

COURSERA DISCUSSION BOARD HEURISTIC EVALUATION REPORT

Finding 1-The new posts take a long time to appear under '**Your Activity**' under **FORUMS**.

Heuristics Violated-Visibility of System Status

Severity-3/4

The new post does not appear instantly under MY ACTIVITY subhead. It takes 15-20 minutes to appear, which makes a lot of ambiguity about whether it was created. When I first started a new thread /post, I spent a lot of time exploring the whereabouts of the post. So eventually, I found out that it does show in discussion forums instantly but takes a while to appear under MY ACTIVITY. The heuristic violated in this finding is Visibility of System Status. The action executed did not have feedback.

Recommendation-Mentioning "New posts created will take a few minutes to appear" under MY ACTIVITY is recommended.

Finding 2-No option to change/edit the forum type in the dropdown selection once posted. If a wrong week is selected in the post, it cannot be edited.

Heuristics Violated- User control and freedom

Severity-3/4

While editing a post already created, the type of forum selected initially (Week 1, or 2, Or 3 so on) cannot be changed. Thus, a post created in the wrong discussion forum cannot be changed since there is no option to change the forum later. The heuristic violated here is User Control and freedom. The user has no option to edit/change the forum.

Recommendation-Incorporating the Edit option recommended. It will be helpful to place correct threads under correct forums.
Please refer to the sketch below,

EDIT NEW THREAD

TITLE

BODY

B I U   

Edit Forum

Finding 3- No differentiation in posts

Heuristics Violated- Aesthetic and minimalist design

Severity-3/4

All posts, genuine discussion posts, and test messages are under one roof. Finding a genuine discussion thread is challenging as many are just for testing purposes.

Recommendation: Test messages in the discussion forums can be grouped under a different subhead to avoid posts clutter and distinguish genuine discussion posts from sample testing posts.

ALL FORUMS

POSTS FOR YOU

YOUR ACTIVITY

DISCUSSION

TESTING

Finding 4- While creating a post and adding a URL, it does not prompt for an invalid URL

Heuristics Violated- Error prevention, Error Recovery

Severity-2/4

While creating a new post and adding a URL does not prompt for an invalid URL. It violates the 5th heuristic, which is error prevention. As per this heuristic, a careful design should prevent a problem from occurring in the first place. So, it is essential to check and eliminate error-prone conditions.



testing

Shilpa Mehta Assignment: Heuristic Evaluation, Part 1: Generating the List of Issues · in a few seconds

<https://www.hdjkd.in>

↑ 0 Upvotes

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Recommendation- While adding a URL, it should prompt for an Invalid one by highlighting the URL in RED or by showing an error message



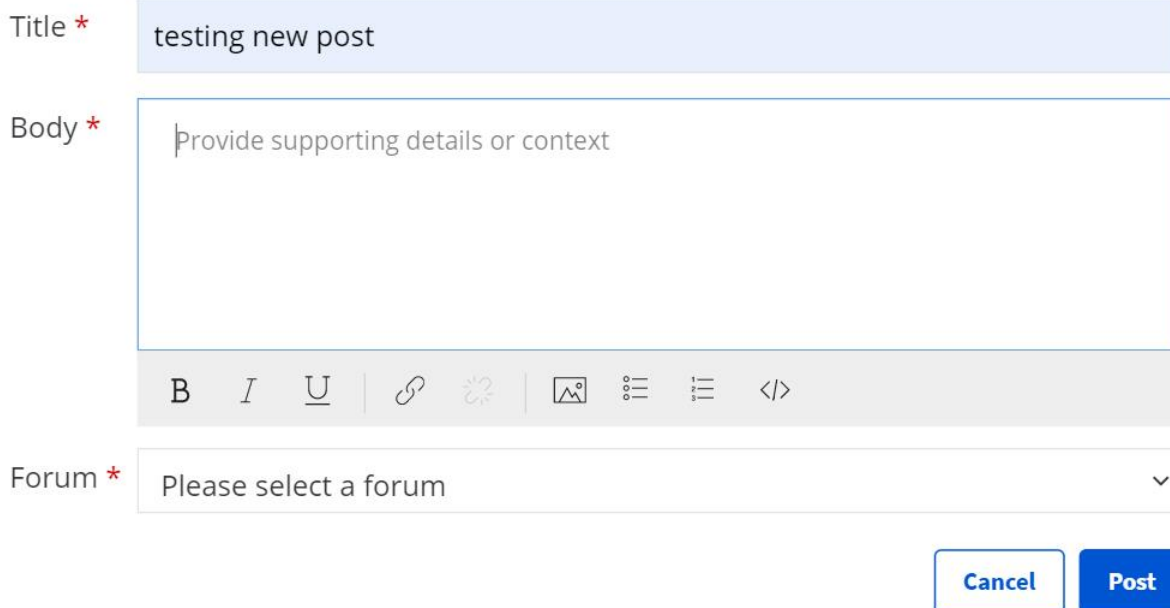
Finding 5- No preview before submitting a post

Heuristics Violated-Error Prevention

Severity-1/4

There are only two options while adding a post, i.e., Cancel and Post. We cannot preview or save a draft before posting. The heuristic it violates is error prevention. It does not help the user with a confirmation option before committing to the action.

