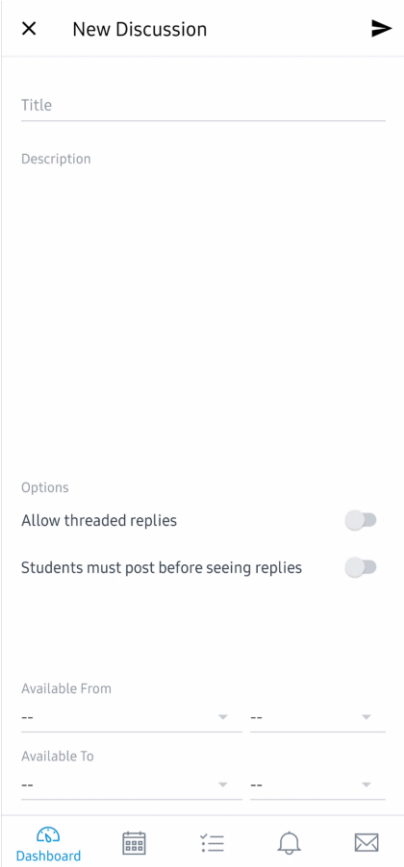


#: 1	
<b>Name:</b> No undo when close the new discussion page	
<b>Relevant heuristic:</b> User control and freedom	
<b>Evidence of issue:</b> 	
<b>Detailed explanation:</b> When users post a new discussion, if users accidentally press the exit button, the new discussion page will close immediately without any confirmation, and everything users have written in the page will disappear. This violates the heuristic of users control and freedom, because it does not allow users to undo the action of close the discussion page.	
<b>Severity:</b> 4 - Critical <b>Justification:</b> <i>Frequency</i> This issue comes with relatively moderate frequency, because students are always posting questions in the discussion, and sometimes they may accidentally click the exit button. <i>Impact</i> This is a hard issue to overcome, users will lost everything they have written if they accidentally click exit. <i>Persistence</i> This is not a one-time problem, because users will be continually accidentally clicking the exit button. <i>Weighting</i> This issue has a high severity, because this issue happens sometime, and users will be sad if they lost everything they have written in the new discussion.	

