China User Testing

Eric Stoltz, UX Design Lead

May 3, 2019

Visited six hospitals
April 15-19

Heilongjiang
Jilin
Liaoning
Xinjiang
Inner Mongolia (Nei Mongol)
BIO-RAD
1
Beijing
Hebei
Tianjin
2
3
Ningxia
Shandong
Qinghai
Gansu
Shaanxi
Henan
Jiangsu
Tibet (Xizang)
BIO-RAD
Shanghai
Anhui
Hubei
Sichuan
Zhejiang
Chongqing
Guizhou
Hunan
Jiangxi
Fujian
Yunnan
Guangxi
Guangdong
Taiwan
(claimed)
Hong Kong
Macau
Hainan

First Hospital of Tsinghua University, Beijing

Children’s Hospital of Hebei Province, Shijiazhuang

Fourth Hospital of Hebei Medical University, Shijiazhuang

Qilu Hospital of Shandong Province, Jinan

Qianfoshan Hospital, Jinan

Jinan Central Hospital, Jinan

Methodology: Instrument

Lab setup

English

First, let's take a look at a user interface we might use to set up a lab. For this task, imagine you have just opened the software for the first time.

Ready to start?

[show first screen]

中文

首先，让我们看看用来设置实验室的用户界面。假设您现在第一次打开这个软件。

准备好了？

[显示第一个屏幕]

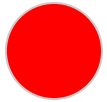
	English	中文	🙂	😐	☹️
1	What would you do on this first screen?	你会在第一个屏幕上做什么?			
2	What do you think is meant by tracking reagent and calibrator lots?	你认为"通过您的试剂和校准品批号跟踪结果"什么意思?			
		请添加一个地点。			

Methodology: Prototype

Methodology: Scale of success

Easily able to complete step/identify action

Able to complete step/identify action with hesitation



Unable to complete step/identify action

BIO-RAD

Findings

Watch your language!

Lab setup discovery

- Is it clear why the user has landed on this screen?
- Is the workflow self-apparent?
- Are important features findable?
- Is the setup sufficiently customizable?
- Are next steps clear?

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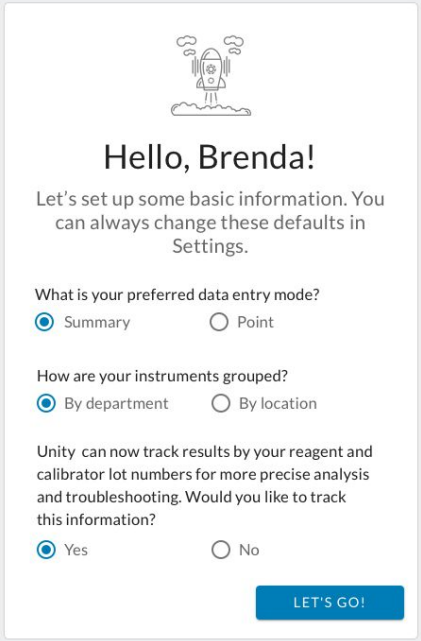
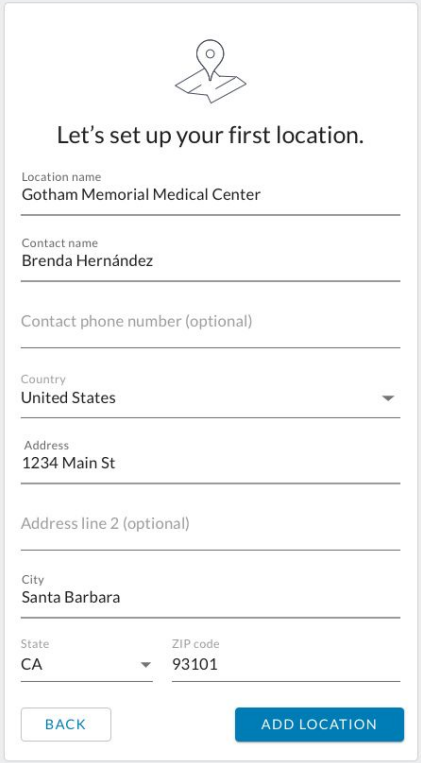
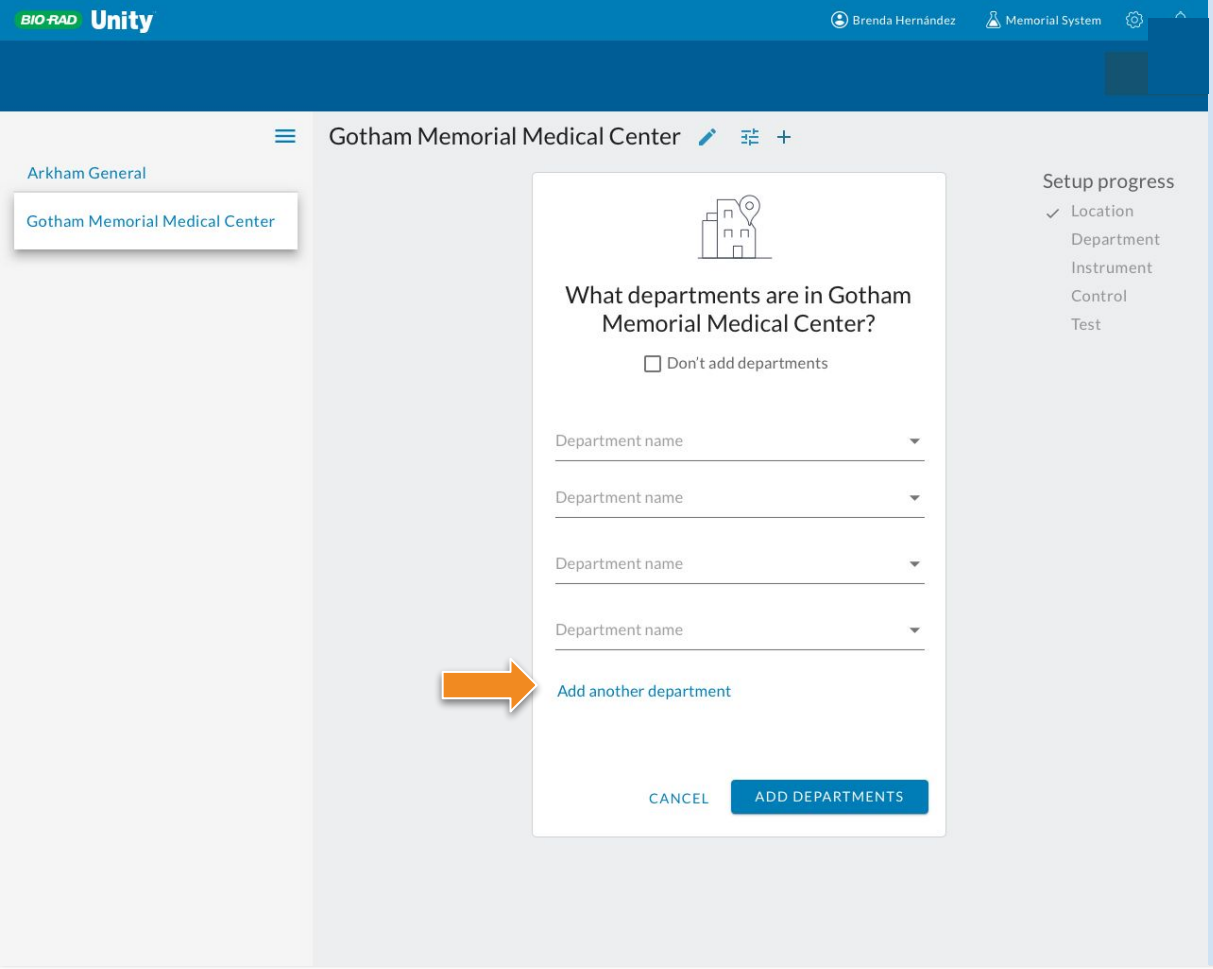


Understood purpose of this screen

Understood significance of tracking reagent/calibrator lots



Understood how to add location



Understood how to add an additional department

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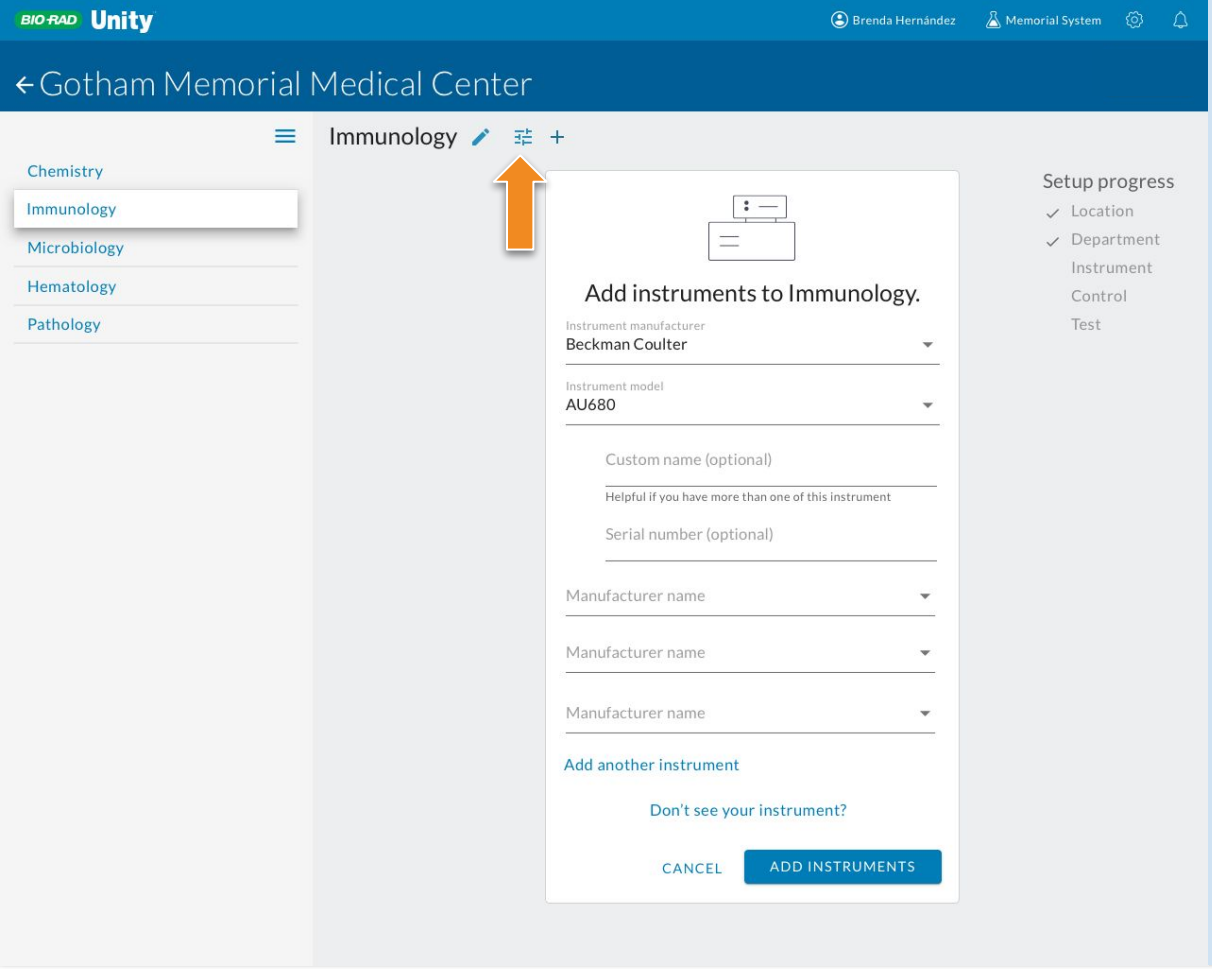

