

Client Book

GRAP2964
Design Discipline Skill
User Experience Design

Lecturer
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Assignment 2
User-Testing and
Prototype Refinement

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Design Challenges

Redesign the Flagship Internship Course Info Webpage

Uplift the Flagship Internship Program on COP to help students navigate through the webpage easier, encourage engagement and participation, and enable students to identify and act upon the information provided on the page.

Design and implement an user-friendly feature that allows students to easily identify their current phase in the internship program.

Target users

RMIT Students

Between the age of 18 and 30
Year 3 students
Applying for internship program

Current website's problems

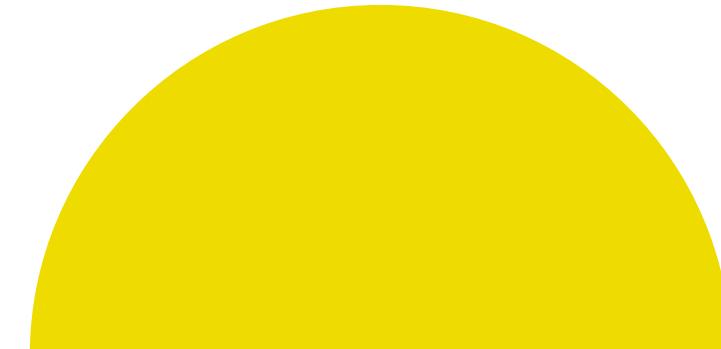
Functions

The Career Centre team cannot know or keep track who's the student that's using the webpage, which year they're in, what they do and do after they visit the webpage and what's their current phase in the internship program.

Students are unable to act upon the information on the webpage and identify which phase they're in, what they need to prepare and what information they need to know for the next steps.

Why?

- Text-based information: Lots of long and hectic paragraph that students might just pass and stop using the webpage
- Lack of hierarchy & consistent design
- Lack of interactivity: no call-to-action button that captures the student's attention
- Many hyperlink buttons that easy to miss within the long body copy but it's important
- Don't have a clear and responsive task so the student might get confused on what they're seeing.
- Pop-up sections that's hard to close or switch to other sections right away



Mid-fi prototype



Desktop version

Header

I redesigned the webpage header and make it simple and easy to read as well as be consistent with my overall webpage design.

Chips

One of the core features that I added to this webpage is this chips. Students will see it right away when they visit the webpage. They can choose what they have now or what they have completed to move to the next stage. From this, they'll have a clear view of what to do next and which phase they're at. For example, if they already have a draft CV, they can choose the according chip and it will lead them to the CV section where they can book a feedback appointment. It saves time and skip previous steps that they've done.



Navigation bar

The navigation bar's designed in the form of steps to let the students have a clearer view of each phases of the internship course. The use of icons make it easier for the users to understand what each phase stands for.

The name of each phase is hidden and is only revealed when hovering, giving the page rooms to breath. The user can easily navigate to different phases using this navigation bar. I utilized this kind of carousel to make the information clearer and less overwhelmed for the user to read. They can be easily switched to other sections as well as let the user know which phase they're in.



A screenshot of the "Internship Guidelines" section. At the top, there is a title "How we do it?" and a navigation bar with five steps. The first step is highlighted in red and labeled "Internship guidelines". A callout bubble labeled "Checklist" points to the second step. Below the navigation bar, there is a section titled "Internship Guidelines" with a welcome message. To the right, there is a timeline with three stages: "Stage 1 Preparation" (Duration: 3 months), "Stage 2 Application" (Duration: 2 months), and "Stage 3 Onboarding" (Duration: 1 months). Each stage has a list of tasks with descriptions. The background of the slide has yellow and green decorative corners.

Carousels

I have carousel in carousel. Each big phase has a big containment with all the needed information. In this containment, there are different sections that can be switched using the left carousel switcher. This shares similar design attributes to the navigation bar: icons, shadow, and only reveals the names when hovering. Lots of CTA buttons are added.

Within each containment, after the user has switched to other sections, they can see a hint of the previous steps and can click on it to navigate directly to the section they want.

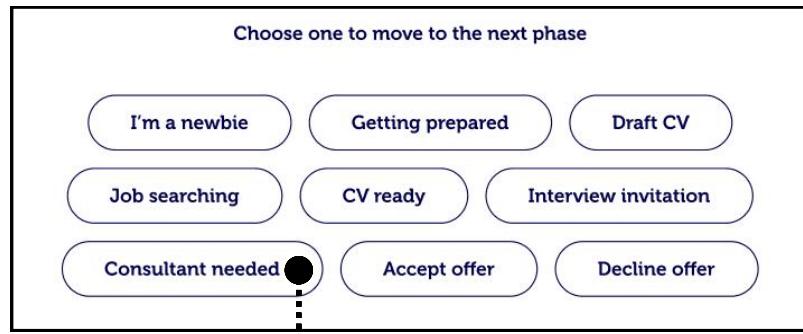


The screenshot shows a web interface for an 'Internship Guidelines' course. At the top is a navigation bar with links: Home, Career Ready, Advice, Appointment, CV, Interview & Other tools, Jobs, and Internship Course (the last one is underlined). Below the bar is a section titled 'Internship Guidelines' with a sub-section 'RMIT Work-Integrated Learning'. The main content area contains a video thumbnail labeled 'Internship Guidelines Video', a timeline diagram with three stages: Stage 1 Preparation (Duration: 3 months), Stage 2 Application (Duration: 2 months), and Stage 3 Onboarding (Duration: 1 months), and a 'WIL Ready' button at the bottom.

Key Contact Point

Instead of putting the contact section into the 5 phases section above, I made it separated, at the bottom of the page. This is because the current webpage's just repeating the information about booking consultant: CV, Interview and Key contact point. Also, other existing websites are using this interface so it's better to make use of it.

A “Book appointment” button that's clear and calling for user's attention. There are two ways that the user can navigate to this section: scroll way down to the bottom or click on the “Consultant needed” chip.



Key Contact Point

Our Internship Consultants

- ⌚ 30-minutes
- 📍 Face-to-face / Online
- 📝 Prepare your CV

[Book appointment](#)

SGS Campus

✉ Internship.hcmc@rmit.edu.vn
📍 Room 1.1.33

- Ngoc Doan (Ms)**
Digital Marketing & TBS programs + Languages (SCD)
ngoc.doanmy@rmit.edu.vn
- Tu Nguyen (Mr)**
Procom (SCD) + IT/Software Engineering (SSET)
tu.nguyen69@rmit.edu.vn
- Nguyen Nguyen (Ms)**
SCD programs (Design/Film/Fashion)
nguyen.nguyen80@rmit.edu.vn
- Vy Ly (Ms)**
SSET programs (Electronics/Robotics/Aviation/Psychology)
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HN Campus

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- Cuong Dang (Mr)**
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Tap

Mobile version

Header

The same header goes onto the mobile version but with slight change to fit the size.

Chips

The same chips are now align to left to suit the mobile version.



Carousel

The carousel containment is brought to the mobile version being a bit shrink down. The switcher is now at the bottom of every containment. And there's no hint to move to the previous steps like the desktop version.

How we do it?

Internship Guidelines

Welcome to Internship Guidelines. This course requires a minimum of 2 months of preparation, including editing your CV, preparing for interviews and securing your offer.