#: 2

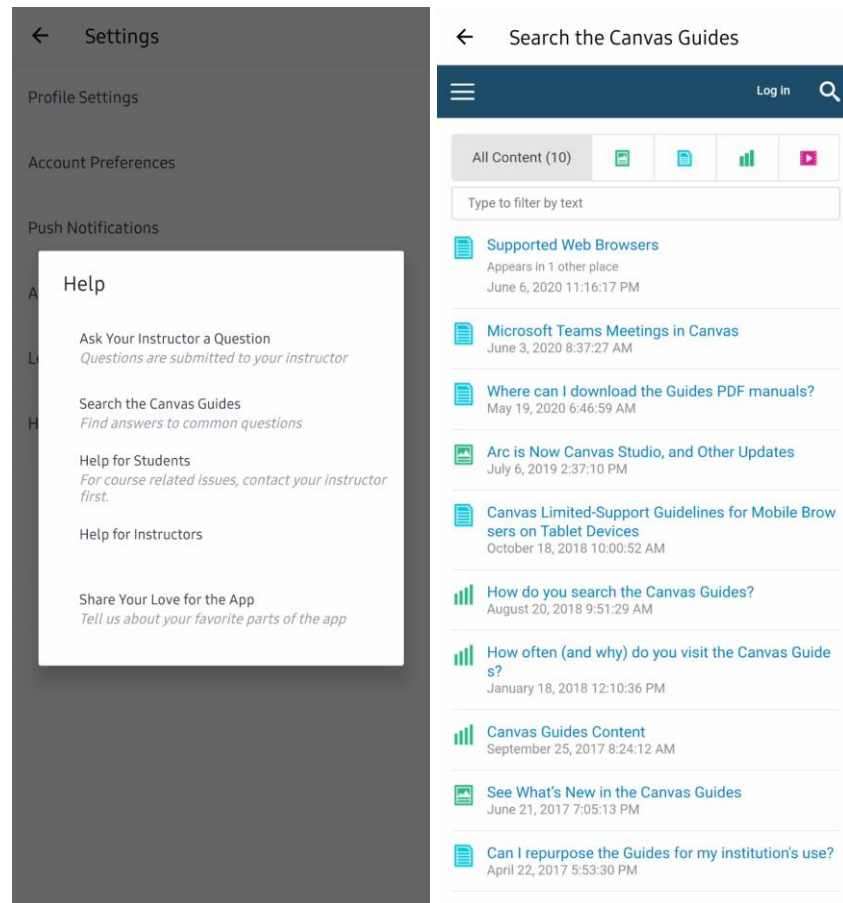
**Name:**

Lack of help

**Relevant heuristic:**

Help and documentation

**Evidence of issue:**



**Detailed explanation:**

When users have problems about the canvas app, they may want to find help for them. There are help in the settings, however, when users click “search the canvas guides”, there are only 10 guides for the canvas app. This violates the heuristic of help and documentation, because the guides are not enough for help.

**Severity:**

2 – minor

**Justification:**

*Frequency*

This issue comes with relatively low frequency. Because canvas is not complex app, users do not have many problems with it.

*Impact*

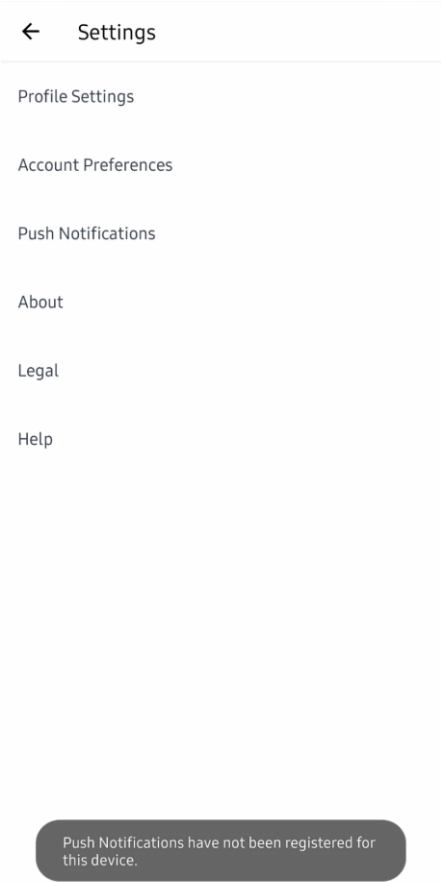
This is an easy issue to overcome as users’ usage time increase, users become more and more familiar with the app, so they will have less questions.

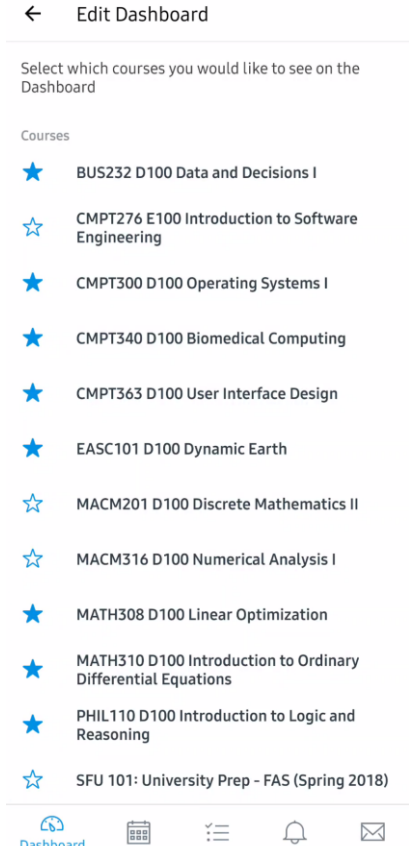
*Persistence*

This influence of this problem will become less as users’ usage time increase, users become familiar with the app.

