

IMPORTANT: TO MAKE SURE FORMULAS WORK PROPERLY
1) DO NOT ADD/DELETE ANY COLUMNS
2) ONLY ADD ROWS TO THE BOTTOM OF THE TABLE (NOT THE TOP)

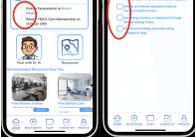
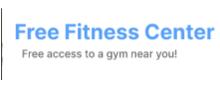
Prototype Description:	MediPal is an application available on mobile devices and community kiosks that addresses the inaccessibility of healthcare resources that low-income Californians experience by helping them find, understand, and leverage Medi-Cal resources.								
				Your TA will remove your names before the document is given to the project team. Under the "Found by" column, use these letters to identify yourselves					
Simple Task	Discover nearby resources			Evaluator A:					
Moderate Task	Proactively find specific resource			Evaluator B:					
Complex Task	Make plans for healthy habits			Evaluator C:					
				Evaluator D:					

*attach images in this column if helpful

Problem #	Heuristic	Task	Severity	Description	Images	Rationale	Fix	Found by
3	H8: Aesthetic & Minimalist Design	1. Simple Task	2	The "Learn More" button is positioned too close to the recommendation text, making the content appear crowded and harder to read.		When text and interactive elements are not visually separated, it reduces readability and may cause users to overlook important information or accidentally tap the wrong element.	Add appropriate spacing or padding between the text and the button to improve visual clarity and reduce accidental taps.	A
4	H8: Aesthetic & Minimalist Design	1. Simple Task	2	The images associated with each recommended resource are large and take up space without providing helpful information or context.		When images do not contribute meaningful detail, they can distract from important information and prevent users from understanding why a resource was recommended.	Reduce the image size and include brief text explaining the resource's benefits and the reason it was recommended for the user.	A
5	H2: Match b/w System & World	1. Simple Task	2	Tips post-arrival aren't clickable/can't be checked off even though they're the first thing to catch the eye.		There is no alignment between wanting to check off the tasks and being able to; this could cause confusion.	Either make the options clickable or make the checkboxes into bullet point/items that don't imply action.	B
4	H4: Consistency & Standards	1. Simple Task	1	"Nearby Resource Found" popup has two action buttons with no specific weight and two different shadows (drop shadow on left, inner shadow on right).		No visual hierarchy between the two buttons might confuse users who aren't sure what this popup wants them to do, especially because the options being "Learn More" and "Take Me There" don't provide clear distinctions in the user journey.	Invert the color/text for "Learn More" to emphasize "Take Me There" if that is the action you want users to take. Also, standardize shadowing across the platform (either drop shadow or inner shadow unless using another is meant to clearly signify something else).	B
5	H1: Visibility of System Status	1. Simple Task	3	The schedule/calendar with daily tasks is the first read on the Home page.		Your intention was that the "search for resources" search bar is the first read for a "catch-all" feature where users can find any of their intended tasks. Instead, the calendar is the first read. The calendar is not the core functionality, and it may be likely that users do not utilize this feature, especially if they are community kiosk user.	The first read should be a feature more central to the application. One suggestion is having the search bar right in the middle of the screen, similar to Google UI. Another suggestion is having the home page just being "Recommended Resources Near You" so they just scroll through resources there.	C
6	H2: Match b/w System & World	1. Simple Task	2	The tips are presented after the user has arrived at the YMCA Gym.		It would be helpful if the user was presented the tips before they arrived at the resource location, especially for tips like "Bring Medical Care".	Display the tips to the user before they arrive at the healthcare resource location.	C
7	H3: User Control & Freedom	1. Simple Task	2	"X" button on the first resource pop-up is not functional.		Users may not be interested the "Learn More" and "Take Me There!" buttons, so "X" button should be functional as the user would expect.	Make the "X" button functional.	A, C
8	H4: Consistency & Standards	1. Simple Task	2	After "Take Me There!" function, you are taken to a page that consists of a "Go Back Home" button that appears nowhere else on the app.		This button will confuse the user when previously the user has only been asked to press a back arrow button or press on the home icon on the navigation bar.	Standardize the way users will navigate back to the "Home" page. It is possible the separate page is not necessary.	C
9	H10: Help & Documentation	1. Simple Task	3	Your "Learn More" pop-up is limited to hours, address, and contact information.		Your user could have easily seen the same information on Google Maps. From your solution, I see the "helping them find" resources, but not the "understand" or "leverage" part here.	Consider adding something more comprehensive here to help your user actually get started at the YMCA Gym. It could link to a document that is a step-by-guide on how to sign up at the gym for free.	C
10	H12: Value Alignment & Inclusion	1. Simple Task	3	"Recommended Resources Near You" does not consider people living in rural locations or areas with sparse healthcare resources.		The design is not currently accessible to people living in rural areas. How can they interact with your application and still get value out of it?	Consider what will appear here if the user is not near any resources or they are not eligible for the resources nearby	C

