

Table 1

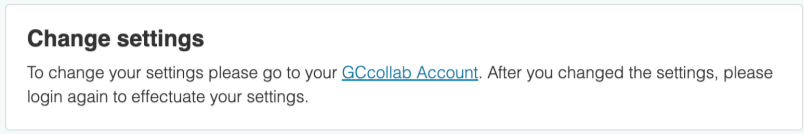
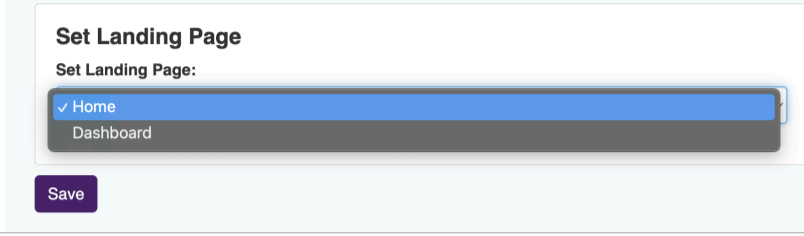
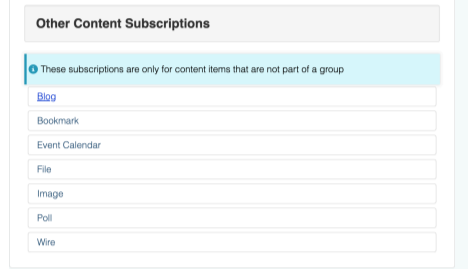
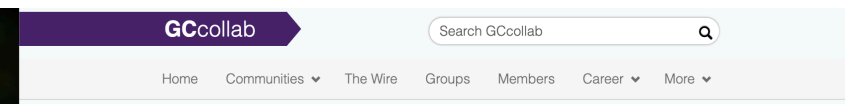
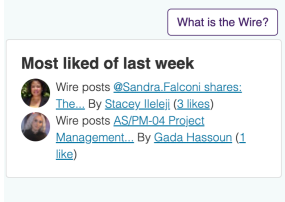
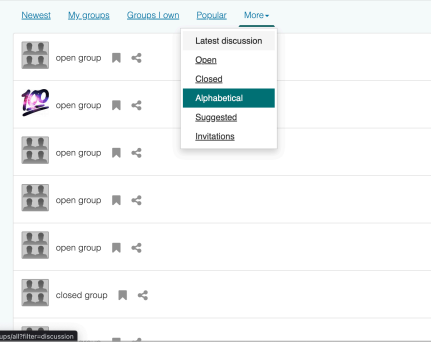
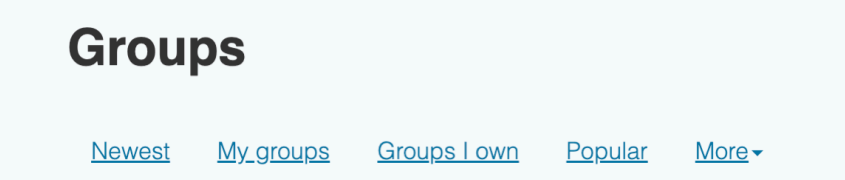
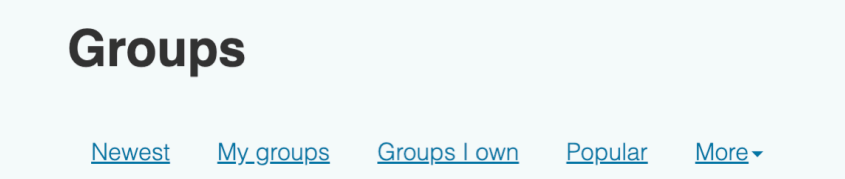
Heuristic	Violation	Recommendation	Severity	
Consistency and standards	Link to GCaccount on this page reads "GCcollab account"	Change to "GCaccount"	2	
Aesthetic and minimalist design	Option to select landing page is confusing.	Remove option, keep all homepages the same.	2	
User control and freedom	Notifications settings gets buried in account settings.	Include notification settings on the notifications page as well.	3	
Error Prevention	Purpose of "other content subscription" is unclear.	Removing all other content options, except blogs. Format blogs section to look like other parts of the page (i.e. remove dropdown)	1	
User control and freedom	Group notification settings get buried in account settings.	Allow user to manage notification settings for groups from the relevant group page as well.	3	
			1	Cosmetic only
			2	Minor usability issue
			3	Major usability issue
			4	Threatens to derail project

Table 1

Heuristic	Violation	Recommendation	Severity	
Match between system and the real world	E-mail is hyphenated all over the site like it's 1993.	email	1	
Error Prevention	Difference between Communities and Groups not immediately apparent to user	Remove Communities	2	
Recognition rather than recall	Difficult to figure out function of feature from the name (The Wire)	Rename as "Community News"	1	
Recognition rather than recall	The Wire: "Most liked of the last week" implies popular tweets but only shows personal likes	Rename "My liked posts"	2	
User control and freedom	Groups: Suggested groups are very generic	Personalize to each user based on their likes, or remove entirely	1	
