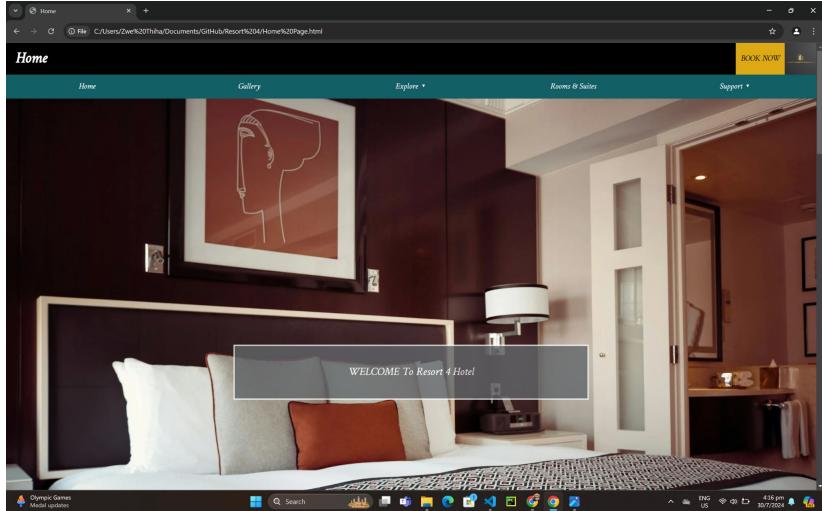


UX Design

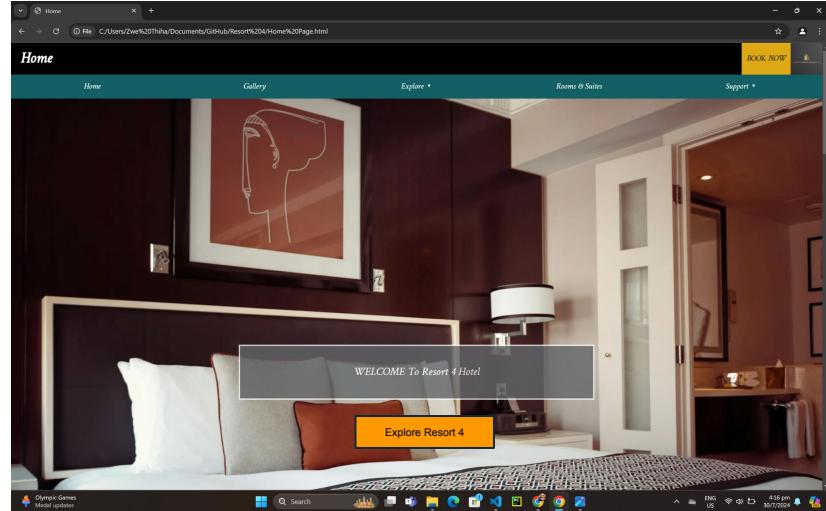
By Nathanael, Damien, Michael, Xiaoyao, Jack

Find information about the hotel



Problems:

Missed out information below



Solution:

Adding a feature that can shift to content of the main page.

Violated Heuristic:
Aesthetic & Minimalist
Design

Make payment

A screenshot of a payment form titled "Payment Form". The form is divided into two main sections: "Contact Information" and "Payment Information".

Contact Information:

- Name*:
- Address:
- Email*:
- Postal Code*:

Payment Information:

- Card Type*:
- Card Number*:
- Expiration Date*:
- CVV*:

Buttons:

-

A screenshot of a payment form titled "Payment Form" with a navigation bar at the top.

The navigation bar includes links for "Home", "Gallery", "Explore", "Rooms & Suites", and "Support".

The main content area is titled "Payment Form" and contains sections for "Contact Information" and "Payment Information".

Contact Information:

- Address:
- Email*:
- Postal Code*:

Payment Information:

- Card Type*:
- Card Number*:
- Expiration Date*:
- CVV*:

Buttons:

-
-

Problems:

Not being able to leave the payment page.

