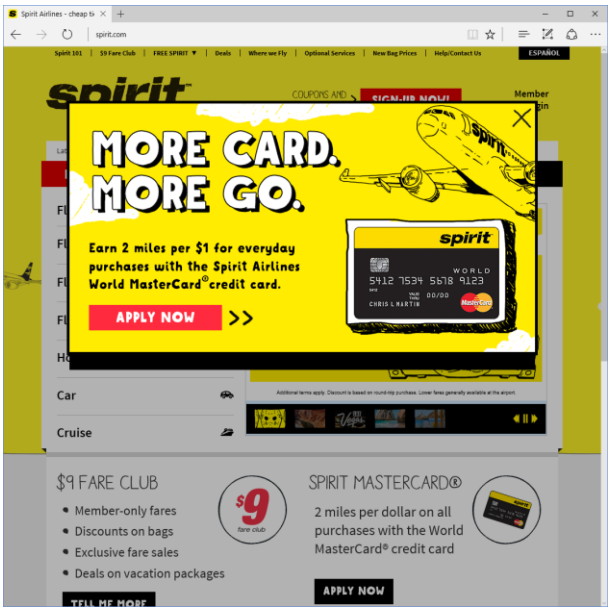
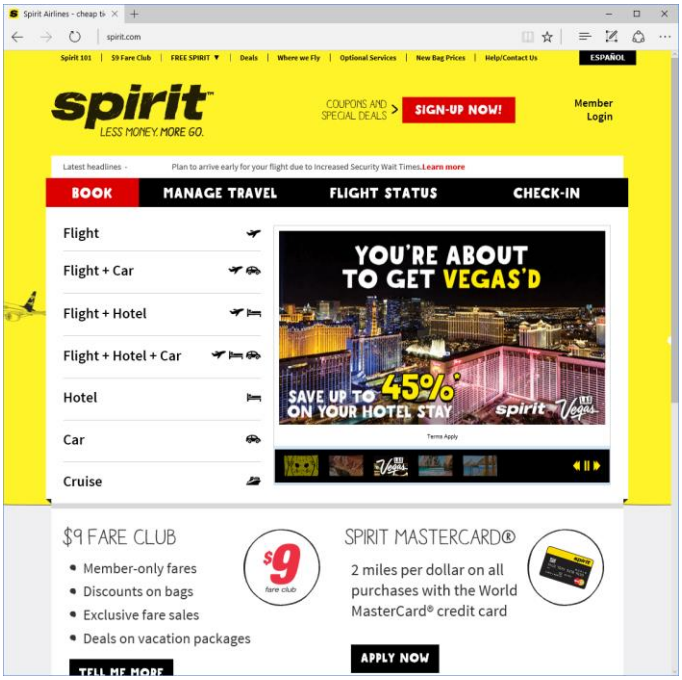
Website: Spirit Airlines (https://www.spirit.com)

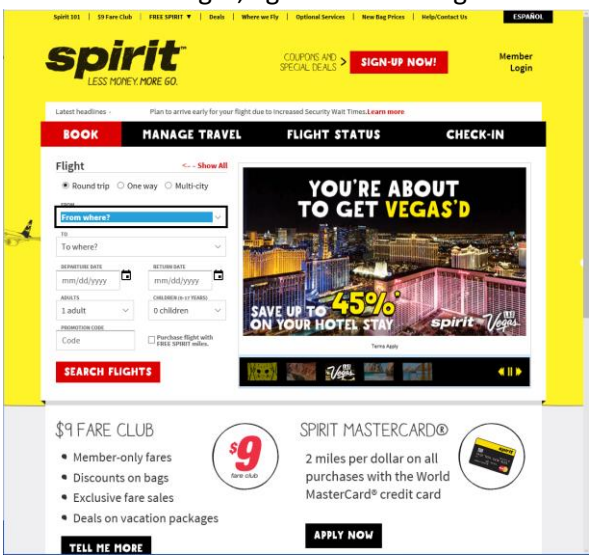
1. Navigate to the Spirit Airlines Homepage



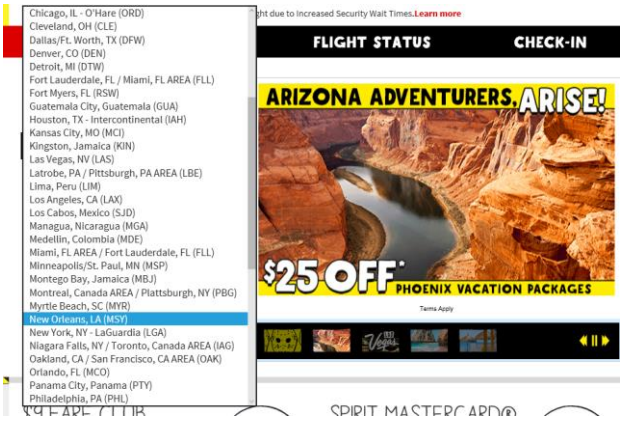


- Heuristics Violated:
  - **Minimalism**:
    - The first thing the user sees when entering the homepage is an advertisement for a credit card. After closing the credit card advertisement, another advertisement section takes up a large portion of the screen.
      - Severity 1 – cosmetic problem

