



UNIVERSIDAD AUTÓNOMA DE
QUERÉTARO
FACULTAD DE INFORMÁTICA



“TEC-SOFT”

ENTREGA FINAL FASE 3 Y 4

DISEÑO DE INTERFAZ DE SOFTWARE

LAURA CHAVERO BASALDUA

SEMESTRE: 2 GRUPO: 30

FECHA DE ENTREGA:

15 DE OCTUBRE DEL 2023

INTEGRANTES:

- MENDOZA RODRIGUEZ JUAN PABLO
- MIRAMONTES ESPINOZA JOSE MANUEL
- RICO GUERRERO ALONDRA MONSERRAT
- SERRANO ESPINOSA ALEJANDRA
- VIRGILIO BREÑA JULIO CESAR

FASE DE IMPLEMENTACION

EVALUACION HEURISTICA: Test de Usabilidad

Crear sistema en Visual Studio. Net con el lenguaje Visual Basic

The screenshot shows the main menu of the 'Hospital' application. The menu bar includes 'Hospital', 'Director General', 'Director por area', 'Medicos', 'Enfermeras', and 'Recepcionista'. The 'Servicios Medicos' menu item is highlighted. Below the menu, there are three tabs: 'Especialidad', 'Servicios Medicos', and 'Usuarios'. The 'Especialidad' tab is active, showing a form for scheduling appointments ('Agendar Cita'). The form includes fields for 'Nombres', 'Apellidos', 'Fecha de Nacimiento' (15/10/2023), 'Especialidad', 'Edad', 'Estado Civil', 'Email', 'Fecha de la Cita' (15/10/2023), 'Sexo', 'Direccion', 'Telefono', and 'Comentario'. There is an 'ENVIAR' button. Below the form, there are four buttons: 'Analisis Clinicos', 'Resonancias Magneticas', 'Radiologia', and 'Tomografias'.

The screenshot shows the 'Director General' screen. The menu bar is the same as the main menu. The 'Director General' menu item is highlighted. Below the menu, there are two buttons: 'Buscar historial medico' and 'Buscar'. There is a 'Salir' button. On the left, there is a list of menu items: 'E-mail', 'Citas', 'Materiales', 'Reportes', 'Informes', and 'Horarios'. On the right, there is a 'Tareas pendientes' section with a list of tasks: 'Reunion con el consejo', 'Pendiente 2', 'Pendiente 3', and 'Pendiente 4'.

The screenshot shows the 'Director por area' screen. The menu bar is the same as the main menu. The 'Director por area' menu item is highlighted. Below the menu, there are two buttons: 'Buscar historial medico' and 'Buscar'. There is a 'Salir' button. On the left, there is a list of menu items: 'E-mail', 'Citas', 'Materiales', 'Reportes', 'Informes', and 'Horarios'. On the right, there is a 'Tareas Pendientes' section with a list of tasks: 'Pendiente 1', 'Pendiente 2', 'Pendiente 3', and 'Pendiente 4'.

The screenshot shows the 'Medicos' screen. The menu bar is the same as the main menu. The 'Medicos' menu item is highlighted. Below the menu, there are two buttons: 'Buscar historial Medico' and 'Buscar'. There is a 'Salir' button. On the left, there is a list of menu items: 'E-mail', 'Reportes', 'Citas', and 'Informes'. On the right, there is a 'Tareas Pendientes' section with a list of tasks: 'Pendiente 1', 'Pendiente 2', 'Pendiente 3', and 'Pendiente 4'.

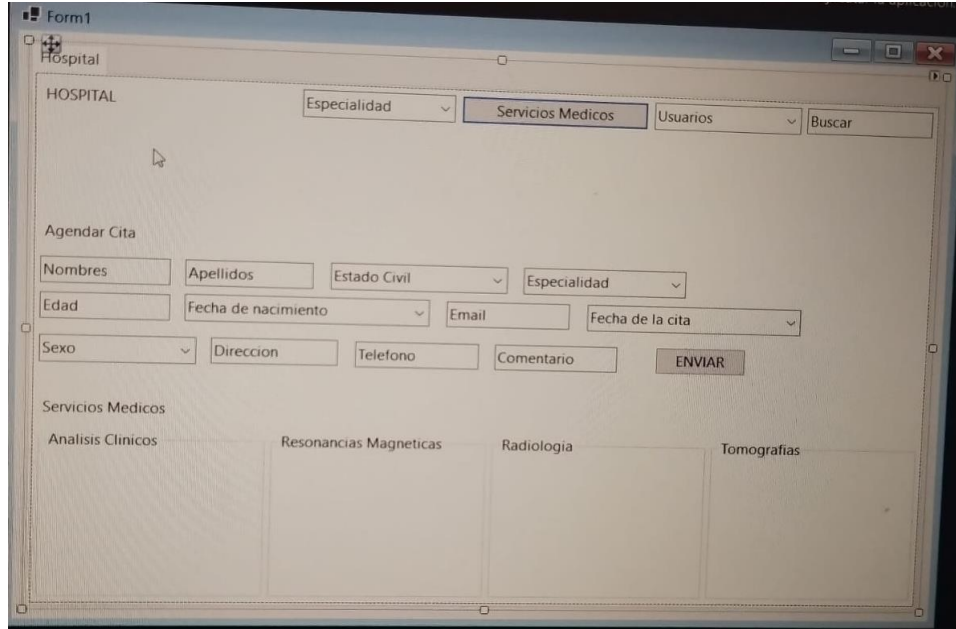
The screenshot shows the 'Enfermeras' screen. The menu bar is the same as the main menu. The 'Enfermeras' menu item is highlighted. Below the menu, there are two buttons: 'Buscar Historial medico' and 'Buscar'. There is a 'Salir' button. On the left, there is a list of menu items: 'E-mail', 'Reportes', and 'Informes'. On the right, there is a 'Tareas Pendientes' section with a list of tasks: 'Pendiente 1', 'Pendiente 2', 'Pendiente 3', and 'Pendiente 4'.

The screenshot shows the 'Recepcionista' screen. The menu bar is the same as the main menu. The 'Recepcionista' menu item is highlighted. Below the menu, there are two buttons: 'Buscar historial medico' and 'Buscar'. There is a 'Salir' button. On the left, there is a list of menu items: 'E-mail', 'Registros', 'Agendar Citas', and 'Pagos'. On the right, there is a 'Tareas Pendientes' section with a list of tasks: 'Pendiente 1', 'Pendiente 2', 'Pendiente 3', and 'Pendiente 4'.

