User Interactions – Interview Summary

RCCE

Classification: General

Release date: July 14th, 2022

Prepared by: Julien@datafriendlyspace.org

Table of Contents

Data Friendly Space | julien@datafriendlyspace.org

Public

Revision History

Date	Revision Number	Revision Description	Author	Reviewer
14/07/2022	01	Initial Document	Greta Gurgenyan	Julien Chatellier

Team Members

S.No.	Name	Title	Email
1	Julien Chatellier	Technical Project Manager	julien@datafriendlyspace.org
3	Greta Gurgenyan	UX Consultant	greta@datafriendlyspace.org
4	Mariam Asatryan	UX Lead	mariam@yllwu.com
5			

Data Friendly Space | julien@datafriendlyspace.org

1 Introduction

1.1 Objectives

The goal of the interviews, and the purpose with which questions were framed, was to understand existing users' experience, needs and suggestions to improve usability.

1.2 Interviewed participants

1.2.1 Global Level
- Ginger Johnson (Social Sciences research CS) – 09/06/22

1.2.2 Regional Level
- Amadou Ndong (IM Regional support CS) – 14/06/22
- Rachel James (ESAR Coord.) -) – Inter-agency coordinator 07/06/2022
- Martha Scherzer (WHO Europe, Behavioral Insight team) – 08/06/22
- Bouchra Saba and Hamze Hababneh – 09/06/22 (MENA Coord./IM)

2 Collected feedback

2.1 Requests for functionalities
- User(s) creates a lot of reports so it would be helpful to have an export feature
- The users will use more the platform with the ability to export files (at the moment requests exports from the dev team)
- Export feature is desired
- The user(s) want to have the ability to have advanced search and filtering options (e.g. country, age, etc.)
- The heatmap feature would be very helpful
- Users use laptop - no request for phone interface

2.2 Comments on usability
- The user(s) is complaining about seeing a lot of information on one place
- The user(s) think the Overview page is hard to read

- The user(s) would like to see the information in more structured way
- Too many filters, no need for them in Overview section
- The user(s) complains that the data is added without a structure

- The user(s) is confused of how to get the particular data
- No logical way of how to get to the exact page

- A primary function is to display multiple indicators in the same view
- The user(s) like Country and Table pages
- The user(s) like the coloring options (green, blue)

- The dashboard is slow and not obvious in navigation

2.3 Comments on data
- Sometimes, data can be old
- Data is sometimes taken from small surveys and it is not obvious that it doesn't cover the whole country

2.4 Interaction with RCCE team
- The user(s) informs/wants to inform the dev team of what kind of data is needed
- The user(s) would like to have a form to share a feedback with a team sometimes
- What sets RCCE apart from Johns Hopkins's https://coronavirus.jhu.edu/map.html ?

3 Conclusion and directions

- Pages structure for readability
- Filters logic to direct data selection
- Review the map
- Add export functionality
- Page real estate for screens as little as 10'
- Review user interface elements

Data Friendly Space | julien@datafriendlyspace.org