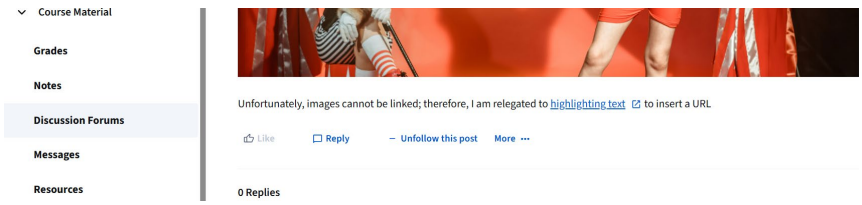
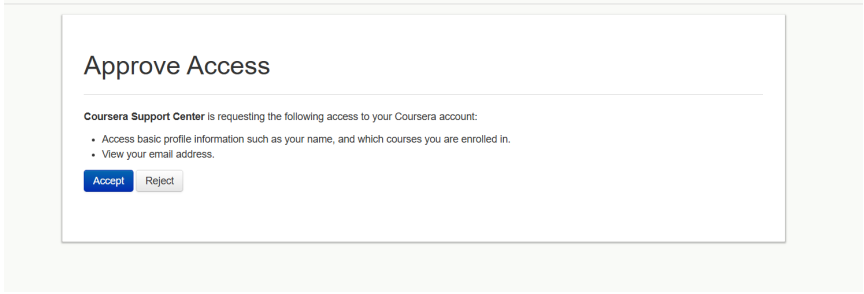
Description	System Location	Heuristics Violated	Severity
Issue #5 The options whether to follow or unfollow are unclearly stated The zero state is as is shown in the screenshot below shows “unfollow” this post. Does this mean this option is automatically set at “follow” (unlikely) or does this mean it is automatically set at “unfollow” and I must click to follow? What would work better is if the “unfollow” was simply the word “follow” greyed out. Then the user would know it was not activated 	Post pop-up, Module 6	#1Visibility of System Status #2 Match between system and the Real World #4Consistency and Standards	4
Issue #7: Help Center I accessed the Help Center below my profile. Was taken to the screen that listed what the system needed access to and an “Accept” and “Reject” button. I pressed “Accept.” I was not redirected; no other screen was visible and there were no error messages. I then attempted to access the Help Center again via my profile. The same popup (image below) occurred. Mobius loop. Uggh! 	Help Center	#5 Error Prevention #10 Help and Documentation	4
Issue #2 In this screenshot, I attempted to divide the sentence into several bullet points. I intended to place the part of the sentence to the right of the cursor below the first part of the sentence. (See image #1). However, behaved oppositely, with the first part of the sentence (to the right of the cursor) going below the part of the sentence to the right of the cursor. (See image #2). This is not how bullet points operate.	Post pop-up, Module 6	#4. Consistency and Standards.	3

