



Usability Evaluation of "HealthConnect: Healthcare Appointment Booking System"

PART I. Consent Form

This study aims to evaluate the usability of the **HealthConnect: Healthcare Appointment Booking System** prototype. The system was developed to address healthcare access challenges, particularly long queues and difficulty in scheduling doctor appointments in Camarines Sur.

You are invited to participate in this activity because your feedback as a potential user is essential in ensuring that the system is accessible, effective, and user-friendly. During this session, you will be asked to interact with or try using the prototype to perform a few tasks such as booking appointments, managing schedules, and navigating both patient and doctor portals. After that, you will complete a 10-item System Usability Scale (SUS) questionnaire. It will take approximately 10–15 minutes to participate in this evaluation.

Participation in this usability evaluation is voluntary. You may choose to withdraw from the activity at any time without any penalty. All data gathered during this session will be kept confidential; your identity will not be disclosed, and the information will be used solely for the purpose of improving the system. This study is conducted as part of the requirements for HCI2 (Human-Computer Interaction) at Partido State University.

While there are no significant risks involved beyond the time required for participation, your input will help provide benefits in enhancing healthcare service delivery, especially for individuals experiencing difficulties in accessing efficient appointment systems.

MICHAEL B. AMATA

Course Instructor, Computational Sciences Department

By signing below, you confirm that you have read and understood the information above and voluntarily agree to participate in this study.

I confirm that I have read and understood the details of this study. I voluntarily agree to participate and understand that I may withdraw at any time without penalty.

Name: _____

Signature: _____

Date: _____

If you have any questions or concerns, you may contact the group leader:

Name: John Michael S. Belmonte

Email: johnmichaelbelmonte7@gmail.com



PART II. Demographic Profile

Age: _____

Gender: _____

Course/Program: _____

Year Level: _____

Experience with similar systems: Yes No

Frequency of technology use: Daily Weekly Occasionally Rarely

The following questionnaire is designed to measure the usability of the system. Please indicate your level of agreement with each statement based on your experience while using the system.

PART III. SYSTEM USABILITY SCALE (SUS)

Instructions :

Please read each statement carefully select and check the number that best represents your level of agreement.

Use the scale below:

- 1 – Strongly Disagree
- 2 – Disagree
- 3 – Neutral
- 4 – Agree
- 5 – Strongly Agree

No.	Questions	Scale				
		1	2	3	4	5
1.	I think that I would like to use this system frequently.					



2.	I found the system unnecessarily complex.					
3.	I thought the system was easy to use.					
4.	I think that I would need the support of a technical person to use this system.					
5.	I found the various functions in this system were well integrated.					
6.	I thought there was too much inconsistency in this system.					
7.	I would imagine that most people would learn to use this system very quickly.					
8.	I found the system very cumbersome to use.					
9.	I felt very confident using the system.					
10.	I needed to learn a lot of things before I could get going with this system.					

PART IV. OPEN-ENDED QUESTIONS

- What did you like about the system?

- What improvements can you suggest?

Thank you for your participation in this usability study!