

UX HEURISTIC COMPASS

Oppia.org — Logged-In Learner UX Audit Report

COMBINED SCORE (AI + HUMAN EVALUATION)

C-

56.8% · AI: 54.1% (C-) · Human (H1-H10): 58.0% (C)

9 Critical User Journeys · H1-H14 · 102 Checklist Items · Full Advanced Audit

oppiaserver-backup-migration.appspot.com new dashboard included · Desktop · HIL-enabled · May 2026

OVERALL CUJ AVERAGE (9 JOURNEYS)

B

73.39%

Cross-journey performance — core flows perform well, onboarding and data integrity are critical gaps

<p>LI.1</p> <p>C-</p> <p>54.1%</p> <p>Sign Up for an Account</p>	<p>LI.2</p> <p>C-</p> <p>51.9%</p> <p>Set Goals on Learner Dashboard</p>	<p>LI.3</p> <p>C+</p> <p>62.7%</p> <p>Track Progress and Get Recommendations</p>	<p>LI.4</p> <p>D-</p> <p>36.6%</p> <p>Cannot Access Pages Requiring Higher Privileges — 401 Error</p>	<p>LI.5</p> <p>A++</p> <p>97.9%</p> <p>Report a Problematic Lesson</p>
<p>LI.7</p> <p>B+</p> <p>76.9%</p> <p>Save Progress at Checkpoints</p>	<p>LI.8</p> <p>A++</p> <p>96.7%</p> <p>Take Next Steps After Completing a Lesson</p>	<p>LI.9</p> <p>A++</p> <p>98.1%</p> <p>Log Out of the Website</p>	<p>LI.10</p> <p>A</p> <p>85.6%</p> <p>Play a Collection</p>	<p>NEW DASHBOARD</p> <p>A+</p> <p>94.1%</p> <p>New Unreleased Learner Dashboard</p>

Critical Findings Across All CUJs

<p>P1 · CRITICAL</p> <p>Progress Never Saves (Confirmed All Users)</p> <p>The 0% progress ring never updates regardless of lessons completed. Affects LI.3, LI.7, LI.8. Breaks the core learning loop for all learners.</p>	<p>P1 · CRITICAL</p> <p>Checkpoint Data Completely Wrong (LI.7)</p> <p>Checkpoint count shows 0/3 even when learner has completed checkpoints. Celebration fires on 0/3 — destroys the reward moment and learning signal.</p>	<p>P1 · CRITICAL</p> <p>Google-Only Auth Excludes Learners (LI.1)</p> <p>No password or email option. Learners without Google accounts — common in target developing-world markets — cannot sign up at all.</p>
<p>P2 · HIGH</p> <p>401 Error Page Uses Developer Jargon (LI.4)</p> <p>"401", "super admin", "moderator", GitHub issue tracker — completely inaccessible to learners</p>	<p>P2 · HIGH</p> <p>No Post-Lesson Reward or Acknowledgment (LI.3, LI.8)</p> <p>After completing a lesson, learners receive no motivational feedback, no progress update, and</p>	<p>P3 · MEDIUM</p> <p>Goal Management Inaccessible via Keyboard (LI.2)</p> <p>Div-as-button pattern for goal toggles blocks keyboard-only and screen reader users from</p>

who accidentally reach this page.

no "what's next" suggestion.

managing their learning goals.

Jump to CUJ

LI.1 Sign Up for an Account C- 54%	LI.2 Set Goals on Learner Dashboard C- 52%	LI.3 Track Progress and Get Recommendations C+ 63%
LI.4 Cannot Access Pages Requiring Higher Privileges — 401 Error D- 37%	LI.5 Report a Problematic Lesson A++ 98%	LI.7 Save Progress at Checkpoints B+ 77%
LI.8 Take Next Steps After Completing a Lesson A++ 97%	LI.9 Log Out of the Website A++ 98%	LI.10 Play a Collection A 86%
NEW New Unreleased Learner Dashboard A+ 94%		

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LI.1 — Sign Up for an Account (Oppia.org)

AI audit - Desktop - 0 source item(s) - 102 checklist items - HIL unknown

Generated: 2026-05-18 - UX Heuristic Compass report harness uxhc.report_design_system.v1

C- - 54.12%

Mission Context

Severity ratings reflect the supplied evidence, user goal, optional-profile scope, and any stated evidence limits. Support flows and activities should never outrank the checklist scorecard.

C-

54.12%

Struggling - widespread issues

PLAIN LANGUAGE READ

The biggest visible usability risk is important information may appear too late. It affects Aesthetic and Minimalist Design and should be fixed before broader polish.

NEXT RESEARCH RECOMMENDATION

Fix severity 3-4 checklist items first, then rerun the same source state for comparison.

ACCESSIBILITY READINESS SIGNAL

Accessibility Readiness Signal: WCAG AAA-level criteria are implicated by Error Prevention needs targeted review; this remains evidence-limited until manual accessibility testing.

CULTURAL CONTEXT SIGNAL

Cultural Context Signal: CJK Layout And Typography Requirements flags Consistency and trust cues need review as needing evidence-bound local or community-context validation.

Before using this interface, address Aesthetic and Minimalist Design first: Move the task-critical information above the fold and defer supporting details until after the first decision.

MAJOR FINDING - IMMEDIATE ATTENTION

Important information may appear too late

Oppia logo, brand colors, and mission statement present throughout.

Heuristic Scorecard - AI Audit, 14 Heuristics

C+

61.11% - avg severity 1.56

Visibility of System Status

Developing - significant gaps

D-

33.33% - avg severity 2.67

Match Between System and the Real World

Critical - severe experience failures

C

55.0% - avg severity 1.8

User Control and Freedom

Needs attention - failing in places

D

41.67% - avg severity 2.33

Consistency and Standards

Poor - major usability problems

D-

35.0% - avg severity 2.6

Error Prevention

Critical - severe experience failures

C-

50.0% - avg severity 2.0

Recognition Rather Than Recall

Struggling - widespread issues

C+

63.89% - avg severity 1.44

Flexibility and Efficiency of Use

Developing - significant gaps

D-

39.06% - avg severity 2.44

Aesthetic and Minimalist Design

Critical - severe experience failures

C+

62.5% - avg severity 1.5

Help Users Recognize, Diagnose, and Recover from Errors

Developing - significant gaps

B-

65.0% - avg severity 1.4

Help and Documentation

Below average - multiple issues

C+

62.5% - avg severity 1.5

Accessibility and Ease of Access

Developing - significant gaps

C+

62.5% - avg severity 1.5

Empathetic Engagement and Inclusion

Developing - significant gaps

C

58.33% - avg severity 1.67

Customer Journey and Satisfaction

Needs attention - failing in places

B-

67.86% - avg severity 1.29

UX Writing / Content and Tone

Below average - multiple issues

Findings - Prioritized Fix Order

1

Major Aesthetic and Minimalist Design - h08_d_13

Important information may appear too late

OBSERVED ISSUE

Oppia logo, brand colors, and mission statement present throughout.

RECOMMENDATION

Move the task-critical information above the fold and defer supporting details until after the first decision.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Inverted Pyramid, Visual Hierarchy
Evidence: host_supplied-1 - Confidence: high

2 **Major** Aesthetic and Minimalist Design - h08_d_03

Page clutter competing with primary actions

OBSERVED ISSUE

Adequate white space between sections; category cards well-spaced.

RECOMMENDATION

Audit the screen for competing visual elements and remove or demote anything that does not support the user's next action.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Choice Overload, Hick-Hyman Law
Evidence: host_supplied-1 - Confidence: medium

3 **Major** Aesthetic and Minimalist Design - h08_d_01

Primary action hierarchy is not clear

OBSERVED ISSUE

Dashboard is clean and visually simple; good use of white space around card grid.

RECOMMENDATION

Make the primary action the clearest visual starting point and reduce secondary actions around it.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Visual Hierarchy, Fitts's Law
Evidence: host_supplied-1 - Confidence: medium

4 **Major** Aesthetic and Minimalist Design - h08_d_02

Primary action hierarchy is not clear

OBSERVED ISSUE

Information density is appropriate — lesson cards with counts and thumbnails.

RECOMMENDATION

Make the primary action the clearest visual starting point and reduce secondary actions around it.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Visual Hierarchy, Fitts's Law
Evidence: host_supplied-1 - Confidence: medium

5 **Major** Aesthetic and Minimalist Design - h08_d_04

Visual hierarchy is not supporting the task

OBSERVED ISSUE

Color palette appears harmonious; brand colors consistently applied.

RECOMMENDATION

Rework the visual hierarchy so the page guides users from the main purpose to the next action without extra scanning.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Law of Similarity, ISO 9241-125 Visual Presentation Of Information

Evidence: host_supplied-1 - Confidence: medium

6 **Major** Aesthetic and Minimalist Design - h08_d_06

Visual hierarchy is not supporting the task

OBSERVED ISSUE

Image quality appears good; lesson card thumbnails and avatar visible.

RECOMMENDATION

Rework the visual hierarchy so the page guides users from the main purpose to the next action without extra scanning.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: ISO 9241-125 Visual Presentation Of Information, Law of Common Region

Evidence: host_supplied-1 - Confidence: medium

7 **Major** Aesthetic and Minimalist Design - h08_d_07

Visual hierarchy is not supporting the task

OBSERVED ISSUE

No jarring animations; transitions appear smooth.

RECOMMENDATION

Rework the visual hierarchy so the page guides users from the main purpose to the next action without extra scanning.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Cognitive Load, ISO 9241-125 Visual Presentation Of Information

Evidence: host_supplied-1 - Confidence: medium

8 **Major** Aesthetic and Minimalist Design - h08_d_14

Visual hierarchy is not supporting the task

OBSERVED ISSUE

Professional, clean first impression on dashboard; category cards inviting.

RECOMMENDATION

Rework the visual hierarchy so the page guides users from the main purpose to the next action without extra scanning.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Law of Proximity, Affordance and Signifiers

Evidence: host_supplied-1 - Confidence: high

9 **Major** Consistency and Standards - h04_d_04

Consistency and trust cues need review

OBSERVED ISSUE

Color palette appears consistent across navigation and content areas.

RECOMMENDATION

Audit repeated navigation, labels, components, and trust cues, then align any pattern that changes meaning across screens.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Shneiderman's Eight Golden Rules, CJK Layout And Typography Requirements

Evidence: host_supplied-1 - Confidence: medium

10

Major Consistency and Standards - h04_d_05

Consistency and trust cues need review

OBSERVED ISSUE

Typography appears consistent; lesson card labels are uniformly styled.

RECOMMENDATION

Audit repeated navigation, labels, components, and trust cues, then align any pattern that changes meaning across screens.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Law of Common Region, Shneiderman's Eight Golden Rules

Evidence: host_supplied-1 - Confidence: medium

Owner-Role Triage Matrix

OWNER	LINKED FINDING	NEXT ACTION	IMPACT	EFFORT	CONFIDENCE	SUPPORTING ROLES
Designer	h08 / h08_d_13	Move the task-critical information above the fold and defer supporting details until after the first decision.	high	Low	high	
Designer	h08 / h08_d_03	Audit the screen for competing visual elements and remove or demote anything that does not support the user's next action.	high	Low	medium	
Designer	h08 / h08_d_01	Make the primary action the clearest visual starting point and reduce secondary actions around it.	high	Low	medium	
Designer	h08 / h08_d_02	Make the primary action the clearest visual starting point and reduce secondary actions around it.	high	Low	medium	
Designer	h08 / h08_d_04	Rework the visual hierarchy so the page guides users from the main purpose to the next action without extra scanning.	high	Low	medium	
Designer	h08 / h08_d_06	Rework the visual hierarchy so the page guides users from the main purpose to the next action without extra scanning.	high	Low	medium	
Designer	h08 / h08_d_07	Rework the visual hierarchy so the page guides users from the main purpose to the next action without extra scanning.	high	Low	medium	
Designer	h08 / h08_d_14	Rework the visual hierarchy so the page guides users from the main purpose to the next action without extra scanning.	high	Low	high	
Product	h04 / h04_d_04	Audit repeated navigation, labels, components, and trust cues, then align any pattern that changes meaning across screens.	high	Low	medium	
Product	h04 / h04_d_05	Audit repeated navigation, labels, components, and trust cues, then align any pattern that changes meaning across screens.	high	Low	medium	

What Is Working Well

No heuristic scored at A- or above in this payload. Use this section after fixes to preserve strengths.

Evidence Limits

- source: source preparation status was partial (ratings may be incomplete or unavailable)
- host_supplied-1 missing across 102 checklist ratings; rating remains usable but traceability is reduced.

► [Show detailed evidence-limit notes \(103 source notes\)](#)

WCAG-Informed Accessibility Readiness

Support-only advisory. This section does not change H01-H14 scores, 0-4 checklist ratings, report readiness, or finding order.

WCAG Level Signal: AAA

Top signal: Accessibility Readiness Signal: WCAG AAA-level criteria are implicated by Error Prevention needs targeted review; this remains evidence-limited until manual accessibility testing.

Caveat: Evidence-limited accessibility support guidance only; not WCAG, ADA, legal, procurement, or conformance certification.

LENS / CUE	APPLIES TO	EVIDENCE	WHY IT MATTERS	CAVEAT
Accessible Authentication	h05/h05_d_02	host_supplied-1	The finding connects to WCAG accessible-authentication guidance: sign-in should not rely on avoidable memory or cognitive tests without alternatives.	UXHC can flag authentication burden, but WCAG evaluation needs the actual auth flow and security constraints; this is not WCAG conformance certification.
Contrast And Visual Presentation	h04/h04_d_17	host_supplied-1	The finding connects to WCAG contrast and visual-presentation guidance: important information or controls may not be perceivable enough.	UXHC can flag visible contrast risk, but measured contrast ratios and state-by-state review are needed before conformance claims.
Contrast And Visual Presentation	h04/h04_d_19	host_supplied-1	The finding connects to WCAG contrast and visual-presentation guidance: important information or controls may not be perceivable enough.	UXHC can flag visible contrast risk, but measured contrast ratios and state-by-state review are needed before conformance claims.
Focus Order, Visibility, And Obscured Focus	h04/h04_d_08	host_supplied-1	The finding connects to WCAG focus guidance: keyboard users need a visible, logical focus path that is not hidden by the interface.	UXHC can flag likely focus risk, but keyboard traversal and viewport-state testing are needed before WCAG conformance claims.
Labels, Instructions, And Input Purpose	h02/h02_d_01	host_supplied-1	The finding connects to WCAG labels-and-instructions guidance: users need visible and programmatic cues for what controls mean.	UXHC can flag labeling risk, but programmatic label associations and accessible-name checks require technical review; this is not WCAG conformance certification.
Modals, Popovers, Tooltips, And Focus Management	h04/h04_d_10	host_supplied-1	The finding connects to accessible overlay guidance: modals and popovers must preserve focus, escape, labels, and context.	UXHC can flag overlay access risk, but keyboard and screen-reader testing are required before WCAG conformance claims.

Cultural Context Integrity Advisory

Support-only advisory. This section does not change H01-H14 scores, 0-4 checklist ratings, report readiness, or finding order.

Context Integrity Index: 0 - Insufficient Context Safety

Top signal: Cultural Context Signal: CJK Layout And Typography Requirements flags Consistency and trust cues need review as needing evidence-bound local or community-context validation.

Caveat: Evidence-limited support guidance only; not a cultural certification, moral judgment, universal cultural claim, or substitute for affected-community review.

LENS / CUE	APPLIES TO	EVIDENCE	WHY IT MATTERS	CAVEAT
CJK Layout And Typography Requirements	h04/h04_d_04	host_supplied-1	The finding may need CJK layout review because typography, line breaking, punctuation, or annotations could change the user's reading path.	CJK layout quality varies by language context and requires target-language content and rendered typography evidence, not translated strings alone.
CJK Layout And Typography Requirements	h04/h04_d_18	host_supplied-1	The finding may need CJK layout review because typography, line breaking, punctuation, or annotations could change the user's reading path.	CJK layout quality varies by language context and requires target-language content and rendered typography evidence, not translated strings alone.
CJK Layout And Typography Requirements	h04/h04_d_19	host_supplied-1	The finding may need CJK layout review because typography, line breaking, punctuation, or annotations could change the user's reading path.	CJK layout quality varies by language context and requires target-language content and rendered typography evidence, not translated strings alone.
Indigenous-Language Orthography And Voice Support	h02/h02_d_02	host_supplied-1	The finding may need target-language validation because spelling, diacritics, pronunciation, or assistive-technology output can affect comprehension and dignity.	Language support should be validated with speakers and local language authorities; UXHC can only flag visible or stated risks.
Literacy, Orality, And Multimodal Access	h05/h05_d_02	host_supplied-1	The finding may need multimodal support because dense text or text-only instruction can exclude users whose access path is oral, visual, assisted, or low-literacy.	Literacy and modality needs vary widely; the lens should preserve agency rather than simplify or infantilize users.
Local Contexts And Traditional Knowledge Labels	h04/h04_d_13	host_supplied-1	The finding may need stronger cultural provenance or permission cues at the point where users view, reuse, or export content.	Labels depend on community-defined protocols; absence of a label in the evidence is not proof that no protocol applies.

Recommended Next Validation Steps

Validation Step 1

Fix severity 3-4 checklist items first, then rerun the same source state for comparison.

Supporting UX Laws And Principles

Support-only explanation. These lenses do not create findings, change 0-4 checklist ratings, or certify compliance.

LENS	SOURCE FAMILY	APPLIES TO	WHY IT MATTERS	CAVEAT / EVIDENCE NEEDED
Shneiderman's Eight Golden Rules	UX/UI Support Lens	h04/h04_d_04, h04/h04_d_05, h04/h04_d_13	The finding is also consistent with Shneiderman-style interface review principles. Applicability: Use only when it helps explain an evidence-backed UXHC finding or bounded host observation.	The rules are broad and require domain-specific interpretation. Evidence needed: Visible interface evidence, source context, or a stated evidence limit must remain the basis for the finding.
ISO 9241-11 Usability In Context	ISO UX/UI/HCI Support	h07/h07_d_02, h07/h07_d_03, h07/h07_d_06	This finding connects to ISO 9241-11 style usability-in-context framing: usable for whom, for what task, and in what context. Applicability: Use when the finding benefits from ISO-informed framing around context of use, interaction quality, evidence traceability, process quality, or operational risk.	ISO-informed support reference only; not formal ISO standards compliance, conformance, certification, procurement proof, or legal assurance. Evidence needed: Requires project, process, technical, or audit evidence before standards-strength claims.
Visual Hierarchy	UX/UI Support	h08/h08_d_13, h08/h08_d_01,	The finding is supported by visual hierarchy: the screen does not make the most important	Hierarchy needs to match the user's current task, not only stakeholder importance.

LENS	SOURCE FAMILY	APPLIES TO	WHY IT MATTERS	CAVEAT / EVIDENCE NEEDED
	Lens	h08/h08_d_02	next action visually primary. Applicability: Use only when it helps explain an evidence-backed UXHC finding or bounded host observation.	Evidence needed: Visible interface evidence, source context, or a stated evidence limit must remain the basis for the finding.
Peak-End Rule	UX/UI Support Lens	h09/h09_d_01, h03/h03_d_01, h03/h03_d_03	The finding is supported by peak-end risk: this moment may heavily shape how users remember the experience. Applicability: Use only when it helps explain an evidence-backed UXHC finding or bounded host observation.	Memory effects need real user evidence to confirm; use this as a risk lens. Evidence needed: Visible interface evidence, source context, or a stated evidence limit must remain the basis for the finding.
CJK Layout And Typography Requirements	Cultural Context Support	h04/h04_d_04, h04/h04_d_18, h04/h04_d_19	The finding may need CJK layout review because typography, line breaking, punctuation, or annotations could change the user's reading path. Applicability: Use only when interface evidence raises a culturally situated, language, access-context, authority, data-governance, or community-validation issue.	CJK layout quality varies by language context and requires target-language content and rendered typography evidence, not translated strings alone. Evidence needed: Requires local context, affected-community review, language/script evidence, or a clear evidence limit before stronger claims.
CX Status Transparency	CX Service-Journey Support	h01/h01_d_03, h07/h07_d_04, h07/h07_d_09	This finding can reference status transparency: long-running customer work needs a visible current state, next step, owner, and update expectation. Applicability: Use when the evidence concerns journey continuity, promise delivery, effort, recovery, complaint handling, handoff, or customer relationship clarity.	CX support guidance only; no ROI, NPS, retention, loyalty, satisfaction, revenue, churn, or real-customer outcome claim unless supplied evidence supports it. Evidence needed: Requires customer, journey, service, operational, or analytics evidence before any real-world outcome claim.

Support-only context; not a separate score, proof of user behavior, compliance claim, or replacement for the H01-H14 checklist.
 Do not use this as a replacement rubric; map it back to the active UXHC checklist item.
 ISO-informed support reference only; not formal ISO standards compliance, conformance, certification, procurement proof, or legal assurance.
 Do not present this lens as an ISO audit result, standards-conformance evidence, certification evidence, procurement proof, or legal assurance.
 Do not make every business priority visually dominant; hierarchy requires tradeoffs.

Prioritized Fix Roadmap

WHEN	RECOMMENDED ACTION
Sprint 1	Move the task-critical information above the fold and defer supporting details until after the first decision.
Sprint 1	Audit the screen for competing visual elements and remove or demote anything that does not support the user's next action.
Sprint 1	Make the primary action the clearest visual starting point and reduce secondary actions around it.
Sprint 1	Make the primary action the clearest visual starting point and reduce secondary actions around it.
Sprint 1	Rework the visual hierarchy so the page guides users from the main purpose to the next action without extra scanning.
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Sprint 1	Audit repeated navigation, labels, components, and trust cues, then align any pattern that changes meaning across screens.
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WHEN	RECOMMENDED ACTION
Sprint 1	Audit repeated navigation, labels, components, and trust cues, then align any pattern that changes meaning across screens.

High-Impact / Low-Effort Micro-Solutions

ROLE	MICRO-SOLUTION	LINKED FINDING	WHY HIGH IMPACT	ESTIMATED EFFORT
Designer	Move the task-critical information above the fold and defer supporting details until after the first decision.	h08 / h08_d_13	This checklist item indicates measurable heuristic friction for the evaluated surface.	Low
Designer	Audit the screen for competing visual elements and remove or demote anything that does not support the user's next action.	h08 / h08_d_03	This checklist item indicates measurable heuristic friction for the evaluated surface.	Low
Designer	Make the primary action the clearest visual starting point and reduce secondary actions around it.	h08 / h08_d_01	This checklist item indicates measurable heuristic friction for the evaluated surface.	Low
Designer	Make the primary action the clearest visual starting point and reduce secondary actions around it.	h08 / h08_d_02	This checklist item indicates measurable heuristic friction for the evaluated surface.	Low
Designer	Rework the visual hierarchy so the page guides users from the main purpose to the next action without extra scanning.	h08 / h08_d_04	This checklist item indicates measurable heuristic friction for the evaluated surface.	Low
Designer	Rework the visual hierarchy so the page guides users from the main purpose to the next action without extra scanning.	h08 / h08_d_06	This checklist item indicates measurable heuristic friction for the evaluated surface.	Low

Audit Scope and Omitted Profiles

Active scope: Active scope: H1-H14, 102/102 scored

Status: all_optionals_active

Optional profile mode: scoped

Scored optional profiles: accessibility (h11), inclusion (h12), journey (h13), ux_writing (h14)

Omitted optional profiles:

None

For a full advanced audit, rerun with optional_profile_mode='all_optionals' or profiles=['accessibility','inclusion','journey','ux_writing'].

Complete Checklist Scores

All checklist rows are shown. Use the Score and Status columns to scan Passed, Issue, and Major rows without JavaScript filters.

- ▶ **Visibility of System Status (h01) - 9 checklist items**
- ▶ **Match Between System and the Real World (h02) - 3 checklist items**
- ▶ **User Control and Freedom (h03) - 5 checklist items**
- ▶ **Consistency and Standards (h04) - 21 checklist items**
- ▶ **Error Prevention (h05) - 5 checklist items**

- ▶ **Recognition Rather Than Recall (h06) - 4 checklist items**
- ▶ **Flexibility and Efficiency of Use (h07) - 9 checklist items**
- ▶ **Aesthetic and Minimalist Design (h08) - 16 checklist items**
- ▶ **Help Users Recognize, Diagnose, and Recover from Errors (h09) - 2 checklist items**
- ▶ **Help and Documentation (h10) - 5 checklist items**
- ▶ **Accessibility and Ease of Access (h11) - 4 checklist items**
- ▶ **Empathetic Engagement and Inclusion (h12) - 6 checklist items**
- ▶ **Customer Journey and Satisfaction (h13) - 6 checklist items**
- ▶ **UX Writing / Content and Tone (h14) - 7 checklist items**

Evidence Appendix

No evidence references were supplied.

UX Heuristic Compass - static one-page report - no links, scripts, or external assets.

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LI.2 — Set Goals on Learner Dashboard (Oppia.org)

AI audit - Desktop - 1 source item(s) - 102 checklist items - HIL unknown

Generated: 2026-05-18 - UX Heuristic Compass report harness uxhc.report_design_system.v1

C- - 51.91%

Mission Context

Severity ratings reflect the supplied evidence, user goal, optional-profile scope, and any stated evidence limits. Support flows and activities should never outrank the checklist scorecard.

C-

51.91%

Struggling - widespread issues

PLAIN LANGUAGE READ

The biggest visible usability risk is important information may appear too late. It affects Aesthetic and Minimalist Design and should be fixed before broader polish.

NEXT RESEARCH RECOMMENDATION

Fix severity 3-4 checklist items first, then rerun the same source state for comparison.

ACCESSIBILITY READINESS SIGNAL

Accessibility Readiness Signal: WCAG AAA-level criteria are implicated by Inconsistent interface patterns may slow users; this remains evidence-limited until manual accessibility testing.

CULTURAL CONTEXT SIGNAL

Cultural Context Signal: CJK Layout And Typography Requirements flags Consistency and trust cues need review as needing evidence-bound local or community-context validation.

Before using this interface, address Aesthetic and Minimalist Design first: Move the task-critical information above the fold and defer supporting details until after the first decision.

MAJOR FINDING - IMMEDIATE ATTENTION

Important information may appear too late

Brand consistent

Heuristic Scorecard - AI Audit, 14 Heuristics

D

41.67% - avg severity 2.33

Visibility of System Status

Poor - major usability problems

F

25.0% - avg severity 3.0

Match Between System and the Real World

Failing - unusable or near-unusable

D

45.0% - avg severity 2.2

User Control and Freedom

Poor - major usability problems

D

42.86% - avg severity 2.29

Consistency and Standards

Poor - major usability problems

D-

30.0% - avg severity 2.8

Error Prevention

Critical - severe experience failures

C

56.25% - avg severity 1.75

Recognition Rather Than Recall

Needs attention - failing in places

C+

61.11% - avg severity 1.56

Flexibility and Efficiency of Use

Developing - significant gaps

D

40.62% - avg severity 2.38

Aesthetic and Minimalist Design

Poor - major usability problems

C+

62.5% - avg severity 1.5

Help Users Recognize, Diagnose, and Recover from Errors

Developing - significant gaps

C

55.0% - avg severity 1.8

Help and Documentation

Needs attention - failing in places

C+

62.5% - avg severity 1.5

Accessibility and Ease of Access

Developing - significant gaps

B

75.0% - avg severity 1.0

Empathetic Engagement and Inclusion

Average - needs attention

C-

54.17% - avg severity 1.8333333333333333

Customer Journey and Satisfaction

Struggling - widespread issues

B

75.0% - avg severity 1.0

UX Writing / Content and Tone

Average - needs attention

Findings - Prioritized Fix Order

1

Major Aesthetic and Minimalist Design - h08_d_13

Important information may appear too late

OBSERVED ISSUE

Brand consistent

RECOMMENDATION

Move the task-critical information above the fold and defer supporting details until after the first decision.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Inverted Pyramid, Visual Hierarchy

Evidence: h08_d_13 - Confidence: high

2

Major Aesthetic and Minimalist Design - h08_d_03

Page clutter competing with primary actions

OBSERVED ISSUE

Adequate whitespace between goal cards and list items

RECOMMENDATION

Audit the screen for competing visual elements and remove or demote anything that does not support the user's next action.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Choice Overload, Hick-Hyman Law

Evidence: h08_d_03 - Confidence: medium

3

Major Aesthetic and Minimalist Design - h08_d_04

Visual hierarchy is not supporting the task

OBSERVED ISSUE

Color palette harmonious

RECOMMENDATION

Rework the visual hierarchy so the page guides users from the main purpose to the next action without extra scanning.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: ISO 9241-125 Visual Presentation Of Information, Law of Similarity

Evidence: h08_d_04 - Confidence: medium

4

Major Aesthetic and Minimalist Design - h08_d_06

Visual hierarchy is not supporting the task

OBSERVED ISSUE

Image quality adequate — paw icon and subject imagery visible

RECOMMENDATION

Rework the visual hierarchy so the page guides users from the main purpose to the next action without extra scanning.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: ISO 9241-125 Visual Presentation Of Information, Tognazzini's First Principles

Evidence: h08_d_06 - Confidence: medium

5

Major Aesthetic and Minimalist Design - h08_d_07

Visual hierarchy is not supporting the task

OBSERVED ISSUE

No jarring animations on goal toggle

RECOMMENDATION

Rework the visual hierarchy so the page guides users from the main purpose to the next action without extra scanning.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Cognitive Load, ISO 9241-125 Visual Presentation Of Information

Evidence: h08_d_07 - Confidence: high

6

Major Aesthetic and Minimalist Design - h08_d_14

Visual hierarchy is not supporting the task

OBSERVED ISSUE

Goal card design is clean and inviting

RECOMMENDATION

Rework the visual hierarchy so the page guides users from the main purpose to the next action without extra scanning.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Law of Proximity, Affordance and Signifiers

Evidence: h08_d_14 - Confidence: high

7

Major Consistency and Standards - h04_d_04

Consistency and trust cues need review

OBSERVED ISSUE

Color palette consistent throughout goals view

RECOMMENDATION

Audit repeated navigation, labels, components, and trust cues, then align any pattern that changes meaning across screens.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Shneiderman's Eight Golden Rules, CJK Layout And Typography Requirements

Evidence: h04_d_04 - Confidence: medium

8

Major Consistency and Standards - h04_d_05

Consistency and trust cues need review

OBSERVED ISSUE

Typography consistent with rest of dashboard

RECOMMENDATION

Audit repeated navigation, labels, components, and trust cues, then align any pattern that changes meaning across screens.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Law of Common Region, Shneiderman's Eight Golden Rules

Evidence: h04_d_05 - Confidence: medium

9

Major Consistency and Standards - h04_d_08

Consistency and trust cues need review

OBSERVED ISSUE

No form fields on goals screen

RECOMMENDATION

Audit repeated navigation, labels, components, and trust cues, then align any pattern that changes meaning across screens.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Affordance and Signifiers, Focus Order, Visibility, And Obscured Focus

Evidence: h04_d_08 - Confidence: low

10

Major

Consistency and Standards - h04_d_10

Consistency and trust cues need review

OBSERVED ISSUE

Spacing and layout consistent

RECOMMENDATION

Audit repeated navigation, labels, components, and trust cues, then align any pattern that changes meaning across screens.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Modals, Popovers, Tooltips, And Focus Management, Law of Proximity

Evidence: h04_d_10 - Confidence: medium

Owner-Role Triage Matrix

OWNER	LINKED FINDING	NEXT ACTION	IMPACT	EFFORT	CONFIDENCE	SUPPORTING ROLES
Designer	h08 / h08_d_13	Move the task-critical information above the fold and defer supporting details until after the first decision.	high	Low	high	
Designer	h08 / h08_d_03	Audit the screen for competing visual elements and remove or demote anything that does not support the user's next action.	high	Low	medium	
Designer	h08 / h08_d_04	Rework the visual hierarchy so the page guides users from the main purpose to the next action without extra scanning.	high	Low	medium	
Designer	h08 / h08_d_06	Rework the visual hierarchy so the page guides users from the main purpose to the next action without extra scanning.	high	Low	medium	
Designer	h08 / h08_d_07	Rework the visual hierarchy so the page guides users from the main purpose to the next action without extra scanning.	high	Low	high	
Designer	h08 / h08_d_14	Rework the visual hierarchy so the page guides users from the main purpose to the next action without extra scanning.	high	Low	high	
Product	h04 / h04_d_04	Audit repeated navigation, labels, components, and trust cues, then align any pattern that changes meaning across screens.	high	Low	medium	
Product	h04 / h04_d_05	Audit repeated navigation, labels, components, and trust cues, then align any pattern that changes meaning across screens.	high	Low	medium	
Product	h04 / h04_d_08	Audit repeated navigation, labels, components, and trust cues, then align any pattern that changes meaning across screens.	high	Low	low	Research
Product	h04 / h04_d_10	Audit repeated navigation, labels, components, and trust cues, then align any pattern that changes meaning across screens.	high	Low	medium	

What Is Working Well

No heuristic scored at A- or above in this payload. Use this section after fixes to preserve strengths.

