

Heuristic Evaluation of [Checkup]

(Your TA will remove your names before the document is given to the project team. Use the letters below)

1. Problem

Checkup is a mobile app that allows its users to commit to health and pay less for their insurance through a learning and quiz based system

2. Violations Found

1. H7. Flexibility and efficiency of use / Severity: 3 / Found by: A, B

Lessons Page: Since this was a medium-fi prototype, I'm sure you did not list all of the health topics that could be learned about. But going forward, you might want to consider changing the "lessons" screen to look like the "quizzes" screen to succinctly communicate the list of options. I think it will be hard for users to scroll down and continue scrolling until they find an unread lesson. I also like the way the jars are set up. Maybe consider putting the unread/untaken quizzes at the top. Also the "Lessons" page is layed out with all 5 diabetes lessons displayed left to right then up to down, with two lessons on a single line. If the lessons are supposed to be sequential (which I'm assuming they are) then you should consider allowing only one lesson per line, descending from one to 5. This way, the user is less likely to select a lesson that they're not qualified to take yet.

2. H8. Aesthetic and Minimalist Design / Severity:3 / Found by: A,C

On the messages screen, the text, "Choose your topic and watch the berry grow" seems to be out of place. I don't see any berries. Make sure you clarify what you mean with this message and why it is placed there. Another evaluator had a similar concern that he did not know exactly why some berries were fully filled while others were not. He imagined that this has do signify that he has a complete my lesson, and would be completely filled when he finished my lecture.

3. H3. User Control and Freedom / Severity 2 / Found by: A, B

Make sure to add exit and back buttons wherever necessary. Example when in a module or when in a quiz. The user could have clicked the wrong one, or wants to reread a lesson they might have skipped.

4. H4. Consistency and Standards / Severity 2 / Found by: A

Quiz questions go 1,3,5 (I'm assuming this is due to med-fi prototype and time). Also think about how the number of questions, the difficulty of them, and whether or not they should be multiple choice. Maybe too easy?

5. H10. Help and Documentation / Severity 1 / Found by: A,C

The bottom buttons could use labels for simplicity and clarity. Until I am familiar with the app, I have no idea what each button represents and how to interact with them.

6. H4. Consistency and Standards / Severity 2 / Found by: A,C

The quizzes do not follow the order of the "learned lessons". Just make sure this is intended. This may place the lessons already learned at the top when the user wants to access those that they have not completed yet.

7. H1. Visibility of System Status / Severity 3 / Found by: A, C

The quiz does not indicate what must be done in the quiz to earn full/partial points (80%, 90%, 100%?) I would suggest adding a pop up that says something like "this quiz has 5 questions. As always, you must answer with 100% accuracy to be eligible for insurance savings."

8. H1. Visibility of System Status / Severity 2 / Found by: A, B, C

There is no feedback on the quiz results other than the points system. Is the quiz intended to also help the users learn, or is it merely to test them for reward redemption. Either way, a popup that reads you answered % correct, or "you passed" would be useful.

9. H2. Match between system and the real world / Severity 4 / Found by: A, B, C

The points system is not clear in how it translates to monetary savings. Maybe you could consider just keeping track of users progress purely by money. Or find a way to correlate points to dollar value. It's unclear whether or not I am earning more or less for different quizzes/modules and in what way I can redeem these points. Or you could show how many berries away they are from qualifying for a \$10 discount or something.

10. H5 Error Prevention / Severity 2 / Found by: B,C

On the final page in the Redeem flow, the user is displayed a small terms sheet and given an accept button to click. I personally miss those little buttons all the time. I would recommend not showing this immediately, and only displaying "Redeem with your Provider". That way, you can click on the "Redeem with your Provider" button and then send the user to a dialogue where you display the terms sheet and force them to either accept or reject.

11. H2 Match Between System and Real World / Severity 0 / Found by: A, B

The quizzes section is under a button that looks a lot like the “new tweet” icon. It makes sense after you see it but I think you could do better. I clicked on it and was surprised to find myself at the quizzes page -- I thought I would be taken to some kind of messaging or facebook-post service.

