John

- There is no descriptions for icons (B - if not obvious, C otherwise)
- No undo / redo when editing (would be nice, but not necessary)
- No editing option given after writing review (A)
- Formatting buttons to be consistent to other parts of prototype (B - if not obvious, C otherwise)
- Service provider page looks crowded (B)
- No error messages conveyed when invalid actions are taken (A)

Aarti

- Home and account button at the end of screen to return to page, which is not easily accessible (??)
- Sort and filter buttons are overlapping, which clicks both buttons at the same time (limited by prototyping method?) - New problem (prototyping limitations)
- Service provider page has poor layout formatting (B)
- Help button is not enabled (A)

David

- No comment on invalid input (A)
- No shortcuts to completing some tasks faster? (B) - Favorite services, service history
- No messages to help recognize, diagnose, and recover from errors. (A)

Ratings

1. Error prevention - provide feedback when input is invalid
2. User control & freedom - editing reviews after done, pressing back button to return to previous screen
3. Help to recognize, diagnose and recover from errors
4. Shortcuts to completing tasks faster - Favorite services, service history
5. Appearance of service page??? - 2/3 investigator said it
6. Undo / redo reviews while writing? - Unnecessary, but could be nice? Seems more useful with keyboard

Prototyping limitations

- Let users explore, but give them option to go back when they realize they are in the wrong place