Solution:

Adding navigation bar and Cancel Payment button

**Violated Heuristic:
User Control and
Freedom**

Make payment

A screenshot of a "Payment Form" window. It has two main sections: "Contact Information" and "Payment Information". The "Contact Information" section contains fields for Name, Address, Email, and Postal Code, all of which are marked with red asterisks indicating they are required. The "Payment Information" section contains fields for Card Type, Card Number, Expiration Date, and CVV2, also marked with red asterisks. A "Proceed to Payment" button is at the bottom.

Problems:

Form can be submitted with incorrect card number

A screenshot of the same "Payment Form" window, but with validation applied to the Card Number field. A tooltip message "Card Number must be exactly 16 digits." appears above the field, and the "OK" button is highlighted in blue, indicating the validation rule has been triggered.

Solution:

Made validation for Bank Card Number.

**Violated Heuristic:
Error Prevention**

Make payment

A screenshot of a web browser displaying a "Payment Form". The form is divided into two sections: "Contact Information" and "Payment Information". In the "Contact Information" section, the "Name*" field contains the placeholder "John Doe". The "Address*", "Email*", and "Postal Code*" fields all contain the placeholder "fakefakefake". In the "Payment Information" section, the "Card Type*" dropdown is set to "Visa", the "Card Number*" field contains "1234567890123456", the "Expiration Date*" field contains "01/01/2014" (which is a past date), and the "CVV*" field contains "1234". A red error message at the bottom of the page states: "The page says: Expiration Date must be from today onwards." A "Proceed to Payment" button is located at the bottom right of the form.

Problems:

Form can be submitted with expiry date that has passed.

A screenshot of a web browser displaying a "Payment Form". The interface is similar to the first one but includes a validation message. A black callout box at the top right of the page says "This page says: Expiration Date must be from today onwards." An "OK" button is part of the callout. The rest of the form is identical to the first one, with placeholder values in the input fields and a past expiration date. The "Proceed to Payment" button is also present.

Solution:

Made validation appropriate Date using Javascript.

**Violated Heuristic:
Error Prevention**

A screenshot of a web browser window titled "Payment Form". The URL is "C:/Users/Zwe%20Thiha/Documents/GitHub/Resort%204/payment.html". The page contains two main sections: "Contact Information" and "Payment Information".

Contact Information:

- Name*:
- Address:
- Email*:
- Postal Code*:

Payment Information:

- Card Type*:
- Card Number*:
- Expiration Date*:
- CVV*:

A validation message box is displayed at the top right:
This page says
Postal Code must be exactly 6 digits.
OK

Postal Code

- Also fix other validations as shown, **Postal code** and **CVV** etc...

A screenshot of a web browser window titled "Payment Form". The URL is "C:/Users/Zwe%20Thiha/Documents/GitHub/Resort%204/payment.html". The page contains two main sections: "Contact Information" and "Payment Information".

Contact Information:

- Name*:
- Address:
- Email*:
- Postal Code*:

Payment Information:

- Card Type*:
- Card Number*:
- Expiration Date*:
- CVV*:

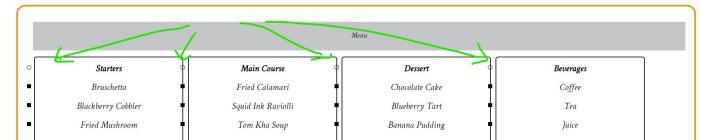
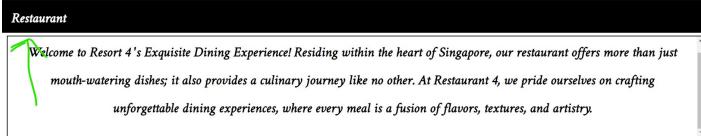
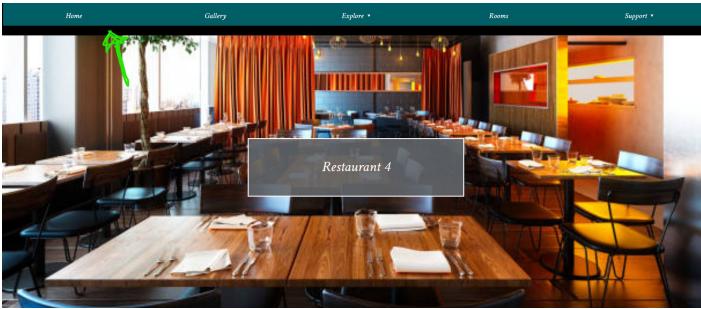
A validation message box is displayed at the top right:
This page says
CVV must be exactly 3 digits.
OK

