# Project Report

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| **Product Name** | Advanced Certificate in Web Development |
| **Qualification Name (ITSF)** | NICF-Advanced Certificate in Infocom Technology (Software & Applications) |
| **Product Name** | NICF-UI Frameworks |
| **Module Name (ITSF)** | NICF-UI Frameworks |

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| **Date issued** | **Completion date** | | **Submitted on** |
| 13 July 2022 | 14 July 2022 | | 14 July 2022 |
|  | | | |
| **Project title** | **Design & Develop Front End Community Portal RIA application.** | | |

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| **Learner declaration** |
| I certify that the work submitted for this assignment is my own and research sources are fully acknowledged.  Student signature:  Date: 13 July 2022 |

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# Project Background

ABC Jobs Pte Ltd as a website developer to develop a community portal for Software Developers. The Scope of the Project is to design a Community Portal Similar to Linkedin.com. Users will be able to register in the portal using the Registration Page. Users of the portal can search for other users using various parameters such as First Name, Last Name, Company Name, City & Country. Users will be able to view the Public Profile of users after searching them.

The portal allow users to login, request for forgotten password and Update their profile information The scope of the project in this modules is for development of GUI front end using HTML, Javascript, CSS & Angular.

# Project Objective

The software programmers of ABC Jobs Pte Ltd make the prototype of what the Community Portal need

The portal consist of the following Key pages (For Reference)

* + 1. Community Portal Home Page
    2. Registration Page
    3. Registration Confirmation Page
    4. Update Profile Page
    5. Search Users Page
    6. List Search Results
    7. Public Profile Page
    8. Registration Confirmation Email
    9. Login Page
    10. Forget Password Page
    11. Design the Forget Password Confirmation Page

**Tools & platform used**

To make that following page above, the developers will need some tools and platform to support them.

The tools and the platform are :

1. Visual Studio Code  
   Visual Studio Code, also commonly referred to as VS Code, is a source-code editor made by Microsoft for Windows, Linux and macOS. Features include support for debugging, syntax highlighting, intelligent code completion, snippets, code refactoring, and embedded Git.
2. Axure RP 10  
   Axure RP 10 is a software for creating prototypes and specifications for websites and applications. It offers drag and drop placement, resizing, and formatting of widgets.
3. Mozilla Firefox   
   Mozilla Firefox, or simply Firefox, is a free and open-source web browser developed by the Mozilla Foundation and its subsidiary, the Mozilla Corporation. It uses the Gecko rendering engine to display web pages, which implements current and anticipated web standards.
4. Angular CLI  
   The Angular CLI is a command-line interface tool that you use to initialize, develop, scaffold, and maintain Angular applications directly from a command shell.
5. Diagrams.net (formerly Draw.io)  
   diagrams.net (formerly draw.io) is free online diagram software. You can use it as a flowchart maker, network diagram software, to create UML online, as an ER diagram tool, to design database schema, to build BPMN online, as a circuit diagram maker,   
   and more.

# Business Process & Solution Architecture Flowchart

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| User come to landing page, at the landing page user can login by clicking the login button on ther right corner of the website or on the hero banner login form.   If the user does not have any account yet, the user can register first by clicking at register button. After registration done user will be redirected to registration thankyou page and now have an account to logged in to the website.   If the user forgot their password, they can request a password retrieval by clicking the forgot password button. User input their email and will be redirected to forgot password confirmation and they will get link to their email for resetting the password.  User login to the website and redirected to their respective profile page, user can edit their profile page by clicking the edit profile button. User can search another user profile page by clicking the people button in the navigation bar at the top of the website. After clicking the people button the user will be redirected to search user page, user can search user by their name, country, city, and company. List of user will appear when searching in the search user page, user can click any of the users list and will be redirected to that user profile view page.   |  |  | | --- | --- | | Wireframe pages | Specifications (Widget Table) | | Login | |  |  |  | | --- | --- | --- | | Note number | Name | Interactions | | 1 | Login form |  | | 2 | Forgot password link | Click or tap go to link | | 3 | Login button | Click or tap  Go to link | | 4 | Login with google button |  | | 5 | Register link | Click or tap  Go to link | | | Register | |  |  |  | | --- | --- | --- | | Note number | Name | Interactions | | 1 | Register form |  | | 2 | Register button | Click or tap go to link | | | Forgot Password | |  |  |  | | --- | --- | --- | | Note number | Name | Interactions | | 1 | Forgot Password form |  | | 2 | Submit button | Click or tap go to link | | 3 | Padlock icon |  | | 4 | Back to login | Click or tap go to link | | | Edit Profile | |  |  |  | | --- | --- | --- | | Note number | Name | Interactions | | 1 | Edit profile form |  | | 2 | Save button | Click or tap go to link | | 3 | Profile picture |  | | | Search user | |  |  |  | | --- | --- | --- | | Note number | Name | Interactions | | 1 | Search bar |  | | 2 | Lists of user | Click or tap go to link | | 3 | Profile picture |  | | |

