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**Project:** Student Health Portal

SCENARIO: Abi is suffering from a cold and sore throat. She is trying to book an appointment - Booking an appointment (Managing appointment)
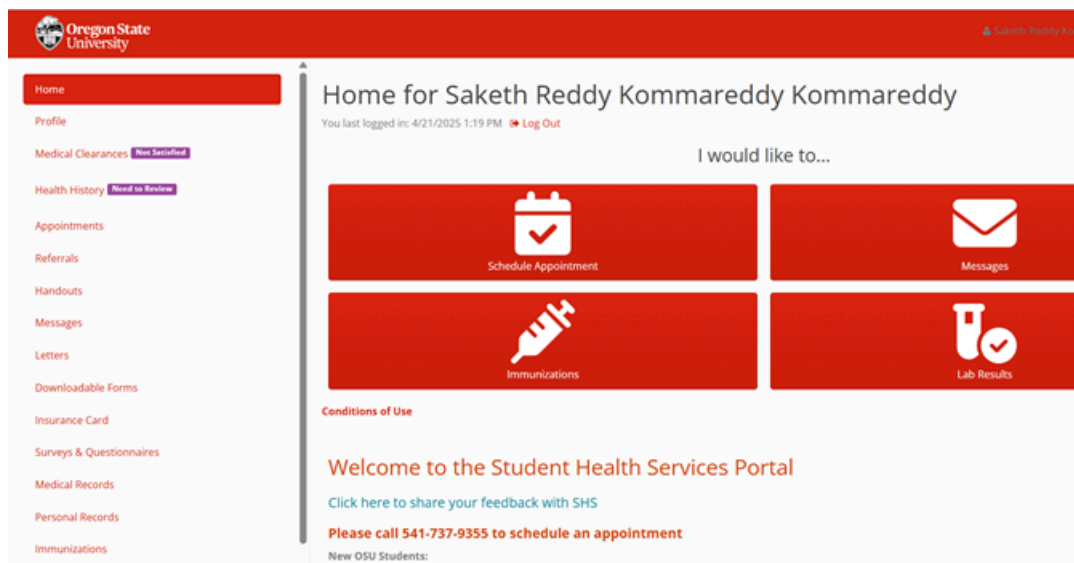
Workflow:

1. Login to Student Health Portal

2. Look for Appointments Tab

3. Click on "Schedule an appointment"

4. Choose "Type of appointment"

5. Acknowledge your appointment

6. Specify Appointment Reason

7. Enter your phone number

8. Confirm your Address

9. Search for Appointment (Criteria based on Date, Time and Day)

10. Choose appointment date and time

11. Confirming an appointment
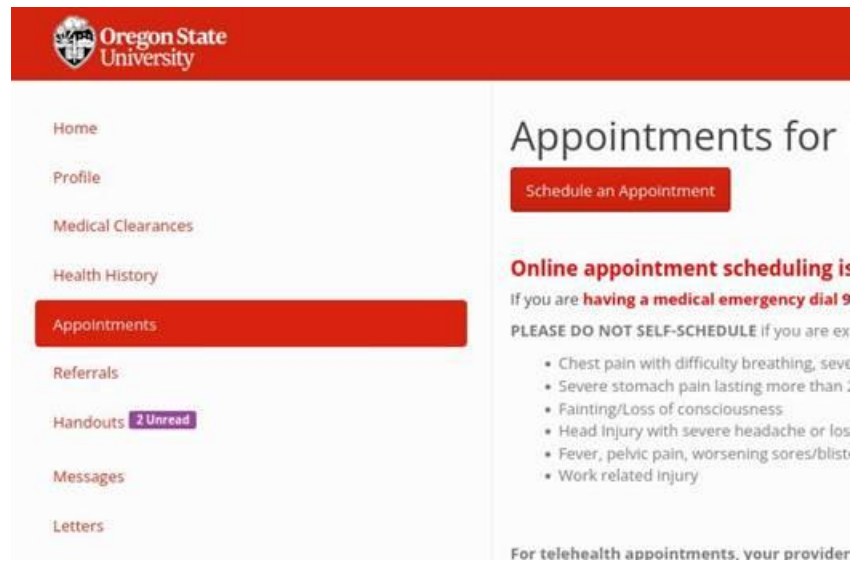
12. Appointment booked Notification

Workflow:

1. Login to Student Health Portal
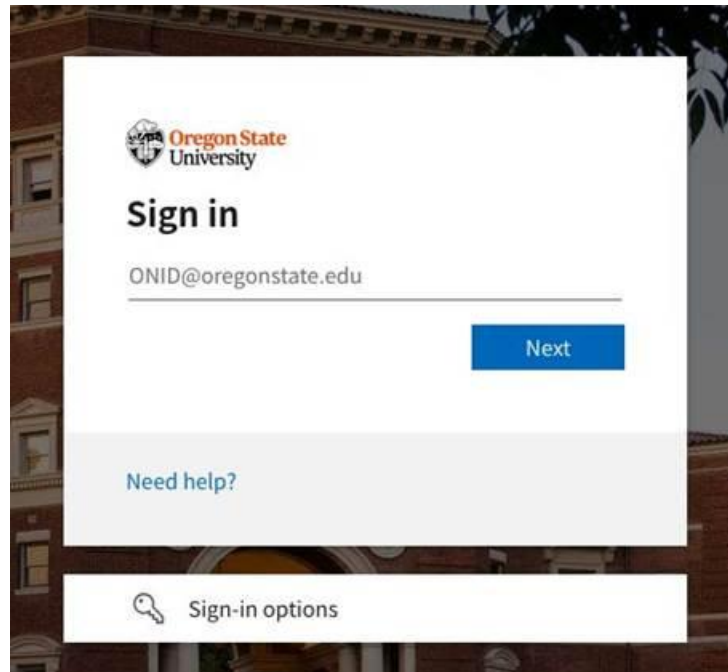
2. Look for Appointments Tab
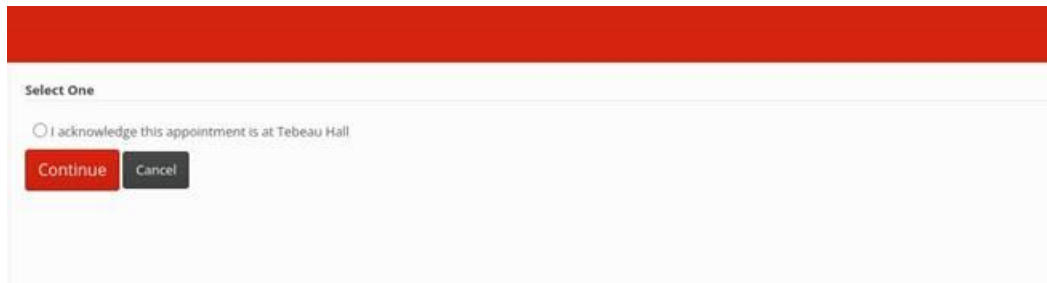
3. Click on "Schedule an appointment"

