

**STRAY**collective

# Assignment 05: Heuristic Evaluation

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# 1. Executive Summary

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Our team performed a heuristic evaluation of the Digication, an online e-portfolio and course management system used by the CDO at the University Of Michigan School Of Information, based on ten usability heuristics developed by usability expert Jakob Nielsen. Each member performed an individual assessment on the website and rated the severity of each issue based on how important it was to resolve that particular issue. We then aggregated our assessments to reach a consensus.

The most significant findings we found alongside their recommendations are:

Creation of portfolios is hindered due to unclear/inconsistent vocabulary used throughout the system. The term 'module' and phrases like 'add module' vs. 'add this module' should be replaced by terms that are more clearly understood by the user. In fact, the term 'module' may not be necessary at all.

Uploading media to the portfolio is very complex. Using terms like 'add media' instead of 'replace media' when there are no media files uploaded yet and introducing features like drag and drop can help resolve this issue.

Visitors to the site are unable to effectively search & filter for specific portfolios via the gallery, which can be rectified by providing the visitor with more meaningful searching options rather than using ambiguous terms like 'by category'. The algorithms for the search function in the portfolio gallery are faulty and returns irrelevant searches to the queries entered by the user. Hence, the search results have to be consistent and should not return results that do not match the searched criteria.

It is difficult to follow and contribute to conversations in the discussions section as it is not easy to find a particular post to comment on, owing to the long list of serial posts. Also after posting a comment it is not easy to find where the user, actually commented as there is no indication of this. The user has to recall the same or search through the entire list again. This section should more structured and intuitive for users to find, read and reply to conversations.

Users realize only after posting a comment within the discussions section that they cannot edit or delete that comment. Users should be intimated about this prior to posting a comment, or users should be allowed to edit and delete their comments by the introduction of certain edit/delete buttons.

Last but not the least; we did identify several positive findings like minimalist design of the website. Also, for most sections of the website, Nielsen's heuristic of 'recognition rather than recall' was least identified to be a problem.

## 2. Introduction

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Digication is an online portfolio creation platform, geared primarily towards academic institutions, where students can showcase their work and ideas. The portfolio creation process is meant to be straightforward and easy to produce quality work. Furthermore, Digication may also be used as an online course management tool.

Our investigation focused on a subset of Digication's target audience: Master of Information Science students at UMSI. The CDO at UMSI currently uses Digication to manage its PEP internship classes. The course curriculum consists of two main components: a public facing portfolio where students document their internship work, and reflective, written assignments to be handed in to the course instructor. By completing the PEP course curriculum online concurrently with those internships, the CDO is able to track students' progress and the students are therefore able to receive credit.

The PEP internship classes are managed like an online course. Students interact with their fellow classmates through the course management portion of Digication. Assignments are posted and emails are sent out to remind students that assignments are approaching. Once the students post the assignments, the instructors are able to respond.

The CDO would like students to use their Digication portfolios as a way to showcase their work beyond the scope of completing the PEP course. However, students rarely return to their Digication portfolios after the course is over. Our project scope is to conduct a thorough evaluation of the Digication platform to improve usability from a student user's perspective. Our investigation is focused on determining what UMSI masters students need in order to achieve the following goals through the use of Digication:

- to market their work to potential employers through online portfolios
- to engage with their peers and review each other's work
- to use as an effective course management tool

During this phase of our evaluation we are focusing on three primary tasks: *creating and editing a portfolio, finding a particular discussion thread and commenting on it, and searching for a particular portfolio in the system*. The goal of this evaluation was to determine how consistent the system is with current usability best practices. Evaluating the system individually and as a group helped us scope our findings and come up with purposeful recommendations. The process is further described in the Methods section below.

## 3. Methods

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Heuristic evaluation is a two-step process. The first step involves evaluating the system individually based on Nielsen's Heuristics as well as other best practices widely practiced in information systems of today according to various sources like The Smashing Magazine. The second step involves the individual evaluators consolidating and assessing the findings as a group. Jakob Nielsen recommends that there should be three to five evaluators involved in a heuristic evaluation.

## 3.1 Tasks

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We defined the following tasks to be carried out to test the system:

- creating a new portfolio
  - adding a new page
  - add text to that page
  - uploading an image
- edit portfolio
  - edit that same text you just created
  - delete that image you just uploaded
- find a thread in the discussion section about the philosophy statement
  - reply to that thread
  - edit your comment
  - delete your comment
- find a portfolio of an HCI student who worked in the Bay Area

## 3.2 Individual Findings

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Each member carefully evaluated and recorded issues found in Digication with respect to Nielsen's ten heuristics. These findings were given a severity rating ranging from 1 to 4. The severity of each rating is given below:

1. Cosmetic Problem – need not be fixed unless extra time is available on project.
2. Minor Usability Problem – fixing this should be given low priority.
3. Major Usability Problem – important to fix, should be given high priority.
4. Usability Catastrophe – imperative to fix this before the product can be released.

Please find the individual evaluations in the Appendices.

## 3.3 Consolidating and prioritizing findings:

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Once all team members completed their individual evaluations of the system, we came together and consolidated the findings. Each member explained his/her findings to the group and provided a defense for those findings. The group then deliberated and decided upon a group severity rating for each finding. If the group, as a whole, did not find the finding to be an issue that violated any heuristics, it was given a severity rating of 0.

After all the findings were rated, they were reorganized based on importance. Findings with severity ratings of 3's and 4's were given highest priorities. From there, we identified similarities within those findings and bucketed them into several large groups based on topic. Finally, we deduced the top five most important

findings based on a combination of severity ratings and what we understood to be in violation of the most relevant tasks performed by users of Digication.

## 4. Findings and Recommendations

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### 4.1.1 Finding: Creation of portfolios is hindered due to unclear/inconsistent vocabulary used throughout the system, which leads to confusion.

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Working through the process of making a portfolio, we found numerous standards accepted by other web systems to be broken. For instance, there was great ambiguity in the choice of words used to represent the different parts of the portfolio. Words like ‘section’, ‘page’ and ‘module’, do not concur with the standards that are prevalent in other web based portfolio systems, and this diversion from accepted vocabulary breaks Nielsen's Heuristic of *‘match between the system and the real world’* as well as *‘consistency and standards’*. For instance, there is little distinction between creating a ‘section’ versus creating a ‘page’ in Digication — they both seem to produce new pages. The word ‘module’ refers to adding content (text, image, video, etc), but new users have no way of understanding what adding a ‘module’ will do, forcing users to take a risk and guess at its meaning.

Another example where vocabulary does not express the functionality entailed is in the early steps of creating a new portfolio, and a user is presented with options for selecting both a ‘theme’ and a ‘template’. Within Digication, ‘theme’ refers to the visual look and feel of the site (through customization of CSS), whereas ‘template’ refers to how the pages interact with one another. According to their traditional definitions, template can refer to how a site looks and a theme can refer to a common stream of content, which clashes with how Digication uses these words. Industry standard is that either of these words could address structure or appearance of a website, but it is uncommon to have both terms used together. This leads to confusion and for the user, who might not exercise the full potential of the Digication site due to uncertainty.

