Prototype Description:	Connect students in need of academic support and qualified peer tutors through a mobile application.						
Simple Task	Create an Account						
Moderate Task	Request and Complete Tutoring Session.						
Complex Task	Request a Recurring session.						
			*attach images here if helpful				I changed severities + clarification

Problem	Heuristic	Task	Severity	Description	Rationale	Fix	Found by...	CA Comments
1	H2: Match b/w System & World	1. Simple Task	3	Login/Create account page doesn't have the logo or any messaging about tutti on it.	Most users expect products/service to have a logo or description on first page and acquaint users with product.	Add logo and/or project info to first page.	A, D	
2	H5: Error Prevention	1. Simple Task	3	User can go back after creating an account.	Allowing a user to go back and exit the account creation process before finishing seems very prone to enabling users to entire error states.	Remove back arrow between "welcome to tutti!" and account creation page	A	
3	H9: Help Users with Errors	1. Simple Task	3	No indication for what happens if a user inputs an invalid password/email address during account creation.	If a user inputs an invalid password for account creation and there isn't any info on what a valid password/email address looks like or that they've done it wrong they will struggle to recover from the error.	Includ a blurb (maybe in a button) about what a valid password/email address looks like during account creation and list what is wrong with the password they've input after an error.	A, C	validation
4	H3: User Control & Freedom	1. Simple Task	3	No way to log out and go back to the beginning of the login/create account task flow	If the user wants to log into a different account or accidentally logs into the wrong account (seems possible if user wants to, say, separate their tutor account from their tuttee account) they can't go back to the beginning of the flow	Add a log out button to the home page after logging in.	A	
5	H11: Accessible Design	1. Simple Task	2	No way to see typed passwords	Password input is made less accessible since there's no way to read what is written	Add button to view typed password characters or leave the most recently typed character visible	A	will be fixed in hi-fi, figma limitation
6	H1: Visibility of System Status	1. Simple Task	2	Both the role choosing page and the availability calendar have same title but have a different subtitle under header.	These two pages complicate user understanding of the process of account creation in terms of figuring out exactly what step they're at since the more specific information is sidelined a bit	Make the subtitles the header titles for these two pages.	A	
7	H10: Help & Documentation	1. Simple Task	2	There is no documentation on the "select your availability" screen to explain how to use the calendar	While when2meet users may be familiar with the calendar, many users may not be, and may be confused as to how to work the calendar, what areas represent availability, etc. without help.	Add an information bubble or text which explains the operation of the calendar for users.	B, D	
8	H2: Match b/w System & World	1. Simple Task	2	Placeholder example for password is unclear	ex. ******** doesn't inform users about password requirements	Replace with specific requirements, eg, '8+ chars'	C, D	
9	H1: Visibility of System Status	1. Simple Task	1	No loading indicator after pressing Create Account/Login	Users are left wondering if the app is processing their request	Add a loading spinner or message	C, D	lower severity

#	Heuristic	Task	Severity	Issue	Explanation	Recommendation	Screen	Notes
10	H10: Help & Documentation	1. Simple Task	1	The calendar page on scheduling does not have any information, confusing to use.	Documentation is needed to understand how the calendar works, and similar documentatio is found in places like when2meet that provide similar tools.	Add documentation on how to use the calendar.	D	not very descriptive about what is confusing
11	H8: Aesthetic & Minimalist Design	1. Simple Task	1	"Log In" title is really far left, especially compared to other titles	The title is jarring to read and not aesthetically pleasing	Potentially center screen titles or, at least, move the "Log In" title to align with titles other titles that have back buttons	A, C	
12	H4: Consistency & Standards	1. Simple Task	1	Users have to press a "create an account" button and then a "create your account" button in the same task flow	It feels redundant to press two similarly but differently named buttons in a row to do different things and could be confusing to users.	Creating an account shouldn't be common, so possibly de-emphasizing the first create account button to another format like a "don't have an account?" may be more helpful for kicking off the task flow.	A	
13	H12: Value Alignment & Inclusion	1. Simple Task	1	The statement "Select classes you feel comfortable teaching" doesn't seem like the optimal wording for tutors choosing classes to tutor	The association with comfort could be disengaging for capable indvidiuals who have faced systemic barriers in their educational careers	Change wording to something like "Choose classes to tutor" to remove feeling/emotion.	A	
14	H4: Consistency & Standards	1. Simple Task	1	The checkbox text for creating an account and choosing a role isn't bolded.	The request recurring session text in the tutor request page is bolded.	Bold the checkbox text for the create account task flow.	A	
15	H4: Consistency & Standards	2. Moderate Task	4	The session request page and request acceptance pages both don't display the location for the tutor and tuttee to meet at.	The job of determining a location to meet at is delegated to the tuttee in other portions of the app, making it imperative that this information is displayed, along with the other information standardly input by the tuttee, to the tutor during the session acceptance process.	Display the meeting location for the tuttee and tutor meetup to the tutor and the tuttee in the session request and acceptance pages.	A, B	
16	H5: Error Prevention	2. Moderate Task	4	After hitting confirm and pay, users are able to go back from the "start session" screen.	This could lead to users accidentally going back and having to pay twice, or going back and cancelling accidentally after paying, among other issues.	Either don't let users go back after paying, or have the back button redirect them to some other screen (like the home screen).	B	
17	H5: Error Prevention	2. Moderate Task	4	When viewing upcoming/scheduled sessions there is no way of confirming or rejecting/cancelling sessions.	Since there is no way to edit or cancel or delete sessions that are displayed as "scheduled," users might make mistakes when scheduling sessions and find themselves unable to edit or cancel. Since users can make unintended errors and miss out on important tasks as a result, the lack of an edit/cancel option goes against the error prevention principle.	Add an edit option and a confirm/cancel button for each session when displaying the scheduled sessions.	C	
18	H7: Flexibility & Efficiency of Use	2. Moderate Task	4	The home page's search bar takes the tuttee to an entirely new page to search for tutors for a class.	It slows down frequent tuttees to have to go to an entirely new page to conduct their search when the button and bar are already available from an easily accessible screen.	Get the search functionality to happen on the home page.	A	higher severity