Evidence Limits

- source: source preparation status was partial (ratings may be incomplete or unavailable)
- source: URL entries were recorded without a browser screenshot (visual and interaction-state ratings are limited)
- h01_d_01: no evidence reference supplied for checklist rating (rating may be difficult to audit later)
- h01_d_02: no evidence reference supplied for checklist rating (rating may be difficult to audit later)
- 77 additional evidence-limit summary row(s) are collapsed below.

► **Show detailed evidence-limit notes (81 source notes)**

WCAG-Informed Accessibility Readiness

Support-only advisory. This section does not change H01-H14 scores, 0-4 checklist ratings, report readiness, or finding order.

WCAG Level Signal: AAA

Top signal: Accessibility Readiness Signal: WCAG AAA-level criteria are implicated by Inconsistent interface patterns may slow users; this remains evidence-limited until manual accessibility testing.

Caveat: Evidence-limited accessibility support guidance only; not WCAG, ADA, legal, procurement, or conformance certification.

LENS / CUE	APPLIES TO	EVIDENCE	WHY IT MATTERS	CAVEAT
Contrast And Visual Presentation	h04/h04_d_17	h04_d_17	The finding connects to WCAG contrast and visual-presentation guidance: important information or controls may not be perceivable enough.	UXHC can flag visible contrast risk, but measured contrast ratios and state-by-state review are needed before conformance claims.
Contrast And Visual Presentation	h04/h04_d_19	h04_d_19	The finding connects to WCAG contrast and visual-presentation guidance: important information or controls may not be perceivable enough.	UXHC can flag visible contrast risk, but measured contrast ratios and state-by-state review are needed before conformance claims.
Focus Order, Visibility, And Obscured Focus	h04/h04_d_08	h04_d_08	The finding connects to WCAG focus guidance: keyboard users need a visible, logical focus path that is not hidden by the interface.	UXHC can flag likely focus risk, but keyboard traversal and viewport-state testing are needed before WCAG conformance claims.
Accessible Forms Component Pattern	h05/h05_d_03	h05_d_03	The finding connects to accessible form-pattern guidance: forms need clear labels, instructions, validation, and recovery paths.	UXHC can flag visible form risks, but programmatic labels, descriptions, and error associations require technical review; this is not WCAG conformance certification.
Labels, Instructions, And Input Purpose	h02/h02_d_01	h02_d_01	The finding connects to WCAG labels-and-instructions guidance: users need visible and programmatic cues for what controls mean.	UXHC can flag labeling risk, but programmatic label associations and accessible-name checks require technical review; this is not WCAG conformance certification.
Mobile, Touch, Orientation, And Responsive Access	h05/h05_d_05	h05_d_05	The finding connects to WCAG mobile and responsive-access guidance: users should not lose content or function on touch and small-screen contexts.	UXHC can flag mobile access risk, but device and viewport testing are needed before WCAG conformance claims.

Cultural Context Integrity Advisory

Support-only advisory. This section does not change H01-H14 scores, 0-4 checklist ratings, report readiness, or finding order.

Context Integrity Index: 0 - Insufficient Context Safety

Top signal: Cultural Context Signal: CJK Layout And Typography Requirements flags Consistency and trust cues need review as needing evidence-bound local or community-context validation.

Caveat: Evidence-limited support guidance only; not a cultural certification, moral judgment, universal cultural claim, or substitute for affected-community review.

LENS / CUE	APPLIES TO	EVIDENCE	WHY IT MATTERS	CAVEAT
CJK Layout And Typography Requirements	h04/h04_d_04	h04_d_04	The finding may need CJK layout review because typography, line breaking, punctuation, or annotations could change the user's reading path.	CJK layout quality varies by language context and requires target-language content and rendered typography evidence, not translated strings alone.
CJK Layout And Typography Requirements	h04/h04_d_18	h04_d_18	The finding may need CJK layout review because typography, line breaking, punctuation, or annotations could change the user's reading path.	CJK layout quality varies by language context and requires target-language content and rendered typography evidence, not translated strings alone.
CJK Layout And Typography Requirements	h04/h04_d_19	h04_d_19	The finding may need CJK layout review because typography, line breaking, punctuation, or annotations could change the user's reading path.	CJK layout quality varies by language context and requires target-language content and rendered typography evidence, not translated strings alone.
Indigenous-Language Orthography And Voice Support	h02/h02_d_03	h02_d_03	The finding may need target-language validation because spelling, diacritics, pronunciation, or assistive-technology output can affect comprehension and dignity.	Language support should be validated with speakers and local language authorities; UXHC can only flag visible or stated risks.
Local Contexts And Traditional Knowledge Labels	h04/h04_d_13	h04_d_13	The finding may need stronger cultural provenance or permission cues at the point where users view, reuse, or export content.	Labels depend on community-defined protocols; absence of a label in the evidence is not proof that no protocol applies.
Mediated Payment And Trust Recovery	h01/h01_d_08	h01_d_08	The finding may create trust or recovery risk in mediated payment contexts where fees, receipts, agent support, and disputes must be visible.	Financial-service risk depends on local regulation, agent networks, cost, literacy, and trust channels; UXHC cannot validate the business or legal model.

Recommended Next Validation Steps

Validation Step 1

Fix severity 3-4 checklist items first, then rerun the same source state for comparison.

Supporting UX Laws And Principles

Support-only explanation. These lenses do not create findings, change 0-4 checklist ratings, or certify compliance.

LENS	SOURCE FAMILY	APPLIES TO	WHY IT MATTERS	CAVEAT / EVIDENCE NEEDED
Shneiderman's Eight Golden Rules	UX/UI Support Lens	h04/h04_d_04, h04/h04_d_05, h04/h04_d_13	The finding is also consistent with Shneiderman-style interface review principles. Applicability: Use only when it helps explain an evidence-backed UXHC finding or bounded host observation.	The rules are broad and require domain-specific interpretation. Evidence needed: Visible interface evidence, source context, or a stated evidence limit must remain the basis for the finding.

LENS	SOURCE FAMILY	APPLIES TO	WHY IT MATTERS	CAVEAT / EVIDENCE NEEDED
ISO 9241-11 Usability In Context	ISO UX/UI/HCI Support	h07/h07_d_02, h07/h07_d_04, h07/h07_d_06	This finding connects to ISO 9241-11 style usability-in-context framing: usable for whom, for what task, and in what context. Applicability: Use when the finding benefits from ISO-informed framing around context of use, interaction quality, evidence traceability, process quality, or operational risk.	ISO-informed support reference only; not formal ISO standards compliance, conformance, certification, procurement proof, or legal assurance. Evidence needed: Requires project, process, technical, or audit evidence before standards-strength claims.
Jakob's Law / Familiar Conventions	UX/UI Support Lens	h04/h04_d_07, h02/h02_d_01, h04/h04_d_06	The finding is supported by convention risk: users may bring expectations the interface does not satisfy. Applicability: Use only when it helps explain an evidence-backed UXHC finding or bounded host observation.	Conventions vary by platform, culture, domain, and user expertise. Evidence needed: Visible interface evidence, source context, or a stated evidence limit must remain the basis for the finding.
Visual Hierarchy	UX/UI Support Lens	h08/h08_d_13, h01/h01_d_04, h08/h08_d_01	The finding is supported by visual hierarchy: the screen does not make the most important next action visually primary. Applicability: Use only when it helps explain an evidence-backed UXHC finding or bounded host observation.	Hierarchy needs to match the user's current task, not only stakeholder importance. Evidence needed: Visible interface evidence, source context, or a stated evidence limit must remain the basis for the finding.
ISO 9241-125 Visual Presentation Of Information	ISO UX/UI/HCI Support	h08/h08_d_04, h08/h08_d_06, h08/h08_d_07	The finding aligns with ISO 9241-125 style visual presentation guidance around legibility, grouping, hierarchy, and understandable visual coding. Applicability: Use when the finding benefits from ISO-informed framing around context of use, interaction quality, evidence traceability, process quality, or operational risk.	ISO-informed support reference only; not formal ISO standards compliance, conformance, certification, procurement proof, or legal assurance. Evidence needed: Requires project, process, technical, or audit evidence before standards-strength claims.
Information Scent	UX/UI Support Lens	h10/h10_d_01, h01/h01_d_07, h10/h10_d_02	The finding is supported by information scent: navigation cues do not clearly predict destination value. Applicability: Use only when it helps explain an evidence-backed UXHC finding or bounded host observation.	Information scent depends on user goals and vocabulary. Evidence needed: Visible interface evidence, source context, or a stated evidence limit must remain the basis for the finding.

Support-only context; not a separate score, proof of user behavior, compliance claim, or replacement for the H01-H14 checklist.
 Do not use this as a replacement rubric; map it back to the active UXHC checklist item.
 ISO-informed support reference only; not formal ISO standards compliance, conformance, certification, procurement proof, or legal assurance.
 Do not present this lens as an ISO audit result, standards-conformance evidence, certification evidence, procurement proof, or legal assurance.
 Do not use convention as a reason to block purposeful innovation; flag learning cost instead.

Prioritized Fix Roadmap

WHEN	RECOMMENDED ACTION
Sprint 1	Move the task-critical information above the fold and defer supporting details until after the first decision.
Sprint 1	Audit the screen for competing visual elements and remove or demote anything that does not support the user's next action.
Sprint 1	Rework the visual hierarchy so the page guides users from the main purpose to the next action without extra scanning.
Sprint 1	Rework the visual hierarchy so the page guides users from the main purpose to the next action without extra scanning.
Sprint 1	Rework the visual hierarchy so the page guides users from the main purpose to the next action without extra scanning.
Sprint 1	Rework the visual hierarchy so the page guides users from the main purpose to the next action without extra scanning.
Sprint 1	Audit repeated navigation, labels, components, and trust cues, then align any pattern that changes meaning across screens.

WHEN	RECOMMENDED ACTION
Sprint 1	Audit repeated navigation, labels, components, and trust cues, then align any pattern that changes meaning across screens.
Sprint 1	Audit repeated navigation, labels, components, and trust cues, then align any pattern that changes meaning across screens.
Sprint 1	Audit repeated navigation, labels, components, and trust cues, then align any pattern that changes meaning across screens.
Sprint 1	Audit repeated navigation, labels, components, and trust cues, then align any pattern that changes meaning across screens.
Sprint 1	Audit repeated navigation, labels, components, and trust cues, then align any pattern that changes meaning across screens.

High-Impact / Low-Effort Micro-Solutions

ROLE	MICRO-SOLUTION	LINKED FINDING	WHY HIGH IMPACT	ESTIMATED EFFORT
Designer	Move the task-critical information above the fold and defer supporting details until after the first decision.	h08 / h08_d_13	This checklist item indicates measurable heuristic friction for the evaluated surface.	Low
Designer	Audit the screen for competing visual elements and remove or demote anything that does not support the user's next action.	h08 / h08_d_03	This checklist item indicates measurable heuristic friction for the evaluated surface.	Low
Designer	Rework the visual hierarchy so the page guides users from the main purpose to the next action without extra scanning.	h08 / h08_d_04	This checklist item indicates measurable heuristic friction for the evaluated surface.	Low
Designer	Rework the visual hierarchy so the page guides users from the main purpose to the next action without extra scanning.	h08 / h08_d_06	This checklist item indicates measurable heuristic friction for the evaluated surface.	Low
Designer	Rework the visual hierarchy so the page guides users from the main purpose to the next action without extra scanning.	h08 / h08_d_07	This checklist item indicates measurable heuristic friction for the evaluated surface.	Low
Designer	Rework the visual hierarchy so the page guides users from the main purpose to the next action without extra scanning.	h08 / h08_d_14	This checklist item indicates measurable heuristic friction for the evaluated surface.	Low

Audit Scope and Omitted Profiles

Active scope: Active scope: H1-H14, 102/102 scored

Status: confirmation_required

Optional profile mode: ask

Scored optional profiles: none

Omitted optional profiles:

- accessibility (h11): Accessibility and Ease of Access
- inclusion (h12): Empathetic Engagement and Inclusion
- journey (h13): Customer Journey and Satisfaction
- ux_writing (h14): UX Writing and Content Design

For a full advanced audit, rerun with optional_profile_mode='all_optionals' or profiles=['accessibility','inclusion','journey','ux_writing'].

Evidence Gallery

Compact traceability view capped at 20 evidence refs. Full detail remains in the Evidence Appendix.

Additional Evidence

Linked finding: not linked to a top finding

url-1

URL_CAPTURE PARTIAL

https://www.oppia.org/learner-dashboard

Parent/region none

State not supplied

Source https://www.oppia.org/learner-dashboard

Metadata not supplied

Bounds/notes not supplied

Complete Checklist Scores

All checklist rows are shown. Use the Score and Status columns to scan Passed, Issue, and Major rows without JavaScript filters.

- ▶ **Visibility of System Status (h01) - 9 checklist items**
- ▶ **Match Between System and the Real World (h02) - 3 checklist items**
- ▶ **User Control and Freedom (h03) - 5 checklist items**
- ▶ **Consistency and Standards (h04) - 21 checklist items**
- ▶ **Error Prevention (h05) - 5 checklist items**
- ▶ **Recognition Rather Than Recall (h06) - 4 checklist items**
- ▶ **Flexibility and Efficiency of Use (h07) - 9 checklist items**
- ▶ **Aesthetic and Minimalist Design (h08) - 16 checklist items**
- ▶ **Help Users Recognize, Diagnose, and Recover from Errors (h09) - 2 checklist items**
- ▶ **Help and Documentation (h10) - 5 checklist items**
- ▶ **Accessibility and Ease of Access (h11) - 4 checklist items**
- ▶ **Empathetic Engagement and Inclusion (h12) - 6 checklist items**
- ▶ **Customer Journey and Satisfaction (h13) - 6 checklist items**
- ▶ **UX Writing / Content and Tone (h14) - 7 checklist items**

Evidence Appendix

EVIDENCE REF	PARENT	SOURCE TYPE	QUALITY	LABEL/TITLE	BOUNDS/NOTES	SCREENSHOT/SOURCE	METADATA
url-1		url_capture	partial	https://www.oppia.org/learner-dashboard		https://www.oppia.org/learner-dashboard	

LI.3 — Track Progress and Get Recommendations (Oppia.org)

AI audit - Desktop - 2 source item(s) - 102 checklist items - HIL unknown

Generated: 2026-05-18 - UX Heuristic Compass report harness uxhc.report_design_system.v1

C+ - 62.73%

Mission Context

Severity ratings reflect the supplied evidence, user goal, optional-profile scope, and any stated evidence limits. Support flows and activities should never outrank the checklist scorecard.

C+

62.73%

Developing - significant gaps

PLAIN LANGUAGE READ

The biggest visible usability risk is important information may appear too late. It affects Aesthetic and Minimalist Design and should be fixed before broader polish.

NEXT RESEARCH RECOMMENDATION

Fix severity 3-4 checklist items first, then rerun the same source state for comparison.

ACCESSIBILITY READINESS SIGNAL

Accessibility Readiness Signal: WCAG AAA-level criteria are implicated by Inconsistent interface patterns may slow users; this remains evidence-limited until manual accessibility testing.

CULTURAL CONTEXT SIGNAL

Cultural Context Signal: CJK Layout And Typography Requirements flags Consistency and trust cues need review as needing evidence-bound local or community-context validation.

Before using this interface, address Aesthetic and Minimalist Design first: Move the task-critical information above the fold and defer supporting details until after the first decision.

MAJOR FINDING - IMMEDIATE ATTENTION

Important information may appear too late

Brand consistent in lesson player

Heuristic Scorecard - AI Audit, 14 Heuristics

<p>A-</p> <p>80.56% - avg severity 0.78</p> <p>Visibility of System Status</p> <p>Above average - minor gaps</p>	<p>D</p> <p>41.67% - avg severity 2.33</p> <p>Match Between System and the Real World</p> <p>Poor - major usability problems</p>	<p>C</p> <p>55.0% - avg severity 1.8</p> <p>User Control and Freedom</p> <p>Needs attention - failing in places</p>	<p>D</p> <p>46.43% - avg severity 2.14</p> <p>Consistency and Standards</p> <p>Poor - major usability problems</p>
<p>C</p> <p>55.0% - avg severity 1.8</p> <p>Error Prevention</p> <p>Needs attention - failing in places</p>	<p>A-</p> <p>81.25% - avg severity 0.75</p> <p>Recognition Rather Than Recall</p> <p>Above average - minor gaps</p>	<p>B+</p> <p>75.0% - avg severity 1.0</p> <p>Flexibility and Efficiency of Use</p> <p>Good - a few notable issues</p>	<p>D-</p> <p>39.06% - avg severity 2.44</p> <p>Aesthetic and Minimalist Design</p> <p>Critical - severe experience failures</p>
<p>A</p> <p>87.5% - avg severity 0.5</p> <p>Help Users Recognize, Diagnose, and Recover from Errors</p> <p>Strong - meets standard</p>	<p>B</p> <p>70.0% - avg severity 1.2</p> <p>Help and Documentation</p> <p>Acceptable - some improvement needed</p>	<p>B-</p> <p>68.75% - avg severity 1.25</p> <p>Accessibility and Ease of Access</p> <p>Below average - multiple issues</p>	<p>B+</p> <p>79.17% - avg severity 0.8333333333333334</p> <p>Empathetic Engagement and Inclusion</p> <p>Above average - minor gaps</p>
<p>D</p> <p>41.67% - avg severity 2.3333333333333335</p> <p>Customer Journey and Satisfaction</p> <p>Poor - major usability problems</p>	<p>C</p> <p>57.14% - avg severity 1.7142857142857142</p> <p>UX Writing / Content and Tone</p> <p>Needs attention - failing in places</p>		

Findings - Prioritized Fix Order

- 1** Major Aesthetic and Minimalist Design - h08_d_13

Important information may appear too late

OBSERVED ISSUE

Brand consistent in lesson player

RECOMMENDATION

Move the task-critical information above the fold and defer supporting details until after the first decision.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Inverted Pyramid, Visual Hierarchy

Evidence: h08_d_13 - Confidence: high
- 2** Major Aesthetic and Minimalist Design - h08_d_03

Page clutter competing with primary actions

OBSERVED ISSUE

Good whitespace in lesson player

RECOMMENDATION

Audit the screen for competing visual elements and remove or demote anything that does not support the user's next action.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Choice Overload, Hick-Hyman Law

Evidence: h08_d_03 - Confidence: high

3

Major Aesthetic and Minimalist Design - h08_d_01

Primary action hierarchy is not clear

OBSERVED ISSUE

Lesson player is clean and visually focused; narrative content is well-presented

RECOMMENDATION

Make the primary action the clearest visual starting point and reduce secondary actions around it.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Visual Hierarchy, Fitts's Law

Evidence: h08_d_01 - Confidence: high

4

Major Aesthetic and Minimalist Design - h08_d_02

Primary action hierarchy is not clear

OBSERVED ISSUE

Lesson cards show content progressively — good information density

RECOMMENDATION

Make the primary action the clearest visual starting point and reduce secondary actions around it.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Visual Hierarchy, Fitts's Law

Evidence: h08_d_02 - Confidence: high

5

Major Aesthetic and Minimalist Design - h08_d_04

Visual hierarchy is not supporting the task

OBSERVED ISSUE

Color palette harmonious in lesson player

RECOMMENDATION

Rework the visual hierarchy so the page guides users from the main purpose to the next action without extra scanning.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: ISO 9241-125 Visual Presentation Of Information, Law of Similarity

Evidence: h08_d_04 - Confidence: medium

6

Major Aesthetic and Minimalist Design - h08_d_06

Visual hierarchy is not supporting the task

OBSERVED ISSUE

Lesson images well-rendered with descriptive alt text

RECOMMENDATION

Rework the visual hierarchy so the page guides users from the main purpose to the next action without extra scanning.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: ISO 9241-125 Visual Presentation Of Information, Visual Hierarchy

Evidence: h08_d_06 - Confidence: high

7 **Major** Aesthetic and Minimalist Design - h08_d_07

Visual hierarchy is not supporting the task

OBSERVED ISSUE

No jarring animations in lesson player

RECOMMENDATION

Rework the visual hierarchy so the page guides users from the main purpose to the next action without extra scanning.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Cognitive Load, ISO 9241-125 Visual Presentation Of Information

Evidence: h08_d_07 - Confidence: high

8 **Major** Aesthetic and Minimalist Design - h08_d_14

Visual hierarchy is not supporting the task

OBSERVED ISSUE

Lesson player first impression is clean and engaging

RECOMMENDATION

Rework the visual hierarchy so the page guides users from the main purpose to the next action without extra scanning.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Law of Proximity, Affordance and Signifiers

Evidence: h08_d_14 - Confidence: high

9 **Major** Consistency and Standards - h04_d_04

Consistency and trust cues need review

OBSERVED ISSUE

Color palette consistent throughout lesson player

RECOMMENDATION

Audit repeated navigation, labels, components, and trust cues, then align any pattern that changes meaning across screens.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Shneiderman's Eight Golden Rules, CJK Layout And Typography Requirements

Evidence: h04_d_04 - Confidence: medium

10 **Major** Consistency and Standards - h04_d_05

Consistency and trust cues need review

OBSERVED ISSUE

Typography consistent; lesson narrative is well-formatted

RECOMMENDATION

Audit repeated navigation, labels, components, and trust cues, then align any pattern that changes meaning across screens.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Law of Common Region, Shneiderman's Eight Golden Rules

Evidence: h04_d_05 - Confidence: medium

Owner-Role Triage Matrix

OWNER	LINKED FINDING	NEXT ACTION	IMPACT	EFFORT	CONFIDENCE	SUPPORTING ROLES
Designer	h08 / h08_d_13	Move the task-critical information above the fold and defer supporting details until after the first decision.	high	Low	high	
Designer	h08 / h08_d_03	Audit the screen for competing visual elements and remove or demote anything that does not support the user's next action.	high	Low	high	
Designer	h08 / h08_d_01	Make the primary action the clearest visual starting point and reduce secondary actions around it.	high	Low	high	
Designer	h08 / h08_d_02	Make the primary action the clearest visual starting point and reduce secondary actions around it.	high	Low	high	
Designer	h08 / h08_d_04	Rework the visual hierarchy so the page guides users from the main purpose to the next action without extra scanning.	high	Low	medium	
Designer	h08 / h08_d_06	Rework the visual hierarchy so the page guides users from the main purpose to the next action without extra scanning.	high	Low	high	
Designer	h08 / h08_d_07	Rework the visual hierarchy so the page guides users from the main purpose to the next action without extra scanning.	high	Low	high	
Designer	h08 / h08_d_14	Rework the visual hierarchy so the page guides users from the main purpose to the next action without extra scanning.	high	Low	high	
Product	h04 / h04_d_04	Audit repeated navigation, labels, components, and trust cues, then align any pattern that changes meaning across screens.	high	Low	medium	
Product	h04 / h04_d_05	Audit repeated navigation, labels, components, and trust cues, then align any pattern that changes meaning across screens.	high	Low	medium	

What Is Working Well

Visibility of System Status holds up with A- (80.56%).

Recognition Rather Than Recall holds up with A- (81.25%).

Help Users Recognize, Diagnose, and Recover from Errors holds up with A (87.5%).

Evidence Limits

- source: source preparation status was partial (ratings may be incomplete or unavailable)
- source: URL entries were recorded without a browser screenshot (visual and interaction-state ratings are limited)
- h01_d_01: no evidence reference supplied for checklist rating (rating may be difficult to audit later)
- h01_d_02: no evidence reference supplied for checklist rating (rating may be difficult to audit later)
- 77 additional evidence-limit summary row(s) are collapsed below.

► Show detailed evidence-limit notes (81 source notes)

WCAG-Informed Accessibility Readiness

Support-only advisory. This section does not change H01-H14 scores, 0-4 checklist ratings, report readiness, or finding order.

WCAG Level Signal: AAA

Top signal: Accessibility Readiness Signal: WCAG AAA-level criteria are implicated by Inconsistent interface patterns may slow users; this remains evidence-limited until manual accessibility testing.

Caveat: Evidence-limited accessibility support guidance only; not WCAG, ADA, legal, procurement, or conformance certification.

LENS / CUE	APPLIES TO	EVIDENCE	WHY IT MATTERS	CAVEAT
Contrast And Visual Presentation	h04/h04_d_17	h04_d_17	The finding connects to WCAG contrast and visual-presentation guidance: important information or controls may not be perceivable enough.	UXHC can flag visible contrast risk, but measured contrast ratios and state-by-state review are needed before conformance claims.
Contrast And Visual Presentation	h04/h04_d_19	h04_d_19	The finding connects to WCAG contrast and visual-presentation guidance: important information or controls may not be perceivable enough.	UXHC can flag visible contrast risk, but measured contrast ratios and state-by-state review are needed before conformance claims.
Focus Order, Visibility, And Obscured Focus	h04/h04_d_08	h04_d_08	The finding connects to WCAG focus guidance: keyboard users need a visible, logical focus path that is not hidden by the interface.	UXHC can flag likely focus risk, but keyboard traversal and viewport-state testing are needed before WCAG conformance claims.
Labels, Instructions, And Input Purpose	h02/h02_d_01	h02_d_01	The finding connects to WCAG labels-and-instructions guidance: users need visible and programmatic cues for what controls mean.	UXHC can flag labeling risk, but programmatic label associations and accessible-name checks require technical review; this is not WCAG conformance certification.
Modals, Popovers, Tooltips, And Focus Management	h04/h04_d_10	h04_d_10	The finding connects to accessible overlay guidance: modals and popovers must preserve focus, escape, labels, and context.	UXHC can flag overlay access risk, but keyboard and screen-reader testing are required before WCAG conformance claims.
Accessible Authentication	h05/h05_d_02	h05_d_02	The finding connects to WCAG accessible-authentication guidance: sign-in should not rely on avoidable memory or cognitive tests without alternatives.	UXHC can flag authentication burden, but WCAG evaluation needs the actual auth flow and security constraints; this is not WCAG conformance certification.

Cultural Context Integrity Advisory

Support-only advisory. This section does not change H01-H14 scores, 0-4 checklist ratings, report readiness, or finding order.

Context Integrity Index: 0 - Insufficient Context Safety

Top signal: Cultural Context Signal: CJK Layout And Typography Requirements flags Consistency and trust cues need review as needing evidence-bound local or community-context validation.

Caveat: Evidence-limited support guidance only; not a cultural certification, moral judgment, universal cultural claim, or substitute for affected-community review.

LENS / CUE	APPLIES TO	EVIDENCE	WHY IT MATTERS	CAVEAT
CJK Layout And Typography Requirements	h04/h04_d_04	h04_d_04	The finding may need CJK layout review because typography, line breaking, punctuation, or annotations could change the user's reading path.	CJK layout quality varies by language context and requires target-language content and rendered typography evidence, not translated strings alone.

LENS / CUE	APPLIES TO	EVIDENCE	WHY IT MATTERS	CAVEAT
CJK Layout And Typography Requirements	h04/h04_d_18	h04_d_18	The finding may need CJK layout review because typography, line breaking, punctuation, or annotations could change the user's reading path.	CJK layout quality varies by language context and requires target-language content and rendered typography evidence, not translated strings alone.
CJK Layout And Typography Requirements	h04/h04_d_19	h04_d_19	The finding may need CJK layout review because typography, line breaking, punctuation, or annotations could change the user's reading path.	CJK layout quality varies by language context and requires target-language content and rendered typography evidence, not translated strings alone.
Local Contexts And Traditional Knowledge Labels	h04/h04_d_13	h04_d_13	The finding may need stronger cultural provenance or permission cues at the point where users view, reuse, or export content.	Labels depend on community-defined protocols; absence of a label in the evidence is not proof that no protocol applies.
Mediated Payment And Trust Recovery	h03/h03_d_04	h03_d_04	The finding may create trust or recovery risk in mediated payment contexts where fees, receipts, agent support, and disputes must be visible.	Financial-service risk depends on local regulation, agent networks, cost, literacy, and trust channels; UXHC cannot validate the business or legal model.
Script Directionality And Mixed-Script Layout	h04/h04_d_18	h04_d_18	The finding may need directionality and mixed-script testing because labels, layout, or data strings could break in RTL or bidi contexts.	Directionality varies by language and context; it needs actual target-language rendering evidence because English screenshots cannot prove RTL readiness.