Understood where to edit instrument settings later

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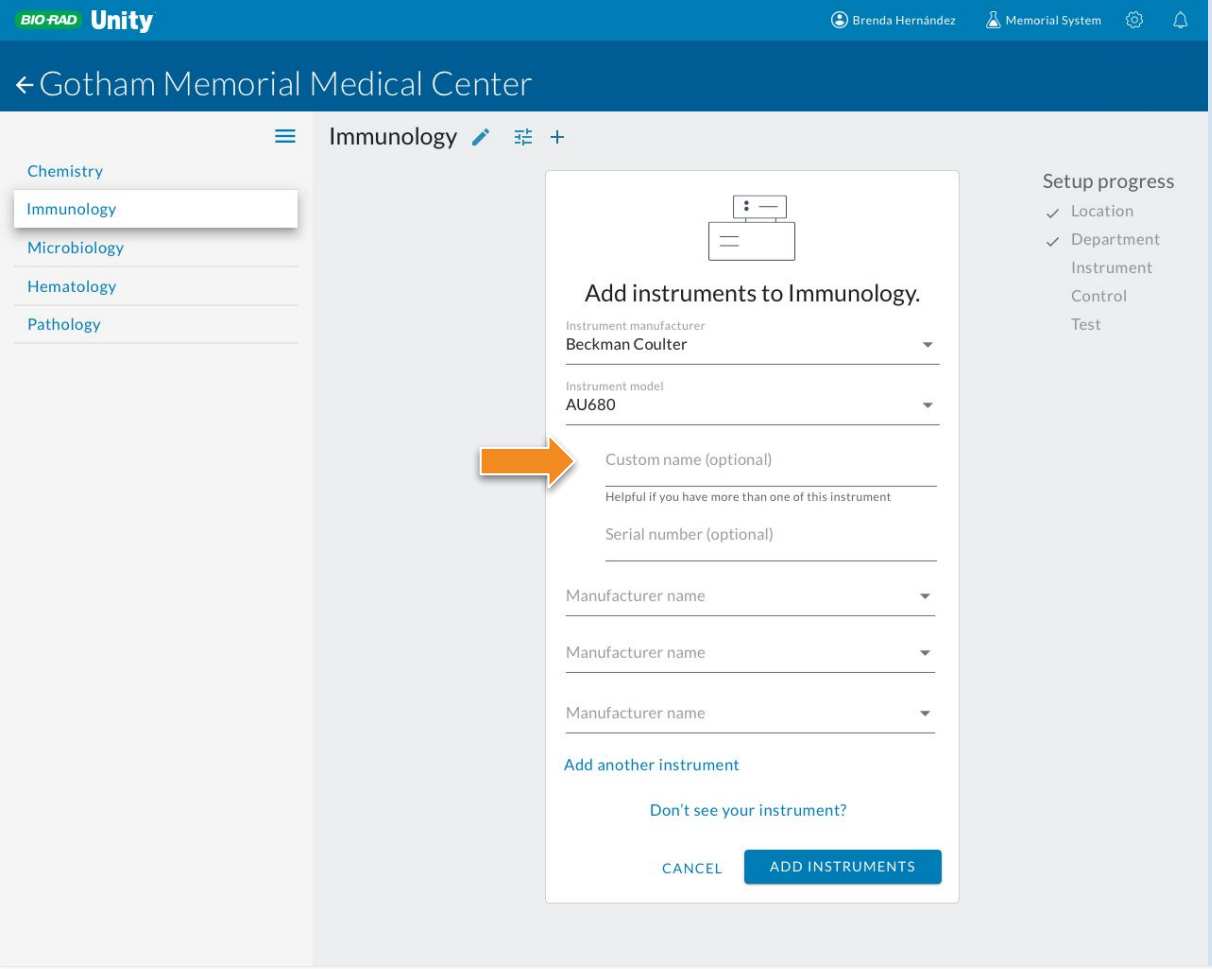
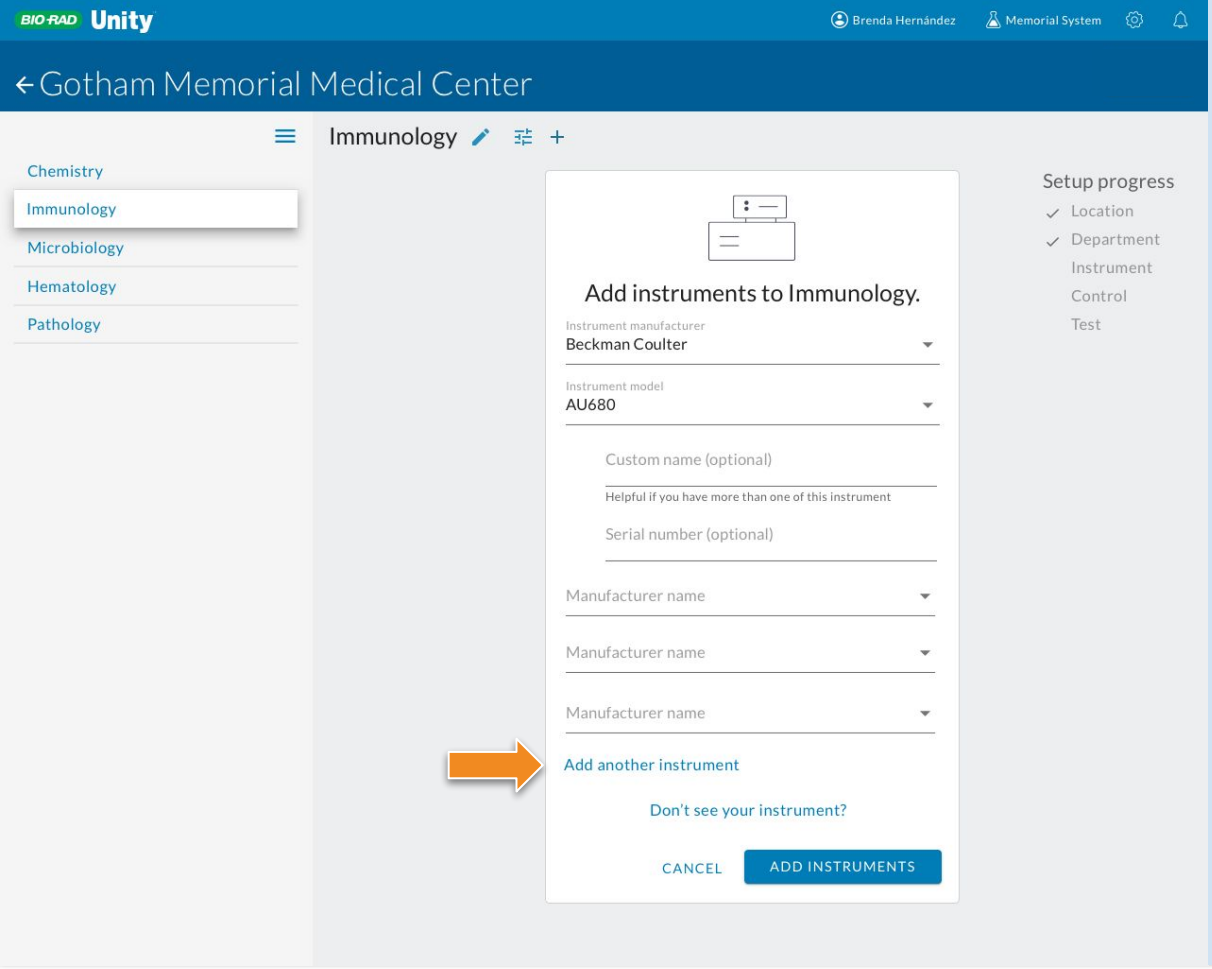
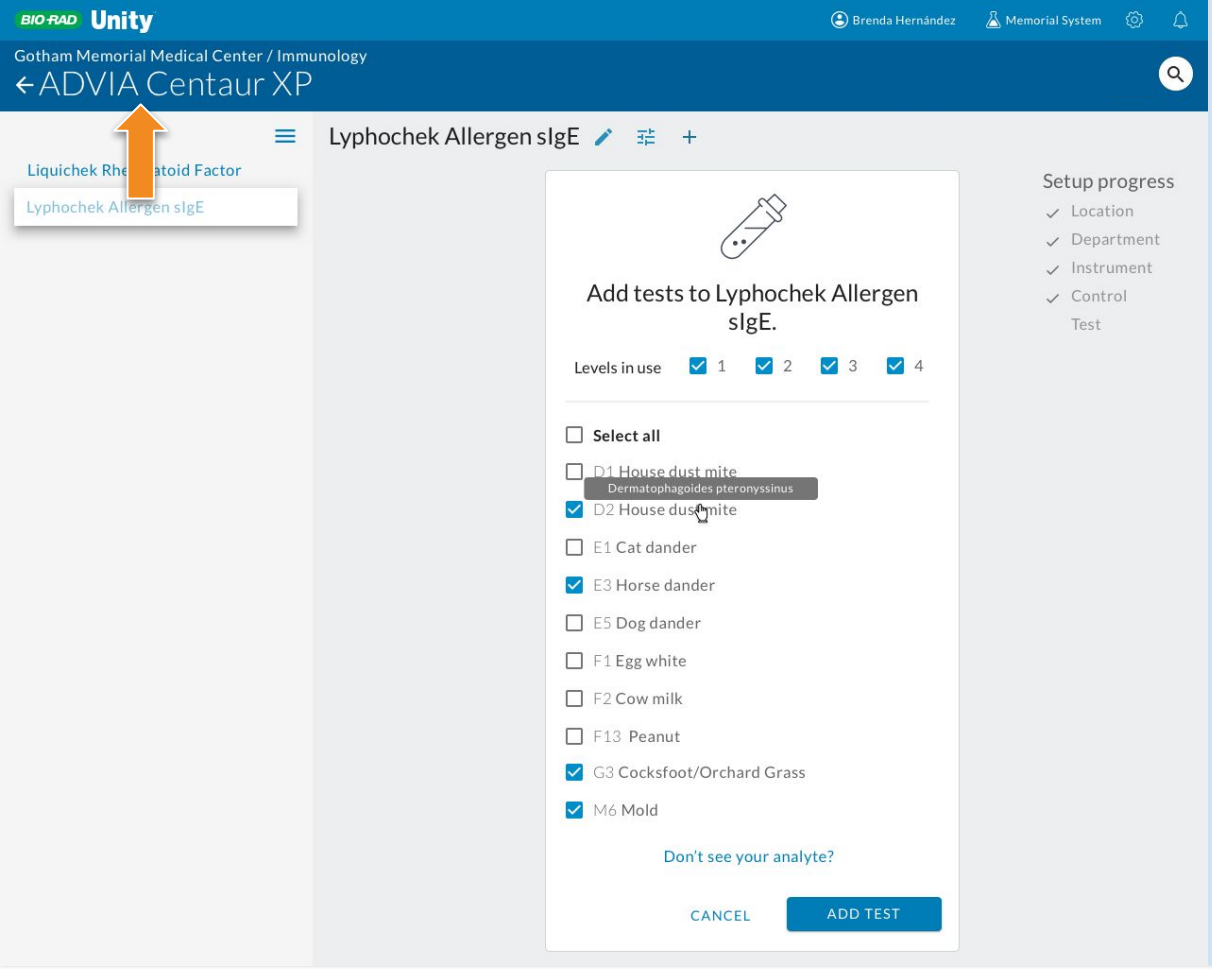


