User Testing Report

Symptom Checker for Mobile Web

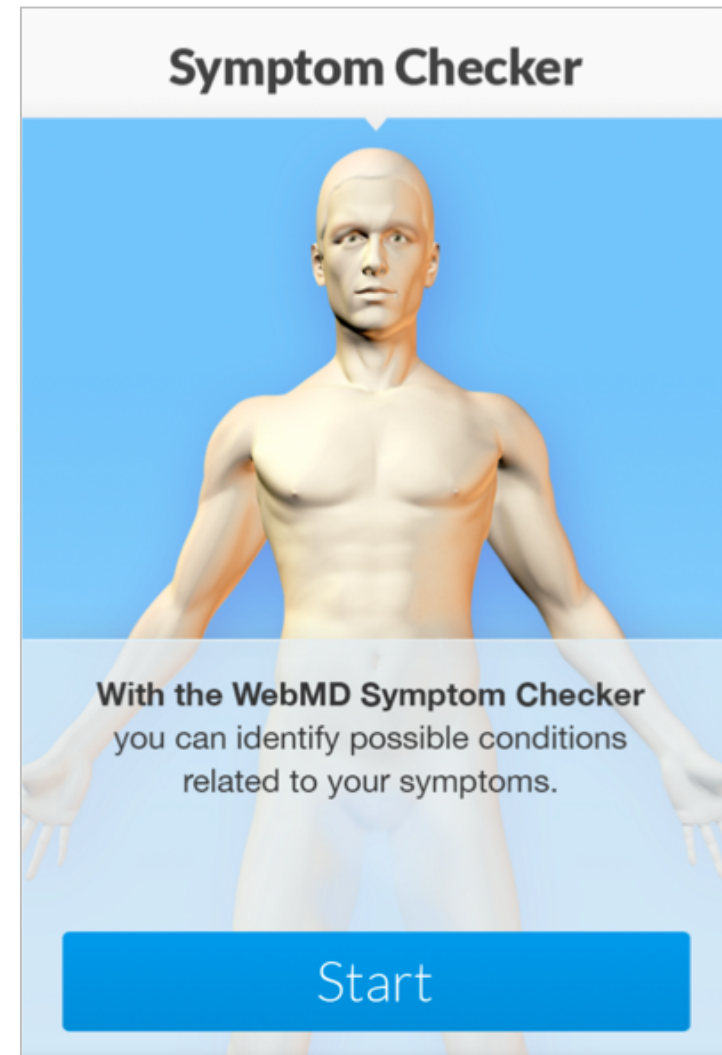Tamora Petitt - Associate Director, User Experience

Details

Participants
- 6 participants
- Ages 20-32

Methodology
- Conducted on usertesting.com
- Users completed 9 Tasks and 4 Questions
- Users "thought aloud" as they completed the tasks

Goals
- Select a symptom
- Edit a symptom
- Delete a symptom
- Find a condition article

Symptom Checker

With the WebMD Symptom Checker
you can identify possible conditions
related to your symptoms.

Start

Overall – Positive Feedback

"I liked being able to select the section of my body using the 3D model"

"I think it looks nice. It is not boring to look at, but it also keeps me focused on what I am doing"

"I got a list of possible conditions that was ordered by the chance that I have it. Very helpful"

8.2

1 ——————————————|———————— 10

How likely are you to **recommend** the Symptom Checker?

Filling Out Demographic Form

✔ 100% successful

User Task

ⓘ One user was confused by the "greyed out" options in the Age field.

Results

Next Steps

Recommendation

Hide unavailable options from Age field when appropriate.

Symptom Checker

For | Me | ⌄

Age | Choose age range | ⌄

Gender | ⬤ Man | ◯ Woman

Zip/Postal Optional |

Next

Screen Sample From Test

Filling Out Demographic Form

✔ 100% successful

ⓘ One user was confused by the "greyed out" options in the Age field.

Recommendation

Hide unavailable options from Age field when appropriate.

Symptom Checker

For | Me | ⌄

Age | Choose age range | ⌄

Gender | ● Man | ○ Woman

Zip/Postal
Optional |

Next

Selecting a Symptom - Body View

✗ **66%** of users had **difficulty** correctly selecting the entire chest area.