### 4.1.2 Recommendation:

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There are numerous ways this problem can be dealt with. Firstly, the term ‘module’ is confusing to users. We have two recommendations regarding this issue: discontinue using the word ‘module’ and instead use the word like ‘content’ so that it is more easily understandable, or deemphasize the term ‘modules’ in Digication by building the functionality of the current modules into the pages themselves. The next finding and subsequent recommendations will more specifically address the functionality related to ‘modules’.

In regards to the words ‘page’ and ‘section’, simple use the term ‘page’. Allow users to add ‘new pages’, and distinguish between ‘parent pages’ and ‘child pages’ — this indicates a clear hierarchy.

Also, it is imperative to differentiate between the terms ‘theme’ and ‘template’. Hence the user should only be shown ‘template’ — get rid of the term ‘theme’. After the user chooses a template, a new menu area could appear with the option to ‘customize design’.

### 4.2.1 Finding: Uploading media to a Digication portfolio is unnecessarily complex.

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When a user tries to add media using the ‘Add a module’ function, s/he is expected to select the type of module to be added and then click on the ‘Add this module’ button. A first time user can easily get confused as the tab says ‘Add a module’ and the button underneath it says ‘Add this module’ — the choice of words offers very little distinction between the two different actions in the same sequence. This breaks Nielsen’s heuristic of *‘consistency and standards’*.

Furthermore, when the user adds a ‘Media’ module (one among several kinds of modules), s/he is shown the option of replacing the media even though s/he has not yet uploaded anything. Not only does this break Nielsen’s heuristic of *‘visibility of system status,’* as the user is unable to make out what the current status of media module is, this also breaks *‘recognition rather than recall’* because the user is forced to remember whether s/he has previously uploaded any content. Additionally, when clicked on, the ‘replace media’ button the user is sent to another screen to ‘add media’, resulting in a violation of *‘consistency and standards’*.

Finally, a majority of modern websites now support the ability to drag and drop files for upload, which is not possible in Digication. Though this is not a catastrophic issue, it does provide some hindrance for the user to upload files. Again, this violates Nielsen’s heuristic of *‘consistency and standards’*.

### 4.2.2 Recommendation:

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Words used to label different buttons and describe different actions should be easily distinguishable. For instance, the aforementioned tab can be named ‘Module’(or something that the user would relate to better than ‘module’ as suggested in **Finding 1**) and the button under it can simply say ‘Add’. This introduces the level of distinction that a user would expect.

Whenever the user tries to add new media, the modal screen should just say ‘Add Media’ instead of ‘Replace Media’. After the initial placement of the media, the user can be given a ‘Replace Media’ option. A more refined way to do this would be to introduce a drag and drop feature to enable users to easily upload media from their computers.

### 4.3.1 Finding: Users are unable to effectively search & filter portfolios via the gallery.

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Through previous user interviews and surveys, we found that users highly prioritized ease of site navigation, rating it as the most important factor out of eleven. The portal for users to discover UMSI students’

portfolios is confusing and inefficient, violating Nielsen's seventh and fourth heuristics, '*flexibility and efficiency of use*,' and '*consistency and standards*'.

To filter students' portfolios, users are presented with a series of five tabs: All e-Portfolios, By Person, By Course, By Title, By Tag, and By Category. Of the tabs, 'By Category' is unclear in what it describes: it contains time descriptions, academic categories, and geographic descriptions. Additionally, once you have selected one of the tabs, the results are sometimes incorrect. For example, searching for internships marked for "Human Computer Interaction" returns an internship marked exclusively for the "Archives and Records Management" specialization.

There are also consistency issues: a search field appears under By Person, By Title, By Tag, but not under All e-Portfolios, By Course, and By Category. The overarching concern of the issues listed above is that the site is poorly structured for users to immediately recognize how best to find desirable portfolios, forcing them to remember the rules and idiosyncrasies of the site.

### 4.3.2 Recommendation:

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Specific steps can be taken to improve the browsing experience and put users in a position to find student portfolios that meet their needs and expectations. Search should be improved to allow for search from every page-view, and the algorithms should be tested to ensure that they only return relevant results. To improve visitor efficiency and to match industry standards, the search function should allow for the selection of at least two different search criteria. For instance, a user could select both "Archives and Records Management" and "New York City".

### 4.4.1 Finding: It is difficult to follow and contribute to conversations in the discussions section.

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The Discussions section of the Coursework section of the Digication website is not an intuitive experience. Once users have decided to respond to a particular post, a new page opens up to enter the response, and the original post is no longer clearly displayed. As the response is submitted, the page-view directs users back to the forum, but it is not apparent where their post is listed.

This sequence fails to visibly display the user's status as they respond to a post, and relies on the user to keep the message they are responding to in mind as opposed to continuing to display the original post. The forum construction itself is not attractive and does not match industry standards. The forum posts are not clear in their hierarchy, which is largely due to insufficient indentation. Lastly, to create a new thread for others to respond to, users have to select a button with the word 'reply' rather than 'start new.'

The discussion section inconsistencies and issues violate Nielsen's fourth and sixth heuristics, the heuristics of '*consistency and standards*' and '*recognition rather than recall*.' The end result is that the user must devote attention



to both a system that deviates from expectations and the message that they are responding to, rather than the primary task of crafting a response.

## 4.4.2 Recommendation:

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To make the system better map to users' expectations, users should be able to 'start new topic' as opposed to 'submit reply' when entering content related to a new thread.

Discussion posts and replies should be grouped and displayed in a way that is in accordance to industry standard — similar to a traditional outline, with indentation that clearly indicates the hierarchy of posts and responses. The act of replying to posts should rely less on users' memory. The user's text response box should open on the same page, below the original post.

## 4.5.1 Finding: Users realize only after posting a reply on a discussion thread that it cannot be edited or deleted.

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This finding reflects one of the few places in Digication, where it completely breaks down and a reasonable and common functionality is simply not present in the website. Comments, once posted in the discussion session, cannot be edited or removed. This breaks Nielsen's heuristics of '*user control and freedom*' as the users do not have any control over editing and changing their comments. This issue also violates the heuristic of '*consistency and standards*', as other sections of the website do allow users to edit and delete their content.

## 4.5.2 Recommendation:

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Users should be able to edit and delete their comments on other people's discussions. This can be done by introducing an edit button (could be a small pencil icon) and a delete button (could be a trash can icon) right by the users' comments. Ensure these buttons are evident and noticeable. If edit/delete functionalities cannot be implemented, then users should at least be notified of the permanence of their actions before s/he posts a comment on the thread.

# 5. Discussion

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Though the heuristic evaluation yielded many insights to the system, there are some limitations to this process of analysis that might have affected our results. First, we conducted our analysis with five evaluators, which is the minimum recommended number of contributors. If more individuals had analyzed the site for its usability, then it is likely that more problems would have come to light.