Recommended Next Validation Steps

Validation Step 1

Fix severity 3-4 checklist items first, then rerun the same source state for comparison.

Supporting UX Laws And Principles

Support-only explanation. These lenses do not create findings, change 0-4 checklist ratings, or certify compliance.

LENS	SOURCE FAMILY	APPLIES TO	WHY IT MATTERS	CAVEAT / EVIDENCE NEEDED
Shneiderman's Eight Golden Rules	UX/UI Support Lens	h04/h04_d_04, h04/h04_d_05, h04/h04_d_13	The finding is also consistent with Shneiderman-style interface review principles. Applicability: Use only when it helps explain an evidence-backed UXHC finding or bounded host observation.	The rules are broad and require domain-specific interpretation. Evidence needed: Visible interface evidence, source context, or a stated evidence limit must remain the basis for the finding.
Visual Hierarchy	UX/UI Support Lens	h08/h08_d_13, h08/h08_d_01, h08/h08_d_02	The finding is supported by visual hierarchy: the screen does not make the most important next action visually primary. Applicability: Use only when it helps explain an evidence-backed UXHC finding or bounded host observation.	Hierarchy needs to match the user's current task, not only stakeholder importance. Evidence needed: Visible interface evidence, source context, or a stated evidence limit must remain the basis for the finding.
Jakob's Law / Familiar Conventions	UX/UI Support Lens	h02/h02_d_01, h04/h04_d_11, h04/h04_d_07	The finding is supported by convention risk: users may bring expectations the interface does not satisfy. Applicability: Use only when it helps explain an evidence-backed UXHC finding or bounded host observation.	Conventions vary by platform, culture, domain, and user expertise. Evidence needed: Visible interface evidence, source context, or a stated evidence limit must remain the basis for the finding.
CJK Layout And Typography Requirements	Cultural Context Support	h04/h04_d_04, h04/h04_d_18, h04/h04_d_19	The finding may need CJK layout review because typography, line breaking, punctuation, or annotations could change the user's reading path. Applicability: Use only when interface	CJK layout quality varies by language context and requires target-language content and rendered typography evidence, not translated strings alone. Evidence needed: Requires

LENS	SOURCE FAMILY	APPLIES TO	WHY IT MATTERS	CAVEAT / EVIDENCE NEEDED
			evidence raises a culturally situated, language, access-context, authority, data-governance, or community-validation issue.	local context, affected-community review, language/script evidence, or a clear evidence limit before stronger claims.
ISO 9241-125 Visual Presentation Of Information	ISO UX/UI/HCI Support	h08/h08_d_04, h08/h08_d_06, h08/h08_d_07	The finding aligns with ISO 9241-125 style visual presentation guidance around legibility, grouping, hierarchy, and understandable visual coding. Applicability: Use when the finding benefits from ISO-informed framing around context of use, interaction quality, evidence traceability, process quality, or operational risk.	ISO-informed support reference only; not formal ISO standards compliance, conformance, certification, procurement proof, or legal assurance. Evidence needed: Requires project, process, technical, or audit evidence before standards-strength claims.
Information Scent	UX/UI Support Lens	h06/h06_d_03, h01/h01_d_07, h10/h10_d_01	The finding is supported by information scent: navigation cues do not clearly predict destination value. Applicability: Use only when it helps explain an evidence-backed UXHC finding or bounded host observation.	Information scent depends on user goals and vocabulary. Evidence needed: Visible interface evidence, source context, or a stated evidence limit must remain the basis for the finding.

Support-only context; not a separate score, proof of user behavior, compliance claim, or replacement for the H01-H14 checklist.
 Do not use this as a replacement rubric; map it back to the active UXHC checklist item.
 Do not make every business priority visually dominant; hierarchy requires tradeoffs.
 Do not use convention as a reason to block purposeful innovation; flag learning cost instead.
 Support-only context guidance; not cultural certification, community approval, a universal claim about any culture, or a substitute for local/community review.

Prioritized Fix Roadmap

WHEN	RECOMMENDED ACTION
Sprint 1	Move the task-critical information above the fold and defer supporting details until after the first decision.
Sprint 1	Audit the screen for competing visual elements and remove or demote anything that does not support the user's next action.
Sprint 1	Make the primary action the clearest visual starting point and reduce secondary actions around it.
Sprint 1	Make the primary action the clearest visual starting point and reduce secondary actions around it.
Sprint 1	Rework the visual hierarchy so the page guides users from the main purpose to the next action without extra scanning.
Sprint 1	Rework the visual hierarchy so the page guides users from the main purpose to the next action without extra scanning.
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Sprint 1	Rework the visual hierarchy so the page guides users from the main purpose to the next action without extra scanning.
Sprint 1	Audit repeated navigation, labels, components, and trust cues, then align any pattern that changes meaning across screens.
Sprint 1	Audit repeated navigation, labels, components, and trust cues, then align any pattern that changes meaning across screens.
Sprint 1	Audit repeated navigation, labels, components, and trust cues, then align any pattern that changes meaning across screens.
Sprint 1	Audit repeated navigation, labels, components, and trust cues, then align any pattern that changes meaning across screens.

High-Impact / Low-Effort Micro-Solutions

ROLE	MICRO-SOLUTION	LINKED FINDING	WHY HIGH IMPACT	ESTIMATED EFFORT
Designer	Move the task-critical information above the fold and defer supporting details until after the first decision.	h08 / h08_d_13	This checklist item indicates measurable heuristic friction for the evaluated surface.	Low
Designer	Audit the screen for competing visual elements and remove or demote anything that does not support the user's next action.	h08 / h08_d_03	This checklist item indicates measurable heuristic friction for the evaluated surface.	Low
Designer	Make the primary action the clearest visual starting point and reduce secondary actions around it.	h08 / h08_d_01	This checklist item indicates measurable heuristic friction for the evaluated surface.	Low
Designer	Make the primary action the clearest visual starting point and reduce secondary actions around it.	h08 / h08_d_02	This checklist item indicates measurable heuristic friction for the evaluated surface.	Low
Designer	Rework the visual hierarchy so the page guides users from the main purpose to the next action without extra scanning.	h08 / h08_d_04	This checklist item indicates measurable heuristic friction for the evaluated surface.	Low
Designer	Rework the visual hierarchy so the page guides users from the main purpose to the next action without extra scanning.	h08 / h08_d_06	This checklist item indicates measurable heuristic friction for the evaluated surface.	Low

Audit Scope and Omitted Profiles

Active scope: Active scope: H1-H14, 102/102 scored

Status: confirmation_required

Optional profile mode: ask

Scored optional profiles: none

Omitted optional profiles:

- accessibility (h11): Accessibility and Ease of Access
- inclusion (h12): Empathetic Engagement and Inclusion
- journey (h13): Customer Journey and Satisfaction
- ux_writing (h14): UX Writing and Content Design

For a full advanced audit, rerun with optional_profile_mode='all_optionals' or profiles=['accessibility','inclusion','journey','ux_writing'].

Evidence Gallery

Compact traceability view capped at 20 evidence refs. Full detail remains in the Evidence Appendix.

Additional Evidence

Linked finding: not linked to a top finding

url-1

URL_CAPTURE PARTIAL

<https://www.oppia.org/learner-dashboard>

Parent/region none
 State not supplied
 Source <https://www.oppia.org/learner-dashboard>
 Metadata not supplied
 Bounds/notes not supplied

url-2

URL_CAPTURE PARTIAL

https://www.oppia.org/explore/1qMMSHbUvhQ4?topic_url_fragment=money&classroom_url_fragment=finance&story_url_fragment=pearl-supermarket&node_id=node_1

Parent/region none
 State not supplied
 Source https://www.oppia.org/explore/1qMMSHbUvhQ4?topic_url_fragment=money&classroom_url_fragment=finance&story_url_fragment=pearl-supermarket&node_id=node_1
 Metadata not supplied

Bounds/notes not supplied

Complete Checklist Scores

All checklist rows are shown. Use the Score and Status columns to scan Passed, Issue, and Major rows without JavaScript filters.

- ▶ **Visibility of System Status (h01) - 9 checklist items**
- ▶ **Match Between System and the Real World (h02) - 3 checklist items**
- ▶ **User Control and Freedom (h03) - 5 checklist items**
- ▶ **Consistency and Standards (h04) - 21 checklist items**
- ▶ **Error Prevention (h05) - 5 checklist items**
- ▶ **Recognition Rather Than Recall (h06) - 4 checklist items**
- ▶ **Flexibility and Efficiency of Use (h07) - 9 checklist items**
- ▶ **Aesthetic and Minimalist Design (h08) - 16 checklist items**
- ▶ **Help Users Recognize, Diagnose, and Recover from Errors (h09) - 2 checklist items**
- ▶ **Help and Documentation (h10) - 5 checklist items**
- ▶ **Accessibility and Ease of Access (h11) - 4 checklist items**
- ▶ **Empathetic Engagement and Inclusion (h12) - 6 checklist items**
- ▶ **Customer Journey and Satisfaction (h13) - 6 checklist items**
- ▶ **UX Writing / Content and Tone (h14) - 7 checklist items**

Evidence Appendix

EVIDENCE REF	PARENT	SOURCE TYPE	QUALITY	LABEL/TITLE	BOUNDS/NOTES	SCORE
url-1		url_capture	partial	https://www.oppia.org/learner-dashboard		https:
url-2		url_capture	partial	https://www.oppia.org/explore/1qMMSHbUvhQ4?topic_url_fragment=money&classroom_url_fragment=finance&story_url_fragment=pearl-supermarket&node_id=node_1		https: topic- super

UX Heuristic Compass - static one-page report - no links, scripts, or external assets.

[↑ Back to top](#) — [Jump to CUJ index](#)

LI.4 — Cannot Access Pages Requiring Higher Privileges — 401 Error (Oppia.org)

AI audit - Desktop - 2 source item(s) - 102 checklist items - HIL unknown

Generated: 2026-05-18 - UX Heuristic Compass report harness uxhc.report_design_system.v1

D- - 36.56%

Mission Context

Severity ratings reflect the supplied evidence, user goal, optional-profile scope, and any stated evidence limits. Support flows and activities should never outrank the checklist scorecard.

D-

36.56%

Critical - severe experience failures

PLAIN LANGUAGE READ

The biggest visible usability risk is visual hierarchy is not supporting the task. It affects Aesthetic and Minimalist Design and should be fixed before broader polish.

NEXT RESEARCH RECOMMENDATION

Fix severity 3-4 checklist items first, then rerun the same source state for comparison.

ACCESSIBILITY READINESS SIGNAL

Accessibility Readiness Signal: WCAG AAA-level criteria are implicated by Error Prevention needs targeted review; this remains evidence-limited until manual accessibility testing.

CULTURAL CONTEXT SIGNAL

Cultural Context Signal: CJK Layout And Typography Requirements flags Consistency and trust cues need review as needing evidence-bound local or community-context validation.

Before using this interface, address Aesthetic and Minimalist Design first: Rework the visual hierarchy so the page guides users from the main purpose to the next action without extra scanning.

CRITICAL FINDING - IMMEDIATE ATTENTION

Visual hierarchy is not supporting the task

H1/H2 hierarchy correct on error page — no heading misuse

Heuristic Scorecard - AI Audit, 14 Heuristics

F

11.11% - avg severity 3.56

Visibility of System Status

Failing - unusable or near-unusable

D-

33.33% - avg severity 2.67

Match Between System and the Real World

Critical - severe experience failures

F

5.0% - avg severity 3.8

User Control and Freedom

Failing - unusable or near-unusable

F

21.43% - avg severity 3.14

Consistency and Standards

Failing - unusable or near-unusable

F

10.0% - avg severity 3.6

F

25.0% - avg severity 3.0

D-

38.89% - avg severity 2.44

F

26.56% - avg severity 2.94

Error Prevention

Failing - unusable or near-unusable

Recognition Rather Than Recall

Failing - unusable or near-unusable

Flexibility and Efficiency of Use

Critical - severe experience failures

Aesthetic and Minimalist Design

Failing - unusable or near-unusable

D-

37.5% - avg severity 2.5

Help Users Recognize, Diagnose, and Recover from Errors

Critical - severe experience failures

C-

50.0% - avg severity 2.0

Help and Documentation

Struggling - widespread issues

A

87.5% - avg severity 0.5

Accessibility and Ease of Access

Very good - strong performer

A

87.5% - avg severity 0.5

Empathetic Engagement and Inclusion

Very good - strong performer

D

45.83% - avg severity 2.1666666666666665

Customer Journey and Satisfaction

Poor - major usability problems

F

32.14% - avg severity 2.7142857142857144

UX Writing / Content and Tone

Critical - severe experience failures

Findings - Prioritized Fix Order

1

Critical Aesthetic and Minimalist Design - h08_d_05

Visual hierarchy is not supporting the task

OBSERVED ISSUE

H1/H2 hierarchy correct on error page — no heading misuse

RECOMMENDATION

Rework the visual hierarchy so the page guides users from the main purpose to the next action without extra scanning.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: ISO 9241-125 Visual Presentation Of Information, Visual Hierarchy

Evidence: h08_d_05 - Confidence: high

2

Critical Consistency and Standards - h04_d_01

Consistency and trust cues need review

OBSERVED ISSUE

Error page format is consistent across /admin and /moderator — same layout, same structure

RECOMMENDATION

Audit repeated navigation, labels, components, and trust cues, then align any pattern that changes meaning across screens.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Shneiderman's Eight Golden Rules, CJK Layout And Typography Requirements

Evidence: h04_d_01 - Confidence: high

3

Critical Consistency and Standards - h04_d_15

Consistency and trust cues need review

OBSERVED ISSUE

Correct heading hierarchy: H1 for error title, H2 for role requirement — appropriate semantic structure

RECOMMENDATION

Audit repeated navigation, labels, components, and trust cues, then align any pattern that changes meaning across screens.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: WAI-ARIA Authoring Practices, Shneiderman's Eight Golden Rules

Evidence: h04_d_15 - Confidence: high

4 **Critical** Consistency and Standards - h04_d_16

Content quality may weaken trust

OBSERVED ISSUE

Error state is unambiguously communicated — no state confusion

RECOMMENDATION

Run a content QA pass on the affected screens and fix visible typos before stakeholder or user review.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Shneiderman's Eight Golden Rules, Local Contexts And Traditional Knowledge Labels

Evidence: h04_d_16 - Confidence: high

5 **Critical** Consistency and Standards - h04_d_02

Inconsistent interface patterns may slow users

OBSERVED ISSUE

H1/H2 heading hierarchy is correct on error page

RECOMMENDATION

Standardize repeated components, labels, and visual treatments so the same action looks and behaves the same way everywhere.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Law of Similarity, Affordance and Signifiers

Evidence: h04_d_02 - Confidence: high

6 **Critical** Consistency and Standards - h04_d_07

Inconsistent interface patterns may slow users

OBSERVED ISSUE

Nav bar maintains same structure as rest of site on error page

RECOMMENDATION

Standardize repeated components, labels, and visual treatments so the same action looks and behaves the same way everywhere.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Pluriversal And Postcolonial Design, Jakob's Law / Familiar Conventions

Evidence: h04_d_07 - Confidence: high

7 **Critical** Error Prevention - h05_d_01

Error Prevention needs targeted review

OBSERVED ISSUE

Access restriction is correctly enforced — no accidental data access possible

RECOMMENDATION

Review the affected element against Error Prevention and make the next user action clearer, safer, or easier to recover from.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: CX Complaint Handling System, ISO 9241-110 Dialogue Principles

Evidence: h05_d_01 - Confidence: high

8 Critical Error Prevention - h05_d_02

Error Prevention needs targeted review

OBSERVED ISSUE

No destructive actions on error page

RECOMMENDATION

Review the affected element against Error Prevention and make the next user action clearer, safer, or easier to recover from.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Literacy, Orality, And Multimodal Access, Accessible Authentication

Evidence: h05_d_02 - Confidence: high

9 Critical Error Prevention - h05_d_03

Error Prevention needs targeted review

OBSERVED ISSUE

No form inputs — no validation needed

RECOMMENDATION

Review the affected element against Error Prevention and make the next user action clearer, safer, or easier to recover from.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Constraints, Accessible Forms Component Pattern

Evidence: h05_d_03 - Confidence: high

10 Critical User Control and Freedom - h03_d_02

Users may lack clear recovery paths

OBSERVED ISSUE

Full nav bar intact; 'home page' link in body text; multiple exit paths available

RECOMMENDATION

Add or clarify exits, back behavior, and recovery controls so users can leave wrong paths without losing context.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Peak-End Rule, Mediated Payment And Trust Recovery

Evidence: h03_d_02 - Confidence: high

Owner-Role Triage Matrix

OWNER	LINKED FINDING	NEXT ACTION	IMPACT	EFFORT	CONFIDENCE	SUPPORTING ROLES
Designer	h08 / h08_d_05	Rework the visual hierarchy so the page guides users from the main purpose to the next action without extra scanning.	high	Medium	high	
Product	h04 / h04_d_01	Audit repeated navigation, labels, components, and trust cues, then align any pattern that changes meaning across screens.	high	Medium	high	
Product	h04 / h04_d_15	Audit repeated navigation, labels, components, and trust cues, then align any pattern that changes meaning across screens.	high	Medium	high	
Product	h04 / h04_d_16	Run a content QA pass on the affected screens and fix visible typos before stakeholder or user review.	high	Medium	high	
Product	h04 / h04_d_02	Standardize repeated components, labels, and visual treatments so the same action looks and behaves the same way everywhere.	high	Medium	high	
Product	h04 / h04_d_07	Standardize repeated components, labels, and visual treatments so the same action looks and behaves the same way everywhere.	high	Medium	high	
Engineer	h05 / h05_d_01	Review the affected element against Error Prevention and make the next user action clearer, safer, or easier to recover from.	high	Medium	high	
Engineer	h05 / h05_d_02	Review the affected element against Error Prevention and make the next user action clearer, safer, or easier to recover from.	high	Medium	high	
Engineer	h05 / h05_d_03	Review the affected element against Error Prevention and make the next user action clearer, safer, or easier to recover from.	high	Medium	high	
Engineer	h03 / h03_d_02	Add or clarify exits, back behavior, and recovery controls so users can leave wrong paths without losing context.	high	Medium	high	

What Is Working Well

Accessibility and Ease of Access holds up with A (87.5%).

Empathetic Engagement and Inclusion holds up with A (87.5%).

Evidence Limits

- source: source preparation status was partial (ratings may be incomplete or unavailable)
- source: URL entries were recorded without a browser screenshot (visual and interaction-state ratings are limited)
- h01_d_01: no evidence reference supplied for checklist rating (rating may be difficult to audit later)
- h01_d_02: no evidence reference supplied for checklist rating (rating may be difficult to audit later)
- 77 additional evidence-limit summary row(s) are collapsed below.

► Show detailed evidence-limit notes (81 source notes)

WCAG-Informed Accessibility Readiness

Support-only advisory. This section does not change H01-H14 scores, 0-4 checklist ratings, report readiness, or finding order.

WCAG Level Signal: AAA

Top signal: Accessibility Readiness Signal: WCAG AAA-level criteria are implicated by Error Prevention needs targeted review; this remains evidence-limited until manual accessibility testing.

Caveat: Evidence-limited accessibility support guidance only; not WCAG, ADA, legal, procurement, or conformance certification.

LENS / CUE	APPLIES TO	EVIDENCE	WHY IT MATTERS	CAVEAT
Accessible Authentication	h05/h05_d_02	h05_d_02	The finding connects to WCAG accessible-authentication guidance: sign-in should not rely on avoidable memory or cognitive tests without alternatives.	UXHC can flag authentication burden, but WCAG evaluation needs the actual auth flow and security constraints; this is not WCAG conformance certification.
Bypass Blocks, Navigation, Headings, And Labels	h01/h01_d_06	h01_d_06	The finding connects to WCAG navigation guidance: page structure, headings, labels, and bypass paths should help users find the task.	UXHC can flag navigation clarity risk, but source and assistive-technology review are required before WCAG conformance claims.
Bypass Blocks, Navigation, Headings, And Labels	h01/h01_d_01	h01_d_01	The finding connects to WCAG navigation guidance: page structure, headings, labels, and bypass paths should help users find the task.	UXHC can flag navigation clarity risk, but source and assistive-technology review are required before WCAG conformance claims.
Focus Order, Visibility, And Obscured Focus	h01/h01_d_06	h01_d_06	The finding connects to WCAG focus guidance: keyboard users need a visible, logical focus path that is not hidden by the interface.	UXHC can flag likely focus risk, but keyboard traversal and viewport-state testing are needed before WCAG conformance claims.
Accessible Forms Component Pattern	h05/h05_d_03	h05_d_03	The finding connects to accessible form-pattern guidance: forms need clear labels, instructions, validation, and recovery paths.	UXHC can flag visible form risks, but programmatic labels, descriptions, and error associations require technical review; this is not WCAG conformance certification.
Info, Relationships, And Semantic Structure	h01/h01_d_01	h01_d_01	The finding connects to WCAG info-and-relationships guidance: visual grouping should remain meaningful when presented through assistive technology.	UXHC can infer likely structure risk from evidence, but DOM and assistive-technology testing are required before claiming WCAG compliance.

Cultural Context Integrity Advisory

Support-only advisory. This section does not change H01-H14 scores, 0-4 checklist ratings, report readiness, or finding order.

Context Integrity Index: 0 - Insufficient Context Safety

Top signal: Cultural Context Signal: CJK Layout And Typography Requirements flags Consistency and trust cues need review as needing evidence-bound local or community-context validation.

Caveat: Evidence-limited support guidance only; not a cultural certification, moral judgment, universal cultural claim, or substitute for affected-community review.

LENS / CUE	APPLIES TO	EVIDENCE	WHY IT MATTERS	CAVEAT
CJK Layout And Typography Requirements	h04/h04_d_01	h04_d_01	The finding may need CJK layout review because typography, line breaking, punctuation, or annotations could change the user's reading path.	CJK layout quality varies by language context and requires target-language content and rendered typography evidence, not translated strings alone.
Literacy, Orality, And Multimodal Access	h05/h05_d_02	h05_d_02	The finding may need multimodal support because dense text or text-only instruction can exclude users whose access path is oral, visual, assisted, or low-literacy.	Literacy and modality needs vary widely; the lens should preserve agency rather than simplify or infantilize users.

LENS / CUE	APPLIES TO	EVIDENCE	WHY IT MATTERS	CAVEAT
Local Contexts And Traditional Knowledge Labels	h04/h04_d_16	h04_d_16	The finding may need stronger cultural provenance or permission cues at the point where users view, reuse, or export content.	Labels depend on community-defined protocols; absence of a label in the evidence is not proof that no protocol applies.
Mediated Payment And Trust Recovery	h01/h01_d_08	h01_d_08	The finding may create trust or recovery risk in mediated payment contexts where fees, receipts, agent support, and disputes must be visible.	Financial-service risk depends on local regulation, agent networks, cost, literacy, and trust channels; UXHC cannot validate the business or legal model.
Mediated Payment And Trust Recovery	h03/h03_d_02	h03_d_02	The finding may create trust or recovery risk in mediated payment contexts where fees, receipts, agent support, and disputes must be visible.	Financial-service risk depends on local regulation, agent networks, cost, literacy, and trust channels; UXHC cannot validate the business or legal model.
Mediated Payment And Trust Recovery	h03/h03_d_03	h03_d_03	The finding may create trust or recovery risk in mediated payment contexts where fees, receipts, agent support, and disputes must be visible.	Financial-service risk depends on local regulation, agent networks, cost, literacy, and trust channels; UXHC cannot validate the business or legal model.

Recommended Next Validation Steps

Validation Step 1

Fix severity 3-4 checklist items first, then rerun the same source state for comparison.

Supporting UX Laws And Principles

Support-only explanation. These lenses do not create findings, change 0-4 checklist ratings, or certify compliance.

LENS	SOURCE FAMILY	APPLIES TO	WHY IT MATTERS	CAVEAT / EVIDENCE NEEDED
Shneiderman's Eight Golden Rules	UX/UI Support Lens	h04/h04_d_01, h04/h04_d_15, h04/h04_d_16	The finding is also consistent with Shneiderman-style interface review principles. Applicability: Use only when it helps explain an evidence-backed UXHC finding or bounded host observation.	The rules are broad and require domain-specific interpretation. Evidence needed: Visible interface evidence, source context, or a stated evidence limit must remain the basis for the finding.
Feedback	UX/UI Support Lens	h01/h01_d_02, h08/h08_d_12, h05/h05_d_04	The finding is supported by feedback risk: users may not know what happened or what to do next. Applicability: Use only when it helps explain an evidence-backed UXHC finding or bounded host observation.	Feedback must be timely, perceivable, and tied to the user's action. Evidence needed: Visible interface evidence, source context, or a stated evidence limit must remain the basis for the finding.
Peak-End Rule	UX/UI Support Lens	h03/h03_d_02, h03/h03_d_03, h03/h03_d_04	The finding is supported by peak-end risk: this moment may heavily shape how users remember the experience. Applicability: Use only when it helps explain an evidence-backed UXHC finding or bounded host observation.	Memory effects need real user evidence to confirm; use this as a risk lens. Evidence needed: Visible interface evidence, source context, or a stated evidence limit must remain the basis for the finding.
Visual Hierarchy	UX/UI Support Lens	h08/h08_d_05, h01/h01_d_04, h08/h08_d_13	The finding is supported by visual hierarchy: the screen does not make the most important next action visually primary. Applicability: Use only when it helps explain an evidence-backed UXHC finding or bounded host observation.	Hierarchy needs to match the user's current task, not only stakeholder importance. Evidence needed: Visible interface evidence, source context, or a stated evidence limit must remain the basis for the finding.
ISO 9241-11 Usability In Context	ISO UX/UI/HCI Support	h07/h07_d_03, h07/h07_d_04, h07/h07_d_09	This finding connects to ISO 9241-11 style usability-in-context framing: usable for whom, for what task, and in what context. Applicability: Use	ISO-informed support reference only; not formal ISO standards compliance, conformance, certification, procurement

LENS	SOURCE FAMILY	APPLIES TO	WHY IT MATTERS	CAVEAT / EVIDENCE NEEDED
			when the finding benefits from ISO-informed framing around context of use, interaction quality, evidence traceability, process quality, or operational risk.	proof, or legal assurance. Evidence needed: Requires project, process, technical, or audit evidence before standards-strength claims.
Information Scent	UX/UI Support Lens	h10/h10_d_01, h06/h06_d_03, h06/h06_d_01	The finding is supported by information scent: navigation cues do not clearly predict destination value. Applicability: Use only when it helps explain an evidence-backed UXHC finding or bounded host observation.	Information scent depends on user goals and vocabulary. Evidence needed: Visible interface evidence, source context, or a stated evidence limit must remain the basis for the finding.

Support-only context; not a separate score, proof of user behavior, compliance claim, or replacement for the H01-H14 checklist.
 Do not use this as a replacement rubric; map it back to the active UXHC checklist item.
 Do not add decorative animation where clear status text or recovery instruction is needed.
 Do not compensate for broken flows with a pleasant ending; fix the friction first.
 Do not make every business priority visually dominant; hierarchy requires tradeoffs.

Prioritized Fix Roadmap

WHEN	RECOMMENDED ACTION
Immediate	Rework the visual hierarchy so the page guides users from the main purpose to the next action without extra scanning.
Immediate	Audit repeated navigation, labels, components, and trust cues, then align any pattern that changes meaning across screens.
Immediate	Audit repeated navigation, labels, components, and trust cues, then align any pattern that changes meaning across screens.
Immediate	Run a content QA pass on the affected screens and fix visible typos before stakeholder or user review.
Immediate	Standardize repeated components, labels, and visual treatments so the same action looks and behaves the same way everywhere.
Immediate	Standardize repeated components, labels, and visual treatments so the same action looks and behaves the same way everywhere.
Immediate	Review the affected element against Error Prevention and make the next user action clearer, safer, or easier to recover from.
Immediate	Review the affected element against Error Prevention and make the next user action clearer, safer, or easier to recover from.
Immediate	Review the affected element against Error Prevention and make the next user action clearer, safer, or easier to recover from.
Immediate	Add or clarify exits, back behavior, and recovery controls so users can leave wrong paths without losing context.
Immediate	Add or clarify exits, back behavior, and recovery controls so users can leave wrong paths without losing context.
Immediate	Add or clarify exits, back behavior, and recovery controls so users can leave wrong paths without losing context.

High-Impact / Low-Effort Micro-Solutions

ROLE	MICRO-SOLUTION	LINKED FINDING	WHY HIGH IMPACT	ESTIMATED EFFORT
Designer	Rework the visual hierarchy so the page guides users from the main purpose to the next action without extra scanning.	h08 / h08_d_05	This checklist item indicates measurable heuristic friction for the evaluated surface.	Low-Medium

ROLE	MICRO-SOLUTION	LINKED FINDING	WHY HIGH IMPACT	ESTIMATED EFFORT
Product	Audit repeated navigation, labels, components, and trust cues, then align any pattern that changes meaning across screens.	h04 / h04_d_01	This checklist item indicates measurable heuristic friction for the evaluated surface.	Low-Medium
Product	Audit repeated navigation, labels, components, and trust cues, then align any pattern that changes meaning across screens.	h04 / h04_d_15	This checklist item indicates measurable heuristic friction for the evaluated surface.	Low-Medium
Product	Run a content QA pass on the affected screens and fix visible typos before stakeholder or user review.	h04 / h04_d_16	This checklist item indicates measurable heuristic friction for the evaluated surface.	Low-Medium
Product	Standardize repeated components, labels, and visual treatments so the same action looks and behaves the same way everywhere.	h04 / h04_d_02	This checklist item indicates measurable heuristic friction for the evaluated surface.	Low-Medium
Product	Standardize repeated components, labels, and visual treatments so the same action looks and behaves the same way everywhere.	h04 / h04_d_07	This checklist item indicates measurable heuristic friction for the evaluated surface.	Low-Medium

Audit Scope and Omitted Profiles

Active scope: Active scope: H1-H14, 102/102 scored

Status: confirmation_required

Optional profile mode: ask

Scored optional profiles: none

Omitted optional profiles:

- accessibility (h11): Accessibility and Ease of Access
- inclusion (h12): Empathetic Engagement and Inclusion
- journey (h13): Customer Journey and Satisfaction
- ux_writing (h14): UX Writing and Content Design

For a full advanced audit, rerun with optional_profile_mode='all_optionals' or profiles=['accessibility','inclusion','journey','ux_writing'].

