



UTM

UNIVERSITI TEKNOLOGI MALAYSIA

FACULTY OF COMPUTING

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ASSIGNMENT 2

SECV2113 – HUMAN COMPUTER INTERACTION

SECTION 02

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1. Introduction

We, the whole group member of Megah Holding, have agreed to make face-to-face discussions at lobby M25. Before we gather, our group leader, Ika, has shared the prototype from the group Mr Boss. Before we start our discussions, we sit together to read the persona, scenario and the proposed task by Mr Boss. We decided to sit together and get a better understanding of the situation before getting to use the prototype. By doing this we not just get to have a better understanding of the situation to use the prototype but also get to feel familiar with the prototype without using it.

Persona

Welson is 21 years old and lives in remote areas that wish to secure reliable healthcare services free from the challenges posed by his location. He struggles to find nearby medical centers, the costs of the medical services and worry about not having immediate access to emergency medical treatment. The app provides Welson healthcare options, transparent pricing, prompt emergency assistant and AI-powered chatbot for healthcare ultimately alleviating their healthcare challenges and improving their overall well-being.

Scenario

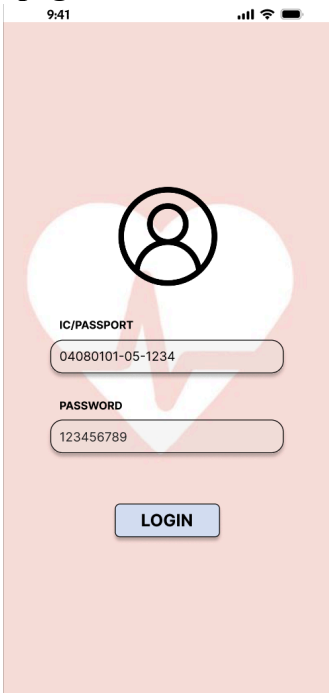
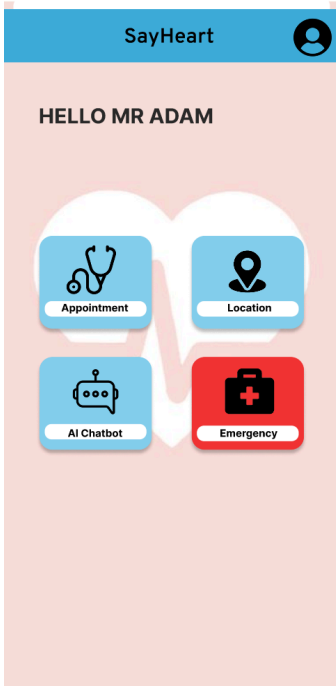
It is the weekend and Welson has been feeling unwell for the past few days. He decided to go to the nearest hospital but his place is located far from any healthcare facilities. He opens the app to find the nearest hospital he can go to and use the GPS to guide him there. As soon as he arrives, Welson registers himself on the app booking function and waits for his turn to be called by the doctor. He feels relieved that he gets to treat his illness despite the limited access to any medical facilities in his place. The app successfully bridges the gap between his remote location and healthcare facilities.

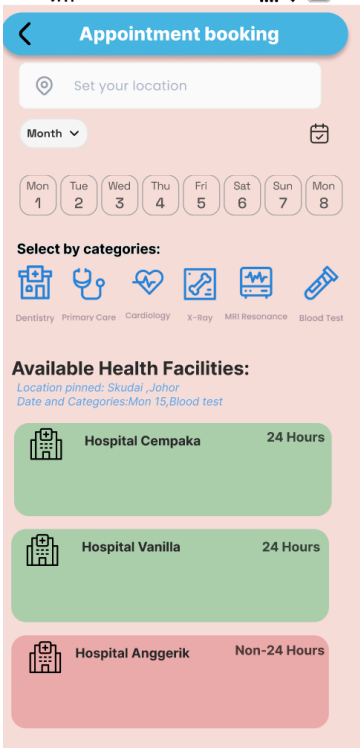
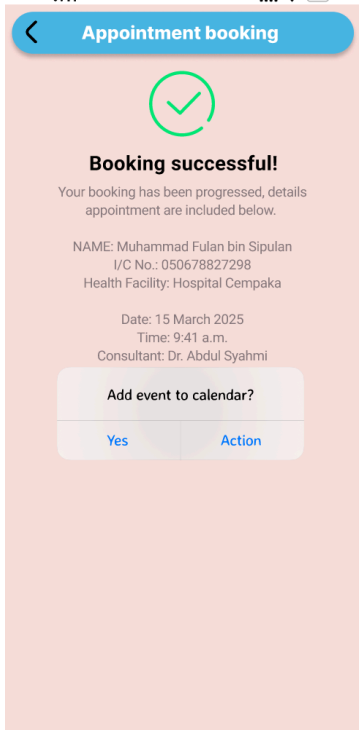
Proposed Task

- Task 1 - Book a doctor's appointment for a checkup on what users are currently suffering.
- Task 2 - Locate the nearest hospital in your current location.
- Task 3 - Use the PopAI chatbot to converse with the AI bot regarding healthcare.