Realización de evaluaciones heurísticas del curso

Evaluación Heurística

Aspecto Negativo– Historial Médico Electrónico

The image shows a screenshot of a web application window titled 'Form1'. The window contains a form for a hospital system. At the top, there is a section labeled 'HOSPITAL' with a search bar containing the text 'Especialidad' and a 'Buscar' button. Below this, there is a section labeled 'Agendar Cita' with several input fields: 'Nombres', 'Apellidos', 'Estado Civil' (dropdown), 'Especialidad' (dropdown), 'Edad', 'Fecha de nacimiento' (dropdown), 'Email', 'Fecha de la cita' (dropdown), 'Sexo' (dropdown), 'Direccion', 'Telefono', and 'Comentario'. There is an 'ENVIAR' button at the bottom of this section. Below the 'Agendar Cita' section, there is a section labeled 'Servicios Medicos' with a grid of four categories: 'Analisis Clinicos', 'Resonancias Magneticas', 'Radiologia', and 'Tomografias'. The form is displayed on a light-colored background with a standard web browser interface.

Identificador UAR — accesibilidad

Breve descripción:

La característica del historial médico electrónico en nuestro sistema presenta deficiencias en términos de accesibilidad, lo que compromete la eficiencia y eficacia en la gestión de la información médica de los pacientes.

Evidencia del aspecto:

- La navegación en los servicios es confusa y poco intuitiva, lo que dificulta a los usuarios encontrar la información que necesitan rápidamente.
- No se han proporcionado atajos de teclado o funciones de búsqueda efectivas para facilitar la búsqueda y recuperación de información relevante en el historial médico.
- La interfaz no permite la personalización de la visualización de datos o la organización del historial médico según las preferencias del usuario.

Aspecto de la interfaz:

La sección del historial médico electrónico muestra una estructura desorganizada y poco clara, con una disposición caótica de la información médica de los pacientes.

Explicación del aspecto:

- Falta de un diseño estructurado y coherente en la visualización del historial médico, lo que resulta en una experiencia desordenada y difícil de seguir para los usuarios.
- La ausencia de funciones de búsqueda avanzada o filtrado de datos agrava la complejidad y frustración asociada con la obtención de información precisa.

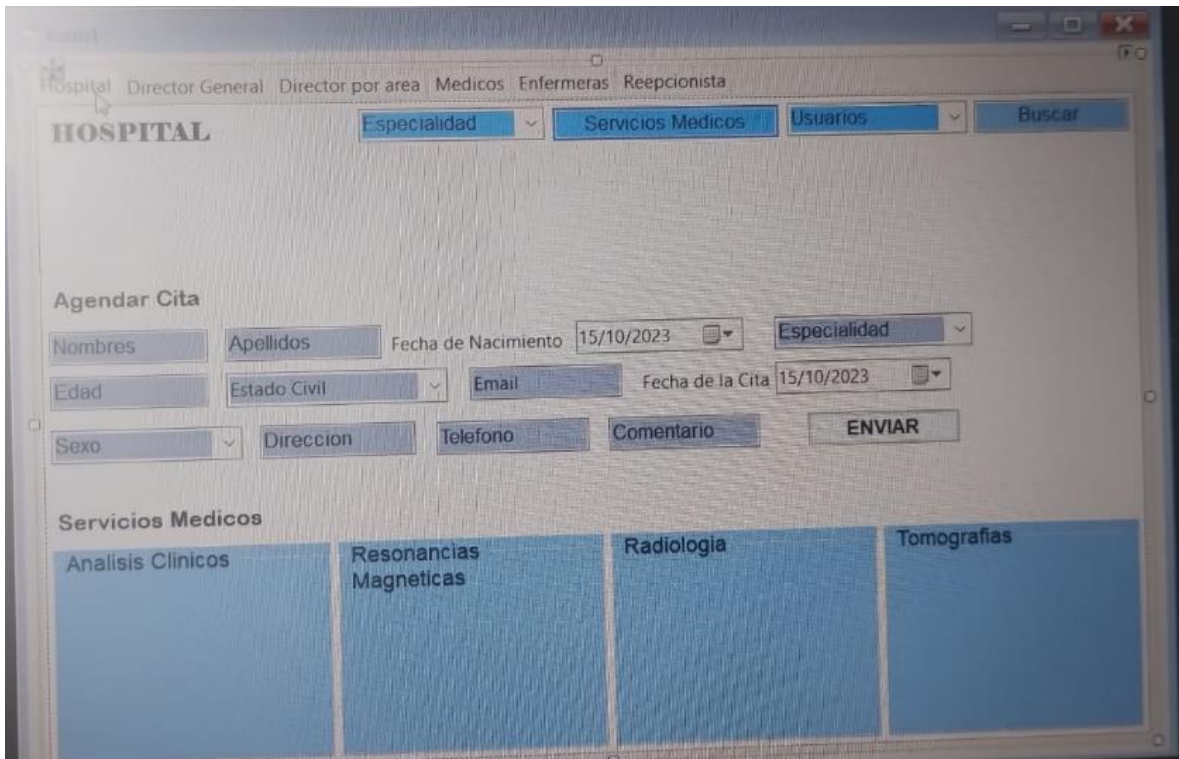
Impacto negativo:

Esta implementación ineficiente de la característica del historial médico electrónico lleva a una pérdida de tiempo y recursos para los profesionales de la salud, así como a un riesgo potencial para la seguridad del paciente debido a la dificultad para acceder rápidamente a información crítica.

Solución:

- Revisión y rediseño exhaustivo de la interfaz del historial médico, enfocándose en la simplificación de la navegación, la implementación de herramientas de búsqueda eficaces y la posibilidad de personalizar la visualización de datos según las necesidades de los usuarios.

Aspecto Positivo – Sistema de Citas



Identificador UAR HE1 — Una característica positiva

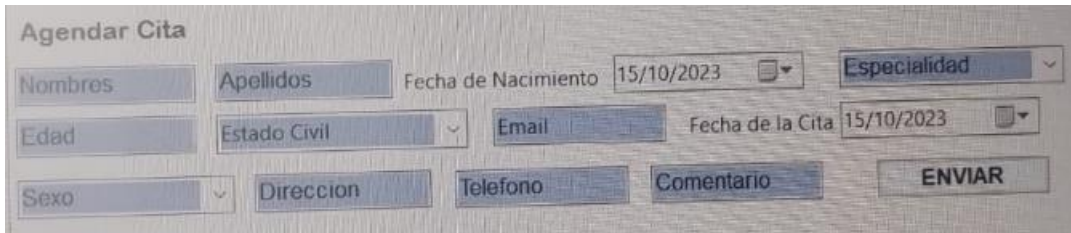
Breve descripción:

Una de las características más destacadas de nuestro Identificador UAR es la opción para agendar citas, la cual se caracteriza por su alta usabilidad y facilidad de comprensión.

Evidencia del aspecto:

La flexibilidad y eficiencia de uso son aspectos clave de esta característica. Hemos diseñado el sistema de tal manera que las instrucciones para su uso sean visibles y fácilmente accesibles en todo momento. Además, hemos implementado aceleradores que, aunque no sean visibles para el usuario principiante, mejoran significativamente la interacción para usuarios expertos. Esto garantiza que nuestro sistema sea adecuado tanto para usuarios inexpertos como experimentados. Un punto esencial es la capacidad del sistema para permitir la personalización de acciones frecuentes, lo que mejora aún más la experiencia del usuario.

