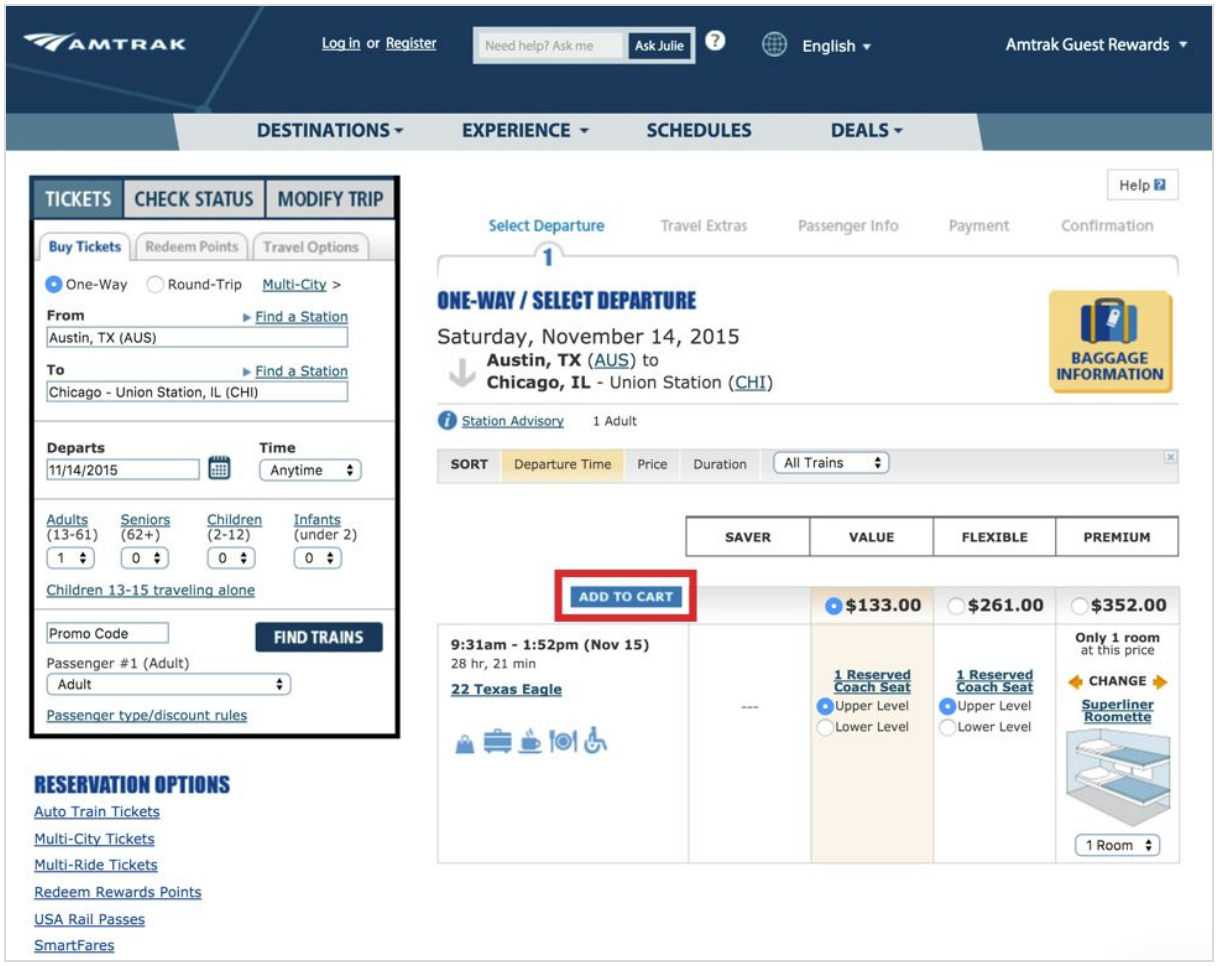
