A6.b Prototype Evaluations

Group Number: 5
Group Name: Cool Health Guides
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Section 1: Cognitive Walkthrough

Scenario

You are a **2nd-year** Computer Science student that can get **very stressed** by school work but do not prioritize your mental health. You want to reach out for support but don't know where to start. You just heard that **UofT Health and Wellness** Services created a site for students to better understand and **track their mental health** and improve **their access** to support through workshops. How would you complete the following tasks?

Tasks

Task 1: Journaling
- Write the journal and save it
- Remove a journal on May 6th

Task 2: Quizzes
- Take a required weekly assessment and leave a note/reaction after the quiz

Task 3: View Reports
- Compare your anxiety and stress trendline for May 2021
- View a detailed record of your assessment for May 4, 2021

Task 4: Export Workshops to Calendar
- See available workshops focused on mental health information and register in one
- Your registration/enrollment has been accepted. Check the details and add them to your calendar.

Task 5: Responding to messages from H&W Representative
- You have received a direct message from a health and wellness worker inviting you for a 1-on-1 consultation. Check the details and accept the invitation.

Content Data

Task 1: Journaling
- Write the journal and save it
    - Click **JOURNAL tab**
    - Press **plus sign** to fill in an **emotion tag**
    - Select different **tags**, **write the journal**
    - Click the **save** button.
- Remove a journal on May 6th
    - Find May 6th on **date selector**
    - Find the journal for May 6th and use **trash button** to delete

Task 2: Quizzes
- Take a required weekly assessment and leave a note/reaction after the quiz
  - Click the notification on the **quiz** icon
  - Click on the **required** quiz
  - Click '**Accept and submit**' when asked to share quiz results with Health and Wellness team
  - **Complete** and **submit** the quiz
  - Leave a post-quiz **reflection** and **reaction**

Task 3: View Reports
- Compare your anxiety and stress trendline for May 2021
  - Click **REPORT** button on the sidebar
  - Enter 'May 1, 2021' and 'May 30, 2021' using the calendar popup labelled **FROM** and **TO** respectively
  - Find the **TRENDS** section and compare the trendlines
- View a detailed record of your assessment for May 4, 2021
  - Click **View completed Quizzes** button
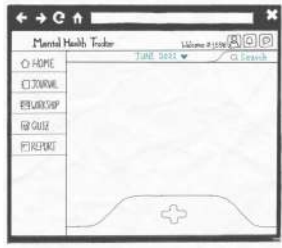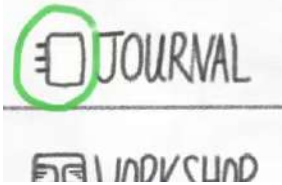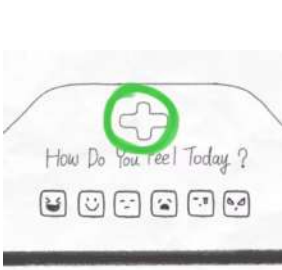 - Click the May 4, 2021 button
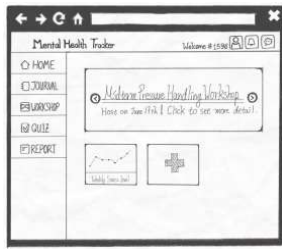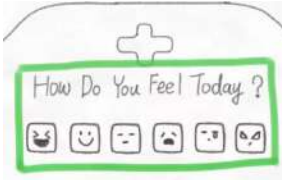
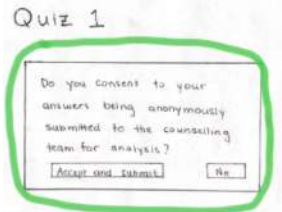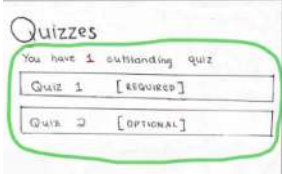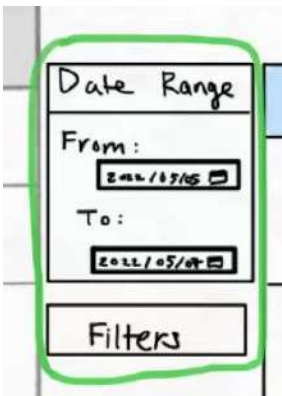Task 4: Export Workshops to Calendar
- See available workshops focused on mental health information and register in one
  - Click main **workshop** tab
  - Click **Browse Workshops**
  - Select **Filters** button
  - Select the appropriate selections under the filter topics **Availability** and **Topic Area**
  - Expand a workshop row to see the details
  - Click **Sign Up**
- Your registration/enrollment has been accepted. Check the details and add them to your calendar.
  - Click the main **workshop** tab
  - Click **My Registered Workshops**
  - Find the workshop with approved enrolment, and expand that row to see the details
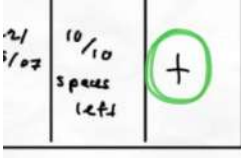 - Click **Export to Calendar**
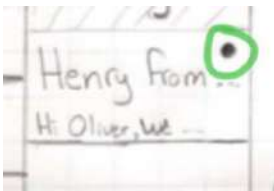 - Add to a calendar

Task 5: Responding to messages from H&W Representative
- You have received a direct message from a health and wellness worker inviting you for a 1-on-1 consultation. Check the details and accept the invitation.
  - Find the **pending messages icon** and click it.
  - Click the tab for the outstanding conversation.
  - Click **'Accept'**
  - Type out a response.