13	H10: Help & Documentation	2. Moderate Task		2	After the user searches for a resource, the app provides recommendations without explaining how or why those resources were selected.		Without transparency or justification, users may feel uncertain about the relevance or trustworthiness of the recommendations and may not understand how the app is personalizing results.	Include a brief explanation or "Why this recommendation?" section that outlines the criteria used (e.g., location, eligibility, program match) to clarify how resources are chosen.	A
14	H10: Help & Documentation	2. Moderate Task		1	When searching for resources, the app only displays three results, without offering a way to view additional options.		Limiting the number of visible resources may prevent users from finding the most relevant support, and can make the app feel incomplete or restrictive.	Add a "View More" or scrolling list feature that allows users to access additional recommended resources beyond the first three.	A
15	H1: Visibility of System Status	2. Moderate Task		2	User cannot exit the map directions screen until after it is complete and has few indicators to tell them how long it'll be until this part is over.		Because this is a medium-fidelity prototype with understandable functionality heuristics, it makes sense that the map isn't "real" necessarily. However, the prototype should still always allow users to roam as they please, meaning that at any point in their journey, they have control over where they stay and where they don't; part of this comes from knowing how long they have to be there. Also H3 violation	Add a back button to every screen in the mapping journey and a loading/progress symbol of some sort.	B
14	H5: Error Prevention	2. Moderate Task		3	After a user gets their search results, they can only move forward (reading more about other options). There is no back button/clear way to return to previous page.		In order to return to search results or even go to the previous page, a user has to navigate from the very beginning of this resources tab. This creates a lack of control for users who want to be able to exit easily (H5) as well as a blockage that likely could be avoided by adding a back button.	Add back button! Or reduce the number of pop up windows you use to signify a new page and create a new page.	B, C
15	H8: Aesthetic & Minimalist Design	2. Moderate Task		1	Expanded search bar has minimal visual distinction from previous state + rest of the information		It might be confusing whether or not tapping on the search bar changed whether or not you can search. There is not clear guidance as to what should be clicked on, even when the search bar is larger than it was before.	There should be a dark overlay over everything else when the search bar is expanded. This way, it is much easier to focus attention on the search bar.	B
16	H1: Visibility of System Status	2. Moderate Task		2	When a user looks at options on the resources landing page, it's not clear how the results have been placed in the order they're in or whether that order is related to the map.		This forces users to spend extra time thinking about the items listed on this screen and could cause potential errors from those who interpret this screen as something it is not. Is this based on where you are currently? Where you last opened the app? What you last searched for? Is this list in any way related to searching?	Add a label and some breathing room below the map on the Resources landing page and include "Sort By" or "Filter" to align this mechanism with what users are used to.	B
17	H8: Aesthetic & Minimalist Design	2. Moderate Task		1	Minimal whitespace on resource search screen? landing page?		The lack of clear whitespace between elements make visual hierarchy a bit difficult to discern. I'm drawn to the map, but from the other features, I'm not sure if this is where I'm supposed to go first.	Shrink the elements on this page to create more whitespace in between everything as well as around everything (more distinct margins)	B
18	H2: Match b/w System & World	2. Moderate Task		2	When chatting with Dr. AI and I prompt sending an attachment, there is only a "Take a Photo" button.		The user will also expect to be able to upload a photo from their photo gallery.	Either take a "Upload a Photo" button next to the "Take Photo" button, or utilize the photo gallery icon in the message box for this feature.	C
19	H4: Consistency & Standards	2. Moderate Task		4	When searching in the search bar in the "Resources" page, there is no "Take Me There" button similarly to the first pop-up.		The main functionality of the "Resources" page is being able to get directions to the resource locations and after I search, it is not an option, I only get the "Learn More" button view.	Include a way to get directions to the resources you search in the search bar.	C, B
20	H4: Consistency & Standards	2. Moderate Task		1	You use the same checkmark for two different pieces of information.		Using the exact same icon so close to each other makes me think that the two checkmarks and what they indicate are related, when that is not the case. For check marks specifically, it is apparent that different images were used across the design (different shapes, orientations, emphasis, and shades of green). This is in violation of aesthetic consistency and can, over time, cause cognitive overload for users looking to find resources quickly.	Differentiate the icons for the two separate indications. Maybe remove the checkmark from verified and keep the checkmark for eligibility (or the other way around).	C, B
21	H5: Error Prevention	2. Moderate Task		2	The "Ask AI" takes you to the "Chat" page.		I do not understand the use case of "Ask AI" in the search bar for the location-based map. Your users will be confused as well.	Omit the "Ask AI" or make the use case clearer. Make the reasoning for "Ask AI" more apparent.	C

