



Prototype Description:		Lore gives older adults a platform to record and share their stories and encourages younger individuals to learn about from older adults' stories					
8	H6: Recognition not Recall	2. Moderate Task	3	In My Profile, the posted stories do not indicate whether it is shared to the public or the user's circle.	Keeping the user informed about the status of their stories can bring ease and minimise memory load, and especially with private stories, users may want to confirm that their post went to their circle.	Add a "Public" or "Circle" tag to each post	A
9	H6: Recognition not Recall	2. Moderate Task	3	Feature to expand timeline is unclear.	Expanding the timeline was an unexpected feature. When the user first clicked the boxes with multiple shading, they expected that there would be multiple stories from that one year rather than the entire timeline shifting to a different set of years.	Provide directions or allow the user to choose whether they want to open one story or if they want to expand the timeline instead.	C, B
10	H10: Help & Documentation	5. Extra Violations	3	There is no "view profile" button when looking at another user's post- the only way to navigate to the screen is by clicking the profile picture.	Users may be confused on how to navigate to another user's profile as there is no clear indication of how to do so.	Add a "view profile" button below the other user's profile picture.	A
11	H1: Visibility of System Status	5. Extra Violations	3	It is confusing as to what the "Subscribed authors" tag is there for on the home page.	The user wasn't able to tell whether the "subscribed authors" referred to the stories below on the timeline (the stories shown on the timeline are by the authors the user is subscribed to) or if the list of authors that the user is subscribed to will show up in a list after (ex. Subscribed authors: Bob W., Christos S.). As a note, directions for how to operate and how the timeline works is mentioned in the README file, but if a user were to jump on the app without the documentation, it may be hard for them to understand what is going on.	Provide a short description or example for what the "subscribed authors" should look like after the user has subscribed to their first author.	D, B
12	H7: Flexibility & Efficiency of Use	1. Simple Task	2	While you are able to share a story from home, this is the only location where a user is able to complete this task	This may slow down this interaction for inexperienced users, especially since the home page can be overwhelming and it may be easy to miss the "share story" button	Add a share story button in My Profile screen or in the nav bar	A, C
13	H1: Visibility of System Status	1. Simple Task	2	When the user posts a story, the next screen shows the users recent posts, but minimal indication of the story they just posted.	Keeping users updated on the status of their story upload will both keep them informed and confirm worries about whether a story is posted. Otherwise, users may have to take extra steps to check the status or confirm the nature of their posting.	Highlight or mark stories right after posting with a "recently added" tag.	A
14	H9: Help Users with Errors	1. Simple Task	2	Selecting visibility settings is required before clicking "confirm" button, but there is no error message to explain this.	Users, when encountering this error, are not given an indication of the problem and how to solve it. This can leave them confused and unable to solve the issue.	Insert an error message when the user fails to select visibility settings.	A
15	H4: Consistency & Standards	1. Simple Task	2	When selecting information for story post, there is a greyed out "Add title" for the title, but not in Start Date or End Date.	Consistency is important to ensure the user understands how to progress through the posting process- lack of clear instruction may stop them from inserting certain information.	Include a "add date" greyed out text in these boxes.	A

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16	H10: Help & Documentation	1. Simple Task	2	On the page to confirm the scanned text upload, it's unclear what the box under "start date" is for.	(I assume it's to see a preview of what will be posted?) This is unclear, so perhaps provide a description for what it is. If it is a preview of the text, it is a bit small.	Provide a description of what the box is. Make the box bigger depending on what text it has to fit.	B
17	H10: Help & Documentation	1. Simple Task	2	When uploading with text, it is confusing what the optional attach image is for.	User might not know what to upload, especially since no directions or examples are given. Users might reupload their scanned text or miss the opportunity to include something that they otherwise would've wanted to.	Provide a description for what kind of image should be uploaded.	B