Walkthrough

Issue	Cause	Severity	Remedies
	The home page is redundant, all functions can be found on the sidebar.	LOW	Remove the Home page as it is unnecessary. The home page would be replaced by the Journalling page.
	New users might not be familiar with the functions/highlights of the website, and be unsure of where to start.	MED	For first-time users have a popup instruction for each function of the website
	The 'JOURNAL' option icon is unattractive.	LOW	Replace with a more appealing icon of a pen writing on a notepad.
	No clear area for users to look for help if they are confused about the website.	MED	Add a help section, whose button will be located on the sidebar.
	Starting a new journal is not intuitive. Users may not know to click the '+' sign.	MED	Add text to the bottom of the icon prompting the user to click the + button.
	There is no underline option.	LOW	Add an underline option.

	Not clear how to proceed from this screen when more than one emotion can be selected (not clear if it is automatic).	MED	Skip this stage and proceed directly to the full journal detail entry page.
	Users might be confused about what happens by clicking no.	MED	Replace 'Accept and submit' with 'Accept'. We should also inform the users that responding with 'No' would still enable them to take the quiz.
	Quiz 1 and 2 have the same content, but the wording might make users confused about the content of quiz 2. And the words "required" and "optional" might cause anxiety.	MED	Change text to something like 'You are overdue on your quiz by X days' and have one button to start a new quiz. If the user has already completed the quiz text should be 'Do you want to start your quiz earlier? , the next required quiz will be due 7 days from now'
	It can be hard for the user to keep track of what days they completed their quizzes when viewing reports.	LOW	Add highlights/icons on the days of the calendar where a user has completed a quiz.
	Having separate 'Date Range' and 'Filters' sections is confusing and takes up space.	LOW	Move the Date range into the filters popup. And move the filter beside the sort by button.

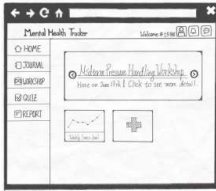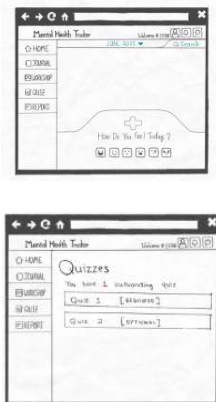|			
	The plus icon can be confused for a sign-up button when it refers to getting more information about a workshop.	MED	Replace the plus icon with a more understandable icon instead. Example:
	The export calendar button can confuse users who don't use a listed calendar provider.	LOW	Add a 'Download calendar' button instead of 'Export to calendar' button. The button will download an ics calendar file.
	The icon to unregister from a course is a trash can icon, which can be confusing in the current context as it commonly refers to 'Delete'.	MED/HIGH	Replace the trash can icon with an 'Unregister' button.
	It is not clear how to close any popup screen.	LOW	Add an X button to every popup screen to close it.
	Users don't know how many new messages they have received.	LOW	Replace the dot on the top-right corner with the number of new messages received.
	Users are forced to immediately open a new message when they click the messages icon. They would like the right to choose.	LOW	The screen should show the list of conversations first. When the user clicks into a conversation the dialogs will expand and push the list to the left.

Section 2: Combined Heuristic Evaluations

Severity Scale Used:

