

# Heuristic Evaluation Report for: Preñada

## 1. Problem Statement

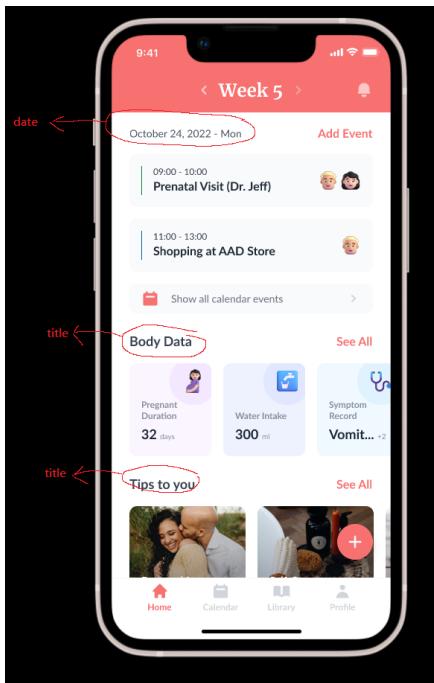
The app aims to relieve pregnant mothers's anxiety by helping them keep important pregnancy events, personal body data, and get access to related tips and information.

## 2. Violations Found

### General

#### 1. H4 Consistency & Standards / Severity 2 / Found by: A

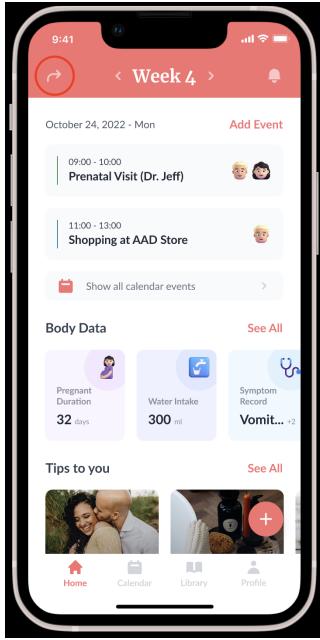
- Description:** The interface of the main page is divided into three sections: "Upcoming Calendar Events", "Body Data", "Tips to you". The "Body Data" and "Tips to you" sections have a title for it but the "Upcoming Calendar Events" section does not, and the position that should be kept for the title is replaced with today's date, making users not knowing what this section is about at first glance without further reading into the section's content.
- Screenshots:**



- Fix:** Add a title for the first section.

#### 2. H2. Match between system and the real world / Severity 2 / Found by: D, A

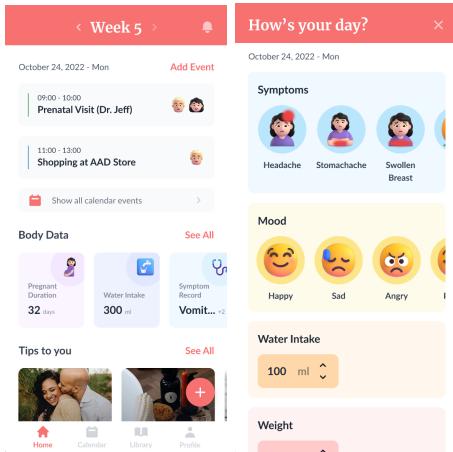
- Description:** The icon on the upper-left side of the home page is similar to that of the undo button, but it functions as a button to return to the current week.
- Screenshots:**



- **Fix:**
  - Find a more intuitive icon (e.g. home icon) and let it show on current week too.
  - Change the button's icon or move it to the right of the "Week 4".

### 3. H4: Consistency & Standards / Severity 2 / Found by: C, A, B, D, E

- **Description:** The **add button** is confusing. Users may click on the button to add events but actually, they can only add body data there.
- **Screenshots:**

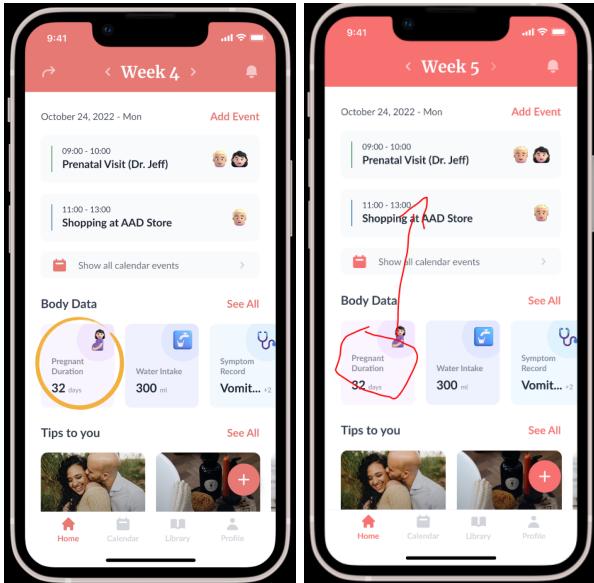


- **Fix:**
  - i. The + button should support adding both event and body data. Or else it should look relevant to the body data with a more appropriate button instead of a general add button
  - ii. Add a walkthrough for new users
  - iii. Move or redesign the add button to Body Data block.