20	H8: Aesthetic & Minimalist Design	1. Simple Task	2	busyness of home timeline screen	home timeline could become super busy if someone is subscribed to many different people	unsure.. maybe choose whose stories you can view / have a smart way of displaying stories on home timeline	C
19	H12: Value Alignment & Inclusion	2. Moderate Task	2	Search tags and stories seem very U.S.-centric, e.g. (Military, Iowa, Trip to NYC, etc.)	The target user base seems to be based in the U. S., based on pre-set examples. While likely unintentional, this may dissuade users from abroad from utilising this application.	For examples and models, maybe provide examples from other nations or immigrant communities (unless this is not the team's intention or population that they want to target)	A, B
20	H11: Accessible Design	2. Moderate Task	2	In My Profile, the buttons to view stories, circle, etc., utilise the same text as the description and other elements in the profile.	For some users, the buttons may be difficult to distinguish, - as the text is of similar size and style to other elements in the profile.	Add shading/shadows to the button, bold the text, or increase the size of the text in the buttons.	A
21	H4: Consistency & Standards	2. Moderate Task	2	Term "My Followers" and "Subscribed Authors" are both used.	Subscribing and following appear to share identical definitions for this application. The inconsistency here may be confusing for the user.	Change My Followers to My Subscribers	A
22	H11: Accessible Design	2. Moderate Task	2	Content in the stories page isn't distinguishable from the header.	Everything is just on one plain background and has the same font and text size. This can make it hard to distinguish exactly what is the text and the content.	Use shading or outlining around content or make the header very clear, so the user can differentiate between what is content and what is the description/tags/header.	B
23	H11: Accessible Design	2. Moderate Task	2	Profile photo in stories page (Christos) is very close to the top of the page.	Because there are multiple elements close to the top of the page, the page looks very cluttered. The profile photo especially looks out of place since the icons at the top are all miscellaneous navigational features, and the profile photo is part of the main content.	Make other elements on the page smaller or move things downward so that there is more white space at the top.	B
24	H7: Flexibility & Efficiency of Use	3. Complex Task	2	While "My Profile" and other user's profiles has a "recent" stories category, the subscribed authors section at home does not.	Experienced users, who have seen the timeline on multiple occasions, may want to access new and recent stories by their subscribed authors. Giving them the option to do this would increase efficiency of use for these users.	Add a recent tab in the home page for subscribed authors.	A
25	H11: Accessible Design	3. Complex Task	2	When viewing an audio story, there is no description of the content / what the user is viewing, rather just a simple audio graphic.	Inexperienced and older users may find this graphic confusing, and providing as much information as possible will make the process more efficient and easier to understand.	Include a "Listen to voice recording" description below the graphic.	A

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26	H12: Value Alignment & Inclusion	3. Complex Task	2	Suggestions for tags seem popularity-based, which are U.S.-centric.	This may prevent users from investigating stories from non-American cultures, or decreasing the platform of those from non-American backgrounds.	Provide a variety of suggested tags, or provide suggestions based on user-inputted profile tags / location.	A
27	H11: Accessible Design	3. Complex Task	2	In the Home page, the "Subscribed Authors" title is not clearly a title (text is small, and it is not bolded or standing out)	Users may have difficulty distinguishing or noticing this title, and this may confuse their navigation process.	Bold, place in a shaded box, or increase the size of the title.	A, B, D, C
28	H8: Aesthetic & Minimalist Design	3. Complex Task	2	Inclusion of the user's email above the story is unnecessary information.	Including the user's email, when it is possible to email them directly through their profile, may be unnecessary information. It may be helpful to include instead the user's age or other information in this space.	Remove the email address and replace with more relevant information	A
31	H8: Aesthetic & Minimalist Design	3. Complex Task	2	I feel like the "Posted" date is a bit unnecessary on the timeline, and can even cause confusion with year mismatches	If the timeline is sorted chronologically based on the story, the date it was posted may not be immediately relevant and can cause confusion	Can remove and keep the posted date when navigating into the story	D
30	H3: User Control & Freedom	3. Complex Task	2	ability to edit story	does the user have the freedom/control to edit their stories after creation?	create edit button for each story (not sure if need to open up story from personal timeline first)	C
