Usability Testing Report

Project: Health Information & Management Website

Website Purpose: Provide information on chronic conditions (diabetes, asthma, etc.), enable appointment scheduling, and send medication reminders.

1. 🎯 Objectives

- Evaluate the ease of finding medical information on chronic conditions.

- Test the appointment scheduling process.

- Assess the setup and functionality of medication reminders.

- Identify any usability issues that could hinder user experience.

2. 👤 Participant Overview

Participant	Age Range	Health Condition	Tech Experience
P1	20-30	Diabetes	Moderate
P2	40-50	Asthma	Basic
P3	30-40	Both	Advanced
P4	50-60	Diabetes	Basic
P5	18-25	Asthma	Moderate

3. 🛠️ Test Tasks

- Find information on symptoms and treatment for asthma.

- Schedule an appointment with a doctor.

- Set a reminder for taking prescribed medication.

- Locate the "Contact Us" page.

- Log out of the account safely.

4. 📋 Key Findings

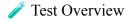| Area	Finding	Severity	Recommendation
Health Info Navigation	Users found asthma and diabetes information easily but had trouble locating less common conditions.	Moderate	Improve search functionality and organize by categories/subcategories.
Appointment Scheduling	Clear process, but participants wanted appointment confirmation notifications.	Low	Add a confirmation message and optional email/SMS confirmation.
Medication Reminders	Most users successfully set up reminders, but one participant was confused about frequency settings.	Moderate	Add tooltips explaining "frequency per day" and provide examples.
General Navigation	Some links on secondary pages were broken.	High	Perform link testing and fix all broken links before launch.
Aesthetic/Design	Some users said the site felt "text-heavy" on info pages.	Low	Add more visuals (icons, images) to break up the text and make reading easier.

5. 📈 Success Metrics

- **Task Completion Rate:** 90%

- **Average Task Time:** 2–4 minutes per task

- **User Satisfaction Score (1–5 scale):** 4.2 / 5

6. 📝 Conclusions

The usability testing demonstrated that the website is generally intuitive and serves its core functions well. Minor improvements are needed, particularly around broken links, clarifying form inputs (like medication frequency), and enhancing the design for better readability.
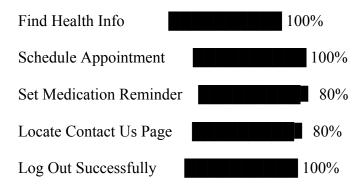
Usability Testing Visual Summary

🧪 Test Overview

Category	Result
Number of Participants	5
Total Tasks Evaluated	5
Average Task Completion	90%
Average Task Duration	2–4 minutes per task
Overall User Satisfaction	4.2 / 5

📊 Task Success Rates

Task	Success Rate
Find Health Information	✅ 100%
Schedule an Appointment	✅ 100%
Set a Medication Reminder	⚠️ 80%
Locate "Contact Us" Page	⚠️ 80%
Log Out Successfully	✅ 100%

📈 Bar Graph Representation (Visual)

Task Success Rates:

Find Health Info   ██████████ 100%

Schedule Appointment   ██████████ 100%

Set Medication Reminder ████████ 80%

Locate Contact Us Page ████████ 80%

Log Out Successfully   ██████████ 100%

🎯 Strengths

✅ Clear health information navigation

✅ Simple, intuitive appointment booking

✅ Easy and fast logout feature

⚠️ Areas for Improvement

- **Medication Reminder Setup:** Add tooltips or helper text to explain dosage frequency.

- **Broken Links:** Conduct full site link validation and fix all broken paths.

- **Appointment Confirmation:** Display clear confirmation message after booking, plus optional email or SMS notification.

- **Content Layout:** Break up text-heavy pages with images, icons, or bullet lists for easier readability.

🏆 Conclusion

The usability test confirmed that the website is user-friendly, intuitive, and functional, with only minor adjustments needed before final deployment. Users are able to successfully find

information, book appointments, and set medication reminders, ensuring the platform supports chronic health management effectively.