

Healthician Application

Usability Testing

Ebtihal Isleem



A top-down view of a wooden desk with various stationery items. On the left is a light orange notebook with the text '1989-1994 文學回憶錄' and 'K. 謝曉虹' on its cover. In the center are two pens with gold and black polka-dot barrels and a gold spiral-bound pen. Three gold paper clips are scattered around. On the right are two notebooks with leopard prints: one in shades of grey and white, and another in shades of pink, black, and white. Several white papers are also visible, some overlapping the other items.

Test Plan

Usability Test Plan: Healthician Application

Introduction Healthician in-person, moderated remote, and unmoderated remote usability test

UX Designer: Ebtihal Isleem

Last Updated: February 10, 2021

Background Healthician is a health and wellness app that allows individuals evaluate lifestyle factors and health risks, identify risks of chronic conditions, set health goals, and connect with health coaches. Healthician application aims to change how people experience health and care to motivate them to change their behavior.

Goal The goal of the study is to evaluate how well our prototype helps people learn their health risks, set health goals, and connect with a health coach. We would like to observe how the users interact with the app, and whether they are able to complete the basic initial functions such as accessing the health risk assessments and setting their health goals.

Methodology	Moderated in-person testing will be conducted with the participants in my personal network. Lookback will be used to conduct the moderated and unmoderated remote testing with the participants who will be recruited through Slack.
Participants & Schedule	I will recruit 6 participants who represent my target audience from my personal network and the CF Slack platform. Moderated usability test sessions will take place on February 12th and February 13th, 2021. Unmoderated sessions will be conducted online at the participants' preferred time.
Sessions	10-15 minutes sessions will be conducted with each participant.
Script Link	https://www.figma.com/proto/J7F9EDCgRYxcv1v9foEvtX/UX-Immersion?node-id=1150%3A351&viewport=270%2C659%2C0.34818264842033386&scaling=min-zoom

