Nanoquiz 4 (Safety) Makeup:

<http://www.luckystarbus.com/Purchase.aspx>

This is a link to a small bus agency’s website. Because the bus agency only services one route (NYC ⬄ Boston), the UI is made fairly simple. However, Lucky Star’s website is not very safe and prone to slips because it implicitly requires the user to fill out the form in a linear way. For example, if the user forgot to select between the Round Trip and One Way radio buttons, then after selecting their departure and arrival city, the “Returning Date” is grayed out and does not permit the user to input any date. (This is not even made on the assumption that the user wanted to only book a One Way ticket, as the user still has to manually go back and select the option.) In general, any field that the user forgets to fill out will prompt the user through a pop-up dialog that can be jarring—especially since the dialog boxes are not necessarily consistent (for example, “Returning Date” vs “End Date”).

This interface does have good safety components implemented, though. For example, when users want to switch their Arrival City, their Departure City automatically flips; this is taking advantage of the fact that they only have one route, but prevents users from accidentally trying to book a NYC 🡪 NYC ticket. In addition, users are unable to select a date on the calendar popup that is before today’s date. (Note that this is not disallowed if the user manually types in their dates, in which case they can still search and find that there is no scheduled buses available.)