Software/App: Instagram	
Usability Heuristics	Write your notes for each heuristic, below.
Visibility of system status	Stories: Although Instagram shows the user where they are within a story and how many stories are within a profile by displaying a fine line broken down into fragments at the of the screen, it becomes less clear the more the number of stories within a profile increase. And because stories can be very short it can be hard to keep track. This contributes to the issue mentioned below in User control and freedom.
Match between system and the real world	/
User control and freedom	Stories: When looking at the story feed and accidentally moving on to the next story it can be complicated to get back to the previous one. Usually a tap on the left side of the screen will bring you to the previous story. But if the story the user has accidentally switched to already belongs to another profile and this profile has multiple previously posted stories, a tap on the left will only bring the user back to the older stories within this profile. To get back to the original story/the previous profile it is necessary to swipe right and not tap left. This can lead to feeling lost within the story feed. Often the least confusing but more time consuming way to get back to the original story is to exit the story feed and to find the profile of the story you want to get back to. Posting to profile: During the multiple steps the user goes through before posting there is no quick exit option. The user has to retrace their steps back which involves multiple taps.
Consistency and standards	/
Error prevention	Posting to profile: There is no confirmation option before posting. This means that if a user accidentally creates a post they will have to go to the post to delete it and in the meantime other users might have already seen it.
Recognition rather than recall	Messaging: The message icon is not part of the main navigation. It is only part of the home screen. So when the user is browsing one of the other screens and gets a message notification it is not immediately an intuitive reaction to go to the home screen. It takes the user a few seconds to remember where they need to go.
Flexibility and efficiency of use	/

Aesthetic and minimalist design	With the increase of features (stories, messaging, IGTV etc.) Instagram has become less minimalist and more crowded.
Help users recognize, diagnose, and recover from errors	Instagram rarely gives any information when errors occur. And when information is given, e.g. uploading a post to the user's feed failed, they don't offer an explanation or solution.
Help and documentation	/
Other	Instagram has been testing different versions of the app quite frequently in the past year. Small details in the information architecture, as well as button/icon placements changed multiple times. This means the user needs to constantly adapt and relearn how to use the app.