0 = I don't agree that this is a usability problem at all
1 = Cosmetic problem only: need not be fixed unless extra time is available on project
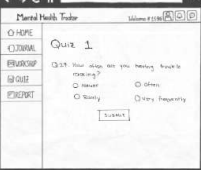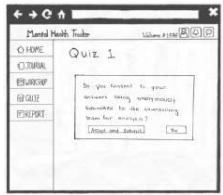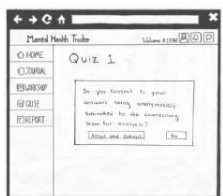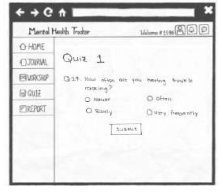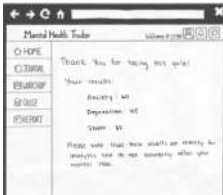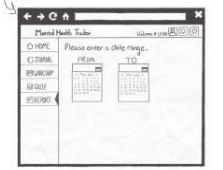2 = Minor usability problem: fixing this should be given low priority
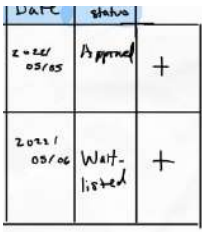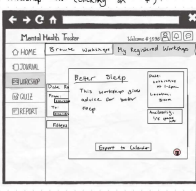3 = Major usability problem: important to fix, so should be given high priority
4 = Usability catastrophe: imperative to fix this before the product can be released
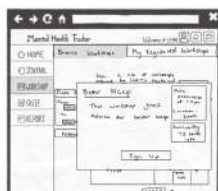
Page Reference	Design issue	Nielsen Violated	Severity Rating	Number of Evaluators
	New users might be unfamiliar with the interface of the website and have a hard time starting or preceding a certain function, which will produce more errors and introduce a sense of losing control.	#10, 5, 3	3	3
	The terms 'Quiz' or 'assessment' might not reflect what the user should expect from the mental health evaluation.	#2, 4, 6	2	2
	Sidebar does not specify that users are on JOURNAL and QUIZ pages causing confusion. Not consistent with all sections.	#1, 4	4	3

	The user doesn't know that the journal was saved/deleted. We might need a pop-up confirming a successful save/deletion.	#1	2	1
	Make the 'X' button bigger to help users undo starting a new journal.	#3	1	1
	Users might be confused about how to hide the "how do you feel today?" section.	#3	2	1
	Add pop-ups confirming whether the user wants to save/delete journals.	#5	2	1

	The emotion icons might not be intuitive alone. Might need to add text describing the precise emotion they represent.	#6	1	1
  (+ includes other screens with no main title/description)	No obvious way to know which task the user is on. Never mentioned explicitly among the actions taken to get to this screen.	#1, 6	1	2
	If a journal is deleted, there is no way to undo it if they accidentally did something wrong.	#3, 5	2	1
	No indicator for the completion of questions. Users will need to recall which question is incomplete rather than just recognize it on the indicator. It is not clear if an error dialog will pop up if a quiz is submitted without completing a question.	#1, 3, 6, 9, 5	2	2

  (+ includes other screens with selection buttons)	No colour on selection buttons, which reduces efficiency and increases the frequency of selection error.	#2, 5, 7, 8	1	1
	User has no option to cancel the decision to start a new quiz.	#3	2	1
	If the user starts a quiz and doesn't want to finish it now, or if they accidentally started the quiz, there's no way to exit the quiz and save their progress.	#3, 7	2	2
	Users might be confused about the meaning and magnitude of the anxiety, depression, and stress scores.	#1, 2, 10	4	1
	The calendar didn't show the quiz input dates, resulting in users performing their tasks inefficiently and producing more errors.	#5, 6, 7	2	2
	A complex interface will cause confusion and decrease the level of efficiency.	#7, 8	3	3

	The definition of the plus sign is ambiguous, the meaning we want it to have does not match the definition of the plus sign in the real world.	#2, 6	3	5
	Pop-up dialog on the workshop page does not contain a close button like previous pages leading to inconsistency.	#3, 4	3	4
	The trash can icon is used to represent the option to remove a registration. However, the universal meaning is 'delete'/'remove'.	#2, 6	3	2
	No indication that the user successfully signed up or was unregistered from a workshop. Suggestion: Update the signup button to 'unregister' when a user successfully signs up.	#1, 7	2	1
	There is no way to clear all filter selections at once, which could be resolved with a 'clear all filters' button.	#7	1	1

|				
	User entering the message page will directly see the first conversation, which will result in a loss of freedom.	#3	2	1
	No search bar for users to quickly find the desired conversation.	#7	1	1
	Users have no control over which conversations are on the top of their feed. Suggestion: Including a button to pin chats can give users the ability to more easily access their most frequent chats.	#7	1	1
	Users have very limited options to express themselves. An option to include emojis would be more consistent with the journal section.	#4	1	1
	If a convo is accepted/declined accidentally, there is no way to undo it. (Doesn't seem to have a confirmation screen for actions)	#3, 5	2	1

 	Figure out whether to go with the smooth look of journaling vs hard edges of workshop/ quizzes pages.	#3	2	1