- iv. After trying out, I realized that this “+” button is for updating new Body Data, so I would suggest putting this “Update Body Data” button inside the “Button Data” section.
- v. Remove the add button and put the add button to every task blocks.

#### 4. H4. Consistency and standards / Severity 1 / Found by: D, E

- **Description:** Pregnant duration is not part of body data. It is rather more of an information.
- **Screenshots:**

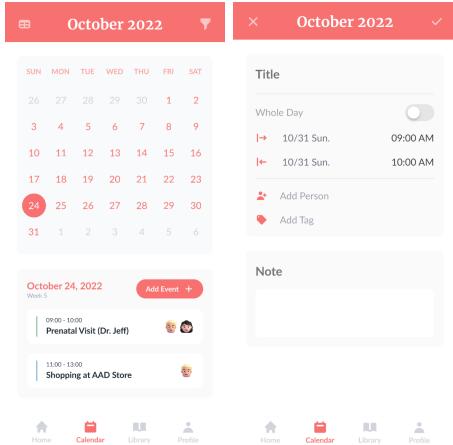


- **Fix:**
  - i. Use another UI or change position to differentiate pregnant duration and body data.
  - ii. Add the pregnant data to the top of the page and remove the date block.

#### Task1

#### 5. H2: Match b/w System & World, H7: Flexibility & Efficiency of Use / Severity 4 / Found by: C

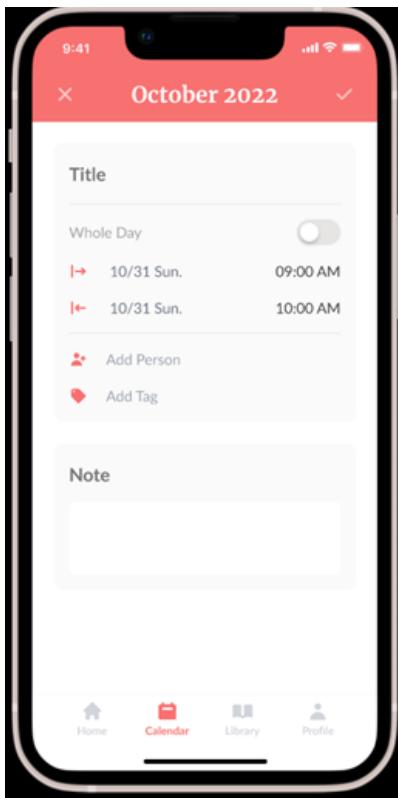
- **Description:** It's bothersome to use yet another calendar service, especially if the users have to copy the data manually from the existing app to the new app
- **Screenshots:**



- **Fix:** Integrate with existing calendar service. Use platform APIs or third-party APIs to interact with the existing service.

## 6. H9: Help Users with Errors / Severity 2 / Found by: E

- **Description:** If I forget to type the title and click “yes” button on the top directly, the button cannot be clicked but it does not suggest what I can do to solve the problem.
- **Screenshots :**

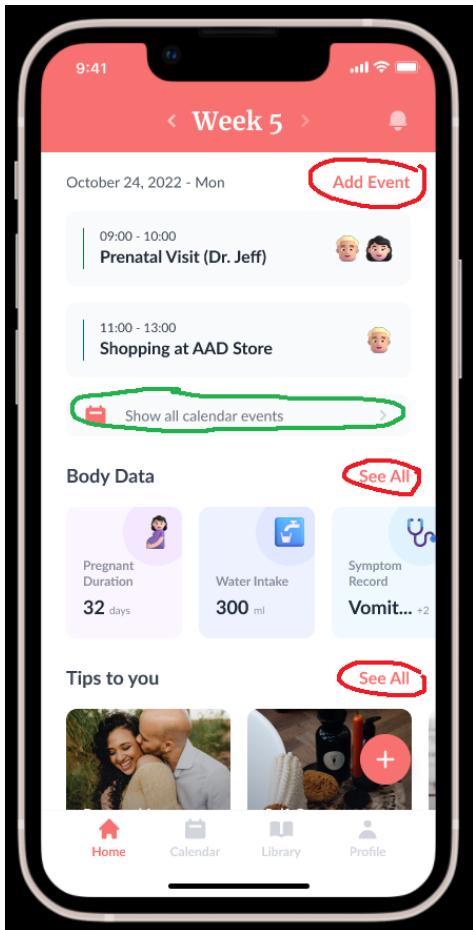


- **Fix:** Add a line of suggestion like “you need to add a title”.

## 7. H4: Consistency & Standards / Severity 2 / Found by: A, C

- **Description:** The interface of the main page is divided into three sections: “Upcoming Calendar Events”, “Body Data”, “Tips to you”. The “Body Data” and “Tips to you” both have a “See All” button, while for the “Upcoming Calendar Events”, the “See All” button is replaced with an “Add” function. This inconsistency makes me confused about where I can find the “See All” function of the “Upcoming Calendar Events” section.
- **Screenshots:**

See red circle.

