

United Airlines Site:

1. Airline ticket Reservations -

a. Screenshot

Connections

☒ Nonstop ☐ 1 ☐ 2 +

b. Heuristic Name



c. Description – Data entered in the system for my requests, at no point did the system tell me there were no non-stop flights. The first list I was shown had 1 stop. I didn't notice until I started looking at the duration of the flights.

d. Severity Number – 4

2. Airline ticket

a. Screenshot

Sacramento, CA, US (SMF) ✈ Boston, MA, US  
Sat, Mar 26, 2016 (2 travelers)

Economy (lowest)

	Thu 3/24	Fri 3/25	Sat 3/26	Sun 3/27	Mon 3/28	
<	\$310	\$310	\$369	\$310	\$349	>

Sat, Mar 26 9:06 am	Sun, Mar 27 12:12 am	2 stops 12h 6m	Details Seats	Mixed Cabin ? \$906	\$960	Mixed Cabin ? \$1,025 2 tickets left at this price
Includes Travel Operated By Skywest Dba United Express Please note this flight involves a date change.						
Sat, Mar 26 9:06 am	Sun, Mar 27 12:12 am	2 stops 12h 6m	Details Seats	Mixed Cabin ? \$906 2 tickets left at this price	\$960 2 tickets left at this price	Mixed Cabin ? \$998 2 tickets left at this price
Includes Travel Operated By Skywest Dba United Express Please note this flight involves a date change.						

b. Heuristic Name

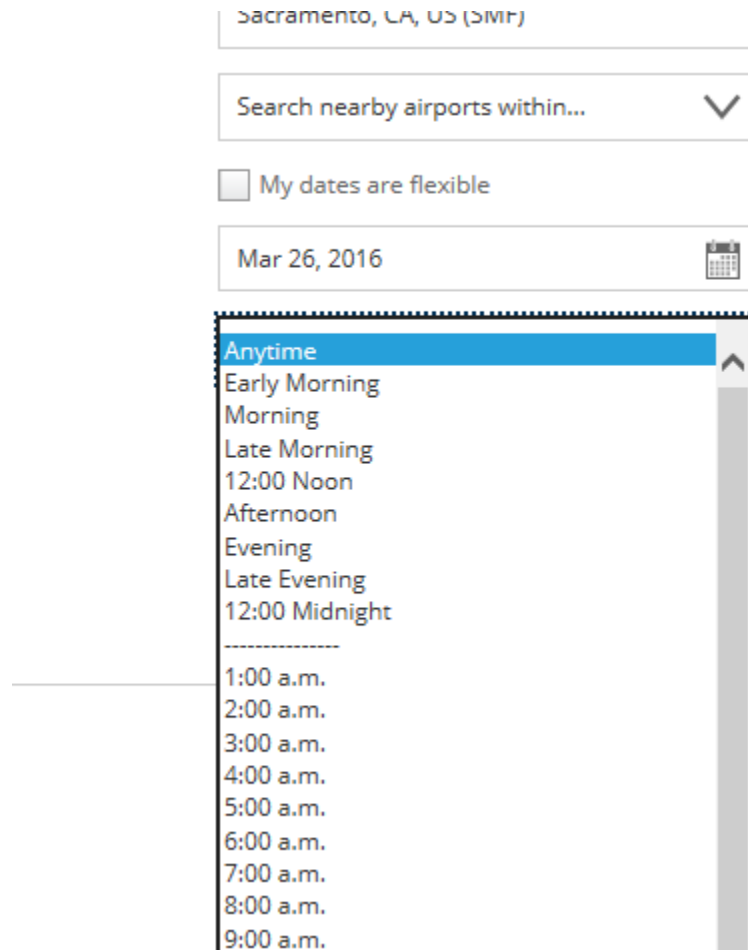


Make advanced tasks fluid  
and efficient

- c. Description – Flights listed had more expensive prices, however the screenshot was shown with the \$369 price. When I selected the \$369 prices it did not show that flight or how to get it. I ended up editing my selection criteria to select all connections. I then was able to view the flight that was \$369.
- d. Severity Number 4

3. Airline ticket

a. Screenshot



Sacramento, CA, US (SMF)

Search nearby airports within... ▼

☐ My dates are flexible

Mar 26, 2016

Anytime

Early Morning

Morning

Late Morning

12:00 Noon

Afternoon

Evening

Late Evening

12:00 Midnight

1:00 a.m.

2:00 a.m.

3:00 a.m.

4:00 a.m.

5:00 a.m.

6:00 a.m.

7:00 a.m.

8:00 a.m.

9:00 a.m.

- b. Heuristic Name –



## Recognition

Make information easy to discover

- c. Description – Drop down that lists Early Morning, Morning, however, there is no explanation of what those hours include for example Early morning 4am-8am.
- d. Severity Number 3

#### 4. Airline ticket

- a. Screenshot

Sat, Mar 26 9:06 am	Sun, Mar 27 12:12 am	2 stops	12h 6m	Details	Seats	Mixed Cabin ?		Mixed Cabin ?
Includes Travel Operated By Skywest Dba United Express							\$906	\$960
Please note this flight involves a date change.								\$1,025 2 tickets left at this price
Sat, Mar 26 9:06 am	Sun, Mar 27 12:12 am	2 stops	12h 6m	Details	Seats	Mixed Cabin ?		Mixed Cabin ?
Includes Travel Operated By Skywest Dba United Express							\$906 2 tickets left at this price	\$960 2 tickets left at this price
Please note this flight involves a date change.								\$998 2 tickets left at this price

- b. Heuristic Name –



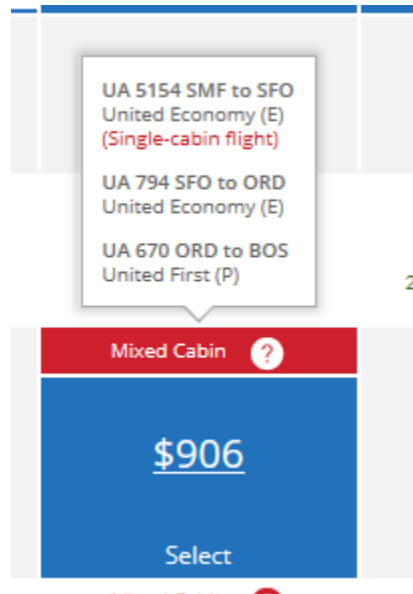
## Mapping

Use familiar metaphors & language

- c. Description – Information: Please note this flight involves a date change. Does not give any clear information. From the information given I'm guessing that it means that the flight arrives on the next day. Seems like the information could be given clearer.
- d. Severity Number 1

5. Airline ticket

a. Screenshot



b. Heuristic Name –



## Mapping

Use familiar metaphors & language

- c. Description – Confusing terminology, wasn't sure what mixed cabin meant. Selected the? Which gave some additional information. However, the information is in airline speak, and not common language.
- d. Severity Number 2