

Lab 8  
Course Registration System Evaluation

**Evaluate the course registration system at your university. List the basic steps of a user's dialog with the system. What are some of the problems with the system from the perspective of ease of learning and ease of use? In what ways is the system inflexible? In what ways is needed information not available? Is too much information provided that distracts from the task at hand?**

**Steps to register for classes:**

- Navigate to login:  
[https://ctcbanssb.chattahoocheetech.edu/pls/ban8/twbkwbis.P\\_WWWLogin](https://ctcbanssb.chattahoocheetech.edu/pls/ban8/twbkwbis.P_WWWLogin)
- Enter credentials and press login
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- Click "Student Services & Financial Aid"
- Click "Registration" from the dropdown
- Click "Look-up Classes to Add"
- Select term from dropdown, press submit
- Select the subjects you wish to search and press search
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- Press "View Sections"
- Write down or memorize the CRN numbers of the sections that you wish to register for.
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- When ready, press register button on any of the "View Sections" pages.
- Enter the CRN numbers of the classes you wish to register for.
- Press submit changes.

The searching methods are a dated but still functional. For the advanced user it is okay to use; for the beginner there is a learning curve. Addressing this issue would require a UI overhaul and may further harden the learning curve.

The process of registering for specific classes is more complicated than it needs to be. There should be a register option next to each class offered for a specific course. This button would take over the manual process of taking the CRN number, going to the add/drop CRNs page, and entering the number and pressing submit changes.

Adding this feature would simplify and speed up the registration process. Increasing ease of use and ease of learning.

The “Add/Drop/Withdraw from Classes” page displays a mismatch of information regarding to the individual courses. The majority of the information is not helpful, and importing information is missing. Something as simple as the dates the class takes place is not shown. The information displayed needs to be completely redone in order to decrease the learning curve and increase usability.

Things to have:

- Title
- CRN
- Days & Time the class takes place (**MISSING**)
- Instructor (**MISSING**)
- Which Campus
- Credit Hours

Things to remove:

- Grade Mode
- Level (What even is this?)
- Section (This field serves no purpose to any user, seems to be the order of which classes were added to the database)

Things to fix:

- CRN Clickability - When searching for classes to add users are able to click on the CRN to bring up more information about the class. This feature is missing from the “Add/Drop/Withdraw from Classes” page. (Ease of Use & Flexibility)

It should be noted that clickability (i.e. hyperlinking) is lacking in many places. Addressing this issue should increase the system's flexibility and increase users' productivity.

## New features to consider

- There should be a printer friendly version of “Student Detail Schedule”. In addition we should provide multiple display formats to the user, allowing them to choose the one that helps them visualize their schedule the best.  
(Ease of Use)
- It would be beneficial to point out (colorize the class in red maybe?) classes that overlap an already registered existing class.  
(Ease of Use)
- A beneficial new search option would allow for the user to select the courses they need to take and the system spit out various class configurations.  
(Ease of learning & Ease of Use)