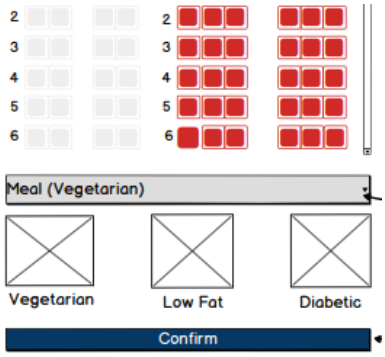
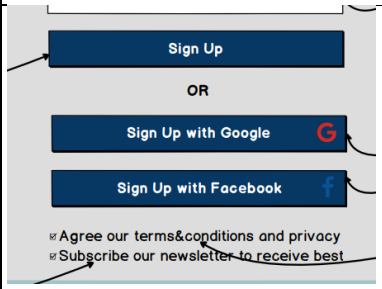
Following are the Evaluations Done by –Mukesh Kumar

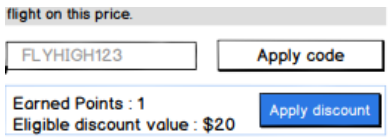
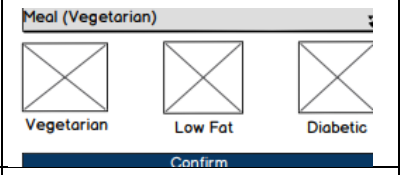
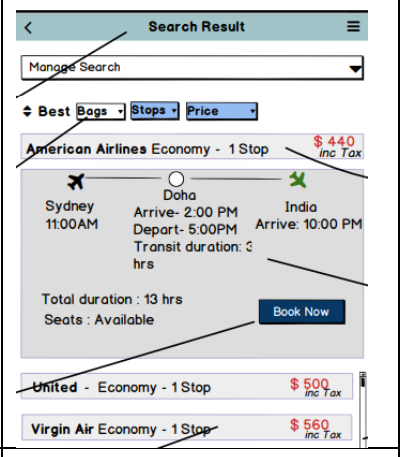
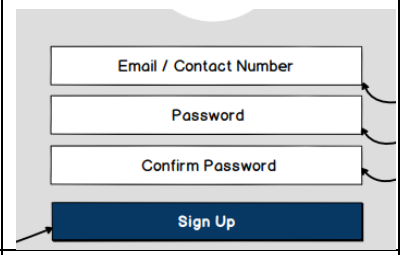
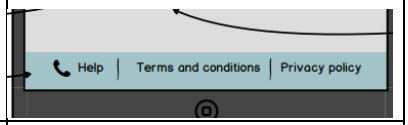
1- Error prevention

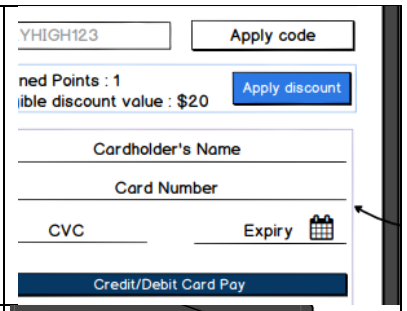
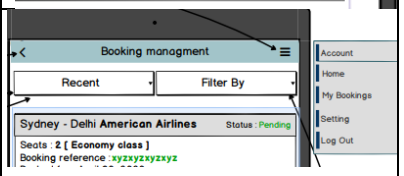
2- Recognition rather than recall

3- Consistency and Standards

Question 1: Design Evaluation Report

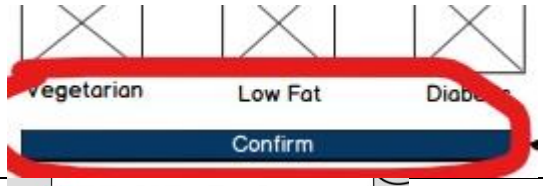
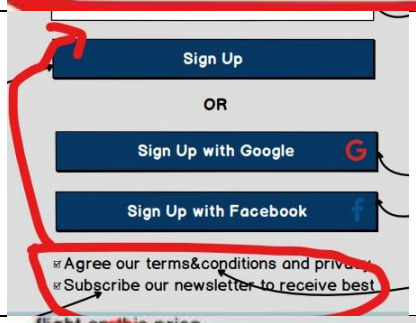
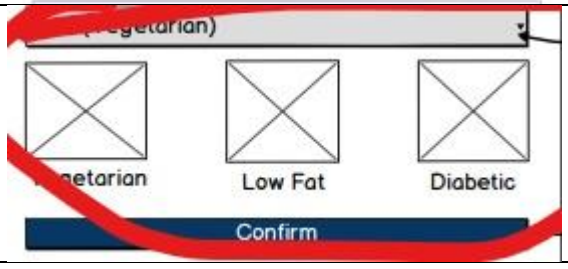
I #	Design Principle	What is the Issue?	Where is the issue? Location. (Screen/ Function & section)	Why it becomes an issue? Problems/reasons	Significance (Major/ Minor)	Evidence (Figures)
1	Error Prevention	After clicking on credit/debit pay button, there is no "Confirm Payment " Pop up.	Checkout Screen. 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	
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	
3	Error Prevention	Error comes under "SLIP". Here, user accidentally clicks sign up button without their attention to read or check	-Sign Up screen. And Payment Screen. -Marking 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	

