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| **Problem** | **Heuristic violated** | **Severity** | **How many students observed** | **Recommendations** |
| When using the SmartArt / Chart objects all buttons are greyed out but you can click/still use them | Consistency | High | 1 | Not have the buttons and options greyed out so its it more obvious to the user they are able to use the objects |
| Table / Picture tools only coming up when focus is on the table/picture | Consistency | Medium | 1 | If a table / picture has been inserted into the document the tab for it is always there |
| Drop out’s (e.g paragraph drop out) don’t support exchange of units, type of units is region locked | Minimise user’s memory load | Low | 2 | Have options to easily switch unit system. Eg a combo box. |
| Hovering over a drop out (e.g font or paragraph) shows a out of date image of the drop out window | Consistency | Low | 1 | Update the images to current windows pop out windows |
| Home pane is cluttered with ‘styles’ taking large amount of room. Where commonly used tools like font and paragraph are small. | Simple and natural design | Medium | 1 | Makes styles a dropdown option as this not normally used frequently (may b at the start and headings) when creating a document. |
| The fonts of the text changes as you go through the scrollbar. This is distracting to the user | Provide feedback | Medium | 1 | Wait until user selects a font, then offer a revert if they do not like it. |
| The layout tab has a spacing option. 0pt is the default but users don’t know what metric that is. Perhaps offer a metric like the indent has in cm (displayed beside the spacing option.) | Minimise the user’s memory load, Speak user’s language | Medium | 2 | Make the Spacing metric to cm to be consistent with others. It also provides a value user understand |
| The search and zoom icons are the same. But do two different tasks. | Be consistent | Low | 1 | There could be some form of differentiation between zoom and search icons. |