Word Count: 3,169

Assessment

Redesigning The Nigerian Railway Corporation Website for Improved Usability and User Experience.

By

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IDM22: Interface and Information Design

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1. Introduction

In the digital age, a public-facing website is often the first point of interaction between an organization and its users. The Nigerian Railway Corporation (NRC) website serves as the primary digital platform for providing information about train schedules, ticket bookings, obtain travel information and railway services in Nigeria.

However, a comprehensive usability evaluation revealed significant shortcomings that prevent good user experience. Using a survey carried out with 27 Nigerians to find out the issues with the website, it was discovered that the current NRC website falls significantly short of modern usability standards. Users face frequent frustrations because of poor navigation and information architecture, lack of clear search functionality and call-to-action, live locations and prices, outdated design, lack of accessibility, lack of tracking system and inefficient booking functionality. As a result, the website fails to provide adequate support for essential tasks like booking train tickets, checking schedules, or reaching customer support. Due to some constraints surrounding the redesign, this project is focused on the booking and tracking system of the NRC website in both desktop and mobile view.

This report documents the research process, findings, and proposed redesign solutions to transform the NRC website into an efficient, accessible, and user-friendly platform. The goal is to create a platform that is functional and easy to navigate, thereby improving the overall travel experience for NRC users.

1.1 Aim / Problem Statement

This project is aimed at conducting a usability evaluation of the current NRC website and proposing a redesigned interface to improve user experience and accessibility.

1.2 Objectives

- Evaluate the current NRC website using usability testing methods.
- Analyze user feedback to identify key pain points.
- Redesign the website with improved usability, accessibility, and aesthetics.
- Validate the redesign through prototype and testing.

1.3 The Product

The Nigerian Railway Corporation (NRC) website is the official digital platform for Nigeria's national rail transport services. It serves as a critical interface for passengers, tourists, and stakeholders to access train schedules, ticket booking, fare information, travel policies, and customer support.
Key Issues of the Current **Website**:

- Ticket Booking: Users are advised to book their tickets online. But then, when getting to the booking interface, they are given contacts to call and book their tickets. This defies the whole idea of online booking. And there are so many disadvantages to this because lots of factors can affect the booking process.
- Poor navigation structure and confusing menu labels.
- Unresponsive pages especially on mobile devices.
- Information about train schedules is hard to find and the tracking routes option is not available.
- Customer support is hidden and difficult to find.
- Poor Information Architecture: The home page covers NRC's history, policies, and administrative details instead of details on how to book your ticket which is what the whole NRC is about. The users are not there to look at the organization and latest news, but they are there at the website to book a ticket.

Below is the current design of the NRC website both in the laptop and mobile view respectively.

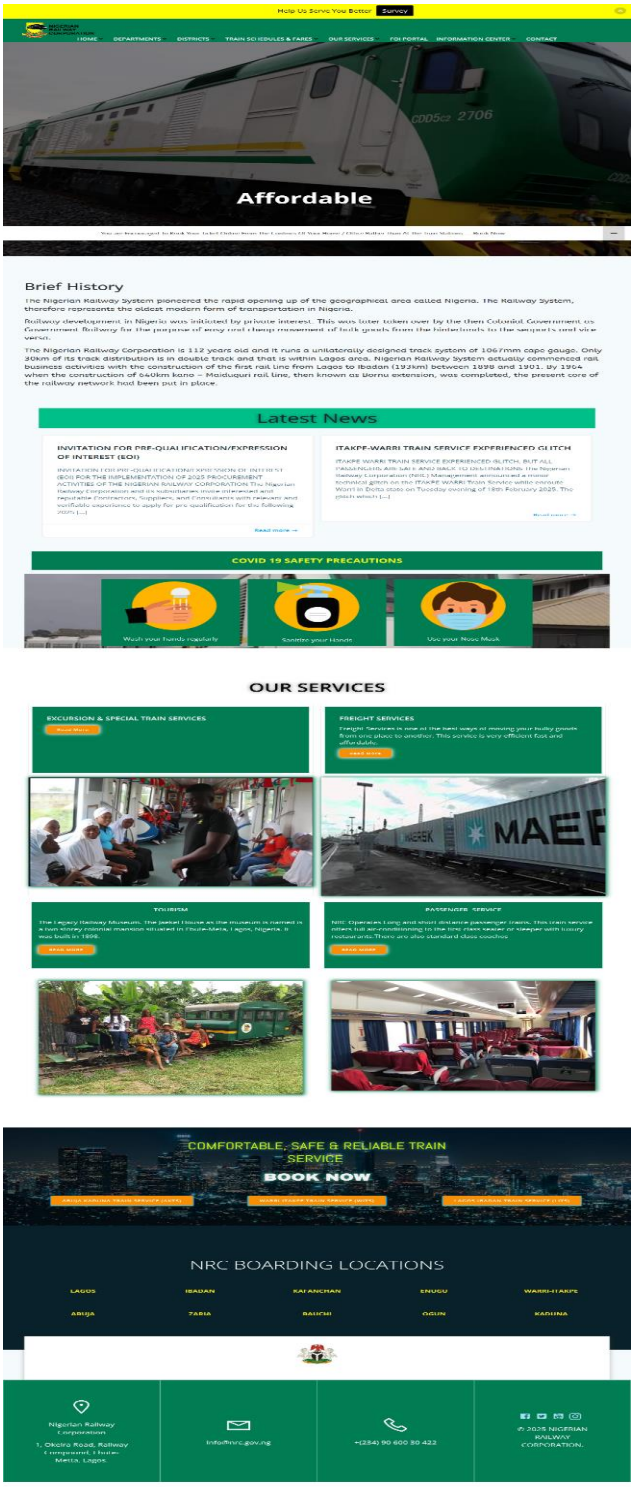

Figure 1: Desktop web interface

Figure 2: Mobile web interface

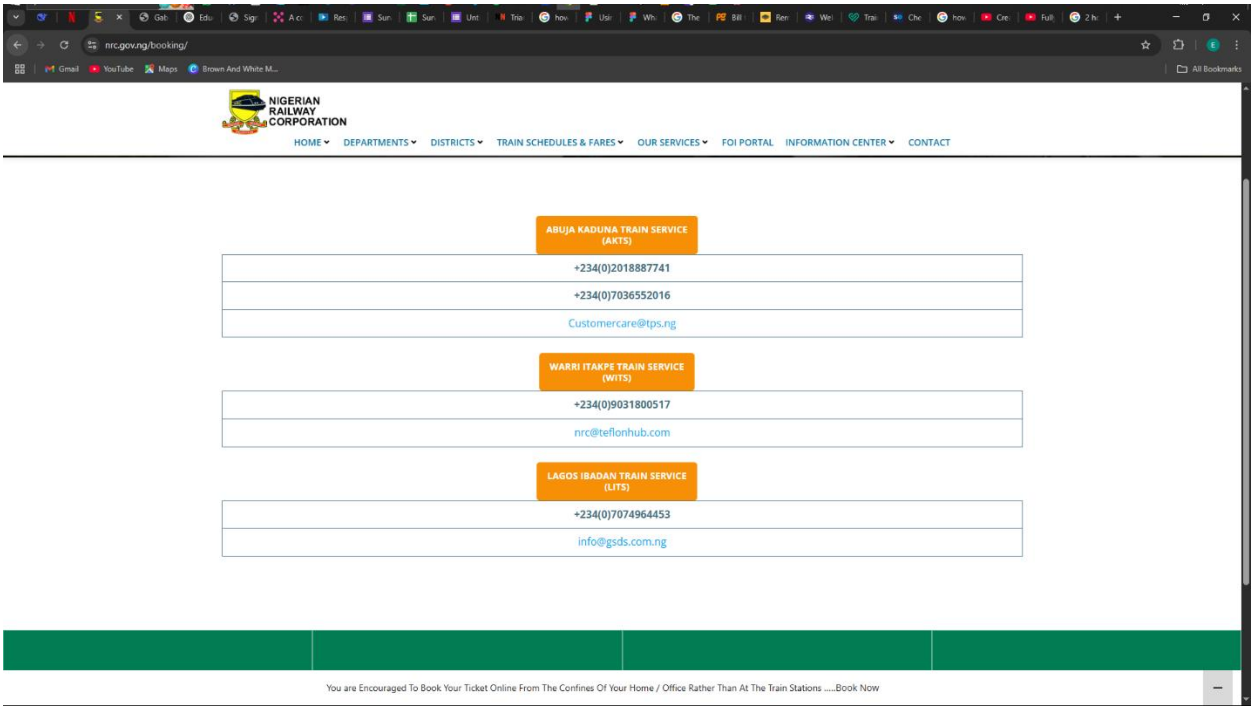

Figure 3: Booking interface

2. Background Investigation

2.1 Novel Concept

The concept behind the NRC website re-design is the introduction of a "passenger-first" framework that aligns content architecture with user priorities. The proposed redesign introduces a "Passenger-First" framework that aligns content architecture with user priorities. Instead of simply presenting organizational information, the new concept centers on common user tasks: planning a trip, purchasing tickets, and getting help when needed. Interactive components are streamlined, and visual clutter is minimized.
This model draws from global UX best practices seen in successful transport websites like the national rail in UK, emphasizing clarity, accessibility, and mobile-first responsiveness.

2.2 Possible Evaluation Techniques

Several usability evaluation methods were considered:

Evaluation Technique	How it can be Applied to the NRC website	Limitations
Heuristic Evaluation (Nielsen): is the most informal method and involves having usability specialists judge whether each dialogue element follows established usability principles - the "heuristics" (Nielsen, 1994). This is to assess the existing website's interface based on Nielsen's 10 usability heuristics.	• It is quick • It is cost effective • It identifies important UX issues	• It is subjective • It lacks real-user feedback

User Surveys: This is to collect firsthand (primary) data on user frustrations, preferences, and suggestions.	• It can be used to gather broad quantitative data.	• It has limited qualitative insights.
Cognitive Walkthrough: uses a more explicitly detailed procedure to simulate a user's problem-solving process at each step through the dialogue, checking if the simulated user's goals and memory content can be assumed to lead to the next correct action (Nielsen, 1994). This is to simulate how a new user would navigate common tasks on the site.	• It stimulates task flows	• It is time intensive • It is suitable for small sample size research.
A/B Testing	• It compares redesign variants before the product is launched.	• It requires a live prototype
Eye-tracking	• This reveals visual attention patterns.	• It is expensive • It requires specialized hardware.