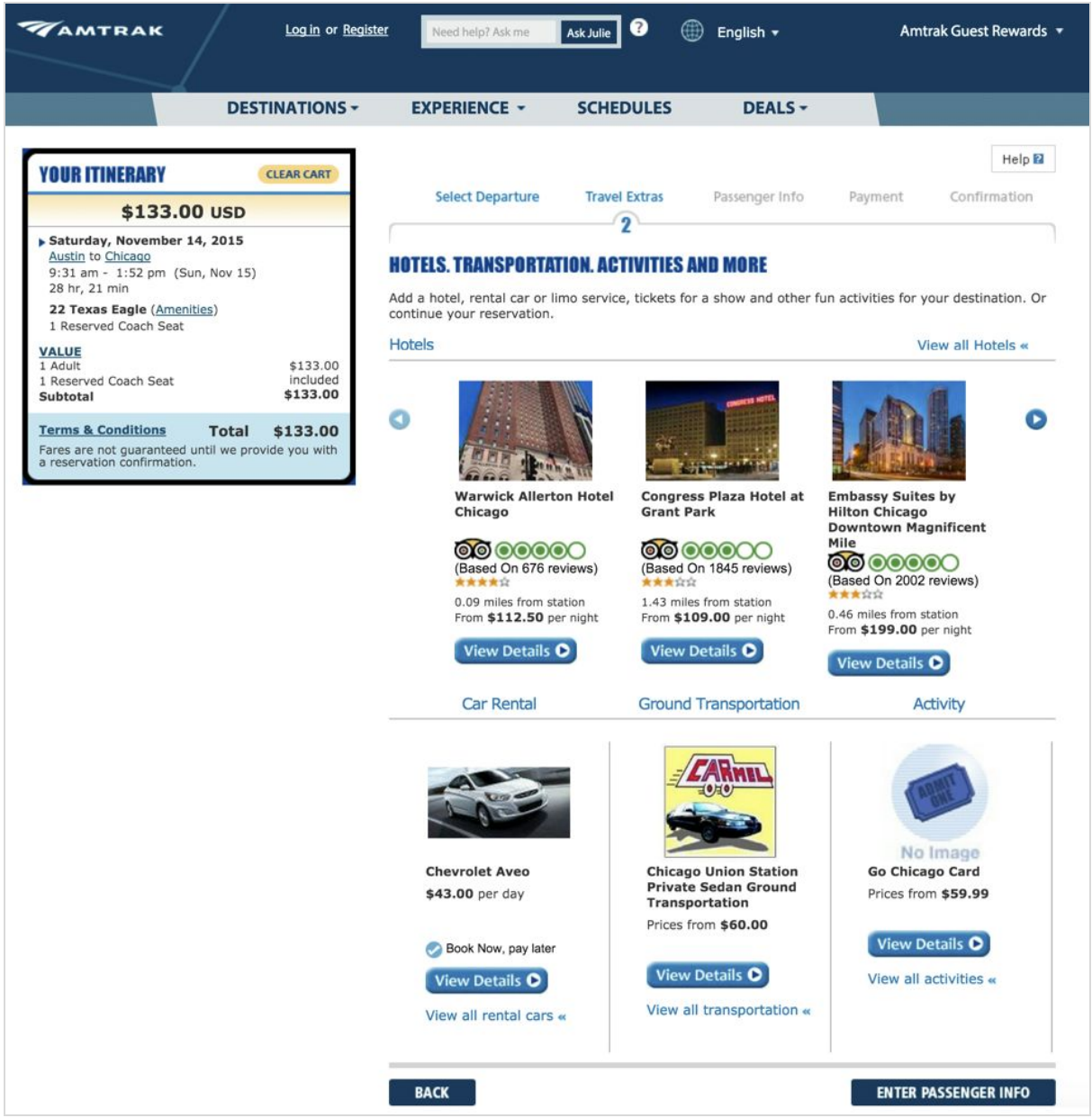
WEBSITE 2: AMTRAK.COM