CVV

Learning Outcomes

- Getting to know how to cooperate with others in a project.
- UX got my interest finally!!!!
- The basic principles of UX Design
- The Word “Freedom”

Restaurant



~Problems

- Nav Bar not working as intended
- Black Bar that said “Restaurant” Not good, contrasted with the other colours
- List dots ugly
- Not enough padding for some text
- Overall not a lot of content

~Heuristic Violated:

Aesthetic and minimalist design

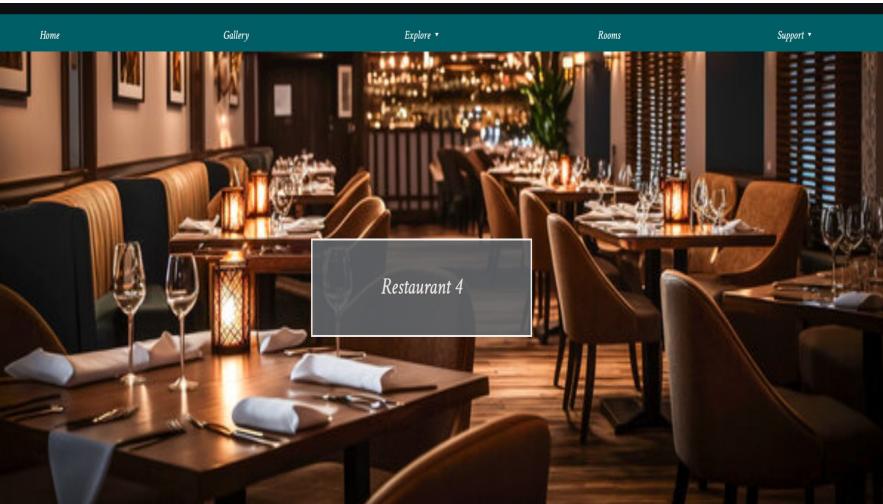
~Solution:

Separated the dining concept into 2 parts, a casual cafe and a formal restaurant

Fixes for Restaurant website

To fix lack of content, I made a new website that features a diner which caters to a more casual style, as well as added more content for the original restaurant.

The colour scheme reflects this, with a dark theme and gold highlights for the formal classy restaurant, and a lighter theme to match the casual atmosphere of the diner.



The modified website features a dark-themed header with gold-colored text for "PROMOTIONS" and "REVIEWS".

PROMOTIONS

Introducing Garden 4, a secret project that has been worked on by the Restaurant 4 staff for over a year. This garden uses hydroponics to produce fresh, organic vegetables for consumption.

From now until the end of September, Restaurant 4 is allowing customers to visit Garden 4, where the majority of our vegetables are sourced from.

Customers will be able to pick out vegetables of their choosing, and request how they want their vegetables served. Cost will be based on the vegetables chosen.

REVIEWS

Aaron X: ★★★★★

"Wow this steak is so immaculate its like the flavours are melting in my tongue"

Home Gallery Explore ▾ Rooms Support ▾

ABOUT THE CAFE

In addition to our full espresso and brew bar menu, we serve fresh made-to-order breakfast and lunch sandwiches, as well as a selection of sides and salads and other good stuff.

"We strive to serve excellent food at affordable rates"

-Little John, owner of Cafe 4.