Understood how to use custom name field



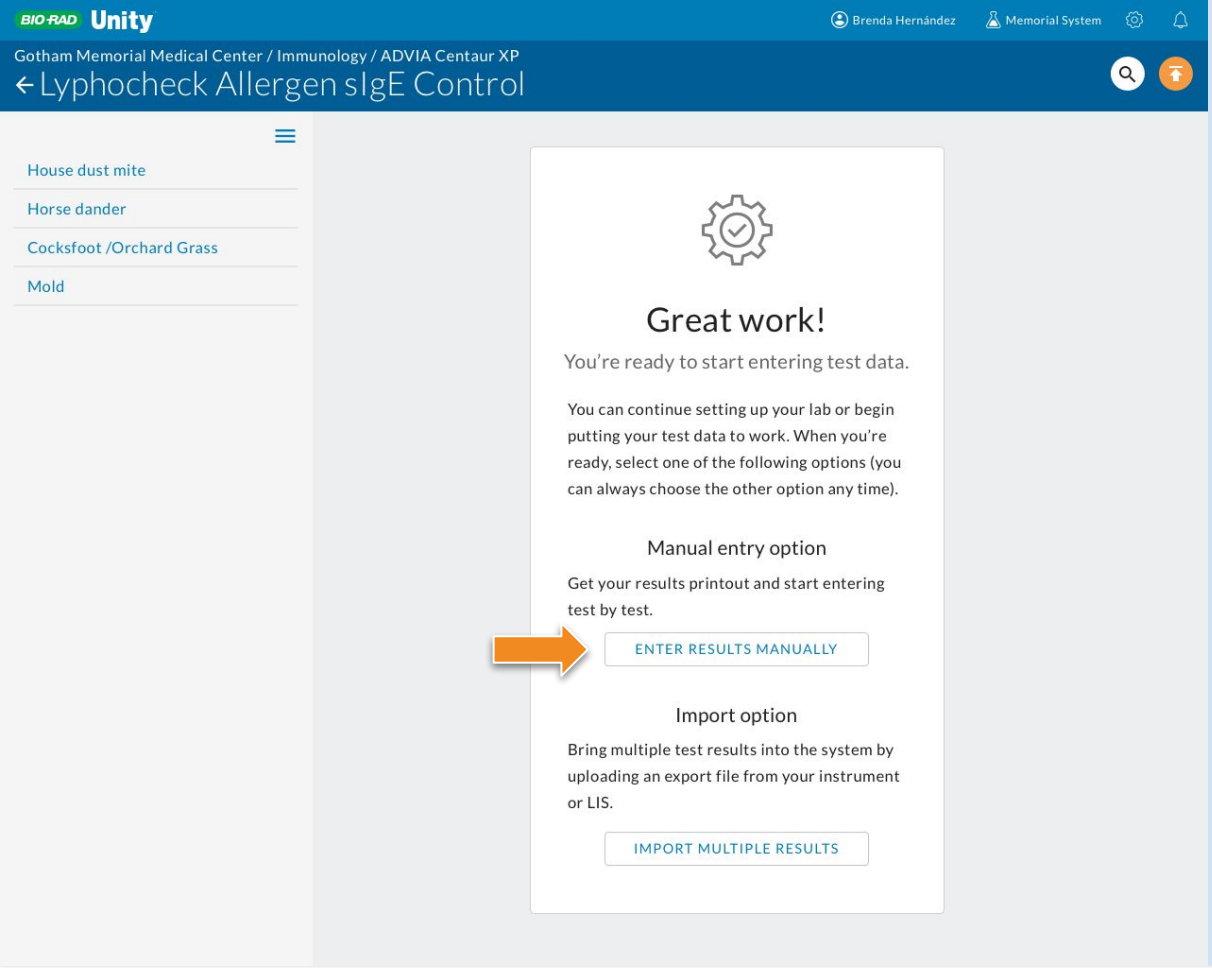
Understood how to add another instrument

BIO-RAD



Understood how to navigate hierarchy: instruments

Setup progress indicator causing confusion. When it's not present, users are more easily able to use top navigation.



Understood how to proceed after completing setup

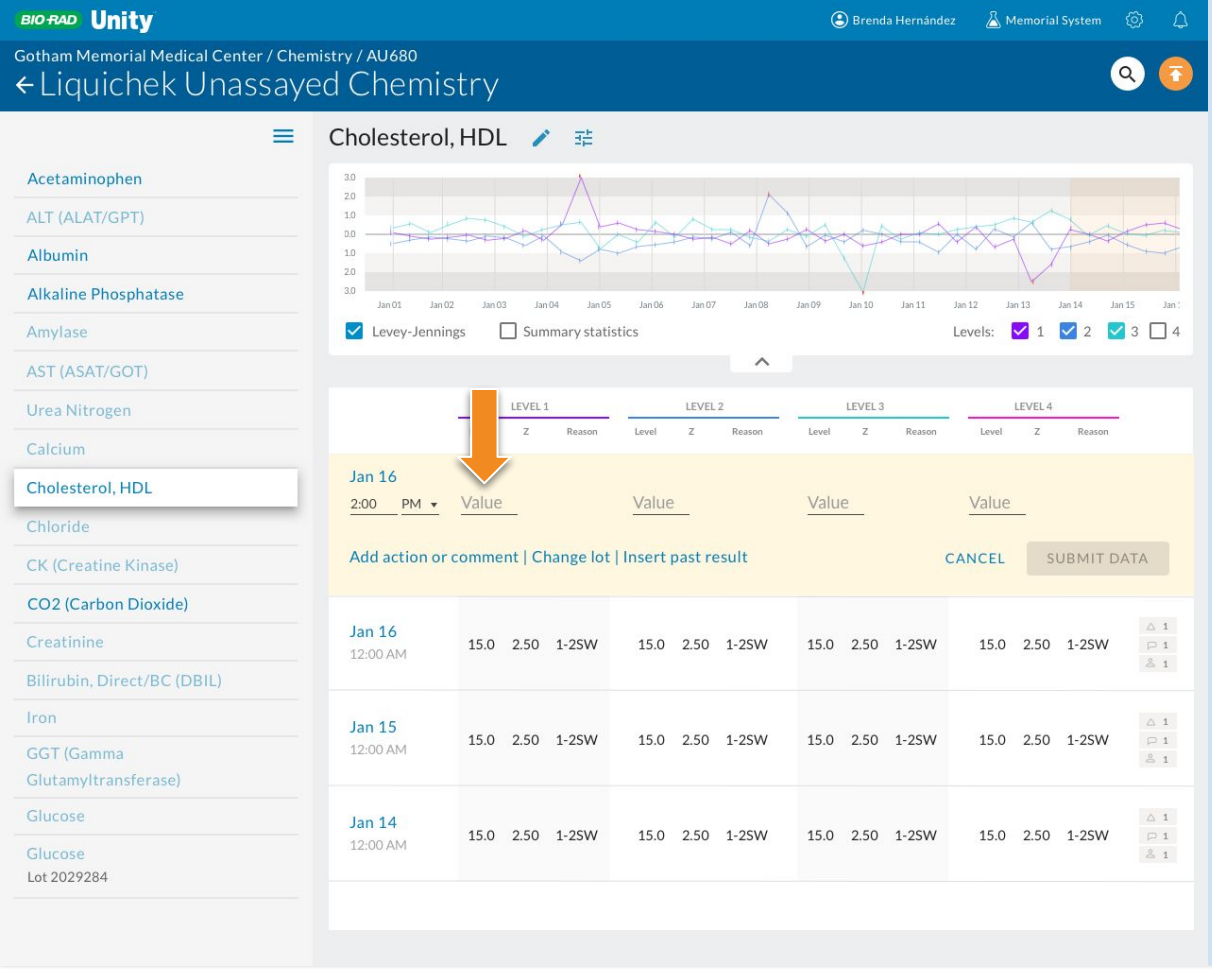
Lab setup findings

- Overall good workflow results
- Confusion over navigation
- Rework edit/settings access
- Rethink progress indicator

Data entry discovery

- Is the main purpose of the screen apparent?
- Is the workflow clear?
- Are additional details readily available?
- Is iconography clear?
- Are important features findable?

