**Eshan Parmar**

**Design Project 3**

**Design Recommendations/issues**

* Adjust the design to make it more apparent that the locations can be clicked on and changed
* Create a home page/landing page to return to from the “Search Flight” page
* Display how the nav menu looks
* Move Extra Distant Seating to be adjacent with Risk Tolerance in options on “Search Flight” page
* Add dates rather than the day for the list of flights
* Have the flight icon correspond with the amount of stops
* Add row/seat letters and numbers
* Change the color scheme used for seats (currently too confusing)
* Display Covid Conditions of the destination earlier in the process
* If the trip is not possible due to quarantine requirements conflicting the departure and arrival dates display it earlier to the user
* Remove the cards underneath the covid info if there is only one location for which info is to be given
* Explicitly state why a user might not be able to purchase a ticket
* Change how a user can look at Destination and Layover Covid Conditions (from side buttons to scrolling)
* Redesign the alert/notifications so they are at more appropriate places and provide more info
* Add arrival and departure dates for the final booking confirmation
* Display Layover info
* Add filter for flights

**Differences in notes from classmates and 3 non-classmates**

* Many of the comments/notes from the non-classmates focused more on the aesthetics and visuals of the design rather than functionality. Many suggestions were to make it more readable or easier on the eyes rather than suggestions on fluidity of the design or overall flow

**Notes from non-classmates**

Matt:

* Center the airport name directly under the abbreviations
* Add a continue button for notification
* Add a price filter for the flights
* Download ticket stub as image
* Adding a calendar for the dates to make it easier to choose dates
* Change color of continue button for risk notification
* Add information about what extra distance seating is

Alka

* Confusing to see that there are multiple tickets, numbers
* Show seat number on the actual seat
* Sign out button’
* Make arrows for scrolling larger
* Help button for addition information
* Have search icons on the same side for both search bars
* Hard to see buttons

Ramesh

* Include information about actual plane type
* Numbers on the tickets (My tickets page)
* Indication for unread notifications on the home page next to the upcoming trips area
* Add a suggestion for possible dates that follow the 2 week period
* Add airport abbreviation for layover
* Possible add death rate
* Highlight destination to differentiate from layover
* Highlight current city in diagram above info
* Like darker blue for text
* Calendar icon for choosing date
* Changing color for fonts and buttons
* 0 stops rather than 1 stop

**All of the notes were done on a google slide presentation, this page is a compilation of all comments**

* the design is super aesthetic!! I love the blue color scheme and clean elements :)
* This is useful for error prevention / recovery, but it probably would help to have a home page prototype slide before this one to show what the user would be going "back" to
  + I agree with this but also maybe add an option for the user to create/login to an account so they can quickly get back to flight they have already booked or use previously saved payment info. This could help with Nielsen's 7th heuristic of flexibility and efficiency of use
* It's not super clear that there are input fields here. NYC and ATL look "built-in," not editable / changeable by the user  
  (Visibility of system status)
* it may be helpful to include a slide showing what this looks like (an overlay with nav menu?), esp since without your explanation, I wouldn't have guessed that this icon allows you to jump back through the search process
* Also tho why would this icon / option be here if this is the very beginning of the search flight process? This is unnecessary here  
  (Aesthetic and minimalist design?)
* Minor thing, but you may want to place "Extra Distant Seating" and "Risk Tolerance" to be vertically adjacent since they both have to do with COVID preferences  
  (Consistency and standards)
* I agree with Andrea, I think that you should have text boxes to correctly show that a user can input text here
* I really like the other input fields, however, you use arrows for the bottom 3 to chose a selection, but do not use any icons for selection on the top three. I think that this might be a little inconsistent under Nielson #4
* I would add dates instead of the weekday. That would be instantly more recognizable than a random weekday. However, I disagree with Andrea's comment about the rectangles for the cards. I really like the separation that it gives each flight. It may take up a little space, but it really helps novice users determine the different results. I also really like the colored notifications for risk. I think that that really helps draw the eye to the element, while using a standard color scheme for good/ok/bad
* The rectangle within this selection clutters it, seems unnecessary  
  (Aesthetic and minimalist design)
* "MON" can be confusing to the users -- it's not immediately recognizable as a day of the week, and furthermore this gives no info onto which Monday these flights are on (11/2? 11/7? etc)  
  (Recognition rather than recall)
  + Yeah I agree maybe add another page after this before picking your seat that will present the user with more detailed information about the flight with an easily usable back button to return to this list of flight. (help and documentation?)
* I thought there were supposed to be triple dots here to allow the user to go back to search flight page? Also no back button either, so getting out of this page doesn't seem possible  
  (Consistency and standards & User control and freedom)
* Would tapping on the connecting stop(s) reveal where the stop is and show a similar risk assessment for that stop?
* The individual flight cards are super clean and aesthetically pleasing!!
* the arrangement of info inside each flight card is also really well spaced and arranged
* The icon of the plane and travel line below it in each flight is nice, but it's not really necessary unless it visually corresponded with the number of stops (no stops would be shown by your current design, one stop could have another circle in the middle of the line, two stops would have two, etc)  
  (Aesthetic and minimalist design)
* Does tapping on the risk status reveal more details about what that status actually means? "low/mild/high" are subjective, so the user may want to know what those parameters are  
  (Help and documentation)
* good use of minimal color that also doesn't interfere with your original blue color scheme
* for your revisions you should find a way to include a mock-up push notif (banner, overlay, what have you) as well as the rebooking process
* Row/seat numbers should be added  
    