ONGOING PROMOTIONS

NEW: IMPOSSIBLE MEAT BURGER
\$12

CHILDREN 12 AND UNDER EAT FREE*

THE MENU

Eat
Drink

Bread Sticks
Some Bread Sticks 5.50

All Day Breakfast
Comes with crispy bacon, scrambled eggs and German sausages 7.00

Fish and Chips
Deep fried cod served with lightly salted potato crisps. 7.50

Spaghetti bolognese

Restaurant Form

The screenshot shows a web page titled 'Restaurant'. The top navigation bar includes links for 'Home', 'Gallery', 'Explore', 'Rooms', and 'Support'. Below the navigation, there is a section titled 'Book Restaurant' containing several input fields:

- A text input field labeled 'Your name'.
- A text input field labeled 'Your email'.
- A date input field labeled 'Time Slot' with a placeholder '... / ... / ...' and a calendar icon.
- A text input field labeled 'Special Requests (if any)'.
- A blue 'Submit' button at the bottom.

~Problems

- Says "Restaurant" instead of "Resort 4"
- No selector for number of people
- No min or max date set
- No min or max time set
- Colour scheme does not match with the restaurant

~Heuristic Violated:

Error Prevention

~Solution:

When an invalid date or time is inputted, an alert will be sent out preventing the form from being submitted.

Fixes for form.

Form now says Resort 4 as the header

Validates date to be greater than today, AND validates time to be within opening hours

Colour scheme matches Cafe 4 colour scheme

Now has selector for people which has a limit

This page says
Please select a date greater than today.

OK

Book Cafe

steve

steve@minecraft

09/11/2023

04:30 pm

2

window seat

Submit

Book Cafe

steve

steve@minecraft

08/08/2024

09:30 pm

2

Value must be 9:00 pm or earlier.

window seat

Submit

Learning Outcomes

- Main learning outcome as a whole is how to use HTML, CSS and Javascript to create a website. (Previously only knew how to use website templates from companies)
- Learnt what makes a website good (i.e formatting, placement of boxes, choice of font, interactivity etc)
- Learnt how to use GitHub to code with other people as a team

Explore attractions

Problem: The button to access the ticket prices are not noticeable enough

Violated Heuristic:
Consistency and standards

Solution: Make the dropdown menu into a button

Attractions

[Home](#) [Gallery](#) [Explore](#) [Rooms & Suites](#) [Support](#)



Amusement park 4

Get ready to have the time of your life inside our very own hybrid theme park with many rides suitable for all ages.

Theres also a water park for double the fun at amusement park 4!

You can book tickets online or at one of the many ticketing booths over here!

[Book tickets now! →](#)

► See ticket prices



Explore attractions

Problem: The button to access the ticket prices are not noticeable enough

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[Home](#) [Gallery](#) [Explore ▾](#) [Rooms & Suites](#) [Support ▾](#)



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Get ready to have the time of your life inside our very own hybrid theme park with many rides suitable for all ages.

Theres also a water park for double the fun at amusement park 4!

You can book tickets online or at one of the many ticketing booths over here!

[Book tickets now! →](#)

[▶ See ticket prices](#)



Book attractions

Problem: In the old form the ticket prices were not stated.

Violated heuristic:
Recognition rather than recall

Solution: Add the ticket prices as a placeholder text

Book your tickets

Select ticket type:

Name:

Email:

Tel:

Number of adult day passes:

Number of child day passes:

Number of senior day passes:

Number of adult annual passes:

Number of child annual passes:

Number of senior annual passes:

[Go and pay >](#)

Book attractions

Problem: In the old form the ticket prices were not stated.