User control and freedom	Groups: Alphabetical groups page is currently not sortable by letter of the alphabet. You need to click through 519 pages to find the group you are looking for.	Include an alphabetized page menu at the top and bottom of the page and allow for the page to load more for each letter of the alphabet	3	
Recognition rather than recall	Groups: "My Groups" and "Groups I created" are too similar in name to imply a difference in function.	Have one category called "my groups" with a drop down that includes both "following" and "created" options. Or have a category called "my groups" with descriptors next to each of the group icons that follow that indicate either following or created.	2	
Consistency and standards	Groups: No retention policy means that there is lots of old content	Create a 2 year retention policy, email content creators after this time is exceeded and give them 30 days to respond before deleting content.	1	
Match between system and the real world	Groups: Filter for "Newest" and "Latest discussion" are on opposite ends of the navigation	Put a drop down from "Newest" that allows you to filter between "Group" and "Discussion" and remove "latest discussion" tab.	3	
Match between system and the real world	Groups: "Newest" comes before "My groups"	Reorder so "My groups" is first	1	

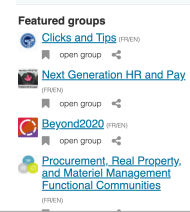
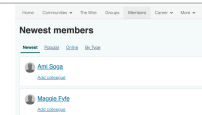
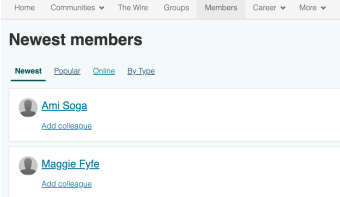
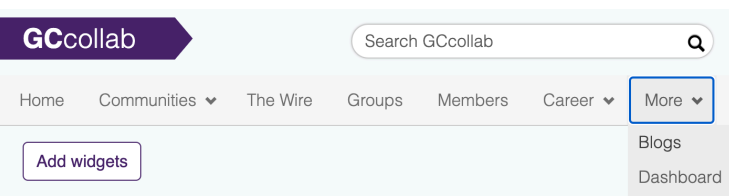
Heuristic	Violation	Recommendation	Severity	
User control and freedom	Groups: Featured groups are not aligned by user-preferences	Personalized suggestions would be best. Otherwise these should be rotated quarterly or removed.	1	
User control and freedom	Search bar: Search terms don't always work well. For example, HR turns up any results with those letters.	Consider tagging and ability to search by theme with an advanced search button or drop down.	2	
