Prototype Description:	*KYRO: a mobile app that promotes well-being by visualizing and reflecting emotional energy on everyday life events*					**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)**		
			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			When finished, please double check your numbers under 'evaluation statistics' & let your TA know if there's a bug with the formula		
Simple Task	*Reflecting on events and its accompanying emotions in everyday life*		**Evaluator A:**					
Moderate Task	*Planning schedule based on reflected emotions for better well-being*		**Evaluator B:**					
Complex Task	*Learning and gaining insights to better understand and improve well-being*		**Evaluator C:**					
			Evaluator D:					

Problem #	Heuristic	Task	Severity	Description	Images	Rationale	Fix	Found by
1	H1: Visibility of System Status	1. Simple Task	4	On the processing screen when the user has finished speaking, it is not apparent if the AI is processing in the background, if the system is making progresss, and how long it will take		This screen contains no progress indicator for the system's current state. The phrase "Interesting" is ambigious in that it does not indicate any concrete system state.	Change "Interesting..." to a more descriptive system state message, e.g. "Processing your response..." or "Writing a summary...". For further visibility, consider adding a loading spinner or a textual progress summary (similar to ChatGPT thinking mode, where a short text snippet describes what the system is processing at the moment)	A, C
2	H3: User Control & Freedom	1. Simple Task	4	When a user switches from voice reflection to text input midway, their spoken content is lost entirely and not transferred to the chat interface. This is an important usability issue if I've spoken for several minutes on end but then need to switch over to text without losing my progress thus far.		This related to user control and freedom since users should be able to change input modes without losing progress. Losing minutes of speech due to a mode switch could get frustrating and discourage reflection, which is central to Kyro's purpose.	Implement continuous speech transcription and autosaving so users can freely switch between speech and text without data loss. Or, consider only allowing only text or verbal input, without the ability to switch between both.	B
3	H1: Visibility of System Status	3. Complex Task	4	The graph in the "my mood" popup has neither an x nor y axis, making the graph difficult to decipher beyond relative values.		The lack of an x and y axis only allows users to understand basic relative trends (e.g. the user's Kyro score increased over time) without grounding in quantitative values. Even this, though, is vague and ambiguous, since we don't know the exact relative scales (by how much did the user's Kyro score increase?).	Add an x and y axis to the graph	A
4	H1: Visibility of System Status	1. Simple Task	3	There is no confirmation that the user's verbal reflection has been saved (if it is saved at all) upon submission		Upon submission (choosing "no" for "Anything else you want to talk about?"), there is no feedback showing that the user's reflection has been saved. It is further ambiguous if the reflection is saved at all, since there seems to be no way to access past reflections	Add a small alert confirming that the user's reflection has been saved upon returning to the home screen. If reflections are not intended to be saved, add a small disclaimer somewhere within the task flow communicating this to the user.	A, B, C
5	H9: Help Users with Errors	1. Simple Task	3	There is no way to add, modify, or delete AI-generated summaries of the verbal reflection input.		Because AI can (and will likely) make mistakes, the user may want to modify the initial AI textual summary; however, this is not possible in the current screen. The AI is not merely transcribing but rather distilling the information and gleaning insights — this is a subjective, sensitive task requiring consistent, smooth and efficient feedback from the user.	Add edit and delete buttons alongside each summary item in the list, allowing the user to make modifications as necessary. Also consider adding an "add item" button in the event that the AI did not include an item that the user deems important	A
6	H1: Visibility of System Status	1. Simple Task	3	It is ambiguous whether "Can't talk now" is a system status description or a button		"Can't talk now" does not explain whether the AI can't talk or you can't, and it does not change whether you press play or pause — also the white text that it's written in doesn't make it obvious that it's a press-able button	Declare clear, relevant, unambiguous system status helpful to the current task and make "can't talk now" an obvious button	D
7	H1: Visibility of System Status	2. Moderate Task	3	It is not immediately apparent what a Kyro score represents.		The user is given no information as to what metrics are used to compute the Kyro score, the numeric scale (e.g. 0 to 100), and if a higher or lower score is more desirable.	Add an info icon next to the Kyro score, which upon clicking opens a modal containing a brief Kyro score summary.	A, C
