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3	H10: Help & Documentation	2. Moderate Task	0	User might not know why they have to review a bathroom	Make it clear that this is a give and take platform	Little suggestion icon saying "leave a review!"	A, D	
2	H10: Help & Documentation	5. Extra Violations	0	Users might want to a way to make a "favorite" location based on restroom locations they've already been to.	This would allow for users to easily revisit favorite spots and Ispend less time sarching for information they already have stored	Add a saved/favorites location marker to certain map locations across all pages of the app	B, D	save a bathroom
5	H1: Visibility of System Status	2. Moderate Task	1	Review button in personal page might signal that the user is supposed to look over something	Normal jargon	Rate might sound better	A	
6	H4: Consistency & Standards	2. Moderate Task	1	Restrooms visited VS. Restroom added	Keep the plurals consistent	Restrooms added	A, C	
7	H2: Match b/w System & World	3. Complex Task	1	Name of restroom might be a little hard, what if it was second floor of some random building	Name gives pressure for people to actually name the place	Instead of name, maybe say "Details/specific location of restroom" (you can def find something better my example name is not good)	A, B	
8	H8: Aesthetic & Minimalist Design	3. Complex Task	1	Be consistent with words: Inconsistency across text when filling in info for bathroom. For ex, when you add gender, the text box just reads "male," but when you add accessibility the text box reads "accessibility? yes" (vs just yes). OR just do checkboxes for all of them	Should just be a checkbox, no need for 2 clicks when you can have one	Checkbox	A, C	
9	H4: Consistency & Standards	1. Simple Task	1	For the three button filters, two are words and one is an icon. This is inconsistent.	Combination of phrases + icon for buttons that do the same thing is confusing.	Use only icons or only words. Use drop down menu if "wheelchair accessible" is too long of a phrase.	C	
10	H8: Aesthetic & Minimalist Design	3. Complex Task	1	App feedback on profile page doesn't make sense.	What happens once a user has already reviewed the app? Will that prompt disappear? Why have it on the profile page vs a pop up?	Remove "app rating" from profile page.	C	
9	H8: Aesthetic & Minimalist Design	3. Complex Task	1	The text container for "Drop a pin to add a restroom" is visually identical to interactive text input fields used on the home page of the app.	This design similarity creates confusion because it makes users expect to interact with it as a text input when they should instead be clicking on the map	Differentiate instruction text styling from interactive elements	B	
12	H8: Aesthetic & Minimalist Design	1. Simple Task	1	The review section, while informative, can feel cluttered when multiple reviews are shown in a narrow space.	Visual simplicity can enhance the experience by focusing on essential details.	Implement a "Read More" option for lengthy reviews to reduce clutter and improve focus on each review's initial lines.	D	

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13	H1: Visibility of System Status	1. Simple Task	1	The interface provides basic details but lacks a clear indication if all reviews are displayed or if there are more available beyond "Load More…".	Users need to understand whether they are viewing the complete set of reviews or if they should load more for a fuller perspective.	Add a visible indicator (e.g., "Displaying 3 of 83 reviews") to clarify how many reviews are shown and whether more are available.	D	
14	H4: Consistency & Standards	1. Simple Task	1	The profile page styling (including text size, spacing, and button design) lacks consistency with the rest of the app, which may confuse users who expect a uniform experience.	Consistency helps users predict interactions and feel more comfortable navigating the app.	Standardize button styles, spacing, and text alignment across the app for a cohesive visual experience. Ensure the "log out" button style matches that of other interactive elements.	D	
15	H8: Aesthetic & Minimalist Design	1. Simple Task	2	Duplicate meaning of both "Where are you headed?" and search button, repetitive	Visual and context overload	Choose one and stick to it	A, B	
16	H7: Flexibility & Efficiency of Use	3. Complex Task	2	After adding a bathroom, it does not go back to the original adding page but rather a thank you for adding!	Users do not need the Thank you for Adding! to be one stand alone screen if they want to add multiple in a row	Little box saying thank you for adding but allow people to continue adding	A	
17	H8: Aesthetic & Minimalist Design	1. Simple Task	2	Blue of the toilets is not bright enough/ does not catch my eye.	Blue is a difficult color for people to immediately notice.	Change color of toilets to something more eye catching.	C	
18	H11: Accessible Design	1. Simple Task	2	Dark grey of "more info…" on light grey is low contrast.	May be difficult for people to distinguish between the two greys.	Change color of "more info" to increase contrast.	D, C	
19	H8: Aesthetic & Minimalist Design	1. Simple Task	2	Header of bathroom info page is too crowded.	Toilet icon is too close to the back arrow and entire header set is too close to the top of the app page.	Add more space at the top of the page.	C	
20	H7: Flexibility & Efficiency of Use	3. Complex Task	2	User can only "drop a pin" vs typing in a specific location (may be a limitation of the prototype).	Personally find dropping a pin difficult to do on an app, would prefer to type in a location.	Enable user to type in location.	C	
21	H4: Consistency & Standards	3. Complex Task	2	Header spacing on "add bathroom info page" is inconsistent with "view bathroom info" page.	There should be consistency across pages with the same level of information.	Stick to a specific header height.	C	
22	H11: Accessible Design	3. Complex Task	2	White on grey text for optional is difficult to read.	White on grey text may be difficult for some users to read.	Find a higher contrast color.	B, C	
23	H4: Consistency & Standards	5. Extra Violations	2	Inconsist information about bathroom on searchable map vs just added bathroom map. On the searchable map, the metadata is "5 min." On the just added bathroom map, the metadata is "Male	accessible."	There should be consistent pieces of metadata for each bathroom throughout the app.	Add extra metadata to the searchable map.	B, C	