#	Heuristic	Task	Sev	Observation	Explanation	Recommendation	Who	Notes
19	H4: Consistency & Standards	2. Moderate Task	4	Past sessions has a "view all" button that leads to a list of sessions, each with their own "view report" button while the home page shortcut lists session with "view AI report" buttons in different colors.	It's unclear if the "view report" buttons lead to something different from the "View AI report" buttons even though they seem to lead to the same thing	Make the "view report" buttons and the "view AI report" buttons look the same (same text, same color)	A, B, C, D	higher sev
20	H1: Visibility of System Status	2. Moderate Task	4	No indicator for processing of payment or how it's being held made visible to the users.	Holding money in escrow can be a state that users may want to check in on (make sure payment went through, whether it's been collected, whether it'll be refunded, etc.)	Enable tuttee and tutor to see the state of money held by tutti	A, B	higher sev
21	H7: Flexibility & Efficiency of Use	2. Moderate Task	4	DM tutor button is only available in the session acceptance page.	Being able to DM a tutor seems really important for the whole meeting and tutor choosing process, but it's only available as a small off-hand button in the session acceptance page.	Enable tuttees to DM the tutors for their upcoming sessions from home and make the DM button in the acceptance page more noticeable/easier to press.	A	higher sev
22	H3: User Control & Freedom	2. Moderate Task	4	During the "start session" dialogue, there is no option for a user to skip recording.	This is both a privacy violation and a violation of user control in general, as users may not want to use the AI/recording features of the app at all, but have no choice but to continue through them in this flow.	Add an option to "continue without recording", or something like that.	B	higher sev, agreed that people don't have to record if they don't want
23	H7: Flexibility & Efficiency of Use	2. Moderate Task	4	Requesting a new session with a tutor takes place in the Search tutors context.	It's not immediately obvious that "search tutors" is where you should go to request a new session -- users may initially assume it's mostly to get information about available tutors, or to find a specific tutor, rather than to start the session finding dialogue.	There should be a big ol' "new session" button on the homepage.	B	higher sev
24	H5: Error Prevention	2. Moderate Task	3	Location just being a text field in the configure tutor request seems problematic.	Anything can be written which seems like it could easily make setting the location up end with an error of some type.	Maybe limit the location options to something preset by the tutor or involve a map somehow or be a list of presets available in the school.	A	interesting
25	H7: Flexibility & Efficiency of Use	2. Moderate Task	3	No shortcut to view past session requests	Increases efficiency by reducing repetitive tasks	Add shortcut for 'Past Sessions'	D	
26	H5: Error Prevention	2. Moderate Task	3	The tutor search screen/bar lacks input validation- there is nothing that tells the user what kind of input they should use to search for tutors (tutor name vs class name vs location) and this might lead to user confusion and error in using inputs the system doesn't expect and not be able to find their tutors.	The lack of a user input example, or description text, or any kind of input validation regarding how to search for tutors with the tutor search feature is likely to lead to user confusion and errors. If a user searches for a tutor name and the system only considers class names, this will result in users not being able to find and match with the tutors they're looking for, going against tutti's very mission.	Add example input, or a text informing the users what the input should look like, or error messages to let the users know what they can and can't search for.	C	

