

USER TESTING REPORT

CommCare Connect User Testing – Q2 2026 Round 1

Organization

D-8 Health and Social Protection Programme (D-8 HSP)

Report Prepared by:

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Position:

Network Manager, D-8 HSP

Testing Period:

16–17 July 2026

Version:

1.0

Executive Summary

This report presents the findings from the CommCare Connect User Testing conducted by the D-8 Health and Social Protection Programme (D-8 HSP) between 16 and 17 July 2026. The objective was to validate the usability of newly designed features within CommCare Connect by observing Frontline Workers (FLWs) as they completed realistic tasks across multiple workstreams.

The testing covered selected scenarios under:

- Mobile Redesign
- Solicitations
- OCS Tasking
- Demographic Data Collection
- Messaging in CommCare

The exercise assessed participants' ability to understand interface elements, complete assigned tasks, navigate the application, interpret system messages, and provide feedback on usability.

The report summarizes participant performance, observations, usability issues, technical bugs, recommendations, and next steps for improvement.

1. Background

CommCare Connect is continually evolving to improve the experience of Frontline Workers (FLWs), Network Managers (NMs), Programme Managers (PMs), and other users.

To validate proposed improvements before deployment, D-8 HSP conducted moderated user testing using Dimagi's Q2 2026 Round 1 testing scenarios. The exercise evaluated how users interacted with redesigned interfaces and workflows while facilitators documented user behaviour, confusion points, completion rates, and suggestions for improvement.

2. Objectives

The objectives of the user testing were to:

- Validate the usability of redesigned mobile interfaces.
- Assess users' ability to complete key workflows without assistance.
- Observe navigation patterns and decision-making.
- Evaluate understanding of prompts and system messages.
- Identify usability challenges and technical defects.
- Collect participant feedback for product improvement.
- Measure task completion and user satisfaction.

3. Testing Methodology

Testing Approach

☒ Moderated

☒ Physical

☐ Remote

☐ Unmoderated

Testing Dates

16-17 July 2026

Testing Venue

Facilitator

Name	Role
Abubakar Haruna Garba	Network Manager / Facilitator

4. Participants

Participant ID	Person a	Gend er	Digital Literacy	Comple t ed
P01	FLW	Male		
P02	FLW			
P03	FLW			
P04	FLW			
P05	FLW			
P06	FLW			
P07	NM			

Total Participants: 7

5. Testing Scenarios

A. Mobile Redesign

Scenario	Comple t ed	Difficul ty	Commen ts
Daily Startup Orientation			
Re-auth First Click Test			
Cold Re-authentication			
Delivery Daily Orientation			
Sync Interpretation			
Required Task Before Service Delivery			

B. Solicitations

Scenario	Comple t ed	Difficul ty	Commen ts
Publish a Solicitation (PM)			

Scenario	Completed	Difficulty	Comments
Discover and Apply (LLO Applicant)			

C. OCS Tasking

Scenario	Completed	Difficulty	Comments
Assign Coaching Task			
Identify OCS Task			
Open and Complete OCS Task			

D. Demographic Data Collection

Scenario	Completed	Difficulty	Comments
Pop-up Banner Trigger			
Blocking Message Trigger			

E. Messaging

Scenario	Completed	Difficulty	Comments
Floating Action Button			
Notification Pop-up			

6. Success Metrics

Metric	Target	Actual
Task Completion Rate		
Average Time per Scenario		

Metric	Targ et	Actu al
Navigation Success		
Number of Assistance Requests		
User Satisfaction Score		
Critical Errors Identified		
Minor Usability Issues		

7. Findings

7.1 Overall Findings

Mobile Redesign

Strengths

Challenges

Solicitations

Strengths

Challenges

OCS Tasking

Strengths

Challenges

Demographic Data Collection

Strengths

Challenges

Messaging

Strengths

Challenges

8. Usability Issues

Issue ID	Workstream	Description	Severity	Recommendation	Status
UI-01			High		Open
UI-02			Medium		Open
UI-03			Low		Closed

9. Technical Issues

Issue ID	Scenario	Description	Severity	Owner	Status
T-01			High	Dimagi	Open
T-02			Medium	Dimagi	Closed

10. Participant Feedback

Positive Feedback

Challenges Reported

Suggested Improvements

11. Facilitator Observations

Document observations such as:

- Time taken to complete each scenario.
- Points where participants hesitated.
- Scenarios requiring facilitator intervention.
- Misinterpretation of icons or prompts.
- Navigation errors.
- User confidence throughout the session.

12. Quantitative Results

Workstream	Participants	Completed	Completion Rate
Mobile Redesign			
Solicitations			
OCS Tasking			
Demographic Data			
Messaging			

13. Risks Identified

Risk	Impact	Mitigation
Poor internet connectivity	High	Improve offline capability
Low digital literacy	Medium	Additional onboarding
Interface ambiguity	Medium	Improve labels and guidance
Device compatibility	Medium	Expand testing across devices

14. Recommendations

Immediate

- Resolve all critical usability issues.
- Address technical bugs discovered during testing.
- Improve onboarding guidance.

Short-Term

- Simplify user flows.
- Improve interface consistency.
- Enhance error and confirmation messages.

Long-Term

- Conduct additional testing after revisions.
- Introduce contextual help within the application.
- Expand testing to larger and more diverse user groups.

15. Conclusion

The user testing successfully validated the selected CommCare Connect scenarios and provided valuable insights into participant behaviour, usability challenges, and system performance. Overall findings indicate that the application is progressing well; however, several improvements should be implemented before broader deployment. Addressing the identified usability and technical issues will enhance user experience and improve adoption among Frontline Workers.

Annex A – Testing Schedule

Time	Activity
	Registration
	Introduction
	Scenario
	Briefing
	User Testing

Time	Activity
	Debrief
	Feedback Session

Annex B – Attendance Register

Name	Phone Number	Signature
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Annex C – Scenario Results Log

Participant	Scenario	Results	Notes
P01	Daily Startup Orientation	Pass	
P01	Re-authentication	Pass	
P01	Messaging	Fail	

Annex D – Screenshots

Attach screenshots of each scenario tested, including interface mock-ups, participant interactions (where permitted), and any observed usability issues.

Annex E – Action Tracker

Issue	Workstream	Owner	Priority	Due Date	Status
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