Prototype Description:	*Muse* is an app for working moms to destress and find community by doodling on collaborative digital murals based on dynamically generated prompts.			
Simple Task	*Making a doodle on an existing mural*			
Moderate Task	*Making a new mural*			
Complex Task	*Inviting someone else to a community*			

Problem #	Heuristic	Task	Severity	Description	Rationale	Fix	Evaluators
2	H8: Aesthetic & Minimalist Design	1. Simple Task	0	The size of the text on screen changes after selecting tags on the "Prompt Studio" page	The text size changes which is distracting to the user, as none of the actual text or content on the screen has changed	Keep the text at the same size and position between screens as the user is selecting tags	A
3	H4: Consistency & Standards	2. Moderate Task	0	Add an unlocked/public icon for live murals.	There is a lock for archived murals, but there is no matching indicator for live murals.	Add a visibility (unlocked lock) or edit icon	A, D, C, B
4	H11: Accessible Design	4. All Tasks	0	Consider adding color blind mode/light theme/dark theme	Might be harder to see based off of visibility	Add visibility themes	A
5	H1: Visibility of System Status	1. Simple Task	1	Users cannot title their murals.	Only way to differentiate murals is my appearance and date	Add more customization to make it more obvious of ownership	A
6	H3: User Control & Freedom	1. Simple Task	1	There is no way to delete a mural or change transparency (i.e. whether a mural is private or public)	Lack of control over mural existence	Add a way to delete a mural	A, C
7	H2: Match b/w System & World	1. Simple Task	1	Murals as properties of others - anyone can add to someone's murals. No permission settings	Anyone can edit to a mural, there is no essence of permissions. Can be confusing, frustrating if someone just keeps messing with murals	Add permissions	A
8	H4: Consistency & Standards	1. Simple Task	1	The Save button is green, while all other buttons are black.	There is visual inconsistency that draws attention to the Save button but there is not a clear reason why and it is distracting as the only element on screen with any color.	Change the color of the Save button to black to match all other buttons in the interface.	B
9	H8: Aesthetic & Minimalist Design	1. Simple Task	1	There is a lot of white space around the murals displayed on the "Live Murals" page.	The murals are the focus point of the screen but only 4 are displayed at a time. The large gap in the middle and between them is wasted space that is better used to display more murals or larger murals to better showcase the main feature of the app–doodles.	Use 3 columns instead of 2 columns for the grid view of murals.	B
10	H8: Aesthetic & Minimalist Design	1. Simple Task	1	The date for a mural is displayed in MM/DD/YYYY format.	Live murals are assumed to be created very recently so the user likely does not need or want this much information about the date, e.g. the year.	Display recent dates relative to the current time (e.g. "Yesterday" or "4h ago").	B
11	H3: User Control & Freedom	2. Moderate Task	1	No back button after selecting a community	Navigation is frustrating	Add a back button	C, A

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12	H4: Consistency & Standards	2. Moderate Task	1	"I would love ____ from my community" prompt statement does not translate into a meaningful follow-up or feedback to the user.	The prompt is not followed-up with a meaningful action afterwards, which only confuses the users as to why they were asked to engage with that prompt.	Either delete the prompt or change the prompt into something that is more self-reflective and could inspire the drawings such as "how did the sky look like today?"	C, D, B
13	H3: User Control & Freedom	2. Moderate Task	1	There is no functional back button after clicking live murals	Users may get frustrated in navigating if they cannot leave	Add functional back button	B, A, D, C
14	H3: User Control & Freedom	2. Moderate Task	1	No way to change tags for starting a mural besides back button	Users have to use back button to clear tags completely, instead of being able to drag and drop tags or individually select for them.	Add an 'X' button for tags that you select to remove them	A, B
15	H8: Aesthetic & Minimalist Design	2. Moderate Task	1	My Communities and communities - is there really a difference?	Consitency in naming. Seems redundant/repetitive to use My	Standardize language	C, A
16	H8: Aesthetic & Minimalist Design	2. Moderate Task	1	On the screen for viewing a mural with a comment section with the prompt "What made you smile today?", the navigation bar at the bottom of the screen does not fill the entire width of the screen as before. There is a gap on the bottom right.	Aesthetic is incomplete and inconsistent from other screens.	Fix/recenter the nav bar	A
17	H3: User Control & Freedom	3. Complex Task	1	There is no functional back button after clicking the "Share Link" button	Users may get frustrated in navigating if they cannot leave, especially if they want to go back and send more invitations	Make a Back button on the "Invitation to Neighborhood Moms" page	A, B
18	H7: Flexibility & Efficiency of Use	3. Complex Task	1	There isn't a way to share multiple communities to a person and each invitation requires entering a community and going through the entire sequence again.	Suppose you are adding a sister who is also a mom. You have to invite them to family, kids, neighborhood moms separately. No way to do this quickly	Tailor actions with the option to select mutliple neighborhoods at a time to invite someone to	C, A
19	H2: Match b/w System & World	4. All Tasks	1	The sizes of the bubbles for each community appear to be arbitrarily different.	Unclear why some circles are larger than others. Does this reflect community size? The reason why they are sized differently is not clear and it creates a lack of visual consistency.	Add meaning to size of circles or make all circles the same size.	D, A, B

