

Alan Merritt - Heuristic Evaluation 2: Peter Pan Bus

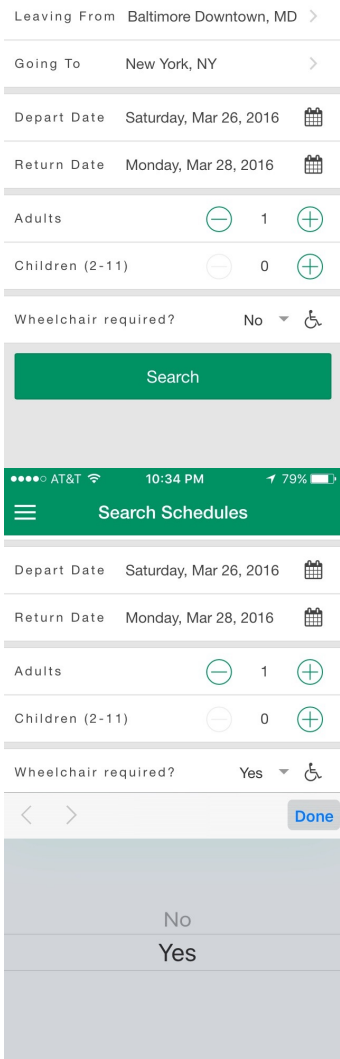


Issue: Cannot sign into app

Severity: 3

Heuristics violated: Minimalism

Description: This app does not have any place for the user to login as a returning customer.

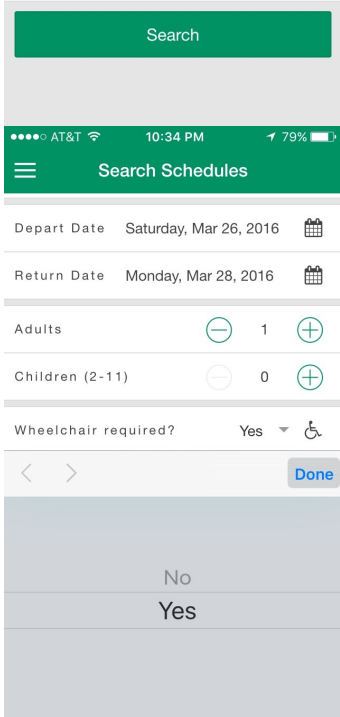


Issue: Unable to enter a discount code

Severity: 4

Heuristics violated: Recognition

Description: If there was a promo code to be entered into the site, the app does not allow to make it easy to find where to enter this information.

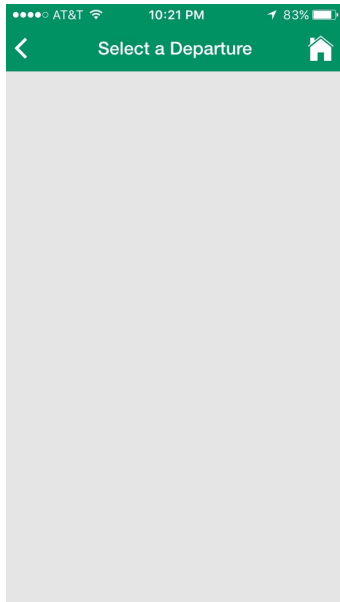


Issue: Unable to enter an option for special needs.

Severity: 3

Heuristics violated: Error Prevention

Description: This app only gives a No or Yes option for Wheelchair required. This should be an option in a broader selection for special needs.



Issue: Continuing with the registration

Severity: 4

Heuristics violated: Error Prevention

Description: After entering the data for Search Schedules, I am brought to a blank screen. There are no instructions that inform me that I have to scroll up to see the top of the page to continue.

New York, NY			
		Sched #	2305
Depart	07:45am	Carrier	GLI
Newark, NJ			
Arrive	08:15am	Sched #	2305
Depart	08:25am	Carrier	GLI
Mt Laurel, NJ			
Arrive	09:50am	Sched #	2305
Depart	09:50am	Carrier	GLI
Wilmington, DE			
Arrive	10:50am	Sched #	2305
Depart	11:00am	Carrier	GLI
Baltimore Downtown, MD			
Arrive	12:25pm	Sched #	2305
		Carrier	GLI

Issue: Unable to determine who is the carrier

Severity: 2

Heuristics violated: Mapping

Description: When viewing the Schedule Details there are no category listing, legend or key to describe the 3 letter code for the carrier.