

# Heuristic Evaluation

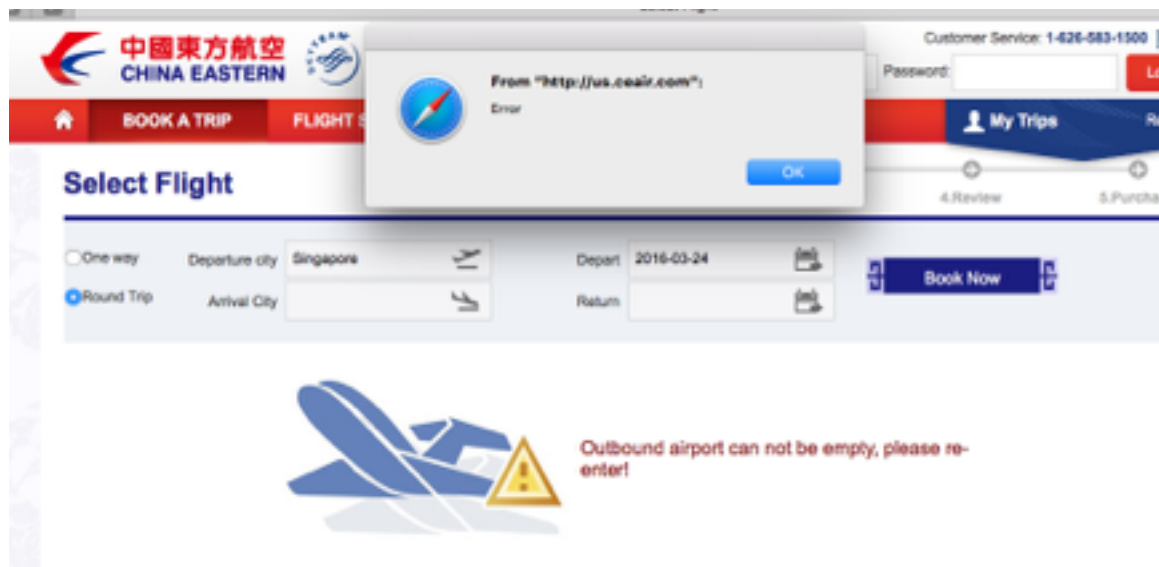
## China Eastern

### VIOLATION 1

I attempted to search for flights on both the home page and on the resulting Select Flight page, with some empty fields. The errors were sometimes modal (like the Error alert), and sometimes in the results (“Outbound airport...”). None of the errors were very helpful.

- ▶ Error Prevention: Allows searching with empty arrival city and return date.
- ▶ Error Recovery: Shows an error as “Error”, without any description or any direction to fix it.
- ▶ Consistency: There’s no “outbound airport” field, and the closest match is “departure city”, which is not empty.
- ▶ Consistency: Errors of the same kind should either be presented in alert dialogs or in the results, not both.

