Prototype Description:	Lunar is an app that gives night-shift workers an online community, providing them with support, connections, and resources.						

Simple Task	*View and pin relevant resources within a night shift community group*						
Moderate Task	*Share wisdom and contribute to a community forum*						
Complex Task	*Take action on post suggestions through calendar and reminders integration*						
				*attach images here if helpful			

Problem #	Heuristic	Task	Severity	Description	Rationale	Fix	Found by
1	H1: Visibility of System Status	1. Simple Task	2	If you deselect the top pin in the pop-up, the pin collections can still show up as being checked.	Can't exactly tell the status of the pin.	If you deselect the top pic icon, deselect all the pinned groups automatically. If the user clicks one of the groups without the pin, have the pin get filled automatically.	A
2	H3: User Control & Freedom	1. Simple Task	3	There is no cancel button in the pin pop-up and you can't just click the rest of the screen to get out of the pop-up either.	Traps the user so it seems like they have to make changes and "confirm" them.	Even though the user could just reset the pin settings to how they were before, there should still be a cancel button next to the confirm button that resets it for them. Also, they should be able to click the rest of the screen to get out of the pop-up too.	A, B, D
3	H8: Aesthetic & Minimalist Design	1. Simple Task	1	The text is barely cut off at the bottom in the night nurses group description.	The design doesn't look finished if there's some text being cut off.	Make the text area a bit bigger.	A, B
4	H11: Accessible Design	4. All Tasks	2	The groups under "My Groups" are all mainly just different shades of purple, making them very hard to differentiate at first glance.	Does not have distinguished contrast in the main identifying feature of the groups.	Put the small, group-relevent pictures in the space where it's just purple.	A, C
5	H8: Aesthetic & Minimalist Design	1. Simple Task	1	On the group page, the biggest amount of space in the header is just blank purple.	Irrelevant use of space when the header is so important to identify exactly which group's page you're on.	Put the most relevant, identifying picture in the biggest space.	A
6	H4: Consistency & Standards	5. Extra Violations	1	From the night nurses group page, if you click the home button it takes you to the late-night groceries post.	Inconsistent use of buttons.	Fix the home button so that it goes to the home screen.	A
7	H4: Consistency & Standards	2. Moderate Task	2	You have an arrow that looks like a dropdown for name and group when posting, but it doesn't actually drop down.	The symbol doesn't match the functionality.	For the group, just make it into a dropdown with all the groups you're in. For the name, if the options are just your name or anonymous then take out the arrow and make it into a toggle button.	A
8	H12: Value Alignment & Inclusion	4. All Tasks	2	I lilke the aesthetic of the app, but the theme is "sleepy" and these are people that are constantly trying to stay awake during difficult times of day.	It seems like Lunar is based on activity and sharing resources about how to get through the tasks most people get through during the day, but at night. The sleepy feel doesn't exaclty align with trying to be more productive and get tasks done as well as being communicative with your groups.	Again, I like the aesthic, but maybe encoorperate some more energetic design features in the app. One great example of an energetic feature is the highlight behind the search bar when you click on it on the home screen.	A
9	H5: Error Prevention	2. Moderate Task	1	When you're on the posting page and you've filled in the post, clicking on the bottom where the footer should be still takes you to those places.	Having unintentional, unlabeled hot spots on your screen can really confuse the user if they accidentally press that area.	Get rid of this functionalty for this page.	A
10	H6: Recognition not Recall	2. Moderate Task	3	When I post anonymously, the post still shows up as "me" as the poster.	I can't tell if I actually chose the anonymous option or not. This can be extremely worrying if someone feels strongly about their anonimity. (also violates H12)	If you selected anonymous, have the post show up as "anonymously me" on your own screen instead of the regular "me".	A
11	H8: Aesthetic & Minimalist Design	3. Complex Task	1	Once I get the pop-up to create a reminder, the link button seems like it would show a link if I added one, but it's on the same line as the title.	Intuitively, it feels like they would overlap if I added a link.	Move the link button below the title.	A
12	H11: Accessible Design	3. Complex Task	1	The yellow and light blue reminder icons don't work well with a white icon because you can barely see it.	Can't easily determine the icon associated with the reminder.	Make the background a darker color or make the icon a darker color. Either way, more contrast.	A

