

# User test 2 - SentioApp

## Test sequence

1. Answer the *Before test* questions below

Age	52
Gender	M
Profession	Engineer
Education	Bsc. CompSci
Phone model and operating system	iPhone X
<b>If you've answered the blue questions below before, no need to do it again.</b>	
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.	ok
<b>Important!</b> 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.	Ok
Navigate to my patients and find out what NEWS is.	Ok
Toggle between vital parameters and NEWS next to the search bar.	Ok
Press the patient with the highest NEWS-score.	Ok
Navigate to the patient's trend data.	Ok
Filter trend data so that news2, HR and SpO2 are the only data checked off.	Ok

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)	Ok
Navigate to the patient's journal and go to alarms. What is the patient's latest alarm? (Type, duration, details)	Ok
Navigate to alert options for the selected patient. Send an alert. Did the alert go through?	Ok
Navigate to messages and stay in the Patients tab. Find out what these chats are.	Ok
Click on Lorriane Almon's chat.	Ok
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)	Ok
Log out of the app.	Ok

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

What was your first impression?	The app is nice and easy to use. Smooth flow and responsive graphs etc. makes it feel like the app is stable.
Approximately, how long did it take to complete these tasks?	10 minutes
Which tasks, if anything, were difficult to complete?	I had trouble locating “notes” at first because there was no GUI label to direct me to that. I know that “notes” are part of the journal, but maybe we need to call it “journal notes” in the GUI to give people the hint.
Were the names in the different pages and actions descriptive?	Yes
Did you find anything difficult to read? (Font size and contrast)	On my phone the screen is large enough.
What did you think of the colors used in the app?	Prefer the dark mode; light mode looks fine though.
Was it difficult to find information about NEWS? What do you think about the pop up?	Nice idea which will be useful in the initial training steps.
Was it easy to filter trend data?	Yes. One other addition would be to drag-to-arrange the order of graphs in the screen but that is not necessary to add right now.
How satisfied are you with the trend graphs in the trend overview? Colors, data visualization(x and y-axis)?	Looks great.
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)?	Zoom worked fine; swipe in trend does not do anything. Might be good to zoom out to 100% again when “1H”, “3H”, “12H” etc. is pressed, to re-set the view. It would be a nice shortcut to zoom out all the way.
Was it difficult to find a patient journal?	No
What do you think about the alarms solution?	It was a nice surprise, good idea to drop-down and show the details. Might be good to put those still active as <b>boldface</b> and have those that have already cleared in white or a different style. That makes it clear which alarms to focus on (if any)

Did everything work as you expected in the chat? (View image and pdf or play audio).	Very nice – managed to record and listen to audio, take picture etc. ☺
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, preview and ability to delete/edit is a must. Worked well.
What, if anything, caused you frustration or left you confused?	Could sometimes be difficult to connect the dots between messaging and the journal... but that is how we at Infiniwell decided to model it. We may need to have a short intro screen or tutorial in the app or on the web page to quickly explain the concept. Not something unique to the app.
What do you think is missing from the app?	The only thing would be a tutorial mode for new users, but that will be in version 2.0. ☺
If you were a previous tester, did you find this version of the app better than the last?	Yes, stable and it has everything we expected. Two thumbs up.

## Test questions

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

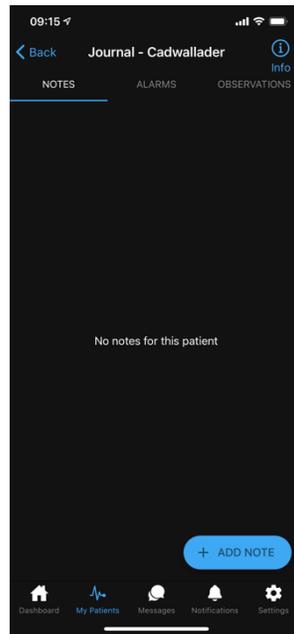
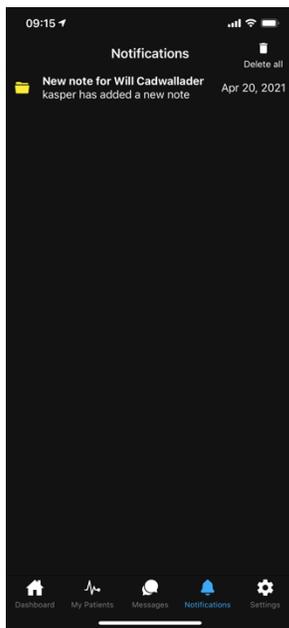
**Please answer the following questions with a number from 1 to 5 based on the scale below:**

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

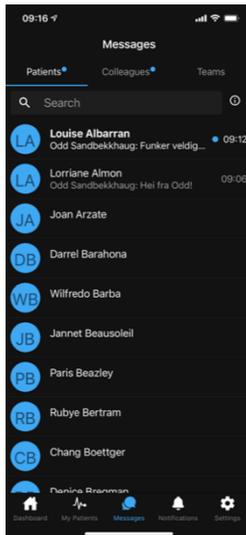
How satisfied are you with the navigation in the app?	5
How satisfied are you with the descriptiveness of the icons and text used in the app?	5
How satisfied are you with the readability in the app?	5
How satisfied are you with gestures(swipe/zoom/swipe to delete)?	4
How satisfied are you with system feedback (E.g. “Note has been created” or “No alarms available”)?	3 – sometimes the notification badge did not disappear
How satisfied are you with the app’s colors?	5

Other observations:

1. Got notification “New note for Will Cadwallader” during testing but when I clicked on the notification there was nothing in the journal.



2. It was not clear where “notes” can be found (see feedback in table). Maybe we should make it clear in the GUI: “New **journal note** from Will Cadwallader”, that is replace “note” with “journal note” throughout.
3. The notification blue dot/badge does not disappear after I read the message.



I was able to log out, go to test.sentioweb.com and log in as Odd. Everything worked smoothly and as expected. I am very happy and impressed! 😊