

HealthSync

Phase 2 Report – First Prototype and Heuristic Evaluation

up202108707 – Gonalo Martins

up202108803 – Diogo Viana

up202108820 – David Cordeiro

Index

Contents

Index.....2

Project abridged description3

Prototype’s Wireflow4

 Task 1.....4

 Task 2.....8

 Task 3.....8

Heuristic Evaluation Results11

 Group 311

 Group 811

 Common Heuristic Evaluation12

Corrections to perform in Phase 313

Annexes.....14

Project abridged description

This project aims to inspire and incentivize younger individuals to maintain an organized and up-to-date approach to their health. Our platform integrates essential health functionalities in an interactive and rewarding manner, catering specifically to the preferences of the younger demographic.

At its core, the platform empowers users to proactively manage their health by providing intuitive interfaces and user-friendly tools. Through "gamification" elements, rewards systems, and personalized challenges, we aim to make health management not only a routine but an engaging experience. This approach fosters a sustainable habit of regular health check-ins, instilling a sense of responsibility and enthusiasm in users towards their well-being.

Additionally, the platform keeps users informed with the latest health and wellness developments through curated content and educational resources. By intertwining technology, interactivity, and rewards, our initiative seeks to redefine health management for the younger generation, transforming it into a positive and enriching lifestyle choice. Through this innovative app, we aim to inspire individuals to prioritize and embrace holistic well-being in a thoroughly engaging and rewarding manner.

We chose these 3 functionalities:

- Note taking for specific scheduled appointments.
- Display daily medical tips.
- Daily medical quiz with point/reward system to keep the user engaged.

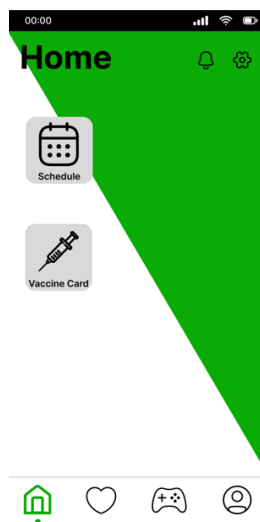
And these are the 3 tasks we elected:

- Create a note on the 13th of November on the app schedule.
- Read the daily tip.
- Answer the daily quiz and submit the answers to acquire points.

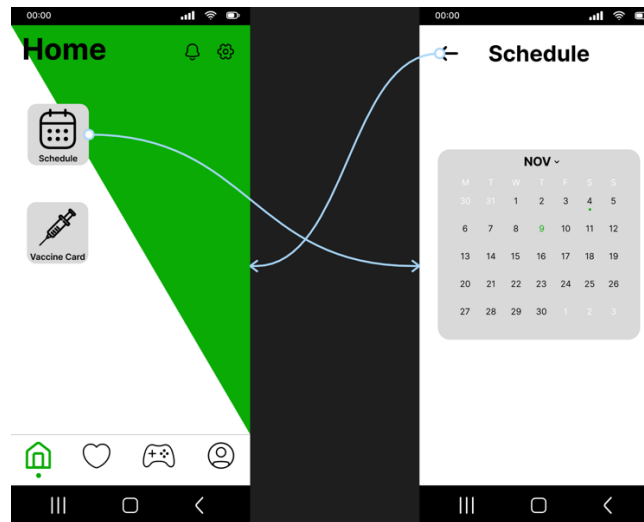
Prototype's Wireflow

Task 1

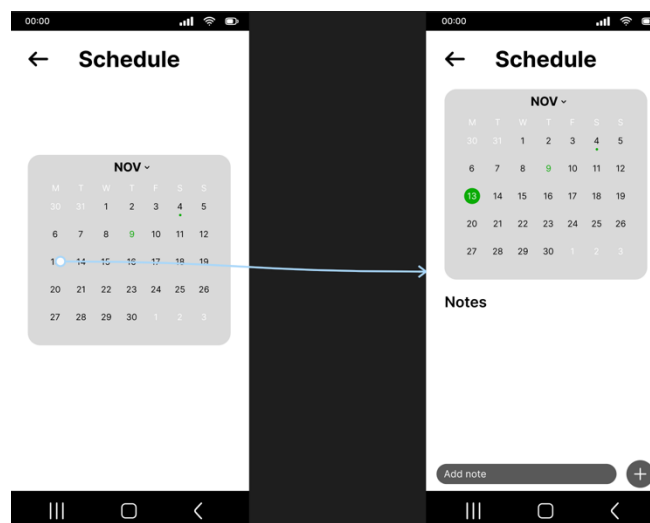
In the first task, we find ourselves at the home page, a pivotal interface where users encounter a few features such as notifications, settings, and a navigation bar. The navigation bar serves as a conduit, facilitating seamless exploration through the diverse main pages of the application. Additionally, we have introduced two noteworthy features on the home page: the 'Schedule' and 'Vaccine Card,' both of which play integral roles in enhancing user engagement and functionality. These features have been strategically positioned to provide users with immediate access to essential aspects of their health management journey, ensuring a user-friendly and intuitive experience.