2. When I select Flight, I get the following screen. Next, I tried to select the “From” and “To” fields.

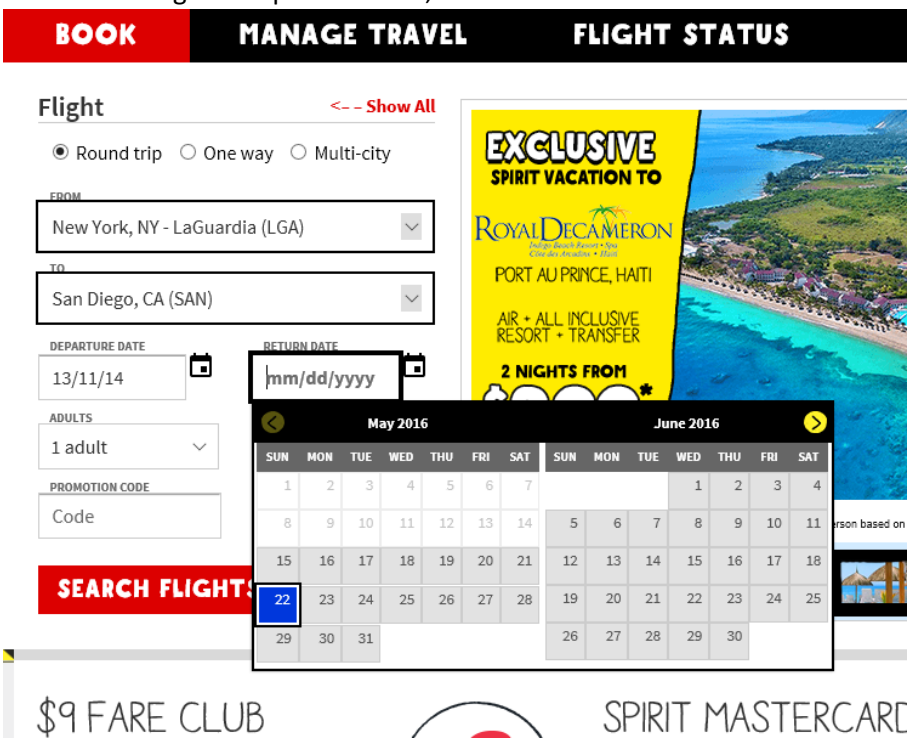


The “From” and “To” fields don’t allow the user to enter any text. Typing while the drop down list is displayed doesn’t filter the list of available options. It only jumps to the location with the first letter matching the letter typed. Once a letter has been typed, other letters are not recognized.

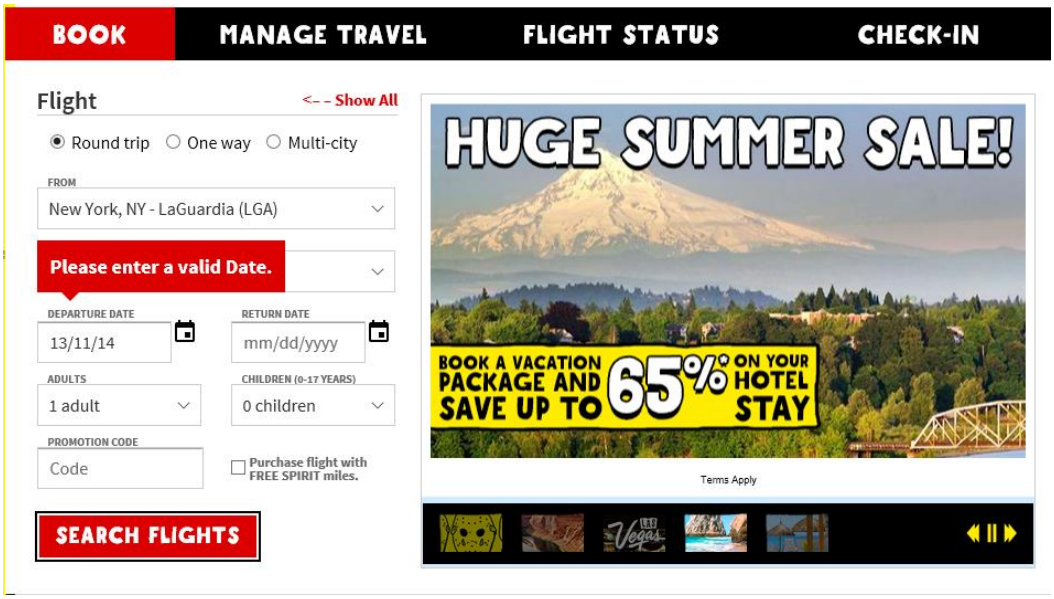


- Heuristics Violated:
  - **Flexibility**
    - Doesn’t allow users to select locations by typing to filter list
      - Severity 2 – minor usability problem
  - **Freedom**:
    - Doesn’t allow users to change the letter typed for finding the location. Once the drop down appears and a letter is typed, any additional letters typed are ignored and the location of the highlighted location doesn’t change.
  - **Minimalism**:
    - The right side of the page is a very distracting constantly changing and flashing new advertisements.

