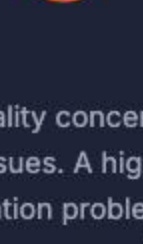


AI Test Results from testers.ai



The Sallie Mae app's HOME page has significant quality concerns. The presence of network resolution errors suggests performance bottlenecks or server-side issues. A high volume of accessibility bugs, including missing alt text, insufficient color contrast, and keyboard navigation problems, highlights a major gap in inclusive design. Furthermore, malformed URLs and a suspicious 404 request raise concerns about code quality and potential security vulnerabilities.

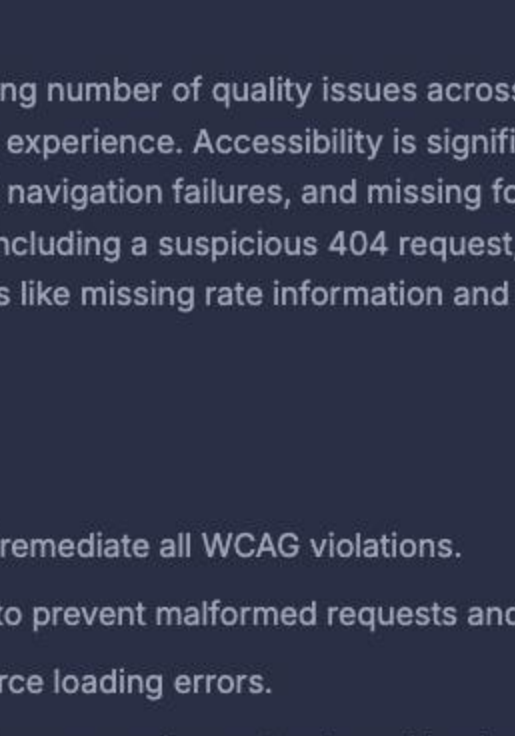
Best Aspects

The presence of specific rate information (even though it's missing some graduate student rates) shows an attempt to provide detailed financial data.

Areas for Improvement

The prevalence of accessibility issues and the potential security vulnerability represented by the 'Suspicious 404 Request' are the most concerning aspects.

Quality Summary



<https://www.salliemae.com/gely-in-ther...>

Detailed Analysis

The Sallie Mae app's HOME page reveals a concerning number of quality issues across several critical areas. Performance suffers due to network resolution errors, potentially impacting user experience. Accessibility is significantly compromised with numerous WCAG violations: missing alt text, insufficient color contrast, keyboard navigation failures, and missing focus states. These issues exclude a segment of users with disabilities. The presence of malformed URLs, including a suspicious 404 request, points to poor URL handling and potential security risks. These problems, combined with content issues like missing rate information and truncated footnotes, paint a picture of a page that needs substantial rework.

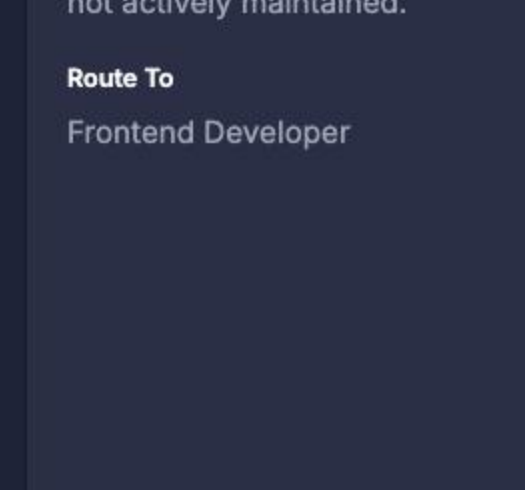
Key Suggestions

- Conduct a comprehensive accessibility audit and remediate all WCAG violations.
- Implement robust URL validation and sanitization to prevent malformed requests and potential security exploits.
- Optimize network performance to eliminate resource loading errors.
- Establish a style guide for accessible designs with proper color contrasts and keyboard accessibility.
- Prioritize security testing and code reviews to identify and mitigate potential vulnerabilities.

