

<b>Prototype Description:</b>	An app to help grieving individuals memorialize their lost loved ones and find community						
<b>Simple Task</b>	Upload a memory to your garden						
<b>Moderate Task</b>	Interact with friend's gardens						
<b>Complex Task</b>	Join a Superbloom						

\*attach images here if helpful

Problem #	Heuristic	Task	Severity	Description	Rationale	Fix	Found by
1	H6: Recognition not Recall	1. Simple Task		It's unclear if the arrow resets prompts or shuffles through prompts. If it generates different prompts, there could be a case where the user wants to go back to an old one.	Users might not understand the function of the button leading them to not clicking it or them losing a previous prompt that they like.	Add a text label or a different button that says "generate more prompts" or "something along those lines."	C
2	H4: Consistency & Standards	1. Simple Task		The back button on the third screen of the plant a memory page isn't consistent with the first two screens (the first two have the back button on the bottom corner, while the third screen has it on the top corner, likely cause it's a scrollable page).	Users expect a consistent location for the back button across similar pages. Inconsistent placement disrupts navigation flow and can lead to confusion as users search for familiar controls.	Align the back button placement across all screens to maintain a consistent layout.	C
3	H2: Match b/w System & World	1. Simple Task		The grayed out flowers look like their locked rather than it being an uncolored silhouette.	Grayed-out flowers resemble a locked or disabled state (much like most designs in the real world), which might mislead users into thinking they are inaccessible.	Add a default color to all flowers to signify they can be clicked on.	C
4	H2: Match b/w System & World	1. Simple Task		No memories planted yet might indicate that you can click on the grass area rather than the flower button to make a new post.	Usually when there's text that indicates there are no posts or entries, it will also prompt the user to start a new post. The user might get confused and think that you can plant a memory by clicking the grass area since that's where the text is.	Add more explicit text on the grass to indicate that users should press the flower button to start a new post.	C
5	H4: Consistency & Standards	1. Simple Task		The back and next buttons are different sizes than the confirm and plant buttons	When the "back" and "next" buttons are noticeably different sizes compared to the "confirm" and "plant" buttons, it can create a visual inconsistency that disrupts the user experience.	Standardize the button sizes across the interface to ensure that the "back," "next," "confirm," and "plant" buttons have the same sizes.	C, D, B
6	H11: Accessible Design	1. Simple Task		Small font on public/privacy signs	The small font makes it difficult for vision-impaired users, and status is also not very apparent at first glance (especially if a user hasn't already switched between modes), making the app less accessible.	Enlarge font on private/public sign	D, A, B
7	H7: Flexibility & Efficiency of Use	1. Simple Task		No ability to customize Mary's tombstone	Again, in order to increase the flexibility of the system, the app could offer the ability to edit Mary's profile / tombstone. I understand that the rest of the user/garden creation was not implemented yet, but users cannot edit tombstones once they're created, which might be something to consider just in case they want to update the photo or the name	Add a customization option (ability to change picture or edit name)	D
8	H11: Accessible Design	1. Simple Task		No memories planted yet' text with low contrast	With the low contrast, the text can be difficult to see for those with low vision / vision impairments, making the app less accessible.	Create higher contrast or slightly bigger text	D
9	H6: Recognition not Recall	1. Simple Task		Monument click feature does	Clicking monuments to switch	Switch between gardens with	A
10	H8: Aesthetic & Minimalist Design	2. Moderate Task		The contrast with the purple back button and blue background makes it a little hard to see.	The purple back button on a blue background lacks sufficient contrast, making it difficult for users to see and interact with.	Adjust the color of the back button to create a stronger contrast against the background.	C, B
11	H4: Consistency & Standards	2. Moderate Task		The door is clickable/a sign to users that it can be entered in the first screen (in your own garden), but it is also featured in other people's garden.	Inconsistent behavior of elements across different contexts can confuse users. The clickable door in the first screen (your own garden) signals interactivity, but when the same door appears in other people's gardens, it may not behave the same way.	Perhaps remove the door of other people's private gardens (since you can't access them anyway).	C
12	H2: Match b/w System & World	3. Complex Task		The area of the circle to select the image is slightly small. Clicking on the image itself doesn't check the box.	A small selection area can lead to missed interactions, especially if users attempt to click on the image itself and find it unresponsive.	Make it so when you click on any part of the post, it selects it.	B