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13	H3: User Control & Freedom	5. Extra Violations	2	In the onboarding calendar sync page, if you click one of the calendar options, you can't get out of it and be on the same page to maybe choose another option.	Only allows user to go with their initial choice or skip altogether.	Have the user be able to click off the pop-up and get back to the initial calendar sync screen.	A
14	H4: Consistency & Standards	3. Complex Task	1	You've used icons for almost every button, but the edit button on the reminders page just says "edit".	Doesn't match the overall functionality patterns already set up.	Use an icon either instead of the text or along with the text.	A
15	H3: User Control & Freedom	2. Moderate Task	3	There's no way to delete a post or delete a comment once it's posted.	Limits user's control of their own content.	Add delete for posts and comments.	A, B
16	H6: Recognition not Recall	3. Complex Task	2	After adding a new calendar, it isn't clear that the new one has actually been added because it seems like it just brings you back to how the pop-up originally looked.	If you don't pick up on the small difference of the new calendar, you won't see the visual update of your calendar being added.	Add a feature that says you've successfully added the new calendar such as a check, notification, highlight, etc.	A
17	H4: Consistency & Standards	3. Complex Task	3	After adding a new calendar, it adds a new reminder to the screen too.	The user didn't actually add the reminder, so it's just randomly showing up for them.	Separate the coding for the reminders and calendars so that changing one doesn't change the other on accident.	A
18	H4: Consistency & Standards	5. Extra Violations	1	From the night nurses group page, if you click the profile button it takes you to the late-night groceries post.	Inconsistent use of buttons.	Since you don't have the profile implemented yet, just take out this button.	A, C
19	H7: Flexibility & Efficiency of Use	1. Simple Task	1	Can't see your pinned posts within a group.	If you're looking for a pinned post within a spefic group, you have to go to your pinned tab and parse through all your collections to find it.	Allow users to see their pinned post within a group on that group's page.	A
20	H7: Flexibility & Efficiency of Use	2. Moderate Task	2	Can't post to multiple groups at a time.	If you want to make a more general post that can go in many of your groups, you'd have to post it individually to each one.	Make the group dropdown in the posting screen into a selection that supports multiple groups being selected.	A
21	H6: Recognition not Recall	5. Extra Violations	2	No place to see the all groups you've requested to join, but haven't been accepted into yet.	Would have to remember which requests are pending to know this.	Add your pending groups at the end of the "my groups" scroll. Add the "joined"/"requested to join" buttons that are on the groups in the explore page to the groups in the home page to differentiate between those you are already in and those you have requested.	A
22	H4: Consistency & Standards	1. Simple Task	1	The "leave" button on your group page screen is not the same format as the "join"/"joined"/"request to join"/"requested to join" buttons on the explore page.	Since these buttons have similar functionalities, I would expect them to look the same. Also, the current leave button is the only thing on the app that is solid black, making it seem more encouraging to leave the groups.	Make the leave button the same style as the "join"/etc. buttons on the explore page.	C, A
23	H8: Aesthetic & Minimalist Design	2. Moderate Task	1	On the response page of a post, there's no visual differentiation between the post and the responses and each response.	It all seems a little blended together rather than different people posting different comments.	Add thin, light lines between each entity to provide a little bit of separation.	A, C
24	H11: Accessible Design	5. Extra Violations	1	The "# members" text on each group card is very light against the white background.	Makes it hard for people to read.	Adjust the text color to be a little bit darker for more contrast.	A
25	H11: Accessible Design	4. All Tasks	1	The text size of the content within a post is very small.	Makes it hard for people to read.	Make the text size bigger or add a setting for the user to adjust the text size to their liking.	A, C, D
26	H8: Aesthetic & Minimalist Design	5. Extra Violations	1	The spacing between posts on the group page and the trending posts sections is not consistent.	Makes the design seem rushed/unfinished.	Standerdize the spacing between posts.	A

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27	H8: Aesthetic & Minimalist Design	5. Extra Violations	1	When scrolling through recommended groups, there is a white margin on the left side that isn't on the right side. You also shouldn't be able to scroll past the last post in the trending posts sections.	Makes it easier for the user to notice the UI, which should be as seamless as possible.	Get rid of the white margin in the horizontal scrolling and have the vertical scrolling stop after the last piece of content.	A
