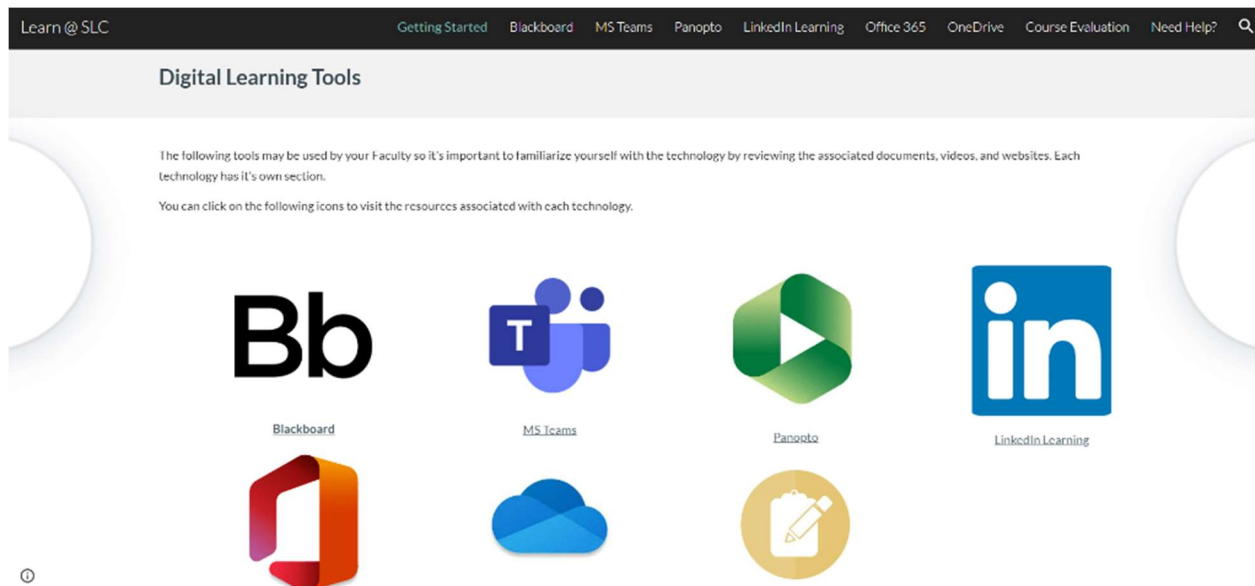# Redesign the Website Learn@SLC

Learn@SLC is a website that helps students with their questions on the software used by St. Lawrence College. This website provides answers and guides for the students and faculties. This website is available to the St. Lawrence students, alumni, and staff. For this project, We had to redesign the website for the students to use it and learn more and get their questions answered easily. This website provides support for the different software used liked Blackboard, MS Teams, Office 365, Panopto, and more. We had to redesign the MS team page for the Learn@SLC page.


To redesign the Learn@SLC website first we did a competitive study, in this study we compared different colleges and their websites similar to St. Lawrence's website. We studied Durham

College, Niagara College, and Udemy websites. We found that the colleges offer different approaches and the Learning sites like YouTube, Udemy and Coursera have a different approaches to showing the content on the website. The main insights we found were on the MS Teams support page. MS Teams support page displays the content in a step-by-step guide as well as a video for that. The guide has a lot of pictures for the reader to follow through and it is simple. The other websites also have either video guides or step-by-step approaches as well.

After studying we set out to learn more about the primary user the students. We conducted user interviews to learn how the students encounter a problem and find a solution for that problem. We also wanted to know how they prepare for the first day of school as well. Being students ourselves we had a great insight into how the process works, but instead of assuming, we wanted to know how the majority of students prepare for this. We found some great learnings from the user interview that the students first approach their friends or family. They also go on Google and look for the issue as well, the most common answer for that was they learn it on the YouTube website by watching a video. While they were able to resolve issues, they wanted a good one-place solution as well. We also noticed that the students of SLC are not aware of the website at all. We also completed a heuristic evaluation of the website. We figured out that the website does not have any coloucolorte, it does not have many media as well. Most of the support is redirected to the other websites.

Wireframing

Designers create wireframes for interactive products as a technique to determine the structure and workflow of potential design solutions.
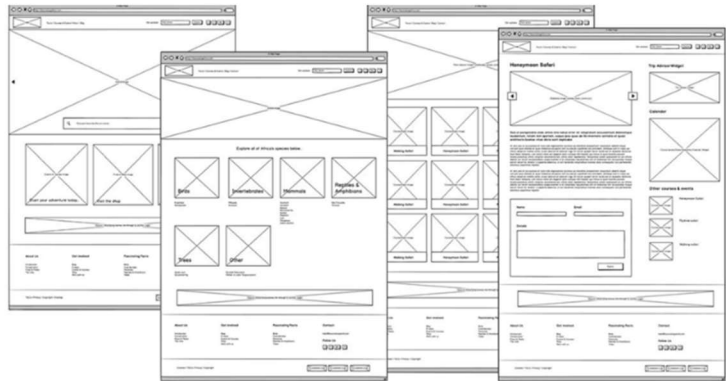

