

Health Pundit Usability Test Results

Priority Legend	
1	Must
2,3	Medium Priority
4, 5	Low Priority

Priority (1-5) most to least	Activity	#	Friction	Summary Issue	Measure to be taken	Status	Screen	Vinita	Kunal	Doulat	Perna	Hannah
1	Activity 1		1 Friction	"Care Team" heading and subheading was confusing and most users did not understand the definition or purpose of it.	Change heading of "care team" to "my care team" to make it more personalized and add a short description to teach the users what it is.		Home	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
1	Activity 1		2 Friction	Users wanted to click on "primary care physician" under the "Care Team" as that was the first thing on their mind after reading task.	Remove primary care physician and add another type of healthcare provider.		Home	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
1	Activity 1		3 Friction	Filter button wasn't as visible after reaching the PCP page and users took a little while to figure it out	Make "filter" button on top right corner more visible		PCP	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
1	Activity 1		4 Friction	To select a language, user wasn't sure if the selection they had made was saved after clicking on it and they were hesitant to use the back button as they thought their selection wouldn't be saved.	Redesign the "Filter" screen to include an "Apply" button so user knows their selection has been saved.		Filter	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
1	Activity 1		5 Friction	Users weren't sure that they had to include a reason for the visit as text box/form wasn't clear or obvious immediately.	Redesign the "Review" screen to make sure the input box/form box is more visible and the text is a more bolder color.		Review	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
1	Activity 1		6 Friction	Confusion about what "Me" stands for in the booking confirmation and was expecting a hyperlink	Redesign this page and change language to make it more clear, removed "Me", include bottom bar navigation as user felt they had reached a dead end.		Booking Confirmation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1	Activity 1		7 Friction	User was expecting to see the appointment they had just booked under "upcoming appointments" after clicking on "Back to home"	Add the new appointment that user has booked in the home screen		Back to Home	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2	Activity 1		8 Friction	Reset button wasn't functioning under the "filter", user had to click on "Back" each time to undo their selection	Update to ensure that the "Reset" button works under the filter page.		Filter	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3	Activity 1		9 Friction	UI issue - too much of white space from available time slots and care advocate tile	Redesign the time slot page by removing the extra white space. not noticed by any user		Time Slot	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Activity 1		10 Friction	There were 2 titles under Get Care for "PCP" and that was confusing	Remove the second PCP for adults and kids as it was just a concept that wasn't explored for this app.		Get Care	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5	Activity 2		11 Friction	User was unsure where to first click but once the task was clarified to include a "forum", they were able to immediately know to go to "community"	No action needed as it was clarified by rewording the assigned task.		Home	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1	Activity 2		12 Friction	Confusion about which topic to pick from the search results - task wording issue	Rewording the assigned task would solve this issue which was confirmed in the interviews with users. Suggestion: task word and search result should be matching, "natural ways to control prediabetes"		Search Results	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1	Activity 2		13 Friction	After clicking on "reply to this post" on result post screen, user doesn't need to see the "need more advice" tile as it's too late in the funnel to have that.	Remove the "need more advice" tile		Result Post	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
1	Activity 2		14 Friction	User was confused why they were not given an option to post anonymously and realized it after seeing the post that it was sent anonymously.	Redesign the flow to include a notification or button to give user the option to reply to the post with their profile or anonymously		Posting Message	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
1	Activity 2		15 Friction	Confusion when replying to the post, wasn't as seamless and obvious	Redesign the flow and ui of replying to a post		Reply Post	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
3	Activity 2		16 Friction	Topics on community page should be different from glucose, sugar, diabetes topic as that caused confusion	Change topic, wording on community page to include a different topic		Community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4	Activity 2		17 Friction	unclear about "my post and replies"	(Optional): Remove it as that's not a path that will be explored in this scope		Community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>