Section 3: Internal Evaluation Results & Design Updates

Quiz Results Page Changes

Quiz Results page - Before

- **Nielsen's Heuristics violated: 1, 2, 10**
- Users might be confused about the meanings of anxiety, depression, stress, and may not understand what the given values mean
- There is no page indication on the navigation sidebar to let the user know that they are in the 'quiz' section
- Users may be confused about their next steps after finishing a quiz
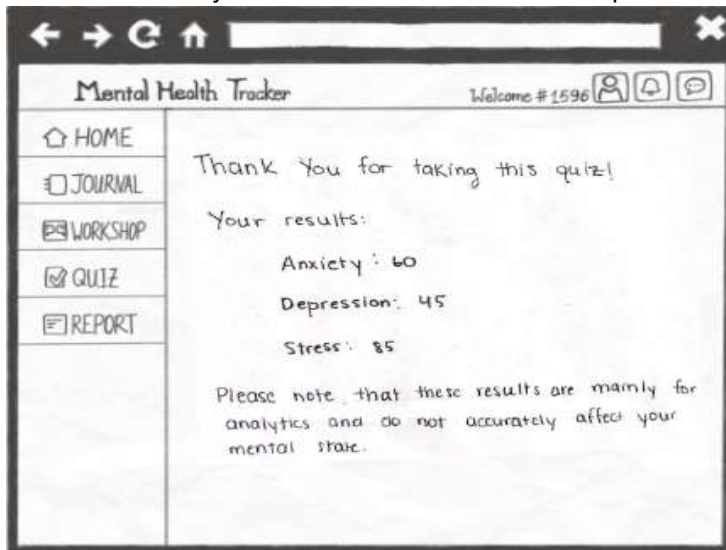
Quiz Results page - After
- #1 - A 'Go back to quizzes' button was added so users can more intuitively understand that the quiz has been finished and what next steps they may want to take. Additionally, the highlighted quiz section on the sidebar lets users understand where they are in the site, and is consistent with the other pages.
- #2 - Adding the denominator to the scores allows user to understand the context of their score
- #10 - The 'more information' icon gives users more information on anxiety, depression, stress and lets them know what their score might mean
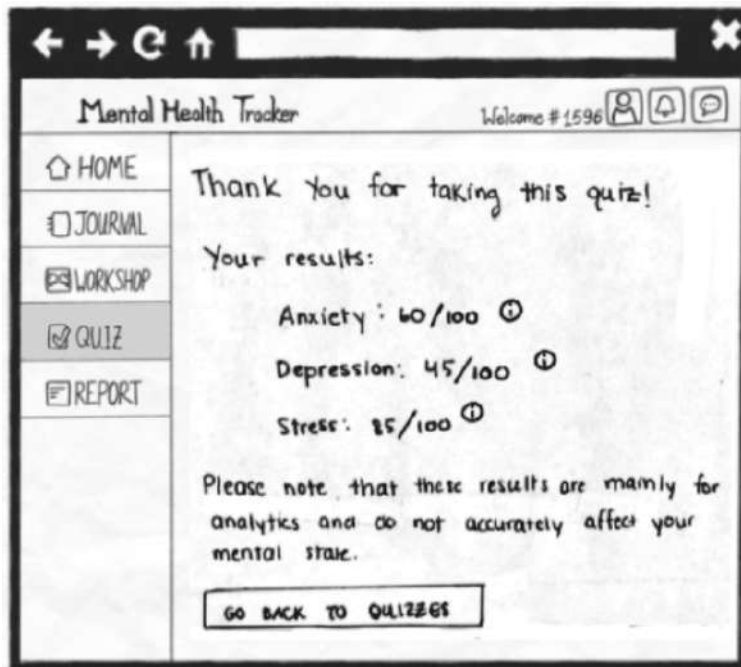
Workshop Page Changes

Workshop Browse page - Before
- **Nielsen's Heuristics violated: #2,3,7,8**
- A complex interface will cause confusion and decrease the level of efficiency.
- The definition of the plus sign is ambiguous. The meaning we want it to have does not match the definition of the plus sign in the real world, and once user accidentally performs the wrong task, they'll feel things out of control.

