

**Human Computer Interaction**  
**Heuristic Evaluation Report Template**

Dated  
MM/DD/YYYY

**Prepared By:**

**GROUP NAME: Kinetic Sense**

**CONTRIBUTOR(S): Oli, Blake, Chase, Ryan**

**Evaluation Of:**

**Name of system being evaluated: Heart Project**

**Group that created the system being evaluated: Leticia, Wendy. Awal, Rafique, Eliad**



**Feedback & Critical Incidence** << Record your observations in the table on the following page, based on your observations and notes taken during the evaluation.

Description of columns in the table are as follows:

Prototype Screen/Page:

Which screen of the user interface was being tested at the point of feedback/critical incidence/problem.

Name of Heuristic:

Which of the 9 heuristics is being referenced. Enter the full name of the heuristic. Refer to the heuristic evaluation lecture slides for the 9 design principles.

Reason for negative feedback / breakdown:

Explain the reasons why the interface violates this heuristic. Be sure to be clear about *where* in the screen you are referencing.

Scope:

Describe the scope of the feedback or the problem; include whether the scope of the issue is throughout the product or within a specific screen or screens. If the problems are specific to a page, include the appropriate page numbers.

Severity (H/M/L) :

Your assessment as to whether the implication of the feedback is *low*, *medium*, or *high* severity, and a justification for why you are giving it that rating.

Way(s) to rectify and Tradeoffs (i.e., why the fix might not work):

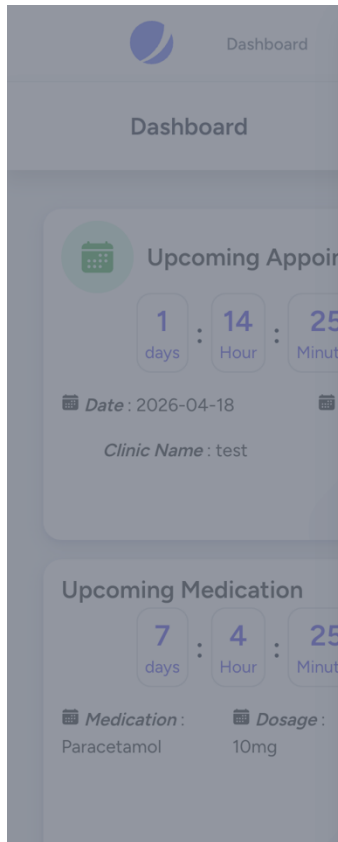
Suggestion for the modifications that might be made to the user interface to address the issue or issues in this row. You MUST include trade-offs to be credible. If you can't think of some bad trade-off, say so.

Action taken and Justification:

DO NOT FILL IN THIS COLUMN. This will be filled in by the person who created the system being evaluated, to say what he did with respect to the recommendations you make.

#	Prototype Screen	Name of Heuristic	Reason for negative feedback / breakdown	Scope	Severity (High/ Medium/ Low) and Justification for giving it that rating	Way(s) to rectify and any Tradeoffs (i.e., why the fix might not work)	Action taken and Justification (to be filled in later by the person who created the system being evaluated)
1	<a href="#">See Picture 1</a>	Recognition rather than recall / Efficiency of use	Users had to re-enter personal information, making the confirmation step feel redundant	Affects all users completing booking	<b>High</b> – adds unnecessary effort and can frustrate users during a critical step	Autofill previously entered data or display summary only; tradeoff: may require better data handling and validation	“Rectified” auto populated patient details based on the authenticated user
2	<a href="#">See Picture 2</a>	Visibility of system status / User guidance	Did not clearly show what users should do immediately	First-time and returning users	<b>High</b> – poor first impression and can confuse navigation from the start	Add clear call-to-action buttons (e.g., “Book Appointment”); tradeoff: may clutter the interface if overdone	“Rectified” “when you don’t have any upcoming appointment the Calander icon shows up with a not “no upcoming appointment “
3	<a href="#">See Picture 3</a>	Visibility of system status / Consistency	Users couldn’t distinguish between upcoming and past appointments	Users managing appointments	<b>High</b> – directly impacts ability to use a core feature	Use clear labels, color coding, or separate sections; tradeoff: too many visual cues could overwhelm users	“Rectified”

Picture 1:




### Create New Appointment ✕

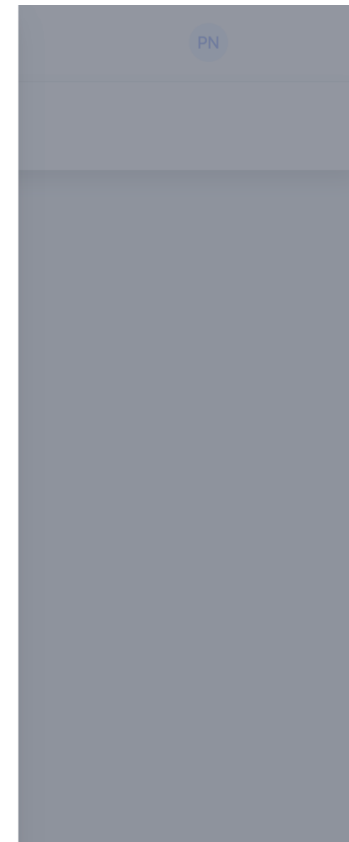
Search Patient

Search Doctor/Primary Doctor

Clinic Name

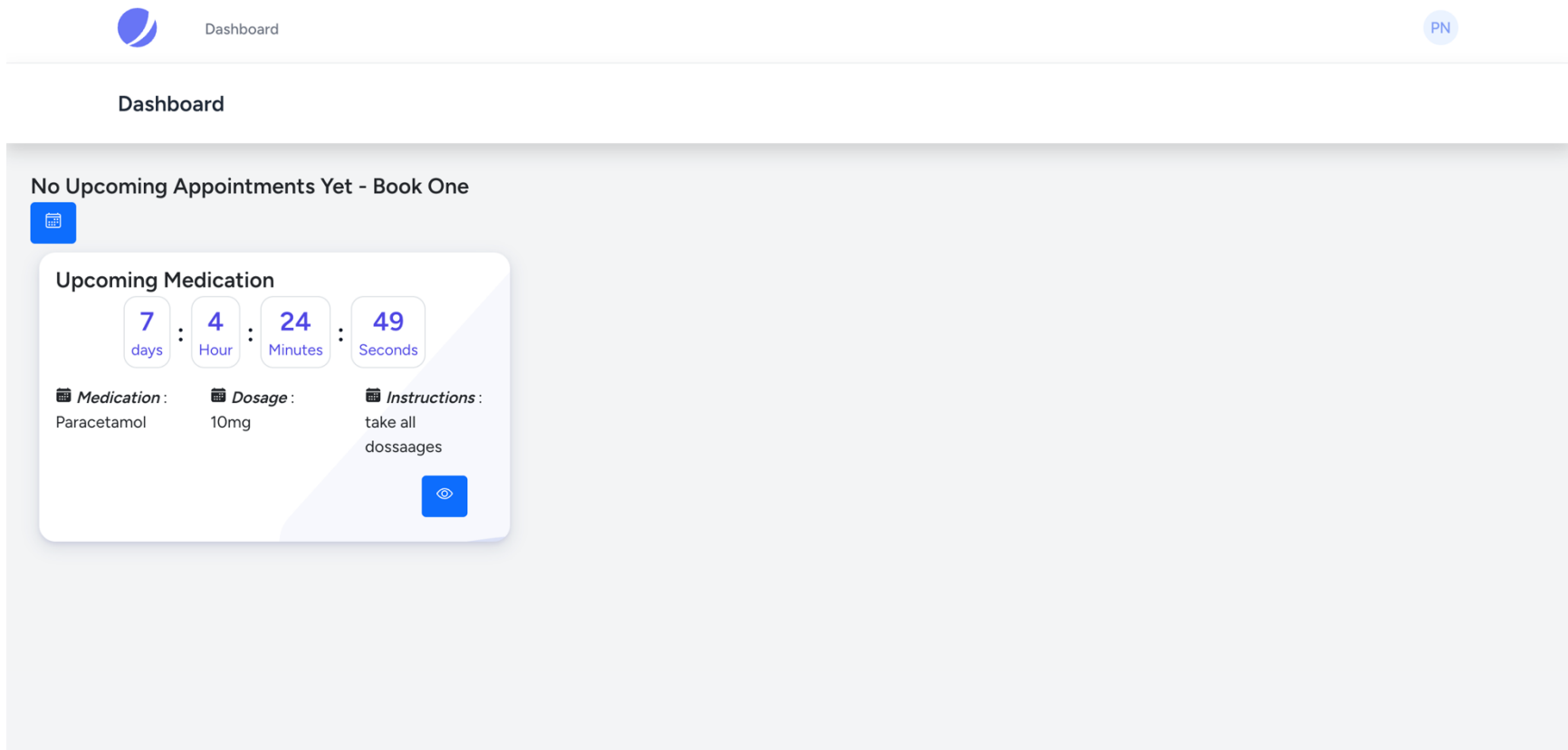
 Available Times  
Please select a date to see available times