#	Heuristic	Task	Severity	Issue	Explanation	Suggestion	Reviewer	Notes
27	H7: Flexibility & Efficiency of Use	2. Moderate Task	3	The tutor search is way too broad and doesn't have any filter options.	The lack of filtering options for tutors would make it difficult for the users to find tutors by location or availability. If there are 50 CS147 tutors available, it will be difficult and inefficient for the user to scroll through all to find one that fits the user's requirements.	Add filter options for the tutor search so that users can specify when/where they'd like to meet and find tutors meeting their expectations more efficiently.	C	
28	H6: Recognition not Recall	2. Moderate Task	3	The past sessions list doesn't state what time the various session were at.	This information is hinted at by the past sessions blurb on the home screen but not displayed in the actual list, placing the burden of knowing this information on the tuttee's reocollection.	Display session time in the list of past sessions.	A, C	higher sev
29	H12: Value Alignment & Inclusion	2. Moderate Task	3	There is no ability for users to report or block tutors or tutees	Vulnerable users (those who most often experience discrimination) should have a way to report tutors for discrimination, or at the very least, be able to block them so as to not use them again. Similarly, tutors should be able to prevent tutees from seeing their profile	Add a capability to report unprofessional, unsafe, or discriminatory behavior from tutors or from tutees	B	
30	H10: Help & Documentation	2. Moderate Task	3	No help text explaining session duration options	Users may not know recommended session times	Add help text for session duration choices	D	higher sev
31	H12: Value Alignment & Inclusion	2. Moderate Task	3	No option for pronoun or gender selection in profiles	Promotes inclusivity and personalization	Include optional pronoun/gender selection in profiles	C, D	
32	H8: Aesthetic & Minimalist Design	2. Moderate Task	2	Cluttered interface in tutor search results	Overwhelming interface could lead to confusion	Organize information with dividers or cards	D	lower sev
33	H2: Match b/w System & World	2. Moderate Task	2	The title for making a session request is named "Configure Tutor Request"	The word "configure" is very systems-y and probably not intuitive/natural for most students.	Change the word "configure" to something more natural like "Make"	A	
34	H4: Consistency & Standards	2. Moderate Task	2	Text inputs in the tutor request page describe what the fields are rather than providing input examples	The text input fields for login/account creation provide examples for what should be put in the fields but this page only has vague descriptions that echo the content implied to be necessary by the section sub-headers.	Put example inputs for the tutor request text input fields instead of descriptions as gray text.	A	Placeholder text for text fields
35	H7: Flexibility & Efficiency of Use	2. Moderate Task	2	The explanation on the start session page permanently takes up half the page.	The blurb explaining how the recordings and everything works will only really be necessary at the beginning so it seems like it hurts efficiency for experience tutors to have it take up so much space.	Maybe keep the blurb as a bubble that appears on first use and, otherwise, is just stored in an info icon on the page.	A	
36	H10: Help & Documentation	2. Moderate Task	2	There's no explanation for the box presented in the start session page.	The box seems important to functionality but it isn't clear what the box is for?	Provide some text explaining the box or demonstrating what it's for.	A, B, C	Kind of unclear fix
37	H3: User Control & Freedom	2. Moderate Task	2	There isn't a home button to just return home while searching for/requesting a tutor.	A tuttee may want to browse tutors while also going back and referencing their own reports, so having an easy way to get to the home page from being multiple pages into the tutor searching/viewing process could be a valuable additional degree of freedom.	Add home button to non-home pages.	A, B	