Workshop Browse page - After
- #7,8 - Date range was moved into the 'Filter' to clear the interface and promote aesthetic and minimalist design. Also, fewer operations on a page will reduce users' time looking for specific functionality, increasing efficiency.
- #8 - 'Filter' was placed beside the 'Sort By' to increase the workshop table area, promoting the aesthetic and minimalist design even more.
- #2,3 - The plus signs were replaced by a sign-up column on the workshop table, resolving the problem of a mismatch between the system and the real world. And getting the expected outcome will increase users feeling of having the system under control.
- #2 - A 'Expanding Button' added beside the workshop name. The description will show below the original row instead of in a popup. Not having a popup covering up other information will increase the efficiency of use. And instead of a plus sign, the left arrow matches the meaning of expanding.
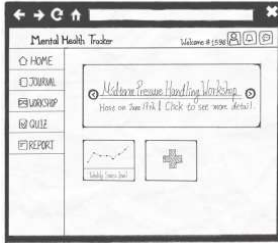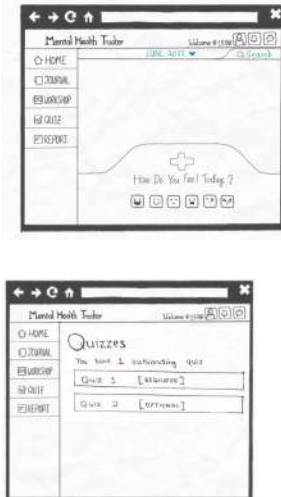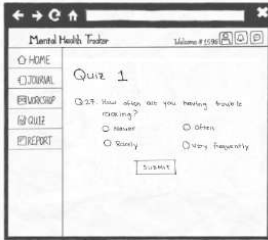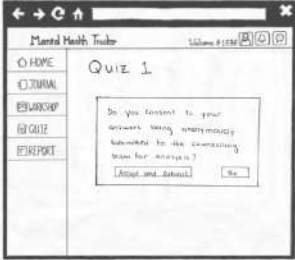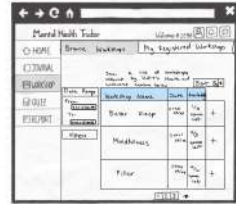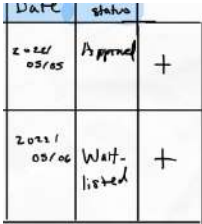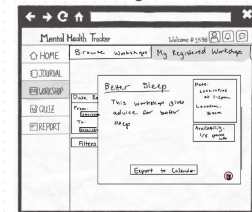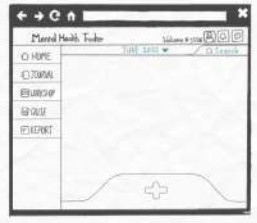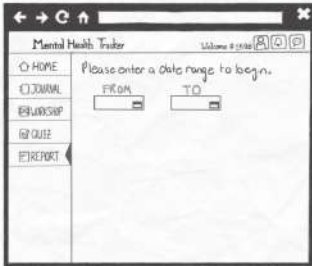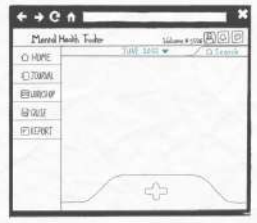
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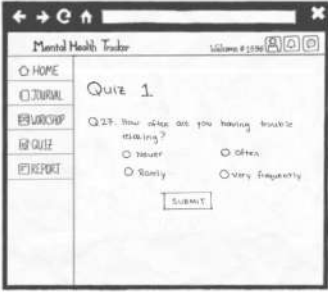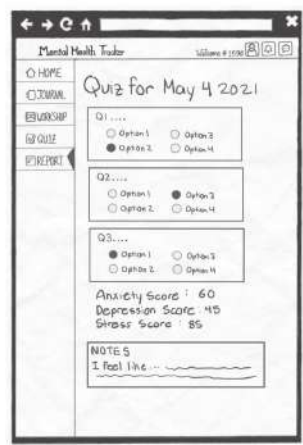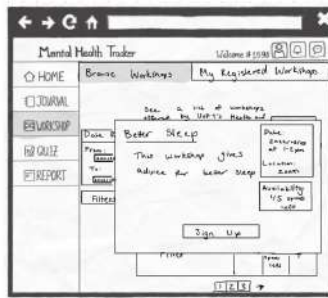
Yuxin Chen
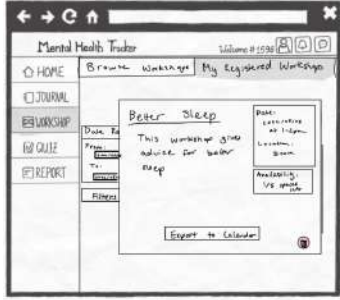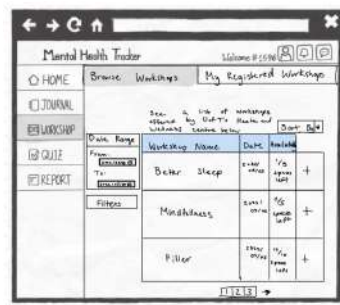
Page Reference	Design issue	Nielsen Violated	Severity Rating
	New users might be unfamiliar with the interface of the website and have a hard time starting or preceding a certain function, which will produce more errors and introduce to a sense of losing control.	#10,5,3	3
	Sidebar does not specify that users are on the JOURNAL and QUIZ pages causing confusion. Also, it's inconsistent on other pages.	#1,4	4
	No indicator for the completion of questions. Users will need to recall which question is incomplete rather than just recognize it on the indicator. It is not clear if an error dialogue will pop up if a quiz is submitted without completing a question.	#1,3,6,9	2

