



Human Computer Interaction-IT3060

Assignment 1

Project Name – art.yale.edu

Project Group ID: 2022-WE-S2-86

	Student ID	Name	Work Distribution
1	IT20146238	Jayathunga T.M.	<ul style="list-style-type: none">• Sign In Sign Up Page• Home Page• Faculty Staff Page
2	IT20272654	Rajapaksha R.P.S.V	<ul style="list-style-type: none">• About Us Page• Contact Us Page• News Page
3	IT20173104	Shavinda Y.A.D.P	<ul style="list-style-type: none">• Courses Page• Current Student Page• Apply To School Page
4	IT19967844	Kavishka A.J.P.G	<ul style="list-style-type: none">• Public Events• Exhibitions Page• Calendar
5	IT19964874	Sadaruwan K.K.C.S	<ul style="list-style-type: none">• Newsletter Signup• Publications Page• Graduate Study Areas & Admission Page

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1. Project Description

Our "Error503" Project Team chose the "Yale School of Art" website for a website with usability issues. This is one of the worst creative websites on the internet. Here are the reasons why we are redesigning this again by UI / UX. These are the lack of artistry on the home page, the fact that a new user cannot find the content here easily, the background images mentioned here are not used correctly, and the Header, Footer, Body Content contained in a website are not properly matched.

2. Alternative Considered

- courseweb.sliit.lk
- open.uom.lk
- britishcouncil.lk
- iihe.lk

3. User Group Identified

Primary User – Mr.Shavinda

Secondary User – Mr.Chamindu

Third User - Mr.Gihan

4. Three Personas for Selected



Yale School of Art / User Persona

Janelle Robinson

Age: 18
Status: Undergraduate

Student Profile:
School of art under graduate college student Janelle is a 18 year old student who is studying an art degree program. His day-to-day activities are focused on college work, art activities, spending time with friends and family, and finding the right art undergraduate program to apply to and ultimately enrol in.

Motivations	Frustrations
<ul style="list-style-type: none">• Wants a financially secure job to provide for his family/himself.• Wants a rewarding, professional position she can be proud of.	<ul style="list-style-type: none">• Deciding if pursuing an additional degree is worth it for him.• Making a decision on where to spend the next four years
Goals	Personality
<ul style="list-style-type: none">• Completing an art degree that will help him to reach his career goals.• Maximizing his eligible transfer credits so he can complete his degree on time	<ul style="list-style-type: none">• Smart• Tech• Undergraduate• Average Student



Yale School of Art / User Persona

Anji Wade

Age: 45
Status: Senior Lecture

Lecturer Profile:

Mr. Anji Wade is one of the new lecturer in Yale School of art. Because he is new to the faculty, he wants to know the students more so he can improve himself on the future. Because his students are all freshmen, he thinks that his students have many questions about the lecture but never ask him directly. He assume that the students are reluctant to ask questions in class because they are shy.

Motivations

- Deliver excellence in the classroom
- Help Students to understand the interaction between humans and the environment

Frustrations

- His students are shy to ask about the lecture
- Enough time in class to answer students questions

Goals

- Flip the classroom and blend the learning experience
- Digitalize part of teaching to save time
- Collaborate with other teachers to co-create lessons and curriculum

Personality

- Smart
- Open minded
- Multi tasking skills



Yale School of Art / User Persona

Michel Robinson

Age: 51
Status: Parent(Visitor)
Family: Married, 2 children

Parent Profile:

Michel is a mother of 2 children and one of them studies in Yale School of art. And she values education highly. She loves learning and strives to achieve the best in everything she does.

Usage

- Logs in to yale art school web site through child's account.
- Check her children's grades and attendance in art school.
- She can check children's information.

Frustrations

- It's annoying to log in to one child's account, log out and log in to others.
- The parent portal doesn't give her information that she needs.
- No time to teach children herself.
- No much knowledge about art.




