Contributions:

Linh Luu (kll60)

Bach Vu (bvv10)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Problem | Heuristic violated | Severity | No. of students observed this problem | Recommendations |
| Paragraph spacing functions are repeated in multiple tabs | Be consistent | Medium | 3-4 | We can put them in the Home tab and eliminate them in other tabs. |
| Blank page and page break have a quite similar functionality | Be consistent | Medium | 1-2 | We can choose to keep only one of those functions. |
| If a user chooses a function they are not intended to, they know it is an error (not what they need) after the PC performs the task | Prevent errors, Good error messages | Medium | 2 | Need AI, improve search box (if users don’t know keywords they still can find, like watermark ...) |
| Undo, redo actions are not visible in tab, button is too small on title bar | Prevent errors, Good error messages | Low | 1 | Enlarge undo/redo button,move to a static tab section (remain visible when user switches tab). |
| Too many function on separated tab (not visible) | Not minimized user memory load | High | 4 | Reduce tabs number. Combine multiple tabs to one, each tab can have more space. |
| All tabs have quite similar layouts and presentations while the file tab is different | Be consistent | Medium | 4 | File section should be put in a different position, for example at first and on the same line as the save icon button. |
| Open dialog is too small, no shortcut. Dialog button is hard to find. | Simple and natural dialogue | Medium | 1 | Most advanced method is in dialog. All dialog should be combined to a tabbed dialog for simpler to find. |
| In columns function, could not choose which column to write | Simple and natural dialogue | Low | 1 | Users should be able to choose which column to write instead of finishing one column to move to the second one. |