SEVERITY RATING SCALE

0 = I don't agree that this is a usability problem at all

1 = Cosmetic problem only: need not be fixed unless extra time is available on project

2 = Minor usability problem: fixing this should be given low priority

3 = Major usability problem: important to fix, so should be given high priority

4 = Usability catastrophe: imperative to fix this before product can be released

VIOLATION	RECOMMENDATION	HEURISTICS	SEVERITY
No date-of-birth formatting error prevention	Implement calendar pop-up DOB selection	**Error Prevention**	2
No option to decline identification on gender, ethnicity, and race. Instead, offers option: "Unknown"	Adopt industry standard and add "Prefer Not to Respond"	**Consistency and Standards**	2
Cannot proceed if the individual does not have SSN or Driver's License ID	Direct users to alternative options to sign up for COVID tests if they do not have SSN or Driver's License.	**Help and Documentation / Visibility of System Status**	2
Registration is a separate process from scheduling COVID test.	Given that users only register in the system to schedule a COVID test, consider making this one continuous process to avoid confusion between registration status vs. appointment status.	**Visibility of System Status**	3
System asks for detailed personal information without informing users why they're needed for registration	Given that LynxDx asks for more personal information than other COVID test providers, provide information on why additional information is required.	**Tester Privacy / Personal Information Collection**	1
System asks: "Have you experience any symptoms in the last 14 days?" without listing what is considered a symptom	Rather than requiring users to remember what are considered COVID symptoms, list the symptoms and ask if they have experienced any of the symptoms.	**Recognition Rather than Recall**	2
Users can respond that they have specific symptoms but still answer "no" to "have you experienced any symptoms in last 14 days?"	Insert error check to get correct symptom information when there's a mismatch in user answers.	**Error Prevention/ Error Recognition**	2
The statement: "Once scheduling is complete, click here for more information" appears before user finishes scheduling and user can leave the page accidentally, making them lose their place in scheduling.	This information statement should be moved to the confirmation page to ensure that user does not accidentally navigate away from current process.	**Error Prevention**	1
FAQ and test confirmation page provides conflicting information about whether users need to cancel COVID tests once they can no longer make the appointment.	Standardize the cancellation policy provided in the FAQ and the appointment confirmation page	**Consistency and Standards**	2
The registration and appointment process uses very small fonts that would make the process difficult for vision impaired individuals.	Use larger fonts	**Aesthetic and Minimalist Design (Accessibility)**	2
The test result notification and the actual result page does not let users know their link expires once they've viewed the results.	Add warning notifying user that the link expires once results are viewed at the time the user is checking the result.	**Error Prevention/ Help Documentation**	3