Heuristic Evaluation of [==QueerX==]

For a more in-depth overview of A9, please refer to the [A9 assignment spec](#).

1. Problem/Prototype Description

[Insert one sentence description of the project idea and UI you are evaluating.]
QueerX is an interface that members of the LGBTQ community can use to find doctors who either identify similarly or are allies.

2. Violations Found

1. **H1 Visibility of System Status / Severity: 2 / Found by: B, D**
   Task: Search for a doctor by location or specialty.
   Description: The lack of a clear call to action for the two input bars, aside from the word "Search," creates confusion about the purpose of this page.
   Rationale: Users may not immediately understand the functionality of this page.
   Fix: Above the two input bars, add a clear call to action such as "Find a Doctor by Location or Specialty."

2. **H7 Flexibility and Efficiency of Use / Severity: 3 / Found by: A, B**
   Task: Search for a doctor by location or specialty.
   Description: To modify a doctor query, users are required to navigate back to the initial screen using the back button.
   Rationale: This navigation requirement for modifying a doctor query adds unnecessary steps and decreases the efficiency of use.
   Fix: Integrate the search and results pages into a single, seamless experience to allow users to easily modify their doctor search without the need to navigate back.

3. **H11 Accessible Design / Severity: 2/ Found by: A,B,C,D**
   Task: Search for a doctor by location or specialty.
   Description: The small descriptor buttons have text that is tiny, making it challenging for people with visual impairments to read and use them effectively, resulting in a suboptimal experience for these users.
   Rationale: The primary issue lies in the text size, as it doesn't meet accessibility standards, particularly affecting users with visual impairments.
   Fix: Increase the font size of the descriptor buttons to make the text more legible for all users.

4. **H8 Aesthetic and Minimalist Design / Severity: 1 / Found by: B**
   Task: View QUEERx user reviews for a specific doctor.
   Description: There are numerous reviews without profile pictures.
   Rationale: Many users may prefer to leave anonymous reviews to maintain confidentiality, especially when discussing personal health matters.
   Fix: Consider implementing a design that removes profile pictures or provides an option for pseudonymous reviews. Instead of labeling all reviewers as "Anonymous," assign them random usernames.

5. **H4 Consistency and Standards / Severity: 2 / Found by: A, B**
   Task: View QUEERx user reviews for a specific doctor.
   Description: The actions for expanding the description for the doctor and the user reviews use different words – "expand" and "read more," even though they both have the same function and meaning.
   Rationale: Inconsistencies in terminology can lead to confusion among users and a less cohesive user experience.
   Fix: Standardize the terminology and use a consistent label, either "expand" or "read more," to describe the action of revealing additional content for both the doctor's description and user reviews.

6. **H11 Accessible Design / Severity: 3 / Found by: A**
   Task: Reading and writing reviews
   Description: Text size is very close to each other and may not be easily legible for users with vision impairments.
   Rationale: The lack of segmentation of text can make the content difficult to read, impacting the accessibility of the application.
   Fix: Increase the default text size and provide options to adjust text size within the app.

7. **H6 Recognition rather than recall / Severity: 1 / Found by: B**
   Task: View QUEERx user reviews for a specific doctor.
   Description: Users must remember to click "expand all" after selecting a specific doctor to access reviews because the initial screen lacks sufficient information about the doctor (full bio is not shown by default even after the user clicks that doctor specifically).
   Rationale: Inconsistent commands can lead to user confusion.
   Fix: Streamline the process by integrating doctor profiles and reviews, eliminating the need for users to remember separate actions like "expand all."

8. **H8 Aesthetic and Minimalist Design / Severity: 2 / Found by: A, B**
   Task: View QUEERx user reviews for a specific doctor.
   Description: The interface exhibits excessive empty space, and it could benefit from adaptive white space or spacing adjustments to optimize screen real estate usage.
   Rationale: Aesthetic and minimalist design should aim for efficient use of space, avoiding unnecessary gaps.
   Fix: Implement adaptive spacing to maximize screen usage and reduce empty space, enhancing the visual appeal and user experience.

9. **H3 User Control & Freedom / Severity: 1 / Found by: B**
   Task: View QUEERx user reviews for a specific doctor.
   Description: Introduce the ability for users to redo action to access previous searches.
   Rationale: "Redo" functionality enhances user control and freedom in accessing **previous** QUEERx user reviews for specific doctors, ensuring a smoother and more flexible user experience.
   Fix: Implement a "Redo" functionality to give users greater control and the freedom to reverse actions if needed.

10. **H9 Help Users with Errors / Severity: 3/Found by: A, B**
    Task: View QUEERx user reviews for a specific doctor.

Description: The error page states it's under construction, and gives the option to "go home" which is not the most helpful approach.
Rationale: Users need clear guidance on what to do next when encountering this under construction error.
Fix: When encountering this error reroute users to the previous search page for a better user experience.