● — ○ — ○

Stage 1 Preparation
Duration: 3 months

- Learn about Flagship Internship
Join Preparation Workshop, read information on Careers Online Portal (COP).
- Prepare your mindset, skillset and internship goal
Join Personal Edge series, collect RMIT Cred, Book a consultation, etc.
- Networking with professionals
Join RMIT Mentoring Program, create LinkedIn profile and connect with people.
- Join Internship Preparation Workshops
Learn about job application procedures and platforms, solve case studies.
- Prepare CV/resume, cover letter, and portfolio
Join Preparation Workshop, visit Job Shop, meet with Internship Consultants.

Checklist

- ☰ Internship Guidelines
- 👤 Internship Preparation Series
- 📋 CV, Cover Letter & Interview Support
- 📝 Apply for Jobs
- 📄 Finalise Your Offer

☰ Current Phase

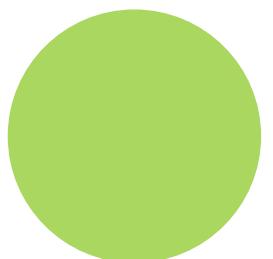
Join RMIT Mentoring Program, create

Navigation dropdown

Navigation bar from the desktop version's changed to a dropdown. But in mobile versions, it's set to be fixed at the bottom edge so the user can easily access to navigate.

Usability Testing

Desktop



Mobile

3 Tasks

7 Users



Users

7 users, in the age from 20-22 years old

All are RMIT students

Quantitative data

- Success rates
- Task time
- Error rates
- Satisfaction rate on scale from 1 to 10

Task scenarios

- Choose what you have completed (chips) to navigate to the next stage
- Navigate through the carousel information
- Book an appointment

Qualitative data

- Did you achieve the intended task?
- What are the most challenging aspects?
- What are the most rewarding aspects?
- What can I do to improve the experience?

Task 1 - Choose what you have completed to navigate to the next stage

Desktop - Quantitative report

Quantitative report	Ashley 20	Lewis 20	Thuy 21	Thomas 22	Chloe 20	Phuong 20	Linh 21
Success rate	Complete success	Complete success	Success with minor issues	Complete success	Complete success	Complete success	Success with minor issues
Task time	6s	6s	12s	6s	9s	4s	15s
Error rate	0	0	0	0	0	0	0
Satisfaction rate	9/10	7/10	8.5/10	9/10	10/10	10/10	9/10

Desktop - Qualitative report

Qualitative report	Ashley 20	Lewis 20	Thuy 21	Thomas 22	Chloe 20	Phuong 20	Linh 21
Achieve the intended task?	Yes	Yes	Yes, but she doesn't know that chip'd lead to the next stage at first	Yes, fluent with buttons	Yes, know where to click right away	Yes, know where to click right away	Yes, but take a while to understand
Minor errors	A bit laggy						
Major errors							
Most challenging aspects	No	Easier to lose context, maybe because of the instant navigation that makes him feel like he's on a new page	There's no description for each chip. She's not used to using this kind of function	No	The content design is confusing: "What have you completed by now?"	She thinks that if you don't read from left to right "What have you completed by now?" and just scan the chips, it'd be harder to understand. It's because of the chip's arrangement & text middle-alignment.	Lots of chips that makes she confused where to click. She doesn't quite understand the chip because of the wordings
Most rewarding aspects	It's clear to navigate	Fast and convenient navigation	It's on the same page so it's easy to keep track	Easy to navigate and understand	Clear & easy to navigate	Can skip unnecessary steps, save times and can move right to the stage they needed	Pleasing to the eye (visually)
What to improve	No	Change the wording and cut down the repeated chips	Can have descriptions for each chip	Realign the text on the top navigation bar	Can have another chip: Book appointment (not sure why)	Align the chips vertically so it'd be clearer as steps that needs to be done	Change the wording

Task 1 - Choose what you have completed to navigate to the next stage

Mobile - Quantitative report

Quantitative report	Ashley 20	Lewis 20	Thuy 21	Thomas 22	Chloe 20	Phuong 20	Linh 21
Success rate	Complete success	Success with minor issues	Success with minor issues				
Task time	8s	6s	8s	5s	5s	18s	12s
Error rate	0	0	0	0	0	2	0
Satisfaction rate	10/10	8/10	7/10	8/10	9/10	7/10	7/10

Mobile - Qualitative report

Qualitative report	Ashley 20	Lewis 20	Thuy 21	Thomas 22	Chloe 20	Phuong 20	Linh 21
Achieve the intended task?	Yes	Yes, fluent with buttons	Yes	Yes, fluent with buttons	Yes, fluent with buttons	Yes	Yes, but take a while to see what's going on
Minor errors	Missing fonts (laggy)			Missing fonts (laggy)			
Major errors						She used navigation drop-down instead of chip	
Most challenging aspects	No	The chips' orders are confusing. He thinks the way it's arranged is random and is confused between "CV ready" and "Job searching" - it's all lead to the same page.	There's no description for each chip.	She doesn't know what's she clicking on since there's not any response when she's pressing. In header, text's overlapping and there's many text	The content design is confusing: "What have you completed by now?"	It's hard to scan, because of the header's too big	She misunderstood that she needs to click on the navigation drop-down after choosing the chip to navigate, because the drop-down isn't auto-scrolling and there're too many chips, also because they appear at the same time and on top of each other.
Most rewarding aspects	It's clear to navigate	It's easier to understand than the desktop version	When choosing one chip, it automatically scroll to the needed information	Easy to navigate	Clear & easy to navigate	It automatically scroll to the needed information, better than navigation drop-down	
What to improve	Works on hierarchy, things are not separated	Change the wording and cut down the repeated chips	Shorten the header and highlight the chip, make it appear right away when first enter the page	Change the color (default state); chip change in color while pressing; cut down on the word count in the header.	Change the question	Shorten the header to highlight the chip	Vertically align the chips

Task 2 - Navigate through the carousel information

Desktop - Quantitative report

Quantitative report	Ashley 20	Lewis 20	Thuy 21	Thomas 22	Chloe 20	Phuong 20	Linh 21
Success rate	Complete success	Complete success	Complete success	Success with minor issues	Complete success	Complete success	Success with minor issues
Task time	1m10s	1m18s	52s	1m13s	1m	1m22s	1m7s
Error rate	5	3	3	3	4	3	2
Satisfaction rate	8/10	8.5/10	9/10	7/10	7/10	8/10	8/10

Desktop - Qualitative report

Qualitative report	Ashley 20	Lewis 20	Thuy 21	Thomas 22	Chloe 20	Phuong 20	Linh 21
Achieve the intended task?	Yes, but a little bit confused between the information	Yes, a bit inconvenient to navigate through the carousel	Yes, know where to navigate the button	Yes, with little prompt	Yes	Yes, immediately know how to navigate through	Yes, but take a while to understand
Minor errors	A bit laggy Clicks on the event information	A bit laggy Clicks on the event information		Clicks on the event information	Laggy	Clicks on the event information (twice)	Missed the click on the left navigation button (small buttons)
Major errors	Clicks on the outlined circles at the first carousel, on the checklist, and “download form...” text; Small and unfunctional stage button (circle)	Clicks on the outlined circles (checklist), the event information; Small and unfunctional stage button (circle)	Clicks on the outlined circles (checklist), “download form...” text (also has outlined circles); Small and unfunctional stage button (circle)	Clicks on the outlined circles (checklist); Small and unfunctional stage button (circle)	Clicks on the outlined circles (checklist); Twice on the small and unfunctional stage button (circle)	Clicks on the small and unfunctional stage button (circle)	Clicks on the small and unfunctional stage button (circle)
Most challenging aspects	She's confused between vertical switcher and horizontal information: misunderstand things in other sections are still in stage 1. The containment's big so that she has to scroll down to see info and scroll back up to navigate to other sections.	Unfunctional stage circles; Get confused about which stage to submit Position Description	Time-consuming switcher - needs to hover to see the names. It's harder to scan	Small body text Lots of white space	Confused of whether the checklist blank circles can be clicked	Didn't notice the switcher at first Easy to miss when it needs hover to see Misunderstand that Grey texts are being locked	Small body copy and buttons
Most rewarding aspects	Nice and simple enough to navigate	Fast and convenient navigation, clear information	Easy to understand	Nice and neat layout	Nice and neat layout	Clear for every carousel	Nice design
What to improve	Keeps the names opened	A hint to move to the next stage	Keep all the names opened	Keep all the names open since the icons' not really clear to see; Can save data for next visits	Highlight the left switcher	Keep all the names opened; Make the buttons bigger, or change colors to highlight the switcher.	Bigger body text and buttons

