Table 1

Heuristic	Violation	Recommendation	Severity					
Consistency and standards	Link to GCaccount on this page reads "GCcollab account"	Change to "GCaccount"	2	Change settings To change your settings please go to your <u>GCcollab Account</u> . After you changed the settings, please login again to effectuate your settings.				
Aesthetic and minimalist design	Option to select landing page is confusing.	Remove option, keep all homepages the same.	2	Set Landing Page Set Landing Page: V Home Dashboard Save				
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	Other Content Subscriptions Itese subscriptions are only for content items that are not part of a group Blog Bookmark Event Calendar File Image Poll Wire				
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				
				Minor usability issue				
				Major usability issue Threatens to derail project				
			4	Threatens to derail project				

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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	GCcollab Search GCcollab Q Home Communities • The Wire Groups Members Career • More •
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	What is the Wire? Most liked of last week Image: State in the
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	Nextext Mx.grauces Grounds Grounds Grounds More- Image: constraint of the state of th
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	Groups Newest My.groups Groups I own Popular More≁
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	Groups Newest My groups Groups I own Popular More +
Match between system and the real world	Groups: "Newest" comes before "My groups"	Reorder so "My groups is first"	1	

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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	Featured groups Icides and Ting meto Icides and Ting meto
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	Were Converted Were Converted Statistic Were Converted Statistic Were Converted Statistic Were Converted Statistic Statistic Statistic Statistic Statistic
Accessibility & Inclusion	Members Page: The term popular, when used in regard to individuals, can appear uninclusive.	Consider renaming "Popular" to "Most active" members	1	Home Communities v The Within Groups Marribers Career v More v Neweet Poolding Online Image: Career v More v Marrier Poolding Online Image: Career v More v Marrier Poolding Online Image: V Image: V Marrier Marrier Image: V Image: V Image: V
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	GCcollab Search GCcollab Q Home Communities * The Wire Groups Members Career * More * Add widgets Image: Career * Image: Career * Blogs Dashboard

Visibility of system status GC in Th me ex	Cmessage opens	Recommendation	Severity	
status in Th me ex			3	
SO	nessaging as is xpected in most ocial apps.	Create a pop up chat that can be minimized and used in the same browser tab as Collab (like on Facebook).	3	
	Cmessage listed s a pilot.	Remove pilot terminology	2	GCmessage (Pilot)
		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	Invite 🖪 😤 🦨
minimalist design inc	nclude messages nd years of items.	Delete notification after 2 year minimum, and remove messages from this section.	3	(3 because it slows down the whole system)
minimalist design "N "T		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	
"n	ist view option on newsfeed" doesn't hange anything.	Remove option.	3	My personal news feed Image: Taran Wasson is now a colleague with Arigh van der Stuis Image: Taran Wasson is now a colleague with Arigh van der Stuis Image: Taran Wasson is now a colleague with Arigh van der Stuis Image: Taran Wasson is now a colleague with Arigh van der Stuis Image: Taran Wasson is now a colleague with Arigh van der Stuis Image: Taran Wasson is now a colleague with Arigh van der Stuis Image: Taran Wasson is now a colleague with Arigh van der Stuis Image: Taran Wasson is now a colleague with Arigh van der Stuis Image: Taran Wasson is now a colleague with Arigh van der Stuis Image: Taran Wasson is now a colleague with Arigh van der Stuis Image: Taran Wasson is now a colleague with Arigh van der Stuis Image: Taran Wasson is now a colleague with Arigh van der Stuis Image: Taran Wasson is now a colleague with Arigh van der Stuis Image: Taran Wasson is now a colleague with Arigh van der Stuis Image: Taran Wasson is now a colleague with Arigh van der Stuis Image: Taran Wasson is now a colleague with Arigh van der Stuis Image: Taran Wasson is now a colleague with Arigh van der Stuis Image: Taran Wasson is now a colleague with Arigh van der Stuis Image: Taran Wasson is now a colleague with Arigh van der Stuis Image: Taran Wasson is now a coleague with Arigh van der Stuis
minimalist design rar		Consider refresh of design with new UI	1	
	Ccollab Statistics: low to load	Add responsive design to indicate page loading	2	
standards @1	TBS_Canada and ot @GCcollab	Link to @GCcollab or delete @GCcollab twitter account if it is inactive.	2	About Help Stay Connected GCTools About GCoolab Frequently Asked Questions Twiter GOpda Privacy Policy Help / Contact Us GitHub GCintranet Tarms and Conditions of Use GCdonectory GCconnex Statistics GCconnex GCconnex
				Canada
standards mi	nissing from aCTools	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)	About Help Stay Connected GCTools About GCcottab Frequently Asked Questions Twitter GCpedia Privacy Policy Help / Contact Us Gill+lub GCintranet Terms and Conditions of Use GCdorectory GCconnex
				Canadä