Another factor to consider is that our team has already been studying this website for three months, and some team members had been using it for months prior to the start of the research. Though the heuristic analysis process described by Nielsen is designed to mitigate bias, our level of experience with the site might have colored our results to some extent. Additionally, through interviews and surveys conducted on prior

users of Digication, we have already honed in on problem areas and our attention might have more readily collected at these areas during our usability study.

Lastly, we actively sought to test tasks that we already know our users in the UMSI PEP course are required to complete. Therefore, the ways that we tested the system are entirely dependent of our understanding of the typical UMSI Masters student. We believe that our prior research has provided us with a nuanced understanding of this type of user, but our findings and recommendations may be less suited towards creating a Digication site that serves users outside of UMSI equally well.

## 6. Conclusion

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By employing Jakob Nielsen's methods for heuristic evaluation, our team developed findings that describe five major areas of improvement for Digication. These findings each tie together multiple points of violation of Nielsen's Heuristics. These major areas of improvement were then responded to with separate recommendations for improving the site's usability in those areas.

Finding 1 explains how the vocabulary used to describe the portfolio creation process is unclear and misleading. Our team recommends that the site's vocabulary be clarified through the employment of wording more common used throughout the industry.

Finding 2 describes issues related to the process of uploading media content, particularly the visual media, which users find so important. By eliminating one step and making directions more simple, we believe this process can be improved.

Our third finding addresses difficulty in searching and finding student portfolios in the e-portfolio gallery, while the recommendations outline adjustments that could smooth that process, such as the ability to search for multiple descriptors at the same time.

The fourth finding is about the poor construction of the Discussions page, which, in its layout, confuses users and makes simple tasks challenging. Our recommendations focus on subtle changes in spacing and visual hierarchy that could make the users' experience more efficient and enjoyable.

The fifth and final finding describes the lack of user control in deleting and editing their own discussion posts comments, and the resultant recommendations detail how appropriate features could be included that would give users greater control over their posts.

Though these findings and recommendations are the product of systematic and rigorous evaluation process, they are, of course, subject to certain limitations, mainly stemming from the level of familiarity the team has with Digication. This knowledge might have caused us to overlook certain flaws or over-focus on certain specifics.

## 7. References

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**Jakob Nielsen.** Heuristic Evaluation. In J. Nielsen and R. L. Mack, eds. Usability Inspection Methods. John Wiley & Sons, New York, New York. 1994.

## 8. Appendix

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### 8.1 Appendix A: Jakob Nielsen's Usability Heuristics

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*Below is a list compiling usability expert Jakob Nielsen's ten usability heuristics for examining system interfaces coupled with a brief summary of how to support each heuristic.*

#### **Visibility of system status**

The system should always keep users informed about what is going on, through appropriate feedback within reasonable time.

#### **Match between system and the real world**

The system should speak the users' language, with words, phrases and concepts familiar to the user, rather than system-oriented terms. Follow real-world conventions, making information appear in a natural and logical order.

#### **User control and freedom**

Users often choose system functions by mistake and will need a clearly marked "emergency exit" to leave the unwanted state without having to go through an extended dialogue. Support undo and redo.

#### **Consistency and standards**

Users should not have to wonder whether different words, situations, or actions mean the same thing. Follow platform conventions.

#### **Error prevention**

Even better than good error messages is a careful design which prevents a problem from occurring in the first place. Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action.

#### **Recognition rather than recall**

Minimize the user's memory load by making objects, actions, and options visible. The user should not have to remember information from one part of the dialogue to another. Instructions for use of the system should be visible or easily retrievable whenever appropriate.

#### **Flexibility and efficiency of use**

Accelerators -- unseen by the novice user -- may often speed up the interaction for the expert user such that the system can cater to both inexperienced and experienced users. Allow users to tailor frequent actions.

### Aesthetic and minimalist design

Dialogues should not contain information which is irrelevant or rarely needed. Every extra unit of information in a dialogue competes with the relevant units of information and diminishes their relative visibility.

### Help users recognize, diagnose, and recover from errors

Error messages should be expressed in plain language (no codes), precisely indicate the problem, and constructively suggest a solution.

### Help and documentation

Even though it is better if the system can be used without documentation, it may be necessary to provide help and documentation. Any such information should be easy to search, focused on the user's task, list concrete steps to be carried out, and not be too large.

## 8.2 Appendix B: Consolidated Heuristic Evaluation

*Please note that this consolidated list includes overlapping issues found by multiple evaluators.*

VISIBILITY OF SYSTEM STATUS				
Issue Number	Brief Description of Issue	How was the Heuristic violated?	Individual Priority Rating	Group Priority Rating
1	Difficult to make out what website you are in, as well as to determine your previous state	On any given page no indication of what previous page you were on or from what section you are in such as course or portfolio also when you are in the discussion section the way the page is layed out makes it harder to see what larger discussion you are a part of. This is especially true if you are in the flat view.	2	2
2	Portfolio page creation	When creating text to be entered into my new page, it was somewhat unclear which page the text was being added to	3	3
3	Apparent repetition of steps in publishing pages	After selecting "save" nothing on the page changed.--Still had to publish, and then select "publish all changes"	3	3
4	Create Portfolio: even after the correction of the url and other errors, the error color is not removed, which came after hitting the submit button	ambiguity in the system state	1	2
5	Create Portfolio: Small icon appears in front of the each page, no way of knowing what it does, its actual use is to edit the name of the page.	no hover / tool tip	2	2
6	Discussion: Multiple things get selected at the same time, making it hard to view and	ambiguity	3	3

	know which one is actually selected			
7	the system does not give enough information as to what is present under the category tab	there is not enough visibility when the user enters the portfolios' page as to how s/he can sort the portfolios	3	3
8	after clicking on "save" at the bottom of an edit page, I don't receive a confirmation message because the message appears at the top, and I am still stuck at the bottom of the page	should provide user obvious confirmation or error messages	2	3
9	everything I add in preview seems to be automatically published without my knowledge. system does not let me know whether something is indeed published, I don't feel like I'm in control of what I'm doing. also, preview and published tabs seem to show me the same thing.	system does not provide indication of whether or not a page or section has been published. the fact that pages and sections seem to automatically be published takes away user control.	3	3
10	after "add a module" is expanded, the symbol next to the button I clicked still remains as a "+" with no change from before it was clicked	button state should be changed to indicate that an action has occurred -- such as changing to a '-' to indicate ability to close tab	2	2

