Prob No.	Summary of problem	predicted in	No. of users observed having this problem: Baseline	CW	GOMS	HE	Reading
1	Active resizing-handles on frames may cause errors when people slip	CA-1	0	-	-	-	-
2	People rely on undo and it may be inactive	CA-2 Rdg-40	2	-	-	-	-
3	Bookmarks do not allow labels and the user may forget what they are for	CA-3 HE-52	1	-	-	-	-
4	So many tools in the toolbar may be too complex	CA-5	0	-	-	-	-
5	Windows with their own scrollbars may be confusing	CA-6 CA-12	0	-	-	-	-
6	Tools in toolbar should be the most frequently used tools	CA-10	0	-	-	-	-
7	So many windows (frames, glossary, toolbar, etc.) may be confusing	CA-11	0	-	-	-	-
8	Navigations with 3 methods could be confusing	CA-14	0	-	-	-	-
9	No easy way to see what the Explorer version looks like	CA-18 Rdg-46 Rdg-48	0	-	-	-	-
10	Frames must be individually sized rather than having a default size	CW-1	1	-	-	-	-
11	Clipboard does not indicate what type of information is ready to paste	CW-2 CW-22	0	0	-	-	-
12	GoTo Page item in the Find menu is too far down for users to find.	CW-24	1	-	-	-	0
13	User will not know which actions to find in button palette as opposed to menus	CW-5	2	2	-	-	-
14	Confusing labels for saving options	CW-6	4	1	-	-	-
15	ToC will not be associated with "Table of Contents"	CW-11 CW-16 CW-18 GOMS-14	1	2	-	-	-
16	"Add Volume Page" command not findable in "Edit" menu	CW-20	4	4	-	-	-
17	Procedure for creating a new volume is confusing	CW-25 CW-26 CW-36 Rdg-6 Rdg-35	4	4	-	-	-
18	Can only undo one action, users would like to undo a sequence of actions	CW-41	0	-	-	-	-
19	It is not intuitive that a ToC entry must be the only thing in a frame	GOMS-1	3	-	-	-	-
20	Locking/unlocking frame tool is too far away from the frames.	GOMS-6	1	-	-	-	-

21	Tools and buttons in the palette look too much the same.	GOMS-10	0	-	0	-	-
22	Procedure for creating a glossary entry is inconsistent with creating a ToC entry	GOMS-13	0	-	-	-	-
23	Bookmark object (not command icon) is directional. Arrow is misleading.	GOMS-16	1	-	3	-	-
24	No way to locate the origin of a keyword from the glossary.	GOMS-17	0	-	-	-	-
25	Move Frame procedure inconsistent with Change Frame Size procedure	GOMS-20	3	-	-	-	-
26	Difficult to move an entire page.	GOMS-22	4	-	-	-	-
27	Change glossary keyword inconsistent with change TOC entry	GOMS-35	1	-	-	-	-
28	All uses of a glossary item should be linked automatically	HE-3	4	-	-	-	-
29	Procedure for creating a graphic and its caption requires two separate frames	HE-7	0	-	-	-	-
30	Glossary does not automatically remove punctuation included by mistake	HE-12	0	-	-	-	-
31	There is no spell check/grammar checker	HE-18	0	-	-	-	-
32	Glossary links are case-sensitive	HE-19	4	-	-	1	-
33	Cannot move an entire frame (with text) to the next page	HE-21	2	-	-	-	-
34	Edges of 2 frames cannot easily be aligned	HE-22	4	-	-	4	-
35	Numbering figures by hand is confusing and hard to modify	HE-32	0	-	-	-	-
36	Fames cannot have distinguishing shapes	HE-41	0	-	-	-	-
37	There are no keyboard shortcuts at all	HE-51	0	-	-	-	-
38	Text frames do not resize as more information is typed or cut & pasted into them	HE-61	4	-	-	-	-
39	Cannot tell what type a frame is by looking at it, and cannot query it.	HE-68	0	-	-	-	-
40	Having TOC and glossary in same column seems weird	HE-74	0	-	-	-	-
41	It is not clear what happens if a frame won't fit on the current page	HE-84	0	-	-	-	-
42	There are no numbers indicating which page the bookmarks point to.	Rdg-17	1	-	-	-	-
43	Main document pane has no title like ToC and glossary do	Rdg-20	0	-	-	-	-
44	There is no balloon-help-like feature	Rdg-25	0	-	-	-	-
45	The open command is not very descriptive	Rdg-29	1	-	-	-	0
46	The user can only rename something in the ToC by changing it in the volume pane	Rdg-41	2	-	-	-	-
47	Cannot undo Next Page and Previous page buttons with the undo command.	Rdg-51	0	-	-	-	-
48	Cannot undo the Glossary button by using the undo command	Rdg-52	1	-	-	-	0
49	Cannot undo the TOC button by selecting the undo command.	Rdg-54	1	-	-	-	0
50	Cannot undo the Lock/Unlock button with the undo command.	Rdg-55	0	-	-	-	0
51	Cannot undo bookmarks by using the undo command.	Rdg-56	0	-	-	-	0
52	Cannot undo a link to an existing Glossary entry using the undo command.	Rdg-61	0	-	-	-	0
53	Cannot undo editing Glossary definitions using the undo command	Rdg-62	0	-	-	-	0
54	The undo item in the "edit" menu does not say what will be undone	Rdg-69	1	-	-	-	2

Figure 4. List of predicted usability problems and the number of users experiencing these problems in the five different versions of the Builder.