4. Choose 'Type of Service'

5. Acknowledge your appointment

Select One

○ I acknowledge this appointment is at Tebeau Hall

Continue Cancel

6. Specify Appointment Reason

Select One

○ Minor Illness or Injury
○ HIV Prevention/PrEP/PEP
○ Ingrown Toenail Evaluation
○ Reproductive or Sexual Health Concern
○ STI Testing
○ Gender Affirming Care
○ Annual Wellness or Physical Exam
○ Mental Health
○ Travel Consult
○ Self-Requested Drug Screen
  • Lab only appointment, inquire about cost at appointment
○ Something Else
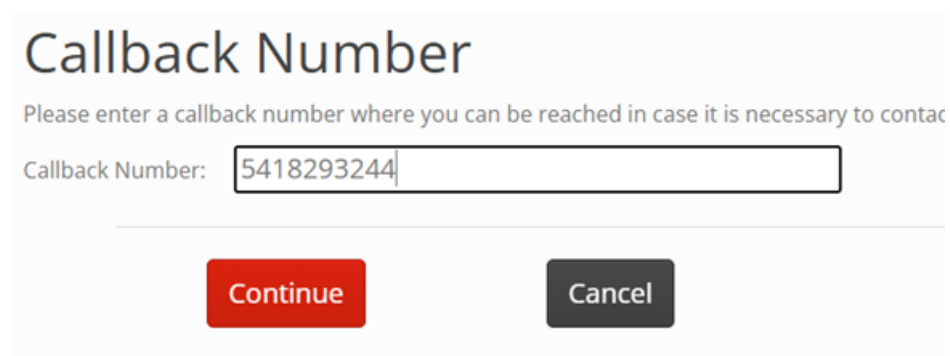
Continue Cancel

7. Enter your phone number

Callback Number

Please enter a callback number where you can be reached in case it is necessary to contac

Callback Number: 5418293244

Continue Cancel

8. Confirm your Address

9. Search for Appointment (Criteria based on Date, Time and Day)

10. Choose appointment date and time

11. Confirming an appointment

Almost There......

Please confirm the appointment date and time:

Date/Time:	Monday, May 5, 2025 10:45 AM
With:	SEBRING, LARRY D MD
Location:	Orange Floor - Health Center
Reason Code:	Ingrown Toenail Eval
Callback Number:	5413609231

You must arrive at your check-in time. If you do not arrive at this time, you may be rescheduled.

For in person appointments, check in at the registration desk on the first floor.

Your check in time is:
-5 minutes before appointment time at Health Center
-10 minutes before appointment time at Tebeau
-At the appointment time for telehealth

Confirm

Confirm the selected appointment.
Proceed to Clinical Questionnaire

12. Appointment booked Confirmation

All Done!

You have successfully booked the following appointment:

PC VISIT
5/5/2025 10:45 AM
With SEBRING, LARRY D MD
At Orange Floor - Health Center

Help us fine-tune our scheduling system:

How satisfied are you with your appointment date and time?

☆☆☆☆☆ **Not Rated**

Continue **Print**

Workflow Violations:

GenderMag Workflow Violations

Heuristic #2 – Explain the costs of using new/existing features (Attitude Toward Risk)

Workflow: Steps 7 (Phone Number) and step 8 (Confirm Address)

Violation: Splitting phone/address into **two separate pages** increases clicks and time. Abi, who is **risk-averse**, may worry: "What if I make a mistake and have to redo both?" No option to **edit both at once** (e.g: a combined "Contact Info" page) forces redundant effort.

Severity: 2 – Major usability problem; important to fix

Heuristic #3 Let people gather as much information as they want, and no more than they want.

Workflow: Step 4. Choose 'Type of appointment'

Violation: If service types are presented with just labels ("Physical", "Mental Health", "Immunization") and no explanations, it may not be clear which to choose. Abi may worry about choosing the wrong category and getting the wrong appointment.

Severity: 2 – Major usability problem; important to fix.

Heuristic #5 Make undo/redo and backtracking available

Workflow: In almost every step of booking an appointment

Violation: If Abi doesn't know to change or revert the wrong selection while booking an appointment. Abi will not get convinced to book an appointment again by cancelling the previous selection due to multiple steps.

Severity: 3 — Usability catastrophe; imperative to fix.

Heuristic #6: Provide an explicit path through the task

Workflow Step: 3 to 12 – Entire booking flow

Violation: There is no visible progress bar or indicator to tell users how many steps are left. The process feels long and unpredictable. Abi, who prefers learning by process, may feel overwhelmed or lost in an undefined flow.

Severity: 2 – Major usability problem; important to fix.

