

Usability Aspect Report**Number 1****Date**

System	GiftGuru
Evaluator	Minkyong

Feature	Wishlist Button	
Summary (one sentence)	User is unable to add item to the wishlist directly from the product page.	
Heuristic¹	# 3	Name: User Control and Freedom
Severity	# 3	Name: Major (e.g., 1=low, 2=med, 3=high, 4= critical)

Description:

The user can add an item to the wishlist by going to the navigation bar and selecting “Wishlist”, but cannot add an item from the product page. Users may often search for a gift, view the details of the item, and decide whether or not they want to add it to their wishlist, so imposing this fixed sequence of actions may be frustrating or confusing. It also may be difficult for the user to remember this particular sequence. The problem is major because other major shopping websites contain this feature, and many users may be used to adding items to their wishlist in this order.

Possible Fix:

A possible fix might be adding a wishlist button on the product details page so that the user can directly add the item to the wishlist without having to navigate to the wishlist page from the main menu in order to add and remove items.

¹ Heuristics used are available on page 325-326 of the *HCI* text.

Usability Aspect Report**Number 2****Date**

System	GiftGuru
Evaluator	Minkyong

Feature	Buttons Describing Recipient	
Summary (one sentence)	There is no indication (feedback) notifying the user of whether or not buttons have been clicked.	
Heuristic²	#1	Name: Visibility of System Status
Severity	#3	Name: Major (e.g., 1=low, 2=med, 3=high, 4= critical)

Description:

When inputting information about the recipient, the user can choose from several buttons to describe the recipient and the relationship between the recipient and user. However, the system fails to give the user feedback about whether or not the button has been clicked. Although prototyping tools may not be able to account for this feature, this can be confusing for users, especially because they might not know whether they have to press one button, or can press several to describe the recipient. The problem is major because it will affect anyone who uses the application, and users will be repeatedly bothered by the problem.

Possible Fix:

A possible fix might be to have the system change color of the circles from white to red, whenever the user clicks on the button. This way, the user will know that the system has received input and clearly know whether or not to proceed with the following steps.

² Heuristics used are available on page 325-326 of the *HCI* text.

Usability Aspect Report**Number 3****Date** _____

System	GiftGuru
Evaluator	Minkyong

Feature	Recipient Profiles	
Summary (one sentence)	The system does not support “undo” or “edit” when it comes to constructing receiver profiles.	
Heuristic³	#3	Name: User Control and Freedom
Severity	#3	Name: Major (e.g., 1=low, 2=med, 3=high, 4= critical)

Description:

When users initially create a receiver profile, they may not necessarily enter the correct information in the first try. They may also not know enough information about the recipient in the moment and may also find the need to revisit and edit some of the recipients’ interests. The system should therefore allow users to “undo” and “edit” profiles, as users would want to be accurate as possible when describing their receivers. (The “edit receiver profiles” button that currently exists does not accomplish this). The problem is major because it is hard for users to overcome the problem; once they create a profile, it is set in stone.

Possible Fix:

A possible fix is to include a separate page where the user can click on each of the recipient’s profile and update their interests or descriptions (sporty, creative, nerd, etc.)

³ Heuristics used are available on page 325-326 of the *HCI* text.