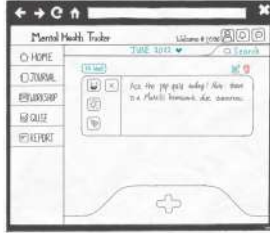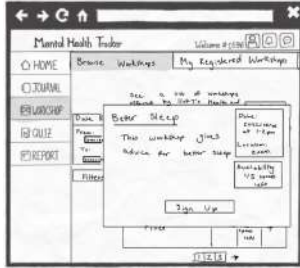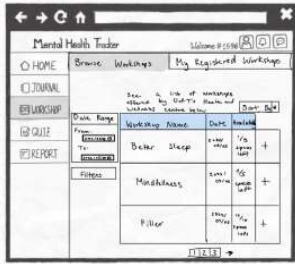|			
	No color on selection buttons, which reduce the efficiency of use and increase the frequency of selection error.	#2,5,7	1
	The calendar didn't show the quiz input date, resulting in user to perform their task inefficiently and produce more error.	#3,5,7	2
	A complex interface will cause confusement and decrease the level of efficiency.	#3,7,8	3
	The definition of plus sign is ambiguous, the function we want it to perform does not match the definition of the plus sign in real world.	#2	3
	Pop up dialog on workshop page does not contain a close button like previous pages leading to inconsistency.	#4	3

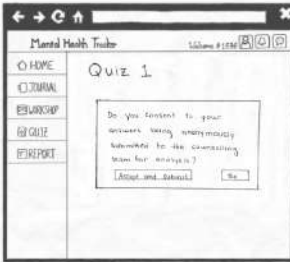|			
	User entering the message page will directly see the first conversation, which resulting a lost in freedom.	#3	2
	No search bar for user to quickly find the desired conversation.	#7	1

Allison LI, Zhuoqian
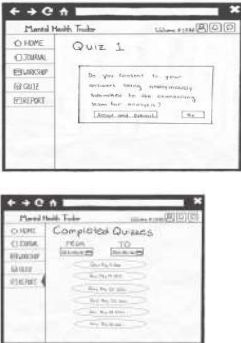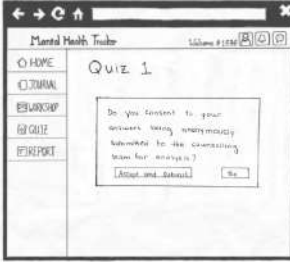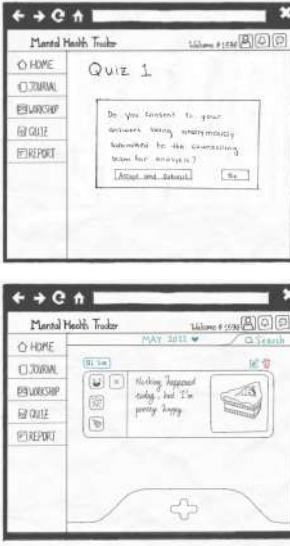
Screen	Problem Details	Severity	Heuristic Violation
	No obvious way to know that this screen is the journal section.	3 (since this is the home page)	Visibility of system status
	No obvious way to know that this screen is the journal entry screen. Never mentioned explicitly among the actions taken to get to this screen.	1	Visibility of system status, Recognition rather than recall
	No obvious way to know that this screen is the report section. No clear message describing why to enter the date range. Also no exit/back button to go to previous state	2	Visibility of system status, User control and freedom
	If a journal is deleted, there is no way to undo it if they accidentally did something wrong.	2	User control and freedom, Error Prevention

