Following are the Evaluations Done by –Mukesh Kumar

- **1-** Error prevention
- **2** Recognition rather than recall
- **3** Consistency and Standards

Question 1: Design Evaluation Report

I #	Design Principle	What is the Issue?	Where is the issue? Location. (Screen/ Function & section)	Why it becomes an issue? Problems/reasons	Significanc e (Major/ Minor)	Evidence (Figures)
1	Error Prevention	After clicking on credit/debit pay button, there is no "Confirm Payment" Pop up.	Checkout Screen. Credit/Debit Payment Button- User need to click on the Credit/debit button for payment	1-If user changes his/her mind to alter any option. 2-User also might want to change flight selection.	Usability catastrophe	Cardholder's Name Card Number CVC Expiry Credit/Debit Card Pay
2	Error Prevention	There is no "Save for later" or "Save selection" option to save meal and seat choice.	Seat and meals Screen. Seats section/meals section.	1-When user selects wrong seat or meal, 2-User might change mind later on. 3-If user was in hurry	Major	2 2 2 3 3 3 3 3 5 5 5 5 5 5 5 5 5 5 5 5
3	Error Prevention	Error comes under "SLIP". Here, user accidentally cli cks sign up button without their attention to read or check	-Sign Up screen. And Payment ScreenMarking check box after reading Company Terms and Conditions and subscribe to news letter	1-Check boxes are below the signup buttons for signup screen and save card check box below payment button. 2-As per the layout, user will click	Usability catastrophe	Sign Up OR Sign Up with Google Sign Up with Facebook Agree our terms&conditions and privacy Subscribe our newsletter to receive best

		companies terms/conditio ns. And subscribe to news letter	-saving card details	signup or other sign up options without checking the subscribe and terms/conditions box.		
4	Recognitio n rather than recall	User has to recall his promotional code	Payment screen	It increases user's memory load	Major	FLYHIGH123 Apply code Earned Points : 1 Eligible discount value : \$20
5	Recognitio n rather than recall	User has to recall his favorite meal, meal type.	Seats and Meals Screen	It Maximizes user's memory load.	Minor	Meal (Vegetarian) Vegetarian Low Fat Diabetic
6	Recognitio n rather than recall	User has to scroll and search for various flight options.	Flight Search Screen	It increases memory load.	Minor	Search Result American Airlines Economy - 1 Stop Sydney 11:00AM Depart-5:00PM Transit duration: 3 hrs Total duration: 13 hrs Seats: Available Denote the search Airlines Economy - 1 Stop Wirgin Air Economy - 1 Stop Search Result India Arrive: 10:00 PM Arrive: 10:00 PM Transit duration: 3 hrs Book Now Virgin Air Economy - 1 Stop Search Result Search Resul
7	Consistenc y and Standards	Text in input block is not made as "Hint text."	Sign Up screen	-User assumes text is already entered. -It also looks like "Shadow less Button"	Major	Email / Contact Number Password Confirm Password Sign Up
8	Consistenc y and Standards	Icons are not included for all elements in footer	All Screens	-No consistent visual elementsconfuses user	Usability catastrophe	Help Terms and conditions Privacy policy
9	Consistenc y and Standards	Button color is not consistent	Payment Screen	- Strange differences in Button colors	Major	

						Apply code ned Points : 1 ible discount value : \$20 Cardholder's Name Card Number CVC Expiry Credit/Debit Card Pay
1 0	Consistenc y and Standards	Choice of language is different	Booking management screen and Main Menu	- different terminology to show the same thing. -creates confusion	Usability catastrophe	Recent Filter By Sydney - Delhi American Airlines Status: Pending Sects: 2 { Economy class } Booking reference: xyzxyzxyzxyz

$2-Proposing\ Remediation\ to\ Issues$

Write Remediation to each issue you identified in Question 1 and give reasons (how it will increase usability or how it will help the user) for your remediation.

I#	Remediation	Reason(s) for remediation (How will it help the user or improve usability?)	Annotated Screenshot
1	Include a pop screen with Confirm Payment Button when user clicks on credit/Debit button	Helps prevent user errors and improves efficiency.	CVC Expiry Credit/Debit Card Pay Pay with Paypal
2	Create a button "Save Selection"	Helps user to save his selection and can have chance to confirm it later.	Vegetarian Low Fat Diabe
3	Include the check boxes above the buttons	Improves user usability and understandability.	Sign Up OR Sign Up with Google Sign Up with Facebook Agree our terms&conditions and prival Subscribe our newsletter to receive best
4	Provide suggestions for promotional code.	Improve productivity and save users time and working memory.	FLYHIGH123 Apply code Farned Points Eligible discount value : \$20
5	Provide flight recommended meals, suggested meals based on users' previous selections.	Improve productivity and help decrease user's memory load	netarian Low Fat Diabetic Confirm

6	Include suggestions for user based on his previous travel and similar flight selections	-Helps user to focus on fewer and more relevant sectionsImproves efficiency and reduces user's memory load	## Best Bags Stops Price
7	Make the text as "Hint Text"	Helps improve Usability Standards, user visibility and understandability	Password Confirm Password
8	Icons should be provided for all footer menu elements	Helps improve user Learnability and Visibility	Help Terms and conditions Privacy policy
9	Make button color same as other buttons.	Improves consistency and user visibility.	FLYHIGH123 Apply code Earned Points : 1 Eligible discount value : \$2
10	Match Main menu text and screen title text.	-Reduces user confusion, -improves usability and user visibility	Recent Filter By Sydney - Delhi American Airlines Status : Pending Seats : 2 [Economy class]