**Heuristic Evaluations Final Project**

**Visibility** – Users are always informed of where they are in the website and what they must do next. However we don’t provide them with knowledge of the steps to come ahead and their past actions. Having a bar at the top that shows the complete process might be beneficial as it allows the users to know where they are in the process and if they’ve skipped something they shouldn’t have.

**User Control and Freedom** – There are easy escapes to most things either through back buttons, clicking outside of field (for sign up and payment details) and clicking home to go back to home page. Something I realized though was that there’s no way to go back to saved credit cards when paying logged in and you choose to pay with a new card so that violates user control and freedom.

**Error prevention**- Pretty hard to make an error other than the payment page however that is only a visual error. We do however need to specify which fields are required to prevent the user from making errors on their input. For example, in payment page, they can continue without entering proper input in the payment fields.

**Flexibility and efficiency of use** – what are accelerators

**Help and documentation** – Tool tips are provided for the payment pool table however no other help is provided other than to provide information of why we need certain information when signing up. We should have had more features to provide help, a guide for purchasing tickets that explain our features may have been beneficial.