

User Experience For Health Innovation

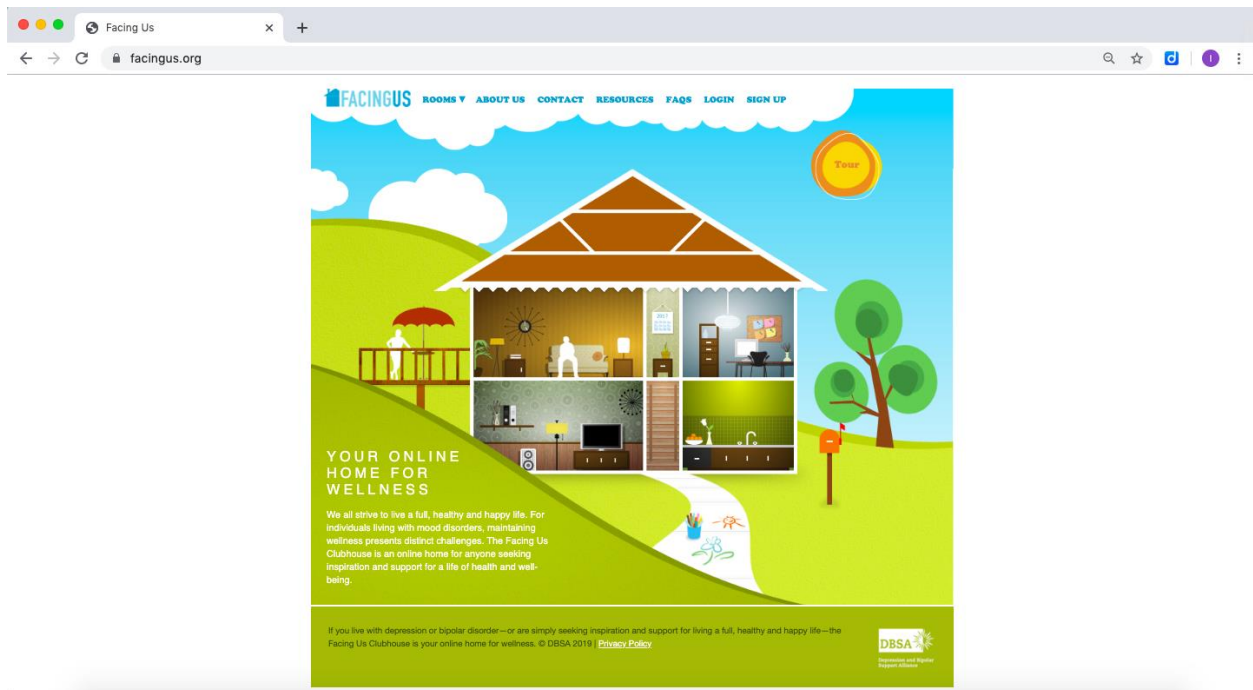
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DH150: User Experience and Design

Assignment 01: Heuristic Evaluation

The FacingUs Clubhouse

<https://www.facingus.org>



This website is a resourceful website for people that are suffering with depression and/or bipolar disorder and are looking for a place to find motivation and inspiration to lead a healthier and happier life. It uses symbolism of a 'clubhouse' to structure the website as you can see from the screenshot above. The website is divided into six main components (i.e. rooms): Journal, Wellness Plan, Tips, Media Room, Creativity Center, Wellness Tracker. Overall at a quick glance the website has a lot of valuable information that could improve peoples lives however the design and structure makes it feel outdated. Lets evaluate the website more in depth through the 10 Heuristic Evaluations:

Heuristic Evaluations

Severity Ratings. (1-3. 3 means it requires fixing as soon as possible.)

1. Visibility Of System Status

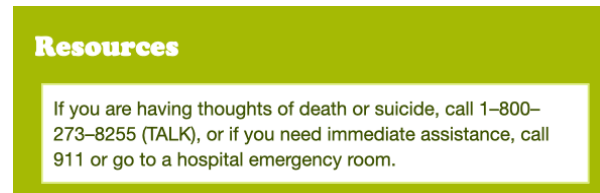
- To first get started on the website we have to Sign Up. We don't have any indication of how far along we are in the sign up process as we put in our email and password, but to be fair it doesn't really seem that necessary since those are the only two things that are required to sign up. However an improvement that could be made is that when we are typing in the 'Confirm Password' field, we could have an indication or

- tick mark to tell us whether they actually match or not before clicking the Create Account button. (2)
- The ‘Wellness Plan’ helps you plan out goals you want to achieve, however there is no sign of how far along you are on the plan. We just have a ‘Save and continue to next step button’. When I was first navigating through the website I didn’t see the directory on the side because of how much it blended in with the background therefore an improvement we could make is a completeness bar on the bottom of the website that is more visible and lets the user know how much more of the plan they need to fill out. (3)
 - The WellnessTracker has a bar on the top that tells you how far along you are for today's tracking. As mentioned above, the Wellness Planner should follow along with the same theme. (1)

2. Match Between System And The Real World

- The main page uses the analogy of a clubhouse to navigate around the website. Hence the extensive use of imagery; the umbrella, clubhouse, rooms, garden etc. The purpose of this is to create an environment where the user feels comfortable and relaxed – almost as if coming to this website is some sort of ‘vacation’ time from the problems that they are facing in real life. A place to unwind and de-stress. (1)

- The 'Media Room' page also uses icons of a CD to indicate audio, and a clapboard to indicate video. We also see headphones and a speaker icon on the sidebar that represents radio and sharing the story. (1)
- Since this is a website to improve well being we also see it referencing the national suicide hotline number and other important information related to getting help in the 'Resources' page. However it seems hidden above the tab bar since the font is really small, so I would also introduce a search bar or bring the resources tab down and make it more visible with a larger font. (2)