After completing the analysis, we took our findings we briefed the client on our findings and the next steps of the design process. We also figured that the redesigned website needs more strong information architecture (IA). Information Architecture is the navigation of the website. It determines how the user will navigate through the website. To create the IA, we did card sorting with the users and then we came up with the initial IA diagram. After a few iterations of the IA diagram, we finalized one IA, and then based on that we started building wireframes. Wireframes are design mock-ups used to represent the designer's initial design of the website. Wireframes are used for multiple purposes and any change in design is still easier to make than the final website. Till this step of the design process, we were working on different teams MS Teams Team, Panopto Team, Blackboard Team, Office 365 Team, LinkedIn Learning Team, and IA Team. Because we were designing different elements of the one website we decided to work on

one design but include more elements by dividing the work. By changing our approach at the

crucial point of the project we managed to include more elements for the client. We decided

that one team will be responsible for Final IA, one for the Wireframe, one for the Responsive

design, and so on. Our team was responsible for the responsive version of the final design. So

first we researched the responsive design and the elements to include. We found a different

way to implement the responsive design of the final wireframe design.
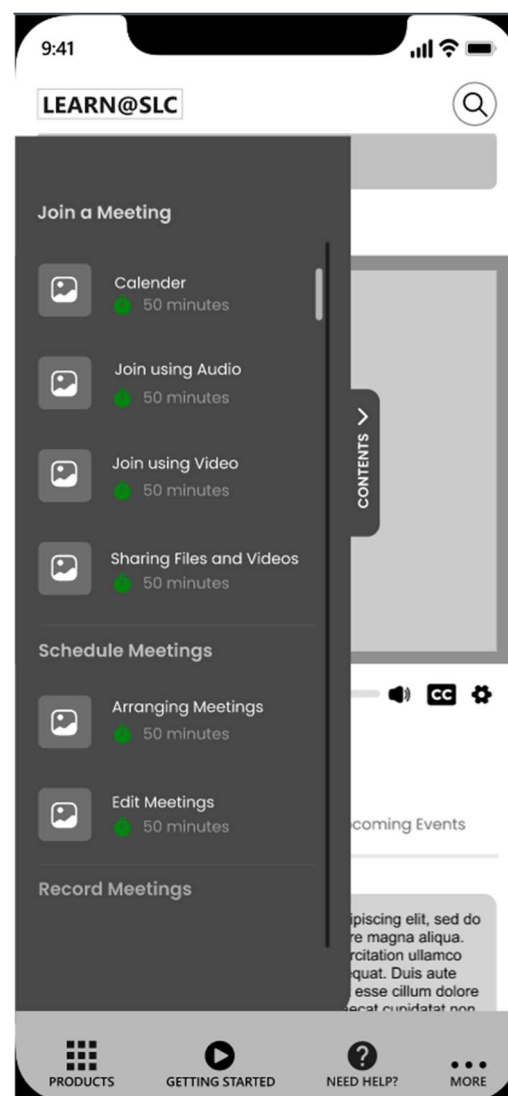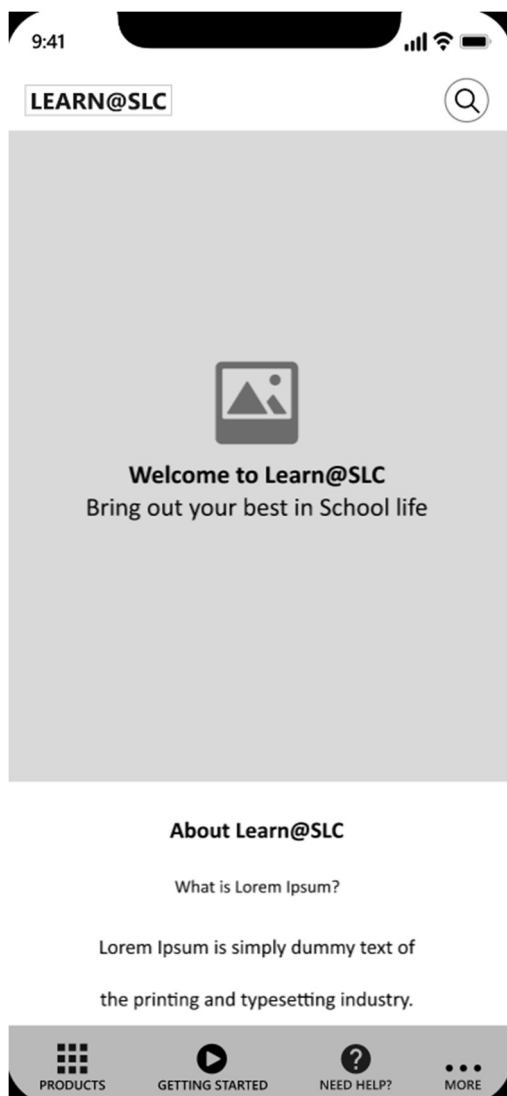