System Usability Scale: SUS is a Likert scale. It is often assumed that a Likert scale is simply one based on forced-choice questions, where a statement is made and the respondent then indicates the degree of agreement or disagreement with the statement on a 5 (or 7) point scale. However, the construction of a Likert scale is somewhat more subtle than this. Whilst Likert scales are presented in this form, the statements with which the respondent indicates agreement and disagreement have to be selected carefully (Brooke, 1996).	• It has a standardized UX scoring of 0-100	• It is limited to post-task feedback.

2.3 Chosen Usability Evaluation Technique

This project uses a mixed-method approach. This is being referred to as the "hybrid method" (Nørgaard & Hornbæk, 2009). The method that will be used in this testing project includes the following usability techniques:

2.3.1 Heuristic Evaluation (Expert Review)

The reason: It quickly identifies structural flaws.
Process:

a. Audit the NRC website against Nielsen's 10 usability heuristics.
b. Score violations (e.g., "Visibility of system status" fails due to unclear booking confirmations).

2.3.2 User Survey and Task-Based Testing

This was used because it captures real-user pain points and demographics. This involved real users performing two tasks (booking a ticket and schedule checking)
Process:

a. A link to the website was sent to 30 users with the task of booking a ticket and schedule checking.
b. A google forms survey was sent to 27 users.
c. 27 Users responded and their responses were analyzed.

2.3.3 Cognitive Walkthrough (Moderated Testing)

This was used to discover the navigation barriers for first time-users.
Process:

a. 4 users were observed as they performed the task of navigation to book ticket and check the train schedules
b. Their pain points were recorded.

2.4 Justification for Chosen Techniques

- Using a combination of methods makes it possible for other methods to cover for what one method lacks
- Hey are all cost and resource efficient. They all required no funding at all.
- The cognitive walkthrough helped to reveal the reason for usability failures.

This approach made the redesign evidence-based, user-centered, and technically feasible within the project's scope.

3. Test and Evaluation

3.1 Methodology

3.1.1 Participants:

The testing and evaluation were carried out with 27 participants who responded to the online survey. 4 of which also participated in the cognitive walkthrough. The characteristics of the participants were:

- First-time visitors
- Regular users
- Experienced users of computers and mobile devices

3.1.2 Tools:

The tools used to carry out the testing and evaluation are:

- Google Forms to carry out the survey.
- Figma was used for the redesign and prototyping.

3.1.3 Tasks Assessed:

- Booking a train ticket.
- Finding schedule information.
- Contacting customer support.

3.2 Results

3.2.1 Key Findings from Survey Responses

Demographic Insights

Primary Users: 71% aged 25–34; 61% professionals/business owners.
Usage Frequency: 57% "Rarely/Never" used the website, indicating low engagement.

Task-Specific Pain Points

Task	Top Issues Reported	Severity
Ticket booking	• Overcrowded interface (Q10) • Hidden booking button (Q7)	High
Finding schedules	• Confusing menu structure (Q5: 39% of respondents) • No clear search (Q5: 32% of respondent)	Critical
Contacting Support	• No live chat/rapid response (Q12, Q17) • Broken links (Q11: 18% reported errors)	Moderate

Critical Usability Metrics

Satisfaction: 50% of users were neutral and dissatisfied (Q8).

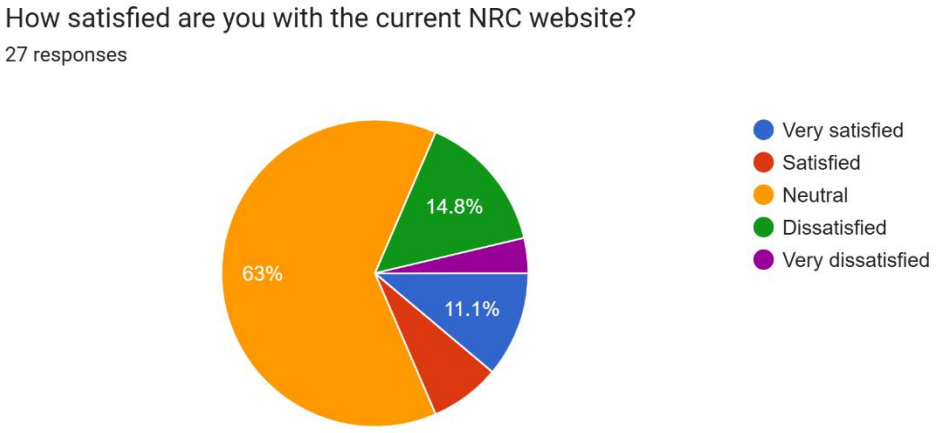

Figure 4: Pie chart of responses for level of satisfaction.

Mobile Experience: 46% reported poor mobile responsiveness and lack of clear search functionality. (Q5).

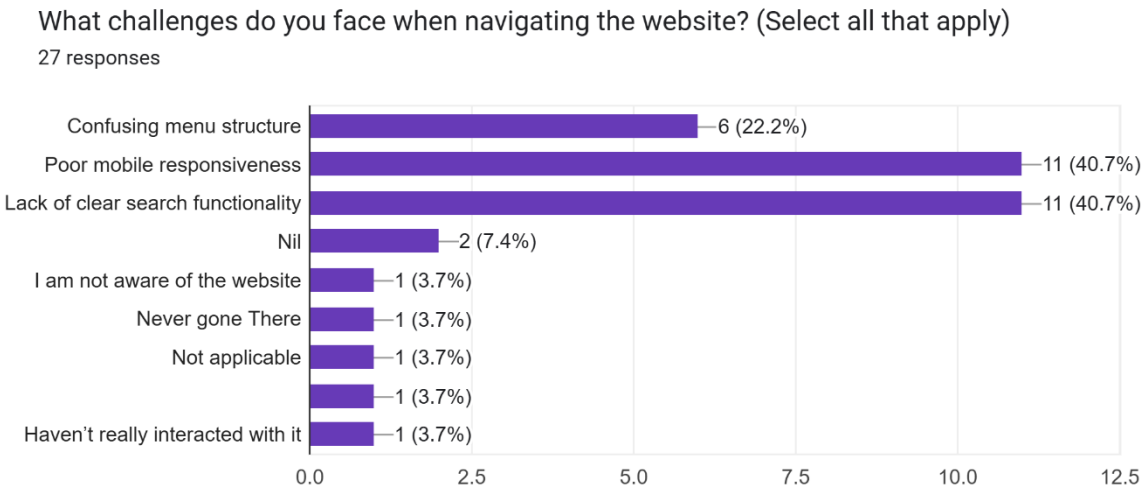

Figure 5: Bar chart of responses for challenges faced when using the website.

Design Rating: 54% rated layout as average, poor and very poor (Q6).

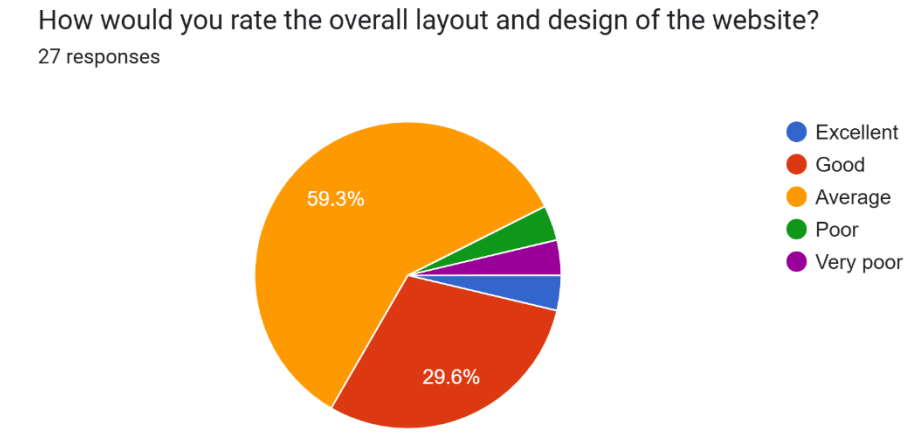

Figure 6: Pie chart of responses for overall website rating.

Users described the site as “confusing,” “not mobile friendly,” and “outdated.” Several noted that the site felt like it wasn’t built for passengers.

3.2.2 Heuristic Evaluation Findings

Nielsen's 10 Usability Heuristics was applied to the current NRC website design. The following was what was discovered.

Violated Heuristic Tasks	Example from NRC website	Impact on Tasks
Visibility of system status	No loading indicators during ticket booking	Users abandon transactions
Match real-world expectations	"Schedules" labeled as "Timetables" (unfamiliar term)	Delays in finding schedules
Consistency & standards	Inconsistent button styles (e.g., "Book Now" vs. "Reserve")	Confusion during ticket booking
Error prevention	No validation for date selection in booking	Users select invalid travel dates
Aesthetic design	Cluttered layout; small fonts on mobile	Poor readability for schedule checking

Severity Rating: 3/5 (High – needs urgent redesign).

3.2.3 Cognitive Walkthrough Results

This is based on observation of 4 of the 27 respondents performing tasks.

Task 1: Booking a Ticket

Success Rate: 0% (0/4 completed).

Failure Points:

- 2 tested users could not find the booking button (low visual hierarchy and information architecture).

- 2 tested users abandoned the process of booking (they did not have a call card).

Task 2: Find Schedule Information
Success Rate: 25% (1/4 completed).
Failure Points:

- 3 users clicked "Routes" instead of "Schedules."
- 2 users used browser search (CTRL+F) instead of site search.

Task 3: Contact Support
Success Rate: 50% (2/4 completed).
Failure Points:

- 2 users missed the "Help" link (hidden in footer).
- 1 user reported the contact form errored on submission.
- 1 user abandoned the task because he had no network to place a call.

3.2.4 Triangulated Insights

Triangulation is the practice of using multiple sources of data or multiple approaches to analyze data, to enhance the credibility of a research study (Nielsen Norman Group, 2025).

Issues	Survey	Heuristic Evaluation	Cognitive Walkthrough	Priority
Confusing navigation	39% reported (Q5)	Violates consistency	80% failed schedule task	P1
Poor mobile responsiveness	46% reported (Q5)	Violates flexibility	Mobile users struggled	P1

Lack of search functionality	32% reported (Q5)	Violates efficiency	Users relied on CTRL+F	P2
Hidden booking button	Open-ended (Q7,10)	Violates visibility	60% missed button	P2

4. Recommendations for Redesign

Priority 1 (Critical)

Simplify Navigation:

- Consolidate menus into intuitive categories (e.g., "Plan Travel," "Manage Booking").
- Add a search icon at the top of the website.

