| | Issue | Severity | Ease of Fix | Heuristic Violated | Recommendation |
|---|---|---|---|---|---|
| 1 | Observer clicked on the moderator link before the moderator did. So the original moderator cannot go in as moderator now and got locked out. | S4 | E2 | #9 Help users recognize, diagnose, and recover from errors | • Error messages should state the exact reason for how the error happened so that users can prevent or avoid it next time. |
| 2 | Observer link wasn't visibly clear on the session details page. | S3 | E3 | #7 Flexibility and efficiency of use | • Checklist to invite colleagues as observers.<br>• Have only 1 link: for participants. |
| 3 | Participants have no control to "end session", and can only close the entire chrome tab. | S3 | E3 | #3 User control and freedom | • Allow users to request exit but also allow moderators to decline requests. |
| 4 | MODERATOR POV: Participant video covers part of prototype screen, moderator and observers unable to view prototype fully. | S3 | E2 | #7 Flexibility and efficiency of use | • Change live session layout: moderator AND participant video feeds are on a panel separate from the prototype screen share feed. |
| 5 | Too many CTA in live session with clashing colors: blue options and red stop buttons. | S3 | E4 | #8 Aesthetic and minimalist design | • Reduce number of colours used and establish visual hierarchy. |
| 6 | Entire transcription is very long and requires a lot of scrolling up and down to look through transcription + note down key takeaways. | S3 | E4 | #8; #7 Aesthetic and minimalist design; Flexibility and efficiency of use | • Have clearer indication of each section of the transcript under a question/task.<br>• Allow users to collapse/expand question/task sections. |
| 7 | Invite team members manually + required to enter email addresses one-by-one, cannot put in multiple with enter/spacebar/comma. | S2 | E3 | #6 Recognition rather than recall | • Implement an invitation link to projects which allows colleagues to access without a betafi acc.<br>• Allow users to key in multiple email addresses, separated by commas. |
| 8 | In transcription, when moderators add note, an empty note segment is created but they have no way to delete the note. | S2 | E2 | #3; #5 User control and freedom; Error prevention | • Allow users to copy, edit, delete notes as they wish on the session results page. |
| 9 | Unable to create a project when questions are too long but no indication of word limit. | S2 | E4 | #5 Error prevention | • Have an error message when the project fails to save.<br>• Indicate word limit (if applicable). |
| 10 | No clear indication on the onboarding stage that "Getting Started" is clickable. | S2 | E4 | #1 visibility of system status | • Introduce steps on cards which indicate to users that steps are clickable. |
| 11 | Moderator controls in live session is confusing: "Stop screen share" on moderator view is not intuitive because moderator is not sharing screen. | S2 | E4 | #8 Aesthetic and minimalist design | • Change copy to "share prototype" and "stop prototype". |
| 12 | In transcription, when the moderator hovers over or clicks on the "?" there is no popup or additional information. | S1 | E4 | #4 consistency and standards | • Remove the icon to prevent user confusion. |