**FUNDAMENTAL USER INTERFACE MODULE**

**SEMESTER 1**

**CONTINUOUS ASSESSMENT 2**

**WARDS OF COURT WEBSITE**

**REPORT**

**Solo Web Project:**

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**ANALYSIS**

**Objective of Website**  The objective for this website is set up as a platform for users to educate themselves in the understanding the risks of making someone a Ward through the Wards of Court system.

The website is to meet for both sides of the arguments in order for users to make their minds up. This was also created by a family member who has been through the system either as a Ward or a petitioner .ie. a family member. The photos used in the website are based on real people but the professionals are not identified as owner of website can be sued.

**USER PROFILE**

**Target Audience**

Prospective users would be coming from a wide range of background with access to technology. The type of user using this website will come from: personal family member; next of kin; legal; health; all other parties who have an interest in the Irish Law and Mental issues. Current users would be someone who is considering putting in a petition to make a next of kin, a Ward. Website is aimed for educational purpose and knowledge and understanding an area that is not often publicised because of its sensitive nature. This website is also mainly aimed at the likes of solicitors who are not familiar with the Wards of Court system.

The advantage of having this website created for the subject is the fact this is the only information site on the subject available for the people. Therefore, the competition is few and far and is still a learning process for all parties involved for the Ward. The positive element is the owner of the website has a vast experience behind to be able to answer all questions. And the range of audience will be able to access this website and to work well with other parties on the case. The negative element is the overall of the website has to be neutral and not one-sided so that the web developer is not sued for defamation and slander. Every wording has to be scrutinised. Not all information is on the website as it would be too much to read. However, there is a comment on the last webpage where the user can give feedback – positive or negative and another type of questionnaire will be sent out to the user on any improvements to be made to the website.

The information for the website was collated from firstly, the web developer’s own experience and secondly talking to others - a nurse and a neighbour, for the survey. The survey will come from the questionnaires as well as interviews. The statistics information is directly linked to an external website. This will ensure the recent information is already available and it is for public access. The questionnaire will include statistical format as part of a research into their knowledge, experience etcetera.

**NEEDS & GOALS**

How users will perform tasks is they will get through a simple flowing website that focus on a subject not understood by most, merely by a few clicks. The aim is to reach the end of the website with the objective goal that they have read enough to be able to go off and do their own investigation or discuss with others offsite. They can use website to raise issues, problems and suggest improvements to the website – either more information is required or less etcetera. This will be fed back via the Comment on the Contact Form.

**DESIGN**

**CONCEPTUAL**

**Clear Design**

First, the webpages will all have the same header format; font size 1-36 pt, font type century gothic, bold, have no more than 40-60 lines of text on each line. Colour of background will be calm magenta/purple to set the user in a good relaxing mood. The text will be in black. The webpage will be almost uniformed but with different content. The header will be the same for each webpage. The header will have the title of subject, made up logo and a banner indicating “website is not responsible for any inaccuracies nor is legally liable”. The last web page will consist of statistics – table and bar chart, sources taken from the Office of Wards of Court’s website – although a link to not attached to this website. The last webpage will also have a contact us form with a Submit button to send this in.

**User case Scenario – see separate drawings of Scenarios (hand drawn)**

1. For the user to access this website, they need to go to the Homepage
2. User will also be reminded that the owner of this website is not subject to any inaccuracies of facts and is not liable for any responsibilities regarding Wards of Court issues. This is indicated with the running marquee banner in the header section which is repeated on each webpage.
3. Homepage - Read the background information top of the website and click on one of the four images below. All the images will take you to the next webpage.
4. The first webpage (after Homepage) is the Elderly. The user will read the steps of the process of making someone a Ward of Court. They will note the bulletpoints tabbed in to make it easier to read as this indicate a criteria list.
5. User may go to the footer of screen and click to the Sitemap page and see at a glance and the order of what headings and any sub-headings are available on this website. If the user finds something they want to get to straight away they can click on any of the headings or sub-headings. Or they click on the next tab to go to the Family webpage.
6. The Family webpage has information mainly for reading and the user will use the information for note taking. The user will find the page is broken up with an image – a photo, to diffuse the eyes away from too much text. The user will see the link at the bottom that says “Wards of Court booklet” and will click here to external website link. They can use back arrow to come back to this website and continue to next tab – Professionals.
7. User will see the diagram in the middle and headings of roles within the diagram. User will be curious to see what each Professional’s role and responsibilities are and will follow the click instruction to external links. User will see the link will take them to a Professional Body / Association, respectively. They may find this useful if they are looking for a solicitor themselves, etcetera. Or if this is not what they were expecting they use the back arrow to come back to this webpage and go to next tab Contact.
8. Contact web page will immediately attract users to the statistics table and bar chart layout. However the first thing on this webpage is the link to “Click Contact Form”.
9. User can go straight to the Contact Form and fill out the information – first, surname, email address, 3 lines address, Occupation (this is not a drop down box) and finally the comment box. Users will also feedback comment and share their knowledge, experience or want to chat to others in similar situation. There are three control buttons – BACK button to go out of the contact form and back to its webpage; CLEAR button to clear the input details if the user has changed their mind; or when the user has finished with the input details a SUBMIT button enables the user to submit the form.
10. User can go back to look at the Statistics table and bar chart and can use this information for their own purpose. They can click on the link to indicate the direct source of this information.