Image #1

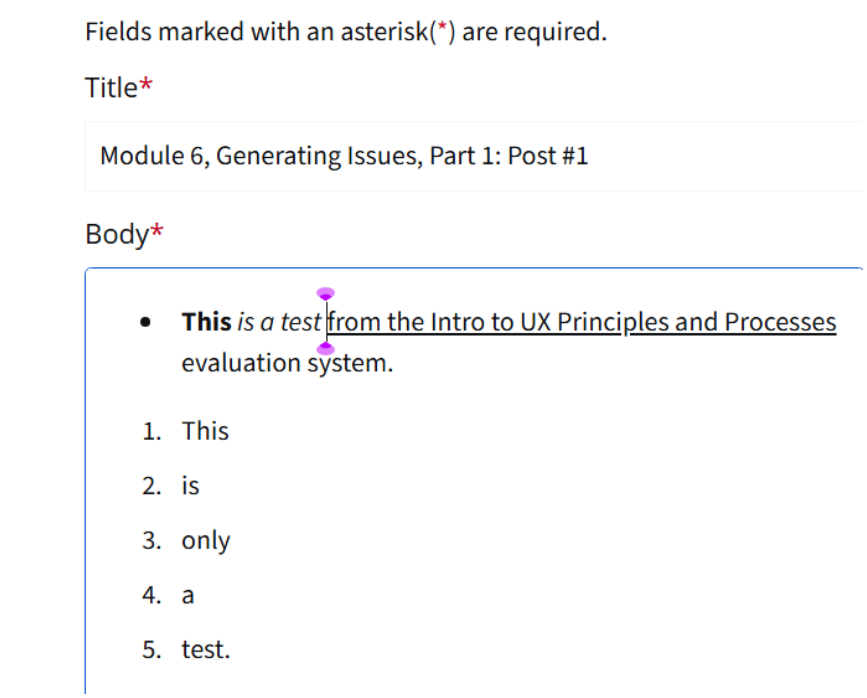
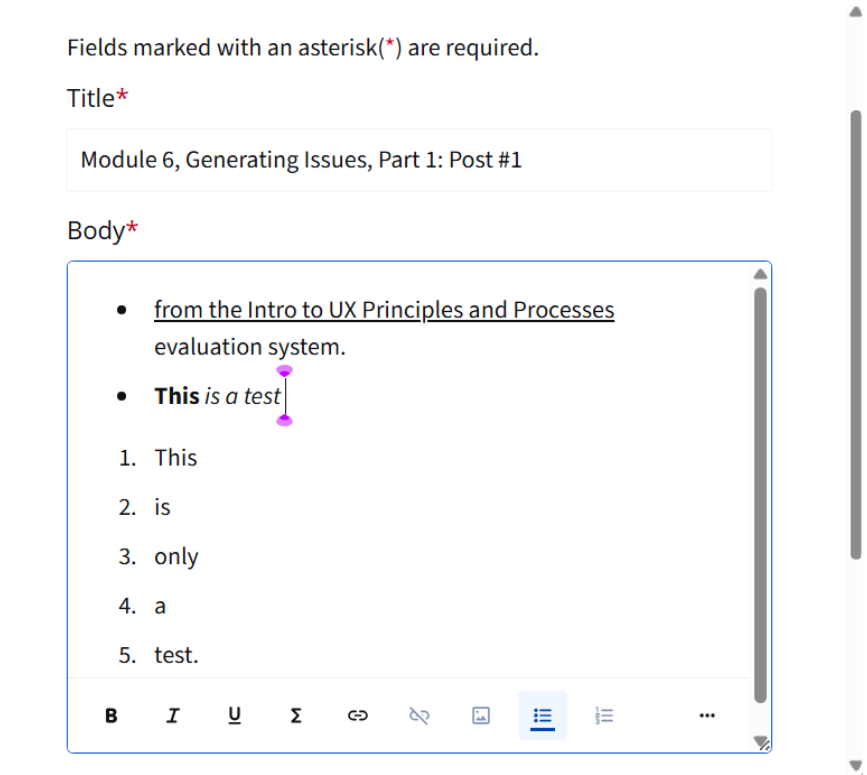
