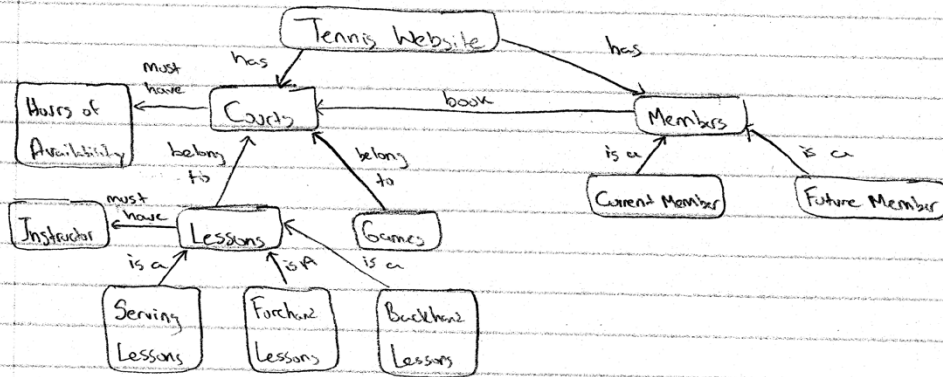**Tennis Club Site**
1. "Ottawa Tennis Club" is the company's website
2. "Ottawa Tennis Club" allows you to book court times to play games and give lessons for members.
3. To improve short term memory of the users, group all courts and put them in one section of the website titled "Courts". Also group the tennis instructors and put them into another section as well titled "Instructors". Furthermore, the lessons can be grouped under the section "Lessons". These groupings will allow the users to recognize elements on the website easily instead of having to recall information of a certain instructor.

Lab 7

A concept map with the following nodes and relationships:

- **Tennis Website** — has → **Courts**; has → **Members**
- **Courts** — must have → **Hours of Availability**; belong to → **Lessons**; belong to → **Games**; book ← **Members**
- **Members** — is a → **Current Member**; is a → **Future Member**
- **Lessons** — must have → **Instructor**; is a → **Serving Lessons**; is a → **Forehand Lessons**; is a → **Backhand Lessons**

4. 3 interactive process:
    a. Divergent/Convergent Exploration: Users can explore the different courts, instructors, and lessons in order to select what they want to do.
    b. Communicate: Users will get a feedback message on if they are able to obtain the activity they want for their specific time.
    c. Follow Instructions: The UI will guide the users when the users register for a tennis lesson asking them to fill out the required information.
5.
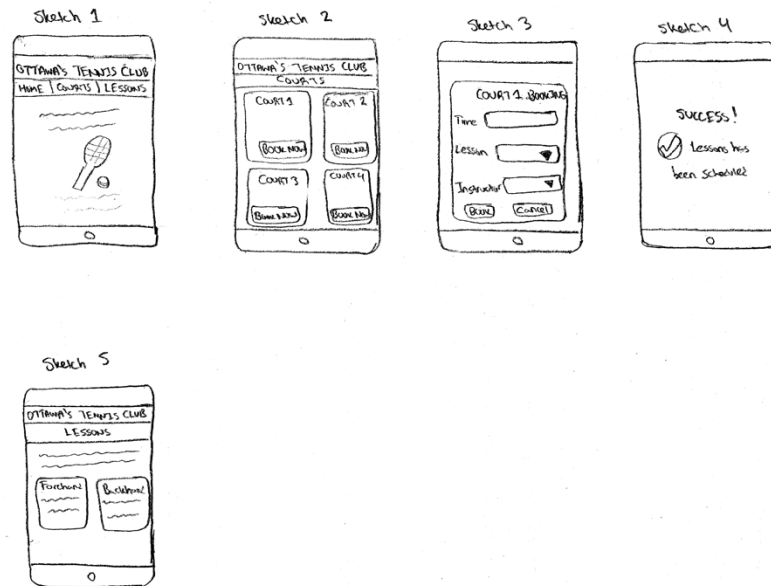
6. 10 Heuristics:
   a. **Consistency:** Similar buttons and fonts will be used across the website. The company name and the active tab you are on when the user initially clicks a tab is shown in sketches 1, 2 and 5.
   b. **Familiar Language and Metaphor:** Tennis terms such as "backhand" and "forehand" will be used to adapt to the expected audience. The forehand and backhand term is used in sketch 5 under the lessons tab.
   c. **Simple, Aesthetic, and Functional Design:** A simple and elegant font will be chosen to make more appealing to the user. It can be seen in sketch 2 that it will be easy to differentiate between the courts as the courts are contained in a container.
   d. **Freedom and Control:** The user can go to any part of the website using the tabs and can close a booking action. The tab layout is shown on sketch 1 showing the tabs "Home", "Courts", and "Lessons" where users can navigate to.
   e. **Flexibility:** Users will be able to Ctrl-F the website to find certain lessons/courts/instructors easily. A drop-down list will also be used for instructor names to improve the efficiency of booking activities. The drop-down lists for lessons and instructors are shown in sketch 3.
   f. **Recognition over Recall:** Lessons/courts/instructors will be grouped together and highlighted with a color to make use of the user working memory. Sketch 2 and 5 show how the containers are used to group the courts and lessons together.
   g. **Clear Status:** When the user has booked a lesson/court, a message will show saying that they have booked the lesson/court. This is seen in sketch 4 after a user has successfully booked a lesson.
   h. **Error Prevention:** The UI will only offer the available court times and instructors. In sketch 3, the time input field will display a calendar to choose the available times.
   i. **Error Recovery:** For invalid operations and routes, the UI will display an error message. In sketch 4, if the user clicks the book button without filling in the input fields, an error message will show instead of the success message.
   j. **Help:** Contextual help is shown by using tooltips for submitting buttons and global help is shown before on top of the sections. In sketch 5, the writing before the forehand and backhand containers will explain what lessons you should take depending on your level of skill.