

Issues Identified			Session Observed [1]						Recommendations	
#	Feature/Location	Observed Issue	1	2	3	4	5	6	Immediate Recommendations	Postponed Recommendations
1	Course Page	The course page has no clear indication that messaging students was possible.	4	4	4	5	5		Rename to Course Announcements Forum. Review strings.	
2	Add a Section	Difficulty creating a new section led user to rely on making folders of things.		5			5	5	In between each section, add a line and a plus to add a section in that position.	
2A	Add a Section	Creating a new section was hard, because it relies on a small + icon at the bottom of the page. "I felt like I was adding a course within a course."		5				5	See #2	
3	Course Page	Attempting to edit a topic name led to confusion and frustration. "I want to edit the title of this section, by clicking on it."		5	5	3	2		Make that clickable. Move the position of the cog to the right-hand side, and replace cog with "Edit" text.	Check for the presence of the word "Section". If you hold over the icon, it says "Edit Summary" but the page within says "Section".
3A	Course Page → Iconography	The gear icon was seemingly invisible, with no clear purpose at first.		5	5	2			See #3	
4	Header	Finding user profile was difficult.	4		5		5		Develop an onboarding mechanism that welcomes people to their newly-installed Moodle course, and helps them setup the basics of their profile if it's not set up automatically. Show them how to edit it, maybe even just the basics of their profile. e.g. "You haven't set your profile yet. Add one now." For every new version, have a new onboarding. "What's New", etc.	Use more action-oriented text. e.g. "Change your picture."
4A	Navigation	Dependence on left-hand nav became problematic when the desired feature was hard to find.	3	3	3		3		See #4	
4B	Site Features	Frustration magnified difficulty using unfamiliar features of Moodle.	3		3		5		See #4	
4C	Site Features	Lack of tutorial, cheat sheet or guides led to a steep learning curve.					5	5	See #4	
4D	Terminology	"It's like Chinese. It's complex unless you know how to speak it, and then it's easy."					3		See #4	

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5	Section Edit Page	When editing a title, it doesn't show what the existing title is. It's just a blank field, because it's just displaying default.		3	2	2		5	Include the default title.	
6	Navigation	Rather than selecting the word Participants, user preferred to click on the navigation dropdown thinking one can use the node as a link. But it's not an actionable link.			5	5			Enforce a rule that a fold-out menu item cannot also be a link.	
7	Messaging	Confusion between participants and users led to difficulty sending a message. User hunted around in the Administration screen.		4		5			Develop a quiz wizard. Prompt people with two steps: ① create your quiz, ② add your questions. Add tabs to the top of the quiz elements that imply a sort of process.	Combine user's submenu with enrolled participants. There needs to be one big thing that says "Users".
8	Quiz	It was odd that you have to save the quiz before adding questions to it.				3		5		
9	Messaging	Removing recipients was cumbersome for a large number of people in the list.	3	4					Instead of having a list of users, make it a horizontal list akin to email composition process. Remove the Preview button, replace with a Send button and Cancel button.	
9A	Messaging	Taking an action on the messaging screen was problematic. Only the Preview button was visible.	4						See #9	
10	Messaging	Participant could not tell that messages were not sent.	5	2					Add a class to the form so that YUI warns the user (I think). Stay on page? Or leave page?	
10A	Messaging	Attempting to send a new message, the screen still had stored a previous message that wasn't sent yet. But participant did not see this as a feature, it was seen as strange. "Why is that here still?" When clicking the action to send a message, it still had the previous message and list of recipients.	5						See #10	
11	Section Edit Page	The order of the disabled section name field and the "Use default section name" checkbox is confusing. This description is confusing.				2		5	Get rid of the checkbox. It should automatically revert to default.	
12	Course Page	The hidden activity coloring wasn't clear. "I don't know if that's hidden."			3		3		Add the word "Hidden".	

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12 A	Course Page	User hid the topic and not the resource. If there are multiple things in that topic, it hides all of them.					2	1	See #12	
13	Navigation	User tried to affect the course through navigation — say, when trying to move something.			3		3		No action. Nav block is meant to go away.	
14	Participants	When returning to the Participants page, user expects the order to be the same. But it's sorted by last activity, and makes it harder to use repeatedly.	2	2	2				Add a site setting to choose a default sort order. Default sort to last name.	
15	Course Page	There's no actual option on the course page to add a video.		4		1			Decrease size of the description. Move the URL field up a page.	Add video resource.
15 A	Add URL Resource	User inadvertently put the YouTube URL into the description because the URL field was way down there.				2				See #15
16	Profile → Picture	"Drag files to upload" text was missed.	5						Replace icon with massive text that reads, "Drag to Upload" or some alternative.	In the File Picker, improve the Add button to make it super obvious. Make the typography match the text surrounding it more consistently.
17	Assignment Creation	When the page didn't load, user was left staring at a broken page with no way to detect a problem.						5		Review the function to delete a picture, which seems awfully outdated. Add a default message of some sort — a progress bar or somesuch. If it doesn't complete, add a suggestion or a link.
18	Course Page → Iconography	How do I move things up and down?		5					Move up and down to the menu on the right. Replace move left / move right with indent left / indent right	