8	H1: Visibility of System Status	3. Complex Task	3	I was unable to reach the "lesson complete" screen in the prototype (as mentioned in the README) despite extensive experimentation.		This may be an error in the Figma prototype. Regardless, it is not immediately apparent how to "complete" a lesson, or that entering the learning tab begins a lesson in the first place.	Communicate to the user (via textual system messages) that they have begun a lesson, as well as how to complete it (e.g. add a check indicator next to each popup button once the user has visited it, assuming that this is the way in which a user completes a lesson). Additionally add in the missing Figma prototype interaction.	A
9	H8: Aesthetic & Minimalist Design	3. Complex Task	3	When users scroll through calendar events, the "Today, November 2nd" label becomes partially covered by event cards.		This breaks visibility of the system's current state as users lose orientation and might not realize which date they're viewing.	Place the date label in its own header component that is layered on top of the calendar events.	B, C
10	H12: Value Alignment & Inclusion	3. Complex Task	3	Burnout Watch, as an example, says "you're in the greenzone and doing great, just take 10 mins to do something revitalizing."		This may not be value aligned as there is not an obvious place to immediately give feedback on the kind of burnout the user may be experiencing at that moment, even if the app is not able to track it.	Add ability to always update BurnoutWatch, just like mood trackers	D
11	H11: Accessible Design	4. All Tasks	3	Dark text against dark primary color background lacks text contrast		Black text against dark green/blue background is difficult to read	Change text color to white	A, D
12	H8: Aesthetic & Minimalist Design	4. All Tasks	3	The back arrow at the top left isn't layered above all content right now so when the user scrolls down, the arrow gets obscured by text/graphics.		This is a critical visibility failure that can make navigation impossible, trapping users or forcing them to restart if they don't see the arrow.	Pin the back arrow within a fixed circular overlay that remains visible and accessible at all times, so it never gets covered.	B
13	H4: Consistency & Standards	1. Simple Task	2	While the user is talking on the voice AI screen, the middle button turns into a "stop" icon. However, it appears to behave more as a pause button		Since the user can resume talking once the stop button is pressed, its action is not permanent or final, and does not "stop" the transcription with finality.	Replace the stop icon with a pause icon	A
14	H5: Error Prevention	1. Simple Task	2	The "Confirm" button is clickable even before the user records or types any input, allowing empty logs to be submitted.		This creates unnecessary clutter in the system and forces users to manage meaningless entries. It also gives a false sense of completion for a task that hasn't been done, violating error prevention by not blocking invalid actions.	Disable the "Confirm" button until there is at least one sentence of content before allowing submission.	B
15	H2: Match b/w System & World	1. Simple Task	2	After confirming a reflection, the back arrow appears on the next page but gives no clear indication of where it leads. The user would wonder if this takes them back to the reflection page or to the home screen.		Users have a mental model that "back" returns to their previous state, not a different section. This mismatch could scare the user into thinking that their conversation exchange and logs might get lost after hitting this button.	Replace the ambiguous back arrow with two explicit options: "Continue Reflection" and "Take Me Home" to make navigation more transparent.	B
16	H2: Match b/w System & World	1. Simple Task	2	The light blue, underlined "calm" at the top suggests a hyperlink, but it's not a hyperlink		Most hyperlinks (e.g. email, google docs) are default blue text + underline, confusing the user to think that this may be a hyperlink	I like the idea of color relflecting the emotion, so maybe just get rid of the underline to avoid confusion	C
17	H6: Recognition not Recall	1. Simple Task	2	Symbol for 'reflect' is just a filled-in black dot.		As this symbol is not logically connected to 'reflection', this kind of symbol depends upon users' recall ability and not intuitive recognition. Admittedly, the dot does have the label 'reflect', but that is why this is severity-1. It would be more efficient for the symbol to be meaningfully connected to the label so it could be recognized at first glance!	Classic reflection symbols: thought bubble, light bulb, journal.	D
18	H1: Visibility of System Status	2. Moderate Task	2	It is not immediately obvious that the red glow behind a calendar item indicates a warning state.		A red glow by itself may not be immediately recognizable as a warning/error state (especially given that this task flow has a red color scheme). This may be especially confusing to people that are red/green colorblind.	Consider adding a supplemental indicator to better convey the warning state, e.g. a floating warning icon at the top left corner of the item, or a small alert banner at the bottom of the item container.	A

