**Group Discussion**

**Error prevention**

* SIgnup isn’t specific about what fields are required
  + Error prevention heuristic
  + Not severe, however it could cause the users to loose time and cause confusion
  + Put little stars on what fields are required and check which of those fields is specifically empty to point out the exact field that needs filling out
* No information on fields for what the proper format is
  + Error prevention heuristic
  + Severe, however it could cause the users to loose time and cause confusion
  + Add placeholders that show the format that we are expecting to take in, for example cvv is a 3 digit number, etc…

**Flexibility and efficiency**

* Users must type in information every single time they make a purchase
  + Flexibility and efficiency of use heuristic
  + Not severe, but annoying
  + Taking advantage of chrome auto fill to auto populate the fields or, implement our own auto fill feature based off of past history
* Users must press add or subtract buttons every time to purchase things
  + Flexibility and efficiency
  + severe , because it slows down our users especially for large purchases
  + Make quantity typeable something like an input field.

**Visibility**

* No indication of how much anything costs until you actually select it
  + Visibility of system status heuristic
  + Severe, user is not provided important price information
  + Add a area to show the users the total price for each ticket aswell and the cost of each ticket
* No indication on the age group for each ticket type
  + Visibility of system status heuristic
  + Severe, users could potentially purchase a ticket that might not be valid for their age group
  + Adding a short description by each ticket to inform the user about the age group for each ticket class
* Don’t show the user what red and white and green seats mean in context of what is taken and what is not/lacking instructions
  + Visibility of system status/
  + Severe, requires the user to just know what to do
  + Adding a small legend describing what each color means and prompting the user to click on a seat to select it/deselect it
* Don’t inform the user on a running total
  + Visibility of system status
  + Severe, users find out price at the very end
  + Keep a running total for everything at the bottom of each step in the ticket purchase process
* Users don’t know what step in the ticket purchase process they are in
  + Visibility of system status/
  + Not very severe, the back button is always available
  + Moderately severe for not knowing where they are in the process
  + Adding **breadcrumbs** to the ticket purchase process

**User Control and freedom**

* Users can skip all fields in the payment part of the site
  + User control and freedom
  + SEVERE, users can obtain tickets without entering in payment info
  + Making fields required and validating all credit card information

**Help and Documentation**

* Group payment could still be a confusing concept for many even with tooltips
  + Help and documentation
  + Not severe, tooltips are still provided for help
  + Adding a help button linking to a short youtube video on how to use group payment