**CSYE 7280 User Experience Design and Testing**

***Redesigned Prototype***

**Team Name: CareConnect**

| **NU ID** | **Team Member Name** |
| --- | --- |
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**Link to Interactive Prototype:**

<https://www.figma.com/file/UJ4F6bOLmMgJUSJe5NvX2s/Advanced-Prototype?type=design&node-id=0%3A1&mode=design&t=1W7MqhVJPftyZwxZ-1>

We redesigned a total of *9 high priority* and *11 medium priority* issues that are discussed in this document. Quite a few *low priority* issues were also redesigned but the rest will be redesigned in the subsequent prototypes.

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Issue #1: HIGH - Forgot Password

| – A standard ‘Forgot password’ feature is missing from the sign up page. This could potentially lock users out of their profiles when they forget their passwords leaving them with no option of retrieval.  – Heuristics violated:  User Control and Freedom  Flexibility & Efficiency of use |  |
| --- | --- |
| – The ‘Forgot Password’ feature was added to the screen by strategically placing it just below the password input screen. It is also in blue and underlined, indicating that it is a hyperlink that could possibly redirect users to a password reset screen. |  |

Issue #2: HIGH - Sign Up Hyperlink

| – The sign in and sign up hyperlinks use the same font color as the rest, making them look like a footnote rather than a helpful function. It is essential to highlight these links using different font colors.  – Heuristics violated:  Consistency & standards |  |
| --- | --- |
| - The ‘Sign Up’ and ‘Sign In’ hyperlink were highlighted using the blue color, commonly used for hyperlinks. This sets them apart from the rest of text and brings user’s focus to the link when needed. |  |

Issue #3: HIGH - Suggestive Search

| – There are two things lacking here in the search feature: One is a placeholder in the search bar that could guide users on what type of query is expected. And the other is dynamic suggestions while typing.  – Heuristics violated:  Recognition rather than recall  Error Prevention |  |
| --- | --- |
| – A standard suggestive search and autocomplete hints bar is provided when the user starts typing and helps users complete their search appropriately. It suggests multiple possible search phrases. |  |

Issue #4: HIGH - Navigation Bar Highlight in Explore

| – A user may not be able to identify on which screen of the app they are on. The navigation bar should be able to highlight it so that it is more visible.  – Heuristics violated:  Visibility of system status |  |
| --- | --- |
| — Keeping in mind the color theme and highlighting method used throughout, the ‘Explore’ screen icon located in the navigation bar is highlighted by changing its color to blue, setting it apart from the rest of the gray icons. This helps users identify where they are currently in the application. |  |

Issue #5: HIGH - Back Buttons in Search Doctor

| – In any of the ‘Search for a doctor’ steps, a user is unable to go back to the previous screens in order to edit queries or look up a different profile.  – Heuristics violated:  User control and freedom |  |
| --- | --- |
| — Small black arrows with gray circles are conveniently placed at the top left of the screen for users to navigate back to the previous screen. It is intuitive and natural for all users to locate. |  |

Issue #6: HIGH - Navigation Bar Highlight in Profile

| – A user may not be able to identify on which screen of the app they are on. The navigation bar should be able to highlight it so that it is more visible.  – Heuristics violated:  Visibility of system status |  |
| --- | --- |
| — Just like for the Explore screen, and maintaining the consistency, the ‘Profile’ screen icon located in the navigation bar is highlighted by changing its color to blue, setting it apart from the rest of the gray icons. This helps users identify where they are currently in the application. |  |

Issue #7: HIGH - Back button in Book Appointment

| – In any of the ‘Book an Appointment’ steps, a user is unable to go back to the previous screens in order to edit queries or pick a different date and time.  – Heuristics violated:  User control and freedom |  |
| --- | --- |
| — In line with the Search for a Doctor screens, small black arrows with gray circles are conveniently placed at the top left of the screen for users of the book appointment feature to navigate back to the previous screen. It is intuitive and natural for all users to locate. |  |

Issue #8: HIGH - Emergency Exit in Book Appointment

| – Booking appointment procedure lacks emergency exit feature where if a user wishes to abort can go back to the home screen.  – Heuristics violated:  User control and freedom |  |
| --- | --- |
| – For emergency exit, a ‘Go To Home’ link was created and clubbed with the navigation button located on the bottom center of the screen. Instead of a button like ‘Next’, this looks more like a redirection link so that users do not get confused and mistakenly quit the process. |  |

Issue #9: HIGH - Cancel Appointment

| – One of the most essential features of booking is to be able to cancel the booking. This feature is missing from the My Appointment screen.  – Heuristics violated:  User control and freedom |  |
| --- | --- |
| – Cancel appointment button was added at the bottom center of the screen keeping up with the rest of the screen buttons. Clicking on that button leads users to a new screen where they can add the reason for cancellation and submit cancel the appointment. |  |

