

Human Computer Interaction

Usability Evaluation Report

Dated
MM/DD/YYYY

Prepared By

NAME(S): Wendy Boateng

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.>>

1
2
3

The User is a Computer Science Masters student. She is familiar with computer programs and has also used different types of Apps. She was selected to detect issues that might be missed by non-technical users.

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.

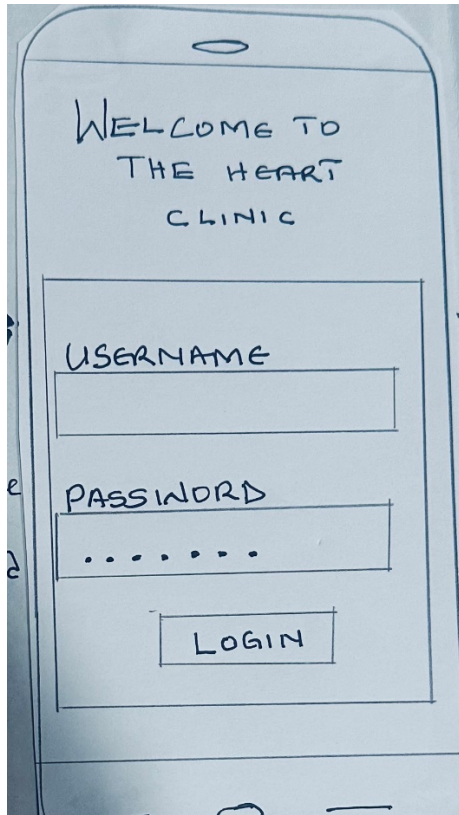
Usability Evaluation Feedback Analysis

#	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	No Issues	Ease to login.	The Login Instructions were quite clear, so it was very easy to login user details.	No Impact	Low- There was no difficulty to login user details.	No need to rectify
2	See Picture 2	No Issues	It is easy to navigate through the calendar.	The calendar for appointment booking was not complicated so there was smooth navigation.	No Impact	Low- selecting a date for appointment was not complicated	No need to rectify

3	See Picture 3	Issue with time for appointment	Option to Input User appointment time.	The time for selecting the appointment time had no option for the user to request her own time because the appointment time was fixed. She said she wanted an option where she could also input a time which was convenient for her.	Appointment time selection page.	Medium- The user couldn't request for another time other than the times provided by the app.	There should be a button with the option for "other" for users to input their desired time.
4	See Picture 4	No Issues	Confirming and booking appointment was easy to understand.	The page gave clear details of the bookings	No Impact	Low- The confirmation page was clear in all details.	No need to rectify.
5	See Picture 5	Issue with medication reminder	Time set for reminder was fixed.	She felt there should be an option for her to set her own time other than what was given on the app.	Medications page	Medium- The medication page had no issues except for the medication reminder time.	There should be an option for users to input a time they want to be reminded to take their meds.

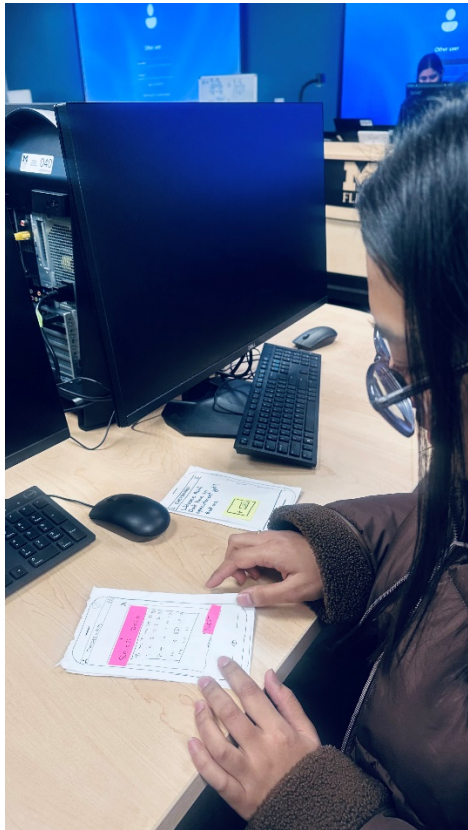
Picture 1:

<< insert picture 1 here >>



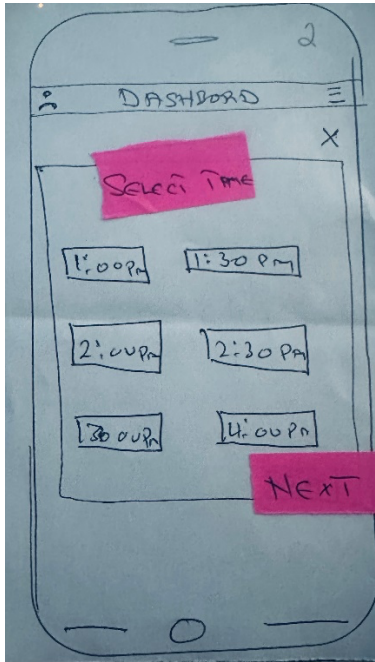
Picture 2:

<< insert picture 2 here >>



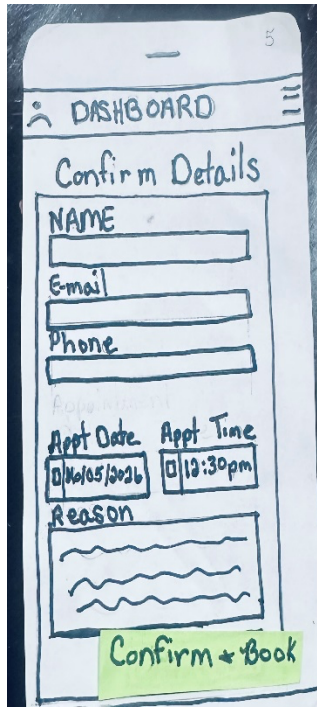
Picture 3:

<< insert picture 3 here >>



Picture 4:

<< insert picture 4 here >>



Picture 5:

<< insert picture 5 here >>

