

## Heuristic Evaluation Report

**Screen:** 11-Delivery

**Evaluator:** Larry Najjar

Heuristic	Severity	Problem	Recommendation
15-Navigation logicness	2-Minor usability probl	The "Delivery" navigation and screen are superfluous.	Put the short delivery information on the user profile screen, near the address fields. Remove the "Delivery" navigation control and screen.

**Screen:** 15-Help

**Evaluator:** Larry Najjar

Heuristic	Severity	Problem	Recommendation
9-Help users recognize, diagnose, and	2-Minor usability probl	<p>On the last user profile screen, I clicked on the "Help" button. The help was not helpful. It was way too generic. It applied to the general application, not the screen I was on.</p> <p>Plus, the Help screen included the following confusing error message: "Unable to locate file! Call Travel Agency."</p>	<p>Using a small "Help" button, provide help for each field. Retain the general "Help" button, but use it to provide help that is not related to specific fields. Provide step-by-step instructions for performing important or frequent tasks. Include an e-mail or telephone number for contacting someone for immediate help.</p>

**Screen:** 17-Info

**Evaluator:** Larry Najjar

Heuristic	Severity	Problem	Recommendation
12-Intuitiveness	2-Minor usability probl	Under "Ticket Delivery," there is a statement that "All tickets will be mailed to the credit card billing address." When I completed my user profile, I did not have to enter this information. I am confused.	To allow registered users to book in a minimal number of screens, consider asking for the user's credit card and credit card billing address information in the profile.