Violated heuristic:
Recognition rather than recall

Solution: Add the ticket prices as a placeholder text

Book your Amusement Park tickets

Select day pass

Adult * \$150 each
Child * \$105 each
Senior * \$90 each

Select annual passes

Adult * \$1250 each
Child * \$875 each
Senior * \$750 each

Booking details

Premium member card number
Leave blank if not applicable

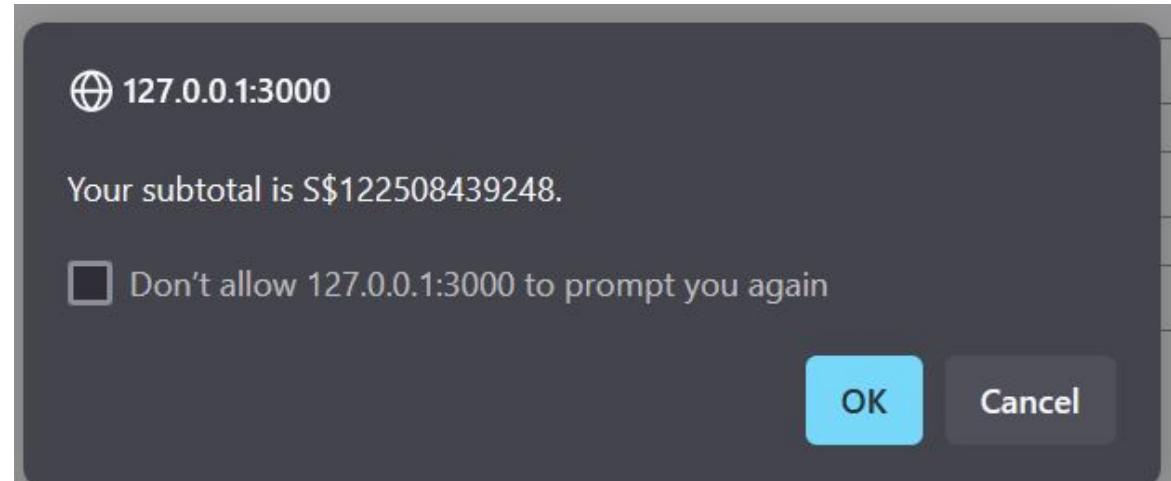
Phone number *
Email *
Date of booking * dd/mm/yyyy

Go and pay >

Book attractions

Problem: In the old form the ticket prices were not stated.

Violated heuristic:
Recognition rather than recall



Solution: Display the subtotal before making payment

Book attractions

Problem: When trying to submit the form, it sometimes gives error messages

Violated heuristic: Help users recognize, diagnose, and recover from errors

Solution: Make the error messages more descriptive

Tel:

+6587891299

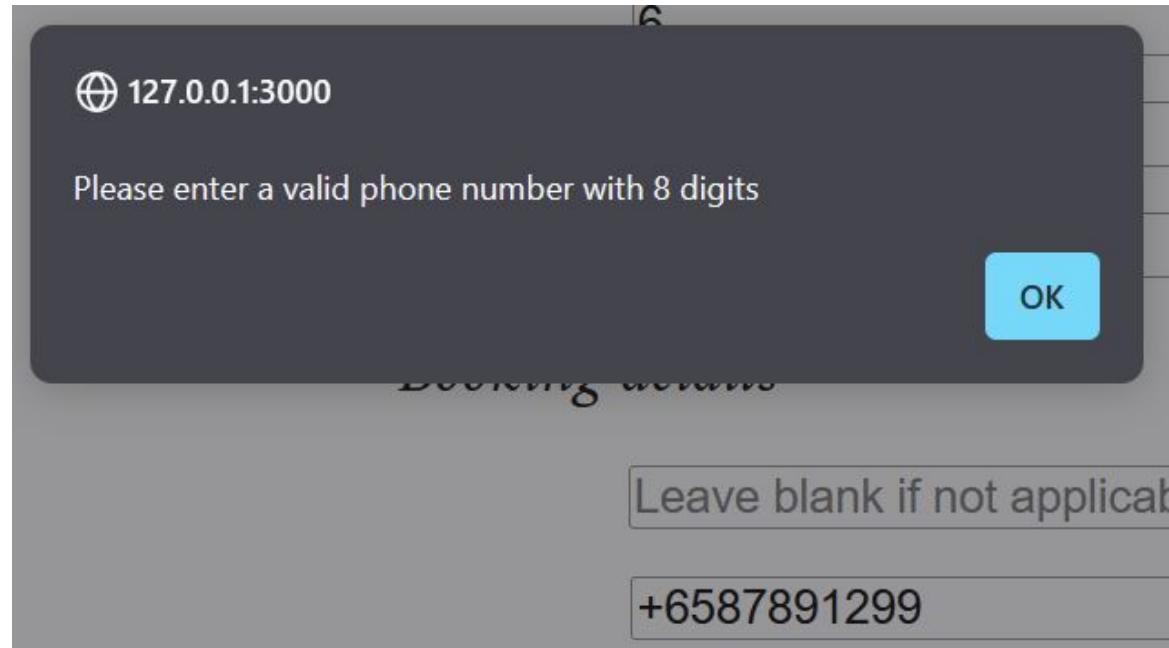
Please match the requested format.

