

User test 1 - SentioApp

Test sequence

1. Read *Why do we need your test results?*, *User persona* and *About the company and the app*.
2. Answer the *Before test* questions from the table at the end of the document (*marked in blue*)
3. Download the SentioApp from App Store or Google Play on your mobile device:
 - 3.1. **FOR ANDROID:** Scan the QR code with your camera and download the app. On Google Play it will be displayed as “The Useful Mile” because it’s a test app.
 - 3.2. **FOR iOS:** 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
Scan the QR with your phone-camera:  Manual download: TestFlight: Download (https://testflight.apple.com/join/J22qHbZT)	Scan the QR with your phone-camera:  Manual download: SentioApp: Download (https://play.google.com/apps/internaltest/4700284410453725614)

- 3.3. After downloading the the app you need to give the app permission to:
 - Receive notifications.
 - Access to the camera for QR scanning.
4. Test the app by answering the *test questions* (*marked in green*) and describe your approach and feedback.
5. 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 22nd of March.

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"*.

Thank you for participating.

Sincerely:

Emir Derouiche

Nikolai Dokken

Ian-Angelo Evangelista

Kasper Vedal Gundersen

User persona

User personas are a commonly used tool in user-experience design. At their core, personas are about creating products with a specific user in mind. User personas are archetypical users whose goals and characteristics represent the needs of a larger group of users.

Name: Carolyn Coolridge		
	About: Age: 45 years old Education: Nurse Marital status: Married with three children Recreation: Movies and amateur painting	Relationship with technology: <ul style="list-style-type: none">● Uses mostly Apple products● Frequently uses Netflix, Youtube, Gmail, Snapchat, Instagram, Spotify● Familiar with the electronic equipment on the hospital such as patient monitors
Tasks during work: <ul style="list-style-type: none">● Following up patients and their treatment● Rehabilitation, surveying and assessment● Cooperating with doctors and other staff● Cooperating with relatives of patients	Typical problems during work: <ul style="list-style-type: none">● Spending too much time on administrative tasks and too little with patients● High stakes work environment with heavy responsibilities● Inefficiencies in communication	

About the company and the app

As previously mentioned Infiniwell AS is a company that combines secure networking with medical devices and real-time artificial intelligence diagnostics. Their product “Sentio” is a cloud-based 24/7 Remote Patient Monitoring and Diagnostic platform which uses artificial intelligence analysis to assist in clinical decision making.

The patients you see in the app are *made up* and are checked-in to a *virtual* hospital. Some of them are connected to simulated devices. The devices stream various randomly generated data such as heart rate and blood oxygen.

The app we are developing is supposed to contain the most important features from the web solution as well as new functionality. Our goal is that the app will improve quality and convenience of healthcare professionals by optimizing workflow, minimizing documentation time and facilitating more time with patients. Since the app is still in development, some of the pages/functions are still to be developed. In this first user test Messages, Chat, Profile-Settings and Language-Settings are not completed and are not meant to be evaluated.

Test questions

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

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.sentioweb.com*

We have two different test users, please choose one:

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



Name	
Age	
Gender	
Profession	
Education	
Phone model and operating system	
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.	
Navigate to settings and choose your preferred color theme (light/dark mode).	
Find a patient named Louise Albarran and click on her.	
Find Louise's detailed patient information. What is her date of birth?	
Navigate to the patient's trend data.	

Filter trend data so that HR is the only data checked off. Choose to see data from the last hour. Explore the graph (Zoom/swipe).	
Find and use the “Alert” button to alert others that you need help with Louise. Use the premade message or create your own.	
Navigate to Louise’s Journal and create a new note. Add monitor data if available.	
If you managed to create a new note, edit the note. Edit the title, description and remove the monitor data if you added it.	
If you managed to create a new note, delete the note.	
Go to the notifications page and try to delete a notification if there are any.	
Explore the app as you like.	
Log out of the app.	
What was your first impression?	
Approximately, how long did it take to complete these tasks?	
How satisfied are you with the login system with the QR-code?	
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?	
What did you think of the colors used in the app?	
Was it difficult to find personal information about a patient?	
Was it difficult to find trend data for a patient?	
How satisfied are you with the trend graph? Colors, gestures(zoom/swipe), data visualization?	
Did you understand the Alert-button and its intention?	
Was it difficult to find a patient journal?	
Did you find it difficult to create/edit/delete a note?	
When you’re at Live/Trend of a patient, you see a floating button in the bottom right corner. Is this button, acting as a menu for the patient, intuitive? Do you have any suggestions on how we can improve navigation to a patient’s journal?	
Did everything work as you expected? E.g: When pressing an info-button, information should appear or did it not?	

Is it intuitive to go through settings to log out?	
What, if anything, caused you frustration or left you confused?	
How satisfied are you with the Dashboard? Any ideas for improvement?	
What do you think is missing from the app?	

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?	