13	H4: Consistency & Standards	3. Complex Task		The text on the button simply says confirm and lacks specificity (eg. with the simple task, making a post has the final button say "plant").	A generic label like "confirm" may cause confusion, especially when other similar tasks use more specific and descriptive terms such as "plant" for final actions.	Update the button text to align with the specific action being performed, ie "Import" or "Plant"	C
14	H4: Consistency & Standards	3. Complex Task		Other people's posts in the superbloom only show up in the newspaper log, but not the garden	When other people's posts are shown only in the newspaper log but not in the garden, it creates an inconsistency which may lead to confusion.	Ensure that other people's posts appear consistently in both the newspaper log and the garden view.	C, A

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15	H6: Recognition not Recall	3. Complex Task	1	Iconography for the superbloom button is the same as the regular plant button for your own garden.	Users may get confused as to how the superbloom function is different from the regular plant function.	Redesign the iconography for the superbloom button to differentiate it from the regular plant button.	C
16	H5: Error Prevention	3. Complex Task	1	The back button can be clicked even if there is a post selected (doesn't prompt a "are you sure you want to exit" like with the simple task).	Allowing users to accidentally exit a page without warning when they have a post selected can lead to data loss and frustration.	Add an exit confirmation prompt when the back button is clicked while a post is selected (like in the simple task).	C
17	H6: Recognition not Recall	3. Complex Task	1	The formatting date of the superbloom may cause issues if it spans across two months	Users viewing the event may be more interested in knowing the end date or duration remaining rather than when the event started. Also if the event went from Oct-Nov, it might cause formatting issues.	Might be more clear to add an end date when viewing the superbloom event since it might not be useful for the user to know when it started (more so how long they have left to add to it). For example, display text like "Ends Oct 27" or "3 days remaining"	C
18	H10: Help & Documentation	3. Complex Task	1	Superbloom' terminology	Sometimes, it may be "necessary to provide documentation to help users understand how to complete their tasks." Users may not understand what a 'superbloom' is despite it being referenced, which might require documentation.	Define in app or README	D
19	H3: User Control & Freedom	3. Complex Task	1	Import memories page-- exit button has no functionality and also has a back button	Users may find it difficult to navigate with a non-functional exit button as well as both the option of an exit button and a back button.	Rid of the exit button, leaving only the back button-- but would also be nice to have the back button bigger, and where the exit button is currently because of convention / accessibility	D, B
20	H4: Consistency & Standards	3. Complex Task	1	No date/timestamp of post when in superbloom	There seems to be internal inconsistency here-- users are able to see posted date in personal as well as friends' gardens, but not able to see it when in a superbloom	Add timestamp to superbloom posts	D
21	H4: Consistency & Standards	3. Complex Task	1	Box to check to select memor	Users could be confused about	Use a square checkbox or a sl	A
22	H5: Error Prevention	4. All Tasks	1	Toggle button still activated / clickable after being grayed out	Users may accidentally click on the toggle button, assuming that it isn't active, since it is a part of the faded background	Deactivate buttons in the grayed background	D, B
23	H2: Match b/w System & World	5. Extra Violations	1	The home button icon looks like an up arrow	The button looks similar to an arrow	Make the home icon look a bit more standard like a house	B
24	H2: Match b/w System & World	1. Simple Task	2	Small space for garden with no expansion	The 'garden' is currently just one small space might be worth considering how the app can support a full garden-- what if flowers are overlaid, making it difficult for users to navigate from the garden layout?	Add expansion option	D
25	H11: Accessible Design	1. Simple Task	2	The "types" text is a little small and difficult to read because of the color contrast.	The small font size and poor color contrast of the "types" text make it difficult for users, especially those with visual impairments, to read.	Increase the font size of the "types" text and adjust the color contrast to be similar to the gray italicized text to improve visibility.	B, C
26	H11: Accessible Design	1. Simple Task	2	The "types" text is a little small and difficult to read because of the color contrast.	The small font size and poor color contrast of the "types" text make it difficult for users, especially those with visual impairments, to read.	Increase the font size of the "types" text and adjust the color contrast to be similar to the gray italicized text to improve visibility.	C