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20	H12: Value Alignment & Inclusion	4. All Tasks	1	The application assumes working moms to have pad/tablet devices, and it assumes that the demographic is comfortable and deft at drawing on an electronic device, which is harder for generations who did not grow up using electronic devices for notetaking and drawing.	Not all moms own a pad/tablet device, and this assumption tailors the application to target a specific demographic within the 'mom communities' who have access to pad/tablet devices and are deft in using technology to draw on it. People who are deft with the technology will be on the younger generation moms, who are more likely to find a community on other social media applications, whereas the demographics of moms who don't seek for communities on social media applications might struggle navigating using technology to draw from the start. These generation moms are more likely to be comfortable drawing on a piece of paper instead of a tablet.	Instead of drawing, add an option to add pre-existing characters/shapes/designs to 'decorate' the page like a collage instead of having to draw.	C
21	H10: Help & Documentation	4. All Tasks	1	There is no description or context that helps me understand what to do. No documentation and descriptions are vague	Users may be confused on what they are expected to do.	Add an onboarding process or make it more obvious on what to do	A, B, C
22	H2: Match b/w System & World	4. All Tasks	1	MyMuse page has nothing to do with the app itself	The page seems to be personalized to you but there is nothing that makes the page special. It is impossible to navigate back here, and there is no functionality besides two buttons. It is not a useful main page (if it was meant to be one).	Either remove it entirely, add more page connections to it, or personalize it more to the user.	A, B
23	H4: Consistency & Standards	4. All Tasks	1	There is no error message with trying to interact with an archived mural.	Inconsistency in design which is distracting to the user	Standardize the styling of the MUSE logo text	A
24	H2: Match b/w System & World	5. Extra Violations	1	The icon used to represent archived murals is a lock.	The "lock" icon is confusing because it is ambiguous and inconsistent wiith the real-world definition of "archive." The lock makes it appear as though the murals are inaccessible or private and thus can't be clicked on.	Use a different icon for the archived murals or remove the icon altogether.	B

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25	H2: Match b/w System & World	1. Simple Task	2	There is no way to add different textures for drawing (e.g. watercolor, pen, pencil).	Users will want control over styling for drawing.	Add brush options.	C
26	H2: Match b/w System & World	1. Simple Task	2	No ownership of murals	Murals themsleves are authorless in visibility, but users will expect it because other platforms where things are posted attribute posts to their creators and art is credited to the artists in real life.	Add a 'created by' text for each mural to show who created it.	C, A, B
27	H4: Consistency & Standards	1. Simple Task	2	Unsure what the green button in the lower left corner of the drawing canvas is.	The green button is not labeled and not intuitive. It brings us back to communities page, but unsure what to do with it. It appears to be a save button but there is no description that says we are choosing a place to save.	Clarify what we are doing, or add text to describe the save button's function.	B, A, D
28	H2: Match b/w System & World	1. Simple Task	2	There is no way to change the color of the pencil.	There is colorful art apparently, but no way to change color	Add color options	A, C
29	H2: Match b/w System & World	1. Simple Task	2	No way to change the line weight of the pen used for drawing	Can be frustrating for artists who have no control over their art tools	Add a place to choose how bold/thick pen is	A
30	H8: Aesthetic & Minimalist Design	1. Simple Task	2	On the view of the mural with the comment section, the line under "What made you smile today?" is slanted and not smooth.	The design appears incomplete or accidental in a way that is distracting to the user.	Make the line smooth and straight	A, B
31	H8: Aesthetic & Minimalist Design	1. Simple Task	2	Bottom line that seperates drawing board and toolbar is extremely thin and unseeable	Line for seperation is really, really thin. Hard to see. Didn't notice until now	Make seperation line more obvious	A
32	H8: Aesthetic & Minimalist Design	1. Simple Task	2	Uneven distribution of icons on drawing toolbar	There is green icon left, draw button middle, no icon right	either space the two exisitng buttons evenly, or add a third button	A, C
33	H2: Match b/w System & World	2. Moderate Task	2	There is no way to set the lifetime of a mural or archive it.	It seems that murals archive after some time or are manually archived. There is no way to archive a mural at the moment or set a deadline when it is automatically archived.	Add archive functionality or a clear lifetime for a mural.	A, C
34	H5: Error Prevention	2. Moderate Task	2	There is no error message with trying to interact with an archived mural.	Archived murals should clearly show that there is not the option to comment or edit it.	Lock comments	A, C

