Prototype Description:	Gloo provides AI generated mentor recommendations based on shared interests and helps teachers share availability! Gloo also provides a journaling platform to help people reflect on and remember interactions.						
Simple Task 1	*Create a Profile*						
Simple Task 2	*Find an Office Hours to Join*						
Moderate Task	*Add a Journal Entry*						
Complex Task	*Create an Office Hours*						
				attach images here if helpful			

Problem #	Heuristic	Task	Severity	Description	Rationale	Fix	Found by
1	H9: Help Users with Errors	3. Moderate Task	4	There is no attempt to stop a student from abandoning a journal entry without saving it.	It would be very disappointing to go back and then quickly return to find that a large note was lost. It could be even worse to return to system days or weeks later to find that the note you would like to reference is not actually there.	Provide a warning that unsaved information will be lost or automatically save the content as a draft.	D
2	H6: Recognition not Recall	4. Complex Task	4	The recurring options on the Add office hours may not be immediately understood to all users.	Users may not recognize what each abbreviation means, which could lead to confusion and incorrect settings.	Use full words (e.g., "None," "Daily," "Weekly," "Monthly") or add tooltips to clarify the meaning of each option.	C A
3	H5: Error Prevention	2. Simple Task 2	4	When a student sees a teacher's profile page and clicks on "View Office Hours", the teacher's office hours appears in their calendar with a bright pink color so that the student can preview it. After the student clicks on the office hours and presses "Book", the office hours is officially in their calendar and it's listed in a dark pink color.	Because the booked vs unbooked office hours are listed under very similar colors (light vs dark pink), the user might accidentally believe that they've signed up for an office hours even though they're only looking at a preview, or they might think the office hours is a preview without realizing that they've signed up.	Differentiate the colors for booked and unbooked office hours, choose the light green color that is used in the diary page for the unbooked office hours and keep pink for the booked office hours.	A B D
4	H10: Help & Documentation	1. Simple Task 1	3	The "Password" field lacks an explanation of any specific password requirements (e.g., minimum length, character types).	Users may attempt to create a password that does not meet the app's security standards, resulting in a failed submission without clear guidance.	add a tooltip or small text near the password field explaining the requirements, such as "Password must be at least 8 characters and include numbers."	C
5	H1: Visibility of System Status	2. Simple Task 2	3	Users cannot have an item on their calendar without committing to it, and they cannot keep it on their calendar without removing their RSVP.	Users may want to distinguish between office hours they are attending and those they are not, without completely removing the entry, as this provides better visibility of available sessions.	Instead of removing the office hour from the calendar, change the color or style (e.g., grayed out) to indicate that the user is no longer registered for the session, while still displaying its availability.	C B D
6	H5: Error Prevention	4. Complex Task	3	No ability to undo deletion of office hours	Teachers might wish to cancel, then un-cancel an office hours due to their fluctuating schedule	Make cancellation of office hours and removal from calendar separate	B

