Coursework 1 – Critical Analysis

**Module:**

**Web Technologies**

**SET08101**

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Software Engineering – Year 2

### Objective:

To provide critical analysis of Dominion Cinema seat booking system at <http://dominioncinema.admit-one.eu/>. Dominion cinema has First Class screen where you can book sofa seating for two people and armchair seating. Website allows basic functionality and interaction with the system.

### Conclusions:

When user is booking tickets there are details displayed on the screen about the current movie. User can see title, time and date, screen type, run time and pegi rating. Below there are some instructions of how to proceed with the booking. However, this description doesn’t explain, that some seats were already chosen for the user and it may not be clear they can be changed. As a matter of fact, this feature could not even be implemented. When user opens the page seats description is below the seating plan and initially not visible. This may cause the user to wonder where this information can be found. It would be more appropriate to indicate this within the same as other instructions above the seating plan.

When booking the seats user selects how many seats of what kind wants to purchase. First issue that can be found on the page is that system often choses halves of the sofa’s as like on the screenshot below. This may lead to misunderstanding that such booking is allowed. User will find out it is not after clicking on next button. This information should be displayed instantly during seat selection and next button should be disabled until appropriate seats are chosen. Another misleading feature is displaying and selecting sofas in halves even though cinema allows only full sofa booking. It would be more appropriate and easier to use for the user if this would be displayed and selected only as whole. This would give the clear message of what kind of selection is allowed.

Current booking system doesn’t display the seat designations of current selection nor their prices. It may be unclear to the user what is exact price for the booking and what user chose to book.

Graphical content of the page is moderately well designed, although it could be more appealing. Especially the seat choice explanation below the seating plan presents itself very badly on white background. This may pose some readability problems for people with sight impairment.

New version of the page displays currently selected seats with the total price. User may click next button only if appropriate seats are chosen depending on ticket selection choice. Real time information regarding the selection is displayed in case if user tries to select something that cannot be applied. User my deselect current seats and choose another of its choice. New version of the page also allows user to select/deselect whole sofas and they are also displayed as whole to avoid any misconception. This doesn’t allow to choose half of the sofa.

### Summary:

The design of the dominion site is good. It is relatively easy to read and follow. The appearance of the site is consistent throughout. Information is presented in logical manner, however there are couple of things to consider to improve the readability and consistency as pointed out above. Navigating of the page is mostly intuitive although also has couple of unpleasant features that could be upgraded.