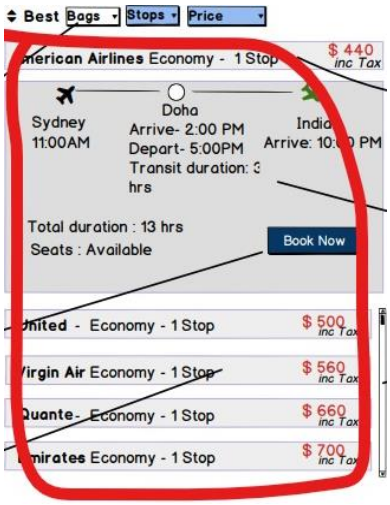
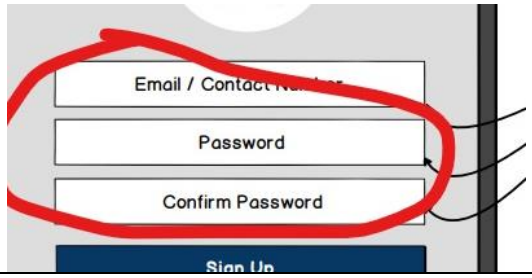
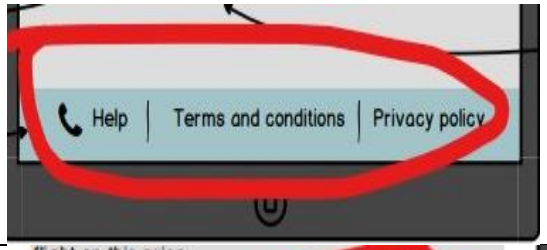
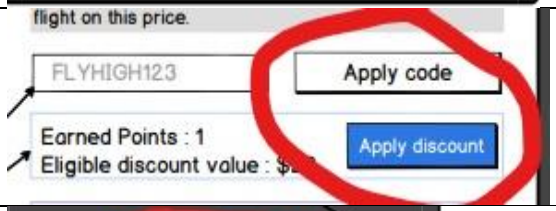
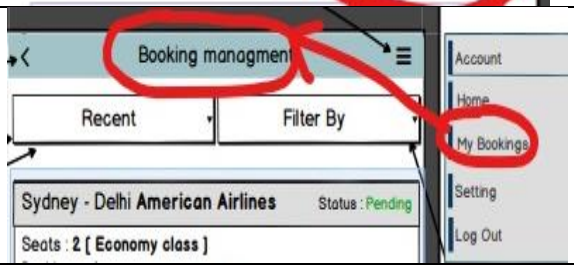
		companies terms/conditions. And subscribe to news letter	-saving card details	signup or other sign up options without checking the subscribe and terms/conditions box.		
4	Recognition rather than recall	User has to recall his promotional code	Payment screen	It increases user's memory load	Major	
5	Recognition rather than recall	User has to recall his favorite meal, meal type.	Seats and Meals Screen	It Maximizes user's memory load.	Minor	
6	Recognition rather than recall	User has to scroll and search for various flight options.	Flight Search Screen	It increases memory load.	Minor	
7	Consistency 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	
8	Consistency and Standards	Icons are not included for all elements in footer	All Screens	-No consistent visual elements. -confuses user	Usability catastrophe	
9	Consistency and Standards	Button color is not consistent	Payment Screen	- Strange differences in Button colors	Major	

						
10	Consistency and Standards	Choice of language is different	Booking management screen and Main Menu	- different terminology to show the same thing. -creates confusion	Usability catastrophe	

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.	
2	Create a button "Save Selection"	Helps user to save his selection and can have chance to confirm it later.	
3	Include the check boxes above the buttons	Improves user usability and understandability.	
4	Provide suggestions for promotional code.	Improve productivity and save users time and working memory.	
5	Provide flight recommended meals, suggested meals based on users' previous selections.	Improve productivity and help decrease user's memory load	

6	Include suggestions for user based on his previous travel and similar flight selections	-Helps user to focus on fewer and more relevant sections. -Improves efficiency and reduces user's memory load	
7	Make the text as "Hint Text"	Helps improve Usability Standards, user visibility and understandability	
8	Icons should be provided for all footer menu elements	Helps improve user Learnability and Visibility	
9	Make button color same as other buttons.	Improves consistency and user visibility.	
10	Match Main menu text and screen title text.	-Reduces user confusion, -improves usability and user visibility