

UCHealth: Moderated User Test Results, Phase 1

PARTICIPANT	TASK	SUCCESS/FAILURE	TIME	CLICK LOCATION
Participant 2				
	Task 1: If you had your choice, where would you click first?	N/A	8.96	Care Near Me button
	Task 2: Someone in your household is sick with a non-emergency. You'd like to find an Urgent Care. Click an element that best helps you accomplish this task.	Success	6.47	Urgent Care Results button
	Task 3: You need to get care quickly, but you don't have time to make a doctor's visit. A virtual visit would be perfect. Click an element that best helps you accomplish this task.	Success	4.29	Patient portal: Virtual Visit link
	Task 4: You're new to Colorado and curious to find out more about UCHealth. Click an element that best helps you accomplish this task.	Success	2.12	Nav: Services
	Task 5: Your friend has recommended you look at a career with UCHealth. Click an element that best helps you accomplish this task.	Success	4.56	Footer link
	Task 6: For a moment, focus on the navigation. Which element would you click to reveal more options?	Success	6.05	Kabob
	Task 7: Again, focus on the navigation. Which element would you click to close the menu?	Success	1.73	Kabob
	Task 8: You'd like to pay your bill online. Click an element that best helps you accomplish this task.	Success	2.34	Submenu
	Task 9: You'd like to schedule a visit for primary care. Click an element that best helps you accomplish this task.	Success	6.88	Primary Care, Schedule a Visit button
	Task 10: This is an area where Urgent Care results are listed. Click an element that helps you reserve your spot at any urgent care.	Failure	2.35	Urgent Care Results button
	Task 11: This is an area where Urgent Care results are listed—this time, with a different design. Click an element that helps you reserve your spot at any urgent care.	Failure	5.87	Urgent Care Results button
	Task 12: This is an area where Urgent Care results are listed. Click an element that helps you filter the urgent care results.	Success	4.72	Filter link
	Task 13: This is an area where Urgent Care results are listed—this time, with a different design. Click an element that helps you filter the urgent care results.	Success	16	Filter City/St/Zip
	Task 14: Focus on the Featured Stories area of the page. Click an element that helps you see all the stories.	Success	3.56	See all

	Task 15: You'd like to access your medical records. Your doctor recommended you register for the private patient portal. Click an element that best helps you accomplish this task.	Success	4.22	
	Task 16: Oh no! You cut your finger slicing potatoes while preparing a meal. The injury is not life-threatening but might require stitches. What do you click?	Failure	10.15	Patient portal: Request an appointment
	Task 17: You'd like to call UCHHealth. Click an element that best helps you accomplish this task.	Success	8.63	Urgent Care results listing
	Task 18: Your friend has invited you to a class with UCHHealth, but you'd like to find out more details about the event. Click an element that best helps you begin to accomplish this task.	Success	6.3	Footer link
Participant 3				
	Task 1: If you had your choice, where would you click first?	N/A	14.94	Read Tonya's story
	Task 2: Someone in your household is sick with a non-emergency. You'd like to find an Urgent Care. Click an element that best helps you accomplish this task.	Success	43.28	Nav: Doctors
	Task 3: You need to get care quickly, but you don't have time to make a doctor's visit. A virtual visit would be perfect. Click an element that best helps you accomplish this task.	Success	89.17	Patient portal: Virtual Visit link
	Task 4: You're new to Colorado and curious to find out more about UCHHealth. Click an element that best helps you accomplish this task.	Failure	67.24	Virtual Visit: Get started button
	Task 5: Your friend has recommended you look at a career with UCHHealth. Click an element that best helps you accomplish this task.	Success	154.48	Footer link
	Task 6: For a moment, focus on the navigation. Which element would you click to reveal more options?	Success	71.88	Kabob
	Task 7: Again, focus on the navigation. Which element would you click to close the menu?	Success	15.49	Kabob
	Task 8: You'd like to pay your bill online. Click an element that best helps you accomplish this task.	(Success)	5.94	Kabob
	Task 9: You'd like to schedule a visit for primary care. Click an element that best helps you accomplish this task.	Success	5.67	Patient portal: Schedule a visit
	Task 10: This is an area where Urgent Care results are listed. Click an element that helps you reserve your spot at any urgent care.	Success	42.7	Urgent Care Results listing
	Task 11: This is an area where Urgent Care results are listed—this time, with a different design. Click an element that helps you reserve your spot at any urgent care.	Failure	35.24	Filter City/St/Zip
	Task 12: This is an area where Urgent Care results are listed. Click an element that helps you filter the urgent care results.	Success	38.7	Filter link