An approach to creating web pages called responsive design uses flexible layouts, flexible images, and media queries in cascading style sheets. The objective of responsive design is to create web pages that recognize the size and orientation of the visitor's screen and adjust the layout accordingly. We chose the iPhone 13 Pro as the main device for the responsive design. The team brainstormed and came up with different designs. For the responsive design, the website must adjust according to the user's screen size. With the ideas that we had, we were confident that we are in the right direction.
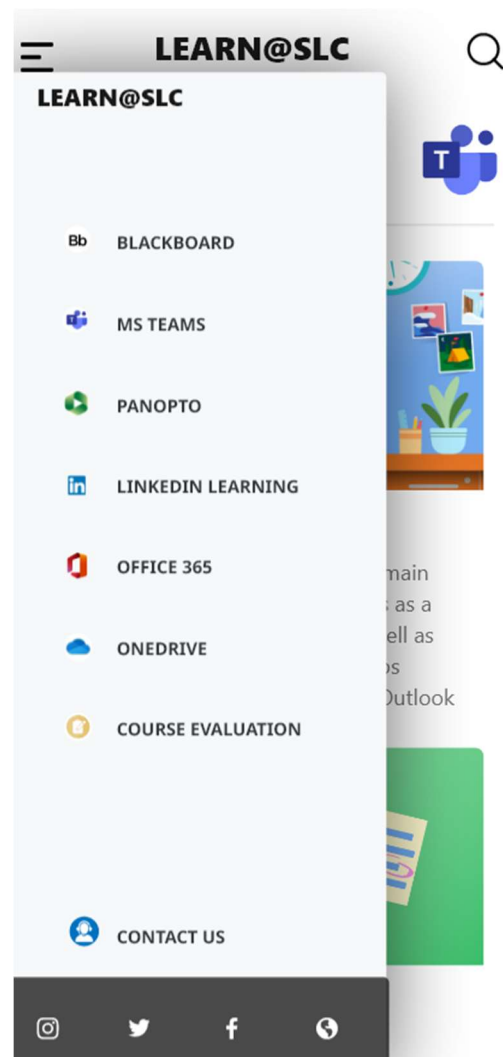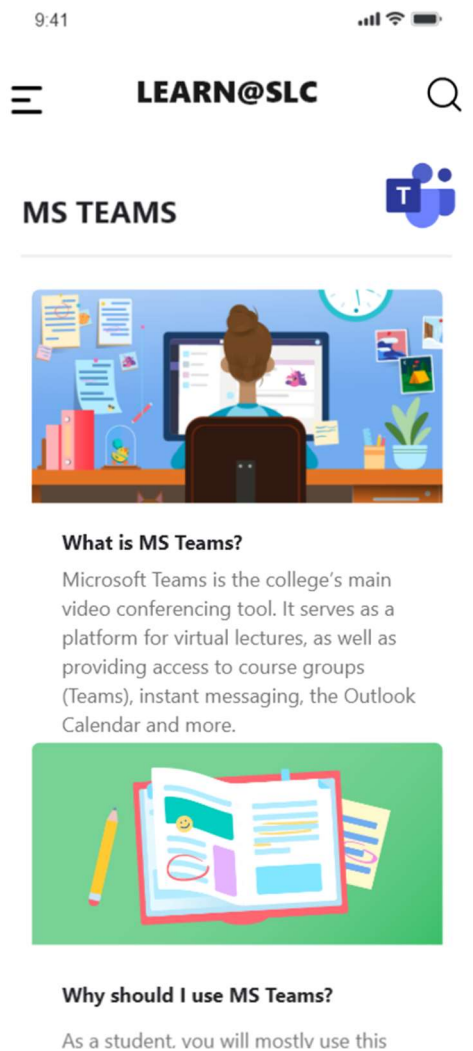
It is not common to test the responsive design for user testing. After designing the wireframes, we wanted to see how effective the new overall design is. Our team had come up with two different versions of the same design. One was the Hamburger style menu and the other one is Tab based on navigation. The hamburger menu is more common on mobile websites, as the screen on mobile devices is small it hides the options under the menu. The tab-based navigation is more common in native applications. Native applications are those which are specially developed for the mobile operating system. Conducting the user testing we found out that the user had no difficulty finding the options. They were easily able to look for support and they did not make any critical errors while looking for that. This was a big success for our design, and it meant that the design was institutional for the user and easy to use. We also showed our designs to the user and gathered their comments and reactions. Users did like both the design and did not have any favourite designs. They did prefer the more traditional hamburger menu design compared to the Tab-based design.

We took our findings and the final design, and we recommended the final design to the client to improve the website. We also recommended that ST. Lawrence College should send an email to the new students about the Learn@SLC websites so they can have the support they need ad it will help the website to reach more students.