28	H11: Accessible Design	2. Moderate Task	1	The light yellow background with yellow text and light purple background with purple text for the group and name selections in the create a post screen are not very readable.	Not enough contrast for users to easily read what they say.	Change the text color to something that will contrast with the background color of the buttons.	A
29	H12: Value Alignment & Inclusion	4. All Tasks	3	Veryfying ID with Clear	This would exclude undocumented workers who work night shifts, who may struggle to find communities since Clear requires US ID.	Consider another method of ID verification that also includes people with internatinoal IDs	C
30	H8: Aesthetic & Minimalist Design	4. All Tasks	2	Home and Explore page feel redundant	Only difference is recommended vs my groups.	Could we add more things or find some way to distinguish these pages more?	C, D
31	H1: Visibility of System Status	3. Complex Task	2	The yellow color on the icon for Physical Therapy and Gia school PT in the Other sectino is super harsh.	I cant really see what is supposed to be inside the icon because the yellow is so harsh	choose different colors	C
32	H11: Accessible Design	3. Complex Task	3	Difference in icon colors is not noticable to colorblind people. On Rminders page.	I am color blind and these icons look the exact same	choose different colors or at least largeer differences in colors	C
33	H10: Help & Documentation	3. Complex Task	2	unclear how to include hashtags	The hashtag feature seems pretty important when browsing and filtering through posts. Not everyone may know where and how to add those.	Maybe there could be a section where you type in the category or hashtag instead of just putting it at the bottom.	B
34	H1: Visibility of System Status	5. Extra Violations	2	Unlcear what the purpose of answering the onboarding questions is	I am answering all of these questions to sign up for the app, but am not sure what it's going to get used for.	Could be nice to have some indication at the top saying that this is for onboarding or saying how answering the question "Where do you live" will help with your experience in the app. I don't necessarily want to go to another screen to find out...	C
35	H3: User Control & Freedom	5. Extra Violations	3	in the onboarding, once i reach the CLEAR varification, the back button does not bring me back anymore	Need to be able to change some of my inputs if i made a mistake	fix flow logic	C, B
36	H4: Consistency & Standards	5. Extra Violations	3	able to skip the CLEAR verification without agreeing or disagreeing....	Not sure if this is something that is allowed or not. what happens if i skip	If mandatory, remove the option to skip	C
37	H7: Flexibility & Efficiency of Use	1. Simple Task	3	No option to search for posts	Able to search for groups but can't search for posts. I could imagine people interested in a certain topic within a group who don't want to scroll through everything to find an answer or get help.	Add search for exploring post feature	C, B, D
38	H7: Flexibility & Efficiency of Use	1. Simple Task	3	No way to search for pinned posts	you can categortize but cant search for saved posts. I'd imagine there are going to be lots of saved posts, so it would be cumbersome to have to scroll through all of them	Add search for pinned post	C, B, D

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39	H5: Error Prevention	5. Extra Violations	2	During onboarding, people could type in the wrong name or email and not realize, making it error prone	After taking all of the information such as email and name that is pretty important for setting up your account, it would be nice to have a quick section to review to make sure your inputs are correct and to avoid a lengthy process of having to change your email or name	Before submitting your email and name, have a page where you confirm the information	C
40	H12: Value Alignment & Inclusion	4. All Tasks	2	The theme has white background everywhere, which can become straining on the eyes after long use, especially at night	Since the app is for night workers, I'm assuming they may be more likely to use the app at night or while it's dark outside. White screens will contrast significantly with their surroundings and may strain the eyes.	Consider having the theme include fewer or no white screens or add a dark mode for the next step!	C
41	H4: Consistency & Standards	3. Complex Task	2	Comment profile is larger than poster profile	This seems inconsistent to me. Also the font size of the comment being larger than the question might be inconsistent too	Change acccount name Bill and Jenny to be the same size as Jorge or vice versa	C
42	H2: Match b/w System & World	5. Extra Violations	1	In the onboarding, it says "Type Job"	I feel like this could easily be confused for "Job type" instead of "please type your job"	Change to "Enter Job" or "select" or something other than type	C
43	H5: Error Prevention	5. Extra Violations	2	There are two entry boxes for where do you live and I'm not sure what goes in which one	I am pretty confused when I get to the Where do you live of the onboarding section. There are two boxes you can type into and I don't see any information about what should go in which one (city, state, coutnry, etc.)	Please add labels and consider making it just one box where you type your full address	C