Create a new post



Title * testing new post

Body * Provide supporting details or context

Forum * Please select a forum




Cancel Post


Recommendation-A preview button alongside Cancel and Post Button to be incorporated. Also, it can have an option to save the draft for later use. Please refer design below,

EDIT NEW THREAD

TITLE

BODY

B I U   

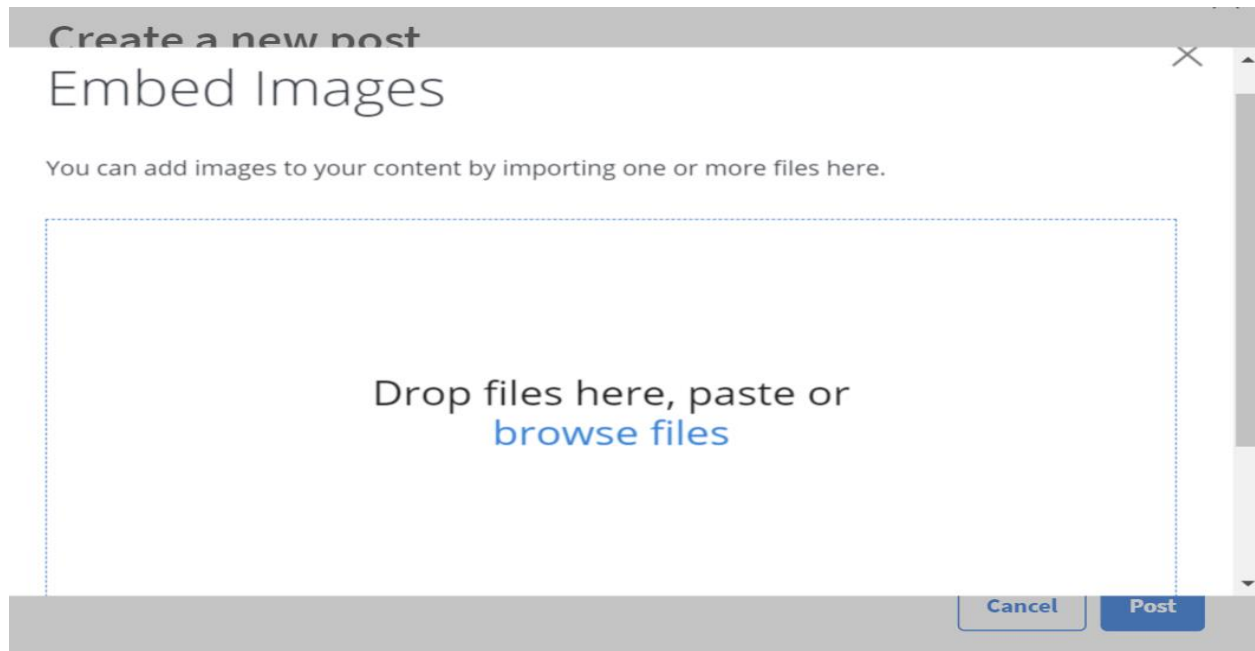
Forum 

Finding 6- Photo size limit not mentioned

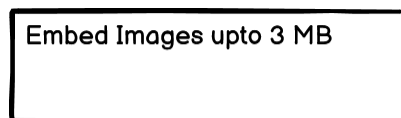
Heuristics Violated-Visibility of System Status

Severity-1/4

When creating a new post and uploading a photo, there is no mention of the size it can upload. It violates the heuristic of visibility of system status. There is no available feedback of action undertaken.



