

# An eHealth Tool concerning Attention Problems

Development and Qualitative Research into Students' User Experience

June 21, 2019

Supervisor & Commissioners: N.H.M. Labrie, C.M. van der Heijde, & P. Vonk

## 1 Research Background



24-29% of students experience attention problems<sup>[1]</sup>



Absence of online self-help for attention problems<sup>[2]</sup>

**AIM:** develop and evaluate a web-based eHealth tool to address attention problems among high educated students **by** analysing, mapping, and incorporating the perceived user experiences of students.

## 3 Preliminary Results



1. Scan for **Website Prototype**

2. **Students' User Experiences**



**System**

### Strengths

- › Rustic & uncluttered design
- › Triggered to conduct test

### Weaknesses

- › Unclear content presentation

**Content**

- › Comprehensible context
- › Relevant information

- › Excessively text provision

**Service**

- › Motivating and personal advice
- › Added value gained from test

- › Language use
- › Absence of experience stories

## 2 Method

1. **Prototype Development** (following CeHRes Roadmap)<sup>[3]</sup>

2. Identification of Students' User Experiences (n=9)<sup>[4]</sup>

### a. Usability Testing

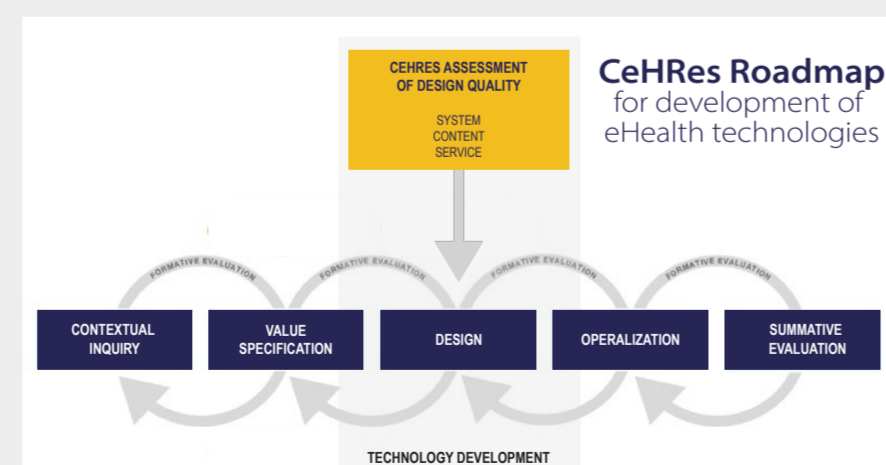
- › identify usability problems
- › using Think-aloud method

### b. Semi-structured User Interviews

- › identify perceptions and responses
- › both anticipated use and actual use

3. Data Analysis

- › **Problem categorizing** using thematic analysis



## 4 Preliminary Conclusion & Recommendations

**CONCLUSION:** it is considered a feasible tool to provide self-sufficiency in case of attention problems. Students mainly appreciate the personal advice of the test in order for the acceptance and confirmation of their complaints.

1. **Address identified Usability Problems or User Suggestions**

2. **Maintaining User-Centered Approach** (CeHRes Roadmap)<sup>[3]</sup>

- › Continue to the operationalisation phase and actual implementation of the Etool
- › Summative evaluation in order to monitor actual use and user-friendliness by using data logging, beta testing, and/or online surveys.

3. **Marketing Initiating** is imperative

- › Raising awareness of the Etool among students<sup>[2]</sup>