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24	H1: Visibility of System Status	3. Complex Task	2	Review button doesn't change from review to reviewed once review is added.	User doesn't know whether review has been logged.	Add review status update.	C	
25	H8: Aesthetic & Minimalist Design	4. All Tasks	2	Not really clear to me why the different tasks have to be associated with different colors, e.g., find a bathroom is blue, add a bathroom is green, rate a bathroom is yellow.	Unnecessary use of color to differentiate between tasks when information is actually unified across tasks (always finding or adding info about a bathroom).	Choose one color across all three tasks.	C	
24	H2: Match b/w System & World	1. Simple Task	2	The search bar's default prompt asks users where they are headed rather than considering their current location needs. This assumes a future destination scenario, which may not align with users' immediate needs for finding a restroom at their current location. The system's language doesn't match real-world scenarios where users need immediate restroom access.	Default prompt doesn't account for current location needs	Modify search prompt to accommodate both current and future location scenarios	B	
25	H4: Consistency & Standards	3. Complex Task	2	While the home page features a current location button in the bottom right for quick location access, this same functionality is absent from the add location page. This inconsistent placement of location tools across different pages breaks platform conventions and user expectations.	Inconsistent feature availability across pages	Add current location button to add location page for consistency	B	

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26	H6: Recognition not Recall	2. Moderate Task	2	The submit rating page provides minimal context about the restroom being reviewed, showing only the address. Users must rely on their memory to recall which specific restroom they're reviewing without supporting information such as their last visit date, when they searched for it, or nearby landmarks that could help with identification. This places unnecessary cognitive load on users.	Users might struggle to accurately recall which restroom they're reviewing	Add visit date, search date, and nearby landmarks to review context	B	
27	H10: Help & Documentation	2. Moderate Task	2	The profile page's presentation of previously visited restrooms lacks clear organization and temporal context. There's no clear indication of which restroom was most recently visited, and the list lacks headers or markers to help users understand the chronological order of their visits	This makes it difficult for users to track their history and find specific locations they've visited.	Add headers and markers for recently visited locations on the profile page	B	
1	H10: Help & Documentation	2. Moderate Task	2	There is no information explaining the review criteria or how star ratings are calculated.	Users should understand what each rating level signifies and whether it reflects specific qualities (e.g., cleanliness, accessibility).	Include a brief description or tooltip explaining the rating criteria, so users understand how reviews are evaluated.	D	
31	H5: Error Prevention	1. Simple Task	2	There's no clear way to report or filter inappropriate reviews	Preventing user exposure to problematic content is critical, especially in community-driven apps.	Implement a reporting feature or filtering mechanism for inappropriate reviews to maintain a family-friendly and respectful environment.	D	explain why we AREN"T doing
32	H3: User Control & Freedom	5. Extra Violations	2	There's no option to edit profile information or remove contributions, which could frustrate users who want control over their data.	Users need the freedom to adjust their information or contributions as needed, whether to correct errors, update details, or remove outdated contributions.	Add an "Edit Profile" option for the user's name and location. Include an option to delete or modify added restrooms and reviews, enhancing user control.	D	explain why we aren't doing th

