

MYNEXTVL USABILITY HEURISTIC

INFM372
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USABILITY RATING

0 – THIS IS NOT A USABILITY PROBLEM

1 – COSMETIC PROBLEM

2 – MINOR USABILITY PROBLEM

3 – MAJOR USABILITY PROBLEM

4 – USABILITY CATASTROPHE; IMPERATIVE
TO FIX

10 USABILITY HEURISTICS

1. VISIBILITY OF SYSTEM STATUS
2. MATCH BETWEEN SYSTEM & REAL WORLD
3. USER CONTROL & FREEDOM
4. CONSISTENCY & STANDARDS
5. ERROR PREVENTION
6. RECOGNITION RATHER THAN RECALL
7. FLEXIBILITY & EFFICIENCY OF USE
8. AESTHETIC & MINIMALIST DESIGN
9. HELP RECOGNIZE & RECOVER FROM ERROR
10. HELP & DOCUMENTATION

MyNextLevel: Create an account.

Health Insurance Portability and Accountability

Terms and Conditions

*Please verify age

Date

MM	DD	YYYY

I agree ☐

I disagree ☐

Submit

*Please verify age

Date

MM	DD	YYYY
01	01	2021
02	02	2022
03	03	2023

Submit

I agree ☐

I disagree ☐

Submit

After an account is created, it loads a page to verify your age and agree to terms and conditions. The design is misleading and appears as if you are agreeing to the date you entered above.

Terms and Conditions should be clearly stated above the agree and disagree option. There is also not a link or any terms and conditions, or HIPPA, available to read.

You are able to select both agree and disagree.

Aesthetic & Minimalistic Design Rating: 2

Error Prevention: 3

- Add a readable terms and conditions file.
- Fix radio button form to only select 1 option.
- Fix design flaw where the agree/disagree is under the age and not under terms and condition.

MyNextLevel: Create/Login to an account.

The image displays two side-by-side web forms for user authentication. The left form, titled 'Please Log In', contains two input fields: '*Email Address' and '*Password'. Below the password field, there is a link 'Forgot Password?' and a label '*Required Information'. A blue 'Submit' button is at the bottom. The right form, titled 'Create an Account', contains four input fields: '*Full Name', '*Email Address', '*Password', and '*Re-enter Password'. Below the last field is a label '*Required Information'. A blue 'Submit' button is at the bottom. Both forms have a light gray border and rounded corners.

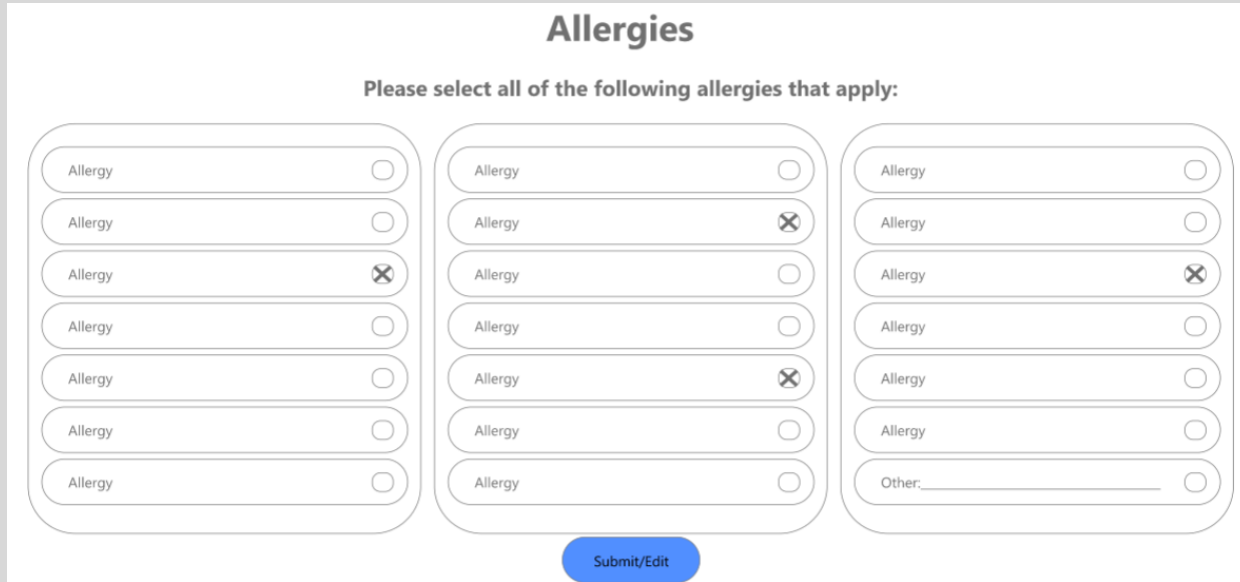
Form validation has asterisk confirming what is required to complete the task of creating an account or logging in.

Forgot password lets users create a new password if it is forgotten.

