A completed review example

Example context. A fictional consultant site lets a visitor choose a session, select a time and submit contact details. The reviewer completes an expert walkthrough at a mobile width of 390 pixels.

Evidence	Finding and proposed change
E01. The price appears only after the visitor selects a time.	F01. Make the session price visible beside the session choice. Verify that visitors can identify the cost before choosing a time.
E02. Submitting an invalid email clears the selected appointment.	F02. Preserve the selected time and valid fields during error recovery. Verify the error path and successful resubmission.
E03. The confirmation page says “Done” without the session date or timezone.	F03. Show session, date, timezone and next steps. Verify the confirmation against the booking record.

Finding	Task impact	Suggested priority
F01	Makes comparison harder before committing to a slot.	Moderate
F02	Forces repeat work after a correctable error.	High
F03	Leaves the visitor uncertain about the booking.	High

These priorities are reviewer judgments for this fictional flow. The next test should check whether real users encounter the same difficulties.

Record a finding

Field	Your finding
Finding ID and short title	[ID + title]
Task step, device and state	[Context]
Observed behavior	[What happened]
Evidence ID, screenshot or recording location	[Reference]
Impact on the task	[Reasoning]
Method and uncertainty	[Method + unknowns]
Suggested change	[Specific recommendation]
How to verify the change	[Task + expected behavior]
Owner and status	[Owner + status]

Use a consistent severity rubric

Critical — the task is blocked with no workable recovery.
High — major confusion, repeated work or a substantial barrier.
Moderate — added effort with an available way forward.
Low — minor clarity or consistency issue.