Evaluator: Casey Alvarado (Rainier)
Evaluatee: Badlands

Individual Heuristic Evaluation Feedback

1.[ H4 Consistency & Standards] (Severity 1)
You misspelled the word "passport". You spelled it "passpot" on the Passport tasks page. It's important to keep this consistent as this is one of the major tasks of you application.

2.[H4 Consistency & Standards, and H10 Help and documentation] (Severity 3)
On the introduction page, I am informed this application will help me organize my F-1 visa process. On the next page, the timeline is for an I-20, and suddenly I-20 is everywhere. I, personally, don't know the difference between an I-20 and an F-1. I'm not sure if someone coming to study here in the US might know the difference either if the I-20 and F-1 forms are specific to the US. Therefore, it would be helpful to have a section or blub about what's the difference, and how they're related. After introducing them to both legal documents, I think it would be okay to go from F-1 to I-20, but right now that's confusing.

3. [H1 Visibility of System Status] (Severity 2)
I really like the timeline header above the application, it's a great start at providing visibility of system status. I also really like the signifier of which step I am currently on. However, currently those are just numbers and they don't mean very much. They could perhaps be more beneficial if I as a user knew what I was going to do in that step before I got to the step. Perhaps adding title headers to each number would help make them more than numbers, but rather more defined goals and tasks.

4. [H3 User control and freedom and H6 Recognition rather than recall] (Severity 3)
Again, I like the timeline header above the application, this does a great job of providing visibility of system status. However, I would like a case to be able to go switch between sections, or at least back to see the information I previously entered in case I forgot since this is often a long term process.

5. [ H4 Consistency & Standards] (Severity 1)
You guys broke consistency on the School Requirements page by saying "Please keep these documents in a safe place" instead of "Please keep these documents in a safe place, you will need it for your request for an I-20". Will I not need these documents for my I-20 request? If so, maybe be more explicit?

6.[H6 Recognition rather than recall] (Severity 2)
On the proof of financial support page, the application says that I as a user should look on my school's website for an I-20 request form. This seems like a pretty important thing, too important to put in a parenthesis, perhaps this should be a task somewhere?

Overall, my comments are more about consistency and recognition. I really like the timeline at the top. I, as a user, would also perhaps appreciate my progress through the steps. Some might take more time than others, so it would be great to know how much more I have left to go. I appreciate your minimalism compared to normal government websites because they are normally so crowded with information. Great work team!

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Evaluator: Christina Gee (Team Rainier)
Evaluatee: Team Badlands

<div align="center">Individual Heuristic Design</div>

[H3 User Control & Freedom] (Severity 4)
User does not have the ability to go back or skip certain sections if they don't have the documentation. As a user I sometimes want to see what other documents I need to gather ahead of time and then go back to what I was working on.

[H6 Recognition Rather than Recall](Severity 2)
When I logged back into the system I was on Step 3 but there should be a clear way for me to see what steps 1 and 2 were.

[H10 Help & Documentation](Severity 3)
The interface immediately jumps to part 1 of "Passport" and mentions that we will require to have a passport before completion" but there's no process overview of what I should expect once I gather my passport (think Table of Contents).

[H4 Consistency and Standards)(Severity 1)
The recommended start dates should be all located in the same place in Steps 1 & 2 it's located next to the header name, but in Step 3 it is located under the header name.

[H4 User Control and Freedom] (Severity 4)
When I am adding my list of items for school requirements users may not know all the requirements and want to "save" their work. There is no button that assures that their work will be "saved" or deleted if they exit the page.

[H6 Help and Documentation](Severity 2)
Users are unable to retrieve password if they forgot it.

[H1 Visibility of System Status](Severity 4)

User does not create a username and password when they create a new account. How can I log in when I return to re-visit the site?

[H1 Visibility of System Status](Severity 3)
If I am colorblind how can I tell the difference between the green and blue circles? They are similar shades. Is there a way you can indicate your progress other than color? Perhaps making the circle you're on bigger?

Comments:

Overall I think you do a great job on H2 (Match Between Systems and the Real World) by explaining concepts, documents and examples of these documents. I like that you keep consistent terms to "save documents" and specify which documents will be needed for your I20. Your "Continue" buttons allow users to review their work before progressing to the next step.

Your use of font size and headers being bold provide clear instructions of what that page is about, but the room for improvement can be thinking about how users can move between these headers, saving progress on each of these tasks and, remembering what the progress circles stand for once a user completes it, and better defining what stage of the process you're on (re-thinking how to use colors, and if there are alternative options to indicate progress other than blue & green colors)

Great job Badlands! Can't wait to see your next prototype.

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Evaluator: Patrick Huston
Evaluatee: Team Badlands

Individual Heuristic Evaluation

1. [H1 Visibility of system status] (Severity 3) The progress indication circles at the top of the page are good navigational tools, but the differentiation of blue for 'in-progress' and green for 'complete' wasn't initially clear to me.

2. [H1 Visibility of system status] (Severity 2) I am unable to see a more detailed picture about my overall progress through the application - exactly what tasks I've completed, what tasks I haven't completed, and how I'm doing timewise regarding my progress through the application process.

3. [H3 User control and freedom] (Severity 3) I was expecting to be able to click on the indication numbers at the top of the page to move backwards and forwards, but was unable to do so.

4. [H3 User control and freedom] (Severity 4) How can I save my progress? These steps require a lot of prior work that I may not have completed, and it's not immediately clear that my data will be saved - this isn't the norm with most forms online at least.

5. [H3 User control and freedom] (Severity 4) What am I supposed to do if I can't do work on one task, but I want to work on other tasks - am I just supposed to wait? To my untrained eye, the tasks don't seem to be entirely dependent. As a user, I feel like I should be able to start thinking about and researching future tasks at the very least

6. [H4 Consistency and Standards] (Severity 4) When moving to the last page, 'School Requirements', all of the previous indicator circles that used to be green are now black - this would seem to indicate my progress has not saved.

7. [H8 Aesthetic and minimalist design] (Severity 2) When signing up, it's not immediately clear to me why my nationality is required - as far as I could tell, this information wasn't used in the rest of the interface.

8. [H10 Help and documentation] (Severity 2) The information presented on the 'Proof of Financial Support' page, presented as one large block of rather small text, was not very intuitive or easy to parse through

**Overall Review:**
Overall, it's looking very promising - you've done a great job with visibility and affordance - it's immediately clear to me as a user where I am, and what my options are. The design is looking professional and clean, a prime job so far with H4 and H8. With some additional attention to the user's experience and the usability around saving and reviewing their progress, I think you'll be in a great place. Keep it up!