Following the initial interaction at the home page, our attention is directed towards the 'Schedule' feature. Upon activation, users are seamlessly transitioned to a dedicated schedule page, meticulously designed to display the events and appointments pertinent to the current month. This intuitive design not only enhances user accessibility but also ensures a streamlined and focused presentation of scheduled activities. The 'Schedule' feature serves as a pivotal component in our commitment to providing users with a comprehensive and organized platform for managing their health-related engagements. Through this thoughtfully crafted interface, users can effortlessly navigate and stay informed about their scheduled events, thereby contributing to an enhanced user experience and proactive health management.



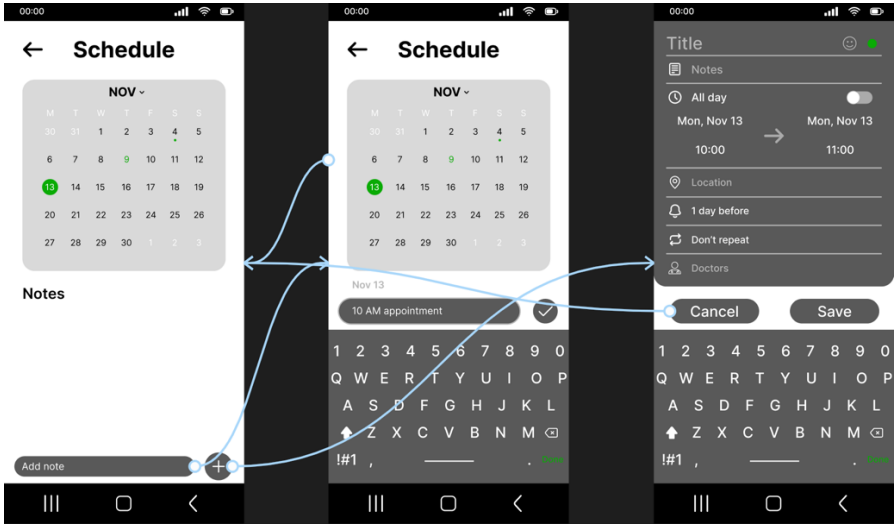
Subsequently, our engagement leads us to the selection of a specific day within the 'Schedule' feature for the purpose of adding a note. For illustrative purposes in this task, the 13th of November was chosen as an example. This deliberate selection serves to showcase the user-friendly functionality of the platform, allowing users to seamlessly input personalized notes on designated dates.



After selecting a specific date within the 'Schedule' feature, users are presented with two distinct methods for creating notes. The first option involves a process, accessible by tapping on the designated 'Add note' bar. This approach prioritizes simplicity and convenience, offering users a quick input method with fewer customization options.

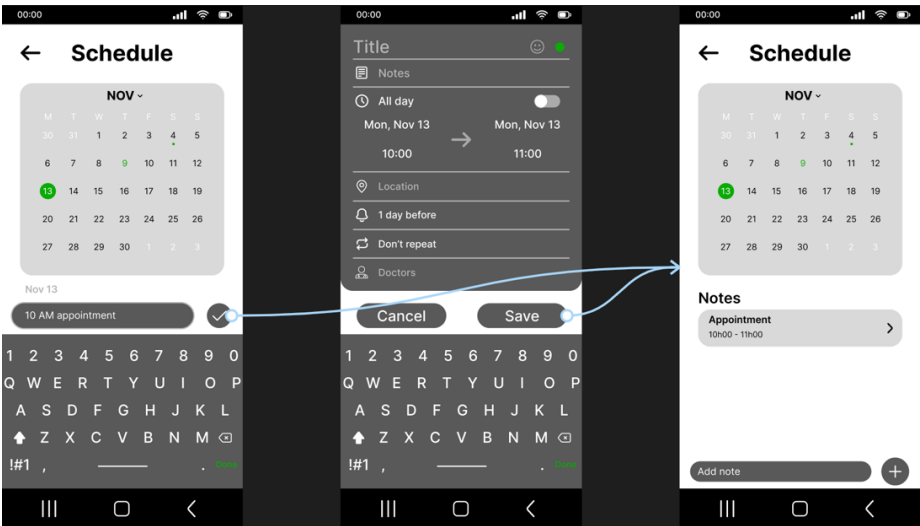
Alternatively, users can opt for the second method provided by the round '+' button. This alternative method is designed to provide a more customizable note-creation experience. By incorporating additional options and features, users opting for this approach have the flexibility to personalize their notes to a greater extent.