Mobile Optimization:

- Implement responsive design.

Priority 2 (High)

Ticket Booking Flow:

- Highlight "Book Now" with contrasting color.
- Enable multiple payment options.

Support Accessibility:

- Move "Help" to header.

Priority 3 (Moderate)

Error Handling:

- Validate form inputs in real-time (e.g., date picker).

Visual Hierarchy:

- Use card-based layout for train schedules and times.
- Optimize contrast and font size for readability.

5. Prototypes and Redesign

5.1 Redesign Goals

Based on user research and evaluation findings, the redesign aimed to:

- Make navigation intuitive and aligned with key user tasks.
- Improve visual hierarchy and readability.
- Enhance mobile responsiveness.
- Provide clear feedback during transactions.
-

5.2 Information Architecture

The restructured navigation bar prioritizes user-centric tasks:

- Home – Highlights booking form, brief history, key announcements and information, and access points to all sections.
- Plan Travel – Book tickets, check fares, and select routes.
- Routes/Schedule – Filterable and searchable schedule data.
- Stations – Station amenities, maps, and access details.
- My Bookings – Modify, cancel, or view past/future tickets.
- Help – FAQs, Live Chat, Contact Form.
- Search – Available globally at top-right.

Each section is built with progressive disclosure to avoid overwhelming the user while keeping critical info upfront.

5.3 Redesign Overview

The redesign was executed in Figma and included:

- A modern, minimal aesthetic with consistent brand colors.
- Responsive layout supporting all screen sizes.

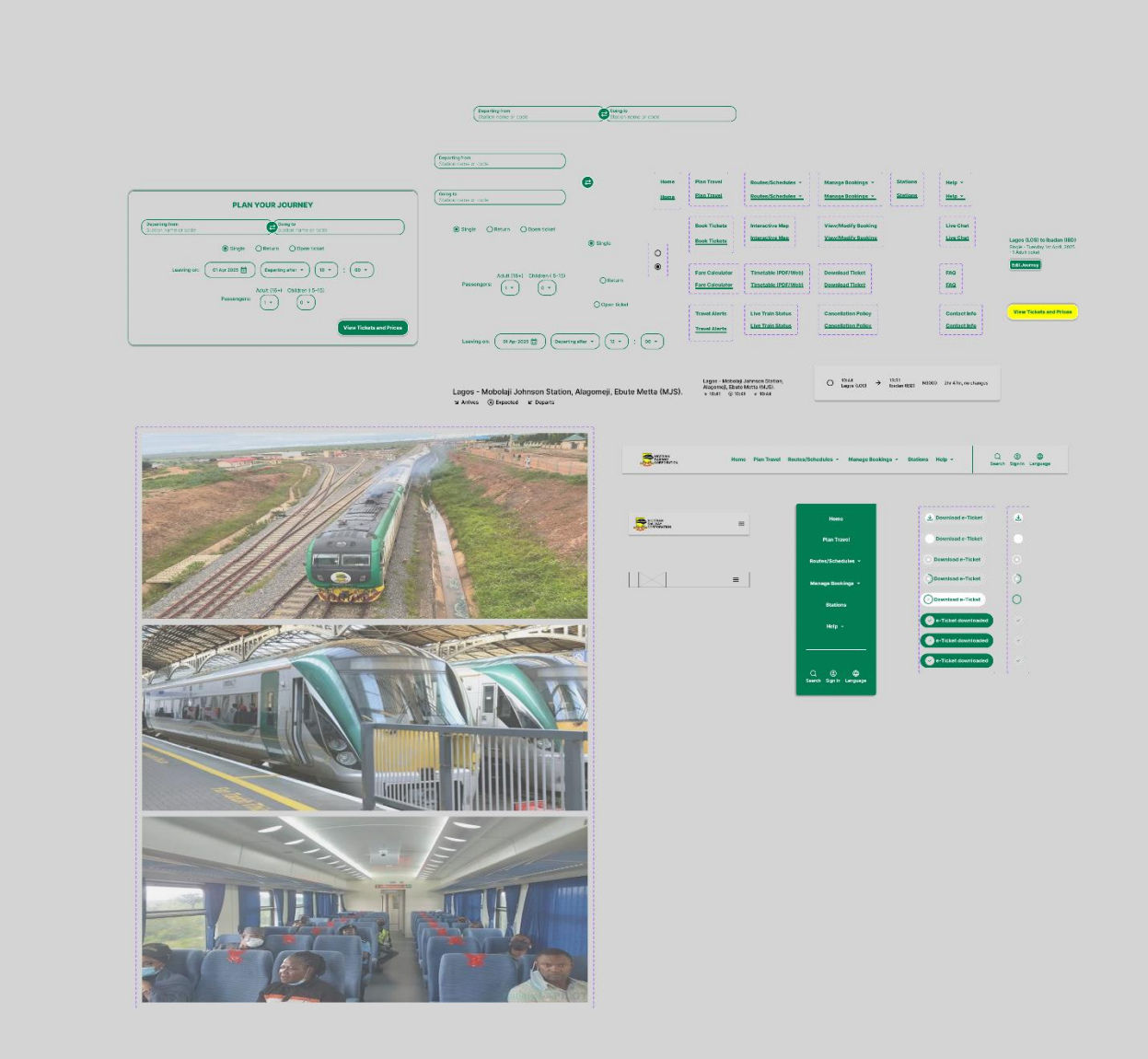

Figure 7: Components of the Redesign.

The redesigned NRC website features low-fidelity wireframes, and a high-fidelity prototype created using Figma.

5.4 Low-Fidelity Design (Wireframes)

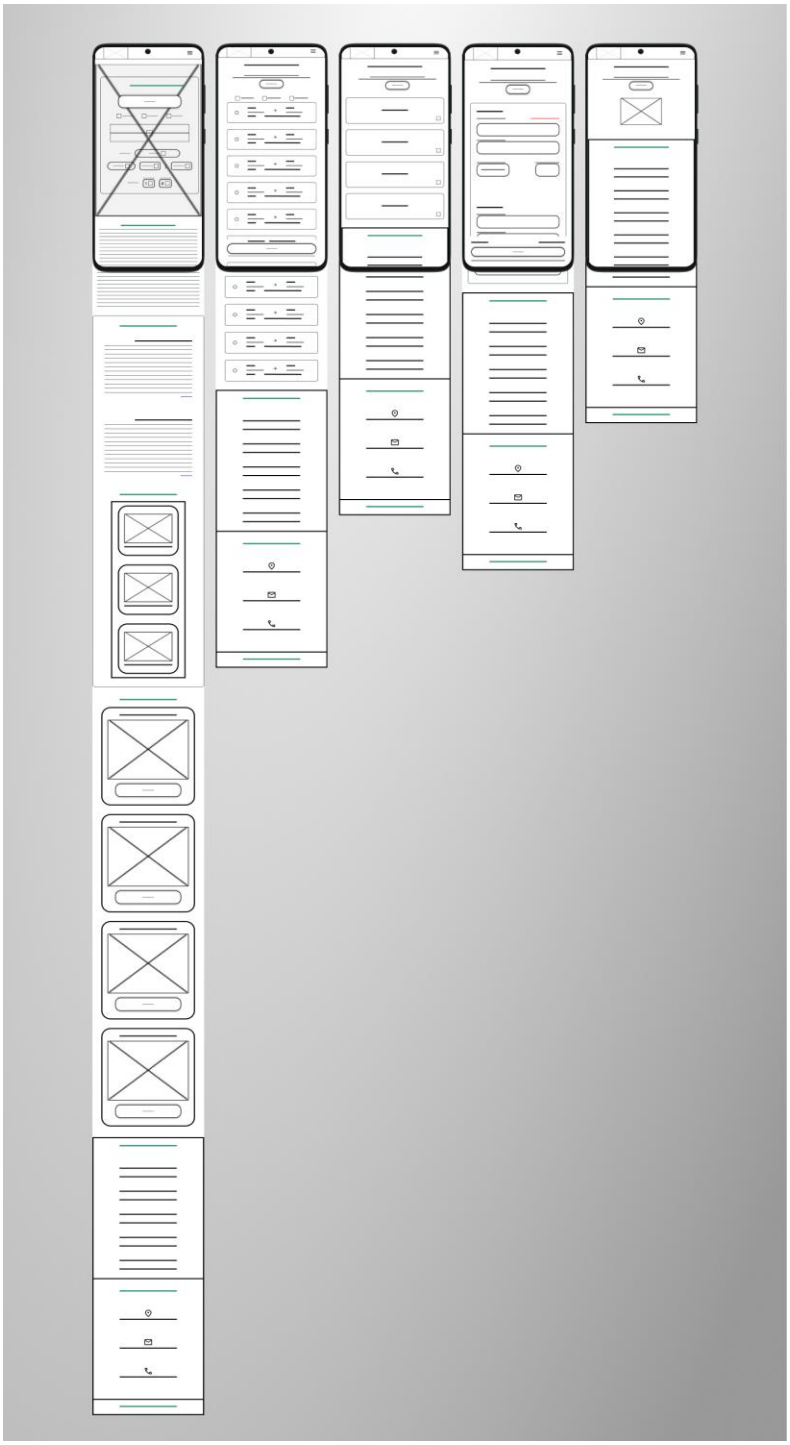

Figure 8: Low fidelity mobile layout.

