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Heuristic Evaluation

Intro

Heuristic Evaluation is a usability inspection method where experts review the website/app interface and compare it against accepted usability principles. I will specifically be using Jakob Nielson's 10 Usability Heuristics for my analysis of the website https://www.coronavirus.gov/.

Analysis

Violation	Severity	Description	Suggestion	Screenshots
Visibility of system status	Medium	When doing the "Check For Symptoms" Questionnaire, the questionnaire doesn't tell users how many more answers or questions they have left, so it is unknown how long it will take and where they are.	Add a status bar on the top so users know where they are in terms of questions left.	Closed How old are you? Usukur 15 Befores 19 and 84 Filtery Policy Logid

Visibility of system status	Minor	The "Check For Symptoms" Questionnaire's final page doesn't imply that it's the final page. After answering all the questions, the page jumps to a final page with "Isolate From Others".	Add "Results" above the "Isolate From Others" and a "Completed" icon on the top of the page or maybe instead of the "done" to let users know that the page is talking about the results from their screening and that they've completed the screening.	Isolate From Others Vary shade fary hore and way from others occupt to get model care. The shade are given the late of the standard care. The shade are given the late of the standard care. Vour Next Stops A model context with others accept to get model care. The shaded acred poid to temporation are rich shades and poid to temporation are rich shades. The shade are given context with the shade shade context with the shade shade or particular shades are given and the shade shade or context with the shade shade or particular shades are given and the shade of the shade shade or context with the shade shade or shaded and the shade of th
Match between system and the real world	Minor	On the main page, the terminology Plasma is shown. Some viewers don't know what "Covid-19 Plasma" means and the term is not explained, which causes confusion.	One suggestion would be implementing floating controls, so when the user hovers over the term "Covid-19 Plasma", there is an actual description and they know what they're donating.	CHECK FOR SYMPTOMS PIND A TESTING LOCATION Donate COVID-19 Plasma
Match between system and the real world	Medium	The main page has no navigation bar or familiar icons that follow real-world conventions, which make it hard to navigate with an unknown order.	Add a navigation bar on top so users can navigate through the site easier.	Coronavirus (COVID-19) How to prepare and protect yourself > What to do if you think you are sick > UPDATE PRODUCTION OF ADVANCED AND ADVANCED AN

User control and freedom	Medium	After clicking on "Find A Testing Location", there is nothing to click on to get back to the main page. Users who want to exit and return to the main page are unable to from the site.	Add a home icon on the upper left that directs the site back to the home page.	UPDATE The FDA has now approved safe, effective Coronavina vaccions for grouping of an authorization in the United States. CHECK FOR SYMPTOMS LOCATION L
User control and freedom	Minor	The Screening Questionnaire actually does a great job of giving the user the option to cancel or go back if they desire to, but users that want to take a break from filling out the screening questions may want to save the work they did so far.	Add a save option so users can save their progress and continue later.	In the last 10 days, have you been tested for COVID-192 Only ricidary your most recent arise, ord asset, or assal and test. I was braided only result was positive for COVID-19 I was braided and my result was registive for COVID-19 I was braided and my result was registive for COVID-19 I was braided and here not yet received my fast received. There is not been tested in the last 16 days (a)
Consistency and standards	Minor	On the main page, there are sections "Frequently Asked Questions" and "Find Answers on Coronavirus" which seems very similar. It is confusing if they imply and mean the same thing or not.	Change "Find Answers on Coronavirus" to "Search About Coronavirus" to make the difference between the two bigger.	Frequently Asked Questions > SPECIFIC RESOURCES FOR MORE INFORMATION Emergency Management > Find Answers on Coronavirus >

