

Team - 404 Not Sick ([student health portal](#))

Part-1

Team Members:

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Project Description: We want to redesign the student health portal to provide a more intuitive and user-friendly experience. The goal is to make it easier for students to schedule appointments, communicate with their healthcare providers, and access their medical records. This project is especially important because the current portal is difficult to navigate and lacks essential features, often resulting in confusion and frustration.

Three Scenarios:

- Scenario 1: Abi needs to schedule a medical appointment for a minor illness through the student health portal. She clicks on the “Appointments” section and begins the process. However, the system guides her through a long, multi-step process that includes selecting a visit type, acknowledging location, reading vague instructions, choosing a reason for the visit, entering a callback number, confirming her address, and finally searching for an available slot. There is no indication of how many steps are left or whether she can go back and edit her selections. The entire process feels repetitive and frustrating, especially for a student who just wants to book a quick appointment.
- Scenario 2: Abi needs to check a message from her doctor about lab test results. She also wants to reply to it, send a new question, and delete older messages. The current interface lacks clear options for these actions, and messages are hard to organize, making it frustrating for Abi to keep track of important communication.
- Scenario 3: Abi logs into the student health portal for the first time and tries to explore the different features. She finds the left-side navigation panel overwhelming, with too many similar-looking items listed in a long menu. It's unclear what each section (like Letters, Referrals, and Personal Records) is meant for, and there is no guidance or grouping to help her understand how to use them. As a result, she gets confused and avoids using many of the features.

Customized Abi:

Abi (Abigail/Abishek) GenderMag Persona



- 19 years old
- Undergraduate Student
- Corvallis, Oregon

Abi has always liked music. While traveling to college in the morning, Abi listens to music from a wide variety of styles. Abi is comfortable using her smartphone for day-to-day tasks like messaging, social media, and checking email. However, she struggles with unfamiliar platforms and systems, especially those with too many steps or unclear labels. Abi likes scanning all her emails first to get an overall picture before answering any of them.

Background and Skills

The technologies at Abi's new employer are new to her. Abi likes math and working with logic. She considers herself a numbers person. Abi just started a new part-time job where the digital systems are completely new to her. While she doesn't have a technical background, she enjoys logic and working with numbers. She prefers systems that are straightforward and give clear guidance. In her free time, Abi likes solving puzzles and listening to music, but she often hesitates to explore unfamiliar features without step-by-step instructions.

Motivations and Attitudes

Motivations: Abi uses technologies **to accomplish her tasks**. She learns new technologies if and when she needs to, but prefers to use methods she is **already familiar and comfortable with, to keep her focus** on the tasks she cares about.

Computer Self-Efficacy: Abi has **lower self confidence than her peers about doing unfamiliar computing tasks**. If problems arise with her technology, she often **blames herself for these problems**. This affects whether and how she will persevere with a task if technology problems have arisen.

Attitude toward Risk: Abi's life is a little complicated and she **rarely has spare time**. So she is **risk averse about using unfamiliar technologies that might need her to spend extra time** on them, even if the new features might be relevant. She instead performs tasks using familiar features, because

Real Person: We plan to observe a first-year Biological Sciences student whom one of our team members met during a cultural event on campus. Through previous conversations, we learned that she is passionate about health care, highly motivated, and a fast learner. However, she doesn't have a technical background and primarily uses everyday apps like Instagram and Facebook. She also mentioned feeling overwhelmed when navigating unfamiliar online systems, which makes her a strong match for Abi's persona and a valuable user to observe for identifying usability challenges in the student health portal.

Five Violations of Scenario 1 (Making an Appointment)

1. Effectiveness (Usability)

- If a user clicks on another section like “Home” mid-way through booking, all entered data is lost without warning. This disrupts the goal of successfully booking an appointment.
- There’s no autosave or draft feature, so a small mistake forces users to restart from the beginning.