This dual-method approach ensures that our platform accommodates diverse user preferences, striking a balance between efficiency and customization in the note-creation process. This strategic design choice reflects our commitment to delivering a versatile and user-centric experience within the 'Schedule' feature.



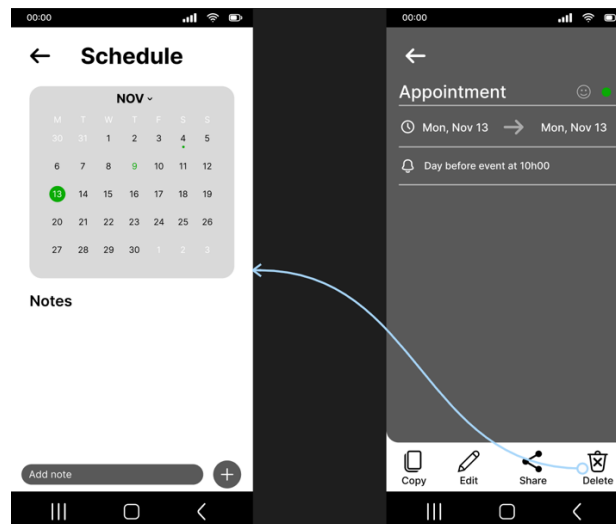
Upon completion of the note creation process, users are afforded the convenience of saving their input by either tapping the 'Check' round button or the 'Save' button, contingent upon the chosen method in the preceding task. This deliberate bifurcation in saving options provides users with a seamless and intuitive means to preserve their notes in accordance with their preferred creation pathway.

Notably, the saved note is prominently displayed on the lower section of the schedule page, contributing to an organized and easily accessible repository of health-related information. This strategic placement ensures that users can readily review and reference their notes within the context of their scheduled events, fostering a cohesive and user-centric approach to health management on our platform.

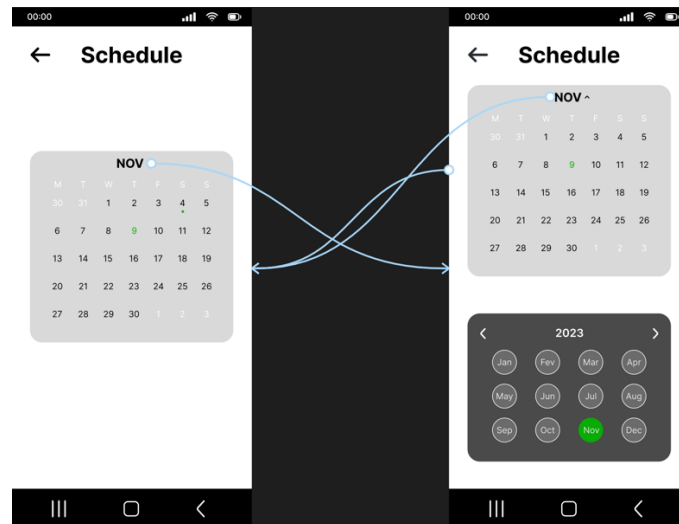


In response to feedback received during heuristic evaluations from other groups, it became evident that the incorporation of a note deletion feature was imperative. Acknowledging the significance of user input and recognizing the need for enhanced functionality, we have decided to implement a feature that allows users to seamlessly delete notes from the schedule.

The forthcoming inclusion of the note deletion feature serves as a testament to our dedication to refining and optimizing the user experience based on valuable user insights garnered from collaborative evaluations.

