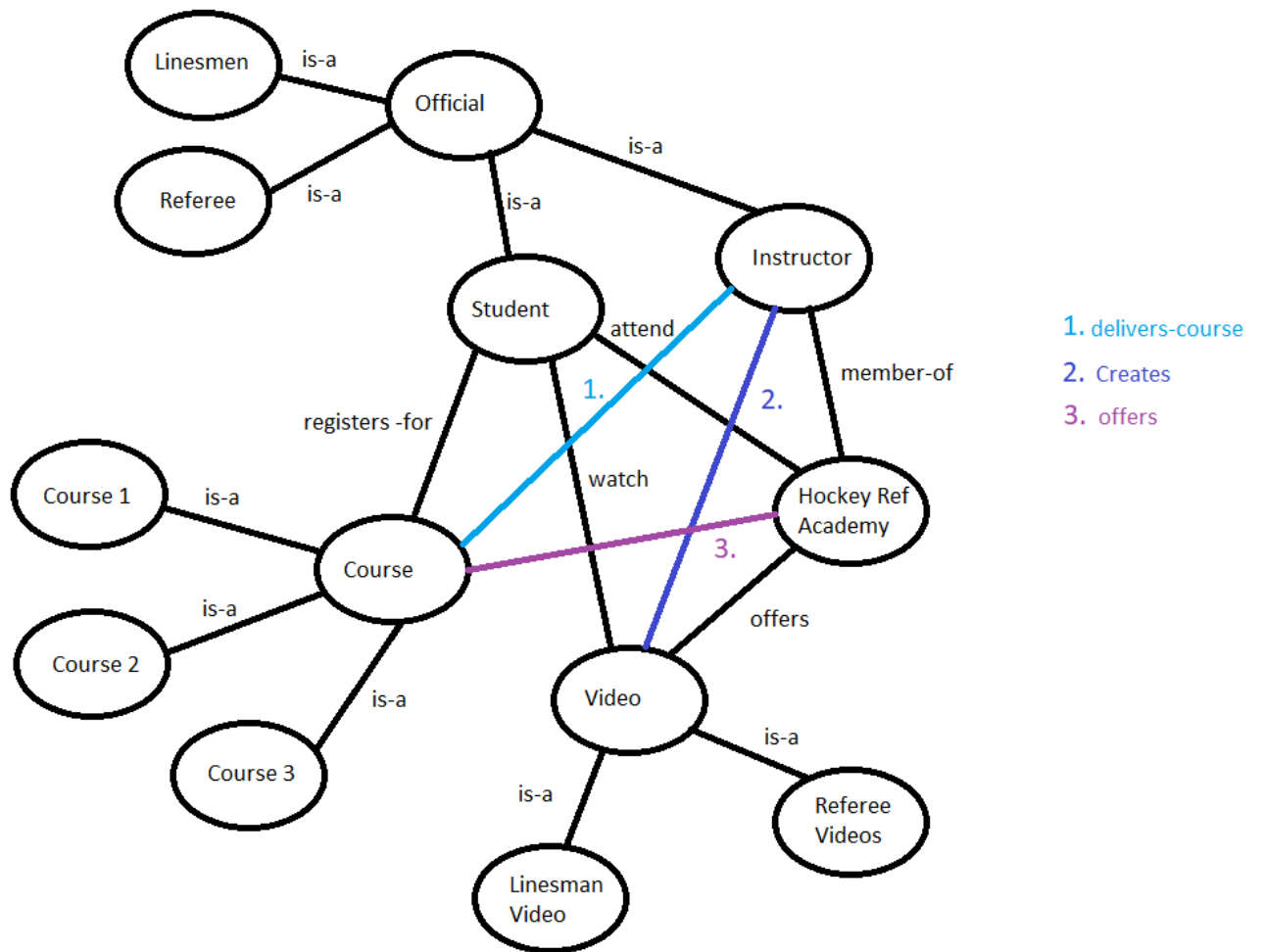# Lab 7: Design Report

Jake Bisson 300066680

Company Name

The name of the company is "Hockey Referee Academy" Or the HRA

Site Description

The site will be tailored around the idea of signing up for a one of our courses. The site will allow our clients to explore our course options so they can pick the right course for their skill level. If our clients are unsure of what course they wish to join, the site will offer a suggestion system to help suggest the right course depending on the skill level the client specifies. Clients will also be able to contact us if they are unsure about the proper course to apply to or for other needs and we will provide a response within 24 hours to help them. Our site will allow users to learn more about the HRA and the professionals who have created the academy who will be the instructors for the courses. Our site will also allow users to browse a selection of tips and tricks videos to get a taste of what our courses are all about. The site will offer a friendly home page which will help direct our users to the correct location they are looking for with the hopes of funneling them to the "register now" page.

