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| **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 |

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| **VIOLATION** | **RECOMMENDATION** | **HEURISTICS** | **SEVERITY** |
| No date-of-birth formatting error prevention | Implement calendar pop-up DOB selection | **Error Prevention** | Icon  Description automatically generated |
| 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** | Icon  Description automatically generated |
| 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** | Icon  Description automatically generated |
| 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** | Icon  Description automatically generated |
| 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** | Icon  Description automatically generated |
| 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** | Icon  Description automatically generated |
| 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** | Icon  Description automatically generated |
| 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** | Icon  Description automatically generated |
| 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** | Icon  Description automatically generated |
| 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)** | Icon  Description automatically generated |
| 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** | Icon  Description automatically generated |