27	H4: Consistency & Standards	1. Simple Task	2	Most selectable elements are more clearly defined (boxed by rounded rectangles), so it's not consistent, making it difficult to identify as a button.	The lack of a consistent design for selectable elements makes it difficult for users to identify that the flowers are clickable buttons.	Make all selectable elements boxed with rounded rectangles or visual indicators like shadows.	C
28	H1: Visibility of System Status	1. Simple Task	2	While the prompt is clearly marked on the top of this screen, the flavor text of this box doesn't make it super clear if the user is supposed to type out anything they'd like or focus on the prompt.	While the prompt is visible at the top of the screen, the flavor text box is ambiguous and may lead users to question whether they need to follow the prompt specifically or type freely.	Make the gray flavor text reflect the prompt (if a prompt were chosen in step one).	C
29	H10: Help & Documentation	1. Simple Task	2	The file upload part doesn't make it clear as to what types of files are allowed (eg. photos, documents, videos, etc.)	Without explicit guidance on what types of files are allowed (e.g., photos, documents, videos), users may become confused or frustrated when attempting to upload unsupported file types.	Add a brief note or placeholder text near the file upload section that specifies the acceptable file types (e.g., "Accepted file types: JPG, PNG, PDF, MP4").	C

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30	H5: Error Prevention	1. Simple Task		2 Ease of switching from private to public mode without warning	Especially because grief is such a difficult topic and so sensitive, privacy issues is a major concern. Even on Instagram, users switching between from a private account to a public account has a guard / extra notification or reminder that they're switching from a private to public account. Currently, users may accidentally switch from a private to public account without knowing.	Add an extra notification / confirmation screen for switching between private / public (e.g. "Are you sure you want to make this garden public? It will be seen by everyone... etc.")	D, A, B
31	H7: Flexibility & Efficiency of Use	1. Simple Task		2 Forces user to upload a picture and text	In order to increase the flexibility and efficiency of use, the app could offer one mode of upload / expression or the other. Users might instead want to only upload photos, or only want to upload text.	Make uploading picture or uploading text optional (do guardrail against uploading an empty flower, though)	D, A
32	H8: Aesthetic & Minimalist Design	1. Simple Task		2 Customization of flower and preview on same page	Keeping in mind aesthetic and minimalist design, the current page is a little difficult / long to scroll down. The functions are also different, which may confuse or complicate user experience.	Make the flower customization and preview page before posting two different pages	D, B
33	H3: User Control & Freedom	1. Simple Task		2 No ability to remove a flower	If a user realizes that they made an erroneous upload, they should be given the ability to delete or remove their flower. This would also contribute to the flexibility and efficiency of the system.	Allow users to remove flowers	D
34	H6: Recognition not Recall	1. Simple Task		2 Button that allows the user to	Users might recognize the but	Add a "+" visual to the central	A
35	H4: Consistency & Standards	1. Simple Task		2 Word "upload" for adding men	Users might get confused abo	Use "add" (my personal prefer	A
36	H11: Accessible Design	2. Moderate Task		2 Font size for the garden creator is a little small.	Might make it difficult for users with poorer eyesight to see and understand who's garden they are visiting.	Increase the font size and maybe move the sign in a more central spot to make it clear who created the garden.	C, D
37	H11: Accessible Design	2. Moderate Task		2 The profile pictures and text for those in a friend's garden is difficult to see.	The profile pictures and text for users in a friend's garden are difficult to see, potentially impacting users with visual impairments.	Increase the size of the profile pictures (similar to the friends page) and use a higher contrast for the text.	C
38	H7: Flexibility & Efficiency of Use	2. Moderate Task		2 While viewing a friend's garden and a memorial, you can't easily switch between their other memorials without going back to their profile.	Switching between different memorials in a friend's garden requires users to return to their profile, which adds unnecessary steps and decreases efficiency.	Introduce navigation controls, such as left and right arrows or a dropdown menu, to allow users to move between memorials.	C, A
39	H12: Value Alignment & Inclusion	2. Moderate Task		2 The add friend button implies you can just add whoever you'd like rather than requesting to be friends first (in the complex task you had to specifically "request" to be in a superbloom).	The "add friend" button suggests that users can add others directly without their consent, which could lead to confusion or discomfort (especially since this app features posts about lost loved ones). This might cause feelings of exclusion and exacerbate feelings of discomfort.	Rename the button to "Send Friend Request" or "Request to Add as Friend" to align with the app's values of having a safe space.	C, B
