

Screen ID	Problem ID	Problem Description	Severity	Frequency	Proposed Solution													
1.1	1	It is unclear that there are two options for logging into the app as the touch ID button looks like it may be related to the username/password fields above.	2	1	Create a clear grouping out of the Username and Password area and move the Touch ID button further away.													
1.1	2	It is unclear how to trigger the login once a username and password have been entered as the convention is to display a Login or Sign In button under the username and password fields.	2	2	Add a Login button underneath the Username/Password fields to replace the Go button on the keyboard.													
2.3	3	This screen is disorienting on arrival because it does not explicitly represent the idea of "Pay a Person", not even as a section title.	3	3	Phase 1: Include "Pay a Person" as a screen or section title. Phase 2: Include a screen which acts as a summary of all of the information required to be entered to successfully pay a person.													
2.3	4	The selection of a recipient requires the user to tap a Next button which is often physically distant from the selected recipient and is a second, unexpected step.	2	2	Remove the requirement to select Next to advance. Make it so that tapping on the recipient completes the selection.													
2.3	5	The user is not able to scan the account numbers in order to help identify a recipient because only one is displayed at a time.	3	2	Display the account numbers on every recipient.													
2.3	6	With few participants available, the Recent Recipients list looks almost like a duplicate of the All Recipients list. If users do not understand the groupings, they may not understand that either instance of the recipient may be chosen to achieve the same outcome.	2	2	Remove the Recent Recipients list. Include a search bar to handle selection in the case of a long recipient list.													
2.4	7	The user may be concerned that their selection from the previous screen was not successful because it is not displayed on this screen.	2	1	Phase 1: Display the selected recipient. Phase 2: If implementing the summary view as proposed for Problem 3, the selected recipient may be displayed there.													
2.4	8	The selection of an account requires the user to tap a Next button which is often physically distant from the selected account and is a second, unexpected step.	2	2	Remove the requirement to select Next to advance. Make it so that tapping on the account completes the selection.													
2.5	9	The Done button used to close the number pad after entering a value is too inconspicuous to be easily identified.	2	3	Increase the weight and/or size of the text to draw attention to the button's presence.													
2.6	10	The relationship between the Date field and the One Time Payment option is difficult to discern because of the physical separation between the two.	3	2	Locate the Date field under the One Time Payment option and style it so it reads as an attribute of the One Time Payment option.													
2.7	11	If the user changes their mind about an entry on an early step after completing multiple steps, it is cumbersome to back up through those steps in order to make the one change, and then, the user feels as though they must confirm each subsequent step moving forward again.	4	1	Include a screen which acts as a summary of all of the information required to be entered to successfully pay a friend. Provide access from this screen to enter any of the information in any order. This is the same as the Phase 2 solution for Problem 7.													
2.7	12	The payment date is missing from the screen, causing the user to question whether it was entered appropriately.	3	2	Include the payment date entered under Frequency.													
3.3	13	This screen is disorienting on arrival because it does not explicitly represent the idea of "Pay a Bill", not even as a section title.	3	2	Phase 1: Include "Pay a Bill" as a screen or section title. Phase 2: Include a screen which acts as a summary of all of the information required to be entered to successfully pay a bill.													
3.3	14	The selection of a biller requires the user to tap a Next button which is often physically distant from the selected recipient and is a second, unexpected step.	2	2	Remove the requirement to select Next to advance. Make it so that tapping on the biller completes the selection.													
3.3	15	With few billers available, it can be unclear why there are duplicate billers onscreen. If users do not understand the groupings, they may not understand that either instance of a biller may be chosen to achieve the same outcome.	2	1	Remove the Recent Billers list. Include a search bar to handle selection in the case of a long billers list.													
3.3	16	The edit button on the selected biller creates additional cognitive load when the user is focused on selection.	1	1	Use the iOS pattern of having a separate Edit mode for a list where items can be deleted or have their details changed.													

File used for evaluation:
AC4D - Google Drive/Q3/Evaluation and Product Management/USBank_Wireframes_Kade_r6.ai

- Will the user try to achieve the right effect? (For example, maybe their task is to print a document, but the first thing they have to do is select a printer. Will they know that they should be trying to get a printer selected?)
- Will the user notice that the correct action is available? (If the action is to select from a visible menu, no problem. But if it's to triple-click the printer icon, they may never think of it.)
- Will the user associate the correct action with the effect they are trying to achieve? (If there's a menu item that says, "select printer," things will go smoothly. Not so if the menu says "SysP.")
- If the correct action is performed, will the user see that progress is being made toward solution of their task? (If after selecting the printer a dialog box states that the "Printer is Laser in Room 105," great. Worst case is no feedback.)