31	H11: Accessible Design	4. All Tasks	2	There is no clear differentiation between the title, tags, and the actual content of the story.	This design may make it difficult for users to distinguish the story from other descriptive factors. Making a more clear separation will make the story more readable.	Include a shaded box around the content to distinguish from the title.	A, B
32	H4: Consistency & Standards	4. All Tasks	2	The timeline at home and at search start at different dates (1930 vs. 1940).	This inconsistency may be confusing for the user's navigability, and general understanding of when stories are taking place.	Have a fixed timeline with a set timeframe.	A
33	H6: Recognition not Recall	4. All Tasks	2	It is unclear what the user is able to click as a button versus what is a fixed element.	There is no differentiation in design between what is a button versus what is a fixed element. The user has to click around and try to click different elements to see which ones work, but this leads to the user having to go back to their original page and going to pages they didn't mean to go to.	Add in shading, highlights, or some other indicator that something is clickable. All buttons should have some defining element so that the user can tell right away that something is interactable.	B, A
36	H11: Accessible Design	4. All Tasks	2	size of text (some is really small!)	one of the main values is accessibility for older adults, but a lot of the text is really small and difficult to read eg: text, video, location, on the timeline	decrease amount of info on timeline and increase size	C
37	H2: Match b/w System & World	4. All Tasks	2	home not in middle	general heuristic might be that the 'home' (like home button on older phones) is always in the middle)	move home to middle of the bottom tabs	C
36	H8: Aesthetic & Minimalist Design	5. Extra Violations	2	Back button in search tab directs users to the home page.	The back button in the search tab is not necessarily needed, and directs users to a screen they may not have originally come from.	Remove back button from search tab	A, B, C, D
37	H10: Help & Documentation	5. Extra Violations	2	Tags are pre-set in profile but no clear way to add your own tags	Lack of concrete steps on how to modify and edit the users profile, notably tags, may pose difficulty for inexperienced users	Add a plus symbol next to tags, or an edit profile button.	A

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38	H1: Visibility of System Status	5. Extra Violations	2	Home screen shows up pre-populated subscribed stories when user first opens screen. If this is just for prototype purposes, then another issue would be an empty screen/timeline when the user first opens the app.	If the user opens the page up to an empty home screen, it could be confusing as to why the app is so empty, since the user is asked to subscribe to authors on separate pages (not the home screen).	Move features that work together to one page. For example, put the feature to subscribe to different authors on the same page as the timeline that shows subscribed authors' stories.	B
39	H8: Aesthetic & Minimalist Design	1. Simple Task	1	On the "How would you like to share your story?" page, the back button is too close to the edge of the screen and too close to other elements on the screen (such as the header of the screen).	Since the back button is so close to the edge, the spacing feels off to the user and the page looks cluttered, even though it has very few elements on the screen.	Move the back button a little more inward (and shrink/move the other elements accordingly) so that there's more white space.	B
40	H8: Aesthetic & Minimalist Design	1. Simple Task	1	On the "How would you like to share your story?" page, the text for the content of the screen is larger than the header.	Since the buttons are the first thing that the user's eyes go to, they don't get any context for what these buttons are supposed to do. They should instead see the header first so they could answer the question with the buttons rather than seeing the buttons, asking what they're for, then reading the question and understanding what they're for.	Make the header the first thing the user sees by making the text larger (and maybe even bolding it). Make the buttons slightly smaller and make them seem like they are under the umbrella of the header.	B
41	H3: User Control & Freedom	1. Simple Task	1	On the page to confirm the scanned text upload, there could be a "save as draft" for the user to finish uploading later.	More of a suggestion for if users want to click out of the app and come back later. Also could be useful for if the users are midway through typing a story and want to take a break.	Create an option to save as draft.	B
42	H7: Flexibility & Efficiency of Use	1. Simple Task	1	Multimodal content	Some people might want to upload multiple types of content.	Perhaps let the user upload multiple types of content (e.g. both text and audio).	B