Priority Improvements

- Resolve the 'Failed to load resource - Network Resolution Error' to improve performance and ensure reliable content delivery.
- Investigate and fix the 'Suspicious 404 Request with Potentially Malicious URL' and other malformed URLs to eliminate potential security vulnerabilities.
- Implement alt text for all images to improve accessibility for visually impaired users.
- Increase color contrast to meet WCAG standards for readability, specifically addressing the 'Insufficient Color Contrast' and 'Insufficient Text Contrast on 'See my rate' Button' issues.
- Implement proper keyboard navigation and focus indicators to ensure keyboard accessibility for all interactive elements.

Issues Found by AI Testers



HOME



Sophia
Content Tester

Copyright date is incorrect (older than current year)
Priority: 8/10 Confidence: 9/10

General

Why is this a bug?

The copyright date in the footer is not the current year (2025). It should be updated to reflect the present year to ensure the website's information is seen as up-to-date.

Suggested Fix

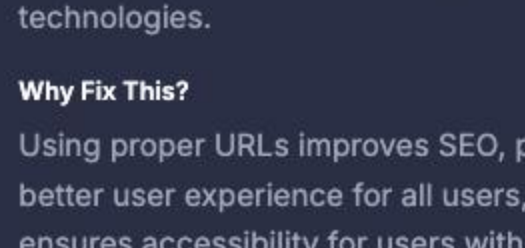
Update the copyright date to 2025.

Why Fix This?

An outdated copyright date can undermine user trust and give the impression the site is not actively maintained.

Route To

Frontend Developer



Aisha
Tester for Missing Aspects

Improper use of javascript:void(0) for navigation links
Priority: 8/10 Confidence: 9/10

general SEO accessibility

Why is this a bug?

Several links use 'javascript:void(0)' as the href attribute. This is generally considered bad practice because it creates non-functional links that don't provide a true URL. This hinders SEO, degrades the user experience (especially for users who rely on right-click context menus or expect links to be bookmarkable), and can create accessibility issues if not handled carefully with ARIA attributes. The links with text content "Student Loans" and "Savings" are examples.

Suggested Fix

Replace 'javascript:void(0)' with a meaningful URL or, if the link is intended to trigger a JavaScript action, use a <button> element styled to look like a link. If a real URL is not possible, ensure that appropriate ARIA attributes (e.g., 'aria-haspopup', 'aria-expanded') are used to convey the behavior and state of the element to assistive technologies.

Why Fix This?

Using proper URLs improves SEO, provides a better user experience for all users, and ensures accessibility for users with disabilities.

Route To

Frontend Engineer



Sharon
API and Networking Tester

404 Error: Malformed URL Request
Priority: 7/10 Confidence: 9/10

general resource not found

Why is this a bug?

A request to the URL 'https://www.salliemae.com/gely-in-ther-cause-There-embrangers-Again-Scho' resulted in a 404 error, indicating that the resource was not found. This suggests a broken link or a typo in the URL, leading to a poor user experience.

Suggested Fix

Investigate the origin of the link to 'https://www.salliemae.com/gely-in-ther-cause-There-embrangers-Again-Scho'. If the link is on the page, correct the URL or remove it if it's no longer valid. If the URL is being generated dynamically, review the code responsible for generating it.

Why Fix This?

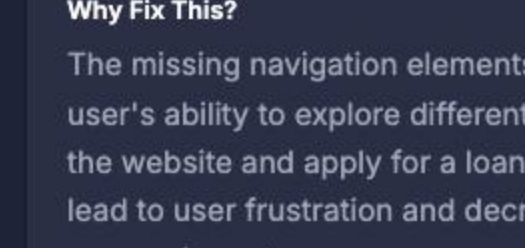
Broken links lead to a frustrating user experience. Addressing this issue will prevent users from encountering errors and ensure all links on the webpage are functional.

Route To

Frontend Engineer

Relevant Network Call

<https://www.salliemae.com/gely-in-ther-cause-There-embrangers-Again-Scho>



Adeela
Mobile Responsive Tester

Missing Top Navigation and Apply Now Button
Priority: 7/10 Confidence: 9/10

Missing or Cut-Off Content

Navigation Bar Placement

Why is this a bug?