	Task 13: This is an area where Urgent Care results are listed—this time, with a different design. Click an element that helps you filter the urgent care results.	Failure	20.09	See all
	Task 14: Focus on the Featured Stories area of the page. Click an element that helps you see all the stories.	Success	22.06	See all
	Task 15: You'd like to access your medical records. Your doctor recommended you register for the private patient portal. Click an element that best helps you accomplish this task.	Failure	59.12	Emergency: not sure link
	Task 16: Oh no! You cut your finger slicing potatoes while preparing a meal. The injury is not life-threatening but might require stitches. What do you click?	(Success)	4.48	Care near me
	Task 17: You'd like to call UCHHealth. Click an element that best helps you accomplish this task.	Failure	96	Virtual Visit: Get started button
	Task 18: Your friend has invited you to a class with UCHHealth, but you'd like to find out more details about the event. Click an element that best helps you begin to accomplish this task.	Success	7.78	kabob
Participant 4				
	Task 1: If you had your choice, where would you click first?	N/A	7.39	Care Near Me button
	Task 2: Someone in your household is sick with a non-emergency. You'd like to find an Urgent Care. Click an element that best helps you accomplish this task.	Success	62.76	Urgent Care Results listing
	Task 3: You need to get care quickly, but you don't have time to make a doctor's visit. A virtual visit would be perfect. Click an element that best helps you accomplish this task.	Success	33.14	Patient portal: Virtual Visit link
	Task 4: You're new to Colorado and curious to find out more about UCHHealth. Click an element that best helps you accomplish this task.	Success	34.15	Kabob
	Task 5: Your friend has recommended you look at a career with UCHHealth. Click an element that best helps you accomplish this task.	Success	6.3	Footer link
	Task 6: For a moment, focus on the navigation. Which element would you click to reveal more options?	Success	5.39	Kabob
	Task 7: Again, focus on the navigation. Which element would you click to close the menu?	Success	6.8	Kabob
	Task 8: You'd like to pay your bill online. Click an element that best helps you accomplish this task.	Success	5.36	Submenu
	Task 9: You'd like to schedule a visit for primary care. Click an element that best helps you accomplish this task.	Success	12.24	Primary Care, Schedule a Visit button
	Task 10: This is an area where Urgent Care results are listed. Click an element that helps you reserve your spot at any urgent care.	Success	39.37	Urgent Care Results listing

	Task 11: This is an area where Urgent Care results are listed—this time, with a different design. Click an element that helps you reserve your spot at any urgent care.	Success	104.64	Reserve your spot button
	Task 12: This is an area where Urgent Care results are listed. Click an element that helps you filter the urgent care results.	Success	6.81	Filter your results link
	Task 13: This is an area where Urgent Care results are listed—this time, with a different design. Click an element that helps you filter the urgent care results.	Success	29.07	Filter City/St/Zip
	Task 14: Focus on the Featured Stories area of the page. Click an element that helps you see all the stories.	Success	70.51	See all
	Task 15: You'd like to access your medical records. Your doctor recommended you register for the private patient portal. Click an element that best helps you accomplish this task.	Success	72.69	Patient portal: Register now for free link
	Task 16: Oh no! You cut your finger slicing potatoes while preparing a meal. The injury is not life-threatening but might require stitches. What do you click?	Success	215.82	Urgent Care Results listing
	Task 17: You'd like to call UCHHealth. Click an element that best helps you accomplish this task.	Success	13.76	Footer phone
	Task 18: Your friend has invited you to a class with UCHHealth, but you'd like to find out more details about the event. Click an element that best helps you begin to accomplish this task.	Success	18.07	Footer link
Participant 5				
	Task 1: If you had your choice, where would you click first?	N/A	22.54	Nav: Doctors
	Task 2: Someone in your household is sick with a non-emergency. You'd like to find an Urgent Care. Click an element that best helps you accomplish this task.	Success	1.79	Urgent Care Results button
	Task 3: You need to get care quickly, but you don't have time to make a doctor's visit. A virtual visit would be perfect. Click an element that best helps you accomplish this task.	Success	24.45	Patient portal: Virtual Visit link
	Task 4: You're new to Colorado and curious to find out more about UCHHealth. Click an element that best helps you accomplish this task.	Failure	51.96	Header logo?
	Task 5: Your friend has recommended you look at a career with UCHHealth. Click an element that best helps you accomplish this task.	Success	34.1	Footer link
	Task 6: For a moment, focus on the navigation. Which element would you click to reveal more options?	Success	31.12	Kabob
	Task 7: Again, focus on the navigation. Which element would you click to close the menu?	Success	4.41	Kabob