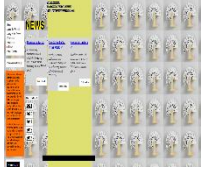

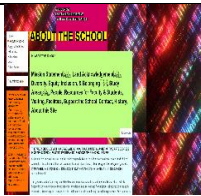

Goals

- She wants to make sure her children getting good grades.
- To make sure her children are doing well in all their classes.
- To be informed on all upcoming events, tests and assignments.


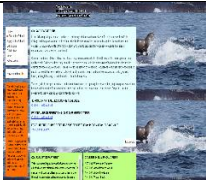


Personality

- Smart
- Tech
- Sensitive

5. Usability Issues Identified by the Student

	Prototype screen / UI	User's feedback /Problem	Reason for negative feedback	Severity (high/ medium/ low) and justification.	Way(s) to rectify and any tradeoffs
1		When we go to the home page, header, footer, and home page contents are not visible clearly.	Home page not created properly. Overall interface hasn't color combination. The background image is not clear.	High As soon As, first time user or visitor come to the home page, he cannot find categories.	The Home page should be created correctly in an attractive way.
2		Faculty and Staff details are not clearly mentioned properly.	Faculty and staff information are displayed in one interface. Color combination not much.	Medium It is difficult to find faculty notices and information user needs.	The faculty page and staff page are created as 2 separate pages.
3		Contact pages have more email links and visitors can't identify clearly.	User cannot identify which email address he uses or not. There isn't any direct contact form.	High Visitor or User cannot contact their support service directly.	Contact details must be provided clearly and User-friendly.
4		Feature news and previous news are in same structure.	News boxes size mismatching and not User-friendly.	Low Users cannot find special news properly.	Featured news is added to the top the page and old news is added to bottom of the page use Cards.
5		There are many numbers of subtopics inside the Apply to school heading.	This page structure is very confusing for users to understand and find courses.	Medium It brings all the functions that users want to use but it not User-friendly.	Create content into proper structure and create good navigations.
6		The about section, their goal, mission, and vision is not user-friendly.	Background image and page color combination is not good.	Low About section is not user-friendly.	It can add small picture with their goals, mission and vision contents.
7		Colors and background mismatch and poor visual designing.	This page background contains too many colors and background used low quality photo.	Medium The exhibition notices and other exhibition details are not clear to visitors.	Use simple and harmonious color combinations for the content.

6. Usability Issues Identified Base on Contextual Inquiry

	Prototype screen / UI	User's feedback /Problem	Reason for negative feedback	Severity (high/ medium/ low) and justification.	Way(s) to rectify and any tradeoffs
8		User cannot find their student details and their courses type properly.	All year's student's details are in one page. There isn't any search bar icon here.	High User cannot find their student's name easy.	Classify the course related to the relevant year and enter the list of student list inside it.
9		Student goes to the course's page, he can see many types of course in one page. Cannot search course id or course name.	Courses categories are not user friendly and background image is doesn't fit. There is no search bar icon for find course module easily.	Medium Students find to hard their current year courses category quickly.	Create a select tab related to the current year and enter only courses related to that year.
10		When we go to the graduate study areas page, All the category and certificate areas are mixed.	Category types are not user-friendly. Background image is not eye-catch.	High Graduate category types are not in proper type.	Create cards for each category section and read more details link to another page.
11		The Public events page doesn't have a category of events and events details properly.	Public events page background image color is not good. Event details are not clear.	High Event details are not clear to visitors and other users.	Create Upcoming event and ongoing events using dropdown box.

7. Scripts for Contextual Inquiry for 3 Users

➤ Contextual inquiry 1

Thirosh : Hello Mr. Shavinda. Good morning. Thank for you joining with me.
We want to know the feedback based on your user experience on our website.

Mr.Shavinda : Hello Thirosh. Good morning. It's okay. I'm ready.

Thirosh : I'll send a website link in your chat box. Can you open it?

Mr.Shavinda : Ok. Sure. Give me a second.

Thirosh : Are you using this website in your first time?

Mr.Shavinda : No, I am using this website in my 3rd time.