*Weighting*

This issue has a low severity, because the frequency is low, and easy to overcome as users become familiar.

#: 3	
<b>Name:</b> Cannot modify push notifications	
<b>Relevant heuristic:</b> Error prevention	
<b>Evidence of issue:</b> 	
<b>Detailed explanation:</b> When users want to change the push notification setting, they go to the setting – push notifications, but when clicking the button, nothing happened, and an error message popes up, so there is an error with this function. This violates the heuristic of error prevention, because this is an error.	
<b>Severity:</b> 3 - major <b>Justification:</b> <i>Frequency</i> This issue comes with relatively moderate frequency. Sometimes users may want to change the push notification settings. <i>Impact</i> This is a hard issue to overcome, users cannot change the push notification settings at all. <i>Persistence</i> This is not a one-time problem, when users want to change the setting, this problem is there. <i>Weighting</i> This issue has a medium severity, because the frequency is not very high, but has a high degree of impact and persistence.	

#: 4	
<b>Name:</b> Unnatural order of list	
<b>Relevant heuristic:</b> Match between system and the real world	
<b>Evidence of issue:</b> 	
<b>Detailed explanation:</b> In the edit dashboard, the list of courses is ordered by name, not by time, which is more natural. This violates the heuristic of match between system and the real world, because users want to see the latest courses that they are taken at the beginning, not ordered by name.	
<b>Severity:</b> 3 – major	
<b>Justification:</b> <i>Frequency</i> This issue comes with relatively moderate frequency. Sometimes users may want to change the courses they want to see on the dashboard.	
<i>Impact</i> This is an easy issue to overcome, there are not be too many courses to select, and it is not hard to select a course by alphabet.	
<i>Persistence</i> This is not a one-time problem, when users want to select courses they want to see on the dashboard, this problem is there.	
<i>Weighting</i> This issue has a medium severity, because the frequency is moderate, and has a medium degree of impact and persistence.	