VIOLATION 1



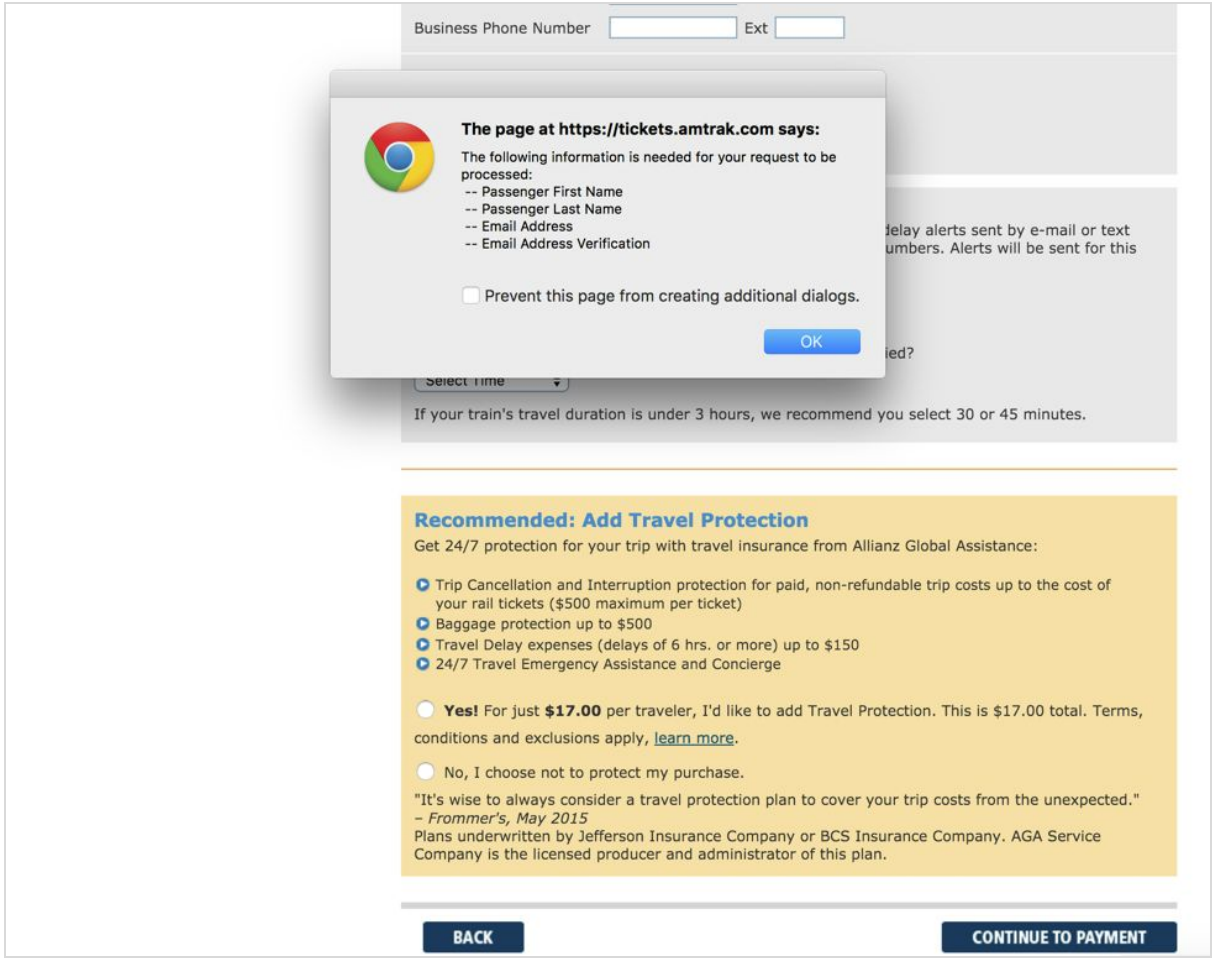
Issue	Navigation button not in consistent location
Heuristics Violated	Consistency
Severity	3 - Major Usability Problem
Description	As the user goes through the different sections of the booking process, it becomes clear that on the first page, the navigation button, “Add to Cart,” is not in the same location as the navigation buttons for the other pages. The button needs to be moved to the end of the content on the right-hand side of the page to keep the experience consistent for the user.