#### MATCH BETWEEN SYSTEM AND REAL WORLD

Issue Number	Brief Description of Issue	How was the Heuristic violated?	Individual Priority Rating	Group Priority Rating
11	Different forum construction	Difficult to see where your post ended up in forum listing	3	2
12	Gallery constructed strangely	not sure how to find portfolios geographically: geography not a "category" to this user	2	2
13	As discussed earlier when uploading an image the language choice of module is one users are not familiar with	System should use terms that users are familiar with or that are used by other similar system	3	2
14	When responding on the threads the term open drawing tool. Was not sure what that was.	Should try and use terms that are more familiar to the user	2	2
15	Create Portfolio: Create a module, create a section	the terms used have no match with the real world	3	2
16	Discussion: the placement of the selected discussion, is not consistent with the standard	no consistency with how it is being usually done	3	3

	way, also, if you want to reply to a discussion, it opens in a new page and the discussion to which you are replying is placed at the bottom.			
17	It took me sometime to realise that a module was a part of a page. Also its section>>page>>module	In general people would use the term section to depict a part of a page and not a module. the use of the word module was far too confusing. The page has different sizes of boxes, no hierachy	3	3
18	you have unpublished changes and you have no unpulished changes appear in the same colored dialog box	since both of these mean separate things there should be a clear distinction in the way they are represented.	2	2
19	in order to start a new conversation, I have to choose "submit a reply" to the general group topic.	the word "reply" suggests that you are following up with someone else's conversation, which is not the case when I want to start my own topic in the discussions section.	3	3
20	when creating a portfolio and adjusting settings, there is a 'x' symbol next to a positive action, such as "Use selected template's theme"	the 'x' suggested a negative action, yet the verbage is positive so it's contradictory. i dont know what to expect when i click on the 'x'. the information presented does not follow natural/logical expectations	2	2
21	don't know what adding a "module" will do	the term "module" does not evoke any sort of mental model or preconceived idea of what it might mean -- it is not a familiar term, and it is not something that used consistently throughout other portfolio creating platforms.	3	2
<b>USER CONTROL AND FREEDOM</b>				
Issue Number	Brief Description of Issue	How was the Heuristic violated?	Individual Priority Rating	Group Priority Rating
22	Can't go partially back out of module creation	Couldn't un-delete whole module, even though it told me I wouldn't be able to get it back I thought I would try	2	0
23	Not sure how much control back button gives you	When I hit "back" it sends me back, but I'm not sure what effect by altering has on the actual post	2	2
24	No overall search in gallery	No overall search in gallery	3	3
25	Discussion: there is no way to delete a comment / reply made	no freedom	4	4
26	I could not delete my comment	There is no flexibility here for the user to go back and delete the comment. At least it is not visible.	4	4
27	when creating a new portfolio, I can only access and edit certain amount of css. without the accompanying html or indicators of what the css selectors are, it's hard to tell what i'm modifying. also, how can a user know what to	limited for those with coding experience who would want more access to the raw code. hard to understand and use for those with minimal coding experience because they will not understand what the code means.	3	3

	change in the css, before even previewing the portfolio? no preview options			
28	published pages and sections can't seem to be "unpublished" or "hidden"	user should have control over what content is drafts, and what is visible to public.	3	3
29	everything I add in preview seems to be automatically published without my knowledge. system does not let me know whether something is indeed published, I don't feel like I'm in control of what I'm doing. also, preview and published tabs seem to show me the same thing.	system does not provide indication of whether or not a page or section has been published. the fact that pages and sections seem to automatically be published takes away user control.	3	3
30	when I am replying to a thread, the system only shows me the immediate comment I am replying to, rather than the entire thread	viewing and referring to an entire thread of conversation is often useful and desired. the way the system is set up now, the user will have to jump back and forth between pages to refer to the conversation thread and her own reply. this does not provide a lot of control or efficiency.	2	2
31	after submitting a comment, it is not clear whether or not i can edit or delete the comment. it doesn't seem like that's possible.	systems need to allow and accomodate for user mistakes -- this includes allowing users to edit and delete comments or posts in the discussions thread. not allowing these actions severely limits user control, freedoms, and flexibility, and does not allow for fixing mistakes I may have made	4	4
32	photo upload alignment: can only choose left or right, no center	there is at least one more alignment option other than "left" or "right". should provide "center" for more flexibility. better yet, provide text wrap options	2	2
<b>CONSISTENCY AND STANDARDS</b>				
Issue Number	Brief Description of Issue	How was the Heuristic violated?	Individual Priority Rating	Group Priority Rating
33	consistency and standards	The media upload doesn't allow drag-and-drop	2	2
34	No delete shortcut	I don't think I could select the photo and hit delete on keyboard, like I would be able to with the text entry field, where you can delete a photo with "delete" or highlight and hit backspace	1	2
35	Strange forum spacing	Does not fit to standards of how forums typically look as compared to outside systems	3	3
36	You can delete your profile but not a discussion post	User should not have to worry if what they can do in one section is the same in another	4	4
37	Search: By category is not a good term to categorize the location, term and specialization together	not a conventional way of grouping these headings	2	3



38	did not understand the difference between theme and template	theme and template are too similar to each other to distinguish	3	3
38	unlike the text module there is no necessity to save the module, in case of the picture module	consistency is broken, as if its mandatory to save on one page, why is is not used on the other page.	2	2
40	when i try to add an image module, the picture part of it says that there is no media, where as a link above it used to add media says replace this media	two things that point to the same state contradicting facts about eachother.	2	3
41	When you click on the more template option, the system opens up a modal drop down window, with far too many options to make sense off.	the more templates option is far too confusing with the use of word like courses. It is far to difficult for any user to relate to this as there is no relation between more templates and terms like courses	3	2
42	the two "Add a Module" buttons do different things	same language, should mean same thing. users should not have to guess what it means. users will have to rely on recall, rather than recognition, to remember what the different between the two buttons are.	3	2
43	view sections and "view pages" are right on top of each other and seem very similar, i have no clue what the difference is	language should be clear and indicative of its meaning. if language is unclear, then help/tool tips should be provided.	2	3
<b>ERROR PREVENTION</b>				
Issue Number	Brief Description of Issue	How was the Heuristic violated?	Individual Priority Rating	Group Priority Rating
44	Had to backtrack on entering text since "edit" was only for the title of the page.	Had to backtrack on entering text since "edit" was only for the title of the page.	2	2
45	When attempting to drag and drop picture, page rerouted.	When attempting to drag and drop picture, page rerouted.	4	3
46	Couldn't click on area and upload. (Had to click "edit" tab)	Couldn't click on area and upload. (Had to click "edit" tab)	2	2
47	Will allow when you cut and paste text to show the source code so that it will publish like that	Should try and prevent error from happening in the first place	2	2
48	Create Portfolio: if you remove the unique url from the edit url field then the error message is not shown, but when you submit the message comes again	at the time of the error no message displayed	2	2

49	Create Portfolio: choose a theme -> customize -> upload new image, does not check the type of file, after the upload the text below the upload button hides and behaves in a strange manner.	error not prevented	3	3
50	Does not tell you if all fields are mandatory or not	When I didnt choose any option, for permissions it did not tell me even as a side note that it was necessary to set it	3	3
51	There is no clue given that i have to save the module before publishing it	Normally when you publish a page it should be saved as well. but in digication that is not the case. it gives an error only after i click on publish.	2	2

### RECOGNITION RATHER THAN RECALL

Issue Number	Brief Description of Issue	How was the Heuristic violated?	Individual Priority Rating	Group Priority Rating
52	since the user is forced to remember what specialization matches which internship, the users has to use his memory which violates this heuristic.	forces users to remember or know ahead of time fact etc	3	4
53	User is being forced to remember information from one part of the dialogue	User is being forced to remember information from one part of the dialogue the original text should be made more visible	3	3
54	Create Portfolio: after hitting the submit button, the image format error comes, but the error does not tell that where the error is done	error message assumes that user will remember where he did the error	3	3