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19	Resource Page	When adding a video to the course, it automatically opens in the same tab. So the user lost the Moodle session just by checking if the link worked.			5				Change so it defaults to a new tab for external sites.	Based on the URL being used, check whether that site can use object embed tags. Check URL and offer a Clippy-style dialog: "It looks like you're trying to add a video resource!" Or ... if we detect a video resource should be used, um, just switch it to a video resource. That was easy.
20	Site Features	Broad usage of Moodle led to overwhelming, irrelevant features getting in the way of limited use cases. "Too many features! Turn 98% of these off."						4	Reformat the activity chooser. For instance, flip from a lefthand-righthand layout to a top-bottom layout. Put all your activities and resources at the top, and move the help text to the bottom.	Review what advanced features are turned on by default. Explore ways to simplify the interface. Prototype some alternative ways to explore, identify, and select features.
21	Profile	Workflow was invisible to the user: participant entered text into the profile text boxes, but missed the "Update Profile" button at the bottom.	4						Change to "Save Changes" or other direct terminology.	Separate the Profile page out from other settings.
22	Profile	Help icon was ignored.	2				2			Remove help icons that don't seem to add anything helpful.
23	Profile	Edit Profile doesn't tell the user when it's saved. Lack of confirmation returns the user to Profile Dashboard, where they go, "hmm."	1	1	1	1			Add a confirmation message on the Profile dashboard.	Rename settings with a more-descriptive title, so extra help isn't as necessary.
24	Profile → Course	There's a site profile and a course profile. User couldn't tell the difference.			4				Change the terminology. Check how this structure is managed by meetup.com or others.	Save text automatically as it's entered, and remove the necessity to have a Save button at all. See the editing functionality for activities.
25	Profile → Course	The navigation from a profile back to the course is not clear.			4				Remove the link from the navigation block. Fix site profile. Display user's name and picture from the profile. This is a known bug.	

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26	Profile → Picture	Familiarity with language like "Add Photo" led to difficulty uploading a picture. It's a standard file picker that lacks photo-specific language.	4						The Add Image icon needs to be more brightly colored. Remove the action from the text.	Replace the file picker with an alternative that incorporates some UI elements similar to Facebook, Flickr, etc.
27	Messaging	When copy-pasting to the message text box in the message history, Moodle didn't warn the user that the message was just lost. Someone clicked off the message history and lost the message. It shouldn't have let them do it. Yeah, they viewed conversation, which means they lost the message they were half writing. There's no warning when you leave.		4					Change to View Conversation History, and only show it if there's anything in the past conversation. If they click View Conversation History, a partially-written message should appear on the page.	
28	Quiz	When adding a question, there's a Save and Keep Editing button. But uh, why is that button there? It just brings the instructor back to the same page.			4				Remove.	
29	Profile	Participant selected the "Turn Editing On" button in the course.		1	1		1			Consider a feedback mechanism about this feature: do people seem to appreciate the protection afforded by having a button to turn editing on? Or does it add an unnecessary step? Make the editing button a floating button. Explore the implications of turning editing on from an accessibility standpoint.

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30	Profile → Picture	Description field for profile picture is not very clear. Why am I describing my photograph?		3						Review the places where the images appear due to accessibility. Remove alt tag from profile picture, because it lends to accessibility duplication. It's not helpful to hear, "Profile picture of %firstname% %lastname%" if it always appears right next to the first name and last name of the user.
31	Blog	There's no title on the Add Blog Post page to tell users where they are.			3				Add a title. Review buttons in the theme. Check why they aren't showing in the same style.	
32	Navigation	Buttons are sometimes orange, sometimes grey.	3							
33	Quiz	What's the difference between adding a new question, and adding a new question from the question bank?			3				Rename: "Create a New Question".	
34	Messaging	User tried to add a note, which is a different feature from messaging. But the difference between the two isn't clear to new users.	1	1					Consider turning it off by default.	Replace terminology. Recommendations: - Attach Note - Add Teacher's Note
35	Choice Activity	Found the setting to reveal options to the students, but chose not to display that to the students. "That's the closest thing I can find but it won't quite be it."						2	Review the strings involved.	
36	Profile	When adding a phone number, user was reluctant to scroll down beneath all the rest of the text fields. Is phone number an optional field?		1					Review unnecessary optional fields, and transfer them to custom fields.	
37	Profile → Picture	Save As text field has no clear purpose.		1					Change to "Rename file".	Remove it.

[1] No impact (Blank): the issue did not affect the user's experience.

Low impact (1): the issue was obstructive, but the user was able to continue.

High impact (5): the issue prevented the user from completing the task.