


Introduction	<ul style="list-style-type: none">● Title: Creating an educational web app for individuals with medical conditions of hyperhidrosis.● Author: Prisha Rao, UX Researcher, prisharao@sweatscan.com● Stakeholders: SWEATSCAN users, Merida Chen (Chief Operating Officer), O’Shea Barrington (Chief Information Officer)● Date: 13/03/2023● Project background: We’re creating a web app to help users create awareness about hyperhidrosis. This web app will act as an informative tool for users with or without the medical condition. It has features that will help maximize quality of life for users with the condition. Besides that, assistive technology such as a screen reader have been made compatible with the web app.● Research goals: Determine if users can complete core tasks within the prototype of the informative web app and figure out specific accessibility issues faced while navigating the web app.
Research questions	<ul style="list-style-type: none">● Are users able to successfully utilize the web app to improve their lives?● How are the features included in the web app able to improve their lives?● Are users able to navigate properly within the specified user flow?● Are there more features that users would like to see included in the app?● What can we learn from the steps users took to connect with other users?
Key Performance Indicators (KPIs)	<ul style="list-style-type: none">● Drop off rates: Measures how many users abandon the experience● Conversation rates : Measures the percentage of users who complete a desired data● System Usability Scale (SUS: Questionnaire to evaluate users’ feedback● Net Promoter Score (NPS) : Measures users’ recommendation to others
Methodology	<ul style="list-style-type: none">● Unmoderated usability study● Location: Remote● Date: 15th Mar 2023● Length: Each session will last 5 to 10 minutes, which will be concluded with a questionnaire and feedback form via email
Participants	<ul style="list-style-type: none">● Participants who suffers with the medical condition● Participants should be between the ages of 21 to 45.● Participants should include a fairly distribution of male and female genders including people that are differently-abled as below:<ul style="list-style-type: none">○ users using speech reader● Incentives: RM10.00 GrabFood gift card for participating in the study



- **During the moderated usability study**
 - A list of prompts appears on the device screen***
 - **Prompt 1 : From the home screen, select symptoms**
 - What do you like the most about the homepage?
 - **Prompt 2 : Open the menu to return to home**
 - How do you find opening the menu from the current screen?
 - **Prompt 3 : Select book appointment**
 - What are your thoughts on the options available?
 - Is there anything you would like to add here?
 - **Prompt 4 : Select dermatologist. Click Save**
 - How do you find the user flow?
 - What additional features do you think can fit here?
 - **Prompt 5 : Open the menu. Click on support groups**
 - What are your thoughts on the list of features available on the menu?
 - Do you like the support group function? Why?
 - How easy or difficult was it to navigate the web app?
 - **Prompt 6 : Open the menu. Click on sweat trackers. Click Save**
 - How do you think this feature will help you in your day to day life?
- **After the moderated usability study**
 - ***Participants will complete the System Usability Scale***
 - Participants will score the following ten statements by selecting one of five responses that range from “Strongly Disagree” to “Strongly Agree.”
 - I think that I would use this web app frequently.
 - I find the web app unnecessarily complex.
 - I think the web app is easy to use.
 - I need the support of a technical person to be able to use this web app.
 - I find the web app easy to navigate.
 - There is inconsistency within the web app.
 - I imagine that most people would learn to use this web app quickly.
 - I feel confident using the web app.
 - I need to learn a lot of things before I can start using this web app.
 - The main user flow is clear.
 - ***Participants will complete the Net Promoter Score***
 - Participants will score the following five statements by selecting one of five responses that range from “Strongly Recommend” to “Do Not Recommend.”
 - The web app is simple and easy to use.
 - The web app acts as an informative tool.
 - The web app has a support group feature.

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- The web app is accessible to differently-abled people.
 - I feel satisfied using the web app.