1. **Task 1**

## Task Statement:

* 1. Briefly explain techniques and methods for gathering and analyzing user feedback.
  2. Find at least 2 websites which are similar to community portal and visit and use them and record your experiences.
  3. Include it as part of **Project Presentation**

## Solution:

There are two ways to collecting the data, quantitative and qualitative  
Quantitative data is collecting the data base on the similarity

1. Surveys, tests, or questionnaires – administered in groups, one-on-one, by mail, or online;
2. Reviews of records or documents using a rubric; or
3. Observations.

Qualitative data is collecting and analyze the data

1. Shadow Sessions (Observe the user when using the program)
2. A/B Testing (Compare between two programs and decide which one is better)

**User Experience on 2 community portal websites**

1. Linkedin.com

When I go to linkedin.com website, my eyes instantly looking for the beautiful palette color combination. The text also easy to read and easy to find what I want to do. After that I tried to register by clicking the “join now” button. The registration form was good and easy to fill with validation on it to prevent user error. After register I login and it was pretty smooth transition page to page. I like the flow of the website.

1. Jobstreet.co.id

When I go to jobstreet.co.id website, the home page is not really good, there not much information when I first arrive on the website. I tried to register to the website but I don’t see any register button but instead there is “masuk” button written with Bahasa means “go in” or like login. I tried to click that button and find the register button from there. Finally I got the register button and filling up the form. They also provide way to register with Facebook that’s speed up the registration progress for me. After that I tried to login to the website and overall the layout and color of the website is very good and I like the color too.

# Task 2

## Task Statement:

* 1. Discuss, study and analyze the user experience based on the observations done in Task 1.
  2. Study the experience for 2 to 3 scenarios.
  3. Include it as part of **Project Presentation**

## Solution:

Scenario :

**Register Page**

Registration scenario in linkedin.com is very good experience. The way the registration form first pop up was displaying 2 fields that are email and password, this way the user will experiencing not much form at the same time and not being bored fast. The validation also good giving user warning that their inputting invalid or wrong data. Linkedin.com also provide registration with google, it fasten the process of register to the website. The color of the page is beautiful and simple.

**Login Page**

Login scenario in linkedin.com provide “show” password feature, so the user can easily if they typing the correct password. The login page also provide forgot password that is very good for user that forgot their password. Linkedin.com login page also has feature for remembering the login history, so when you logout and want to login again you just click on your previous account and you just need to typing password once again and login to the page.

**2**

# Task 3

## Task Statement:

1. Identify the performance level & gaps between user experience & desired user experience along with level of user engagement
2. Measure the level of user engagement & stickiness with the product.
3. Document it as part of **Project Report**

## Solution:

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| --- | --- | --- | --- | --- |
| **LinkedIn.com** | | | | |
| **Scenario** | **TOT (seconds)** | **Expect TOT** | **Performance Gaps** | **UER** |
| Register | 65 | 60 | 65 | 2 |
| Login | 18 | 20 | 2 | 0 |
| **Jobstreet.co.id** | | | | |
| **Scenario** | **TOT (seconds)** | **Expect TOT** | **Performance Gaps** | **UER** |
| Register | 50 | 60 | 10 | 0 |
| Login | 30 | 20 | 10 | 2 |

# Task 4

## Task Statement:

1. Develop & document 3 metrics to measure the user experience.
2. Create Bootstrap HTML along with angular pages for the proposed pages and get feedback from mentor and document them.
3. Document it as part of **Project Presentation**

## Solution:

## Included in the project presentation

# Task 5

## Task Statement:

1. Create the steps in User Interaction process for various scenario.
2. Create a flow chart for user interaction.
3. Document it as part of **Project Presentation.**

## Solution: Included in the project presentation

# Task 6

## Task Statement:

1. In the Websites study’s get the general user response from one other user.
2. Document the general user response to the product as part of **Project Presentation.**

## Solution: Included in the project presentation

# Task 7

## Task Statement:

1. Create a Prototype for the proposed system, with at least 5 screens
2. Get the user response and classify them to various types.
3. Screen capture the prototype and include it as part of **Project Presentation.**

