Evaluation of Team 7313: Domestic Violence Training Tool
Completed by 7312

Video :https://youtu.be/dBXjqMfjTkw Prototype

Note:
Team 7313 has updated its prototype since the initial user testing. The evaluation and recommendation below are written with the initial prototype used during the user testing session in mind. The initial prototype is well documented in the video linked above.

Heuristic	***Evaluation*** In the space below, enter your observation and evaluation of the degree to which the heuristic has been satisfied. Use as much space as you see fit.	***Recommendations*** In the space below, enter your recommendations as to how the issue can be addressed.
1. Visibility of system status • Always keep users informed about what is going on. • Provide appropriate feedback within reasonable time.	• There is no visual indication of progress, making it hard to gauge how much further selection or action the user (healthcare professional, police officer, social worker or judge) needs to make • Some critical messages or contents, such as “Your patient is a victim”, are not being emphasized and may get lost amongst various buttons and UI elements	• Create a progress bar on the bottom of the screen to show how far into the process the user is • Alternatively, create a label indicating the current step count out of overall step count (display “Step 1 out of 5: Screening Process” instead of “Screening Process”) • Important messages such as “Your patient is a victim” should be emphasized, such as being bolded, or highlighted, or colored red to show severity of the situation
2. Match between system and the real world • Speak the users' language, with words, phrases and concepts familiar to the user, rather than system-oriented terms. • Follow real-world conventions, making information appear in a natural and logical order.	• The application uses common symbols and sensible, easy-to-parse icons • Language is natural and easy to follow • Information is presented in a logical way	• As the app speaks the user’s language well and works in a familiar, logical order, we believe there are no adjustments required amongst such areas

3. User control and freedom • Users often choose system functions by mistake. • Provide a clearly marked "out" to leave an unwanted state without having to go through an extended dialogue. • Support undo and redo.	• Home button goes back to a screen that seems infrequently used • Back button does not go to the previous screen but jumps back either to the wrong screen or to the top level option selection screen • It is too easy for individuals to switch between professions despite it is very unlikely for a judge to become a doctor or for a doctor to become a judge	• Map home button to the screen after selection of profession rather than profession • When tapped, the back button should bring the user to the previous screen, not a seemingly random screen • Require the user to choose a profession when he/she first opens the app • Move the profession settings to be less dominant to avoid accidental input
4. Consistency and standards • Users should not have to wonder whether different words, situations, or actions mean the same thing. • Follow platform conventions.	• Words used for buttons as well as button and selector types are consistent throughout • Tapping on buttons sometimes lead to unintended results. For example, when the user navigates to Screen for DV, taps on “Next”, then taps on “Process” and taps on “Back”, all tabs become completely different compared to the initial input • The app fails to follow the iOS Human Interface Guidelines in several ways: including that there is a “Home” button within the app, and that navigational controls. such as the Back button, are located at the bottom of the screen.	• Fix errors associated with button mappings, primarily in “Screen for DV” • Move the “<Back” navigation button onto a dedicated navigation bar on the top of the screen • Replace the Home button at the bottom with a tab bar, allowing the user to easily switch between commonly used screens • Remove the “Proceed >” navigation bar item • Place a proceed/tick button on screens where it makes sense
5. Error prevention • Even better than good error messages is a careful	• Limited text input prevents the possibility of putting in incorrectly formatted input that can cause errors	• When searching for locations in the “Find a Shelter” screen, provide a drop-down list of locations that are

design which prevents a problem from occurring in the first place.	• Allowing users to go back to the previous screen enables error recovery with little effort	fuzzily matched against the user's manual address text entry, then prompt the user to tap one of the known matched entries, so that no invalid location is entered
6. Recognition rather than recall • Make objects, actions, and options visible. • User should not have to remember information from one part of the dialogue to another. • Instructions for use of the system should be visible or easily retrievable whenever appropriate.	• Most of the app rely upon tapping on buttons - heavy on recognition • There is no progress bar so users need to use recall to remember where they are • There are no instructions such as onboarding experiences, Q&A pages, help pages or inline tips	• Add a progress tree/bar to switch to recognition rather than recall • Add details on how to use the app/what the purpose of the app is with an onboarding experience
7. Flexibility and efficiency of use • Accelerators -- unseen by the novice user -- may often speed up the interaction for the expert user so that the system can cater to both inexperienced and experienced users. • Allow users to tailor frequent actions.	• The keywords that the app uses are very clear • There is very little flexibility in the application due to inputs being pre-determined (user can only select from a series of buttons). While this may prevent errors, the user is extremely limited in how they may want to use the app	• Incorporate some type of text input in addition to the "Find a Shelter" screen. • A possible text input to provide may exist in the directory screen, allowing professionals to look up information.
8. Aesthetic and minimalist design • Dialogues should not contain information which is irrelevant or rarely needed. • Every extra unit of information in a dialogue competes with the relevant units of information and diminishes their relative visibility.	• The design looks professional and includes well-defined negative spacing for buttons and text labels • While having a home button is common on websites, it neither common, nor is encouraged by Apple and most iOS app developers	• Possibly add colors for symbols so the user can identify the meaning faster • Rename the home button as "DV Screen", then place it amongst several tar bar items that includes commonly used screens
9. Help users recognize, diagnose, and recover	• The app is navigated mostly by	• After the user fill outs the screening

from errors • Expressed in plain language (no codes) • Precisely indicate the problem • Constructively suggest a solution.	tapping on buttons, so it is unlikely for errors to occur in the given prototype ● After the screening process, the user has no way to validate or check all of his input at a glance	process, make a confirmation page detailing all of the user's previous selection to confirm the user did not misselect something
10. Help and documentation • Even though it is better if the system can be used without documentation, it may be necessary to provide help and documentation. • Help information should be easy to search, focused on the user's task, list concrete steps to be carried out, and not be too large.	● There is no onboarding experiences, Q&A pages, help pages or inline tips, which if exist, may help the user to have a complete understanding of the app	● Create an onboarding experience (around 3~4 screens), highlighting the app's primary navigation hierarchy and its capabilities ● Add a dedicated tutorial page to help professional users on the correct steps to identify a victim