40	H7: Flexibility & Efficiency of Use	2. Moderate Task		2 No search bar for friends	Once friends are added, there may be many that one would have to scroll through, making it time-consuming for users as well as difficult to navigate through.	Add a search bar	D
41	H7: Flexibility & Efficiency of Use	2. Moderate Task		2 Inability to remove friends	To make the app more flexible and efficient, one might consider adding more options, including option to remove friends, which users may find helpful.	Add the option to remove a friend from the friends page	D
42	H4: Consistency & Standards	2. Moderate Task		2 When viewing a friend's garden, if I click on the Friends button and then back out, it takes me back to the home screen. The same happens if you're on the superbloom page and click the friends button and back out	A user might want to look at other friends' gardens and then go back	Clicking the group button when viewing a friend's garden shouldn't take you back to the home page -- it should go back to that page if you click the back button	B
43	H9: Help Users with Errors	3. Complex Task		2 The confirm button is not grayed out (in the simple task, the confirm button was locked/grayed out until you selected a prompt or hit skip).	This might lead to users importing nothing into the superbloom if they don't select a post.	Gray out the button if no items have been selected	C
44	H3: User Control & Freedom	3. Complex Task		2 Unable to deselect image without hitting the back button.	The inability to deselect an image without using the back button can make users feel restricted (no undo) and reduce the overall usability of the task.	Implement an option to deselect the image directly within the interface. This could be a simple tap on the selected image to toggle the selection state.	C

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45	H2: Match b/w System & World	3. Complex Task		2 The phrase "search for an event" is featured at the top but the search bar suggests the user to type in a name.	This mismatch between system cues and user expectations can cause confusion about what type of input is required. Specifically, most people don't really associate events with names, so it might be difficult for them to search.	Clarify placeholder text such as "Search by event or name" to better match user expectations.	B, C
46	H7: Flexibility & Efficiency of Use	3. Complex Task		2 Superbloom group can only be searched and don't show up on the page even if you've joined any.	This might make it difficult for users to remember which superblooms they've joined. Additionally, makes the navigation time and complex task completion time longer.	Alter the page to make space for superbloom groups that you've already joined for quicker access.	C, A
47	H7: Flexibility & Efficiency of Use	3. Complex Task		2 Inability to leave / remove superbloom once you join	Allowing users the flexibility and autonomy to leave a superbloom could be important (and also could be vital for helping users with errors if they joined the wrong superbloom).	Add option to leave or remove superbloom	D
48	H7: Flexibility & Efficiency of Use	3. Complex Task		2 Importing gardens does not have a search bar	The lack of a search bar detracts from the flexibility and efficiency of the system, since it forces the user to time-stakingly scroll through their gardens manually in order to find the garden from which they want to upload.	Add a search bar	D
49	H1: Visibility of System Status	3. Complex Task		2 It's unclear what happens when a request is made to join a superbloom	A user will want to know if they need to wait in order to view it, and they'll want to know when they are able to	Specify that the request is pending and/or have some sort of notification when it's approved	B
50	H7: Flexibility & Efficiency of Use	4. All Tasks		2 No search bar to search or filter through posts.	Users need efficient ways to locate specific content, especially when browsing large sets of posts.	Implement a search bar or filtering mechanism that allows users to quickly locate or filter through posts based on criteria such as keywords, categories, or dates.	C
51	H4: Consistency & Standards	4. All Tasks		2 Clicking on gray space never lets a user exit	May be inconsistent with industry standards – although the background is always grayed out when there is a pop-up, clicking on it does not allow users to go to the grayed out background. This is unintuitive, since grayed out areas are usually conventionally clickable and allows users to exit to what is grayed out.	Consider removing back button and instead allowing users to navigate by clicking on gray/dimmed space, or consider replacing dimmed background with a solid background	D, A
52	H11: Accessible Design	4. All Tasks		2 Flower click area	It is difficult to click taller, skinnier flowers – the area that one can click on it is very small, making it difficult for some users to engage and making the app less accessible overall.	Either consider making click radius bigger or consider making flowers bigger / eliminating thinner flowers	D
53	H7: Flexibility & Efficiency of Use	4. All Tasks		2 Unable to expand images to view full photos	If users want to save or view high quality images – especially from superblooms or friends' gardens, they should be given the option to do so. This would be a necessary change to increase flexibility and efficiency of use.	Add photo expansion option	D