Task 2 - Navigate through the carousel information

Mobile - Quantitative report

Quantitative report	Ashley 20	Lewis 20	Thuy 21	Thomas 22	Chloe 20	Phuong 20	Linh 21
Success rate	Complete success	Complete success	Complete success	Success with major issues	Complete success	Complete success	Success with minor issues
Task time	1m	1m7s	53s	1m44s	1m10	1m19s	1m3s
Error rate	4	2	4	3	4	2	4
Satisfaction rate	8/10	7/10	6/10	6/10	8/10	7/10	8/10

Mobile - Qualitative report

Qualitative report	Ashley 20	Lewis 20	Thuy 21	Thomas 22	Chloe 20	Phuong 20	Linh 21
Achieve the intended task?	Yes, know where to navigate but a bit inconvenient	yes, fluent with buttons, occasionally stop to read information	yes, but take a bit to understand the function of the navigation bar	Yes, with prompt because she doesn't notice the navigation bar	Yes, but a little bit inconvenient to navigate, not really read	yes, a bit inconvenient	Yes, but take a while to notice navigation bar
Minor errors	Miss click on the stage button (too small);	Miss click on the stage button (too small) and the navigation dropdown	Miss click on the phases in the navigation dropdown	Click randomly on the stage	Miss click on the phases; Click on the active button while in that page (twice)		Click randomly while confusing about navigating to the next phase (twice)
Major errors	Clicks on the outlined circles; on "download and fill" text (with outlined circles); Click on the dropdown to collapse (not functional yet)		Clicks on the outlined circles (checklist); Click on the dropdown and outside to collapse (not functional yet)	Click on the chip to navigate to the other phases; Clicks on the outlined circles (checklist)	Clicks on the outlined circles (checklist)	Clicks on the outlined circles (checklist); Click on the dropdown to collapse (not functional yet)	Clicks on the outlined circles (checklist); Click on the dropdown to collapse (not functional yet)
Most challenging aspects	<ul style="list-style-type: none"> Doesn't automatically scroll to the containment after choosing the phases or switch the section Small stage buttons Lots of white space It doesn't collapse when clicking on the dropdown to close 	<ul style="list-style-type: none"> Needs to scroll back and forth to switch sections and carousel Small body text User might get confused about the Job on COP & Job NOT on COP - don't know that they need to take another steps or when should they submit the PD Doesn't automatically scroll to the containment after choosing the phases, making it easier to miss 	<ul style="list-style-type: none"> Lots of white space It's hidden behind the navigation bar when scrolling up Don't see the relationship of navigation dropdown and switcher easy to miss the drop-down since it's not eye catchy No space between the current phase with the menu - it looks like it has 6 phases 	<ul style="list-style-type: none"> Hard to see the switcher to use Lots of space Find it hard to find the navigation drop-down since it's the same color with the page 	Have to scroll back and forth to navigate	<ul style="list-style-type: none"> Doesn't automatically scroll to the containment Long information & too much space, making it easier to miss the switcher because the user might think there's nothing left to scroll 	Doesn't notice the dropdown at first because she thinks it has reach the page bottom.
Most rewarding aspects	Clear information	Fast and convenient navigation, clear information	Consistent information, easy to read	Clear sections of informations	Nice and neat layout	The navigation is fixed	Like the design, visual
What to improve	A hint to remind them to go back if they haven't finish; Want the switcher to be in the right corner, or swipable	Bigger body text	Improve all the weaknesses	Change dropdown's color or make a chatbox	Put the switcher on top of the containment	Put the switcher on top of the containment & make the dropdown automatically scroll to the information	Hide the navigation bar until scroll down to the carousel

Task 3 - Book an appointment

Desktop - Quantitative report

Quantitative report	Ashley 20	Lewis 20	Thuy 21	Thomas 22	Chloe 20	Phuong 20	Linh 21
Success rate	Complete success	Complete success	Success with minor issues	Complete success	Complete success	Complete success	Complete success
Task time	13s	10s	20s	5s	1s	7s	5s
Error rate	1	0	0	0	0	0	0
Satisfaction rate	10/10	10/10	7/10	9/10	10/10	9/10	9/10

Desktop - Qualitative report

Qualitative report	Ashley 20	Lewis 20	Thuy 21	Thomas 22	Chloe 20	Phuong 20	Linh 21
Achieve the intended task?	Yes	yes, but scroll a bit to see the button	Yes, but she's confused and take a while to scroll to the button	Yes, fluent with buttons	Yes, immediately	Yes	Yes
Minor errors	Click on the Appointment section on top navigation bar (not belong to the webpage)						
Major errors							
Most challenging aspects		Easy to get lost within the information carousel that the user might not know to scroll to book appointment	Doesn't understand the purposes of Book appointment, she thought that she needs to book appointment for every chips. Misunderstand that when I tell her to book an appointment, she thought that I was telling her to book for one of the reason in the chip			Bullet points with icons are a bit small compared to the whole section	Small body text
Most rewarding aspects	Just need to click one button	Convenient to use chip to navigate (Consultant needed)	Clear consultant's information, contact details	Clear and informative	Clear and user-friendly	Easy to use	Clear to see the CTA buttons
What to improve	Add a chatbox icon or sth to scroll down to the contact point	Use red dash for the headline to be more consistent with others	Add consultant's images and functions for the appointment	Add images		Make the bullet points clearer (above the buttons)	

Task 3 - Book an appointment

Mobile - Quantitative report

Quantitative report	Ashley 20	Lewis 20	Thuy 21	Thomas 22	Chloe 20	Phuong 20	Linh 21
Success rate	Success with minor issues	Success with minor issues	Success with minor issues	Complete success	Complete success	Complete success	Complete success
Task time	12s	10s	15s	5s	4s	3s	5s
Error rate	1	0	2	0	0	0	1
Satisfaction rate	9/10	8/10	8/10	9/10	10/10	9/10	9/10