Semantic Network

Interactive Processes

Follow Instructions

The users can register to courses offered by the website. The UI will guide the users through the registration.

Absorb Information

The users can view free tutorial videos from the website to absorb information regarding what they will be learning about during the courses. Users can absorb information related to the courses. Users can absorb information about the academy and it's professionals

Divergent / Convergent Exploration

The users can explore the courses that are offered. Users can explore the videos that are offered

Communicate

Users can send a message through the contact us page to the team.

Process Sketches

Image 1: registration page, step 1

Navigation Bar

Registration

Personal Information > Course Selection > Payment Information > Confirmation

Course Selection

Not sure what course to choose? Click Here

Select a Course	
Course 1	
Course 2	
Course 3	

Back   Next

Image 2: registration page, step 2

Registration

Personal Information ⟩ Course Selection ⟩ Payment Information ⟩ Confirmation

Payment Information

Subtotal: 49.99
Tax: 5.47
Total: 55.46

Credit Card Number (xxxx-xxxx-xxxx-xxxx)

* Note: Payment will not be made until registration has been confirmed in the next section.

Back		Next

Image 3: registration page, step 3

Registration

Personal Information > Course Selection > Payment Information > Confirmation

Confirmation
Review the information you provided below

Personal Information
Full Name: John Doe
Email : John.Doe@gmail.com
Phone: (123) - 123-1234

Course Selection
Course Selected: Course 2

Payment Information
Subtotal: 49.99
Tax: 5.47
Total: 55.46
Credit Card : xxxx-xxxx-xxxx-1234

* Note: By clicking register, the participant will be registered into the course and payment will be made.

Back	Register

Image 4: registration page, step 4

Registration

Registration Successful!

You've been successfully registered for the course!
Welcome to the HRA!

Done

**Image 5: registration page, confirmation to user of
registration completion**

NOTE: THIS IS A MODAL THAT APPEARS OVERTOP THE PAGE

Course Suggestion

Fill in the information so we can suggest the best course for you. You may   Contact Us if you are still unsure of the best course for you.

Years of Experience (e.g. 3)

Highest Level Officiated

Junior A/B/C

Midget AAA (U18)

Midget AA/B

...

Our Suggestion: Course 2

Image 6: Course Suggestion modal

Courses

Register Now!

Course 1

Recommended for officials with x years of experience and who have officiated levels including House league and Competitive Rep B

Description

Lorem ipsum dolor sit amet, maiores ornare ac fermentum, imperdiet ut vivamus a, nam lectus at nunc. Quam euismod sem, semper ut potenti pellentesque quisque. In eget sapien sed, sit duis vestibulum ultricies, placerat morbi amet vel,

What you will learn
* Cool thing 1
* Cool thing 2
* Cool thing 3

Course 2

Recommended for officials with x years of experience and who have officiated levels including House League, AA/AAA hockey up to Midget AA

Description

Lorem ipsum dolor sit amet, maiores ornare ac fermentum, imperdiet ut vivamus a, nam lectus at nunc. Quam euismod sem, semper ut potenti pellentesque quisque. In eget sapien sed, sit duis vestibulum ultricies, placerat morbi amet vel,

What you will learn
* Cool thing 1
* Cool thing 2
* Cool thing 3

Course 3

Recommended for officials with x years of experience and who have officiated levels including Midget AAA, Junior C, Junior B, Junior A

Description

Lorem ipsum dolor sit amet, maiores ornare ac fermentum, imperdiet ut vivamus a, nam lectus at nunc. Quam euismod sem, semper ut potenti pellentesque quisque. In eget sapien sed, sit duis vestibulum ultricies, placerat morbi amet vel,

What you will learn
* Cool thing 1
* Cool thing 2
* Cool thing 3

Register Now!

Image 7: Course information

Videos

Referee Videos | Lineman Videos

Title 1

Title 2

Title 3

Image 8: videos section

Navigation Bar

Contact Us

You will be contacted by one of our representatives within 24 hours of sending your message

Full Name

Email (example@email.com)

Your Message

Send Message

Image 9: Contact us page 1

Navigation Bar

Contact Us

Your message has been sent!

Message Sent !