Aspecto de la interfaz:

The image shows a web form titled "Agendar Cita". It contains several input fields: "Nombres", "Apellidos", "Fecha de Nacimiento" (with a date picker showing 15/10/2023), "Especialidad" (a dropdown menu), "Edad", "Estado Civil" (a dropdown menu), "Email", "Fecha de la Cita" (with a date picker showing 15/10/2023), "Sexo" (a dropdown menu), "Direccion", "Telefono", and "Comentario". At the bottom right of the form is a button labeled "ENVIAR".

El apartado de agendar cita es especialmente notorio en nuestra plataforma. Ofrecemos al usuario varias opciones de información, lo que le brinda un mayor control sobre la recolección de datos y, en última instancia, un mejor control sobre sus citas médicas. Esto se traduce en una experiencia más personalizada y eficiente para el usuario.

La explicación del aspecto:

Nuestra decisión de incorporar múltiples opciones en el sistema de agendar citas se basa en el deseo de proporcionar a nuestros usuarios una experiencia intuitiva y fácil de utilizar. Queremos que la interacción con nuestro sistema sea lo más sencilla posible y que los usuarios puedan recopilar la información necesaria de manera efectiva. Esto no solo mejora la usabilidad, sino que también aumenta la satisfacción del usuario.


Beneficio:

La implementación de esta característica tan intuitiva y personalizable garantiza que los usuarios opten por utilizar nuestro sistema de citas en lugar de buscar alternativas menos confiables. Nuestro objetivo es que los usuarios confíen en nuestra plataforma para gestionar sus citas, lo que a su vez fortalece nuestra posición como una opción confiable y conveniente.

Solución:

Para desarrollar esta característica, no nos limitamos a los sistemas de citas utilizados en hospitales; en su lugar, nos inspiramos en varias fuentes y referencias. Hemos fusionado las mejores prácticas de múltiples sistemas de citas para crear una solución única que combina eficiencia, usabilidad y flexibilidad. Esto nos permite ofrecer a nuestros usuarios una experiencia de agendamiento de citas de alta calidad que se adapta a sus necesidades y preferencias.

Organizar test de usabilidad inmediatamente a las entregas (formularios). Evaluar mediante el reporte XEROX



uxheuristics.net

by jordanian

Twitter: @jordian / @UX_heuristics

File > Make a copy or File > Download to use this sheet

Nielsen/Xerox 13 Usability Heuristics

Heuristic / checkpoint

Result

Severity

Evaluation details

01. Visibility of System Status

01.01. Does every display begin with a title or header that describes screen contents?

01.02. Is there a consistent icon design scheme and stylistic treatment across the

01.03. Is a single, selected icon clearly visible when surrounded by unselected icons?

01.04. Do menu instructions, prompts, and error messages appear in the same place(s)

01.05. In multipage data entry screens, is each page labeled to show its relation to others?

01.06. If overwrite and insert mode are both available, is there a visible indication of which

01.07. If pop-up windows are used to display error messages, do they allow the user to see

01.08. Is there some form of system feedback for every operator action?

01.09. After the user completes an action (or group of actions), does the feedback

01.10. Is there visual feedback in menus or dialog boxes about which choices are

01.11. Is there visual feedback in menus or dialog boxes about which choice the cursor is

01.12. If multiple options can be selected in a menu or dialog box, is there visual feedback

01.13. Is there visual feedback when objects are selected or moved?

01.14. Is the current status of an icon clearly indicated?

01.15. Is there feedback when function keys are pressed?

01.16. If there are observable delays (greater than fifteen seconds) in the system's

01.17. Are response times appropriate to the task?

01.18. Typing, cursor motion, mouse selection: 50-150 milliseconds

01.19. Simple, frequent tasks: less than 1 second

01.20. Common tasks: 2-4 seconds

01.21. Complex tasks: 8-12 seconds

01.22. Are response times appropriate to the user's cognitive processing?

01.23. Continuity of thinking is required and information must be remembered throughout

01.24. High levels of concentration aren't necessary and remembering information is not

01.25. Is the menu-naming terminology consistent with the user's task domain?

01.26. Does the system provide visibility: that is, by looking, can the user tell the state of

01.27. Do GUI menus make obvious which item has been selected?

01.28. Do GUI menus make obvious whether deselection is possible?

01.29. If users must navigate between multiple screens, does the system use context

Passes

Fails

N/A

Passes

Passes

Passes

N/A

N/A

Fails

N/A

Passes

Passes

Fails

Fails

Fails

Passes

Passes

Fails

Passes

N/A

Passes

N/A

Passes

Fails

Passes

N/A

Passes

0 (no problem)

0 (no problem)

1 (cosmetic)

0 (no problem)

2 (minor)

0 (no problem)

0 (no problem)

2 (minor)

0 (no problem)

0 (no problem)

0 (no problem)

2 (minor)

2 (minor)

0 (no problem)

0 (no problem)

2 (minor)

0 (no problem)

0 (no problem)

2 (minor)

0 (no problem)

0 (no problem)

0 (no problem)

0 (no problem)

2 (minor)

0 (no problem)

0 (no problem)

0 (no problem)

2 (minor)

02. Match Between System and the Real World

02.01. Are icons concrete and familiar?

02.02. Are menu choices ordered in the most logical way, given the user, the item names,

02.03. If there is a natural sequence to menu choices, has it been used?

02.04. Do related and interdependent fields appear on the same screen?

02.05. If shape is used as a visual cue, does it match cultural conventions?

02.06. Do the selected colors correspond to common expectations about color codes?

02.07. When prompts imply a necessary action, are the words in the message consistent

02.08. Do keystroke references in prompts match actual key names?

02.09. On data entry screens, are tasks described in terminology familiar to users?

02.10. Are field-level prompts provided for data entry screens?

02.11. For question and answer interfaces, are questions stated in clear, simple language?

02.12. Do menu choices fit logically into categories that have readily understood

02.13. Are menu titles parallel grammatically?

02.14. Does the command language employ user jargon and avoid computer jargon?

02.15. Are command names specific rather than general?

02.16. Does the command language allow both full names and abbreviations?

02.17. Are input data codes meaningful?

02.18. Have uncommon letter sequences been avoided whenever possible?

02.19. Does the system automatically enter leading or trailing spaces to align decimal

Passes

N/A

N/A

N/A

Passes

Passes

Passes

Passes

N/A

Passes

Passes

N/A

Passes

Passes

Passes

Passes

N/A

Passes

N/A

0 (no problem)

0 (no problem)

0 (no problem)

0 (no problem)

0 (no problem)

0 (no problem)

0 (no problem)

0 (no problem)

0 (no problem)

0 (no problem)

0 (no problem)

0 (no problem)

0 (no problem)

0 (no problem)


0 (no problem)

0 (no problem)


0 (no problem)

0 (no problem)


PROYECTO FINAL FASE 3 Y 4 (Implementación y Desarrollo)