Table 1

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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	ovation Hubs and Labs Image: Imag
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	Initial Discussion topics Add discussion topic Cross-Posting / Crosspostage Facing a Challenge? Explore it in the Adaptive Action Inquiry session Cross-Posting / Crosspostage Facing a Challenge? Explore it in the Adaptive Action Inquiry session / Face 4 un dél? Explorez-le dans la session d'enquête sur l'action adaptative 'Inquiry is the key to transformation. In a Cross-Posting / Crosspostage facing a Challenge? Explore it in the Adaptive Action Inquiry session / Face 4 un dél? Cross-Posting / Crosspostage facing a Challenge? Explore it in the Adaptive Action Inquiry session / Face 4 un dél? Image: Started by Stacey. Lidelij 2022-06-27 15:09 Image: Started by Stacey. Lidelij 2022-06-27 15:09 Image: Starte by Stacey. Lidelij 2022-06-27 15:09 Image:
Recognition rather than recall	About page is buried in the dropdown.	I would put it further up (maybe replace files with it).	1	Activity Discussion Eles Blog More+ Activity Discussion Eles Blog More+ Add discussion topics Events Pages Bookmarks Polls Adaptive Action In Facing a Challenge? Explore it in the About Photo Albums Ideas Started by Stacey lieleji 2022-06-27 15:09 Ideas
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 specific group, to "Groups" homepage, to "Home"	4	

			Table 1				
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	Profile Portfolio Widgets Files Blog Events Wire posts More About Me Pages Bookmarks Polls Edit I am a Designer and Graphic Facilitator from Ottawa, Canada Photo Albums a Strategy Badge Progress have worked with clients from across industries and geographies to services, products and organisations. Whether co-creating policy, facilitating dialogues between diverse teams, or encouraging large groups to dream big together, I strive to spark imagination and bring ideas to life. I love managing interdisciplinary teams and giving people the environment they need to thrive and do fulfilling work.			
Aesthetic and minimalist design	Events linked to a person is confusing.	Remove if not often used.	1	Profile Portfolio Widgets Eles Blog Events Wire.posts More- About Me Pages Bookmarks Polls Edit I am a Designer and Graphic Facilitator from Ottawa, Canada Photo Albums d Strategy Bage Progress have worked with clients from across industries and geographies Bage Progress have have have worked still clients from across industries and geographies to carrive stransformation to services, products and organisations. Whether co-creating policy, facilitating dialogues between diverse teams, or encouraging large groups to dream big together, I strive to spark imagination and bring ideas to life. I love managing interdisciplinary teams and giving people the environment they need to thrive and do fulfilling work.			
Aesthetic and minimalist design	Pages seems confusing when related to a person.	Remove if not often used.	1	Profile Portfolio Widgets Elles Blog Events Wire posts More About Me Pages Bookmarks Polis Edit I am a Designer and Graphic Facilitator from Ottawa, Canada Photo Albums d Strategy Design to solve complex problems, putting people at the cenworked with clients from across industries and geographies Photo Albums d Strategy Badge Program Have Have Have Have vorked with clients from across industries and geographies Landsformation transformation to services, products and organisations. Whether co-creating policy, facilitating dialogues between diverse teams, or encouraging large groups to dream big together, I strive to spark imagination and bring ideas to life. I love managing interdisciplinary teams and giving people the environment they need to thrive and do fulfilling work.			
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	Taran Wasson Remote coldage Actional Image: Strain Visit College Caracta Secretariat Image: Strain Visit College Image: Strain Visit College Image: Strain Visit College Image: Strain Visit College Image: Strain Visit College Image: Strain Visit College Image: Strain Visit College Image: Strain Visit College Image: Strain Visit College Image: Strain Visit College Market Services Canada Strain Services Canada Image: Strain Visit College Image: Strain Visit College			
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	Badges			
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	Skills Edit Graphic Recording 0 Project Management 0 Design 0 Graphic Design 0 Design Thinking 0 Facilitation 0 Meeting Facilitation 0			
Error prevention	Under "opt-in" in profile "options", "collaboration" has an unclear	Remove as the whole platform exists for collaboration and	1	Opt In Edit Career Opportunities Developmental Opportunities Casual Work Seeker No Mentee No			

"collaboration" has an unclear meaning.	exists for collaboration and therefore a user's openness to collaboration is implicit.	Career Opportunities ① Casual Work Seeker No ① Casual Work Opportunity Creator No ① Student Integration Seeker No ③ Student Integration Opportunity Creator No Interchange Canada Seeker Yes Interchange Canada Opportunity Creator Yes	Developmental Opportunities Mentee No Mentor No Collaboration Seeker No Ocliaboration Opportunity Creator No Skill Sharing Seeker No Skill Sharing Opportunity Creator No	

