

User test 2 - SentioApp

Test sequence

1. Answer the *Before test* questions below

Age	52
Gender	Male
Profession	SVP Norwegian
Education	Siviløkonom
Phone model and operating system	iPhone 11
If you've answered the blue questions below before, no need to do it again.	
On a scale of 1 to 5 (1 = very low, 5 = very high) Rate your level of confidence in using smartphone apps.	
On the same scale, how much do you know about the health sector?	
What do you think are the biggest challenges in a health professional's work life?	
What are your expectations for an app made for health professionals?	
What should be the most important feature of the app in your opinion?	

Log in to the app with the credentials given above.	
Important! In settings make sure you see version number 0.2.0 or newer(higher). If not, uninstall the app and go back to step 2.	
Navigate to my patients and find out what NEWS is.	
Toggle between vital parameters and NEWS next to the search bar.	
Press the patient with the highest NEWS-score.	
Navigate to the patient's trend data.	

Filter trend data so that news2, HR and SpO2 are the only data checked off.	
Choose to see data from the last 3 hours. Expand and explore the news2-graph (Zoom/swipe). Find the NEWS value from about 30 min ago. (If you have an Android you can test the haptic feedback)	
Navigate to the patient's journal and go to alarms. What is the patient's latest alarm? (Type, duration, details)	Co2 level, 16s, Occlusion error
Navigate to alert options for the selected patient. Send an alert. Did the alert go through?	Yes
Navigate to messages and stay in the Patients tab. Find out what these chats are.	
Click on Lorriane Almon's chat.	
View the pdf which is sent from Kasper in the chat. What is the title in the pdf?	A Simple PDF file
View the image which is sent from Ian in the chat. What is the title in the image?	User testing
Play the audio which is sent from Nikolai in the chat. What do you hear?	Hello from Trondheim
Feel free to send a message. Choose whether you want to include pdf/image/audio. (Recording audio is currently only available for iOS)	
Log out of the app.	

2. After testing the app, please answer the *post-test questions (marked in orange)*.

What was your first impression?	Very professional and easy to use
Approximately, how long did it take to complete these tasks?	3 min
Which tasks, if anything, were difficult to complete?	Alarm options
Were the names in the different pages and actions descriptive?	Yes, but I am not that fluent in the hospital expressions
Did you find anything difficult to read? (Font size and contrast)	No, but still the black with very bright colors used in selected areas is a bit much when you are to use this every day. Nice main page though!
What did you think of the colors used in the app?	See above
Was it difficult to find information about NEWS? What do you think about the pop up?	No, it worked well
Was it easy to filter trend data?	Yes
How satisfied are you with the trend graphs in the trend overview? Colors, data visualization(x and y-axis)?	Easy to understand, but if possible getting the data exact on the screen in number format when you touch the screen would probably be helpful for professional users
How satisfied are you with the trend graph when expanding a trend? Colors, gestures(zoom/swipe), data visualization(x and y-axis)? For Android: What do you think about the vibration (Haptic feedback)?	Good
Was it difficult to find a patient journal?	No
What do you think about the alarms solution?	Good
Did everything work as you expected in the chat? (View image and pdf or play audio).	Yes, but had some problem getting back after opening the picture. When I clicked the X I was taken out of the app
If you sent an attachment(pdf, image, audio), did everything work as you expected? Was it useful to have a preview of the attachment before sending?	Yes
What, if anything, caused you frustration or left you confused?	Nothing
What do you think is missing from the app?	Difficult to say, but it seems to be very efficient and helpful. Would probably

	need to be tested by a professional hospital user
If you were a previous tester, did you find this version of the app better than the last?	Yes

Test questions

For the green questions write a comment on your experience completing the task.

Please answer the following questions with a number from 1 to 5 based on the scale below:

1	2	3	4	5
Dissatisfied	Somewhat Dissatisfied	Neither satisfied or dissatisfied	Somewhat satisfied	Satisfied

How satisfied are you with the navigation in the app?	4
How satisfied are you with the descriptiveness of the icons and text used in the app?	5
How satisfied are you with the readability in the app?	4
How satisfied are you with gestures(swipe/zoom/swipe to delete)?	5
How satisfied are you with system feedback (E.g. “Note has been created” or “No alarms available”)?	5
How satisfied are you with the app’s colors?	3