Evidence Gallery

Compact traceability view capped at 20 evidence refs. Full detail remains in the Evidence Appendix.

Additional Evidence

Linked finding: not linked to a top finding

url-1

URL_CAPTURE PARTIAL

<https://www.oppia.org/admin>

Parent/region none

State not supplied

Source <https://www.oppia.org/admin>

Metadata not supplied

Bounds/notes not supplied

url-2

URL_CAPTURE PARTIAL

<https://www.oppia.org/moderator>

Parent/region none

State not supplied

Source <https://www.oppia.org/moderator>

Metadata not supplied

Bounds/notes not supplied

Complete Checklist Scores

All checklist rows are shown. Use the Score and Status columns to scan Passed, Issue, and Major rows without JavaScript filters.

- ▶ **Visibility of System Status (h01) - 9 checklist items**
- ▶ **Match Between System and the Real World (h02) - 3 checklist items**
- ▶ **User Control and Freedom (h03) - 5 checklist items**
- ▶ **Consistency and Standards (h04) - 21 checklist items**
- ▶ **Error Prevention (h05) - 5 checklist items**
- ▶ **Recognition Rather Than Recall (h06) - 4 checklist items**
- ▶ **Flexibility and Efficiency of Use (h07) - 9 checklist items**
- ▶ **Aesthetic and Minimalist Design (h08) - 16 checklist items**
- ▶ **Help Users Recognize, Diagnose, and Recover from Errors (h09) - 2 checklist items**
- ▶ **Help and Documentation (h10) - 5 checklist items**
- ▶ **Accessibility and Ease of Access (h11) - 4 checklist items**
- ▶ **Empathetic Engagement and Inclusion (h12) - 6 checklist items**
- ▶ **Customer Journey and Satisfaction (h13) - 6 checklist items**
- ▶ **UX Writing / Content and Tone (h14) - 7 checklist items**

Evidence Appendix

EVIDENCE REF	PARENT	SOURCE TYPE	QUALITY	LABEL/TITLE	BOUNDS/NOTES	SCREENSHOT/SOURCE	METADATA
url-1		url_capture	partial	https://www.oppia.org/admin		https://www.oppia.org/admin	
url-2		url_capture	partial	https://www.oppia.org/moderator		https://www.oppia.org/moderator	

UX Heuristic Compass - static one-page report - no links, scripts, or external assets.

[↑ Back to top](#) — [Jump to CUJ index](#)

Oppia.org LI.7 — Report Lesson Modal

AI audit - Desktop - 0 source item(s) - 102 checklist items - HIL unknown

Generated: 2026-05-18 - UX Heuristic Compass report harness uxhc.report_design_system.v1

A++ - 97.87%

Mission Context

Severity ratings reflect the supplied evidence, user goal, optional-profile scope, and any stated evidence limits. Support flows and activities should never outrank the checklist scorecard.

A+++

97.87%

Exceptional - industry benchmark

PLAIN LANGUAGE READ

The main visible usability risk is content may not be perceivable for everyone. It affects Accessibility and Ease of Access and is the clearest next improvement to validate.

NEXT RESEARCH RECOMMENDATION

Address the highest-friction checklist items and validate with at least one representative user task.

ACCESSIBILITY READINESS SIGNAL

Accessibility Readiness Signal: WCAG AA-level criteria are implicated by Content may not be perceivable for everyone; this remains evidence-limited until manual accessibility testing.

CULTURAL CONTEXT SIGNAL

Cultural Context Signal: Pluriversal And Postcolonial Design flags Inconsistent interface patterns may slow users as needing evidence-bound local or community-context validation.

Before using this interface, address Accessibility and Ease of Access first: Add text alternatives and non-color cues so critical content remains perceivable across assistive and display settings.

MINOR FINDING - IMMEDIATE ATTENTION

Content may not be perceivable for everyone

Modal accessibility not verifiable from text evidence. Possible ARIA label gaps on radio buttons, focus trap behavior, and keyboard navigability are not confirmed. Low-confidence accessibility risk.

Heuristic Scorecard - AI Audit, 14 Heuristics

A+++

97.22% - avg severity 0.11

Visibility of System Status

Exceptional - industry benchmark

A+++

100.0% - avg severity 0.0

Match Between System and the Real World

Exceptional - industry benchmark

A+++

100.0% - avg severity 0.0

User Control and Freedom

Exceptional - industry benchmark

A+++

98.81% - avg severity 0.05

Consistency and Standards

Exceptional - industry benchmark

A+++

100.0% - avg severity 0.0

Error Prevention

Exceptional - industry benchmark

A+++

100.0% - avg severity 0.0

Recognition Rather Than Recall

Exceptional - industry benchmark

A+++

100.0% - avg severity 0.0

Flexibility and Efficiency of Use

Exceptional - industry benchmark

A+++

100.0% - avg severity 0.0

Aesthetic and Minimalist Design

Exceptional - industry benchmark

A

87.5% - avg severity 0.5

Help Users Recognize, Diagnose, and Recover from Errors

Strong - meets standard

A+++

100.0% - avg severity 0.0

Help and Documentation

Exceptional - industry benchmark

A+

93.75% - avg severity 0.25

Accessibility and Ease of Access

Excellent - exceeds standard

A+++

100.0% - avg severity 0.0

Empathetic Engagement and Inclusion

Exceptional - industry benchmark

A++

100.0% - avg severity 0.0

Customer Journey and Satisfaction

Exceptional - industry benchmark

A+

92.86% - avg severity 0.29

UX Writing / Content and Tone

Excellent - exceeds standard

Findings - Prioritized Fix Order

1

Minor

Accessibility and Ease of Access - h11_d_01

Content may not be perceivable for everyone

OBSERVED ISSUE

Modal accessibility not verifiable from text evidence. Possible ARIA label gaps on radio buttons, focus trap behavior, and keyboard navigability are not confirmed. Low-confidence accessibility risk.

RECOMMENDATION

Add text alternatives and non-color cues so critical content remains perceivable across assistive and display settings.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: WCAG POUR Principles, Figure-Ground

Evidence: host_supplied-1 - Confidence: low

2

Minor

Consistency and Standards - h04_d_07

Inconsistent interface patterns may slow users

OBSERVED ISSUE

'Report Exploration' uses Oppia-internal terminology. 'Exploration' is not used elsewhere in the learner-facing UI. Standard web usage would be 'Report a problem' or 'Report this lesson'.

RECOMMENDATION

Standardize repeated components, labels, and visual treatments so the same action looks and behaves the same way everywhere.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Jakob's Law / Familiar Conventions, Pluriversal And Postcolonial Design

Evidence: host_supplied-1 - Confidence: high

3

Minor

Help Users Recognize, Diagnose, and Recover from Errors - h09_d_02

Error recovery instructions are not clear

OBSERVED ISSUE

Post-submission state not observed. Unclear if a confirmation message is shown after submitting the report. This is an evidence limit — the state was not tested.

RECOMMENDATION

Rewrite error messages to state what happened, what field or action is affected, and the next recovery step.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Error Identification, Suggestion, And Prevention, Accessible Forms Component Pattern

Evidence: host_supplied-1 - Confidence: low

4

Minor

UX Writing / Content and Tone - h14_d_03

Interface copy may be too hard to scan

OBSERVED ISSUE

'Report Exploration' uses the internal Oppia term 'Exploration'. Learners are never exposed to 'Exploration' elsewhere in the UI — they see 'Lesson' or 'Chapter'. This is avoidable jargon.

RECOMMENDATION

Replace internal language with short, everyday wording that users can scan at the smallest supported viewport.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Plain Language Principle, Cognitive Load

Evidence: host_supplied-1 - Confidence: high

5 **Minor** UX Writing / Content and Tone - h14_d_04

Interface copy may be too hard to scan

OBSERVED ISSUE

The button label 'Report Exploration' is not simple or intuitive for learners. 'Report a problem' or 'Report this lesson' would be clearer.

RECOMMENDATION

Replace internal language with short, everyday wording that users can scan at the smallest supported viewport.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Form Label and Error Conventions, Reflow, Resize Text, And Text Spacing

Evidence: host_supplied-1 - Confidence: high

6 **Minor** Visibility of System Status - h01_d_06

Current location is unclear in navigation

OBSERVED ISSUE

After submission, it is unclear whether a success confirmation is shown. Post-submit state not observed. Minor visibility gap.

RECOMMENDATION

Mark the current page clearly in navigation and align link labels with destination page titles.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Bypass Blocks, Navigation, Headings, And Labels, Focus Order, Visibility, And Obscured Focus

Evidence: host_supplied-1 - Confidence: low

Owner-Role Triage Matrix

OWNER	LINKED FINDING	NEXT ACTION	IMPACT	EFFORT	CONFIDENCE	SUPPORTING ROLES
Engineer	h11 / h11_d_01	Add text alternatives and non-color cues so critical content remains perceivable across assistive and display settings.	low	Medium	low	Research
Product	h04 / h04_d_07	Standardize repeated components, labels, and visual treatments so the same action looks and behaves the same way everywhere.	low	Low	high	
Engineer	h09 / h09_d_02	Rewrite error messages to state what happened, what field or action is affected, and the next recovery step.	low	Medium	low	Research

OWNER	LINKED FINDING	NEXT ACTION	IMPACT	EFFORT	CONFIDENCE	SUPPORTING ROLES
Designer	h14 / h14_d_03	Replace internal language with short, everyday wording that users can scan at the smallest supported viewport.	low	Low	high	
Designer	h14 / h14_d_04	Replace internal language with short, everyday wording that users can scan at the smallest supported viewport.	low	Low	high	
Product	h01 / h01_d_06	Mark the current page clearly in navigation and align link labels with destination page titles.	low	Low-Medium	low	Research

What Is Working Well

- Visibility of System Status holds up with A++ (97.22%).
- Match Between System and the Real World holds up with A++ (100.0%).
- User Control and Freedom holds up with A++ (100.0%).
- Consistency and Standards holds up with A++ (98.81%).
- Error Prevention holds up with A++ (100.0%).
- Recognition Rather Than Recall holds up with A++ (100.0%).
- Flexibility and Efficiency of Use holds up with A++ (100.0%).
- Aesthetic and Minimalist Design holds up with A++ (100.0%).

Evidence Limits

- source: source preparation status was partial (ratings may be incomplete or unavailable)
- host_supplied-1 missing across 102 checklist ratings; rating remains usable but traceability is reduced.

► Show detailed evidence-limit notes (103 source notes)

WCAG-Informed Accessibility Readiness

Support-only advisory. This section does not change H01-H14 scores, 0-4 checklist ratings, report readiness, or finding order.

WCAG Level Signal: AA

Top signal: Accessibility Readiness Signal: WCAG AA-level criteria are implicated by Content may not be perceivable for everyone; this remains evidence-limited until manual accessibility testing.

Caveat: Evidence-limited accessibility support guidance only; not WCAG, ADA, legal, procurement, or conformance certification.

LENS / CUE	APPLIES TO	EVIDENCE	WHY IT MATTERS	CAVEAT
WCAG POUR Principles	h11/h11_d_01	host_supplied-1	The finding is supported by WCAG POUR framing, but the report remains a heuristic audit rather than a compliance certification.	UXHC can cite surface evidence but does not certify WCAG compliance.

LENS / CUE	APPLIES TO	EVIDENCE	WHY IT MATTERS	CAVEAT
Bypass Blocks, Navigation, Headings, And Labels	h01/h01_d_06	host_supplied-1	The finding connects to WCAG navigation guidance: page structure, headings, labels, and bypass paths should help users find the task.	UXHC can flag navigation clarity risk, but source and assistive-technology review are required before WCAG conformance claims.
Error Identification, Suggestion, And Prevention	h09/h09_d_02	host_supplied-1	The finding connects to WCAG input-assistance guidance: errors should be identified, explained, and recoverable without unnecessary re-entry.	UXHC can flag error-support risk, but WCAG evaluation needs rendered form states, programmatic associations, and assistive-technology checks; this is not conformance certification.
Focus Order, Visibility, And Obscured Focus	h01/h01_d_06	host_supplied-1	The finding connects to WCAG focus guidance: keyboard users need a visible, logical focus path that is not hidden by the interface.	UXHC can flag likely focus risk, but keyboard traversal and viewport-state testing are needed before WCAG conformance claims.
Accessible Forms Component Pattern	h09/h09_d_02	host_supplied-1	The finding connects to accessible form-pattern guidance: forms need clear labels, instructions, validation, and recovery paths.	UXHC can flag visible form risks, but programmatic labels, descriptions, and error associations require technical review; this is not WCAG conformance certification.
Reflow, Resize Text, And Text Spacing	h14/h14_d_04	host_supplied-1	The finding connects to WCAG reflow and text-resizing guidance: users should not lose content or function when display needs change.	UXHC can identify likely responsive access risk, but browser zoom and text-spacing tests are required before WCAG conformance claims.

Cultural Context Integrity Advisory

Support-only advisory. This section does not change H01-H14 scores, 0-4 checklist ratings, report readiness, or finding order.

Context Integrity Index: 93 - Strong Context Fit

Top signal: Cultural Context Signal: Pluriversal And Postcolonial Design flags Inconsistent interface patterns may slow users as needing evidence-bound local or community-context validation.

Caveat: Evidence-limited support guidance only; not a cultural certification, moral judgment, universal cultural claim, or substitute for affected-community review.

LENS / CUE	APPLIES TO	EVIDENCE	WHY IT MATTERS	CAVEAT
Pluriversal And Postcolonial Design	h04/h04_d_07	host_supplied-1	The finding may reflect a one-size-fits-all assumption; local context should shape terminology, workflow, and success criteria.	This is a prompt for situated review, not a claim that one design is decolonial or that all non-Western contexts share needs.

Recommended Next Validation Steps

Validation Step 1

Address the highest-friction checklist items and validate with at least one representative user task.

Supporting UX Laws And Principles

Support-only explanation. These lenses do not create findings, change 0-4 checklist ratings, or certify compliance.

LENS	SOURCE FAMILY	APPLIES TO	WHY IT MATTERS	CAVEAT / EVIDENCE NEEDED
Error Identification, Suggestion, And Prevention	WCAG Accessibility Support	h09/h09_d_02	The finding connects to WCAG input-assistance guidance: errors should be identified, explained, and recoverable without unnecessary re-entry. Applicability: Use when evidence suggests a perceivable, operable, understandable, robust, component, keyboard, focus, contrast, media, authentication, or input-assistance risk.	UXHC can flag error-support risk, but WCAG evaluation needs rendered form states, programmatic associations, and assistive-technology checks; this is not conformance certification. Evidence needed: Requires rendered/code/manual accessibility evidence before any conformance-strength statement.
Accessible Forms Component Pattern	WCAG Accessibility Support	h09/h09_d_02	The finding connects to accessible form-pattern guidance: forms need clear labels, instructions, validation, and recovery paths. Applicability: Use when evidence suggests a perceivable, operable, understandable, robust, component, keyboard, focus, contrast, media, authentication, or input-assistance risk.	UXHC can flag visible form risks, but programmatic labels, descriptions, and error associations require technical review; this is not WCAG conformance certification. Evidence needed: Requires rendered/code/manual accessibility evidence before any conformance-strength statement.
WCAG POUR Principles	WCAG Accessibility Support	h11/h11_d_01	The finding is supported by WCAG POUR framing, but the report remains a heuristic audit rather than a compliance certification. Applicability: Use when evidence suggests a perceivable, operable, understandable, robust, component, keyboard, focus, contrast, media, authentication, or input-assistance risk.	UXHC can cite surface evidence but does not certify WCAG compliance. Evidence needed: Requires rendered/code/manual accessibility evidence before any conformance-strength statement.
Plain Language Principle	UX/UI Support Lens	h14/h14_d_03	The finding is supported by plain-language risk: the wording may slow understanding or recovery. Applicability: Use only when it helps explain an evidence-backed UXHC finding or bounded host observation.	Plain language depends on audience, domain vocabulary, localization, and risk level. Evidence needed: Visible interface evidence, source context, or a stated evidence limit must remain the basis for the finding.
Jakob's Law / Familiar Conventions	UX/UI Support Lens	h04/h04_d_07	The finding is supported by convention risk: users may bring expectations the interface does not satisfy. Applicability: Use only when it helps explain an evidence-backed UXHC finding or bounded host observation.	Conventions vary by platform, culture, domain, and user expertise. Evidence needed: Visible interface evidence, source context, or a stated evidence limit must remain the basis for the finding.
Cognitive Load	UX/UI Support Lens	h14/h14_d_03	The finding is supported by cognitive-load risk: users must spend effort understanding the interface before doing the task. Applicability: Use only when it helps explain an evidence-backed UXHC finding or bounded host observation.	Some complexity is inherent; the design question is whether the system carries the avoidable burden. Evidence needed: Visible interface evidence, source context, or a stated evidence limit must remain the basis for the finding.

Accessibility support guidance only; not WCAG, ADA, legal, procurement, compliance, conformance, or certification proof.
 Do not blame users for errors the interface could prevent, explain, or make recoverable.
 Do not hide requirements or errors until after submission when the interface could prevent or explain the issue earlier.
 Do not claim accessibility compliance from automated, screenshot-only, or partial evidence.
 Support-only context; not a separate score, proof of user behavior, compliance claim, or replacement for the H01-H14 checklist.

Prioritized Fix Roadmap

WHEN	RECOMMENDED ACTION
Sprint 3	Add text alternatives and non-color cues so critical content remains perceivable across assistive and display settings.
Sprint 3	Standardize repeated components, labels, and visual treatments so the same action looks and behaves the same way everywhere.
Sprint 3	Rewrite error messages to state what happened, what field or action is affected, and the next recovery step.

WHEN	RECOMMENDED ACTION
Sprint 3	Replace internal language with short, everyday wording that users can scan at the smallest supported viewport.
Sprint 3	Replace internal language with short, everyday wording that users can scan at the smallest supported viewport.
Sprint 3	Mark the current page clearly in navigation and align link labels with destination page titles.

High-Impact / Low-Effort Micro-Solutions

ROLE	MICRO-SOLUTION	LINKED FINDING	WHY HIGH IMPACT	ESTIMATED EFFORT
Engineer	Add text alternatives and non-color cues so critical content remains perceivable across assistive and display settings.	h11 / h11_d_01	This checklist item indicates measurable heuristic friction for the evaluated surface.	Low-Medium
Product	Standardize repeated components, labels, and visual treatments so the same action looks and behaves the same way everywhere.	h04 / h04_d_07	This checklist item indicates measurable heuristic friction for the evaluated surface.	Low
Engineer	Rewrite error messages to state what happened, what field or action is affected, and the next recovery step.	h09 / h09_d_02	This checklist item indicates measurable heuristic friction for the evaluated surface.	Low-Medium
Designer	Replace internal language with short, everyday wording that users can scan at the smallest supported viewport.	h14 / h14_d_03	This checklist item indicates measurable heuristic friction for the evaluated surface.	Low
Designer	Replace internal language with short, everyday wording that users can scan at the smallest supported viewport.	h14 / h14_d_04	This checklist item indicates measurable heuristic friction for the evaluated surface.	Low
Product	Mark the current page clearly in navigation and align link labels with destination page titles.	h01 / h01_d_06	This checklist item indicates measurable heuristic friction for the evaluated surface.	Low-Medium

Audit Scope and Omitted Profiles

Active scope: Active scope: H1-H14, 102/102 scored

Status: all_optionals_active

Optional profile mode: scoped

Scored optional profiles: accessibility (h11), inclusion (h12), journey (h13), ux_writing (h14)

Omitted optional profiles:

None

For a full advanced audit, rerun with optional_profile_mode='all_optionals' or profiles=['accessibility','inclusion','journey','ux_writing'].

Complete Checklist Scores

All checklist rows are shown. Use the Score and Status columns to scan Passed, Issue, and Major rows without JavaScript filters.

- ▶ **Visibility of System Status (h01) - 9 checklist items**
- ▶ **Match Between System and the Real World (h02) - 3 checklist items**
- ▶ **User Control and Freedom (h03) - 5 checklist items**

- ▶ **Consistency and Standards (h04) - 21 checklist items**
- ▶ **Error Prevention (h05) - 5 checklist items**
- ▶ **Recognition Rather Than Recall (h06) - 4 checklist items**
- ▶ **Flexibility and Efficiency of Use (h07) - 9 checklist items**
- ▶ **Aesthetic and Minimalist Design (h08) - 16 checklist items**
- ▶ **Help Users Recognize, Diagnose, and Recover from Errors (h09) - 2 checklist items**
- ▶ **Help and Documentation (h10) - 5 checklist items**
- ▶ **Accessibility and Ease of Access (h11) - 4 checklist items**
- ▶ **Empathetic Engagement and Inclusion (h12) - 6 checklist items**
- ▶ **Customer Journey and Satisfaction (h13) - 6 checklist items**
- ▶ **UX Writing / Content and Tone (h14) - 7 checklist items**

Evidence Appendix

No evidence references were supplied.

UX Heuristic Compass - static one-page report - no links, scripts, or external assets.

[↑ Back to top](#) — [Jump to CUJ index](#)

LI.7 — Save Progress at Checkpoints (Oppia.org)

AI audit - Desktop - 1 source item(s) - 102 checklist items - HIL unknown

Generated: 2026-05-18 - UX Heuristic Compass report harness uxhc.report_design_system.v1

B+ - 76.9%

Mission Context

Severity ratings reflect the supplied evidence, user goal, optional-profile scope, and any stated evidence limits. Support flows and activities should never outrank the checklist scorecard.

B+

76.9%

Above average - minor gaps

PLAIN LANGUAGE READ

The biggest visible usability risk is error Prevention needs targeted review. It affects Error Prevention and should be fixed before broader polish.

NEXT RESEARCH RECOMMENDATION

Fix severity 3-4 checklist items first, then rerun the same source state for comparison.

ACCESSIBILITY READINESS SIGNAL

Accessibility Readiness Signal: WCAG AA-level criteria are implicated by Current location is unclear in navigation; this remains evidence-limited until manual accessibility testing.

CULTURAL CONTEXT SIGNAL

Cultural Context Signal: Mediated Payment And Trust Recovery flags Current location is unclear in navigation as needing evidence-bound local or community-context validation.

Before using this interface, address Error Prevention first: Review the affected element against Error Prevention and make the next user action clearer, safer, or easier to recover from.

CRITICAL FINDING - IMMEDIATE ATTENTION

Error Prevention needs targeted review

CATASTROPHIC: System fires celebration modal with wrong checkpoint count (0/3) as feedback for save operation. 24 console errors and 165 warnings logged silently — zero user-facing error prevention. Learner receives no indication that checkpoint save failed.

Heuristic Scorecard - AI Audit, 14 Heuristics

A-

83.33% - avg severity 0.67

Visibility of System Status

Above average - minor gaps

A++

100.0% - avg severity 0.0

Match Between System and the Real World

Exceptional - industry benchmark

A+

90.0% - avg severity 0.4

User Control and Freedom

Excellent - exceeds standard

A++

100.0% - avg severity 0.0

Consistency and Standards

Exceptional - industry benchmark

A-

80.0% - avg severity 0.8

Error Prevention

Above average - minor gaps

A+

93.75% - avg severity 0.25

Recognition Rather Than Recall

Excellent - exceeds standard

A++

97.22% - avg severity 0.11

Flexibility and Efficiency of Use

Exceptional - industry benchmark

A+

90.62% - avg severity 0.38

Aesthetic and Minimalist Design

Excellent - exceeds standard

F

% - avg severity 4.0

Help Users Recognize, Diagnose, and Recover from Errors

Failing - unusable or near-unusable

A++

100.0% - avg severity 0.0

Help and Documentation

Exceptional - industry benchmark

C-

50.0% - avg severity 2.0

Accessibility and Ease of Access

Struggling - widespread issues

B+

79.17% - avg severity 0.8333333333333334

Empathetic Engagement and Inclusion

Above average - minor gaps

D-

37.5% - avg severity 2.5

Customer Journey and Satisfaction

Critical - severe experience failures

B

75.0% - avg severity 1.0

UX Writing / Content and Tone

Average - needs attention

Findings - Prioritized Fix Order

1

Critical Error Prevention - h05_d_04

Error Prevention needs targeted review

OBSERVED ISSUE

CATASTROPHIC: System fires celebration modal with wrong checkpoint count (0/3) as feedback for save operation. 24 console errors and 165 warnings logged silently — zero user-facing error prevention. Learner receives no indication that checkpoint save failed.

RECOMMENDATION

Review the affected element against Error Prevention and make the next user action clearer, safer, or easier to recover from.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Feedback, CX Complaint Handling System

Evidence: h05_d_04 - Confidence: medium

2

Critical Help Users Recognize, Diagnose, and Recover from Errors - h09_d_02

Error recovery instructions are not clear

OBSERVED ISSUE

CATASTROPHIC: Zero error messages for checkpoint save failure. 24 console errors logged silently. No instructions, no next step, no indication save failed. Learner has no actionable path to recover.

RECOMMENDATION

Rewrite error messages to state what happened, what field or action is affected, and the next recovery step.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Peak-End Rule, Accessible Forms Component Pattern

Evidence: h09_d_02 - Confidence: medium

3

Critical Help Users Recognize, Diagnose, and Recover from Errors - h09_d_01

Missing-page recovery may leave users stuck

OBSERVED ISSUE

CATASTROPHIC: No error recovery path for checkpoint save failure. System shows celebration (positive reinforcement) instead of any error state. The opposite of error recovery — learner is actively misled into thinking save succeeded.

RECOMMENDATION

Create a helpful missing-page state with plain language, search, home, and the most likely recovery links.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Peak-End Rule, Plain Language Principle

Evidence: h09_d_01 - Confidence: medium

4

Critical Visibility of System Status - h01_d_06

Current location is unclear in navigation

OBSERVED ISSUE

CATASTROPHIC: Checkpoint celebration modal shows 0/3 — counter never increments after completing checkpoint. System status (progress saved) is entirely wrong. Core CUJ failure.

RECOMMENDATION

Mark the current page clearly in navigation and align link labels with destination page titles.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Bypass Blocks, Navigation, Headings, And Labels, Focus Order, Visibility, And Obscured Focus

Evidence: h01_d_06 - Confidence: medium

5 Major Aesthetic and Minimalist Design - h08_d_13

Important information may appear too late

OBSERVED ISSUE

MAJOR: The checkpoint count (0/3) is the most prominent information in the celebration modal — it is displayed above the fold but is incorrect. The most critical status information is wrong.

RECOMMENDATION

Move the task-critical information above the fold and defer supporting details until after the first decision.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Inverted Pyramid, Visual Hierarchy

Evidence: h08_d_13 - Confidence: medium

6 Major Aesthetic and Minimalist Design - h08_d_01

Primary action hierarchy is not clear

OBSERVED ISSUE

MAJOR: Checkpoint celebration modal shows 0/3 — first-time learner cannot understand whether checkpoint was saved. Celebration framing contradicts the zero-progress count shown.

RECOMMENDATION

Make the primary action the clearest visual starting point and reduce secondary actions around it.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Visual Hierarchy, Figure-Ground

Evidence: h08_d_01 - Confidence: medium

7 Moderate Visibility of System Status - h01_d_08

Current location is unclear in navigation

OBSERVED ISSUE

SPA page title flashes Loading | Oppia on route change — persistent bug across all CUJs

RECOMMENDATION

Mark the current page clearly in navigation and align link labels with destination page titles.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Mediated Payment And Trust Recovery, Timing, Pause Controls, Motion, And Flash Safety

Evidence: h01_d_08 - Confidence: medium

8 Minor Flexibility and Efficiency of Use - h07_d_06

Flexibility and Efficiency of Use needs targeted review

OBSERVED ISSUE

No customization options for frequent learners in lesson player — minor

RECOMMENDATION

Review the affected element against Flexibility and Efficiency of Use and make the next user action clearer, safer, or easier to recover from.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: KLM / GOMS Expert Efficiency Models, ISO 9241-11 Usability In Context

Evidence: h07_d_06 - Confidence: medium

9 **Minor** Recognition Rather Than Recall - h06_d_01

Search support may require too much recall

OBSERVED ISSUE

No search suggestions in lesson player — minor, not expected here

RECOMMENDATION

Add visible suggestions, filters, or recent choices so users can recognize options instead of remembering them.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Tables, Dashboards, And Data Visualization Structure, Choice Overload

Evidence: h06_d_01 - Confidence: medium

10 **Minor** User Control and Freedom - h03_d_01

Missing search limits user control

OBSERVED ISSUE

No search in lesson player — minor, not expected in this surface

RECOMMENDATION

Add or expose search where users naturally look for it so they have a reliable recovery path.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Information Scent, Peak-End Rule

Evidence: h03_d_01 - Confidence: medium

Owner-Role Triage Matrix

OWNER	LINKED FINDING	NEXT ACTION	IMPACT	EFFORT	CONFIDENCE	SUPPORTING ROLES
Engineer	h05 / h05_d_04	Review the affected element against Error Prevention and make the next user action clearer, safer, or easier to recover from.	high	Medium	medium	
Engineer	h09 / h09_d_02	Rewrite error messages to state what happened, what field or action is affected, and the next recovery step.	high	Medium	medium	
Engineer	h09 / h09_d_01	Create a helpful missing-page state with plain language, search, home, and the most likely recovery links.	high	Medium	medium	
Product	h01 / h01_d_06	Mark the current page clearly in navigation and align link labels with destination page titles.	high	Medium	medium	
Designer	h08 / h08_d_13	Move the task-critical information above the fold and defer supporting details until after the first decision.	high	Low	medium	
Designer	h08 / h08_d_01	Make the primary action the clearest visual starting point and reduce secondary actions around it.	high	Low	medium	
Product	h01 / h01_d_08	Mark the current page clearly in navigation and align link labels with destination page titles.	medium	Low-Medium	medium	

OWNER	LINKED FINDING	NEXT ACTION	IMPACT	EFFORT	CONFIDENCE	SUPPORTING ROLES
Product	h07 / h07_d_06	Review the affected element against Flexibility and Efficiency of Use and make the next user action clearer, safer, or easier to recover from.	low	Low-Medium	medium	
Product	h06 / h06_d_01	Add visible suggestions, filters, or recent choices so users can recognize options instead of remembering them.	low	Low-Medium	medium	
Engineer	h03 / h03_d_01	Add or expose search where users naturally look for it so they have a reliable recovery path.	low	Medium	medium	

What Is Working Well

Visibility of System Status holds up with A- (83.33%).

