

User test 2 - SentioApp

Why do we need your test results?

Bachelors assignment

We are a team of four computer engineering students currently writing our bachelor thesis for Infiniwell AS. Infiniwell is an assistive intelligence company for healthcare professionals. Our assignment is to develop an app for healthcare professionals based on Infiniwell's existing web solution.

Our research question concerns user experience and user interface, and our goal is to answer the question:

"How can we develop a simple, user-friendly and helpful app for healthcare professionals with a focus on user interface and user experience?"

Your role

To fully answer our research question we need to test our app with real users, and with your feedback we will hopefully determine the best way to develop *"a simple, user-friendly and helpful app for healthcare professionals"*.

When do we need your answer?

We ask that you kindly return this form by **sunday the 25th of April**.

Thank you for participating.

Sincerely:

Emir Derouiche

Nikolai Dokken

Ian-Angelo Evangelista

Kasper Vedal Gundersen

Test sequence

1. Answer the *Before test* questions below

Name	
Age	
Gender	
Profession	
Education	
Phone model and operating system	
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?	

2. Download the SentioApp from App Store or Google Play on your mobile device:

2.1. **FOR ANDROID:** Scan the QR code below

2.1.1. If you already have the app, tap "Update", otherwise install the app.

2.2. **FOR iOS:**

2.2.1. If you participated in the previous user test, you only need to enter the TestFlight-app and update SentioApp.

2.2.2. In the App Store download TestFlight with the link or QR-code below. Then go back to the link(or scan the QR-code again) and download *Sentio by Infiniwell*.

iOS: App Store (TestFlight)	Android: Google play
<p>Scan the QR with your phone-camera:</p>  <p>Manual download:</p> <p>TestFlight og SentionApp: https://testflight.apple.com/join/J22qHbZT</p>	<p>Scan the QR with your phone-camera:</p>  <p>Manual download:</p> <p>SentionApp: https://play.google.com/store/apps/details?id=com.nikord.SentionApp</p>

2.3. After downloading the the app you need to give the app permission to:

- Receive notifications.
- Access to the camera for QR scanning.

3. Test the app by answering the *test questions (marked in green)* and describe your approach and feedback.

Log-in info:

Scan the QR-code to the right with the camera in the app. This is a semi-automatic login which sets your host and username.

- The QR-code will use *testuser1*.
- *testuser1*'s password is: *ntnutest*

If you wish to set up the app manually the credentials are:

- Sentionhost: *test.sentionweb.com*

We have two different test users, please choose one:

- Username: *testuser1*, Password: *ntnutest*
- Username: *testuser2*, Password: *ntnutest*



Log in to the app with the credentials given above.	
<p>Important!</p> <p>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.</p>	
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)	
Navigate to alert options for the selected patient. Send an alert. Did the alert go through?	
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?	
View the image which is sent from Ian in the chat. What is the title in the image?	
Play the audio which is sent from Nikolai in the chat. What do you hear?	
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.	

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

If you run into any problems, don't hesitate to contact us at: kvgun@live.no

After you have completed the user test, please send back your notes by mailing the table from the last page to kvgun@live.no. Please send back your feedback within the 25th of april.

What was your first impression?	
Approximately, how long did it take to complete these tasks?	
Which tasks, if anything, were difficult to complete?	
Were the names in the different pages and actions descriptive?	
Did you find anything difficult to read? (Font size and contrast)	
What did you think of the colors used in the app?	
Was it difficult to find information about NEWS? What do you think about the pop up?	
Was it easy to filter trend data?	
How satisfied are you with the trend graphs in the trend overview? Colors, data visualization(x and y-axis)?	
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)?	
Was it difficult to find a patient journal?	
What do you think about the alarms solution?	
Did everything work as you expected in the chat? (View image and pdf or play audio).	
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?	
What, if anything, caused you frustration or left you confused?	
What do you think is missing from the app?	
If you were a previous tester, did you find this version of the app better than the last?	

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