Nielsen's Heuristics (4 Violations)

Heuristic #1 Visibility of System Status

Workflow: Step 9**.** Search for Appointment

Violation: No indication of progress bar over the course of booking an appointment. There's no mention of a loading indicator or progress feedback when searching for time slots. Abi might not know if the system is processing their request.

Severity: 2 -- Major usability problem; important to fix

Heuristic #3 User Control and Freedom

Workflow: Steps 6. Specify Appointment Reason, 7. Enter your phone number, 8. Confirm your Address, 9. Search for Appointment

Violation: There's no mention of a "Back" or "Edit" option at any step. Abi who accidentally selects the wrong service or date might have to restart the entire workflow, leading to frustration and discontent.

Severity: 3 — Usability catastrophe; imperative to fix.

Heuristic: **#5 Error Prevention**

Workflow: Steps 7. Enter your phone number, 8. Confirm your Address

Violation: There's no mention of validation when entering a phone number or confirming an address. Abi can easily get their address, phone number wrong.

Severity: 2 — Major usability problem; important to fix.

Heuristic: #6 Recognition Rather than Recall

Workflow: Step 8. Confirm your Address

Violation: Input address needs to be typed manually. There's no dropdown option for city, state and there is no autofill if the user doesn't remember the zip code of their address.

Severity: 1 — minor usability problem.

DETAILED evaluation:

4. Choose 'Type of Service'

GenderMag Heuristic Violations:

Heuristic #2: Explain the costs of using new or existing features

Violation: The screen doesn't explain whether Abi should choose "Rapid Care" over "Health Clinic". There's no hint about speed, availability, or suitability of the service. Abi may avoid choosing either, unsure if they'll get the best service for their situation.

Severity: 2 – Major usability problem, important to fix

Heuristic #5: Make undo/redo/backtracking available (Risk Attitude)

Violation: If Abi selects the wrong type of service, there's no visible way to go back and easily change it later. She fears being locked in and starting over, which discourages her from experimenting or exploring.

Severity: 3 - Usability catastrophe; imperative to fix.

Heuristic #6: Provide an explicit path through the task (Learning Style)

Violation: Abi prefers clear, step-by-step choices. For example: There's no guidance like "Step 2 of 12: Choose your appointment category". A long list of options (some with bullet points, some without) can overwhelm her. She's not sure which type of care fits her needs especially since there's overlap (e.g: minor illness under multiple categories). A guided wizard or filters would support her process-oriented style better.

Severity: 2 – Major usability problem, important to fix

Heuristic #7: Provide ways to try out different approaches (Self-Efficacy)

Violation: Abi prefers exploring options safely. "What appointment is right for me?" helper, or hover tooltips explaining what each type covers would help users like abi who cannot compare services (e.g: 'Rapid Care' vs 'General Clinic') without committing to a selection. Without this, she may hesitate or choose something incorrectly

Severity: 2 - major usability problem; important to fix.

Nielsen Heuristic Violations

Heuristic #2: Match Between System and Real World

Violation: Abi is unfamiliar with medical jargon, may not understand things like **"STI Testing", "Gender Affirming Care",** or **"PEP/PrEP"** without explanation. **Tooltips or plain-language alternatives** (e.g: 'Care for transgender students') would bridge this gap.

Severity: 2 – Major usability problem, important to fix

Heuristic #3: User Control and Freedom

Violation: There's no way for Abi to undo a selection or switch categories smoothly. If she picks the wrong option, she might have to cancel and restart the booking appointment. That can be frustrating and make her feel stuck.

Severity: 2 – Major usability problem, important to fix

Heuristic #6: Recognition Rather than Recall

Violation: Users like abi must know beforehand a lot of these medical terms in the menu. There are no tooltips or short descriptions to support unfamiliarity with these terms

Severity: 2 – Major usability problem, important to fix

Heuristic #9: Help Users Recognize and Recover from Errors

Violation: If abi selects the wrong option, there's no way to go back and edit the option. The system doesn't highlight previously chosen options to recognise if there are any errors in selection. Abi must recall which option she has chosen last time.