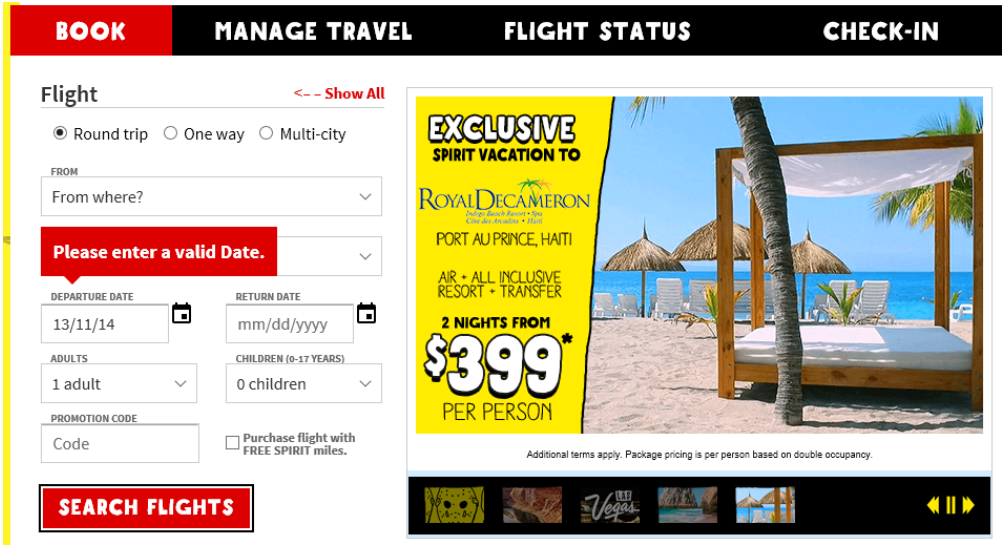
3. When selecting the Departure Date, it allowed me to select an invalid date.



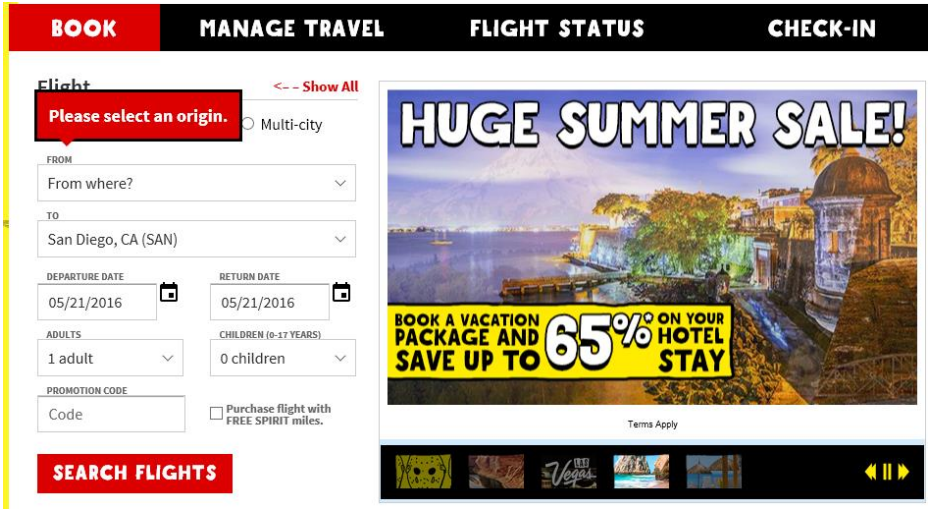
If I select the Search Flights button it gives me the following:



If I clear one of my locations, it still give me the following and doesn't display that I have multiple problems.