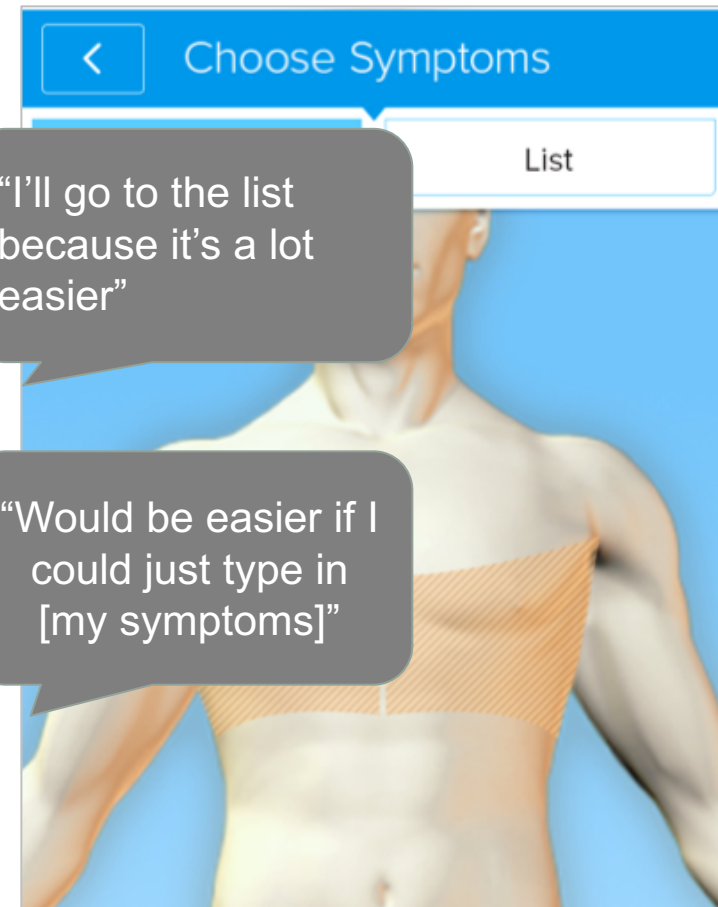✗ **50%** of users **switched to the list view** after struggling with the body view.

✗ Using the body view took significantly longer than the list view. Average **time on task: 2:10** vs. **0:15**.

Recommendations

Replace tap-to-zoom functionality with a single tap on a body part that takes users to the list for that body part.

Move Zoom and Back View icons up to be visible in the viewport.

Allow users to type in and search for symptoms.

Choose Symptoms

List

"I'll go to the list because it's a lot easier"

"Would be easier if I could just type in [my symptoms]"

Adding Additional Symptoms

ⓘ **50%** of users didn't notice the plus icon and used the **back button** instead.

ⓘ **Users had a hard time zooming out to another section of the body**

Recommendations

Move the plus icon below the list of symptoms and include a label i.e. "Add a symptom" (already implemented).
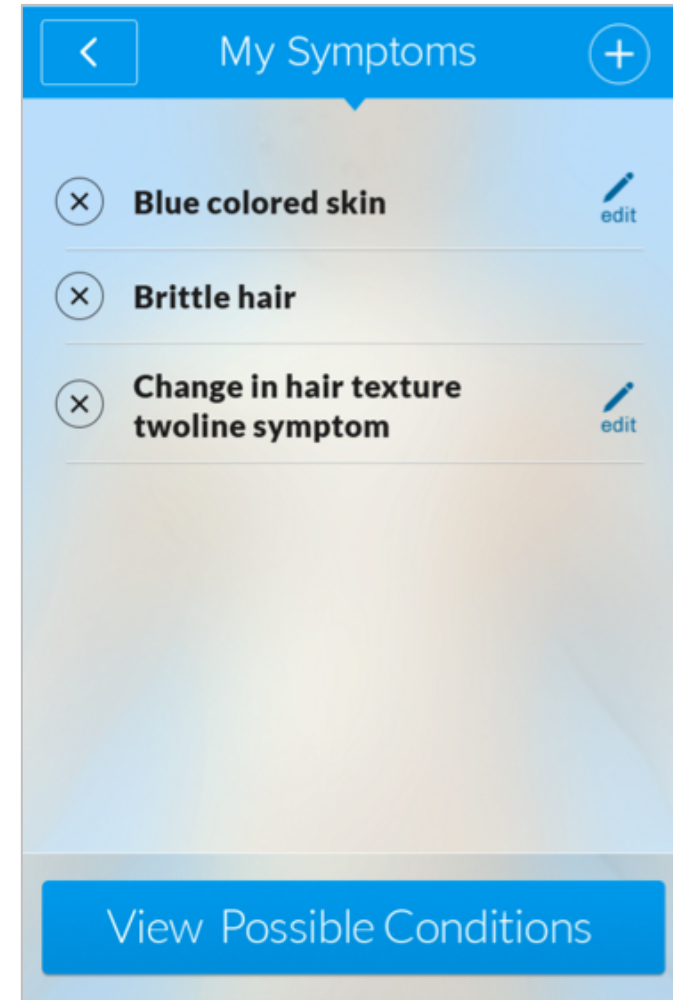
Finding Skin Symptoms