BIO-RAD



Understood purpose of this screen

Data entry may not be the main purpose some use this screen. It's unclear how often users would really access this for analysis once there is a dashboard. LJ chart dominates and distracts users.

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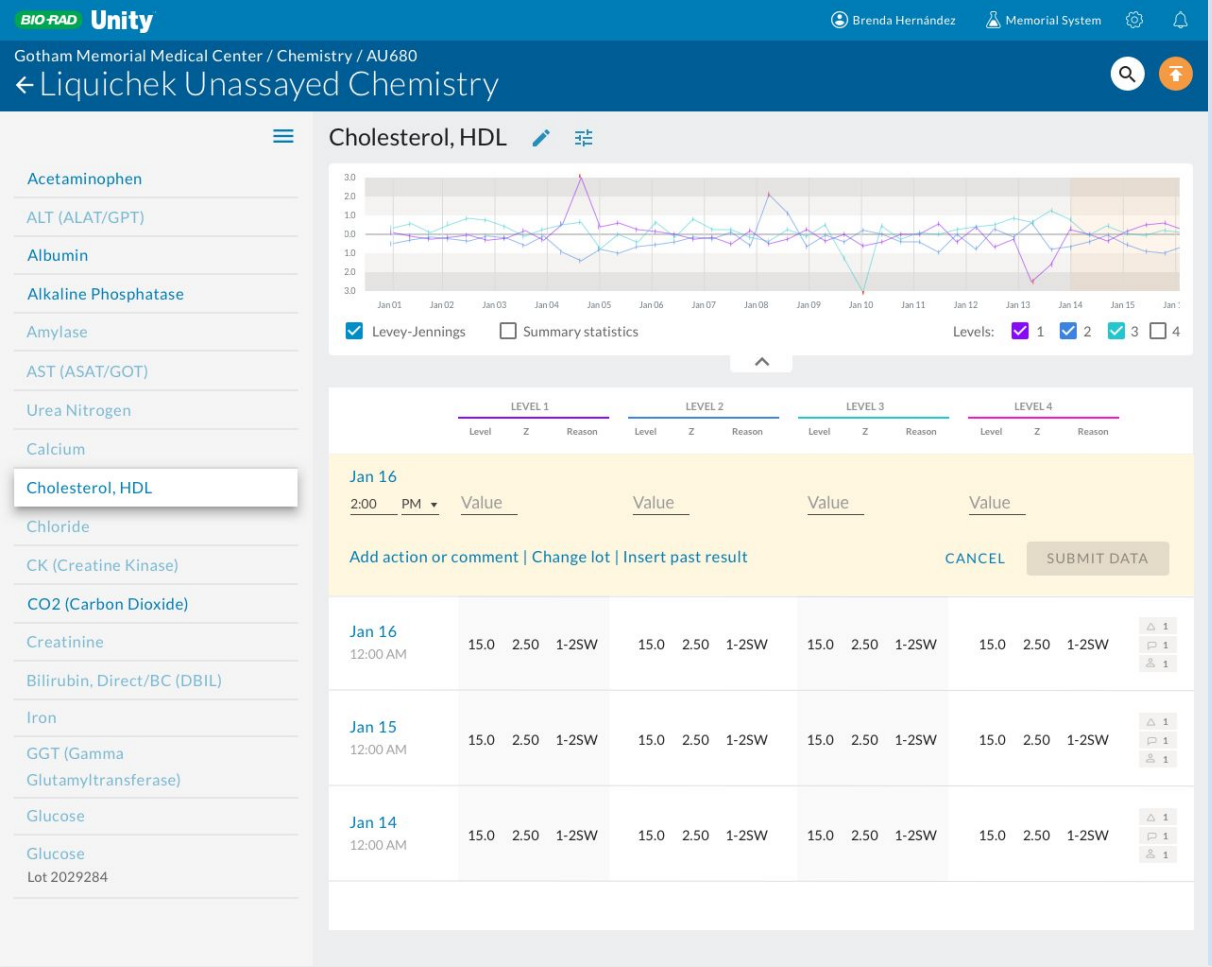

Could see how to add a test run

"Insert past result" is confusing users. They think this may be how to add a test run.

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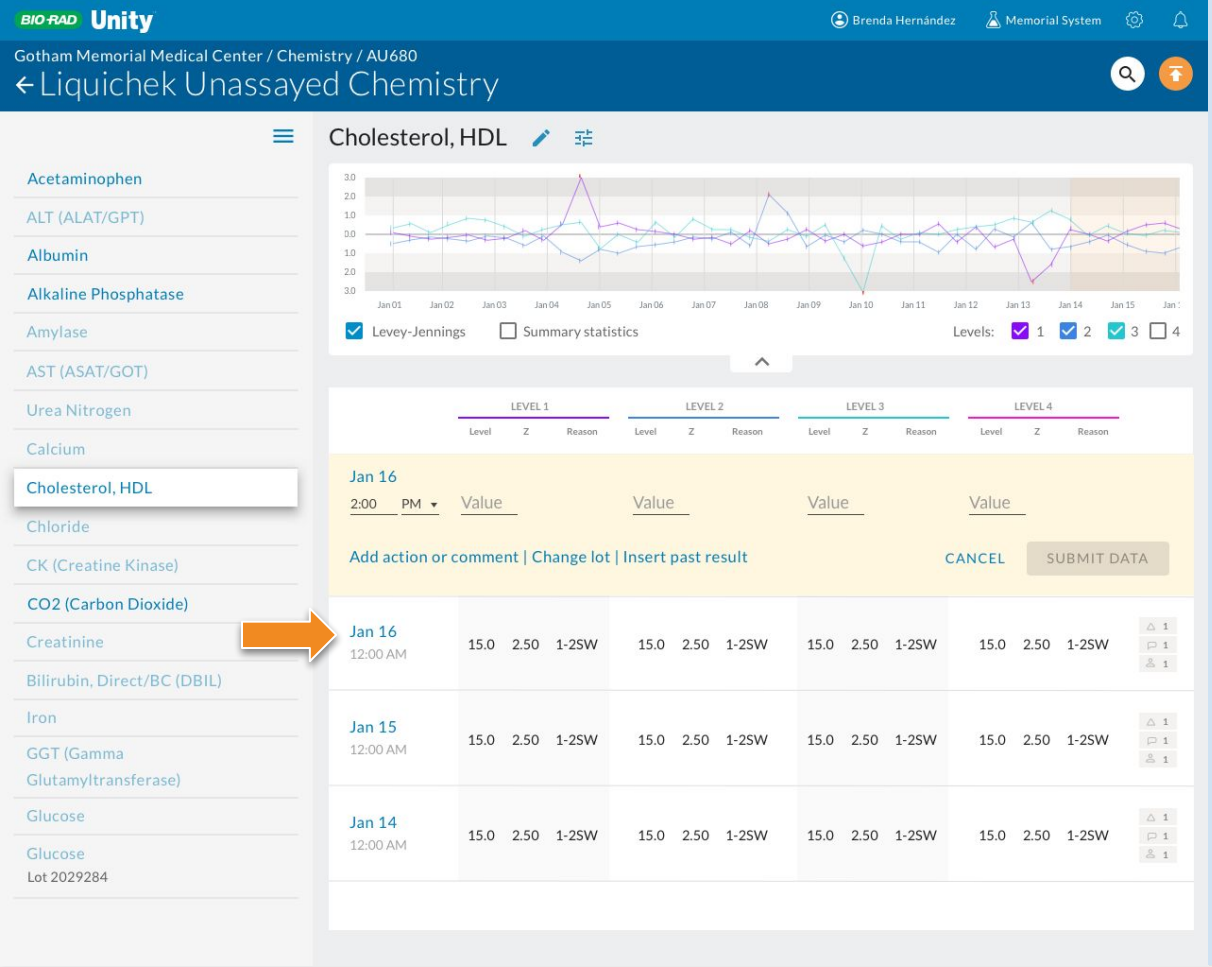

Understood difference between past results and entering today's results

Some confusion caused by headers not being fixed; this is a limitation of flat files. Finished software will have pinned headers.

Could see how to view additional details on a past test run

The visual dominance of the LJ chart causes many users to think of it as a primary way to access details.

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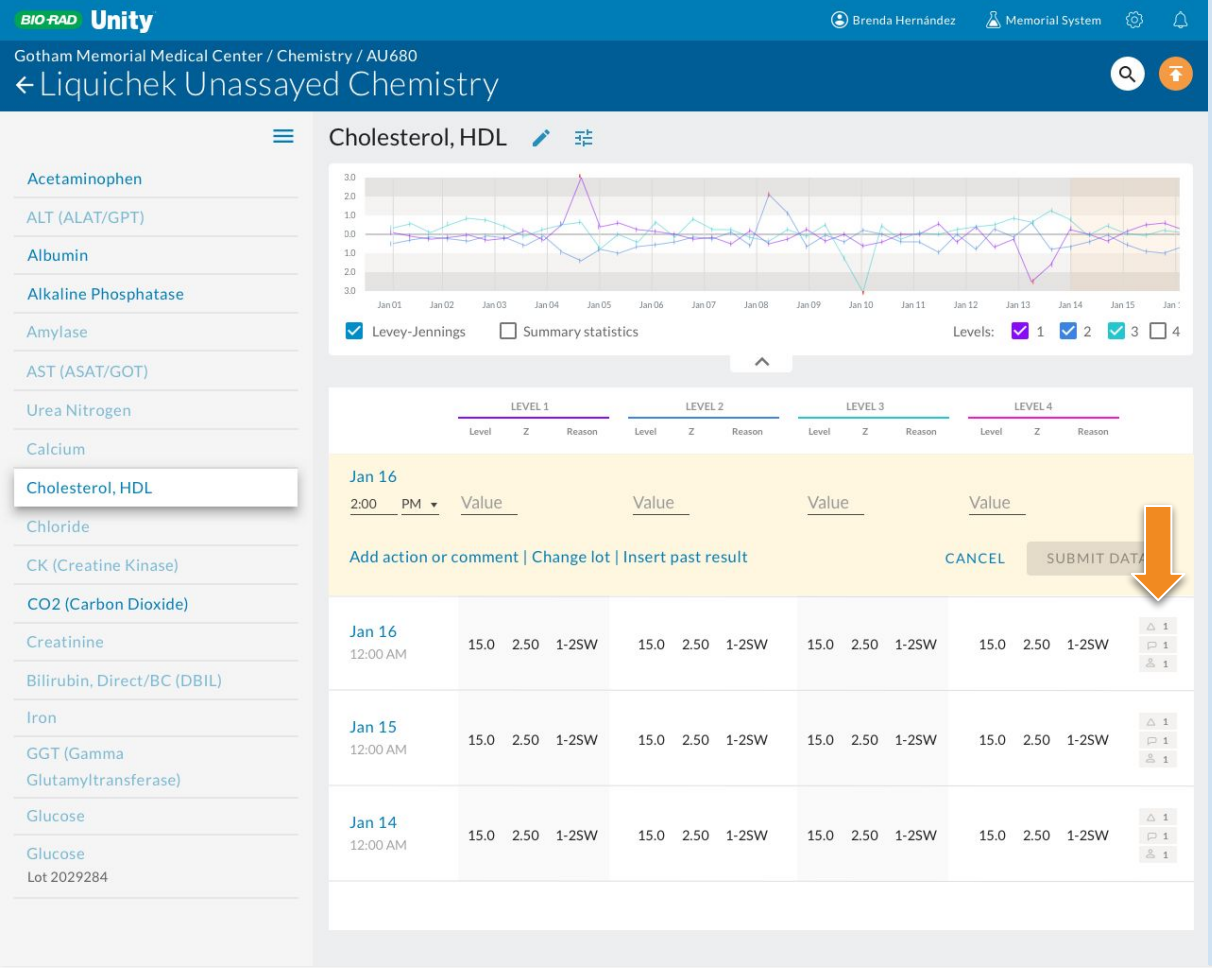