Reason



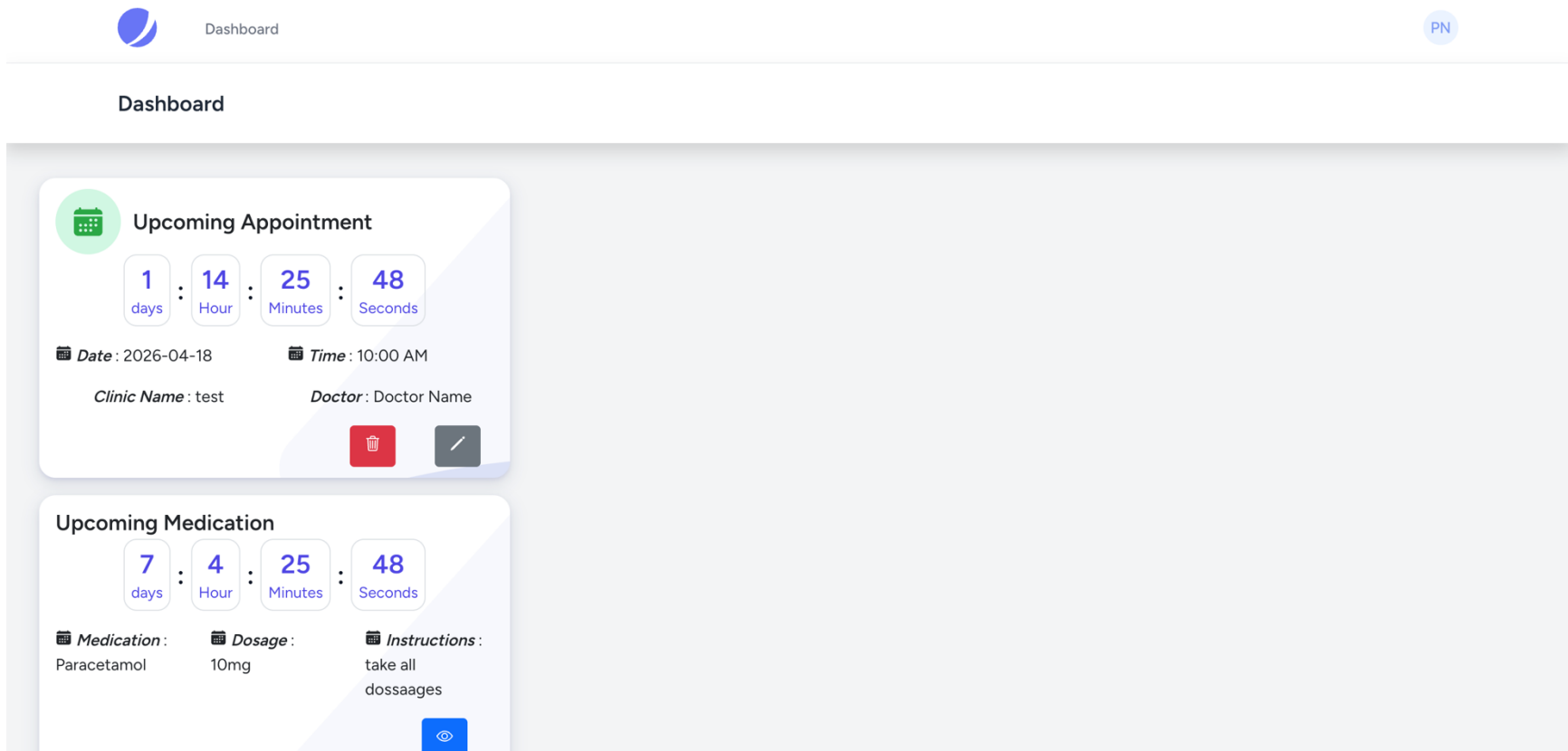
<< insert picture 1 here >>

Picture 2:



<< insert picture 2 here >>

Picture 3:



<< insert picture 3 here >>

Picture 4:

<< insert picture 4 here >>

Picture 5:

<< insert picture 5 here >>

Picture 6:

<< insert picture 6 here >>

Picture 7:

<< insert picture 7 here >>

Picture 8:

<< insert picture 8 here >>