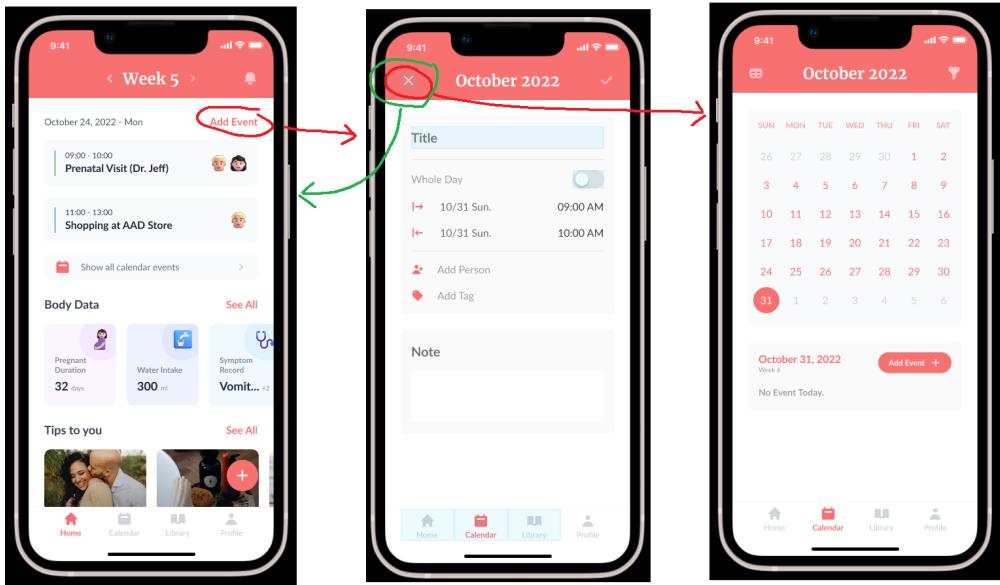


- **Fix:** Replace “Add Event” with “See All” and move “Add Event” function to the green circle position.

#### 8. Match between system and the real world / Severity 3 / Found by: A, E

- **Description:** On the main page, after I click “Add Event” and go to the add-event-page, if I want to cancel, I will click on the “x” button and expect to go back to the main page. However, instead of going back to the main page, I go to the calendar page, which makes me confused about where I am for a while.
- **Screenshots:**

See red flow.



- **Fix:** Change the “x” button’s function to go-back instead of go-to-calendar-page. See green flow on the screen shot.

## 9. H7. Flexibility and efficiency of use / Severity 2 / Found by: C, D, E

- **Description:** I cannot see how many events are planned for each day without clicking into each day's information. I would like to be able to see the total events in a quick glance.
- **Screenshots:**

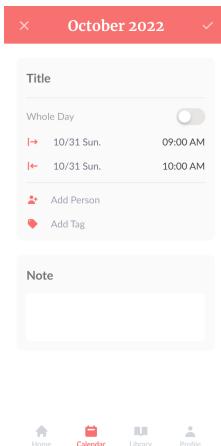


- **Fix:** Use colored (based on tag) circles on the bottom of each day each day on the calendar to indicate the counts and type of events on that day, user can also clearly see when they see the doctor or do exercise. For example:

January 2018							February 2018						
S	M	T	W	T	F	S	S	M	T	W	T	F	S
31	1	2	3	4	5	6	28	29	30	31	1	2	3
7	8	9	10	11	12	13	4	5	6	7	8	9	10
14	15	16	17	18	19	20	11	12	13	14	15	16	17
21	22	23	24	25	26	27	18	19	20	21	22	23	24
28	29	30	31	1	2	3	25	26	27	28	1	2	3
4	5	6	7	8	9	10	4	5	6	7	8	9	10

## 10. H2: Match b/w System & World / Severity 2 / Found by: C

- **Description:** Events should include location details so that users know where to go.
- **Screenshots:**

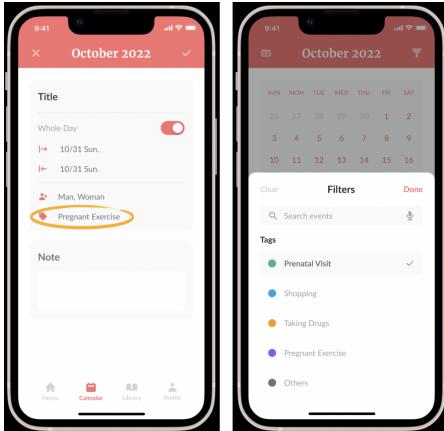


- **Fix:** Add a location field in the Add Event page. It will be more convenient if user can easily click and navigate to the location with map apps. For example:



## 11. H6. Recognition rather than recall / Severity 0 / Found by: D

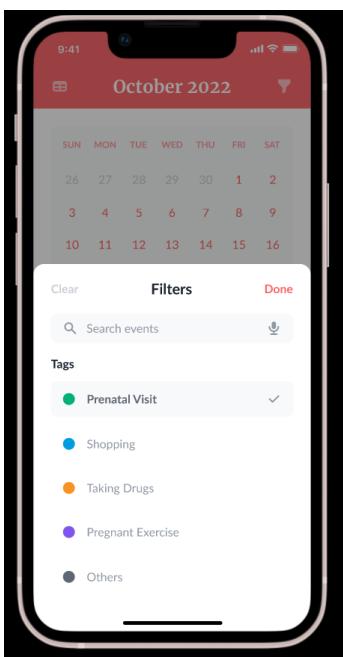
- **Description:** There is a color for each tag for calendar events, but it is not particularly shown on the add event page. Showing the color here might ease users who remember the color of each tag, which might also elevate efficiency of adding events.
- **Screenshots:**



- Fix: Show color for each tag on the add event page.