Severity: 3 - Usability catastrophe; imperative to fix

6. Specify Appointment Reason

GenderMag Heuristic Violations

Heuristic #2: Explain the costs of using new or existing features

> **Violation:** Abi might have more than one concern like "Cough" and "Nasal Congestion." she might be confused and concerned about which option to choose or why it's not allowed to choose multiple options and she may abandon the process. This lack of information creates confusion and increases effort, making her feel unsure about proceeding.
>
> **Severity: 2** – Major usability problem, important to fix

Heuristic #3: Let people gather as much information as they want, and no more than they want

Violation: None of the options include tooltips or descriptions. Abi cannot explore what each reason involves (e.g, what counts as "Minor Strain" or "Seasonal Allergy"). She's detail-oriented and wants to make informed decisions. Lack of optional info forces her to guess, which she avoids.

Severity: 2 – Major usability problem, important to fix

Heuristic #4: Risk Aversion

Users might worry about picking the wrong symptom and receiving the wrong care. No "I'm not sure" or "Other" option, adding pressure to choose correctly.

Severity: 2 – Major usability problem, important to fix

Heuristic #8: Encourage mindful tinkering

Minimal feedback may make less confident users feel unsure about their selection. The lack of help or explanation may reduce user trust in their own choices.

Severity: 2 – Major usability problem, important to fix

Nielsen's 4 Usability Heuristics – Violations

Heuristic #2 Match Between the System and the Real World

Violation: The list uses medical terms like "Urinary Symptoms" and "Return to Activity Note" that may not be familiar to all users. Abi might not feel confident picking an option if she doesn't clearly understand what it means.

Severity: 2 – Major usability problem, important to fix

Heuristic #3: User Control and Freedom

Violation: There's no way for Abi to undo a selection or switch categories smoothly. If she picks the wrong option, she might have to cancel and restart the booking appointment. That can be frustrating and make her feel stuck.

Severity: 2 – Major usability problem, important to fix

Heuristic #8. Aesthetic and Minimalist Design

Violation: There are long, plain lists of options with no grouping or hierarchy (e.g. Cough, Nasal congestion). Abi gets confused in choosing an option. There is no option to choose whether a certain type of disease or concern is severe (low, mild, severe).

· **Severity: 2** – Major usability problem, important to fix

Heuristic #10. Help and Documentation

Violation: There is no link or tooltip, FAQs, or help buttons explaining how to choose the correct reason. Abi may hesitate to proceed if her exact issue isn't listed and won't feel confident continuing without guidance.

Severity: 2 – Major usability problem, important to fix

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5. Confirm Address

GenderMag Violations

Heuristic #1 – Explain the benefits of using new and existing features (Motivation, Attitude Toward Risk)

> **Violation:** The screen does not explain **why** the user should confirm their address. Users like Abi (risk-averse, why-oriented) may not feel comfortable clicking "Continue" without understanding its purpose if it is for billing purpose or some other since the appointment type is in-person at the health centre.
>
> **Severity: 2 –** Major usability problem, important to fix

Heuristic #2 Explain the costs of using new and existing features (Attitude Toward Risk)

> **Violation:** There is no information about what happens if the address is incorrect will it cause an issue later? Can they change it later? Abi may hesitate due to fear of making irreversible mistakes.
>
> **Severity: 2** – Major usability problem, important to fix

Heuristic #5 – Make undo/redo and backtracking available (Attitude Toward Risk)

> **Violation:** There is no way to undo or go back if Abi enters the wrong number. The only options are "Continue" or "Cancel" and Cancel might reset the form. She avoids making mistakes and prefers safe ways to correct them. Not having an undo or edit the selected option increases her stress.

Severity: 3 - Usability catastrophe; imperative to fix

Heuristic #6 Provide an explicit path through the task

Violation: Users like Abi who are process-oriented, gets anxious not knowing if this is the **final step** or if more inputs are needed. A **progress bar** (e.g: 'Step 3 of 5') would ease her uncertainty

Severity: 2 — major usability problem; important to fix.