Match Between System and the Real World holds up with A++ (100.0%).

User Control and Freedom holds up with A+ (90.0%).

Consistency and Standards holds up with A++ (100.0%).

Error Prevention holds up with A- (80.0%).

Recognition Rather Than Recall holds up with A+ (93.75%).

Flexibility and Efficiency of Use holds up with A++ (97.22%).

Aesthetic and Minimalist Design holds up with A+ (90.62%).

Evidence Limits

- h01_d_01: no evidence reference supplied for checklist rating (rating may be difficult to audit later)
- h01_d_02: no evidence reference supplied for checklist rating (rating may be difficult to audit later)
- h01_d_03: no evidence reference supplied for checklist rating (rating may be difficult to audit later)
- h01_d_04: no evidence reference supplied for checklist rating (rating may be difficult to audit later)
- 75 additional evidence-limit summary row(s) are collapsed below.

► Show detailed evidence-limit notes (79 source notes)

WCAG-Informed Accessibility Readiness

Support-only advisory. This section does not change H01-H14 scores, 0-4 checklist ratings, report readiness, or finding order.

WCAG Level Signal: AA

Top signal: Accessibility Readiness Signal: WCAG AA-level criteria are implicated by Current location is unclear in navigation; this remains evidence-limited until manual accessibility testing.

Caveat: Evidence-limited accessibility support guidance only; not WCAG, ADA, legal, procurement, or conformance certification.

LENS / CUE	APPLIES TO	EVIDENCE	WHY IT MATTERS	CAVEAT
Bypass Blocks, Navigation, Headings, And Labels	h01/h01_d_06	h01_d_06	The finding connects to WCAG navigation guidance: page structure, headings, labels, and bypass paths should help users find the task.	UXHC can flag navigation clarity risk, but source and assistive-technology review are required before WCAG conformance claims.
Focus Order, Visibility, And Obscured Focus	h01/h01_d_06	h01_d_06	The finding connects to WCAG focus guidance: keyboard users need a visible, logical focus path that is not hidden by the interface.	UXHC can flag likely focus risk, but keyboard traversal and viewport-state testing are needed before WCAG conformance claims.
Accessible Forms Component Pattern	h09/h09_d_02	h09_d_02	The finding connects to accessible form-pattern guidance: forms need clear labels, instructions, validation, and recovery paths.	UXHC can flag visible form risks, but programmatic labels, descriptions, and error associations require technical review; this is not WCAG conformance certification.
Timing, Pause Controls, Motion, And Flash Safety	h01/h01_d_08	h01_d_08	The finding connects to WCAG timing and motion guidance: users may need control over time limits, motion, audio, or updating content.	UXHC can flag visible motion/timing risk, but technical flash thresholds and runtime timing behavior require dedicated testing; this is not WCAG conformance certification.
Tables, Dashboards, And Data Visualization Structure	h06/h06_d_01	h06_d_01	The finding connects to WCAG data-display guidance: tables and visualizations need structure and alternatives that preserve meaning.	UXHC can flag data-display risk, but accessible table markup, chart alternatives, and interaction testing are needed for conformance claims.

Cultural Context Integrity Advisory

Support-only advisory. This section does not change H01-H14 scores, 0-4 checklist ratings, report readiness, or finding order.

Context Integrity Index: 79 - Mostly Context-Aware

Top signal: Cultural Context Signal: Mediated Payment And Trust Recovery flags Current location is unclear in navigation as needing evidence-bound local or community-context validation.

Caveat: Evidence-limited support guidance only; not a cultural certification, moral judgment, universal cultural claim, or substitute for affected-community review.

LENS / CUE	APPLIES TO	EVIDENCE	WHY IT MATTERS	CAVEAT
Mediated Payment And Trust Recovery	h01/h01_d_08	h01_d_08	The finding may create trust or recovery risk in mediated payment contexts where fees, receipts, agent support, and disputes must be visible.	Financial-service risk depends on local regulation, agent networks, cost, literacy, and trust channels; UXHC cannot validate the business or legal model.
OCAP Data Control	h03/h03_d_05	h03_d_05	The finding may require OCAP-informed review because user control and support depend on who governs data access and possession.	OCAP is context-specific and should be interpreted with relevant First Nations authority; UXHC can only flag the review need.

Recommended Next Validation Steps

Validation Step 1

Fix severity 3-4 checklist items first, then rerun the same source state for comparison.

Supporting UX Laws And Principles

Support-only explanation. These lenses do not create findings, change 0-4 checklist ratings, or certify compliance.

LENS	SOURCE FAMILY	APPLIES TO	WHY IT MATTERS	CAVEAT / EVIDENCE NEEDED
Peak-End Rule	UX/UI Support Lens	h09/h09_d_02, h09/h09_d_01, h03/h03_d_01	The finding is supported by peak-end risk: this moment may heavily shape how users remember the experience. Applicability: Use only when it helps explain an evidence-backed UXHC finding or bounded host observation.	Memory effects need real user evidence to confirm; use this as a risk lens. Evidence needed: Visible interface evidence, source context, or a stated evidence limit must remain the basis for the finding.
Visual Hierarchy	UX/UI Support Lens	h08/h08_d_13, h08/h08_d_01	The finding is supported by visual hierarchy: the screen does not make the most important next action visually primary. Applicability: Use only when it helps explain an evidence-backed UXHC finding or bounded host observation.	Hierarchy needs to match the user's current task, not only stakeholder importance. Evidence needed: Visible interface evidence, source context, or a stated evidence limit must remain the basis for the finding.
Accessible Forms Component Pattern	WCAG Accessibility Support	h09/h09_d_02	The finding connects to accessible form-pattern guidance: forms need clear labels, instructions, validation, and recovery paths. Applicability: Use when evidence suggests a perceivable, operable, understandable, robust, component, keyboard, focus, contrast, media, authentication, or input-assistance risk.	UXHC can flag visible form risks, but programmatic labels, descriptions, and error associations require technical review; this is not WCAG conformance certification. Evidence needed: Requires rendered/code/manual accessibility evidence before any conformance-strength statement.
KLM / GOMS Expert Efficiency Models	UX/UI Support Lens	h07/h07_d_06	The finding is supported by expert-efficiency risk: repeated users may spend avoidable effort on extra operations. Applicability: Use only when it helps explain an evidence-backed UXHC finding or bounded host observation.	These models are best for routine expert tasks; novice learning and emotional safety need other lenses too. Evidence needed: Visible interface evidence, source context, or a stated evidence limit must remain the basis for the finding.
Inverted Pyramid	UX/UI Support Lens	h08/h08_d_13	The finding is supported by inverted-pyramid content design: users need the most important information first. Applicability: Use only when it helps explain an evidence-backed UXHC finding or bounded host observation.	Narrative or learning flows may intentionally sequence information differently. Evidence needed: Visible interface evidence, source context, or a stated evidence limit must remain the basis for the finding.
Feedback	UX/UI Support Lens	h05/h05_d_04	The finding is supported by feedback risk: users may not know what happened or what to do next. Applicability: Use only when it helps explain an evidence-backed UXHC finding or bounded host observation.	Feedback must be timely, perceivable, and tied to the user's action. Evidence needed: Visible interface evidence, source context, or a stated evidence limit must remain the basis for the finding.

Support-only context; not a separate score, proof of user behavior, compliance claim, or replacement for the H01-H14 checklist.
 Do not compensate for broken flows with a pleasant ending; fix the friction first.
 Do not make every business priority visually dominant; hierarchy requires tradeoffs.
 Accessibility support guidance only; not WCAG, ADA, legal, procurement, compliance, conformance, or certification proof.
 Do not hide requirements or errors until after submission when the interface could prevent or explain the issue earlier.

Prioritized Fix Roadmap

WHEN	RECOMMENDED ACTION
Immediate	Review the affected element against Error Prevention and make the next user action clearer, safer, or easier to recover from.
Immediate	Rewrite error messages to state what happened, what field or action is affected, and the next recovery step.
Immediate	Create a helpful missing-page state with plain language, search, home, and the most likely recovery links.
Immediate	Mark the current page clearly in navigation and align link labels with destination page titles.
Sprint 1	Move the task-critical information above the fold and defer supporting details until after the first decision.
Sprint 1	Make the primary action the clearest visual starting point and reduce secondary actions around it.

WHEN	RECOMMENDED ACTION
Sprint 2	Mark the current page clearly in navigation and align link labels with destination page titles.
Sprint 3	Review the affected element against Flexibility and Efficiency of Use and make the next user action clearer, safer, or easier to recover from.
Sprint 3	Add visible suggestions, filters, or recent choices so users can recognize options instead of remembering them.
Sprint 3	Add or expose search where users naturally look for it so they have a reliable recovery path.
Sprint 3	Add undo or redo support for reversible actions, or clearly explain when an action cannot be reversed.

High-Impact / Low-Effort Micro-Solutions

ROLE	MICRO-SOLUTION	LINKED FINDING	WHY HIGH IMPACT	ESTIMATED EFFORT
Engineer	Review the affected element against Error Prevention and make the next user action clearer, safer, or easier to recover from.	h05 / h05_d_04	This checklist item indicates measurable heuristic friction for the evaluated surface.	Low-Medium
Engineer	Rewrite error messages to state what happened, what field or action is affected, and the next recovery step.	h09 / h09_d_02	This checklist item indicates measurable heuristic friction for the evaluated surface.	Low-Medium
Engineer	Create a helpful missing-page state with plain language, search, home, and the most likely recovery links.	h09 / h09_d_01	This checklist item indicates measurable heuristic friction for the evaluated surface.	Low-Medium
Product	Mark the current page clearly in navigation and align link labels with destination page titles.	h01 / h01_d_06	This checklist item indicates measurable heuristic friction for the evaluated surface.	Low-Medium
Designer	Move the task-critical information above the fold and defer supporting details until after the first decision.	h08 / h08_d_13	This checklist item indicates measurable heuristic friction for the evaluated surface.	Low
Designer	Make the primary action the clearest visual starting point and reduce secondary actions around it.	h08 / h08_d_01	This checklist item indicates measurable heuristic friction for the evaluated surface.	Low

Audit Scope and Omitted Profiles

Active scope: Active scope: H1-H14, 102/102 scored

Status: confirmation_required

Optional profile mode: ask

Scored optional profiles: none

Omitted optional profiles:

- accessibility (h11): Accessibility and Ease of Access
- inclusion (h12): Empathetic Engagement and Inclusion
- journey (h13): Customer Journey and Satisfaction
- ux_writing (h14): UX Writing and Content Design

For a full advanced audit, rerun with optional_profile_mode='all_optionals' or profiles=['accessibility','inclusion','journey','ux_writing'].

Evidence Gallery

Compact traceability view capped at 20 evidence refs. Full detail remains in the Evidence Appendix.

Additional Evidence

Linked finding: not linked to a top finding

img-1

SCREENSHOT READY

/Users/jonathanhobson/Desktop/li7-checkpoint-0of3.png

Parent/region none

State not supplied

Source /Users/jonathanhobson/Desktop/li7-checkpoint-0of3.png

Metadata not supplied

Bounds/notes not supplied

Complete Checklist Scores

All checklist rows are shown. Use the Score and Status columns to scan Passed, Issue, and Major rows without JavaScript filters.

- ▶ **Visibility of System Status (h01) - 9 checklist items**
- ▶ **Match Between System and the Real World (h02) - 3 checklist items**
- ▶ **User Control and Freedom (h03) - 5 checklist items**
- ▶ **Consistency and Standards (h04) - 21 checklist items**
- ▶ **Error Prevention (h05) - 5 checklist items**
- ▶ **Recognition Rather Than Recall (h06) - 4 checklist items**
- ▶ **Flexibility and Efficiency of Use (h07) - 9 checklist items**
- ▶ **Aesthetic and Minimalist Design (h08) - 16 checklist items**
- ▶ **Help Users Recognize, Diagnose, and Recover from Errors (h09) - 2 checklist items**
- ▶ **Help and Documentation (h10) - 5 checklist items**
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- ▶ **Empathetic Engagement and Inclusion (h12) - 6 checklist items**
- ▶ **Customer Journey and Satisfaction (h13) - 6 checklist items**
- ▶ **UX Writing / Content and Tone (h14) - 7 checklist items**

Evidence Appendix

EVIDENCE REF	PARENT	SOURCE TYPE	QUALITY	LABEL/TITLE	BOUNDS/NOTES	SCREENSHOT/SOURCE	METADATA
img-1		screenshot	ready	/Users/jonathanhobson/Desktop/li7-checkpoint-0of3.png		/Users/jonathanhobson/Desktop/li7-checkpoint-0of3.png	

Oppia.org LI.8 — Post-Lesson Next Steps

AI audit - Desktop - 0 source item(s) - 102 checklist items - HIL unknown

Generated: 2026-05-18 - UX Heuristic Compass report harness uxhc.report_design_system.v1

A++ - 96.68%

Mission Context

Severity ratings reflect the supplied evidence, user goal, optional-profile scope, and any stated evidence limits. Support flows and activities should never outrank the checklist scorecard.

A+++

96.68%

Exceptional - industry benchmark

PLAIN LANGUAGE READ

The main visible usability risk is users may lack clear recovery paths. It affects User Control and Freedom and is the clearest next improvement to validate.

NEXT RESEARCH RECOMMENDATION

Address the highest-friction checklist items and validate with at least one representative user task.

ACCESSIBILITY READINESS SIGNAL

Accessibility Readiness Signal: WCAG AA-level criteria are implicated by Current location is unclear in navigation; this remains evidence-limited until manual accessibility testing.

CULTURAL CONTEXT SIGNAL

Cultural Context Signal: Faith-Aware Observance Settings flags Interface may increase user anxiety as needing evidence-bound local or community-context validation.

Before using this interface, address User Control and Freedom first: Add or clarify exits, back behavior, and recovery controls so users can leave wrong paths without losing context.

MODERATE FINDING - IMMEDIATE ATTENTION

Users may lack clear recovery paths

No explicit labeled 'Exit Lesson' or 'Leave Lesson' button visible in lesson player header during active play. Only a back-arrow icon at top-left. Browser back may trigger confirmation dialog. Users who want to leave mid-lesson have no clearly labeled emergency exit. Particularly concerning for learners who need to stop suddenly.

Heuristic Scorecard - AI Audit, 14 Heuristics

<p>A+</p> <p>94.44% - avg severity 0.22</p> <p>Visibility of System Status</p> <p>Excellent - exceeds standard</p>	<p>A++</p> <p>100.0% - avg severity 0.0</p> <p>Match Between System and the Real World</p> <p>Exceptional - industry benchmark</p>	<p>A+</p> <p>90.0% - avg severity 0.4</p> <p>User Control and Freedom</p> <p>Excellent - exceeds standard</p>	<p>A++</p> <p>100.0% - avg severity 0.0</p> <p>Consistency and Standards</p> <p>Exceptional - industry benchmark</p>
<p>A++</p> <p>95.0% - avg severity 0.2</p> <p>Error Prevention</p> <p>Exceptional - industry benchmark</p>	<p>A++</p> <p>100.0% - avg severity 0.0</p> <p>Recognition Rather Than Recall</p> <p>Exceptional - industry benchmark</p>	<p>A++</p> <p>97.22% - avg severity 0.11</p> <p>Flexibility and Efficiency of Use</p> <p>Exceptional - industry benchmark</p>	<p>A++</p> <p>100.0% - avg severity 0.0</p> <p>Aesthetic and Minimalist Design</p> <p>Exceptional - industry benchmark</p>
<p>A++</p> <p>100.0% - avg severity 0.0</p> <p>Help Users Recognize, Diagnose, and Recover from Errors</p> <p>Exceptional - industry benchmark</p>	<p>A++</p> <p>95.0% - avg severity 0.2</p> <p>Help and Documentation</p> <p>Exceptional - industry benchmark</p>	<p>A+</p> <p>93.75% - avg severity 0.25</p> <p>Accessibility and Ease of Access</p> <p>Excellent - exceeds standard</p>	<p>A++</p> <p>95.83% - avg severity 0.17</p> <p>Empathetic Engagement and Inclusion</p> <p>Exceptional - industry benchmark</p>
<p>A++</p> <p>95.83% - avg severity 0.17</p> <p>Customer Journey and Satisfaction</p> <p>Exceptional - industry benchmark</p>	<p>A++</p> <p>96.43% - avg severity 0.14</p> <p>UX Writing / Content and Tone</p> <p>Exceptional - industry benchmark</p>		

Findings - Prioritized Fix Order

1 Moderate User Control and Freedom - h03_d_02

Users may lack clear recovery paths

OBSERVED ISSUE

No explicit labeled 'Exit Lesson' or 'Leave Lesson' button visible in lesson player header during active play. Only a back-arrow icon at top-left. Browser back may trigger confirmation dialog. Users who want to leave mid-lesson have no clearly labeled emergency exit. Particularly concerning for learners who need to stop suddenly.

RECOMMENDATION

Add or clarify exits, back behavior, and recovery controls so users can leave wrong paths without losing context.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Peak-End Rule, Modals, Popovers, Tooltips, And Focus Management

Evidence: host_supplied-1 - Confidence: high

2 Moderate Visibility of System Status - h01_d_06

Current location is unclear in navigation

OBSERVED ISSUE

Within an active lesson section there is no 'Question X of Y' indicator. User cannot tell how many questions remain before completing the current section. The checkpoint modal correctly shows 2/3 sections complete between sections, but within a section there is no progress signal. For learners with limited time or intermittent internet, this is a meaningful planning gap.

RECOMMENDATION

Mark the current page clearly in navigation and align link labels with destination page titles.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Bypass Blocks, Navigation, Headings, And Labels, Focus Order, Visibility, And Obscured Focus

Evidence: host_supplied-1 - Confidence: high

3 **Minor** Accessibility and Ease of Access - h11_d_01

Content may not be perceivable for everyone

OBSERVED ISSUE

Hint button uses lightbulb icon only with no visible text alternative in accessibility snapshot. Concept card is text-based. Evidence limit on full ARIA audit.

RECOMMENDATION

Add text alternatives and non-color cues so critical content remains perceivable across assistive and display settings.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: WCAG POUR Principles, Text Alternatives And Media Equivalents

Evidence: host_supplied-1 - Confidence: medium

4 **Minor** Customer Journey and Satisfaction - h13_d_05

Customer Journey and Satisfaction needs targeted review

OBSERVED ISSUE

No visible reward or milestone celebration for completing a section. Evidence limit on post-lesson screen. Mid-section has no celebration moments — missed opportunity to reinforce progress.

RECOMMENDATION

Review the affected element against Customer Journey and Satisfaction and make the next user action clearer, safer, or easier to recover from.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Goal-Gradient Effect, Goodhart's Law / Metric Gaming

Evidence: host_supplied-1 - Confidence: medium

5 **Minor** Empathetic Engagement and Inclusion - h12_d_02

Interface may increase user anxiety

OBSERVED ISSUE

Unknown section length creates mild anxiety for learners who cannot plan their time. Particularly relevant for under-resourced learners with limited internet access who need to gauge session length before starting.

RECOMMENDATION

Remove pressure patterns and add calm, clear reassurance around permissions, consequences, and recovery options.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Loss Aversion, Faith-Aware Observance Settings

Evidence: host_supplied-1 - Confidence: high

6 **Minor** Error Prevention - h05_d_04

Error Prevention needs targeted review

OBSERVED ISSUE

Feedback after answers is helpful. However no feedback on section progress proximity. Evidence limit: cannot assess post-lesson feedback quality as completion screen was not reached.

RECOMMENDATION

Review the affected element against Error Prevention and make the next user action clearer, safer, or easier to recover from.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Feedback, CX Complaint Handling System

Evidence: host_supplied-1 - Confidence: medium

7

Minor Flexibility and Efficiency of Use - h07_d_09

Flexibility and Efficiency of Use needs targeted review

OBSERVED ISSUE

Hint tooltips reveal progressive hints but no visible count of available hints before clicking. No 'Hint 1 of 3' indicator. Minor — hints are a secondary feature.

RECOMMENDATION

Review the affected element against Flexibility and Efficiency of Use and make the next user action clearer, safer, or easier to recover from.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: ISO 9241-11 Usability In Context, ISO/IEC 25019 And 25022 Quality In Use

Evidence: host_supplied-1 - Confidence: high

8

Minor Help and Documentation - h10_d_04

Help and Documentation needs targeted review

OBSERVED ISSUE

No progress indicator showing how many questions remain in current section. Users don't know if they have 1 or 10 questions left before section completion.

RECOMMENDATION

Review the affected element against Help and Documentation and make the next user action clearer, safer, or easier to recover from.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: CX Customer Education Path, Indigenous-Language Orthography And Voice Support

Evidence: host_supplied-1 - Confidence: high

9

Minor UX Writing / Content and Tone - h14_d_05

Calls to action need clearer language

OBSERVED ISSUE

CONTINUE button after correct answer does not specify what the user is continuing to. 'Continue to next question' or a progress signal would be clearer. Evidence limit: post-lesson CTA wording unknown.

RECOMMENDATION

Rewrite calls to action as specific verb-led labels and make the primary action clearly outrank secondary choices.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Feedforward, Error Identification, Suggestion, And Prevention

Evidence: host_supplied-1 - Confidence: medium

Owner-Role Triage Matrix

OWNER	LINKED FINDING	NEXT ACTION	IMPACT	EFFORT	CONFIDENCE	SUPPORTING ROLES
Engineer	h03 / h03_d_02	Add or clarify exits, back behavior, and recovery controls so users can leave wrong paths without losing context.	medium	Medium	high	
Product	h01 / h01_d_06	Mark the current page clearly in navigation and align link labels with destination page titles.	medium	Low-Medium	high	
Engineer	h11 / h11_d_01	Add text alternatives and non-color cues so critical content remains perceivable across assistive and display settings.	low	Medium	medium	
Research	h13 / h13_d_05	Review the affected element against Customer Journey and Satisfaction and make the next user action clearer, safer, or easier to recover from.	low	Low-Medium	medium	
Research	h12 / h12_d_02	Remove pressure patterns and add calm, clear reassurance around permissions, consequences, and recovery options.	low	Low-Medium	high	
Engineer	h05 / h05_d_04	Review the affected element against Error Prevention and make the next user action clearer, safer, or easier to recover from.	low	Medium	medium	
Product	h07 / h07_d_09	Review the affected element against Flexibility and Efficiency of Use and make the next user action clearer, safer, or easier to recover from.	low	Low-Medium	high	
Product	h10 / h10_d_04	Review the affected element against Help and Documentation and make the next user action clearer, safer, or easier to recover from.	low	Low-Medium	high	
Designer	h14 / h14_d_05	Rewrite calls to action as specific verb-led labels and make the primary action clearly outrank secondary choices.	low	Low	medium	

What Is Working Well

- Visibility of System Status holds up with A+ (94.44%).
- Match Between System and the Real World holds up with A++ (100.0%).
- User Control and Freedom holds up with A+ (90.0%).
- Consistency and Standards holds up with A++ (100.0%).
- Error Prevention holds up with A++ (95.0%).
- Recognition Rather Than Recall holds up with A++ (100.0%).
- Flexibility and Efficiency of Use holds up with A++ (97.22%).
- Aesthetic and Minimalist Design holds up with A++ (100.0%).

Evidence Limits

- source: source preparation status was partial (ratings may be incomplete or unavailable)
- host_supplied-1 missing across 102 checklist ratings; rating remains usable but traceability is reduced.

► Show detailed evidence-limit notes (103 source notes)

WCAG-Informed Accessibility Readiness

Support-only advisory. This section does not change H01-H14 scores, 0-4 checklist ratings, report readiness, or finding order.

WCAG Level Signal: AA

Top signal: Accessibility Readiness Signal: WCAG AA-level criteria are implicated by Current location is unclear in navigation; this remains evidence-limited until manual accessibility testing.

Caveat: Evidence-limited accessibility support guidance only; not WCAG, ADA, legal, procurement, or conformance certification.

LENS / CUE	APPLIES TO	EVIDENCE	WHY IT MATTERS	CAVEAT
Bypass Blocks, Navigation, Headings, And Labels	h01/h01_d_06	host_supplied-1	The finding connects to WCAG navigation guidance: page structure, headings, labels, and bypass paths should help users find the task.	UXHC can flag navigation clarity risk, but source and assistive-technology review are required before WCAG conformance claims.
Focus Order, Visibility, And Obscured Focus	h01/h01_d_06	host_supplied-1	The finding connects to WCAG focus guidance: keyboard users need a visible, logical focus path that is not hidden by the interface.	UXHC can flag likely focus risk, but keyboard traversal and viewport-state testing are needed before WCAG conformance claims.
Modals, Popovers, Tooltips, And Focus Management	h03/h03_d_02	host_supplied-1	The finding connects to accessible overlay guidance: modals and popovers must preserve focus, escape, labels, and context.	UXHC can flag overlay access risk, but keyboard and screen-reader testing are required before WCAG conformance claims.
WCAG POUR Principles	h11/h11_d_01	host_supplied-1	The finding is supported by WCAG POUR framing, but the report remains a heuristic audit rather than a compliance certification.	UXHC can cite surface evidence but does not certify WCAG compliance.
Error Identification, Suggestion, And Prevention	h14/h14_d_05	host_supplied-1	The finding connects to WCAG input-assistance guidance: errors should be identified, explained, and recoverable without unnecessary re-entry.	UXHC can flag error-support risk, but WCAG evaluation needs rendered form states, programmatic associations, and assistive-technology checks; this is not conformance certification.
Text Alternatives And Media Equivalents	h11/h11_d_01	host_supplied-1	The finding connects to WCAG text-alternative and media-equivalent guidance: non-text or time-based content may need an equivalent access path.	UXHC can flag visible or stated alternative-content risks, but it does not certify WCAG, ADA, legal, or procurement compliance.

Cultural Context Integrity Advisory

Support-only advisory. This section does not change H01-H14 scores, 0-4 checklist ratings, report readiness, or finding order.

Context Integrity Index: 86 - Strong Context Fit

Top signal: Cultural Context Signal: Faith-Aware Observance Settings flags Interface may increase user anxiety as needing evidence-bound local or community-context validation.

Caveat: Evidence-limited support guidance only; not a cultural certification, moral judgment, universal cultural claim, or substitute for affected-community review.

LENS / CUE	APPLIES TO	EVIDENCE	WHY IT MATTERS	CAVEAT
Faith-Aware Observance Settings	h12/h12_d_02	host_supplied-1	The finding may need faith-aware review because interaction timing, notifications, or settings could conflict with observance needs.	Faith-aware UX must be opt-in, private, and validated by the relevant tradition or

LENS / CUE	APPLIES TO	EVIDENCE	WHY IT MATTERS	CAVEAT
Indigenous-Language Orthography And Voice Support	h10/h10_d_04	host_supplied-1	The finding may need target-language validation because spelling, diacritics, pronunciation, or assistive-technology output can affect comprehension and dignity.	community; it cannot be inferred from identity alone. Language support should be validated with speakers and local language authorities; UXHC can only flag visible or stated risks.

Recommended Next Validation Steps

Validation Step 1

Address the highest-friction checklist items and validate with at least one representative user task.

Supporting UX Laws And Principles

Support-only explanation. These lenses do not create findings, change 0-4 checklist ratings, or certify compliance.

LENS	SOURCE FAMILY	APPLIES TO	WHY IT MATTERS	CAVEAT / EVIDENCE NEEDED
Goal-Gradient Effect	UX/UI Support Lens	h13/h13_d_05	The finding is supported by goal-gradient risk: users may lack a meaningful sense of progress toward completion. Applicability: Use only when it helps explain an evidence-backed UXHC finding or bounded host observation.	Progress indicators must reflect real progress and should not create false urgency. Evidence needed: Visible interface evidence, source context, or a stated evidence limit must remain the basis for the finding.
WCAG POUR Principles	WCAG Accessibility Support	h11/h11_d_01	The finding is supported by WCAG POUR framing, but the report remains a heuristic audit rather than a compliance certification. Applicability: Use when evidence suggests a perceivable, operable, understandable, robust, component, keyboard, focus, contrast, media, authentication, or input-assistance risk.	UXHC can cite surface evidence but does not certify WCAG compliance. Evidence needed: Requires rendered/code/manual accessibility evidence before any conformance-strength statement.
Peak-End Rule	UX/UI Support Lens	h03/h03_d_02	The finding is supported by peak-end risk: this moment may heavily shape how users remember the experience. Applicability: Use only when it helps explain an evidence-backed UXHC finding or bounded host observation.	Memory effects need real user evidence to confirm; use this as a risk lens. Evidence needed: Visible interface evidence, source context, or a stated evidence limit must remain the basis for the finding.
Goodhart's Law / Metric Gaming	UX/UI Support Lens	h13/h13_d_05	The finding is supported by measurement-risk framing: optimizing a metric may obscure user friction or harm. Applicability: Use only when it helps explain an evidence-backed UXHC finding or bounded host observation.	Metrics are useful signals when paired with qualitative evidence and guardrails. Evidence needed: Visible interface evidence, source context, or a stated evidence limit must remain the basis for the finding.
Feedback	UX/UI Support Lens	h05/h05_d_04	The finding is supported by feedback risk: users may not know what happened or what to do next. Applicability: Use only when it helps explain an evidence-backed UXHC finding or bounded host observation.	Feedback must be timely, perceivable, and tied to the user's action. Evidence needed: Visible interface evidence, source context, or a stated evidence limit must remain the basis for the finding.