## 12. H3: User control and freedom / Severity 2 / Found by: B

- **Description:** The filter function is a bit confusing. I am not sure if it is telling the user, certain type of event within a day, a week, or a month, since nothing changed after I used the filter function.
- **Screenshots:**



- Fix : Make an option for the certain range of time users want the calendar to show on the filter page.



## H3. User control and freedom / Severity 3 / Found by: A, C

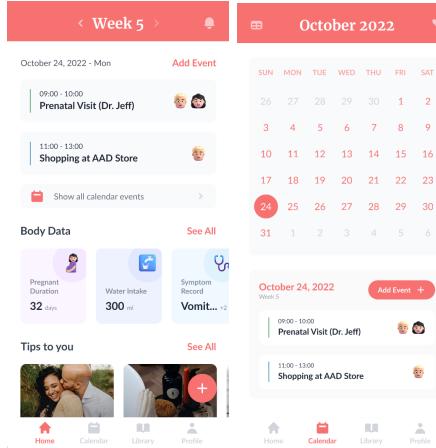
- **Description:** In the calendar section, users get to add new events but are not able to undo wrongly created ones.
- **Screenshots:**



- Fix: A **Event Detail and Edit page** for viewing, modifying and deleting the events. The layout can be similar to the Add Event page.

#### 14. H4: Consistency & Standards, H7: Flexibility & Efficiency of Use / Severity 1 / Found by: C

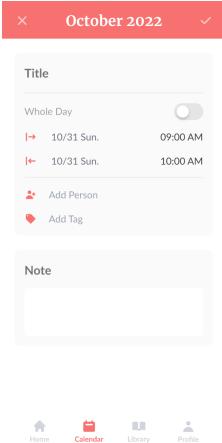
- **Description:** On the homepage, there are left / right buttons to switch between weeks, but On the calendar page, there are no left / right buttons to switch between months. Users cannot see the past months.
- **Screenshots:**



- **Fix:** Add left / right buttons in the Calendar page to switch between months.

### **15. H10: Help & Documentation / Severity 1 / Found by: C**

- **Description:** Users may be confused or may have different assumptions about what happened after adding a person if it's not clarified. (For example, in the other calendar app, adding a person might trigger an invitation to the person so that he/she can add the event to his/her calendar. I am not sure if this app support this feature.)
- **Screenshots:**

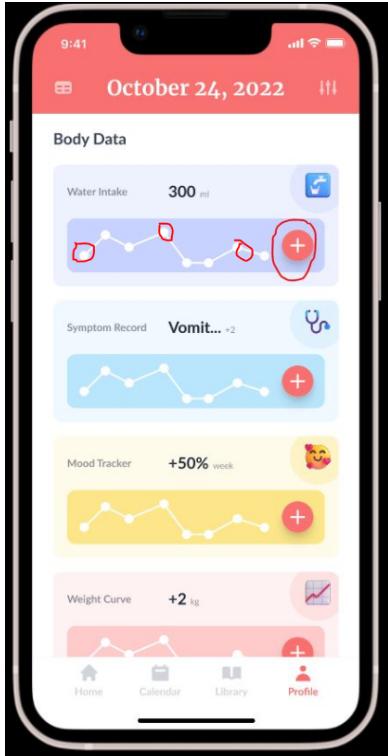


- **Fix:** Add information at the “Add Person” field about what it does.

## Task2

### **16. H5: Error Prevention && H9: Help Users with Errors / Severity 2 / Found by: E**

- **Description:** There are no button to see the previous body data and edit it.
- **Screenshots:**



- **Fix:** we can click the everyday body data and see the detail, in the detail page, we can edit or delete the data to edit our data.

### 17. H3. User control and freedom / Severity 3 / Found by: A, C

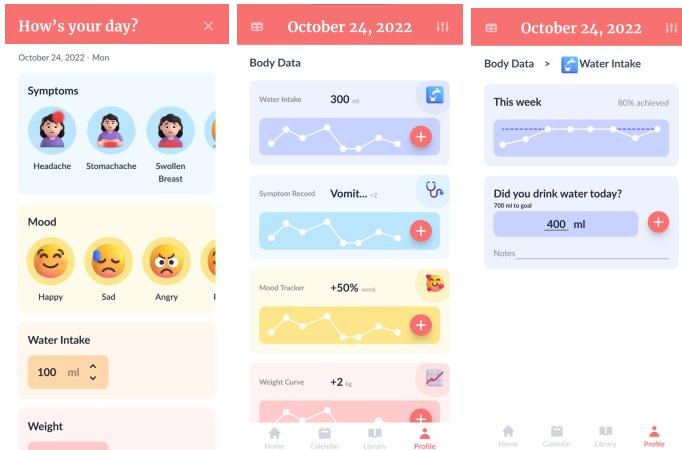
- **Description:** In the Body Data section, users get to add new body data but are not able to undo a wrong data update.
- **Screenshots:**



- Fix: Add a “delete data” or “edit data” function.

