

Test UT5: 24/7 Homepage redesign: prototype test

March 2010 – Round 3: Test as submitted to UserTesting.com

UserName_____ Video File#_____

Scenario:

For “New User” questions, you will assume the role of Jill Stevens, a user new to WorldDoc who has come to the site because it was offered as an added health benefit from her Employer. For “Return User” questions, you will assume that Jill has used the site and imported/entered personal health information. The site has reacted accordingly.

For FEEDBACK questions, simply speak your answer to the question. For CLICK questions, please click until you find the proper page congratulating you.

Tasks:

Instructions: Please click [New User – 1st set].

1. FEEDBACK: What is your initial reaction to the design?
2. FEEDBACK: What are you drawn to click on first?
3. CLICK: You are instructed by your employer to go to WorldDoc and take the Health Risk Assessment (HRA) in order to receive your benefits. Take this Assessment.
4. CLICK: You would like to learn more about Diabetes. Without using the search bar, find this content.
5. FEEDBACK: Is it clear that the Healthy-Do List provides PERSONALIZED advice? If not, how can it be made more clear? How likely are you to click the recommendations provided? What could make you more likely to do so?
6. CLICK: You log on because you're feeling sick and you heard there was a tool to see if you should go to the doctor. Use this tool.

Instructions: Please click the link on the last "Congratulations" page or the Homepage stating "please return to the Entry page and choose [Return User - 2nd set]."

7. FEEDBACK: What is your initial reaction to the design?
8. CLICK: You have enrolled in an incentives program with your employer to earn rewards based on healthy activities both on and off the site. Earn more points for this visit.
9. CLICK: Periodically, the system or a care provider will send secure messages to you. Retrieve your old/archived messages.
10. CLICK: You recently had blood tests for liver function performed. Your sponsor has enabled the importing of your results to the site. Find these results.
11. CLICK: The site will allow users to add content on the homepage. Add a feature box/content to your homepage.
12. FEEDBACK: Explore the top and left navigation bars more fully. Are there any items that could be better named/organized?
13. Please add any additional feedback regarding the site design.

Additional Questions:

Would you trust & use this site to get general & personalized health guidance and to store Personal Health Information?

What did you like about the site?

What ideas do you have about how this site could be improved?

Anything else you would like to say to the owner of the site?

Target Audience:

Gender: Any (use highest rated testers)

Age: 35-55

Country: United States

Yearly Household Income: \$40K - \$100K

Expertise with computers and the web: Intermediate: "I help others with website problems more often than they help me."