22	H12: Value Alignment & Inclusion	2. Moderate Task	3	When talking to Dr. AI, there is no chat history.		You are forcing users to remember their chat history with Dr. AI. They can't access any explanations the doctor gave them which is important to core functionality of making healthcare easier to access.	Include both an option to look at chat history from previous inquiries with Dr. AI and be able to look at your previous messages within the same chat	C
23	H8: Aesthetic & Minimalist Design	2. Moderate Task	3	On the "Home" page, there are 4 different features that reference resources. Similarly, there are 2 different ways to access the "Chat with Dr. AI" feature.		The user may be confused on the differentiation of each of these resource features. (same thing for Chat)	Consolidate all mentions of resources into one place or make the differentiation between the features clearer. (same thing for Chat)	C
24	H8: Aesthetic & Minimalist Design	2. Moderate Task	1	Inconsistent search bar capitalization, one is "search for resources" and the other is "Search for Resources"		There should be consistent capitalization throughout the app.	Capitalize "search for resources" on the "Home" page	C
27	H11: Accessible Design	3. Complex Task	2	The interface offers a speech function, but there is no alternative navigation method for users who cannot see.		Users with visual impairments may be unable to interact with the app at all, creating an accessibility barrier.	Add screen reader compatibility and non-visual navigation options (e.g., voice-only commands or haptic feedback) to support blind or low-vision users.	A
28	H3: User Control & Freedom	3. Complex Task	4	The interface does not provide a clear option for users to start a new chat to find an additional resource after completing their first conversation finding the first resource. What if users want to access/need help with multiple Medi-Cal resources?		Without the ability to easily begin another chat, users may feel restricted and unsure how to address additional concerns, limiting the app's usefulness.	Add a clearly labeled "Start New Chat" or "Add Another Concern" button that is visible at the end of each chat session.	A
27	H3: User Control & Freedom	3. Complex Task	3	After chatting with Dr. AI, the user is prompted to click on the checklist tab. However, prior to navigating to this point, you cannot click on the Checklist tab.		The destination for the third task is intuitive, but how to actually get there is inconsistent (icon is there but user can't click on the page). This creates confusion, and for those who aren't interested in completing all of the Dr. AI steps, there might be users who need to complete the third task for their health but don't.	Make the Checklist tab in the Navbar, and really every tab in the navbar, clickable regardless of screen for consistency and clarity.	B
28	H7: Flexibility & Efficiency of Use	3. Complex Task	2	Once a user lands on the personalized checklist screen, the only information is items and a back button. There were no previous steps in this taskflow, however, so the back button goes towards the DR. AI chat screen. What does a user who navigated to checklist from home see? Also, are the recommendations only possible to receive from DR. AI? The onboarding process from this list is unclear.		The user, in theory, has a few different ways to access their checklist, but in practice, some of the routes are closed and the actual development of the list itself is unclear. We are not sure how many different ways there are to get a list made, but the only way to get it currently (AI chat) is rendered obsolete by anyone choosing the checklist tab from the home page.	Add onboarding to the checklist tab as one of the first steps there (ex. make Dr. AI the first thing you talk to on that screen so you can tell it what you want, give users the option to choose from generally-created lists, etc.).	B
29	H4: Consistency & Standards	3. Complex Task	1	Whitespace on the checklist screen is inconsistent with the tightly packed nature of the others. There is considerably more breathing room at the bottom of this page even though the information that is there is very close together. Information architecture here is confusing.		Aesthetic design comes from consistency across taskflows and journeys within the same product. Squeezing this amount of text onto one screen with no other discernable call to action makes the user wonder if there was a point to this being a separate screen, especially since there are so many pop up windows used in other parts of the prototype to display even more information.	Make this into a pop up window or create more space between list elements or see what else is relevant to this information that can be added (images, resources, etc.) or see if there is any other call to action that can be blended on this screen.	B
30	H1: Visibility of System Status	3. Complex Task	3	There is minimal visual hierarchy on the "Checklist" page.		The way all of this information is presented is currently overwhelming for the user. The only indication of organization is the title of the plan, "Personalized Asthma Plan".	The user may have multiple plans active so the first-read of the page can be "Plans". Then it could list all the plans that the user may have currently active like "Asthma" or "Dental" underneath. When you click the plan, it will expand the plan and then reveal all of the action items. Additionally, there should be visual hierarchy for the action items like filtering by most urgent, closest, etc.	C
31	H2: Match b/w System & World	3. Complex Task	3	"Checklist" is not the most intuitive terminology for this feature.		From the word "Checklist", I do not fully understand the feature. It seems the main functionality of the page is being able to have different plans specialized for certain goal and then having a checklist underneath the plan.	Explore some words to use here that makes the feature clearer. More example, "Plans" or "To Do".	C