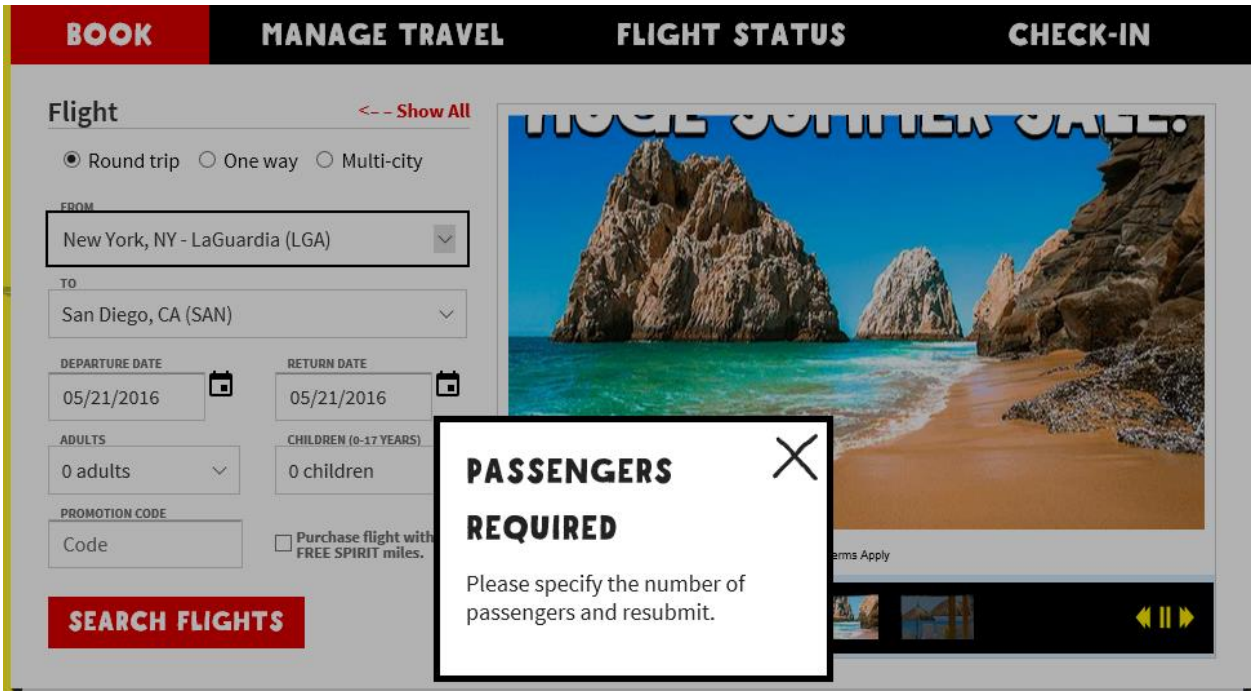


If I specify a valid date, then it gives me the following:



- Heuristics Violated:
  - **Error Prevention**:
    - Allowed me to specify an invalid date in the Departure Date field. Validation only occurs when Search Flights is selected.
      - Severity 2 – minor usability problem
  - **Error Recovery:**
    - When multiple errors exist, it only displays a hint for one of the errors and it may not be the first field with the error.
      - Severity 2 – minor usability problem