  Nielsen #5,2
* It's good you have the selected seat info at the bottom, but it may help the user to see the seat row #s and letters in the diagram before selecting  
  (Match between system and the real world / Error prevention)
  + Yeah I agree with this and think it would also benefit help and documentation for the user to be able to easily see which seats correspond to which rows and numbers
* One thing about the triple dots again -- would this take the user automatically back to the Search Flights page? If so, that seems like potential for a costly error. If not, I'd love to see what that overlay looks like for the user  
  (Error prevention)
* Is there a reason that "Economy class" at the bottom looks like a button? If this is meant to be a button, what does it do? If not, keep in mind that there may be user confusion and they'll tap there trying to invoke some action
* this seat layout design is really clean, love the seat icons and clear separation! I think it was a great idea to put seat selection on its own page
* Is there a reason you've differentiated between Red and Gray? Does red = never available and gray = seat taken by another guest? If you want to keep this differentiated, I'd recommend switching the colors b/c red invokes "danger" / "stop," which is pretty relevant to seats during a pandemic where guests wouldn't wanna sit near another person  
  (Match between system and the real world)
* I see why you've made one of the green seats more transparent, but shouldn't it be opaque as well to avoid confusion? because the user could choose to sit in either, the point is that the user "owns" both of those seats  
  (Aesthetic and minimalist design)
* Yeah as w/ my previous comment, which seat will "actually be used" doesn't matter to either the airline nor the customer, since the system would treat both seats the same -- as if they were both bought out
* love this dynamic reminder of what seats the user selected, in addition to the green visual cues on the diagram
* Now that I'm looking at this more, I'm not sure I understand at all what red seats mean vs. grayed out seats. Even if you're booking for 3 people, why would individual seats in a row be red-ed out? It's either inconsistent with your description, or inconsistent w the previous page's use of color to designate seats
  + I agree with this assessment
  + Maybe add a small legend. This would help novice users navigate this interface. Nielsen#10
* What about groups of two? I'm assuming that any number of passengers greater than 1 would bypass this middle seat restriction, so you may want to include an explanation somewhere
* This might be an issue, because lower opacity = gray = seat is taken  
  (Visibility of system status)
* I really love this design. It is information rich while not being cluttered. I think you use color and text size and placement to help show users the important information
* This is super useful info!! May also be useful to show whether the case average is rising or lowering? but not a big deal, the info you currently have here is great
* I really like this ticket stub container!! very representative of buying a ticket and looks cool
* my only issue with this is that the dp2 requirements said that these conditions should be shown before the user makes their flight selection, so you may wanna display this info earlier in the process as well as again here
* this is fantastic, you've targeted that not **all** the info needs to be shown in this app, just the essentials, but if the user wants to learn more, you give them that tool
* I am a little confused. It looks like the card is 'scrollable' with others below it, but at the same time, the other selections don't really appear. I think adding a scroll bar or card numbering or something could help alert the user that there are more selections below the current card
* the interface itself doesn't explicitly state why the user wouldn't be able to purchase these tickets. Yes, the info is there, but "Unavailable" doesn't say anything about how their dates are invalid. This is confusing and non-revealing  
  (Help users recognize, diagnose, and recover from errors)
* the use of color in the date text is a great idea tho please keep that!! It brings the user's attention that the dates are where the error may lie
  + Yeah I agree with this as well. The color code is really useful for recognition vs recall as it signals to the user that something is wrong, but I don't think it's very recognizable that the quarantine requirements are the reason why. Maybe make that red as well? Or add a way for the user to see a message that explicitly states the reason why it's unavailable
* Also, if this is an issue affecting the user's search params in general with their specific departure+dest+dates, this error or notif should probably appear a lot earlier than a specific selection after already picking out seats
* There seem to be "cards" "behind" the current display? Is this the additional info that you can get to via side arrows? again, this doesn't seem very clear that the side arrows will reveal this additional info, and doesn't map well since side arrows =/= cards on top of one another (side arrows usually = cards left/right of each other)  
  (Match between system and the real world)
* I think it might be a good idea to change the color from Total cases and high risk to a different color just in case of the last slide where the trip was unavailable due to the quarantine requirements. In the off chance that the previous slide was also high risk it may signal to the user that the high risk is the reason for why it's unavailable. (#9 recognize, diagnose, and recover from errors)
* Again, your designs on this page as well as providing current statistics is excellent
* I love the visual representation with the hops and nodes!! So easy to visualize and gauge trip lengths
* adding both layover and dest conditions is super useful, but as a user I wouldn't think to check info by using those side arrows. Vertical scrolling may be better, there's no indication that the side arrows would reveal essential info  
  (Flexibility and efficiency of use)
* it might be beneficial to change the labeling of these buttons as the difference between return (return to where?) and continue (continue to what?) may not be clear to the user (recognition vs recall)
* what page/step exactly would this pop up appear on? could you make a slide that shows this popup as an overlay on top of the screen where it goes?
* I think all the colors shown here need to be a bit darker so that the white text contrasts well enough to be seen by a majority of users. Users with color blindness or low contrast sensitivity would have a hard time seeing this essential message
* yeah again, without knowing what step this popup appears on, it's not clear where the return and continue buttons will take the user. Also may want to make return more explicit -- return to search page? search results? Etc
* only edit i'd suggest here is to add arrival date+time  
  (Recognition rather than recall)
* I agree, I think adding this information wouldn't clutter the card but would be very useful. I would like to see a visualization of the homescreen though. I think that including that would be really interesting, and helpful to visualize the full operation of this interface
* Super convenient though to have the ticket stub barcode here, which i'm guessing is accessible from the homepage or something