19	H6: Recognition not Recall	2. Moderate Task		2	It is not immediately apparent that clicking on the calendar on the home screen redirects the user to the Plan page.		While users may find this feature useful, not making it apparent that the home screen calendar redirects to the Plan screen requires the user to memorize this interaction behavior, increasing cognitive load and deprioritizing recognition over recall.	Add a button (either on individual calendar items, or on the calendar item as a whole) labeled "open in Planner" in order to explcitly outline the intended functionality, removing the requirement for users to memorize this behavior	A, B, D
20	H1: Visibility of System Status	2. Moderate Task		2	Top right side of screen says "65+15 KYRO", but it's confusing if I'm going from 50+15=65 or 65+15 from the current design		Users may find it confusing that the score already says 65, before hitting "reschedule" button	Maybe just +15 or "reschedule for 15 kyro" is less confusing/more minimalist?	C
21	H6: Recognition not Recall	2. Moderate Task		2	Screen doesn't show the original time that I am rescheduling from		When rescheduling, it's nice to be reminded of what time I'm rescheduling from in the first place, since the user may not remember	Include original time of event	C
22	H7: Flexibility & Efficiency of Use	2. Moderate Task		2	Clicking 'reschedule' takes you to an expanded pop-up of the event, where you have to select 'reschedule' again and then it finally takes you to calendar view.		Redundant pathway — no efficiency gain of having a specific recommended event pop-up on homescreen if you have to click 'reschedule' twice to get to calendar view	Remove redundancy — make the home-page recommendation button something like 'manage event' or 'open event in planner'	D
23	H3: User Control & Freedom	2. Moderate Task		2	Unclear whether planner events are clickable and expandable		The event-specific slide that opens up and allows for a 'reschedule' button seems to be a hidden feature; it's not immediately obvious that each event is clickable and leads to further options down the lane!	Have a helpful label or some visual aid that shows that 'click event to expand description' etc	D
24	H1: Visibility of System Status	3. Complex Task		2	While the "my stats" popup gives useful information, it is unclear of the time frame in which these statistics were calculated, and what the specific high-stress or new activites are.		In order to better understand these statistics, the user may desire to know what specific high-stress activities and new activities are being referenced. While the main page is titled "This Week," it is not explicitly stated if these statistics are also constrained to this week.	Append "this week" to the end of each statistic description, or the appropriate label if another time frame is being used. Additionally consider providing a list of the activities that were high-stress and new for visibility.	A
25	H7: Flexibility & Efficiency of Use	3. Complex Task		2	Popup modals do not contain a clickable indicator to allow users to close the popup.		While users are able to click on the background to close the popup, this is not immediately obvious. Other users not used to this interaction pattern may become confused — this may impact certain user bases more than others, e.g non-tech savvy elderly populations.	To improve flexibility in user interaction, consider adding a close (X) button to the top right of each popup.	A, B, C
26	H6: Recognition not Recall	5. Extra Violations		2	Initial home screen contains tabs navbar at the bottom, but on this screen none are selected		Generally, the presence of a tabs navbar (for me personally) implies that exactly one of the tabs are currently selected. The home screen not being one of the tabs is somewhat counterintuitive and requires users to remember this fact.	Add the home screen to the bottom tabs, or reformat the navbar to a vertical list of buttons (to better show that none of the tabs are currently selected)	A
27	H4: Consistency & Standards	1. Simple Task		1	On the talking screen, the X button appears to be redundant with the back button		While it is important to allow users to have multiple avenues to complete a task, redundant buttons may cause more confusion than they may help.	Remove the top left back button for clarity	A, B, D
28	H4: Consistency & Standards	2. Moderate Task		1	The planning flow uses a slightly different color scheme (specifically, the primary color).		This is inconsistent with the other two flows; it is not apparent as to why this change was made.	Add textual indication as to why the color schemes can change (e.g. can the user personalize their background? If this is the case, consider explicitly implementing this feature)	A
29	H4: Consistency & Standards	2. Moderate Task		1	The Burnout Watch popup is noticeably larger than the My Stats and My Mood popups.		Inconsistent sizing and spacing disrupt interface perception and can confuse users about the relative importance of features. It makes the app appear visually uneven and less professional.	Standardize popup dimensions and padding across all pop-ups to maintain a predictable UI.	B
30	H7: Flexibility & Efficiency of Use	2. Moderate Task		1	There is no option to see how the user's current Kyro score compares to prior weeks or averages.		This limits the user's ability to perceive progress and undermines the app's reflective purpose. A minimal design can be added to indicate progress to the user.	Either have a small component that showcases my previous weeks' scores or have a numerical/percentage indication of how this week's score compares to last week's score or my average from last month.	B
31	H7: Flexibility & Efficiency of Use	3. Complex Task		1	Popups are cumbersome to use as they isolate information and require additional clicks.		The content of each of the three modals could fit nicely on the page itself. However, the use of popups reduces efficiency as a user cannot quickly skim the information.	Consider removing the three popups, placing the popups' content instead on the main Learning page.	A
32	H8: Aesthetic & Minimalist Design	3. Complex Task		1	After confirming an event reschedule, the Kyro score is slightly off-center on the screen.		Misalignment can subtly breaks the app's harmony but also indicate unprofessionalism, so correcting this is important.	Adjust the positioning of the Kyro score to be in center of screen.	B
33	H8: Aesthetic & Minimalist Design	3. Complex Task		1	The "Burnout watch" tab is cut off from the initial screen and needs to be scrolled down to see the full tab		It's nice to fit all frequent go-to tabs into the landing page for the "learn" feature	Fit all widgets to be fully viewable on initial screen	C
34	H4: Consistency & Standards	3. Complex Task		1	Time on calendar preview sometimes has "AM / PM" and sometimes does not		With a 12-hour clock and no strict AM/PM scheme, there could be genuine scheduling concerns.	Switch to 24 hour clock or be consistent with AM / PM	D

