

Internal (In)consistency: Examples

In the [docenti.unina](https://docenti.unina.it) platform, the (sic) **Next Results** control changes position

- In the first page (top figure), it's the leftmost control
- In the subsequent pages (bottom figure), it's shifted to the right



Internal (In)consistency: Examples

The image displays three sequential screenshots of the 'eZ Arrival' appointment checkin process, illustrating internal inconsistency in button labels across different steps.

Screenshot 1 (Left): The 'Responsibility for Payment' section shows a patient named 'Budi, Raluca'. Below the name, there are two questions with radio button options:

- *We have this person on file to pay for costs not covered by insurance.
☒ Yes ☐ No
- *Would you like to use insurance to pay for this appointment?
☒ Use insurance ☐ Do not bill insurance

At the bottom, the 'NEXT' and 'FINISH LATER' buttons are highlighted with a red box.

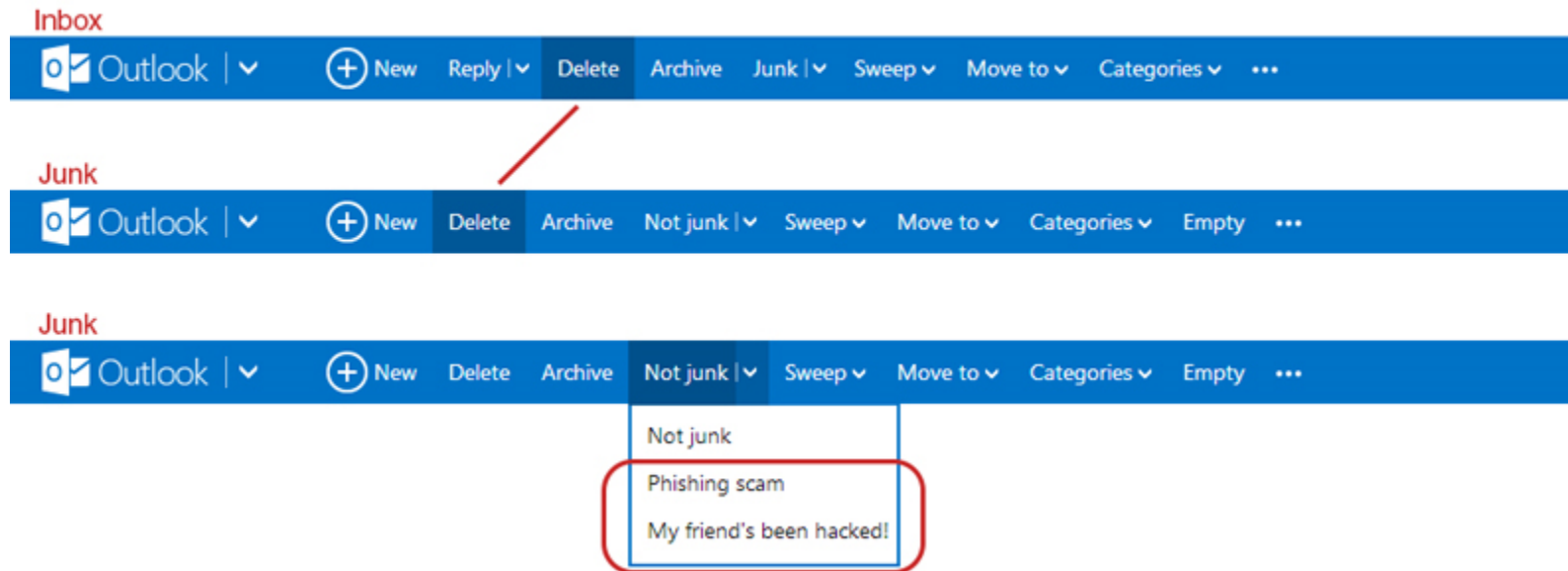
Screenshot 2 (Middle): The 'Please review the food and medication allergies we have on file for you' section. Below the review area, there is a dashed box with a '+ ADD AN ALLERGY' button. At the bottom, the 'BACK', 'NEXT', and 'FINISH LATER' buttons are highlighted with a red box.

Screenshot 3 (Right): The 'Send Message to Care Team for new non-urgent symptoms' section. Below the message area, there is a 'Health Issues You've Asked to be Added' section. At the bottom, the 'BACK', 'FINISH LATER', and 'SUBMIT' buttons are highlighted with a red box.

The inconsistency lies in the button labels: 'NEXT' in the first step, 'BACK', 'NEXT', and 'FINISH LATER' in the second step, and 'BACK', 'FINISH LATER', and 'SUBMIT' in the third step.