#	Heuristic	Task	Severity	Issue	Explanation	Recommendation	Tags
7	H10: Help & Documentation	2. Simple Task 2	3	From the home page it is not clear that the point of this interaction is scheduling office hours and that this done by clicking on teachers profiles.	Without having read the slide deck, if I was presented with the home page I would be confused about what the teachers were recommended for. I also wouldn't necessarily think to click on them as it appears like a static list.	Provide an onboarding explanation that helps the user understand how to book OHs.	D
8	H4: Consistency & Standards	2. Simple Task 2	3	When a student clicks on "View All Teachers", they go to the page that has a list of teachers name and a drop-down button at the top that says "Recommended".	There's an inconsistency between the two labels "View All Teachers" and "Recommended". Student will not know if they're looking at all the recommended teachers, or all the teachers at their school, etc.	Add the word "Filter" or "Sort" to clarify what the button means and what the list of teachers represents.	A D
9	H1: Visibility of System Status	3. Moderate Task	3	The Journal Entry Page does not show who the journal entry is for	It may be difficult to remember who you are writing the journal entry for when you are not able to directly see it. As a teacher, I would imagine it would be difficult to recall which student you are writing for when you have a large class	Add a small text box that includes information about which student you are writing the journal entry about	C
10	H5: Error Prevention	5. All Tasks	3	The calendar page has hours listed as "1:00" "7:00" without mentioning whether it's AM or PM.	Student might accidentally sign up for an office hour at the wrong time and miss their chance to chat with the teacher.	Add "AM" or "PM next to the hours.	A
11	H2: Match b/w System & World	5. All Tasks	3	The calendar uses abbreviations like "OH" for "Office Hours," which may not be immediately understood by all users.	Abbreviations that aren't universally understood can hinder the app's usability, especially for new users who may be unfamiliar with the term.	Use the full term "Office Hours" instead of "OH" to make it clearer and more aligned with user expectations.	C
12	H3: User Control & Freedom	3. Moderate Task	3	There is no option to delete or archive individual journals directly from the Journals screen.	Users may want to manage or clean up their list of journals, and not having an easy way to do this could be inconvenient, especially if they have many entries.	Add options (e.g., swipe to delete or archive) for managing individual journals directly from the list, giving users more control.	C B
13	H3: User Control & Freedom	3. Moderate Task	3	The "Recent" option within Journals is unclear what it is referring to. Is this mentioning most recent office hours? Most recent journal written?	It is confusing what the recent filter is referring to	Add a better description to the recent option. It should say something like "recent journal entry" or "recent office hours"	C
14	H7: Flexibility & Efficiency of Use	4. Complex Task	3	Can only view one week of calendar at a time	Especially if it is nearing the end of the week, students may be interested in RSVping to OH's the following week.	Add a dropdown option to view more of the calendar.	D
15	H3: User Control & Freedom	1. Simple Task 1	2	Users cannot create an account without adding interests or a photo to their profile.	Users may wish to create a blank account in order to view the inside of the app before adding personal info.	Allow users to click "Next"/"Finish" to create their account before adding interests or a photo	B

#	Heuristic	Task	Severity	Problem	Impact	Recommendation	
16	H1: Visibility of System Status	3. Moderate Task	2	On the Journal page, there is no indicator showing which journals have recent activity or unread entries.	Users may want to quickly identify journals with recent or unread entries without opening each one, making it more efficient to stay up-to-date.	Add a small icon or highlight next to names with recent activity or unread entries to provide better visibility of status.	C
17	H9: Help Users with Errors	1. Simple Task 1	2	If a user tries to add more than the maximum of 10 interests, there is no warning or error message to indicate they have reached the limit.	Users may continue trying to add interests without understanding why they are unable to, leading to frustration.	Provide a clear message or disable the "+" button once the maximum of 10 interests is reached to prevent further entries.	C
18	H9: Help Users with Errors	1. Simple Task 1	2	There is no error message if users leave fields blank or enter an invalid email format.	Users may miss required fields or use an incorrect email format, which could result in failed submissions without an explanation.	Add inline error messages to guide users, such as "Please enter a valid school email" or "This field is required."	C D
19	H11: Accessible Design	1. Simple Task 1	2	There is no option for Prefix. (Mr, Ms, Mrs, etc) when creating a teacher profile.	Students refer to their teachers by their last name. It would make sense for the teacher profile creation up to include a section about a preffered name for your students	Add a section to the Welcome Tell us about yourself page which asks "Prefix" or "you would like your students to refer to you as"	C D
20	H7: Flexibility & Efficiency of Use	3. Moderate Task	2	Journal entries are only sorted by day and would take too long to scroll through	Users may wish to find an entry based on what was said, or look at years-old entries without scrolling through all the more recent ones	Add option to search through entries based on content, and view by month or year as well as by day	B
21	H4: Consistency & Standards	4. Complex Task	2	"Create Office Hours" button leads to "Add Office Hours" menu, which ends with "Post" button	Users may be confused by the differences between "Create," "Add," and "Post"	Make language consistent across screens/buttons	B D
22	H5: Error Prevention	4. Complex Task	2	The Time field in the Add office hour lacks a specific format	Without clear format guidlines, users may enter the incorrect format which could cause issues	Add a time picker or format hint, such as "HH Am/Pm" to ensure that there are not problems with formatting	C
23	H1: Visibility of System Status	5. All Tasks	2	The calendar does not clearly indicate which days have scheduled office hours, except for today's date highlighted in a different color.	Users may want a quick overview of days with scheduled office hours without needing to tap on each date individually.	Add small icons or dots on dates that have scheduled office hours to provide visual cues for availability on specific days.	C
24	H1: Visibility of System Status	6. Extra Violations	2	After booking an OH session the maximum capacity does not decrease.	When you see that a session has a capacity of 10 and then after you book, it still lists a capacity of 10 it may prompt the user to worry that their spot is not actually saved. Alternatively if the current intent is that capacity lists the total spots, it may be useful to add a remaining spots field so that students can know how urgent it is to RSVP to a particular session.	Decrease the capacity of the OH as reservations are made.	D