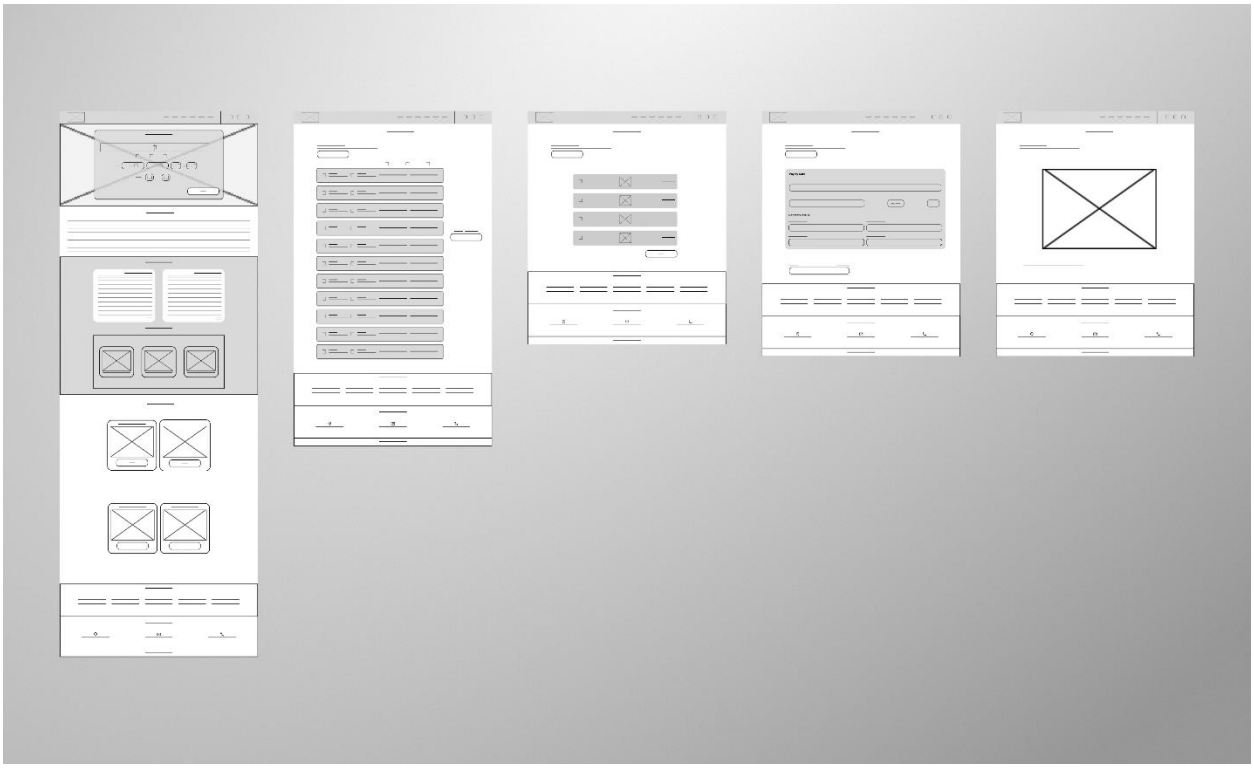

Figure 9: Low fidelity desktop layout.

5.5 High-Fidelity Prototype

Interactive Figma prototype:

[Link to mobile prototype]

[Link to desktop prototype]

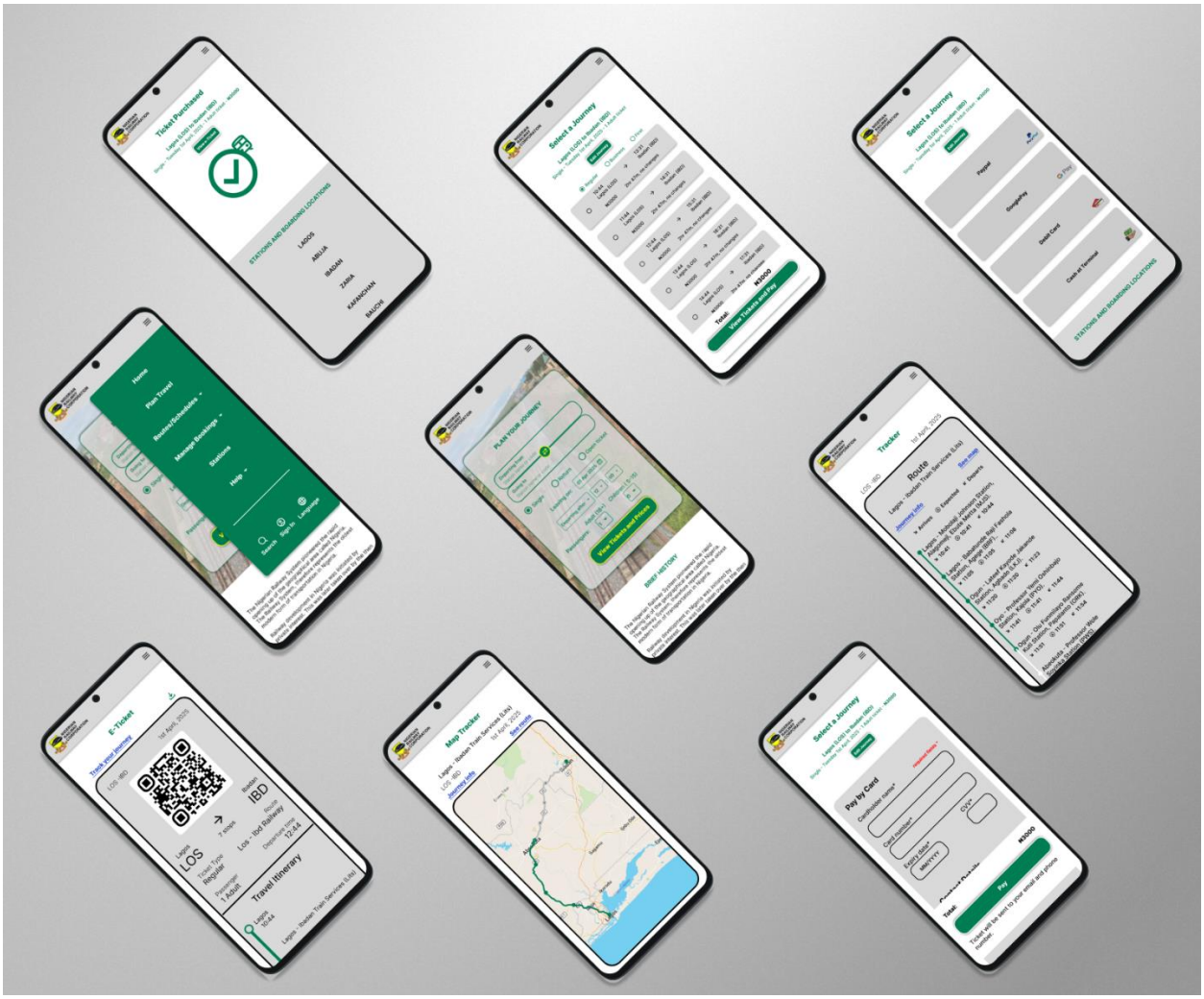

Figure 10: High fidelity mobile design.

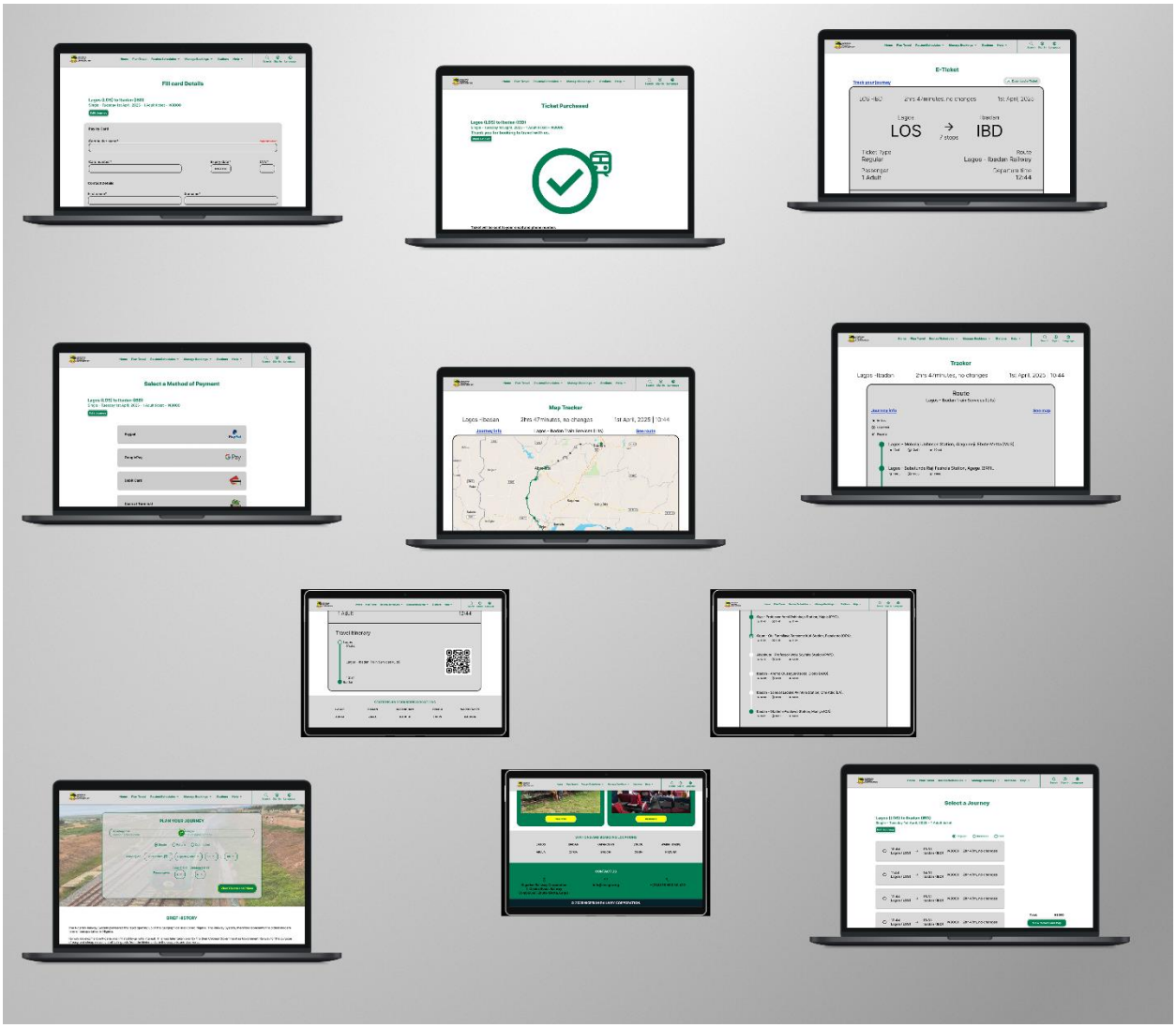

Figure 11: High fidelity desktop design

5.6 Key Changes Made in the Redesign, Results from Testing and How It Improved the User Experience.

5.6.1. Organized Navigation & Information Architecture

Improvements:

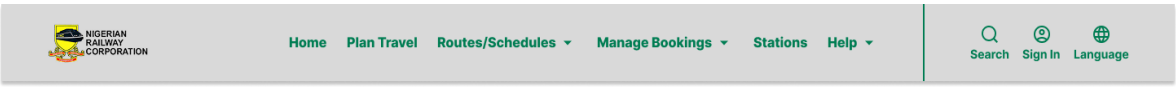

Figure 12: Desktop web navigation

- Merging "Routes" and "Schedules" were based on user confusion, which was 39% of the survey's complaints.
- “Plan Travel" as primary call-to-action (CTA). This reduces steps for booking-focused users.