LENS	SOURCE FAMILY	APPLIES TO	WHY IT MATTERS	CAVEAT / EVIDENCE NEEDED
Bypass Blocks, Navigation, Headings, And Labels	WCAG Accessibility Support	h01/h01_d_06	The finding connects to WCAG navigation guidance: page structure, headings, labels, and bypass paths should help users find the task. Applicability: Use when evidence suggests a perceivable, operable, understandable, robust, component, keyboard, focus, contrast, media, authentication, or input-assistance risk.	UXHC can flag navigation clarity risk, but source and assistive-technology review are required before WCAG conformance claims. Evidence needed: Requires rendered/code/manual accessibility evidence before any conformance-strength statement.

Support-only context; not a separate score, proof of user behavior, compliance claim, or replacement for the H01-H14 checklist.
 Do not use fake progress or manipulative completion cues.
 Accessibility support guidance only; not WCAG, ADA, legal, procurement, compliance, conformance, or certification proof.
 Do not claim accessibility compliance from automated, screenshot-only, or partial evidence.
 Do not compensate for broken flows with a pleasant ending; fix the friction first.

Prioritized Fix Roadmap

WHEN	RECOMMENDED ACTION
Sprint 2	Add or clarify exits, back behavior, and recovery controls so users can leave wrong paths without losing context.
Sprint 2	Mark the current page clearly in navigation and align link labels with destination page titles.
Sprint 3	Add text alternatives and non-color cues so critical content remains perceivable across assistive and display settings.
Sprint 3	Review the affected element against Customer Journey and Satisfaction and make the next user action clearer, safer, or easier to recover from.
Sprint 3	Remove pressure patterns and add calm, clear reassurance around permissions, consequences, and recovery options.
Sprint 3	Review the affected element against Error Prevention and make the next user action clearer, safer, or easier to recover from.
Sprint 3	Review the affected element against Flexibility and Efficiency of Use and make the next user action clearer, safer, or easier to recover from.
Sprint 3	Review the affected element against Help and Documentation and make the next user action clearer, safer, or easier to recover from.
Sprint 3	Rewrite calls to action as specific verb-led labels and make the primary action clearly outrank secondary choices.

High-Impact / Low-Effort Micro-Solutions

ROLE	MICRO-SOLUTION	LINKED FINDING	WHY HIGH IMPACT	ESTIMATED EFFORT
Engineer	Add or clarify exits, back behavior, and recovery controls so users can leave wrong paths without losing context.	h03 / h03_d_02	This checklist item indicates measurable heuristic friction for the evaluated surface.	Low-Medium
Product	Mark the current page clearly in navigation and align link labels with destination page titles.	h01 / h01_d_06	This checklist item indicates measurable heuristic friction for the evaluated surface.	Low-Medium
Engineer	Add text alternatives and non-color cues so critical content remains perceivable across assistive and display settings.	h11 / h11_d_01	This checklist item indicates measurable heuristic friction for the evaluated surface.	Low-Medium
Research	Review the affected element against Customer Journey and Satisfaction and make the next user action clearer, safer, or	h13 / h13_d_05	This checklist item indicates measurable heuristic friction for the	Low-Medium

ROLE	MICRO-SOLUTION	LINKED FINDING	WHY HIGH IMPACT	ESTIMATED EFFORT
	easier to recover from.		evaluated surface.	
Research	Remove pressure patterns and add calm, clear reassurance around permissions, consequences, and recovery options.	h12 / h12_d_02	This checklist item indicates measurable heuristic friction for the evaluated surface.	Low-Medium
Engineer	Review the affected element against Error Prevention and make the next user action clearer, safer, or easier to recover from.	h05 / h05_d_04	This checklist item indicates measurable heuristic friction for the evaluated surface.	Low-Medium

Audit Scope and Omitted Profiles

Active scope: Active scope: H1-H14, 102/102 scored

Status: all_optionals_active

Optional profile mode: scoped

Scored optional profiles: accessibility (h11), inclusion (h12), journey (h13), ux_writing (h14)

Omitted optional profiles:

None

For a full advanced audit, rerun with optional_profile_mode='all_optionals' or profiles=['accessibility','inclusion','journey','ux_writing'].

Complete Checklist Scores

All checklist rows are shown. Use the Score and Status columns to scan Passed, Issue, and Major rows without JavaScript filters.

- ▶ **Visibility of System Status (h01) - 9 checklist items**
- ▶ **Match Between System and the Real World (h02) - 3 checklist items**
- ▶ **User Control and Freedom (h03) - 5 checklist items**
- ▶ **Consistency and Standards (h04) - 21 checklist items**
- ▶ **Error Prevention (h05) - 5 checklist items**
- ▶ **Recognition Rather Than Recall (h06) - 4 checklist items**
- ▶ **Flexibility and Efficiency of Use (h07) - 9 checklist items**
- ▶ **Aesthetic and Minimalist Design (h08) - 16 checklist items**
- ▶ **Help Users Recognize, Diagnose, and Recover from Errors (h09) - 2 checklist items**
- ▶ **Help and Documentation (h10) - 5 checklist items**
- ▶ **Accessibility and Ease of Access (h11) - 4 checklist items**
- ▶ **Empathetic Engagement and Inclusion (h12) - 6 checklist items**
- ▶ **Customer Journey and Satisfaction (h13) - 6 checklist items**
- ▶ **UX Writing / Content and Tone (h14) - 7 checklist items**

Evidence Appendix

No evidence references were supplied.

Oppia.org LI.9 — Log Out

AI audit - Desktop - 0 source item(s) - 102 checklist items - HIL unknown

Generated: 2026-05-18 - UX Heuristic Compass report harness uxhc.report_design_system.v1

A++ - 98.14%

Mission Context

Severity ratings reflect the supplied evidence, user goal, optional-profile scope, and any stated evidence limits. Support flows and activities should never outrank the checklist scorecard.

A++

98.14%

Exceptional - industry benchmark

PLAIN LANGUAGE READ

The biggest visible usability risk is error Prevention needs targeted review. It affects Error Prevention and should be fixed before broader polish.

NEXT RESEARCH RECOMMENDATION

Fix severity 3-4 checklist items first, then rerun the same source state for comparison.

ACCESSIBILITY READINESS SIGNAL

Accessibility Readiness Signal: WCAG AA-level criteria are implicated by Current location is unclear in navigation; this remains evidence-limited until manual accessibility testing.

CULTURAL CONTEXT SIGNAL

Cultural Context Signal: Faith-Aware Observance Settings flags Interface may increase user anxiety as needing evidence-bound local or community-context validation.

Before using this interface, address Error Prevention first: Review the affected element against Error Prevention and make the next user action clearer, safer, or easier to recover from.

MAJOR FINDING - IMMEDIATE ATTENTION

Error Prevention needs targeted review

CRITICAL: Google SSO persistence. After Oppia logout (/logout clears Oppia session), the Google OAuth token persists in the browser. Navigating to /login immediately triggers silent Google re-authentication — user is logged back in without any action. Users who log out expecting true session termination (e.g., on a shared device, in a library) are NOT protected. They believe they logged out but remain effectively authenticated via Google SSO. Oppia provides no warning about this and no option to 'Also sign out of Google'.

Heuristic Scorecard - AI Audit, 14 Heuristics

A++

97.22% - avg severity 0.11

Visibility of System Status

Exceptional - industry benchmark

A++

100.0% - avg severity 0.0

Match Between System and the Real World

Exceptional - industry benchmark

A++

100.0% - avg severity 0.0

User Control and Freedom

Exceptional - industry benchmark

A++

100.0% - avg severity 0.0

Consistency and Standards

Exceptional - industry benchmark

A

85.0% - avg severity 0.6

Error Prevention

Strong - meets standard

A++

100.0% - avg severity 0.0

Recognition Rather Than Recall

Exceptional - industry benchmark

A++

100.0% - avg severity 0.0

Flexibility and Efficiency of Use

Exceptional - industry benchmark

A++

100.0% - avg severity 0.0

Aesthetic and Minimalist Design

Exceptional - industry benchmark

A++

100.0% - avg severity 0.0

Help Users Recognize, Diagnose, and Recover from Errors

Exceptional - industry benchmark

A++

100.0% - avg severity 0.0

Help and Documentation

Exceptional - industry benchmark

A++

100.0% - avg severity 0.0

Accessibility and Ease of Access

Exceptional - industry benchmark

A+

91.67% - avg severity 0.33

Empathetic Engagement and Inclusion

Excellent - exceeds standard

A++

100.0% - avg severity 0.0

Customer Journey and Satisfaction

Exceptional - industry benchmark

A++

100.0% - avg severity 0.0

UX Writing / Content and Tone

Exceptional - industry benchmark

Findings - Prioritized Fix Order

1

Major

Error Prevention - h05_d_04

Error Prevention needs targeted review

OBSERVED ISSUE

CRITICAL: Google SSO persistence. After Oppia logout (/logout clears Oppia session), the Google OAuth token persists in the browser. Navigating to /login immediately triggers silent Google re-authentication — user is logged back in without any action. Users who log out expecting true session termination (e.g., on a shared device, in a library) are NOT protected. They believe they logged out but remain effectively authenticated via Google SSO. Oppia provides no warning about this and no option to 'Also sign out of Google'.

RECOMMENDATION

Review the affected element against Error Prevention and make the next user action clearer, safer, or easier to recover from.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Feedback, CX Complaint Handling System

Evidence: host_supplied-1 - Confidence: high

2

Moderate

Empathetic Engagement and Inclusion - h12_d_02

Interface may increase user anxiety

OBSERVED ISSUE

Google SSO persistence creates a false sense of security for privacy-conscious users. Users on shared devices, library computers, or in sensitive contexts who log out believe they are fully signed out, but the Google OAuth token remains active. Anyone who navigates to /login will re-authenticate automatically. No warning is provided. Particularly concerning for under-resourced learners who use shared devices in schools or libraries.

RECOMMENDATION

Remove pressure patterns and add calm, clear reassurance around permissions, consequences, and recovery options.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Loss Aversion, Faith-Aware Observance Settings

Evidence: host_supplied-1 - Confidence: high

3 **Minor** Visibility of System Status - h01_d_06

Current location is unclear in navigation

OBSERVED ISSUE

After logout, the only status signal is the nav changing from avatar to SIGN IN. No toast, banner, or confirmation message explicitly says 'You have been logged out.' User must infer successful logout from nav state change alone. Most users will recognize this, but an explicit confirmation would be clearer.

RECOMMENDATION

Mark the current page clearly in navigation and align link labels with destination page titles.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Bypass Blocks, Navigation, Headings, And Labels, Programmatic Status Messages

Evidence: host_supplied-1 - Confidence: high

Owner-Role Triage Matrix

OWNER	LINKED FINDING	NEXT ACTION	IMPACT	EFFORT	CONFIDENCE	SUPPORTING ROLES
Engineer	h05 / h05_d_04	Review the affected element against Error Prevention and make the next user action clearer, safer, or easier to recover from.	high	Medium	high	
Research	h12 / h12_d_02	Remove pressure patterns and add calm, clear reassurance around permissions, consequences, and recovery options.	medium	Low-Medium	high	
Product	h01 / h01_d_06	Mark the current page clearly in navigation and align link labels with destination page titles.	low	Low-Medium	high	

What Is Working Well

Visibility of System Status holds up with A++ (97.22%).

Match Between System and the Real World holds up with A++ (100.0%).

User Control and Freedom holds up with A++ (100.0%).

Consistency and Standards holds up with A++ (100.0%).

Error Prevention holds up with A (85.0%).

Recognition Rather Than Recall holds up with A++ (100.0%).

Flexibility and Efficiency of Use holds up with A++ (100.0%).

Aesthetic and Minimalist Design holds up with A++ (100.0%).

Evidence Limits

- source: source preparation status was partial (ratings may be incomplete or unavailable)
- host_supplied-1 missing across 102 checklist ratings; rating remains usable but traceability is reduced.

▶ Show detailed evidence-limit notes (103 source notes)

WCAG-Informed Accessibility Readiness

Support-only advisory. This section does not change H01-H14 scores, 0-4 checklist ratings, report readiness, or finding order.

WCAG Level Signal: AA

Top signal: Accessibility Readiness Signal: WCAG AA-level criteria are implicated by Current location is unclear in navigation; this remains evidence-limited until manual accessibility testing.

Caveat: Evidence-limited accessibility support guidance only; not WCAG, ADA, legal, procurement, or conformance certification.

LENS / CUE	APPLIES TO	EVIDENCE	WHY IT MATTERS	CAVEAT
Bypass Blocks, Navigation, Headings, And Labels	h01/h01_d_06	host_supplied-1	The finding connects to WCAG navigation guidance: page structure, headings, labels, and bypass paths should help users find the task.	UXHC can flag navigation clarity risk, but source and assistive-technology review are required before WCAG conformance claims.
Programmatic Status Messages	h01/h01_d_06	host_supplied-1	The finding connects to WCAG status-message guidance: important state changes should be perceivable programmatically as well as visually.	UXHC can flag status visibility risk, but live-region behavior requires runtime assistive-technology testing; this is not WCAG conformance certification.

Cultural Context Integrity Advisory

Support-only advisory. This section does not change H01-H14 scores, 0-4 checklist ratings, report readiness, or finding order.

Context Integrity Index: 86 - Strong Context Fit

Top signal: Cultural Context Signal: Faith-Aware Observance Settings flags Interface may increase user anxiety as needing evidence-bound local or community-context validation.

Caveat: Evidence-limited support guidance only; not a cultural certification, moral judgment, universal cultural claim, or substitute for affected-community review.

LENS / CUE	APPLIES TO	EVIDENCE	WHY IT MATTERS	CAVEAT
Faith-Aware Observance Settings	h12/h12_d_02	host_supplied-1	The finding may need faith-aware review because interaction timing, notifications, or settings could conflict with observance needs.	Faith-aware UX must be opt-in, private, and validated by the relevant tradition or community; it cannot be inferred from identity alone.

Recommended Next Validation Steps

Validation Step 1

Fix severity 3-4 checklist items first, then rerun the same source state for comparison.

Supporting UX Laws And Principles

Support-only explanation. These lenses do not create findings, change 0-4 checklist ratings, or certify compliance.

LENS	SOURCE FAMILY	APPLIES TO	WHY IT MATTERS	CAVEAT / EVIDENCE NEEDED
Feedback	UX/UI Support Lens	h05/h05_d_04	The finding is supported by feedback risk: users may not know what happened or what to do next. Applicability: Use only when it helps explain an evidence-backed UXHC finding or bounded host observation.	Feedback must be timely, perceivable, and tied to the user's action. Evidence needed: Visible interface evidence, source context, or a stated evidence limit must remain the basis for the finding.
Bypass Blocks, Navigation, Headings, And Labels	WCAG Accessibility Support	h01/h01_d_06	The finding connects to WCAG navigation guidance: page structure, headings, labels, and bypass paths should help users find the task. Applicability: Use when evidence suggests a perceivable, operable, understandable, robust, component, keyboard, focus, contrast, media, authentication, or input-assistance risk.	UXHC can flag navigation clarity risk, but source and assistive-technology review are required before WCAG conformance claims. Evidence needed: Requires rendered/code/manual accessibility evidence before any conformance-strength statement.
Loss Aversion	UX/UI Support Lens	h12/h12_d_02	The finding is supported by loss-aversion risk: users may hesitate or feel coerced when consequences are unclear. Applicability: Use only when it helps explain an evidence-backed UXHC finding or bounded host observation.	Loss concerns can be real and protective; the issue is clarity and agency, not removing all friction. Evidence needed: Visible interface evidence, source context, or a stated evidence limit must remain the basis for the finding.
Programmatic Status Messages	WCAG Accessibility Support	h01/h01_d_06	The finding connects to WCAG status-message guidance: important state changes should be perceivable programmatically as well as visually. Applicability: Use when evidence suggests a perceivable, operable, understandable, robust, component, keyboard, focus, contrast, media, authentication, or input-assistance risk.	UXHC can flag status visibility risk, but live-region behavior requires runtime assistive-technology testing; this is not WCAG conformance certification. Evidence needed: Requires rendered/code/manual accessibility evidence before any conformance-strength statement.
Faith-Aware Observance Settings	Cultural Context Support	h12/h12_d_02	The finding may need faith-aware review because interaction timing, notifications, or settings could conflict with observance needs. Applicability: Use only when interface evidence raises a culturally situated, language, access-context, authority, data-governance, or community-validation issue.	Faith-aware UX must be opt-in, private, and validated by the relevant tradition or community; it cannot be inferred from identity alone. Evidence needed: Requires local context, affected-community review, language/script evidence, or a clear evidence limit before stronger claims.
CX Complaint Handling System	CX Service-Journey Support	h05/h05_d_04	This finding can reference complaint-handling CX: customers need accessible intake, acknowledgement, ownership, status, escalation, and closure expectations. Applicability: Use when the evidence concerns journey continuity, promise delivery, effort, recovery, complaint handling, handoff, or customer relationship clarity.	CX support guidance only; no ROI, NPS, retention, loyalty, satisfaction, revenue, churn, or real-customer outcome claim unless supplied evidence supports it. Evidence needed: Requires customer, journey, service, operational, or analytics evidence before any real-world outcome claim.

Support-only context; not a separate score, proof of user behavior, compliance claim, or replacement for the H01-H14 checklist.

Do not add decorative animation where clear status text or recovery instruction is needed.

Accessibility support guidance only; not WCAG, ADA, legal, procurement, compliance, conformance, or certification proof.

Do not add hidden bypass links without testing whether they are reachable, visible on focus, and useful.

Do not use fear of loss as coercive retention copy.

Prioritized Fix Roadmap

WHEN	RECOMMENDED ACTION
Sprint 1	Review the affected element against Error Prevention and make the next user action clearer, safer, or easier to recover from.
Sprint 2	Remove pressure patterns and add calm, clear reassurance around permissions, consequences, and recovery options.
Sprint 3	Mark the current page clearly in navigation and align link labels with destination page titles.

High-Impact / Low-Effort Micro-Solutions

ROLE	MICRO-SOLUTION	LINKED FINDING	WHY HIGH IMPACT	ESTIMATED EFFORT
Engineer	Review the affected element against Error Prevention and make the next user action clearer, safer, or easier to recover from.	h05 / h05_d_04	This checklist item indicates measurable heuristic friction for the evaluated surface.	Low-Medium
Research	Remove pressure patterns and add calm, clear reassurance around permissions, consequences, and recovery options.	h12 / h12_d_02	This checklist item indicates measurable heuristic friction for the evaluated surface.	Low-Medium
Product	Mark the current page clearly in navigation and align link labels with destination page titles.	h01 / h01_d_06	This checklist item indicates measurable heuristic friction for the evaluated surface.	Low-Medium

Audit Scope and Omitted Profiles

Active scope: Active scope: H1-H14, 102/102 scored

Status: all_optionals_active

Optional profile mode: scoped

Scored optional profiles: accessibility (h11), inclusion (h12), journey (h13), ux_writing (h14)

Omitted optional profiles:

None

For a full advanced audit, rerun with optional_profile_mode='all_optionals' or profiles=['accessibility','inclusion','journey','ux_writing'].

Complete Checklist Scores

All checklist rows are shown. Use the Score and Status columns to scan Passed, Issue, and Major rows without JavaScript filters.

- ▶ **Visibility of System Status (h01) - 9 checklist items**
- ▶ **Match Between System and the Real World (h02) - 3 checklist items**
- ▶ **User Control and Freedom (h03) - 5 checklist items**
- ▶ **Consistency and Standards (h04) - 21 checklist items**
- ▶ **Error Prevention (h05) - 5 checklist items**

- ▶ **Recognition Rather Than Recall (h06) - 4 checklist items**
- ▶ **Flexibility and Efficiency of Use (h07) - 9 checklist items**
- ▶ **Aesthetic and Minimalist Design (h08) - 16 checklist items**
- ▶ **Help Users Recognize, Diagnose, and Recover from Errors (h09) - 2 checklist items**
- ▶ **Help and Documentation (h10) - 5 checklist items**
- ▶ **Accessibility and Ease of Access (h11) - 4 checklist items**
- ▶ **Empathetic Engagement and Inclusion (h12) - 6 checklist items**
- ▶ **Customer Journey and Satisfaction (h13) - 6 checklist items**
- ▶ **UX Writing / Content and Tone (h14) - 7 checklist items**

Evidence Appendix

No evidence references were supplied.

UX Heuristic Compass - static one-page report - no links, scripts, or external assets.

[↑ Back to top](#) — [Jump to CUJ index](#)

Oppia.org LI.10 — Play a Collection (Fractions)

AI audit - Desktop - 0 source item(s) - 102 checklist items - HIL unknown

Generated: 2026-05-18 - UX Heuristic Compass report harness uxhc.report_design_system.v1

A - 85.58%

Mission Context

Severity ratings reflect the supplied evidence, user goal, optional-profile scope, and any stated evidence limits. Support flows and activities should never outrank the checklist scorecard.

A

85.58%

Strong - meets standard

PLAIN LANGUAGE READ

The biggest visible usability risk is content may not be perceivable for everyone. It affects Accessibility and Ease of Access and should be fixed before broader polish.

NEXT RESEARCH RECOMMENDATION

Fix severity 3-4 checklist items first, then rerun the same source state for comparison.

ACCESSIBILITY READINESS SIGNAL

Accessibility Readiness Signal: WCAG AAA-level criteria are implicated by Content may not be perceivable for everyone; this remains evidence-limited until manual accessibility testing.

CULTURAL CONTEXT SIGNAL

Cultural Context Signal: Mediated Payment And Trust Recovery flags Users may lack clear recovery paths as needing evidence-bound local or community-context validation.

Before using this interface, address Accessibility and Ease of Access first: Add text alternatives and non-color cues so critical content remains perceivable across assistive and display settings.

MAJOR FINDING - IMMEDIATE ATTENTION

Content may not be perceivable for everyone

CRITICAL ACCESSIBILITY: 'Click here to start!' is rendered as an img element with no visible text label and no alt text observed in accessibility snapshot. This fails WCAG 2.2 Success Criterion 1.1.1 (Non-text Content — POUR Perceivable). Screen reader users cannot interpret this CTA. This is a serious accessibility barrier on the primary action of the collection page.

Heuristic Scorecard - AI Audit, 14 Heuristics

A+

94.44% - avg severity 0.22

Visibility of System Status

Excellent - exceeds standard

B+

75.0% - avg severity 1.0

Match Between System and the Real World

Good - a few notable issues

A

85.0% - avg severity 0.6

User Control and Freedom

Strong - meets standard

A+

91.67% - avg severity 0.33

Consistency and Standards

Excellent - exceeds standard

A+

90.0% - avg severity 0.4

Error Prevention

Excellent - exceeds standard

A

87.5% - avg severity 0.5

Recognition Rather Than Recall

Strong - meets standard

A

86.11% - avg severity 0.56

Flexibility and Efficiency of Use

Strong - meets standard

A-

81.25% - avg severity 0.75

Aesthetic and Minimalist Design

Above average - minor gaps

A++

100.0% - avg severity 0.0

Help Users Recognize, Diagnose, and Recover from Errors

Exceptional - industry benchmark

A++

95.0% - avg severity 0.2

Help and Documentation

Exceptional - industry benchmark

B-

68.75% - avg severity 1.25

Accessibility and Ease of Access

Below average - multiple issues

B

70.83% - avg severity 1.17

Empathetic Engagement and Inclusion

Acceptable - some improvement needed

A-

83.33% - avg severity 0.67

Customer Journey and Satisfaction

Above average - minor gaps

A

89.29% - avg severity 0.43

UX Writing / Content and Tone

Strong - meets standard

Findings - Prioritized Fix Order

1

Major Accessibility and Ease of Access - h11_d_01

Content may not be perceivable for everyone

OBSERVED ISSUE

CRITICAL ACCESSIBILITY: 'Click here to start!' is rendered as an img element with no visible text label and no alt text observed in accessibility snapshot. This fails WCAG 2.2 Success Criterion 1.1.1 (Non-text Content — POUR Perceivable). Screen reader users cannot interpret this CTA. This is a serious accessibility barrier on the primary action of the collection page.

RECOMMENDATION

Add text alternatives and non-color cues so critical content remains perceivable across assistive and display settings.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: WCAG POUR Principles, Manual Accessibility Evidence Matrix

Evidence: host_supplied-1 - Confidence: high

2

Major Aesthetic and Minimalist Design - h08_d_02

Primary action hierarchy is not clear

OBSERVED ISSUE

The primary action on the collection page — 'Click here to start!' — is an image element with no text label. This is difficult to find and understand as the primary CTA. Users may not recognize it as an action, especially with broken thumbnail images providing no visual context.

RECOMMENDATION

Make the primary action the clearest visual starting point and reduce secondary actions around it.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Visual Hierarchy, Fitts's Law

Evidence: host_supplied-1 - Confidence: high

3

Major Empathetic Engagement and Inclusion - h12_d_05

Inclusion and emotional fit need review

OBSERVED ISSUE

The 'Click here to start!' img with no alt text is a direct accessibility barrier for screen reader users and keyboard-only users. This fundamentally excludes learners with disabilities from the collection entry point.

RECOMMENDATION

Review the screen through emotional, cultural, and situational user contexts, then remove the highest-friction exclusion point.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Universal Design Principles, WCAG POUR Principles

Evidence: host_supplied-1 - Confidence: high

4

Moderate Accessibility and Ease of Access - h11_d_02

Surface accessibility needs targeted review

OBSERVED ISSUE

An img-only CTA with no keyboard focus target or visible label may not be operable via keyboard alone (POUR Operable). Keyboard users may not find or activate this button. Evidence limit: full keyboard testing not performed.

RECOMMENDATION

Run a surface accessibility pass on the affected screen and fix the visible access barrier before deeper compliance review.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: WCAG POUR Principles, Universal Design Principles

Evidence: host_supplied-1 - Confidence: medium

5

Moderate Aesthetic and Minimalist Design - h08_d_04

Visual hierarchy is not supporting the task

OBSERVED ISSUE

Collection page with broken thumbnails and image-only CTA creates a poor first impression. The node map design looks outdated compared to the main classroom UI.

RECOMMENDATION

Rework the visual hierarchy so the page guides users from the main purpose to the next action without extra scanning.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Visual Hierarchy, ISO 9241-125 Visual Presentation Of Information

Evidence: host_supplied-1 - Confidence: high

6

Moderate Aesthetic and Minimalist Design - h08_d_16

Visual hierarchy is not supporting the task

OBSERVED ISSUE

Collection page is not pleasant to look at — 12 broken thumbnail images, an img-only CTA, and an outdated node-map design create a negative first impression.

RECOMMENDATION

Rework the visual hierarchy so the page guides users from the main purpose to the next action without extra scanning.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Visual Hierarchy, Figure-Ground

Evidence: host_supplied-1 - Confidence: high

7

Moderate Customer Journey and Satisfaction - h13_d_02

Customer Journey and Satisfaction needs targeted review

OBSERVED ISSUE

The journey from community library → collection → lesson is not seamless. The collection node map with broken thumbnails and img-only CTA creates friction at the entry point. No breadcrumb back to collection from lesson player.

RECOMMENDATION

Review the affected element against Customer Journey and Satisfaction and make the next user action clearer, safer, or easier to recover from.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: CX Cumulative Perception, CX Channel Memory

Evidence: host_supplied-1 - Confidence: high

8

Moderate Flexibility and Efficiency of Use - h07_d_06

Flexibility and Efficiency of Use needs targeted review

OBSERVED ISSUE

No progress state shown for returning users in collection. Which lessons have been completed? Unknown. Returning users cannot pick up where they left off within a collection.

RECOMMENDATION

Review the affected element against Flexibility and Efficiency of Use and make the next user action clearer, safer, or easier to recover from.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: KLM / GOMS Expert Efficiency Models, CX Status Transparency

Evidence: host_supplied-1 - Confidence: high

9

Moderate

Match Between System and the Real World - h02_d_03

Match Between System and the Real World needs targeted review

OBSERVED ISSUE

'Click here to start!' is an img element with no text label visible on the collection page. This is the primary call to action but presented as an image without a button or text affordance, making it ambiguous whether it is clickable.

RECOMMENDATION

Review the affected element against Match Between System and the Real World and make the next user action clearer, safer, or easier to recover from.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Affordance and Signifiers, Fitts's Law

Evidence: host_supplied-1 - Confidence: high

10

Moderate

Recognition Rather Than Recall - h06_d_03

Link labels do not predict destinations

OBSERVED ISSUE

'Click here to start!' is colloquial — does not describe what the link does or where it takes the user. It's a vague call to action that requires memory of prior context to understand what 'start' means.

RECOMMENDATION

Rewrite links so each label describes the destination or result before the user clicks.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Information Scent, Labels, Instructions, And Input Purpose

Evidence: host_supplied-1 - Confidence: high

Owner-Role Triage Matrix

OWNER	LINKED FINDING	NEXT ACTION	IMPACT	EFFORT	CONFIDENCE	SUPPORTING ROLES
Engineer	h11 / h11_d_01	Add text alternatives and non-color cues so critical content remains perceivable across assistive and display settings.	high	Medium	high	
Designer	h08 / h08_d_02	Make the primary action the clearest visual starting point and reduce secondary actions around it.	high	Low	high	
Research	h12 / h12_d_05	Review the screen through emotional, cultural, and situational user contexts, then remove the highest-friction exclusion point.	high	Low-Medium	high	
Engineer	h11 / h11_d_02	Run a surface accessibility pass on the affected screen and fix the visible access barrier before deeper compliance review.	medium	Medium	medium	
Designer	h08 / h08_d_04	Rework the visual hierarchy so the page guides users from the main purpose to the next action without extra scanning.	medium	Low	high	

OWNER	LINKED FINDING	NEXT ACTION	IMPACT	EFFORT	CONFIDENCE	SUPPORTING ROLES
Designer	h08 / h08_d_16	Rework the visual hierarchy so the page guides users from the main purpose to the next action without extra scanning.	medium	Low	high	
Research	h13 / h13_d_02	Review the affected element against Customer Journey and Satisfaction and make the next user action clearer, safer, or easier to recover from.	medium	Low-Medium	high	
Product	h07 / h07_d_06	Review the affected element against Flexibility and Efficiency of Use and make the next user action clearer, safer, or easier to recover from.	medium	Low-Medium	high	
Product	h02 / h02_d_03	Review the affected element against Match Between System and the Real World and make the next user action clearer, safer, or easier to recover from.	medium	Low-Medium	high	
Product	h06 / h06_d_03	Rewrite links so each label describes the destination or result before the user clicks.	medium	Low-Medium	high	

What Is Working Well

Visibility of System Status holds up with A+ (94.44%).

User Control and Freedom holds up with A (85.0%).

Consistency and Standards holds up with A+ (91.67%).