Test Report



Usability Test Report

Issue# 1

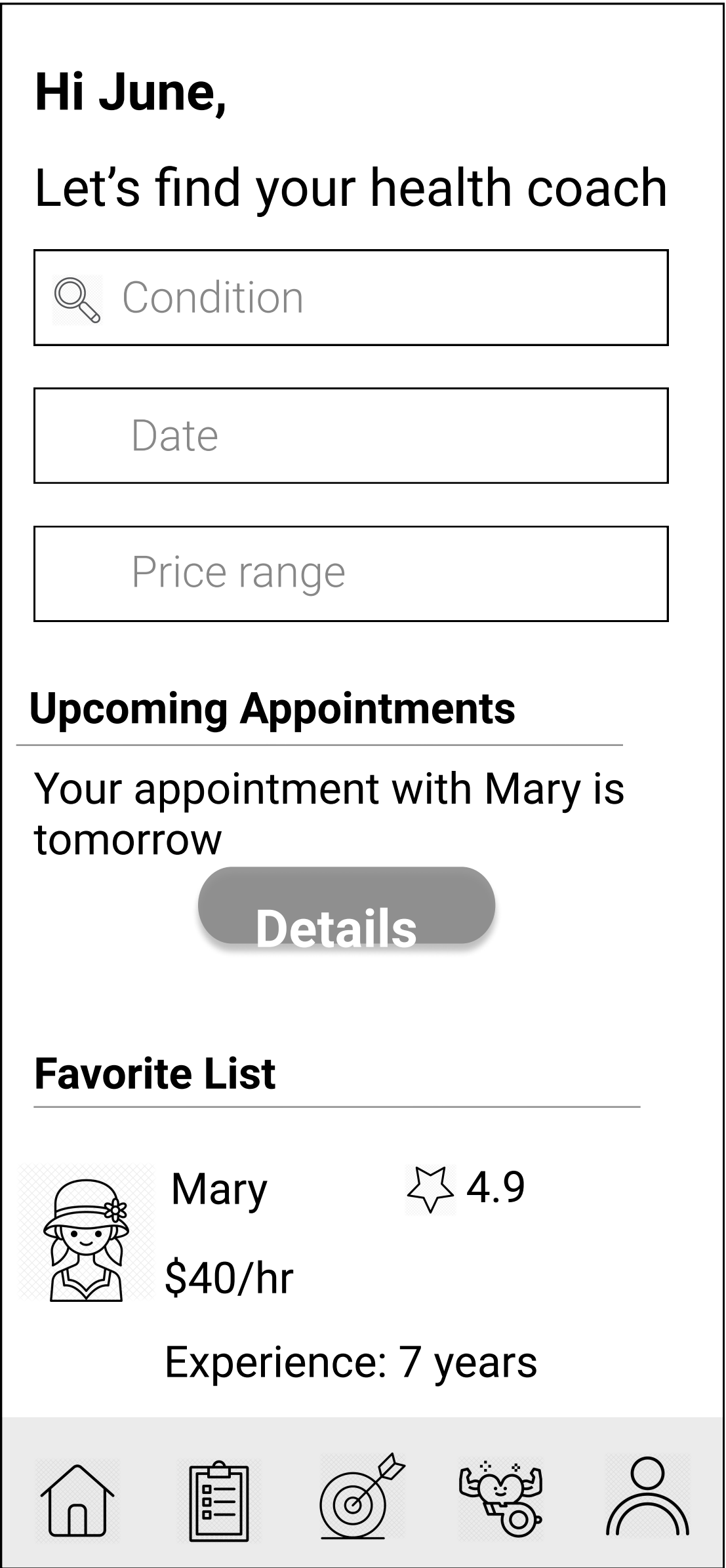