32	H4: Consistency & Standards	3. Complex Task	1 Dr. AI image continues to listen to me even after he responds back to me. This is one specific example but there seems to be other inconsistencies as well.		Dr. AI is meant to be reliable and trustworthy, like a doctor so it is important that all his functionality is correct and consistent for users to gain trust in the product.	Standardize Dr. AI imaging	C
33	H4: Consistency & Standards	3. Complex Task	1 "Chat with Dr. AI" vs. "Talk with Dr. AI"		Users will be confused on the differentiation between the two because chat and talk are synonyms.	Either standardize the wording if the function is meant to be the same. If the "Talk with Dr. AI" has a different goal, change the wording so it more different. Just "Speak" would work here or utilize the microphone icon on message box.	C
34	H5: Error Prevention	3. Complex Task	3 Dr. AI automatically edits my schedule/checklist during our conversations.		This could lead to errors because Dr. AI can make mistakes or input something in my plan that I do not want to commit to.	Create a 'Confirm' button	C
35	H8: Aesthetic & Minimalist Design	3. Complex Task	1 Inconsistent colors for the checkboxes under the schedule section on the "Home" page and "Checklist" page		Inconsistent colors on the same elements make confuse the user on if there is any functional difference between the two checkboxes. It makes the app seem unprofessional and untrustworthy. Truthworthiness is especially important given the apps focus on healthcare.	Standardize the color of the checkbox icon	C
38	H11: Accessible Design	4. All Tasks	3 Some of the text and links are in blue colored font.		As mentioned in class, having blue font is not the best design choice as it is hard to read.	Change the font to a different color. May have to change the main theme/colors of the app from blue as well.	A
39	H12: Value Alignment & Inclusion	4. All Tasks	3 The interface currently only supports English, with no options for users who speak other languages.		Users who are non-English speakers may not be able to understand or navigate the app, limiting accessibility and usability.	Add multilingual support (e.g., language selection settings or AI-powered translation) to ensure the app is usable for individuals who speak different languages.	A
40	H7: Flexibility & Efficiency of Use	4. All Tasks	2 The buttons located in the upper right corner of the screen (notification and menu button) are very small and difficult to press accurately.		Small or hard-to-reach touch targets can lead to user frustration and interaction errors.	Increase the size of the buttons and ensure they are placed in an easily reachable area and easy to click	A
41	H11: Accessible Design	4. All Tasks	2 Small, light gray text is used consistently throughout the prototype against white background.		Vision-impaired users may struggle to read this information without strain. Potential WCAG contrast violation.	Bold, enlarge, and darken text. Would recommend at least 12-16pt font if possible, and contrast between text color and background color should be 4.5:1.	B, A, C
40	H2: Match b/w System & World	4. All Tasks	4 When clicking the "X" button on the top right corner of the 'Brown Medical', 'YMCA Gym', and 'Dr. Green Dental' pop-ups, it takes you to the middle of a conversation with Dr. AI.		This is not a logical flow. Users would expect to see the previous page / page behind it. I was not intending to access Dr. AI.	When clicking the "X", return back to the screen behind the pop-up.	C, B
41	H4: Consistency & Standards	4. All Tasks	1 The "Home" and "Resources" page underline the icon when the user is on the page, but "Chat" and "Checklist" do not do the same.		If the underlining is inconsistent, the user may be confused where they are in the app.	Standardize if you will or will not underline the icon.	C
42	H8: Aesthetic & Minimalist Design	4. All Tasks	1 Inconsistent style of icons on the "Home" page. There is icons with minimalist outlines, a colored-in character, and real-life images.		Inconsistent design on the icons makes the app seem unprofessional and untrustworthy. Truthworthiness is especially important given the apps focus on healthcare.	Standardize the style of icons / images you use.	C