Visibility of system status	Member Page: Slow to load	Add responsive design to indicate page loading	2	
Accessibility & Inclusion	Members Page: The term popular, when used in regard to individuals, can appear uninclusive.	Consider renaming "Popular" to "Most active" members	1	
User control and freedom	Members Page: No Colleague option!	Include this tab option and make it first in the navigation.	3	
Match between system and the real world	Members Page: Having "online" as a separate tab is unconventional.	Remove and add a status dot (green for online)	2	
User control and freedom	Members Page: no way to easily chat with online colleagues	Add a chat button by the name of online colleague to open rocket chat. Rocket chat should ideally pop up from the bottom as is the convention on other products.	3	
Aesthetic and minimalist design	Dashboards Page: Confusing in terms of purpose and buried in navigation.	Either build widgets into the homepage and remove as separate page in navigation, or remove altogether if inaccessible.	1	

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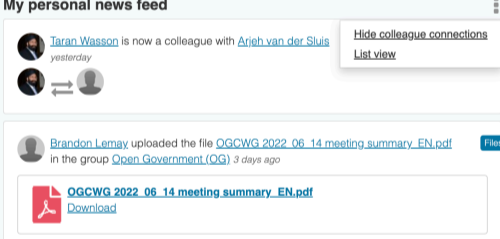
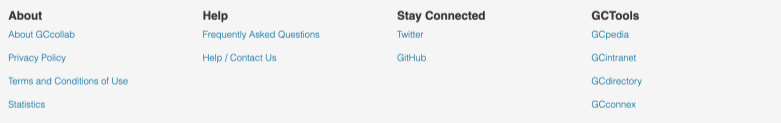
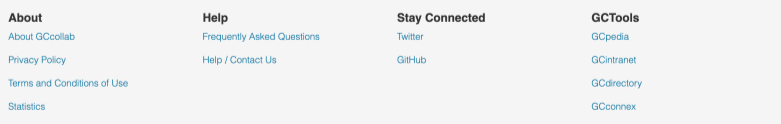
Heuristic	Violation	Recommendation	Severity	
Visibility of system status	GCmessage opens in another tab. There is not pop-up messaging as is expected in most social apps.	Create a pop up chat that can be minimized and used in the same browser tab as Collab (like on Facebook).	3	
Consistency and standards	GCmessage listed as a pilot.	Remove pilot terminology	2	
User control and freedom	Mail not indicated in top navigation.	Add a mail icon beside notifications that links to messages along. Include "sent messages", "inbox", "deleted messages" and the ability to mark as unread.	3	