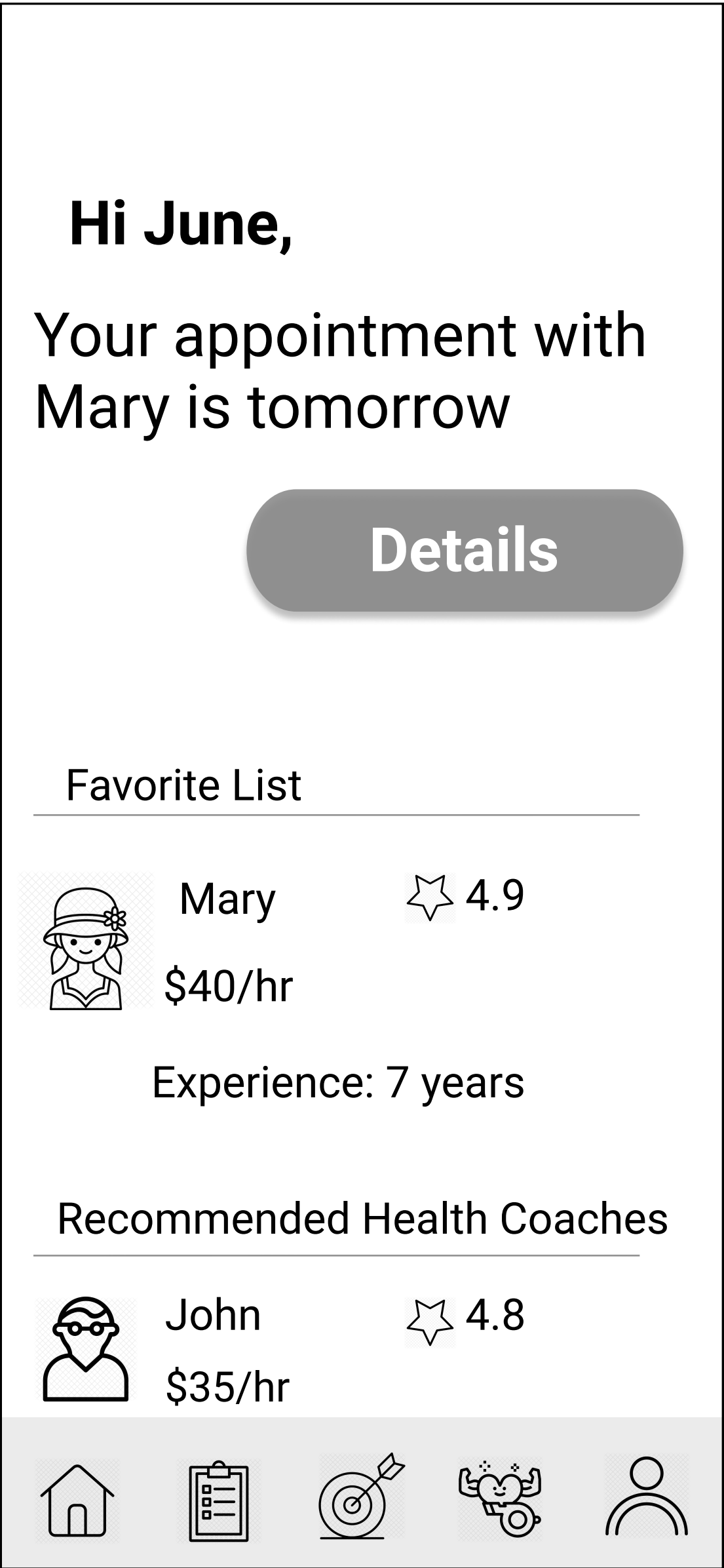
The Health coach screen doesn't have a search bar [error level 4].

