SystemView
Usability Test Report (UAT)

Compiled by Zak Rowling

"I'm excited by how this looks and what it can do"

— Rebecca Freath, Executive Director, Governance, Risk and Commercial Services (GCUH)

Usability Testing

Usability testing is a technique to evaluate a product by setting a series of small tasks for users to complete with minimal guidance. Each participant's user behaviour is recorded individually and users are encouraged to narrate their experience to moderators.

Test sample size

According to research by usability experts, here is the probability of users finding usability issues when completing identical, sequential tasks.

- 1 user would find 31% of usability issues in a single test

- 2 users would find 48% of usability issues in a single test

- 3 users would find 70% of usability issues in a single test

- 4 users would find 80% of usability issues in a single test

- 5 users would find 85% of usability issues in a single test
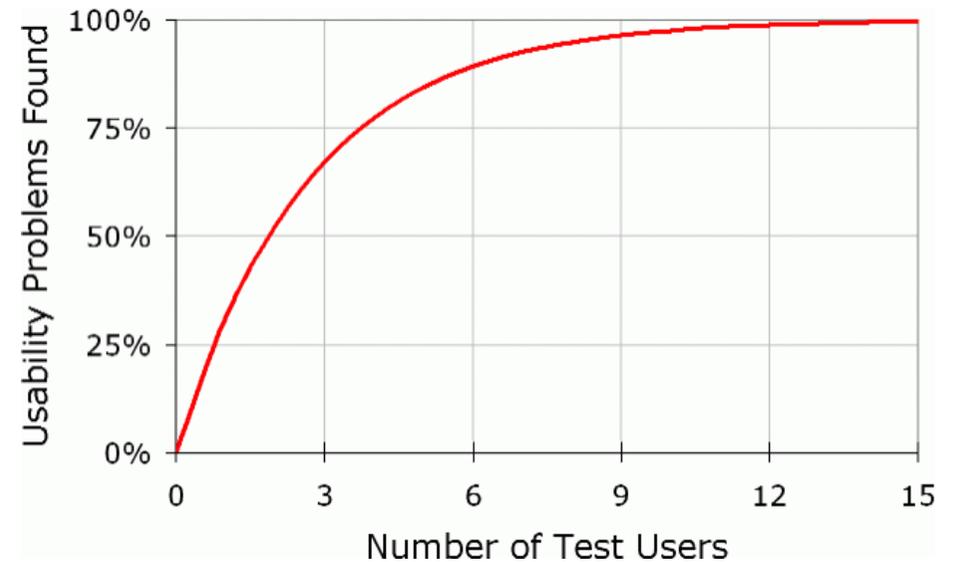
Running several short, focussed tests is proven to be more beneficial to the software development lifecycle, helping to validate design decisions or uncover potential issues and opportunities.

Sources:

https://www.nngroup.com/articles/why-you-only-need-to-test-with-5-users/

https://measuringu.com/five-users/#many

User Tasks and Single Ease Questionnaire Results (SEQ)

The usability test consisted of participants undertaking 6 sequential tasks and providing a score **out of 7** on completion of each task. The single ease questionnaire (SEQ) is a single metric rating that is scored out of 7 instead of the usual 5 or 10 to encourage participants to use mental effort to select their rating and avoid neutral ratings between the highest and lowest rating (eg. 3 is a slightly negative rating, 4 is a slightly positive rating).

Participants	Usability Task 1 Log in and onboarding	Usability Task 2 Daisy chain to component	Usability Task 3 Watch a tile	Usability Task 4 Start a discussion	Usability Task 5 Set a target	Usability Task 6 Add a project	Average score per participant (out of 7)
Andrew Blair	6	1	5	6	6	4	**4.7**
Chris Moores	7	7	7	7	4	4	**6.0**
Shruti Thakkar	6	7	7	6	7	7	**6.7**
Rob Saunders	5	7	6	7	4	6	**5.8**
Average task score (out of 7)	**6** 85% positive	**5.5** 79% positive	**6.3** 89% positive	**6.5** 93% positive	**5.3** 75% positive	**5.3** 75% positive	

Sources:

https://measuringu.com/seq10/

https://conversionxl.com/blog/8-ways-to-measure-ux-satisfaction/

System Usability Scale Survey Results (SUS)

After participants had completed the set tasks, they were provided with a 10 question Likert scale survey that allows us to measure the perception of usability on a scale of 0 to 100. The System Usability Scale (SUS) has been an industry-standard usability metric since it's creation by John Brooke at Hewlett-Packard in 1986. It's been referenced in over 1300 academic articles.

SystemView received a score of **73.8**, placing it well above average. Based on usability research across 500 studies, the average SUS score is 68, above average is 68 to 80. Due to the small sample size, this score can be interpreted with a 70% confidence level.