Aesthetic and minimalist design	Notifications include messages and years of items.	Delete notification after 2 year minimum, and remove messages from this section.	3	(3 because it slows down the whole system)
Aesthetic and minimalist design	Difference between "Newsfeed" and "The Wire" is confusing.	Remove "newsfeed" and prioritize "The Wire" (consider renaming "the wire" as "Community News". Current newsfeed is also crowded and not very interesting which supports its removal. It also goes up to a million pages based on the user's entire history which is unnecessary.	3	
Error Prevention	List view option on "newsfeed" doesn't change anything.	Remove option.	3	
Aesthetic and minimalist design	Banner content rarely changes and isn't very interesting	Consider refresh of design with new UI	1	
Visibility of system status	GCcollab Statistics: slow to load	Add responsive design to indicate page loading	2	
Consistency and standards	Twitter links to @TBS_Canada and not @GCcollab	Link to @GCcollab or delete @GCcollab twitter account if it is inactive.	2	
Consistency and standards	GCXchange missing from GCtools	To consider for the future when we speak of Tools portfolio - don't touch this without a chat to Lauren though.	N/A (not to fix now)	

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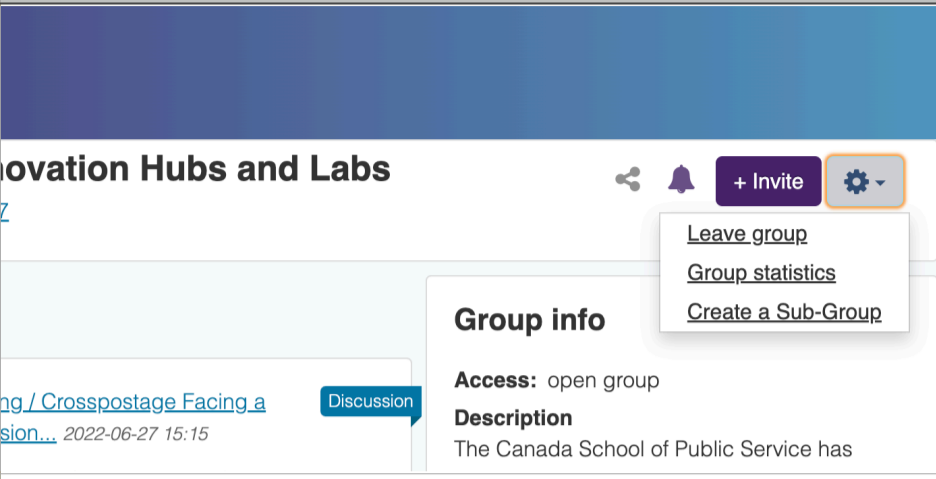
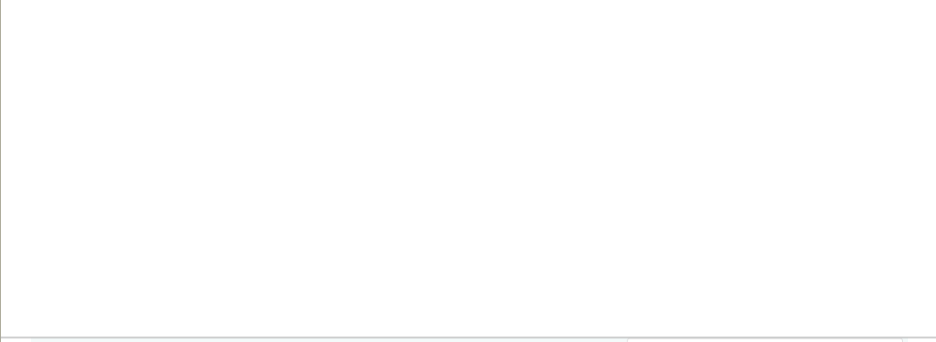
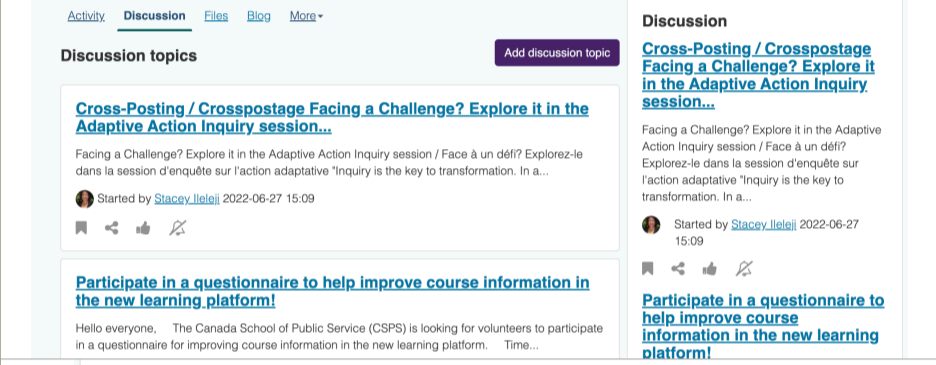
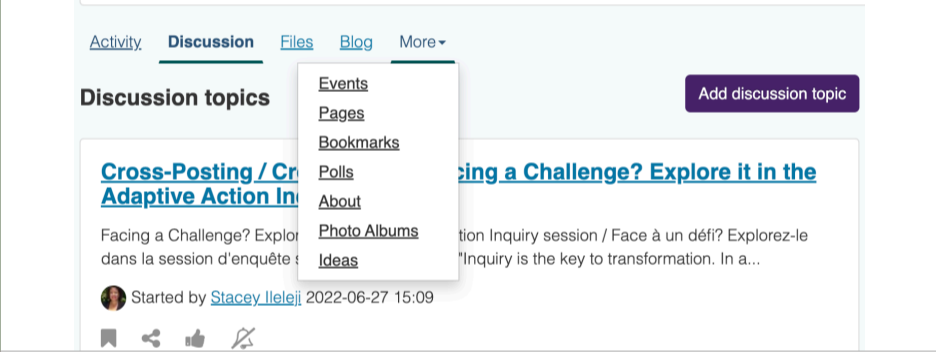
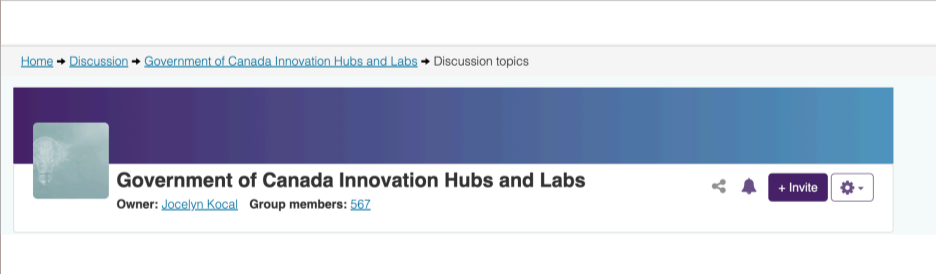
Heuristic	Violation	Recommendation	Severity	
User control and freedom	“Leave” button is hidden under gear and hard to find.	Have the joined button change style with a checkmark appearing on it and allow for the user to click into it to select leave from a dropdown (as on Facebook). Or replace “join” button with a greyed out version of the button that says “leave”	3	
