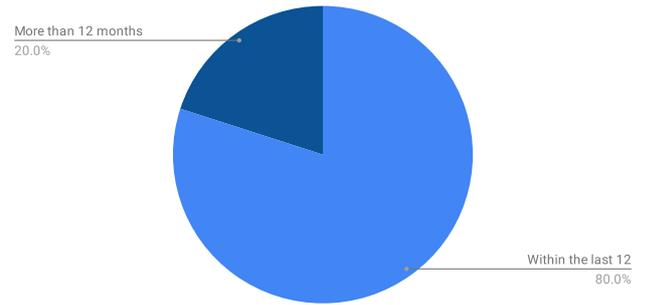


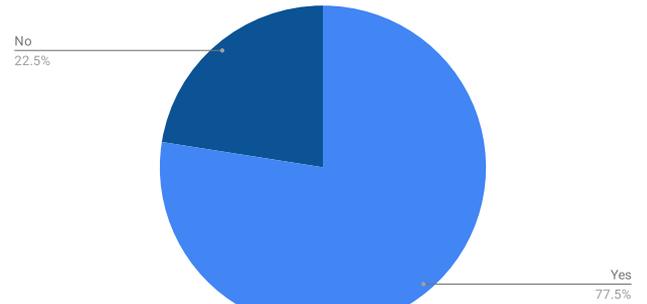
# Airline Survey

1. When was the last time you visited an airline website or app?	2. Why did you visit the airline website that day? What were you trying to do?	3. Were you able to complete your task that day? If no, tell us why not	4. What would you change about that website or app? What improvements would you make?
Within the last 12 months	book flights	Yes	nothing for the moment, too long ago
Within the last 12 months	check flight times and pricing	Yes	more fluid design for searching flight date/time
Within the last 12 months	To book tickets	Yes	More user friendly in form of easy search
Within the last 12 months	Looking at price comparison, and holiday options	No	It was very simple and efficient. I would have liked to have easier configuration of my search. Felt a little clunky. I generally find that with the sites from airlines vs airline comparison sites.
Within the last 12 months	Online checkin	Yes	N/a
Within the last 12 months	Book a flight	Yes	Nothing
Within the last 12 months	Check flights prices	Yes	No improvement currently needed.
Within the last 12 months	Looking for a good deal	No	I use Skyscanner so it is pretty good, wouldn't change anything, works well
Within the last 12 months	Looking for cheaper flights	No	Couldnt make my mind up due to covid restrictions
Within the last 12 months	To check prices of future trips	No	Flights were not cheaper
Within the last 12 months	Check flight prices	Yes	It should mention what cou tries have the covid restriction
More than 12 months ago	Book Tickets	Yes	Cheaper flights
Within the last 12 months	Book a flight	Yes	User friendly, prices should include taxes and additional charges, best rates without any requirement for hunting any coupons/offers
Within the last 12 months	Checking flight update	Yes	More Covid information but each country
Within the last 12 months	Check prices	Yes	Its upto the mark
More than 12 months ago	Comparing price	Yes	none
More than 12 months ago	Get quote	Yes	That website was very well designed for the user to get the required info.
Within the last 12 months	Book a flight	No	N/A
Within the last 12 months	Comparing prices on airline's own website to that of comparison website like skyscanner.	Yes	Facilitate more than 4 people for a quote. Some are restricted to max 4 people
More than 12 months ago	Trying to find a cheap flight	Yes	Nothing
Within the last 12 months	Survey	Yes	Nothing
Within the last 12 months	Book a holiday during easter break	No	Uncertainty over Covid measures
Within the last 12 months	Book flights	Yes	Easier accessibility to budget holidays for city breaks
Within the last 12 months	Check flight schedules	Yes	NA
Within the last 12 months	Book a holiday	Yes	Nothing
Within the last 12 months	Just checking some ticket fares	Yes	Remove price gouging based on page visits
Within the last 12 months	book a ticket	Yes	Nothing
Within the last 12 months	Trying to book the tickets	Yes	user friendly
Within the last 12 months	Looking for information about a flight	Yes	More user friendly for elderly
Within the last 12 months	Check flight prices	Yes	Na
Within the last 12 months	Check the schedule	Yes	Nothing
More than 12 months ago	To look for deals	No	Nothing good on offer, then Covid happened
Within the last 12 months	Book my flight	Yes	Make the deals easier to navigate to
Within the last 12 months	Book a holiday	Yes	Easier way to compare flights, less ads
Within the last 12 months	Book a holiday	Yes	Remove price gouging based on page visits
Within the last 12 months	To book my flight	Yes	Remove price gouging based on page visits
Within the last 12 months	Book a flight	No	I liked that the first thing you see is the search for flights screen. Users should be able to right away see what they are looking for when using any sites, particularly an airline website. It was seamless so I didn't need to change anything. If a user picks a flight and have not signed in, upon signing in their flight selection should've been saved to streamline the process.
More than 12 months ago	Go abroad	Yes	Nothing much
More than 12 months ago	Go abroad	Yes	Quicker loading pages and user friendly

Count of 1. When was the last time you visited an airline website or app?



Count of 3. Were you able to complete your task that day?



# Airline Survey

More than 12 months ago	Go abroad	Yes		Quicker loading pages and user friendly						
More than 12 months ago	Book a ticket.	No	Program was cancelled	The speed .						