Evidence

2 of the 6 participants pointed out that they won't be able to search for health coach if they decide not to use the recommended list. The search bar is an important feature that I overlooked while building the prototype.

Suggested Solution

Change the health coach screen layout to include a search bar.



Issue# 2

“Book Appointment” button is used in the rescheduling screen [error level 3].

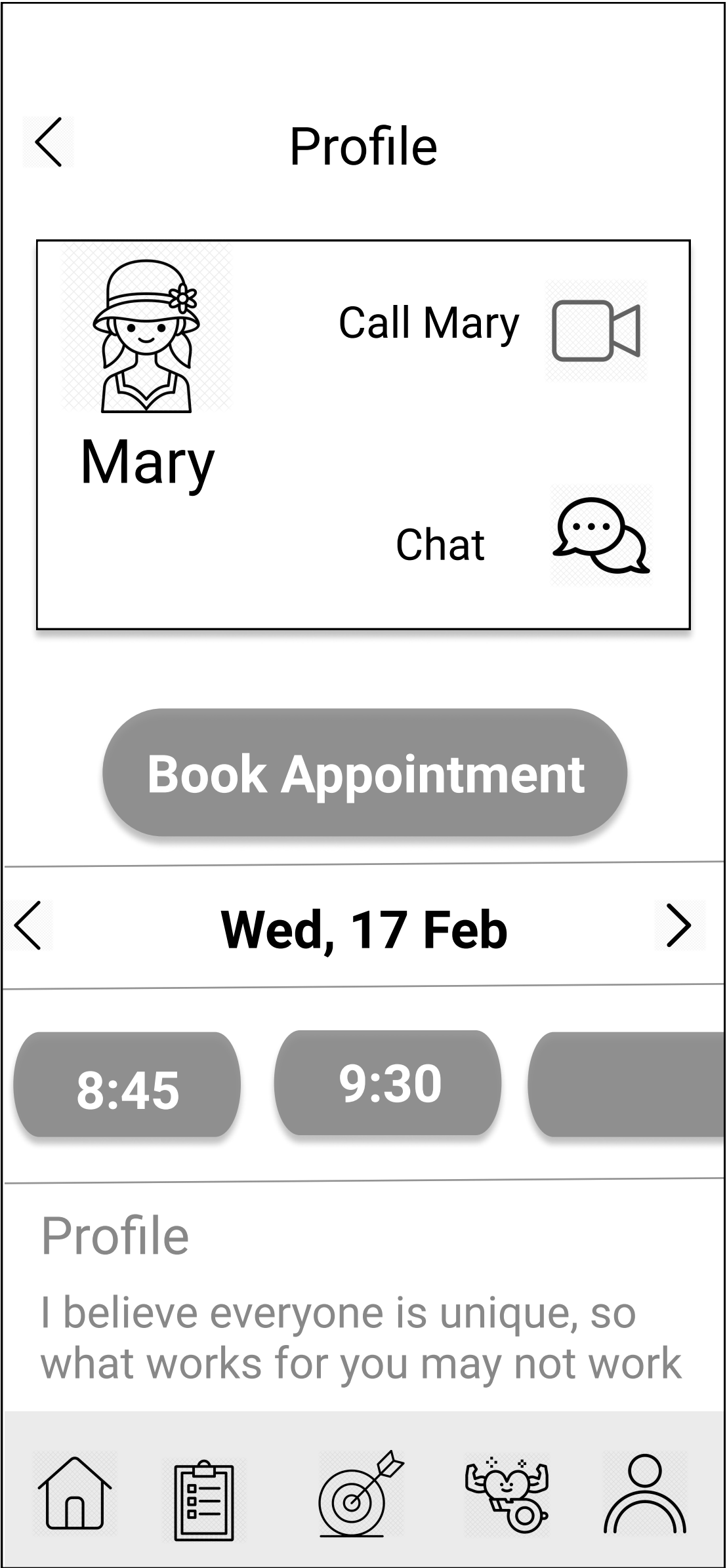
Evidence

5 of the 6 participants were confused about the label and that made them unsure if they rescheduled or booked a new appointment.