	Task 8: You'd like to pay your bill online. Click an element that best helps you accomplish this task.	Success	4.97	Submenu
	Task 9: You'd like to schedule a visit for primary care. Click an element that best helps you accomplish this task.	Success	43.48	Primary Care, Schedule a Visit button
	Task 10: This is an area where Urgent Care results are listed. Click an element that helps you reserve your spot at any urgent care.	Failure	9.48	Urgent Care Results button
	Task 11: This is an area where Urgent Care results are listed—this time, with a different design. Click an element that helps you reserve your spot at any urgent care.	Success	132.69	Urgent Care Results button
	Task 12: This is an area where Urgent Care results are listed. Click an element that helps you filter the urgent care results.	Success	13.4	Filter link
	Task 13: This is an area where Urgent Care results are listed—this time, with a different design. Click an element that helps you filter the urgent care results.	Success	34.13	Filter City/St/Zip
	Task 14: Focus on the Featured Stories area of the page. Click an element that helps you see all the stories.	(Success)	25.51	See all (but wanted to see it redundant in to
	Task 15: You'd like to access your medical records. Your doctor recommended you register for the private patient portal. Click an element that best helps you accomplish this task.	Failure	76.23	Nav: Services
	Task 16: Oh no! You cut your finger slicing potatoes while preparing a meal. The injury is not life-threatening but might require stitches. What do you click?	Success	42.69	Patient portal: Request an appointment
	Task 17: You'd like to call UCHHealth. Click an element that best helps you accomplish this task.	Success	17.87	Urgent Care results listing
	Task 18: Your friend has invited you to a class with UCHHealth, but you'd like to find out more details about the event. Click an element that best helps you begin to accomplish this task.	Failure	22.83	Footer link: Blog
Participant 6				
	Task 1: If you had your choice, where would you click first?	N/A		Care Near Me button
	Task 2: Someone in your household is sick with a non-emergency. You'd like to find an Urgent Care. Click an element that best helps you accomplish this task.	Success	12.48	Urgent Care Results button
	Task 3: You need to get care quickly, but you don't have time to make a doctor's visit. A virtual visit would be perfect. Click an element that best helps you accomplish this task.	Failure	3.9	Kabob
	Task 4: You're new to Colorado and curious to find out more about UCHHealth. Click an element that best helps you accomplish this task.	Failure	21.03	Urgent Care results listing

