

Key Findings

Finding 1:

Description: The Subform menu overlaps with discussion board entries on main forum page

Severity: 3/4

Heuristic Violated: #8 - Aesthetic minimalist design

Once the user returns to the main discussion forum page after submitting a new entry, the Subform option menu is displayed behind the search bar and entry title text. The overlapping text is difficult to read and the Subform menu items lose functionality as they are beneath the entry title text. When trying to select an option from the Subform menu, the discussion form entry is selected instead and navigates the user to a new page to read and reply to the entry selected. The Subform is currently unusable.

Week 6

Discuss this week's modules here.

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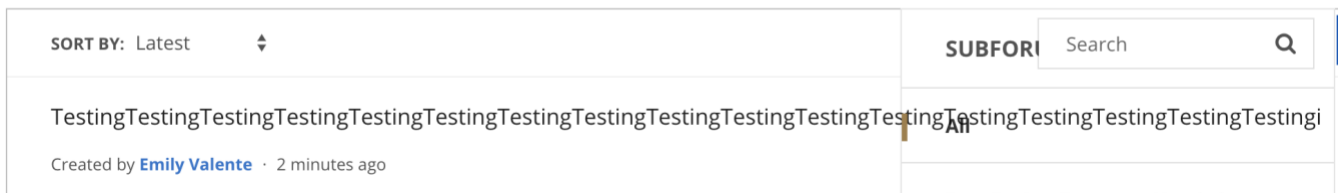


Fig 1. Subform menu is hidden behind search bar and discussion board submissions

Recommendation: Correct coding so that menu does not overlap/get hidden behind other information displayed. Move the menu bar either above or beside the discussion forum submissions table boundary.

Finding 2:

Description: Option to edit/delete discussion board entry is unclear, not obvious

Severity: 2/4

Heuristics Violated: #1 - Visibility of system status, #9 - Error recovery

Once a new entry is submitted, the option to edit or delete the post is not immediately clear. The options are provided by clicking a small, faded gray arrow at the top right of the post. The color insinuates that this is an inactive option and the size makes it difficult to notice without some visual scanning. For posts with long titles, this arrow is even more hidden, as the text takes attention away from the button.

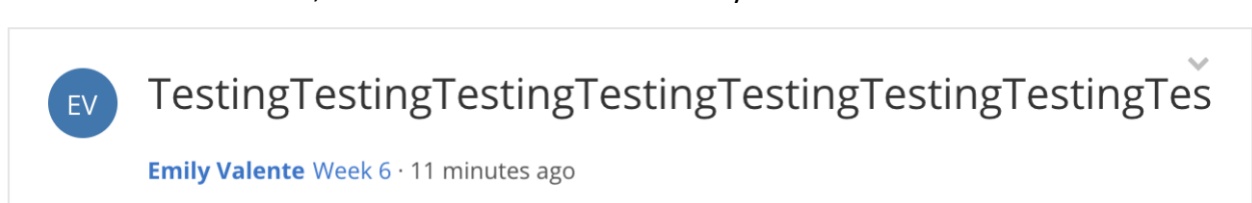


Fig 2. Small gray drop down arrow not intuitive

Recommendation: Make drop down menu option more distinct by increasing the size of the arrow, placing it to the right of the forum submissions table, and/or changing it to a more distinctive color.

Finding 3:

Description: Either a lack of constraints or lack of in-process feedback about constraints on the use of inappropriate language within discussion entry posts

Severity: 2/4

Heuristic Violated: #5 – Error prevention

Considering that Coursera is an international educational platform open to people of all ages and cultural backgrounds, there is a need to monitor and filter posted content for appropriate language to ensure a safe learning environment for all. When creating a new discussion forum entry, there are no warnings or error messages that come up when inappropriate language is used in the title or body of the text. A lack of immediate restriction of common inappropriate language could create a situation where something inappropriate is posted and seen by other users before moderators can take it down.

Recommendation: Create system or make current moderating system more obvious. Present warning/error message when inappropriate language is being used within text or title of new discussion board entry or reply to an entry.

Finding 4:

Description: Insert code option not working properly

Severity: 2/4

Heuristic Violated: #1 - Visibility of system status

The insert code option (</>) in both the new discussion forum entry and reply is not functioning correctly. The coding languages are unable to be selected and when a user tries to type something the menu simply goes away without any feedback. The menu also displays at the top of the new thread screen, overlapping with the title, and moving the active text cursor to the top of the Body text window – no matter if the cursor was previously elsewhere in the page. User would be unable to select where to insert the code.

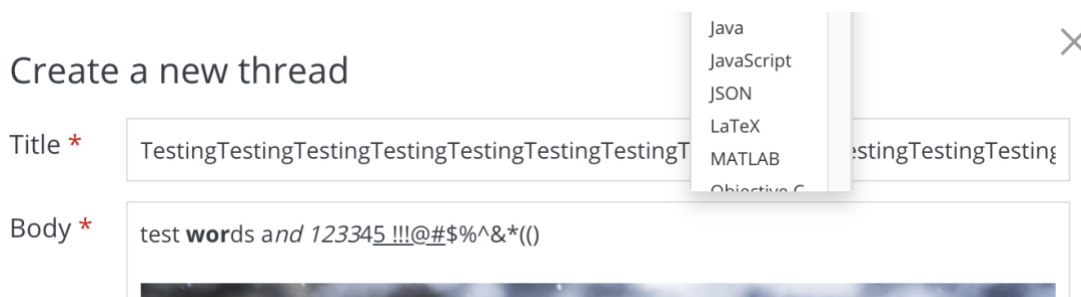
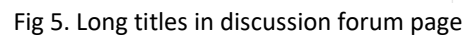


Fig 4. Insert code button (</>) not properly functioning

Recommendation: Correct current coding so that coding language menu displays appropriately with intended functionality.

Heuristic Violated: #8 - Aesthetic minimalist design

Week 6



Heuristic Violated: #5 - Error prevention, #8 - Aesthetic minimalist design

Fig 6. Forum drop down menu options

Recommendation: Restrict posting to current week or to previously selected forum only to prevent errors or confusion.

Finding 7:

Description: No imaging editing features available within forum entry posts

Severity: 1/4

Heuristic Violated: #3 – User control and freedom

When creating a new discussion forum thread or replying to a current thread users have the option to upload and include an image within the body of the text. However, the dimensions and placement of the image are predetermined and no image editing options are displayed. This limits user control and freedom over their post, options which they could use to further emphasize or provide greater clarity to their ideas.



Fig 2.

Recommendation: Display controls image editing control options when image is selected – either in ribbon below text bow or besides the image. Offer at least options to crop and resize.