Severity rating: 3



## VIOLATION 2

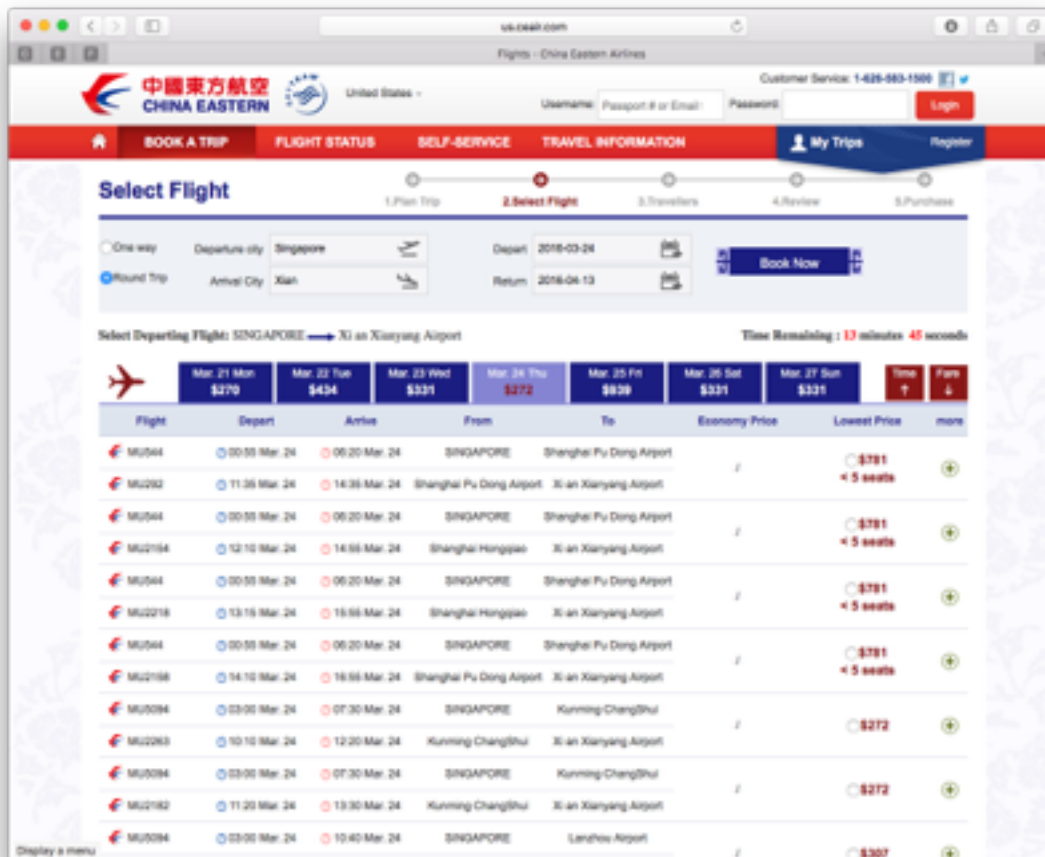
I was looking at the list of flights, before I realized that these flights came in pairs, and that they were not pairs of outbound and return flights.

► Recognition:

- Pairs of flights are to be chosen with the not very visible radio buttons on the right, but the flights are separated by the same row dividers, making it difficult to distinguish the pairs.
- As we are trying to find return flights, showing pairs of flights may mislead users into thinking that these pairs of flights are outbound and return flights.
- The actual instructions, to “Select Departing Flight”, is set in a small font and squeezed between two colored, emphasized components. It took me a few minutes to realize that it was there.

- Minimalism: There’s a small “Time Remaining” timer to the right of “Select Departing Flight”, which may rush users into booking their flights or scare them away.

Severity rating: 3



### VIOLATION 3

After I selected 2 pairs of flights (one pair to Xian and the other pair back), I scrolled up to verify my entry. Satisfied, I hit the Book Now button in the first screenshot, which reset my selections by reloading the page.

- Consistency: There are two buttons labeled “Book”, one to search for flights and one to continue the process of booking flights.

Severity rating: 2

The image displays two screenshots of the China Eastern Airlines website. The top screenshot shows the 'Select Flight' page with a round trip from Singapore to Xian. The 'Book Now' button is highlighted. The bottom screenshot shows a list of flight options with a 'Book' button highlighted. The page includes a navigation bar, a search bar, and a footer with contact information.

**Flight Selection Summary:**

Flight	Depart	Arrive	From	To	Economy Price	Lowest Price
MU544	00:00 Mar 24	06:20 Mar 24	SINGAPORE	Shanghai Pu Dong Airport	-	\$191
MU292	11:38 Mar 24	14:38 Mar 24	Shanghai Pu Dong Airport	Xi'an Xiangyang Airport	-	+ 5 seats

