

SITE NAME: The Bio Bot		Page Name: Home	
Heuristic	Score	Observation	Recommendation
Findable	Medium Problem	-there is no search bar, -when you click on the one button on the page "learn more" it brings you to how it works , which is on a completely different tab even though when you scroll down it is also there -it someone were seeking out to contact, the user wouldn't know who they were seeking out to; - there is no phone number - user has to search far to find the information they need	
-Can users easily locate the things they are seeking? -How is findability affected across devices? -Does the system support the multiple ways users look for information? -Does the search work the way users expect it to work?			
Accessible	Meets Best Practice	-does meet colorblindness standards (https://www.toptal.com/designers/colorfilter/) -mobile breakpoints are consistent;	
-Can content and features be accessed via all expected channels and devices? -Does it meet the levels of accessibility compliance to be considerate of those users with disabilities (e.g. color blindness, contrast, dyslexia)?			
Clear	Major Problem	-terms are vague and not explanatory. -target demo reading level considered; - path to completion is not obvious; -path to completion not apparent; - user would not find it easy to describe	
-Is it easy to understand (including uncommon terms or being purposefully unclear in language)? -Is the target demographics' grade and reading level considered? -Is the path to task completion obvious and free of distraction? -Would a user find it easy to describe?			
Communicative	Major Problem	-when clicking on tabs, color change occurs during hover but color does not change when user is in new tab; - the information of how it works is both scrollable on the home page and on it's own page, because of this redundancy it can get confusing as to why different pages are necessary, because of this the nav does not establish a sense of place that is consistent and orienting; - messaging is present but not clear; - major problem because different pages don't offer greater clarification	
-Is the status and location of the user obvious? -Does the navigation and messaging help establish a sense of place that is consistent and orienting across channels, contexts and tasks? -Is messaging effective and supportive?			
Usable	Minor Problem	- text of logo is not clickable; - usable for the process of signing up	
-Are users able to complete the tasks that they set out to without major frustration or blockers? -Does it serve new users as well as loyal users in ways that satisfy their needs uniquely? -Does the site or page follow usability best practices?			
Credibility	Major Problem	- hero image on home page is well supported, however the rest of the design is not consistent with the content; - based on the user being a medical provider, the need for these illustrations is not in line with their needs; - while there is a contact us tab, it's not clear who will be on the other line; - no help or support is offered, there is no way of knowing on the home page that your information is not going to be shared elsewhere; - needs to be credible for target users and currently generic layout does not support	
-Is the design appropriate to the context of use and audience? -Is the content updated in a timely manner? -Is promotional content used with restraint? -Is it easy to contact a real person? -Is there help/support content where needed, especially when asking for sensitive personal data?			
Controllable	Medium Problem	- flag in red if part of form is not completed on let's get in touch; - however no communication of invalid or incomplete email address added; - no confirmation whether message has been sent in contact	
-How well are errors anticipated and eliminated? -When errors do occur, how easily can a user recover? -Are exits and other important controls clearly marked? -Can the user tailor information or functionality to their need?			
Valuable	Major Problem	- hard to describe what product actually does on home page, so value is not clear; - doesn't meet business goals because user can't understand value	
-Is this product desirable to the target user? -Can a user easily describe the value? -Does it meet the business goals?			
Learnable	N/A	-not enough functionality to properly rate this category	
-Can it be grasped quickly? -What is offered to ease the more complicated processes? -Is it easy to recall? -Does it behave consistently enough to be predictable?			
Delightful	Medium Problem	- the design choices and color patterns to not need the business needs; - current set up as a template feels too generic of so specific an industry; - not the frills or fun, it's how simple, easy, intuitive – so that is what adds delight, is that it's easy to use and they don't have to stop and focus on frills	
-How are user expectations not just met but exceeded? -What can you take that is now ordinary and make extraordinary? -What are your differentiators from other similar experiences or competitors?			