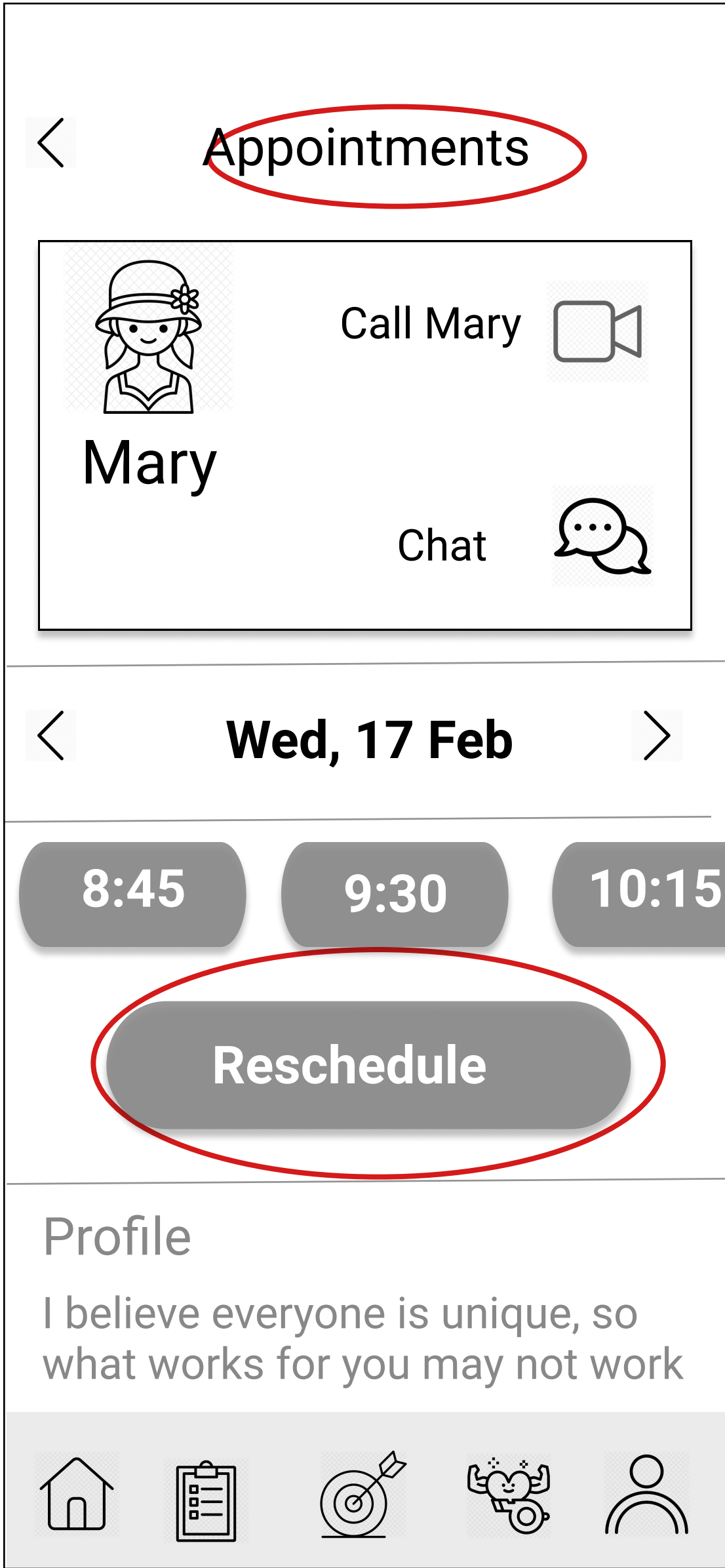
Suggested Solution

Change the “Book Appointment” label to “Reschedule”. Change the screen name from “Profile” to “Appointments”.

Before



After



Remove this screen

Issue# 3

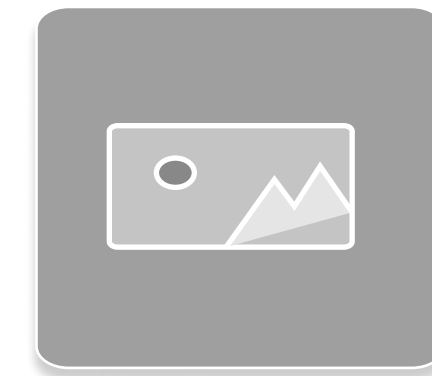
The oboarding experience is lengthy.

Evidence

3 of the 6 participants found the onboarding screens to be quite a lot. Two of the participants thought the first screen is unnecessary.

Suggested Solution

Highlight benefits with short text with an option to skip. Remove the first onboarding screen. Illustrations will be added at a later stage.

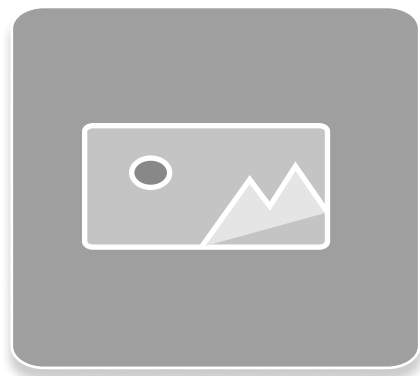


Create an account using
your preferred email

Start Now



Onboarding Screens- Before



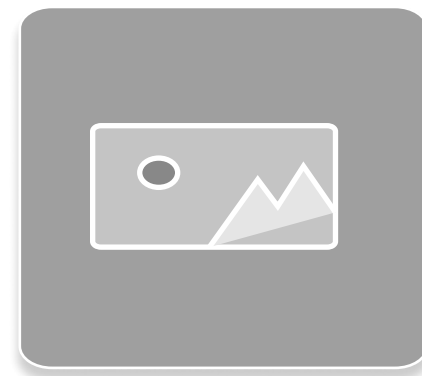
Answer a set of questionnaires to understand your health risk factors

Start Now



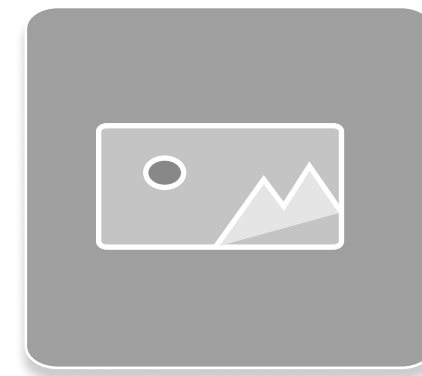
Receive a personalized health plan or set your own goals

Start Now



Track your health and habits in-app and learn what works for you, and what doesn't.