4. If I specify 0 adults and 0 children, it gives me the following:

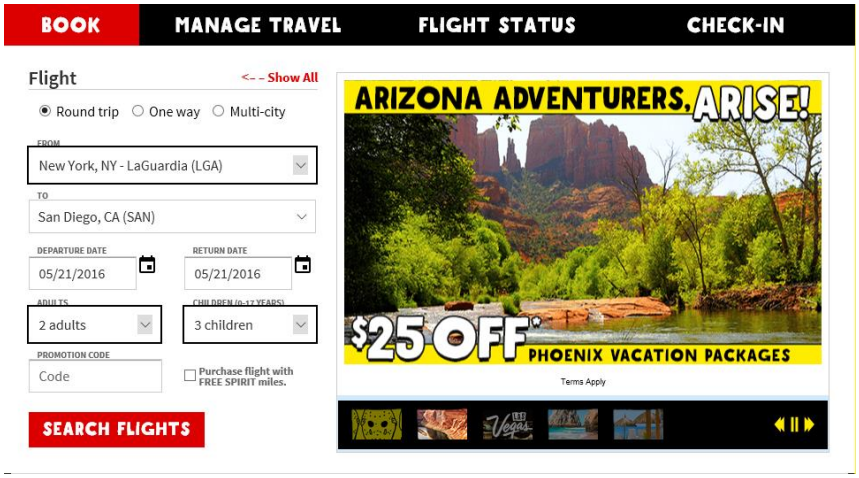


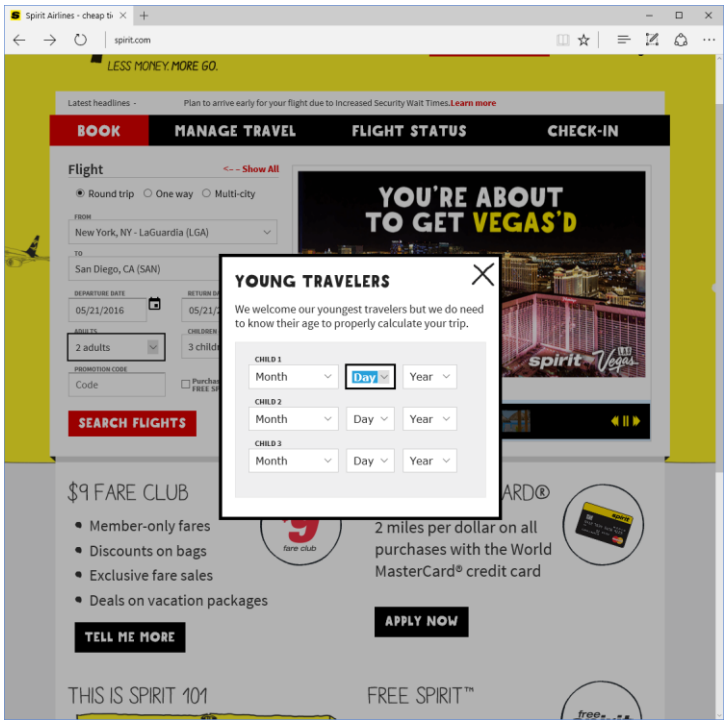
This is different from the error responses received for the other fields above.

➢ <u>Heuristics Violated:</u>

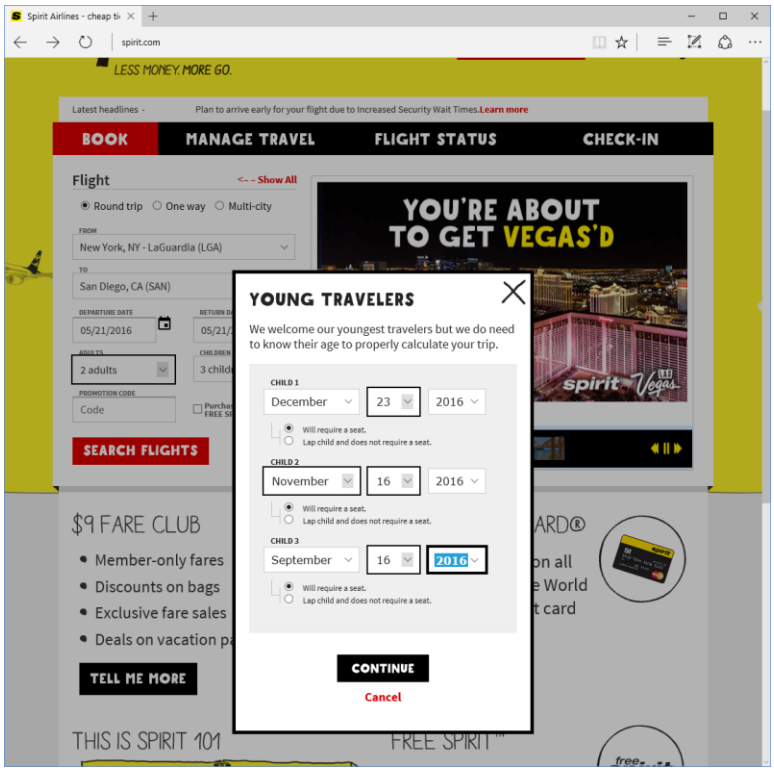
- **Error Prevention**
  - Doesn't prevent the user from selecting no passengers until Search Flights is selected
    - Severity 2 – minor usability problem
- **Consistency**
  - The error mechanism isn't consistent across all entry fields. The passengers error is different from the error I received when From, To, or Dates were invalid.
    - Severity 2 – minor usability problem
- **Error Recovery**
  - It doesn't specifically label which fields can be set to resolve this issue.
    - Severity 2 – minor usability problem