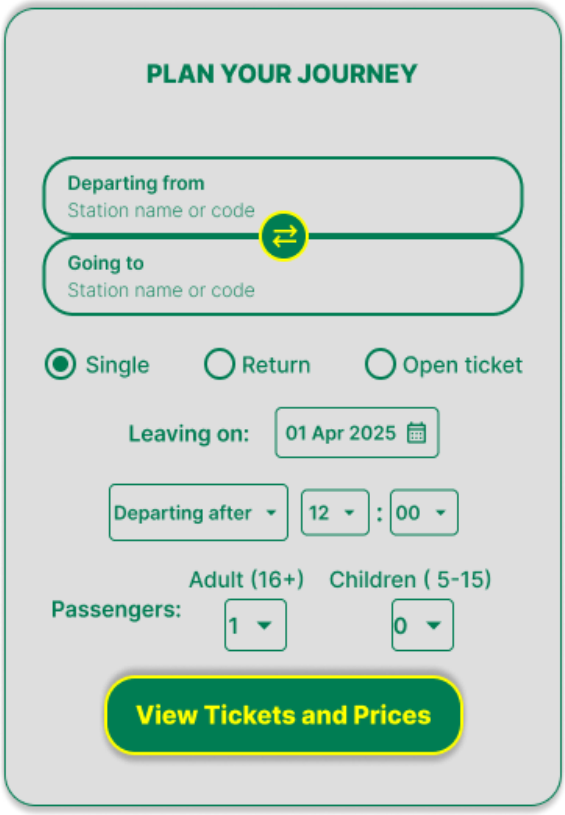

Figure 13: Booking form with prominent tapping buttons.

- Search icon was introduced as seen in figure 13 above. This is at the top-right, always visible and it addresses 32% search functionality requests.

Impact:

- Users in cognitive walkthroughs completed tasks two times faster due to clearer labels.

5.6.2. Mobile-First Design

Current Issue:

- To address the issue of a non-responsive website layout (46% reported poor mobile responsiveness), the following was redesigned.

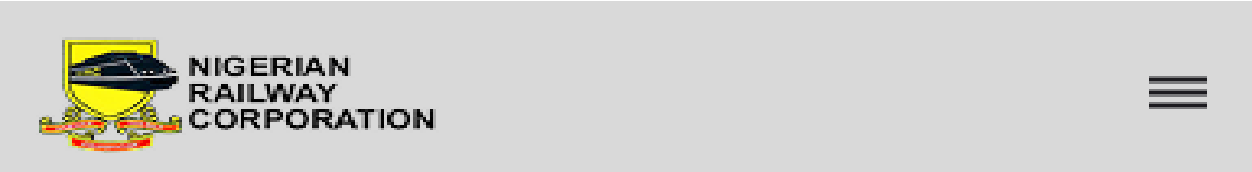

Figure 14: Mobile web navigation

Improvements:

- Hamburger menu was designed to stay at the right side of the mobile navigation instead of the original design (as shown in figure 2) where the hamburger menu icon was below the site's logo. The menu consisted of the menu list just like that in the desktop design.

Impact:

- Mobile users in cognitive walkthrough testing reported 40% fewer misclicks. This is because they could relate to the familiar design.

5.6.3. Ticket Booking Flow

Current Issues:

- The original design has a pop-up that tells all users to book their tickets online. If it is an online platform, then there should be a way users can book

their tickets online without issues. But looking at figure 3 above, it is shown that the users are to make calls to a certain contact to have their tickets booked for them. This is “old-fashioned” and does not portray the idea of online booking. There are lots of issues with this and 0% finished the task during the cognitive walkthrough testing and most participants did not even want to continue because doing that would mean using a call card which might not be available at any time. Also, the booking process can be hindered because of network issues. This is not an efficient way to go about the booking process.

Improvement:

- In the redesign, a step-by-step ticket booking flow and interface was introduced, showing clear progress stages. This user flow can be seen below in figures 14 and 15.

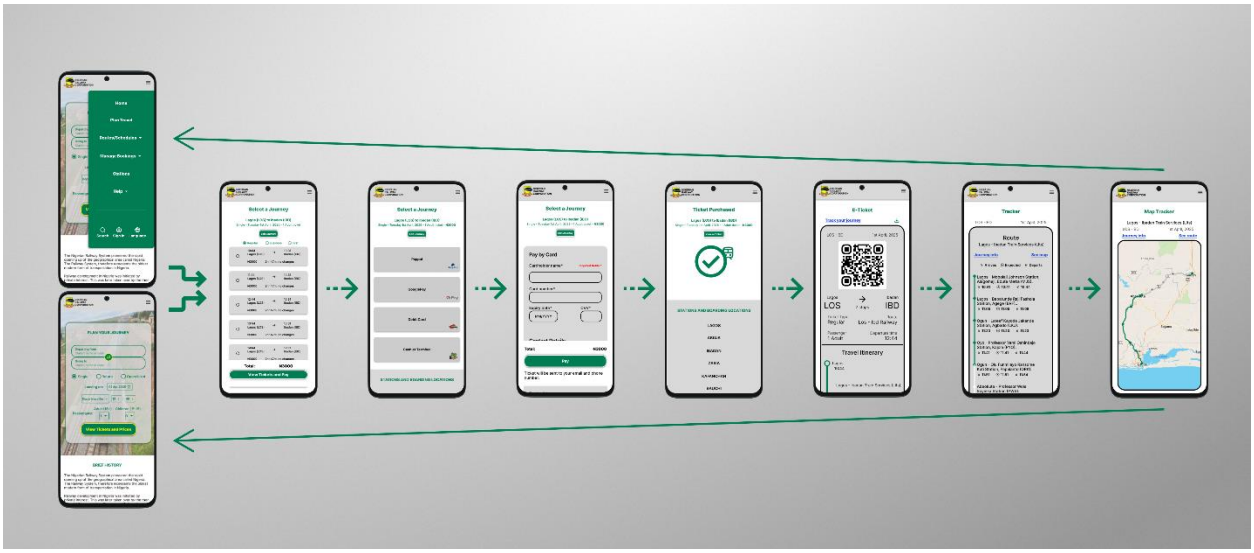

Figure 15: Mobile web ticket booking and tracking user flow

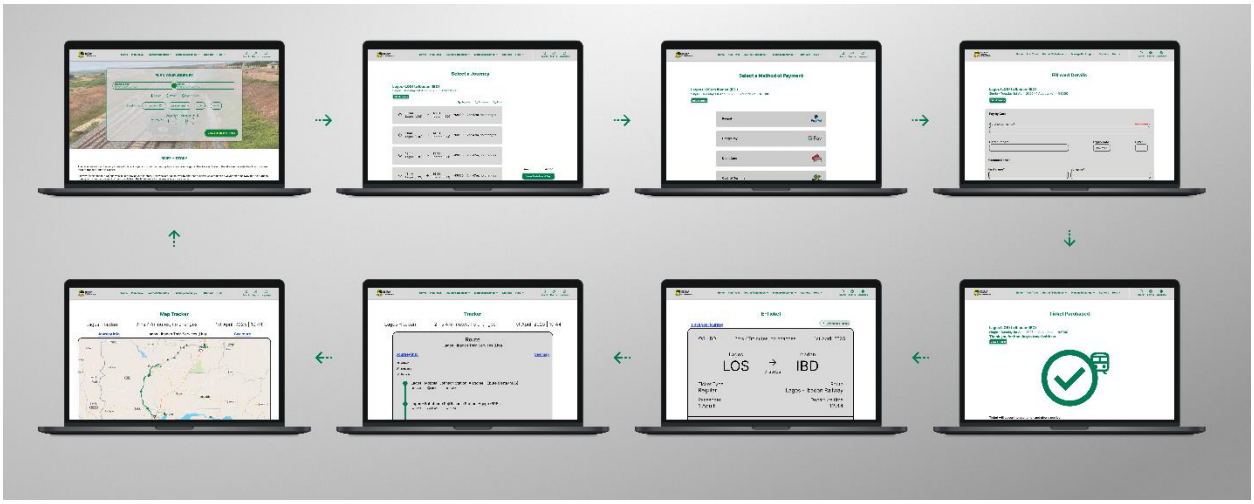

Figure 16: Desktop web ticket booking and tracking user flow

Impact:

- The new design simplifies the user journey, reducing abandonment rates during booking, one of the main pain points on the current site.

5.6.4. Tracking System:

Current Issue:

- Users voiced their disappointment in the inability to track their journey progress.

Improvement:

- This was designed by introducing the tracking route option. This can be seen below in figures 17,18, 19 and 20 below.