### 18. H3: User Control & Freedom / Severity 3 / Found by: C, E

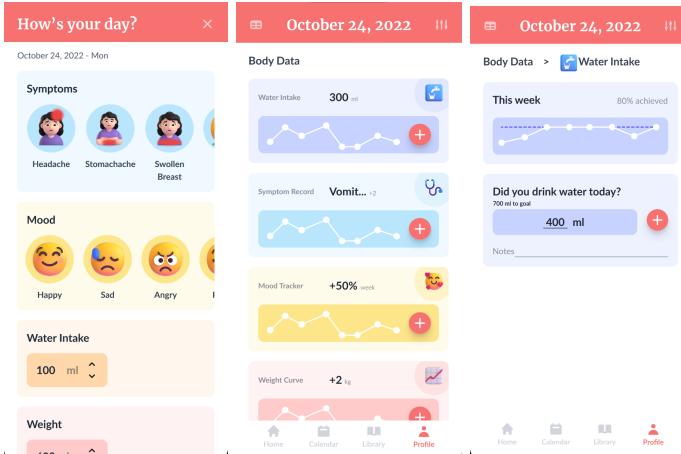
- Description: Users can only add body data for today. If a user forgot to record body data for yesterday, she cannot add them afterwards.
- Screenshots:



- Fix: Enable date selection (dropdown or sliding) when adding body data (in How's Your Day and Body data > Water intake, ...)

## 19. H6: Recognition not Recall, H9: Help Users with Errors / Severity 2 / Found by: C, E

- **Description:** Users may forget to record body data, which results in missing records.
- **Screenshots:**

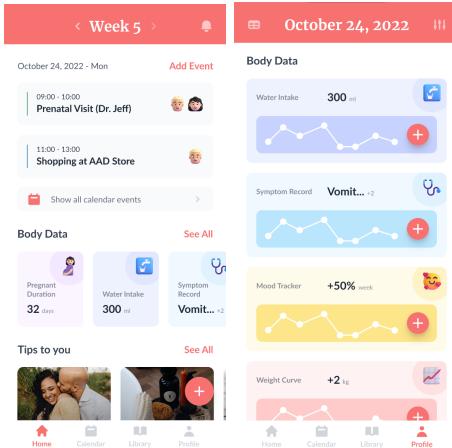


- **Fix:** When users forgot to record the body data, there should be a reminder, like how google maps reminds users to complete the timeline:

Complete your Timeline  
Add your missing visit in Taipei on Wednesday.  
4 天

## H1: Visibility of System Status / Severity 2 / Found by: C

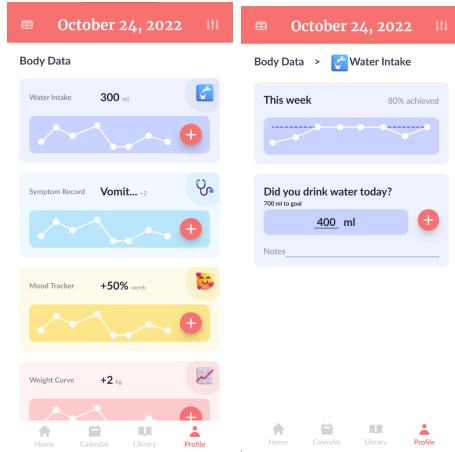
- **Description:** The Homepage and the Body Data page only show an overview of the symptoms. Users should see how many times each symptom occurs instead of a sum of the counts.
- **Screenshots:**



- **Fix:** Show the stats of **each symptom** by using different color lines or dots on the graphs, or separate them into several graphs.

## 21. H1: Visibility of System Status / Severity 2 / Found by: C

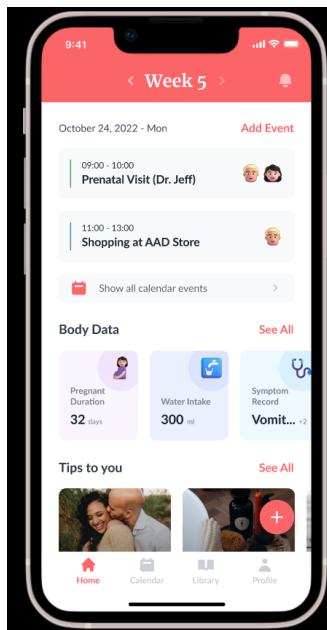
- **Description:** The current design of the graph does not show the actual numbers of body data. When users want to discuss the body data with others, for example doctors, they will need to see the actual numbers.
- **Screenshots:**



- **Fix:** Show the **actual numbers** on the graphs.

## 22. H4. Consistency and standards / Severity 0 / Found by: B

- **Description:** In home page, the column on the top shows what week it is, but the content only shows daily events, which is a bit confusing. For me, I wonder whether the content below only includes one day or one week.
- **Screenshots:**



- **Fix :** If the content only contains events for a day, then the top column should be the date of the day, which may make the page more clearer.