Thirosh : Umm... Okay Mr.Shavinda. That's good. I'll ask some questions of you.

Mr.Shavinda : Ok, please wait. I'll opening this web site link.

Thirosh : Mr.Shavinda, can you show me, Where your student name is in the course table for the current year.

Mr.Shavinda : Ok. Sure. Give me a time. I cannot find anything yet. I will try. Ok, Mr.Thirosh I found this student name list page.

Thirosh : Ok, Mr.Shavinda. that's good. Can you tell me, do you face any problems, Find this current student name list page?

Mr.Shavinda : Yes Mr.Thirosh. I have faced many problems.
Because no header footer section, these pages color combination is not good, and links are nor clear to the user-friendly. Not only that, but there is also have more issues. First one is User cannot find their student details and their courses type properly. Another issue is all the year's student's details are in one page. There isn't any search bar icon here to find their student's name.

Thirosh : Oh. Mr.Shavinda, I think you are facing lots of problems while using this website.

Mr.Shavinda : Yeah. (laughs) That's right.

Thirosh : Okay. Mr.Shavinda, I will report these issues.
Finally again thank for you joining with me.
Have a great day. Thank For joining Us.

Mr.Shavinda : It's Okay. Thanks for inviting me.

➤ Contextual inquiry 2

John is a father of a student studying in Yale school. Thirosh is the organizer of the art society of the same school.

Thirosh : Hello Mr. John, good morning! Thank for you joining with me.
We want to know the feedback based on your user experience on our website.

Jhon : Hello Mr. Thirosh, Good morning! It's okay. I'm ready.

Thirosh : Great Mr.Jhon. Are you aware that the school is conducting an art festival?

Jhon : I don't know, there was no mention of it on the notice board at school.

Thirosh : Oh... It has been mentioned on our website. Give me a second,
I will send the website link.

Jhon : Okay Mr.Thirosh.

Thirosh : Are you using this website in your first time.

Jhon : Yes, Mr.Thirosh, I think this is my 5th time?
Can you tell, where is the festival notice was published?

Thirosh : There is a tab called public events in the upper left corner.
Click that button and go inside our public events page. Mr. Jhon, we are publishing all notices and upcoming events notices inside this page. Can you tell me, do you face any problems, while find the public events page notices?

Jhon : Yes Mr.Thirosh. I have faced many problems. Because The Public events page doesn't have a category of events and events details properly. Not only that, but public events page background image color is also not good. Event details are not clear and not user-friendly UI.

Thirosh : I understand that too, I will report this issues.
Finally, again thank for you joining with me.
Have a great day. Thank For joining Us.
I think you will come to the art festival

Jhon : Yes, I will definitely come. Thanks for inviting me.

Thirosh : Ok, See you in festival. Bye...!

➤ Contextual inquiry 3

Thirosh : Hello Mr. Gihan. Good morning. Thank you for joining with me.
We want to know the feedback based on your user experience on our website.

Chamindu : Good morning! Mr.Thirosh. It's okay. I'm ready.

Thirosh : Where are you working now?

Chamindu : I am a Lecturer at Yale School of Art.

Thirosh : Nice to hear, Mr. Gihan, I'll give a small task for you.
I will share the link in our website. Can you open it?

Chamindu : Ok Mr.Thirosh. I got the link. Wait, I will check now.

Thirosh : Home many times you using this website?

Chamindu : I log into this website about twice a week for update exams notices and courses assignments.

- Thirosh : Great. Mr. Gihan, can you show me, How to find Graphic design methodologies in course page.
- Chamindu : Wait, Mr.Thirosh. I will show you.
I found the graphic design methodology course category in the courses page.
- Thirosh : Ok, Mr. Gihan. that's good. Can you tell me, do you face any problems, Find this courses page?
- Chamindu : Yes, In course's page, we can see many types of course in one page.
Cannot search course id or course name. Courses categories are not user friendly and background image is doesn't fit. There is no search bar icon for find course module easily.
- Thirosh : Oh. Mr. Gihan, I think you are facing lots of problems while using this website.
- Chamindu : Yeah. (laughs) That's right.
- Thirosh : I understand that too, I will report this issues.
Finally, again thank for you joining with me.
Have a great day. Thank For joining Us.