5. When I entered valid values for each of the fields with children I received the following:

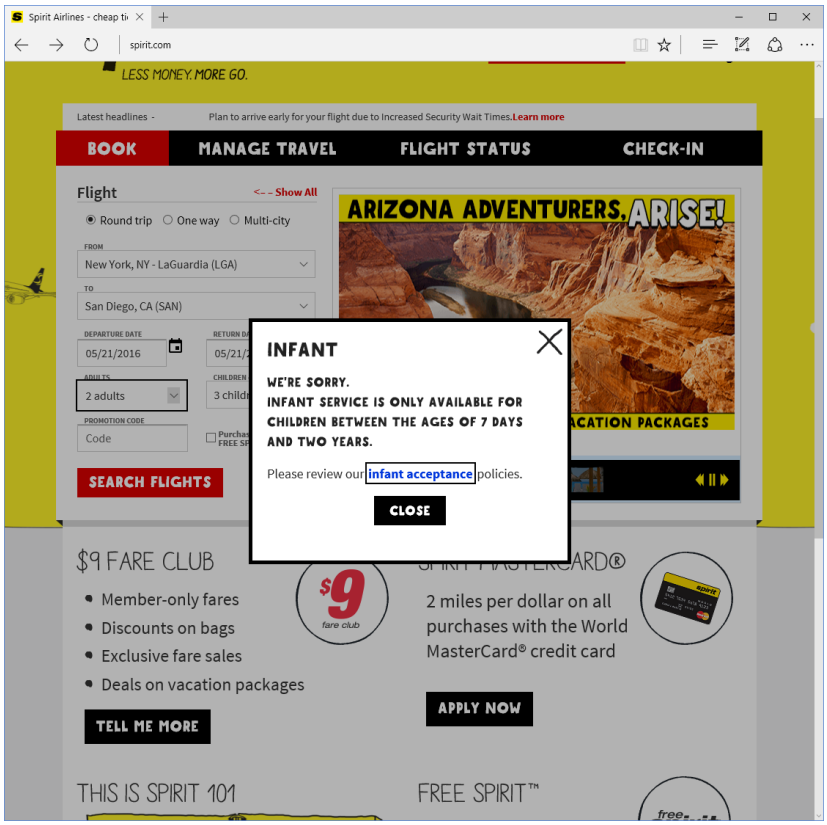




This screen allows me to select invalid dates.

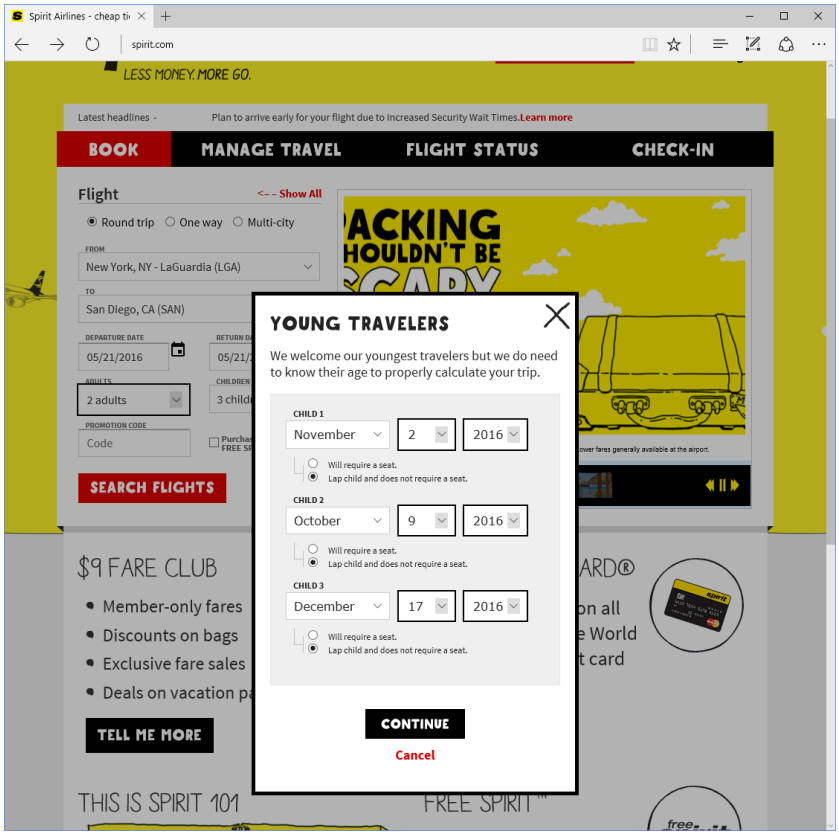


When I select Continue it gives me the following:

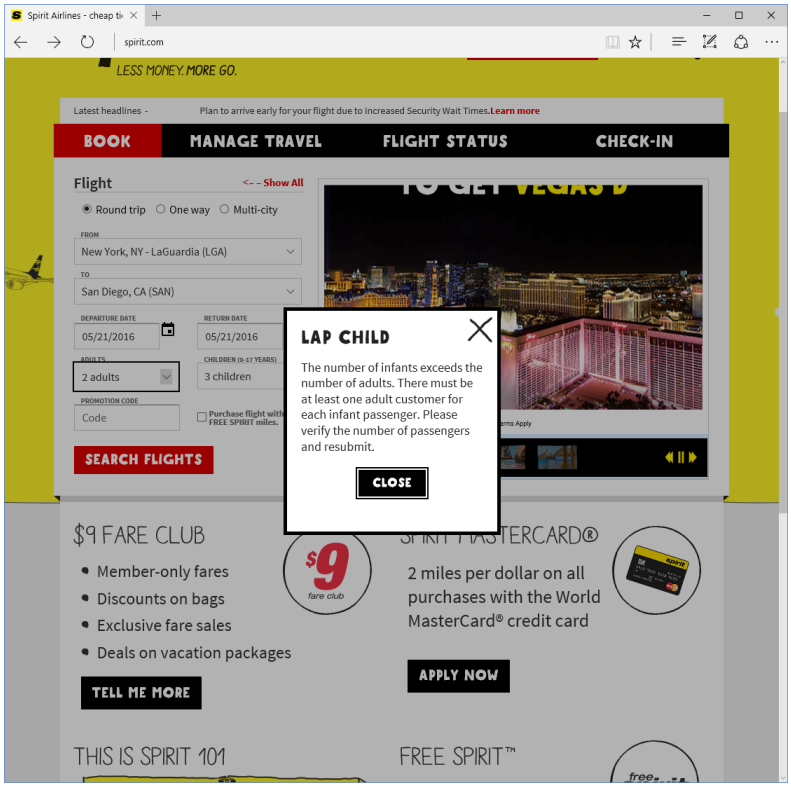


When I select Close, it sends me back to the main Flight booking screen.