Recognition rather than recall	Group info hard to find.	Move “group info” so it is a thin rectangle that goes across the length of the screen (like the banner). Ideally, this should carry over on to every page of the group like the header does.	2	
Aesthetic and minimalist design	Discussion page has duplicated content.	Remove duplication of content on the right side of the page	2	
Recognition rather than recall	About page is buried in the dropdown.	I would put it further up (maybe replace files with it).	1	
User control and freedom / Recognition rather than recall	Backwards navigation from any of the tabs in the group is counterintuitive.	Backwards navigation should always go from current page, to “Groups” homepage, to “Home”	4	

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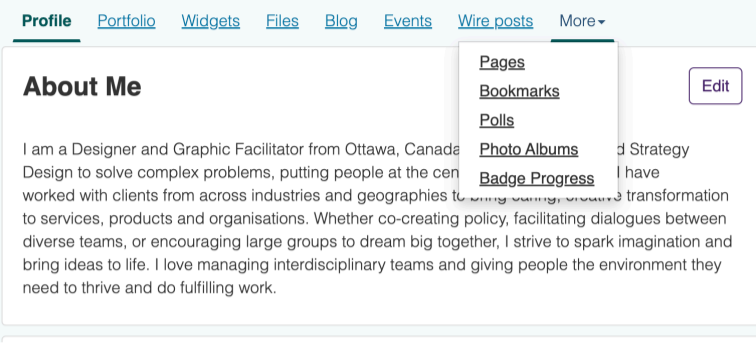
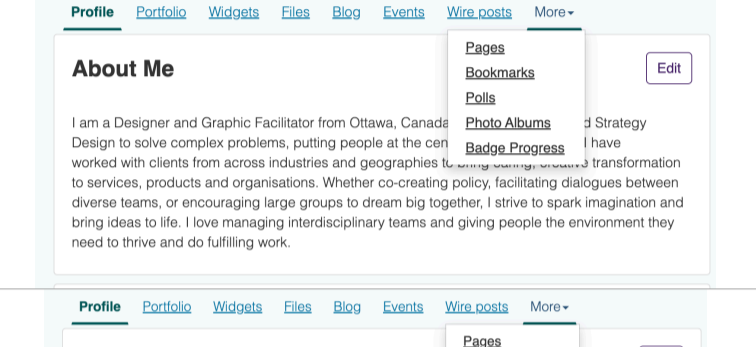
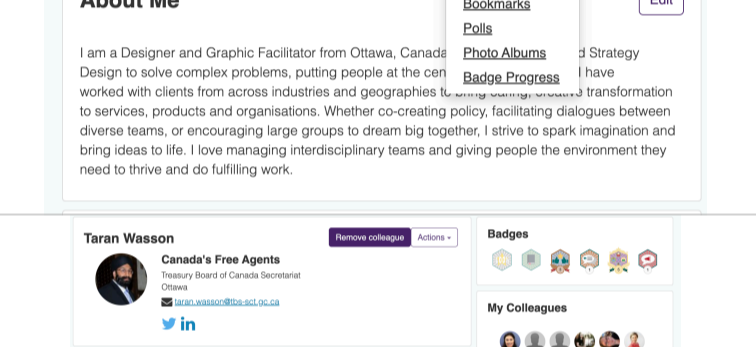
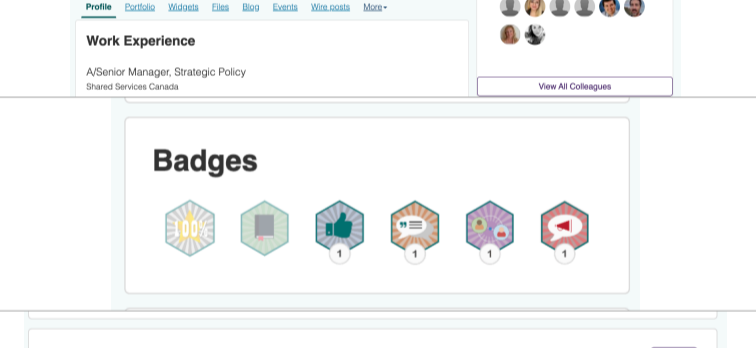
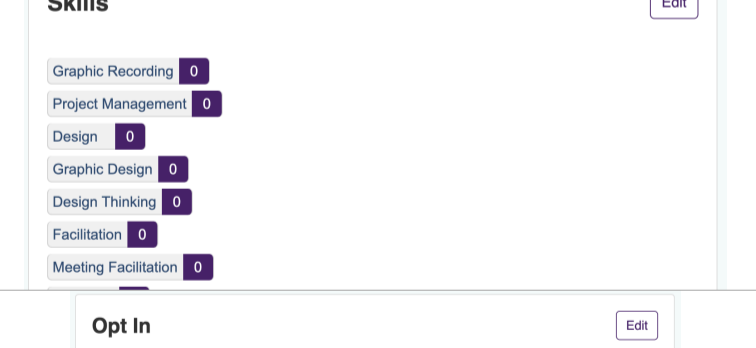


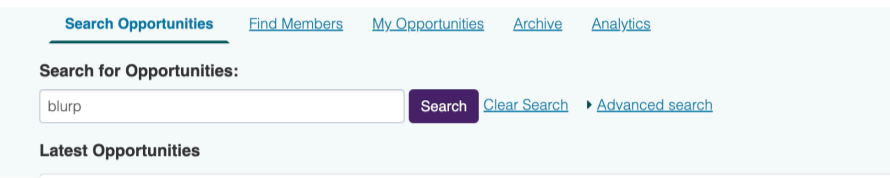
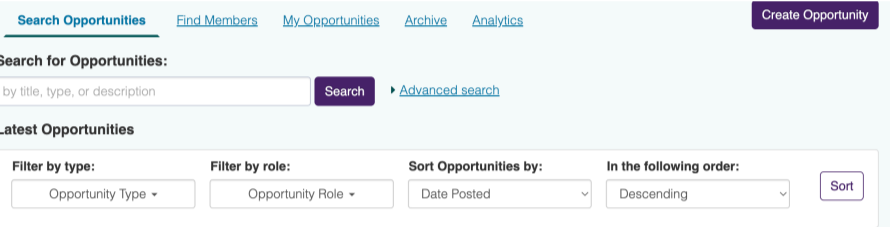
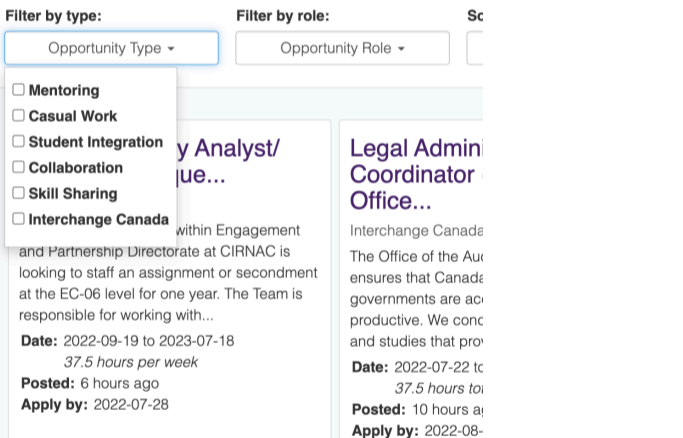
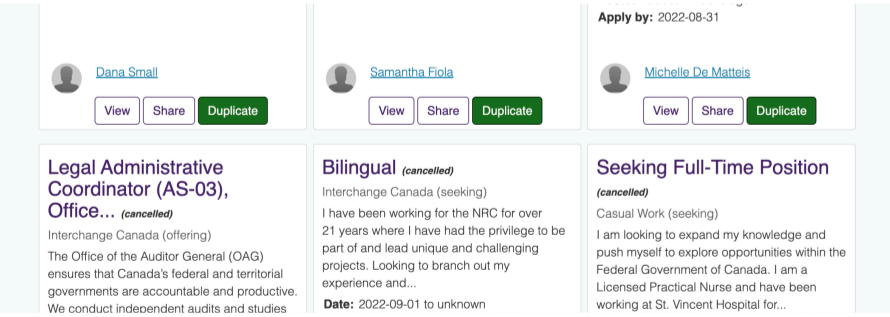
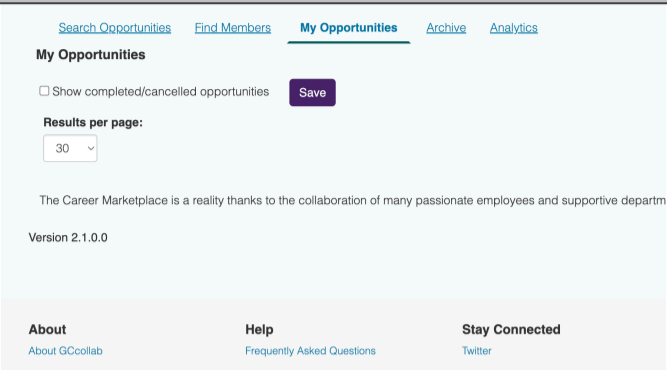
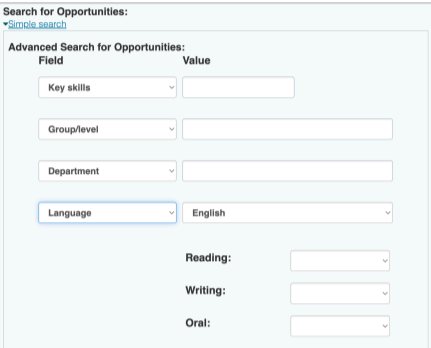
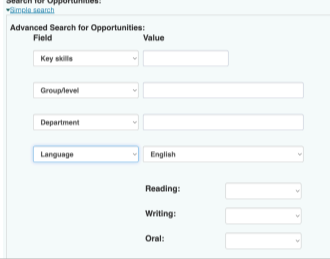
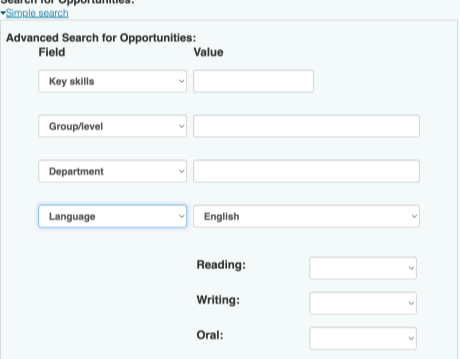
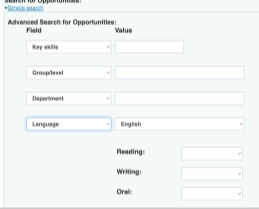
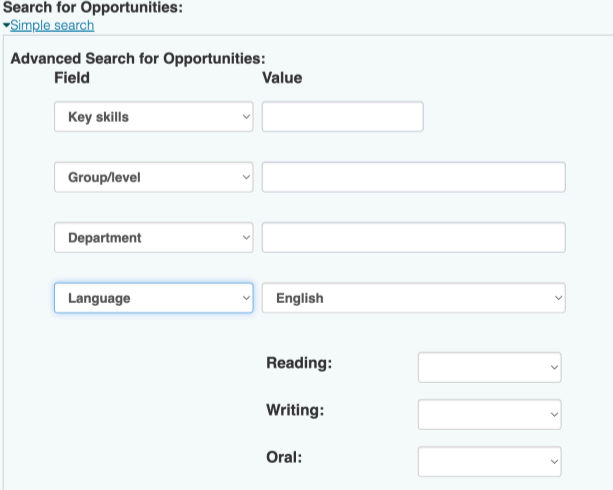
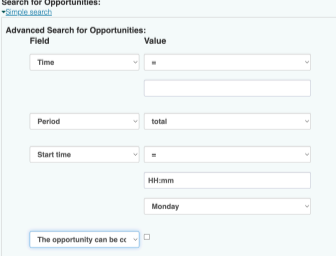
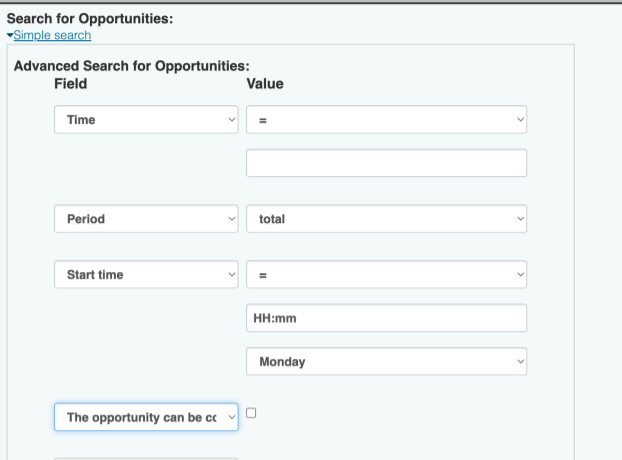
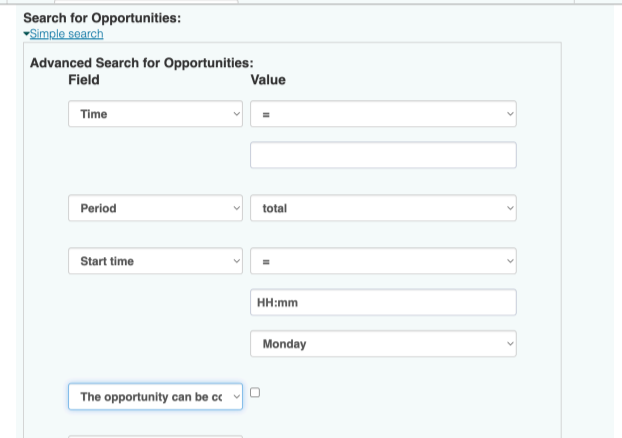
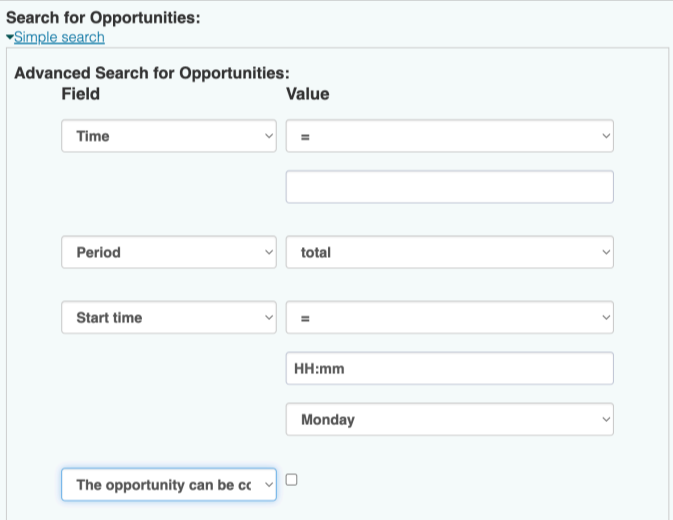
Heuristic	Violation	Recommendation	Severity	
Aesthetic and minimalist design	It's unusual to have widgets on your profile.	Remove widgets.	2	
Aesthetic and minimalist design	Portfolio likely not used often by government.	Remove and add website section in the top summary, under email, on main profile page. Could include "website" and "portfolio URL" as two different options, for people with more than one.	1	