VIOLATION 2



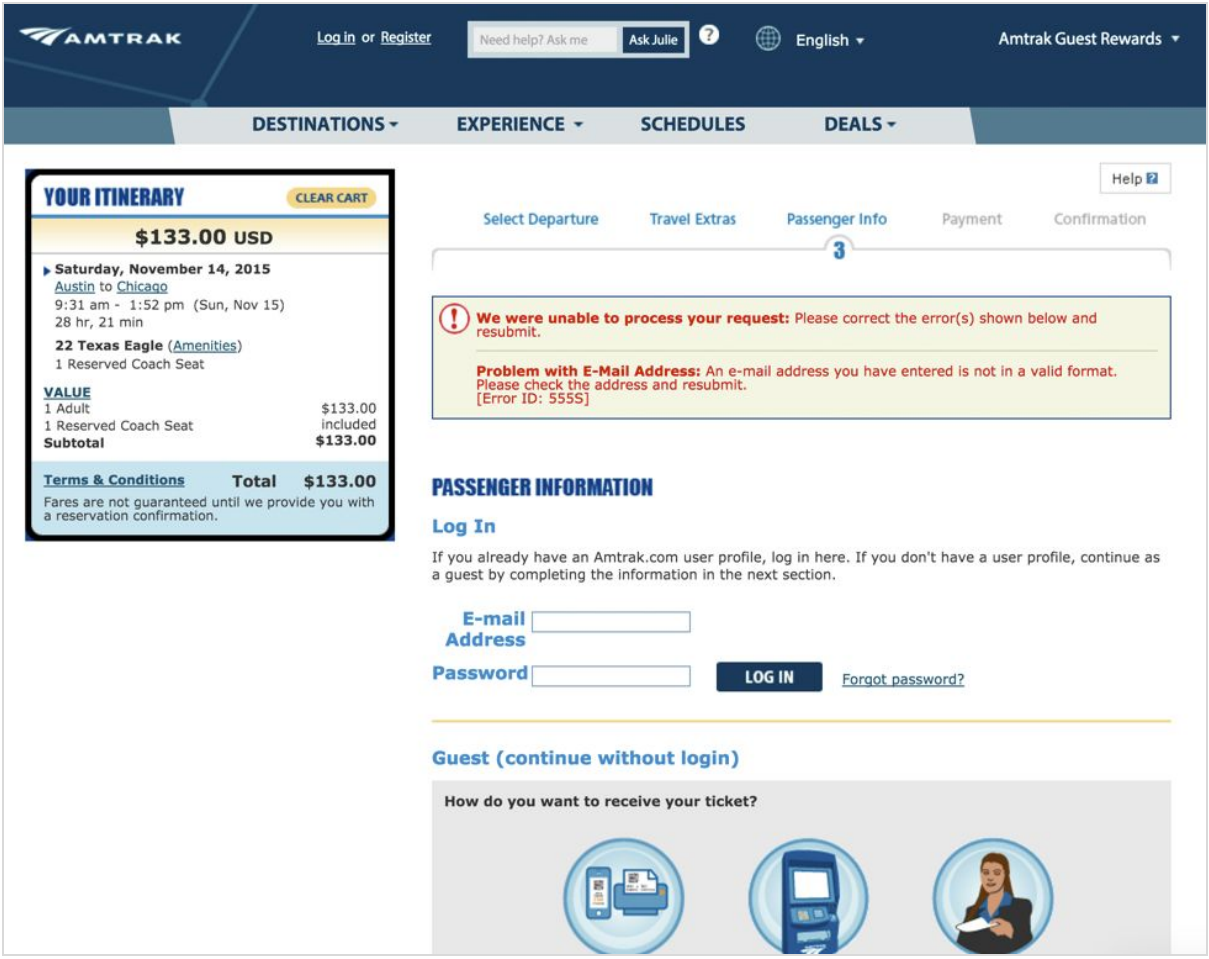
Issue	Next steps are not immediately clear
Heuristics Violated	Flexibility and Efficiency
Severity	2 - Minor Usability Problem
Description	This page displays travel extras that may be useful for the user while they are booking their train. It is not clear, however, that the user can bypass the options on this page by clicking on the navigation button to go to the next page.