### FLEXIBILITY AND EFFICIENCY OF USE

Issue Number	Brief Description of Issue	How was the Heuristic violated?	Individual Priority Rating	Group Priority Rating
55	User not in control of what s/he is responding to	Unnecessary to have new window for response to thread, and you can't see what you're responding to	3	3
56	Navigation through the website is cumbersome	cannot access all areas of the site (discussions) from global map	2	3
57	There are no keyboard shortcuts which can be used	No help and efficiency for the expert users	3	3
58	Search: No search in by category and all portfolios	user has to manually check	2	2
59	where is the discussion session?	the discussion session is one of the main features of digication. and it is hidden somewhere under in the course page. Link it to the main page	3	3
60	when i am replying to a thread, the system only shows me the immediate comment i	viewing and referring to an entire thread of conversation is often useful and desired. the way the system is set up now, the user will have to jump	2	2

	am replying to, rather than the entire thread	back and forth between pages to refer to the conversation thread and her own reply. this does not provide a lot of control or efficiency.		
61	after submitting a comment, it is not clear whether or not i can edit or delete the comment. it doesn't seem like that's possible.	systems need to allow and accomodate for user mistakes -- this includes allowing users to edit and delete comments or posts in the discussions thread. not allowing these actions severely limits user control, freedoms, and flexibility, and does not allow for fixing mistakes I may have made	4	4
<b>AESTHETICS AND MINAMALIST DESIGN</b>				
<b>Issue Number</b>	<b>Brief Description of Issue</b>	<b>How was the Heuristic violated?</b>	<b>Individual Priority Rating</b>	<b>Group Priority Rating</b>
62	Help menu too clustered	Swing downs on help menu can be distracting	1	1
63	There is too much information about the original author that does not affect how to respond to the post	This is information overload	2	2
64	Create Portfolio: Even though i am not the faculty, the error message was shown, describing that if i am a faculty i can designate a new template, otherwise there is no template to choose from	message shown to the irrelevant user	2	2
65	the add media and the add file buttons are too confusing. they logos are not distinct for the same which clearly had me thinking for a while	one of the logos was irrelevant in my process, but it was not that clearly evident to me	1	1
66	helpful tips along the right hand side of the screen when creating a new portfolio: the background is a light gray, the text is also a light gray -- hard to read.	poor aesthetic choice, not enough contrast between the background and the text, which makes it hard for users to read and to follow any help/documentation	1	3
67	when editing the "internship" page: text boxes are all really large and the page gets really long	no reason to create that large of blank space. forces user to scroll too far and user will lose interest/get discouraged	2	2
68	after clicking on the "philosophy statement group review" under discussions, the screen shows me everyone's posts as well as all the expanded replies. the "flat" view is even worse: it shows me everyone's written content, making for an even longer page	showing all the expanded replies all at once makes for a very long discussion page -- it is not necessary to see all the expanded replies at once time. suggest reorganize the discussion to include collapseable features, or more obvious headers so the conversations are easier to navigate.	2	2

## HELP USERS RECOGNIZE, DIAGNOSE, AND RECOVER FROM ERRORS

Issue Number	Brief Description of Issue	How was the Heuristic violated?	Individual Priority Rating	Group Priority Rating
69	Create Portfolio: Unclear error messages	place of error unclear, context is also unclear	2	2
70	after submitting a comment, it is not clear whether or not i can edit or delete the comment. it doesn't seem like that's possible.	systems need to allow and accomodate for user mistakes -- this includes allowing users to edit and delete comments or posts in the discussions thread. not allowing these actions severely limits user control, freedoms, and flexibility, and does not allow for fixing mistakes I may have made	4	4

## HELP AND DOCUMENTATION

Issue Number	Brief Description of Issue	How was the Heuristic violated?	Individual Priority Rating	Group Priority Rating
71	help and documentation	once in help section it is unclear how the section that opens up "Editing Your E-Portfolio" relates to the subject list at right.	2	2
72	help and documentation	The scroll function here looks like it would refer to the subject list but refers to the topic displayed: "Editing Your E-Portfolio"	2	1
73	When you go to help, the document is too vague and does not provide a useful menu	Too large and does not focus on task	3	3
74	When embedding media, Digi shows screen shots of each media source as an attempt to help the user. However, the screen shots are cropped in such a way that it is impossible to tell where the embed code is actually located. The screen shots are not helpful. Also, the UStream options is missing a screen shot -- this is inconsistent.	Difficult to decipher the help section for embedding videos and is not that intuitive.	2	2
75	Create Portfolio: Please check the form for errors, searching this in help documentation reveled no results	help not useful	1	2
76	help does not have anything about deleteting the comment	help and documentation have to be concise at the same time have information about the page i am in. this is not the case with digication. I could not finad any help with regards to deleting the comment.	3	3

## 8.3 Appendix C: Individual Heuristic Evaluation- Terence O'Neill

VISIBILITY OF SYSTEM STATUS				
Issue Number	Brief Description of Issue	How was the Heuristic violated?	Individual Priority Rating	Group Priority Rating
1	Portfolio page creation	When creating text to be entered into my new page, it was somewhat unclear which page the text was being added to	3	3
2	Apparent repetition of steps in publishing pages	After selecting "save" nothing on the page changed.--Still had to publish, and then select "publish all changes"	3	3
MATCH BETWEEN SYSTEM AND REAL WORLD				
Issue Number	Brief Description of Issue	How was the Heuristic violated?	Individual Priority Rating	Group Priority Rating
3	Different forum construction	Difficult to see where your post ended up in forum listing	3	2
4	Gallery constructed strangely	not sure how to find portfolios geographically: geography not a "category" to this user	2	2
USER CONTROL AND FREEDOM				
Issue Number	Brief Description of Issue	How was the Heuristic violated?	Individual Priority Rating	Group Priority Rating
5	Can't go partially back out of module creation	Couldn't un-delete whole module, even though it told me I wouldn't be able to get it back I thought I would try	2	0
6	Not sure how much control back button gives you	When I hit "back" it sends me back, but I'm not sure what effect by altering has on the actual post	2	2
CONSISTENCY AND STANDARDS				
Issue Number	Brief Description of Issue	How was the Heuristic violated?	Individual Priority Rating	Group Priority Rating
7	consistency and standards	The media upload doesn't allow drag-and-drop	2	2
8	No delete shortcut	I don't think I could select the photo and hit delete on keyboard, like I would be able to with the text entry field, where you can delete a photo with "delete" or highlight and hit backspace	1	2
9	Strange forum spacing	Does not fit to standards of how forums typically look as compared to outside systems	3	3