When I choose the following:



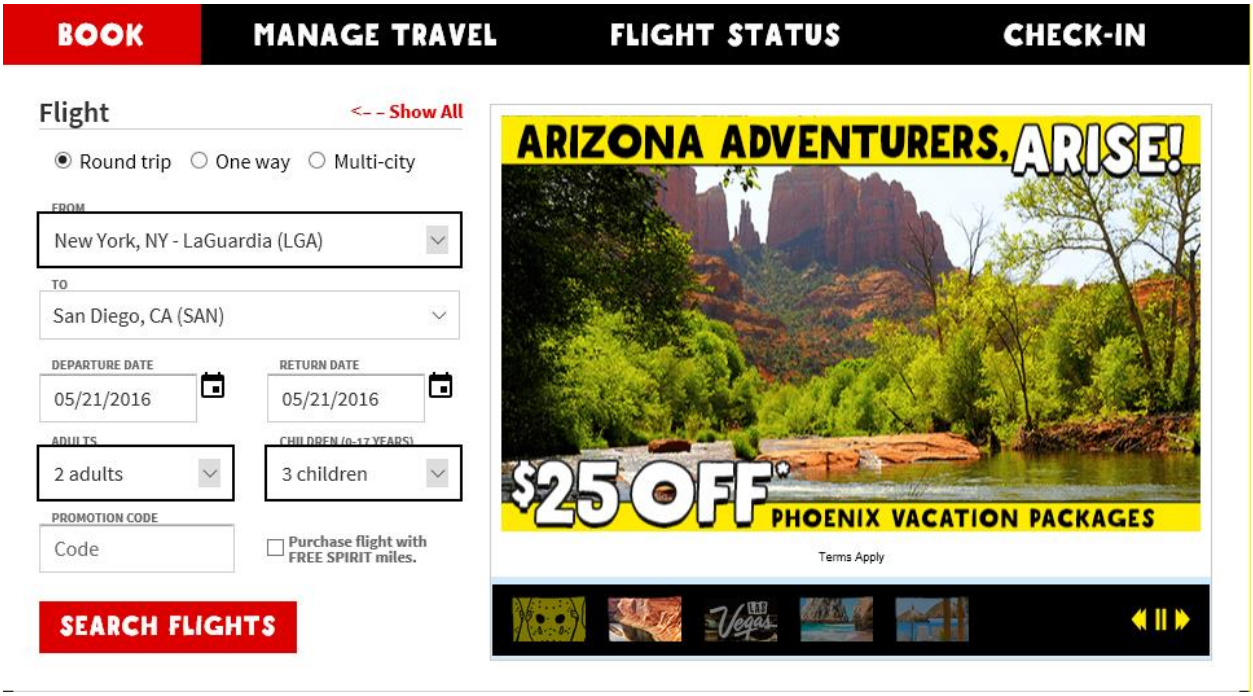
It gives me the following:

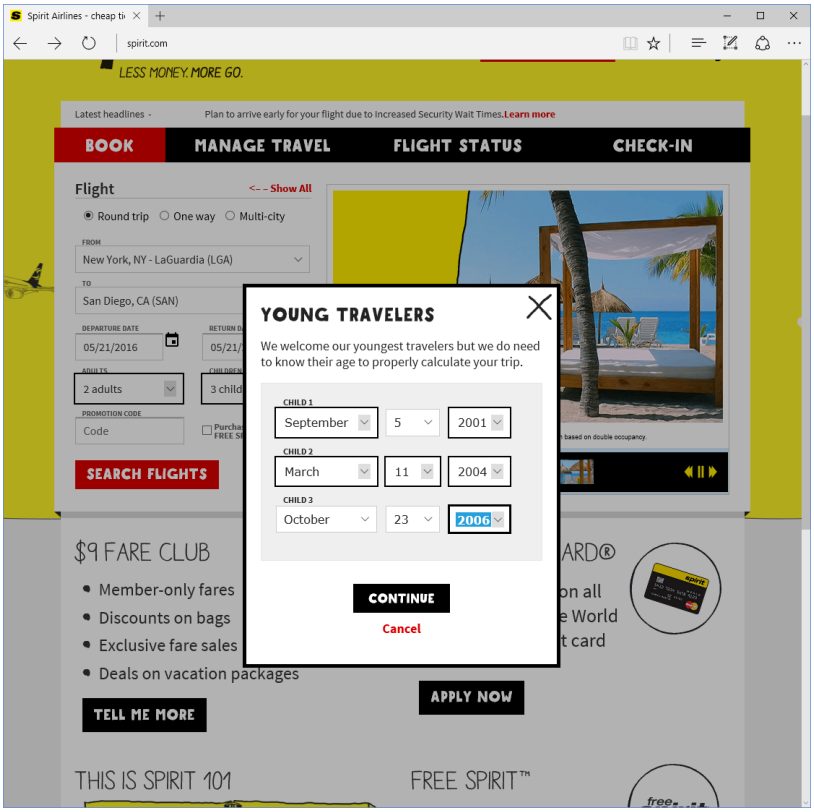


When I select Close, it sends me back to the main Flight booking screen.

- Heuristics Violated:
  - **Consistency**
    - Asks about the age of children, but then offers a date selection mechanism that's different from the date selection on the main screen. It also doesn't clearly specify to enter the birthdate for each child.
      - Severity 2 – minor usability problem
  - **Flexibility**
    - Can't enter the children's birthdate with a calendar or by typing in the date. The user must select multiple items (month, day, year) to set a date
      - Severity 2 – minor usability problem
  - **Error Prevention**
    - Allows me to select invalid birthdates for the children and allows me to select more infant children for lap seats than I have adults.
      - Severity 2 – minor usability problem
  - **Error Recovery**
    - When errors occur in the child birthdate screen it sends me back to the main flight booking screen instead of keeping me in the child birthdate screen, allowing me to correct my errors.
      - Severity 2 – minor usability problem

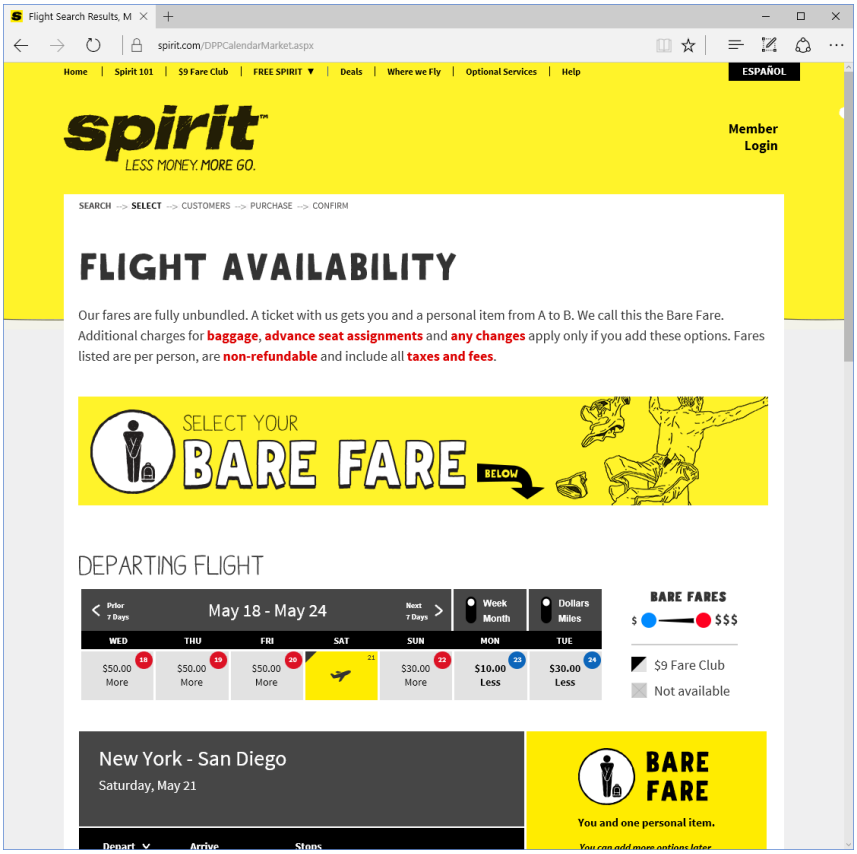
6. If I select valid Flight information and valid children's birthdates it doesn't allow me to see or book any flights.





When I selected Continue, it sent me back to the main Flight booking screen without any status of what just happened.
Now when I click on the Search Flights button (red) nothing happens.
I can't seem to be able to select 2 adults and 3 children and search flights. That's a big problem.

If I refresh the page and select only adults it displays the following when Search Flights is selected.



- Heuristics Violated:
  - **Visibility**
    - When I selected Continue on the Young Travelers screen, nothing happened. It just sent me back to the main Flight booking screen with no additional information.
      - Severity 3 – Major usability problem
  - **Error Recovery**
    - When I selected Continue and error may have occurred, but nothing was displayed to the user. The screen seems to be malfunctioning after this point because the Search Flights button doesn't work. I'm unable to see or book flights with 2 adults and 3 children.
      - Severity 4 – Usability catastrophe