### 23. H4. Consistency and standards / Severity 4 / Found by: D

- **Description:** On *How's your day?* page, users have to **choose an emotion to represent** their mood. But on *Body Data > Mood Tracker* page, users summarize their mood by percentage of **how bad or nice their day was**.
- **Screenshots:**



- **Fix:** Choose only one of the currently provided options to track moods.

### 24. H4. Consistency and standards / Severity 3 / Found by: D

- **Description:** I am not sure of the purpose of Symptom Record. From *How's your day?* page, I understand it as a function to take note of **the type of symptoms that had occurred** during one day duration. But on *Body Data > Symptom Record* page, I understand it as a function to repetitively take note of **frequency of symptoms over a day's duration**.
- **Screenshots:**



- Fix: Choose only one of the current provided options to track symptoms.

#### 25. H4. Consistency and standards / Severity 1 / Found by: D

- Description: I am not sure of the purpose of Water Intake. From *How's your day?* page, I understand it as a function to take note of **total water intake in a day**. But on *Body Data > Symptom Record* page, there is a function that shows how much water intake is left to the goal, so I understand it as a function to **repetitively take note of total water intake** over a day's duration and keep track of how far I am to reach my goal.

- Screenshots:



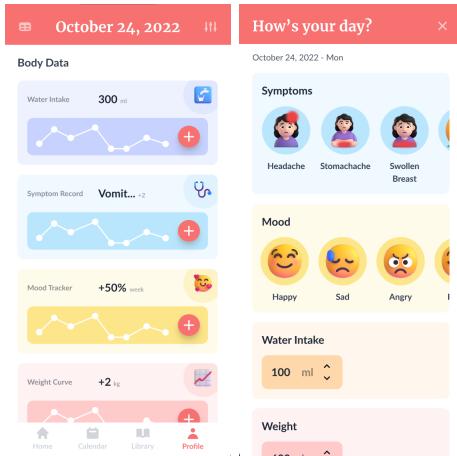
- Fix: Choose only one of the current provided options to track water intake.

#### 26. H4: Consistency & Standards, H8: Aesthetic & Minimalist Design / Severity 0 / Found by: C

- Description: The words used in the Homepage and Body Data page are inconsistent with the words used in the *How's your day* page, for example: "Symptom Records" and

“Symptoms”, “Mood Tracker” and “Mood”, “Weight Curve” and “Weight”. I personally think that the words “Records”, “Tracker” and “Curve” are trivial.

- **Screenshots:**

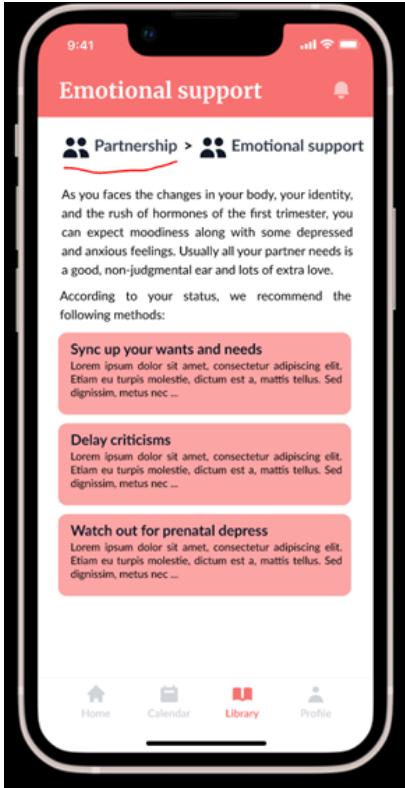


- Fix: Remove the trivial words in the Homepage and Body Data page. Eg:
  - Symptom record → symptoms
  - Mood tracker → mood
  - Weight curve → weight

### Task3

#### 27. H2: Match between system and the real world / Severity 2 / Found by: E, D

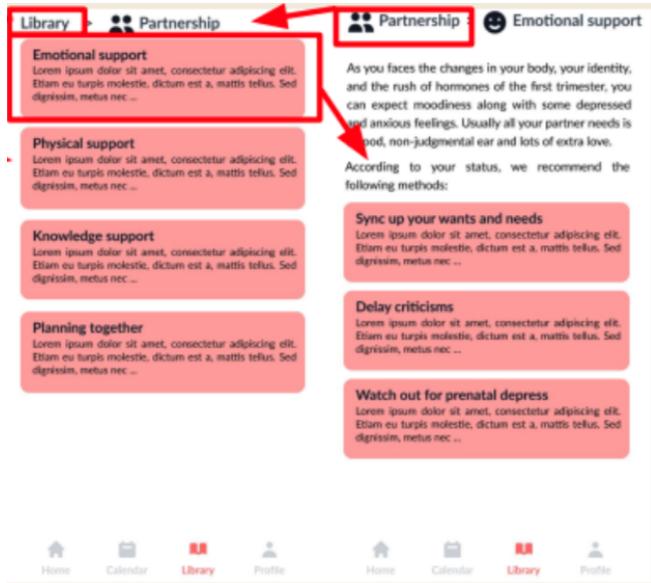
- **Description:** I cannot find the back button. I don't know how I can go back to the previous page, the back button is not common in mobile phones.
- **Screenshots:**



- Fix: Add a more obvious back button.