11. **H12 Value Alignment & Inclusion / Severity: 2 / Found by: A, B**
Task: View QUEERx user reviews for a specific doctor.
Description: The "Collapse" and "Read more" buttons are excessively small, potentially excluding users who may have difficulty reading and interacting with them.
Rationale: The small button size can lead to exclusion and difficulty for some users.
Fix: Enlarge the buttons to be more inclusive and user-friendly.

12. **H4 Consistency and Standards / Severity: 1 / Found by: B, C**
Task: Leave a review for a doctor.
Description: The "Add Review" and "Search" buttons have inconsistent sizes, and boldness, yet the sizes are very similar and are next to each other, leading to confusion regarding their relative importance.
Rationale: To ensure a consistent and user-friendly experience, it's essential to standardize the buttons. Having bolded text in one button and not the other may cause a user to think that one is selected.
Fix: Make the "Add Review" and "Search" buttons the same size, and boldness, for consistency and clarity.

13. **H1 Visibility of System Status / Severity: 2 / Found by: B, C**
Task: Leave a review for a doctor.
Description: After submitting a review, there is no confirmation screen or feedback, causing uncertainty about the current status.
Rationale: Users may find it confusing when they're unsure about the status of their submission. This may cause a user to submit multiple reviews.
Fix: Provide a clear and informative confirmation screen after a review is submitted to indicate the successful completion of the task and reassure users about the system's status.

14. **H10 Help and Documentation / Severity: 2 / Found by: A, B**
Task: Leave a review for a doctor.
Description: The review process lacks guidance beyond "Write a review." Users would benefit from additional prompts and instructions to craft helpful reviews.
Rationale: Users need more support in understanding what makes a review helpful.
Fix: Add prompts and detailed instructions to guide users in writing valuable reviews.

15. **H2 Match between System & World / Severity: 1 / Found by: B**
Task: Leave a review for a doctor.
Description: Rename the "Submit" button to "Submit Review" to align with user expectations. The current label lacks specificity and creates a disconnect between the system and real-world conventions.

Rationale: The change aims to bridge the gap between the system's language and user understanding.
Fix: Replace "Submit" with "Submit Review" for clearer alignment with user expectations.

16. **H5 Error Prevention / Severity: 2 / Found by: A, B, D**
    Task: Leave a review for a doctor.
    Description: It's unclear how to rate with stars, leading to potential input errors or omission of ratings.
    Rationale: Users may inadvertently make rating errors or forget to provide star ratings due to the lack of clarity.
    Fix: Enhance clarity by providing

17. **H3 User Control & Freedom / Severity: 2 / Found by: A, C**
    Task: Submitting a review
    Description: Once a review is submitted, there is no indication that users can edit or delete their review.
    Rationale: Users may want to change or remove their review after submission but does not have the means to do so.
    Fix: Provide an option to edit or delete reviews after they have been posted.

18. **H5 Error Prevention / Severity: 2 / Found by: A**
    Task: Submitting a review
    Description: There is no visible error prevention strategy in the review submission process, such as confirmation prompts or validation checks.
    Rationale: Users could accidentally submit an incomplete or blank review that confuses other users.
    Fix: Implement form validation and confirmation prompts before final submission of the review.

19. **H12 Value Alignment & Inclusion / Severity: 2 / Found by: A**
    Task: Viewing doctor profiles
    Description: Doctor profiles do not clearly highlight or summarize inclusive practices, potentially requiring users to read through all reviews for this information.
    Rationale: Users looking for inclusive practices may find it difficult to quickly identify if the doctor meets their needs.
    Fix: Summarize key values and inclusive practices at the top of each doctor's profile.

20. **H7 Flexibility & Efficiency of Use / Severity: 1 / Found by: A, D**
    Task: Using filters
    Description: There are no visible ways to allow experienced users who used this app for a while to apply frequent or saved filter combinations quickly.
    Rationale: Repeat users must manually select filters each time, which can be time-consuming.
    Fix: Introduce saved filter profiles or shortcuts for experienced users.

21. **H8 Aesthetic and minimalist design / Severity: 1 / Found by: A, C**
    Description: The card containing information about a doctor on their review page is crowded with information.

Rationale: To fit the amount of information currently displayed on this card, it has decreased the amount of white space in the card, decreased the text size of some elements, and made certain visual elements compete with the most relevant information.
Fix: Instead of writing the entire address of a doctor, perhaps just write "[City], [State]" or the distance of how far they are away from the user. Maybe the location icon could be made a bit smaller or removed.

22. **H8 Aesthetic and Minimalist Design/ Severity 2 / Found by : D**
Description: On the page, some of the doctors have red check marks but not sure what the red check marks indicate. The buttons saying 'respected pronouns' and 'gender affirming care' are too small to read, viewers have to really squint. The stars are oriented backwards: the colored stars are on the right side.
Rationale: Some elements of the page are a bit cluttered.
Fix: Clear out some of the confusing elements.