Start Now




Find a health coach based on what works for you. Private 1:1 messaging and video appointments at the time that works for you

Start Now




Onboarding Screens- After



Learn your health risks

Start Now



Set your personal health goals

Start Now



Pick a coach and meet on your phone. Anytime, anywhere

Start Now

Issue# 4

The progressive onboarding includes personal health questions that makes new users feel anxious.

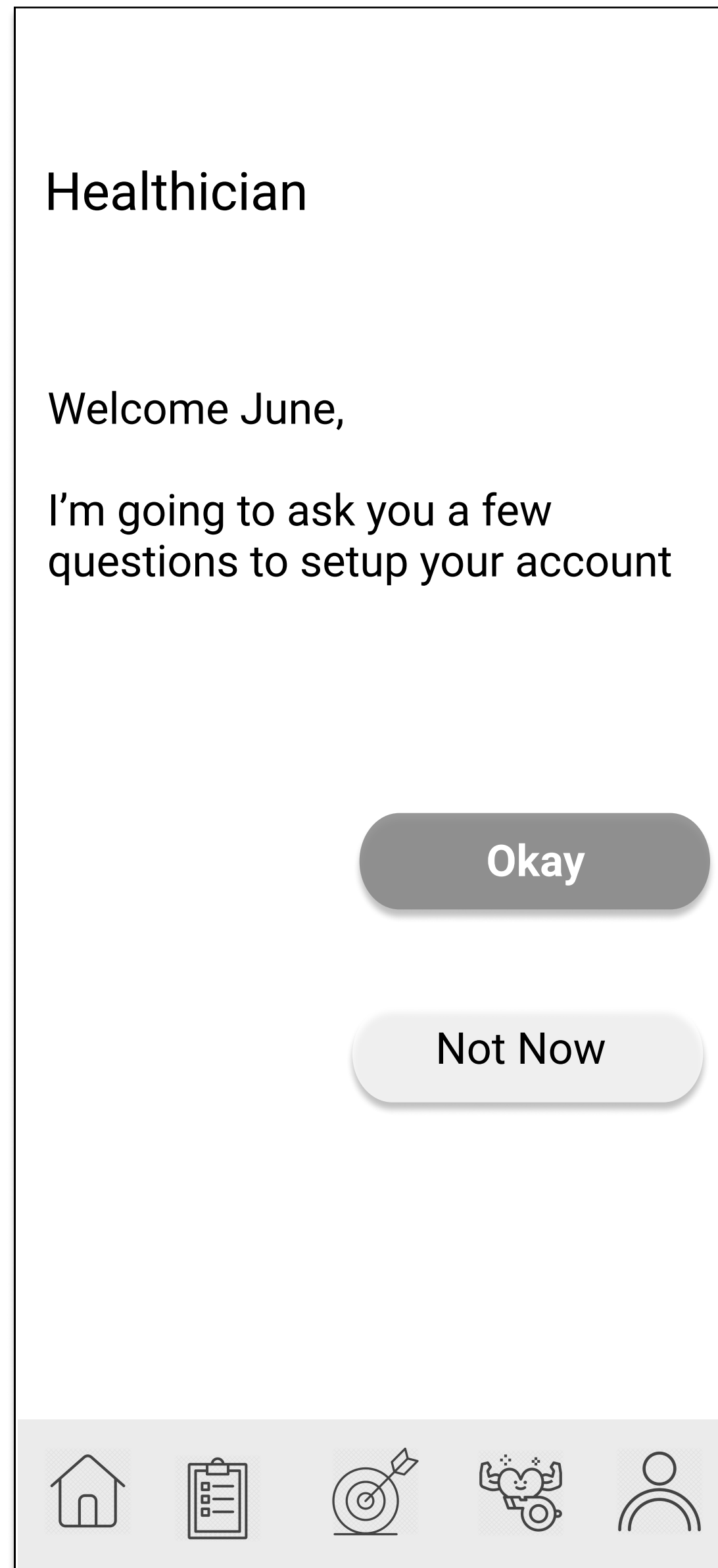
Evidence

5 of the 6 participants were hesitant to answer the health questions.