54	H2: Match b/w System & World	4. All Tasks		2 Paper clip design when creating a post	Usually, such an icon might indicate to a user that there might be some function (for example, bookmarking, etc. correlated to paper clips.) However, there is no function, creating a mismatch between the system and the world.	Consider removing paper clip (although it's cute) or adding some sort of functionality to it	D, A
55	H3: User Control & Freedom	5. Extra Violations		2 No back button on the sign up page	Users might accidentally press sign up. If they already have an account they will want to go back and just sign in	Add a back button to the onboarding page	B
56	H5: Error Prevention	1. Simple Task		3 Even when planting a memory in a private garden, it goes to public. There also is no option to make a memory private.	Not having a private option could cause issues for users, especially if their posts are more sensitive since they're grieving over a loved one and want to remain private.	Clearly mark in the beginning whether this post will be a private or public post in the garden.	C, D

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57	H5: Error Prevention	1. Simple Task	3	Changing privacy mode— distance between sign and button	At first, I thought that tapping the "private" sign would change it to public. However, I then had to look around and realize that the back and forth button was the privacy mode switcher. This is not very intuitive, since the sign and button are so far apart and are separate. It might be especially important to consider given that currently switching from private to public requires no confirmation. Users could be very easily confused or accidentally click the status, not realizing they made their garden public, while exploring.	Ridding of the button and allowing tapping the sign to change status, or merging the private status indicator and the button to change it, or making the private status appear very obviously as a status only, or at the very least, moving the button closer to the sign	D
58	H11: Accessible Design	1. Simple Task	3	App only supports text and ex	Much greater barrier to entry	Add audio recording option to	A
59	H1: Visibility of System Status	2. Moderate Task	3	Unclear as to whether the X closes the popup or goes back to your personal garden. Also unclear whether the back button goes back to your friend's garden (dismisses popup) or your own. Hitting the x button actually just goes back to your own garden while hitting back goes to the friend search page. The only way to dismiss the popup is to reselect the garden.	It's ambiguous whether pressing the "X" closes the popup or navigates back to the personal garden, and whether the back button dismisses the popup or returns to the friend search page. The current setup may confuse users, leading to unintended navigation.	Add clear labels to the "X" and back buttons that indicate their functions, such as "Close Popup" or "Return to Search."	C, B
60	H1: Visibility of System Status	2. Moderate Task	3	I do like the flowers in the garden but when it comes to viewing other's gardens, it's a little unclear as to which flowers correspond to which posts. The newspaper log does a good job of showing the expanded posts but at a glance users might not remember what flower they clicked on.	Users may struggle to remember which flower corresponds to which post when viewing a friend's garden. This could affect task efficiency and user satisfaction.	If a flower has been clicked, add an indicator to show they've opened it before. Also maybe add some small text to show the date or prompt.	C
61	H7: Flexibility & Efficiency of Use	2. Moderate Task	3	Limited interaction for friends' gardens	The moderate task is for users to interact w friend's garden— however, there are no actual interaction features (comments, messages, likes, etc.), which seems to be a vital feature, especially for more experienced users. As it is, although the app seems to try to encourage interactions between users, there is no real interaction between 'friends', and a user can only interact with friends (although still a limited amount) through superbloom events, which makes the current interaction feature inflexible.	Add comments, messaging, or at least reactions	D
62	H6: Recognition not Recall	2. Moderate Task	3	Username of friend displayed instead of actual name	Since psychology shows that people are more likely to recognize than recall, it is probable that users wouldn't be able to recognize or recall what their friends' usernames are, but rather recognize their actual names/	Add friend's actual name (maybe do consider keeping username or adding a profile picture to differentiate in case of multiple same names though)	D
63	H1: Visibility of System Status	2. Moderate Task	3	Clicking "add friend" on Helen	Users may be immediately cor	Add pop-up that confirms Helen	A
64	H4: Consistency & Standards	3. Complex Task	3	Though this is a superbloom for Mary, it's slightly unclear whether we can import other memorials into the garden since other names pop up.	The presence of other names appearing during the creation of a "superbloom for Mary" may create ambiguity about whether users can import other memorials into the garden.	Only allow for your flowers/posts made for Mary to be imported.	C
