

# Findings

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## Finding 1: No display of total video duration and remaining time

**Severity:** 3/4

**Heuristic violated:** Visibility of System Status

**Elaborated description:**

In the video player across several modules, the total duration of the video and the time remaining are not displayed. Users only see the elapsed time progress bar without knowing how much time is left or the total length of the video. This lack of feedback violates Nielsen's heuristic of *Visibility of System Status*, which states that "the system should always keep users informed about what is going on, through appropriate feedback within reasonable time." Without this information, users may feel uncertain about their progress and lose confidence in the system.

**Suggestion for improvement:**

Add a time indicator showing both elapsed time and total video length beside or below the progress bar, similar to popular platforms like YouTube or Vimeo. This provides clear, immediate feedback on how much content remains.

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## Finding 2: Absence of progress bar within course modules

**Severity:** 3/4

**Heuristic violated:** Visibility of System Status

**Elaborated description:**

Users lack visual feedback on their progression through course modules or lessons. There is no progress bar or indicator showing how many lessons or quizzes remain in a module. According to Nielsen, *Visibility of System Status* requires ongoing feedback on progress to avoid confusion and to motivate users by showing advancement. Without this, users might not know how far along they are, which could reduce engagement.

**Suggestion for improvement:**

Implement a progress bar or completion tracker for each module and lesson, such as a percentage completed or number of lessons left, placed prominently on module pages and within lessons.

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## Finding 3: Quiz attempts and results are unclear and ambiguous

**Severity:** 3/4

**Heuristic violated:** Visibility of System Status

**Elaborated description:**

Feedback regarding quiz results and the number of attempts left is insufficient or unclear. Users are not informed clearly about how many attempts they have used or have remaining, and the "Total Score" label is ambiguous, leaving users uncertain about their performance. This violates *Visibility of System Status* because users must be given immediate and understandable feedback on system state and their progress.

**Suggestion for improvement:**

Show clear counters for remaining attempts on quiz pages and provide unambiguous score summaries. Include progress indicators for correct and incorrect answers to help users understand their standing at all times.

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## Finding 4: Terminology used does not match real-world language of target users

**Severity:** 3/4

**Heuristic violated:** Match Between System and the Real World

**Elaborated description:**

The course disclaimer states that the terminology used may not match standard legal language. Several interviewed users reported that the language and terms do not align with those used by practicing professionals, leading to confusion and reduced trust. Nielsen's heuristic *Match Between System and the Real World* suggests that systems should speak the users' language with familiar concepts, avoiding unfamiliar jargon.

**Suggestion for improvement:**

Update course content to align terminology with that used in real-world legal practice. Consult domain experts to ensure vocabulary and phrasing are accurate and relatable.

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## Finding 5: Video player lacks seek bar for navigation

**Severity:** 3/4

**Heuristic violated:** User Control and Freedom

**Elaborated description:**

Users cannot manually navigate or jump to specific points within videos because the seek bar is either missing or not interactive. This limits user control and flexibility, violating Nielsen's *User Control and Freedom* heuristic, which encourages allowing users to undo and redo actions and freely navigate within the system.

**Suggestion for improvement:**

Add an interactive seek bar to all video players, allowing users to skip ahead, rewind, or revisit sections of interest easily. Display tooltips showing time when hovering over the seek bar.

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## Finding 6: Inconsistent styling of interactive elements

**Severity:** 3/4

**Heuristic violated:** Consistency and Standards

**Elaborated description:**

Buttons, links, and other clickable elements have inconsistent visual styles across the interface. For example, some external PDF links warn users about leaving the site, while others do not. Inconsistent styles confuse users about which elements are interactive, violating *Consistency and Standards*, which states that users should not have to wonder whether different words, situations, or actions mean the same thing.

**Suggestion for improvement:**

Adopt and enforce consistent styling for all interactive elements. Clearly differentiate links, buttons, and non-clickable items using colors, underlining, and hover effects. Provide warnings on external links uniformly.

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## Finding 7: Spacebar key does not function as expected for video playback

**Severity:** 2/4

**Heuristic violated:** Consistency and Standards

**Elaborated description:**

Pressing the spacebar sometimes advances to the next video instead of toggling play/pause, contradicting widely accepted video player behavior. This inconsistency can frustrate users who expect standard keyboard shortcuts to function predictably.

**Suggestion for improvement:**

Implement the spacebar as a toggle for play/pause across all video players to align with user expectations and standard conventions.

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## Finding 8: Information overload on module pages

**Severity:** 2/4

**Heuristic violated:** Aesthetic and Minimalist Design

**Elaborated description:**

The module pages display too much text and information at once, overwhelming users and making it hard to focus on key content. Nielsen warns that unnecessary information competes with relevant information, reducing clarity and usability.

**Suggestion for improvement:**

Simplify module pages by prioritizing and limiting displayed content. Consider using collapsible sections or tabs to organize detailed

information without cluttering the interface.

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## Finding 9: Lack of hover feedback for clickable quiz areas

**Severity:** 2/4

**Heuristic violated:** Error Prevention

**Elaborated description:**

Quiz exercises require users to click precise areas, but the interface provides no visual cues or hover highlights indicating clickable zones. This causes users to make errors by clicking slightly outside intended targets.

**Suggestion for improvement:**

Add hover states or bounding boxes to indicate active click areas clearly, reducing user errors and frustration.

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## Finding 10: No autoplay option for videos

**Severity:** 2/4

**Heuristic violated:** Flexibility and Efficiency of Use

**Elaborated description:**

Users must manually click to advance to the next video, which reduces efficiency for those who wish to watch content continuously. Nielsen's

heuristic encourages providing accelerators for experienced users.

**Suggestion for improvement:**

Implement an autoplay feature that allows users to opt in to automatically play the next video after one finishes.

## References

Nielsen, J. (n.d.). *10 Usability Heuristics for User Interface Design*. Nielsen Norman Group. Retrieved from <https://www.nngroup.com/articles/ten-usability-heuristics/>