

Raven,

Maybe it's because you're the 15th of these I've graded today, but this is *not* the disaster that your reflection makes it out to be! Have more faith in your abilities! As I, for obvious reasons, can't comment in-text:

- **0:12.** Good call on the amount you've doubled down on bringing attention to the gear: this *could* feel a little like over-kill after you zoom in, but it's such a vital first step that I'd argue it still works.
- **0:13.** A small detail: it could help to make it clear that these are for the web version of Outlook, as the app looks notably different.
- **0:23.** Treat users like intelligent idiots: try to avoid terms like "UI" except where no other choice exists. This may sound demeaning to users, but the blunt fact is that we can never *really* know who is using our instructions, and we need to cater to that where possible.
- **0:39.** I really like what you're doing here, but your decision to then rework all this information from **0:50-1:33** does then make this feel a *little* repetitive for a viewer.
- **0:50.** Watching someone type is never going to be the most enthralling activity *and* wastes valuable time: you *could* just copy/paste this in.
- **0:58.** Don't just do something without saying what you did or why: see, for example, your decision to **bold** your name here. It's the right choice, but it just happens with no on-screen textual support.
- **0:59.** Good call on explaining what the title element of this actually means.
- **1:26.** Don't dox yourself via public-facing materials: always go for a fake email address (email@email.com) for something that is intended for a wide and unknown audience.
- **Ending.** This has a *very* abrupt ending, which arguably draws more attention to it *just* fitting in the time limit. The biggest missing element, arguably, is offering troubleshooting help: where should users turn to when this all goes wrong?

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