

# UX Evaluation Report: Harmony tool

Suqin Chua

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## Purpose

A usability review of the Harmony tool to provide a baseline measure of the user experience and identify any potential usability issues. This can be replicated and measured when different versions are released in the future.

This evaluation looks at the most critical aspects of the user experience.

The following pages were tested:

1. Tool page <https://harmonydata.ac.uk/app/#/>
2. Results page <https://harmonydata.ac.uk/app/#/model>

The following scoring guide was used

- 1 - Very poor
- 2 - Poor
- 3 - Average
- 4 - Good
- 5 - Excellent

Adapted from <https://www.nngroup.com/articles/usability-101-introduction-to-usability/>

Key areas of evaluation	Score (1-5)	Comment and suggestions
Usability		
<b>Ease of use</b> How easy is it to navigate the tool?	5	Generally easy to navigate. Could be improvements made on how to use the tool, what is possible and what to expect here.
<b>Efficiency</b> How quickly can you complete tasks?	4	Tasks are fairly easy to complete. However, understanding the results can be challenging as there are insufficient explanations provided to understand what is being shown on the screen and how to utilise them.
<b>Learnability</b> How easy was it to learn how to use the tool?	3	Some trial and error is needed but moderately easy to pick up when understood. Consider how new or unfamiliar users will interact and use this tool by providing clearer instructions and contextual aids to help with learning and recognition.
<b>Error handling</b> How well does the tool handle errors you make?	1	Unclear to a user that only two questionnaires are allowed to be harmonised as it allows users to select as many questionnaires from Harmony's database. Consider error prevention by prompting an error with reasoning as a popup or highlighted text, so that the

		user will be prevented from completing the action of harmonising the questionnaires. This will reduce user frustration when presented with the results.
User interface (UI)		
<b>Visual design</b> How visually appealing is the tool?	4	Overall, the tool is visually appealing. Tone looks professional, fonts are easy to read (size and font type) and colours are contrasting enough to highlight call-to-actions (CTAs), e.g. slider, links, export button. However, consider increasing the size of the heading "Research topics from Catalogue Mental Health" and "Search for studies exploring these topics" to improve readability.
<b>Consistency</b> Is the design and interaction consistent throughout?	5	Design is consistent on the tool page and results page. Call-to-actions (CTAs) have consistent interactions and do not differ in function from the two pages. However, consider ensuring that similar CTAs are similarly sized, e.g. <i>tooltips</i> and <i>add an instrument</i>
Functionality		
<b>Compatibility</b>	2	Apart from being able to harmonise questionnaires of different languages and handle different file types (uploads), consider supporting different languages for (the use of) the tool to cater to a diverse user base and make the tool accessible to non-native speakers.

## Overall satisfaction

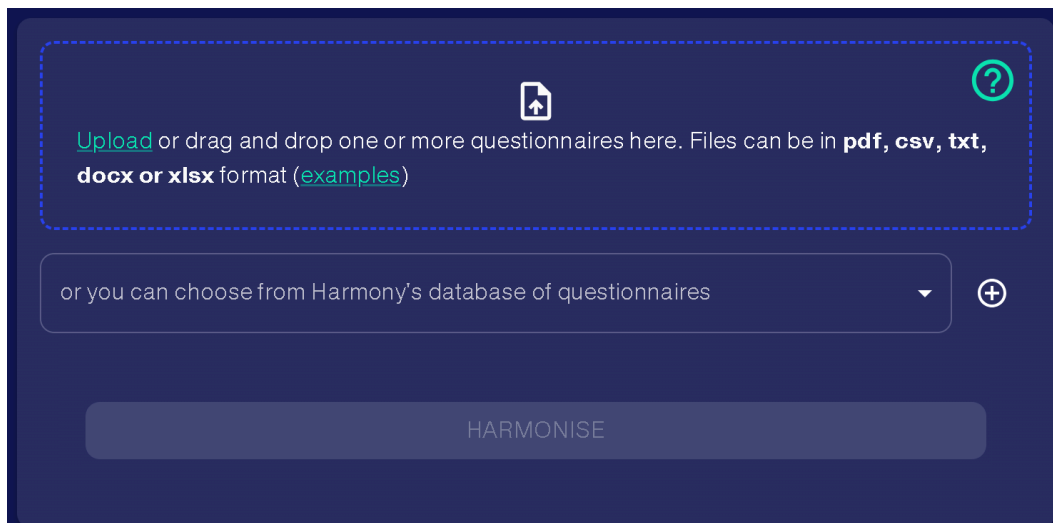
The tool has an overall satisfaction score of 3.43 out of 5. It excels in efficiency and consistency, indicating that tasks can be completed quickly and design interactions are uniform throughout. However, there are significant areas for improvement:

- **Learnability:** The tool requires clearer instructions and better contextual aids to help new users learn and navigate it efficiently.
- **Error Handling:** Error messages and handling need improvement to prevent user frustration and provide clear guidance.
- **Compatibility:** The tool should support more languages to be accessible to a diverse user base.
- **Ease of Use and Visual Design:** While these areas are generally good, further improvements could be made to enhance user experience and readability.

## General notes on accessibility

- On the Tool page, consider separating the instructions and input field text to make it more accessible and easier to understand. It is unclear whether a user is required to upload a document and choose from the drop down database of questionnaires or use either function. A

recommendation is to have “Or you can choose from Harmony’s database of questionnaires” and have the default input field state “Please select your questionnaire(s)”



The screenshot shows a dark blue interface for uploading questionnaires. At the top, there is a dashed blue box containing a file upload icon and a question mark icon. Below this, the text reads: "Upload or drag and drop one or more questionnaires here. Files can be in pdf, csv, txt, docx or xlsx format (examples)". Below the dashed box is a dropdown menu with the text "or you can choose from Harmony's database of questionnaires" and a plus icon. At the bottom, there is a large button labeled "HARMONISE".

- Consider ensuring that text used is readable and accessible for all users. For accessibility best practices, body text should be at least 12pt, or around 16px. No text should be smaller than 9pt (12px).



- Consider how the containers wrap text to prevent any text cut-offs (see below)