Book attractions

Problem: When trying to submit the form, it sometimes gives error messages

Violated heuristic: Help users recognize, diagnose, and recover from errors

Solution: Make the error messages more descriptive



Book attractions

Problem: It was possible to submit the form while selecting 0 tickets

Violated heuristic:
Error prevention

Solution: Make it so that it cannot happen

Book your tickets

Select ticket type:

Name:

Email:

Tel:

Number of adult day passes:

Number of child day passes:

Number of senior day passes:

Number of adult annual passes:

Number of child annual passes:

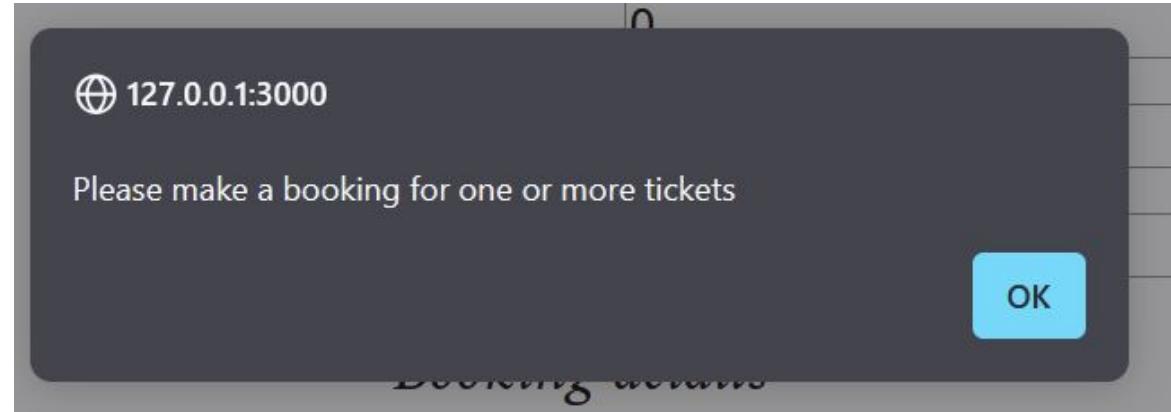
Number of senior annual passes:

[Go and pay >](#)

Book attractions

Problem: It was possible to submit the form while selecting 0 tickets

Violated heuristic:
Error prevention



Solution: Make it so that it cannot happen

Form completion

Problem: The navigation bar was missing from the form completion page

Violated heuristic: User control and freedom

Solution: Added the navigation bar and made the webpage more consistent

Thank you!

Thank you for submitting your response!

We appreciate your valuable response and we will get back to you soon!

[Back to home](#)

Form completion

Problem: The navigation bar was missing from the form completion page

Violated heuristic: User control and freedom

Solution: Added the navigation bar and made the webpage more consistent

Thank you!

[Home](#)

[Gallery](#)

[Explore ▾](#)

[Rooms & Suites](#)

[Support ▾](#)

Thank you for submitting your response!

We appreciate your valuable response and we will get back to you soon!

[Back to home](#)

Learning points

- Technical skills
- Importance of using templates
- Importance of team communication
- Adaptability

Explore rooms

Problem: Pricing of rooms isn't listed with the rooms.

Violated heuristic: Help and documentation. Users are unable to decide on a room without knowing prices.

Solution: Add prices of hotel rooms. Monthly deals and discounts to attract customers.

327sqf | Pool View | \$200/night

Room Booking Form

Problem: Booking button not linked to form.