✗ **100%** of users looked for the skin symptom in the **chest area.**

✗ **33%** of users **failed** to find the skin symptom, and then tried to search.

ⓘ One user accidentally tapped the skin icon several times after zooming out because the skin and zoom icons are in the same place.

Recommendation

Include skin symptoms in the body areas.

Move skin icon to more viewable part of the screen, away from the zoom icon.

Change the skin icon to differentiate it more from the zoom icon (already implemented).

< Add Symptoms

Skin Symptoms:

Bald spots (hair)

Blue colored lips

Blue colored skin

Brittle hair
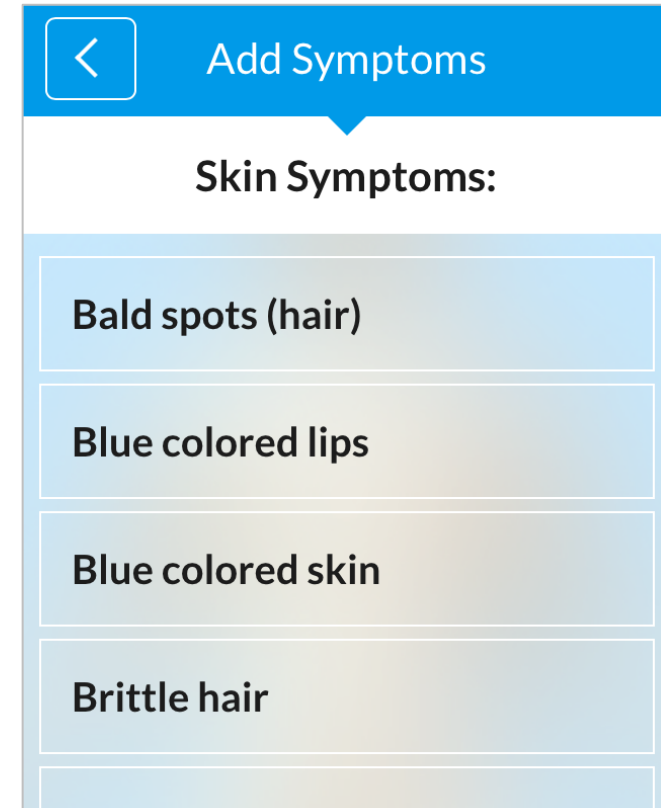
Editing Symptom Details

✔ 100% successful

ⓘ **50%** of users were confused by the "Finish" button on the symptom details screen.

Recommendation

Change the "Finish" button to "Save" or "Continue".

