

Find at least 5 violations during the process of buying a round-trip ticket on two websites or apps of your choice. You can pick any mode of transit you like: bus, train, boat, airplane, etc. You should stop before actually purchasing the ticket 😊

heuristic evaluation

For each violation, you must include a screenshot, select a heuristic name, write a short description and assign a severity number.

Heuristic Issue 1

Description

① Describe the issue as best you can.

Heuristic Categories

UNDERSTANDING

☐ Consistency

☐ Familiarity

☐ Functional

ACTION

☐ Freedom

☐ Flexibility

☐ Recon / Recall

FEEDBACK

☐ Show Status

☐ Prevent Errors

☐ Error Recovery

☐ Provide Help

Severity

This violation is...

☐ 0 - not a usability problem

☐ 1 - a cosmetic problem

☐ 2 - a minor usability problem

☐ 3 - major usability problem; important to fix

☐ 4 - usability catastrophe; imperative to fix

Site/App Evaluated

Screenshot(s)

① Attach at least one screenshot.

Heuristic Issue 2

Description

① Describe the issue as best you can.

Heuristic Categories

UNDERSTANDING

☐ Consistency

☐ Familiarity

☐ Functional

ACTION

☐ Freedom

☐ Flexibility

☐ Recon / Recall

FEEDBACK

☐ Show Status

☐ Prevent Errors

☐ Error Recovery

☐ Provide Help

Severity

This violation is...

☐ 0 - not a usability problem

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☐ 2 - a minor usability problem

☐ 3 - major usability problem; important to fix

☐ 4 - usability catastrophe; imperative to fix

Site/App Evaluated

Screenshot(s)

① Attach at least one screenshot.

Heuristic Issue 3

Description

① Describe the issue as best you can.

Heuristic Categories

UNDERSTANDING

☐ Consistency

☐ Familiarity

☐ Functional

ACTION

☐ Freedom

☐ Flexibility

☐ Recon / Recall

FEEDBACK

☐ Show Status

☐ Prevent Errors

☐ Error Recovery

☐ Provide Help

Severity

This violation is...

☐ 0 - not a usability problem

☐ 1 - a cosmetic problem

☐ 2 - a minor usability problem

☐ 3 - major usability problem; important to fix

☐ 4 - usability catastrophe; imperative to fix

Site/App Evaluated

Screenshot(s)

① Attach at least one screenshot.

Heuristic Issue 4

Description

① Describe the issue as best you can.

Heuristic Categories

UNDERSTANDING

☐ Consistency

☐ Familiarity

☐ Functional

ACTION

☐ Freedom

☐ Flexibility

☐ Recon / Recall

FEEDBACK

☐ Show Status

☐ Prevent Errors

☐ Error Recovery

☐ Provide Help

Severity

This violation is...

☐ 0 - not a usability problem

☐ 1 - a cosmetic problem

☐ 2 - a minor usability problem

☐ 3 - major usability problem; important to fix

☐ 4 - usability catastrophe; imperative to fix

Site/App Evaluated

Screenshot(s)

① Attach at least one screenshot.

Heuristic Issue 5

Description

① Describe the issue as best you can.

Heuristic Categories

UNDERSTANDING

☐ Consistency

☐ Familiarity

☐ Functional

ACTION

☐ Freedom

☐ Flexibility

☐ Recon / Recall

FEEDBACK

☐ Show Status

☐ Prevent Errors

☐ Error Recovery

☐ Provide Help

Severity

This violation is...

☐ 0 - not a usability problem

☐ 1 - a cosmetic problem

☐ 2 - a minor usability problem

☐ 3 - major usability problem; important to fix

☐ 4 - usability catastrophe; imperative to fix

Site/App Evaluated

Screenshot(s)

① Attach at least one screenshot.