The top navigation bar present in the desktop view, including 'Student Loans', 'Savings', 'Resources and Tools', 'Log in' and 'Apply for a loan' is missing in the mobile view. The 'Apply for a loan' button also disappeared. These are critical navigation elements and call to action, and their absence significantly impacts user experience.

Suggested Fix

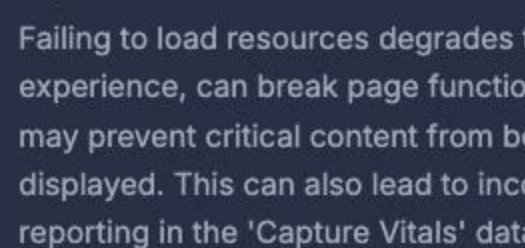
Implement a responsive navigation menu (e.g., a hamburger menu) that houses all the top-level navigation items from the desktop version and include the 'Apply for a loan' button in a prominent location.

Why Fix This?

The missing navigation elements hinder the user's ability to explore different sections of the website and apply for a loan. This can lead to user frustration and decreased conversion rates.

Route To

Frontend Developer



Jason
AI Tester

Failed to load resource - Network Resolution Error (salliemae.com)
Priority: 7/10 Confidence: 8/10

performance network content

Why is this a bug?

Multiple 'Failed to load resource: net::ERR_NAME_NOT_RESOLVED' errors point to an inability to resolve the hostname 'www.salliemae.com'. This prevents resources from loading, potentially impacting the page's functionality and user experience.

Suggested Fix

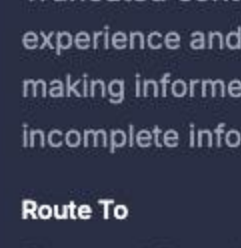
Investigate DNS configuration for 'salliemae.com' and ensure the server is accessible. Implement error handling to gracefully manage resource loading failures and avoid breaking the user experience. Consider using a Content Delivery Network (CDN) to improve resource availability and resilience.

Why Fix This?

Failing to load resources degrades the user experience, can break page functionality, and may prevent critical content from being displayed. This can also lead to incorrect reporting in the 'Capture Vitals' data.

Route To

Network Engineer/DevOps, Frontend Engineer



Sophia
Content Tester

Truncated Footnote Information in Comparison Table
Priority: 7/10 Confidence: 8/10

General

Why is this a bug?

The content in comparison table shows eligibility information as truncated, which hinders the user from getting complete information at a glance. The footnote explains the context of 'Interest-only payments for 12 months after grace period for qualifying undergraduates and graduate loan borrowers', but lacks the number for the end of the row. The numbers in comparison table are cut off.

Suggested Fix

Ensure that the content in the comparison table are not truncated, either by adjusting the table design or expanding the available space for the footnote information.

Why Fix This?

Truncated content can lead to a poor user experience and may prevent users from making informed decisions based on incomplete information.

Route To

Frontend Developer



Pete
Privacy and Security Tester

Suspicious 404 Request with Potentially Malicious URL
Priority: 7/10 Confidence: 8/10

general security

Why is this a bug?

A 404 request to a nonsensical URL (https://www.salliemae.com/gely-in-ther-cause-There-embrangers-Again-Scho) raises a security concern. The URL's structure suggests either a misconfigured script, a failed injection attempt (like XSS), or some other unintended behavior. Even if benign, it indicates a problem that needs addressing to avoid potential exploitation.

Suggested Fix

Investigate the origin of the URL. Review recent code changes and logs for any anomalies. Implement input validation and sanitization to prevent similar issues in the future. Check for XSS vulnerabilities.

Why Fix This?

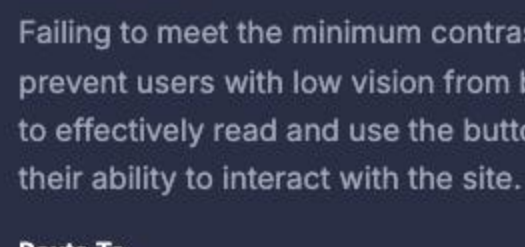
This issue poses a potential security risk. A malicious actor could exploit a vulnerability that generates such URLs to inject malicious scripts or compromise user data. Addressing this vulnerability is crucial to maintaining the website's security and user privacy.