Mobile - Qualitative report

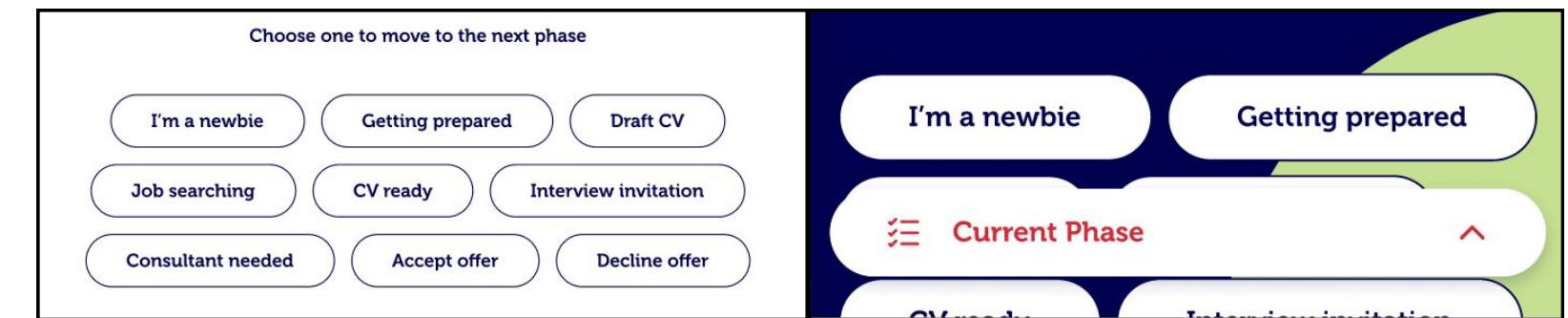
Qualitative report	Ashley 20	Lewis 20	Thuy 21	Thomas 22	Chloe 20	Phuong 20	Linh 21
Achieve the intended task?	Yes, take a while to see where it is	Yes, take a while to see where it is	Yes, know where to find the button after using the desktop version	Yes, click on the book appointment in the CV page	Yes, immediately, know exactly where to find the button	Yes, immediately	Yes
Minor errors	Miss click on the Book appointment button (it's a link and it's only clickable with text)						Miss click on the Book appointment button (it's a link and it's only clickable with text)
Major errors			Click on the dropdown and outside to collapse (not functional yet) -> It's gotten in the way for her to book appointment				
Most challenging aspects	Only can click on the text Doesn't know the appointment's at the bottom	Easy to get lost within the information carousel that the user might not know to scroll to book appointment	Still not knowing the purpose of book an appointment	Find it harder for HN users who have to scroll to see the contact list if SGS contact list extended	I asked and she doesn't feel the need to collapse the contact list	Big consultant contact information sections	
Most rewarding aspects	Just need to click one button	Convenient to use chip to navigate (Consultant needed)	Easy to see with vertical scrolling behaviours	Clear and informative	Clear and user-friendly	Easy to use	Clear to see the CTA buttons
What to improve	Add a chatbox icon or sth to scroll down to the contact point	Use red dash for the headline to be more consistent with others	Add consultant's images and functions for the appointment	Collapse/Expand SGS + HN contact list		Make the bullet points clearer (above the buttons)	

My observation

Chips

Desktop:

- Some get confused at first and don't know where to click because of the arrangement and order of the chips
- One's confused about Draft CV & CV ready
- One prefer using this to navigate than the navigation bar



Mobile:

- Navigation drop-down & Chip appear at the same time makes the user confused that they need to click on the navigation bar after using the chip; or one did use the navigation drop-down first instead of chip

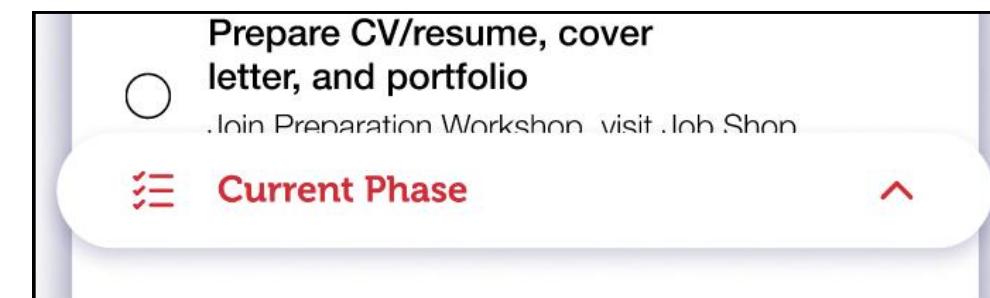
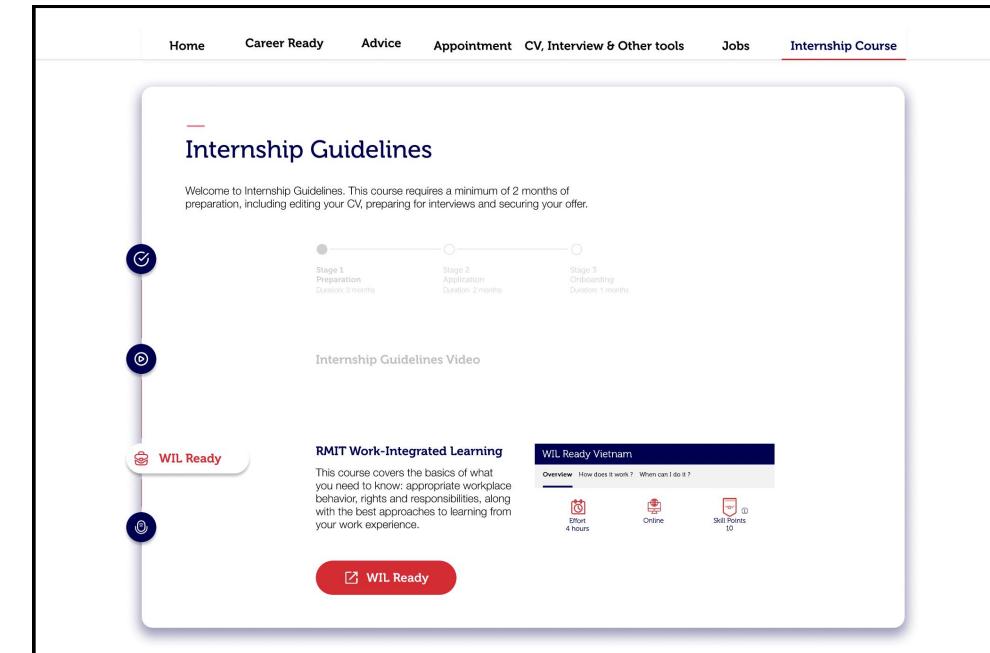
Navigation bar

Desktop:

- When users scroll to see the information, the navigation bar is lost so they need to scroll back to navigate to the next phase
- 4/6 wants to show the names

Mobile:

- Some takes a longer time to notice this navigation drop down: share same colors with the containment
- Some miss click the phases
- One prefer to use the chip to navigate to other phases
- One don't see the relation of navigation dropdown and switcher



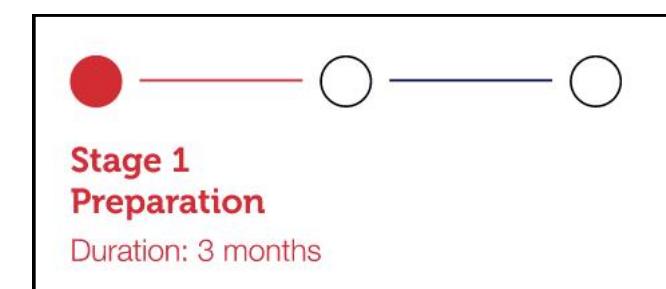
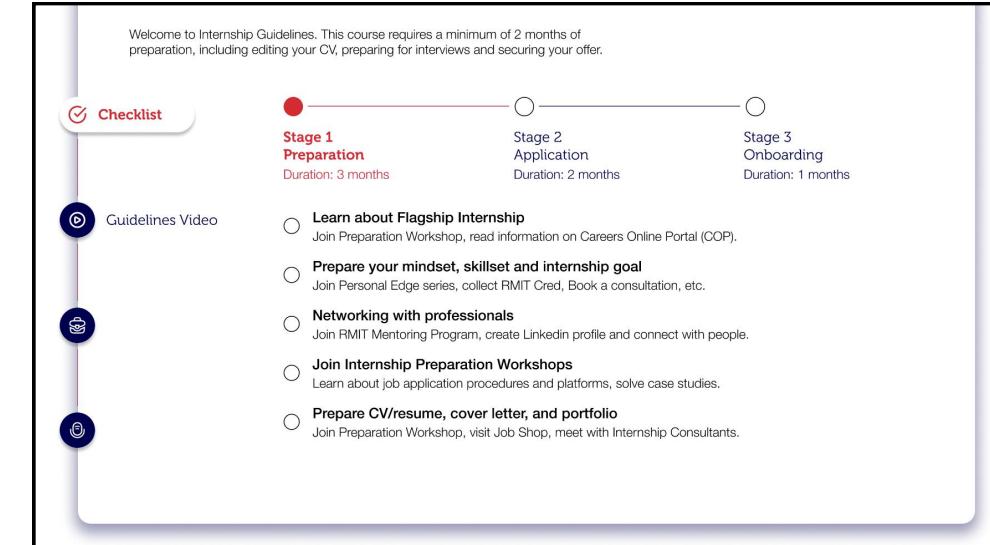
Carousel