#						
38	H12: Value Alignment & Inclusion	2. Moderate Task		2	Displaying tutor's grades as an expected data point in a tutor's profile may foster an exclusive environment.	Many students who go on to teach/tutor struggled in a given course due to content or the teacher, etc, so students who could be excellent tutors who have faced systemic or personal challenges may struggle/be excluded from tutoring on the platform if bad/mediocre grades are prominently displayed.	Allow tutors to choose a data point to demonstrate mastery of a subject outside of grades for tutor profiles. (ex: competition scores, etc.)	A
39	H10: Help & Documentation	2. Moderate Task		2	Language of escrow used on "Confirm and Pay" screen	Users may be unfamiliar with that terminology or how escrow payments work without help	Reword to say something more like "If the session gets cancelled, you'll get your money back"	B
40	H12: Value Alignment & Inclusion	2. Moderate Task		2	There is no ability for users to negotiate or discuss price, or sort by price	Low-income users, who already are statistically likely to need more help, may be priced out of the app entirely, and should have a way to discuss prices or barter with tutors	Add a "sort by price" or add an option for tutors to allow price negotiating	B
41	H2: Match b/w System & World	2. Moderate Task		2	On a Tutor Profile, under Availability, times are not listed with whether they are AM or PM.	Users may have schedules that are very morning heavy (classes in the mornings) or evening heavy (rehearsals, practices) and so it's useful for them to be able to see if a tutor's times are AM or PM. For times like "4-6", obviously that's probably PM, but "8-10" could be AM or PM. The system should match our world-understanding of time/schedules.	List AM/PM with times.	B
42	H4: Consistency & Standards	2. Moderate Task		2	Past Sessions displays day-of-week info on the main page but calendar date info in the view all page	It's not consistent, so users looking for the "last Friday" session have to switch gears to thinking about calendar dates between pages	Pick one format and stick with it or use both	B
43	H10: Help & Documentation	2. Moderate Task		2	The session recording page doesn't provide explanations for what the transcript only and report only options entail- the user may not know what the report might look like and it might be nice to have documentation explaining what the report only and tranrcipt only options result in- for the users to know better/more knowledgable choices and not lose any crucial information.	The recording screen has the transcript only and report only toggles and while it's nice for the user to have the option to chose, it is not necessarily clear what these options mean. For a first time user, if they don't know what the report looks like and what it entails, they will not be able to make a healthy decision without losing any important information. This screen gives users the options, but doesn't really explain what those options are.	Have a brief tooltip explanation for both toggles when hovering over them, letting the user know what the result will be if they choose to enable or disable either options- helping the users make better, more well-informed decisions regarding what to record/enable.	C, D
44	H7: Flexibility & Efficiency of Use	2. Moderate Task		2	There is no way to filter or sort through the past sessions when listing them. If a user has hundreds of past sessions, they should have a way to view past sessions by subject, tutor or date, or at least sort through their sessions by subject, date, tutor (change the order in which they are listed).	The users cannot filter or sort through their past sessions, making it difficult and inefficient for them to find the past sessions they are specifically looking for amongst all sessions they've done in the past. The users should have a way to sort or filter their sessions by date, subject or tutor for increased flexibility and efficiency of use.	Add a filter/sort option for past sessions,	C

	#	Heuristic	Task	Sev	Problem	Explanation	Recommendation	Col	Note
	45	H4: Consistency & Standards	2. Moderate Task	2	On the session report screen, same icons are used for different sections and topics, giving it the impression that the same three topics are being repeated even though the text discusses entirely different topics.	The same icons are repeated under topics covered and improvements sections (and all other sections remaining), when discussing different points that don't necessarily fall under the same category (like using numbers instead of the ruler for "Gain Confidence with Radius of Convergence" even though it's a geometrical topic and not an arithmetic one). This leads to confusion amongst users, since the users look for connection between the texts where the numbers icon is used. Yet, since this icon is used to describe both arithmetic and geometric topic-related text entries, it goes against the principles of consistency and app standards, leaving users lost and confused about the meaning.	Use same icons consistently for the same topics- numbers for only arithmetic and ruler for only gemoteric topics	C, D	
	46	H10: Help & Documentation	2. Moderate Task	2	There is no guidance for the "view AI report" button, which may lead a new user to be confused.	A new user, who isn't familiar with app would not know what to find in the AI report, so they may not engage with the feature. A small description explaining what the AI report entails would help clarify expectations and enable users to engage with the app task flows correctly.	Add a little tooltip or text blurb explaining what the AI report is and what it includes.	C	
	47	H6: Recognition not Recall	2. Moderate Task	1	No option to save preferred tutors for quick access	For ease of rebooking sessions with favorite tutors	Allow users to save preferred tutors	D	good idea but low sev
	48	H2: Match b/w System & World	2. Moderate Task	1	The icons used on the session report screen are also very generic and irrelevant to what the text next to them describes.	The use generic icons that don't represent the topic of their respective text is confusing for the users and fails to match real world expectations since a user seeing numbers is unlikely to relate that to "Gain Confidence with Radius of Convergence". So the cognitive dissonance between the real world expectations and the icons that are too vague and irrelevant to represent their topics is likely to confuse and mislead users. There is no reason why "ask clarifying questions" should be represented by the numbers icon.	Use more specific icons that relate better to the body of the text.	C	not very specific
	49	H4: Consistency & Standards	2. Moderate Task	1	Tutor search results page is the only page to have two headers.	The search result being relegated to its own header crowds the page and makes the page read slightly more confusing for no real reason.	Put the actual search query into the normal header like "Results for: XYZ"	A	
	50	H4: Consistency & Standards	2. Moderate Task	1	The space between the "Relevant Grades" and "Relevant Extracurriculars" sections of the Tutor Profile has a light gray bar.	None of the spaces between the other sections on the page have a light gray bar.	Get rid of the light gray bar from the page.	A	

