

Task: Buy Ticket Anchorage to Seward for round trip for 22nd Aug to 24th Aug 2015

Site: <https://www.alaskabusconnections.com/>

Violation #1: Aesthetic and Minimalist

Description

As I browsed the site, I saw no Booking Form available. Instead I found long list of less important information. I had to click on button (BOOK ONLINE) in top menu. In addition, Banner seems not aesthetic and eye pleasing either.

Severity: 1 (Cosmetic Problem)



Violation #2: Control and Freedom

Description:

When I clicked on BOOK ONLINE button, It redirects another page and URL in browser seems different from the website and no back button or cancel button to discard booking form.

Severity: 3 (major usability problem; important to fix)

A screenshot of the Alaska Bus Connections Inc. booking form. The form is titled "Alaska Bus Connections Inc." and includes instructions to complete a form for transportation service from May through September 2015. It lists a phone number and email address for questions. A note indicates that the form is in Bengali. The form fields include: "Date of Travel? * MM / DD / YYYY" (07/07/2015), "Customer Name & Cell Phone Number? *", "Start Time? *", "Mode of Transportation? *", and "Mode of Transportation? *". The "Mode of Transportation?" field has two options: "Shared Shuttle" (unchecked) and "Private" (checked). The background of the form features a collage of images related to Alaska, including a cruise ship, a map of the state, and a bear.

Violation #3: Error Prevention

Description:

I expected calendar to select the date but I had to insert date in input box manually and mistake happened on date format. Customer Name or Phone number in same input is really confusing.

Severity: 3 (major usability problem; important to fix)

Alaska Bus Connections Inc.

Please complete this form to reserve transportation service for May through September 2015
Questions on Completion ? Phone: 1-907-717-9150 Email: alaskabusconnections@gmail.com

* आवश्यक

Fast Online Booking!



Date of Travel? *
MM / DD / YYYY
07/07/2015

Customer Name & Cell Phone Number? *
Naresh

Start Time? *
Refer to website or quoted email. (examples: 1:00 PM or 8:00 AM till 3:00 PM)
1:00 PM

Mode of Transportation? *
 Shared Shuttle
 Private

Violation #4 Recover from Errors

Description:

Error Handing issue in the form. For example: Numeric, date format. Form doesn't show any error while I entered wrong format in text, numeric digit, email and date.

Severity: 4 (Usability catastrophe; imperative to fix)

Part 2



Choose Your Route: *
Options are not round trip.
 Direct Transfer
 1/2 Day - Wildlife Park Transfer
 Full Day - Wildlife & ANC City Deluxe Transfer
 Hourly Charter

Number of People? *
2

Pick up Address? *
If you don't have the address list the hotel name or port name
33

Drop Off Address? *
If you don't have the address list the hotel name or port name
3

Email? *
This is where you want your confirmation sent to.
3

Violation #5 Recognition

Description:

Similar type of Input and no icons make confusing and user have to see in detail to fill the form.

Severity: 3 (major usability problem; important to fix)

The screenshot shows a web-based booking form for Alaska Bus Connections Inc. The header is blue with the company name. Below it, there's a red asterisk next to the text "आवश्यक छ". The form is titled "Round Trip Info:" and contains several sections with required fields marked by red asterisks:

- Return Date of Travel?**: A text input field with the placeholder "Leave blank if you are traveling ONE WAY".
- Start Time? ***: A text input field.
- Mode of Transportation? ***: A dropdown menu with two options: "Shared Shuttle" and "Private".
- Choose Your Route: ***: A dropdown menu with three options: "Direct Transfer", "1/2 Day - Wildlife Park Transfer", and "Full Day - Wildlife & ANC City Deluxe Transfer". It is noted that options are not round trip.
- Number of People? ***: A text input field.
- Pick up Address? ***: A text input field with the placeholder "If you don't have the address list the hotel name or port name".
- Drop Off Address? ***: A text input field with the placeholder "If you don't have the address list the hotel name or port name".

At the bottom left, there are navigation buttons: "« पछाडि" and "सुचारू »". On the right side, there is a horizontal progress bar.

**Task: Buy Ticket Kathmandu to Pokhara for round trip
for 22nd Aug to 24th Aug 2015**

Site: <http://www.tigertravel.com.np/>

Violation #1: Aesthetic and Minimalist

Description

Online Booking form on header is really confusing to misleading to users. And tiny form is also not convincing and aesthetic. Too many contents listed on left sidebar, body and right sidebar make user distraction from main goal. Minimalistic design approach can make improve on this site.