#	Heuristic	Task	Severity	Issue	Impact	Recommendation	Source
25	H3: User Control & Freedom	1. Simple Task 1	2	On the welcome tell us about yourself page, there is no "Back" button to allow users to return to the previous screen if they need to correct information.	Users might make a mistake or want to review previous entries, and without a "Back" button, they may feel trapped on this screen.	Add a "Back" button next to "Next" so users can navigate freely between steps in the onboarding process.	C
26	H5: Error Prevention	1. Simple Task 1	2	There is no character counter for the bio field, so users may not realize when they approach the 240-character limit until they exceed it.	Users might write a bio that exceeds the limit and need to edit it down, which could be frustrating without real-time feedback.	Add a character counter below the bio field to show users how many characters they have remaining.	C D
27	H1: Visibility of System Status	2. Simple Task 2	2	The number of students already signed up is not available on the "More info and options" pop up.	Students will not be able to know if they can attend this office hours when they click thorugh to the more information, it is only available on the calendar	Add Students Registered to the info page	C D
28	H11: Accessible Design	2. Simple Task 2	2	RSVP and max students favors students who plan ahead.	Given that accessibility and inclusivity are some of the core values of this product it is important that features of the program do not inadvertently exclude students. Given that students who RSVP early are given priority, students with lower executive function and fail to plan ahead who may arguably need OH more may be excluded.	Provide teachers visibility into when OHs are fully booked so they can increase availability.	D
29	H6: Recognition not Recall	3. Moderate Task	2	The timeline layout relies on users remembering details associated with specific dates, as there is no content preview.	Users may not remember what they wrote on each date, making it harder to locate specific entries quickly.	Add a short content preview or tags under each date bubble to provide visual cues and reduce reliance on memory.	C
30	H3: User Control & Freedom	3. Moderate Task	2	One journal entry page, there is no "Cancel" button, so users cannot exit the entry screen without saving.	Users might want to leave the screen without saving changes, but without a "Cancel" option, they may feel forced to save.	Add a "Cancel" button next to "Save" to allow users to discard changes and return to the previous screen.	C
31	H1: Visibility of System Status	3. Moderate Task	2	The timeline dots lack any indication of what each entry contains, such as a preview or summary of the journal entry.	Users may want to know the content of each entry at a glance without tapping on each date, enhancing visibility of status.	Add a brief preview, icon, or label for each date that provides a quick overview of the entry's content.	C D
32	H2: Match b/w System & World	3. Moderate Task	2	The scattered timeline design may not align with how users typically view dates or journal entries, which are often listed chronologically in a line or as a list.	Users may expect a more standard layout like a list or calendar, making this abstract representation potentially confusing.	Consider a more traditional layout, such as a linear or list-based view, to match user expectations and enhance usability.	C D