65	H5: Error Prevention	3. Complex Task	3	No guard against what might be posted on a superbloom	Although the creator of a superbloom does have to accept users before they join, in the case that someone does happen to post spam or other unrelated content, there should be guard rails to prevent such errors.	Speech filter mechanism or AI to block hateful speech or spam— also, ability to block users	D

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66	H4: Consistency & Standards	4. All Tasks	3	Though we chose a prompt when making this post, it's not featured at all in the display of the post.	Users might get confused when viewing their own or their friend's posts as it may be unclear as to what the text is answering. Also, since the user had to pick a prompt for this post, viewing it again might cause confusion.	Add the prompt in bold to the top of the post.	C
67	H8: Aesthetic & Minimalist Design	4. All Tasks	3	News view: photo layout	Users cannot scroll completely down in the news view/layout: when there are two photos shown, the second photo, on the bottom, is obstructed by the navigation bar, which not only obscures the photo but detracts from the design and makes the bottom cluttered.	Create space / padding between last photo and navigation bar and consider moving toggle button	D
68	H4: Consistency & Standards	4. All Tasks	3	Years of life visible in friends' gardens / superbloom import but not elsewhere	Internal inconsistency—years of life are visible in friend's gardens and in superbloom when importing memory— however, it is not visible in own garden and was never set, which may be confusing or frustrating to users.	Either remove years of life (which I personally think is unnecessary and a little crude) or add a way to set it or view it from personal garden view	D
69	H3: User Control & Freedom	1. Simple Task	4	No ability to edit a post (flower) once it's posted	Although there is a preview before posting that allows users to review their work before submitting (so although this could also prevent errors, it may be less of an error prevention heuristic), if users want to change something about their post, they wouldn't be able to (or if it's a typo they missed in the preview.) Thus, user control is limited, and users may feel frustrated.	Add an option to edit the post (flower)	D
70	H7: Flexibility & Efficiency of Use	3. Complex Task	4	No page for joined superblooms— only able to search for superblooms	There should exist a shortcut to be able to access all joined superblooms without having to search for a superbloom each time in order to access it. Without this, finding joined superblooms takes the same time as searching for a new one, unnecessarily, making the user experience inefficient.	Add a new tab for joined superblooms	D
71	H1: Visibility of System Status	3. Complex Task	4	Superblooms you've participated in	Users may be confused about	Provide access to superbloom	A, D
72	H6: Recognition not Recall	3. Complex Task	4	Unclear how to create a superbloom	Users may be confused if there is no clear way to create a superbloom	Provide clear "create superbloom" button	A
73	H1: Visibility of System Status	3. Complex Task	4	Unclear how to access superblooms	Users may be confused/feel lost	Allow users to toggle between "my garden" and "superblooms"	A
74	H12: Value Alignment & Inclusion	4. All Tasks	4	Deceased person's icon design with a picture and a tombstone	This design not necessarily align with user values, and particularly may not align with the target audience needs. When putting myself in the shoes of someone who may have recently just lost someone, Mary's icon design is a little triggering—it resembles a tombstone, which does seem intentional (after visiting the other gardens), but comes off as a little comical / unempathetic	I realize that reconsidering the concept / design of the icon may be a little much (especially since it seems like that is the idea of the garden—is it a cemetery?), but I think that a simple fix could be removal of the image from the tombstone—that could make the design come off as a little less mocking or cartoonish. I also do think that the cemetery idea could be reconsidered while still keeping the idea of the garden—the cemetery does seem a little mocking / not very serious, especially combined with the light-hearted aesthetic and the name 'superbloom'. Unsure if the cemetery metaphor was intentional or consistent with the garden idea	D
75	H12: Value Alignment & Inclusion	5. Extra Violations	4	No guard against possible triggers	It is difficult to account for, but nevertheless, the app does not account for those who might be suffering with depression or other mental illness as a result of loss, which seems to be at conflict with the app's values and a portion of its target audience, causing the app to seem unempathetic and inconsistent with its values.	Add a disclaimer or warning during onboarding that the app will ask them to reflect— get confirmation that they're ready to do so. Also potential implementation of a help button for counseling / advice on grief management	D