Understood iconography for changes, comments and user action history

Most users understood user and comment icons. None understood change icon.

Understood how to view comments

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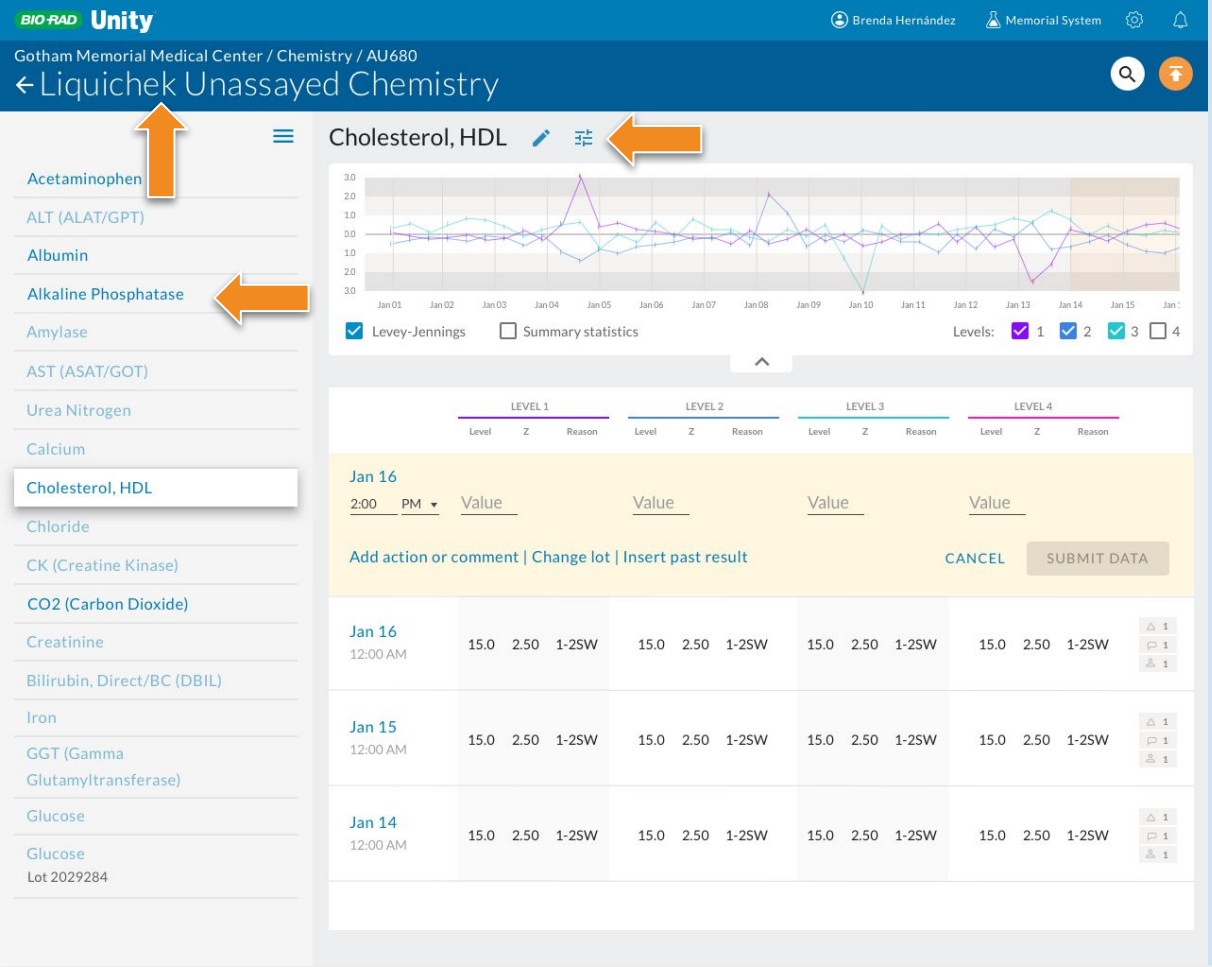

Understood different treatments for analytes with/without data

Understood where to go to change settings such as rules

Understood how to navigate to another control

The concept of hierarchy doesn't seem to be clear at first; users often want to find something by clicking on a sibling.

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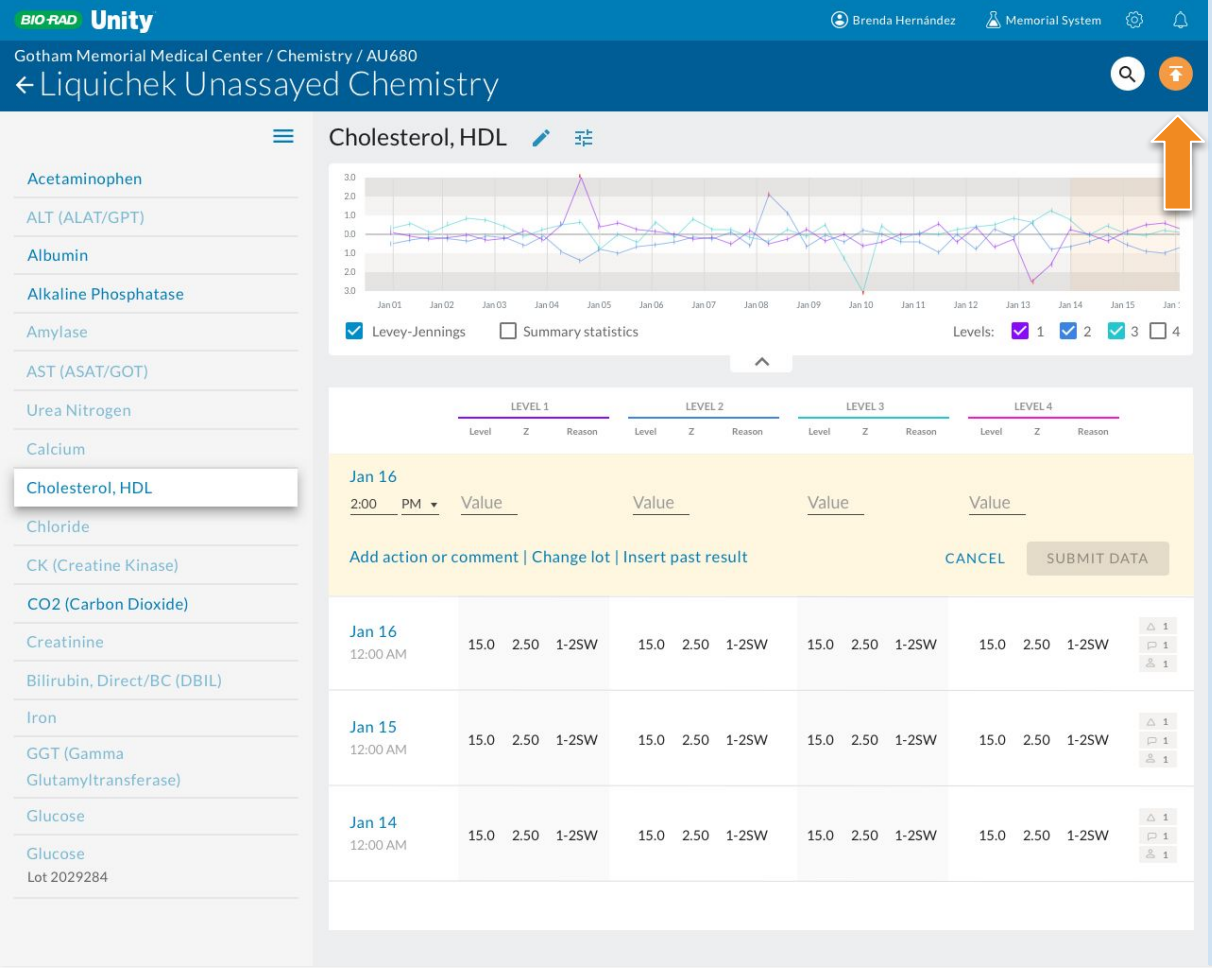