#	Heuristic	Task	Severity	Issue	Explanation	Recommendation	Rater
33	H10: Help & Documentation	5. All Tasks	2	"Fancy Ai Statistics" is a label not pointed to anything	It is unclear how the Ai is being used and what this in particular is referring to. Further, some people may not want their information to be passed into an AI model -- there is no option to include or not include AI	Clear up what these Ai statistics are. Also add a disclaimer abut using Ai and an option to opt in or opt out.	C
34	H8: Aesthetic & Minimalist Des...	5. All Tasks	2	Unclear what the "Insights" section is showing. The circular designs are not clearly displaying information and the "summary of Connections" displaying 8 hours 4 Days is confusing -- unclear what this is referring to.	Users may be unsure what these statistics are referring to and waht the circular graphs are showing. These stats also do not seem so centrally important that they deserve a location on the home page.	Remove these stats from the home page and make them their own section that you can find from a button found on the home page. Remove the confusing graphs and clean up the stats so that I know what things such as the "47% Fun " is referring to	B C D
35	H11: Accessible Design	5. All Tasks	2	The home page has a text "View All Insights" that is not clearly referring to anything	Users may be confused by what this is referring to. What are these statistics, and how is AI being involved in the process.	Statistics a button that you can open which will pull something else up.	C
36	H3: User Control & Freedom	5. All Tasks	2	There is no option to return to the main teacher page from the individual teacher's calendar view, limiting navigation options.	Users may want to explore other teachers' schedules or return to the main list, and the lack of a direct navigation path could lead to frustration.	Add a "Back to Teachers" button or link at the top of the screen to allow easy navigation back to the main teacher page.	C
37	H6: Recognition not Recall	1. Simple Task 1	1	There are no suggestions for interests provided.	It can be relatively hard to come up with interests so providing suggestions can make it much easier for a user to fill in their interests. My having users recognize and select instead of recall and type interests you can also increase the chances of intersections between teacher and student interests and simplify the recommendation system.	Add an autofill/suggestion system to the interest input functionality	D
38	H2: Match b/w System & World	5. All Tasks	1	The vocabulary and example text used throughout the app matches that of a university more than a high school.	If the target audience of the application of is high school students then it is important to use vocabulary that they will understand. Office hours, chair, and humanities are all examples of uncommon to high schooler vocabulary used.	Test the assumption that students understand these concepts and potentially change or define vocabulary.	D

#	Heuristic	Task	Severity	Problem	Why it's a problem	Suggestion	Reviewer
39	H5: Error Prevention	1. Simple Task 1	1	In order to upload a profile pictureor add interests you can only click on the smaller circle button and not the profile picture placeholder or interests textbox.	By providing users with a larger hitbox you can make users faster. The option to click either increases flexibility. In many systems when you would like to add information to a profile textbox you can select anywhere in the textbox. The use of the profile image placeholder as a button to upload a profile image is also used in many other interfaces and therefore could improve cross-program consistency.	Trigger profile image upload by clicking on the small green upload button or large pink profile image placeholder and interest addition by clicking on the small green add button or the larger white textbox	D
40	H1: Visibility of System Status	2. Simple Task 2	1	Only visual differences between RSVP'd and not are background opacity, outline (dotted -> solid), and info text ("more info or RSVP" -> "more info or cancel")	Users need a more clear indication of whether or not they've committed to an item on their calendar	Add large text to office hours listings on calendar to show whether the user has RSVP'd.	B A D
41	H4: Consistency & Standards	4. Complex Task	1	Teacher menu page has "Next Meeting..." section but only a button to add Office Hours	"Meeting" implies the ability to create meetings that wouldn't be classified as office hours, which could confuse users	Change "Meeting" to be more specific or add the ability to create private or one-on-one meetings, or just meetings that aren't office hours	B
42	H3: User Control & Freedom	4. Complex Task	1	There is no cancel button to allow users to cancel their office hours without posting. The back button does not clearly allow the user to get rid of the content that they have already created.	Users may want to change their mind and need to restart the office hour creation process without pressing the back button and then returning to this page	Add a "restart" or "cancel all" button to clear the content on the screen	C
43	H4: Consistency & Standards	1. Simple Task 1	1	The interest tags go from all having the same color, to alternating between pink and black when selected	Users could be confused by the inconsistent colors of these tags, and wonder if they have an unclear meaning	Colors of interest tags should be made consistent; possibly, every tag could have a set color to increase recognizability (sports is green, art is red, math is blue, etc.)	B D
44	H1: Visibility of System Status	2. Simple Task 2	1	No ability to see office hours beyond next occurence, no indication of regular schedule	Students may see an office hours that they'd like to attend but unable to one week, and would then want to know when else they could attend without checking the app again after the office hours have occurred	Add a line to the popup for viewing an office hours's details that states how often the office hours occurs	B
45	H4: Consistency & Standards	2. Simple Task 2	1	Term for RSVPing to an event becomes "Book" on event details page	Users may be confused about a potential difference in meaning between the two	Change one to match the other, so either "Press for more info or Book" or "RSVP"	B
46	H8: Aesthetic & Minimalist Des...	2. Simple Task 2	1	Second tag saying just "Mr. Blumencranz" when looking at Blumencranz's OH in calendar	Tag has no use besides the button to erase the OH from calendar, which could be added to the OH event itself	Remove the tag and add an X to the "Mr. Blumencranz's OH" calendar event	B

