WRAP (Waiting Room Associate Program)
Team: 9

1. Simple and Natural Dialogue
   a. The Dialog is simple. (no problem)
   b. The text to speech helps user with reading or hearing disability. (no problem).
   c. Some of the text to speech does not work (ex: in the numerology result page)
   d. It is a little bit confusing why there are two rows of number pad to enter the date and year. It is better if below the day and year are put two “_ _” lined up with the button.

2. Speak the User’s Language
   a. It uses common words (no problem)
   b. It uses the word “Button” but it explains what it means by button when welcoming the user (no problem).
3. Minimize User Memory Load
   a. It has no modes (no problem)
   b. It is using menu instead of command line (no problem)
   c. All task do not require user to memorize previous action (no problem)

4. Consistency
   a. It has internal consistency.(no problem)
   b. All button is design in consistent color and shape and placed consistently ( no problem)

5. Feedback
   a. The system gives immediate response (no problem).

6. Clearly Marked Exits
   a. Each page has a BACK to previous menu.(no problem).
   b. There is no way to go back to the main menu from each page (must fix).

7. Shortcuts.
   a. No shortcuts found (must fix).
   b. There is no need for history, or bookmarks (no problem)

8. Good Error Messages
   a. The error message needs to be more precise; restate user input (minor problem)
b. The error message is polite and non-blaming. (no problem)

9. Prevent Errors
   a. It is better if there is instruction (expected date input) in the window.
   b. However, it is not so important because the system cannot have a fatal error. (minor problem)

10. Help and Documentation
    a. No help and documentation is found in the current working prototype. (must fix)
    b. It is better to provide help for each task. (must fix)