#: 5

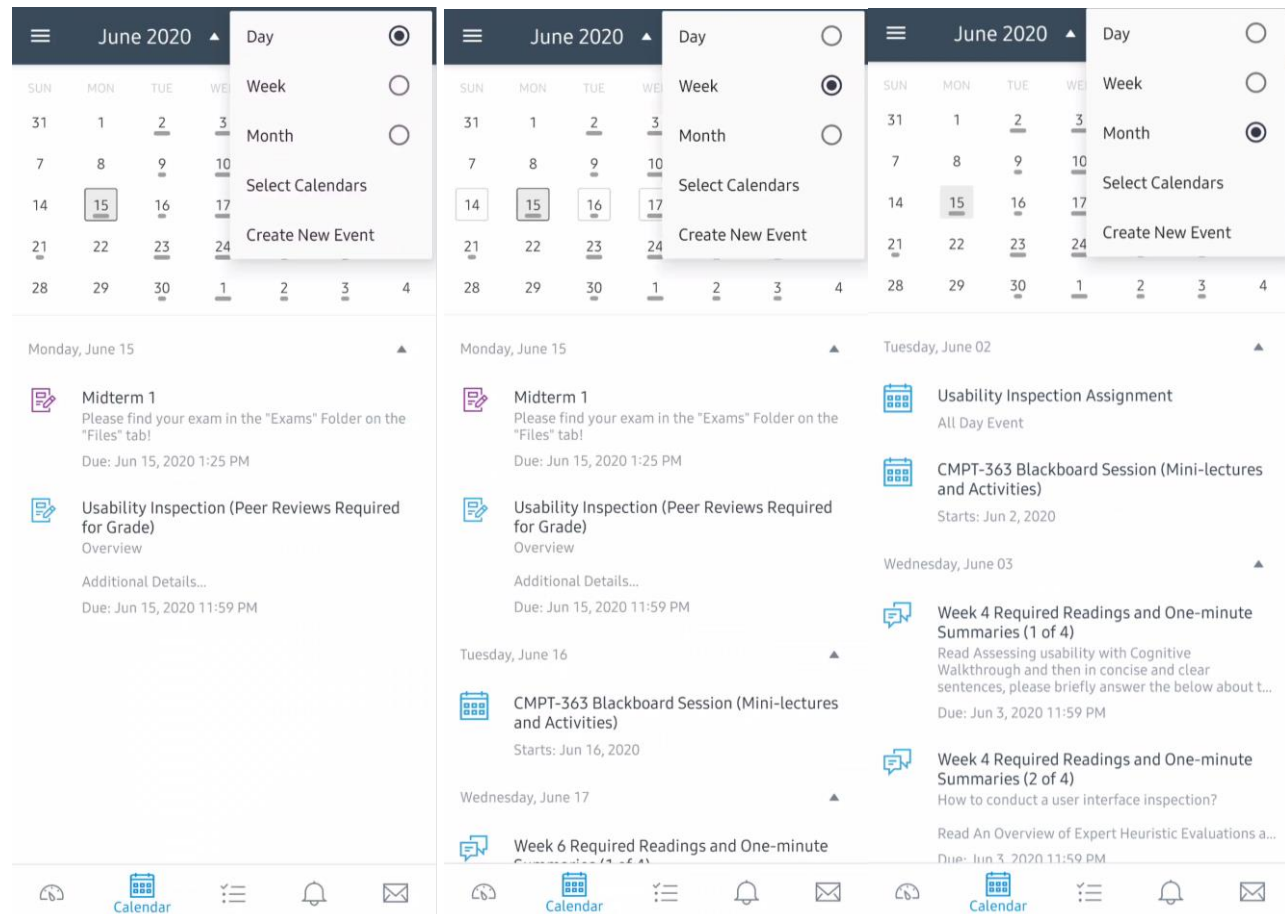
Name:

Unnatural calendar

Relevant heuristic:

Match between system and the real world

Evidence of issue:



Detailed explanation:

When users select day, week, and month in the calendar, the view of the calendar does not change, only the list of tasks changes. when users change the view of date, they are expecting the view of calendar itself will change. This violates the heuristic of match between system and the real world, because when users change the view of date, they are expecting the view of calendar itself will change.

Severity:

4 - critical

Justification:

*Frequency*

This issue comes with relatively high frequency. Users always check the calendar to manage their time.

*Impact*

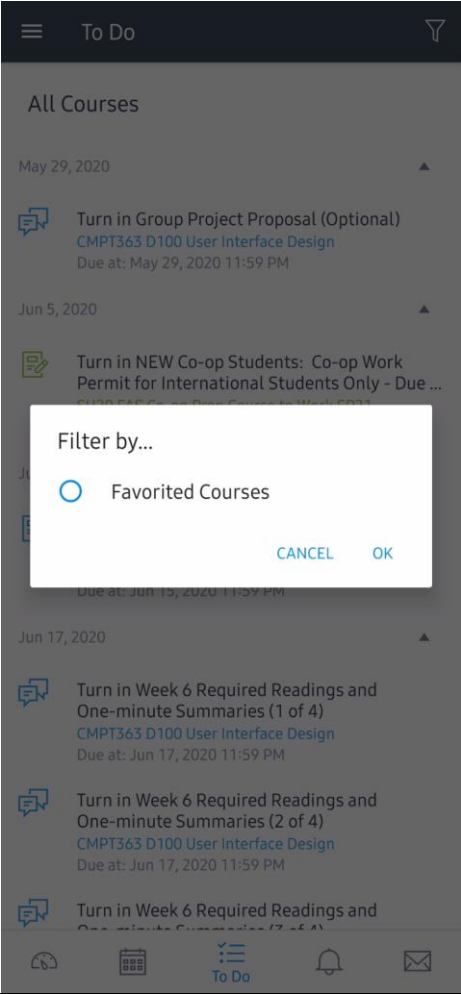
This is a difficult issue to overcome, when users want to see a detailed view of a week or a day, the calendar remain in the hole month view.

