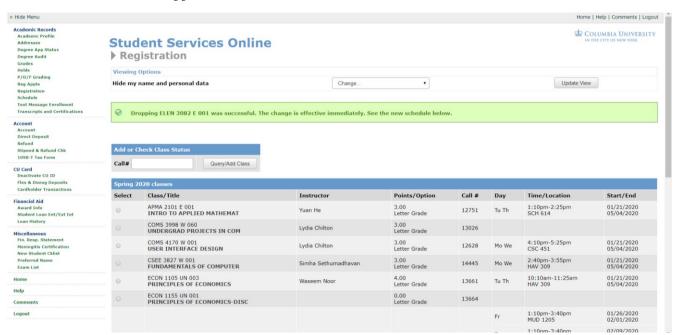
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- 3.
- a. The example is from the application SSOL.
- b. User control and freedom is the usability heuristic that is being violated here. SSOL is very limited in term of allowing users to undo a system function that they have selected. In particular, if a user accidentally drops a class, there is no option to undo, in case the user accidentally pressed the drop button.
- c. Selecting the class (and accidentally pressing drop):



The class has now been dropped:



d. Violating this principle is particularly egregious for this application because SSOL is the only way in which a Columbia student can register and drop classes, which is the entire point of going to college. So, if a student accidentally drops a class they are enrolled in that has a waitlist of 200 students, they probably won't be able to get back in, and their academic career could be pushed back by an entire semester.