A		B	C	D	E
1		uxheuristics.net by jordan	File > Make a copy or File > Download to use this sheet		
2		Twitter: @jordan / @UX_heuristics			
3	Nielsen/Xerox 13 Usability Heuristics		<i><Evaluation details: Web name; URL; date; evaluator; etc.></i>		
4	Heuristic / checkpoint		Result	Severity	Evaluation details
54	02.19. Does the system automatically enter leading or trailing spaces to align decimal		N/A	0 (no problem)	
55	02.20. Does the system automatically enter a dollar sign and decimal for monetary		N/A	0 (no problem)	
56	02.21. Does the system automatically enter commas in numeric values greater than		N/A	0 (no problem)	
57	02.22. Do GUI menus offer activation: that is, make obvious how to say now do it?		Fails	2 (minor)	
58	02.23. Has the system been designed so that keys with similar names do not perform		N/A	0 (no problem)	
59	02.24. Are function keys labeled clearly and distinctively, even if this means breaking		Passes	0 (no problem)	
60	03. User Control and Freedom				
61	03.01. If setting up windows is a low-frequency task, is it particularly easy to remember?		N/A	2 (minor)	
62	03.02. In systems that use overlapping windows, is it easy for users to rearrange windows		Passes	0 (no problem)	
63	03.03. In systems that use overlapping windows, is it easy for users to switch between		Passes	0 (no problem)	
64	03.04. When a user's task is complete, does the system wait for a signal from the user		N/A	0 (no problem)	
65	03.05. Can users type-ahead in a system with many nested menus?		N/A	0 (no problem)	
66	03.06. Are users prompted to confirm commands that have drastic, destructive		N/A	0 (no problem)	
67	03.07. Is there an undo function at the level of a single action, a data entry, and a		N/A	0 (no problem)	
68	03.08. Can users cancel out of operations in progress?		N/A	0 (no problem)	
69	03.09. Are character edits allowed in commands?		N/A	0 (no problem)	
70	03.10. Can users reduce data entry time by copying and modifying existing data?		Passes	0 (no problem)	
71	03.11. Are character edits allowed in data entry fields?		Passes	0 (no problem)	
72	03.12. If menu lists are long (more than seven items), can users select an item either by		Fails	2 (minor)	
73	03.13. If the system uses a pointing device, do users have the option of either clicking on		N/A	0 (no problem)	
74	03.14. Are menus broad (many items on a menu) rather than deep (many menu levels)?		Passes	0 (no problem)	
75	03.15. If the system has multiple menu levels, is there a mechanism that allows users to		Fails	3 (major)	
76	03.16. If users can go back to a previous menu, can they change their earlier menu		N/A	0 (no problem)	
77	03.17. Can users move forward and backward between fields or dialog box options?		N/A	0 (no problem)	
78	03.18. If the system has multipage data entry screens, can users move backward and		N/A	0 (no problem)	
79	03.19. If the system uses a question and answer interface, can users go back to previous		N/A	0 (no problem)	
80	03.20. Do function keys that can cause serious consequences have an undo feature?		N/A	0 (no problem)	
81	03.21. Can users easily reverse their actions?		N/A	0 (no problem)	
82	03.22. If the system allows users to reverse their actions, is there a retracing mechanism		N/A	0 (no problem)	
83	03.23. Can users set their own system, session, file, and screen defaults?		N/A	0 (no problem)	
84	04. Consistency and Standards				
85	04.01. Have industry or company formatting standards been followed consistently in all		Passes	0 (no problem)	
86	04.02. Has a heavy use of all uppercase letters on a screen been avoided?		Passes	0 (no problem)	
87	04.03. Do abbreviations not include punctuation?		Passes	0 (no problem)	
88	04.04. Are integers right-justified and real numbers decimal-aligned?		Passes	0 (no problem)	
89	04.05. Are icons labeled?		Passes	0 (no problem)	
90	04.06. Are there no more than twelve to twenty icon types?		Passes	0 (no problem)	
91	04.07. Are there salient visual cues to identify the active window?		Passes	2 (minor)	
92	04.08. Does each window have a title?		Passes	0 (no problem)	
93	04.09. Are vertical and horizontal scrolling possible in each window?		Passes	0 (no problem)	
94	04.10. Does the menu structure match the task structure?		Passes	0 (no problem)	
95	04.11. Have industry or company standards been established for menu design, and are		Passes	0 (no problem)	
96	04.12. Are menu choice lists presented vertically?		N/A	0 (no problem)	
97	04.13. If exit is a menu choice, does it always appear at the bottom of the list?		Passes	0 (no problem)	
98	04.14. Are menu titles either centered or left-justified?		Passes	0 (no problem)	
99	04.15. Are menu items left-justified, with the item number or mnemonic preceding the		Passes	0 (no problem)	
100	04.16. Do embedded field-level prompts appear to the right of the field label?		N/A	0 (no problem)	
101	04.17. Do on-line instructions appear in a consistent location across screens?		Passes	0 (no problem)	
102	04.18. Are field labels and fields distinguished typographically?		Passes	1 (cosmetic)	
103	04.19. Are field labels consistent from one data entry screen to another?		Passes	1 (cosmetic)	


PROYECTO FINAL FASE 3 Y 4 (Implementación y Desarrollo)