Error Prevention holds up with A+ (90.0%).

Recognition Rather Than Recall holds up with A (87.5%).

Flexibility and Efficiency of Use holds up with A (86.11%).

Aesthetic and Minimalist Design holds up with A- (81.25%).

Help Users Recognize, Diagnose, and Recover from Errors holds up with A++ (100.0%).

Evidence Limits

- source: source preparation status was partial (ratings may be incomplete or unavailable)
- host_supplied-1 missing across 102 checklist ratings; rating remains usable but traceability is reduced.

► [Show detailed evidence-limit notes \(103 source notes\)](#)

WCAG-Informed Accessibility Readiness

Support-only advisory. This section does not change H01-H14 scores, 0-4 checklist ratings, report readiness, or finding order.

WCAG Level Signal: AAA

Top signal: Accessibility Readiness Signal: WCAG AAA-level criteria are implicated by Content may not be perceivable for everyone; this remains evidence-limited until manual accessibility testing.

Caveat: Evidence-limited accessibility support guidance only; not WCAG, ADA, legal, procurement, or conformance certification.

LENS / CUE	APPLIES TO	EVIDENCE	WHY IT MATTERS	CAVEAT
WCAG POUR Principles	h11/h11_d_01	host_supplied-1	The finding is supported by WCAG POUR framing, but the report remains a heuristic audit rather than a compliance certification.	UXHC can cite surface evidence but does not certify WCAG compliance.
WCAG POUR Principles	h12/h12_d_05	host_supplied-1	The finding is supported by WCAG POUR framing, but the report remains a heuristic audit rather than a compliance certification.	UXHC can cite surface evidence but does not certify WCAG compliance.
Manual Accessibility Evidence Matrix	h11/h11_d_01	host_supplied-1	The finding needs WCAG-style evidence: keyboard, focus, screen-reader, contrast, media, or state testing should confirm the risk.	Automated and heuristic evidence can support triage, but it does not certify WCAG, ADA, legal, procurement, or conformance status.
WCAG POUR Principles	h11/h11_d_02	host_supplied-1	The finding is supported by WCAG POUR framing, but the report remains a heuristic audit rather than a compliance certification.	UXHC can cite surface evidence but does not certify WCAG compliance.
Bypass Blocks, Navigation, Headings, And Labels	h01/h01_d_06	host_supplied-1	The finding connects to WCAG navigation guidance: page structure, headings, labels, and bypass paths should help users find the task.	UXHC can flag navigation clarity risk, but source and assistive-technology review are required before WCAG conformance claims.
Error Identification, Suggestion, And Prevention	h14/h14_d_05	host_supplied-1	The finding connects to WCAG input-assistance guidance: errors should be identified, explained, and recoverable without unnecessary re-entry.	UXHC can flag error-support risk, but WCAG evaluation needs rendered form states, programmatic associations, and assistive-technology checks; this is not conformance certification.

Cultural Context Integrity Advisory

Support-only advisory. This section does not change H01-H14 scores, 0-4 checklist ratings, report readiness, or finding order.

Context Integrity Index: 16 - Insufficient Context Safety

Top signal: Cultural Context Signal: Mediated Payment And Trust Recovery flags Users may lack clear recovery paths as needing evidence-bound local or community-context validation.

Caveat: Evidence-limited support guidance only; not a cultural certification, moral judgment, universal cultural claim, or substitute for affected-community review.

LENS / CUE	APPLIES TO	EVIDENCE	WHY IT MATTERS	CAVEAT
Mediated Payment And Trust Recovery	h03/h03_d_02	host_supplied-1	The finding may create trust or recovery risk in mediated payment contexts where fees, receipts, agent support, and disputes must be visible.	Financial-service risk depends on local regulation, agent networks, cost, literacy, and trust channels; UXHC cannot validate the business or legal model.
Dadirri / Deep Listening	h12/h12_d_04	host_supplied-1	The finding suggests a need for slower, relational feedback or support before the interface claims to understand user context.	Deep listening is culturally grounded in specific context and cannot be claimed from a generic interview or survey pattern.
Faith-Aware Observance Settings	h12/h12_d_02	host_supplied-1	The finding may need faith-aware review because interaction timing, notifications, or settings could conflict with observance needs.	Faith-aware UX must be opt-in, private, and validated by the relevant tradition or community; it cannot be inferred from identity alone.
Faith-Aware Observance Settings	h12/h12_d_06	host_supplied-1	The finding may need faith-aware review because interaction timing, notifications, or settings could conflict with observance needs.	Faith-aware UX must be opt-in, private, and validated by the relevant tradition or community; it cannot be inferred from identity alone.

LENS / CUE	APPLIES TO	EVIDENCE	WHY IT MATTERS	CAVEAT
Indigenous-Language Orthography And Voice Support	h10/h10_d_04	host_supplied-1	The finding may need target-language validation because spelling, diacritics, pronunciation, or assistive-technology output can affect comprehension and dignity.	Language support should be validated with speakers and local language authorities; UXHC can only flag visible or stated risks.
Indigenous-Language Orthography And Voice Support	h02/h02_d_02	host_supplied-1	The finding may need target-language validation because spelling, diacritics, pronunciation, or assistive-technology output can affect comprehension and dignity.	Language support should be validated with speakers and local language authorities; UXHC can only flag visible or stated risks.

Recommended Next Validation Steps

Validation Step 1

Fix severity 3-4 checklist items first, then rerun the same source state for comparison.

Supporting UX Laws And Principles

Support-only explanation. These lenses do not create findings, change 0-4 checklist ratings, or certify compliance.

LENS	SOURCE FAMILY	APPLIES TO	WHY IT MATTERS	CAVEAT / EVIDENCE NEEDED
Visual Hierarchy	UX/UI Support Lens	h08/h08_d_02, h08/h08_d_04, h08/h08_d_16	The finding is supported by visual hierarchy: the screen does not make the most important next action visually primary. Applicability: Use only when it helps explain an evidence-backed UXHC finding or bounded host observation.	Hierarchy needs to match the user's current task, not only stakeholder importance. Evidence needed: Visible interface evidence, source context, or a stated evidence limit must remain the basis for the finding.
Fitts's Law	UX/UI Support Lens	h08/h08_d_02, h02/h02_d_03, h08/h08_d_01	The finding is supported by target-acquisition risk: the important action is not easy enough to locate or activate. Applicability: Use only when it helps explain an evidence-backed UXHC finding or bounded host observation.	Motor models predict tendencies; device, posture, tremor, screen size, and assistive technology can change the risk. Evidence needed: Visible interface evidence, source context, or a stated evidence limit must remain the basis for the finding.
WCAG POUR Principles	WCAG Accessibility Support	h11/h11_d_01, h12/h12_d_05, h11/h11_d_02	The finding is supported by WCAG POUR framing, but the report remains a heuristic audit rather than a compliance certification. Applicability: Use when evidence suggests a perceivable, operable, understandable, robust, component, keyboard, focus, contrast, media, authentication, or input-assistance risk.	UXHC can cite surface evidence but does not certify WCAG compliance. Evidence needed: Requires rendered/code/manual accessibility evidence before any conformance-strength statement.
Affordance and Signifiers	UX/UI Support Lens	h02/h02_d_03, h04/h04_d_08, h02/h02_d_02	The finding is supported by affordance/signifier risk: available actions are not visibly legible. Applicability: Use only when it helps explain an evidence-backed UXHC finding or bounded host observation.	Affordances can be physical, learned, or signaled; validate with user context. Evidence needed: Visible interface evidence, source context, or a stated evidence limit must remain the basis for the finding.
Jakob's Law / Familiar Conventions	UX/UI Support Lens	h04/h04_d_04, h04/h04_d_07, h07/h07_d_08	The finding is supported by convention risk: users may bring expectations the interface does not satisfy. Applicability: Use only when it helps explain an evidence-backed UXHC finding or bounded host observation.	Conventions vary by platform, culture, domain, and user expertise. Evidence needed: Visible interface evidence, source context, or a stated evidence limit must remain the basis for the finding.
ISO 9241-11 Usability In Context	ISO UX/UI/HCI Support	h13/h13_d_01, h07/h07_d_01, h07/h07_d_05	This finding connects to ISO 9241-11 style usability-in-context framing: usable for whom, for what task, and in what context. Applicability: Use	ISO-informed support reference only; not formal ISO standards compliance, conformance, certification, procurement

LENS	SOURCE FAMILY	APPLIES TO	WHY IT MATTERS	CAVEAT / EVIDENCE NEEDED
			when the finding benefits from ISO-informed framing around context of use, interaction quality, evidence traceability, process quality, or operational risk.	proof, or legal assurance. Evidence needed: Requires project, process, technical, or audit evidence before standards-strength claims.

Support-only context; not a separate score, proof of user behavior, compliance claim, or replacement for the H01-H14 checklist.
 Do not make every business priority visually dominant; hierarchy requires tradeoffs.
 Do not reduce this to bigger buttons everywhere; apply it to task-critical targets with evidence.
 Accessibility support guidance only; not WCAG, ADA, legal, procurement, compliance, conformance, or certification proof.
 Do not claim accessibility compliance from automated, screenshot-only, or partial evidence.

Prioritized Fix Roadmap

WHEN	RECOMMENDED ACTION
Sprint 1	Add text alternatives and non-color cues so critical content remains perceivable across assistive and display settings.
Sprint 1	Make the primary action the clearest visual starting point and reduce secondary actions around it.
Sprint 1	Review the screen through emotional, cultural, and situational user contexts, then remove the highest-friction exclusion point.
Sprint 2	Run a surface accessibility pass on the affected screen and fix the visible access barrier before deeper compliance review.
Sprint 2	Rework the visual hierarchy so the page guides users from the main purpose to the next action without extra scanning.
Sprint 2	Rework the visual hierarchy so the page guides users from the main purpose to the next action without extra scanning.
Sprint 2	Review the affected element against Customer Journey and Satisfaction and make the next user action clearer, safer, or easier to recover from.
Sprint 2	Review the affected element against Flexibility and Efficiency of Use and make the next user action clearer, safer, or easier to recover from.
Sprint 2	Review the affected element against Match Between System and the Real World and make the next user action clearer, safer, or easier to recover from.
Sprint 2	Rewrite links so each label describes the destination or result before the user clicks.
Sprint 2	Rewrite calls to action as specific verb-led labels and make the primary action clearly outrank secondary choices.
Sprint 2	Add or clarify exits, back behavior, and recovery controls so users can leave wrong paths without losing context.

High-Impact / Low-Effort Micro-Solutions

ROLE	MICRO-SOLUTION	LINKED FINDING	WHY HIGH IMPACT	ESTIMATED EFFORT
Engineer	Add text alternatives and non-color cues so critical content remains perceivable across assistive and display settings.	h11 / h11_d_01	This checklist item indicates measurable heuristic friction for the evaluated surface.	Low-Medium
Designer	Make the primary action the clearest visual starting point and reduce secondary actions around it.	h08 / h08_d_02	This checklist item indicates measurable heuristic friction for the evaluated surface.	Low
Research	Review the screen through emotional, cultural, and situational user contexts, then remove the highest-	h12 / h12_d_05	This checklist item indicates measurable heuristic friction for the	Low-Medium

ROLE	MICRO-SOLUTION	LINKED FINDING	WHY HIGH IMPACT	ESTIMATED EFFORT
	friction exclusion point.		evaluated surface.	
Engineer	Run a surface accessibility pass on the affected screen and fix the visible access barrier before deeper compliance review.	h11 / h11_d_02	This checklist item indicates measurable heuristic friction for the evaluated surface.	Low-Medium
Designer	Rework the visual hierarchy so the page guides users from the main purpose to the next action without extra scanning.	h08 / h08_d_04	This checklist item indicates measurable heuristic friction for the evaluated surface.	Low
Designer	Rework the visual hierarchy so the page guides users from the main purpose to the next action without extra scanning.	h08 / h08_d_16	This checklist item indicates measurable heuristic friction for the evaluated surface.	Low

Audit Scope and Omitted Profiles

Active scope: Active scope: H1-H14, 102/102 scored

Status: all_optionals_active

Optional profile mode: scoped

Scored optional profiles: accessibility (h11), inclusion (h12), journey (h13), ux_writing (h14)

Omitted optional profiles:

None

For a full advanced audit, rerun with optional_profile_mode='all_optionals' or profiles=['accessibility','inclusion','journey','ux_writing'].

Complete Checklist Scores

All checklist rows are shown. Use the Score and Status columns to scan Passed, Issue, and Major rows without JavaScript filters.

- ▶ **Visibility of System Status (h01) - 9 checklist items**
- ▶ **Match Between System and the Real World (h02) - 3 checklist items**
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- ▶ **Customer Journey and Satisfaction (h13) - 6 checklist items**
- ▶ **UX Writing / Content and Tone (h14) - 7 checklist items**

Evidence Appendix

No evidence references were supplied.

UX Heuristic Compass - static one-page report - no links, scripts, or external assets.

[↑ Back to top — Jump to CUJ index](#)

Oppia.org — New Learner Dashboard Preview (oppiaserver-backup-migration.appspot.com)

AI audit - Desktop - 0 source item(s) - 102 checklist items - HIL unknown

Generated: 2026-05-18 - UX Heuristic Compass report harness uxhc.report_design_system.v1

A+ - 94.08%

Mission Context

Severity ratings reflect the supplied evidence, user goal, optional-profile scope, and any stated evidence limits. Support flows and activities should never outrank the checklist scorecard.

A+

94.08%

Excellent - exceeds standard

PLAIN LANGUAGE READ

The biggest visible usability risk is customer Journey and Satisfaction needs targeted review. It affects Customer Journey and Satisfaction and should be fixed before broader polish.

NEXT RESEARCH RECOMMENDATION

Fix severity 3-4 checklist items first, then rerun the same source state for comparison.

ACCESSIBILITY READINESS SIGNAL

Accessibility Readiness Signal: WCAG AA-level criteria are implicated by Current location is unclear in navigation; this remains evidence-limited until manual accessibility testing.

CULTURAL CONTEXT SIGNAL

Cultural Context Signal: Daddirri / Deep Listening flags Inclusion and emotional fit need review as needing evidence-bound local or community-context validation.

Before using this interface, address Customer Journey and Satisfaction first: Review the affected element against Customer Journey and Satisfaction and make the next user action clearer, safer, or easier to recover from.

MAJOR FINDING - IMMEDIATE ATTENTION

Customer Journey and Satisfaction needs targeted review

CRITICAL: No personalization from prior learning activity is visible. The Progress tab is completely empty despite the user having played lessons. The Goals tab is empty because goals have not been set. The Home tab has no 'Continue Where You Left Off' section. The dashboard offers almost no personalized content for a returning user — it behaves like a first-visit dashboard every time. This directly undermines the dashboard's core value proposition as a personalized learning hub.

Heuristic Scorecard - AI Audit, 14 Heuristics

<p>A</p> <p>88.89% - avg severity 0.44</p> <p>Visibility of System Status</p> <p>Strong - meets standard</p>	<p>A+</p> <p>91.67% - avg severity 0.33</p> <p>Match Between System and the Real World</p> <p>Excellent - exceeds standard</p>	<p>A++</p> <p>100.0% - avg severity 0.0</p> <p>User Control and Freedom</p> <p>Exceptional - industry benchmark</p>	<p>A++</p> <p>100.0% - avg severity 0.0</p> <p>Consistency and Standards</p> <p>Exceptional - industry benchmark</p>
<p>A+</p> <p>90.0% - avg severity 0.4</p> <p>Error Prevention</p> <p>Excellent - exceeds standard</p>	<p>A+</p> <p>93.75% - avg severity 0.25</p> <p>Recognition Rather Than Recall</p> <p>Excellent - exceeds standard</p>	<p>A+</p> <p>94.44% - avg severity 0.22</p> <p>Flexibility and Efficiency of Use</p> <p>Excellent - exceeds standard</p>	<p>A++</p> <p>100.0% - avg severity 0.0</p> <p>Aesthetic and Minimalist Design</p> <p>Exceptional - industry benchmark</p>
<p>A</p> <p>87.5% - avg severity 0.5</p> <p>Help Users Recognize, Diagnose, and Recover from Errors</p> <p>Strong - meets standard</p>	<p>A++</p> <p>100.0% - avg severity 0.0</p> <p>Help and Documentation</p> <p>Exceptional - industry benchmark</p>	<p>A++</p> <p>100.0% - avg severity 0.0</p> <p>Accessibility and Ease of Access</p> <p>Exceptional - industry benchmark</p>	<p>A-</p> <p>83.33% - avg severity 0.67</p> <p>Empathetic Engagement and Inclusion</p> <p>Above average - minor gaps</p>
<p>A</p> <p>87.5% - avg severity 0.5</p> <p>Customer Journey and Satisfaction</p> <p>Strong - meets standard</p>	<p>A++</p> <p>100.0% - avg severity 0.0</p> <p>UX Writing / Content and Tone</p> <p>Exceptional - industry benchmark</p>		

Findings - Prioritized Fix Order

1 Major Customer Journey and Satisfaction - h13_d_03

Customer Journey and Satisfaction needs targeted review

OBSERVED ISSUE

CRITICAL: No personalization from prior learning activity is visible. The Progress tab is completely empty despite the user having played lessons. The Goals tab is empty because goals have not been set. The Home tab has no 'Continue Where You Left Off' section. The dashboard offers almost no personalized content for a returning user — it behaves like a first-visit dashboard every time. This directly undermines the dashboard's core value proposition as a personalized learning hub.

RECOMMENDATION

Review the affected element against Customer Journey and Satisfaction and make the next user action clearer, safer, or easier to recover from.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: ISO/IEC 24751 Individualized Adaptability And Accessibility, Choice Overload

Evidence: host_supplied-1 - Confidence: high

2 **Major** Visibility of System Status - h01_d_06

Current location is unclear in navigation

OBSERVED ISSUE

CRITICAL: Progress tab shows 'It looks like you don't have any lessons in progress or completed' despite user jkhobson1 having played multiple lessons in this session. This is the same progress-loss bug identified in the production dashboard — it carries over to the new dashboard. Users who have done real learning work receive no status feedback about their progress. This fundamentally undermines the dashboard's promise as a learning progress hub.

RECOMMENDATION

Mark the current page clearly in navigation and align link labels with destination page titles.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Bypass Blocks, Navigation, Headings, And Labels, Focus Order, Visibility, And Obscured Focus

Evidence: host_supplied-1 - Confidence: high

3 **Moderate** Empathetic Engagement and Inclusion - h12_d_04

Inclusion and emotional fit need review

OBSERVED ISSUE

The empty Progress tab, which shows 'no lessons in progress or completed' when the user HAS played lessons, does not acknowledge the user's learning effort. This is emotionally frustrating — users' work is not recognized. The system appears to have forgotten them.

RECOMMENDATION

Review the screen through emotional, cultural, and situational user contexts, then remove the highest-friction exclusion point.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Design Justice Principles, Dadirri / Deep Listening

Evidence: host_supplied-1 - Confidence: high

4 **Moderate** Error Prevention - h05_d_04

Error Prevention needs targeted review

OBSERVED ISSUE

The empty progress state does not warn users that their actual lesson progress may not be saving. It presents as if the user has simply not started any lessons yet, which is factually incorrect. This false empty state could mislead users into restarting lessons they've already done.

RECOMMENDATION

Review the affected element against Error Prevention and make the next user action clearer, safer, or easier to recover from.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Feedback, CX Complaint Handling System

Evidence: host_supplied-1 - Confidence: high

5 **Moderate** Flexibility and Efficiency of Use - h07_d_06

Flexibility and Efficiency of Use needs targeted review

OBSERVED ISSUE

No 'Continue Where You Left Off' section on Home tab (absent from new dashboard — present in production pattern). Expert/returning users lose their primary efficiency shortcut. Progress tab is empty. The new dashboard has less continuity support than expected for returning users.

RECOMMENDATION

Review the affected element against Flexibility and Efficiency of Use and make the next user action clearer, safer, or easier to recover from.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: KLM / GOMS Expert Efficiency Models, Keyboard Access And No Keyboard Trap

Evidence: host_supplied-1 - Confidence: high

6

Minor

Empathetic Engagement and Inclusion - h12_d_01

Inclusion and emotional fit need review

OBSERVED ISSUE

'Welcome, jkhobson1!' is a friendly greeting but lacks the time-awareness personalization of the production 'Good Afternoon, [name]!'. The greeting is warm but less personalized.

RECOMMENDATION

Review the screen through emotional, cultural, and situational user contexts, then remove the highest-friction exclusion point.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Yarning And Reciprocal Story, Goodhart's Law / Metric Gaming

Evidence: host_supplied-1 - Confidence: medium

7

Minor

Empathetic Engagement and Inclusion - h12_d_06

Users may need more control and choice

OBSERVED ISSUE

Goals tab gives users control to set their own learning goals (up to 5 topics) — this is an improvement. However, the missing 'Continue Where You Left Off' reduces return-user control.

RECOMMENDATION

Expose user controls for notifications, permissions, personalization, or recovery where users can find them quickly.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Default Effect, Faith-Aware Observance Settings

Evidence: host_supplied-1 - Confidence: medium

8

Minor

Help Users Recognize, Diagnose, and Recover from Errors - h09_d_02

Error recovery instructions are not clear

OBSERVED ISSUE

The Progress tab empty state does not include instructions on what to do if progress is missing unexpectedly. If a user believes they have played lessons, the empty state gives no diagnostic guidance.

RECOMMENDATION

Rewrite error messages to state what happened, what field or action is affected, and the next recovery step.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Peak-End Rule, Accessible Forms Component Pattern

Evidence: host_supplied-1 - Confidence: medium

9

Minor

Match Between System and the Real World - h02_d_01

Match Between System and the Real World needs targeted review

OBSERVED ISSUE

Dashboard uses vertical sidebar tabs (Home/Goals/Progress) rather than conventional horizontal tabs at page top. This departs from real-world tab conventions but is an increasingly common SaaS dashboard pattern. Minor incongruence for some users.

RECOMMENDATION

Review the affected element against Match Between System and the Real World and make the next user action clearer, safer, or easier to recover from.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Jakob's Law / Familiar Conventions, Labels, Instructions, And Input Purpose

Evidence: host_supplied-1 - Confidence: medium

10

Minor

Recognition Rather Than Recall - h06_d_03

Link labels do not predict destinations

OBSERVED ISSUE

'Or Explore All Lessons in Classroom' link on Progress tab empty state is descriptive. Goals CTA 'Add a goal' is clear. However, the topic tile link 'Place Values 4 Lessons' could be more specific about what clicking it does (starts the topic or goes to topic page?).

RECOMMENDATION

Rewrite links so each label describes the destination or result before the user clicks.

This checklist item indicates measurable heuristic friction for the evaluated surface.

Supporting lenses: Information Scent, Labels, Instructions, And Input Purpose

Evidence: host_supplied-1 - Confidence: medium

Owner-Role Triage Matrix

OWNER	LINKED FINDING	NEXT ACTION	IMPACT	EFFORT	CONFIDENCE	SUPPORTING ROLES
Research	h13 / h13_d_03	Review the affected element against Customer Journey and Satisfaction and make the next user action clearer, safer, or easier to recover from.	high	Low-Medium	high	
Product	h01 / h01_d_06	Mark the current page clearly in navigation and align link labels with destination page titles.	high	Low-Medium	high	
Research	h12 / h12_d_04	Review the screen through emotional, cultural, and situational user contexts, then remove the highest-friction exclusion point.	medium	Low-Medium	high	
Engineer	h05 / h05_d_04	Review the affected element against Error Prevention and make the next user action clearer, safer, or easier to recover from.	medium	Medium	high	
Product	h07 / h07_d_06	Review the affected element against Flexibility and Efficiency of Use and make the next user action clearer, safer, or easier to recover from.	medium	Low-Medium	high	
Research	h12 / h12_d_01	Review the screen through emotional, cultural, and situational user contexts, then remove the highest-friction exclusion point.	low	Low-Medium	medium	
Research	h12 / h12_d_06	Expose user controls for notifications, permissions, personalization, or recovery where users can find them quickly.	low	Low-Medium	medium	
Engineer	h09 / h09_d_02	Rewrite error messages to state what happened, what field or action is affected, and the next recovery step.	low	Medium	medium	
Product	h02 / h02_d_01	Review the affected element against Match Between System and the Real World and make the next user action clearer, safer, or easier to recover from.	low	Low-Medium	medium	
Product	h06 / h06_d_03	Rewrite links so each label describes the destination or result before the user clicks.	low	Low-Medium	medium	

What Is Working Well

- Visibility of System Status holds up with A (88.89%).
- Match Between System and the Real World holds up with A+ (91.67%).
- User Control and Freedom holds up with A++ (100.0%).
- Consistency and Standards holds up with A++ (100.0%).
- Error Prevention holds up with A+ (90.0%).
- Recognition Rather Than Recall holds up with A+ (93.75%).
- Flexibility and Efficiency of Use holds up with A+ (94.44%).
- Aesthetic and Minimalist Design holds up with A++ (100.0%).

Evidence Limits

- source: source preparation status was partial (ratings may be incomplete or unavailable)
- host_supplied-1 missing across 102 checklist ratings; rating remains usable but traceability is reduced.

► [Show detailed evidence-limit notes \(103 source notes\)](#)

WCAG-Informed Accessibility Readiness

Support-only advisory. This section does not change H01-H14 scores, 0-4 checklist ratings, report readiness, or finding order.

WCAG Level Signal: AA

Top signal: Accessibility Readiness Signal: WCAG AA-level criteria are implicated by Current location is unclear in navigation; this remains evidence-limited until manual accessibility testing.

Caveat: Evidence-limited accessibility support guidance only; not WCAG, ADA, legal, procurement, or conformance certification.

LENS / CUE	APPLIES TO	EVIDENCE	WHY IT MATTERS	CAVEAT
Bypass Blocks, Navigation, Headings, And Labels	h01/h01_d_06	host_supplied-1	The finding connects to WCAG navigation guidance: page structure, headings, labels, and bypass paths should help users find the task.	UXHC can flag navigation clarity risk, but source and assistive-technology review are required before WCAG conformance claims.
Focus Order, Visibility, And Obscured Focus	h01/h01_d_06	host_supplied-1	The finding connects to WCAG focus guidance: keyboard users need a visible, logical focus path that is not hidden by the interface.	UXHC can flag likely focus risk, but keyboard traversal and viewport-state testing are needed before WCAG conformance claims.
Keyboard Access And No Keyboard Trap	h07/h07_d_06	host_supplied-1	The finding connects to WCAG keyboard guidance: users should be able to reach, operate, and leave controls without a pointer.	UXHC can flag keyboard risk, but actual keyboard-only traversal is required; this is not WCAG conformance certification.
Accessible Forms Component Pattern	h09/h09_d_02	host_supplied-1	The finding connects to accessible form-pattern guidance: forms need clear labels, instructions, validation, and recovery paths.	UXHC can flag visible form risks, but programmatic labels, descriptions, and error associations require technical review; this is not WCAG conformance certification.

LENS / CUE	APPLIES TO	EVIDENCE	WHY IT MATTERS	CAVEAT
Labels, Instructions, And Input Purpose	h06/h06_d_03	host_supplied-1	The finding connects to WCAG labels-and-instructions guidance: users need visible and programmatic cues for what controls mean.	UXHC can flag labeling risk, but programmatic label associations and accessible-name checks require technical review; this is not WCAG conformance certification.
Labels, Instructions, And Input Purpose	h02/h02_d_01	host_supplied-1	The finding connects to WCAG labels-and-instructions guidance: users need visible and programmatic cues for what controls mean.	UXHC can flag labeling risk, but programmatic label associations and accessible-name checks require technical review; this is not WCAG conformance certification.

Cultural Context Integrity Advisory

Support-only advisory. This section does not change H01-H14 scores, 0-4 checklist ratings, report readiness, or finding order.

Context Integrity Index: 72 - Mostly Context-Aware

Top signal: Cultural Context Signal: Dadirri / Deep Listening flags Inclusion and emotional fit need review as needing evidence-bound local or community-context validation.

Caveat: Evidence-limited support guidance only; not a cultural certification, moral judgment, universal cultural claim, or substitute for affected-community review.

LENS / CUE	APPLIES TO	EVIDENCE	WHY IT MATTERS	CAVEAT
Dadirri / Deep Listening	h12/h12_d_04	host_supplied-1	The finding suggests a need for slower, relational feedback or support before the interface claims to understand user context.	Deep listening is culturally grounded in specific context and cannot be claimed from a generic interview or survey pattern.
Faith-Aware Observance Settings	h12/h12_d_06	host_supplied-1	The finding may need faith-aware review because interaction timing, notifications, or settings could conflict with observance needs.	Faith-aware UX must be opt-in, private, and validated by the relevant tradition or community; it cannot be inferred from identity alone.
Yarning And Reciprocal Story	h12/h12_d_01	host_supplied-1	The finding may need reciprocal story or reporting-back practices before the team treats user feedback as settled evidence.	Yarning requires relationship, cultural safety, and local involvement; it is not a label for any informal conversation.

Recommended Next Validation Steps

Validation Step 1

Fix severity 3-4 checklist items first, then rerun the same source state for comparison.

Supporting UX Laws And Principles

Support-only explanation. These lenses do not create findings, change 0-4 checklist ratings, or certify compliance.

LENS	SOURCE FAMILY	APPLIES TO	WHY IT MATTERS	CAVEAT / EVIDENCE NEEDED
Labels, Instructions, And Input Purpose	WCAG Accessibility Support	h02/h02_d_01, h06/h06_d_03	The finding connects to WCAG labels-and-instructions guidance: users need visible and programmatic cues for what controls mean. Applicability: Use when evidence suggests a perceivable, operable, understandable, robust, component, keyboard, focus, contrast, media, authentication, or input-assistance risk.	UXHC can flag labeling risk, but programmatic label associations and accessible-name checks require technical review; this is not WCAG conformance certification. Evidence needed: Requires rendered/code/manual accessibility evidence before any conformance-strength statement.

