that staff have (basic ADLs). A quick video on how to brush someone's teeth, a personalized video of Peter brushing Alex's teeth. Something specific and quick. This is how Alex sits down.
12. What surprised you about the platform?
 - a. Did not have any expectations to begin with, appreciate the simplicity. Version 1.0 created a seed to crystalize

Notes:

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Assignment Criteria

Step 6A: Develop a protocol for your usability test

A protocol is an outline of how you are going to conduct your test, and what activities will take place during each test session. In the protocol you should identify:

- What types of people you will involve in the test
 - You should involve people who would actually use your solution.
- What tasks you will have them conduct
 - Participants should perform (or talk through, depending on the fidelity of your prototype) the tasks reflected in your risk analysis. This way you will likely observe errors that you can analyze in a root cause analysis and residual risk analysis.
- What questions you will ask
 - Note: Be sure your questions are not biased, and that you ask questions that will result in a strong root cause analysis!
- What data you will collect
 - Be sure to track any errors, instances when you need to help people complete a task, close calls (where people almost make a mistake, or they do make a mistake but recover from it), or tasks where people have difficulty.
 - Be sure to document why participants experience these errors/instances of assistance/close calls/difficulties.

Step 6B: Conduct your test according to your protocol

We would like you to conduct at least 4 usability test sessions.

Step 6C: Conduct root cause analysis

Conduct a root cause analysis for your findings (including use errors, instances of assistance, close calls, and difficulties).

Step 6D: Document your findings

Describe the following:

- Findings, including:
 - Use errors
 - Instances of assistance
 - Close calls
 - Difficulties
- Root cause(s) associated with each finding
- Subjective feedback

Note: We would like you to document at least 4 root causes. If you did not have 4 root causes as a result of your testing, let us know.

Deliverables for Step 6

In the final project report, we want to see the following from this section:

- Test protocol
- A description of each finding and its root cause(s)
- A summary of the subjective feedback you collected