Desktop:

- Most click on the outlined circle, the event's information, the checklist stage.
- One user sees the stage 1 and misunderstood that other information in other sections (WIL, Podcast) are still in the same stage and they're different for every stage. It takes a while to go back and forth to understand.

Mobile:

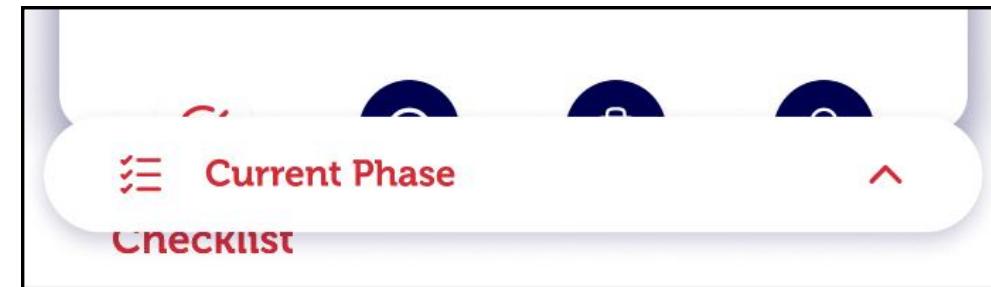
- Some miss click on the stage button because it's too small



Carousel switcher

Desktop:

- One doesn't notice this until 2-3 navigating to the next stages
- Some missed the click to switch



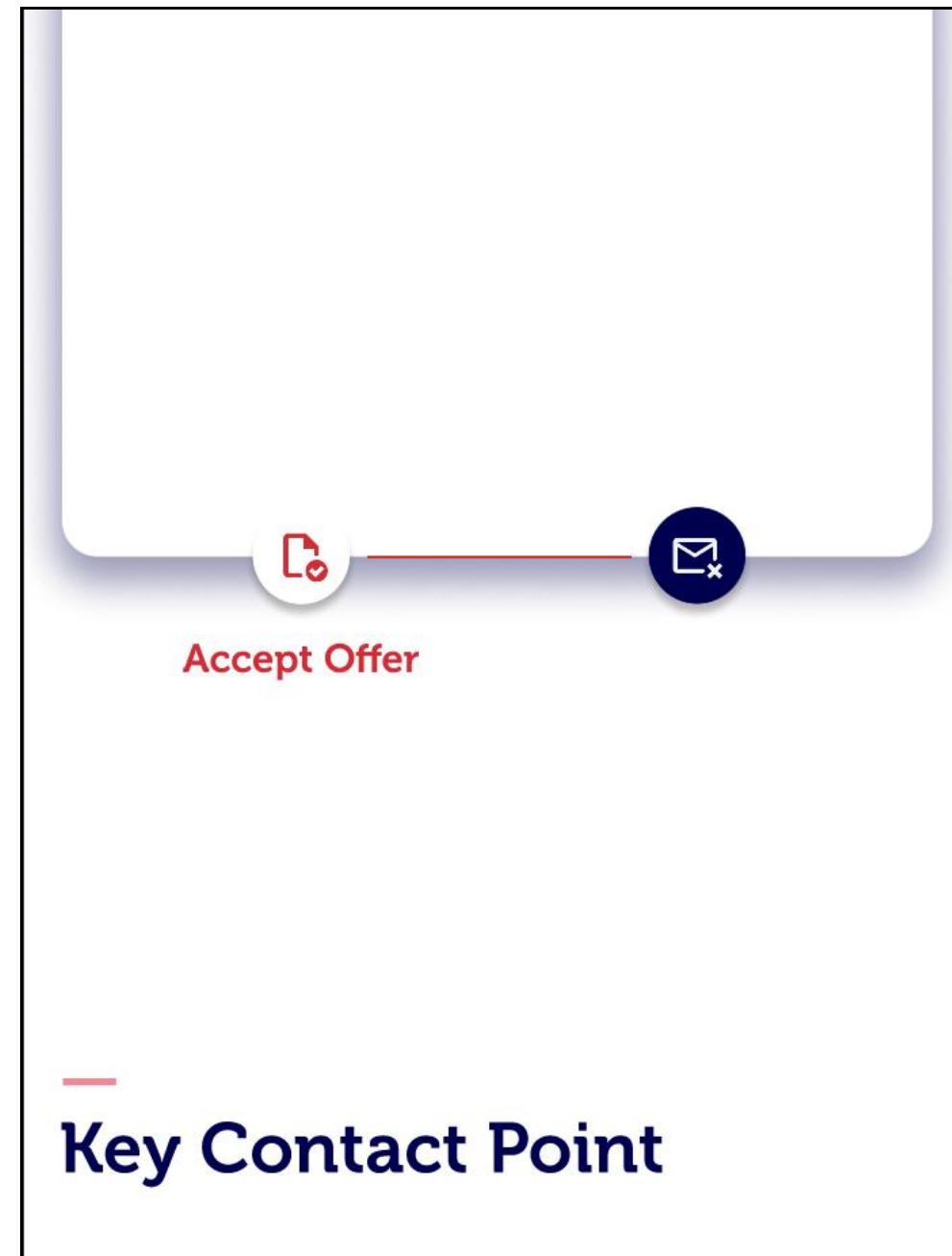
Mobile:

- Most find it hard to navigate with the bottom switcher, they need to scroll back & forth to see the information
- It's hidden because the container's too long and there's so much white space, hidden behind the navigation bar

Key contact point

Desktop:

- One get lost when looking for this section
- One doesn't understand the function of book appointment but once clicking on the buttons, there will be several options to choose: what do they book appointment for.



Mobile:

- About half are lost within the information panel to find ways to key contact point, also because of a bunch of white space making them confused that the webpage's over and there's nothing more. So it's easier to miss this section.