Issue #10: MEDIUM - Input Validation in Sign In/Sign Up

| – Users are not made aware of any improper input immediately after entering, rather they have to wait till they hit the button  – Heuristics violated:  Visibility of system status |  |
| --- | --- |
| – When a user completes typing an input field incorrectly and moves on to the next input field, the previous one is highlighted in red, accompanied along with a short descriptive error message suggesting users to correct their input before moving forward. |  |

Issue #11: MEDIUM - Confirmation in Sign Up/Sign In

| – When a user successfully signs up, there is no feedback or confirmation of the action.  – Heuristics violated:  Visibility of system status |  |
| --- | --- |
| – A new confirmation screen has been added and shows up when a user successfully signs up. It uses clear words and icons to indicate that the user has successfully signed it. It also has a button that indicates the user to sign in using the newly created credentials. |  |

Issue #12: MEDIUM - Help Center and Logout

| – Two essential features that are missing but could be very useful are the ability for a user to logout and a way to reach the help section in the app.  – Heuristics violated:  User control and freedom  Error prevention |  |
| --- | --- |
| – For log out and help redirection, new links have been created on the bottom of the profile page. The logout button logs a user out and the help redirects them to a new page. This new page is well-made for users to look up their queries and find an appropriate solution. |  |

Issue #13: MEDIUM - Descriptive Headings

| – Rather than having generic headings like Build Profile, the headings should be more descriptive, matching the grouping of the questions.  – Heuristics violated:  Match between system and real world |  |
| --- | --- |
| – The questions have been grouped into two sections, namely ‘Medical History’ and ‘Lifestyle Factors’. The names are self explanatory and consist of questions related to a user’s medical encounters and general lifestyle factors that may affect one’s health respectively. |  |

Issue #14: MEDIUM - Number of Steps

| – Users unable to articulate how long the profile building process could be due to lack of indicators like the number of steps remaining.  – Heuristics violated:  Visibility of system status |  |
| --- | --- |
| – The number of steps left in the completion of the process is conveniently placed on the top center just below the page name. It indicates the step the user is on and the total number of steps. |  |

Issue #15: MEDIUM - Placeholders/Default Values

| – Input fields lack helpful placeholder/default texts that could potentially guide users in the right direction when providing inputs  – Heuristics violated:  Error Prevention  Recognition rather than recall |  |
| --- | --- |
| – Helpful placeholders are now present in each mandatory and most of the optional text fields that sets out the expectations for the users. |  |

Issue #16: MEDIUM - Mandatory and Optional Fields

| – In a case like this, where there are multiple questions are to be answered by users, it is helpful to have some indications on questions that are mandatory and the ones that are optional  – Heuristics violated:  Error Prevention  Flexibility & efficiency of use |  |
| --- | --- |
| – Standard design practice is implemented in the form of red stars next to the questions to indicate to users which of the inputs are mandatory and which one’s are optional. |  |

Issue #17: MEDIUM - Number of Steps

| – Users unable to articulate how long the appointment booking process could be due to lack of indicators like the number of steps remaining.  – Heuristics violated:  Visibility of system status |  |
| --- | --- |
| – The number of steps left in the completion of the process is conveniently placed on the top center just below the page name. It indicates the step the user is on and the total number of steps. |  |

Issue #18: MEDIUM - Add notes for Doctors

| – An essential and very useful feature to have would be the ability for users to add a note while booking the appointment. It could provide important context to a doctor.  – Heuristics violated:  User control and freedom |  |
| --- | --- |
| – An additional step is created just before the final step of appointment booking. This page has appropriate input fields where users get the freedom of choosing whom they want to book an appointment for and also add notes describing the problem they are facing. |  |

Issue #19: MEDIUM - Mandatory and Optional Checklist

| – In a case like this, where there are multiple requirements expected to be fulfilled by users, it is helpful to have some indications on questions that are mandatory and the ones that are optional  – Heuristics violated:  Error Prevention  Flexibility & efficiency of use |  |
| --- | --- |
| – Standard design practice is implemented in the form of red stars next to the checklist items to indicate to users which of the items are mandatory and which one’s are optional to complete. |  |

Issue #20: MEDIUM -Book Appointment button position

| – A user has to scroll to the bottom of the screen to view the book appointment button. A shortcut somewhere more accessible would be helpful.  – Heuristics violated:  Flexibility & efficiency of use |  |
| --- | --- |
| – In addition to the ‘Book Appointment’ button at the bottom of the screen, another one on the top right has been added for users looking for a shortcut. |  |