UX Research Study — WellDocs App

Introduction

- **Title:** Improving Usability of WellDocs App

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- **Stakeholders**: Product Manager, UX Designer, Developers, Healthcare Compliance Specialist

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- **Project background**: The WellDocs aims to streamline how parents **access, manage, and share their children's health records** for school, travel, and medical purposes. Currently, **users struggle to locate and retrieve the necessary documents quickly**, often experiencing frustration with outdated patient portals or paper-based recordkeeping. Currently, users may face **navigation difficulties, inefficiencies in searching for records, or confusion in the sharing process**. This research will identify **pain points and improvement opportunities** in this core workflow, ensuring a **smooth and intuitive user experience**.

- **Research goals**: This study seeks to answer: How efficiently can users log in and locate a required health record? What challenges do users face when navigating the system? How intuitive is the search and filtering system for finding records? Do users encounter difficulties when sharing a document via email? Are the required actions clear, or do users require additional guidance?

Research questions

- How easily can users locate a specific health record?
- What **barriers or frustrations** do users encounter when sharing documents?
- Do users prefer using **search or navigation** to find their records?
- How many steps does it take users to complete a record download or share task?
- How intuitive is the document sharing process?
- Are there any **points of confusion or hesitation** in completing the task?

Key Performance Indicators (KPIs)	● **Time on task:** How long it takes users to log in, locate, and send a document. ● **Search vs. Navigation Usage:** What percentage of users rely on search versus manually browsing. ● **User Error Rate:** How often users make mistakes (e.g., selecting the wrong record or failing to complete a step). ● **Completion Rate:** The percentage of users successfully completing the task. ● **System Usability Scale (SUS):** Participants' rating of ease-of-use

Methodology	● **Research Type:** Usability Study
	 ● **Testing Format:** Moderated remote testing via Zoom or in-person
	 ● **Prototype Level:** Low-fidelity interactive prototype
	 ● **Task Flow Being Tested:**
	     ○ **Log in to the app**.
	     ○ **Locate a specific vaccination record** either through navigation or search.
	     ○ **Open the document** to review details.
	     ○ **Share the document via email**
	
	 Data Collection Methods:
	
	 ● Screen recordings of user interactions
	 ● Think-aloud protocol (participants verbalize their thoughts)
	 ● Post-test interview for qualitative feedback
	 ● System Usability Scale (SUS) survey after completion

Participants	● **Target Audience:** Parents or caregivers responsible for managing children's medical records.
	 ● **Participant Criteria:**
	     ○ Parents with at least one child under 18
	     ○ Individuals who have needed to retrieve or share medical records in the past year
	     ○ Mix of digital-savvy and less tech-proficient users
	
	     Recruitment Strategy:
	
	     ○ Friends and family members (not ideal but time efficient)

Script	**Introduction:** ● Thank you for taking the time to participate in this study. Today, we're going to test how easy it is to log in, find a health record, and share it via email using our low-fidelity prototype. ● There are no right or wrong answers. We're testing the design, not your

ability. Please think out loud as you complete the tasks.
- If you get stuck at any point, please share what's unclear rather than guessing.

Task 1: Log in to the App

- Imagine you're opening the app to access a health record. Log in using the provided credentials.
- **Follow-up:** What did you expect to happen when you logged in? Was anything surprising or confusing?

Task 2: Locate a Vaccination Record

- Your child's school requires a recent vaccination record. Go ahead and find the record. (In this scenario your child's name is Timmy.)
- **Follow-up:** What part of this process felt intuitive? What, if anything, was unexpected or frustrating?

Task 3: Open the Document

- Now that you've found the record, open it to review the details.
- **Follow-up:** Did the document display as you expected? What additional information, if any, would you like to see here?

Task 4: Share the Document via Email

- Please send this record via email to a school administrator.
- **Follow-up:** How did you feel about the sharing options? Was there anything confusing or missing?

Closing Questions:

- "How would you describe your overall experience using the app?"
- "What was the most frustrating part of this process?"
- "If you were using this app outside of a study, what would make you more likely to use it again?"