Route To

Security Engineer / Backend Developer

Relevant Network Call

<https://www.salliemae.com/gely-in-ther-cause-There-embrangers-Again-Scho>



Isabella
Usability Tester

Missing Alt Text for Images
Priority: 7/10 Confidence: 8/10

WCAG accessibility

Why is this a bug?

Images are present without descriptive alt text, rendering them inaccessible to screen reader users. This violates WCAG guidelines for providing alternative text for non-text content.

Suggested Fix

Implement descriptive alt text for all images that convey meaning. For purely decorative images, use a null alt attribute (alt="").

Why Fix This?

Ensuring accessibility for users who rely on screen readers.

Route To

Frontend Engineer



Isabella
Usability Tester

Insufficient Color Contrast
Priority: 7/10 Confidence: 8/10

WCAG accessibility

Why is this a bug?

Text color does not provide sufficient contrast against the background, making it difficult to read for users with low vision. This violates WCAG guidelines for color contrast.

Suggested Fix

Adjust text and background colors to ensure a contrast ratio of at least 4.5:1 for normal text and 3:1 for large text, as specified by WCAG.

Why Fix This?

Ensuring readability for users with visual impairments.

Route To

Frontend Engineer



Aisha
Tester for Missing Aspects

Missing Focus States on Interactive Elements
Priority: 7/10 Confidence: 8/10

WCAG accessibility

Why is this a bug?

Many interactive elements, such as links and buttons, may be missing visible focus states. This makes it difficult for keyboard users to navigate the page effectively because they cannot easily determine which element has focus. This violates WCAG 2.4.7 Focus Visible.

Suggested Fix

Ensure all interactive elements have a clearly visible focus state (e.g., a distinct outline, color change, or other visual indicator) when they receive focus via keyboard navigation. This can be achieved through CSS styling of the ':focus' pseudo-class.

Why Fix This?

Providing clear focus states improves keyboard navigation, enhancing accessibility for users with motor impairments or those who prefer keyboard-only navigation.

Route To

Frontend Engineer



Alejandro
Accessibility Tester

Insufficient Text Contrast on 'See my rate' Button
Priority: 7/10 Confidence: 8/10

WCAG Text Contrast

Why is this a bug?

The 'See my rate' button has insufficient contrast between the text and background colors. This violates WCAG 2.0 Level AA success criterion 1.4.3 (Contrast Minimum), making it difficult for users with low vision to read the text. Observed visually and corroborated with contrast analysis tools.

Suggested Fix

Adjust the background or text color of the 'See my rate' button to meet the minimum contrast ratio of 4.5:1 for normal text, or 3:1 for large text as specified in WCAG 2.0.

Why Fix This?

Failing to meet the minimum contrast ratio will prevent users with low vision from being able to effectively read and use the button, limiting their ability to interact with the site.