"I thought 'Finish' might take me to the end"
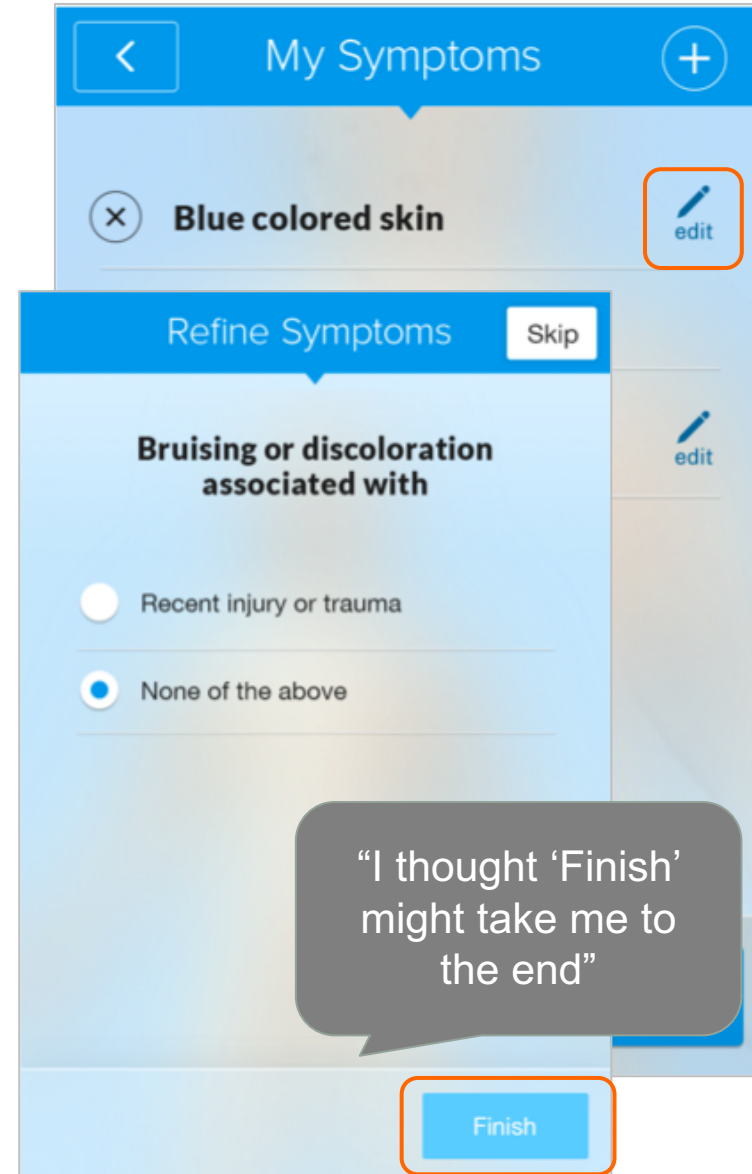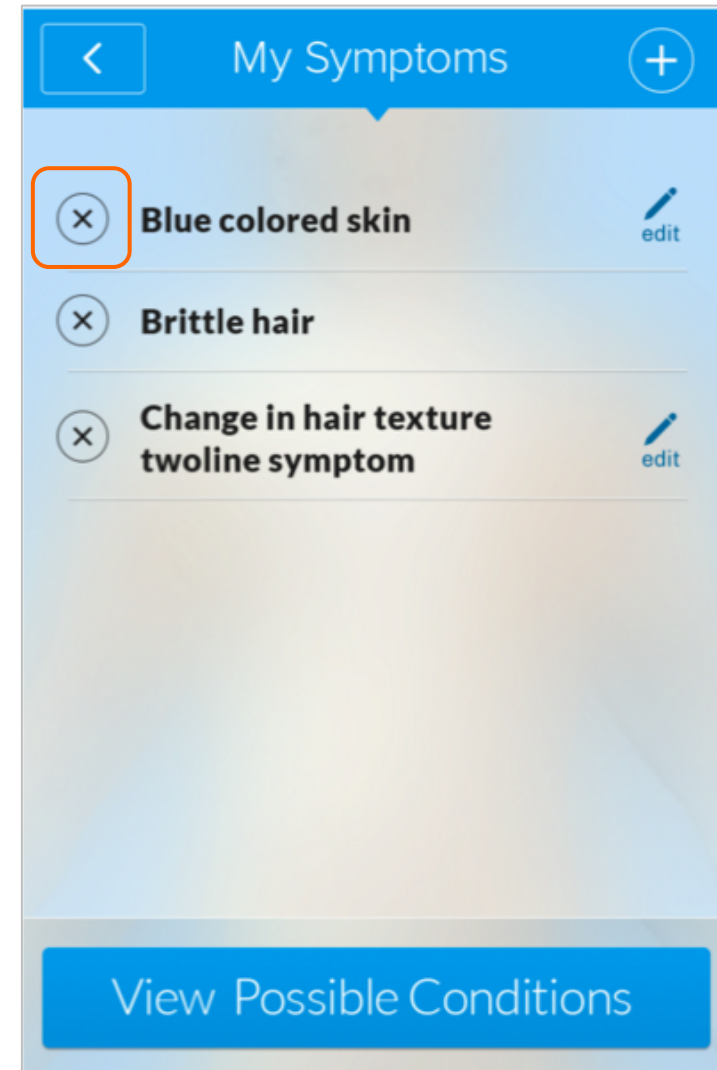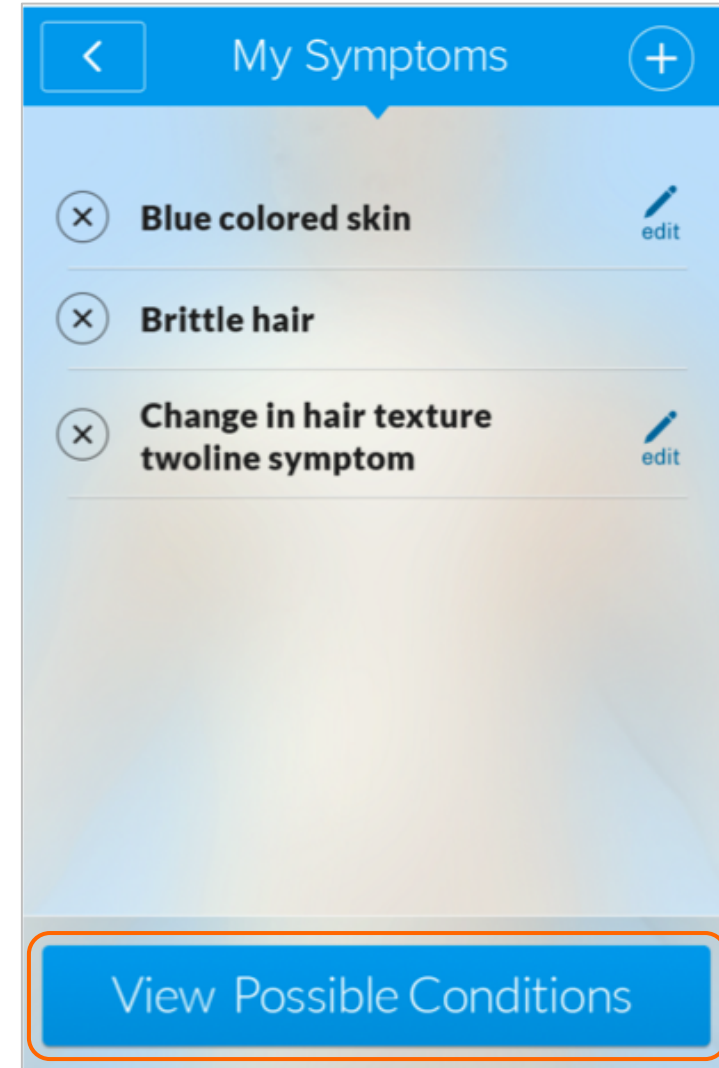
Deleting Symptoms

