

ReliefHub

Testing findings

First-aid supplies at entertainment venues. Project lead and UI/UX designer on a four-person team.

Status: tested design proposal, not a deployed service.

Research and testing

Research with approximately 30 participants informed the kiosk direction. More than 10 users tested the connected digital and physical experience.

What testing surfaced

- Search was described as quick and easy to use.
- Double-negative questionnaire wording caused confusion.
- Emergency actions were unclear.
- The questionnaire could feel long and stressful in an emergency.
- Symptom choices were difficult to read and distinguish.
- Item descriptions did not provide enough information.

Proposed next iteration

Reorder questions, simplify responsiveness wording, clarify emergency routing, make symptom choices easier to distinguish, and provide richer item information. Follow those revisions with further usability testing and higher-fidelity physical and digital prototypes.

These revisions have not been implemented or retested. No improvement in medical outcomes or service speed is claimed.

Source: ReliefHub final team presentation, slides 23-24.