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35	H1: Visibility of System Status	2. Moderate Task	2	There is no archived indicator while viewing an archived mural.	It is unclear while looking at an individual mural that it is archived, so it may confuse users who think they should be able to edit it.	Show the archived icon when viewing an archived mural.	A
36	H2: Match b/w System & World	2. Moderate Task	2	You cannot choose which comment to comment on. There is a comment box, but is that a stand-alone comment? No way to comment to in chain, despite there being a comment chain on screen.	There should be a choice to pick a comment to reply to or users will get confused on what they are replying to or where their comment is going.	Add a way to reply to a comment.	A
37	H3: User Control & Freedom	2. Moderate Task	2	There is no option to download and save the mural locally on the phone.	Since it is a drawing, the user could want to download the mural, but there is no option given to the users. This violates the user control and freedom principle as it prevents the users to have ownership over their artwork.	Add a button on the right corner to provide an option to download the drawing for the users.	C
38	H4: Consistency & Standards	2. Moderate Task	2	Navigating to "New Murals" and "Archived Murals" have back button capabilities, but "Live Murals" does not	There is inconsistency in navigation as users will expect a back button everywhere in the same place on screen.	Add a back button to the "Live Murals" page	A, C, B
39	H7: Flexibility & Efficiency of Use	2. Moderate Task	2	There isn't a way to share a mural to multiple communities	Some mom making a mural as daily activities, has to remake a mural for each community she wants to share to.	Add a way to submit a mural to multiple communities	A, C
40	H9: Help Users with Errors	2. Moderate Task	2	There is no error raised if a user chooses a tag that does not fit or make sense with the given prompt, e.g. "I want to feel ears"	There should be a clear error message to ensure that users input correct tags.	If an incorrect tag is used, display an error message like "Tag doesn't match this blank."	B
41	H12: Value Alignment & Inclusion	2. Moderate Task	2	Users can only select from tags that have already been generated without customization.	Users are restricted to tags that the system chooses for them, which may not align with what they want or their personal values.	Allow users to type their own responses in the blanks for tags.	B, C

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42	H2: Match b/w System & World	2. Moderate Task	2	There is no logical connection between the user's response in the Prompt page and the promt in the drawing page.	Based on the natural flow of logic, the user would expect some logical connection if the user was forced to choose given options to complete the prompt. However, the prompt itself is not present in the drawing page, and the prompt on the drawing page has no logical connection with the prompt the user answered in the previous page. This creates a logical confusion for the user as they complete the tasks.	Have the prompt answered by the user in the Prompt page present in a small text box in the corner in the drawing page, and change the prompt to something that could inspire the users when they draw such as: what plant (either domesticated or in the wild!) caught your attention today.	C, B
43	H6: Recognition not Recall	4. All Tasks	2	The same communities page shows up for when you click the globe icon and when you're choosing which group for invite. There isn't an indicator if you are just trying to view or share. User has to remember what task they are doing.	Users may get frustrated as pages look identical in two completely different tasks.	Add text saying what task they are currently doing on the Communities page.	C, A, B, D
44	H2: Match b/w System & World	4. All Tasks	2	There is no way to join or create a community, as people can only be invited to communities.	Not a match with what we expect, given the idea of communities in real life. People should be able to create communities for what they want.	Add a way to join/create community	C, A
45	H2: Match b/w System & World	4. All Tasks	2	The middle icon (photos) in the navigation bar is not intuitive because it doesn't reflect the real life.	The middle icon looks like a picture, not a painting. This button doesn't have the features that corresponds do their expectations based on what their icons are commonly perceived as.	Change the middle icon to the one with a paper and a brush so that it looks more like a painting not a picture.	C