Aesthetic and minimalist design	Events linked to a person is confusing.	Remove if not often used.	1	
Aesthetic and minimalist design	Pages seems confusing when related to a person.	Remove if not often used.	1	
Consistency and standards	When viewing another user's profile, their colleague show up as "My colleagues" which is confusing to the user.	Change to "[Name]'s Colleagues" so as to be clear which user it relates to.	3	
Recognition rather than recall / Accessibility & Inclusion	The function of badges are not immediately apparent and the icons are not very legible.	Remove if not often used. Revisit icon design to be more obvious and easier to read.	2 for function, 3 for accessibility of icons	
Recognition rather than recall / Aesthetic and minimalist design	Function of numbers beside "skills" on a profile is unclear.	Remove numbers if the don't mean anything.	2	
Error prevention	Under "opt-in" in profile "options", "collaboration" has an unclear meaning.	Remove as the whole platform exists for collaboration and therefore a user's openness to collaboration is implicit.	1	

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Heuristic	Violation	Recommendation	Severity	
Visibility of system status	Loads Slowly	Speed it up and add responsive design to indicate loading	2	
Accessibility & Inclusion	“Leveraging” is used on the about section under the title and is jargon-y.	Replace with “using”.	2	
Recognition rather than recall	“Clear search” button can be easily overlooked causing user not to realize their search is still being filtered.	Turn “Clear Search” into a button rather than a hyperlink to make it more obvious. Make it white with purple outline and text.	2	
Aesthetic and minimalist design	Filter options are disproportionately large in relation to search options, causing user to think it is more of an advanced search tool than a filter.	Make Advanced search a more prominent button. Put search portion in a box and remove box from around filter options. Move the text that reads “latest opportunities” below the filter options.	3	