Severity: 1 (Cosmetic Problem)

Contact: 9851065518 | Pokhara Office: 9856044644 | Gov. Reg. No.29023/060/61

The screenshot shows a travel agency's website. At the top left is a booking form for a vehicle named 'Micro Jombo' from 'kathmandu' to 'pokhara' on '08/15/2015' at '02:00 A.M.' with a 'Proceed' button. To the right is the company logo featuring a tiger, a map of the Himalayas, and text about providing complete solutions for vehicle services in Nepal. Below the header is a navigation bar with links for Home, Nepal, Tibet, Bhutan, and Sikkim. The main content area has sections for 'OUR VEHICLES' (showing images of a white van labeled 'Jumbo' and a blue van labeled 'Land Cruiser') and 'Welcome to our site'. It also features a 'Special Packages' section with six tour options: 'Pokhara Tour', 'Chitwan Tour', 'Exotic Tour One', 'Muktinath Combo Tour', 'Janakpur Tour', and 'Manakamana Tour', each with a small image and brief details. On the right side, there is a sidebar titled 'Useful Information....' with links to Getting to Nepal, Is it safe to Travel, Places to visit, Trekking in Nepal, Banks & ATMs, and Booking Form.

Violation #2: Recognition

Description:

Normally users expect suggested available list in **From** and **To**. Users are not used to type place name in the form correctly. So. Suggested list can improve on it.

Severity: 3 (major usability problem; important to fix)

Violation #3: Consistency and Standard

Description:

After I click on **Proceed**, The result load in the body section of same page. And **Vehicle** and **Time** input type not same as from previous form. Missed out dropdown list.

Severity: 3 (major usability problem; important to fix)

Online Booking
ONLINE BOOKING

Vehicle: Please Choose One

From: _____

To: _____

Date: _____

Time: Time A.M

Proceed

Gov. Reg. No.29023/060/61

www.tigerttravel.com.np

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OUR VEHICLES

Private Car

Hiace

Online Vehicle Booking. Please Fill up the Form..

Journey Detail,	
Vehicle *	:: Micro Jombo
From *	:: kathmandu
To *	:: pokhara
Budget	::
Number of person *	::
Journey Date *	:: 08/15/2015
Time *	:: 02:00 A.M
Pick up Place *	::
Personal Details,	
First name *	::
Last name	::
E-mail address *	::

ACTIVITIES TO DO...

Violation #4 Freedom

Description:

Due to input type inconsistency, I had to insert in it manually in the case if I had to change the **Vehicle** and **Time**. It's a kind of frustrating to users.

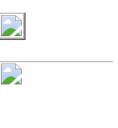
Severity: 3 (major usability problem; important to fix)

Violation #5 Error Prevention

Description:

Error handling issue exists in this form. While I mistyped in email, text in numeric field, It doesn't show any error. After I fill up all the field, and press submit then it shows wrong entry field in popup window. It can be improved using hints and example, instant input checking and showing errors or correct entry in related field.

Severity: 4 (usability catastrophe; important to fix)

 Jumbo 	<table border="1"><tr><td colspan="2">Journey Detail,</td></tr><tr><td>Vehicle *</td><td>::</td><td>Car</td></tr><tr><td>From *</td><td>::</td><td>Pokhara</td></tr><tr><td>To *</td><td>::</td><td>Kathmandu</td></tr><tr><td>Budget</td><td>::</td><td>dsadas</td></tr><tr><td>Number of person *</td><td>::</td><td>dasda</td></tr><tr><td>Journey Date *</td><td>::</td><td>08/06/2015 </td></tr><tr><td>Time *</td><td>::</td><td>sdsad A.M</td></tr><tr><td>Pick up Place *</td><td>::</td><td>dasda</td></tr><tr><td colspan="3">Personal Details,</td></tr><tr><td>First name *</td><td>::</td><td>dasd</td></tr><tr><td>Last name</td><td>::</td><td>dasdas</td></tr><tr><td>E-mail address *</td><td>::</td><td>ddasd</td></tr><tr><td>Country</td><td>::</td><td>[Please select your country] </td></tr><tr><td></td><td>State</td><td>Street</td></tr><tr><td>Contact number</td><td>Home nc</td><td>Office nc</td><td>Mobile nc</td></tr><tr><td>Fax number</td><td colspan="3"></td></tr><tr><td>How did you find us?</td><td colspan="3">Please Select one </td></tr><tr><td>Your Comment if any</td><td colspan="3"></td></tr><tr><td>Security Code *</td><td colspan="3"> mphk3k</td></tr><tr><td></td><td>Submit</td><td>Reset</td><td></td></tr></table>	Journey Detail,		Vehicle *	::	Car	From *	::	Pokhara	To *	::	Kathmandu	Budget	::	dsadas	Number of person *	::	dasda	Journey Date *	::	08/06/2015 	Time *	::	sdsad A.M	Pick up Place *	::	dasda	Personal Details,			First name *	::	dasd	Last name	::	dasdas	E-mail address *	::	ddasd	Country	::	[Please select your country] 		State	Street	Contact number	Home nc	Office nc	Mobile nc	Fax number				How did you find us?	Please Select one 			Your Comment if any				Security Code *	 mphk3k				Submit	Reset		ACTIVITIES TO DO     
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