**FLOW AND NAVIGATION**

**Sitemap:**

1. Home (Background)

* Elderly
* Family
* Professionals
* Contact

1. Elderly
2. Family

* Link to Office of Ward of Court

1. Professionals
   * + Links – Legal Professions – solicitors, doctors, Nursing homes, etc
2. Contact

* Statistics – Table and Bar chart
* Contact Form

**STORYBOARD – Version 1 (PROTOTYPE)**

**Draft and Start of Design Storyboard shown below. The final version is in handdrawn format and is handed up with this Report after Evaluation.**

|  |  |  |
| --- | --- | --- |
| Wards of Court | Designer Ramona Valentine | Date 10th November 2013 |
| Homepage and Elderly webpages | Page 1 | Version 1 |

Details

Shades of blue background with shades of yellow foreground. Black or dark colour borders around the photo images.

Black text throughout in century gothic fontsize 10-11pt.

Header will have a larger subject heading 36pt and a logo (made up). It will appear on each webpage. A banner marquee will scroll to and fro is in the header section.

Photos of real people and other photo images are used, for the homepage –

with bit of description next to them – to click on any of these section will take the user to the Sub headings: Elderly, Family, Professionals, Contact.

Homepage will include a starting point of a brief background about this website created.

Footer

Header – Banner marquee – logo – Ward of Court

Header – Banner marquee – logo – Ward of Court

Background - ……

Statistics Sitemap

Statistics Sitemap

|  |  |  |
| --- | --- | --- |
| Wards of Court | Designer Ramona Valentine | Date 10th November 2013 |
| Family and Professionals webpages | Page 2 | Version 1 |

Header – Banner marquee – logo – Ward of Court

Header – Banner marquee – logo – Ward of Court

Details

Shades of blue background with shades of yellow foreground.

Black text throughout in century gothic fontsize 10-12pt.

There is less than 40-60 texts on each line so that it does not seem too packed.

Header with the banner marquee (scrolling to and back) appear on each webpage.

Information access for users.

Also links to external sources – either Wards of Court or list of professionals if user is looking for a expert or specialist.

List of Professionals linked to external websites

Blah blah

Blah blah

Blah blah

Statistics Sitemap

Statistics Sitemap

**STORYBOARD – Version 1 (PROTOTYPE)**

|  |  |  |
| --- | --- | --- |
| Wards of Court | Designer Ramona Valentine | Date 10th November 2013 |
| Contact webpage and Sitemap | Page 3 | Version 1 |

Header – Banner marquee – logo – Ward of Court

Header – Banner marquee – logo – Ward of Court

Details

White background with shades of blue and yellow foreground.

Black or dark colour borders around the table.

Black text throughout in century gothic fontsize 10-11pt.

Header and banner marquee still appear on this webpage.

Statistics taken from external source and translated into main related areas – elderly and mental health. Statistics converted into table (recent date according to Wards of Court) and bar chart.

At the bottom is the Contact Form with a submit button.

Footer on each page takes user to Statistics on Contact webpage and Sitemap.

Table

Bar chart

Contact Form

SUBMIT

Statistics Sitemap

Statistics Sitemap

**INTERFACE**

**Web Usability Issues**

The header part will remain the same across the webpages.

As this is an information site, there are a lot of texts on there so the website was broken up using photos and statistical graphs on respective webpages. Users do not want to be fed with legal jargons so this is all kept to layman language. Professionals can convert it to their understanding using their own jargons but as long as the texts are simple, concise and understood by all then website will have met its objective.

Background colour is either shades of blue to white, on the last webpage, to give the serious website a calm and relaxed environment to go into. Foreground colour will be in shades of yellow. Black text throughout. The subject theme is a heavy subject so everything about the website must be balanced out so that this website is read and met by both public and professionals.