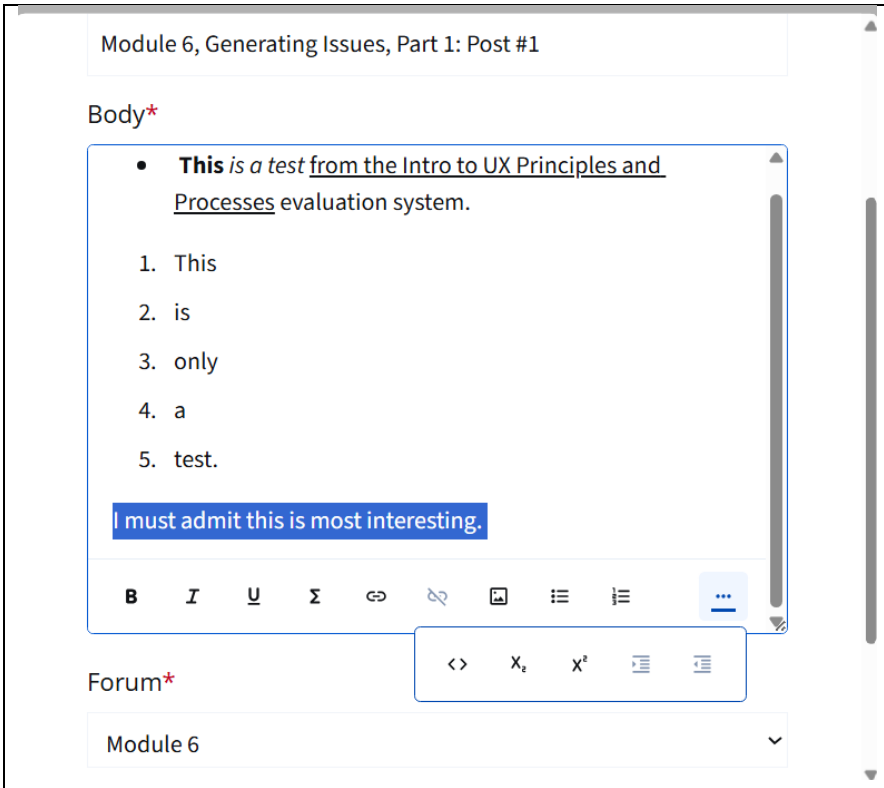
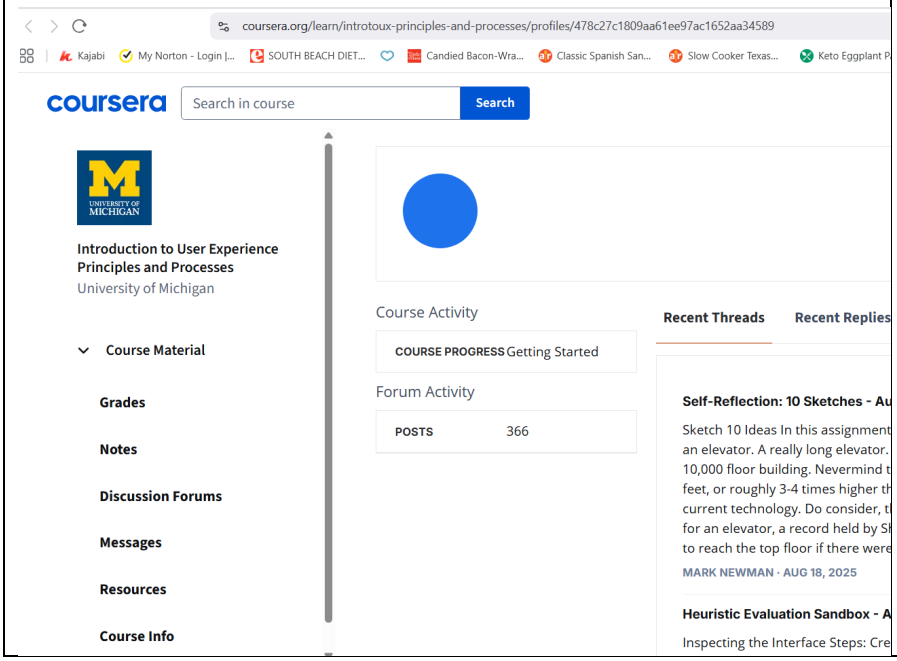
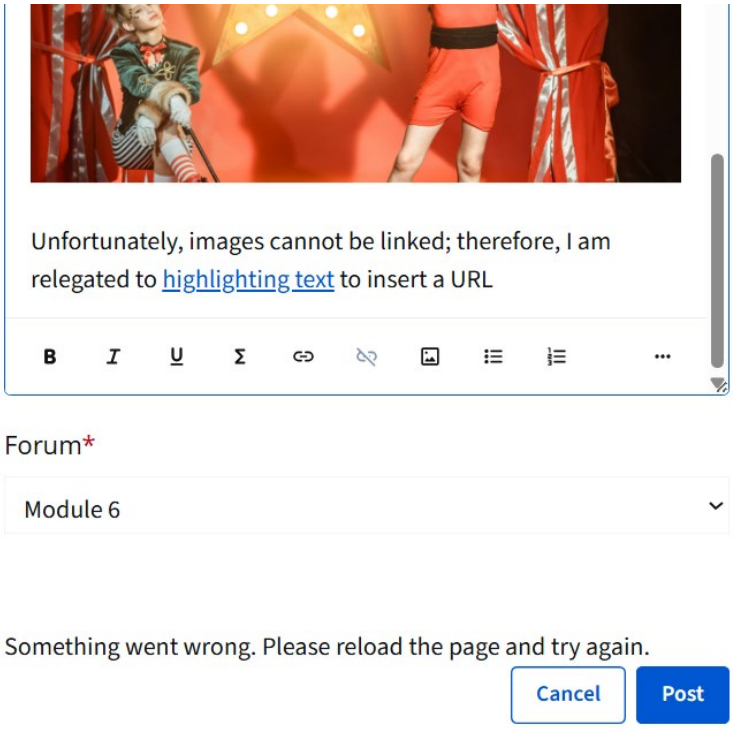