	Task 5: Your friend has recommended you look at a career with UCHHealth. Click an element that best helps you accomplish this task.	Success	29.23	Footer link
	Task 6: For a moment, focus on the navigation. Which element would you click to reveal more options?	Success	17.09	Kabob
	Task 7: Again, focus on the navigation. Which element would you click to close the menu?	Success	2.76	Kabob
	Task 8: You'd like to pay your bill online. Click an element that best helps you accomplish this task.	Success	2.88	Submenu
	Task 9: You'd like to schedule a visit for primary care. Click an element that best helps you accomplish this task.	Failure	9.51	Patient Portal sign in button
	Task 10: This is an area where Urgent Care results are listed. Click an element that helps you reserve your spot at any urgent care.	Success	20.51	Urgent Care Results button
	Task 11: This is an area where Urgent Care results are listed—this time, with a different design. Click an element that helps you reserve your spot at any urgent care.	Success	7.93	Urgent Care Results button
	Task 12: This is an area where Urgent Care results are listed. Click an element that helps you filter the urgent care results.	Success	11.86	Filter link
	Task 13: This is an area where Urgent Care results are listed—this time, with a different design. Click an element that helps you filter the urgent care results.	Failure	8.52	See results link
	Task 14: Focus on the Featured Stories area of the page. Click an element that helps you see all the stories.	Success	9.92	See all
	Task 15: You'd like to access your medical records. Your doctor recommended you register for the private patient portal. Click an element that best helps you accomplish this task.	(Success)	6.67	Footer link
	Task 16: Oh no! You cut your finger slicing potatoes while preparing a meal. The injury is not life-threatening but might require stitches. What do you click?	Success	1.54	Patient portal: Request an appointment
	Task 17: You'd like to call UCHHealth. Click an element that best helps you accomplish this task.	Success	5.85	Urgent Care results listing
	Task 18: Your friend has invited you to a class with UCHHealth, but you'd like to find out more details about the event. Click an element that best helps you begin to accomplish this task.	Success	6.92	Footer link
Participant 7				
	Task 1: If you had your choice, where would you click first?	N/A		Care Near Me button
	Task 2: Someone in your household is sick with a non-emergency. You'd like to find an Urgent Care. Click an element that best helps you accomplish this task.	Success		Urgent Care Results button

	Task 3: You need to get care quickly, but you don't have time to make a doctor's visit. A virtual visit would be perfect. Click an element that best helps you accomplish this task.	Failure		Patient portal: Virtual Visit link
	Task 4: You're new to Colorado and curious to find out more about UCHHealth. Click an element that best helps you accomplish this task.	Failure		Nav: Services
	Task 5: Your friend has recommended you look at a career with UCHHealth. Click an element that best helps you accomplish this task.	Success		Footer link
	Task 6: For a moment, focus on the navigation. Which element would you click to reveal more options?	Success		Kabob
	Task 7: Again, focus on the navigation. Which element would you click to close the menu?	Success		Kabob
	Task 8: You'd like to pay your bill online. Click an element that best helps you accomplish this task.	Success		Submenu
	Task 9: You'd like to schedule a visit for primary care. Click an element that best helps you accomplish this task.	Success		Primary Care, Schedule a Visit button
	Task 10: This is an area where Urgent Care results are listed. Click an element that helps you reserve your spot at any urgent care.	Failure		Urgent Care Results button
	Task 11: This is an area where Urgent Care results are listed—this time, with a different design. Click an element that helps you reserve your spot at any urgent care.	Success		Urgent Care Results button
	Task 12: This is an area where Urgent Care results are listed. Click an element that helps you filter the urgent care results.	Failure		Filter link
	Task 13: This is an area where Urgent Care results are listed—this time, with a different design. Click an element that helps you filter the urgent care results.	Success		Filter City/St/Zip
	Task 14: Focus on the Featured Stories area of the page. Click an element that helps you see all the stories.	Success		See all
	Task 15: You'd like to access your medical records. Your doctor recommended you register for the private patient portal. Click an element that best helps you accomplish this task.	Success		
	Task 16: Oh no! You cut your finger slicing potatoes while preparing a meal. The injury is not life-threatening but might require stitches. What do you click?	Success		Patient portal: Request an appointment
	Task 17: You'd like to call UCHHealth. Click an element that best helps you accomplish this task.	Success		Urgent Care results listing
	Task 18: Your friend has invited you to a class with UCHHealth, but you'd like to find out more details about the event. Click an element that best helps you begin to accomplish this task.	Success		Footer link
Participant 8				
	Task 1: If you had your choice, where would you click first?	N/A		Care Near Me button

