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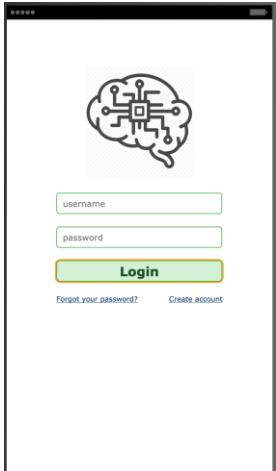
HCI 510 – Formative Evaluation Report

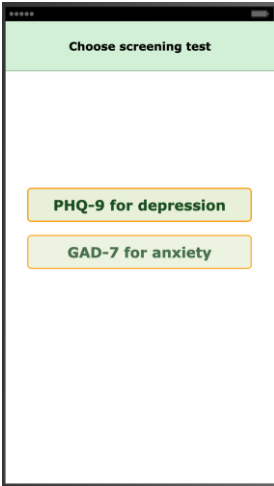
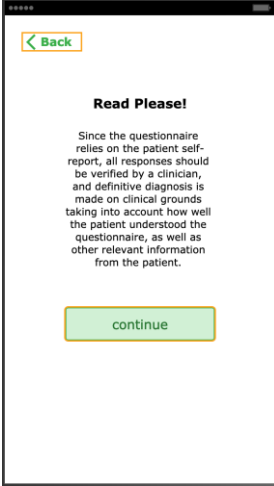

In this deliverable, you will conduct a formative evaluation of your wireframes without users through cognitive walkthrough and heuristic evaluation. You will report your method, findings, and recommendations. You will also document the modified design of your user interface, incorporating the feedback from your formative evaluation.

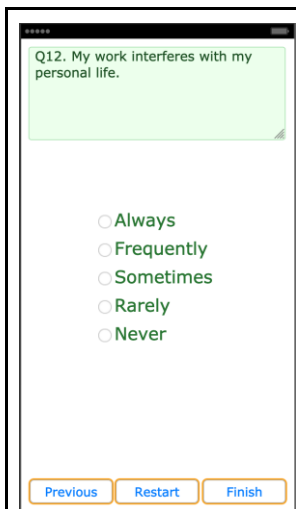
Cognitive Walkthrough

Provide a list of issues identified as a result of the in-class cognitive walkthrough evaluation of your low-fidelity prototypes. A table with two columns (one for the screen and one for issues identified) usually works best.

Based on the issues identified, provide a list of recommendations to address those. You may combine this with the previous table and have three columns in the table, instead.

Screens	Issues	Recommendations
	<ul style="list-style-type: none"> • There is no easy way to sign in or sign up, this is for someone who doesn't like type a lot • There is no guest option for someone who does not want to store personal data 	<ul style="list-style-type: none"> • Other sign in or sign up options could be added such as google, facebook, or Microsoft accounts • A guest option could be added for someone who wants to keep own data private or not to keep any data

	<ul style="list-style-type: none"> • There is no option to see user account or profile after login • No brief description of the test, users may not know what type of test they are intending to take 	<ul style="list-style-type: none"> • Going to the main page, create a main page where profile, settings, etc. displays • Provide a short description of PHQ-9 and GAD-7 and what are they for?
	<ul style="list-style-type: none"> • If designers are considering this page as a consent form that users need to agree before starting the test, clicking 'continue' could be considered as a move on even they do not agree with the conditions • The font is too small 	<ul style="list-style-type: none"> • Using the 'agree' button could be better for users and developers • Enlarging font and using a slightly more readable font
	<ul style="list-style-type: none"> • Would like a reminder or "label" above quiz questions in order to remember which "quiz" is being taken (i.e. PHQ-9 Depression, GAD-7 Anxiety). 	<ul style="list-style-type: none"> • In a different shade, size, or color have the name of the "quiz" displayed in the screen (i.e. hiding at the top of the screen above the questions, faint letters in the background, another location).



- No skipping option if a user was not sure to answer right away
- No questionnaire navigation features if a user skipped a question and wants to go back
- More accessibility options
- Show Notifications

- Question skipping feature could be a useful
- Questionnaire feature could be helpful when going back to previous questions instead of clicking the 'previous' button multiple times



- Would like to click "somewhere" to find more information for graphs; there were questions about the report icons and graphs in general.
- Wish for "BACK" button while visiting graph-page.