Table 1

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	Search Opportunities Find Members My Opportunities Archive Analytics Search for Opportunities: blurp Search Clear Search > Advanced search Latest Opportunities Clear Search > Advanced search				
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	Search Opportunities End Members My Opportunities Archive Analytics Create Opportunity Search for Opportunities: by title, type, or description Search Advanced search Latest Opportunities Filter by type: Filter by role: Sort Opportunities by: In the following order: Sort Opportunity Type * Opportunity Role * Date Posted Descending Sort				
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	Filter by type: Filter by role: Sc Opportunity Type * Opportunity Role * Image: Casual Work Student Integration y Analyst/ Legal Adminic Collaboration y Analyst/ Ue Skill Sharing Interchange Canada Image: Casual Work Interchange Canada within Engagement Interchange Canada and Partnership Directorate at CIRNAC is looking to staff an assignment or secondment at the EC-06 level for one year. The Team is responsible for working with Interchange Canada Date: 2022-09-19 to 2023-07-18 37.5 hours per week Posted: 6 hours ago Apply by: 2022-07-28 Jate: 2022-07-22 to Jate: 2022-07-22 to Posted: 10 hours ai Apply by: 2022-08- Posted: 10 hours ai				
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	Dana Small Samantha Fiola Michelle De Matteis View Share Ouplicate View Share Duplicate Legal Administrative Coordinator (AS-03), Office (ancelled) Share Duplicate Wiew Share Duplicate Interchange Canada (offering) Interchange Canada (offering) Interchange Canada (seeking) Interchange Canada (seeking) Interchange canada (seeking) The Office of the Auditor General (OAG) ensures that Canada's federal and territorial governments are accountable and productive, We conduct independent audits and studies Disc 2022-09-01 to unknown Seeking Full-Time Position (cancelled) Date: 21 years where I have had the privilege to be part of and lead unique and challenging experience and Duplicate Casual Work (seeking) I was been working to branch out my experience and Duplicate Casual Work (seeking) Interchange Canada (seeking) I was been working at St. Vincent Hospital for Duplicate Casual Work (seeking) Interchange Canada (seeking)				

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	Search Opportunities End Members My Opportunities Archive Analytics My Opportunities Save Save Save Save Results per page: 30 ~ The Career Marketplace is a reality thanks to the collaboration of many passionate employees and supportive departm Version 2.1.0.0 Heip Stay Connected
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	About GCcollab Frequently Asked Questions Twitter
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	Search for Opportunities: *Scrocke search Advanced Search for Opportunities: Field Key skills Group/level Department English Reading: Writing: Oral:
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	Search for Opportunities: Advanced Search for Opportunities: Field Value Group-firent Department Department Reading: Writing: Orai:
Error Prevention	Key skills under advanced search, does not indicate how text should be inputted.	Include a place holder 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	Search for Opportunities: *Groups sourch Advanced Search for Opportunities: Field Value Key skills Group/level Department Language English Writing: Oral:
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	Anamosed Stars In Orgonolations Year and Year
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	Search for Opportunities:
Error Prevention	"Time", in advanced search, is confusing.	Remove this option	3	Search for Opportunities:

Heuristic	Violation	Recommendation	Severity				
Error Prevention	"Period", in	Remove this option	3	Search for Opportunities: *Simple search			
	advanced search, is			Advanced Search for Opportunities: Field Value			
	confusing.			Time v = v			
				Period v total v			
				Start time v = v			
				HH:mm			
				Monday			
				The opportunity can be cc v			
Error Prevention	"Start time", in	Remove this option	3	Search for Opportunities: -Simple search			
	advanced search, is confusing as			Advanced Search for Opportunities: Field Value			
	government has a			Time v = v			
	standard start time						
	across departments.			Period ~ total ~			
				Start time v = v			
				HH:mm			
				Monday ~			
				The opportunity can be cc 🚽 🗆			
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				
			0	Search for Opportunities:			
Error Prevention	"The opportunity can be completed	Change text to "Employee can	2	Simple search Advanced Search for Opportunities:			
	virtually", in advanced search, is outdated as most jobs can be done virtually.	work remotely" and		Field Value			
				Time v = v			
				Period v total v			
				Start time v = v			
				HH:mm			
				Monday			
				The opportunity can be cc 🗸			
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	Search Opportunities End Members My Opportunities Archive Analytics Step 1 Step 2 Step 3 Please note that information you input in these fields will be stored in your cache for several minutes. Inactivity for extend information. Step 2: Opportunity Details * Bilingual opportunity title: (required)			
				* Opportunity role: (<i>required</i>) Create an opportunity for others (offering)			

		Type of opportunity:	~	