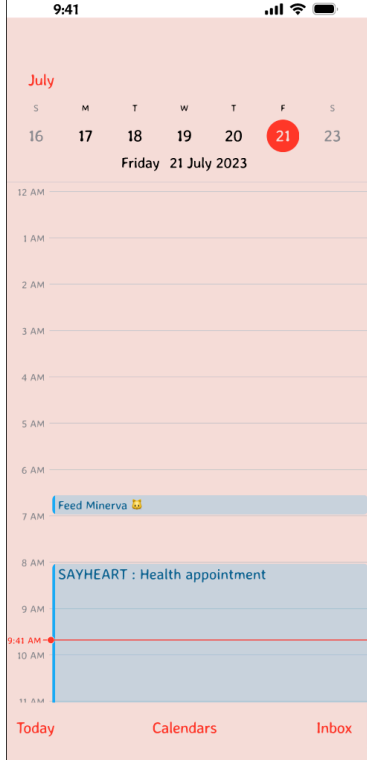
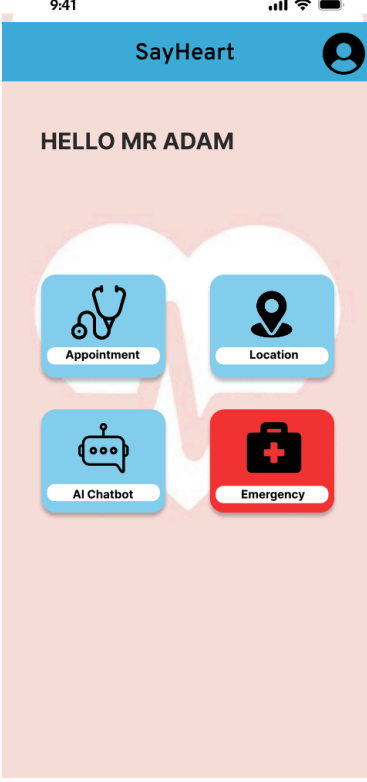
Next, we used the prototype and evaluated it together, where we used the prototype by following the tasks proposed by Mr Boss. Throughout the process of evaluation, we first identify the issues that we faced in common, then we refer back to the meaning of each Heuristic Evaluation via the website that was provided by our lecturer, Dr. Zuraifah. After that, we record it in the Google Docs prepared by Nuraisyah where we complete the assignment together. After completing the Heuristic Evaluation table, all group members contribute together in completing the user journey mapping.

2. Heuristic Evaluation Table

Prototype Image	Identified Issue	Heuristic and Severity
Login page 	<p>No option to hide or show password when log in. (this may disturb the user's privacy)</p>	<p>H7: Flexibility and efficiency of use, S1: Cosmetic issue</p>
Home page 	<p>The text was too small for the user to read. (difficult if the user have sight disabilities)</p>	<p>H8: Aesthetic and minimalist design, S2: Minor issue</p>

<p>Appointment booking</p> 	<p>The page is too crowded and it hinders the user's ability to navigate the first step.</p>	<p>H8: Aesthetic and minimalist design, S3: Major issue</p>
<p>Appointment booking - Booking successful</p> 	<p>The app does not have any confirmation option for booking. The app straight-away sets the appointment without asking for the user's confirmation.</p>	<p>H5: Error prevention, S4: Catastrophic issue</p>

<p>Locate facility - map</p> 	<p>The map does not focus on the searched hospital, causing the user to struggle finding it in the map.</p>	<p>H1: Visibility of system status, S3: Major issue</p>
<p>Locate facility - Bookmark location</p> 	<p>The user is not notified when either the location is successfully added to the bookmark or not.</p>	<p>H1: Visibility of system status, S2: Minor issue</p>

<p>After appointment booking</p> 	<p>The time amount given for the user to confirm the appointment's booking information is too quick.</p>	<p>H1: Visibility of system status, S2: Minor issue</p>
<p>Home page</p> 	<p>There is no guide at the booking page for users to know the proper steps especially for first time users.</p>	<p>H10: Help and documentation, S3: Major issue</p>

3. User Journey Map



Welson Nelson

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