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.	File used for evaluation: AC4D - Google Drive/Q3/Evaluation and Product Management/USBank_Wireframes_Kade_r6.ai					
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.	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					
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.	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					
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.	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					
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.	trying to achieve? (If there's a menu item that says, "select printer," things will go smoothly. Not so if the menu says "SysP.")					
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.	• 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.)					
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 phyical 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.						

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3.4	17	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 biller. Phase 2: If implementing the summary view as proposed for Problem 7, the selected biller may be displayed there.			
3.4	18	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.			
3.5	19	[Duplicate of Problem 9]						
3.6	20	[Duplicate of Problem 10]						
3.7	21	[Duplicate of Problem 12]						
4.2	22	User may not be entirely confident that the term transfer corresponds to their goal as there is little additional context provided.	2	1	Include clarifying text in the label so that it reads, "Make a Transfer Between Accounts".			
4.3	23	[Duplicate of Problem 3]						
4.3	24	[Duplicate of Problem 4]						
4.4	25	[Duplicate of Problem 7]						
4.5	26	[Duplicate of Problem 9]						
4.6	27	The relationship between the Date field and the One Time Transfer option is difficult to discern because of the phyical separation between the two.	3	2	Locate the Date field under the One Time Transfer option and style it so it reads as an attribute of the One Time Transfer option.			
4.6	28	The relationship between the "How Often?" / "Start Date" fields and the Recurring option is difficult to discern because of the visual 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.			
4.7	29	The options do not allow for full customizability (every 3 weeks, for example).	4	1	Include a "Custom" option at the bottom and separated from the other options. This option would lead to additional selections the user would have to make. See iOS Calendar app for the pattern.			
4.7	30	The check mark may lead users to think that multiple items may be selected.	1	1	Use a dot instead of the check mark to indicate the currently selected item.			
4.8	31	The calendar has very small hit areas which do not always follow conventions for showing interactivity.	2	3	Use the standard iOS date picker.			
4.8	32	The "Start Date" title is situated such that it does not appear in the hierarchy as a title.	2	1	Move "Start Date" above the Done and Cancel buttons so that it occupies the entire width of the screen.			
5.3	33	[Duplicate of Problem 3]						
5.4	34	It is not explicitly stated that the amount requested on this page is the amount of the check. The user has to assume.	1	1	Include a label that explicitly states that the amount is for the amount of the check.			
5.5	35	The user will understand that a photo must be taken but may be confused as to whether to select Next or to tap on the photo well in order to take the picture.	1	1	Phase 1: Include a label that says, "Take Picture" in the well to make it explicit where to touch. Phase 2: If implementing a summary screen as in problem 3, skip this screen altogether and simply open the camera. Perhaps continue to use a version of this screen to show the picture the user has already taken and allow them to retake if necessary.			
5.5	36	Taking the picture of the check after having entered the amount feels like duplicate work.	1	1	Have the user take pictures first and attempt to read the details from the check. Then, have the user confirm the details (the amount).			
5.7	37	[Duplicate of Problem 35]						
5.8	38	The term "To" alone is mildly ambiguous.	2	1	Make the label more explicit by changing it to "Deposit To:".			
6.2	39	There is no way to eliminate a Low Balance notification for a single account while keeping it on for any others.	3	2	Include a Delete function somewhere. Will require a new layout/presentation of the Account/Amount information.			
6.2	40	If the Low Balance notification is already on when coming into this screen, it is not clear that the Account is an attribute of the Low Balance notification.	2	2	Create better hierarchy by increasing the weight/size of the notification title and potentially also indenting the Account/Amount labels.			
6.3	41	[Duplicate of Problem 4]						