

SEVERITY MATRIX

A selection of the most significant decisions, each documented with problem, solution and rationale.

ISSUE	SEVERITY	PARTICIPANTS	IMPACT	STATUS
Password requirements not understood on first attempt	Critical	1 2 3 4 5	High	Fixed
Course availability states (enrol vs waitlist) unclear on card	Critical	1 2 3 4 5	High	Fixed
Submit button on assessment perceived as inactive/disabled	Critical	1 2 3 4 5	High	Fixed
Accessibility menu not found during unguided exploration	Major	1 2 3 4 5	Medium	Fixed
Survey mandatory questions not visually differentiated from optional	Major	1 2 3 4 5	Medium	Fixed
Course code position too prominent, caused confusion with course title	Minor	1 2 3 4 5	Low	Fixed

Critical — blocks task completion

Major — significant friction

Minor — cosmetic or edge case