SITE NAME: TheBioBot.com		Page Name: Patient Input Page (New Patient)	
Heuristic	Score	Observation	Recommendation
Findable	N/A		
<ul style="list-style-type: none"> -Can users easily locate the things they are seeking? -How is findability affected across devices? -Does the system support the multiple ways users look for information? -Does the search work the way users expect it to work? 			
Accessible	N/A		
<ul style="list-style-type: none"> -Can content and features be accessed via all expected channels and devices? -Does it meet the levels of accessibility compliance to be considerate of those users with disabilities (e.g. color blindness, contrast, dislexia)? 			
Clear	Meets Best Practice	<ul style="list-style-type: none"> - easy to understand for target demo; - path to task completion possibly obvious and free of distraction; - target demo would find easy to describe 	
<ul style="list-style-type: none"> -Is it easy to understand (including uncommon terms or being purposefully unclear in language)? -Is the target demographics' grade and reading level considered? -Is the path to task completion obvious and free of distraction? -Would a user find it easy to describe? 			
Communicative	Major Problem	<ul style="list-style-type: none"> -ghost writing is not consistent across all forms; - forms communicate when required field is not filled in; - start over and add patient buttons aren't functional after multiple, whether due to bug in system; - form is inconsistent in the way it's asking for information, layout and format is confusing - "bad request, something went wrong" doesn't communicate what actually went wrong 	
<ul style="list-style-type: none"> -Is the status and location of the user obvious? -Does the navigation and messaging help establish a sense of place that is consistent and orienting across channels, contexts and tasks? -Is messaging effective and supportive? 			
Usable	Major Problem	<ul style="list-style-type: none"> - as a usability practice, save button should be on button right; - in patient and discharge should be on the top left, starting point; - unclear where patient portal is after hitting save; 	
<ul style="list-style-type: none"> -Are users able to complete the tasks that they set out to without major frustration or blockers? -Does it serve new users as well as loyal users in ways that satisfy their needs uniquely? -Does the site or page follow usability best practices? 			
Credibility	Minor Problem	<ul style="list-style-type: none"> - the functionality is fairly credible, straight forward, target demographic can understand what the page does; - there is no help or support content 	
<ul style="list-style-type: none"> -Is the design appropriate to the context of use and audience? -Is the content updated in a timely manner? -Is promotional content used with restraint? -Is it easy to contact a real person? -Is there help/support content where needed, especially when asking for sensitive personal data? 			
Controllable	Major Problem	<ul style="list-style-type: none"> - even though errors are highlighted, they're not specific about what the issue is; - date of birth causes error message even when date of birth is inputted correctly; - exits are clearly marked but are not functional, when user starts over, it doesn't start over, and when user clicks save, it doesn't communicate what has been saved and how; - user cannot tailor information or functionality to their need 	
<ul style="list-style-type: none"> -How well are errors anticipated and eliminated? -When errors do occur, how easily can a user recover? -Are exits and other important controls clearly marked? -Can the user tailor information or functionality to their need? 			
Valuable	Medium Problem	<ul style="list-style-type: none"> - while it provides additional service and additional value, it's simultaneously creating more work and duplicating more work 	
<ul style="list-style-type: none"> -Is this product desirable to the target user? -Can a user easily describe the value? -Does it meet the business goals? 			
Learnable	Minor Problem	<ul style="list-style-type: none"> -product does not behave consistently; - can be grasped quickly by target demo; - nothing is offered to ease the more complicated processes 	
<ul style="list-style-type: none"> -Can it be grasped quickly? -What is offered to ease the more complicated processes? -Is it easy to recall? -Does it behave consistently enough to be predictable? 			
Delightful	N/A	<ul style="list-style-type: none"> - the design choices and color patterns to not need the business needs; - current set up as a template feels too generic of so specific an industry; - not the frills or fun, it's how simple, easy, intuitive – so that is what adds delight, is that it's easy to use and they don't have to stop and focus on frills 	
<ul style="list-style-type: none"> -How are user expectations not just met but exceeded? -What can you take that is now ordinary and make extraordinary? -What are your differentiators from other similar experiences or competitors? 			