

Learn-A-Latte Heuristic Evaluation Usability Bug Report

1. **Severity:** 1

- a. **Prototype:** Learn-A-Latte Wireframe
- b. **Evaluator:** Christina Bui
- c. **Heuristic(s) violated:** Visibility of System Status
- d. **Brief description of the issue raised:** When registering, there is no way to know if the operation has been successful or not.

2. **Severity:** 1

- a. **Prototype:** Learn-A-Latte Wireframe
- b. **Evaluator:** Christina Bui
- c. **Heuristic(s) violated:** Visibility of System Status
- d. **Brief description of the issue raised:** No way to tell if a user's concern or question has been successfully sent/evaluated by the dev team.

3. **Severity:** 1

- a. **Prototype:** Learn-A-Latte Wireframe
- b. **Evaluator:** Christina Bui
- c. **Heuristic(s) violated:** Visibility of System Status
- d. **Brief description of the issue raised:** No way to tell if a photo has been unsuccessfully taken.

4. **Severity:** 1

- a. **Prototype:** Learn-A-Latte Wireframe
- b. **Evaluator:** Christina Bui
- c. **Heuristic(s) violated:** Visibility of System Status

- d. **Brief description of the issue raised:** No way to tell if a user's concern or question has been successfully sent/evaluated by the dev team.

5. **Severity:** 2

- a. **Prototype:** Learn-A-Latte Wireframe
- b. **Evaluator:** Christina Bui
- c. **Heuristic(s) violated:** Match Between System and Real World, User Control and Freedom
- d. **Brief description of the issue raised:** The ordering system does not emulate real-life in that you cannot choose from all of the possible available options. While our app has expert recommended products that are available for a user to purchase, the user should still have the choice to select options that are not recommended by the expert, or at least have the ability to choose other options.

6. **Severity:** 1

- a. **Prototype:** Learn-A-Latte Wireframe
- b. **Evaluator:** Christina Bui
- c. **Heuristic(s) violated:** Match Between System and Real World
- d. **Brief description of the issue raised:** Taking a picture of something does not pull up a video relating to the picture's subject in the real world. This may prove to be unintuitive to some users.

7. **Severity:** 1

- a. **Prototype:** Learn-A-Latte Wireframe
- b. **Evaluator:** Christina Bui
- c. **Heuristic(s) violated:** User Control and Freedom, Consistency and Standards
- d. **Brief description of the issue raised:** There are rigid ways to login/register. Both a user and an expert should be able to login/register from the app and the website.

8. **Severity:** 1

- a. **Prototype:** Learn-A-Latte Wireframe
 - b. **Evaluator:** Christina Bui
 - c. **Heuristic(s) violated:** User Control and Freedom
 - d. **Brief description of the issue raised:** The user should be able to change the name of a shopping list.
9. **Severity:** 1
- a. **Prototype:** Learn-A-Latte Wireframe
 - b. **Evaluator:** Christina Bui
 - c. **Heuristic(s) violated:** User Control and Freedom, Error Prevention
 - d. **Brief description of the issue raised:** There is no back button after a video has been pulled up.
10. **Severity:** 4
- a. **Prototype:** Learn-A-Latte Wireframe
 - b. **Evaluator:** Christina Bui
 - c. **Heuristic(s) violated:** Consistency and Standards
 - d. **Brief description of the issue raised:** There is no expert version of the app.
11. **Severity:** 2
- a. **Prototype:** Learn-A-Latte Wireframe
 - b. **Evaluator:** Christina Bui
 - c. **Heuristic(s) violated:** Error Prevention, Help Users Recognize, Diagnose, and Recover from Errors
 - d. **Brief description of the issue raised:** On the website, there is no way to change an uploaded file if you uploaded the wrong one.
12. **Severity:** 2

- a. **Prototype:** Learn-A-Latte Wireframe
- b. **Evaluator:** Christina Bui
- c. **Heuristic(s) violated:** Error Prevention, User Control and Freedom, Help Users Recognize, Diagnose, and Recover from Errors
- d. **Brief description of the issue raised:** After having your interests evaluated by an expert and having a list of videos sent to you, there is no way to change these videos if you accidentally selected a topic that does not interest you.

13. **Severity:** 2

- a. **Prototype:** Learn-A-Latte Wireframe
- b. **Evaluator:** Christina Bui
- c. **Heuristic(s) violated:** User Control and Freedom
- d. **Brief description of the issue raised:** There is no way to add more interests to a user's list after having their interests processed for the first time.

14. **Severity:** 1

- a. **Prototype:** Learn-A-Latte Wireframe
- b. **Evaluator:** Christina Bui
- c. **Heuristic(s) violated:** Flexibility and Efficiency of Use
- d. **Brief description of the issue raised:** On the expert signup, there is no way to use your social media credentials to populate the text fields.

15. **Severity:** 1

- a. **Prototype:** Learn-A-Latte Wireframe
- b. **Evaluator:** Christina Bui
- c. **Heuristic(s) violated:** Flexibility and Efficiency of Use

- d. **Brief description of the issue raised:** When selecting interests, there is no way to skip the selection process.

16. **Severity:** 4

- a. **Prototype:** Learn-A-Latte Wireframe
- b. **Evaluator:** Christina Bui
- c. **Heuristic(s) violated:** Flexibility and Efficiency of Use
- d. **Brief description of the issue raised:** There is no way to view all of the possible available videos; you can only view the videos that have been curated for you.

17. **Severity:** 4

- a. **Prototype:** Learn-A-Latte Wireframe
- b. **Evaluator:** Christina Bui
- c. **Heuristic(s) violated:** Error Prevention, Help Users Recognize, Diagnose, and Recover from Errors, Help and Documentation
- d. **Brief description of the issue raised:** There is no way to cancel a user's order.

18. **Severity:** 3

- a. **Prototype:** Learn-A-Latte Wireframe
- b. **Evaluator:** Christina Bui
- c. **Heuristic(s) violated:** Error Prevention
- d. **Brief description of the issue raised:** There is no confirmation message after submitting your list of interests.

19. **Severity:** 3

- a. **Prototype:** Learn-A-Latte Wireframe
- b. **Evaluator:** Christina Bui
- c. **Heuristic(s) violated:** Error Prevention

- d. **Brief description of the issue raised:** There is no confirmation message after hitting the registration button for both users and experts.

20. **Severity:** 2

- a. **Prototype:** Learn-A-Latte Wireframe
- b. **Evaluator:** Christina Bui
- c. **Heuristic(s) violated:** Help and Documentation
- d. **Brief description of the issue raised:** The FAQ section is very large.

21. **Severity:** 4

- a. **Prototype:** Learn-A-Latte Wireframe
- b. **Evaluator:** Christina Bui
- c. **Heuristic(s) violated:** Help and Documentation
- d. **Brief description of the issue raised:** There is no FAQ or documentation for the experts.