Image 10: Contact us page 2

Navigation Bar

About

Our Goal

Lorem ipsum dolor sit amet, maiores ornare ac fermentum, imperdiet ut vivamus a, nam lectus at nunc. Quam euismod sem, semper ut potenti pellentesque quisque. In eget sapien sed, sit duis vestibulum ultricies, placerat morbi amet vel, nullam in in lorem vel. In molestie elit dui dictum, praesent nascetur pulvinar sed, in dolor pede in aliquam, risus nec error quis pharetra. Eros metus quam augue suspendisse, metus rutrum risus erat in. In ultrices quo ut lectus, etiam vestibulum urna a est, pretium luctus euismod nisl, pellentesque turpis hac ridiculus massa. Venenatis a taciti dolor platea, curabitur lorem platea urna odio, convallis sit pellentesque lacus proin. Et ipsum velit diam nulla, fringilla vel tincidunt vitae, elit turpis tellus vivamus, dictum adipiscing convallis magna id. Viverra eu amet sit

What we do

Lorem ipsum dolor sit amet, maiores ornare ac fermentum, imperdiet ut vivamus a, nam lectus at nunc. Quam euismod sem, semper ut potenti pellentesque quisque. In eget sapien sed, sit duis vestibulum ultricies, placerat morbi amet vel, nullam in in lorem vel. In molestie elit dui dictum, praesent nascetur pulvinar sed, in dolor pede in aliquam, risus nec error quis pharetra. Eros metus quam augue suspendisse, metus rutrum risus erat in. In ultrices quo ut lectus, etiam vestibulum urna a est, pretium luctus euismod nisl, pellentesque turpis hac ridiculus massa. Venenatis a taciti dolor platea, curabitur

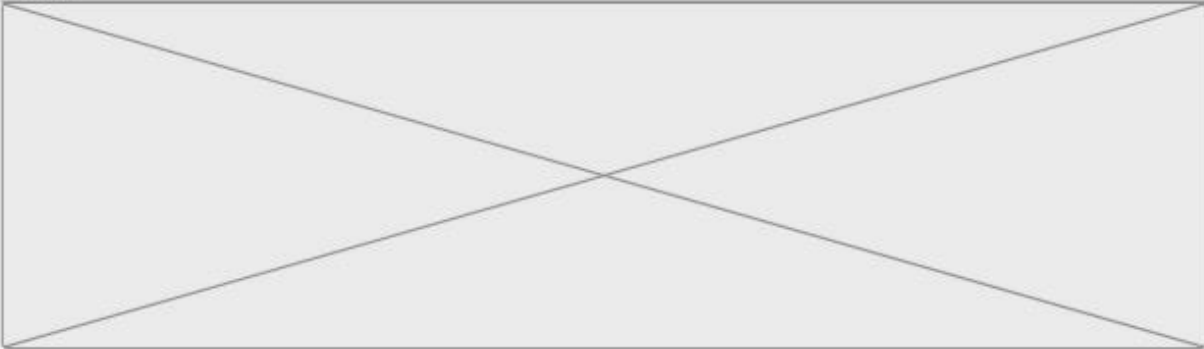| Videos	Courses

Who we are

Lorem ipsum dolor sit amet, maiores ornare ac fermentum, imperdiet ut vivamus a, nam lectus at nunc. Quam euismod sem, semper ut potenti pellentesque quisque. In eget sapien sed, sit duis vestibulum ultricies, placerat morbi amet vel, nullam in in lorem vel. In molestie elit dui dictum, praesent nascetur

Full Name	Full Name	Full Name
Description	Description	Description
afdsdadakfhkhfkjsdfssdfs	afdsdadakfhkhfkjsdfssdfs	afdsdadakfhkhfkjsdfssdfs

Contact Us

Image 11: About us page

Hockey Referee Academy welcomes you!

Lorem ipsum dolor sit amet, maiores ornare ac fermentum, imperdiet ut vivamus a, nam lectus at nunc. Quam euismod sem, semper ut potenti pellentesque quisque. In eget sapien sed, sit duis vestibulum ultricies, placerat morbi amet vel, nullam in in lorem vel. In molestie elit dui dictum, praesent nascetur pulvinar sed, in dolor pede in aliquam, risus nec error

" This is some catchy referee quote that someone made at some point in time with a fair length"
- John Doe

Register Now!

Our courses!

Course 1

Lorem ipsum dolor sit amet, maiores ornare ac fermentum, imperdiet ut vivamus a, nam lectus at nunc. Quam euismod sem

Course 2

Lorem ipsum dolor sit amet, maiores ornare ac fermentum, imperdiet ut vivamus a, nam lectus at nunc. Quam euismod sem

Course 3

Lorem ipsum dolor sit amet, maiores ornare ac fermentum, imperdiet ut vivamus a, nam lectus at nunc. Quam euismod sem

More Course Info

Image 12: Home page 1

Our courses!

Course 1

Lorem ipsum dolor sit amet, maiores ornare ac fermentum, imperdiet ut vivamus a, nam lectus at nunc. Quam euismod sem

Course 2

Lorem ipsum dolor sit amet, maiores ornare ac fermentum, imperdiet ut vivamus a, nam lectus at nunc. Quam euismod sem,

Course 3

Lorem ipsum dolor sit amet, maiores ornare ac fermentum, imperdiet ut vivamus a, nam lectus at nunc. Quam euismod sem,

More Course Info

Check out our free videos!