Error Prevention rating: 0

Help recognize & recover from error: 0

MyNextLevel: Add/Edit Allergies list



Allergies

Please select all of the following allergies that apply:

Allergy <input type="radio"/>	Allergy <input type="radio"/>	Allergy <input type="radio"/>
Allergy <input type="radio"/>	Allergy <input checked="" type="radio"/>	Allergy <input type="radio"/>
Allergy <input checked="" type="radio"/>	Allergy <input type="radio"/>	Allergy <input checked="" type="radio"/>
Allergy <input type="radio"/>	Allergy <input type="radio"/>	Allergy <input type="radio"/>
Allergy <input type="radio"/>	Allergy <input checked="" type="radio"/>	Allergy <input type="radio"/>
Allergy <input type="radio"/>	Allergy <input type="radio"/>	Allergy <input type="radio"/>
Allergy <input type="radio"/>	Allergy <input type="radio"/>	Other: <input type="text"/> <input type="radio"/>

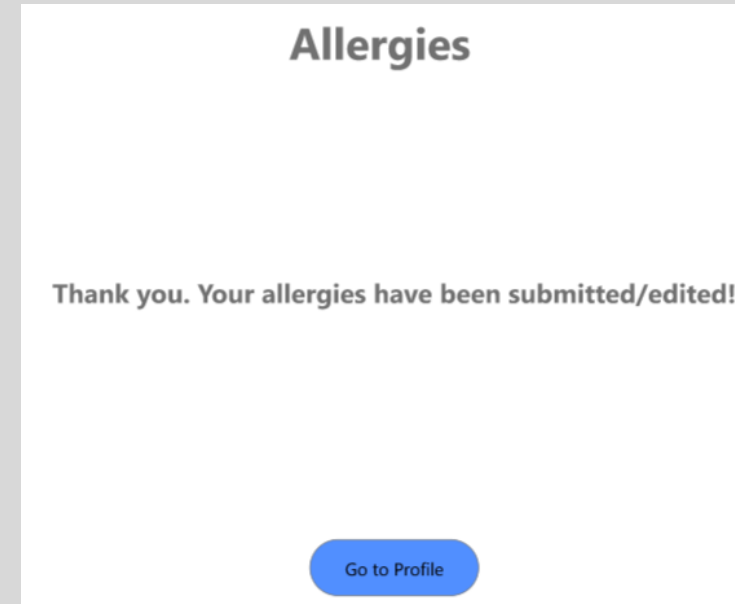
[Submit/Edit](#)

You are unable to leave the page without clicking the Submit/Edit button. You must click it to continue, you cannot exit the page by clicking a different link on the page. You can uncheck any boxes you accidentally click, and there is another option to type in additional allergies that may not be listed.

User Control & Freedom rating: 1

Error Prevention rating: 0

– Add a back to profile button or exit button to the page.



Allergies

Thank you. Your allergies have been submitted/edited!

[Go to Profile](#)

There is a confirmation page that your edit submissions has been inputted.

Visibility of System Status rating: 0

MyNextLevel: Medication Refill

The screenshot shows the 'MyNextLevel: Medication Refill' web application. The header is blue with the 'MyNextLvl' logo on the left and navigation links 'About Us', 'Health Conditions', 'Resources', and 'Reminders' in the center. A user profile picture and a 'Log out' button are on the right. The main content area is titled 'Medication Refill Reminder' and is divided into three sections: 'Set your reminder', 'Upcoming reminder', and 'Past reminder'. The 'Set your reminder' section has a 'Date' field with a calendar icon, a 'Medication' list with three entries ('Medication 1', 'Medication 2', 'Medication 3') and a 'Set' button. The 'Upcoming reminder' section shows 'Medication 1' with a date and time, and an 'Edit' button. The 'Past reminder' section shows a date and medication name. A calendar pop-up is visible over the 'Date' field, showing the month of December.

MyNextLvl

About Us Health Conditions Resources Reminders Log out

Medication Refill Reminder

Set your reminder

Date: 01/01/22

Medication

Medication 1

Medication 2

Medication 3

Medication Set

Upcoming reminder

Medication 1

Date: 01/01/22 ... Time: 12:00 pm ... Edit

Past reminder

Date: 08/01/22 ... Medication 1 ...

FAQ Contact Us

Medication Refill Reminder

Thank you for setting your Medication Refill Reminder!

[Go Back to Home](#)

You can select a date for the specific medication you need a refill reminder for, but unable to select a specific time for the reminder.

Recognition Rather than Recall rating: 3

– Add a clock function to set a time for the reminder.

MyNextLevel: Modify Dr Appointment Reminder

The screenshot shows the 'Doctor Appointment Reminder' page. At the top is a blue navigation bar with the 'MyNextLvl' logo, links for 'About Us', 'Health Conditions', 'Resources', and 'Reminders', a user profile icon, and a 'Log out' button. The main content area is titled 'Doctor Appointment Reminder'. On the left, under 'Set your reminder', there are three input fields: 'Date' (01/01/22), 'Time' (12:00 pm), and 'Doctor' (a list with Doctor 1, Doctor 2, Doctor 3, and Doctor 4). A calendar widget is open over the date field, and a time picker is open over the time field. On the right, under 'Upcoming reminder', there is a card for 'Doctor 1' with the date '01/01/22' and time '12:00 pm', and an 'Edit' button. Below this, under 'Past reminder', there is a card for 'Date: 08/01/22' and 'Time: 12:00 pm'. The bottom of the page has a blue bar with 'FAQ' and 'Contact Us' links.

The Dr. appointment reminder has the option to set a time for the reminder where the medication refill page does not have that option.

Consistency & Standards rating: 1
– Add clock function to med reminder.

There is an option to edit a reminder but there is not an option to delete a reminder.

Flexibility & Efficiency of use rating: 3
– Add a delete option for reminders.