

CSE-463 Human Computer Interaction

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Assignment 5 – Cognitive walkthrough

List of Actions:	Will the user know the next step?	Will the user see the control?	Will the user understand the control?	If the correct action is performed, will the user see that progress is being made toward the solution of the task?
Booking a flight from Phoenix to Sioux Falls from March 16th to 21st				
Select the departure city (From)	Yes, Dropbox control is provided as a means to the next step	Yes	Yes	Yes, the selected option indicates progress to the solution of the task
Select the destination city (To)	Yes: Dropbox control is provided as a means to the next step	Yes	Yes	Yes, the selected option indicates progress to the solution of the task
Select the departure date	Yes: calendar control is provided as a means to the next step	Yes	Yes	Yes, the selected date indicates progress to the solution of the task
Select the return date	Yes: calendar control is provided as a means to the next step	Yes	Yes	Yes, the selected date indicates progress to the solution of the task
Select the route (One way or return trip)	Yes: radio button control is provided as a means to the next step	Yes	Yes	Yes, the selected option indicates progress to the solution of the task

Select the # of travelers (Adults+kids)	Yes: drop button control is provided as a means to the next step	Yes	Yes	Yes, the selected option indicates progress to the solution of the task
Search the available flights	Yes, the search button is provided	Yes	Yes	Yes, on clicking the search button, the user is directing to the next page indicating the progress
Select the least expensive flight option				
Filter flights based on the number of stops/connecting flights	Not implemented, Good to have a filter	No, a dropbox filter can be given	Not implemented	Not implemented
filter flights based on cost	Not implemented, graph or chart can be implemented based on cost and date	No, a filter, chart, or graph can be shown	Not implemented	Not implemented
Sorting the flights on the duration of the flight	Not implemented, can give a sorting option. (Stop time considered)	No, a dropbox filter can be given	Not implemented	Not implemented
Change the departing and returning flight date available	Yes, the user can switch between the dates in a calendar or list view	Yes	Yes	Yes, the selected option indicates progress to the solution of the task by providing continue button
proceed with the current/default selection	Yes, the continue button is provided	Yes	Yes	Yes, the continue button indicates progress to the solution of the task

Select the bundle as per need				
select the preferred bundle	Yes, 3 options are available	Yes	Yes	Yes, The selected bundle button is highlighted to indicate the progress
Skip and continue	Yes, provided right below the select options	Yes	Yes	Yes, on clicking the text, the user button is directed to the next page to indicate the progress
Traveler's information				
Filling inputs into traveler information	Yes, form view is provided	Yes	Yes	Yes, continue button is provided to indicate progress
Clear the form	Yes, control is provided	Yes	Yes	Yes, this resets the form
Load the traveler session information	Yes, info is provided	Yes	Yes	Yes, All the fields are restored into the form
Select Aisle seat				
Select the seats for departing flight	Yes, a set of checkboxes to choose equal to the number of travelers are provided	Yes	No, the user can't understand it easily (It can be simplified for multiple travelers)	Yes, on updating the choice, the popup is provided and continue is available to progress further
Select the seats for returning flight	Yes, a set of checkboxes to choose equal to the number of travelers are provided (It is confusing for	Yes, the user can see the control. (It is confusing for multiple travelers)	No, the user can't understand it easily (It can be simplified for multiple travelers)	Yes, on updating the choice, the popup is provided and continue is available to progress further

	multiple travelers)			
Select the best seats automatically	Yes, the sliding button is provided	Yes	Yes	Yes, the seats are selected automatically
Select the preferred bag with 40 inches tall, 29 inches wide, and 16 inches deep.				
Selecting the preferred bag with a boarding option	Yes, 1 option(already included), 2 options are provided	No, the specific dimensions of the bag is not visible	Yes	Yes, the selected option is marked and highlighted
proceed with the default # of bags	Yes	Yes	Yes	Yes, continue is provided to direct to the next page
Came across the Hotel Selection Page (Not selected & Skipped)				
Select the Hotel Property Type	Yes, a list of images are provided	Yes	Yes	Yes, the selection is marked and highlighted
Select the Hotel ratings,	Yes, radio button options are provided	Yes	Yes	Yes, the selection is marked and highlighted
Select the Price Per Night	Yes, radio button options are provided	Yes	Yes	Yes, the selection is marked and highlighted
Select the Amenities, Nearby, Neighbourhood	Yes, check box options are provided	Yes	Yes	Yes, the selection is marked and highlighted
Skip & Continue	yes	yes	No, button with minimal label can be easy to understand	yes
Came across the Car selection Page (Not Selected & Skipped)				

Select the car type	Yes, options are provided	Yes	Yes	Yes, the selection is marked and highlighted
Select the passenger capacity	Yes, options are provided	Yes	Yes	Yes, the selection is marked and highlighted
Select the bag capacity	Yes, options are provided	Yes	Yes	Yes, the selection is marked and highlighted
Skip & Continue	yes	yes	No, button with minimal label can be easy to understand	yes
Payment details				
Inputs for Payment information	Yes, form UI is available	Yes	Yes	Yes

Findings from the above inputs:

- It does not provide any information regarding the connecting flights
- The user is not provided sort and filter options with respect to the number of stops, flight times, and price.
- When selecting the seats for multiple travelers, the user controls are quite confusing.
- While filling the form, the calendar view can be provided for date of birth details
- The back button is not clear, while going backing to the previous steps, the page gets stuck
- Skipping control is text form, It can be presented in the button control
- Throughout the process, the selection fields are very clear.
- Error is handling is good while filling the form. However, when choosing seats for multiple passengers, it is not clear.
- Contact details like phone number, the email address can be made mandatory in order to send the flight updates to the user especially during delays/cancellations/change of boarding gates this can be very useful.

- While selecting the flight, it displays the date and time but not the exact time zone, this can lead to confusion for the user

Conclusions from the above inputs:

- User Experience and Usability can be improved. The user has to go through several stages (7 stages) to complete the flight booking. This can be merged into less few stages. For example (Baggage, seat), (Selecting Bundle, Car booking) pages can be together. This makes the booking fast and clear like DeltaAirlines, American Airlines, Hawaiian Airlines
- Obeying the Zeigarnik Effect, progress bars are implemented in order to indicate to the user the progress of the process and increases the likelihood to finish the process.
- Obeying the Fitt's Law, it only shows a maximum of 7 options upon expanding the dropdown box for selecting departure city and destination city
- Selecting the seats for multiple travelers can be clear and constraint management can be improved on this page
- While skipping the page, the skip option can be clear in the button form rather than the text form
- Better Sorting and Filtering options can be provided with respect to price, number of stops, flight times to increase usability