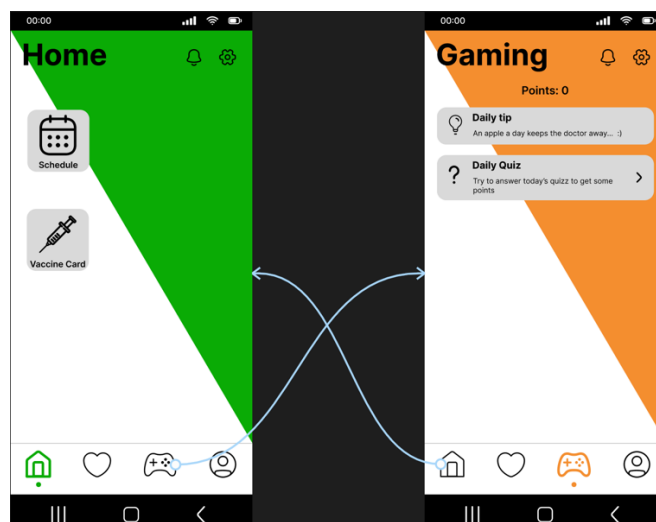


In response to user-centric considerations and in line with our commitment to providing a versatile and forward-thinking platform, we have made the decision to incorporate a feature allowing users to adjust both the year and month. This functionality is specifically designed to accommodate users who wish to proactively plan and add notes for future dates. By offering the flexibility to modify the year and month, our platform empowers users with the ability to engage in long-term health planning, fostering a proactive and comprehensive approach to health management. This enhancement aligns with our commitment to anticipating user needs and ensuring that our platform remains a dynamic and accommodating tool for individuals seeking to manage their health in a thoughtful and strategic manner.



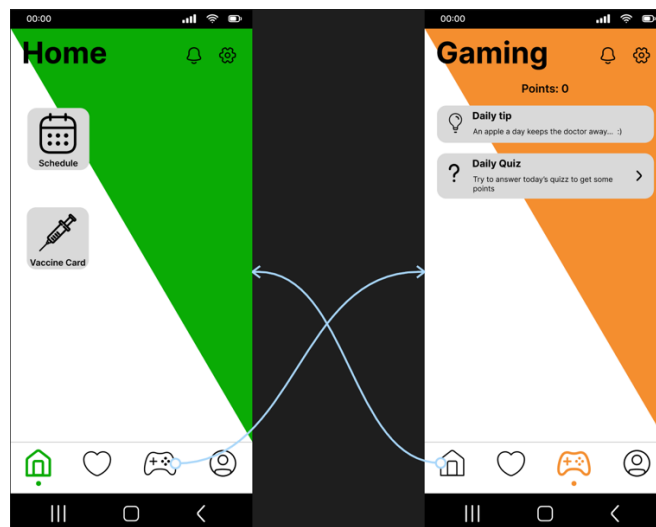
Task 2

In the context of the second task, the user's objective is notably straightforward, centered around navigation to the designated 'Gaming' page and read the 'Daily Tip.' This streamlined task underscores the user-friendly design of our platform, as users can efficiently locate and engage with more community interactive content. The simplicity of this task serves as a testament to the intuitiveness of our navigation system and the ease with which users can access valuable health-related information. The successful execution of this task reinforces our commitment to providing a seamless and user-centric experience, particularly in the context of accessing relevant and engaging content within specific sections of the application.



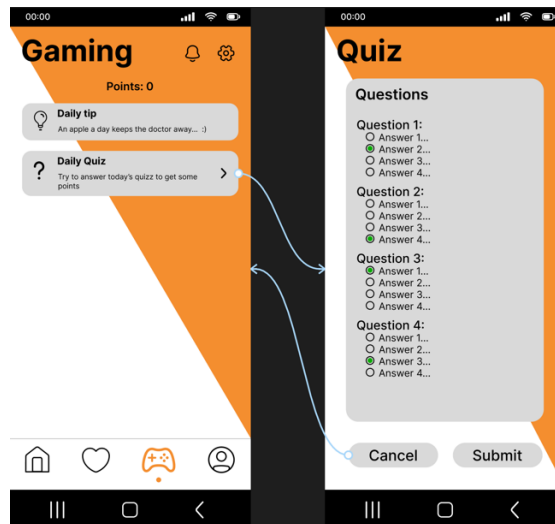
Task 3

In alignment with the precedent task, the user is directed to navigate to the 'Gaming' page in the third task. This consistent navigational requirement underscores the intuitiveness of our platform's structure. The recurrence of the 'Gaming' page as a destination reflects our commitment to providing a cohesive and predictable user experience, ensuring that users can effortlessly engage with various features and content areas within the application, as well as to reinforce the ease of navigation and user-friendly design, emphasizing the accessibility of health-related content.