Recognition rather than recall	Share button on postings is unspecific.	Change to icons that either indicate it will be sent as a message (mail icon) or to the wire (network icon)	1	
Error Prevention	Collaboration option is used improperly to tag other opportunities.	Remove this option as it doesn't fit well with marketplace's mandate.	2	
User control and freedom	Does not appear to be an easy way to contact the poster without applying.	Add a “contact” button in the section with the “opportunity creator information” that has a mail:to link in it to make email more prominent as an option.	1	
Error Prevention	Duplication feature in archive could lead to a user reposting without modifying important information.	Only make this available to people on their own archived posts (ones which they created). Otherwise remove.	2	

Heuristic	Violation	Recommendation	Severity	
Consistency and standards	“Show completed/ canceled opportunities” is confusing as you can’t complete an application through this interface.	I am honestly not sure what this is meant to do... Delete it? If there is a function I am missing, let me know.	3	
User control and freedom	Advanced search missing program area options in interdisciplinary areas like “design”	Consider adding new areas based on further user research	2	
Recognition rather than recall	Advanced search fields don’t give an indication of what they will do before you click them.	Add a placeholder or prompt text that reads “select a search option”, and “select a category” for the second series of field that show up	4	
Error Prevention	Advanced search does not include drop down of prescribed department options.	Add options for departments as relying on the user to type these in could lead to issues based on spelling.	3	