Task 2: Someone in your household is sick with a non-emergency. You'd like to find an Urgent Care. Click an element that best helps you accomplish this task.	Success		Urgent Care Results button
Task 3: You need to get care quickly, but you don't have time to make a doctor's visit. A virtual visit would be perfect. Click an element that best helps you accomplish this task.	Failure		Patient portal: Virtual Visit link
Task 4: You're new to Colorado and curious to find out more about UHealth. Click an element that best helps you accomplish this task.	Failure		Nav: Services
Task 5: Your friend has recommended you look at a career with UHealth. Click an element that best helps you accomplish this task.	Success		Footer link
Task 6: For a moment, focus on the navigation. Which element would you click to reveal more options?	Success		Kabob
Task 7: Again, focus on the navigation. Which element would you click to close the menu?	Success		Kabob
Task 8: You'd like to pay your bill online. Click an element that best helps you accomplish this task.	Success		Submenu
Task 9: You'd like to schedule a visit for primary care. Click an element that best helps you accomplish this task.	Success		Primary Care, Schedule a Visit button
Task 10: This is an area where Urgent Care results are listed. Click an element that helps you reserve your spot at any urgent care.	Success		Urgent Care Results button
Task 11: This is an area where Urgent Care results are listed—this time, with a different design. Click an element that helps you reserve your spot at any urgent care.	Success		Urgent Care Results button
Task 12: This is an area where Urgent Care results are listed. Click an element that helps you filter the urgent care results.	Success		Filter link
Task 13: This is an area where Urgent Care results are listed—this time, with a different design. Click an element that helps you filter the urgent care results.	Failure		Filter City/St/Zip
Task 14: Focus on the Featured Stories area of the page. Click an element that helps you see all the stories.	Success		See all
Task 15: You'd like to access your medical records. Your doctor recommended you register for the private patient portal. Click an element that best helps you accomplish this task.	Success		
Task 16: Oh no! You cut your finger slicing potatoes while preparing a meal. The injury is not life-threatening but might require stitches. What do you click?	Success		Patient portal: Request an appointment
Task 17: You'd like to call UHealth. Click an element that best helps you accomplish this task.	Success		Urgent Care results listing
Task 18: Your friend has invited you to a class with UHealth, but you'd like to find out more details about the event. Click an element that best helps you begin to accomplish this task.	Success		Footer link

Participant 9				
	Task 1: If you had your choice, where would you click first?	N/A		Care Near Me button
	Task 2: Someone in your household is sick with a non-emergency. You'd like to find an Urgent Care. Click an element that best helps you accomplish this task.	Success		Urgent Care Results button
	Task 3: You need to get care quickly, but you don't have time to make a doctor's visit. A virtual visit would be perfect. Click an element that best helps you accomplish this task.	Success		Patient portal: Virtual Visit link
	Task 4: You're new to Colorado and curious to find out more about UCHHealth. Click an element that best helps you accomplish this task.	Success		Nav: Services
	Task 5: Your friend has recommended you look at a career with UCHHealth. Click an element that best helps you accomplish this task.	Success		Footer link
	Task 6: For a moment, focus on the navigation. Which element would you click to reveal more options?	Success		Kabob
	Task 7: Again, focus on the navigation. Which element would you click to close the menu?	Success		Kabob
	Task 8: You'd like to pay your bill online. Click an element that best helps you accomplish this task.	Success		Submenu
	Task 9: You'd like to schedule a visit for primary care. Click an element that best helps you accomplish this task.	Success		Primary Care, Schedule a Visit button
	Task 10: This is an area where Urgent Care results are listed. Click an element that helps you reserve your spot at any urgent care.	Success		Urgent Care Results button
	Task 11: This is an area where Urgent Care results are listed—this time, with a different design. Click an element that helps you reserve your spot at any urgent care.	Success		Urgent Care Results button
	Task 12: This is an area where Urgent Care results are listed. Click an element that helps you filter the urgent care results.	Success		Filter link
	Task 13: This is an area where Urgent Care results are listed—this time, with a different design. Click an element that helps you filter the urgent care results.	Success		Filter City/St/Zip
	Task 14: Focus on the Featured Stories area of the page. Click an element that helps you see all the stories.	Success		See all
	Task 15: You'd like to access your medical records. Your doctor recommended you register for the private patient portal. Click an element that best helps you accomplish this task.	Failure		
	Task 16: Oh no! You cut your finger slicing potatoes while preparing a meal. The injury is not life-threatening but might require stitches. What do you click?	Failure		Patient portal: Request an appointment
	Task 17: You'd like to call UCHHealth. Click an element that best helps you accomplish this task.	Success		Urgent Care results listing

	<p>Task 18: Your friend has invited you to a class with UCHHealth, but you'd like to find out more details about the event. Click an element that best helps you begin to accomplish this task.</p>	Success		Footer link
--	---	---------	--	-------------