Can initiate QR code process

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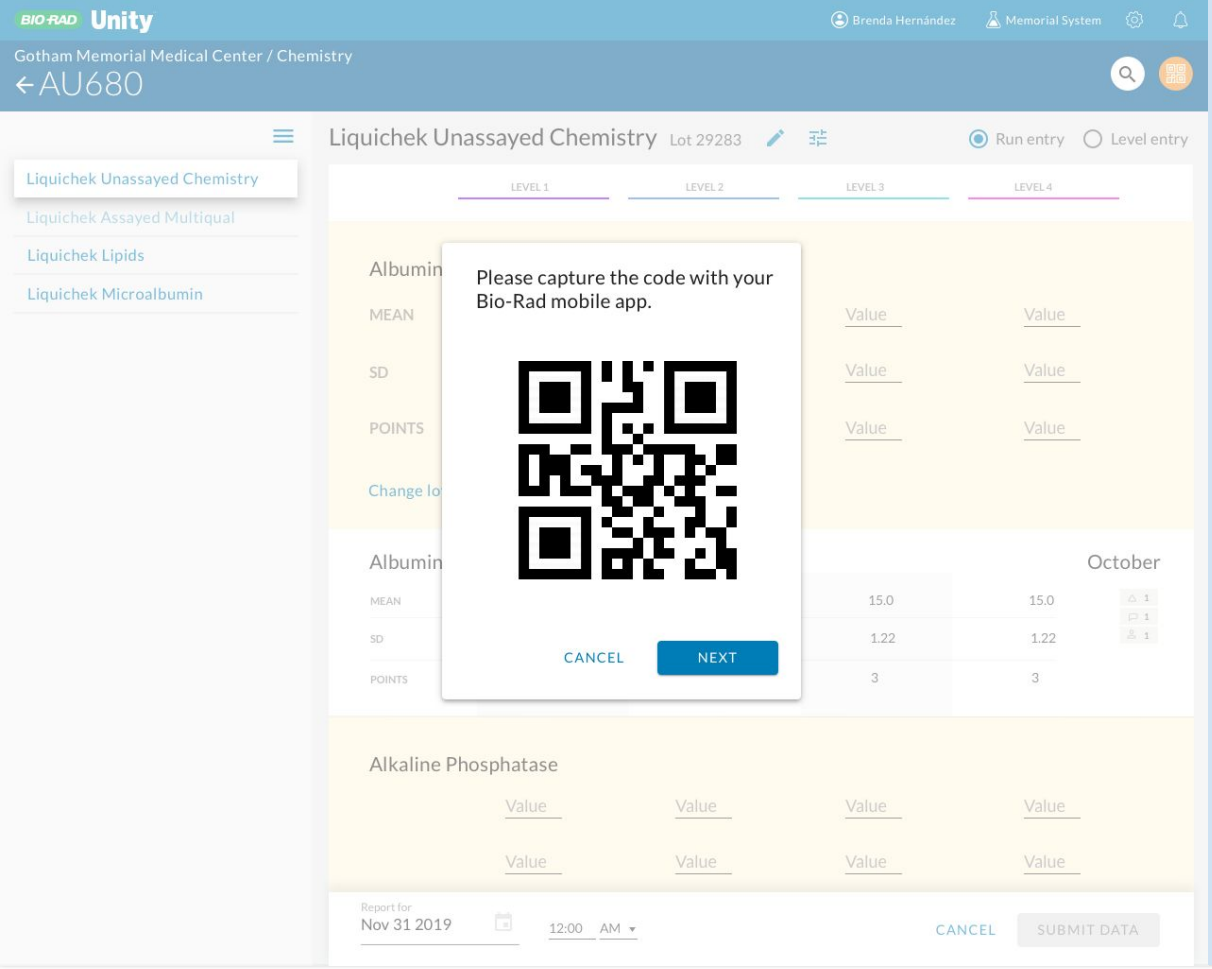

Understood what to do with QR code

Data entry findings

- Iconography issues for navigation
- LJ chart dominates viewer cognition
- Hierarchy unclear
- Confusion as to how to enter a test run

Reports discovery

- Able to find where reports are?
- Able to generate a default report?
- Able to distinguish between different states of reports?
- Able to find an existing report?

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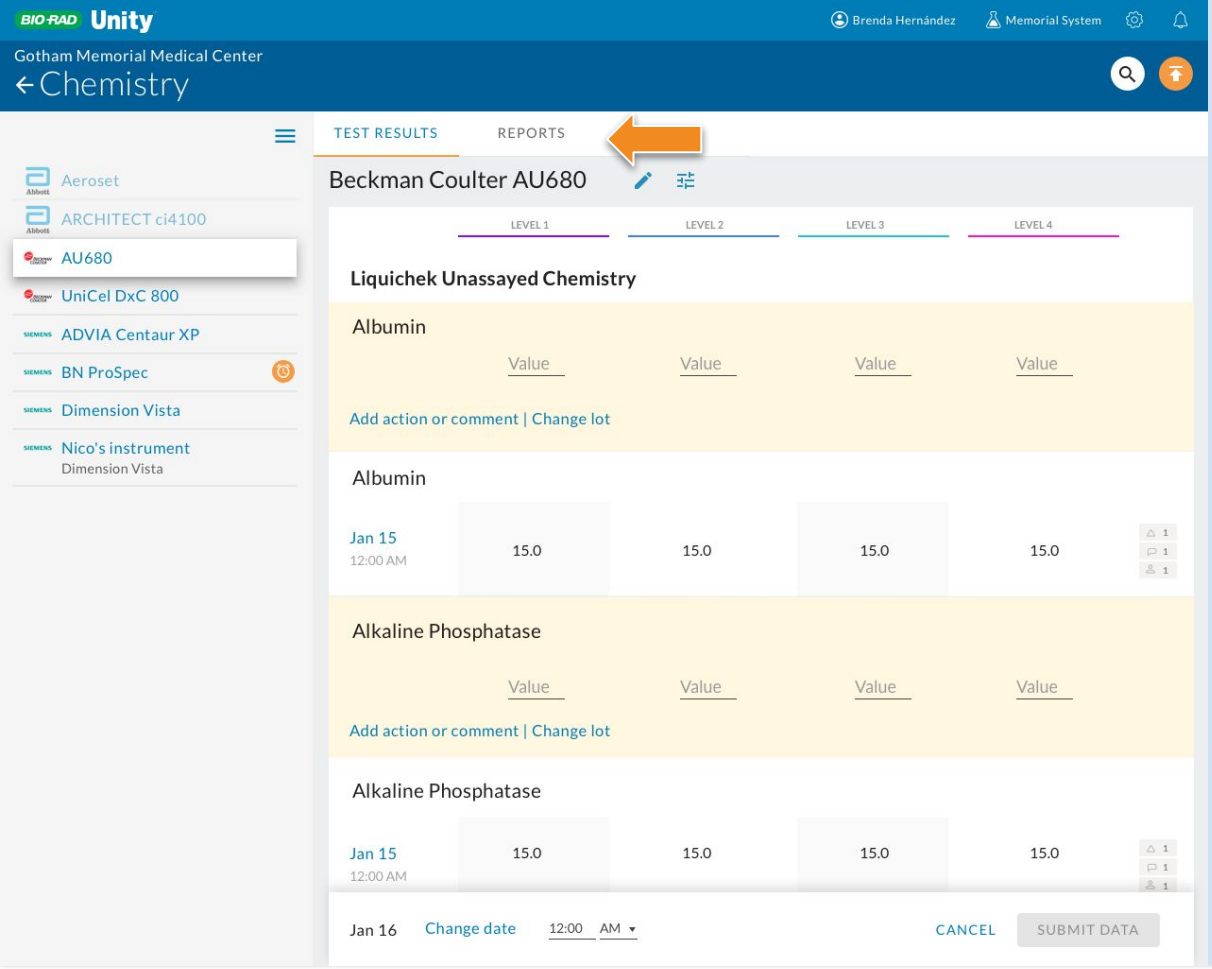
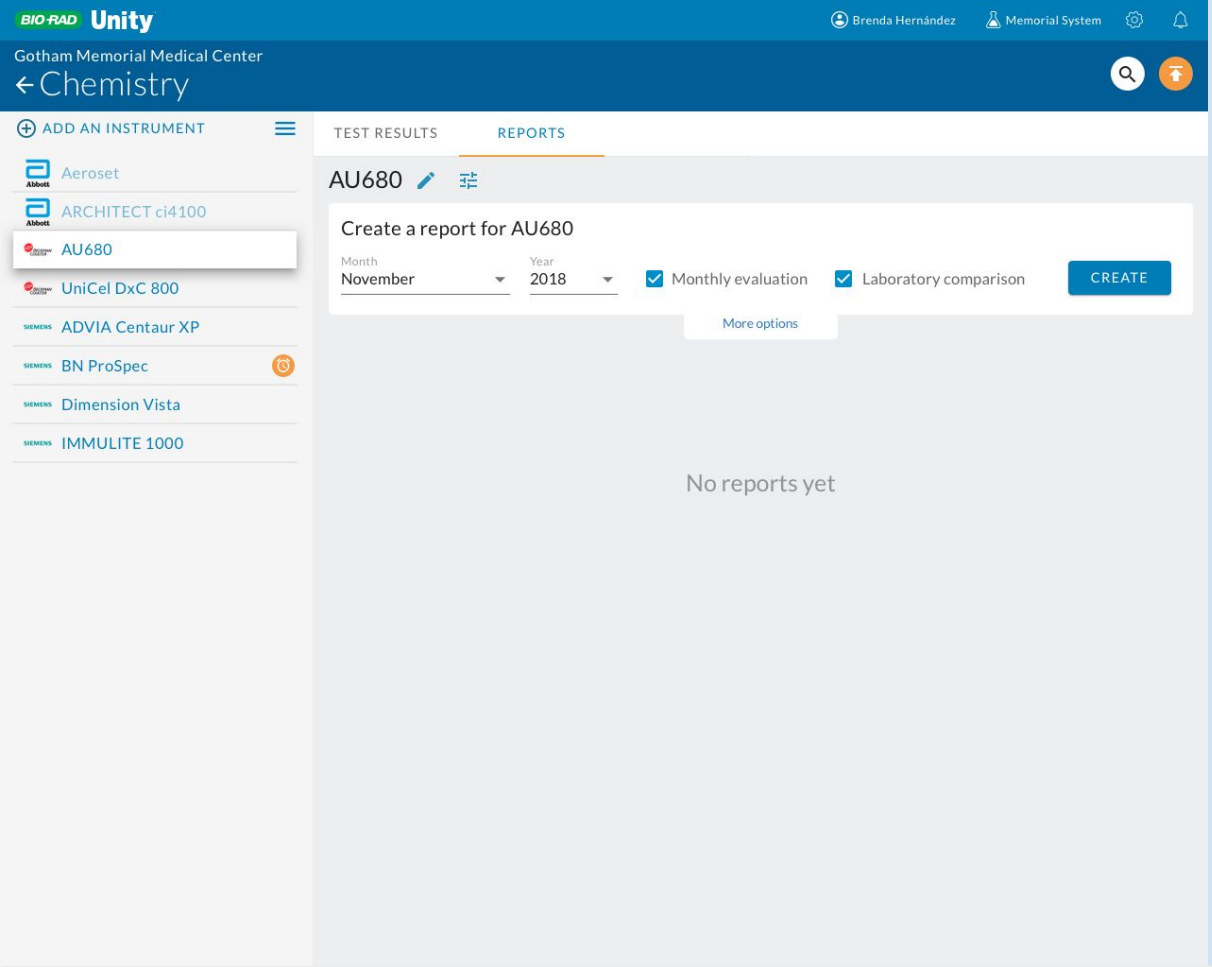