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46	H11: Accessible Design	4. All Tasks	2	The user can only invite people from their contact, and there is no information on how to join a community besides being invited by someone.	Since the main intention for the prototype is to connect working moms to each other and with their family members, finding communities should be more easy and well-explained for the users. Currently, there is no clarity in how to join a community and it seems impossible to find a community that is not within one's contact list. This lack of feature in finding communities defies the prototype's main intention which is to connect the users with more people to find communitiy.	Add options to find communities based on same interests using tags even if the people in that community is not within the user's contact list. If privacy could be an issue, make an option to use avatars/anonymous characters when allowing users to join communities beyond their real-life circles.	C
47	H11: Accessible Design	4. All Tasks	2	Overall lack of color or branding with the black/white/gray color scheme.	Colorless theme may be hard to view, especially with people who are older and cannot perceive just black and white as well. For an app about art, there is hardly any color.	Add more color	A, C, B
48	H1: Visibility of System Status	4. All Tasks	2	Unclear what the buttons in the navbar (globe, photos, heart) mean.	Icons and titles 'communities' blur together. It is confusing what icon correlates to what page, like why the heart is related to communities, so the navigation bar is not intuitive to use.	Add text that tells us what the icons are.	A, B, D
49	H1: Visibility of System Status	4. All Tasks	2	On the "Live Murals" page, it is unclear which community the live murals are from.	The "Photos" icon in the nav bar brings you to "Live Murals," but does not say live mural from which community. If you go into a community, you are given an option to go to live murals.	Add text showing which community the live murals belong to on the "Live Murals" page.	A, B, C
50	H9: Help Users with Errors	4. All Tasks	2	There are no error messages for any misclicks or errors, such as leaving a canvas without saving	There are no error messages to show users when they make an error.	Add pop-ups for when errors occur, and add documentation to help them with it	C, A

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51	H1: Visibility of System Status	5. Extra Violations	2	I don't know where to make my first design.	One I clicked "get started," it took me to a page that says "My Communities and Invite to a Community." To get started though, my first reaction is to think I will start by making my first doodle/mural.	The "get started" button should take user to a page to create their first doodle/mural.	B, D
52	H12: Value Alignment & Inclusion	5. Extra Violations	2	Branding towards moms may exclude demographics.	Communities around identites may be problematic as they may further accentuate selectivity of communites (eg single moms, divorced moms, single fathers, etc).	Consider breaking away from mom specifics, have communities focused on functionality descriptions (parents, fathers) vs specific identities (moms only).	A
53	H2: Match b/w System & World	1. Simple Task	3	No way to erase content you draw, which is not reflective of real life.	Lack of control over the art and users will expect being able to erase what they draw.	Add an eraser function.	A, B, C
54	H4: Consistency & Standards	1. Simple Task	3	When users are done with drawing on a mural, there is no "Finish" button to confirm.	The only way to navigate away is the Back button or the navigation bar, but a user will likely expect to be able to confirm that they are done to be sure that their doodle was actually added to the mural.	Add a "Finish", "Confirm", or "Post" button to the bottom right of the page with the drawing canvas.	B, C
55	H11: Accessible Design	1. Simple Task	3	The Save and Draw buttons are very small.	They will be hard to click on, especially as they are smaller than all other buttons in the app even though drawing is the main function.	Increase the size of the Save and Draw buttons.	B
56	H3: User Control & Freedom	2. Moderate Task	3	There is no option to save temporarily without uploading as a 'Live Mural.'	This does not give the option for the users to save their progress as drafts while drawing without having to upload it live. Taking them away from the canvas when the Save button is clicked will also significantly interrupt the flow of drawing.	Add a button to give the users an option to save drafts.	C, B

