

No. HE-	Problem/Good Aspect: <say which>
Name: <Succinct but descriptive and distinctive name for the problem or good aspect>	
Evidence: Heuristic: <Number of and name of the heuristic> Interface aspect: <Include relevant facts about the interface. In addition to interface facts, pictures are almost always necessary and usually faster to produce than words alone, unless you are very skilled at providing word pictures>	
Explanation: <Your explanation about how the heuristic is met or violated. If applying the heuristic involves making claims about the user (e.g., what the user will or will not be familiar with), include claims and any evidence/reasoning to support those claims. Locutions such as, "The [expert, novice] user will <i>probably...because...</i> " or "Users will be <i>unlikely</i> to.... <i>because...</i> " are appropriate here.>	
Severity or Benefit: Rating: <number + description> Justification (Frequency, Impact, Persistence): <i>Frequency:</i> <Common or rare? Why? How many users (of what type—new, causal, experienced are <i>likely</i> to experience the problem? Why? Is this something most users, some users, hardly any users will <i>probably</i> want to do? Why?> <i>Impact:</i> <Easy or difficult to overcome? Why? If is difficult to overcome if the user is unlikely to be able to achieve goals or will probably waste a lot of time> <i>Persistence:</i> <Is it a problem that is one-time (once they know about it and overcome it—no matter how difficult it was to detect and to overcome) or will they be repeatedly bothered by it? Why? (If they can't detect it and overcome it, then it persists)> How I weighted the factors: <Justify your numerical rating by providing your assessment and reasoning about all of the following: frequency, impact, and persistence, and how you weighed these factors in your overall severity rating. For example, A relatively rare problem, easy to overcome and low persistence could justify rating as a minor usability problem; a low frequency problem but one that is critical occurs (e.g., Unable to Save) would be grounds for giving it a high severity rating, despite low frequency. If this is a good aspect, then Rating is "NA," but describe the benefits to the user that you see from this aspect. Note that we have changed the format of this section to try to reduce errors students make, so follow this template and not the examples in John, B. E. (1999) Carnegie Technology Education Course #SSD4 User-Centered Design and Testing, Appendix>	
Possible solution and/or trade-offs: < If a problem, propose at least one possible solution. You MUST include trade-offs to be credible. If you can't think of some bad trade-off, say so. If a good aspect, then trade-offs also are appropriate >	
Relationships: <Cross reference other UARs this relates to (if any). Include No & name. If relationship is not obvious, give reasons (because...) See examples in John, B. E. (1999) Carnegie Technology Education Course #SSD4 User-Centered Design and Testing, Appendix.>	