Lorem ipsum dolor sit amet, maiores ornare ac fermentum, imperdiet ut vivamus a, nam lectus at nunc. Quam euismod sem, semper ut potenti pellentesque quisque. In eget sapien sed, sit duis vestibulum ultricies, placerat morbi amet vel, nullam in in lorem vel. In molestie elit dui dictum, praesent nascetur pulvinar sed, in dolor pede in aliquam, risus nec error quis pharetra. Eros metus quam augue suspendisse, metus rutrum risus erat in. In ultrices quo ut lectus, etiam vestibulum

Watch Videos

We are officials like you!

Lorem ipsum dolor sit amet, maiores ornare ac fermentum, imperdiet ut vivamus a, nam lectus at nunc. Quam euismod sem, semper ut potenti pellentesque quisque. In eget sapien sed, sit duis vestibulum ultricies, placerat morbi amet vel, nullam in in lorem vel. In molestie elit dui dictum, praesent nascetur pulvinar sed, in dolor pede in aliquam, risus nec error quis pharetra. Eros metus quam augue suspendisse, metus rutrum risus erat in. In ultrices quo ut lectus, etiam vestibulum

More About Us

Contact Us

Image 13: Home page 2

Usability Heuristics

Consistency

- Fonts will be used consistently throughout each page regarding their meaning such as Titles, paragraphs, cards etc.
- Colors will be used consistently throughout each page. For example, button color, title color, card color etc.
- You can see consistency with the button's sizes
- Forms such as the registration form, contact us form, and course suggestion form will use a consistent visual and allow users to recognize similar concepts.

Familiar Language and Metaphors

- The website will use familiar language to officials. For example, when an official is choosing their highest level reffed in the course suggestion page we use words such as "Junior A" "Midget AAA" which are familiar to officials.
- Adding onto the above statement (note this is not currently in the mock-up) we will include extra information in-case officials use different terms in their area such as (U18) or players aged Under-18.
- Icons will be used in the registration form and contact us forms (the boxes with the X in them) these icons will be a green circle with a checkmark in them to signify (complete / success).

Simple, Aesthetic and Functional Design

- The fonts used will look, professional, modern and not too "frightening" we don't want the camp to seem like it's tough.
- Colors will not overpopulate the page; colors will be used sparingly in order to highlight the most key points within the user's view. This will be seen on the home page, only buttons and titles will be colored in order to draw user's attention to those elements
- Colors will be used to reflect colors of referee jerseys in Ontario -> Red, Black, White
- Each section in a page will not be too crowded. Each section will be surrounded by enough whitespace to ensure the user does not feel overwhelmed with lots of information. This can be seen in the course's information section. Each course section is followed by whitespace to provide a obvious change in section (the size of the whitespace may not be proportional to what is in the mock).

Freedom and Control

- The user will be allowed to explore information about the HRA, courses and videos before they commit to registering to a course.
- In the registration form, users can move forwards and backwards between each section. This gives them the control to return if they want to change their input.
- The course suggestion modal gives users the system the ability to try and suggest the best course for them, however the user is fully in control of the actual course they wish to enroll into.

Flexibility and Efficiency of Use

- There are multiple ways to go somewhere. This can be seen on the home page. The users can use the navigation bar to go to the different pages, however there are also buttons in the different sections that will also bring the user

Recognition over Recall

- Users will not be overloaded with information all at the same time. The information across each page is split into different categories. For example, in the course information page, course information is split up in categories of each course. In the videos page, the videos are split between videos directed towards referees and videos directed towards linesman.
- The use of buttons and other fields such as text boxes, dropdown selections etc. allow users to recognize these kinds of inputs rather than learning about a new kind of input.

Clear Status

- In the registration process, the user is shown all the steps within the process, they also know what step they are currently on.
- When the user registers for a course and sends a message for contact us, they get a confirmation message notifying them that they have been registered / their message has been sent

Error Prevention

- During registration users are notified that by clicking the register button they will be registered in the course and payment will be made.
- During the registration process users are notified that when they input their credit card and click next, they will not be charged until they register.
- For inputs in registration and other areas, the users will be limited to specific patterns that can be entered. For example, emails, phones, credit card.
- For some input's users are limited to a list of options so they cannot input a wrong value

Help

- Users are provided help in choosing the course that is best for them. This help can be seen in the course information page notifying them that the specific course is best suited for officials with x many years and who have done levels up to a specific level.
- Users are also provided help with choosing their course with the course suggestion modal. This modal helps the users based on inputted information which course would be best suitable for them.

Error Recovery

- Form inputs that require a specific pattern such as the email and the phone will provide users with an error message if they do not contain the correct pattern. They may also change colors to notify users the inputted information is not correct to the pattern that was specified. This will allow users to recover from the error. Users will also be notified upon submission / continuing to the next step if an input contains the improper information.