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	3	4	2	9
H2: Match b/w System & World	0	0	2	0	0	2
H3: User Control & Freedom	0	0	1	0	1	2
H4: Consistency & Standards	0	4	1	0	0	5
H5: Error Prevention	0	0	1	0	0	1
H6: Recognition not Recall	0	0	4	0	0	4
H7: Flexibility & Efficiency of Use	0	2	2	0	0	4
H8: Aesthetic & Minimalist Design	0	2	0	2	0	4
H9: Help Users with Errors	0	0	0	1	0	1
H10: Help & Documentation	0	0	0	0	0	0
H11: Accessible Design	0	0	0	1	0	1
H12. Value Alignment & Inclusion	0	0	0	1	0	1
Total Violations	0	8	14	9	3	34

** for this to calculate properly, **delete** any unused rows from your 'Group Heuristic Evaluation' chart!*					
Severity	**Evaluator A** ***[your name here]***	**Evaluator B** ***[your name here]***	**Evaluator C** ***[your name here]***	**Evaluator D** ***[your name here]***	
0	0	0	0	0	
1	0.08823529412	0.1176470588	0.02941176471	0.05882352941	
2	0.1764705882	0.1176470588	0.1176470588	0.1176470588	
3	0.1470588235	0.08823529412	0.08823529412	0.08823529412	
4	0.05882352941	0.02941176471	0.02941176471	0	
Total (sevs. 3 & 4)	0.2058823529	0.1176470588	0.1176470588	0.08823529412	
Total (all sevs)	0.4705882353	0.3529411765	0.2647058824	0.2647058824	

Summary Recommendations *[merge the general recommendations you made here]*

Overall, Kyro is a strong app in the med-fi prototype stage! Our group agreed that the app's feature sets and tasks are holistic and comprehensive, and complement each other well. The UI is aesthetic and well-designed, and we were especially impressed by the pulsating indicator design on the reflection input page as the user is talking.

In addition to the heuristic evaluation violations, we have the following high-level recommendations:

1. We suggest that the app give the user more power in influencing Kyro's recommendations. Instead of being a black box, perhaps the user can edit the AI synthesis, give more input on the "burnout" rate, and allow the user to be "in the driver's seat" to tailor recommendations given by Kyro. Considering that AI may make mistakes, it may make more sense to use neutral rather than prescriptive, authoritative language (e.g., "you may have had a busy day" rather than "you are in the green zone"). Allowing the user to immediately offer feedback and refine AI recommendations rather than relying on potentially subjective AI analysis would also be ideal. As a prototype user, we want Kyro to tread the balance between the user reporting their feelings throughout the day and Kyro synthesizing these feelings.

2. We also suggest that the platform offer more visual cues to reinforce the functionality, like having small "saved" confirmations or progress bars to indicate to the user that the platform hasn't stalled or frozen. Oftentimes, impatience on the user's end can result in unanticipated interactions with the platform, so by making it explicit when the platform is loading/thinking, we avoid these situations. Kyro score may also benefit from visual aid (e.g, a bar that fills up, or a light that lights up as Kyro had in the concept video) rather than just numerical updates (e.g, 65 + 15), which may feel less exciting or relatable.

3. Unrelated to the heuristic evaluation violations, we recommend adding an explanation in-app of the meaning behind the name Kyro. For a new user without proper context, the name Kyro may seem arbitrarily chosen or lack any particular underlying meaning. Providing an explanation (perhaps in the home screen) also has the added benefit of contextualizing what the Kyro score represents; this could help users feel more emotional engagement with the score if they understood the nuances and holistic meaning that it hopes to capture.