Route To

Front-end Developer/UI Designer

AI Generated Functional Test Results

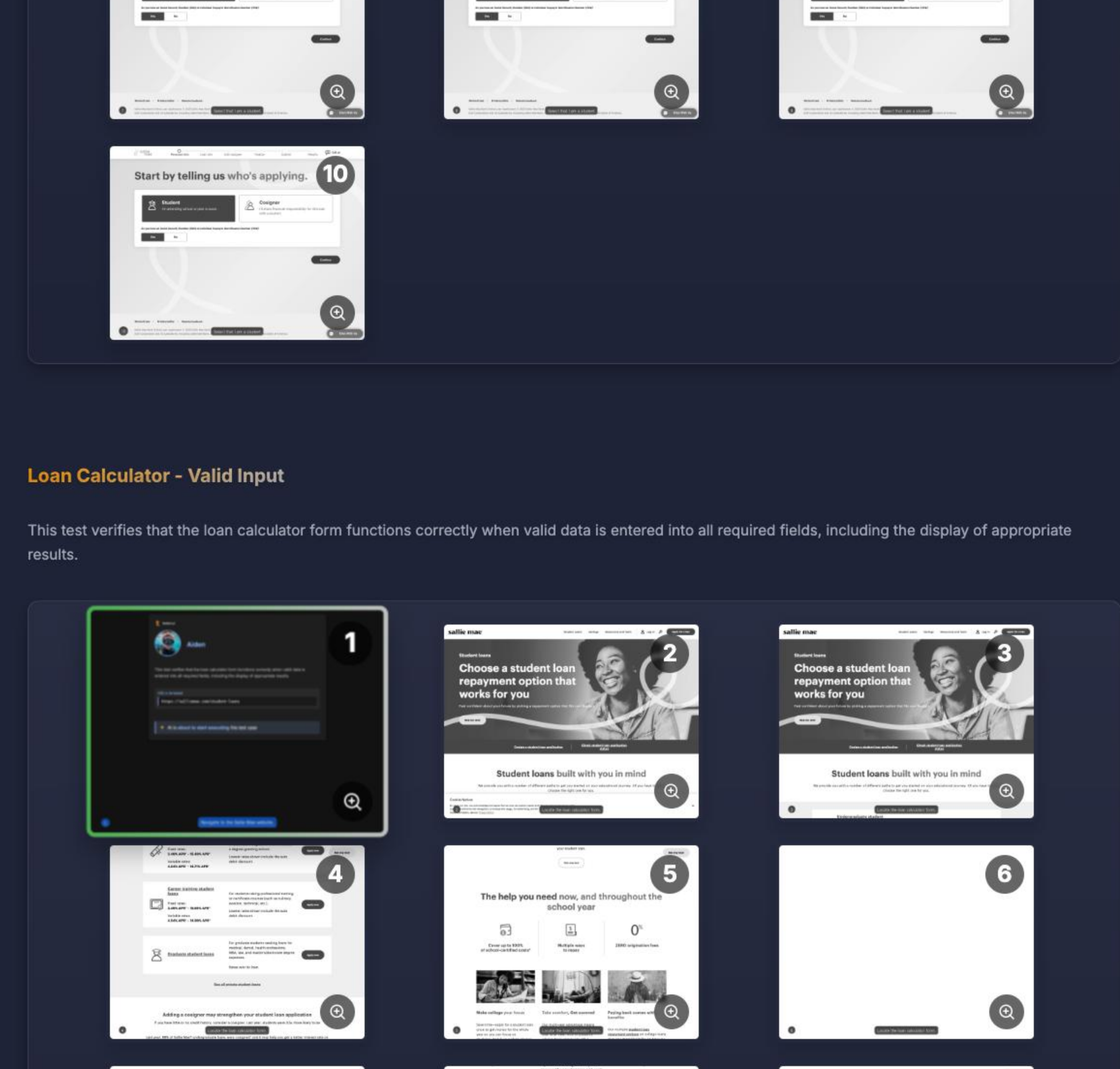
Start Page: HOME



Aiden
Demo_Tests

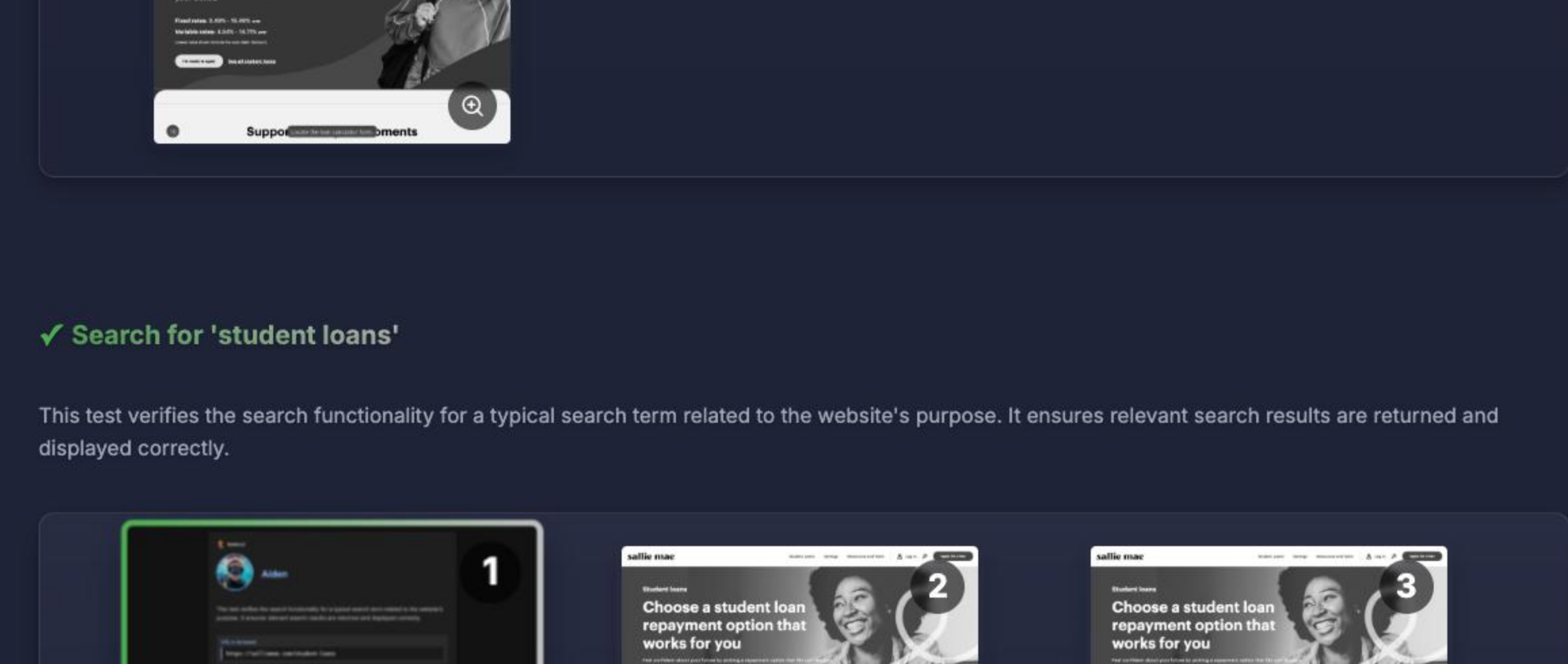
Apply now, check rates, calculate loan flow

This test case aims to simulate a user navigating the website, starting from applying for a loan, checking rates, and then calculating a loan. The purpose is to ensure the website's navigation and core functionalities are working correctly. A successful test will show that the user can navigate smoothly through the website.