#	Heuristic	Task		Severity	Issue	Explanation	Recommendation	Col	
51	H4: Consistency & Standards	2. Moderate Task		1	The rating/review information on the tutor profile is kind of scattered and mixed between different formats.	The star rating average is under the name instead of under the icons, the individual student's reviews display their rating as text without any images at all, and the base rating/rating average isn't available in the search list.	Put star rating images in the search results, move the average star rating text under the actual stars image, and put star images with the text star rating in individual reviews.	A	
52	H6: Recognition not Recall	2. Moderate Task		1	Configure Tutor Request displayed tutor information only has name and "math tutor"	The tutor search results and profile page both display different information about the tutor from the request page despite all 3 ostensibly trying to convey similar basic info about the tutor/	For the tutor request just display the same information about the tutor in the request (maybe, say, their rate) that isn't already covered elsewhere in the request page w/o extraneous self-evident info	A	
53	H8: Aesthetic & Minimalist Design	2. Moderate Task		1	The "select courses you need help with" subtext message in the configure tutor request page is redundant	The whole category is called "select courses" so this extra message takes up space conveying a message already more prominently conveyed.	Get rid of the "select courses you need help with" subtext	A	
54	H8: Aesthetic & Minimalist Design	2. Moderate Task		1	The "edit schedule" button in the tutor request page is misaligned with the rest of the content in its section	The misalignment takes away from the aesthetic of the page and makes parsing the content slightly more jarring.	Align the button with the section content.	A	
55	H4: Consistency & Standards	2. Moderate Task		1	"Accept" and "Confirm and Pay" buttons as well as the Request Description subheader have shadow background	No others buttons in the app have shadow backgrounds.	Remove the shadow background from these two buttons or add it to the other aesthetically similar buttons across the app.	A	
56	H4: Consistency & Standards	2. Moderate Task		1	Request Description subheader on the request acceptance page is the only text in the app to have shadow	It seems unnecessary for the "Request Description" subheader to be uniquely different from all other text in the app.	Remove shadow from "Request Description" text	A	
57	H8: Aesthetic & Minimalist Design	2. Moderate Task		1	Transcript only and Report only labels on the start session page are different distances from their buttons	The misalignment is distracting and makes part of the screen feel unnecessarily crowded.	Align the two labels to be the equitably distanced from their buttons.	A, B	
58	H7: Flexibility & Efficiency of Use	2. Moderate Task		1	Buttons are highly text centric throughout (view report, view profile, search tutors, etc)	Users will be slowed down if they can't immediately know what actions a button will do without having to read text; leads to them having to read buttons each time	Add a strong visual identity to separate classes / actions of button so users don't have to differentiate between several types of white buttons with arrows	B	
59	H9: Help Users with Errors	2. Moderate Task		1	When requesting a session, requesting a recurring session, or creating an account, there is no indication of required/optional information	Users should be assisted to complete forms correctly the first time, with necessary prompting	Add asterisks/indications of required information	B	
60	H5: Error Prevention	2. Moderate Task		0	No validation on required fields (e.g., Location)	Users might miss filling necessary fields	Implement real-time validation for required fields	D	repeat
61	H3: User Control & Freedom	3. Complex Task		4	No cancel option for recurring sessions in progress	Users may need to cancel a recurring setup	Add a 'Cancel Recurring' button	C, D	
62	H5: Error Prevention	3. Complex Task		3	There doesn't seem to be a way to edit the input review after exiting the "rate your session" screen	If a tuttee accidentally clicks through the review screen mid-writing or before they've written their review there doesn't seem to be a way to fix what they've written.	Add edit icons to the reviews you've written on the tutor's profile.	A	