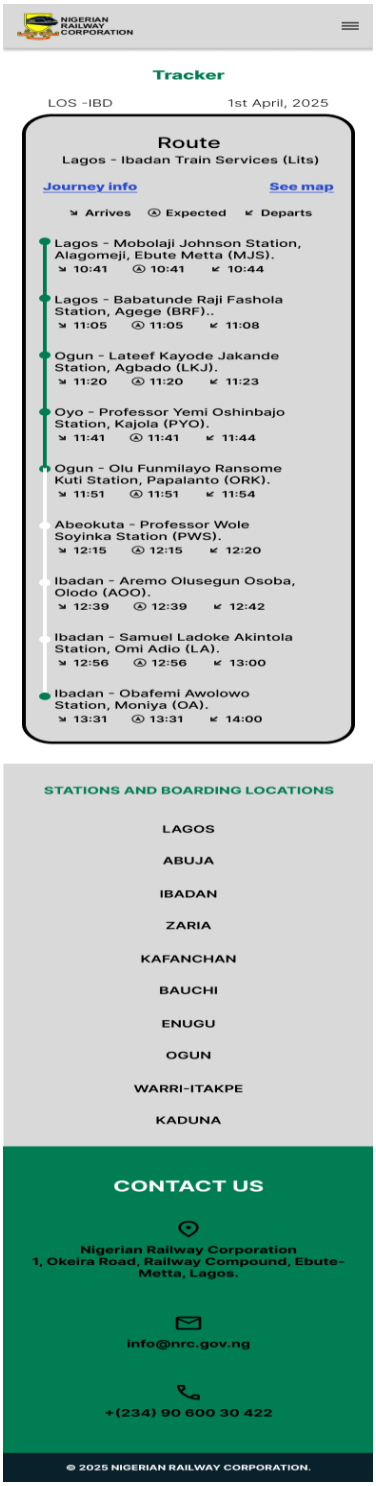

Figure 17: Mobile web journey route tracker

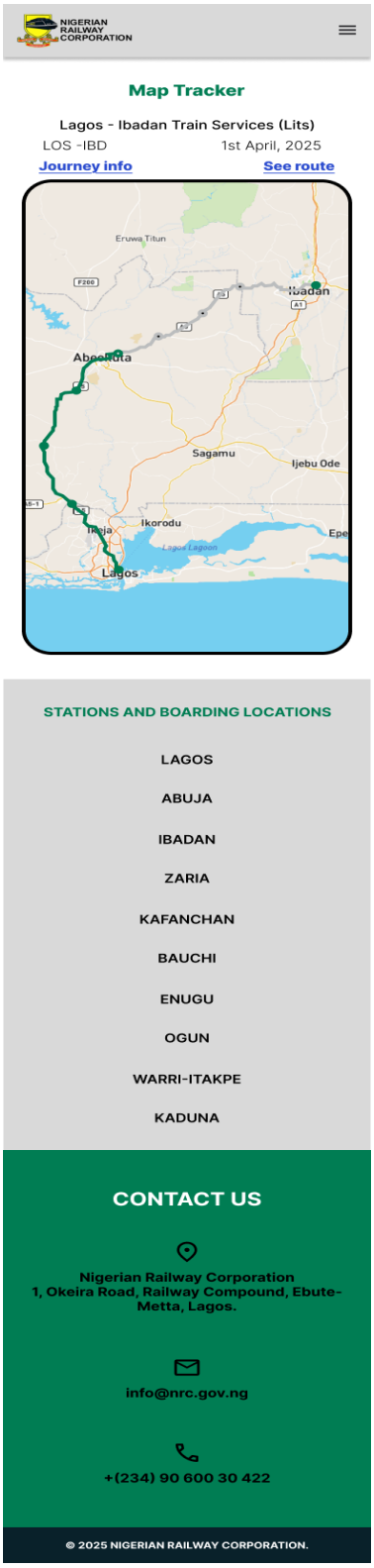

Figure 18: Mobile web journey map tracker

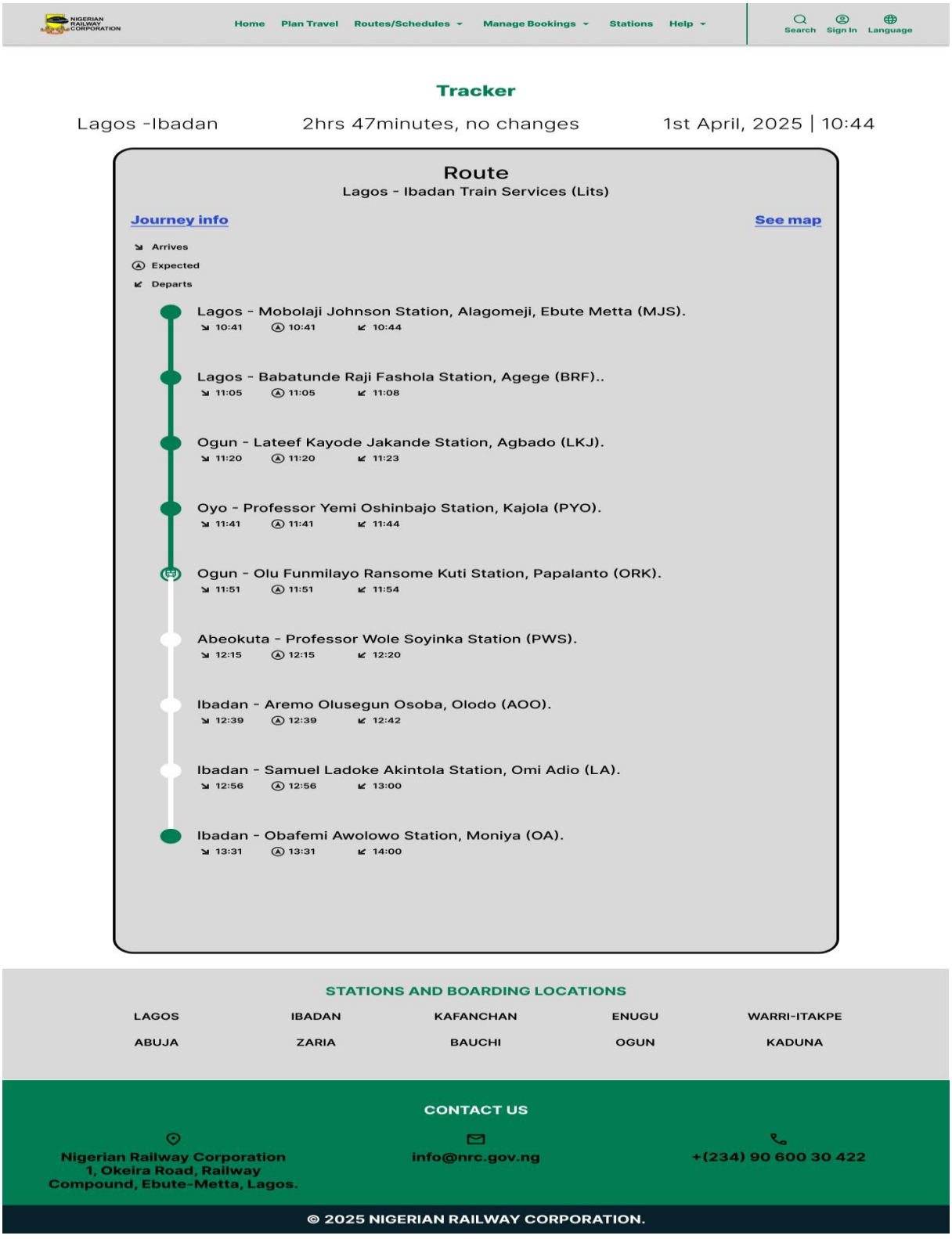

Figure 19: Desktop web journey route tracker

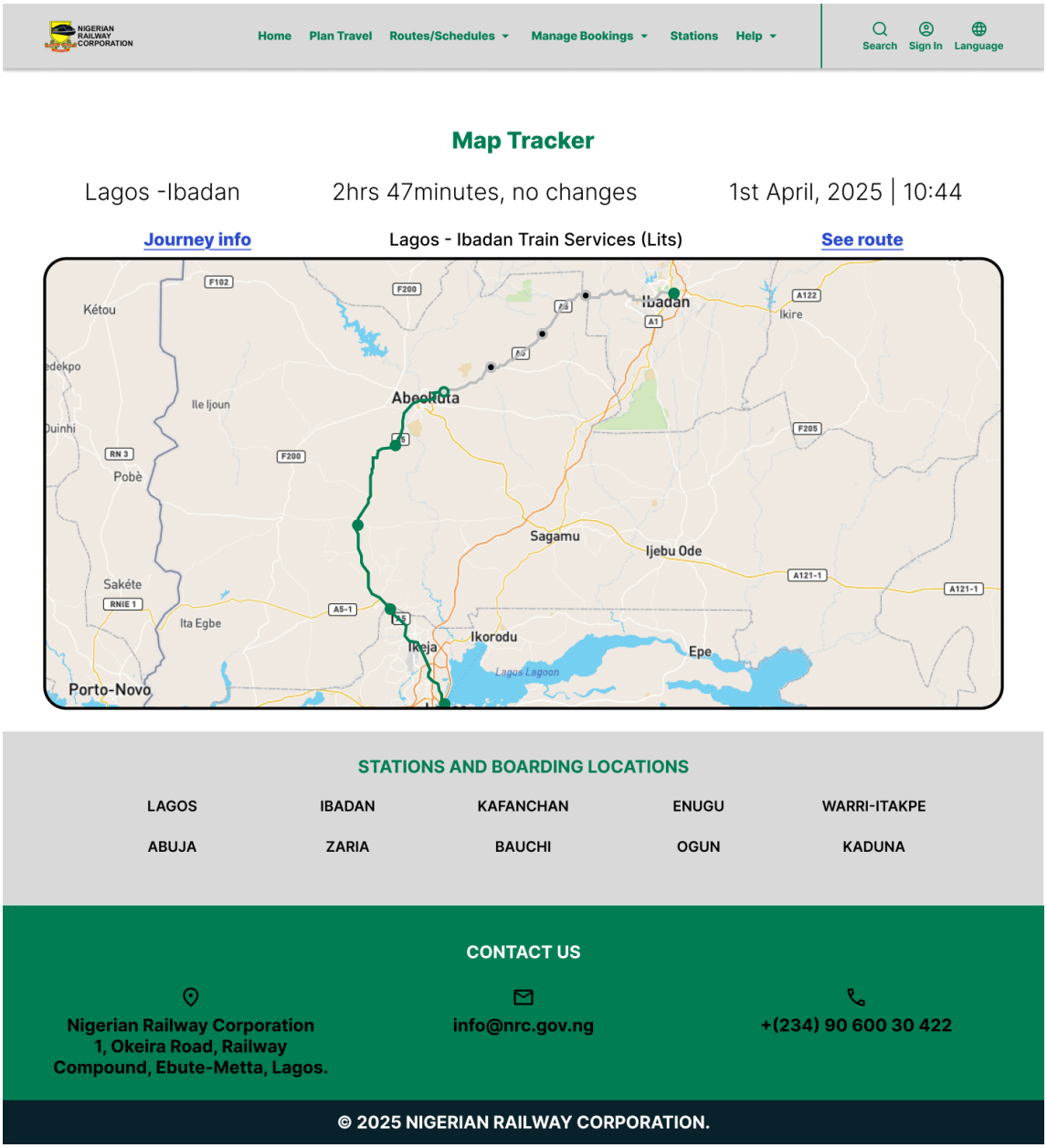

Figure 20: Desktop web journey map tracker

5.6.5. Visual Hierarchy & Readability

Current Issues:

- Poor contrast which made users overlook key info.
- Unreadable texts and poor information architecture.

Improvement:

- Text contrast, font sizes, and clickable button sizes have been improved.

Impact:

- Makes the website accessible, visually appealing and readable.

5.6.6. Help & Support Accessibility

Current Issues:

- "Help" buried in footer (2/4 users missed it).
- No live support options.

Improvements:

- "Help" in Main Menu: Right aligned for consistency.