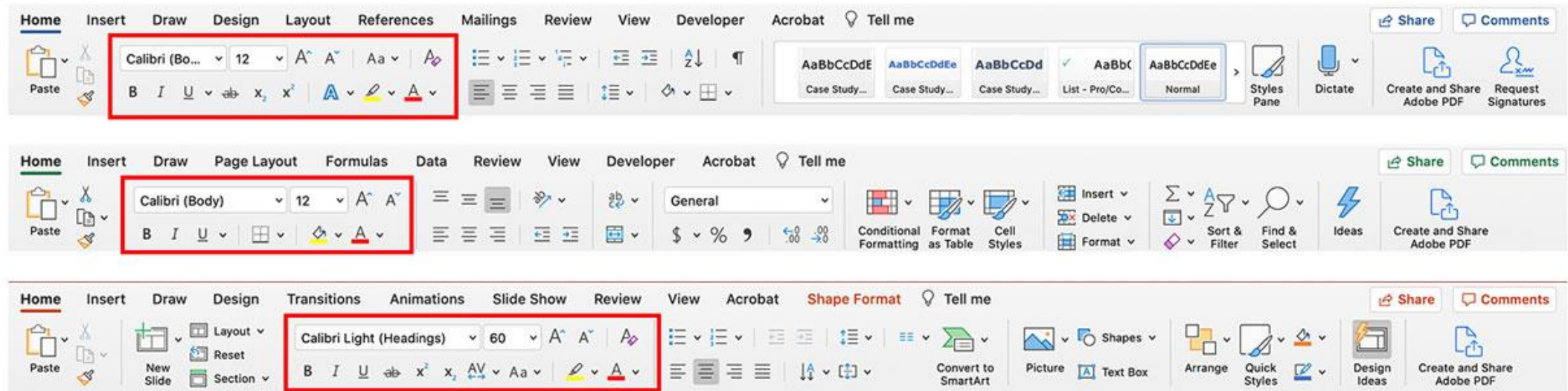
Sutter Health appointment checkin process, from <https://www.nngroup.com/articles/consistency-and-standards/>

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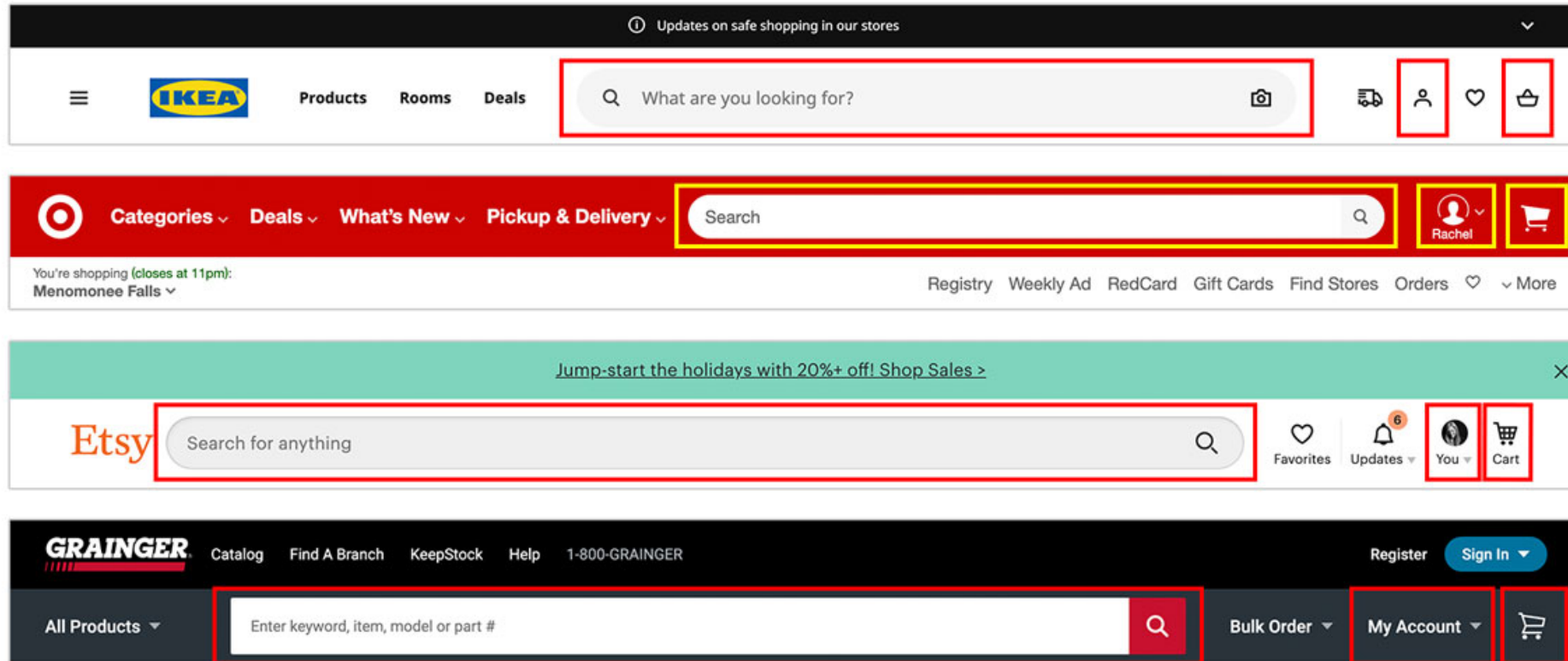
Outlook.com new UI Inconsistencies, from <https://www.elwinlee.com/blog/outlook-coms-ui-inconsistency/>

Internal Consistency



Internal consistency in the Microsoft Office Suite. From top to bottom: Word, Excel, PowerPoint
<https://www.nngroup.com/articles/consistency-and-standards/>

External Consistency



Navigation in different e-commerce websites.

<https://www.nngroup.com/articles/consistency-and-standards/>