

Human Computer Interaction

Usability Evaluation Report

Dated
03/16/2026

Prepared By

NAME(S): Saeed Mohammed Awal

SIGNATURES: *SM Awal*

Brief Description of User

<< Give a brief description of the user that you selected as a participant. The description should contain the user's profile/demographic, his/her skill level in using the system/device, and the reasons for selecting him/her. It should *not* contain any personally identifiable information.>>

A middle-aged man with a solid background in information technology was chosen as the participant. He is quite proficient with computer systems, mobile applications, and web-based platforms, and he uses digital gadgets on a daily basis for both personal and business purposes.

His high technical expertise and keen interest in technology led to his selection. Because of his knowledge, he can quickly explore systems, spot usability problems, and offer thorough input on system performance and design.

Feedback & Critical Incidence

<< Record your observations in the table on the following page, based on your observations and notes taken during the usability evaluation

Description of columns in the table are as follows:

Prototype Screen/Page:

Which screen of the user interface the user was evaluating at the point of feedback/critical incidence/problem.

Reference:

This column should be used to relate an item back to a specific point in the session. The reference can be to a specific line number in the transcript above or a time code.

User feedback / critical incidence / problem:

This column may contain :

- Feedback (positive or negative) given by the users, **or**
- Critical incidences (breakdowns or problems encountered by users) and/or mistakes committed by users.

Reason for negative feedback / breakdown:

Briefly explain the reason for a breakdown or any negative feedback.

Scope:

Describe the scope of the feedback or the problem; include whether the scope of the issue is throughout the system/device or within a specific screen or screens. If the problems are specific to a page, include the appropriate page reference.

Severity (H/M/L) :

Your assessment as to whether the implication of the feedback is *low*, *medium*, or *high* severity, and the **justification** for that rating.

Way(s) to rectify:

Suggestion for the modifications that might be made to the user interface to address the issue or issues in this row. You **MUST** include trade-offs to be credible. If you can't think of some bad trade-off, say so.

Usability Evaluation Feedback Analysis

#	Prototype Screen Provide link to images and circle relevant part with optional annotations	Reference include line number(s) in specific transcript for the identified issue	User's feedback/ critical incidence/ problem	Reason for negative feedback / breakdown	Scope which interface /function is impacted	Severity (High/ Medium/ Low) and Justification for giving that rating	Way(s) to rectify and any Tradeoffs (i.e., why the fix might not work)
1	Login Page See Picture 1	Line 1–3	User logged in successfully without assistance.	Clear input fields and straightforward login process.	Authenticat tion	Low – No issue observed.	Could add “Remember Me” feature. Tradeoff: May raise minor security concerns on shared devices.
2	Appointment Booking – Date & Time Selection See Picture 2	Line 4–8	User easily selected date and time without confusion.	Logical step-by-step flow and clear navigation buttons.	Booking Process	Low – Process worked smoothly.	Add calendar preview of unavailable dates. Tradeoff: Slight increase in interface complexity.

3	<p>Reason for Visit & Confirmation Page</p> <p>See Picture 3</p>	Line 9–11	User understood how to enter reason and confirm details.	Clear labels and structured confirmation page.	Booking Confirmation	Low – No breakdown occurred.	Add edit button on confirmation page. Tradeoff: Adds extra button but improves flexibility.
4	<p>Dashboard – Appointment Overview with Countdown</p> <p>See Picture 4</p>	Line 12–14	User understood the countdown timer and appointment overview immediately.	Visual feedback and real-time countdown improve clarity.	User Dashboard	Low – Feature enhanced user experience.	Add reminder notification option. Tradeoff: Requires notification permissions.
5	<p>Post-Appointment – Medication Overview</p> <p>See Picture 5</p>	Line 15–18	User easily viewed medication details, dosage, and countdown timer.	Organized layout and clear display of dosage and timing.	Medication Management	Low – No usability issues reported.	Add alert reminders for medication times. Tradeoff: May require background notification support.

