

Expedia website

1. Airline ticket

a. Screenshot

Departure time

☐ Morning (5:00a - 11:59a)

☐ Afternoon (12:00p - 5:59p)

☐ Evening (6:00p - 11:59p)

b. Heuristic Name



Recognition

Make information easy to discover

c. Description – Positive recognition, the selection for departure times gives time frames for selection.

d. Severity Number 0

2. Airline ticket

a. Screenshot

BOSTON FLIGHTS Deal Finder • MAR 26 - APR 2 | 1 Traveler

hotwire Hotels Cars **Flights** Vacations

Sacramento (SMF) to Boston (BOS) Mar 26 1 Traveler Change search

Select your departure to Boston Sat, Mar 26

Prices are rounding per person, include all taxes and fees, but do not include baggage fees.

Filter Price (Lowest)

Checking with airlines that fly this route...

Sacramento (SMF) Sat, Mar 26 Boston (BOS) Sat, Apr 2

b. Heuristic Name



Flexibility

Make advanced tasks fluid and efficient

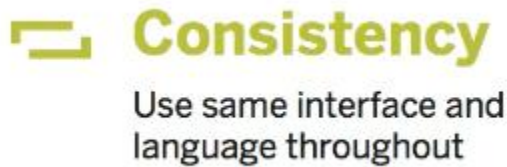
- c. Description – While searching for flights something I touched brought this screen up. There was no back or instruction on how to get back to the original request.
- d. Severity Number 4

3. Airline ticket

a. Screenshot



b. Heuristic Name



- c. Description – Selecting information pops up windows, no close button. Some windows do have a close button or other type of instruction to return to the previous screen.
- d. Severity Number 3

4. Airline ticket

a. Screenshot

The screenshot shows a flight search results page on Expedia+. The left sidebar contains filters for 'Filter your results by', including 'Stops' (1 Stop (426), 2+ Stops (192)), 'Airlines included' (American Airlines (402), United (288), Delta (141), JetBlue Airways (123), Alaska Airlines (92)), and 'Departing time - Sacramento' (Morning (5:00a - 11:59a), Afternoon (12:00p - 5:59p), Evening (6:00p - 11:59p)). The main content area shows a list of flights with details like departure time, airline, and price. A green banner at the top says 'Book this flight with a hotel, get 100% off your flight'. Below the flight list, there is a message: 'There are no flights that match your search criteria. Please change the selected filters and try your search again.' with buttons for 'Departure flight take-off: Morning (5:00a - 11:59a)' and 'Return flight take-off: Evening (6:00p - 11:59p)'. At the bottom, there is a feedback link: 'Give your feedback to help us make improvements.' and a small disclaimer: '*Savings based on package bookings on our site from Sep 1 2013 - Feb 28 2014, as compared to price if booked separately. Savings will vary. Not available on all packages.'

b. Heuristic Name





Minimalism



Provide only necessary
information in an elegant way

- c. Description – Screen gives a lot of information, the information is conflicting, the flight listed is within the time frame even though the message says there are no flights for that time. Confusing.
 - d. Severity Number 4
5. Airline ticket
- a. Screenshot

Trip Summary

Sacramento to Boston
1 Ticket: Roundtrip

Sat, Mar 26
SMF 9:15pm BOS 7:41am
Arrives Sun, Mar 27
7h26m, 1 stop: PHX
 American Airlines 1485
 American Airlines 626

Sat, Apr 2
BOS 6:07pm SMF 11:19pm
8h12m, 1 stop: SFO
 United 576
 United 5096 operated by /SKYWEST DBA UNITED EXPRESS

Traveler 1: Adult	\$724.20
Flight	\$631.63
Taxes & Fees	\$92.57
Expedia Booking Fee	\$4.00
Total: \$728.20	

- b. Heuristic Name



Flexibility

Make advanced tasks fluid
and efficient

- c. Description – Would like the opportunity prior to moving forward to purchase to get the detailed times for stopovers etc. The page does not give the opportunity to look at that information. I had to go back to another page to get the information, risking not saving the information to the purchasing point.
- d. Severity Number 4