#### **28. H6: Recognition rather than recall / Severity 2 / Found by: B**

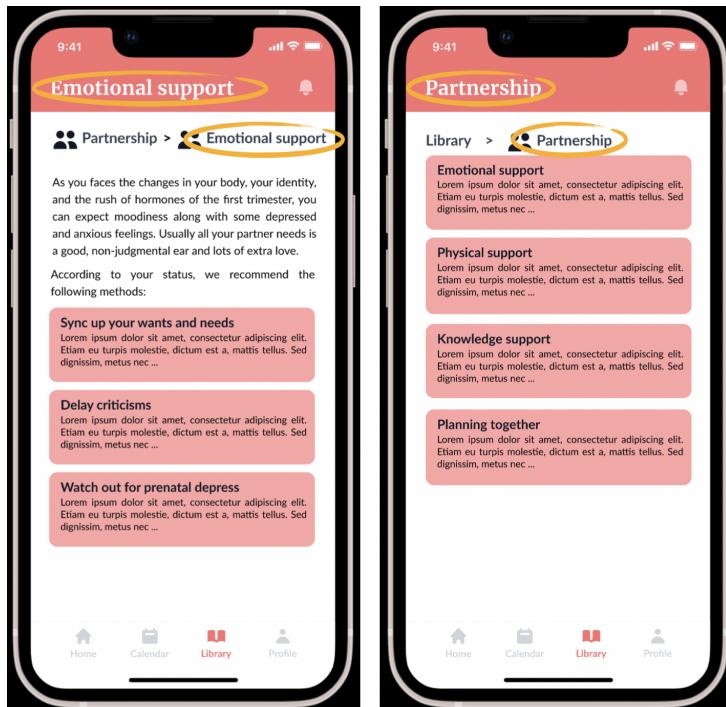
1. **Description:** on the Library page, the 'current page' function only shows two layers at a time, which mean users can not get back to Library on 'Emotional support' page by the 'current page' function. user get back to the previous page by clicking on 'Library' at the bottom of the page. This requires users to remember how many pages one has been clicked.
2. **Screenshots:**



3. Fix : Make the 'current page' bar thinner so that every layer can be directly accessed.

## 29. H8. Aesthetic and minimalist design / Severity 1 / Found by: D, E

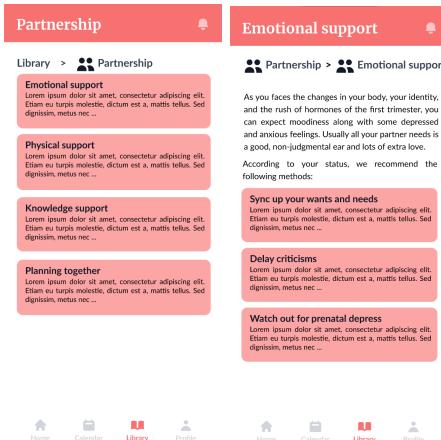
- Description:** There is a repetitive label shown on the current page, which is not really necessary.
- Screenshots:**



- Fix:** Keep only one label. Remove the under label and add some buttons to back to the previous pages.

### 30. H7: Flexibility & Efficiency of Use / Severity 1 / Found by: C

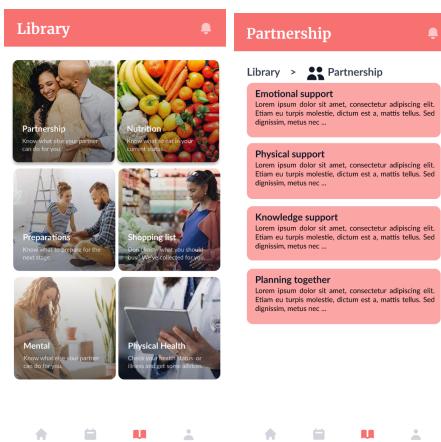
- Description:** The tips tiles in the Library page and the action tiles in the Tip page have the same design. For me, **the action tiles look like “related tips”** when they have the same design as the tips. Also, the action tiles look clickable but in fact, it's not.
- Screenshots:**



- Fix:** Try to design the action tiles differently. For example, change the color or text size.

### 31. H7: Flexibility & Efficiency of Use / Severity 4 / Found by: C

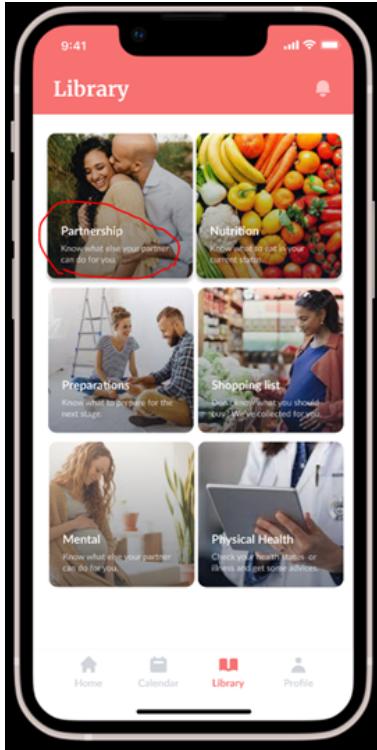
- Description:** When a user wants to find tips for a specific need or previously read tips, it can be time-consuming for users to find the category and then the article across the library, especially when the amount of tips and categories is large.
- Screenshots:**



- Fix:**
  - Add a **search** function for the tips to enable search for specific symptoms or food, etc.
  - Add a **bookmark** feature for users to quickly access some tips there are previously read. This includes bookmark buttons on the tips tiles or the tip page, and a list page to display bookmarked tips.