#	Heuristic	Task	Severity	Problem	Explanation	Recommendation	Tags
47	H7: Flexibility & Efficiency of Use	2. Simple Task 2	1	There is no shortcut to RSVP directly from the calendar view without opening a detailed popup, which adds extra steps for experienced users.	Users who are familiar with the app might prefer a faster way to RSVP to a session rather than having to open additional details each time.	Add a small RSVP button directly on the calendar view next to the session entry, allowing users to RSVP with one click.	C
48	H3: User Control & Freedom	3. Moderate Task	1	All teacher journal entries must be tied to a student	Teachers may want to create an entry about a class, group, or nothing in particular	A section for miscellaneous/personal journal entries	B
49	H6: Recognition not Recall	3. Moderate Task	1	Teacher screen for viewing journal entries about one student doesn't indicate clearly that it's a journal	Teachers may forget what the student journal page is for: the pink circles with dates and student's name are understandable with context, but don't explicitly state what the page is for	Add "Journal: " to title (so it becomes "Journal: Matthew Mattei")	B D
50	H12: Value Alignment & Inclusi...	5. All Tasks	1	The interface does not provide any inclusive or accessible options, such as colorblind-friendly design or text alternatives for visually impaired users.	Users with color vision deficiencies may struggle to distinguish between elements, especially with red and pink tones used for highlighting, which could lead to difficulty in navigating the calendar or understanding their RSVP status.	Introduce color options that are more accessible for colorblind users, such as using high-contrast colors or alternative indicators (e.g., icons or patterns) for RSVP status. Additionally, ensure the app provides compatibility with screen readers to accommodate users with visual impairments.	C
51	H12: Value Alignment & Inclusi...	5. All Tasks	1	Suggestion to use colloquial language leads to pop culture references and regional language (ex. Perry the Platypus, Howdy)	The examples included in the app for user descriptions include things that may be confusing for students who are recent immigrants or english language learners. Given that these audiences are already underserved, it is important that the apps design does not lead to increased exclusivity.	Include text that reminds teachers about the importance of accessibility in the teacher profile creation process.	D
52	H8: Aesthetic & Minimalist Des...	6. Extra Violations	1	Insights takes too much space on first view of teacher menu	Insights reveals very little urgent or recent information and thus the main screen can be put to better use	Replace the Insights section with something like a list of recent student RSVP's	B
53	H12: Value Alignment & Inclusi...	6. Extra Violations	1	Unclear where AI is incorporated other than AI insights	Users may desire more transparency regarding the use of AI to analyze information they provide	Create clearer indications of where AI is used in the app's features	B
54	H6: Recognition not Recall	3. Moderate Task	0	Student journal entries are not tagged to teachers	While teacher's journal entries are sorted by student, student entries do not record which teacher the note is associated with meaning that students must either recall or add notes into the body of the entry to remind them.	Sort student journal entries in a similar way to teacher entries.	D