23. **H4 Consistency and Standards / Severity: 2 / Found by: C**
Description: On the home page, the search button is yellow whereas on the results page, the chips are yellow and the filter button is green.
Rationale: After seeing a yellow button on the home page, a user may think that the chips are clickable buttons when (I presume) they aren't.
Fix: Change the search button to the green color that the rest of the buttons in the application are.

[...create your numbered list of violations here]

3. Summary of Violations

A Google Sheet Template is provided here to help you calculate numbers.

Category	# Viol. (sev 0)	# Viol. (sev 1)	# Viol. (sev 2)	# Viol. (sev 3)	# Viol. (sev 4)	# Viol. (total)
H1: Visibility of Status			2			**2**
H2: Match Sys & World		1				**1**
H3: User Control		1	1			**2**
H4: Consistency & Standards		1	2			**3**
H5: Error Prevention			2			**2**
H6: Recognition not Recall		1				**1**
H7: Efficiency of Use		1		1		**2**
H8: Minimalist Design		2	2			**4**
H9: Help Users with Errors				1		**1**
H10: Help & Documentation			1			**1**
H11: Accessible			1	1		**2**
H12: Value Alignment & Inclusion			2			**2**
Total Violations by Severity	**0**	**7**	**13**	**3**	**0**	**23**

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 (in %)

Severity / Evaluator	Evaluator A	Evaluator B	Evaluator C	Evaluator D
Sev. 0 Ex: Eval A count / total sevs 0 in table #3	*0%*	0%	0%	
Sev. 1 Ex: Eval A count / total sevs 1 in table #3	2/7 29%	71%	29%	1/7
Sev. 2 Ex: Eval A count / total sevs 2 in table #3	9/13 69%	53%	31%	3/13
Sev. 3 Ex: Eval A count / total sevs 3 in table #3	3/3 100%	100%	0%	1/3
Sev. 4 Ex: Eval A count / total sevs 4 in table #3	0	0%	0%	
Total (sevs. 3 & 4) Ex: Eval A = sum(sev 3: sev 4 counts) / sum(sev 3: sev 4 in table #3)	3	100%	0%	
Total (all severity levels) Ex: Eval A total sev count / total sevs (green cell) in table #3	61%	65%	26%	

*Note that the bottom rows are *not* calculated by adding the numbers above it.**

5. Summary Recommendations

Queerx a user-friendly interface with a strong emphasis on inclusivity and aesthetic design. However, there are still several areas where the interface could be improved to enhance usability. The application should empower users with more control over their actions, such as editing or removing reviews. Additionally, incorporating error prevention mechanisms would ensure a smoother user experience. The application also needs to cater better to expert users by adding efficiency features and to users with disabilities by improving accessibility. By addressing these areas, the application will not only be more inclusive in terms of content but also in terms of UI/UX design.

Severity Ratings

0 - not a usability problem

1 - cosmetic problem
2 - minor usability problem
3 - major usability problem; important to fix
4 - usability catastrophe; imperative to fix

Heuristics

H1: Visibility of System Status
- Keep users informed about what is going on

H2: Match Between System & Real World
- Speak the users' language
- Follow real world conventions

H3: User Control & Freedom
- "Exits" for mistaken choices, undo, redo
- Don't force down fixed paths

H4: Consistency & Standards
- Words, actions, and UI elements should be consistent across the entire platform
- Follow platform and industry conventions

H5: Error Prevention
- Minimize error-prone conditions
- Remove memory burdens, support undoing, and warn your users when necessary

H6: Recognition Rather Than Recall
- Make objects, actions, options, & directions visible or easily retrievable

H7: Flexibility & Efficiency of Use
- Accelerators for experts (e.g., gestures, keyboard shortcuts)
- Allow users to tailor frequent actions (e.g., macros)

H8: Aesthetic & Minimalist Design
- No irrelevant information. Focus on the essentials.

H9: Help Users Recognize, Diagnose, & Recover from Errors
- Error messages in plain language
- Precisely indicate the problem
- Constructively suggest a solution

H10: Help & Documentation
- Easy to search
- Focused on the user's task
- List concrete steps to carry out
- Not too large

H11: Accessible
- Users can interact with the system using alternative input methods.
- Content is legible with distinguishable contrast and text size.
- Key information is upfront and not nested for screen readers.

- Purely visual or auditory content has text-based alternatives for users with low vision and low hearing.

H12: Value Alignment and Inclusion
- The design should encode values that users can understand and relate to.
- It should make a diverse group of users feel included and respected.
- The design should prevent the reproduction of pre-existing inequities and not create additional burdens for members of disadvantaged populations.