

# Internal (In)consistency: Examples

In the [docenti.unina](#) 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

The screenshot shows a list of two items under the heading "Sessione di Discussione Progetti di Tecnologie Web". The items are dated 7/3/24 and 6/26/24. At the bottom of the list, there is a blue button labeled "Next Results". The footer of the page includes the text "© Università degli Studi di Napoli Federico II" and icons for search, user profile, and accessibility.

The screenshot shows a list of two items under the heading "Annullamento ricevimento studenti del 18 giugno 2024". The items are dated 6/14/24. At the bottom of the list, there are two buttons: "Previous Results" and "Next Results". The footer of the page includes the text "© Università degli Studi di Napoli Federico II" and icons for search, user profile, and accessibility.

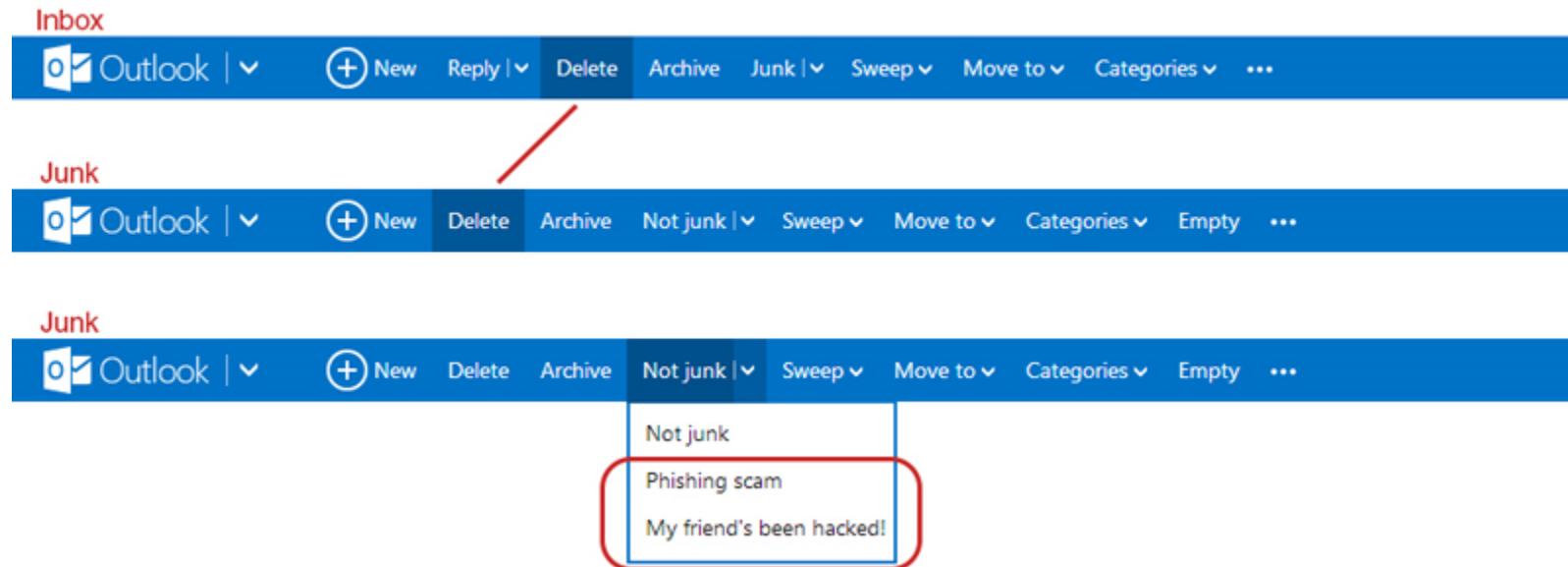
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The figure consists of three side-by-side screenshots from the eZ Arrival mobile application, illustrating internal inconsistency in user interface design.

- Screenshot 1:** Shows the "Responsibility for Payment" screen. It displays the name "Budiu, Raluca" and asks if the user has this person on file to pay for costs. The "Yes" button is highlighted in green, while the "No" button is white. Below this, it asks if the user would like to use insurance to pay for the appointment, with "Use insurance" and "Do not bill insurance" options. At the bottom are "NEXT" and "FINISH LATER" buttons, with "FINISH LATER" highlighted in red.
- Screenshot 2:** Shows the "ADD AN ALLERGY" screen. It displays a message about reviewing allergies and updating the record. It includes an "ADD AN ALLERGY" button with a plus sign, a checkbox for "This information is correct", and "BACK", "NEXT", and "FINISH LATER" buttons at the bottom. The "FINISH LATER" button is highlighted in red.
- Screenshot 3:** Shows a summary or confirmation screen. It includes a message about sending a message to the care team, a note about clinician verification, and a list of "Health Issues You've Asked to be Added". It shows a previous entry added on 11/3/2010 with a "Learn more" link. At the bottom are "BACK", "FINISH LATER", and "SUBMIT" buttons, with "SUBMIT" highlighted in red.