LENS	SOURCE FAMILY	APPLIES TO	WHY IT MATTERS	CAVEAT / EVIDENCE NEEDED
KLM / GOMS Expert Efficiency Models	UX/UI Support Lens	h07/h07_d_06	The finding is supported by expert-efficiency risk: repeated users may spend avoidable effort on extra operations. Applicability: Use only when it helps explain an evidence-backed UXHC finding or bounded host observation.	These models are best for routine expert tasks; novice learning and emotional safety need other lenses too. Evidence needed: Visible interface evidence, source context, or a stated evidence limit must remain the basis for the finding.
Peak-End Rule	UX/UI Support Lens	h09/h09_d_02	The finding is supported by peak-end risk: this moment may heavily shape how users remember the experience. Applicability: Use only when it helps explain an evidence-backed UXHC finding or bounded host observation.	Memory effects need real user evidence to confirm; use this as a risk lens. Evidence needed: Visible interface evidence, source context, or a stated evidence limit must remain the basis for the finding.
Accessible Forms Component Pattern	WCAG Accessibility Support	h09/h09_d_02	The finding connects to accessible form-pattern guidance: forms need clear labels, instructions, validation, and recovery paths. Applicability: Use when evidence suggests a perceivable, operable, understandable, robust, component, keyboard, focus, contrast, media, authentication, or input-assistance risk.	UXHC can flag visible form risks, but programmatic labels, descriptions, and error associations require technical review; this is not WCAG conformance certification. Evidence needed: Requires rendered/code/manual accessibility evidence before any conformance-strength statement.
Information Scent	UX/UI Support Lens	h06/h06_d_03	The finding is supported by information scent: navigation cues do not clearly predict destination value. Applicability: Use only when it helps explain an evidence-backed UXHC finding or bounded host observation.	Information scent depends on user goals and vocabulary. Evidence needed: Visible interface evidence, source context, or a stated evidence limit must remain the basis for the finding.
Feedback	UX/UI Support Lens	h05/h05_d_04	The finding is supported by feedback risk: users may not know what happened or what to do next. Applicability: Use only when it helps explain an evidence-backed UXHC finding or bounded host observation.	Feedback must be timely, perceivable, and tied to the user's action. Evidence needed: Visible interface evidence, source context, or a stated evidence limit must remain the basis for the finding.

Accessibility support guidance only; not WCAG, ADA, legal, procurement, compliance, conformance, or certification proof.
 Do not rely on placeholder-only labels; they disappear and often fail assistive-technology and memory needs.
 Support-only context; not a separate score, proof of user behavior, compliance claim, or replacement for the H01-H14 checklist.
 Do not optimize only for expert speed when novice comprehension or safety is the primary risk.
 Do not compensate for broken flows with a pleasant ending; fix the friction first.

Prioritized Fix Roadmap

WHEN	RECOMMENDED ACTION
Sprint 1	Review the affected element against Customer Journey and Satisfaction and make the next user action clearer, safer, or easier to recover from.
Sprint 1	Mark the current page clearly in navigation and align link labels with destination page titles.
Sprint 2	Review the screen through emotional, cultural, and situational user contexts, then remove the highest-friction exclusion point.
Sprint 2	Review the affected element against Error Prevention and make the next user action clearer, safer, or easier to recover from.
Sprint 2	Review the affected element against Flexibility and Efficiency of Use and make the next user action clearer, safer, or easier to recover from.
Sprint 3	Review the screen through emotional, cultural, and situational user contexts, then remove the highest-friction exclusion point.
Sprint 3	Expose user controls for notifications, permissions, personalization, or recovery where users can find them quickly.
Sprint 3	Rewrite error messages to state what happened, what field or action is affected, and the next recovery step.

WHEN	RECOMMENDED ACTION
Sprint 3	Review the affected element against Match Between System and the Real World and make the next user action clearer, safer, or easier to recover from.
Sprint 3	Rewrite links so each label describes the destination or result before the user clicks.
Sprint 3	Make the primary action visually dominant and remove competing entry points from the first decision area.

High-Impact / Low-Effort Micro-Solutions

ROLE	MICRO-SOLUTION	LINKED FINDING	WHY HIGH IMPACT	ESTIMATED EFFORT
Research	Review the affected element against Customer Journey and Satisfaction and make the next user action clearer, safer, or easier to recover from.	h13 / h13_d_03	This checklist item indicates measurable heuristic friction for the evaluated surface.	Low-Medium
Product	Mark the current page clearly in navigation and align link labels with destination page titles.	h01 / h01_d_06	This checklist item indicates measurable heuristic friction for the evaluated surface.	Low-Medium
Research	Review the screen through emotional, cultural, and situational user contexts, then remove the highest-friction exclusion point.	h12 / h12_d_04	This checklist item indicates measurable heuristic friction for the evaluated surface.	Low-Medium
Engineer	Review the affected element against Error Prevention and make the next user action clearer, safer, or easier to recover from.	h05 / h05_d_04	This checklist item indicates measurable heuristic friction for the evaluated surface.	Low-Medium
Product	Review the affected element against Flexibility and Efficiency of Use and make the next user action clearer, safer, or easier to recover from.	h07 / h07_d_06	This checklist item indicates measurable heuristic friction for the evaluated surface.	Low-Medium
Research	Review the screen through emotional, cultural, and situational user contexts, then remove the highest-friction exclusion point.	h12 / h12_d_01	This checklist item indicates measurable heuristic friction for the evaluated surface.	Low-Medium

Audit Scope and Omitted Profiles

Active scope: Active scope: H1-H14, 102/102 scored

Status: all_optionals_active

Optional profile mode: scoped

Scored optional profiles: accessibility (h11), inclusion (h12), journey (h13), ux_writing (h14)

Omitted optional profiles:

None

For a full advanced audit, rerun with optional_profile_mode='all_optionals' or profiles=['accessibility','inclusion','journey','ux_writing'].

Complete Checklist Scores

All checklist rows are shown. Use the Score and Status columns to scan Passed, Issue, and Major rows without JavaScript filters.

- ▶ **Visibility of System Status (h01) - 9 checklist items**
- ▶ **Match Between System and the Real World (h02) - 3 checklist items**

- ▶ **User Control and Freedom (h03) - 5 checklist items**
- ▶ **Consistency and Standards (h04) - 21 checklist items**
- ▶ **Error Prevention (h05) - 5 checklist items**
- ▶ **Recognition Rather Than Recall (h06) - 4 checklist items**
- ▶ **Flexibility and Efficiency of Use (h07) - 9 checklist items**
- ▶ **Aesthetic and Minimalist Design (h08) - 16 checklist items**
- ▶ **Help Users Recognize, Diagnose, and Recover from Errors (h09) - 2 checklist items**
- ▶ **Help and Documentation (h10) - 5 checklist items**
- ▶ **Accessibility and Ease of Access (h11) - 4 checklist items**
- ▶ **Empathetic Engagement and Inclusion (h12) - 6 checklist items**
- ▶ **Customer Journey and Satisfaction (h13) - 6 checklist items**
- ▶ **UX Writing / Content and Tone (h14) - 7 checklist items**

Evidence Appendix

No evidence references were supplied.

UX Heuristic Compass - static one-page report - no links, scripts, or external assets.

Oppia.org Logged-In Learner UX Audit · UX Heuristic Compass · H1-H14 · 102 Items per CUJ · May 2026
9 Critical User Journeys + New Unreleased Dashboard Evaluation

Instructional Design Checklist (Project-Specific)

Evaluation of Oppia's logged-in learning experience against instructional design and learning-science criteria. Assessed during the hands-on audit session.

CRITERION	ASSESSMENT	EVALUATOR NOTES
Mission-to-learning fit is explicit: the page explains who the learner is, what they can learn, and why the path matters.	~ Partial	Dashboard shows explorations but does not surface why this specific lesson matters to this learner today. Mission stated on About page but not reinforced in the logged-in experience.
Target learner level is clear: age range, grade band, prerequisite knowledge, and expected time are visible before beginning.	~ Partial	Grade bands and prerequisites are inconsistently shown. Some explorations display level labels; many do not. LI.3 audit: progress tracking does not surface learner placement clearly.
Learning objectives are observable competencies, not vague topic labels.	~ Partial	Some explorations have stated objectives in introduction cards; many dive into content without an observable competency statement. Quality varies by exploration author.
Each lesson gives learners a transparent purpose, task, and success criteria before they start.	~ Partial	Some explorations include an introductory purpose card; many do not. TILT Higher Ed transparency framework: purpose, task, and success criteria should be pre-stated for every lesson.

CRITERION	ASSESSMENT	EVALUATOR NOTES
The curriculum map shows sequence, dependencies, and what to do next.	✗ Does not meet	No curriculum map or dependency graph is visible to logged-in learners. Learners cannot see how lessons relate to each other. LI.3 audit: progress recommendations are weak.
Learners can start at an appropriate level through placement, diagnostic checks, or clear self-selection guidance.	~ Partial	Some placement logic exists at sign-up; no persistent placement or diagnostic check resurfaces in the logged-in learner experience. LI.2 audit: goal-setting does not include a diagnostic step.
The site distinguishes learner, parent/caregiver, teacher, volunteer, and donor journeys.	~ Partial	Teacher and learner pages exist separately (oppia.org/teach vs. learner dashboard) but the learner experience does not surface teacher/caregiver integration points. LI.1 audit: sign-up does not distinguish audience roles.
Learning content is designed around real performance outcomes, not only exposure to information.	~ Partial	Better explorations target application and problem-solving. Many rely primarily on recognition-recall tasks. Merrill's First Principles: application and activation are present in better content; not universal.
The design names key assumptions about connectivity, device access, language, adult support, and school context.	✗ Does not meet	Design assumes stable broadband and a quiet home; no visible low-bandwidth mode, no connectivity disclaimer, no shared-device guidance. UNESCO GEM Tech: global access work fails when connectivity assumptions are invisible.
Content scope and coverage are transparent: what is included, what is not, and where learners should go next.	~ Partial	Oppia's subject catalog is visible in the exploration library; scope-and-sequence and what-comes-after guidance are not visible to logged-in learners. LI.3 audit: next-step recommendations are absent.
Each lesson aligns objective → instruction → practice → feedback → assessment.	~ Partial	Better explorations follow objective → instruction → practice → feedback → assessment. Alignment quality varies significantly by exploration author. Quality Matters QM 3.1: alignment is the backbone of instructional quality.
Practice items match the intended cognitive demand: recall, comprehension, application, analysis, evaluation, or creation.	~ Partial	Mix of recall and application tasks observed across explorations. Bloom's higher-order levels (analysis, evaluation, creation) are rare. Dunlosky: practice items must match intended cognitive demand.
Learners receive frequent low-stakes checks for understanding.	✓ Meets	Embedded check questions appear throughout explorations; learners receive frequent low-stakes feedback. Oppia's core design: misconception-aware checks are a distinguishing feature.
Mastery criteria are visible and meaningful, not just completion-based.	~ Partial	Completion is trackable (LI.7 audit: progress saves at checkpoints). Mastery thresholds are not clearly defined or communicated to learners. Khan Academy mastery model: mastery criteria should be visible and meaningful.
Learners can retry, remediate, and revisit missed concepts without penalty.	✓ Meets	Learners can retry explorations; hints are available without penalty. LI.7 audit: progress saves correctly. Hint ladder is a core Oppia feature; retry is always available.
Assessments include misconception-aware feedback, not only right/wrong scoring.	~ Partial	Some explorations provide misconception-specific feedback; others give only right/wrong confirmation. Hattie's feedback meta-analysis: misconception feedback is a core advantage of digital tutoring.
Item quality is reviewed for accuracy, bias, distractor quality, and accessibility.	~ Partial	Community volunteer review process exists (GitHub). Formal item accuracy, bias, or accessibility review workflow is not visible to learners from the logged-in experience.
Assessments vary format when appropriate: explanation, classification, worked solution, drag/drop alternative, open response, reflection.	~ Partial	Multiple choice, text input, and drag/drop interaction types observed. Many explorations rely primarily on multiple choice only. CAST UDL: multiple formats support deeper understanding.

CRITERION	ASSESSMENT	EVALUATOR NOTES
The site supports authentic transfer: learners apply concepts to realistic problems or local situations.	~ Partial	Some explorations use realistic word problems and local scenarios. Quality and cultural relevance vary by author. Merrill's First Principles: authentic transfer requires real-world problem application.
Learners and adults can see evidence of progress in a way that maps to skills, not only time spent.	~ Partial	Progress is shown as exploration completion (LI.3 audit). Skill-level mastery indicators exist in limited form; progress is primarily completion-based, not competency-based. Khan Academy mastery model.
Lessons are chunked into learner-paced segments with clear stopping points.	✓ Meets	Explorations are chunked into learner-paced cards with clear stopping points. LI.7 audit: progress saves at checkpoints. Mayer's Segmenting Principle: short, learner-paced segments confirmed working.
New concepts begin with prior-knowledge activation or a familiar anchor.	~ Partial	Some explorations include a warm-up question or recap; not universal. Prior-knowledge activation depends on individual exploration author quality.
Worked examples are provided before independent practice, with guidance fading over time.	~ Partial	Many explorations use show-then-practice sequence. Worked examples with guidance fading are present in better explorations; not consistently applied across the catalog. Sweller CLT: worked examples reduce novice cognitive load.
Visuals, narration, animation, and story elements directly support the learning objective.	~ Partial	Visuals and story characters are engaging and generally on-topic. Some decorative visual elements persist. Mayer's Principles: visuals should support the learning objective, not distract from it.
The interface uses signaling: headings, cues, highlights, and layout direct attention to what matters.	~ Partial	Visual hierarchy and lesson headings vary by exploration quality. Some explorations use clear signaling cues; others present flat text with no structural cues. Mayer's Signaling Principle.
Key terms and symbols are introduced before they are used in tasks.	~ Partial	Vocabulary definitions appear in some explorations via hover/tap glossary; not systematically applied across the catalog. Mayer's Pre-training Principle: key terms should be introduced before use.
Instructions are brief, concrete, and written in plain language.	~ Partial	Instructions are generally readable but occasionally use jargon or complex sentence structures. Multilingual learner support is limited in the web version. Plain Language Act and UNESCO digital-equity guidelines.
Navigation is consistent across lessons and does not interrupt learning flow.	~ Partial	In-lesson navigation (next card, previous card, back to chapter) is consistent within explorations. Dashboard navigation is inconsistent between the legacy and new UI. OSCQR Standard #10: navigation must be consistent across lessons.
Interactive elements avoid unnecessary time pressure unless speed is part of the objective.	✓ Meets	No timers or countdowns observed in any logged-in lesson interaction. Learners control their own pacing. CAST UDL: avoiding time pressure is an equity feature for diverse learners.
Multiple representations are used: text, visuals, manipulatives, worked solutions, examples, and audio where helpful.	~ Partial	Text and visuals are used in most explorations; audio is generally absent. Limited multiple-representation coverage (no manipulatives, limited worked solutions). CAST UDL: multiple representations support varied access needs.
Learners engage in active practice early and often, not just watch/read content.	✓ Meets	Embedded questions appear early and throughout explorations. Oppia's core design: active practice is built into every card sequence. Merrill's First Principles and Dunlosky: active practice is essential for skill acquisition.
Retrieval practice is built in: learners recall or generate answers instead of only rereading.	~ Partial	Explorations require learners to generate or recall answers (not only reread). Spaced retrieval is not systematically implemented. Dunlosky: retrieval practice strengthens memory and reveals gaps.

CRITERION	ASSESSMENT	EVALUATOR NOTES
Spaced review resurfaces prior content over time.	~ Partial	Some related explorations are recommended post-completion. Formal spaced repetition system is absent from the web version. Duolingo Spaced Repetition: spacing supports long-term retention.
Practice difficulty adapts or branches based on learner performance.	~ Partial	Hints adjust to learner responses; full adaptive branching is inconsistent across explorations. CK-12 Adaptive Practice: performance-based branching keeps challenge productive.
Feedback answers three questions: Where am I going? How am I doing? What should I do next?	~ Partial	Better explorations provide goal-referenced feedback (where, how, next). Many provide only right/wrong confirmation. Hattie's feedback meta-analysis: feedback must address all three questions.
Feedback is specific to the learner response and points to the process, not just praise or generic encouragement.	~ Partial	Oppia's authored explorations can include response-specific feedback; quality varies by author. Hattie: specific process feedback is more effective than generic praise.
Hints scaffold thinking without giving away the answer too early.	✓ Meets	Hint ladder design is a core Oppia feature; hints reveal reasoning steps before the answer. LL7 audit: hints are accessible and do not penalize the learner. Merrill: good hints protect productive struggle.
Learners can explain their reasoning or self-explain worked examples.	✗ Does not meet	No self-explanation prompts or structured reflection opportunities observed in the logged-in web experience. Merrill's First Principles: self-explanation builds metacognition and deeper understanding.
Progress indicators emphasize mastery, confidence, and next actions rather than only streaks, badges, or minutes.	~ Partial	No streak mechanics (unlike Duolingo). Progress is shown as completion rate, not mastery score. Khan Academy mastery model: mastery-based progress indicators support learning decisions better than completion metrics.
Practice includes cumulative and mixed review, not only blocked practice by topic.	✗ Does not meet	Explorations are presented by topic without interleaving or cumulative mixed review. No mixed-practice sets or spiral review system observed. Dunlosky: interleaving and cumulative practice help learners choose strategies.
Learners have meaningful choice while still receiving a structured path.	~ Partial	Learners can choose any exploration from the catalog. Insufficient guided pathways for self-directed learners who need structure. CAST UDL: choice supports autonomy but too much choice can overwhelm novice learners.
The site makes learning personally relevant through culturally aware examples and everyday contexts.	~ Partial	Oppia has some cultural awareness (South/Southeast Asian contexts in some lessons). Cultural relevance is not systematically validated across the full catalog. CAST UDL and UNESCO OER: relevance supports motivation and transfer.
Challenge is calibrated so learners experience achievable success with effort.	~ Partial	Difficulty varies across explorations; no adaptive difficulty system in the web version. Challenge calibration depends on individual exploration quality. Self-Determination Theory: competence requires achievable challenge.
Story, characters, and game elements reinforce the learning goal rather than masking weak instruction.	✓ Meets	Oppia's character-based stories (Natasha, Max, etc.) are a distinguishing feature that reinforces the learning goal through narrative. Characters are visible throughout the lesson experience. Mayer's Multimedia Principles.
Gamification avoids dark patterns, shame, addiction loops, or manipulative streak pressure.	✓ Meets	No shame mechanics, addiction loops, or punishing streaks visible in the logged-in experience. Oppia avoids dark gamification patterns. UNICEF Child Protection: respectful motivation design confirmed.
Tone is encouraging, respectful, and normalizes mistakes as part of learning.	✓ Meets	Feedback copy is generally supportive; 'Good try!' and hint offers appear on incorrect answers. Tone is encouraging throughout the logged-in experience. Hattie: supportive feedback copy builds persistence.

CRITERION	ASSESSMENT	EVALUATOR NOTES
Learners can see small wins and next reachable goals.	~ Partial	Exploration completion is a visible small win; next goals are not prominently surfaced post-completion. LI.8 audit: post-lesson rating exists but next-step recommendation is weak. ARCS Model (Keller).
Caregivers and teachers receive simple guidance for supporting learning without needing subject expertise.	~ Partial	Teach page (oppia.org/teach) provides some caregiver/teacher guidance but is not surfaced from the logged-in learner experience. LI.2 audit: goal-setting for teachers is absent from the learner dashboard.
Community or collaboration features are designed with child safety, moderation, and privacy first.	~ Partial	Community section exists; report function confirmed working (LI.5 audit). Moderation policies are not prominently visible; safe messaging for children is not explicitly confirmed in the logged-in experience.
The learner journey supports re-entry after absence or interrupted access.	~ Partial	Progress saves at checkpoints (LI.7 audit: confirmed). No re-entry summary or session recap on return after a gap. LI.3 audit: returning learners see no 'where you left off' summary on the dashboard.
The site targets WCAG 2.2 AA accessibility for public pages and learning experiences.	~ Partial	Some accessibility work evident in the codebase (open source). No formal WCAG 2.2 AA statement or accessibility conformance report (VPAT) visible to learners. LI.4 audit flagged multiple accessibility gaps.
All core interactions work with keyboard and assistive technologies or have equivalent alternatives.	~ Partial	Basic keyboard navigation works across the top nav and standard links. Custom lesson interaction components (multiple choice, drag/drop) lack full keyboard equivalents. WCAG 2.1.1 (keyboard) partially met.
Non-text content has useful alternatives: alt text, transcripts, captions, and audio/text equivalents.	~ Partial	Some images have alt text. Not comprehensive across all lesson content. No captions observed on embedded animations or videos. WCAG 1.1.1 (non-text content) partially met.
Color, sound, motion, or position are never the only way information is conveyed.	~ Partial	Correctness feedback uses color plus text in most cases. Some edge cases where color alone conveys state. WCAG 1.4.1 (use of color) partially met.
Text is resizable, readable, and usable on small screens without loss of content or function.	~ Partial	Mobile viewport is generally responsive. Some lesson card text is very small on 320px viewports. WCAG 1.4.4 (resize text) and 1.4.10 (reflow) partially met.
Lessons are multilingual or localization-ready, including interface, instructions, examples, captions, and support text.	✓ Meets	Oppia supports multiple languages and the lesson catalog includes non-English content. Language switcher is visible. Multilingual learner support is a core platform capability.
Localization includes cultural, curricular, measurement, and context adaptation, not only literal translation.	~ Partial	Some cultural adaptation evident in lesson examples. Systematic cultural validation across all languages and regions is not documented from the logged-in experience. Principles for Digital Development.
The design avoids deficit framing of under-resourced learners and communities.	✓ Meets	Oppia's mission framing is empowering, not deficit-based. Characters reflect diverse learners. Copy throughout the logged-in experience avoids deficit language. CAST UDL goal: expert, purposeful learners.
Offline, low-bandwidth, and downloadable options are available for core learning experiences.	~ Partial	Oppia Android supports offline; the web version does not have an offline mode. Low-bandwidth learners using the web version cannot access lessons without connectivity. Learning Equality Kolibri: offline is a core equity feature.
The learning experience is tested on low-end devices, older browsers, slow networks, and shared devices.	~ Partial	Performance is generally acceptable; specific low-end device testing results are not publicly documented. World Bank Low-Bandwidth: designs must be tested on the lowest common denominator device.
The site has a graceful fallback or clear guidance when JavaScript, media, or connectivity fails.	~ Partial	Some degraded states exist for slow connections. No visible no-JS fallback mode for learners without JavaScript. WCAG and basic progressive enhancement standards partially met.

CRITERION	ASSESSMENT	EVALUATOR NOTES
Support and help are consistent, easy to find, and written for learners/caregivers with limited technical confidence.	~ Partial	Help icon is present (LI.5 audit: report function works). Chatbot is non-functional (confirmed dog-food observation). FAQ not linked from logged-in experience. Plain Language and OSCQR support standards partially met.
The site is genuinely free for core learning: no paywalls, hidden costs, device assumptions, or ad-funded exploitation.	✓ Meets	No paywalls, hidden costs, or forced upgrades in the core learning experience. Account creation required but free. Core lessons are free and accessible without advertising. UNESCO OER and Oppia mission confirmed.
Learner data collection is minimized and tied to pedagogical need.	~ Partial	Open-source codebase (Apache 2.0). Privacy policy exists. Explicit data-minimization statement not visible from the logged-in learner view. COPPA/GDPR child-data requirements apply; compliance not confirmed from public evidence.
Privacy, data use, and child-safety information is written in plain language for caregivers and institutions.	~ Partial	Privacy policy exists but uses legal language dense for caregivers. No plain-language summary or child-specific notice visible. COPPA FAQ and Plain Language Act: families need understandable privacy information.
Learner analytics are used to improve instruction and support, not to rank, shame, or over-surveil learners.	✓ Meets	No public leaderboards, rankings, or shaming mechanics visible in the logged-in experience. Analytics appear to support improvement, not ranking. UNICEF Child Protection: learner data must serve growth, not surveillance.
Content and assessments use reusable metadata for grade, subject, skill, prerequisite, language, license, and accessibility.	~ Partial	Lessons are tagged by subject and topic. Formal standards-aligned metadata (1EdTech CASE) and competency IDs are not publicly documented. Interoperability for LMS integration is limited from what is visible.
Assessment items are portable or structured enough to support item banking, review, and future interoperability.	~ Partial	Open-source platform. QTI alignment for assessment portability is not publicly documented in the logged-in experience. Item metadata and rubric mapping are available to exploration authors but not to learners. 1EdTech QTI.
Integration choices preserve learner privacy and security while supporting schools or community partners.	☐ Not assessed	LTI/security review and partner data agreements are not visible from the logged-in learner experience. Cannot assess interoperability integration safety from public evidence. 1EdTech LTI and FERPA.
If AI or automated tutoring is used, it is pedagogically validated, transparent, and under human oversight.	~ Partial	No overt AI-generated content observed in the current logged-in experience. The chatbot is non-functional (confirmed dog-food observation). AI governance is not publicly documented. UNESCO GenAI guidance applies.
Learning activity data can support ethical improvement and research without exposing identifiable children.	~ Partial	Open-source platform; research use of anonymized learning data is possible. Ethics review and opt-out paths are not visible from the logged-in learner experience. ADL xAPI and FERPA apply.
Open-source or open-content claims are clear about what is open, reusable, remixable, or restricted.	✓ Meets	Open-source license (Apache 2.0) and lesson licensing are clearly documented on oppia.org/about and GitHub. Open-source claim is accurate and clearly communicated. UNESCO OER confirms.
Technical design supports reliability: fast loading, resumability, uptime, and minimal dependency on heavy third-party services.	~ Partial	Site loads acceptably; performance varies on lesson-heavy pages. No public performance budget or uptime SLA visible. Third-party dependency audit not available from the learner view. World Bank Low-Bandwidth standards.
The organization gathers evidence of learning impact with representative learners and contexts.	~ Partial	Impact reports mention deployed countries and learner numbers. Methodological rigor and demographic/context representation of evidence are not publicly detailed from the logged-in experience. UNESCO GEM Tech.
Usability testing includes children, caregivers, teachers, and community facilitators from target contexts.	✗ Does not meet	No public evidence of systematic usability testing with target populations (children, caregivers, teachers in low-

CRITERION	ASSESSMENT	EVALUATOR NOTES
Accessibility audits include automated checks and human testing with assistive technology users.	✗ Does not meet	resource contexts) visible from the logged-in learner experience. Principles for Digital Development. No public accessibility audit report or VPAT visible. Automated-only accessibility checks are insufficient for learning experiences. WCAG Understanding: audits must include assistive technology user testing.
Content has a quality-assurance workflow with expert review, version history, and update dates.	~ Partial	Community volunteer review process exists (GitHub). Formal QA dates, reviewer roles, and content version history are not visible to learners. OpenStax and Quality Matters: content quality assurance must be transparent.
Community feedback loops are visible and easy to use.	~ Partial	Report function is working (LI.5 audit confirmed). GitHub issue tracker exists. Feedback pathways are not prominently visible to logged-in learners. OER Commons and Principles for Digital Development.
The team monitors equity indicators, not just aggregate usage.	~ Partial	Country deployment data is mentioned in Oppia impact reports. Segment analysis by connectivity, device, or marginalized group is not publicly documented from the learner view. UNESCO GEM Tech equity monitoring.
A remediation backlog connects audit findings to owners, priority, and next actions.	✗ Does not meet	GitHub issues exist but are not systematically prioritized by learner-facing UX quality or a public remediation backlog. OSCQR and Quality Matters: findings must turn into accountable, trackable improvements.
Partnership implementation guidance is available for schools, NGOs, community centers, or low-connectivity deployments.	~ Partial	Teach page (oppia.org/teach) provides some guidance for facilitators. Formal implementation guide for schools, NGOs, or low-connectivity deployments is not prominently documented from the logged-in experience.
The platform evaluates whether motivational features improve learning rather than merely increasing time-on-site.	✗ Does not meet	No public evidence that motivational features (characters, completion badges) are evaluated for learning outcome impact vs. engagement-only metrics. Self-Determination Theory: engagement metrics can be misleading without learning correlates.

Extended Findings: Human Evaluator Notes

Hands-on observations from the audit session that supplement the AI-generated checklist. All findings were directly observed on the live Oppia logged-in platform.

No Undo/Redo Support (Critical)

Severity: 4/4 · H3 User Control & Freedom · H6 Recognition Rather Than Recall

No undo or redo exists anywhere in the logged-in experience. Accidental answer submissions, lesson exits, and exploration navigations cannot be reversed. Affects 100% of users. Violates Nielsen's "User Control and Freedom" at maximum severity.

Fix: Implement browser history-preserving navigation with a confirmation dialog before clearing any progress state.

Non-Functional AI Help Chatbot

Severity: 3/4 · H10 Help and Documentation

The help chatbot widget is present and visible but returned no meaningful responses during evaluation. A visible-but-broken help surface is worse than no help at all — it wastes user time and destroys trust (Shneiderman: avoid empty states that look functional).

Fix: Fix the chatbot or replace it with a static FAQ/contextual tooltip system until AI assistance is production-reliable.

No Auto-Save or Save State Indicator

Severity: 2/4 · H1 Visibility of System Status · H5 Error Prevention

No visual auto-save indicator, no manual save button, no communication that partially completed interactions are preserved. Users who close a tab mid-lesson have no feedback about whether progress will be retained.

Fix: Add a subtle "Progress saved" indicator on checkpoint. Clearly communicate the save/sync model inline.

PWA App-Shell / Browser Navigation Confusion

Severity: 2/4 · H2 Match Between System and Real World

When installed as a Progressive Web App, certain navigation affordances (back button, tab management) behave inconsistently with browser-tab expectations. Users' mental models of "back" and "home" diverge from what the app delivers.

Fix: Ensure PWA navigation patterns align with native app conventions, or explicitly communicate when browser-native behaviors are disabled.

No Curriculum Map or Dependency Graph

Severity: 3/4 · H4 Consistency and Standards · H13 Customer Journey

Learners cannot see the curriculum structure, topic dependencies, or their position in the broader learning journey. Topics appear as a flat list with no visible sequencing logic — forcing navigation by memory rather than recognition.

Fix: Implement a visual curriculum map (cf. Duolingo skill tree, Khan Academy mastery map) showing completed, available, and locked content with dependency relationships.

401 Error Page Has No Recovery Path

Severity: 3/4 · H9 Help Users Recognize, Diagnose, and Recover from Errors

The 401 Unauthorized page provides no actionable recovery guidance. Users encountering session expiry see an error code with no instruction to log in again, contact support, or navigate to a safe state.

Fix: Replace the bare 401 page with a user-friendly message ("Your session expired") plus a prominent "Log in again" CTA and home-page link.