1		uxheuristics.net by jordisan	File > Make a copy or File > Download to use this sheet	
2		Twitter: @jordisan / @UX_heuristics	Evaluation details: Web name, URL, date, evaluator, etc.	
3	Nielsen/Xerox 13 Usability Heuristics			
4	Heuristic / checkpoint	Result	Severity	Evaluation details
103	04.19. Are field labels consistent from one data entry screen to another?	Passes	1 (cosmetic)	
104	04.20. Are fields and labels left-justified for alpha lists and right-justified for numeric lists?	N/A	2 (minor)	
105	04.21. Do field labels appear to the left of single fields and above list fields?	N/A	4 (catastrophe)	
106	04.22. Are attention-getting techniques used with care?	Passes	0 (no problem)	
107	04.23. Intensity: two levels only	N/A	4 (catastrophe)	
108	04.24. Size: up to four sizes	Passes	1 (cosmetic)	
109	04.25. Font: up to three	Passes	0 (no problem)	
110	04.26. Blink: two to four hertz	N/A	4 (catastrophe)	
111	04.27. Color: up to four (additional colors for occasional use only)	Passes	0 (no problem)	
112	04.28. Sound: soft tones for regular positive feedback, harsh for rare critical conditions	Fails	2 (minor)	
113	04.29. Are attention-getting techniques used only for exceptional conditions or for time-	Passes	1 (cosmetic)	
114	04.30. Are there no more than four to seven colors, and are they far apart along the	Passes	1 (cosmetic)	
115	04.31. Is a legend provided if color codes are numerous or not obvious in meaning?	Passes	0 (no problem)	
116	04.32. Have pairings of high-chroma, spectrally extreme colors been avoided?	Passes	2 (minor)	
117	04.33. Are saturated blues avoided for text or other small, thin line symbols?	Passes	2 (minor)	
118	04.34. Is the most important information placed at the beginning of the prompt?	Passes	0 (no problem)	
119	04.35. Are user actions named consistently across all prompts in the system?	Passes	2 (minor)	
120	04.36. Are system objects named consistently across all prompts in the system?	Passes	1 (cosmetic)	
121	04.37. Do field-level prompts provide more information than a restatement of the field	Passes	2 (minor)	
122	04.38. For question and answer interfaces, are the valid inputs for a question listed?	Fails	2 (minor)	
123	04.39. Are menu choice names consistent, both within each menu and across the	Passes	0 (no problem)	
124	04.40. Does the structure of menu choice names match their corresponding menu titles?	Passes	0 (no problem)	
125	04.41. Are commands used the same way, and do they mean the same thing, in all parts of	Passes	0 (no problem)	
126	04.42. Does the command language have a consistent, natural, and mnemonic syntax?	Passes	0 (no problem)	
127	04.43. Do abbreviations follow a simple primary rule and, if necessary, a simple secondary	Passes	2 (minor)	
128	04.44. Is the secondary rule used only when necessary?	Passes	2 (minor)	
129	04.45. Are abbreviated words all the same length?	Fails	2 (minor)	
130	04.46. Is the structure of a data entry value consistent from screen to screen?	Passes	2 (minor)	
131	04.47. Is the method for moving the cursor to the next or previous field consistent	Passes	0 (no problem)	
132	04.48. If the system has multipage data entry screens, do all pages have the same title?	Fails	1 (cosmetic)	
133	04.49. If the system has multipage data entry screens, does each page have a sequential	Fails	2 (minor)	
134	04.50. Does the system follow industry or company standards for function key	Passes	1 (cosmetic)	
135	04.51. Are high-value, high-chroma colors used to attract attention?	Passes	2 (minor)	
136	05. Help Users Recognize, Diagnose, and Recover From Errors			
137	05.01. Is sound used to signal an error?	Fails	2 (minor)	
138	05.02. Are prompts stated constructively, without overt or implied criticism of the user?	Passes	1 (cosmetic)	
139	05.03. Do prompts imply that the user is in control?	Passes	0 (no problem)	
140	05.04. Are prompts brief and unambiguous.	Passes	2 (minor)	
141	05.05. Are error messages worded so that the system, not the user, takes the blame?	N/A	2 (minor)	
142	05.06. If humorous error messages are used, are they appropriate and inoffensive to the	N/A		
143	05.07. Are error messages grammatically correct?	N/A		
144	05.08. Do error messages avoid the use of exclamation points?	N/A		
145	05.09. Do error messages avoid the use of violent or hostile words?	N/A		
146	05.10. Do error messages avoid an anthropomorphic tone?	N/A		
147	05.11. Do all error messages in the system use consistent grammatical style, form,	N/A		
148	05.12. Do messages place users in control of the system?	N/A		
149	05.13. Does the command language use normal action-object syntax?	N/A		
150	05.14. Does the command language avoid arbitrary, non-English use of punctuation,	N/A		
151	05.15. If an error is detected in a data entry field, does the system place the cursor in that	N/A		
152	05.16. Do error messages inform the user of the error's severity?	N/A		

PROYECTO FINAL FASE 3 Y 4 (Implementación y Desarrollo)

A		B	C	D	E
1		uxheuristics.net by jordan			File > Make a copy or File > Download to use this sheet
2		Twitter: @jordan / @UX_heuristics			
3		Nielsen/Xerox 13 Usability Heuristics	«Evaluation details: Web name; URL; date; evaluator; etc.»		
4		Heuristic / checkpoint	Result	Severity	Evaluation details
155		05.19. Do error messages provide appropriate syntactic information?	N/A		
156		05.20. Do error messages indicate what action the user needs to take to correct the	N/A		
157		05.21. If the system supports both novice and expert users, are multiple levels of error-	N/A		
158		06. Error Prevention			
159		06.01. If the database includes groups of data, can users enter more than one group on a	Fails	0 (no problem)	
160		06.02. Have dots or underscores been used to indicate field length?	Fails	0 (no problem)	
161		06.03. Is the menu choice name on a higher-level menu used as the menu title of the	N/A	0 (no problem)	
162		06.04. Are menu choices logical, distinctive, and mutually exclusive?	N/A	0 (no problem)	
163		06.05. Are data inputs case-blind whenever possible?	Fails	0 (no problem)	
164		06.06. If the system displays multiple windows, is navigation between windows simple and	N/A	0 (no problem)	
165		06.07. Are the function keys that can cause the most serious consequences in hard-to-	Fails	1 (cosmetic)	
166		06.08. Are the function keys that can cause the most serious consequences located far	N/A	0 (no problem)	
167		06.09. Has the use of qualifier keys been minimized?	N/A	0 (no problem)	
168		06.10. If the system uses qualifier keys, are they used consistently throughout the	Fails	2 (minor)	
169		06.11. Does the system prevent users from making errors whenever possible?	N/A	1 (cosmetic)	
170		06.12. Does the system warn users if they are about to make a potentially serious error?	N/A	0 (no problem)	
171		06.13. Does the system intelligently interpret variations in user commands?	Fails	1 (cosmetic)	
172		06.14. Do data entry screens and dialog boxes indicate the number of character spaces	Fails	2 (minor)	
173		06.15. Do fields in data entry screens and dialog boxes contain default values when	Fails	2 (minor)	
174		07. Recognition Rather Than Recall			
175		07.01. For question and answer interfaces, are visual cues and white space used to	Fails	2 (minor)	
176		07.02. Does the data display start in the upper-left corner of the screen?	N/A	0 (no problem)	
177		07.03. Are multiword field labels placed horizontally (not stacked vertically)?	N/A	0 (no problem)	
178		07.04. Are all data a user needs on display at each step in a transaction sequence?	N/A	0 (no problem)	
179		07.05. Are prompts, cues, and messages placed where the eye is likely to be looking on	N/A	0 (no problem)	
180		07.06. Have prompts been formatted using white space, justification, and visual cues for	N/A	1 (cosmetic)	
181		07.07. Do text areas have breathing space around them?	N/A	1 (cosmetic)	
182		07.08. Is there an obvious visual distinction made between choose one menu and	N/A	0 (no problem)	
183		07.09. Have spatial relationships between soft function keys (on-screen cues) and	Fails	2 (minor)	
184		07.10. Does the system gray out or delete labels of currently inactive soft function keys?	Fails	2 (minor)	
185		07.11. Is white space used to create symmetry and lead the eye in the appropriate	Passes	0 (no problem)	
186		07.12. Have items been grouped into logical zones, and have headings been used to	Passes	1 (cosmetic)	
187		07.13. Are zones no more than twelve to fourteen characters wide and six to seven lines	Passes	2 (minor)	
188		07.14. Have zones been separated by spaces, lines, color, letters, bold titles, rules lines,	Passes	0 (no problem)	
189		07.15. Are field labels close to fields, but separated by at least one space?	Fails	1 (cosmetic)	
190		07.16. Are long columnar fields broken up into groups of five, separated by a blank line?	Fails	1 (cosmetic)	
191		07.17. Are optional data entry fields clearly marked?	Passes	0 (no problem)	
192		07.18. Are symbols used to break long input strings into chunks?	Fails	1 (cosmetic)	
193		07.19. Is reverse video or color highlighting used to get the user's attention?	Fails	1 (cosmetic)	
194		07.20. Is reverse video used to indicate that an item has been selected?	N/A		
195		07.21. Are size, boldface, underlining, color, shading, or typography used to show relative	Passes	0 (no problem)	
196		07.22. Are borders used to identify meaningful groups?	Passes	2 (minor)	
197		07.23. Has the same color been used to group related elements?	Passes	1 (cosmetic)	
198		07.24. Is color coding consistent throughout the system?	Passes	1 (cosmetic)	
199		07.25. Is color used in conjunction with some other redundant cue?	Passes	1 (cosmetic)	
200		07.26. Is there good color and brightness contrast between image and background	N/A	0 (no problem)	
201		07.27. Have light, bright, saturated colors been used to emphasize data and have darker,	Fails	1 (cosmetic)	
202		07.28. Is the first word of each menu choice the most important?	Passes	0 (no problem)	
203		07.29. Does the system provide mapping: that is, are the relationships between controls	Passes	0 (no problem)	
204		07.30. Are input data codes distinctive?	Passes	2 (minor)	