Understands where to find reports

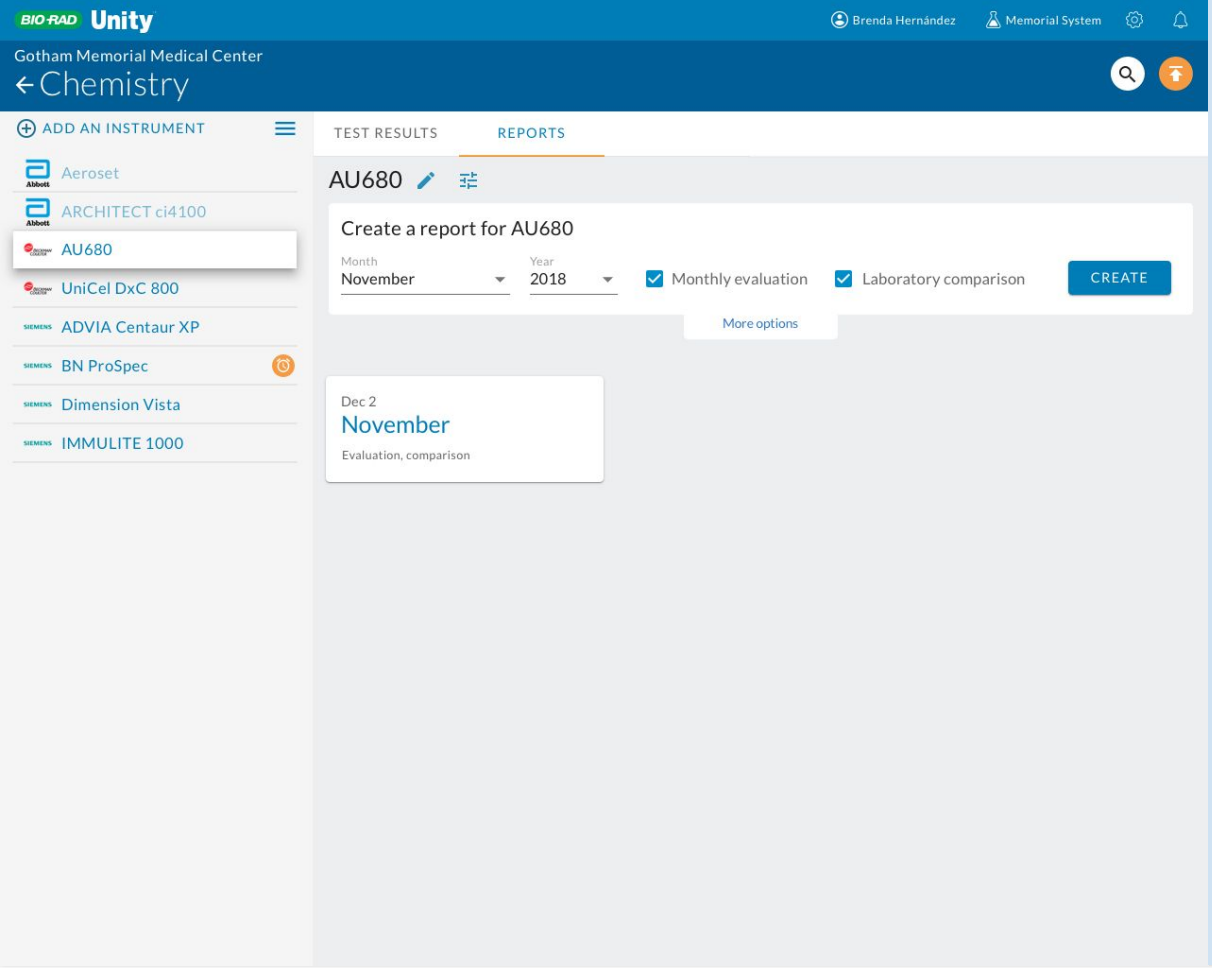
User 5 did not participate in the reports section of study due to time constraints.



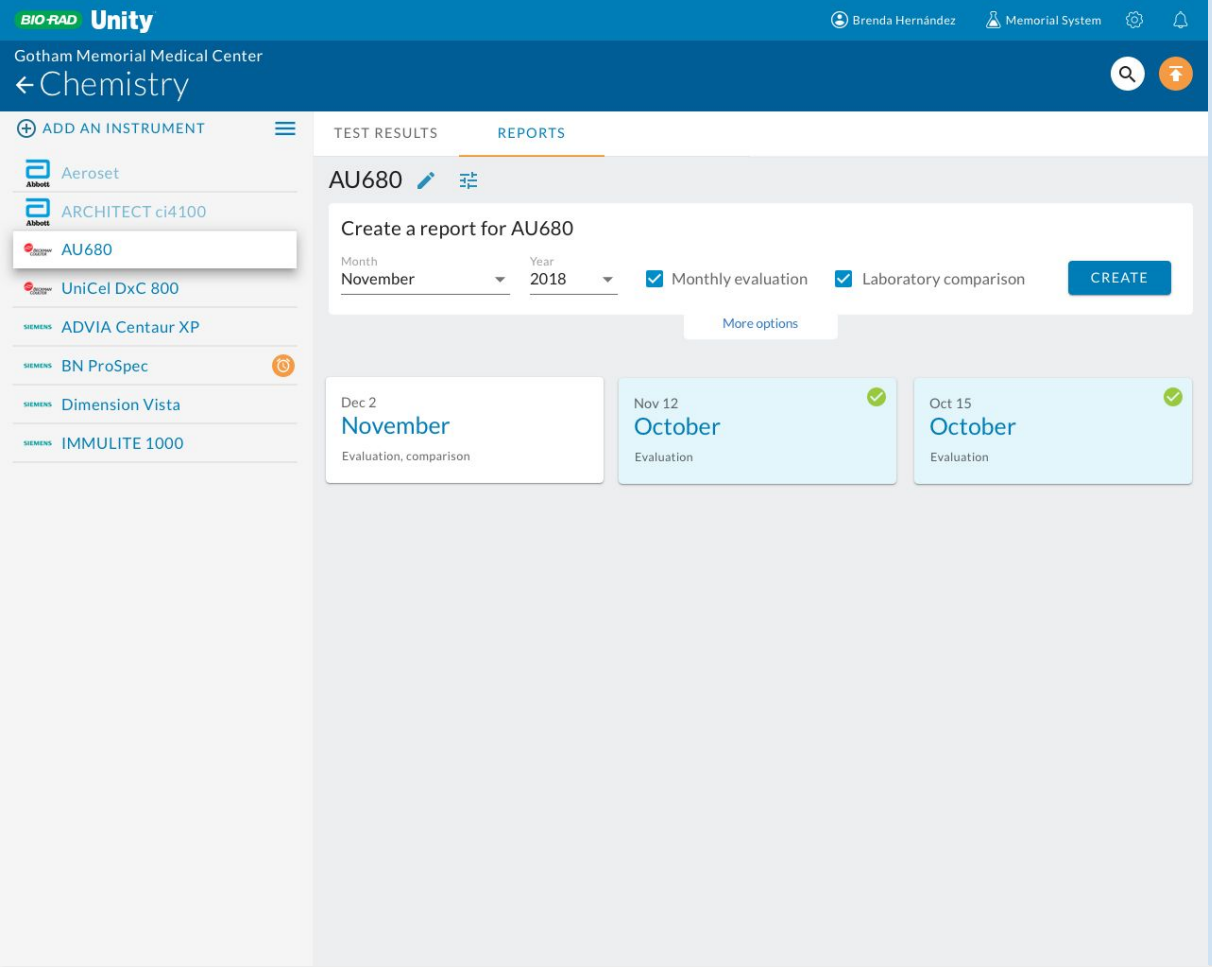
Understands how to create a report

Users sometimes wanted to create a report on a specific date range. Exactly how this report would be used, or the usefulness of such a report, is not immediately clear.

Understands what happens when a report is created (comes into view)