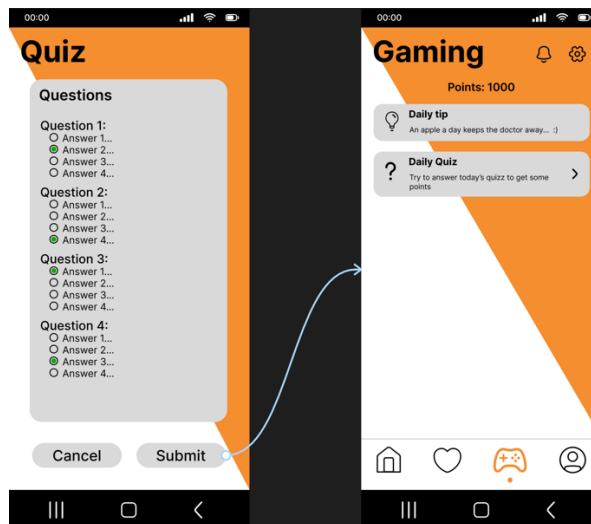


After navigating to the 'Gaming' page as stipulated in the third task, users are prompted to engage with the 'Daily Quiz' feature, necessitating active participation in answering the provided questions. Notably, a significant enhancement has been introduced based on feedback received during heuristic evaluations. Although there was divergence in opinion, a valuable observation from one of the groups prompted us to reconsider the absence of a cancel button on the quiz page.

In response to this feedback, we have incorporated a cancel button to afford users the flexibility to abort the quiz at any point and return to the previous page. This strategic addition reflects our commitment to user-centric design, acknowledging diverse user preferences and ensuring a more accommodating and responsive quiz-taking experience. The incorporation of the cancel button aligns with our continuous improvement approach, demonstrating our receptivity to user feedback and the iterative refinement of our platform for enhanced usability.



Upon completion of the quiz, users are provided with the option to submit their responses, thereby enabling them to acquire points. By incorporating a point-based system, we aim to incentivize user engagement and participation in health-related quizzes, contributing to a dynamic and rewarding user experience. The submission of the quiz serves as a strategic component in our overarching goal of encouraging users to actively participate in interactive features, fostering a sense of achievement and motivation in their health management endeavours.



Heuristic Evaluation Results

In this section, we indicate the problems pointed out by our evaluators (groups 3 and 8). We will comment on their evaluations in the *Corrections to perform in Phase 3* section of the report.

Group 3

1. Does not keep the application's bottom screen bar.
 - Heuristic: 4 – Consistency and Standards
 - Severity: 2
2. The month changing option on the calendar and where to click is not intuitive.
 - Heuristic: 6 – Recognition rather than recall
 - Severity: 2
3. The daily tip is not clearly visible, could be implemented in a different way.
 - Heuristic: 1 – Visibility of the System Status
 - Severity: 2

Group 8

1. Should show how many points each quiz can give.
 - Heuristic: 6 – Recognition rather than recall
 - Severity: 1
2. The correlation between the gaming and schedule sections is not clear.
 - Heuristic: 4 – Consistency and Standards
 - Severity: 3

Common Heuristic Evaluation

Surprisingly, both groups highlighted two similar problems. They both thought that there was a lack of clarity in the activation of the “1 day before” and “Don’t repeat” options in the schedule screen. Group 8 mentioned heuristics 7 and 10 (Flexibility and Efficiency of Use and Help and Documentation, respectively) and gave it a severity degree of 2. Group 3 mentioned heuristic 8 (Aesthetic and Minimalistic Design) and gave it a severity degree of 1, which gives us an average severity of 1.5.

They also pointed out that after creating an appointment, there is no delete button on the page. The groups mentioned heuristics 3, 5, 7 and 9 (User Control and Freedom, Error Prevention, Flexibility and Efficiency of Use and Help Users Recognize, Diagnose and Recover from Errors, respectively) and both gave the problem a degree of 3 in severity.

Corrections to perform in Phase 3

Based on the other groups heuristic evaluation's there are plenty of corrections the group must do for the third phase of the project.