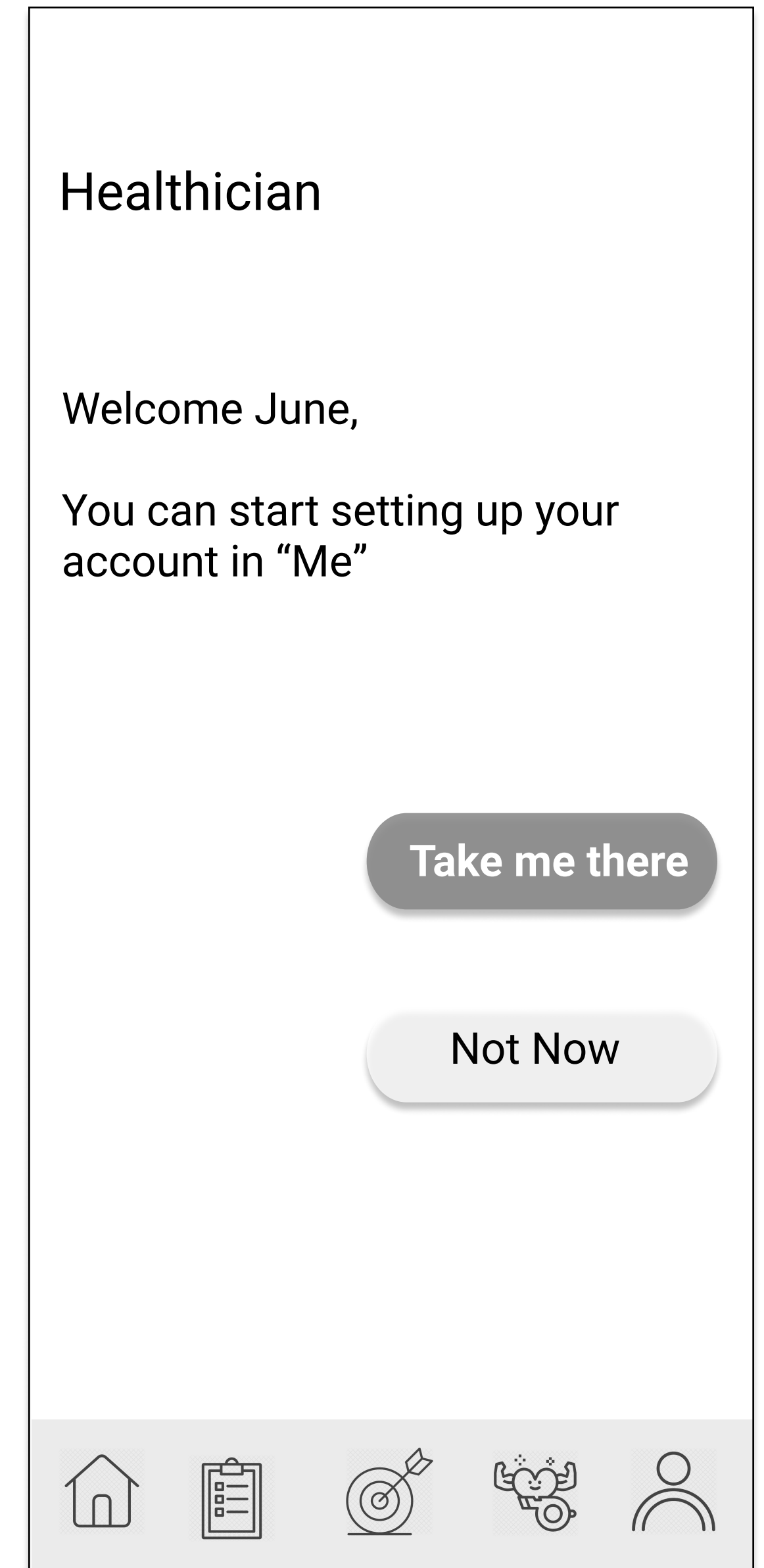
Suggested Solution

Exclude the health questions from the progressive onboarding. Use empty states to show next steps.