**Flight List Summary:**

Flight	Depart	Arrive	From	To	Economy Price
MU206	13:00 Apr 13	15:20 Apr 13	Xi'an Xiangyang Airport	Shanghai Hongqiao	-
MU543	23:50 Apr 13	05:25 Apr 14	Shanghai Pu Dong Airport	SINGAPORE	\$332.4
MU2157	12:00 Apr 13	14:15 Apr 13	Xi'an Xiangyang Airport	Shanghai Hongqiao	-
MU543	23:50 Apr 13	05:25 Apr 14	Shanghai Pu Dong Airport	SINGAPORE	\$332.4
MU2155	11:00 Apr 13	13:15 Apr 13	Xi'an Xiangyang Airport	Shanghai Pu Dong Airport	-
MU543	23:50 Apr 13	05:25 Apr 14	Shanghai Pu Dong Airport	SINGAPORE	\$332.4
MU2153	10:00 Apr 13	12:10 Apr 13	Xi'an Xiangyang Airport	Shanghai Hongqiao	-
MU543	23:50 Apr 13	05:25 Apr 14	Shanghai Pu Dong Airport	SINGAPORE	\$332.4
MU2151	09:00 Apr 13	11:15 Apr 13	Xi'an Xiangyang Airport	Shanghai Pu Dong Airport	-
MU543	23:50 Apr 13	05:25 Apr 14	Shanghai Pu Dong Airport	SINGAPORE	\$332.4

#### VIOLATION 4

I was entering my personal particulars when I made a few typos. The system accepted them and actually allowed me to proceed.

- ▶ Error Prevention: Doesn't prevent bad input like these invalid dates (2001 isn't a leap year and November has 30 days), passport number and mobile phone number.

As this could potentially cause real world problems for the user later at immigration and security, I would classify this as a usability catastrophe.

Severity rating: 4

The screenshot shows a travel form titled "Traveller" with a sub-section for "Adult 1". A blue banner at the top of the sub-section contains the text: "For immigration and security purposes, names should be entered exactly as they appear on your passport. Child ticket is applicable for passengers with age from 2 to below 12." Below this banner are several form fields, each with a red asterisk indicating a required field. The fields and their values are: "Title" with radio buttons for "Mr" (selected) and "Ms"; "Family / Last Name" with the text "Derp"; "Given / First and Middle Name" with the text "Derp"; "Date of birth (e.g. YYYY-MM-DD)" with the date "2001-02-29"; "Nationality" with a dropdown menu showing "UNITED STATES"; "Passport Number (e.g. M123456)" with the text "M123456"; "Passport Expiry Date (e.g. YYYY-MM-DD)" with the date "1901-11-31"; "Mobile Phone Country Code" with a dropdown menu showing "US(+1)"; "Mobile Phone (e.g. 01022223333)" with the text "01022223333"; "Frequent Flyer Program" with a dropdown menu showing "China Eastern"; and "Frequent Flyer Number" with an empty text box. At the bottom of the form are two buttons: "Add Adults" and "Add Children".

## VIOLATION 5

I clicked the more + button on the right column, and this modal dialog presented itself. It had a few price selections which were entirely unexplained, and clicking them produced some long text which looked virtually indistinguishable from one another.

- ▶ Recognition: Options, though visible, are not clearly explained and distinguished.

Severity rating: 2

The screenshot displays the China Eastern Airlines website interface. The main navigation bar includes "BOOK A TRIP", "FLIGHT STATUS", "SELF-SERVICE", "TRAVEL INFORMATION", and "My Trips". The "Select Flight" section shows a round trip from Singapore to Xian, departing on 2016-03-24 and returning on 2016-04-13. A modal dialog is open, showing flight options for MU544, MU292, MU2151, and MU565. The dialog lists "Business" and "Economy" fares with prices: \$2,230.4, \$1,560.4, \$1,902.4, and \$2,870.4. Below the modal, a table lists flight details for MU544, MU292, MU2151, and MU565, including departure times, routes, and fares. Two detailed fare breakdowns are shown below the table, one for the \$1,560.4 fare and one for the \$2,870.4 fare. Both breakdowns show a base fare of \$1,299 and taxes/fees of \$261.4, resulting in a total fare of \$1,560.4 and \$2,870.4 respectively. The breakdowns also include details about baggage allowance and ticket conditions.