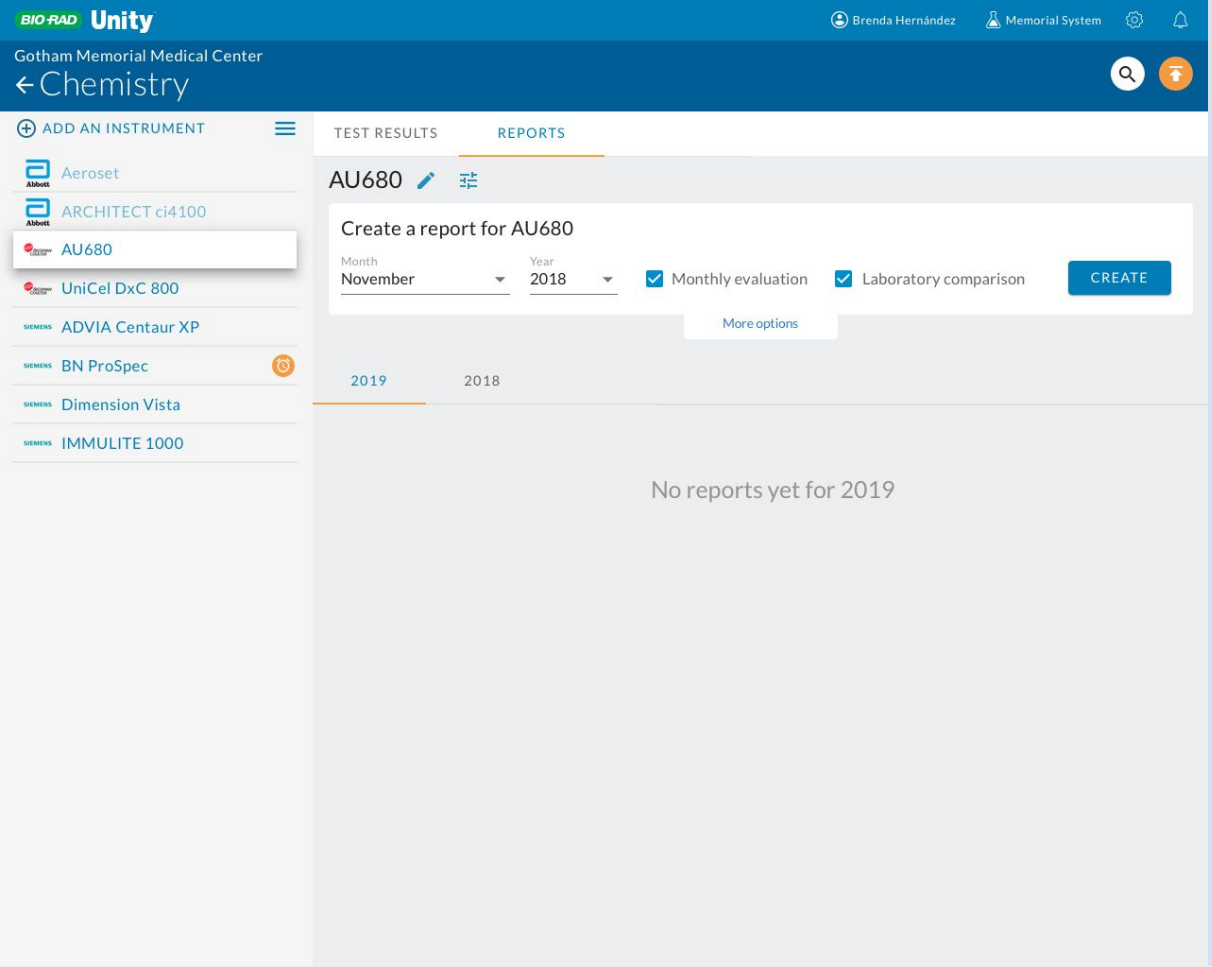


Understands how to view a report



Understands difference in report states

This task was included to explore options in case we needed to differentiate between report status, e.g., approved/not approved. User assumptions were diverse. If we eventually need to differentiate report types/status, it will need to be more explicit.



Understands how to access reports from past years

Reports findings

- Overall users found the reports section easy to find and understand.
- Differentiation between report status/type would need expensive reworking if it becomes necessary.

BIO-RAD

Dashboard discovery

- Can users identify general purpose of the dashboard?
- What do they expect on clicking action items?
- How would the user continue to main application functionality from the dashboard?

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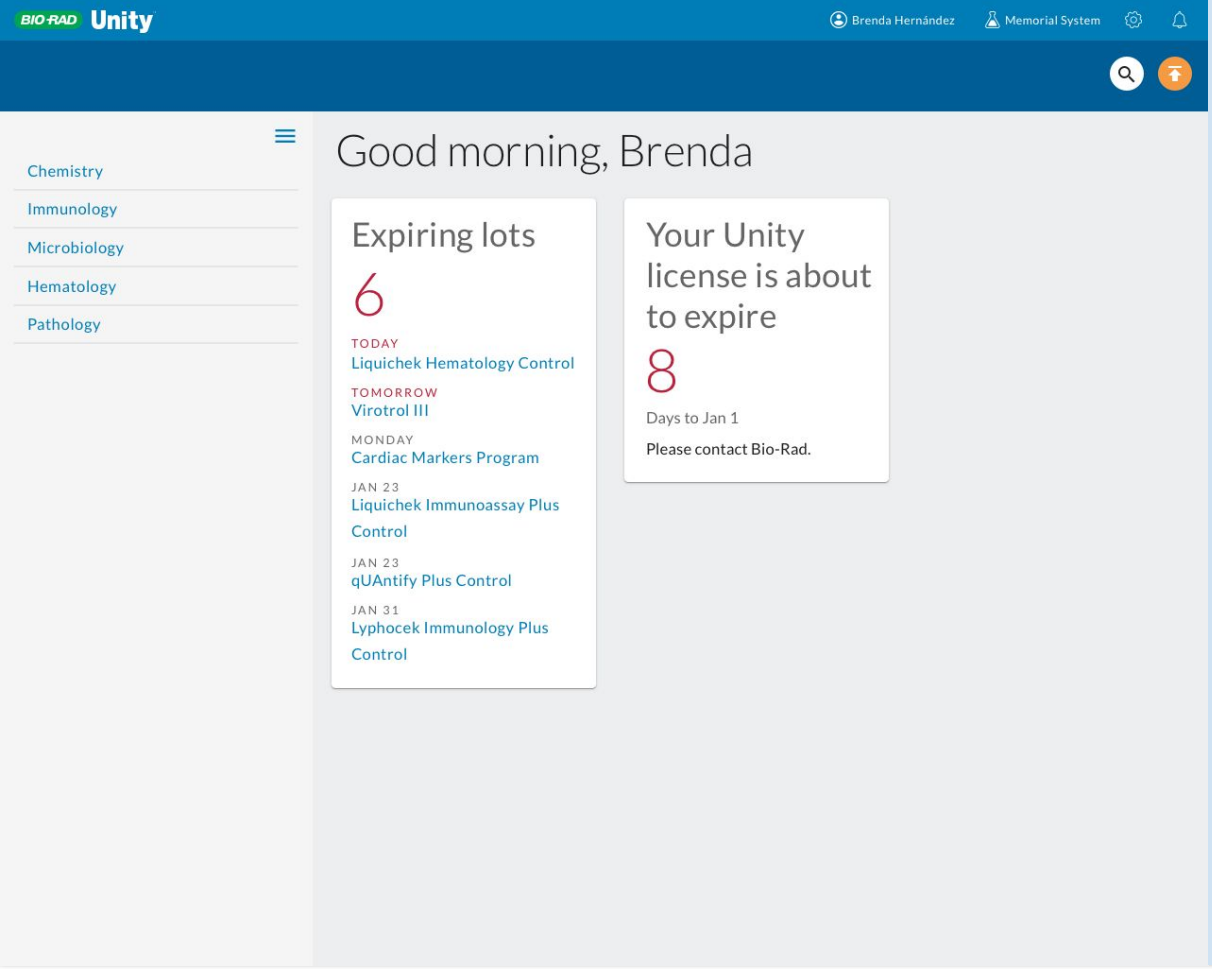


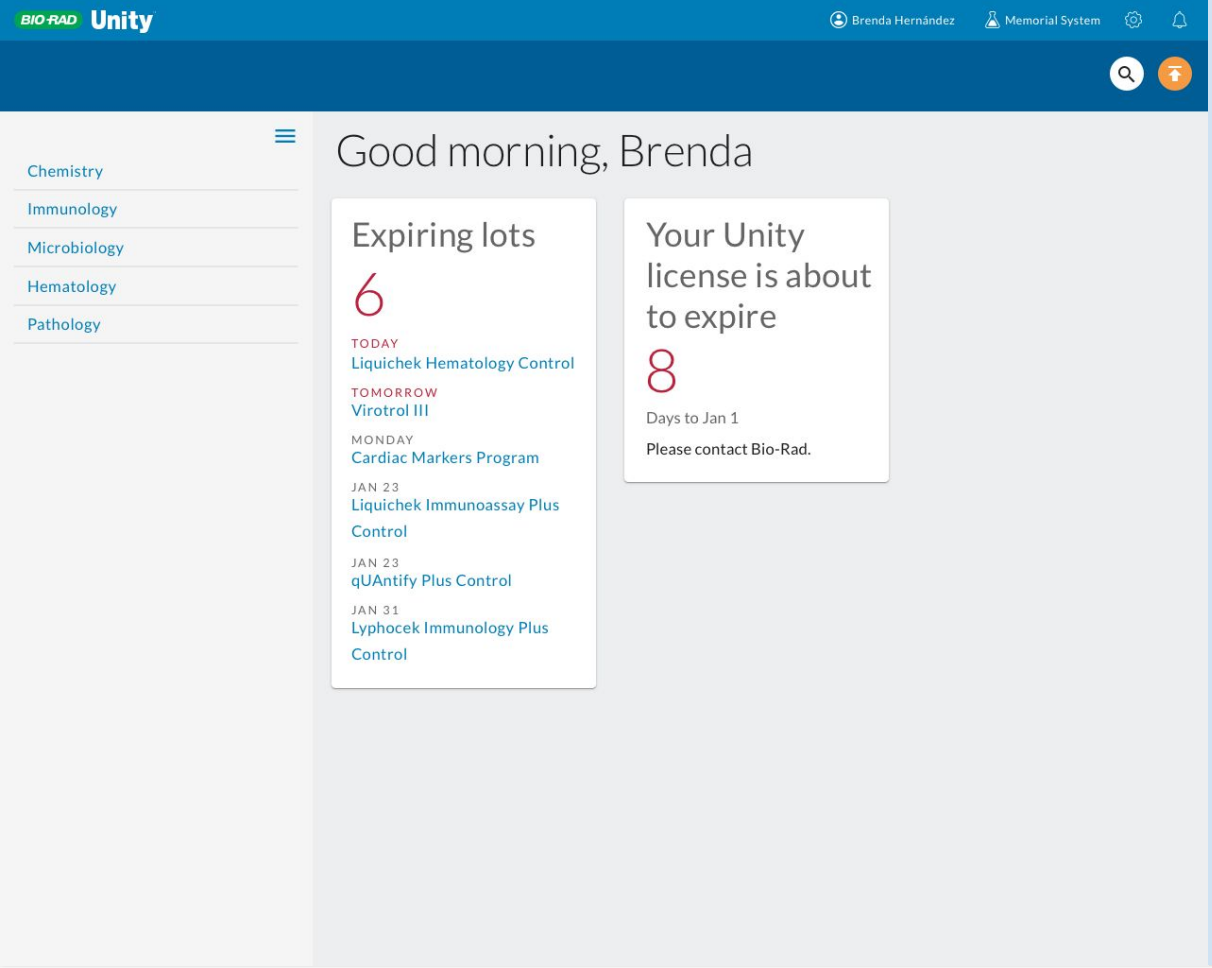
Understands basic purpose of dashboard

User 5 did not participate in the dashboard section of study due to time constraints.

Understands what would happen if user clicks on a link

Users expected information about the lot's expiration. In reality, they would be able to not only get information but also act on it.

BIO-RAD



Understands meaning of license expiration

Understands how to get to a data entry page from dashboard

Dashboard findings

- Users found dashboard easy to understand and use.

Next steps

Next steps

- Revise UIs to address issues discovered
- Adapt questionnaire to allow benchmarking/tracking of progress for upcoming studies in other locales
- Develop CCL screens for testing in China
- Work with China team on localization

BIO-RAD

Thank you!

Eric Stoltz
UX Design Lead

BIO-RAD