45	H12: Value Alignment & Inclusion	1. Simple Task	1	view stories automatically in recent view rather than timeline view	how are "recent stories" determined? if the main metaphor of the application is a timeline view, should your profile > your stories automatically lead to the timeline view instead? should follow the values and metaphors of the system	change initial your stories view to timeline	C
44	H8: Aesthetic & Minimalist Design	2. Moderate Task	1	On the timeline, the location icon looks awkward and misplaced.	Since the icon color is red, the eye first goes there, but the user can't find the actual text of the location until actually scanning to the right. The user should be able to read the location right away after finding the location pin icon.	Move the icon right next to the text of the location to create a cohesive design.	B
45	H11: Accessible Design	2. Moderate Task	1	Transcript button is hard to find from the audio and video pages.	Some people might need the feature to read the transcription and it would be easier for the user if it was automatically provided for audio and video right underneath since there's a lot of white space there.	Have another option to download transcript next to or below the audio and video file in addition to the button on top.	B
48	H4: Consistency & Standards	2. Moderate Task	1	line pointing to elvis concert from timeline is diagonal upwards while others are straight	inconsistent standards for what line looks like connecting to timeline	make lines look the same (either straight or diagonal but have a clear reason why)	C

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47	H10: Help & Documentation	3. Complex Task		1	Reading "Meeting My Wife", the last paragraph ends with a "..." instead of bleeding off the page.	For the user viewing this demo, this may confuse them from using the scroll function of this page. A shortstopped "... indicates the need for a "view more" button, rather than scrolling.	Ensure that text cuts off at the end of the screen, to promote the user to scroll.	A
48	H4: Consistency & Standards	3. Complex Task		1	Location of "First Trip to NYC" lists USA and "Meeting My Wife" does not.	The inconsistency is a minor fix, but may cause confusion to those who don't know what country these cities are in.	Keep consistency with locations, list country name	A, B
49	H1: Visibility of System Status	3. Complex Task		1	Upon receiving results for a given tag, there is a recent and timeline tab displayed. However, there is no information provided as to why the given timeline stories are highlighted.	The inclusion of a recent tab indicates that the stories highlighted on the timeline may be more popular. Including this information may help the user understand why to view certain stories, and keeps them generally informed about the nature of the stories they are viewing.	Include a viewer count for stories.	A
50	H2: Match b/w System & World	4. All Tasks		1	The term "Circle" is used to describe the users friends or trusted viewers.	This terminology may be confusing or unfamiliar to some users given its colloquiality, especially those who may not speak English as their first language	Maybe using "friends" is more straightforward	A
51	H2: Match b/w System & World	4. All Tasks		1	When listing location, the state is listed by its acronym (i.e., Massachussets -> MA)	This may not match with users' daily language, as not all people may know state acronyms.	List the state in full name.	A, B
52	H7: Flexibility & Efficiency of Use	4. All Tasks		1	Words chosen for tags seem all over the place.	Tags are useful for when people want to find specific themes of content. However, if the user is able to choose anything (or the tags are super niche), it defeats the point of having tags.	Have a set list of tags that the user can choose from.	B
55	H7: Flexibility & Efficiency of Use	4. All Tasks		1	ability to search own stories	could be useful to let users search up their own stories if they want to view or change them to give more flexibility to users	some search or filter function for your stories	C
54	H11: Accessible Design	5. Extra Violations		1	All buttons and tags share the same colour.	This may make it difficult for users to distinguish between buttons and selective features, or makes navigation difficult in general.	Add colour variation, make buttons a different colour to tags.	A
55	H3: User Control & Freedom	5. Extra Violations		1	The design of the back button is not clear, unsure if should click on the arrow or the text.	The user may be unsure of where to click on the back button, which will reduce efficiency.	Make the back button a more obvious button with shading or animation, or create a single shape / boundaries	A, B
56	H4: Consistency & Standards	5. Extra Violations		1	On the profile page, switches from first person to second person.	"My Profile" is first person, but another section in the page says "About You". Should keep the POV of the user consistent	Change "About You" to "About Me".	B