55	H4: Consistency & Standards	1. Simple Task 1	0	There are three screens for a teacher to create their profile (Name screen -> Interests screen -> profile photo screen). While the second and third screen are labeled 2/3 and 3/3 respectively at the top, the first screen is not labeled 1/3 in the prototype	When the user is creating an account, it would be nice to know how many steps they have to take ahead of time. Adding a 1/3 would make the first screen consistent with the rest.	Add a 1/3 for the first screen.	A
56	H5: Error Prevention	1. Simple Task 1	0	The maximum number of interests is displayed but no minimum is displayed.	When filling in the profile for the first time, the listed maximum led me to believe that there was no minimum (otherwise it would have been listed). This made it confusing that I could not select "Next" until I had added some interests.	List the minimum number of interests required.	D
57	H3: User Control & Freedom	2. Simple Task 2	0	When coming to the teacher profile page from the home screen recommendations, the back button returns you to the all teachers page instead of the home page.	While the app has clearly made an attempt to support the back function, it doesn't function as desired.	Update back functionality to return to the most recent screen	D
58	H7: Flexibility & Efficiency of Use	2. Simple Task 2	0	While there is an option for recurring on the teacher side, there is no recurring on the student side.	Students may be interested in repeatedly attending their teacher's OH at a particular time.	Add the option for students to RSVP to recurring sessions.	D
59	H12: Value Alignment & Inclusi...	3. Moderate Task	0	Having a single list of students sorted by recency incentivizes teachers to only form relationships with a small number of students	Given that accessibility and inclusivity are some of the core values of this product it is important that features of the program do not inadvertently exclude students. Given that students who do not regularly attend OH, digitally fall off the list of students that a teacher views, this could limit teachers' awareness of the most vulnerable students.	Provide teachers with alternative views including lists of current and former students.	D
60	H2: Match b/w System & World	3. Moderate Task	0	The terms journal and memories as well as the example text suggest that students/teachers are meant to record high level impressions.	In the real world journals typically hold personal information. Additionally memories are usually emotional or sentimental in nature. Neither of these terms are commonly used in the academic setting.Other vocabulary may be more familiar and understandable for students.	I might use the term notes which is much more academic.	D
61	H3: User Control & Freedom	3. Moderate Task	0	No option to delete journal entries	While there are several places where things can be deleted in the app, it is not currently possible to delete journal entries that are no longer useful and/or accurate.	Add a delete button similar to the delete button for OHs.	D

62	H4: Consistency & Standards	4. Complex Task	0	Arrow in center of time box confused me.	Often a en dash is used to write a time frame. I am unaware of any systems that use the right arrow. The style being consistent with other systems can make the UI easier for users.	Change the right arrow in the time textbox to an en dash.	D
63	H4: Consistency & Standards	5. All Tasks	0	The whole app uses the same font and has nothing that clearly stands out as important or not important	Different Fonts, bolding, and colors, could make certain features pop. Emphasize key headings	Bold certain features and make some smaller - for example, the hours and days of the week within the calendar are very large, and not that important	C
64	H12: Value Alignment & Inclusi...	5. All Tasks	0	The current color scheme has an emphasis on pink and/or pastel tones.	The stereotypical interpretation of these color schemes as feminine may combine with the stereotype that relationships with teachers (i.e. teachers pet) are feminine (Kollmayer, Schober, & Spiel, 2018) and lead to gender inequalities in app usage that exacerbate the already higher rate of college application of women.	Select a gender neutral color scheme.	D
65	H5: Error Prevention	6. Extra Violations	0	No features to prevent conflicting scheduling.	Conflict detection is a common feature in many meeting scheduling software. It could be extremely useful given that teachers and students have multiple responsibilities.	Add functionality that warns teachers and students if they are about to book a session that conflicts with something else in their calendar.	D