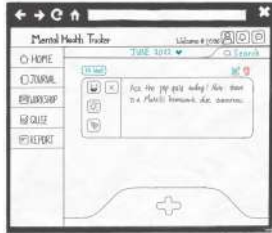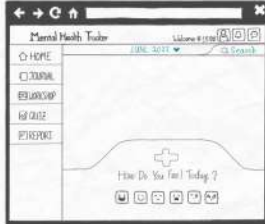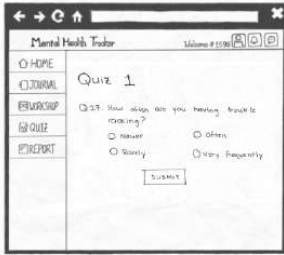|	No exit button to leave the quiz taking process. Also no process to deal with the scenario if the user answered a few questions and then wanted to leave.	2	User control and freedom
	If users select a time range without any date, nothing will show up. And no clear way for users to know which dates have a quiz entry with data.	2	Error Prevention, Recognition rather than recall, Help users recognize, diagnose, and recover from errors
	No back or exit button to leave this screen and return to the previous screen to see other quizzes. Would need to restart the process to get here again for a diff date.	2	User control and freedom, Flexibility and efficiency of use
	No exit button to remove this screen, users may not know how to close it.	2	User control and freedom
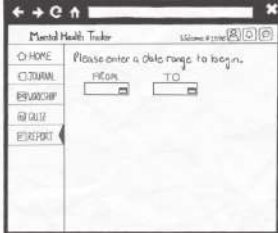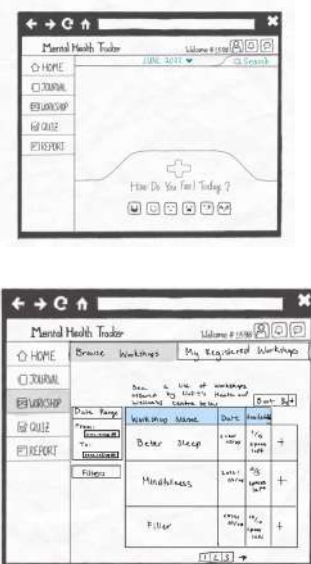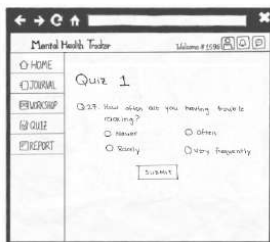
	The trash can icon is used to represent the option to remove a registration. However the universal meaning is 'delete'/'remove'.	2	Match between system and the real world
	The +icon is used to represent the option to trigger a pop up with more information. However the universal meaning is 'add'.	3	Match between system and the real world, Aesthetic and minimalist design
	If a convo is accepted/declined accidentally, there is no way to undo it. (Doesn't seem to have a confirmation screen for actions)	1	User control and freedom, Error Prevention
Overall	There is no area to get help + documentation if a user needs it.	3	Help and documentation
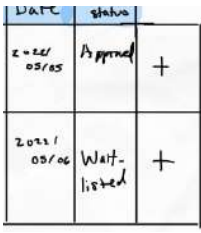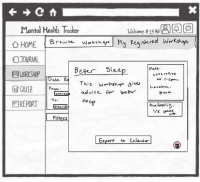
Mahmoud El Bestawy
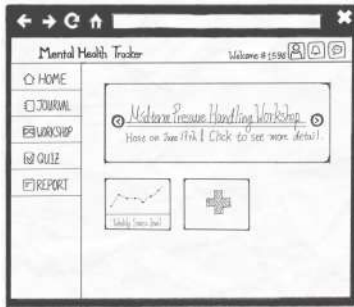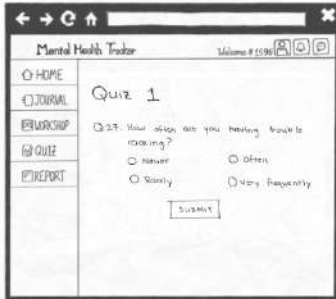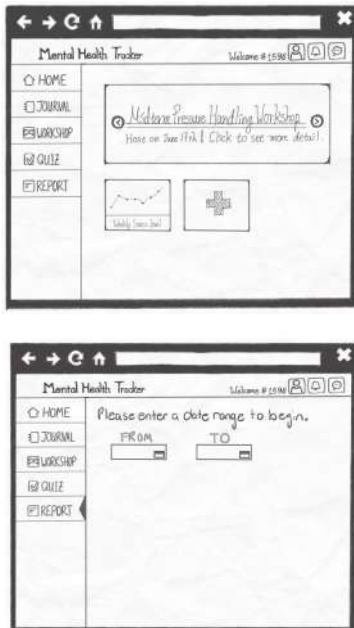
Page Reference	Design issue	Nielsen Violated	Severity Rating
	The user doesn't know that the journal they successfully saved or deleted a journal.	1	2
	User has no feedback on whether they successfully signed up to a workshop, and they have no way to quickly reverse their action.	1, 3	2
	The '+' button in our app doesn't translate to what the plus sign means in the real world.	2	3
	The x button in the top right is too small and might go unnoticed by most users.	3	1
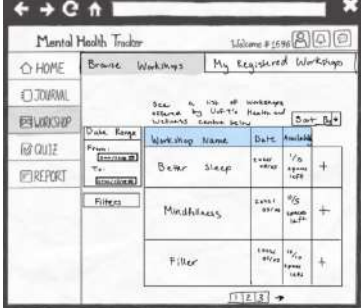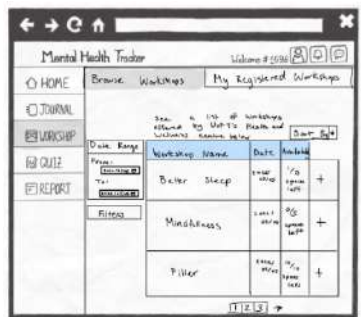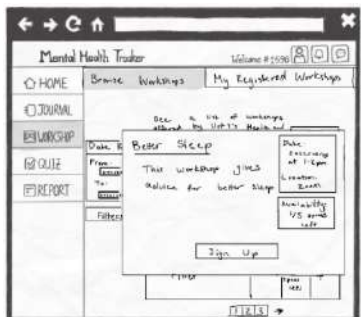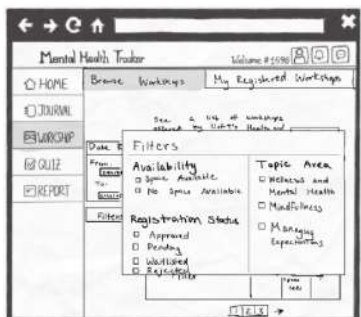
	The user has no option to opt out of taking a new mental health assessment.	3	3
	The menu UI is inconsistent when showing which page option is shown.	4	3
	The word 'Quiz' is not entirely representative of what is actually presented to the user. The mental health assessment shouldn't require studying and users can't pass or fail the assessment. We should use different wording.	2, 4	1-2
	The Lo-fi is designed using two design languages. One involves smooth curves and the other involves very sharp edges.	4	1
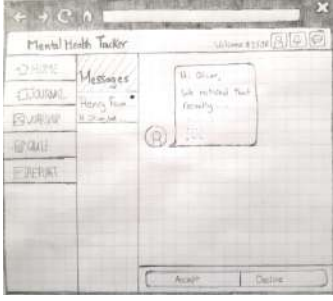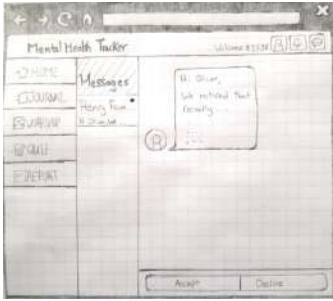
	The journaling page offers no checks when the user is trying to save/delete a journal to make sure that the action is intended.	5	2
	The emotions icons might need some words explaining percisely what each one means.	6	1
	The workshops page is cluttered.	8	3
	There are no clear error messages nor highlighting for missing quiz questions.	9	2
All screens.	No option for users to clarify details on pages.	10	2