## Solution: Included in the project presentation

# Task 8

## Task Statement:

1. Gather feedback for the prototypes and document, make suggestions for improvement.
2. Make suggestions to improve the user experience and implement them in the prototype
3. Include it as part of **Project Presentation**

## Solution: Included in the project presentation

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| **12.Task 9**  **Task Statement:**   1. Create 3 usability tests and test them with users. 2. Get the users use the modified prototype 3. Gather feedback and measure its technical viability and effectiveness 4. Include it as part of **Project Report**   **Solution:** | | | | | | |
| **Task: Register for an**  **account** |  | | | | | |
|  | | | | | | |
| **Participant Name** | **TOT**  **(seconds)** | **UER** | **TSR** | **Observation** | **Feedback** |  |
| Bobi Suherman | 47 | 1 | 1 | Typing invalid email | No feedback |
| Yusuf | 53 | 2 | 1 | Not entering for last-name and company | The last name should be optional |
| Marinka Aisa | 39 | 0 | 1 | All good | No feedback |
| Alex Sulivan | 41 | 0 | 1 | All good | No feedback |  |
| Jhon Doe | 43 | 0 | 1 | All good | No feedback |  |
|  | | | | | | |
|  | **TOT** | **UER** | **TSR** |  | | |
| **Average Score** | 44,6 | 8,57% | 100% |
| **Improvements** | | | | | | |
| - make sure all the fields are supposed to be required | | | | | | |
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| **Task: Log into the portal with registered email** |
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| **Participant Name** | **TOT**  **(seconds)** | **UER** | **TSR** | **Observation** | **Feedback** |  |
| Bobi Suherman | 33 | 1 | 1 | Wrong password | Please add show password |  |
| Yusuf | 21 | 0 | 1 | All good | No feedback |  |
| Marinka Aisa | 16 | 0 | 1 | All good | No feedback |  |
| Alex Sulivan | 62 | 2 | 1 | Wrong password and invalid email | No feedback |  |
| Jhon Doe | 18 | 0 | 1 | All good | No feedback |  |
|  |  |  |  |  |  |  |
|  | **TOT** | **UER** | **TSR** |  |  |  |
| **Average Score** | 30 | 30% | 100% |  |  |  |
| **Analysis & Suggested**  - password input field not yet been added a show password feature  **Improvements**  - adding show password feature |  |  |  |  |  |  |

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| **Task: Update Profile** |  | | | | |
|  | | | | | |
| **Participant Name** | **TOT**  **(seconds)** | **UER** | **TSR** | **Observation** | **Feedback** |
| Bobi Suherman | 32 | 0 | 1 | All good | Maybe add edit profile picture |
| Yusuf | 52 | 1 | 1 | Trying to delete lastname but can’t because last name was required | No feedback |
| Marinka Aisa | 44 | 0 | 1 | All good | No feedback |
| Alex Sulivan | 32 | 0 | 1 | All good | No feedback |
| Jhon Doe | 20 | 0 | 1 | All good | No feedback |
|  | | | | | |
|  | **TOT** | **UER** | **TSR** |  | |
| **Average Score** | 36 | 2,8% | 100% |
| **Analysis & Suggested**  **-** adding edit profile picture | | | | | |
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| **CSAT** | Question: On a scale of 1 to 10 (1 being least satisfied, 10 being most satisfied), **<How good the website overall>?** And Why? |  | |
|  | | | |
|  | **Participant Name** | **Satisfaction Score** | **Reason** |
|  | Bobi Suherman | 9 | Good color palette |
|  | Yusuf | 7 | Simple UI design |
|  | Marinka Aisa | 10 | Cool website |
|  | Alex Sulivan | 8 | Good website |
|  | Jhon Doe | 8 | I like the color |
|  | | | |
|  | **Average CSAT Score** | 8,4 |  |
|  | | | |
| **NPS** | Question: On a scale of 1 to 10(1 being least, 10 being highest), **<How willing you promote the website>?** And  Why? |  | |
|  | | | |
|  | **Participant Name** | **Promoting Score** | **Reason** |
| Bobi Suherman | 9 | Good functionality |
| Yusuf | 5 | Could be improved at some point |
| Marinka Aisa | 9 | I like the website flow |
|  | Alex Sulivan | 8 | Easy to read |
|  | Jhon Doe | 7 | Cool website |
|  | | | |
|  | **NPS** | 40% |  |