

Issue Log Table

Task	Issue ID	Issue	Evaluator (Experts, Agents)	Rationale	Heuristic& AI guidelines violation, detected by evaluators	Persona impacted, detected by evaluators	Suggested resolution
T.1: severity AVG: 1.2	a	Settings are fixed	E1, A1, A2, A3	Users can experience uncertainty and hesitation, negatively affecting trust (E1). UI doesn't communicate what is configurable and what is default, reducing confidence(A1).	H1 (E1, A3), H3 (E1), H6 (E1), G1 (E1)	P1 (E1) for low tech proficiency and visual complexity, P2 (E1) needs to understand system scope. Needs reliability and control (A1).	
	b	The direction indicator "IT → EN" is visible but small and positioned in the upper right.	A3		H1 (A3)	P1 with low digital literacy it may not be obvious what it does (A3)	
	c	No visible onboarding	E1, A1, A2, A3	On first use users would struggle without clear guidance. (A3).	G1 (A3), H10 (A1, A3)	Mostly P1 and P2(A1, A3)	Onboarding tour for first use, Help icon
T.2: severity AVG: 1.5	a	Colour coding: meaning not understandable	E1, A1, A3	The users must infer the meaning of colour coding is different for different PVs, introducing ambiguity (E1). Adds cognitive load. If many PVs present, this solution leads to visual clutter and reduced clarity. (E1) Could be misinterpreted for other functions like correct errors or recommended phrases (A1).	H2 (E1), H4 (E1, A1), H6(A1, A3), H8 (E1), H1 (A1), G11 (A3)	P1 is confused (E1, A1, A3), P3 will engage with items but could misrepresent colour coding (E1)	Use high contrast colours (A1), add legend (A3)
	b	Legend missing	A1, A3	What does highlighting means? This forces guesswork and produces misunderstandings especially at first use (A1).	H10, G11, H6 (A1, A3)	P3 for time pressure (A1).	Add legend, Add tooltip on hover on the underlined PVs
	c	Language direction panel position: not conventional	E3	Position can be improved for higher recognition and to respect conventions. (E3)	H4 (E3)	Mainly P2 (E3) for inconsistency with MT conventions, expected translation variants. P3	Position the language direction between

						(E3) for expectations on feedback and translation alternatives.	the two translation panels (E3).
T.3: severity AVG: 1.17	a	Lack of transparency for AI-generated content	E1, A1, A3	Limits transparency, users might over-trust the explanations (E1, A3). Lacks trust calibration and source (A1).	H3, G2 (E1, A3), G11 (E1)	All: for transparency P2 (E1, A1, A3) may be impacted for his priority on reliability	Label of AI-gen content
	b	Language insight panel contains educational content, where MT usually include additional translation alternatives	E3	Possible confusion at first use. (E3)	H2, H4	P2, P3 (E3) may expect MT variants due to higher familiarity with MT tools	Option to access other translation variants (E3)
	c	Dense explanation, content-heavy instruction panel.	E1, A3, A1	Cognitive overload. (E1) Competes with primary translation task. (A1) Overwhelming (A3)	H8 (E1, A1, A3)	P1 (E1, A3) for struggling with long explanations	Split information
	d	Image placement not clearly referred to the title	E3, E2	Possible misinterpretation.	H4		Add caption "conceptual meaning" before the image. (E3). Add instruction to the image to open the explanation. (E2)
	e	Language Insight panel: make clear it is for learning support	E3	Improve the combination of MT features and educational instructions (E3)	H1	P2 and P3 for expectations given by experience with MT tools (E3)	Short header for panel function. (E3)
	f	The meaning of the icon images could be not clear	A3	Possible cognitive load and misinterpretation(A3)	H2 (A3)	P1 (A3) could prefer more concrete explanations	Some textual explanation could help

		as it is metaphorical					
	g	Mixed labelling: Interface in English and explanatory text in Italian	A1	Inconsistent for Italian-native users.	H2 (A1), H4 (A1)		
T.4: severity AVG: 1.5	a	Customization of the expansion order is fixed	E1	The fixed order may increase cognitive load especially for first use or under time pressure. (E1)	H7	P1 (E1) + P2 (E1) for speed and accuracy-oriented	Customisable order of the expansions (E1)
	b	Expansion affordances may require some improvement (e.g. , down-arrow too far from text, add instruction to images)	E2, E3, A3, A1	To have control over content and less time scanning the page for relevant information. (E2) Especially for time-pressured users (A1)	H1, H4 (A1, A3), H3 (A1)	P3: low exploratory user may miss functions P1: quick navigation P1+P3: slows scanning	Add “click to see more”(E2); move arrow closer to the text, in a box (E3); caret icon expandable-expanded. (A3) No quick dismiss (A1, A3).
	c	The content of the expanded panel is sometimes too long	A1, A2, A3	Time required, Not predictable interaction cost (A3). Cluttered, may overwhelm the user, especially when seeking quick info (A2).	H7 (A2), H8 (A2), G7 (A3)	All: need control P1 (A2, A3): frustrated by “long technical explanations”. P3 (A1, A3): get lost and stop use expansions	Optimise for “peek” behaviour, scroll to up. Make selected span persistently visible (A1, A3).
	d	Focus shift from the phrasal verb to the expansions (e.g. Why “UP”: not clear)	A1	User can get lost, stop using expansions	H5		Preserve context at the top(A1)
T.5: severity AVG: 1.5	a	Feedback missing for Useful/not useful	A1, A3, E3	Not implemented yet. (A1, A3 + protocol) For the moment the panel closes without any changes limiting transparency. Breaks expectations (A1) Not clear what it does (A3)	H1 (A1), G16 (A3), H10 (A3)	All: need transparency (A3), undermines trust, confidence and system learning (A1) P3: require more fine-grained control but risks fatigue	Could be useful to add these feedback options to all the expansions but could be boring for the user (E3). Add “save” to save instructions (E3).

							Explain what the feedback does (A1).
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