	#	Heuristic	Task			Severity	Problem	Explanation	Recommendation	Evaluator	Notes
	63	H6: Recognition not Recall	3. Complex Task			3	The "request a recurring session" button clears all the fields the tuttee filled out when making their initial session request.	Presumably, the details of the recurring session will be similar to those input for the initial session but the recurring request page forces the tuttee to recall all of this information from scratch instead of filling in the known information and letting the tuttee recognize and edit it.	Fill the recurring request page out with the existing information from the initial session and allow the tuttee to edit it.	A	
	64	H3: User Control & Freedom	3. Complex Task			3	At the end of the session when a recurring session can be made, the tuttee only has the option to make a permanently recurring session or quit back to home and cannot make more granular requests.	A tuttee may want to schedule one or two additional sessions at the same time/place as the one they just had but isn't given the option alongside making a permanently recurring session at the end of their current session.	Change the recurring session page to enable a tuttee to specify the number of recurrences if desired.	A, C	
	65	H3: User Control & Freedom	3. Complex Task			3	Tuttees can only schedule recurrences by week and not more dynamically.	Tuttees may want to have multiple tutoring sessions in a given week with the same tutor on the same subject but cannot set an appropriate recurrence pattern to do so given the design of the recurrence page (by week only at most).	Enable the tuttee to choose recurrence dates using the calendar for a given week and make that repeatable	A, D	
	66	H1: Visibility of System Status	3. Complex Task			3	No indicator showing active recurring sessions	Helps users manage and view ongoing recurring sessions	Show an icon or indicator for active recurring sessions	C, D	
	67	H5: Error Prevention	3. Complex Task			3	There's no way to change the recurrence pattern once it's made in the recurring session request.	A tuttee may need to switch how often the tutoring session recurs but, once they click the button to "send request" (which seems like it could happen quite easily by accident) the tuttee doesn't seem to be able to even view the request they sent.	Enable the tuttee to see the tutor requests they've sent and edit them.	A, C	higher sev
	68	H5: Error Prevention	3. Complex Task			2	There's no explicit way to submit a session review and rating.	During the session review/rating process, there are 2 ways to exit the review page and come back but neither of them clarify whether the review/rating will be saved or processed if the tuttee leaves the page and returns, making it seem easy for a tuttee to not realize their review/rating hasn't been saved.	Swap existing "request" and "home" buttons on the review page out for a review submission/skip button that then allows the tuttee to request a recurring session if desired or, if not, leads the tuttee back to the home page.	A, B	
	69	H8: Aesthetic & Minimalist Design	3. Complex Task			1	Recurring session page feels cluttered	Excessive information makes the interface busy	Use a more minimalist design with collapsible options	D	not descriptive
	70	H10: Help & Documentation	3. Complex Task			1	No help text explaining recurring session frequency	Users may not understand options without guidance	Add a tooltip explaining recurring session choices	D	not descriptive, lower sev
	71	H2: Match b/w System & World	3. Complex Task			1	"Request Recurring Session" is kind of a clunky description.	For having repeat tutoring meetings, requesting recurring sessions may not be immediately recognizable terminology for what it is by students since the word "recurring" is kind of corporate/uncommon in schools.	Rephrase "Request recurring sessions" to something like "Schedule more sessions with John"	A	