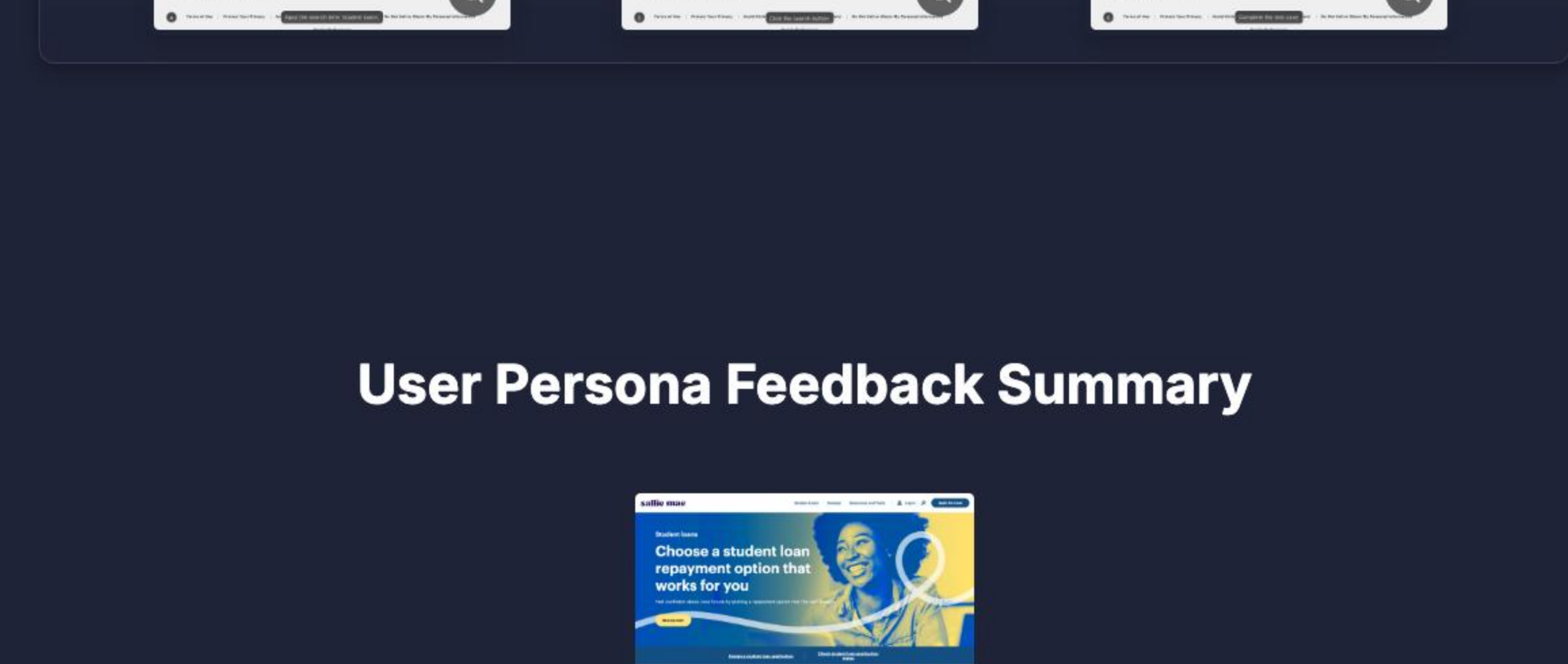
Loan Calculator - Valid Input

This test verifies that the loan calculator form functions correctly when valid data is entered into all required fields, including the display of appropriate results.



Search for 'student loans'

This test verifies the search functionality for a typical search term related to the website's purpose. It ensures relevant search results are returned and displayed correctly.



User Persona Feedback Summary

HOME

The purpose of the page is to inform users about Sallie Mae's student loan products and services, encouraging them to apply for a loan.

Overall Score
★★★★☆

The website provides comprehensive information on student loan options but needs improvement in visual design and usability to cater to a wider audience. While the content is relevant and features like calculators are useful, the website's overall accessibility and emotional appeal could be enhanced to create a more user-friendly experience.

Visual Design
★★★★☆

The design is okay, but it feels a little generic. Some more engaging visuals would make it more appealing.

Usability
★★★★☆

The website is relatively easy to use, but some improvements could be made to enhance the user experience. Clearer calls to action and a more intuitive navigation structure would be beneficial.

Content Quality
★★★★☆

The content is comprehensive and relevant, providing valuable information about student loans and related topics. However, it could be more concise and easier to digest.

Individual User Persona Feedback

Aisha Khan, 20
Persona: Aisha is a sophomore at a state university, studying computer science. She's concerned about funding her education and wants to understand her loan options.

Overall Rating
★★★★☆

As a student, I find the site helpful in providing loan options. The rate information and application process seem straightforward. The student loan calculator is particularly useful.

Actions Performed

- See my rate
- Apply now

Suggestions

- Offer personalized loan recommendations based on my major and academic standing.
- Provide a detailed comparison chart of all loan options with key features highlighted.

Robert Chen, 45
Persona: Robert is an engineer with a stable income. His daughter is applying for college, and he's considering co-signing her student loan to help her get a better rate.

Overall Rating
★★★★☆

As a potential cosigner, I need detailed information about my responsibilities and the potential risks involved. I want to ensure my daughter's loan won't negatively impact my credit score.

Actions Performed

- Co-sign a student loan application
- Learn about cosigner responsibilities

Suggestions

- Create a dedicated cosigner section with a comprehensive guide and resources.
- Provide a calculator to estimate the impact of co-signing on my credit score.

David Miller, 30
Persona: David is a recent graduate working in the tech industry. He is looking to refinance his student loans for a better interest rate.

Overall Rating
★★★★☆

As someone with existing student loans, I need to quickly assess the potential benefits of refinancing with Sallie Mae. The information about interest rates and repayment options is crucial.

Actions Performed

- See my rate
- Explore repayment options

Suggestions

- Create a dedicated refinancing section with a clear explanation of the benefits and options.
- Provide a calculator to estimate potential savings from refinancing with Sallie Mae.