

Human Computer Interaction

Usability Evaluation Report

Dated
03/16/2026

Prepared By

NAME(S): RAFIQUE AGYARE

SIGNATURES:

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.>>

Jahid is a 27-year-old male who regularly visit the HEART Clinic for follow-up appointments. He owns a smartphone and uses it primarily for calls, texting and basic apps such as email and weather updates. His digital literacy level is moderate, he is comfortable navigating simple mobile application but becomes frustrated when interfaces are cluttered or unclear. Jahid was seletced because he represents the primary target user group of the HEART Clinic mobile app.

1

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:

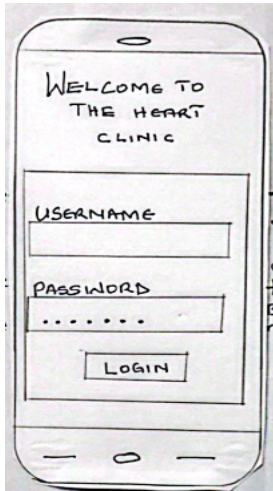
Suggestion for the modifications that might be made to the user interface to address the issue or issues in this row. You **MUST** include trade-offs to be credible. If you can't think of some bad trade-off, say so.

Usability Evaluation Feedback Analysis

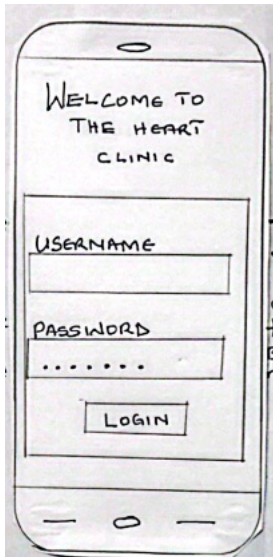
#	Prototype Screen Provide link to images and circle relevant part with optional annotations	Reference include line number(s) in specific transcript for the identified issue	User's feedback/ critical incidence/ problem	Reason for negative feedback / breakdown	Scope which interface /function is impacted	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	See Picture 1	Time 13:15	Jahid stated that the text "welcome to HEART Clinic" was clear but felt the screen did not immediately show what action to take	The visuals were clear and suggested large "Login" or Get Started button	Specific welcome screen	Severity: Medium Justification: it does not block task completion but may cause hesitation for first time users	Add a large, high contrast "Get Started" button at the bottom of the screen. Tradeoff: Adding a large button may reduce minimalistic aesthetic appeal
2	See Picture 2	14:10	Jahid accidentally tapped "Admin" instead of "Patient" and seemed confused	Admin and patient options were too closely and looked visually similar	Login role selection interface	Severity: High Justification: incorrect selection prevents proper system access and increase frustration	Separate Admin and patient login visually with deferent colors and icons Tradeoff: too much color differentiation may affect visual consistency across the app

3	See Picture 3	15:10	Jahid struggled to scroll through available times and said the text looked small	Small font size and tight spacing increased cognitive and visual load	Appointment scheduling interface	Severity: High Justification: Directly affects core functionality of booking appointments.	Increase font size and add larger targets for time slots. Tradeoff: Larger elements may reduce the number of visible options on one screen requiring more scrolling.
4	See Picture 4	16:10	Jahid was unsure whether he had successfully marked his medication as taken	Insufficient feedback after pressing "Mark as Taken"	Medication adherence tracking	Severity: Medium Justification: May lead to uncertainty but does not completely task completion	Add confirmation animation like green checkmark + vibration feedback Tradeoff: too many animations may slow down older devices
5	See Picture 5	17:10	Jahid appreciated seeing all appointments but wanted clearer distinction between upcoming and past appointments.	No strong visual differentiation between appointment statuses	Appointment viewing function across dashboard.	Severity: Medium Justification: Affects clarity but not system functionality	User color-coded labels (Green = Upcoming, Gray= Past, Red = Canceled). Tradeoff: overuse of color may create accessibility concerns for color users unless paired with icons or text labels.

Picture 1: **Welcome Screen**



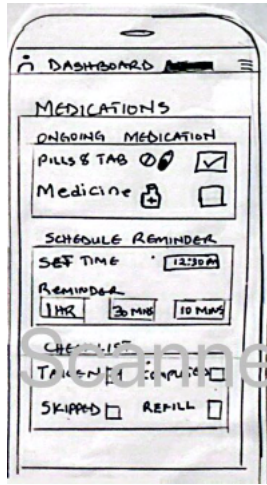
Picture 2: **login Screen**



Picture 3: Select Appointment Date & Time



Picture 4: Medication Reminder Screen



Picture 5: Upcoming Appointments List