✔ 100% successful

"That was easy"

"It's easy to remove"
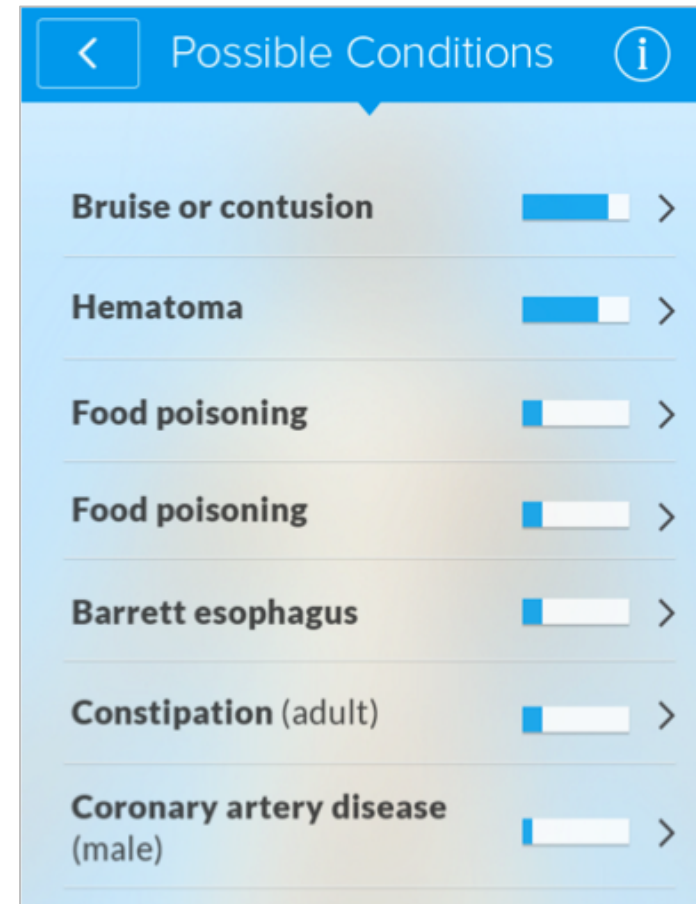
Viewing Possible Conditions

✔ 100% successful

Understanding Order of Conditions

✔ 100% successful

All users correctly assumed the list was ordered by "most likely matching my symptoms".