ERROR PREVENTION				
Issue Number	Brief Description of Issue	How was the Heuristic violated?	Individual Priority Rating	Group Priority Rating
10	Had to backtrack on entering text since “edit” was only for the title of the page.	Had to backtrack on entering text since “edit” was only for the title of the page.	2	2
11	When attempting to drag and drop picture, page rerouted.	When attempting to drag and drop picture, page rerouted.	4	3
12	Couldn't click on area and upload. (Had to click “edit” tab)	Couldn't click on area and upload. (Had to click “edit” tab)	2	2
RECOGNITION RATHER THAN RECALL				
Issue Number	Brief Description of Issue	How was the Heuristic violated?	Individual Priority Rating	Group Priority Rating
13	since the user is forced to remember what specialization matches which internship, the users has to use his memory which violates this heuristic.	forces users to remember or know ahead of time fact etc	3	4
14	User is being forced to remember information from one part of the dialouge	User is being forced to remember information from one part of the dialouge the original text should be made more visible	3	3
15	Create Portfolio: after hitting the submit button, the image format error comes, but the error does not tell that where the error is done	error message assumes that user will remember where he did the error	3	3
FLEXIBILITY AND EFFICIENCY OF USE				
Issue Number	Brief Description of Issue	How was the Heuristic violated?	Individual Priority Rating	Group Priority Rating
16	User not in control of what s/he is responding to	Unnecessary to have new window for response to thread, and you can't see what you're responding to	3	3
17	Navigation through the website is cumbersome	cannot access all areas of the site (discussions) from global map	2	3
18	after submitting a comment, it is not clear whether or not i can edit or delete the comment. it doesn't seem like that's possible.	systems need to allow and accomodate for user mistakes -- this includes allowing users to edit and delete comments or posts in the discussions thread. not allowing these actions severely limits user control, freedoms, and flexibility, and does not allow for fixing mistakes I may have made	4	4

AESTHETICS AND MINAMALIST DESIGN				
Issue Number	Brief Description of Issue	How was the Heuristic violated?	Individual Priority Rating	Group Priority Rating
19	Help menu too clustered	Swing downs on help menu can be distracting	1	1
HELP USERS RECOGNIZE, DIAGONOSE, AND RECOVER FROM ERRORS				
Issue Number	Brief Description of Issue	How was the Heuristic violated?	Individual Priority Rating	Group Priority Rating
NA	NONE FOUND			
HELP AND DOCUMENTATION				
Issue Number	Brief Description of Issue	How was the Heuristic violated?	Individual Priority Rating	Group Priority Rating
20	help and documentation	once in help section it is unclear how the section that opens up “Editing Your E-Portfolio” relates to the subject list at right.	2	2
21	help and documentation	The scroll function here looks like it would refer to the subject list but refers to the topic displayed: “Editing Your E-Portfolio”	2	1

## 8.4 Appendix D: Individual Heuristic Evaluation- Andrew Katz

*Please note that this consolidated list includes overlapping issues found by multiple evaluators.*

VISIBILITY OF SYSTEM STATUS				
Issue Number	Brief Description of Issue	How was the Heuristic violated?	Individual Priority Rating	Group Priority Rating
1	Difficult to make out what website you are in, as well as to determine your previous state	On any given page no indication of what previous page you were on or from what section you are in such as course or portfolio also when you are in the discussion section the way the page is layed out makes it harder to see what larger discussion you are a part of. This is especially true if you are in the flat view.	2	2
MATCH BETWEEN SYSTEM AND REAL WORLD				
Issue Number	Brief Description of Issue	How was the Heuristic violated?	Individual Priority Rating	Group Priority Rating
2	As discussed earlier when uploading an image the language choice of module is	System should use terms that users are familiar with or that are used by other similar system	3	2

	one users are not familiar with			
3	When responding on the threads the term open drawing tool. Was not sure what that was.	Should try and use terms that are more familiar to the user	2	2
<b>USER CONTROL AND FREEDOM</b>				
Issue Number	Brief Description of Issue	How was the Heuristic violated?	Individual Priority Rating	Group Priority Rating
NA	NONE FOUND			
<b>CONSISTENCY AND STANDARDS</b>				
Issue Number	Brief Description of Issue	How was the Heuristic violated?	Individual Priority Rating	Group Priority Rating
4	You can delete your profile but not a discussion post	User should not have to worry if what they can do in one section is the same in another	4	4
<b>ERROR PREVENTION</b>				
Issue Number	Brief Description of Issue	How was the Heuristic violated?	Individual Priority Rating	Group Priority Rating
5	Will allow when you cut and paste text to show the source code so that it will publish like that	Should try and prevent error from happening in the first place	2	2
<b>RECOGNITION RATHER THAN RECALL</b>				
Issue Number	Brief Description of Issue	How was the Heuristic violated?	Individual Priority Rating	Group Priority Rating
6	since the user is forced to remember what specialization matches which internship, the users has to use his memory which violates this heuristic.	forces users to remember or know ahead of time fact etc	3	4
7	User is being forced to remember information from one part of the dialouge	User is being forced to remember information from one part of the dialouge the original text should be made more visible	3	3
<b>FLEXIBILITY AND EFFICIENCY OF USE</b>				
Issue Number	Brief Description of Issue	How was the Heuristic violated?	Individual Priority Rating	Group Priority Rating
NA	NONE FOUND			



AESTHETICS AND MINAMALIST DESIGN				
Issue Number	Brief Description of Issue	How was the Heuristic violated?	Individual Priority Rating	Group Priority Rating
NA	NONE FOUND			
HELP USERS RECOGNIZE, DIAGONOSE, AND RECOVER FROM ERRORS				
Issue Number	Brief Description of Issue	How was the Heuristic violated?	Individual Priority Rating	Group Priority Rating
NA	NONE FOUND			
HELP AND DOCUMENTATION				
Issue Number	Brief Description of Issue	How was the Heuristic violated?	Individual Priority Rating	Group Priority Rating
8	When you go to help, the document is too vague and does not provide a useful menu	Too large and does not focus on task	3	3
9	When embedding media, Digi shows screen shots of each media source as an attempt to help the user. However, the screen shots are cropped in such a way that it is impossible to tell where the embed code is actually located. The screen shots are not helpful. Also, the UStream options is missing a screen shot -- this is inconsistent.	Difficult to decipher the help section for embedding videos and is not that intuitive.	2	2