*Persistence*

This is not a one-time problem, when users check the calendar, this problem remains there.

*Weighting*

This issue has a high severity, because the frequency is high, and has a high degree of impact and persistence.

#: 6	
<b>Name:</b> Unnatural filter	
<b>Relevant heuristic:</b> Match between system and the real world	
<b>Evidence of issue:</b> 	
<b>Detailed explanation:</b> In to do section, when the users want to select a specific course, they will click the filter button, and expect a filter of different courses, but there is only “favorited courses” in the filter. This violates the heuristic of match between system and the real world, because the filter is unexpected for the users.	
<b>Severity:</b> 4 - critical <b>Justification:</b> <i>Frequency</i> This issue comes with relatively high frequency. Users always check the to do list to see the upcoming events. <i>Impact</i> This is a difficult issue to overcome, users cannot see upcoming events for a specific course. <i>Persistence</i> This is not a one-time problem, when users check the to do list, this problem remains there. <i>Weighting</i> This issue has a high severity, because the frequency is high, and has a high degree of impact and persistence.	

#: 7

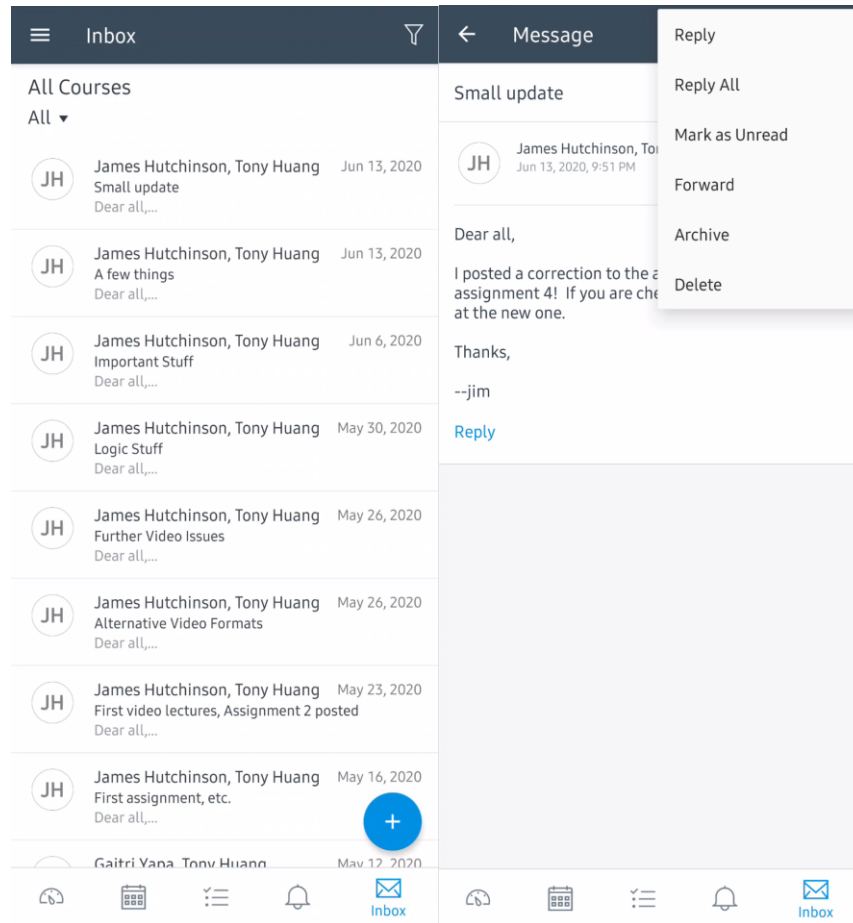
**Name:**

Difficult to delete messages in inbox

**Relevant heuristic:**

Flexibility and efficiency of use

**Evidence of issue:**



**Detailed explanation:**

In the inbox section, if users want to delete an unnecessary message, they are unable to press and hold the message to delete it, they have to go in the message and click the more button on the top right corner to delete it. This violates the heuristic of flexibility and efficiency of use, going into the message to delete it is not efficient.

