# Heuristic Evaluation

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| Issue #1: Picture doesn’t show medication at the bottom when the homepage appears. | |
| Issue: | Visibility; Identifiability; Real Estate |
| Description: | The complete picture is the woman looking a medication in a store aisle. However, this is cut off when the homepage first appears. Without text to understand the site, the picture show more context if the bottom of the picture is shown. |
| Recommendation: | * Change the picture’s resolution so that the bottom of the picture is shown * Change the picture that conveys the message immediately. |

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| Issue #2: No introduction or details of what the website is or what to do when the homepage appears. | |
| Issue: | Identifiability; User Focus |
| Description: | Similar to Google, the single text field search prompt is shown. The question is whether the title alone allows the user to understand what to search for. |
| Recommendation: | Provide brief description underneath the tagline to provide context of the website. Similar to Docker that has a short explanation of what their company and services are about. |

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| Issue #3: Tabs are not clear and apparent on the right side. | |
| Issue: | Aesthetic Clarity |
| Description: | When the medication is selected, tabs on the right side just look like standalone bubbles of text. The tab over recalls is very thin. There is no tab outline on top of the Adverse Events text. |
| Recommendation: | * Add outline to Adverse Event tab * Make the tabs on the right side more apparent * If filters are added, they should be on the same line. |

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| Issue #4: If there are no recalls, default should be adverse events. | |
| Issue: | Enable Users to Achieve Goals and Perform Tasks; |
| Description: | If there is a medication without recalls or adverse events, the website should be directed to the area with results. |
| Recommendation: | * Direct users to areas with content (Recall or Adverse Events). * Provide clear labeling that the alternative area has no content. |

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| Issue #5: Shorten the description of the medication to see the rest of the contents of the results. | |
| Issue: | Real Estate; User Focus |
| Description: | Currently, the user see the entire medication information about a result, and potentially has to scroll down to get to the information they are going to the website for. |
| Recommendation: | * Limit initial medication description to 5-6 lines of text and add “read more” to provide an option for the user to read the rest of the information. |

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| Issue #6: Vet categories in results. | |
| Issue: | Linguistic Clarity; Simplicity; Real Estate; Identifiability |
| Description: | There are several categories provided underneath each result. However, is each category necessary? Is each category clear to the user? Does a user know what a Safety Report ID is? Do they need to know what a Safety Report ID is? Also, what is a substance name? Will the user understand what the substances are within each result? If not, those categories can be limited and other categories could be added that the users can easily understand. |
| Recommendation: | * Remove complicated and unnecessary categories underneath results. * Add a glossary to define each category if the category will not be easily understood by every user. |