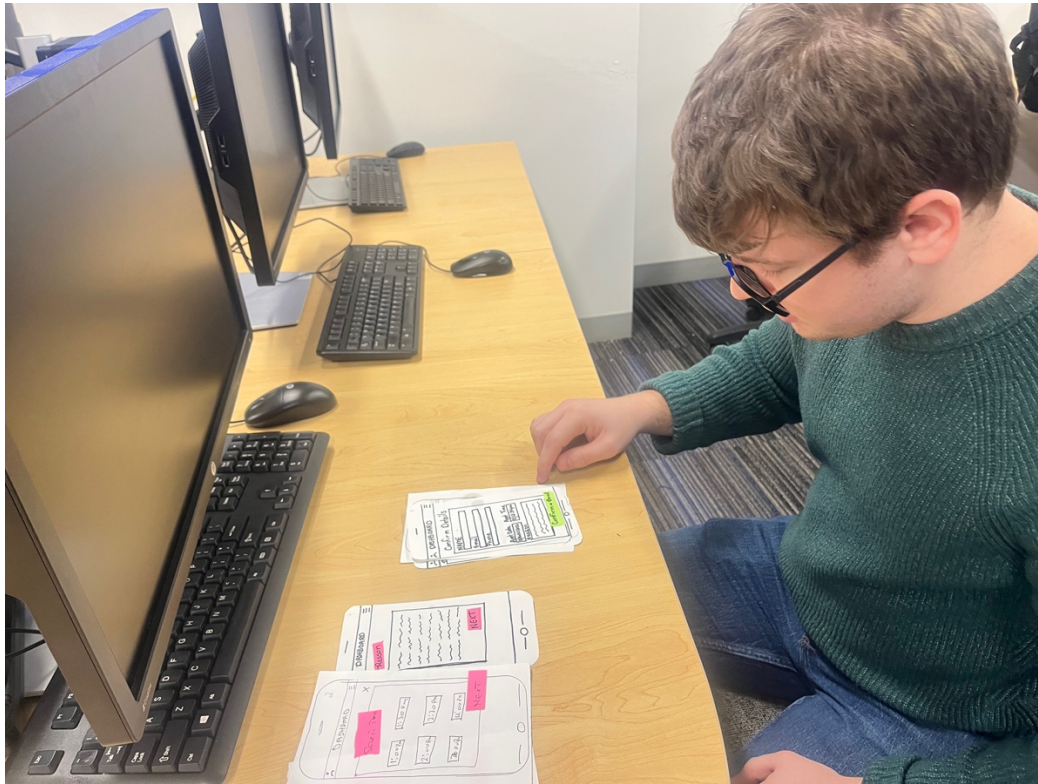
Picture 1 – LOGIN PAGE



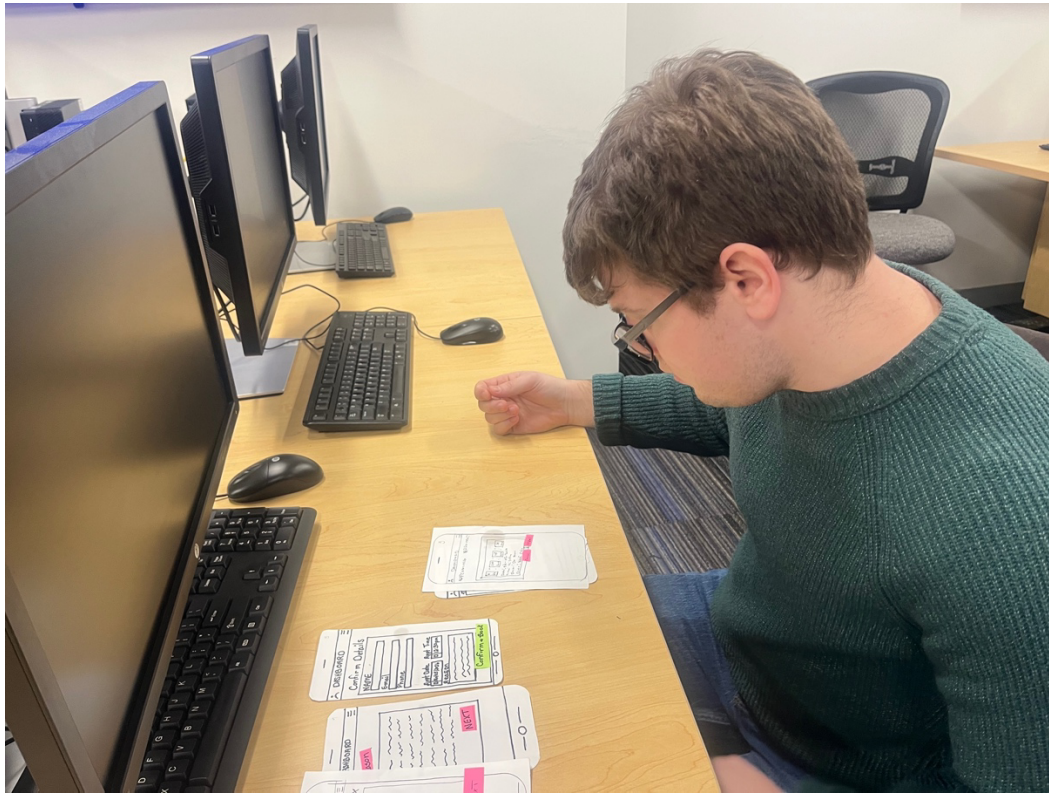
Picture 2 - Appointment Booking – Date & Time Selection



Picture 3 - Reason for Visit & Confirmation Page



Picture 4 - Dashboard – Appointment Overview with Countdown



Picture 5 - Post-Appointment – Medication Overview