VIOLATION 3



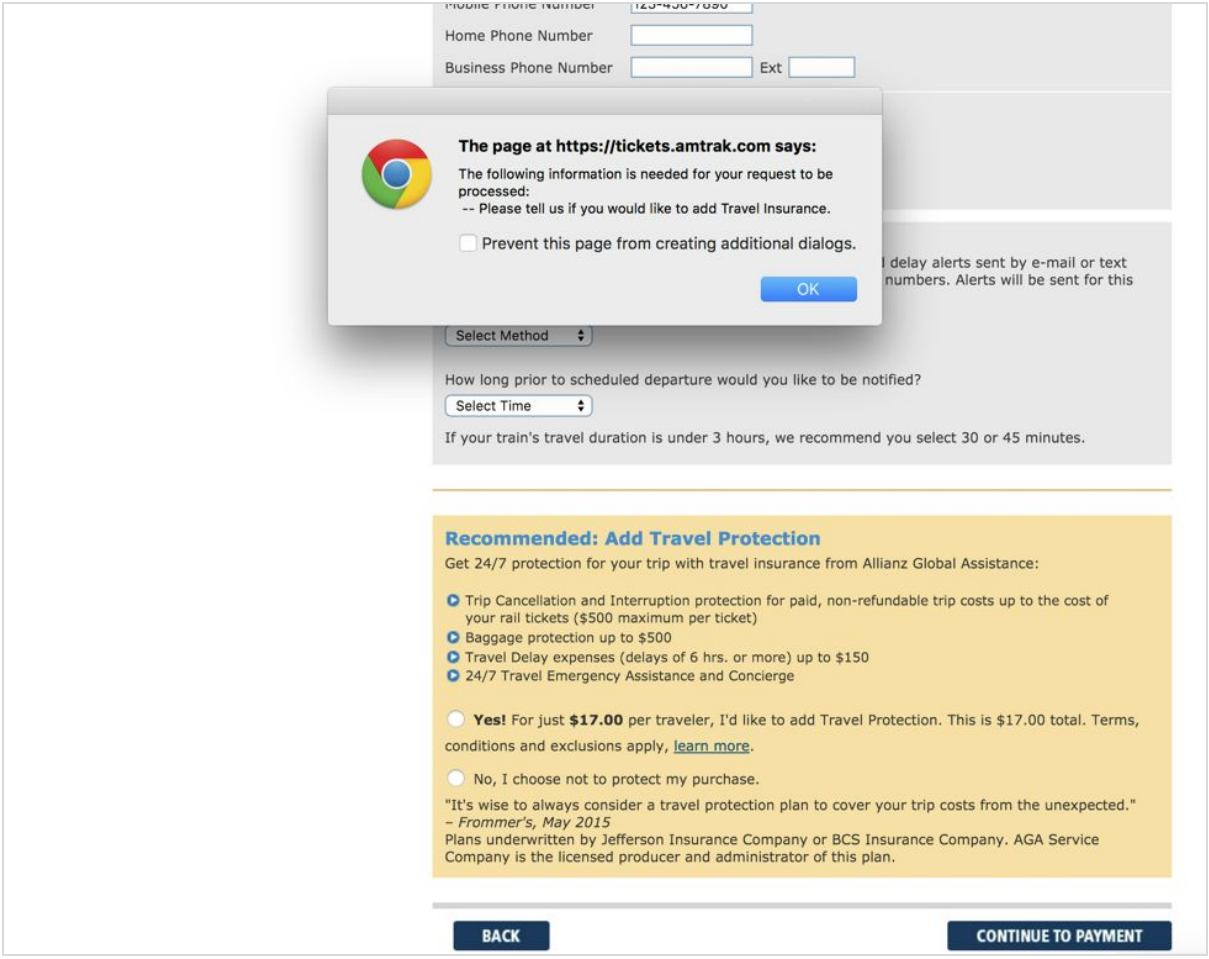
Issue	Error information does not persist after user clears out of dialog box
Heuristics Violated	Error Recovery
Severity	3 - Major Usability Problem
Description	If the user tries to navigate to the next page without entering information, a dialog box with an error appears. The dialog box is sufficient since it provides the user with the information that needs to be completed before moving on, however, not all of the errors that the user needs to complete are listed. The errors also do not persist so the user may still miss a field after the dialog box is closed.

VIOLATION 4



Issue	Error information shown is inconsistent with previous methods
Heuristics Violated	Error Recovery / Consistency
Severity	3 - Major Usability Problem
Description	If the user enters all of the information but enters it incorrectly, instead of a dialog box appearing, there is an error message shown directly on the page. The site does not handle error messages consistently. This can lead to confusion for the user and generally a poor user experience.

VIOLATION 5



Issue	Additional error message shown when not an error before
Heuristics Violated	Error Recovery
Severity	3 - Major Usability Problem
Description	If the user corrects all of the errors previously indicated but skips the last question, a dialog box with an error appears. The error in the dialog box was not previously disclosed and this could lead to confusion and frustration for the user.