

## 1. Prioritized List of Usability Issues

You need to choose **5-10 of the most critical usability problems** you've identified. Each issue should follow the format used in the **Findings** section of the example heuristic evaluation report provided.

## 2. Structure for Each Finding

For each of the 5-10 issues, include the following components:

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### Finding 1: [Brief Description of the Problem]

- **Location in the UI:** [Specify where the issue occurs, e.g., on the homepage, in a course module, during checkout, etc.]
- **Heuristic Violated:** [State the heuristic violated, such as "Visibility of system status." Include a brief description of the heuristic.]
  - Example: "According to Nielsen, 'visibility of system status' means that the system should always keep users informed about what is going on, through appropriate feedback within a reasonable time" ([source](#)).
- **Severity:** [Assign a severity rating from 1 to 4]
  - **1** = Cosmetic problem
  - **2** = Minor usability problem
  - **3** = Major usability problem
  - **4** = Critical usability issue
- **Elaborated Description:** Write a detailed paragraph that clearly explains the problem. Provide enough information so someone unfamiliar with the issue can understand what it is and why it is important. Make sure you explain the heuristic in simple terms for clarity.

Example:

*The course navigation bar lacks a progress indicator, making it unclear how far a user has progressed through the course. This violates the "Visibility of system status" heuristic, as users are not given real-time feedback about their progress. Without this feedback, users may feel disoriented and unsure of how many steps or lessons are left, which reduces the effectiveness of their learning experience.*

- **Screenshot:** Include a **cropped screenshot** highlighting the problem area. You can also add multiple images if necessary (e.g., before and after shots).
- **Suggestion for Improvement:** Propose a creative solution to the issue. You can reference other sites or systems that handle this aspect better or describe a unique approach. If possible, include **drawings or sketches** showing how the improved design might look.

Example:

*To improve user feedback, a simple progress bar can be added to the top of the course*

*navigation. This would allow users to see their current progress and how many modules are left. For example, platforms like Duolingo offer clear progress tracking through visual indicators that make the learning experience smoother.*