Assignment4 Heuristic Evaluation

- I used the "https://www.irctc.co.in/nget/" for the heuristic evaluation.
- The website is designed to help the users in booking tickets for their travel from one place to another.
- The website also provided options for booking necessary accommodation at the destination and possible tour plans available at the destination.
- The website has a user profile page which helps the user to track all the previous activities.

Problems pertaining to the website:

1. The website is not designed efficiently.
2. Even though the website supports multiple functionalities, the functionalities are not properly organized and are not user friendly.
3. The website does not have a master navigation and the homepage does not serve the basic purpose of the website.
4. The website can be made more clear and efficient to increase the user satisfaction.

Improvements:

1. The website should have a master navigation which helps the user to access the required features in the website.
2. The home page can be designed efficiently and should contain all the important features.
3. A search engine can be added to the website to help the user in searching for the necessary functionality.

Evaluation for the improvements proposed:

1. A user study can be conducted before and after the improvements have been implemented to check the user satisfaction.
2. A questionnaire can be circulated among the existing users to identity the problems faced by the user while using the website and tally them with the proposed improvements.