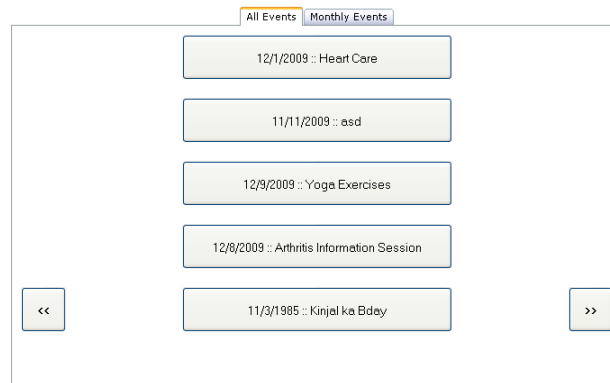


Waiting room experience at The Geriatric Ambulatory Practice
at Boston Medical Center
Team: 5

1. Simple and Natural Dialogue
 - a. The Dialog is simple. (no problem)
 - b. The text is better if it is larger font size. (Cosmetic Problem)
 - c. For displaying the Events. It will be better if the events are sorted by category or date. (Major Problem – High priority)



2. Speak the User's Language
 - a. The term used is easy to understand for user who is familiar with computer (terms like button, administrator, homepage, etc). (no problem)
 - b. But not for those who don't (Button for those who are not familiar with computer means those in shirt) (Major Problem)
3. Minimize User Memory Load
 - a. It is good that it's not using any kind of mode. (no problem)
 - b. It is better if the button to go to administrator page is made smaller or completely hidden to avoid slip or mistake. The possible solution is to create different application for user and administrator with connected database. (minor problem)
4. Consistency
 - a. It has internal consistency. (no problem)
 - b. The term 'home page' usually refers to web page. Better to use "Main Menu" (cosmetic problem)
5. Feedback
 - a. It has good feedback. (no problem)
 - b. Every time user interact with the application the screen display change. (no problem)
6. Clearly Marked Exits
 - a. Each page has a button to previous menu. (no problem)
 - b. All action is cancelable. (no problem)

7. Shortcuts

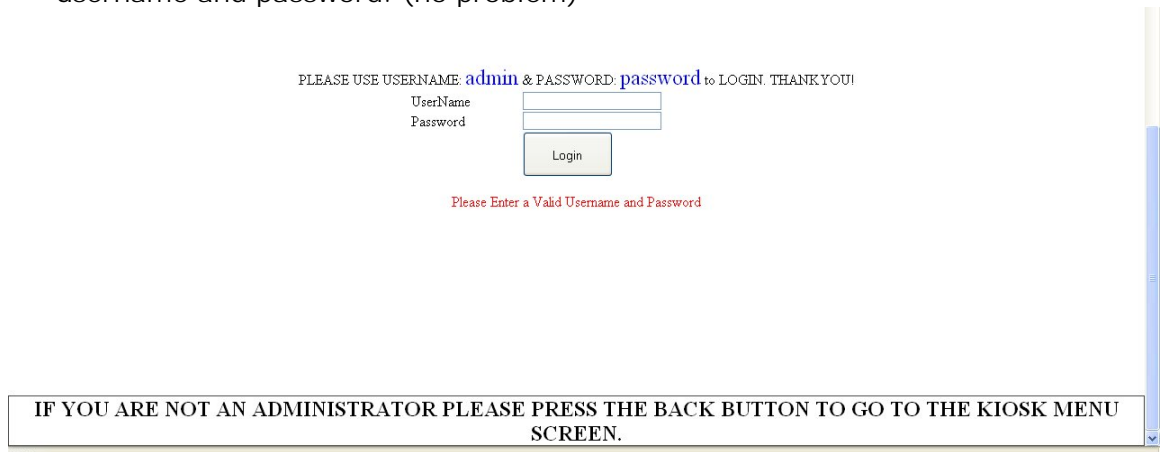
- a. No shortcut found. (must fix)
- b. It is better if it has breadcrumb. (major problem)

8. Good Error Messages

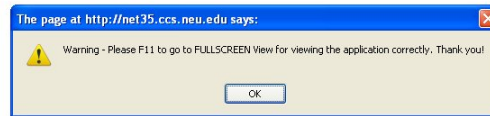
- a. It is hard to try to make an error with the level of the current working prototype.



- b. The system gives error message if the administrator enters wrong username and password. (no problem)



- c. The "full screen" dialog looks like an error message, which it isn't. Better to remove the word "warning" (cosmetic problem)



Tap on the Screen to see the Kiosk Menu

9. Prevent Errors

- a. User can register for an event without entering anything. This should not be done. I recommend popping a dialog telling the user that the form must not be empty when the user hit "Enroll" button without filling in the form. (must fix)

Contratulations! You are now confirmed for the Event

<u>Confirmation Information</u>	
Event Name	Heart Care
Location	120 Main Building , EMC
Information	Heart ailment care for patients above 50+.
Date Time	12/1/2009 :: 3:00 PM
Name	
Contact Number	

- b. Anyone can easily put random name and contact number to register for an events. It will be confusing to the event organizer of the events. Especially when there are only limited seat. (major problem)

10. Help and Documentation

- a. No help and documentation is found in the current working prototype. (must fix)
- b. It is better to provide help for each task. (must fix)