

1. Strive for consistency	<p><b><u>Comments</u></b></p> <ul style="list-style-type: none"> <li>• Overall layout and interface is neat and consistent. Size of most buttons and fonts are appropriate for their relevant parts.</li> <li>• Menu bar stays consistent throughout, and its buttons also uses only drop-down list, allowing a consistent sequence of actions.</li> </ul> <p><b><u>Suggestions</u></b></p> <ul style="list-style-type: none"> <li>• Frame 5 – Match the length of the Title text-field to the Body text-field for consistency.</li> </ul>
2. Cater to universal usability	<p><b><u>Comments</u></b></p> <ul style="list-style-type: none"> <li>• The first 2 Frames would be easily understood by any users.</li> <li>• The zoom function is an excellent way for people (mainly old) with eyesight problems, as it allows the enlargement of the view.</li> <li>• A user may want to look for a specific topic to have a discussion on, but they would have to scroll through all the posts as there is no search function.</li> <li>• Does not seem to have any shortcuts/macros.</li> </ul> <p><b><u>Suggestions</u></b></p> <ul style="list-style-type: none"> <li>• Frame 1/2 - Implement a search function for expert users who knows what they want, to search for specific discussion threads by using keywords/etc.</li> <li>• Implement keyboard shortcuts (e.g. up/down keys to select next post, enter = click), so people with disabilities can navigate the forum too.</li> </ul>
3. Offer informative feedback	<p><b><u>Comments</u></b></p> <ul style="list-style-type: none"> <li>• Frame 2 – When user selects a topic, the selected topic is highlighted. This is a good visual feedback showing what topic the user has selected.</li> <li>• Frame 3 – When the “Top 4” button is selected it is also highlighted, another good visual feedback.</li> <li>• Frame 5 – The textbox on the right will display/change content respectively, depending on what the user searched for. An immediate feedback to show that function works.</li> </ul> <p><b><u>Suggestions</u></b></p> <ul style="list-style-type: none"> <li>• Frame 2 – Implement a visual feedback after user clicks on the “favorite button”, maybe color the button, this will allow the user to see what “posts” they have favorited while they are scrolling through.</li> <li>• Frame 3 – Implement a visual feedback (0-100%) text above the zoom in/out button, to show how zoomed in/out the screen is. This will allow the user to see what values are ideal to their viewing.</li> <li>• Frame 5 – If there are no posts or if user typed in wrongly, display some message in the textbox to inform user that the post does not exist/can’t be found.</li> <li>• Frame 5 – Implement a pop-up message (Yes/No), asking if the user wants to exit the current page, to prevent accidental clicks that lead to other pages.</li> </ul>
4. Design dialogs to yield closure	<p><b><u>Comments</u></b></p> <ul style="list-style-type: none"> <li>• Frame 5 – This frame showed the process of the post creation, but there is no indicator as to what happens when the user clicks the “Post” button.</li> </ul> <p><b><u>Suggestions</u></b></p> <ul style="list-style-type: none"> <li>• Frame 5 – Include a pop-up confirmation message (Yes/No) to confirm if user wants to submit their post.</li> <li>• Implement another pop-up to let the user know that their post has been successful.</li> </ul>

5. Permit easy reversal of actions	<p><b><u>Comments</u></b></p> <ul style="list-style-type: none"> <li>No function for user to edit/delete their post. User must be extra meticulous when creating their post.</li> </ul> <p><b><u>Suggestions</u></b></p> <ul style="list-style-type: none"> <li>When the user clicks on their post, add 2 symbols indicating edit and delete. This will allow user to have control over their posts if they change their minds.</li> <li>Frame 5 - Add a “undo” button. Yes, “Ctrl-Z” may be universally known for undo, but not all will know (old people).</li> </ul>
6. Support internal locus of control	<p><b><u>Comments</u></b></p> <ul style="list-style-type: none"> <li>The overall interface makes the user feel like they are in control. Back button allows user to control which page they are in. Does not seem like there are any disruptive functions that will surprise the user. User has to initiate action most of the time.</li> </ul> <p><b><u>Suggestions</u></b></p> <ul style="list-style-type: none"> <li>-</li> </ul>
7. Reduce short term memory	<p><b><u>Comments</u></b></p> <ul style="list-style-type: none"> <li>The menu bar with the “star” button displays what the users liked, a good way to reduce memory load on users.</li> <li>Frame 3 – Menu shows the title of the discussion, letting users know which discussion they have selected.</li> <li>Frame 5 – Menu bar shows who the user is replying to. The quote box is also a good way to allow users to see what and who they want to quote, without having to go back to the previous page.</li> </ul> <p><b><u>Suggestions</u></b></p> <ul style="list-style-type: none"> <li>Frame 5 – As the search function allows users to search for posts using post code, you may want to implement a way for them to view the post codes of different posts, otherwise they would have to remember which post code they want to refer to, or go back to the previous page. Maybe turn this page into a pop-up page? That way users can view both windows (post creation and discussion page) at the same time.</li> </ul>
8. Prevent errors	<p><b><u>Comments</u></b></p> <ul style="list-style-type: none"> <li>Frame 5 – The title text-field specified max 100 characters. But no indicator for user.</li> </ul> <p><b><u>Suggestions</u></b></p> <ul style="list-style-type: none"> <li>Frame 5 – Implement a character counter for the title text-field, to allow users to see how much characters they have left before the limit.</li> <li>Frame 5 – Spell checker for the search box, for when users typed in wrongly, and post can’t be found, user will know it’s the spelling error.</li> <li>Also implement a “Save” button or “Autosave”, to prevent loss of work.</li> </ul>
Additional Comments	<p>Frame 5 – The position of the “Post”, and “Quote” buttons could be centered, and bigger instead of being at the bottom right. This will increase the visibility.</p> <p>You could implement ways to view posts that are “Newest” or “Oldest”, to improve the functionality of the interface. A way to view the time of the posts would be great, as it would allow users to know which posts are fresh and which are stale/outdated.</p> <p>In Frame 3-4, 6, imagine a scenario: User clicks “View overall discussion” button, and brings user to frame 6, but only the “Top 20” posts are shown. Gulf of Evaluation? Maybe rename the button label, or, show the actual entire discussion view.</p> <p>Frame 6 - Visually, how do the users distinguish between the Top posts? Is the top post on top and vice versa? You could use colors or include a text on the top right to indicate the top section. Likewise, for frame 3-4 when user selects the “Top 4/8/12” button.</p> <p>It is also hard to identify who is replying to who in frame 6, as the only connection they have is a black line. Change it to arrows instead to indicate the flow of conversation between users.</p>