User Testing

This page contains questions to ask or things to look for when someone wants to observe how a CommCare phone user such as a Community Health Worker (CHW) is using CommCare during training activities or during visits. This is supposed to be a running list, so please add more questions.

- In general, what is level of engagement of both CHW and patient?
- In general, what is level of understanding of both CHW and patient?
- How quickly is the CHW proceeding through the forms?
- What appears to be the level of understanding for the patient? Do they look like they understand the questions?
- Does the patient have short answers?
- Are the questions simply said verbatim from the phone? Does the CHW provide any additional context or information to make sure the patient is correctly interpreting/understanding the questions?
- Is the audio easily audible?
- Is the CHW showing the images on the phone to the patient?
- Look from behind the CHW to see how they are proceeding through the forms.
- Does the CHW seem to know how to navigate the application pretty well?
- Is the CHW entering responses into the phone correctly (yes when client says yes; no when client says no)?

Definition File for In-Field CHW Observation (developed by CRS, includes CHW registration, CHW interpersonal communication checklist, home visit observation checklist, and technical issue tracker)

The implementation of our projects will contain the following steps:-

1. **BACKGROUND OF THE PROGRAM AND WHAT IS GOING ON**

It is important for the implementer to have a better and full understanding of the background of the project, and it is run currently before we introduce CommCare. To achieve this the implementers is suppose to request the following:-

- Request all existing documents from our partner organization
- Get the contact person from the operational field of our partner organization (the manager of the project)
- Get to know the site where the project is going to be implemented
- Get the contacts of the users or representative of users who are going to use the tool e.g. CHWs

1. **FOCUS GROUP DISCUSSION**

- The implementers is suppose to conduct at least 3 focus group discussion with the users
- During that time, the implementers is only listening and asking questions to understand how the existing go and data flow and how they report
- It is good once you have put together a document you should go back to check with users see if you have understood and make corrections according to users
- Then schedule some field visit so that you can actually go see what they are doing

1. **OBSERVATION**

- After you have conducted a focus group discussion with users, it is very important for the implementers to go follow-up with the users to actually see how they work.
- During observation field visit, remember you are only there to observe what take place. You can ask some things but don't try to correct things that you have heard from the organization or during focus group discussion.
- Write down a report on what you have seen exactly what happens; if possible include the dialog or interactions between the user and clients.
- Don't forget how it begins, the questions and answers but also what is been noted down by the user and clients.
- Determine how much time it takes from when the service begin to the time it ends
- At this point be carefully on how you talk to the user e.g. CHW because if you try to correct the user or ask question like you are suppose to do this and that, he/she may feel being supervised which will affect the entire point of you being there.
- Tell the user that you are there because you want to learn how they work and try to appreciate what the person is going.
- After the exercise is over you may now ask question like oh! I didn't see you do this or that would you tell me why? At that time there is no right and wrong answer but you are interest is to find out why users may or may not do this or that as the organization expects them to do
- Assure the users that you are not accusing them but you are trying to understand the difference between their services. At that point we don't know whether that's a good way or bad.

a. Specific issues

Specific things to pay attention to/observe during a field visit include the following. You may want to keep two lists: (1) improvements to make to the application and (2) points to include/emphasize during training and in any manuals.

- Language: Confirm that user is comfortable with whatever language has been chosen to be displayed on the phone, whatever language they are asked to enter information on the phone, and whatever language the audio message is being played in. Similarly, confirm that the audio message is being understood by the household.
This guidelines is for both community and facility based, basically trying to give an idea of how much resources is needed during implementation.

1. Training guidelines

This guidelines is for both community and facility based, basically trying to give an idea of how much resources is needed during implementation.

1. Field visit and follow-ups

The follow-up should take place in the next 4 weeks, once per week at least four hours per week.

The implementers should be able to get feedback from each user identify challenges and suggestions

It may be a good time to identify the users who are learning slowly and those who are learning very fast. If you identify someone who is smart learning we can let them train others or pair them with someone who doesn't learn as quick. (Power testers)

During that time encourage the users to practice and if possible send them an sms during the week before you see them. Or call each of them to encourage them.

After four weeks of follow-up you can space and start meeting them once after two weeks. It is not necessary but if you can do this at least twice may help get people to full speed.

The implementers should be able to login on the CCHQ, look on the dashboard and call/SMS those who have not submitted forms. It is ok for them to use a little bit of money to text us if they have a problem. If necessary for the implementers to visit the field can schedule that.

Also have their feedback on how the implementation went and see how they feel about the application and compared to the old system.

Also have their feedback on how it can be improved

It may be helpful to come up with a questionnaire during that time especially if some of deliverables need the info from the clients.

Whether with or without questionnaire you should be able to write down the challenges and success stories.

Write down frequent asked questions from the meeting