Nielsen Heuristic Violations

Heuristic #1 – Visibility of System Status

Violation: The interface does not indicate what step the user is on, how many steps are left, or what happens after clicking "Continue." This leaves the Abi unsure of their progress.

Severity: 2 – Major usability problem; important to fix problem

Heuristic #3 – User Control and Freedom

Violation: No "Back" button option. Users who mistakenly reach this page can't easily go back and edit their previous selection, violating freedom of movement.

Severity: 2 – Major usability problem; important to fix problem

Heuristic #5: Error Prevention

Violation: The system does not prevent errors like typos in the address field (no autocorrection/ autofill/ validation). Abi, being risk-averse, may worry about submitting an incorrect address with no way to verify it.

Severity: 2 -- major problem; important to fix problem**.**

Heuristic #6 Recognition Rather than Recall

Violation: Adding address is done manually. There is no autofill or dropdown (e.g. State, Zip) in the Edit address section. Sometimes Abi gets confused or forgets the zip of her county/place.

Severity: 2 — major usability problem; important to fix.

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10. Search for Appointment (Criteria based on Date, Time and Day)

GenderMag Heuristics Violations:

Heuristic #1 Explain the benefits of using new and existing features (Motivation, Attitude Toward Risk)

> **Violation:** The system mentions calling "541-737-9355" for full availability. If so, what is the point of using this portal? Any system needs to explicitly mention some important fields as required.

> **Severity: 2** - Major usability problem; important to fix

Heuristic #2: Explain the costs of using new and existing features

> **Violation:** The screen doesn't explain what happens after calling. Will she wait on hold, be redirected, or need her student ID ready? She avoids unknown risks. Without knowing what calling involves, she may delay or avoid reaching out at all.

> **Severity: 2** – Major usability problem

Heuristic #3 Let people gather as much or as little information as they want (Information Processing Style)

> **Violation:** Users are given checkboxes for days/time e [] Su [] M ... [] AM [] PM and dropdowns for data without any explanation of how they affect availability or search results. She would benefit from optional guidance (like tooltips or examples) to better understand how to use the filters effectively.

> **Severity:** 2 - major usability problem; important to fix

Heuristic #6 Provide an explicit path through the task (Learning: by Process vs. Tinkering)

> **Violation:** The form lacks clear step-by-step guidance. Abi, who follows structured processes, is confused when the system **allows invalid dates** instead of **graying them out**. A **guided date picker** (e.g: 'Only dates within 7 days are available') would prevent errors.

> **Severity: 3** - Usability catastrophe; imperative to fix

Nielsen's Heuristics Violations:

Heuristic #2: Explain the costs of using new and existing features

> **Violation:** The screen doesn't explain what happens after calling. Will she wait on hold, be redirected, or need her student ID ready? She avoids unknown risks. Without knowing what calling involves, she may delay or avoid reaching out at all.

> **Severity: 2 –** Major usability problem

Heuristic #3: Let people gather as much information as they want, and no more than they want

> **Violation:** There's no explanation of why no appointments are available (e.g, is the center closed? Is her criteria too narrow?). No calendar view or hints are provided. She wants to explore why something didn't work and how she can fix it. This lack of context discourages further action.

> **Severity: 2 –** Major usability problem

Heuristic #5: Make undo/redo and backtracking available

Violation: The only option is "Cancel" which may reset everything. There's no "Go Back" or way to adjust just one criterion (like changing the date or time). She avoids starting over when possible and prefers being able to tweak inputs safely without losing all progress.

Severity: 3 – Usability catastrophe

Heuristic #9 Help Users Recognize, Diagnose, and Recover from Errors

Violation: The red error message is vague ("You missed 1 field"), not telling the user what that field is (though it's visually highlighted). There is no link to fix or suggest auto-fill options.

Severity: 2 - major usability problem; important to fix