As for group 3, we do not agree with the first evaluation that was pointed out. There is no necessity on any application to keep the bottom screen bar in every screen the app displays. If the group said that the page was missing a cancel/go back button, we would totally agree, and that is something our group as already fixed on the prototype. As for the second point, we acknowledge that a user does not easily understand that there is a month changing option when reaching the calendar page. Therefore, we already added a little arrow on the prototype so that it is clear there is a touchable box in that area of the page. Finally, we do not see eye to eye on the third evaluation. Although we are still going to search for a way of implementing that button differently, to us, the daily tip is clearly distinguishable from the rest of the page.

We believe that group's 8 evaluation is almost perfect. After finishing a quiz, the app effectively does not show how many points a user currently has. However, we do not really understand where their third problem comes from, as the gaming section (which we pretend to rename) has nothing to do with the schedule. On one hand, the schedule is a feature that allows the user to register and know at any given time if they have a meeting/appointment on a certain date. On the other hand, the gaming section is just a feature to entice the user to learn about his or other people's daily health problems or ways to avoid them. Our decision in including this in the app was purely informative.

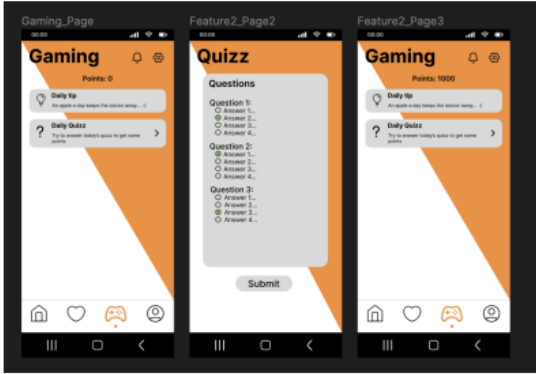
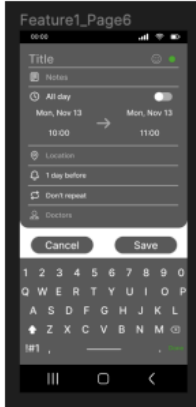
As for the common heuristic evaluation, we do not believe there is a way to make an appointment creation page more simplistic than the current page as group 3 suggests. Nevertheless, we agreed with group 8 that the way these options are currently displayed do not make it absolutely clear what they do. Our group believes that there are two courses of action here. Either change the visual of the appointment creation feature or create an app manual, where each button and its function would be thoroughly described. Finally, it is also true that there is no option to delete an appointment in the schedule and that issue needs to be addressed as soon as possible.

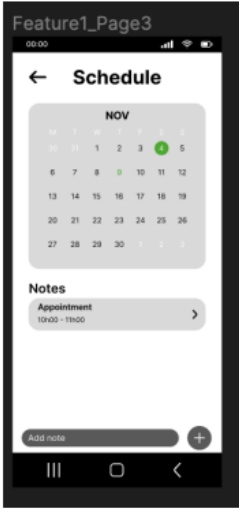

Heuristic Evaluation Report

Class Nr.: LEIC04 - 9/11/23 - Thiago Sobral

Group evaluated: 07 - HealthSync

By group: 03 (Nuno Silva e Tiago Azevedo)

Problem #	Issue (include screenshot)	Heuristic(s)	Severity (1-4)
1	Não continua com a barra inferior da aplicação. 	4	2
2	O design não está minimalista. 	8	1

3	<p>Após criar uma nota no calendário, não existe a opção para a apagar.</p> 	5,9	3
4	<p>A opção de mudança de mês no calendário não está muito intuitiva, onde clicar para se poder trocar de mês.</p> 	6	2


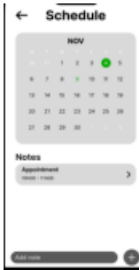
5	<p>A Daily Tip não está muito visível, poderia estar implementada de maneira diferente.</p> 	1	2
---	---	---	---

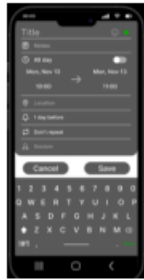
Heuristic Evaluation Report

Class Nr.: LEIC04 – 9/11 – Thiago Sobral

Group evaluated: 07 – Gaming

By group: 08

Problem #	Issue (include screenshot)	Heuristic(s)	Severity (1-4)
1	Should show how many points each quiz can give 	6	1
2	Not clear how to delete an appointment 	3, 5, 7	3
3	The options "1 day before" and "Don't repeat" activation/modification are not clear.	7, 10	2

			
4	Not clear the correlation between the gaming and schedule parts of the application	4	3