Analysis

Desktop version

What works

Chips

The idea of this is receiving very good feedback. It's easy to navigate to the next stage, can skip unnecessary steps, no time-consuming. It's on the same page as the container, making it easier to keep track



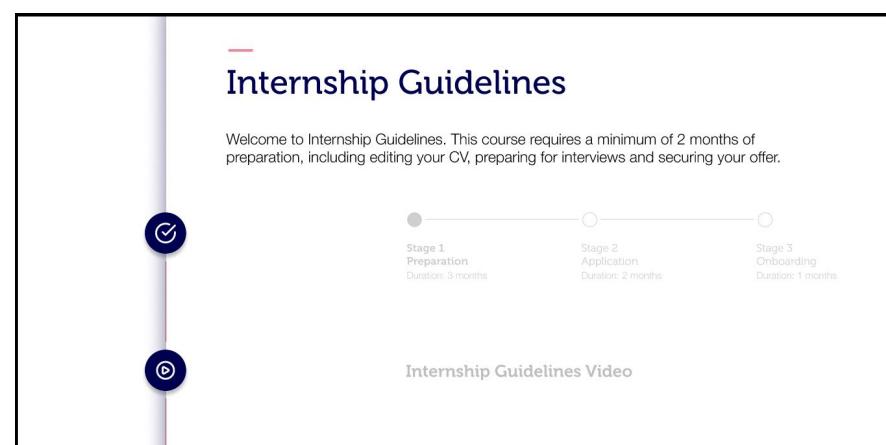
Navigation bar

It's very simple & clear to navigate. It's clear that it's clickable, make people want to click in.



Switcher

Can easily go back to the previous carousel



Key contact point

- It's in a separated places so it's easier to find & book an appointment
- Informative, clear contact details
- Can be navigated using chip
- Just need to click one button to book

What doesn't work

Header

Overlaying text makes it annoying to look at



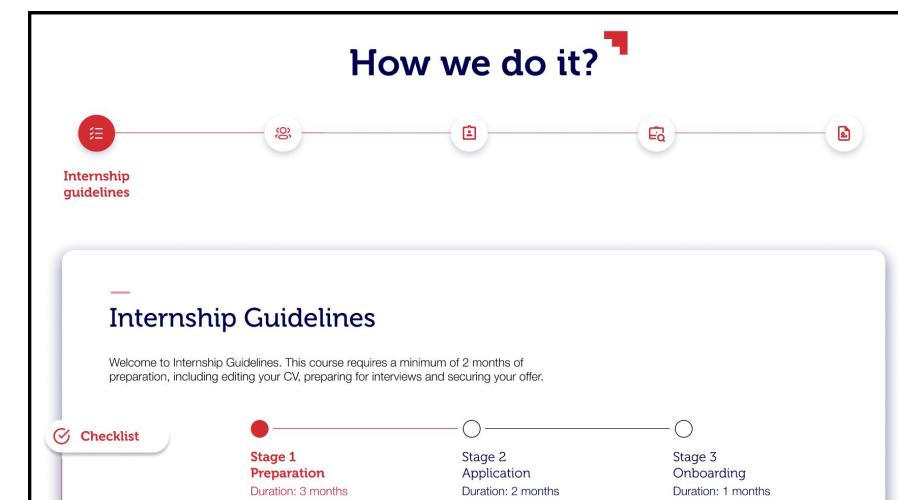
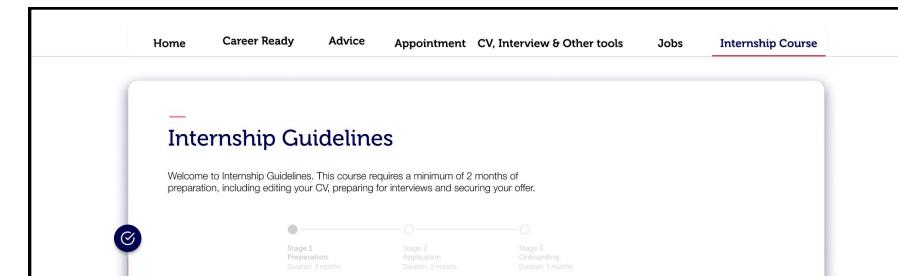
Chip

- Content design get users confused "What have you completed by now?"
- Several chips share similar purposes: CV ready & Job searching, all lead to the "Apply for jobs" page
- Random arrangement & order



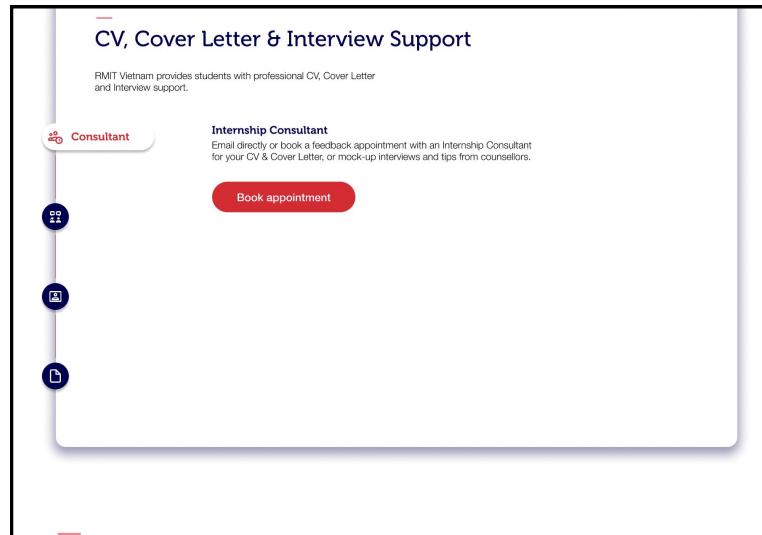
Navigation bar

- Icons of the Preparation workshop & Agreement might get a little bit confusing
- When users scroll to see the information container, the navigation bar is lost. They need to scroll back & forth to navigate to the next phase
- Just show the icons, phases' names are only shown while hovering, makes it more time-consuming.



Carousel

- Outlined circle makes user understands that it's clickable
- Small body copy text
- Grey text makes it look like it's locked
- Too much space when the information's short and the size of the containment stay fixed

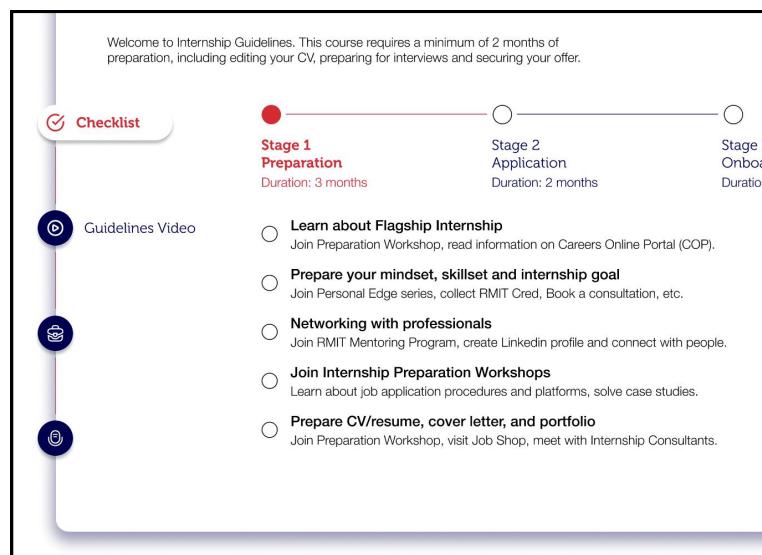


Key contact point

- Sometimes it takes a while longer to scroll to see the button

Switcher

- It's time consuming and easier to miss when just show the icons, phases' names are only shown while hovering while the buttons are far from each other
- Small button - easy to miss the click - need to click again
- Guidelines: Horizontal stages are confused with the vertical carousel switcher on the left



Analysis

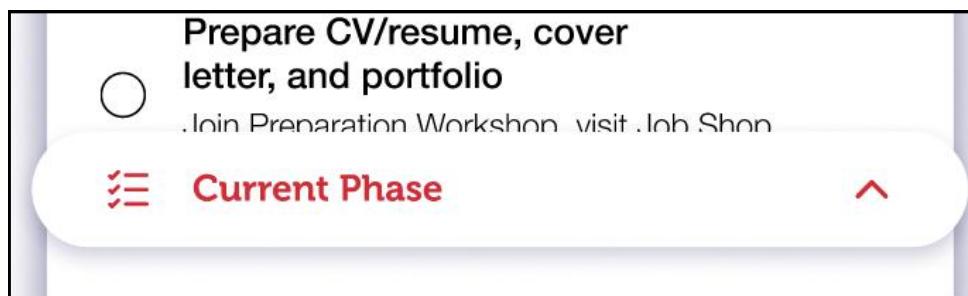
Mobile version

What works

Overall, the strengths of the mobile versions are quite similar to the desktop version: chip, key contact point. The one thing that mobile is better than desktop version is the fixed navigation bar.

