Description	System Location	Heuristics Violated	Severity
There are no undo and redo buttons. The system assumes that the user knows the commands ctrl-z and ctrl-y. Similarly there are no cut, copy, paste buttons. You have to ctrl-x, ctrl-c and ctrl-v. Screen shot:	"Create a new thread" and "Edit thread" screens	#3 User control and freedom #4 Consistency and Standards #5 Error Prevention #6 Recognition Over Recall #9 Error Recovery #10 Help and Documentation	3
While you are creating your post, if you click outside the window by accident, the entire window disappears and you seem to have lost your work. There should be a message asking if they want to leave the page without submitting changes.	"Create a new thread" and "Edit thread" screens	#1 Visibility of System Status #5 Error Prevention #7 Flexibility and efficiency of use #9 Error Recovery	3
After you are done with putting content in your post, if you accidentally click on cancel instead of post, all your work goes away. There should be a confirmation window, asking if the user really wants to cancel posting.	"Create a new thread" and "Edit thread" screens	#5 Error Prevention #7 Flexibility and efficiency of use #9 Error Recovery	3
When you insert a broken link, or an incorrectly formatted link, the text becomes blue and underlined, giving the user the sense that the link leads you to a location. There could be a regular expression to check if the link is in the correct format. Screen shot: https://blah	"Create a new thread" and "Edit thread" screens	#1 Visibility of System Status #4 Consistency and standards #5 Error Prevention	3
The help icon is a tiny question mark inside a circle in a tiny square at bottom right corner. It doesn't stand out and is not easy to spot. Only if you specifically look for it, you will find it. It might not occur to users that there is a help centre unless they see an option to visit one, hence it can be replaced with a text button asking "Need help?" or the button itself can be made more prominent. It is not even present in the discussion tab in the peer review assignment page. Screen shot:	"Discussion Forum" screen and "Discussions" tab in peer review assignments	#2 Match between system and the real world #3 User control and freedom #4 Consistency and standards #5 Error Prevention #9 Error Recovery #10 Help and Documentation	3
Suppose you wanted to post in the Week4 thread, but have instead posted in the Week5 thread. Or if you have posted in Week4 but then you see that there is a subthread for a particular assignment. There is no way to move the post to the correct thread.	"Discussion Forum" screen	#2 System and real world match #3 User Control and freedom #9 Error Recovery	3
If you try to insert a file that is not of the correct format, there is no error message stating that the format is incorrect. Thw insert window closes and there is no feedback given to the user. There should be an error message so that the user knows what to do further.	"Create a new thread" and "Edit thread" screens	#1 Visibility of System Status #3 User Control and freedom #9 Error Recovery	2
When a link to an image is inserted, most forums like Facebook give you an image preview. There is no feedback similar to that in Coursera's discussion Forum. Screen shot: 	"Create a new thread" and "Edit thread" screens	#1 Visibility of System Status #4 Consistency and standards	2
There is an option to unlink a link. This changes a link to normal text. But there is no way to link it again apart from adding the link once again separately or pressing ctrl-z. Screen shot:	"Create a new thread" and "Edit thread" screens	#3 User control and freedom #9 Error Recovery #10 Help and Documentation	2
In most applications, sublists are automatically created when you change the numbering style. Automatic numbering is not implemted correctly.	"Create a new thread" and "Edit thread" screens	#4 Consistency and standards #7 Flexibility and efficiency of use	1
When you insert code, there is title at the top of the panel, telling us the language of the code. Once the post is posted, the name of tha language disappears. This could be a little disconcerting and confusing for the user. Screen shot: 	"Create a new thread" and "Edit thread" screens	#1 Visibility of System Status #4 Consistency and standards #5 Recognition Over Recall	1

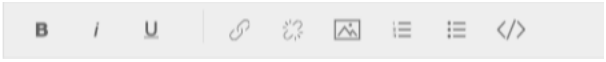
Key findings

Finding 1: There are no undo and redo buttons.
Severity: 3/4
Heuristic(s) violated: *User control and freedom, Consistency and Standards, Error Prevention, Recognition over Recall, Error Recovery, Help and Documentation*

As the user cannot undo and redo actions, there is no user control and freedom. These functions are consistent and standard in most software. The user has to recall the keyboard commands for these, rather than this if the user can see the undo and redo buttons, errors can be recovered from easily. There is no help and documentation provided for the user to undo and redo either.

The system assumes that the user knows the commands ctrl-z and ctrl-y. Similarly there are no cut, copy, paste buttons. You have to ctrl-x, ctrl-c and ctrl-v.

Screen shot:



Recommendation: Include undo and redo buttons in the editing panel.

Finding 2: While you are creating your post, if you click outside the window by accident, the entire window disappears and you seem to have lost your work.
Severity: 3/4
Heuristic(s) violated: *Visibility of System Status, Error Prevention, Flexibility and efficiency of use, Error Recovery*

When the entire window disappears, it is difficult to understand what has happened, there is no visibility of system status. It is possible that the user can make an error and click outside the window, this case should be accounted for, to make the system flexible and efficient to use.

Recommendation: There should be a message asking if they want to leave the page without submitting changes.

Finding 3: The help icon is not easy to find.
Severity: 3/4
Heuristic(s) violated: *Match between system and the real world, User control and*

freedom, Consistency and standards, Error Prevention, Error Recovery, Help and Documentation

The help icon is a tiny question mark inside a circle in a tiny square at bottom right corner. It doesn't stand out and is not easy to spot. Only if you specifically look for it, you will find it. It might not occur to users that there is a help center unless they see an option to visit one. It is not even present in the discussion tab in the peer review assignment page.

Screen shot:

Recommendation: This icon can be replaced with a text button asking "Need help?" or the button itself can be made more prominent. This same thing can be carried out in the discussion tab in the peer review assignment page.

Finding 4: There is no way to move a thread to a different group.
Severity: 3/4
Heuristic(s) violated: System and real world match, User Control and freedom, Error Recovery

Suppose you wanted to post in the Week4 thread, but have instead posted in the Week5 thread. Or if you have posted in Week4 but then you see that there is a sub-thread for a particular assignment. There is no way to move the post to the correct thread.

Recommendation: A button titled “Move post” can be provided, which when clicked shows a window with the different threads and sub-threads it can be moved to.

Finding 5: If you accidentally click on cancel instead of post, all your work goes away.
Severity: 3/4
Heuristic(s) violated: *Error Prevention, Flexibility and efficiency of use, Error Recovery*

When the entire window disappears, it is difficult to understand what has happened. It is possible that the user can make an error and click cancel

instead of post, this case should be accounted for, to make the system flexible and efficient to use.

Recommendation: There should be a confirmation window, asking if the user really wants to cancel posting.

Finding 6: Incorrect links appear as links when inserted
Severity: 3/4
Heuristic(s) violated: Visibility of System Status, Consistency and standards, Error Prevention

When you insert a broken link, or an incorrectly formatted link, the text becomes blue and underlined, giving the user the sense that the link leads you to a location as this is the standard all over the internet.

Screen shot:

Recommendation: There could be a regular expression to check if the link is in the correct format and a message should be displayed when the link is invalid.

Finding 7: Option to unlink a link is present but there is no option to relink it.
Severity: 2/4
Heuristic(s) violated: User control and freedom, Error Recovery, Help and Documentation, Flexibility and efficiency of use

There is an option to unlink a link. This changes a link to normal text. But there is no way to link it again apart from adding the link once again separately or pressing ctrl-z, making it a very inefficient process.

Screen shot:

Recommendation: Selecting the text to be relinked and then clicking on the link button should make the text a link again, and if the link is not valid, a message should be displayed.