43	H8: Aesthetic & Minimalist Design	4. All Tasks	1 There are 5 different font colors: white, gray, black, and two different shades of blue.		Inconsistent font colors distracts users and decreases the readability.	Pick ~2 font colors.	C	
44	H8: Aesthetic & Minimalist Design	4. All Tasks	1 Inconsistent spacing throughout the entire app which makes it not pleasing to the eye. Some spacing is too close the edge of the screen.		Inconsistent spacing makes the app seem unprofessional and untrustworthy. Truthworthiness is especially important given the apps focus on healthcare.	Standardize the spacing. Figma has an automatic padding feature.	C	
45	H8: Aesthetic & Minimalist Design	4. All Tasks	1 Inconsistent blue header size containing "Welcome Back" with other pages like "Checklist".			Design consistency throughout the app is important for credibility	Standardize the blue header size	C
46	H12: Value Alignment & Inclusion	4. All Tasks	3 Language like "Pick up Medi-Cal approved HEPA air purifier at Brown Medical Supplies" is intimidating.			Some terminology throughout the app may be inaccessible given your target population.	Pick your language intentionally to cater towards your target user	C
30	H12: Value Alignment & Inclusion	4. All Tasks	3 Dr. AI is male and white		It may be something to consider to reflect your target population more closely when choosing what Dr. AI looks like. It might ease the adoption of your application and make it more relatable and trustworthy. Having a white man as the icon/image could reproduce preexisting inequities and stereotypes that only white men are doctors. Having a white man icon as a doctor may make chatting with this icon seem more daunting if users have had bad experiences and a general distrust of medical professionals and the medical system.	Explore some options to be more inclusive. Maybe allow some customization for what Dr. AI looks like or completely remove the human aspect to it.	A, C	
48	H8: Aesthetic & Minimalist Design	5. Extra Violations	1 The colors in "Medi-Pal" change when you enter the login information.			Design consistency throughout the app is important for credibility	Standardize the font color	C

Heuristic	# Viol. (sev 0)	# Viol. (sev 1)	# Viol. (sev 2)	# Viol. (sev 3)	# Viol. (sev 4)	# Viol. (total)
H1: Visibility of System Status	0	0	2	2	0	4
H2: Match b/w System & World	0	0	3	1	1	5
H3: User Control & Freedom	0	0	1	1	1	3
H4: Consistency & Standards	0	6	1	0	1	8
H5: Error Prevention	0	0	1	2	0	3
H6: Recognition not Recall	0	0	0	0	0	0
H7: Flexibility & Efficiency of Use	0	0	2	0	0	2
H8: Aesthetic & Minimalist Design	0	9	2	1	0	12
H9: Help Users with Errors	0	0	0	0	0	0
H10: Help & Documentation	0	1	1	1	0	3
H11: Accessible Design	0	0	2	1	0	3
H12. Value Alignment & Inclusion	0	0	0	5	0	5
Total Violations	0	16	15	14	3	48

** for this to calculate properly, delete any unused rows from your 'Group Heuristic Evaluation' chart!*

Severity	Evaluator A	Evaluator B	Evaluator C	Evaluator D [your name here]	
0	0	0	0	0	
1	0.02083333333	0.1041666667	0.2291666667	0	
2	0.1458333333	0.1041666667	0.125	0	
3	0.0625	0.0416666667	0.2291666667	0	
4	0.02083333333	0.0416666667	0.0416666667	0	
Total (sevs. 3 & 4)	0.08333333333	0.08333333333	0.2708333333	0	
Total (all sevs)	0.25	0.2916666667	0.625	0	