72	H2: Match b/w System & World	3. Complex Task		1	The date formatting for past sessions says "2 weeks ago" and similar phrases rather than the actual date itself- forcing user to have to do the mental calculation of dates and opening the door to potential confusion (2 weeks ago Wednesday or 2 weeks ago Friday?).	Because the date formatting is vague, and requires users to recall theri sessions on their own or do the mental calculation just tot figure out when their past sessions happened, the lack of traditional date formatting for past sessions may lead to confusion and errors. Users may miscalculate or lose time and efficiency when looking through their past sessions due to the time of their mental calculations.	Follow the standard month/day/year formatting when displaying past sessions.	C	
73	H11: Accessible Design	4. All Tasks		4	Page titles overlap with iphone 16 notch (default phone provided in figma prototype)	Title is not legible, particularly for low-vision users	Move titles down on each page	A, B	
74	H9: Help Users with Errors	4. All Tasks		4	Error messages lack specificity or don't exist across app	Vague errors confuse users about issues	Make every input have error messages with specific and actionable feedback	D	Clarification: Add error messages for validating text fields
75	H4: Consistency & Standards	4. All Tasks		4	The button sizings and colorings are inconsistent, and might make it difficult for users with motor impairments to tap accurately and users, more broadly, to understand.	Since some buttons (such as view profile buttons on the tutor list page) are too small and inconsistent in their coloring to support users with motor impairments and provide them an easy-to-use journey when tapping buttons, they prevent the app from being accessible. for all	There is a minimum size requirement for buttons to be accessible for users with motor impairments (I think it might be 44x44- found this on the internet), so making sure all buttons fir this requirement	C, B	made more concise
76	H11: Accessible Design	4. All Tasks		3	The profle picture icon, other basic tutor info, visual info about session date, tutti create account checkboxes, when2meet during account creation, input placeholder text, and view AI report buttons are all really small and would be hard	Being able to read information and buttons is important but low-vision tuttees/tutors will struggle to see/parse an image of a person or their info as small as they are in this prototype.	Make the basic tutor info (profile picture, name, etc.) and smaller text buttons more pronounced and readable.	A, B, C	
77	H11: Accessible Design	4. All Tasks		2	There is no text scaling option, so for users with visual impairments might find it difficult to read the text on many screens, especially when looking at the past sessions and the AI reports.	The lack of text scaling options make it so that this app does not support users with visual impairments, and therefore is not accessible for all.	Add a settings page and allow users to adjust text size (or have a scaled up text option).	C	
78	H11: Accessible Design	4. All Tasks		2	Low contrast on input placeholders	Difficult for users with low vision to see text	Increase contrast on input placeholders	D	
79	H11: Accessible Design	4. All Tasks		2	Small icons lack alternative text for screen readers	Lack of text alternatives hinders accessibility	Add alt text to all icons for accessibility	D	
80	H11: Accessible Design	4. All Tasks		1	Many screens (tutor profile, reports) are intensely text heavy and dense	Users with reading disabilities may find it difficult to use some functionality of the app which is laden with text	Section lots of text (reviews, different categories of the reports) behind dropdowns or extra screens	B	not descriptive, lower sev
81	H8: Aesthetic & Minimalist Design	4. All Tasks		1	There is a huge amount of white space on many screens (login, homepage, past sessions)	White space is coming at the expense of making buttons and text larger and therefore more readable/clickable	Resize elements to make good use of the space	B, C	
82	H8: Aesthetic & Minimalist Design	4. All Tasks		1	Overuse of green color makes UI overwhelming	Green color everywhere reduces visual hierarchy	Use a variety of colors for better visual structure	D	

83	H1: Visibility of System Status	5. Extra Violations		4	There isn't a way to check in on your current calendar/change your availability through a calendar POV.	It seems important to be able to view your actual calendar as it relates to times you're booked for and to change your own availability but there aren't mechanisms to do so.	Create calendar view for booked sessions that allows you to edit your availability.	A	really important!!
84	H6: Recognition not Recall	5. Extra Violations		4	There is no distinction between one-off scheduled sessions and recurring scheduled sessions on the home page which requires users to remember which of their sessions are recurring and may lead to confusion.	Since the users have no way of seeing if their scheduled session is a recurring one, they need to rely on their memory/recall to figure out if their tutor session is a one-off or a recurring one. This may lead to confusion amongst the users, and prevent them from being able to prepare for their tutor session accordingly (for example if they know a session is recurring they may choose to focus on a last minute homework rather than exam revision).	Add a "recurring" tag to the sessions scheduled to be recurring, as a clear way of discerning between recurring and one-off sessions.	C	higher sev
85	H12: Value Alignment & Inclusion	5. Extra Violations		3	There is no privacy policy or privacy standards mentioned anywhere in AI or recording pages	Privacy is an important value for all products which record users	Add language describing how the app stores and uses your information	B	important!! higher sev
86	H6: Recognition not Recall	5. Extra Violations		3	On the "X has accepted your request" page there is no mention of the $/hr amount of the tutor	The user should not be expected to remember how much a tutor was charging when they requested a session, especially if there is time between then and when it is accepted	Add that information to the confirmation page, perhaps next to or with the payment button	B	higher sev
87	H11: Accessible Design	5. Extra Violations		2	Session recording relies on speech/voice	This may be difficult or prove unreliable for users with limited speaking capabilities, different accents, those who speak different languages, etc.	Include other ways to generate a report (such as generating a report based on a written summary of the lesson, or based on a video rather than audio recording)	B, D	
88	H3: User Control & Freedom	5. Extra Violations		2	Users are not able to continue recording / append new recordings if they accidentally stop a session	Users who accidentally hit stop recording should be able to go back and continue	Add either a back button or a 'continue recording' button to the session summary page	B	
89	H5: Error Prevention	5. Extra Violations		2	There is no confirmation or delay for stopping recording a session	Users may accidentally hit or brush the stop button unintentionally, and with no way to go back, this would be problematic	Add a "Are you sure?" dialog of some kind when stopping a session	B, C	
90	H2: Match b/w System & World	5. Extra Violations		1	In the "past sessions" screen, the emoji calendar displays the date of July 17th.	Users may be confused by this and think it represents the date of the session, especially since the calendar's date is much larger and more visible than the actual session date. So, the visible system doesn't necessarily match the world-understanding of what calendars represent.	Change the calendar icon to be a blank calendar and superimpose dynamic date text on top of it.	B	lower sev
91	H1: Visibility of System Status	5. Extra Violations		1	Home screen doesn't have a title which makes it difficult to tell where you are in the app / what's happening in the app.	It's difficult to identify the home page at a glance and can lead to the user feeling lost/confused as to what's happening in the app.	Give home page a title	A	
92	H8: Aesthetic & Minimalist Design	5. Extra Violations		1	Search bar on home page is misaligned vertically with rest of page	The search bar on the home page looks weird and stands out because it's misaligned	Align search bar on home page vertically with other elements.	A	