2. Efficiency (Usability)

- Booking an appointment requires multiple unnecessary clicks, as users have to go through each section without shortcuts or an overview.
- There is no way to go back and edit earlier selections like the chosen service type or concern, forcing users to restart the entire flow reducing overall efficiency.
- Abi can only select one reason per appointment, she may need to book multiple appointments or spend extra time explaining her concerns manually during the visit. This creates unnecessary steps and time directly impacting efficiency.

3. Visibility (UX)

- The booking process lacks a visible progress indicator. Users don’t know how far along they are or how many steps remain.
- Important actions and statuses like “appointment confirmed” or “incomplete form” are not displayed prominently

4. Learnability (Usability)

- The booking steps are not clearly labeled or guided, making it hard for first-time users to understand what to do next or what each section means.
- Options like “type of service” include a long list such as "Rapid Care @ Tebeau," "Health Clinic (by Reser Stadium)", or "Immunization/Vaccine Appointment", but without tooltips or explanations. This forces users to guess which option fits their concern, increasing confusion and the chance of selecting the wrong one.

5. Feedback (UX)

- The system sends an email notification but it doesn’t provide real-time confirmation after booking. This leaves users unsure whether their action was successful.
- Additionally, the email notification only arrives one day before the appointment, offering no option for users to select an earlier reminder. This lack of customization can cause issues for users who prefer more advanced notifications.

Five Violations of Scenario 2 (Managing messages)

1. Effectiveness:

- Original messages get mangled or hidden when replying, especially if they contain test results, making it hard to view the whole mail later.
- Notification only lets users know there is a new message instead of showing the entire content, wasting users' time getting to the page to view the message.

2. Efficiency

- No search function for mail or test results means users must scroll manually, wasting time.
- Inefficient layout (e.g, excessive space for "Read" tick, tiny "From" and "Title" fields) slows down scanning and sorting messages.
- Extra steps to compose a message (e.g, selecting reason before seeing recipient) introduce unnecessary friction.

3. Safety

- Inability to change recipients after beginning a message raises risks of sending sensitive information to the wrong person, especially if staff have changed roles or left.

4. Utility

- Lack of features like search, delete, or a dedicated test results section limits what users can do with the system.
- Notification only lets users know there is a new message. Users must log in just to read a message, reducing the value of alerts.

5. Feedback

- No immediate feedback when a message is sent or read.
- Users aren't clearly informed if replies include test results or critical data.

Five Violations of Scenario 3 (Exploring the Portal & Navigation Confusion)

1. Effectiveness:

- Abi is unable to identify the purpose of key sections like “Letters”, “Personal Records”, or “Referrals”. The system fails to support her goal of understanding the platform’s features.

2. Learnability:

- There is no onboarding tutorial or contextual help to guide first-time users. Abi must guess what each section is about, which discourages exploration.

3. Visibility:

- The navigation panel lacks clear visual feedback when items are clicked. For example, clicking top items like Profile or Appointments doesn’t visibly update the panel, but clicking bottom items like Medical Records suddenly reveals a new item (Immunizations) at the end without warning. This inconsistent behavior makes the interface feel unpredictable and confusing, especially for new users.

4. Efficiency:

- The navigation panel displays a long, flat list of unrelated items with no logical grouping or categorization (e.g, Letters, Handouts, Referrals, Surveys, Insurance Card, etc.). For users like Abi, this forces her to scan the entire list repeatedly to find what she needs, which increases the time and effort required to explore the portal.
- Grouping related items (e.g, records, communication, forms) would help her locate features faster and improve her overall efficiency while using the system.

5. Utility:

- The student health portal does not offer a global search feature that would allow users to find relevant content such as appointment records, immunization forms, messages, or referrals. For example, if Abi wants to quickly access her COVID-19 immunization record, she has to manually check multiple sections like Medical Records, Personal Records, and Forms, with no clue where it might be located. This makes the system inefficient and frustrating, especially for users unfamiliar with its structure or terminology.