Naslin Rahman

Page Reference	Design issue	Severity	Heuristic violated
	Hard for users to know the purpose of the page at first glance.	3	1, 10, 2
	Unable to tell which section of the website users are currently in the Journal and Quiz pages. Inconsistencies for the ones where you are able to.	4	1, 4
	Users might be confused about the meaning of the anxiety, depression, and stress scores.	4	1, 2, 10
	It is not clear if an error dialog will pop up if a quiz is submitted without completing a question.	3	1, 5, 9

	It is unclear that the plus sign here will generate a popup to sign up for the workshop	3	2, 6
	Pop Ups in the workshop page do not have an 'X' button to close it.	2	3, 4
	Unclear that the trash button is to unregister for workshop, Users may confuse for Delete.	3	2, 6
	No documentation to explain the purpose and functions of our site.	3	10, 1, 2, 5

Farin Hossain

Reference	Design Issues	Neilsen violated Heuristic #	Severity Rating
	The word "quiz" may have an ambiguous meaning. In the real world, the word quiz may be associated with academics, and it can be thought of as something to prepare and study for. In the context of our website, it is really more of a self-reflection.	2	2
	If the user starts a quiz, and doesn't want to finish it now, or if they accidentally started the quiz, there's no way to exit out of the quiz, or save the current quiz answers if they wish to continue the quiz at a later time.	3	2
	The section indication on the navigation menu is inconsistent or unclear.	1, 4	4

	Cluttered design may be overwhelming and confusing to new users. New users may be confused about how to navigate the screen.	7, 8	3
	The function of the '+' icon is unclear.	2, 6	2
	It may be unclear for some users how to close or exit out of this pop up.	3, 4	2
	There is currently no way to clear all filters at once.	7	1

	Including a button to pin chats can give users the ability to more easily access their most frequent chats, and gives the user greater flexibility.	7	1
	An option for emojis would allow users greater expression, and is consistent with many chat platforms.	4	1

Assignment Attribution

CHEN, Yuxin (Katy)

- Contributed to group discussion for Cognitive Walkthrough and Heuristic Evaluations.
- Edited the Workshop Page for the Internal Evaluation Results & Design Updates
- Wrote description for previous and after Workshop Page

EL BESTAWY, Mahmoud

- Contributed to group discussion for Cognitive Walkthrough and Heuristic Evaluations.
- Formatted final doc

HOSSAIN, Farin

- Contributed to the group discussion for Cognitive Walkthrough and Heuristic Evaluations
- Completed the Quiz Results Page changes for the Internal Evaluation Results & Design Updates

LI, Zhuoqian (Allison)

- Contributed to the group discussion for Cognitive Walkthrough and Heuristic Evaluations
- Drew the Workshop Page changes for the Internal Evaluation Results & Design Updates

RAHMAN, Naslin

- Contributed to the group discussion for Cognitive Walkthrough and Heuristic Evaluations
- Edited final document as needed