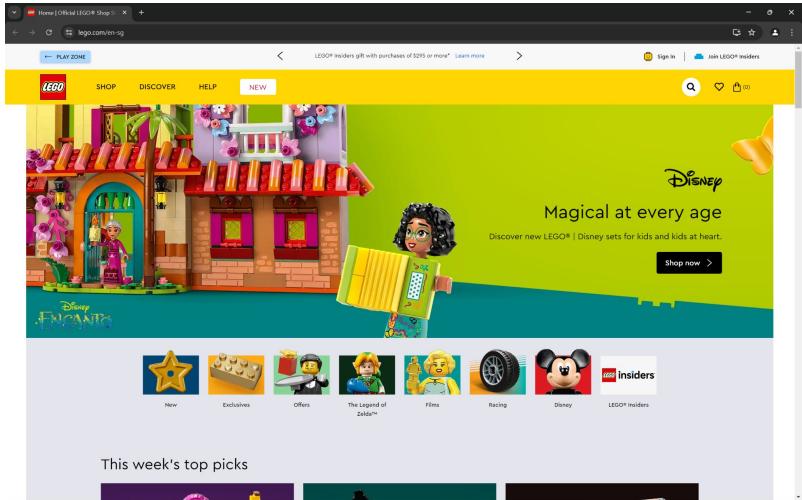
Violated heuristic: Help and documentation. Customers left puzzled as to where they should be booking a room.

Solution: Link button to form, as well as exit option for user to exit form without having to complete form.

Learning Points

- Importance of viewing the website from the customers perspective.
- Importance of visual cues that react to a customers inputs or movements on the website.
- Importance of being open to learning new things and on a time crunch at times.
- How HTML, CSS and JavaScript work together.

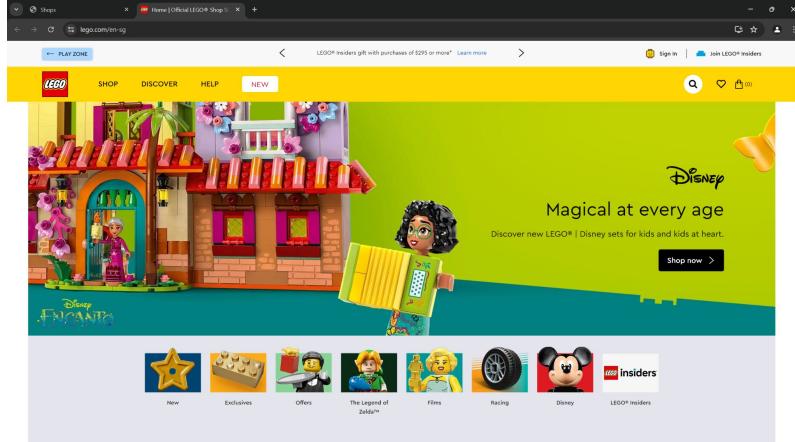
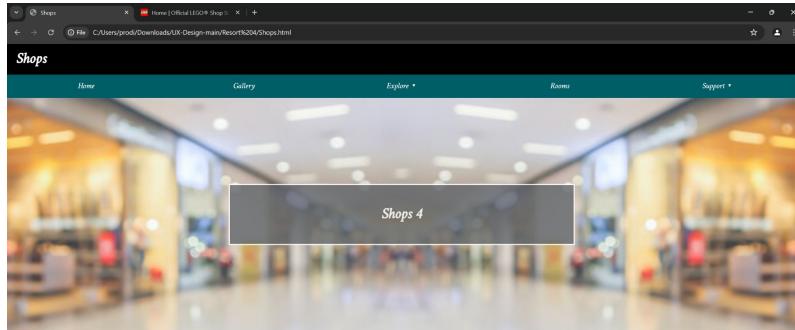
Explore shops



Problem: Online store pages for shops opens in current tab, no easy way for user to navigate back to shops page.

Violated heuristic: User control and freedom

Solution: Open online store pages in a separate tab.



Find FAQ

Frequently Asked Questions (Resort 4)

Room Booking Policies

- How do I book a room?
- What is the age requirement to make a booking and for checking-in?
- Is there a minimum number of nights to book?

Check-In & Check Out

- What are the check-in and check-out timings?
- Can I request for late check-out?

Amenities and Services

- Are pets allowed?
- Are there additional amenities provided?
- What is the difference between each room type?

Can't find your solution?

Contact Us

Problem: Dropdown for answers to FAQ isn't clear when hovered over.