93	H1: Visibility of System Status	5. Extra Violations		1	No indication of current time / length of recording in the session recording screen	It will be useful for users to be able to see how long they've been recording for / how long the session has been taking; it also helps them know the system is recording properly	Add a time indicator to the session recording screen	B
94	H2: Match b/w System & World	5. Extra Violations		1	"Pause Session" button looks like a record button rather than the pause symbol	Users may get confused or hit the button thinking they're recording, only to pause recording accidentally and not realize it; the system should reflect our world-understanding of pause symbology	Change it to be the pause symbol	B

Heuristic	# Viol. (sev 0)	# Viol. (sev 1)	# Viol. (sev 2)	# Viol. (sev 3)	# Viol. (sev 4)	# Viol. (total)
H1: Visibility of System Status	0	3	1	1	2	7
H2: Match b/w System & World	0	5	3	1	0	9
H3: User Control & Freedom	0	0	2	3	2	7
H4: Consistency & Standards	0	7	3	0	3	13
H5: Error Prevention	1	0	2	5	2	9
H6: Recognition not Recall	0	2	0	3	1	6
H7: Flexibility & Efficiency of Use	0	1	2	2	3	8
H8: Aesthetic & Minimalist Design	0	8	1	0	0	9
H9: Help Users with Errors	0	1	0	1	1	3
H10: Help & Documentation	0	2	5	1	0	8
H11: Accessible Design	0	1	5	1	1	8
H12. Value Alignment & Inclusion	0	1	2	3	0	6
Total Violations	1	31	26	21	15	93

Severity	Evaluator A	Evaluator B	Evaluator C	Evaluator D	
*for this to calculate properly, delete any unused rows from your 'Group Heuristic Evaluation' chart!					
0	0.00%	0.00%	0.00%	1.01%	
1	17.02%	8.51%	5.32%	6.38%	
2	9.57%	11.70%	8.51%	8.51%	
3	12.77%	4.26%	9.57%	6.38%	
4	7.45%	8.51%	5.32%	3.19%	
Total (sevs. 3 & 4)	20.21%	12.77%	14.89%	9.57%	
Total (all sevs)	46.81%	32.98%	28.72%	25.48%	
	44	32	27	25	

Visual Design / Aesthetics

Overall, the app's design is pretty solid and covers most usability basics, but there are a few tweaks that could make it even smoother and more user-friendly. The largest area to focus on is visual consistency — there's a few areas that could stand to be more unified, particularly with text and button styles. A style guide / brand kit might help with that. The interface could benefit from a bit more visual hierarchy—right now, the heavy use of green across buttons and sections tends to blend things together, making it harder for users to focus on important actions. Adding some color variety or bold text for key actions could help guide users more naturally through tasks. Try to more clearly break screen sections up other than just using empty space since the app's colors are often similar throughout. Try to incorporate more "educationally-themed" elements to brighten up the feel of the interface for students.

Most of the issues are cosmetic or very minor.

Accessibility / Info

The addition of clickable info bubbles in various places throughout the app to give more context, instructions, etc to users might help. Across violations, the only commonalities were that sizing/spacing could afford to be more generous throughout, and perhaps that there were a few flow/transition issues (places where going back shouldn't be allowed, or where you might want to direct users in a different order, or allow them to return home at some point, etc).

There's also a need for clearer error messages and real-time validation, especially for fields that are required to complete a task. This can prevent users from running into issues at the end of the process. Accessibility improvements like alt text for icons and higher contrast on placeholders would make the app friendlier for a wider audience.

Functionality

Make the request process more transparent by allowing tutors and tuttees to view/edit their active requests from some sort of button or menu. Add shortcuts for repeating sessions or custom scheduling options to cater to frequent users and make the overall experience feel a bit more personalized.

The design is very functional overall, with one exception being that "search tutors" seriously doesn't make sense as a start to the task of setting up a tutoring session. Other than that, pretty much everything is intuitive.