
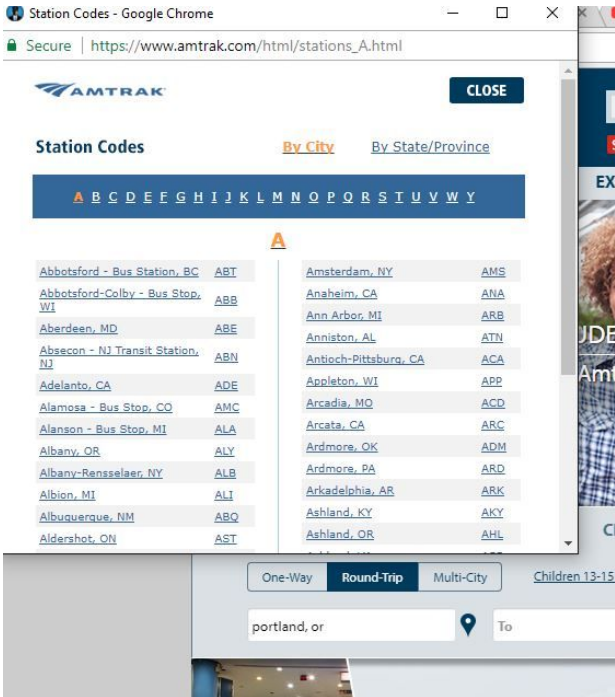
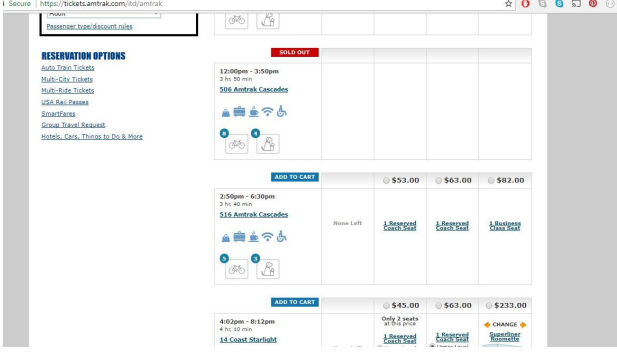
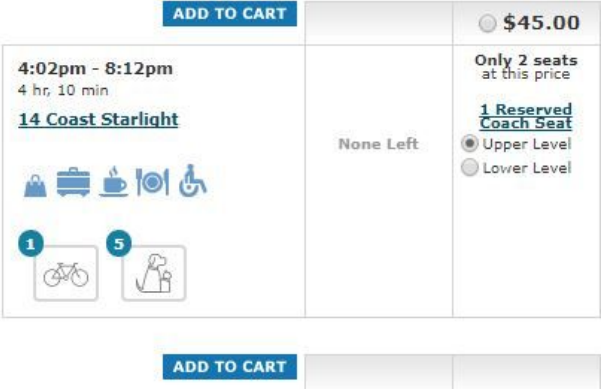


Week 4 assignment Part 2

Amtrak (www.amtrak.com)

	Problem	Heuristic	Score
1	<p>Too much chaos on the page</p> 	Clean and Functional Design	1
2	<p>I typed my city and state, yet it still made me go to the list of cities. It didn't even pull up a list of options. Why have the city, state search box available if it doesn't work? (I live in a large city that should surely be in their system.)</p> 	No error recovery	2

<p>3</p>	<p>By the time you get down to available seats, the bar that explains what type of ticket each price is, isn't shown. I have no idea what type of tickets are available and for how much.</p> 	<p>Recognition over recall</p>	<p>2</p>
<p>4</p>	<p>Which add to cart is it? The one above or the one below?</p> 	<p>Clean and functional design/Error (can add wrong ticket)</p>	<p>4</p>
<p>5</p>	<p>After adding the trip to the cart, it took me to a page with a TON of info on it, some of it duplicate, it was just overwhelming and confusing. There were several tables, none of which were highlighted as "my" table.</p>	<p>Clean and functional design</p>	<p>2</p>

DESTINATIONS ▾
EXPERIENCE ▾
SCHEDULES
DEALS ▾

Help

YOUR ITINERARY CLEAR CART

\$45.00 USD

► Saturday, September 2, 2017
 4:02 pm - 8:12 pm
 4 hr 10 min
 14 Coast Starlight (Amtrak)
 1 Reserved Coach Seat

VALUE \$45.00
 1 Adult
 1 Reserved Coach Seat included

Subtotal \$45.00

Terms & Conditions Total \$45.00
Prices are not guaranteed until we provide you with a reservation confirmation.

TICKETS CHECK STATUS MODIFY TRIP

Buy Tickets | Other Discounts

One-Way | Round-Trip | Multi-City ▾

From: Find a Station

To: Find a Station

Departs: Time

Returns: Time

Select Departure
Select Return
Add-Ons
Passenger Info
Payment
Confirmation

2

ROUND-TRIP / SELECT RETURN

Saturday, September 9, 2017

Seattle, WA - King Street Station (SEA) to
 Portland, OR - Union Station (PDX)

Station Address 1 Adult

Sort
Departure Time
Price
Duration
All Trains ▾

	SAVER	VALUE	FLEXIBLE	PREMIUM
<p>ADD TO CART</p> <p>7:25am - 11:05am 2 hr 40 min 501 Amtrak Cascades</p> <p><small>1 Reserved Coach Seat</small> <small>1 Reserved Coach Seat</small> <small>1 Business First Seat</small></p>	\$35.00	\$63.00	\$54.00	
<p>ADD TO CART</p> <p>9:35am - 1:50pm</p> <p><small>Only 3 rooms at this price.</small></p>	\$35.00	\$63.00	\$139.00	