44	H4: Consistency & Standards	2. Moderate Task	2	Font size is the same for comment and for name of commentor.	In the blog posts and other patrs of the app the username is larger font size than the actual comment. But on this page they are the same size, so it's a little hard to distinguish.	Make the font size of the comment slightly smaller	C
45	H5: Error Prevention	1. Simple Task	2	Within a group, error-prone "new post" button blocking pin button of final post in scroll	It is difficult to pin the last post within a group collection because the big purple plus button blocks it unless I position the scroll very specifically. This can lead to the error of the user meaning to pin something but instead hitting the new post button	Move the plus button up slightly or make it smaller, or make the scroll longer and stop later	D
46	H2: Match b/w System & World	4. All Tasks	1	Unknown meaning of icon by "Jorge Webb" user	Unclear what the star icon is at first glance which can be confusing for user. A star is not a well known real-world convention, but more of a system-oriented term	Explain what the star icon means at the beginning or have a text-based description nearby or even within profile	B, D
47	H4: Consistency & Standards	5. Extra Violations	3	Back button from Night Nurses group always leads back to home page, no matter what navigation section you are in (ie: explore)	When a user clicks on the back button, they expect to arrive back at where they came from. Sending the user to an unknown navigation tab is not consistent with what the back button is meant to do	Have the back button go back to the page it came from	D
48	H1: Visibility of System Status	1. Simple Task	2	Reminder was added before I actually clicked add	A user might not understand what is going on or what changed, or where the reminder went especially when the reminder is getting added before I click add, and thus all changes are happening underneath the popup allowing me to add	Have a "reminder added" popup, or a clear animation of the reminder being added to list **after** the user clicks add	D

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49	H1: Visibility of System Status	5. Extra Violations	2	When first navigating to "Pins" section, icon does not shade purple to indicate that user is on "Pins" section	The lack of indication can cause confusion for the user, as they might not be remember that they are on the "pinned" section at that time	Have the pin icon on nav bar turn / shade purple upon the first click	D
50	H1: Visibility of System Status	2. Moderate Task	1	No indication of empty vs typed out comment, unlike in traditional text message functions in other applications	The lack of indication between an empty comment, drafed comment, and comment that is being sent can be confusion	Include different button shades to indicate an empty, typed-out comment, and comment that is sending	D
51	H4: Consistency & Standards	2. Moderate Task	2	When I pin Jorge Webb's post from the Night Nurses tab, it shows my collections before I click confirm. If I click on the collections, I expect them to navigate to the respective collection but instead, it takes me to a random post	When a user clicks on a collection from anywhere in the app, they expect to be navigated to that collection. Navigating to a random post breaks this consistency	Navigate to respective collection when clicking on collection from anywhere in app	D
52	H2: Match b/w System & World	3. Complex Task	1	Unknown meaning of bed icon and differences in colors in the reminders	Unclear what the bed icon means, and why all reminders have the bed icon. Seems to be a system-oriented term. Similarly, unclear on what the different colors represent.	Explain what the bed icon means or have a text-based	D, B
53	H8: Aesthetic & Minimalist Design	3. Complex Task	1	Date and time format under reminders is wordy and has no separation between date and time	No separation between date and time looks like an ongoing line of text makes it overwhelming for the user, and diminishes the visibility of both aspects	Adding a comma or more separation between date and time will increase visibility and clarity of both	D
54	H2: Match b/w System & World	1. Simple Task	2	Sort order of posts within the "Sleeping Habits" collection is unclear	The order of the posts is not chronological (by date of post which is displayed) and thus does not follow real-world convention, nor is the sort order specified	Either sort chronologically or specify (ie: by date pinned instead of date of post)	D
55	H10: Help & Documentation	5. Extra Violations	1	Lacks explanation for different terms and how they relate to each other (ie: pinning saves something to a collection, which is a collection of posts, which are separate from groups, etc)	While I think the user could eventually "figure it out" due to the clean UI, it might be necessary to include preliminary information about the different terminology and components	Include a walk through or eye catching buttons to teach the user the different components upon first joining the app	D
