

## Concerns and goals

Pre-Evaluation concerns and goals follow.

### Concerns

Users would understand the organization and terms so that they would be able to navigate to the target page easily. (Includes both left sidebar and tabs.)

Users would understand the terms so that they would be able to navigate to the target page easily. (Includes both left sidebar and tabs.)

Icons – icons are understandable.

### Goals

No more than two wrong menu choices to complete a task.

The outcome from the evaluations is compared to these concerns and goals, categorized as either Global or Local Scope and assigned a Severity Level.

Table 7 shows the concerns and goals, as well as, Justifications for concerns, Scope and Severity for Tasks; Table 8 does so for icons. The concern for all icons is understandability. Data for Table 7 is taken from the interviews. Data for Table 8 is taken from the Graphic Designer consultation.

**Table 7. Concerns, Justifications, Scope and Severity for Tasks**

Task	Concern	Concern Justification	Scope	Severity
1 Find the discussion on blood flow through the heart.	Understand the organization	Not a concern	NA	NA
	Understand the terms	Not a concern	NA	NA
	Understand the icons	Not a concern	NA	NA
2 Find the animated diagram on blood flow through the heart.	Understand the terms	Not a concern	NA	NA
	Understand the icons	Not a concern	NA	NA
3 Find diagrams of the heart that can color.	Understand the organization	Participants took a long time to find the right menu choice. P2 comment that tabs do not stand out.	Global	Level 2

		P3 and P4 followed Anatomy of the Heart navigation path first.		
	Understand the icons	Not a concern	NA	NA
4 Find information on Congestive Heart Failure.	Understand the terms	Concern – P2 had more difficulty.	Local	Level 4
	Understand the icons	Concern – Only P2 had more difficulty. Choice between Cross Section and At the Clinic – problem with icon or terms?	Global	Level 4
5 Find the review questions	Understand the organization	Not a concern because participants had seen choice in previous tasks. Should have used Glossary task instead of this one.	NA	NA

**Table 8. Justifications, Scope and Severity for Icons**

Icon	Concern Justification	Scope	Severity
Discussion – Session 1	Graphic Designer: Looks too much like text. Not a concern because that is the intention.	Global	Level 4
Discussion – Redesign for Session 2	Not a concern	Global	N/A
Diagram	Graphic Designer: Looks too much like dominos.	Global	Level 3
Diagram – Redesign for Session 2	Not a concern	Global	N/A
At the Clinic	Not a concern	NA	NA
Cross Section	Should have a 1-to-1 correspondence between items	Global	Level 3
Cross Section – Redesign for Session 2	Not a concern	Global	N/A
Color	Not a concern	N/A	N/A
Quiz	Not a concern	N/A	N/A

Scope – How widespread is the problem?

Local – scope limited to one screen

Global – scope larger than one screen (Dumas, 322 – 323)

Severity – How critical is the problem?

Level 1 – Problem prevents completion of the task

Level 2 – Problem creates significant delay or frustration

Level 3 – Problem has a minor effect on usability

Level 4 – Problem is minor and can be addressed in an enhancement (Dumas, 324 - 325)

### Sort Problems into Order of importance

Next I sorted the problems by Scope then Severity. Global has a higher priority than Local. Level 1 takes a higher priority than Level 4. Table 9 is related to tasks, Table 10 is related to the Graphic Designer consultation.

**Table 9. Sort Task Problems in Order of Importance**

3	Find diagrams of the heart that can color.	Understand the organization	Participants took a long time to find the right menu choice. P2 comment that tabs do not stand out. P3 and P4 followed Anatomy of the Heart navigation path first.	Global	Level 2
4	Find information on Congestive Heart Failure.	Understand the icons	Concern – P2 had more difficulty. Choice between Cross Section and At the Clinic – problem with icon or terms?	Global	Level 4
		Understand the terms	Concern – P2 had more difficulty.	Local	Level 4

**Table 10. Sort Icon Problems in Order of Importance**

Icon	Concern Justification	Scope	Severity
Diagram	Looks too much like dominos.	Global	Level 3
Cross Section	Should have a 1-to-1 correspondence between items	Global	Level 3
Discussion	Looks too much like text.	Global	Level 4
All Icons	Participant 4 comment “not representative”	Global	Level 4