PROYECTO FINAL FASE 3 Y 4 (Implementación y Desarrollo)

1		uxheuristics.net by jordan	File > Make a copy or File > Download to use this sheet
2		Twitter: @jordan / @UX_heuristics	
3	Nielsen/Xerox 13 Usability Heuristics		
4	Heuristic / checkpoint		
204	07.30. Are input data codes distinctive?	Passes	2 (minor)
205	07.31. Have frequently confused data pairs been eliminated whenever possible?	N/A	0 (no problem)
206	07.32. Have large strings of numbers or letters been broken into chunks?	Fails	0 (no problem)
207	07.33. Are inactive menu items grayed out or omitted?	Fails	0 (no problem)
208	07.34. Are there menu selection defaults?	Fails	0 (no problem)
209	07.35. If the system has many menu levels or complex menu levels, do users have	Fails	2 (minor)
210	07.36. Do GUI menus offer affordance: that is, make obvious where selection is	Passes	0 (no problem)
211	07.37. Are there salient visual cues to identify the active window?	Passes	0 (no problem)
212	07.38. Are function keys arranged in logical groups?	Passes	2 (minor)
213	07.39. Do data entry screens and dialog boxes indicate when fields are optional?	Passes	2 (minor)
214	07.40. On data entry screens and dialog boxes, are dependent fields displayed only when	Passes	0 (no problem)
215	08. Flexibility and Efficiency of Use		
216	08.01. If the system supports both novice and expert users, are multiple levels of error	N/A	0 (no problem)
217	08.02. Does the system allow novices to use a keyword grammar and experts to use a	N/A	0 (no problem)
218	08.03. Can users define their own synonyms for commands?	N/A	0 (no problem)
219	08.04. Does the system allow novice users to enter the simplest, most common form of	N/A	0 (no problem)
220	08.05. Do expert users have the option of entering multiple commands in a single string?	N/A	0 (no problem)
221	08.06. Does the system provide function keys for high-frequency commands?	N/A	0 (no problem)
222	08.07. For data entry screens with many fields or in which source documents may be	Fails	2 (minor)
223	08.08. Does the system automatically enter leading zeros?	N/A	0 (no problem)
224	08.09. If menu lists are short (seven items or fewer), can users select an item by moving	Passes	0 (no problem)
225	08.10. If the system uses a type-ahead strategy, do the menu items have mnemonic	Passes	0 (no problem)
226	08.11. If the system uses a pointing device, do users have the option of either clicking on	Fails	0 (no problem)
227	08.12. Does the system offer find next and find previous shortcuts for database	N/A	0 (no problem)
228	08.13. On data entry screens, do users have the option of either clicking directly on a field	Fails	1 (cosmetic)
229	08.14. On menus, do users have the option of either clicking directly on a menu item or	Fails	2 (minor)
230	08.15. In dialog boxes, do users have the option of either clicking directly on a dialog box	Fails	1 (cosmetic)
231	08.16. Can expert users bypass nested dialog boxes with either type-ahead, user-defined	Fails	2 (minor)
232	09. Aesthetic and Minimalist Design		
233	09.01. Is only (and all) information essential to decision making displayed on the screen?	Passes	0 (no problem)
234	09.02. Are all icons in a set visually and conceptually distinct?	Passes	0 (no problem)
235	09.03. Have large objects, bold lines, and simple areas been used to distinguish icons?	Passes	0 (no problem)
236	09.04. Does each icon stand out from its background?	Passes	1 (cosmetic)
237	09.05. If the system uses a standard GUI interface where menu sequence has already	Passes	0 (no problem)
238	09.06. Are meaningful groups of items separated by white space?	Passes	0 (no problem)
239	09.07. Does each data entry screen have a short, simple, clear, distinctive title?	Passes	0 (no problem)
240	09.08. Are field labels brief, familiar, and descriptive?	Passes	0 (no problem)
241	09.09. Are prompts expressed in the affirmative, and do they use the active voice?	Fails	4 (catastrophe)
242	09.10. Is each lower-level menu choice associated with only one higher level menu?	Passes	1 (cosmetic)
243	09.11. Are menu titles brief, get long enough to communicate?	Passes	1 (cosmetic)
244	09.12. Are there pop-up or pull-down menus within data entry fields that have many, but	Passes	1 (cosmetic)
245	10. Help and Documentation		
246	10.01. If users are working from hard copy, are the parts of the hard copy that go on-line	N/A	
247	10.02. Are on-line instructions visually distinct?	Passes	2 (minor)
248	10.03. Do the instructions follow the sequence of user actions?	Fails	2 (minor)
249	10.04. If menu choices are ambiguous, does the system provide additional explanatory	Passes	0 (no problem)
250	10.05. Are data entry screens and dialog boxes supported by navigation and completion	Fails	0 (no problem)
251	10.06. If menu items are ambiguous, does the system provide additional explanatory	Passes	0 (no problem)
252	10.07. Are there memory aids for commands, either through on-line quick reference or	Fails	0 (no problem)
253	10.08. Is the help function visible; for example, a key labeled HELP or a special menu?	Fails	3 (major)



