**Date Due:** Thursday Sept 21 by 11:59PM

**Hand In:** This completed WORD document in Blackboard

**Summary**

For this assignment, you’ll sign up for an online course and complete an empathy diagram describing your experience with a web site. You are the user in this scenario.

**Tasks:**

1. Google the term MOOC’s
2. Go to [www.mooc.org](http://www.mooc.org)
3. Find **three different free courses** with the topic **BIG DATA** or **CYBERSECURITY**, put a screen shot of all three here . You can use Window’s Snipping Tool, keep your images no larger than screenshot at top of this page. 3 marks

A screenshot of a computer

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1. Narrow your choice down to **one** of the courses – whichever is most interest/applicable to you, put a screenshot of your course here: 1 mark

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1. **Sign up** for that course, put a screenshot of the sign in/register form (you don’t need to show password!) 1 mark

Form was way to large so you can find it at this link below.

https://www.mccmcmaster.ca/registration

1. Fill out this empathy map list based on your entire experience with the MOOC website – think about how you figured out how to use site, what you wondered about (even a slight hesitation). Remember, **YOU** are the user in this case! 5 marks

TASKS navigating to the form as well as completing/filling out the form.

FEELINGS relatively simple to navigate, however there is much hesitation as the you do need to read all the fine print because the site itself is not deigned in a way that makes if obvious to navigate.

INFLUENCES the site really has no influences its very self directed as is doesn’t really lead you down the path of registration even if you were to enter the site directly on the course page.

PAIN POINTS the form it self is not entirely clear as the form content is hidden form the users view port and you must scroll down to see the form and the only way you would know this is if you read through all the fine print,

OVERALL GOAL register for the course.

1. What changes/improvements would you like to see in this website? (2 sentence max) 2 marks

On the form page if there were arrows or something akin to that pointing in the direction the page wanted you to go, it would be more clear. The course page could also have a larger registration link so there is no hesitation from the user.