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57	H1: Visibility of System Status	2. Moderate Task	3	The prompt appears on the canvas but does not mention the tags that the user chose or how the prompt is related to them.	The language of "Prompt Studio" implies that the user is customizing the prompt but the prompt seems unrelated to the tags that get picked. If they are being generated somehow, there should be a visual cue during or after that makes it clear that the user's input was used in the process.	Add a "Generating..." loading screen after to simulate that the prompt is being generated in response to the user or show the chosen tags underneath the final prompt.	B, C, D
58	H2: Match b/w System & World	2. Moderate Task	3	The heart button being used for "Communities" is confusing, as it typically means different things in other apps.	The communities button should be a stereotypical communities button, with people icon instead of a heart. The heart button is recognized differently as a liked or favorites button on specific posts, rather than a community icon.	Change it to a people icon	A, D, C
59	H5: Error Prevention	2. Moderate Task	3	You can view live murals from the middle icon in the nav bar before selecting a community	It is not clear what community the live murals are from as it entirely bypasses the flow of selecting a community.	Remove access to live murals from the nav bar or add error message "community not selected" if a community hasn't been selected yet.	A, B
60	H3: User Control & Freedom	2. Moderate Task	3	There is no Back or Edit button that allows you to edit the prompt you choose after it has been selected while you are working on the canvas.	If a user misclicks and confirms a prompt they don't want, or they want to change the prompt they've picked, there is no way to change or undo their choice.	Allow prompts to still be editable on the page with the open canvas.	B, C
61	H3: User Control & Freedom	3. Complex Task	3	You are not able to go back after selecting neighborhood moms in the case if you want to switch out groups	Users may get frustrated in navigating if they cannot leave	Add functional back button	C, A, B
62	H12: Value Alignment & Inclusion	4. All Tasks	3	The app is marketed towards moms, but there are communities on the app that do not include moms.	What is the Kids community? Are kids in that community? Or are pictures of kids in that community? Or moms who have kids? This is confusing as it is presented as a mom-centric app.	Clarify the communities and who is in them. What are they exactly? Are they like clubs for members?	C, A, B
63	H3: User Control & Freedom	4. All Tasks	3	There is no way to get back to the page to invite others	Users may get frustrated with navigation	Add a button that allows us to find the share button	C, A, B

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64	H12: Value Alignment & Inclusion	4. All Tasks	3	The app is marketed towards moms, but there is nothing here that is specific to moms or designed specifically for them.	Unsure as to how the app relates to mothers specifically. And why moms? Is about the parenting role? It is unclear through the interface as to why this specific demographic is targeted.	Either add more "Mom" centric things or have general demographic. (If Mom centric theme, why Moms specifically? Do Dads work? How will this include LGBTQ+ families?)	A, B, C
65	H3: User Control & Freedom	4. All Tasks	3	Unable to click globe icon after pressing heart icon	Frustrating for navigation if elements of the navigation bar are randomly disabled, as users will expect the nav bar to be available at all times since it is on screen at all times.	Add that link to make the globe icon interactable always	A
66	H2: Match b/w System & World	1. Simple Task	4	You cannot doodle on a mural unless you make a new mural. You currently can't contribute to an existing mural.	Users may get frustrated over the inflexibility to add to a mural.	Add a way to add to a mural besides making a new one. Most natural way to do this is double clicking a mural. First click to view, second click to add? Or an add button	A, C
67	H4: Consistency & Standards	2. Moderate Task	4	There is no functional or visible difference between archived and live murals.	1. Both are able to comment, 2. both are uneditable (no way to add a doodle or edit or anything) 3. just in different places	Change functionality to be different or remove the separate gallery views for archived vs. live murals.	A, B, C
68	H4: Consistency & Standards	3. Complex Task	4	The invite to other moms feature is only accessible once you are in the specific community you wish to invite.	It doesn't make sense why the ability/feature to invite other moms is only accessible by first accessing a specific community. The fact that you have to go through the pathway of the Communities page first is an unintuitive access pathway. I would have thought the invite feature to be a totally separate, more easily accessible page.	Make a separate page (accessed through an additional icon in the navigation bar) to access the feature to invite other users.	D
69	H4: Consistency & Standards	4. All Tasks	4	The globe and heart icons bring you to the exact same page.	Both the globe and heart icons in the nav bar bring you to a communities page that serve entirely different functionalities, which is confusing and inconsistent with what users expect from a screen they find familiar.	The globe and heart buttons should do different things as different buttons and the pages they lead to should look completely different.	A, C, B, D
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