Error Prevention	Key skills under advanced search, does not indicate how text should be inputted.	Include a placeholder that demonstrates whether or not to use commas, or use prompt text indicating an action if, for example, the user must press enter after every skill	3	
Aesthetic and minimalist design	Too many language options appear in the “advanced search”.	Use the categories found in a SOMC in a dropdown (English Essential, BBB,CBC) and no more than those 3.	2	
Error Prevention	Group/level, under “advanced search” is not a reliable method of searching as the user could type the classification and level many ways and get different results depending (e.g. EC6, EC-06, EC-6)	Have one option - “classification” with a value drop down that opens and has all the classifications already included as options. Once the classification is selected, have this trigger a new field for “level” with numerical options in another dropdown.	3	
Error Prevention	“Time”, in advanced search, is confusing.	Remove this option	3	

Heuristic	Violation	Recommendation	Severity	
Error Prevention	“Period”, in advanced search, is confusing.	Remove this option	3	
Error Prevention	“Start time”, in advanced search, is confusing as government has a standard start time across departments.	Remove this option	3	
Error Prevention	“Duration”, in advanced search, is confusing.	Add in start and end options in values and have these be selectable from a calendar.	3	
Error Prevention	“The opportunity can be completed virtually”, in advanced search, is outdated as most jobs can be done virtually.	Change text to “Employee can work remotely” and put yes as a descriptor beside the checkbox.	2	
Error Prevention	“Opportunity role” under step 2 of create an opportunity is confusing as it uses the word “offering” in both options.	Copy should be changed to read: “Seeking: I am looking for a career opportunity” and “Offering: I am offering a career opportunity to others”.	3	