**32. H8: Aesthetic & Minimalist Design / Severity 2 / Found by: E**

- Description:** I cannot see the words clearly because of the background pictures.
- Screenshots:**



- Fix:** Dividing the words and pictures.

**3. Summary of Violations**

Category	# Viol. (sev 0)	# Viol. (sev 1)	# Viol. (sev 2)	# Viol. (sev 3)	# Viol. (sev 4)	# Viol. (total)
H1: Visibility of Status			2			<b>2</b>
H2: Match Sys & World			3	1	1	<b>5</b>
H3: User Control			1	3		<b>4</b>
H4: Consistency	2	3	3	1	1	<b>10</b>
H5: Error Prevention			1			<b>1</b>
H6: Recognition not Recall	1		2			<b>3</b>
H7: Efficiency of Use		2	1		1	<b>4</b>
H8: Minimalist Design	1	1	1			<b>3</b>
H9: Help Users with Errors			3			<b>3</b>
H10: Documentation		1				<b>1</b>
<b>Total Violations by Severity</b>	<b>4</b>	<b>7</b>	<b>17</b>	<b>5</b>	<b>3</b>	<b>36</b>

**Note:** check your answer for the green box by making sure the sum of the last column is equal to the sum of the last row (not including the green box)

## 4. Evaluation Statistics

Severity / Evaluator	Evaluator A	Evaluator B	Evaluator C	Evaluator D	Evaluator E
Severity 0	0	1	1	1	0
Severity 1	0	0	3	3	2
Severity 2	4	3	7	4	9
Severity 3	3	0	3	1	2
Severity 4	0	0	2	1	0
<b>% identified (Severity 3 &amp; 4)</b>	37.5%	0%	67%	25%	25%
<b>% identified (All severity levels)</b>	19.4%	11%	50%	27.78%	36.1%

\*Note: that the bottom 2 rows are not calculated by adding the numbers above it. They are calculated by the [# of such violations identified by each evaluator] divided by the [total # of violations in the corresponding severity levels].

## 5. Summary Recommendations

- The prototype is neat and warm, fits the topic really well, which is wonderful. Beautiful and consistent design across the app, for example:
  - Unified theme color and fonts
  - Unified design of add buttons across different pages
  - The colors of different body data item
  - Design of Event tiles
- Low coupling and dependency of each task. Each task looks isolated and can be replaced by existing apps in the market. Try to combine the features to add unique values and convenience to the app. For example:
  - Display both body data and events of each day in the calendar to have a better overview of the day.
  - Show related articles for the body data. When users check the body data, they may want to know if it's abnormal and how to improve.
  - From the tips action page, direct users to set goals for the body data or schedule a doctor visit according to the tips. Such as:  
Action: **Drink more water**  
**Set goals for water intake >**
- Try to integrate with services which are commonly used by users and reduce the frictions caused by migrating the data. Some suggestions include:
  - Integrate with existing calendar service
  - Direct to external map app to reach event's location
- Try to display more useful information in the top overview component
  - Add different color dots in calendar to indicate the events

- Show the stats of each symptom by using different color lines or dots
- Show the actual numbers of body data on the graphs
- It should be convenient for users to create, edit, and delete a data record, if allowed. Also, users should know how to quickly query/find (by time or keywords) a data record when needed.
  - Ability to see, modify and delete an event
  - See events of the previous months
  - Add search and bookmark function for tips
- In response to the tradeoff between showing all data in one page v.s. categorize them (written on the presentation slide), if there is a lot of data to be shown, then it would be better to categorize them, otherwise then it would be okay to show all data in one page.

Moreover, I think that it would be better to choose only one option based on your main focus of how the function works. If you wish to provide a very detailed tracking, then it would be better to use separate tracking to enable users to repetitively update their body conditions. In contrast, if you wish to only provide a function to take note of a rough summary of their day, then it would be better to use *How's your day?* function.

- As you can see, the most important problem they have is the recognition not recall. It happens in task1 calendar and task2 body data. There are limited ways for the users to check and reread the information they input, like in the calendar the users cannot view the status of the dates whether the dates are engaged or free. The users also need to know what they need to do if they have some problems, which means helping users with errors, like how can I make the button can be clicked when a button is not available. What's more, some aesthetic problems happen in task3 library. The design of the UI does not match the common ways which are used in application. Other pages have only one line but the library page has two lines, and the UI design of this page is not very beautiful.
- On the other hand, most of the icons and color are consistent, even the function of the same buttons are different. This consistency problem is small but important. And the visibility of system status is very good, I always know the status anytime i want. In the User Control and Freedom problem, some of the pages do it will, like changing the body data as many times as they want, and most of the pages do not need to face this problem.