**Final Report**

**Summarize one thing you learned from the Heuristic Evaluations of your design that were conducted in Exercise 5 Part 2:**

Some severe design flaws we noticed were with error prevention, user design, and freedom. Since a lot of the time users will be entering their own information, either into an email template or text boxes, there is room for user error that will be difficult to detect. Of course, we can spell and grammar check but one example may be if a user is emailing a professor and misspells their name, there isn’t a way we can really check for that for them. There are a few examples of entries like this that are similar to any spellcheck or document cannot be fixed without the user realizing the error such as names, email addresses being correct, or personal information. This is a somewhat serious issue as we wouldn’t want users to blame our application or claim it doesn’t work when an error was actually the part of the user. With regards to user control and freedom, we mostly fixed the problems using breadcrumbs, fixing our dropdown links, and increasing the user friendliness.

A few moderate problems are with visibility of system status and flexibility and efficiency of use. We solved the visibility with notifications and breadcrumbs for displaying the current user status. The latter was a problem where user information was not saved or stored but was easier solved by saving the user’s information in a profile.

**Summarize one thing you learned from doing your usability test during Exercise 6:**

We learned that just because something makes sense in our heads, doesn’t mean it will be intuitive to users. One of the main hangups that participants had was with the “I am” screen being that our testers assumed that the program would be able to recognize whether they were students or employers. They thought that it was unnecessary for them to be required to choose their current occupation which we fixed after day 2.

**Explain how you updated or adjusted your final prototype version based on this:**

We did incremental adjustments after each day of usability testing based on the feedback we received. The main things we changed were greatly increasing navigability, making the theme more consistent, added a landing page, and made the interface more user friendly.

**Explain how your design is well-suited to the users that you are focused on:**

The application is based on the presumption that users are familiar with using a computer and email. Our target audience would be mostly students and people job seeking and is intuitive towards these types of users. These users want to save time and be efficient especially when applying to multiple jobs.