## 8.5 Appendix E: Individual Heuristic Evaluation- Somesh Rahul

VISIBILITY OF SYSTEM STATUS				
Issue Number	Brief Description of Issue	How was the Heuristic violated?	Individual Priority Rating	Group Priority Rating
1	Create Portfolio: even after the correction of the url and other errors, the error color is not removed, which came after hitting the submit button	ambiguity in the system state	1	2
2	Create Portfolio: Small icon appears in front of the each page, no way of knowing what it does, its actual use is to edit	no hover / tool tip	2	2

	the name of the page.			
3	Discussion: Multiple things get selected at the same time, making it hard to view and know which one is actually selected	ambiguity	3	3
<b>MATCH BETWEEN SYSTEM AND REAL WORLD</b>				
Issue Number	Brief Description of Issue	How was the Heuristic violated?	Individual Priority Rating	Group Priority Rating
4	Create Portfolio: Create a module, create a section	the terms used have no match with the real world	3	2
5	Discussion: the placement of the selected discussion, is not consistent with the standard way, also, if you want to reply to a discussion, it opens in a new page and the discussion to which you are replying is placed at the bottom.	no consistency with how it is being usually done	3	3
<b>USER CONTROL AND FREEDOM</b>				
Issue Number	Brief Description of Issue	How was the Heuristic violated?	Individual Priority Rating	Group Priority Rating
6	Discussion: there is no way to delete a comment / reply made	no freedom	4	4
<b>CONSISTENCY AND STANDARDS</b>				
Issue Number	Brief Description of Issue	How was the Heuristic violated?	Individual Priority Rating	Group Priority Rating
7	Search: By category is not a good term to categorize the location, term and specialization together	not a conventional way of grouping these headings	2	3
<b>ERROR PREVENTION</b>				
Issue Number	Brief Description of Issue	How was the Heuristic violated?	Individual Priority Rating	Group Priority Rating
8	Create Portfolio: if you remove the unique url from the edit url field then the error message is not shown, but when you submit the message comes again	at the time of the error no message displayed	2	2

9	Create Portfolio: choose a theme -> customize -> upload new image, does not check the type of file, after the upload the text below the upload button hides and behaves in a strange manner.	error not prevented	3	3
<b>RECOGNITION RATHER THAN RECALL</b>				
Issue Number	Brief Description of Issue	How was the Heuristic violated?	Individual Priority Rating	Group Priority Rating
10	Create Portfolio: after hitting the submit button, the image format error comes, but the error does not tell that where the error is done	error message assumes that user will remember where he did the error	3	3
<b>FLEXIBILITY AND EFFICIENCY OF USE</b>				
Issue Number	Brief Description of Issue	How was the Heuristic violated?	Individual Priority Rating	Group Priority Rating
11	There are no keyboard shortcuts which can be used	No help and efficiency for the expert users	3	3
12	Search: No search in by category and all portfolios	user has to manually check	2	2
<b>AESTHETICS AND MINAMALIST DESIGN</b>				
Issue Number	Brief Description of Issue	How was the Heuristic violated?	Individual Priority Rating	Group Priority Rating
13	Create Portfolio: Even though i am not the faculty, the error message was shown, describing that if i am a faculty i can designate a new template, otherwise there is no template to choose from	message shown to the irrelevant user	2	2
<b>HELP USERS RECOGNIZE, DIAGONOSE, AND RECOVER FROM ERRORS</b>				
Issue Number	Brief Description of Issue	How was the Heuristic violated?	Individual Priority Rating	Group Priority Rating
14	Create Portfolio: Unclear error messages	place of error unclear, context is also unclear	2	2

HELP AND DOCUMENTATION				
Issue Number	Brief Description of Issue	How was the Heuristic violated?	Individual Priority Rating	Group Priority Rating
15	Create Portfolio: Please check the form for errors, searching this in help documentation reveled no results	help not useful	1	2

## 8.6 Appendix F: Individual Heuristic Evaluation- Rohit V'Mohan

VISIBILITY OF SYSTEM STATUS				
Issue Number	Brief Description of Issue	How was the Heuristic violated?	Individual Priority Rating	Group Priority Rating
1	the system does not give enough information as to what is present under the category tab	there is not enough visibility when the user enters the portfolios' page as to how s/he can sort the portfolios	3	3
MATCH BETWEEN SYSTEM AND REAL WORLD				
Issue Number	Brief Description of Issue	How was the Heuristic violated?	Individual Priority Rating	Group Priority Rating
2	It took me sometime to realise that a module was a part of a page. Also its section>>page>>module	In general people would use the term section to depict a part of a page and not a module. the use of the word module was far too confusing. The page has different sizes of boxes, no hierachy	3	3
3	you have unpublished changes and you have no unpulished changes appear in the same colored dialog box	since both of these mean separate things there should be a clear distinction in the way they are represented.	2	2
USER CONTROL AND FREEDOM				
Issue Number	Brief Description of Issue	How was the Heuristic violated?	Individual Priority Rating	Group Priority Rating
4	I could not delete my comment	There is no flexibility here for the user to go back and delete the comment. At least it is not visible.	4	4

CONSISTENCY AND STANDARDS				
Issue Number	Brief Description of Issue	How was the Heuristic violated?	Individual Priority Rating	Group Priority Rating
5	did not understand the difference between theme and template	theme and template are too similar to each other to distinguish	3	3
6	unlike the text module there is no necessity to save the module, in case of the picture module	consistency is broken, as if its mandatory to save on one page, why is is not used on the other page.	2	2
7	when i try to add an image module, the picture part of it says that there is no media, where as a link above it used to add media says replace this media	two things that point to the same state contradicting facts about eachother.	2	3
ERROR PREVENTION				
Issue Number	Brief Description of Issue	How was the Heuristic violated?	Individual Priority Rating	Group Priority Rating
8	Does not tell you if all fields are mandatory or not	When I didnt choose any option, for permissions it did not tell me even as a side note there that it was necessary to set it	3	3
9	There is no clue given that i have to save the module before publishing it	Normally when you publish a page it should be saved as well. but in digication that is not the case. it gives an error only after i click on publish.	2	2
RECOGNITION RATHER THAN RECALL				
Issue Number	Brief Description of Issue	How was the Heuristic violated?	Individual Priority Rating	Group Priority Rating
NA	NONE FOUND			
FLEXIBILITY AND EFFICIENCY OF USE				
Issue Number	Brief Description of Issue	How was the Heuristic violated?	Individual Priority Rating	Group Priority Rating
10	where is the discussion session?	the discussion session is one of the main features of digication. and it is hidden somewhere under in the course page. Link it to the main page	3	3
AESTHETICS AND MINAMALIST DESIGN				
Issue Number	Brief Description of Issue	How was the Heuristic violated?	Individual Priority	Group Priority

			Rating	Rating
11	the add media and the add file buttons are too confusing. they logos are not distinct for the same which clearly had me thinking for a while	one of the logos was irrelevant in my process, but it was not that clearly evident to me	1	1
12	too much data given about others submissions	the data about the other people given is not so relevant to the user. like to whom the block is assigned and so on. also the color coding did not make sense to me	3	3
<b>HELP USERS RECOGNIZE, DIAGNOSE, AND RECOVER FROM ERRORS</b>				
Issue Number	Brief Description of Issue	How was the Heuristic violated?	Individual Priority Rating	Group Priority Rating
NA	NONE FOUND			
<b>HELP AND DOCUMENTATION</b>				
Issue Number	Brief Description of Issue	How was the Heuristic violated?	Individual Priority Rating	Group Priority Rating
13	help does not have anything about deleting the comment	help and documentation have to be concise at the same time have information about the page i am in. this is not the case with digication. I could not find any help with regards to deleting the comment.	3	3