8. Three Video Links

- **Contextual inquiry 1 link:**
<https://drive.google.com/drive/folders/1hX5G0CRoxSqr6ua3dBBy8K24G91VmGd?usp=sharing>
- **Contextual inquiry 2 link:**
<https://drive.google.com/drive/folders/1hX5G0CRoxSqr6ua3dBBy8K24G91VmGd?usp=sharing>
- **Contextual inquiry 3 link:**
<https://drive.google.com/drive/folders/1RQOBETS3E3XBuwXzBSy14iwjgFhlUma7?usp=sharing>

9. Time Schedule (Gantt Chart)

Project Plan	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9	Week 10	Week 11	Week 12	Week 13	Week 14
Select usability issue website for project.	■													
Identify usability issues		■												
Identify user categories and create 3 personas		■	■	■										
Create 3 scripts for contextual inquiry and analyze usability problems			■	■	■									
Take 3 videos from stakeholders and submit assignment 1 report					■									
Select the best interface and level of fidelity						■								
Draw the sketching for user interface.							■	■	■	■				
Finalized the sketch report and submit assignment 2									■					
High fidelity prototype										■	■			
Make a video demonstration												■		
Viva													■	■

10. References

- Human Computer Interaction (HCI) Lecture Recordings
- <https://www.art.yale.edu/>
- <https://uxplanet.org/how-to-create-personas-step-by-step-guide-303d7b0d81b4>
- <https://www.usability.gov/how-to-and-tools/methods/personas.html>

11. Appendix

- Workload

IT Number	Name	Selected Interfaces	Identified Issues
IT20146238	Jayathunga T.M.	Home Page	<ul style="list-style-type: none"> • Header, Footer section not clearly visible • Page color combination is not user-friendly • Background image not good • Very hard to access website using mobile device
		Login & Signup	<ul style="list-style-type: none"> • Small clickable areas • Color combination not good
		Faculty Staff Page	<ul style="list-style-type: none"> • Faculty notices are not visible • Staff and Faculty Notes are mixed • UI is not user-friendly

IT20272654	Rajapaksha R.P.S.V	About Us Page	<ul style="list-style-type: none"> • Page background color combination is not good • Goal, Mission and Visions are not visible.
		Contact Us Page	<ul style="list-style-type: none"> • Contact page has more email links • Contact details are not clear
		News Page	<ul style="list-style-type: none"> • Page color combination is not user-friendly. • News notices are not clearly visible. • Upcoming event notices are not clearly mentioned.
IT20173104	Shavinda Y.A.D.P	Courses Page	<ul style="list-style-type: none"> • Courses are not clear for user • All course content are visible in same page
		Current Student Page	<ul style="list-style-type: none"> • All student details display same page • User cannot find their student details and their courses type properly • Search Bar icon is mission. Its hard-to-find username.
		Apply to School Page	<ul style="list-style-type: none"> • Page color combination is not good • There are many subtitles inside to school page
IT19967844	Kavishka A.J.P.G	Public Events	<ul style="list-style-type: none"> • Page background is not clear • Upcoming events are not clearly missioned • Event calendar size is too much
		Exhibitions Page	<ul style="list-style-type: none"> • Visiting area is not cleared • Background image is not clear
		Calendar	<ul style="list-style-type: none"> • Colander events are not merge with public events and news calendar
IT19964874	Sadaruwan K.K.C.S	Newsletter Signup	<ul style="list-style-type: none"> • Page is not user-friendly • User cannot find newsletter • Page color combination is not good
		Publications Page	<ul style="list-style-type: none"> • Posts are not same size • Posts image and content is not clear • Page is not user-friendly
		Graduate study areas & Admission page	<ul style="list-style-type: none"> • Background image is not user-friendly • Programs are not clear to user.