**Usability Testing – Prototype and Evaluation part of process**

**Questions asked to client, neighbour and family**

1. From first words come to mind upon seeing this website?

*“Too wordy”; “good layout”; “I like the first and statistics web pages”*

1. You have seen the monochrome website design. Draft version of the colours, blue and yellow would suit this type of website?*“Black and white a bit boring”;“colours a bit shocking (blue and yellow)”;don’t like it*
2. Can you follow the website easily ie. is it easy to navigate? *Yes I can; I like the order of it*
3. Is it enough or too much information overall or just some pages? *Yes too much info on most of webpages*
4. Are the links indicated clear and appropriate? *Yes – useful where they are placed in*
5. What do you think of the use of photos? *Good idea using own family for original and authentic scene*
6. What do you think of the Header section being the same on each webpage and made up logo? (Consistency is the key) *Like it; I like the banner marquee on every page; Logo is alright.*
7. On the Contact webpage, is the statistics table and bar chart useful? *Definitely didn’t know about the nos.*
8. Are you able to understand the statistics itself shown? *Yes although numbers are shocking but interesting*
9. What do you think of the Contact Form – is it enough or do you think it should be more or less? *Its fine*
10. If more or if less, say what … *Keep it white so its easier to see it and not on colour background.*
11. Do you feel the website was a good flow throughout? *I thought it was a good flow – yes definitely*
12. Any improvements you think should be made to website? *Just change the colour to purple/orange maybe.*
13. Generally overall what do you think of the website? *Its an information site so its difficult but a good effort!*
14. Would you consider it accessible to all users – both public and Professionals? *Yes definitely*
15. In your role of capacity, would you recommend this website to both public and Professionals? *Yes*
16. Would you use this website to look up if you knew you were in the position or knew someone who needed information, advice, tips? *I would and I would tell the solicitor and doctors about it too if the worse came!*

**Interview with a Professional member - nurse**

1. What information are you happy with that is on the website? *I like the appeal to both sides.*
2. What information would you not want included on the website or think it is inappropriate? *Nothing that I see spring to mind. Not sure if you should use real people for photos on website but that’s my opinion.*
3. Are there anything on the website overall that might construe to legal action? Please say and point out where and what and why. *As long as it does not point out the errors or faults of the professionals. I would suggest you get legal advice before you put this up just to be sure.*
4. Would you use this website for your work? *I would although there’s probably not enough information for us - Professionals. But I understand you don’t want to overload and especially we have a lot of casework to work on so this is just okay to take on, as a start and then we can build our own from your website possibly.*
5. Would you recommend other Professionals to understand the Wards of Court system if they were to read a website from an experienced person? *I think so. I don’t think we know enough about it nor hear it directly from an experienced person.*
6. Is there a lesson to be learnt here from the actual subject? *Be transparent and open with the family!*
7. Would you, in your Professional capacity, do something in the future to address some issues around the Rights of a person, either before or after being made a Ward? *As a nurse I couldn’t do much but I could from the health perspective and working with social worker and doctors to highlight this – maybe??*

**Function of each control on screen**

Message boxes use – “Are you finished with Contact Form? Click the Submit button to send form.”

“Select this link” or “Click on image” – as indicated on other webpages where photos and diagrams are.

**Structure and flow**

See the Sitemap page and compare with the drawings for storyboard. It is clear and in order.

**Clear organise of information**

As this is an information website, statistical diagrams and photos were used to break up the texts and to make the website more appealing. The information is concise and more to the point as it is not meant to overload the objective behind the website.

**PROTOTYPE**

The main testing will have the website in black and white and cross-check with user to get their opinion and improvements to be made. The colours will be put in gradually and each time a user will voice their opinion on colours and if it suits the overall website. The questions and interview have been carried out where the users gave their positive and negative comments. The monochrome website design was to get the focus honed in on the information and overall design. Then Homepage and Elderly and Family webpages were coloured in – in some blues and yellows. The opinion is that they would like to see some purple or pink – so some of the fushia/ magenta colours were injected in some areas. The general consensus is the keep the Contact Form just white mainly. At this prototype stage, colours were changed and layout for the Homepage was altered. Main body background will light purple. Images/photos placed on right side, will offset the ‘too much information text’ look.

Font: Century Gothic; A mixture - Font Size: 12(headings and in bold and underlined in some), font size: 11(rest of the information main text) and font size 10 (for links, footnotes, etcetera); Font Colour: all in black on all screens. I picked this font type because the style letter ‘a’ is different and should be more readable to those with learning difficulty, etcetera as this is for public use. The font type and font size 14, is suitable for people with disability requirements such as level of blindness like when it is enlarged and for elderly, but size 12 is large enough with 1.5 line spacing between.

**EVALUATION**

In order to retest the prototype design, users were given a trial run and opinions. Feedback from user about this website will come back from the questionnaires sent out or through interviews. What do they think of this design and layout? The questions and questions in interviews are listed above in the Interface section under the Usability Testing sub heading. They can be repeated during the Evaluation but less and appropriate questions.

Users tested the imaginary website design – webpage by webpage and were able to feedback. There were mixed responses on colour format and text. Some say the text was not to everyone’s taste. The website is for the majority and so far both public and Professional’s comments were would the Ward or elderly person be able to read and understand this. Well this is where they come in and follow the website with the elderly person.

By the way, the questions will be separate and some slightly different questions to general public and to professionals, respectively. This is so the website meets all range of audience and not obtains one style of website for one type of users.

The following webpages were revised based on feedbacks.

Homepage – 3 versions

Elderly – 2 versions

Family – 2 versions

Professionals – 3 versions

Contact – 2 versions

Sitemap – 1 version (no change)

And additionally, the “Web Visited” in the header – indicating how many users accessed this website.

**REFERENCES**

Caldwell, B., Cooper, M., Reid Guarino, L., Vanderheiden, G. (2008) *Web Content Accessibility Guidelines (WCAG) 2.0.* [Online]. Available from: <http://www.w3.org/TR/WCAG20/> [Accessed: 14th November 2013].

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