**Severity:**

3 - major

**Justification:**

*Frequency*

This issue comes with relatively moderate frequency. Users sometimes check the inbox for new messages and delete unwanted messages.

*Impact*

This is an easy issue to overcome, users can go into the message to delete it, but they will spend a little bit more time to do it.

*Persistence*

This is not a one-time problem, when users want to delete messages, this problem remains there.

*Weighting*

This issue has a medium severity, because the frequency is medium, and has a medium degree of impact and persistence.

#: 8

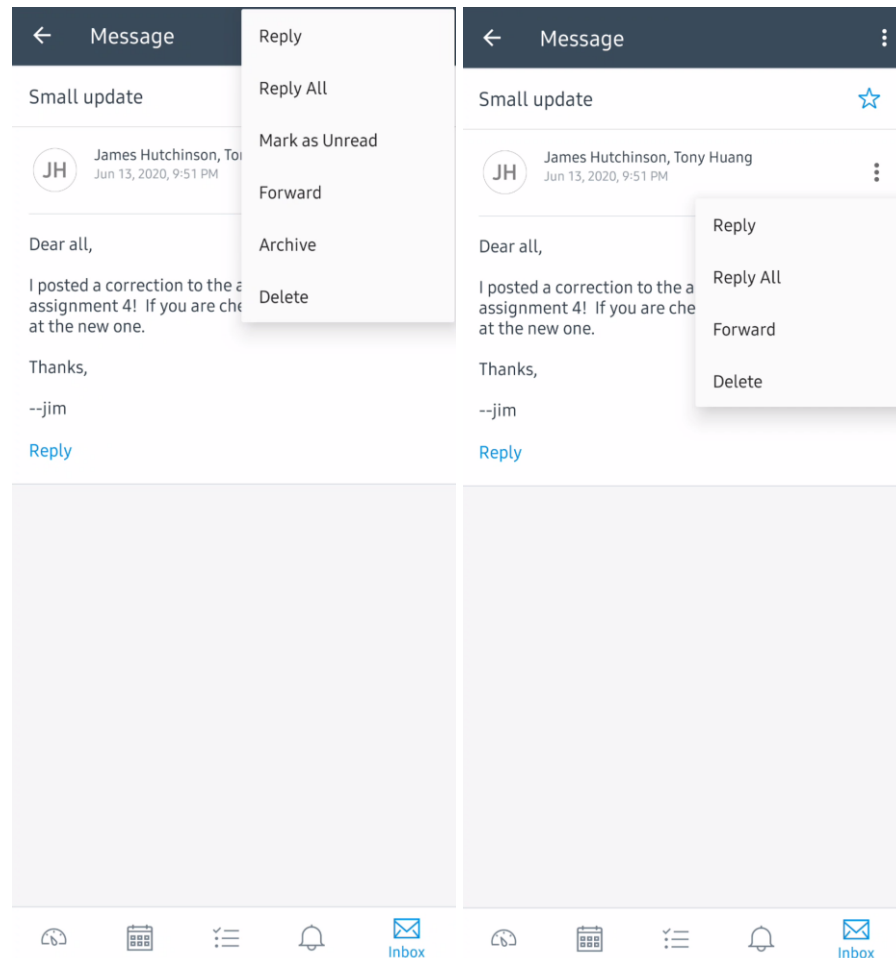
**Name:**

Multiple buttons with same function

**Relevant heuristic:**

Aesthetic and minimalist design

**Evidence of issue:**



**Detailed explanation:**

In a message, there are two more button on the right side with almost the same function. This violates the heuristic of aesthetic and minimalist design, because the second button is an extra unit competes with the relevant units of information and diminishes their relative visibility.

