Table 3 Identified usability problems per violated heuristics and severity

Heuristic	Cosmetic	Minor	Major	Catastrophe	Total	Average severity
Visibility of system status	4	6	17	0	27	2.4
Match between system and real world	0	5	1	2	8	3.0
User control and freedom	0	4	0	1	5	3.0
Consistency and standards	7	6	9	4	26	2.2
Help users recognize, diagnose and recover from errors	0	0	2	0	2	2.4
Error prevention	0	6	9	0	15	2.4
Recognition rather than recall	1	4	6	0	11	2.4
Flexibility and efficiency of use	0	4	20	8	32	3.2
Aesthetic and minimalist design	10	8	9	0	27	2.0
Help and documentation	0	5	0	4	9	2.6
Total (%)	22 (13.58%)	48 (29.62%)	73 (45.06%)	19 (11.72%)	162	