

Reports/Insights/Stories Usability Testing Script

1. CONTEXT & INSTRUCTIONS

- a. Cress Health is a company creating an app to help prevent healthcare worker burnout. The basic functions of the app are daily story creation, anonymous peer support group messaging, and the ability to view personal analytics based on data collected from completed stories. The stories tab brings the user through a series of questions to collect data from the user about their emotion, motivation, stress, and energy, among other things. The personal analytics consists of Insights and Reports. The Insights tab shows recommendations for personal wellness habits. The Reports tab shows summaries and in depth looks at the data collected from completed stories and implemented insights.
- b. This activity focuses on Stories, Insights and Reports and how users interact with them. Follow along with this script and fill it out as you go.

2. GOAL:

- a. Gain feedback on the usability, app flow, data visualization, and overall aesthetics of the Cress Wellness App by having you interact with our prototype and answer questions about your experience.

3. INITIAL QUESTIONS:

- a. Have you used any tracking apps previously?
 - i. If yes, how was your experience with them?

4. PROTOTYPE:

- a. In this scenario you are a long-time user of the cress health app. The sections of the app you will be using are stories, insights and reports (see above for more info). The prototype should start on the stories main page. Please complete the actions below and give your feedback about each action.

***Don't read red text out loud**

STORIES

User Action	Feedback/Question	Completion Metric
#1 The page you are viewing is the first page you would see after opening the Cress Health app. This page is still in progress but take a second to look at it.	What do you like or not like about this page? Is there anything not included in this page that you would expect to see?	Completed w/o help Completed with help Not Completed
#2 Let's say you want to add your work schedule to the app. How would you do this?	Was this any easy process to complete? Do you think you would use this feature?	Completed w/o help Completed with help Not Completed
#3 Let's say you need to add three shifts. You can click like you are	Completed yes or no? Before you save the schedule,	Completed w/o help Completed with help Not Completed

going to change the date and it will auto populate the correct date and time. Now let's add another shift the same way. For the third shift let's pretend you want to duplicate it because you work the same exact shift the next day.	do you have any comments about the scheduling feature as a whole?	
#4 Now you can go ahead and start a new story	Completed yes or no?	Completed w/o help Completed with help Not Completed
#5 Go ahead and fill out this page. Since this is only a prototype you can click on one of the circles under energy, motivation, stress, or emotion and the page will autofill.	Do you have any feedback about the design or interaction on this first page?	Completed w/o help Completed with help Not Completed
#6 Now you can continue to fill out the rest of the story. I will let you know what to input on each page. Also, make sure to think aloud and give feedback on each screen. Remember that if you click on the features on the screen the info will autofill. 2nd page: click to auto populate 3rd page: School is positive, and work is negative 4th page: skip the note 5th page: save	Did they get stuck on any page? Specific comments about the positive/negative slider? Other comments:	Completed w/o help Completed with help Not Completed
#7 Now start a new story and fill out page one but let's say you get here and are suddenly interrupted. You want to exit out and be able to come back and start where you left off later today. What would you do?	Completed yes or no? Other feedback:	Completed w/o help Completed with help Not Completed
#8 Now let's pretend it is a few hours later and you want to go and finish the story you started. How would you do this? Now for the purposes of this test you can exit again without saving this story	Completed yes or no? Do you think having the option to choose the time when you restart a story is helpful? Other comments:	Completed w/o help Completed with help Not Completed

INSIGHTS

User Action	Feedback/Question	
#9 Pretend you want to go look at your insights now. Let's say today is Jan 8, 2020 and you completed a story this morning at 7:30am. You want to view your emotional insights from this story. How would you do this?	Did they struggle completing the task? What are your thoughts about the layout and flow of insights? Other feedback:	Completed w/o help Completed with help Not Completed
#10 You also want to give feedback that you implemented the suggestion and that you liked the suggestion. How would you do this?	Completed yes or no? Other feedback:	Completed w/o help Completed with help Not Completed
#11 Continue looking at this emotional insight page for a moment.	Where do you think the learn more button would take you and what would it show? Do you think this "learn more" feature would be useful to you?	Completed w/o help Completed with help Not Completed

REPORTS

User Action	Feedback/Question	
#12 Go to the reports section of the app. Take a second to scroll and look at everything on the screen.	What are your thoughts about the hierarchy of information on this screen? Does anything not make sense? Other feedback about the reports overview page:	Completed w/o help Completed with help Not Completed
#13 Let's say you want to look more closely at your stress trends, how would you get there? Take a look at this page and tell me what you like or don't like about it at first glance	Did they struggle completing this task? Other feedback about the details page:	Completed w/o help Completed with help Not Completed

#14 Scroll back up to the top of the page and look at the comparison graph. Let's say you don't want to see emotion on this graph, what would you do?	Did this interaction make sense to you? Other feedback:	Completed w/o help Completed with help Not Completed
#15 Go ahead and explore the week, month, and year views for stress.	What are some differences you notice across the different views? What are some things you liked or disliked when looking at this data? Other feedback:	Completed w/o help Completed with help Not Completed
#16 Go ahead and scroll down to the what to expect section and take a closer look.	Would you find this section helpful? Other feedback about this section:	Completed w/o help Completed with help Not Completed

5. FOLLOW UP QUESTIONS:

- a. How did this prototype compare to tracking apps you've used previously (if applicable)?