Finding	Description	System Location	Heuristic Ref 1	Heuristic Ref 2	Heuristic Ref 3	Severity	Recommendation
Post Actions buttons 1	When a user marks a reply/post within a thread as highlighted, the button text not visible unless rolled over (Mark as Highlighted). The Cancel button has a green outline. The Mark/Delete button only has a green outline once it is clicked (not hovered). The Delete button has visible blue text (Delete Post) but the Cancel button text is still not visible.	Mark as Highlighted, Delete Post (Reply only)	1	8		4 immediate issue	Button text should always be visible with high contrast color. Consider a gray outline or shading to indicate button as opposed to green outline. The outline should be there at all times, with hover change to show an action item.
WYSIWYG text	WYSIWYG text formatting does not allow user to revert back to regular text unless word is highlighted first.	Create a post	3			3 major usability	Allow text to revert back to regular text on button click instead of highlighting characters first.
Post Title Error	Error message shows that a title is required by outlining the title box in red and giving the user an instruction to use a longer title. However, this is not concrete and does not tell user how long of a title is needed. Only after typing 2 characters does the box turn green, allowing a user to submit.	Create a post	9			3 major usability	Offer constructive help for consistent standards in post titles
Image Upload	Large images take a long time to insert into a post, and there is no indication of whether it worked or how long it will take. There is an Uploading... message but it looks like a button and only appears "under" the post (so a user needs to cancel the post/edit to see it).	WYSIWYG Insert Image	1	3		3 major usability	Either prevent users from uploading images that are too large, and/or provide a time estimate or system status message during upload.
WYSIWYG insert code	When a user chooses a code type to insert, the WYSIWYG text box view jumps to the top of the page. The user must then scroll back down to see & edit the code.	Create a post	1	4		2 minor usability	Adjust automatic response to user code select to keep screen focused on where code was inserted.
Post Timing Link	A previously submitted post shows how long ago it was created with a clickable link. Clicking the link takes the user to that same post or thread.	Thread / Posts Overview	2			2 minor usability	Offer scroll over text to help users know where this goes or do usability testing to find out where users think this goes
Insert Code Empty	Posts do not allow a user to enter an empty text box in all cases except for the insert code function: A user can select a code type and then leave it blank to successfully submit a post.	Create a post	5			2 minor usability	Include error message to include text/code for this function.
Invalid Links	A user can include an invalid link (without a top-level domain) and it is accepted. Formatting shows that it is a link (blue with underline) but does not link anywhere. No error message is included for if this is intentional. An error message is included for addresses without a scheme/protocol, but the only options are to cancel the entire link or accept the addition.	WYSIWYG Insert Link	3	5	9	2 minor usability	Provide error message for invalid addresses with 'back' option to edit and 'proceed anyway' option.
Empty text box spaces	A user can type several spaces, which the WYSIWYG editor considers characters and approves for submission.	Create a post	5			2 minor usability	Recognize a post of only spaces as an error condition and provide error message to include text.
Help Center Insert Image	The description text tells users to click the image icon without any further help.	Help Center	10			2 minor usability	Provide more detailed instructions with numbered steps for inserting an image and considering errors/troubleshooting.

Finding	Description	System Location	Heuristic Ref 1	Heuristic Ref 2	Heuristic Ref 3	Severity	Recommendation
Copy URL box	Copy URL box is too small to see most of the URL, making it difficult to copy and paste into a browser/other location.	Share post / Link to Post	4			1 cosmetic	Lengthen text box for copy URL
Post Actions buttons 2	Buttons do not show the same color scheme / design for Original Post delete vs. Post Reply delete	Delete Post (Original post)	8			1 cosmetic	Use consistent formatting
Help Center Delete Post	The description text does not use updated imagery for the dropdown menu (previously three dots, now an arrow)	Help Center	10			1 cosmetic	Update Help Center descriptions to match current UI

Heuristic #	Title	Notes from Class
1	Visibility of system status	Gives the user feedback by showing what actions are possible and the availability/status of the system.
2	Match between system and the real world	A system should not use developer or insider terms/concepts. Instead it should reflect how the user thinks/speaks. This would fit better with users' mental schema.
3	User control and freedom	Users make mistakes a lot, so we need to give them options to undo/redo, or cancel an action entirely.
4	Consistency and standards	Users expect terms to be consistent across a site or system. This is either contextual to the system itself or even relative to the platform/CMS.
5	Error prevention	Set up a system that is designed to prevent errors (ex. form fields intuitively guide users to format correctly). Double check that users intend their action if there are dire consequences (delete).
6	Recognition rather than recall	People have a hard time recalling out of thin air than being presented with options. This includes tools, actions, navigation, search suggestions, etc. If we require the user to recall, is it reasonable to do so (password)? How can we help them out if they can't remember?
7	Flexibility and efficiency of use	Appeal to various users through personalization or system offerings. Ex. accelerators like (automatic?) shortcuts or bookmarks for experts, tutorial walkthroughs / clarity for beginners.
8	Aesthetic and minimalist design	Omit any unecessary info & visual clutter. It will confuse people. Use gestalt principles as a guide especialy when a lot of info needs to be presented.
9	Help users recognize, diagnose, and recover from errors	Any error messages should be written and presented for the user (not in developer / system speak). It should give users concrete reasons as to why the error happened and perhaps guidance on how to avoid it in the future.
10	Help and documentation	It's ideal to not have any help docs at all, but sometimes they're needed. If so, make the help info searchable, applicable to user tasks/needs, and shows concrete numbered steps to accomplishing the task.