uxheuristics.net by jordan
Twitter: @jordan / @UX_heuristics

File > Make a copy or File > Download to use this sheet

<Evaluation details: Web name; URL; date; evaluator; etc.>

Nielsen/Xerox 13 Usability Heuristics

Heuristic / checkpoint	Result	Severity	Evaluation details
10.15. Descriptive (What is this thing for?)	N/A	0 (no problem)	
10.16. Procedural (How do I do this task?)	N/A	0 (no problem)	
10.17. Interpretive (Why did that happen?)	N/A	0 (no problem)	
10.18. Navigational (Where am I?)	Passes	1 (cosmetic)	
10.19. Is there context-sensitive help?	Fails	3 (major)	
10.20. Can the user change the level of detail available?	N/A	0 (no problem)	
10.21. Can users easily switch between help and their work?	N/A	0 (no problem)	
10.22. Is it easy to access and return from the help system?	N/A	0 (no problem)	
10.23. Can users resume work where they left off after accessing help?	Fails	0 (no problem)	
11. Skills			
11.01. Can users choose between iconic and text display of information?	Fails	1 (cosmetic)	
11.02. Are window operations easy to learn and use?	Passes	0 (no problem)	
11.03. If users are experts, usage is frequent, or the system has a slow response time, are	Passes	1 (cosmetic)	
11.04. If users are novices, usage is infrequent, or the system has a fast response time,	N/A	0 (no problem)	
11.05. Does the system automatically color-code items, with little or no user effort?	N/A	0 (no problem)	
11.06. If the system supports both novice and expert users, are multiple levels of detail	N/A	0 (no problem)	
11.07. Are users the initiators of actions rather than the responders?	N/A	0 (no problem)	
11.08. Does the system perform data translations for users?	N/A	0 (no problem)	
11.09. Do field values avoid mixing alpha and numeric characters whenever possible?	Passes	0 (no problem)	
11.10. If the system has deep (multilevel) menus, do users have the option of typing	Fails	2 (minor)	
11.12. When the user enters a screen or dialog box, is the cursor already positioned in the	Fails	0 (no problem)	
11.13. Can users move forward and backward within a field?	Passes	0 (no problem)	
11.14. Is the method for moving the cursor to the next or previous field both simple and	Passes	0 (no problem)	
11.15. Has auto-tabbing been avoided except when fields have fixed lengths or users are	N/A	0 (no problem)	
11.16. Do the selected input device(s) match user capabilities?	N/A	0 (no problem)	
11.17. Are cursor keys arranged in either an inverted T (best for experts) or a cross	N/A	0 (no problem)	
11.18. Are important keys (for example, ENTER, TAB) larger than other keys?	N/A	0 (no problem)	
11.19. Are there enough function keys to support functionality, but not so many that	N/A	0 (no problem)	
11.20. Are function keys reserved for generic, high-frequency, important functions?	Passes	0 (no problem)	
11.21. Are function key assignments consistent across screens, subsystems, and related	Passes	1 (cosmetic)	
11.22. Does the system correctly anticipate and prompt for the user's probable next	Fails	0 (no problem)	
12. Pleasurable and Respectful Interaction with the User			
12.01. Is each individual icon a harmonious member of a family of icons?	Passes	0 (no problem)	
12.02. Has excessive detail in icon design been avoided?	Passes	0 (no problem)	
12.03. Has color been used with discretion?	Passes	1 (cosmetic)	
12.04. Has the amount of required window housekeeping been kept to a minimum?	Fails	2 (minor)	
12.05. If users are working from hard copy, does the screen layout match the paper form?	N/A	0 (no problem)	
12.06. Has color been used specifically to draw attention, communicate organization,	Passes	1 (cosmetic)	
12.07. Can users turn off automatic color coding if necessary?	N/A	0 (no problem)	
12.08. Are typing requirements minimal for question and answer interfaces?	N/A	0 (no problem)	
12.09. Do the selected input device(s) match environmental constraints?	N/A	0 (no problem)	
12.13. If the system uses multiple input devices, has hand and eye movement between	N/A	0 (no problem)	
12.14. If the system supports graphical tasks, has an alternative pointing device been	N/A	0 (no problem)	
12.15. Is the numeric keypad located to the right of the alpha key area?	N/A	0 (no problem)	
12.16. Are the most frequently used function keys in the most accessible positions?	N/A	0 (no problem)	
12.17. Does the system complete unambiguous partial input on a data entry field?	Passes	1 (cosmetic)	
13. Privacy			
13.01. Are protected areas completely inaccessible?	Passes	0 (no problem)	
13.02. Can protected or confidential areas be accessed with certain passwords.	Passes	0 (no problem)	
13.03. Is this feature effective and successful.	Passes	0 (no problem)	

Reportes de aspectos de usabilidad

Heurísticas:

1. Usabilidad y Experiencia del Usuario:

a) Aprendizaje y Familiaridad:

El software cuenta con una interfaz intuitiva que utiliza menús fácilmente reconocibles para los usuarios familiarizados con aplicaciones de salud.

b) Eficiencia y Productividad:

El sistema no ofrece atajos de teclado para acciones comunes, como prescribir medicamentos rápidamente con solo unas pocas pulsaciones.

c) Feedback y Respuesta del Sistema:

Las acciones del usuario, agendar una consulta, se confirman al instante. Esto proporciona una retroalimentación instantánea y tranquiliza al usuario de que la acción se ha completado.

d) Consistencia e Integridad:

El diseño y la disposición de las opciones de menú son coherentes en todas las secciones del software, manteniendo una estructura lógica que facilita la navegación sin importar la función que se esté utilizando.

e) Accesibilidad:

No incluye opciones de accesibilidad, como aumento de tamaño de texto y lectura en voz alta para usuarios con discapacidades visuales.

2. Funcionalidad:

a) Amplitud de Funciones:

El software abarca diversas funcionalidades, como administración de pacientes, programación de citas, generación de recetas y comunicación interna entre el personal médico.

b) Integración de Datos y Sistemas:

No permite la integración de sistemas.

c) Seguridad y Confidencialidad:

Solo el personal del hospital tiene acceso a los datos de los pacientes, cumpliendo con las normativas de privacidad de datos de la industria.

d) Escalabilidad y Rendimiento:

El software ha demostrado un rendimiento óptimo incluso con un aumento sustancial en la cantidad de usuarios y datos, asegurando tiempos de respuesta rápidos y sin interrupciones.

3. Diseño y Estética:

a) Diseño Visual:

El diseño visual del software es sencillo pero muy funcional, utilizando una paleta de colores suaves y una disposición limpia que facilita la navegación y evita la sobrecarga de información.

b) Navegación y Estructura:

La navegación se organiza de manera lógica, con menús desplegables y una barra de búsqueda ubicada estratégicamente para garantizar una navegación eficiente y una fácil ubicación de funciones.

c) Interactividad y Retroalimentación:

El software carece de animaciones sutiles y mensajes emergentes informativos. Esto sería de ayuda para guiar a los usuarios y proporcionar retroalimentación sobre sus acciones.