Navigation bar

It's fixed at the bottom so it can be accessed anytime, I can develope this.



What doesn't work

Chip

- Order of chips are still confusing even though it's already left-aligned
- Are covered a bit because the header's taking too much space and also the navigation bar
- Lack of change in color while pressing
- Navigation bar & Chip appear at the same time: they shouldn't stand in the way of each other like this

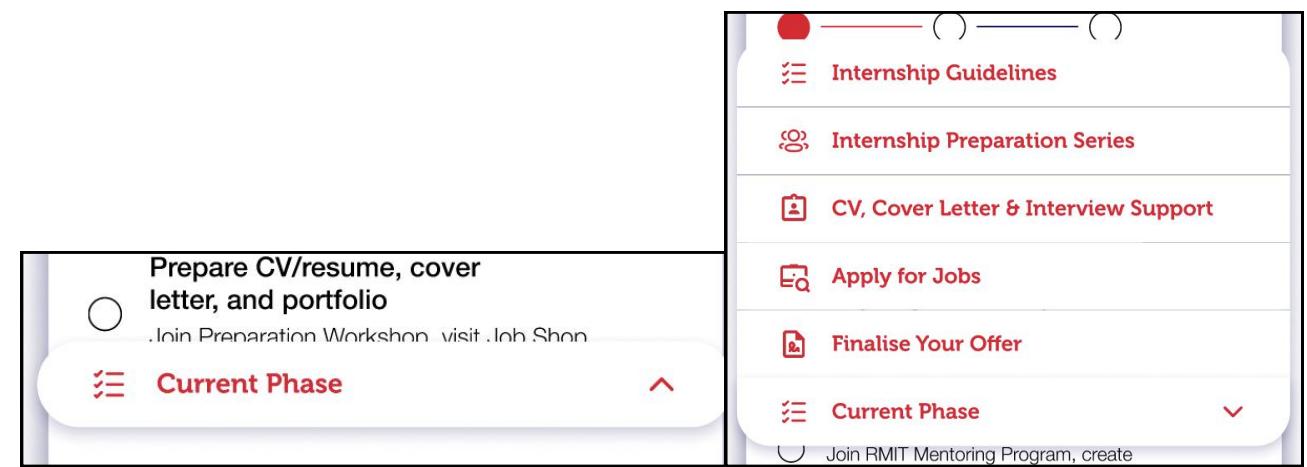


Header

- Lack of hierarchy, things are not separated
- Overlaying texts, some find it annoying, not pleasing to look/read
- Too much space above the header
- Are covering a lot of space when first enter

Navigation drop-down

- Inconsistent with the desktop version: different kind of navigation bar
- Not standing out of the chip & containment since it has the same color with the container & the chips
- Unable to click outside/on the expanded to close and it's still expanded while scrolling
- Doesn't automatically scroll to the containment
- Arrow to switch Collapse/Expanded is small
- No difference or space between the current phase with the menu - it looks like it has 6 phases
- Hard, inconvenient to navigate
- It covers up the switcher



Carousel

- Outlined circle makes user understanding that it's clickable
- User can click on the outlined circle - the stage button now. This is inconsistent with the desktop version. However, it is small, easy to miss click
- Too much white space and small body text



Switcher

- **Position:** bottom, making it harder to navigate and easier to be missed, and confused about which stage they're in
- Doesn't automatically scroll back to the top



High-fi prototype



Desktop version

Header

Separating the number and text to get rid of the overlaying text.

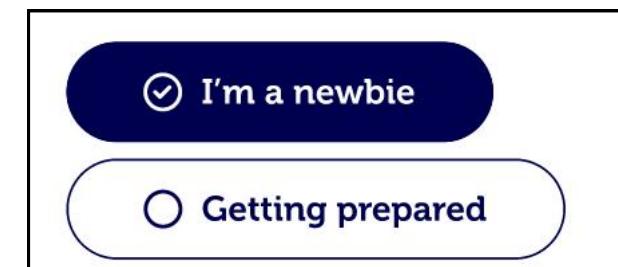
Chips

A different layout for the chips have been made. It's all aligned vertically to the left and the tickboxes are added. This is to give the user the idea of a checklist of what need to be done for the internship course. It's placed along with the header so that students can see this right away when they first open the webpage.

Question is changed to a more simple sentence "Which stage are you at?", given a clearer instruction below to help the user navigate. I also cut down the "CV ready" chip and combine Accept and Decline offer to one chip, rephrased "Job searching" to Applying for jobs, in order to avoid the user's confusion and thoughts.

The screenshot shows a dark blue header with the number '12' in large red font. Below it, the text 'A full-time 12-week internship' is displayed. Underneath that is the heading 'FLAGSHIP INTERNSHIP'. To the right, there is a white box titled 'Which stage are you at?'. It contains the text 'Choose one thing you have completed to see what to do next' and a list of seven items, each with a radio button:

- I'm a newbie
- Getting prepared
- Draft CV
- Need a consultant
- Applying for jobs
- Interview invitation
- A job offer



After clicked on it, the chip would change to the ticked state where the student can see what they have completed and know what they need to do next.

Navigation bar

The navigation bar is totally changed from icons to show all names out according to the user's feedback. I changed in colors and decided to keep all buttons in red so it's consistent and clearer for user to navigate.

How would we do this?

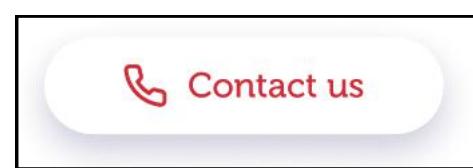
Internship Guidelines Preparation Series CV, Cover Letter & Interview Support Apply for Jobs Finalise Your Offer

Key Contact Point

There're not much changes to this section. I replaced the images. The main thing is that I added a button with a phone icon to help the user navigate to this section easily without scrolling and find in confusion.



Default



While hovering

Key Contact Point

Our Internship Consultants

- ⌚ 30-minutes
- 📍 Face-to-face / Online
- 📝 Prepare your CV

[Book appointment](#)

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Carousels

Basically, there are not much changes with the carousel content and layout, just a few refinement that makes it a lot better.

I combined all buttons into one navigation rail. This helps the user navigate faster and easier without having to put all the names out in an awkward way. I changed it to red and white, with full-rounded corner to be consistent with all other buttons.

To avoid misunderstanding and confusion between the switcher and the information beside, I added a small line to divide it into different parts.

I changed all outlined circles that's not supposed to be clicked to a simple dash and make the outline circles above the stage name to be clickable, according to user's feedback.

The space's also utilized. Each sections has its own containment size to get rid of the white space. Also now when the user's seeing the information, they can easily access the navigation bar since they're all set in one screen.