Impact:

- Support queries will be resolved 3 times faster

5.6.7. New Features from User Requests

Live Train Tracking (42% of survey requests):

- Map view with real-time train positions.

Downloadable Tickets (29% from survey requests):

- QR codes and downloadable pdf ticket to device.

6. Recommendations

Future work should focus on:

- A/B testing the live implementation.
- Introduction of live chat bot and options. This will help enhance problem solving, which is one of the key issues users expressed their concerns about.
- Redesign of the pages for each menu option.
- Introduction of screen readers for web accessibility.

7. Summary

Compared to the old NRC website (which was hard to navigate and not mobile-friendly), this project identified critical usability flaws in the NRC website and proposed a prioritized user-centered design principle. The user-tested redesign enhances efficiency and satisfaction. These changes would significantly improve usability, increase customer trust, and enhance online bookings when implemented.

By implementing modern design principles, the new design will offer an enhanced user experience, ultimately making train travel in Nigeria more convenient and accessible.

8. Discussions

8.1 Ethical and Legal Considerations

Privacy: Anonymized survey data to comply with GDPR.

8.2 Reflection

8.2.1. Challenges:

- Limited participant diversity (most users were tech-savvy).

8.2.2. Lessons Learned:

- Iterative prototyping significantly improved usability metrics.

8.3 Limitations

There were limitations to this project and due to this, the redesign was only focused on booking and tracking journeys. These limitations were:

- **Limited Sample Size**
  The user survey and usability evaluations were conducted with a relatively small number of participants due to time and resource constraints.
- **Time Constraints**
  The project was conducted within a short academic timeline, restricting the ability to conduct multiple rounds of testing.
- **Assumptions Made During Redesign**
  Several design decisions such as content restructuring or interface layout were based on assumptions from best practices in UX design rather than direct feedback from NRC staff or developers.
- **Inability to Test with Staff or Admin Users**
  The redesign was focused on passenger experience. Insights from the internal stakeholders who manage the website or ticketing system were

not incorporated, which may limit feasibility from a backend integration perspective.

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Appendices

Seeking Volunteers for a Research Study to Conduct User Experience and Usability Testing and Evaluation of a Website.

I would like to invite you to take part in user experience design project. The purpose of this research study is to test and evaluate a user experience and usability of the Nigerian Railway Corporation website by testing and evaluation.

To participate in this research, you must:

- Be an adult 18+ years old
- With an interest to evaluate/test a website

The user experience, and usability evaluation study involve testing and evaluating the website with potential users. This should take place in University of Brighton or online. Number of people usually between 3-10. The equipment is a mobile phone or a laptop and the study will normally take an hour.

The sequence of activities will be:

1. *Greeting, and pre-test questionnaire (20 minutes)*
2. *Observational study (20 minutes), participants go through the task using the equipment.*
3. *Post-test questionnaire (20 minutes)*

To find out more please follow the *link below to the / attached* Participant Information Sheet and consent form.

Recruitment flyer

University of Brighton

Online Participation Consent Form

Title of Project: Redesigning the Nigerian Railway Corporation Website for Enhanced Usability and User Experience.

Name of Researcher: Emem Hossana Okoji

		Please initial or tick box
I have read and understood the information sheet for the above study and have had the opportunity to consider the information and ask questions.		Yes
The researcher has explained to my satisfaction the purpose, principles and procedures of the study and any possible risks involved.		Yes
I am aware that I will be required to take part in a questionnaire.		Yes
I understand that my participation is voluntary and that I am free to withdraw from the study at any time without giving a reason and without incurring consequences from doing so.		Yes
I understand how the data collected will be used, and that any confidential information will normally be seen only by the researchers and will not be revealed to anyone else.		Yes
I agree to take part in the above study.		Yes

Participant 4. 22nd March, 2025.

.....

Name of Participant and Date

Emem Hossana Okoji. 22nd March, 2025.

.....

Name of Researcher and Date

Participant Consent Form

Nigerian Railway Corporation Website Redesign Survey

1. What is your age group?

- Under 18
- 18–24
- 25–34
- 35–44
- 45–54
- 55+

2. What is your occupation?

- Student
- Professional
- Business Owner
- Government Employee
- Other (please specify)

3. How often do you use the Nigerian Railway Corporation website?

- Daily
- Weekly
- Monthly
- Rarely
- This is my first time

4. How easy is it to find the information you need on the NRC website?

- Very easy
- Somewhat easy
- Neutral

- Somewhat difficult
- Very difficult

5. What challenges do you face when navigating the website? (Select all that apply)
- Confusing menu structure
- Slow loading times
- Poor mobile responsiveness
- Lack of clear search functionality
- Other (please specify)

6. How would you rate the overall layout and design of the website?
- Excellent
- Good
- Average
- Poor
- Very poor

7. Are there any specific features or information you find difficult to access?
- Yes (please specify)
- No

8. How satisfied are you with the current NRC website?
- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied

9. What do you like most about the current website?

10. What do you dislike most about the current website?

11. How often do you encounter errors or issues (e.g., broken links, incorrect information) on the website?

- Very often
- Occasionally
- Rarely
- Never

12. What features or functionalities would you like to see added to the website?

13. How important is mobile-friendliness for your use of the website?

- Very important
- Somewhat important
- Neutral
- Not important

14. Would you prefer a more visually appealing design (e.g., modern graphics, animations)?

- Yes
- No
- Neutral

15. Do you have any other suggestions for improving the NRC website?

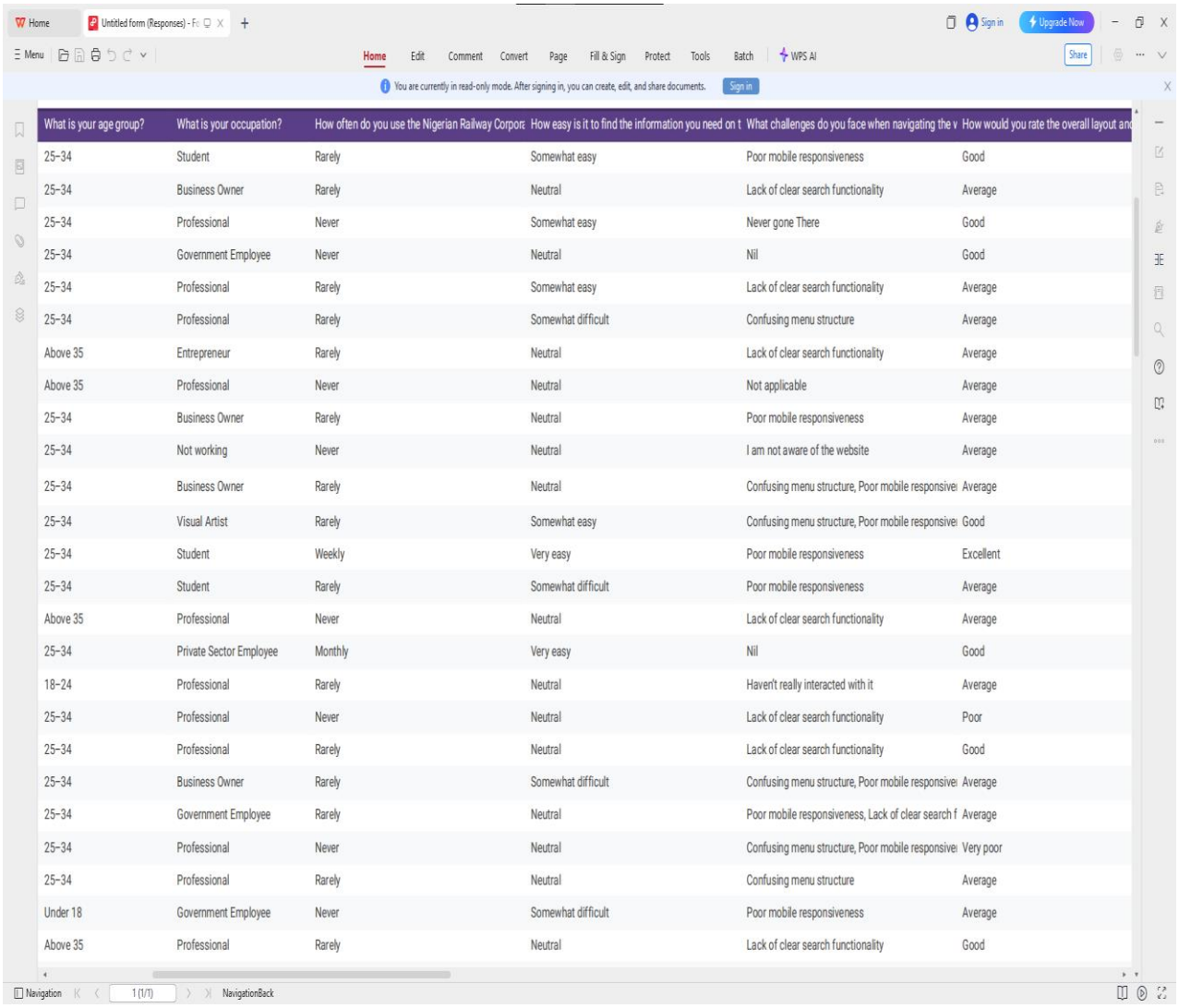
16. How likely are you to recommend the NRC website to others?