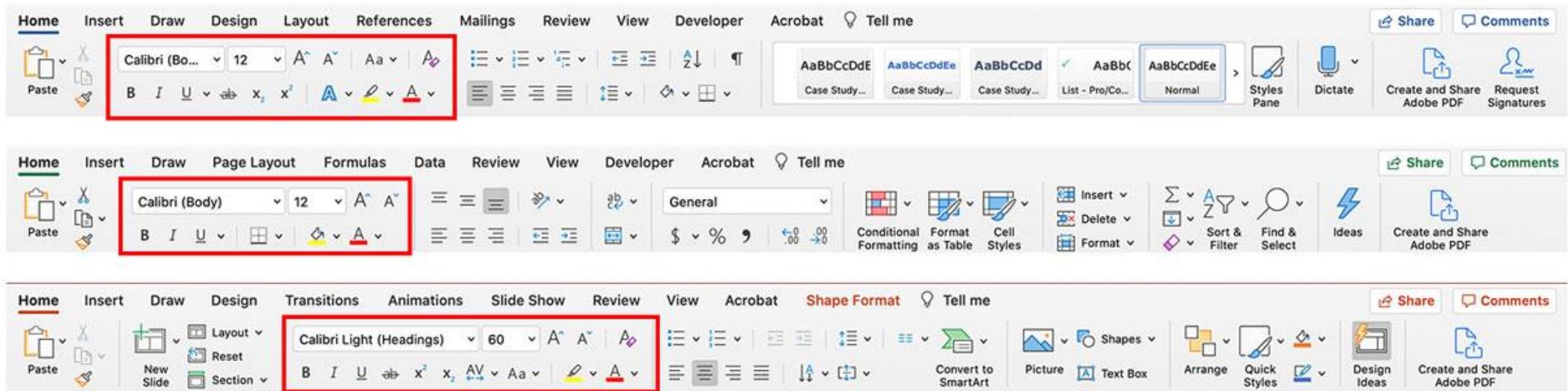
Sutter Health appointment checkin process, from <https://www.nngroup.com/articles/consistency-and-standards/>

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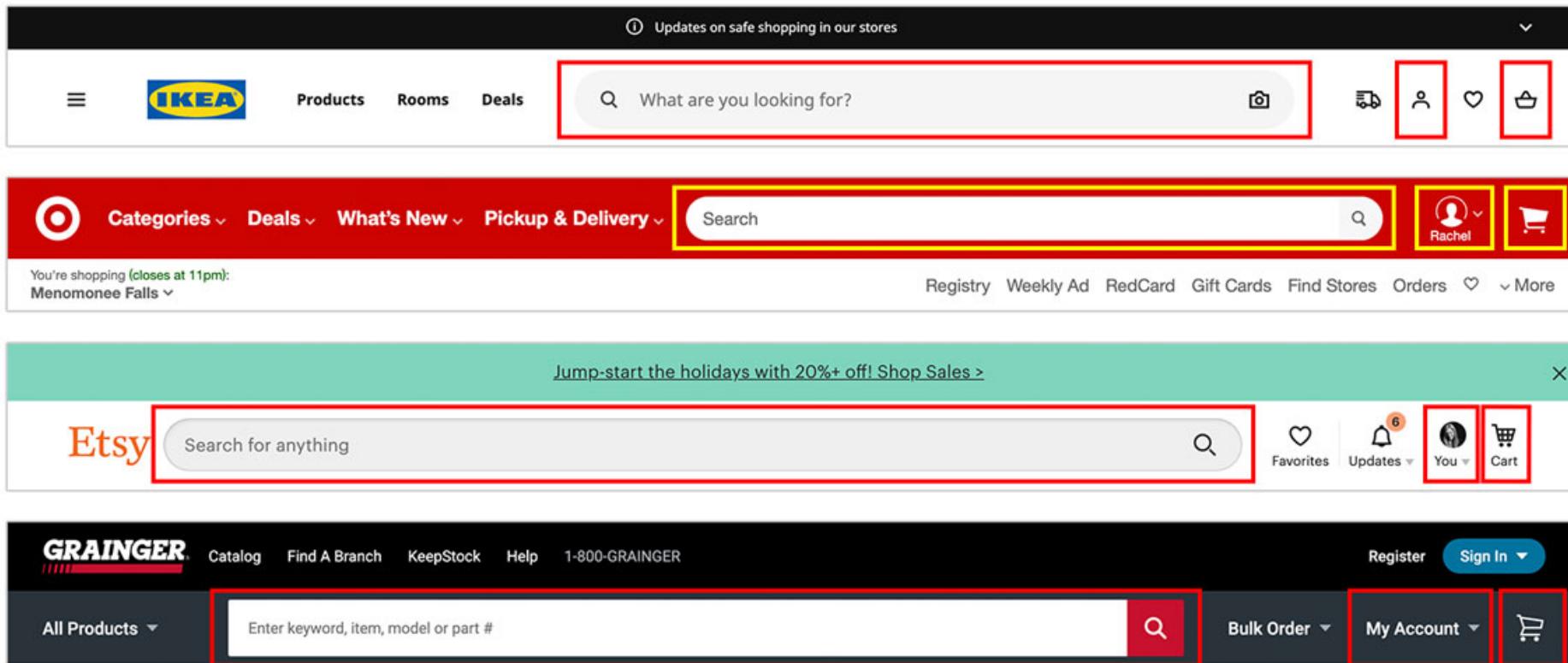
Outlook.com new UI Inconsistencies, from <https://www.elwinlee.com/blog/outlook-coms-ui-inconsistency/>

# 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/>