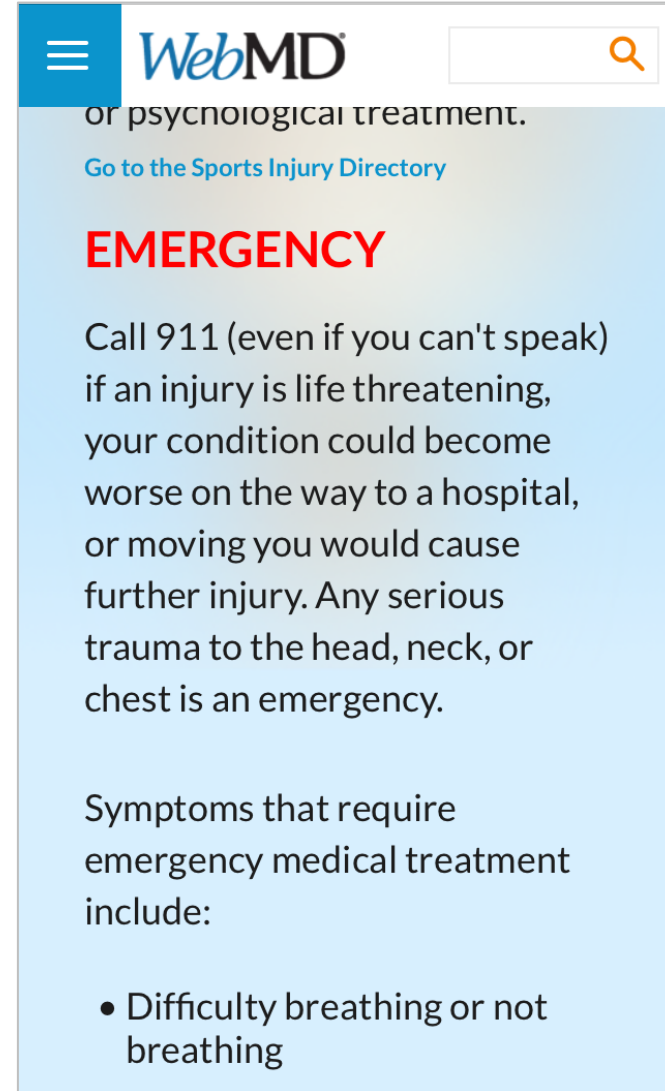One user tapped the information icon to confirm the order of the list.

"Very comprehensive results info"

Finding Condition Articles

✔ 100% successful

ⓘ One user liked the emergency section header in red, but thought it could be moved to the top of the article.

What frustrated you most?

"I'd like to have a functioning search option"

"It was fairly difficult to move between body parts. I had to go back and forth a lot, which felt pretty tedious"

"Dry skin could have been accessible from the chest section"

What would you change?

"Make it easier to navigate to different parts of the body without having to zoom in and out."

"Make it possible to type symptoms in somewhere instead of looking for everything in a list"

Summary

Recommendations

1. Hide unavailable options from Age field when appropriate.

2. Replace tap-to-zoom functionality with a single tap on a body part that takes users to the list for that body part.

3. Add a way to search for symptoms.

4. Move the plus icon below the list of symptoms and include a label i.e. "Add a symptom" (already implemented).

5. Change the "Finish" button to "Save" or "Continue".

6. Include skin symptoms in the body areas.

7. Move Skin, Zoom, and Back View icons to more viewable part of the screen.

8. Change the skin icon to differentiate it more from the zoom icon (already implemented).

Appendix

Scenario

Imagine you are experiencing some health issues and would like to use the WebMD symptom checker prior to visiting your doctor.

Tasks

- Fill out the demographic information and click next.
- You are having difficulty breathing. Select this symptom.
- You also have bruising on your chest. Select this symptom.
- You have noticed dry skin on your chest. Include this symptom in your list.
- You just remembered an incident at the gym that may have caused your bruising. Change the details of your bruising symptom to "recent injury or trauma".
- You have decided the dry skin is not related to your other symptoms. Remove this symptom from the list.
- Find the conditions that match your symptoms.
- In what order do you think these conditions are listed?
- Find more information about the first possible condition on the list.

Questions

- What frustrated you most about the symptom checker?
- If you had a magic wand, what would you improve?
- What did you like most about the symptom checker?
- How likely are you to recommend this site to a friend or colleague (0=Not at all likely, and 10=Very Likely)?