

*Tog's First Principles used as heuristics*

1. Severity: Medium
  - a. Location: Home Page
  - b. Heuristic: Anticipation, learnability
  - c. Not clear what the search functionality is used for. Searching for packages by name? By date? Search for lent out items? Unclear.
  - d. Recommended: A label to explain the usage?
2. Severity: Minor
  - a. Location: Packages Page
  - b. Heuristic: Learnability, Error Prevention
  - c. White space currently is read as a character " Jimmy" "Hernandez" will not be accepted. This can be a potential frustration if the desk worker accidentally puts a space after a name and is unsure why it is happening.
  - d. Recommended: Call trim() on the input before processing. This makes it consistent for desk worker and ignores any spaces or tabs that they may put in since those are not part of one's name.
3. Severity: Medium
  - a. Location: Packages page
  - b. Heuristic: Learnability
  - c. Name, Location and Release? Release is the wrong word to use here since it does not give information about what the action is.
  - d. Recommended: Maybe instead of "Release", to use something like "Picked up" or "Delete". Release doesn't relate to packages in my head
4. Severity: Medium
  - a. Location: Items Page
  - b. Heuristic: Efficiency, Learnability, Anticipation
  - c. There is a lack of ability to add items. While the functionality is not there, there should at least be a non-functional form that would add items to the list.
5. Severity: Severe
  - a. Location: History
  - b. Heuristic: Anticipation, Learnability, Protecting user's work, Consistency
  - c. There is an undo button in the history section, which is an unusual place to put it. By allowing users to "undo" history, what happens? What if Calvin Klein signs out Cart to Ben Bitdiddle but then undoes it on the system?
  - d. Recommended: Undo button should NOT be implemented on History. Maybe add in keyboard listeners for Control-Z like undo in text editors to undo the last add or last removed package. But removing history items seems to be a poor way to keep track of data.

6. Severity: High

- a. Location: Notes Page
- b. Heuristic: Learnability, Consistency
- c. It is unclear visually that Notes are editable at first glance. Notes are also editable without any confirmations of change. Also unclear how to delete notes as removing all the text of a note simply leaves an empty note there. Also notes can be multiple lines currently as it accepts line-breaks. This means that potentially a note can be a page long or more.
- d. Recommended: Give notes a delete button and maybe undo functionality. Notes by default show 1 line of text, and an ellipsis for more. Making these notes then expand if interacted with would be much better in situations with lots of existing notes that are LONG.