56	H4: Consistency & Standards	5. Extra Violations	1	Star character in front cannot be found anywhere else on app	The rest of the app has only the moon character, so having the star character is potentially confusing and breaks consistency	Remove star from front or add it everywhere else	D
57	H3: User Control & Freedom	5. Extra Violations	2	In the "Sign Up" part of the onboarding process, there are no back or exit buttons.	A user who wants to exit out of this step has no way to do so, causing them to feel stuck and potentially abandon the app altogether.	I can think of two fixes: add a back button (could be a left arrow) to the top left of these screens or alternatively add an exit button (could be a "X" button)	B
60	H3: User Control & Freedom	5. Extra Violations	2	In the second part of the onboarding process (beginning with "What's your occupation?), while there are back and skip buttons on the top of the screens, these are no functional.	A user who wants to leave or skip the remainder of the onboarding process may feel confused as to why they are unable to carry out these actions	Ensure proper functionality and rerouting to previous and next pages for back and skip buttons.	B
61	H4: Consistency & Standards	5. Extra Violations	3	In the second part of the onboarding process, particularly in the screens "How would you describe yourself?" and "Join Groups from your interests", there are a series of selectable tile options however only some of them are populated, others appear empty.	Since these buttons are still selectable, users can be confused or face unnecessary blanks in their screens.	Have the right number of option tiles and make sure each of them is populated	B

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62	H7: Flexibility & Efficiency of Use	4. All Tasks	3	There are different tags, pins and users on the platform, however the search functionality appears to be only present for groups	A user looking for a specific pin, tag or another user will have to manually look through different screen which can be frustrating and time consuming	Make the search comprehensive through the addition of filters (based on tags, users) for the home screen. Also, consider integrating search functionality into the Pins section.	B
63	H7: Flexibility & Efficiency of Use	1. Simple Task	2	There is an intuitive way to pin and unpin via clicking, there isn't a way to add a pin to a particular collection	A user does not have a way to add a specific pin to a specific collection as of right now either directly from the home screen or from the "All Pins" screen	Introduce a popup that provides the option to "Add to Collection" or going the additional step, also the option to add new collection and then "add to Collection") when a user pins a post	B
64	H7: Flexibility & Efficiency of Use	2. Moderate Task	3	While there are posts on the app, the app creation process appears to be rather hidden (at least took me a while to figure out)	Given that sharing wisdom and contributing to the community forums is the moderate task, having the plus button under the group pages risks users not being able to find this functionality	Replace the "Plus" button with a more explicit button say "Create Post" on the top of groups and well as on the home screen (such that users can add comments to groups, even if they are not inside the group page, as long as they are members)	B
65	H7: Flexibility & Efficiency of Use	5. Extra Violations	2	Inability for a user to edit their own profile	The Profile tab is currently nonfunctional. Given that personalization is a key value goal for Lunar, the inability to edit one's profile is restrictive and takes away from personalization	Make the profile tab and allow users to edit their profile (profile pic, description perhaps), allow them to add more and share as much as they want here. Having personalization and ability to add information in the onboarding process alone makes it fairly restrictive.	B
66	H4: Consistency & Standards	5. Extra Violations	2	Hashtags don't seem clickable.	Users can comopletely miss this functionality in the app.	Make the hashtags more consistent with the style of the buttons in the app.	C, B
67	H4: Consistency & Standards	5. Extra Violations	2	When user clicks on "New Collection" they are taken to the wrong page	Users may be stuck and left without a way to add a new collection	Ensure that this user flow for adding a new collection is accurate and routes to the right page	B, A
68	H1: Visibility of System Status	3. Complex Task	2	While there is the concept of the Google Calendar Integration, the prototype does not show now the integration pans out and there is no in-app interface to access events add to Calendar	Users likely would like to see their added calendar events within the app and see how they fit within their overall schedules	Embed Google Calendar into the application such that users are able to view the tasks that they add on the app, reflect in real-time without having to exit the app and go to their GC	B
69	H3: User Control & Freedom	3. Complex Task	2	here is no ability to delete a reminder	Can be an issue if users decide they want to change of delete a reminder, they may feel stuck	Implement the edit and add a Delete button within edit or outside to allow users can change and remove reminders	B