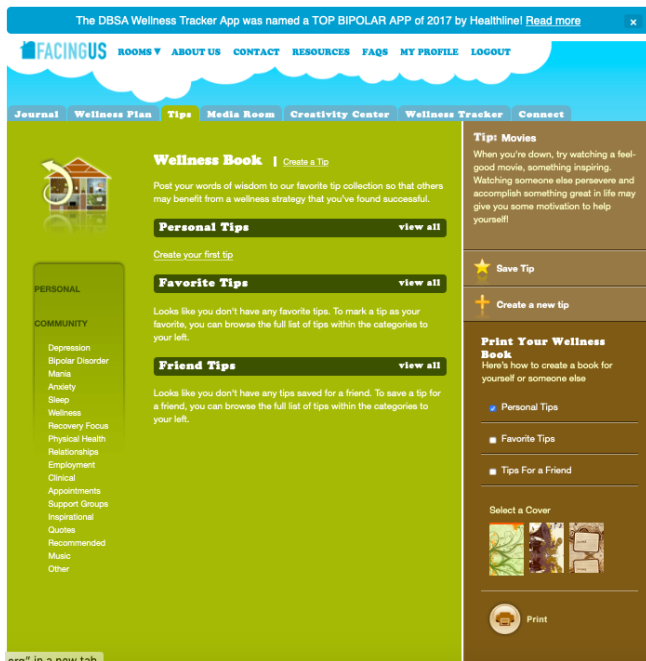
3. User Control And Freedom

- The user is able to edit or remove their entry on the Journal page however the user doesn't have the freedom to group their journal writings in particular folders. They are automatically all placed under Archive and sorted by the date they were created. I would introduce a system where we can create folders depending on the type of writings and be able to see the name of the journal entries within the folder for easier accessibility. (3)
- In the WellnessTracker the user is able to go back and change the date and mood for a particular day that they were tracking. However if they do change it by accident they can not return back to the original data that they had added so I would suggest an undo button on the Wellness tracker. (1)
- There is no way to return back to the main FacingUs webpage after clicking the WellnessTracker link so I would add a directory on the Tracker page that provides the links back to the main page. (2)

4. Consistency And Standards

- The theme of the main page is brown and green/grass however in the WellnessTracker has a completely different blue/sky theme. I understand that this may be to build the idea that the website is all inclusive and covers everything from the ground up to the sky but it would be better if all the webpages had a consistent theme because at the moment the

WellnessTracker page feels like its completely unrelated to the main website. (3)



5. Error Prevention

- Currently the website lacks any error prevention methods. One implementation that could be included is when we input data in the Wellness Planner and Tracker, we could have a page after we input all our data where we have an overview page that shows us all of our information together. And then we could also have a Confirm and Submit button at the end to make sure the user double checks and prevents any errors in their entries. (2)

6. Recognition Rather Than Recall

- For the 'Tips' webpage the website sidebar already gives some starting quotes that the user can use to add to their list but there seems to be a different quote on every different page. We could have a collection of three quotes on the Tips page that remains the same on each website but changes at the end of the day. (1)
- Since the website is about mental health it relies mainly on the unique experiences of the individual. One area that the website can provide the user with suggestions is on the WellnessTracker page where after inputting the data, we can provide an algorithm with random suggestions on how to uplift the mood of the user depending on their input. (2)



7. Flexibility And Efficiency Of Use

- Currently there is no sort of way to change the font, size or color of the text entry in the journal. Although some users may not want to, we could have an advanced option that allows these changes to the journal entries since they are meant to be personal for each user. (2)

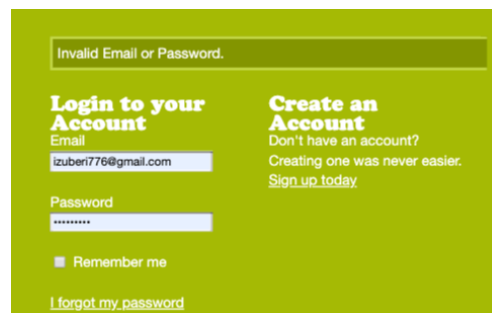
8. Aesthetic And Minimalistic Design

- Minimalism is an area that this website lacks in. When I was first navigating through the website I felt overwhelmed with the amount on information that was on the page and the way much of the text seemed to be difficult to read because of the contrast between the dark background color and font color. One way to declutter the website is to remove the Tips sidebar and add that information onto the main 'Tips' page. (3)
- There seems to be two different navigation tabs on the top of the webpage. I would suggest having only one main menu tab and use the sidebar to navigate through the different 'Rooms' (Journal, Wellness Plan, Tips...) instead. (2)



9. Help Users Recognize, Diagnose And Recover From Errors

- Error messages are not implemented on the website yet here are some possible errors that need to be referenced: What is the user accidentally adds or deletes something from their Wellness Plan or wants more then one Wellness Plan? What if they accidentally delete a journal entry, how can they get it back? What if they step into the wrong date in the WellnessTracker and set all the wrong data? (3)
- If I type in the incorrect password on the sign up page I get an invalid Email/Password prompt. The way the website solves this problem is by providing a link to reset your password if you've forgotten. I would suggest putting the link with the incorrect password prompt so that it is more accessible to the user. (1)



10. Help And Documentation

- Since this is a website for mental well-being it is crucial that they provide a help page for the target audience. Much of this information such as the suicide helpline number is found on the resources page. A more efficient way would be to rename this section

as the 'Help' page as the name 'Resources' is a bit unclear concerning the nature of the topic. (3)