Before



After



Issue# 5

The “Health Coach” navigation icon is confusing [error rating 2]

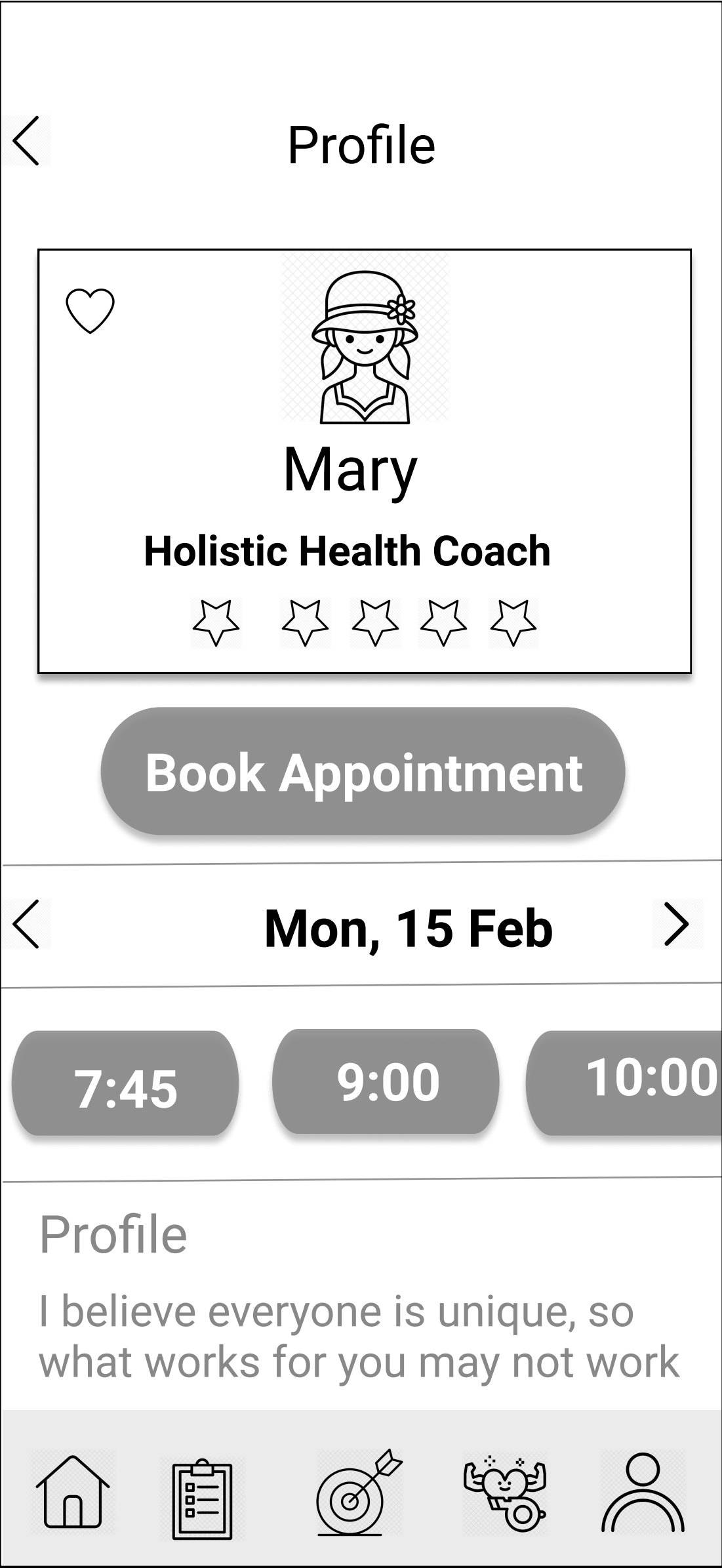
Evidence

4 of the 6 participants thought the “Health Coach” navigation icon is confusing.

Suggested Solution

Change the "Health Coach" navigation button icon. Label the icons.

Before



After