Heuristic	# Viol. (sev 0)	# Viol. (sev 1)	# Viol. (sev 2)	# Viol. (sev 3)	# Viol. (sev 4)	# Viol. (total)
H1: Visibility of System Status	0	2	5	2	0	9
H2: Match b/w System & World	1	1	1	1	0	4
H3: User Control & Freedom	2	2	4	2	0	10
H4: Consistency & Standards	3	3	1	1	0	8
H5: Error Prevention	2	1	2	2	1	6
H6: Recognition not Recall	1	2	1	0	1	5
H7: Flexibility & Efficiency of Use	1	1	1	1	0	4
H8: Aesthetic & Minimalist Design	0	2	1	0	0	3
H9: Help Users with Errors	2	0	2	0	1	5
H10: Help & Documentation	0	0	1	2	0	3
H11: Accessible Design	0	0	3	0	0	3
H12. Value Alignment & Inclusion	2	3	0	0	0	5
Total Violations	14	17	22	11	3	65

Severity	Evaluator A	Evaluator B	Evaluator C	Evaluator D	
for this to calculate properly, delete any unused rows from your 'Group Heuristic Evaluation' chart!					
0	1.54%	0.00%	1.54%	15.38%	
1	1.54%	15.38%	4.62%	10.77%	
2	0.00%	6.15%	26.15%	15.38%	
3	3.08%	4.62%	9.23%	6.15%	
4	3.08%	1.54%	1.54%	3.08%	
Total (sevs. 3 & 4)	6.15%	6.15%	10.77%	9.23%	
Total (all sevs)	9.23%	27.69%	43.08%	50.77%	

Summary Recommendations *[merge the general recommendations you made here]*

Overall Design and Accessibility:
The Gloo prototype is intuitive, well-designed, and welcoming for new users. Its clean layout and focus on simplicity create a smooth user experience, with a clear structure that makes it easy to navigate between features. The visual design feels approachable, and it's evident that the app was built with user accessibility in mind. However, a few key improvements could enhance the experience even further. The most significant of these improvements would be helping new users to understand the goals of the app. Additionally, a mindfulness regarding which types of students this app would favor could improve inclusivity.

Feedback Cues:
Adding more feedback cues, such as confirmation prompts and loading indicators, would help keep users informed of the system's status at each step. This improvement would reassure users, making them feel more confident in their actions, whether they're booking, canceling, or navigating between pages.

Home Page:
While the minimalist design is effective, some screens—especially the home page—have large empty areas that could be better utilized. Adding helpful information or resources here could create a more balanced and polished look, making the most of the available space.

Calendar Feature:
The Calendar feature could be expanded to give students a clearer overview of available office hours. Integrating a comprehensive calendar view or an option to see all office hours would make it easier for students to coordinate and schedule meetings with teachers.

AI Features:
The app's AI features could benefit from more transparency. Currently, there is limited information on how AI recommendations are generated or what criteria drive these suggestions. Including a brief explanation or tooltip would provide clarity and foster trust. Additionally, incorporating an optional chatbot for journal entries could make the journaling experience feel more interactive and engaging, encouraging students to reflect openly.

Overall, Gloo is well-executed, with clear task flows that guide users seamlessly through each step. With features like improved AI transparency, optimized layout, and expanded calendar functionality, Gloo has the potential to become an invaluable tool for strengthening student-teacher connections.

Comparison of Recommendations by Absent Team Member

In my opinion, the summary provided by the group was quite thorough and balanced constructive criticism with positive feedback quite well. The only change to the summary that I felt compelled to make was adding more information regarding the key improvements that would enhance users' experiences.

Within the specific violations there was a large overlap between what I found and what the team found with 15 of my 35 violations being represented. There were 10 violations that I added that were not previously included because I felt they illustrated important novel types of violations including Fitts Law, and specific accessibility and inclusion challenges. I added the remaining 10 violations for completness but with a level of 0 because they primarily asked for novel features or referenced errors in navigation that will most likely not be transferred into the high-fidelity prototype.

I suspect that the majority of the reason for the differences between my suggestions and my groups suggestions was my different previous experience. While my group members have been students, as a former high school teacher and now an education researcher, I am also a more-experienced user and/or domain expert. This meant that I approached it a little differently. I could not entirely avoid thinking about the ways I would or would not use this tool in my classroom. I even talked with several peer teachers about their perspectives because the problem is one that we deal with personally.