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33	H8: Aesthetic & Minimalist Design	1. Simple Task	2	The profile page feels somewhat sparse, with large areas of white space and limited visual engagement.	While minimalist design is beneficial, a visually engaging layout with balanced use of white space can improve readability and interest	Enhance the profile layout by adding subtle dividers between sections, using slightly larger icons or graphics, and creating visual balance between the profile picture, stats, and contributions.	D	
34	H5: Error Prevention	2. Moderate Task	2	There's no feedback indicating required fields or fields that need validation. If a user attempts to submit without filling necessary information, it's unclear if the form will alert them or if they'll see an error message.	Users need clear feedback about which fields are required to prevent frustration or confusion upon submission.	Mark required fields clearly (e.g., using an asterisk or different color) and provide immediate feedback if a required field is left empty upon clicking "Add Restroom."	D	
3	H11: Accessible Design	1. Simple Task	3	No zoom in of starting location OR initial location pin for home screen and directions page	Can look a little confusing without knowing where you currently are (the specifics)	Starting circle OR zoom in and create path	A, C	
36	H2: Match b/w System & World	1. Simple Task	3	Arrow next to "More Info" made me think that pressing it would give me more info instead of directing me to the location	Tension in visual meaning and actual meaning	More info can be hyperlinked and that can be the way users enter into the more info page. Leave the arrow for directions to the actual toilet	A, D	
37	H6: Recognition not Recall	1. Simple Task	3	Lack of real time ETA in directions page	People need to know how many more minutes they have left	Bottom tab showing how many minutes you have left	A	
38	H11: Accessible Design	1. Simple Task	3	Only walk option is provided.	What if someone was on a bike? Scooter?	Give all options of transport	A	
39	H6: Recognition not Recall	4. All Tasks	3	Should also have name of bathroom (ex. Salesforce Floor 1) in the bathroom you look at	Keep it cohesive for all tabs	Add name	A, B	
40	H12: Value Alignment & Inclusion	4. All Tasks	3	User should be able to modify the bathroom details if it was entered incorrectly by someone else	Categorizing something as a Male bathroom VS. All-gender bathroom can lead to consequences	Allow editing of all bathrooms	A	
41	H3: User Control & Freedom	3. Complex Task	3	Once you drop a pin to add a restroom, there is no way to edit that pin location.	User cannot edit pin location once added limiting freedom and creating room for dead-ends/errors.	Enable location editing.	C	

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40	H4: Consistency & Standards	4. All Tasks	3	The system displays inconsistent filters between the search page and review page. The search page is missing a radius filter option. Additionally, there's ambiguity between terms like "no code required" and "public" filters, which may represent the same concept but use different terminology.	Search and review pages have different filter options, creating user confusion	Standardize filters across pages and clarify terminology (e.g., "public" vs "no code required")	B	
41	H5: Error Prevention	3. Complex Task	3	The system doesn't have visual indicators of existing restroom locations during the addition process. Without clear markers showing where restrooms are already documented, users might inadvertently create duplicate entries for the same location.	Risk of duplicate restroom entries cluttering the database or create a lot of data redundancy.	Add dots/pins to show existing restroom locations during addition	B	
1	H9: Help Users with Errors	1. Simple Task	4	Cannot unclick the filters I selected on home page	User needs to be able to make mistakes and unselect certain filters they initially wanted	Create a link back to the page without the filter being selected in Figma	A, B	
45	H5: Error Prevention	1. Simple Task	4	Should have ability to untap a restroom and select another	Allow users to look at multiple bathrooms before selecting one	Enable tap and untap of specific restrooms	A	
46	H3: User Control & Freedom	1. Simple Task	4	Need to have ability to exit route if you no longer want to go to that specific bathroom	Enable users to exit if they want to	Add exit button	A, C	
47	H1: Visibility of System Status	2. Moderate Task	4	Profile page review button is not visible	Barely able to see the white text with such a light gray background	Change color of text or button for more contrast and visibility	A, B, C, D	
48	H12: Value Alignment & Inclusion	3. Complex Task	4	Should be able to select multiple genders, not only all-gender	What if there were 2 bathrooms? 1 Male and 1 Female. Users should be able to create one post for bathrooms all in one place	Allow multiple select	A	
49	H7: Flexibility & Efficiency of Use	3. Complex Task	4	In order to rate a restroom, the restroom has to be added to your profile first (how?) and then you go to your profile to rate it. It would be more intuitive to rate the restroom when you add it to your profile.	Unintuitive procedure for rating a restroom.	Enable rating restroom when adding it to your profile.	C	

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50	H7: Flexibility & Efficiency of Use	3. Complex Task	4	No way to rate restroom OR add restroom to profile on the "more info" restroom page.	Similar to above. Unclear how the restrooms ended up on the profile. Might be a limitation of prototype, but not noted.	Enable adding restroom to profile.	C	
49	H7: Flexibility & Efficiency of Use	2. Moderate Task	4	The review system only allows sorting by most recent reviews. The current layout, with large tags at the top of the bathroom review page, takes up unnecessary space and limits the efficiency of review navigation. Users cannot sort reviews by relevance, rating, or other potentially useful metrics that could help them find the most helpful information quickly.	Limited ability to efficiently find relevant reviews	Add sorting options (relevant, highest/lowest rated, recent) and optimize tag display	B	
50	H12: Value Alignment & Inclusion	4. All Tasks	4	The review system lacks easily accessible tags that address safety concerns and specialized needs. Important descriptors such as "well-lit area" and "single stall" are missing from the tag options, making it difficult for users to quickly identify locations that meet their safety and comfort requirements	This oversight affects users who prioritize safety considerations in their restroom choices.	Add safety-focused tags (well-lit, single stall, etc.)	B	people should be able to write