73.8

Below average (68 and under)   Above average

Mean SUS scores

Andrew Blair: **57.5** • Chris Moores: **87.5** • Shruti Thakkar: **77.5** • Rob Saunders: **72.5**

Task 1 - Log in and onboarding

User task: When you log in, complete the onboarding and find the range of support materials, specifically the FAQ document for Surgery applications.

Observed behaviour

- All participants had no issues logging into SystemView. Most tabbed from username and password fields.
- All participants easily found support guides and manuals without needing assistance.
- Some participants became disoriented when reaching the chart interaction step (due to a known bug).
- Some participants believed the example chart was showing real data.
- Some participants used the available search field to find support guides.

Verbatim quotes from Task 1

"This is exciting, I really like what I'm seeing!"

"[Onboarding] It goes to a CSV? That's perfect!"

"I didn't read the first popup, I thought it was an assistant so I dismissed it"

"It's very tidy"

"I quite like the dark screen"

"Onboarding was logical"

"The improve feature, that sounds cool"

"I would've gone to the search if I thought there were more [help documents]"

Task 2 - Daisy chain to component

User task: Please open Explore, Domain, Outpatients and the Outpatient Wait List Trends application and find today's Total Outpatient waiting list number for Gynaecology.

Observed behaviour

- All participants easily navigated through the daisy chain, without hesitation.
- One participant tried to click the label of a petal instead of the petal itself.
- Some participants found it difficult to navigate back to previous petals in the daisy chain.
- All participants successfully selected Gynaecology from the specialist dropdown.
- All participants located the total Outpatient Waiting List metric on landing of the component.

Verbatim quotes from Task 2

"I like the bubbles, I like the navigation"

"It looks like a computer game"

"I like the daisy chain - it's user friendly"

"I think [teams] will be really useful for the workforce"

"I like that the filters just stay there [stick on scroll]"

"I [thought] I would've seen a high level roundup in Overview or summary"

"It's difficult to go back [in the daisy chain]"

"I'd open new tabs for each section I'd go in"

"I'd like to jump straight through it [the daisy chain] - more shortcuts"

Task 3 - View component and watch a tile

User task: Please activate the tile Wait List Additions and Removals by Weeks and add this chart to your Watch 'wall'.

Observed behaviour

- Some participants tried to activate a tile by clicking the title title bar first instead of the centrifuge, but then found the centrifuge activates the tile on second attempt.
- Some participants closed the activated tile after selecting Watch, thinking there was nothing more to select, although they needed to click Finish.
- All participants successfully located the Watch feature without extra guidance.
- One participant asked for the ability to filter between specialist and non-specialists.

Verbatim quotes from Task 3

"When you say activate tile, what does activate mean for a new user?"

"Nice. Okay, done. That was easy."

"Did I do that right?"

"It's not so clear I've added [my tile] to the watch wall"

"I think notifications are great, and if they're smart... appropriate and contextual"

Task 4 - Start a discussion

User task: Please activate the Long Wait Referral Trend by Category and begin a discussion with Chris Reid.

Observed behaviour

- All participants successfully activated a tile, located the discussion link, opened the panel, and typed a message in the input field provided.
- Some participants knew to use the '@' symbol to tag Chris Reid in the conversation.
- One participant asked for the ability to delete messages.

Verbatim quotes from Task 4

"Makes sense to type someone's name"
(tagging someone in a discussion)

"Seeing as I'm refreshed from onboarding, I give it a 7. In a few weeks time, it might be lower."

"I'm a shortcut guy, less clicks are better"

"There's no way to delete something you typed? You should be able to delete your messages like Instagram."

Task 5 - Set a target

User task: On the same chart as before, please add an improvement target to the category 2 trend to meet 10 by 9th January 2019.

Observed behaviour

- Most participants tried clicking on the "Improve" button before selecting a series. At least two participants tried to click the trend line to select the series, instead of the legend.
- One participant mentioned the up and down buttons on the target value field are too small.
- One participant lost the ability to see their target when they navigated back to the component and toggled the series legend on the same tile.

Verbatim quotes from Task 5

"I really love it! Literally we have to do all this stuff in Excel and it takes hours."

"What if you want a hard number in tolerance instead of a percentage?"

"Yep, I like that"

"Clicking on the legend wasn't obvious. Would be good to click the trend line to make it work."

"Where are filters in a popup tile?"

Task 6 - Add a project

User task: Please open Interact, MyProjects and create a new project called 'Outpatient Test', open MyView and add your charts to the project.

Observed behaviour

- All participants successfully added a project.
- One participant struggled to find Interact in the header, when prompted.
- One participant tried to add an activated tile to a project by right-clicking inside an empty project tile.
- Most participants confused the red cross that appears on MyView tiles on hover to be the activate centrifuge. One participant accidentally removed a tile and exclaimed "oh no".
- Most participants were confused that they couldn't see the specialty of activated tiles.

Verbatim quotes from Task 6

"Okay, seems simple enough"
(creating a new project)

"I almost want to be able to right click on a square to add a tile without going back"

"It wasn't clear that [tiles] were added to MyView when I watched"