



Customers Notes 12/04/2024.

ENSE871: Usability Engineering

Customers Feedback:

The customer appreciates the navigation ease on the website and the language switch feature. However, they are concerned about the accessibility of information for non-members, especially regarding privacy issues like personal information exposure. They were uncertain about the benefits of membership compared to non-membership, particularly in a closed community where membership entails dues. They also express concern about controlling functions regarding who can join and what content they can access.

Dr. Tim Feedback:

Dr. Tim commends the team's work but suggests reconsidering the automatic account creation process. He recommends implementing an approval system to regulate account creation, ensuring quality and relevance. He appreciates the team's effort and ends with positive reinforcement.

Team Members Feedback:

The team member explains that membership benefits include showcasing research papers and controlling interests on the profile. They address privacy concerns by allowing users to choose whether to share personal information. They

mention efforts to handle duplicate papers from the source website and acknowledge the need for further work on it. They assure the customer that they will look into the issue. The team member emphasizes the low maintenance approach for user uploads.