Assignment 5

1. In the book trip panel, input "Phoenix / Mesa, AZ (AZA)" in the FROM section presented in a drop-down menu.
   - The user will know the next step since the book trip panel is enhanced and shows all the information the user will need to input.
   - The user sees the control in the book trip panel that he/she needs to fill out.
   - The user understands the control since there are labels and drop-down menus to help the user understand and to make it easier for them to select their choice.
   - No, the user will see the progress being made toward the solution of the task because the user cannot see the progress towards the end goal.
2. And in the TO section input "Sioux Falls, SD (FSD)" presented in a drop-down menu.
   - The user will know the next step since the book trip panel is enhanced and shows all the information the user will need to input.
   - The user sees the control in the book trip panel that he/she needs to fill out.
   - The user understands the control since there are labels and drop-down menus to help the user understand and to make it easier for them to select their choice.
   - No, the user will see the progress being made toward the solution of the task because the user cannot see the progress towards the end goal.
3. For the Departure date select March 16 from the calendar view and select March 21 for the Return date.
   - The user will know the next step since the book trip panel is enhanced and shows all the information the user will need to input.
   - The user sees the control in the book trip panel that he/she needs to fill out.
   - The user understands the control since there are labels and drop-down menus to help the user understand and to make it easier for them to select their choice.
   - No, the user will see the progress being made toward the solution of the task because the user cannot see the progress towards the end goal.
4. With the radio button, select either round-trip located next to the FROM and TO destination fields.
   - The user will know the next step since the book trip panel is enhanced and shows all the information the user will need to input.
   - The user sees the control in the book trip panel that he/she needs to fill out.
   - The user understands the control since there are labels and drop-down menus to help the user understand and to make it easier for them to select their choice.
   - No, the user will see the progress being made toward the solution of the task because the user cannot see the progress towards the end goal.
5. Click the drop-down menu to input the number of adults and children you will be taking on your trip. Then click search to continue to find a list of flight bookings.
   - The user will know the next step since the book trip panel is enhanced and shows all the information the user will need to input.
   - The user sees the control in the book trip panel that he/she needs to fill out.
   - The user understands the control since there are labels and drop-down menus to help the user understand and to make it easier for them to select their choice.

- No, the user will see the progress being made toward the solution of the task because the user cannot see the progress towards the end goal.

6. This section shows the possible flights for the date of your choosing, select a flight that is most preferable. After click continue to proceed.
   - The user will know the next step since it clearly shows a list of flights sectioned from departure to arrival. And a list below, there is an option to even change it from a list view to a calendar view.
   - The user sees the control and can make a choice.
   - The user understands that the user needs to choose a booking from the list view so selecting an option from the list is what the user needs to do before continuing.
   - Yes, the user will see the progress being made toward the solution of the task because the user can see the progress towards the end goal.

7. This section shows a list of bundles that is offered, choose one if you would like and click continue to proceed.
   - The user knows the next step shows a list of bundles the user can choose from.
   - The user sees the control being the selecting the bundle in this case.
   - The user understands the choice he can make of choosing a bundle or not.
   - Yes, the user will see the progress being made toward the solution of the task because the user can see the progress towards the end goal.

8. In this section you will need to enter your personal information, such as first name, last name, gender, date of birth, phone number, and email address. Click continue at the bottom to proceed.
   - The user knows the next step because it shows several fields for the users' entry and labels specifying the type of information the user must input.
   - The user sees the control because the user must enter personal information to continue.
   - The user understands the control because it is supported with labels.
   - Yes, the user will see the progress being made toward the solution of the task because the user can see the progress towards the end goal.

9. Next you will need to select your seats. The seats are oriented with respect to the positioning of the plane. So the top is the front of the plane and the bottom is the bottom of the plane, and the price of each seat is listed on the box representing the seat. An aisle seat is what meets our parameters, so selecting a seat towards the tail end of the plane is what is most desirable. Once your seat is chosen, click continue to proceed.
   - The user knows the next step because there is a figure showing the layout of the plane and the seats the user must select are highlighted with labels.
   - The user sees the control because there is a figure where the user must select his/her seat.
   - The user understands the control because the user knows the option, he/she choose represents the seat they are purchasing.
   - Yes, the user will see the progress being made toward the solution of the task because the user can see the progress towards the end goal.

10. Select a checked bag the meets the parameters of the large bag we have chosen.

- The user knows the next step is to choose a bagging option. With the parameters given the user knows it fits the checked bag option.
- The user sees the option listed between the possible bagging types to choose from.
- The user understands that he must choose one of those bagging types of ton continue.
- Yes, the user will see the progress being made toward the solution of the task because the user can see the progress towards the end goal.

Findings and conclusions:

I noticed although the information they provided to help the user make their choice was efficient. They did not have much of an error checking. Firstly, the user can provide fake information that will not be checked and still passed on to the next step. This could be problematic since fake persons can hold a booking for a flight when some valuable customers would need it. Secondly, I noticed that there is a timeout period that makes the user start at the beginning if they are isle for period of time. Which is troublesome for the user since they would need to start from the beginning every time this happens. So although, this cite is effective in the booking process, it needs more work on error checking .