**Severity:**

2 - minor

**Justification:**

*Frequency*

This issue comes with relatively moderate frequency. Users sometimes check the inbox for messages and interact with the messages.

*Impact*

This is an easy issue to overcome, user can choose either of the buttons to interact with the messages, but they will be confused why there are two buttons.

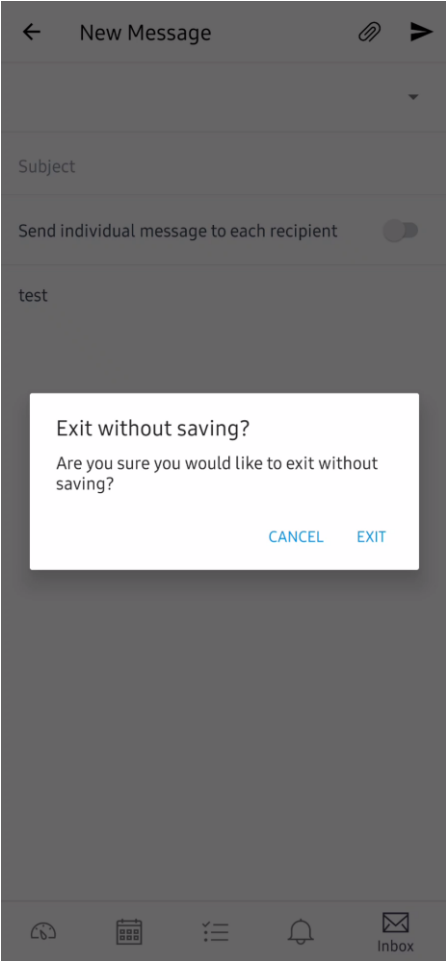
*Persistence*

This is not a one-time problem, when users want to interact with the messages, this problem remains there.

*Weighting*

This issue has a low severity, because the frequency and persistence are medium, and has a low degree of impact.



#: 9	
<b>Name:</b> No draft function for new message	
<b>Relevant heuristic:</b> User control and freedom	
<b>Evidence of issue:</b> 	
<b>Detailed explanation:</b> When users are writing a new message, if they want to write the message later or back to the canvas app to check some information, they are unable to save the new message as a draft. This violates the heuristic of user control and freedom, because users cannot save new message as a draft, if they exit the new message, they will not recover the missing message.	
<b>Severity:</b> 4 - critical	
<b>Justification:</b> <i>Frequency</i> This issue comes with relatively moderate frequency. Users sometimes write a new message and want to save it as a draft.	
<i>Impact</i> This is a difficult issue to overcome, if users exit the new message, they will have to write it again.	
<i>Persistence</i> This is not a one-time problem, when users want to save a new message as a draft, this problem remains there.	
<i>Weighting</i> This issue has a high severity, because the frequency is medium, but has a high degree of persistence and impact.	

#10

**Name:**

No search function for inbox

**Relevant heuristic:**

Recognition rather than recall

**Evidence of issue:**



**Detailed explanation:**

In the inbox section, users are unable to search for a message, they only can find the message they want one by one. This violates the heuristic of recognition rather than recall, because it is not easy to retrieval a specific message by searching, they have to remember where the message is.

**Severity:**

4 – critical

**Justification:**

*Frequency*

This issue comes with relatively moderate frequency. Users sometimes need to find an old message.

*Impact*

This is a difficult issue to overcome, users need to remember the location of the message, otherwise they have to find it one by one.

*Persistence*

This is not a one-time problem, when users want to find a message, this problem remains there.

*Weighting*

This issue has a high severity, because the frequency is medium, but has a high degree of persistence and impact.