- Very likely

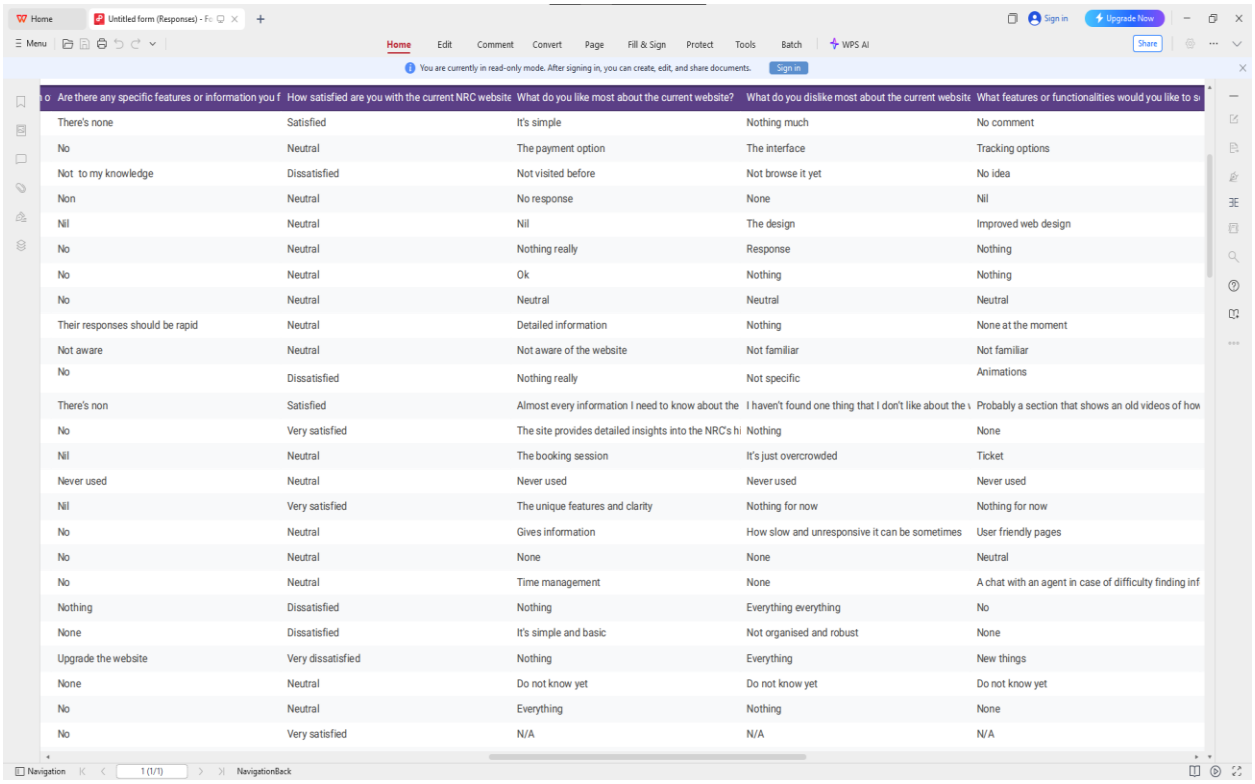
- Likely
- Neutral
- Unlikely
- Very unlikely

17. Any additional comments or feedback?

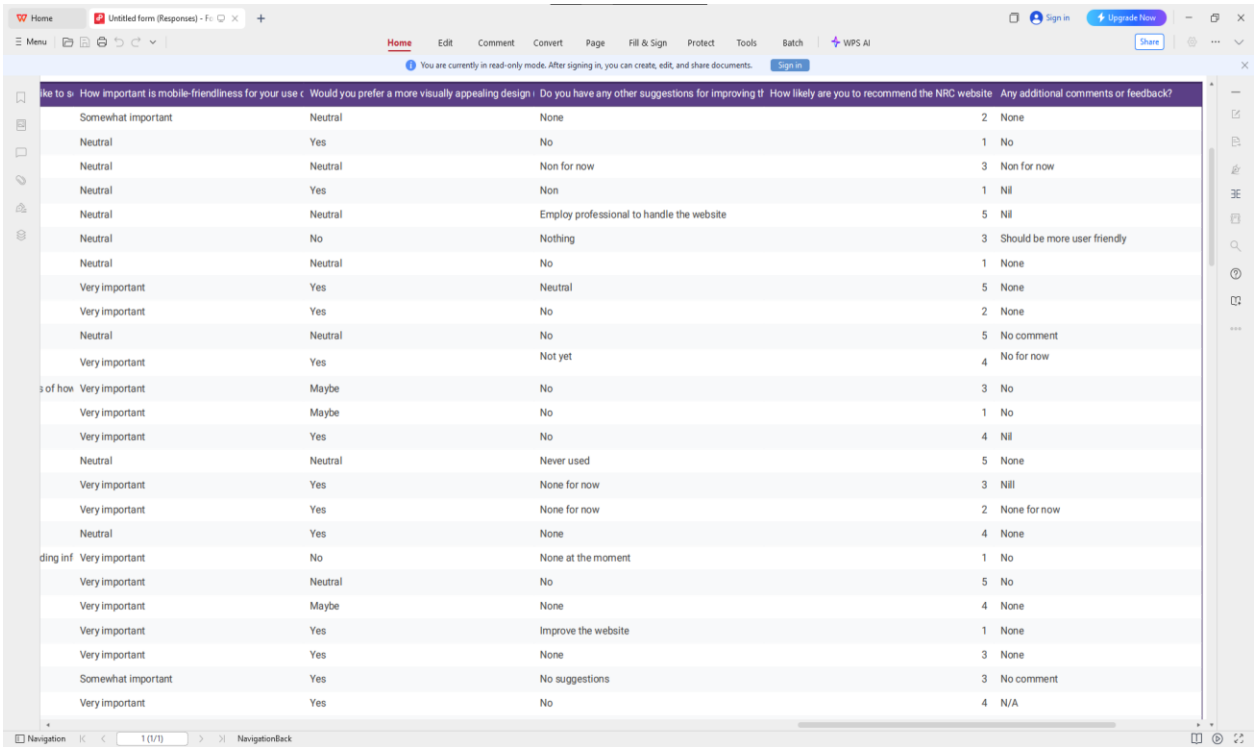
Responses From Survey.



What is your age group?	What is your occupation?	How often do you use the Nigerian Railway Corpor	How easy is it to find the information you need on t	What challenges do you face when navigating the v	How would you rate the overall layout and
25-34	Student	Rarely	Somewhat easy	Poor mobile responsiveness	Good
25-34	Business Owner	Rarely	Neutral	Lack of clear search functionality	Average
25-34	Professional	Never	Somewhat easy	Never gone There	Good
25-34	Government Employee	Never	Neutral	Nil	Good
25-34	Professional	Rarely	Somewhat easy	Lack of clear search functionality	Average
25-34	Professional	Rarely	Somewhat difficult	Confusing menu structure	Average
Above 35	Entrepreneur	Rarely	Neutral	Lack of clear search functionality	Average
Above 35	Professional	Never	Neutral	Not applicable	Average
25-34	Business Owner	Rarely	Neutral	Poor mobile responsiveness	Average
25-34	Not working	Never	Neutral	I am not aware of the website	Average
25-34	Business Owner	Rarely	Neutral	Confusing menu structure, Poor mobile responsive	Average
25-34	Visual Artist	Rarely	Somewhat easy	Confusing menu structure, Poor mobile responsive	Good
25-34	Student	Weekly	Very easy	Poor mobile responsiveness	Excellent
25-34	Student	Rarely	Somewhat difficult	Poor mobile responsiveness	Average
Above 35	Professional	Never	Neutral	Lack of clear search functionality	Average
25-34	Private Sector Employee	Monthly	Very easy	Nil	Good
18-24	Professional	Rarely	Neutral	Haven't really interacted with it	Average
25-34	Professional	Never	Neutral	Lack of clear search functionality	Poor
25-34	Professional	Rarely	Neutral	Lack of clear search functionality	Good
25-34	Business Owner	Rarely	Somewhat difficult	Confusing menu structure, Poor mobile responsive	Average
25-34	Government Employee	Rarely	Neutral	Poor mobile responsiveness, Lack of clear search f	Average
25-34	Professional	Never	Neutral	Confusing menu structure, Poor mobile responsive	Very poor
25-34	Professional	Rarely	Neutral	Confusing menu structure	Average
Under 18	Government Employee	Never	Somewhat difficult	Poor mobile responsiveness	Average
Above 35	Professional	Rarely	Neutral	Lack of clear search functionality	Good



Are there any specific features or information you f	How satisfied are you with the current NRC website	What do you like most about the current website?	What do you dislike most about the current website	What features or functionalities would you like to s
There's none	Satisfied	It's simple	Nothing much	No comment
No	Neutral	The payment option	The interface	Tracking options
Not to my knowledge	Dissatisfied	Not visited before	Not browse it yet	No idea
Non	Neutral	No response	None	Nil
Nil	Neutral	Nil	The design	Improved web design
No	Neutral	Nothing really	Response	Nothing
No	Neutral	Ok	Nothing	Nothing
No	Neutral	Neutral	Neutral	Neutral
Their responses should be rapid	Neutral	Detailed information	Nothing	None at the moment
Not aware	Neutral	Not aware of the website	Not familiar	Not familiar
No	Dissatisfied	Nothing really	Not specific	Animations
There's non	Satisfied	Almost every information I need to know about the	I haven't found one thing that I don't like about the	Probably a section that shows an old videos of how
No	Very satisfied	The site provides detailed insights into the NRC's hi	Nothing	None
Nil	Neutral	The booking session	It's just overcrowded	Ticket
Never used	Neutral	Never used	Never used	Never used
Nil	Very satisfied	The unique features and clarity	Nothing for now	Nothing for now
No	Neutral	Gives information	How slow and unresponsive it can be sometimes	User friendly pages
No	Neutral	None	None	Neutral
No	Neutral	Time management	None	A chat with an agent in case of difficulty finding inf
Nothing	Dissatisfied	Nothing	Everything everything	No
None	Dissatisfied	It's simple and basic	Not organised and robust	None
Upgrade the website	Very dissatisfied	Nothing	Everything	New things
None	Neutral	Do not know yet	Do not know yet	Do not know yet
No	Neutral	Everything	Nothing	None
No	Very satisfied	N/A	N/A	N/A



ke to s	How important is mobile-friendliness for your use	Would you prefer a more visually appealing design	Do you have any other suggestions for improving th	How likely are you to recommend the NRC website	Any additional comments or feedback?
	Somewhat important	Neutral	None	2	None
	Neutral	Yes	No	1	No
	Neutral	Neutral	Non for now	3	Non for now
	Neutral	Yes	Non	1	Nil
	Neutral	Neutral	Employ professional to handle the website	5	Nil
	Neutral	No	Nothing	3	Should be more user friendly
	Neutral	Neutral	No	1	None
	Very important	Yes	Neutral	5	None
	Very important	Yes	No	2	None
	Neutral	Neutral	No	5	No comment
	Very important	Yes	Not yet	4	No for now
s of how	Very important	Maybe	No	3	No
	Very important	Maybe	No	1	No
	Very important	Yes	No	4	Nil
	Neutral	Neutral	Never used	5	None
	Very important	Yes	None for now	3	Nill
	Very important	Yes	None for now	2	None for now
	Neutral	Yes	None	4	None
ding inf	Very important	No	None at the moment	1	No
	Very important	Neutral	No	5	No
	Very important	Maybe	None	4	None
	Very important	Yes	Improve the website	1	None
	Very important	Yes	None	3	None
	Somewhat important	Yes	No suggestions	3	No comment
	Very important	Yes	No	4	N/A