4. Cumplimiento con Estándares Médicos:

a) Normativas y Certificaciones:

El software no cumple con las regulaciones de momento. Se recomienda utilizar las regulaciones de la HIPAA y los certificados emitidos por el organismo regulador local de salud, para garantizar la seguridad y confidencialidad de los datos de los pacientes

FASE DE DESARROLLO

Encuestas a usuarios: feedback. Tests de usabilidad: cumplimiento y objetivos

Realizar encuestas para obtener feedback de los usuarios en formularios Google



https://docs.google.com/forms/d/e/1FAIpQLSeU2-FUgrTLs-l1paMrAvsQsrzblG5rf5-F5oZOqvDMO2yRqg/viewform?usp=sf_link

Comprobar objetivos mediante test de usabilidad (los que se plantearon en un inicio del proyecto)

Objetivo: Hacer que la pagina este enfocada a ser totalmente intuitiva, rápida de usar y que su diseño genere confianza. También queremos dar varias opciones a distintas problemáticas para mejor la atención de nuestros usuarios.

Diseño de escenarios y tareas:

Escenario 1: Un usuario quiere agendar una cita.

- Tarea 1: Seleccionar el perfil de “recepcionista” dar clic en el apartado de “Agendar Cita” llenar los datos solicitados.

Escenario 2: Un usuario quiere ver las citas pendientes que tiene.

- Tarea 2: Seleccionar el perfil de “Medico” dar clic en el apartado de citas.

Escenario 3: Un usuario quiere ver un historial médico.

- Tarea 3: Escribir en la parte superior donde se encuentre “Buscador del historial médico” el nombre de la persona dar clic.

Análisis de los resultados:

Tras los datos recopilados en cuanto a funcionalidad la interfaz está muy bien, ya que según la opinión de los usuarios es muy sencilla, rápida e intuitiva de usar, aunque se les es un poco confuso el apartado de “Exámenes y Pruebas”, en cuanto al diseño los usuarios encontraron la interfaz muy gris, les gustaría que tuviera más color e iconos.

En general nuestros objetivos se cumplieron un 70% ya que se cumplió la parte donde la página tenía que ser totalmente intuitiva, rápida de usar, pero el diseño no generó confianza como se esperaba.

Recomendaciones:

- Que la interfaz tuviera una gama de colores más colorida
- Agregar iconos
- Definir un poco más el apartado de “Exámenes y pruebas”
- Agregar una opción de edición al apartado de “Tareas Pendientes”
- Mayores indicadores visuales
- Agregar un apartado de comentarios para los médicos, donde los pacientes puedan dejar su experiencia de la cita.
- Mejorar el diseño

Generar manual básico de usuario

Manual de Usuario - Página Web del Hospital

Versión 1.0

Fecha de Publicación: 15/10/2023



Tabla de Contenidos

Introducción

1.1 Propósito del Manual

1.2 Audiencia

1.3 Visión General del Hospital

Acceso y Registro

2.1 Crear una Cuenta

2.2 Iniciar Sesión

Navegación y Estructura

3.1 Menú Principal

3.2 Buscar y Filtrar

3.3 Mapa del Sitio

Citas y Programación

4.1 Solicitar una Cita

4.2 Consultar y Cambiar Citas

Servicios Médicos

5.1 Especialidades

5.2 Médicos y Personal

5.3 Exámenes y Pruebas

Historial Médico y Resultados

6.1 Acceder al Historial Médico

6.2 Ver Resultados de Pruebas

Políticas y Términos de Uso

11.1 Política de Privacidad

11.2 Términos de Uso

Formato y estilo

1. Introducción

1.1 Propósito del Manual

El propósito de este manual es proporcionar a los usuarios una guía detallada sobre cómo utilizar la página web del Hospital para acceder a servicios médicos y recursos relacionados.

1.2 Audiencia

Este manual está dirigido a pacientes, familiares y visitantes que deseen utilizar los servicios en línea ofrecidos por el Hospital.

1.3 Visión General del Hospital

Proporcionar atención médica de la más alta calidad, centrada en el paciente y basada en evidencia. Nuestra visión es ser líderes en el cuidado de la salud, brindando servicios integrales que abarquen desde la prevención hasta el tratamiento avanzado y usando las TIC'S para brindar una experiencia mas cómoda a nuestros pacientes.

2. Acceso y Registro

2.1 Crear una Cuenta

Para acceder a los servicios en línea, es necesario crear una cuenta. Siga los pasos a continuación:

1. Haga clic en "Usuarios" en la esquina superior derecha de la página de inicio.
2. Seleccione la opción que lo defina mejor por ejemplo "Medicos"
3. Complete el formulario de registro con la información requerida.
4. Haga clic en "Registrar" para crear su cuenta.

2.2 Iniciar Sesión

Si ya tiene una cuenta, siga estos pasos para iniciar sesión:

1. Haga clic en "Iniciar Sesión" en la esquina superior derecha de la página de inicio.
2. Ingrese su nombre de usuario y contraseña.
3. Haga clic en "Iniciar Sesión" para acceder a su cuenta.

3. Navegación y Estructura

3.1 Menú Principal

El menú principal le proporciona acceso rápido a las secciones clave del sitio web. Puede navegar a través de las diferentes secciones haciendo clic en los enlaces correspondientes en el menú.

3.2 Buscar y Filtrar

Utilice la función de búsqueda para encontrar información específica, como médicos o especialidades.

4. Citas y Programación

4.1 Solicitar una Cita

1. Vaya a la sección "Agendar Cita".
2. Ingrese sus datos
3. Seleccione la especialidad y el médico de su elección.
4. Elija una fecha y hora disponibles para su cita.
5. Presione "ENVIAR".

4.2 Consultar y Cambiar Citas

Inicie sesión en su cuenta.

Vaya a la sección "Mis Citas".

Aquí puede ver y modificar sus citas existentes.

5. Servicios Médicos

5.1 Especialidades

Explore las diferentes especialidades médicas ofrecidas por el Hospital. Encuentre información detallada sobre cada una y los médicos asociados.

5.2 Exámenes y Pruebas

Obtenga información sobre los diversos exámenes y pruebas disponibles. Aprenda sobre la preparación necesaria y los resultados esperados.

6. Historial Médico y Resultados

6.1 Acceder al Historial Médico

En la sección "Historial Médico", puede acceder a los historiales médicos completos, incluidos los diagnósticos anteriores y tratamientos.

6.2 Ver Resultados de Pruebas

En la sección "Resultados de Pruebas", puede revisar los resultados de exámenes y pruebas anteriores.

7. Políticas y Términos de Uso

7.1 Política de Privacidad

Lea y comprenda la política de privacidad del Hospital para comprender cómo se maneja su información personal.

7.2 Términos de Uso

Familiarícese con los términos de uso de la página web para garantizar un uso adecuado y respetuoso de los servicios ofrecidos.

8. Formato y Estilo

Este manual está diseñado para ser claro y fácil de seguir. Utiliza un lenguaje sencillo y directo para asegurar que los usuarios puedan entender y seguir las instrucciones sin dificultad.