Consistency and standards	Medium	The "next" and "skip" button on the COVID-19 screening might look similar and confuse the elderly who want to continue to the next page.	The question needs to be stated as optional or the word skip needs to be taken out.	Connel Which state are you in? There are jet authors a patient avoidable from your state's beach degreement. To be an operview California Very down convenie California Stip
Error prevention	Medium	When asked "do you accept these terms" on donating plasma, there is no error prevention, so users who accidently clicked accept will be troubled.	Present users with a confirmation option before they commit to the option to double check if they made the right decision.	A coalition of world-leading medical and research institutions, blood centers, life science companies, technology companies, philanthrogic organizations, and survivor groups has come together to support the rapid development of potential new therapies for COVID-19 patients. These therapies use blood plasma donated by people who have fully recovered from COVID-19, since their blood may have antibodies from their limmure response to the virus. You are invited to voluntarily answer the non-personally identifiable questions below ("Inquiry Form") to see if you are eligible to be a potential donor. If you are eligible, you may enter a 2ID code to see the closest donor centers near you. For more information about how your privacy is protected, please see the Privacy Policy. For their questions see FAB.s. This Inquiry Form is not designed or intended to be a substitute for, nor should it be used to replace professional medical advice, diagnosis, treatment, or judgment. Do you accept these terms? NO YES **RESTART** THE FIGHT IS IN US Immune response to the virus. You are invited to voluntarily answer the non-personally identifiable questions below ("Inquiry Form") to see if you are eligible to be a potential donor, if you are eligible, you may enter a 2ID code to see the closest donor centers near you. For more information about how your privacy is protected, please see the Privacy Policy, For other questions see Folk. This Inquiry Form is not designed or intended to be a substitute for, nor should it be used to replace professional medical advice, diagnosis, treatment, or judgment. Do you accept these terms? Vas. **Vere you diagnosed with COVID-19 (either by a laboratory test, antibody test, or clinical diagnosis)? **Vere you diagnosed with COVID-19 (either by a laboratory test, antibody test, or clinical diagnosis)?
Error prevention	None	When specifically clicking on "Join A Vaccine Clinical Trial" on the volunteering page, a long message with cancel and	The message further helps users understand where they are going and if they really want to continue. Giving users a 2nd confirmation option allows	/ID-19 ved you help to develop safe JOIN A VACCINE CLINICAL TRIAL? Vou are one learing an official website of the Department of Health and Human Services. Links to non-HIPS sites are in provided for the convenience of the visitor and 6 one. Transpeared medicareante by HiPs of your commercial or private issues, products reviews. Note that the privacy picility of the fixed site may differ from that of HIPs. Would you like to continue? Ves, Issue the site Cancel Yes, Issue the site

		continue to site are shown.	them to prevent errors from happening.	
Recognition rather than recall	Medium	The process to get to donating is really long. Users who mess up or end up at the Stanford page need to restart all over again, which is a problem if they can't retain all the information and what they did to get to where they currently are.	Update the donation centers to ones where the page can actually be found so users won't have to retain the information when restarting.	Find out where to Donate Plasma at The Fight Is In Us Find out where to Donate Plasma at The Fight Is In Us RESTART THE FIGHT IS IN US Mountain View , CA I (888) 723-783I About 3 miles away About 6 miles away About 6 miles away Whence: I (888) 723-783I To compite the registration process you will be transferred to a third-party done center, registration whethist hay use of that website and the data collection, use, disclosure, retention, and protection practices will be soley administered unter their Prizes product before your form and conditions ("Termy"). It is recommended that you familiarity yoursaft with these Terms. Clicking an approdict third-party denoted their stays deather center / registration website link below indicates your acknowledgement of this notice. SIGN UP HERE Home About SBC PAGE NOT FOUND RETURN HOME?
Recognition rather than recall	Medium	Finding a testing location builds off new mental models and takes numerous steps to get to a nearby location. The final searching site also feels really cluttered and	Simplify the search results left bar on the final page and take out the extra notice on the top of the site.	Without the second seco

		busy.		
Flexibility and efficiency of use	Medium	There are no shortcuts to get to specific testing sites faster. The "Find A Testing Location" on the main page brings us to multiple pages where we need to navigate through countless choices.	Have pop-ups or a navigation bar when we hover over "Find A Testing Location" so users who know which specific area they want can pinpoint that faster in one click.	FIND A TESTING LOCATION For local facting information, visit the Advance health department's variable. Antenness No-cost testing is available at local health centers and select pharmacies: - End a health center pharmacies (Health Met of and all centers in appointment. - Local independent pharmacies (Health Met of and all centers in appointment. - Wilderster of Power Disspection) For local health center reservoir. Please call affects to make an appointment. - End a health center reservoir. Please call affect to make an appointment. - End a health center reservoir. Please call affect to make an appointment. - End a health center reservoir. Please call affect to make an appointment. - End a health center reservoir. Please call affect to make an appointment. - End a health center reservoir. Please call affect to make an appointment. - End a health center reservoir. Please call affect to make an appointment. - End a health center reservoir. Please call affect to make an appointment. - End a health center reservoir. Please call dread to make an appointment. - End a health center reservoir. Please call affect to make an appointment. - End a health center reservoir. Please call affect to make an appointment. - Local independent pharmacies (health Met of a and Endelson) (if any of
Flexibility and efficiency of use	Medium	There is no navigation bar or shortcut to donate COVID-19 plasma for those that already know what plasmas are. Rather, they are forcely guided to an information page first.	A shortcut button to guide us directly to donating plasmas would help rather than going through the website explaining about what plasmas are.	Donate COVID-19 Plasma Find
Aesthetic and minimalist design	Minor	Both "Frequently Asked Questions" and "Find Answers on Coronavirus" are exactly the same thing and they lead to the same exact	There is no need for repetition, so we can remove "Find Answers on Coronavirus". Another suggestion can be combining the two into one	Both lead to: CDC & FEMA Find answers about Coronavirus Search keywords or topics to find answers Search Top questions (i) **BOTH SEARCH (IF COLD !**)