Recommendation-Photo size limit should be displayed.
Pls refer to below image,



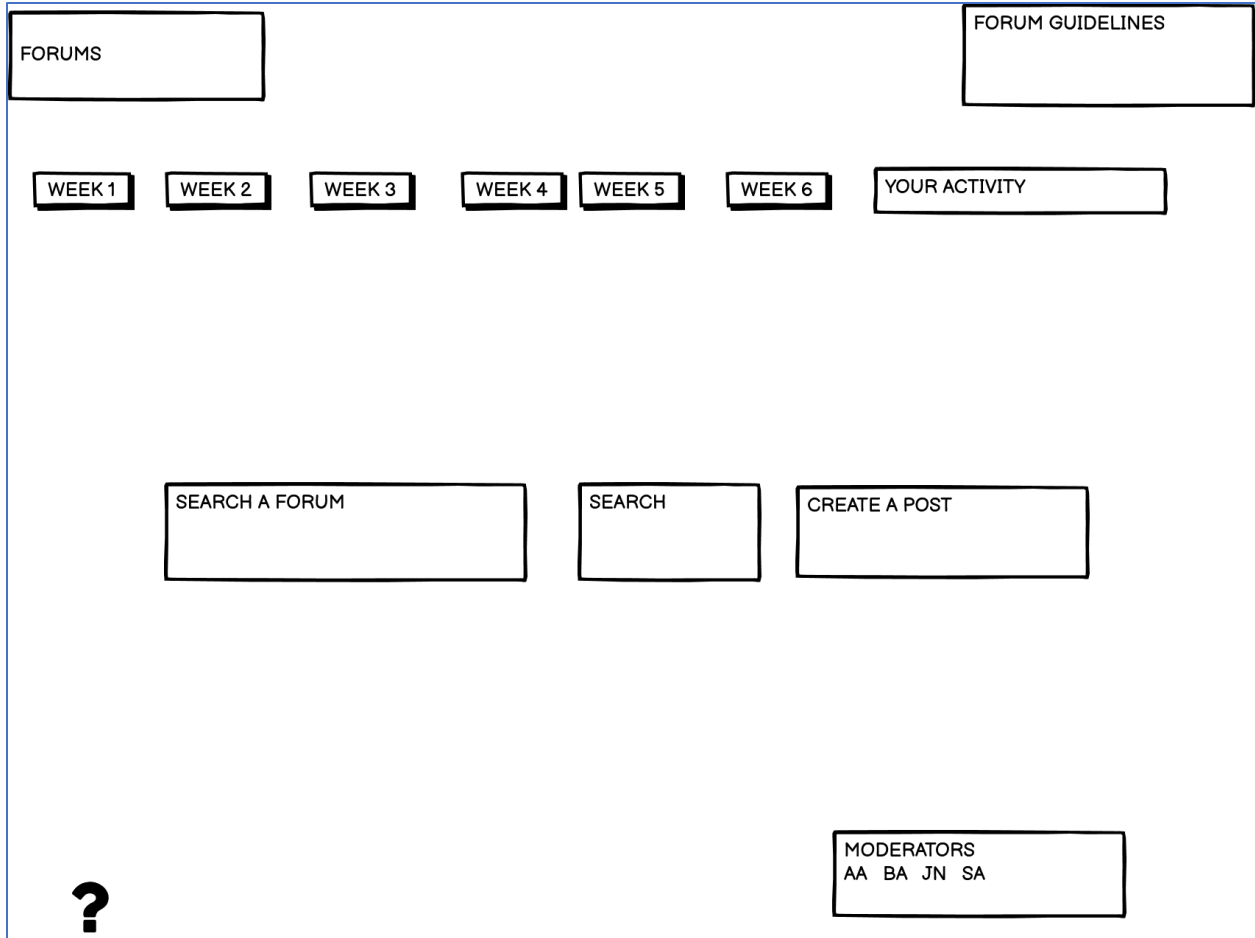
Finding 7-Lot of activity on the landing page of the Discussion forum

Heuristics Violated- Aesthetic and Minimalist Design

Severity-1/4

There is a lot of activity on one single page. It violates heuristic Aesthetic and minimalist design since it takes time for the user to understand the division of forums and how it works.

Recommendation- A simple and more organized design that is easy to understand for users recommended. Please refer to the below design for the discussion forum landing page as below,



Finding 8- Although the body text and title are mandatory fields, posts can be created with blank spaces

Heuristics Violated- Error Prevention

Severity-1/4

There is an asterisk mark on the Title and Body while creating a new post, making it mandatory fields, but a post can be created with blank spaces. It violates Heuristic Error Prevention.

Create a new post

Title *

Write a descriptive title

Body *

Provide supporting details or context

B I U | 🔗 🌐 🖼️ ☰ ☰ <>

Recommendation- displaying confirmation messages to let the user move forward recommended. Please refer to the display message below,

The Body Text is empty. Are you sure you want to continue ?

Cancel

Proceed

Finding 9- photo format not mentioned

Heuristics Violated-Visibility of System Status

Severity-1/4

While creating a post and uploading a photo does not indicate the type of image format accepted. It violates the heuristic visibility of system status. The user needs to know beforehand the acceptable format while uploading a photo to avoid waste of time.

Recommendation- display of images format that is acceptable while uploading a photo is recommended as shown below

EMBED IMAGES UPTO 3 MB
(JPEG FORMAT ONLY)

Finding 10- Week 2 Discussion under forum is showing twice on the landing page of the Discussion forum.

Heuristics Violated- Aesthetic and Minimalist Design

Severity-1/4

Week 2 forum is showing twice under the discussion forum page, making it difficult for the user to comprehend which forum is meant for what type of discussion. It violates Aesthetic and minimalist design since the user has to spend more time figuring it out.

Week 2

Discuss this week's modules here.

1230 threads · Last post 12 hours ago

[Go to discussion →](#)

Week Forums

Week 1

Discuss this week's modules here.

134 threads

Last post 13 hours ago

Week 2

Discuss this week's modules here.

1230 threads

Last post 12 hours ago

Recommendation- A simple design with not too much information on the landing page recommended.