## 8.7 Appendix G: Individual Heuristic Evaluation- Ying Ying Liu

<b>VISIBILITY OF SYSTEM STATUS</b>				
Issue Number	Brief Description of Issue	How was the Heuristic violated?	Individual Priority Rating	Group Priority Rating
1	after clicking on "save" at the bottom of an edit page, I don't receive a confirmation message because the message appears at the top, and I am still stuck at the bottom of the page	should provide user obvious confirmation or error messages	2	3
2	everything I add in preview seems to be automatically published without my knowledge. system does not let me know whether something is indeed published, I don't feel like I'm in control of what I'm doing. also, preview and published tabs	system does not provide indication of whether or not a page or section has been published. the fact that pages and sections seem to automatically be published takes away user control.	3	3

	seem to show me the same thing.			
3	after "add a module" is expanded, the symbol next to the button I clicked still remains as a "+" with no change from before it was clicked	button state should be changed to indicate that an action has occurred -- such as changing to a '-' to indicate ability to close tab	2	2
<b>MATCH BETWEEN SYSTEM AND REAL WORLD</b>				
Issue Number	Brief Description of Issue	How was the Heuristic violated?	Individual Priority Rating	Group Priority Rating
4	in order to start a new conversation, I have to choose "submit a reply" to the general group topic.	the word "reply" suggests that you are following up with someone else's conversation, which is not the case when I want to start my own topic in the discussions section.	3	3
5	when creating a portfolio and adjusting settings, there is a 'x' symbol next to a positive action, such as "Use selected template's theme"	the 'x' suggested a negative action, yet the verbiage is positive so it's contradictory. i don't know what to expect when i click on the 'x'. the information presented does not follow natural/logical expectations	2	2
6	don't know what adding a "module" will do	the term "module" does not evoke any sort of mental model or preconceived idea of what it might mean -- it is not a familiar term, and it is not something that used consistently throughout other portfolio creating platforms.	3	2
<b>USER CONTROL AND FREEDOM</b>				
Issue Number	Brief Description of Issue	How was the Heuristic violated?	Individual Priority Rating	Group Priority Rating
7	when creating a new portfolio, I can only access and edit certain amount of css. without the accompanying html or indicators of what the css selectors are, it's hard to tell what i'm modifying. also, how can a user know what to change in the css, before even previewing the portfolio? no preview options	limited for those with coding experience who would want more access to the raw code. hard to understand and use for those with minimal coding experience because they will not understand what the code means.	3	3
8	published pages and sections can't seem to be "unpublished" or "hidden"	user should have control over what content is drafts, and what is visible to public.	3	3
9	everything I add in preview seems to be automatically published without my knowledge. system does not let me know whether something is indeed published,	system does not provide indication of whether or not a page or section has been published. the fact that pages and sections seem to automatically be published takes away user control.	3	3

	I don't feel like I'm in control of what I'm doing. also, preview and published tabs seem to show me the same thing.			
10	when I am replying to a thread, the system only shows me the immediate comment I am replying to, rather than the entire thread	viewing and referring to an entire thread of conversation is often useful and desired. the way the system is set up now, the user will have to jump back and forth between pages to refer to the conversation thread and her own reply. this does not provide a lot of control or efficiency.	2	2
11	after submitting a comment, it is not clear whether or not i can edit or delete the comment. it doesn't seem like that's possible.	systems need to allow and accomodate for user mistakes -- this includes allowing users to edit and delete comments or posts in the discussions thread. not allowing these actions severely limits user control, freedoms, and flexibility, and does not allow for fixing mistakes I may have made	4	4
12	photo upload alignment: can only choose left or right, no center	there is at least one more alignment option other than "left" or "right". should provide "center" for more flexibility. better yet, provide text wrap options	2	2
<b>CONSISTENCY AND STANDARDS</b>				
Issue Number	Brief Description of Issue	How was the Heuristic violated?	Individual Priority Rating	Group Priority Rating
13	the two "Add a Module" buttons do different things	same language, should mean same thing. users should not have to guess what it means. users will have to rely on recall, rather than recognition, to remember what the different between the two buttons are.	3	2
14	view sections and "view pages" are right on top of each other and seem very similar, i have no clue what the difference is	language should be clear and indicative of its meaning. if language is unclear, then help/tool tips should be provided.	2	3
<b>ERROR PREVENTION</b>				
Issue Number	Brief Description of Issue	How was the Heuristic violated?	Individual Priority Rating	Group Priority Rating
NA	NONE FOUND			
<b>RECOGNITION RATHER THAN RECALL</b>				
Issue Number	Brief Description of Issue	How was the Heuristic violated?	Individual Priority Rating	Group Priority Rating
NA	NONE FOUND			



FLEXIBILITY AND EFFICIENCY OF USE				
Issue Number	Brief Description of Issue	How was the Heuristic violated?	Individual Priority Rating	Group Priority Rating
15	when i am replying to a thread, the system only shows me the immediate comment i am replying to, rather than the entire thread	viewing and referring to an entire thread of conversation is often useful and desired. the way the system is set up now, the user will have to jump back and forth between pages to refer to the conversation thread and her own reply. this does not provide a lot of control or efficiency.	2	2
16	after submitting a comment, it is not clear whether or not i can edit or delete the comment. it doesn't seem like that's possible.	systems need to allow and accomodate for user mistakes -- this includes allowing users to edit and delete comments or posts in the discussions thread. not allowing these actions severely limits user control, freedoms, and flexibility, and does not allow for fixing mistakes I may have made	4	4
AESTHETICS AND MINAMALIST DESIGN				
Issue Number	Brief Description of Issue	How was the Heuristic violated?	Individual Priority Rating	Group Priority Rating
17	helpful tips along the right hand side of the screen when creating a new portfolio: the background is a light gray, the text is also a light gray -- hard to read.	poor aesthetic choice, not enough contrast between the background and the text, which makes it hard for users to read and to follow any help/documentation	1	3
18	when editing the "internship" page: text boxes are all really large and the page gets really long	no reason to create that large of blank space. forces user to scroll too far and user will lose interest/get discouraged	2	2
19	after clicking on the "philosophy statement group review" under discussions, the screen shows me everyone's posts as well as all the expanded replies. the "flat" view is even worse: it shows me everyone's written content, making for an even longer page	showing all the expanded replies all at once makes for a very long discussion page -- it is not necessary to see all the expanded replies at once time. suggest reorganize the discussion to include collapseable features, or more obvious headers so the conversations are easier to navigate.	2	2
HELP USERS RECOGNIZE, DIAGONOSE, AND RECOVER FROM ERRORS				
Issue Number	Brief Description of Issue	How was the Heuristic violated?	Individual Priority Rating	Group Priority Rating
20	after submitting a comment, it is not clear whether or not i can edit or delete the comment. it doesn't seem like that's possible.	systems need to allow and accomodate for user mistakes -- this includes allowing users to edit and delete comments or posts in the discussions thread. not allowing these actions severely limits user control, freedoms, and flexibility, and does not allow for fixing mistakes I may have made	4	4

<b>HELP AND DOCUMENTATION</b>				
<b>Issue Number</b>	<b>Brief Description of Issue</b>	<b>How was the Heuristic violated?</b>	<b>Individual Priority Rating</b>	<b>Group Priority Rating</b>
NA	NONE FOUND			