The image displays two screenshots of a mobile application interface, likely a landing page for internship preparation.

Top Screenshot: Internship Guidelines

- Header:** "How would we do this?"
- Navigation Bar:** Internship Guidelines, Preparation Series, CV, Cover Letter & Interview Support, Apply for Jobs, Finalise Your Offer
- Section:** Internship Guidelines
- Content:** Welcome message, stages of preparation:
 - Stage 1 Preparation:** Duration: 3 months
 - Stage 2 Application:** Duration: 2 months
 - Stage 3 Onboarding:** Duration: 1 months
- Checklist:** A vertical list of items with icons:
 - Checklist (highlighted)
 - Phone
 - Document
 - Briefcase
 - User profile

Bottom Screenshot: CV, Cover Letter & Interview Support

- Header:** Internship Guidelines, Preparation Series, CV, Cover Letter & Interview Support, Apply for Jobs, Finalise Your Offer
- Section:** CV, Cover Letter & Interview Support
- Content:** RMIT Vietnam provides students with professional CV, Cover Letter and Interview support.
 - Internship Consultant:** Email directly or book a feedback appointment with an Internship Consultant for your CV & Cover Letter, or mock-up interviews and tips from counsellors.
 - Book appointment:** A red button.
- Checklist:** A vertical list of items with icons:
 - Checklist (highlighted)
 - Phone
 - Document
 - Briefcase
 - User profile
- Key Contact Point:** A section at the bottom right.

Mobile version

Header & Chip

The changes are the same with desktop version. A pressing state with a slight change in color is added to let user know which one they're choosing.

Just like desktop version, the “Contact us” button also appear right when the user visit the page. They can navigate to the Contact sections to book appointment way more faster and easier.

A mobile screenshot showing the header and chip section. The header features a large red number '12' followed by the text 'A full-time 12-week internship'. Below this is the heading 'FLAGSHIP INTERNSHIP'. A descriptive paragraph follows. On the right side of the screen, there is a white rounded rectangle containing the text 'Which stage are you at?' and 'Choose one thing you have completed to see what to do next'. Below this text are two blue rounded rectangles, each containing a radio button and the text 'I'm a newbie' and 'Getting prepared'. At the bottom of the screen, there is a red bar with the text 'Internship Guidelines' and 'Preparation Series'.



A mobile screenshot showing the 'Which stage are you at?' section. The text 'Which stage are you at?' and 'Choose one thing you have completed to see what to do next' are visible. Below this are eight blue rounded rectangles, each with a radio button and the text: 'I'm a newbie', 'Getting prepared', 'Draft CV', 'Need a consultant', 'Applying for jobs', 'Interview invitation', and 'A job offer'. Each of these buttons has a small red phone icon to its right. The entire section is contained within a white rounded rectangle.

Carousel

For the mobile's carousel, I increased the body text, changed the outlined circles to dash and make the stage button bigger. The space is also better here, no more awkward white spaces. Due to the mobile size, I just have the information on a white plain background and get rid of the bordered containments to make room for other things. To further adapt to the mobile screen nature, I made the button longer.

Navigation bar

To fix the inconsistency in mid-fi prototype, I used the same navigation bar with the desktop version. It is fixed at the bottom edge so the user can access easily. It also can automatically scroll back to the carousel so the user can see the information right away.

The image displays two side-by-side mobile screenshots. The left screenshot shows a 'Checklist' section with a red button labeled 'Checklist' and three smaller icons. Below it is a section titled 'Internship Guidelines' with a brief description and a timeline from 'Stage 2 Application' to 'Apply for jobs'. The right screenshot shows a 'CV, Cover Letter & Interview Support' section with a red button labeled 'Interview360' and another red button labeled 'CV360'. Both screenshots feature a navigation bar at the bottom with icons for 'Internship Guidelines', 'Preparation Series', 'Key Contact Point', 'Interview Support', 'Apply for Jobs', and 'Final'.

How would we do this?

Checklist

Internship Guidelines

Welcome to Internship Guidelines. This course requires a minimum of 2 months of preparation, including editing your CV, preparing for interviews and securing your offer.

Stage 2 Application
Duration: 2 months

Create job alert
Create on COP and other job search platforms (LinkedIn, YBox, Indeed, etc.).

Tailor CV/resume, cover letter, and portfolio
Create on COP and other job search platforms (LinkedIn, YBox, Indeed, etc.).

Apply for jobs
Apply on COP or external sites (don't forget to submit your Position Description)

How would we do this?

Interview360

CV360

Key Contact Point

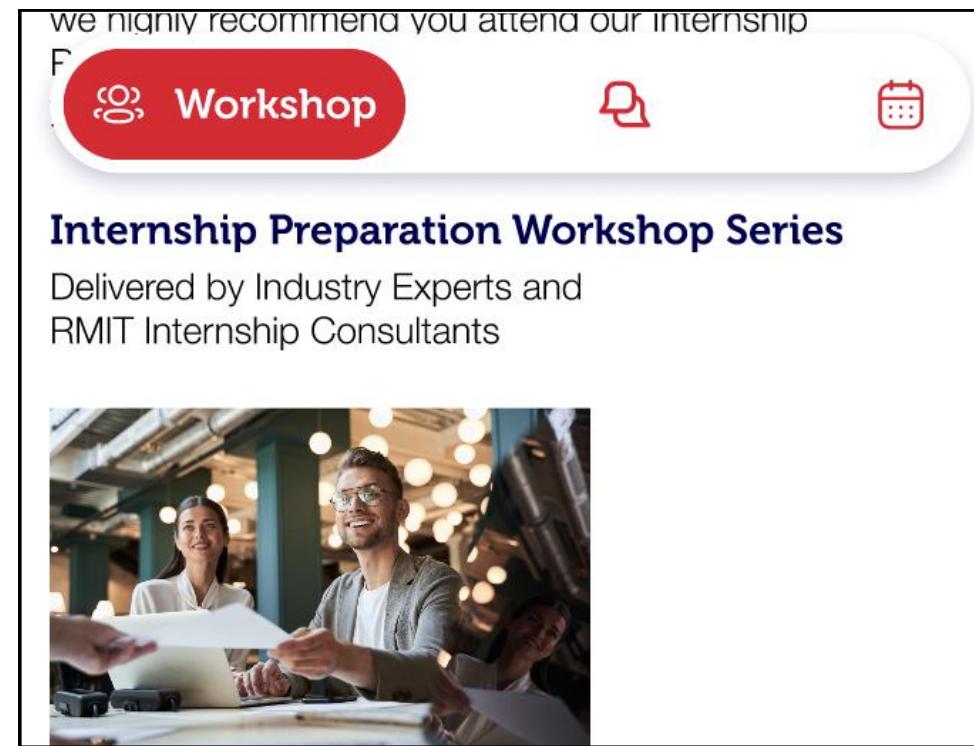
Interview Support

Apply for Jobs

Final

Carousel switcher

According to user's feedback, I changed the switcher's position to the top of each carousel, set it sticky to the top edge so that when they scroll, they can easily access and move to other sections. I also enabled it to automatically scroll back so the user can see the information right away.



Key Contact Point

It stays pretty much the same. I made the button longer so it fits with the mobile screen. The images are all replaced.

Key Contact Point

Our Internship Consultants

- ⌚ 30-minutes
- 📍 Face-to-face / Online
- 📝 Prepare your CV

[Book appointment](#)

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Figma link to Prototype

Medium fidelity prototype

High fidelity prototype

Thank you!