CUSTOMER NOTES CHECK-IN 4: THE WORK-IN-PROGRESS
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GENERAL NOTES
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The 4th check-in was the last time we could receive feedback from our customer, so this particular check-in was the most important opportunity for us to receive feedback. Our website in comparison to past website iterations has overall improved from our last check-in. There is now a similar design between all of the pages of the website and an overarching theme. We also included many new additions into the website as well. Some of the things that we focused on were creating an improved home page, a footer, and adding a business directory. However, despite these additions, we still struggled with parts of the website still being too large for comfort. Below is a list of existing problems and further comments from our customer.

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1. **Element of 'Bigness':** Although it was reduced in size, following feedback from the last customer check-in, it still seems to be too large; especially when blown up on the projector. Our team even noticed this too. Despite thinking we had originally succeeded in shrinking our website, it still ended up being too big this time as well. Unfortunately, a lot of real estate is still taken up by banners, buttons, ect.

2. **Business Directory:** Another critique that we received was in relation to the Business Directory that we built. When we made the directory, we had determined that it would separate businesses alphabetically; however, the customer relayed that it would have been much better if they were separated by what the business provides (e.g. grant writing advice or legal aid) rather than alphabetically. Separation by alphabetically ultimately means nothing to the viewer when resources is the content they are looking for, not necessarily the businesses themselves.

3. **Easy Access Menu:** Another problem that we faced was the fact that some pages were accessible by two clicks rather than one when the solution could have involved only one click. Creating more clicks for our user is not necessarily a bad thing if it is short; however, the user experience could have been elevated by a drop-down menu for pages with subpages in order to access several pages without as many clicks with more ease..

4. **Obvious Buttons:** Another concern that was brought up by the customer was the fact that some buttons were blending into the other non-clickable content and users must be able to see buttons clearly. The viewer should be able to tell what to look for when navigating pages, so instead of making everything green, we should consider switching the colours so that the buttons stand out from the rest of the content, making it easy to distinct was is and isn't a button.