Violated heuristic: Error prevention

Solution: Make the dropdown more easily identifiable by the user.

Frequently Asked Questions (Resort 4)

Room Booking Policies

- How do I book a room?
Booking can be done by selecting the Rooms page or at the E-kiosks at Resort 4.
- What is the age requirement to make a booking and for checking-in?
- Is there a minimum number of nights to book?

Check-In & Check Out

- What are the check-in and check-out timings?
- Can I request for late check-out?

Amenities and Services

- Are pets allowed?
- Are there additional amenities provided?
- What is the difference between each room type?

Can't find your solution?

Contact Us

Frequently Asked Questions (Resort 4)

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Check-In & Check Out

- What are the check-in and check-out timings?
- Can I request for late check-out?

Amenities and Services

- Are pets allowed?
- Are there additional amenities provided?
- What is the difference between each room type?

Can't find your solution?

Contact Us

Get support

A screenshot of a web browser displaying a "Contact Us" form. The form includes fields for "How can we help you?", "Category", "Date of visit", "Subject", and "General Enquiry / Feedback". The "Subject" field contains the text "Please enter subject here" and has a red error message "Mandatory to be completed". The "General Enquiry / Feedback" field contains the text "Please enter description here" and also has a red error message "Mandatory to be completed". The input boxes for "Category" and "Date of visit" are also truncated at the bottom.

A screenshot of the same web browser displaying the same "Contact Us" form. The "Subject" and "General Enquiry / Feedback" fields now have enough space to show all the input text without truncation. The red error messages "Mandatory to be completed" remain in their respective fields.

Problem: User input cannot be seen when input exceeds text box.

Violated heuristic: Error prevention

Solution: Make the input box larger and scrollable.

A screenshot of the web browser showing the final state of the "Contact Us" form. The "Subject" and "General Enquiry / Feedback" fields are now scrollable, allowing the full input text to be viewed. The red error messages "Mandatory to be completed" are still present in their respective fields.

Get support

A screenshot of a web browser showing a "Contact Us" page. The page has a dark header with navigation links: Home, Gallery, Explore, Rooms & Suites, and Support. The main content area is titled "Contact us". It contains several input fields:

- "How can we help you?" dropdown menu with placeholder "Please select an option..."
- "Category" dropdown menu with placeholder "Select a category..."
- "Date of visit" date input field with placeholder "mm/dd/yyyy" and a calendar icon
- "Subject" dropdown menu with placeholder "Please enter subject here..."
- "General Enquiry / Feedback" text input field with placeholder "Please enter description here..."

At the bottom, there is a note: "Mandatory to be completed *". A "Submit" button is at the bottom right.

A screenshot of a web browser showing a "Contact Us" page. The layout is identical to the first screenshot, but the input fields are more specific to their categories:

- "How can we help you?" dropdown menu with placeholder "Please select an option..."
- "Category" dropdown menu with placeholder "Select a category..."
- "Subject" dropdown menu with placeholder "Please enter subject here..."
- "General Enquiry / Feedback" text input field with placeholder "Please enter description here..."

At the bottom, there is a note: "Mandatory to be completed *". A "Submit" button is at the bottom right.

Problem: Input boxes are not specific to each category.

Violated heuristic: Aesthetic and minimalist design

Solution: Change input boxes according to category.

A screenshot of a web browser showing a "Contact Us" page. The layout is identical to the previous screenshots, but it includes validation feedback:

- "Category" dropdown menu with placeholder "Select a category..." and a green checkmark indicating it is selected.
- "Subject" dropdown menu with placeholder "Please enter subject here..."
- "General Enquiry / Feedback" text input field with placeholder "Please enter description here..." and a red X indicating it is required.

At the bottom, there is a note: "Mandatory to be completed *". A "Submit" button is at the bottom right.

Learning points:

1. I learnt the workflow of designing a product based on the user's experience with the product, making use of tools like github.
2. I learnt how to make use of CSS and Javascript to manipulate my HTML website for a better user experience such as hyperlink, form validation, navigation, etc.
3. I learnt how to conduct a usability test, identifying problems with the product and classifying them into different heuristics.

Q&A

Thank you