		search bar. In other words, they repeat each other.	phrase. This simplifies the extra design on the page.	
Aesthetic and minimalist design	None	The main page is simple and does not have a lot of text. Coronavirus is bolded and the first thing on top, followed by preparation to prepare for the disease and what to do if you think you are sick.	Keeping the site and design simple makes things easy to read and navigate through. The important ideas and information are very apparent and portrayed. For instance, finding a test location and screening are the first two things boxed largely on the site near the top.	How to prepare and protect yourself > What to do if you think you are sick > UPDATE The TAN hor one approved soft, effective Coronavirus occores for merger of use authorization in the lotted State. UPDATE The TAN hor one approved soft, effective Coronavirus occores for Coronavirus occores fo
Help users recognize, diagnose, and recover from errors	Minor	When you don't input anything in the location search bar to search for nearby testing sites, there is no error feedback and solution. Instead, there is a small loading bar moving along (which I've star'd and circled in the image). Users don't know what's the problem and can't recognize, diagnose, and	Print out the words "please enter location" if the user does not enter a location to let the user know what is going on and what they missed.	Find a Health Center Search Results: COVID-19 Testing Telehealth Filter Results

		recover from it.		
Help users recognize, diagnose, and recover from errors	None	After clicking donate plasma to Stanford Blood Center, the href leads us to "Page Not Found" and "Return Home?" error messages on the Stanford Blood Center site.	The error message is expressed in plain language so everyone can understand and it offers the suggestion to return home to help users recognise what's happening.	STANFORD BLOOD CENTER Rear About DC Ever Book Loars Books O Lide S SC Sories Extraoler PAGE NOT FOUND RETURN HOME? REAR PAGESTOR REAR PAG
Help and documentation	Minor	There is no documentation or help tab/button anywhere on the main page. The bottom bar only has language options and a link to the CDC, which has unclear purpose itself.	Have help content or a href link to a page that can help the user navigate through the site.	Health Compartments > Health Departments > Emergency Management > Find Answers on Coronavirus > COCagov Español
Help and documentation	Minor	The first screening page does give the user a rundown on what they can expect from using the tool, but doesn't really have documentation to help those who don't understand easily how to fill out an online questionnaire.	Having an online user manual or help documentation listing out the concrete steps to be carried out to be available for users at all times would improve problems with unavailable help.	COVID-19 Screening Tool You'll answer a few questions about symptoms and contact with others. Your answers will not be shared with Apple or the CDC without your permission. By using this tool, you agree to its terms and that Apple will not be liable for any harm relating to your use. Recommendations provided by this tool do not constitute medical advice and should not be used to diagnose or treat medical conditions. See terms > Use for Myself Use for Someone Else

Summary

After analyzing the website using the ten usability heuristics, the main/home site itself was found to provide a more friendly user experience. In terms of severity, there were a total of 3 none, 8 minor, 9 medium, and no major. The website didn't have any major problems with usability and the content was easy to read and understand. Overall, simplicity really helped keep the main page away from major severity issues, though some recommendations and suggestions may help. Recommendations include:

- Creating a navigation bar on the top of the page to make the site easy to navigate and provide further context. It is most likely a standard now to have a navigation bar.
- Adding floating controls, so when the mouse hovers over specific terms, the definition for that specific terminology is provided.
- Have help content or a href link to a page that can help the user navigate through the site (this will be beneficial for the elderly who are not familiar with technology).
- There is no need for repetition, so we can remove either "Find Answers on Coronavirus" or "Frequently Asked Questions" or combine the two into one.

With these suggestions, the website will be even more user friendly and the website user experience will improve significantly.