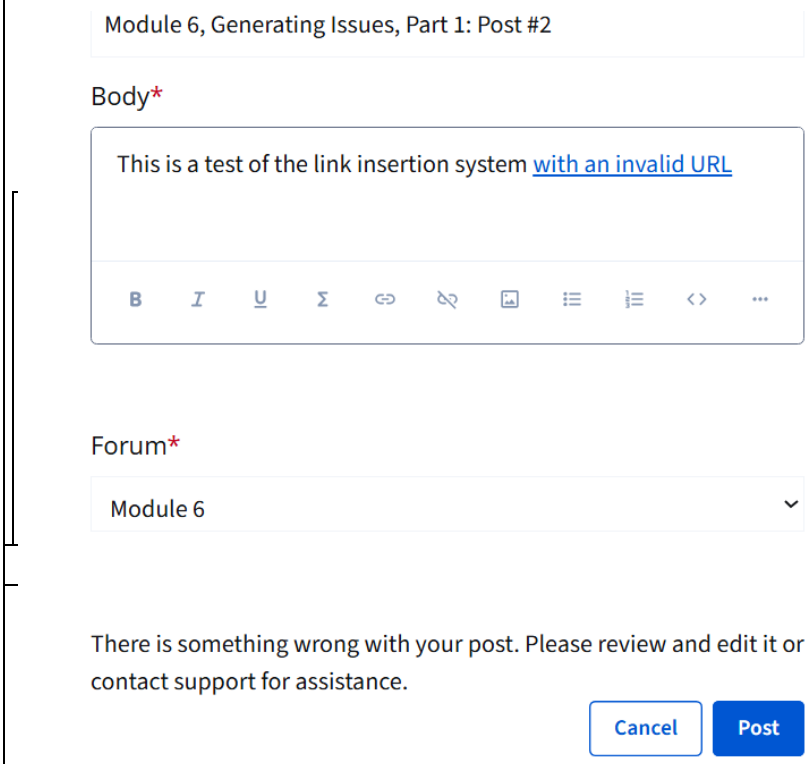
Image #2



Issue #3 The increase/decrease indent feature is not available when the text is highlighted; this departs from convention.	Post pop-up, Module 6	#4. Consistency and Standards.	3

			
Issue #1: You can easily go to the individual moderator's page; however, you can't get back to the landing page easily, as there is no 'Home" icon, as there is when you go to a particular forum. Instead, you must rely upon the standard web solution of using the left-facing arrow next to the URL box. 	Individual moderator page.	#3: User Control & Freedom #4: Consistency & Standards	2

Issue #4 While attempting to post my piece completed for this assignment, the posting action could not be completed. Although both parts of the error message were clear • #1: The issue. *("Something happened" is acceptable, because either you don't know or you don't wish to cast aspersions on the User),* and • #2: The action. it appeared that this was not the correct action. I merely waited for a time and reposted. I did not need to reload my image.  	Post pop-up, Module 6	#5: Error Prevention	2

Issue #6 In this case, I linked an invalid URL. The error message was unnecessarily vague. The reason should be: “invalid URL” and the action recommended should be: “Recheck your URL.”  	Post pop-up, Module 6	#5 Error Prevention	2