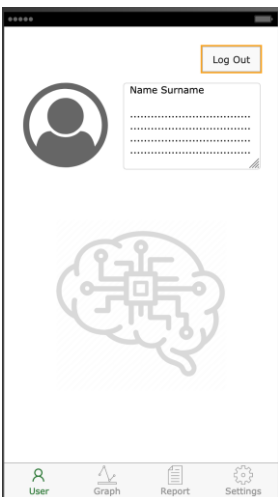
- Have a link or an expansion feature to provide more information about the graph. Or just provide more information on the graphs.
- Provide a "Back" or a similar navigation feature to help the user.

Qs	Column #	Column #
1	erat sit dolore	sit eu takimata et.
2	veniam at esse	suscipit mazim
3	ut ea magna	eiusmod rebum et
12	hendrent eos	vero aliquyam diam

User Graph Report Settings

- Sharing options are designed very bad
- The table included very few data
- There is no recommendation feature based on results like breathing exercises
- No heading for the table, users do not know when sharing the report as a pdf file

- Sharing features could be in a pull-down menu
- The table report could include more detailed info such as the options were chosen in the test.
- After the result is shown, there could be a recommendation feature
- Need to work on better design overall for the report page

	<ul style="list-style-type: none"> • No detailed demographic info for users • Log out button is placed inconvenient location and its size. 	<ul style="list-style-type: none"> • Displaying a brief bio, interests, needs, etc • A better eye-pleasing design could be used... • Log out button could be located in a pull-down menu
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Heuristic Evaluation

Choose one of the heuristics sets covered in class. Then conduct a heuristic evaluation of your low-fidelity prototypes using that heuristics set. For this evaluation, you should focus on the three main tasks you have identified in previous deliverables. Each member of your team should conduct their own heuristic evaluation and you should report your consolidated findings here. You could present your findings in a table similar to the heuristics template available on Blackboard.

Nielsen's 10 Heuristics	Notes
Visibility of system status	<ul style="list-style-type: none"> • Until getting to the report screen, there is no navigation feature which users do not know where they are at. • Transitions between screens seem fine such as darkening button when clicking on them. • Scrolling feature for the report page and navigation feature such as percentage indicator or filling circles when taking the test can be added.
Match between system and the real world	<ul style="list-style-type: none"> • Names on the buttons and icons match with real-world except the medical terms in selecting test type and question contents.

User control and freedom	<ul style="list-style-type: none"> While taking the test, there are options to move forward and backward which users have an option to move the previous question and change it. But such an option is limited on other pages.
Consistency and standards	<ul style="list-style-type: none"> Design of the system is not fully consistent. For example, moving back option is located on the top of the screen on one page, and in the other, it is located in the bottom.
Error prevention	<ul style="list-style-type: none"> As far as seen on the system, there is no error message option is designed when anything goes wrong.
Recognition rather than recall	<ul style="list-style-type: none"> Most tasks on the systems are either providing options to choose/click or visuals such as icons which help users to use recalling skills less.
Flexibility and efficiency of use	<ul style="list-style-type: none"> Since this was a test of a low fi prototype we did not build in any features that enable expert users to more quickly using the app.
Aesthetic and minimalist design	<ul style="list-style-type: none"> In each page, information is not overloaded and very few options are provided in every task. But, sometimes breaking down into many sections could be tedious, it could be better if some pages are combined.
Help users recognize, diagnose, and recover from errors	<ul style="list-style-type: none"> Since we were using a low fi prototype users could not easily correct errors, there are constraints that minimize them however, this will be addressed in the more interactive hi-fi prototype.
Help and documentation	<ul style="list-style-type: none"> There is no help center option when users want to learn some tasks exactly. There is also no sending feedback option about the system or its content for building better versions in the future.

Formative Evaluation Reflections

What insights did you gain from your formative evaluation activities? Did you take your low-fidelity prototypes to your representative users? How did it go?

It was interesting to see what prototypes our other classmates built. It also created some insight on what could be done to make our "application" better. There were a few additions may have missed, or "actions" we could add to make the application better.

Example of "Host's Issue Record Sheet"

User: -NN-

Host: Heather (Group 3)

Session # Issue #

S1.01 Issue with "Picked a test"

S2.01 Would like a reminder or "label" above quiz questions in order to remember which "quiz" is being taken (I.e. PHQ-9 Depression, GAD-7 Anxiety)

S3.01 Had questions about report icons and graphs.

S3.02 Would like to click "somewhere" to find more information for graphs.

S3.03 Wish for "BACK" button while visiting graph-page.

A key takeaway was that you never know what is "right" until you see users actually interact with your product. We did testing and incremental improvement with each weekly deliverable but seeing users interact with our prototype made any and all issues evident. Users noticed small things like font size and gave us actionable insights for the improvement of the design.