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| **Problem** | **Heuristic violated** | **Severity** | **How many students observed** | **Recommendations** |
| Table/Picture Design 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 |
| Home plane 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 layout tab has a spacing option. 0 pt is the default but users don’t know what metric that is. | Minimise the user’s memory load, Speak user’s language | Medium | 2 | Make the Spacing metric to mm to be consistent with others. |
| The search and zoom icons look very similar. But do two different tasks. | Be consistent | Low | 1 | There could be some form of differentiation between zoom and search icons. |
| The help Plane is lacking in information with a huge amount of empty space. | Visibility of system status. | Medium | 2 | Have helpful hits or things that can be achieved that the user may not know about. |