12. H8 Aesthetic and Minimalist Design / Severity 2 / Found by: B

On the redeem points page, you show the user every module, even if not completed. Consider only showing the completed, redeemable modules for easier viewing. I think you should also display the “Total Redeemed” on the page where you list all of the deductions. It has the look and feel of a “cart” so I think users will instinctively look for a total down at the bottom.

13. H4. Consistency and Standards/Severity 2/ A,B

It's unclear why the berry for Diabetes -> Module 5 is three quarters filled before learning about it. Did the users learn some stuff about diabetes/module 5 before hand?

14. H3 Match b/w System & World / Severity 3 / Found by: B,C

On the profile page, there is an inconsistency between the points accumulated and the dollars. On the top there is a display of how many points the user has accumulated, but the breakdown below is based on the money savings accumulated.

15. H8 Aesthetic & Minimalist Design / Severity 1 / Found by: B,C

The purple, red, and image buttons don't feel like they fit with the rest of the prototype in the messages page. They seem like there are clashing with the rest of the design. Also, what is the picture that is blurred out in “you've got a quiz waiting window” supposed to be? I see a car and a flower on top of a book? I don't know how that image contributes to the product or the message that there is a quiz waiting.

16. H2. Match between the system and the real world / Severity 3 / Found by: A, C

The messages screen does not feel like the proper type of screen to use as a home screen. We feel that the entire “messaging” feature does not belong in the app. We were confused as to whether or not we could respond to messages. We do think that there should be a way to notify users of what needs to be done, but maybe not a messages screen. A general home screen might make more sense.

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			1	1		2
H2: Match Sys & World	1			1	1	5
H3: User Control				1		1
H4: Consistency			2			2
H5: Error Prevention			1			1
H6: Recognition not Recall						
H7: Efficiency of Use				1		1
H8: Minimalist Design		1	1	2		4
H9: Help Users with Errors						
H10: Documentation	1	1				2
Total Violations by Severity	2	2	5	6	1	16

4. Evaluation Statistics

Severity / Evaluator	Evaluator A	Evaluator B	Evaluator C	Evaluator D	Evaluator E
sev. 0	1	1			
sev. 1	1	1	2		
sev. 2	5	5	4		
sev. 3	4	2	3		
sev. 4	1	1	1		
total (sev. 3 & 4)		3	4		
total (all severity levels)		10	10		

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

5. Summary Recommendations

Overall, Checkup has a very thoughtful, and well designed app for the features implemented of taking a diabetes quiz, completing a module, and redeeming benefits. It is obvious the designers have placed thought in the function and form to complete each task. These include a mostly great color scheme of green, and white, aesthetically appealing pictures, and intuitive navigation; however, I did find several heuristic violations that I have listed below.

During our discussion, one of the major heuristic evaluation violations was that the system of berries, points and dollar rewards, was redundant which lead to confusion. Why are we having several units (berries, points and dollars) to communicate progress and reward. Streamlining this system would be highly recommended.

One of the major issues of this app surrounds the points system (i.e. how they translate to monetary value, how the points are earned, and whether or not the quizzes/points are weighted equally to be redeemed for points (i.e. can i redeem points from my diabetes quiz and have that translate to monetary value under the cancer modules). One suggestion might be to eliminate the points completely. If you don't want to do this, maybe count the points in "berries" to make it appear more fun and theme fitting.

Other recommendations are more aesthetic and minor. These include re-thinking about the color scheme for the messages buttons. We think the pink and image buttons are not the best color scheme, but are minor suggestions. Like we said, a nice app.

Lastly, the app must insure that it is achieving a key task: to save money on insurance. If insurers don't feel that this app reduces risk and improves health awareness, they won't buy into. Think about whether or not the lesson and quiz format accomplishes this. How can you improve the quiz so that it actually tests the improved knowledge of the user?

Severity Ratings

- 0 - don't agree that this is 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

H5: Error Prevention

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, kb shortcuts)
- Allow users to tailor frequent actions (e.g., macros)

H8: Aesthetic & Minimalist Design

- No irrelevant information in dialogues

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