# Feedback on prototype - Desktop

| **Number** | **Issue** | **Response** | **Actions** |
| --- | --- | --- | --- |
| 3 – NB | Confirm apply/enquire always on page and tabbed content will change | Yes | None |
| 1 – NB | * Title needs to accommodate longer titles e.g. double degrees. * Reconsider font size of course code. | * Yes – example to be provided * Assume he means increase. | * Provide example with longer course title as part of reworking entire panel. * Confirm font size increase/decrease with Nic B |
| 2 – NB | Int/Dom switcher – interested in testing results | Testing shows this needs more prominence | Further treatments will be explored |
| 11 – KB | Likes sticky drop-down with key CTAS | N/A | N/A |
| 12 – KB | What info from course essentials could sit in banner/elsewhere? | Agree – this needs exploration | Further treatments of course essentials and title panel will be explored |
| 29 – NB | Can we put more course ID info in title panel e.g. VTAC/CRICOS etc | As above | As above |
| 13 – KB, AC | * Likes icon treatment of CTAs but no differentiation between primary and secondary CTAs. * Are they sitting too far to the right? | * Agree – needs more thought * No probs detected in testing | Further treatment of CTAs to be explored |
| 30 – NB | Have we lost related courses – if so why? | We need to explore relationship between related courses and pathways info to see if we can better represent this. | Discuss with Nic B |
| 32 – NB | How will 3 column layout look on a table device and other breakpoints? |  |  |
| 8 – NB | Questions for tabbed approach:   * How will it work across all breakpoints? * Are we hiding info that might help SEO? * Should course essentials always be available? | * For breakpoints – see above * SEO – will need to consult Ash/Keeley * Further exploration needed for course essentials & title panel | * Further exploration of design at other breakpoints * SEO discussion with Ash/Keeley * Further exploration of course essentials and title panel |
| 15 – KB | Need to scroll to interact with tabs – should they be sticky? | They are sticky in mobile version so probably worth considering, though not all participants liked the sticky header and none used it. | Further exploration of consistency between mobile and desktop should consider this. |
| 14 – KB | Should secondary CTAs be available across all tabs? | These were thrown in last minute to test them. At this stage only the request a callback is needed so the implementation will change | Further exploration of secondary CTAs is needed |
| 9 – FM | What PDF? Is it just content on the overview tab (as per issue 14 above) | As above | As above |
| 25 – NB | CTAs available across all tabs  What does download PDF and save course do? | As above | As above |
| 4 – NB | Use of Future font not according to theme for regular text | Agreed | All styles to be updated to match the new theme. |
| 21 – KB | Like the use of H2 blocks to break up the content in the other tabs | N/A | N/A |
| 23 – KB | Feels quite boxy, perhaps because of the tabs. Restricts ability to take up full available space. |  | Check whether KB means all tabs or just the overview tab?  We will be reducing the number of boxes in some tabs as they should be styled with sub-heads rather than different boxes. |
| 24 – FM | Likes the card-based/3-col layout of the overview tab |  |  |
| 16 – KB | Already have styles for success stories & videos which seem different here. Are we intending to change the existing styles? | Some styles need to be made consistent with the current theme and some will be new/extensions. | Styles will be updated to match the new theme, then proposed variations/need for changes will be assessed. |
| 10 – FM | Will disclaimer block and contact block line up with boxes above? |  | * Treatment of disclaimer needs much less visual weight than the box suggests. See current site treatment * Need to explore the inclusion of Contact us information with the Enquire now form so users are presented with a choice of ways to have their questions answered. |
| 31 – NB | Disclaimer has too much prominence |  | As above |
| 26 – FM  27 – a copy?2017 | Will disclaimer and contact us appear on international page – they don’t at present? | As per current site behaviour the international version of a course will have it’s own disclaimer and enquire facilities | Update international version to include international disclaimer and enquire facilities. |
| **Section:** | **Getting into this course** |  |  |
| 19 - KB | Wording and order of content could be improved. | This follows the Admissions Transparency requirements and could definitely be improved, but we may not be allowed to. | * Consolidate feedback from testing related to Admissions Transparency. * Further consider what we can vary. * As this won’t be required until May 2018, further work may be held off until early 2018 as we shift focus to December changes. |
| 33 – NB | Info in Essential requirements is not really essential requirements and is lower in importance than the Admissions Criteria | Agreed. Need to find a better place for these.  Currently we don’t display this info but it probably should be one of the things we change in the CAMS feed. | Confirm with KB whether this info should be part of December changes or as part of Admissions Transparency for May 2018? |
| 22 – FM | Spacing between items in ‘Essential requirements’ looks too big. | Prototype issue only | Should be resolved when appropriate styles applied to visual |
| 5 – NB | * Admission Criteria tab labels – do users understand these? * May need variation for international users. | Have used labels as per Admissions Transparency and obtained feedback during testing.  At this stage this structure is unlikely to be applied for International students as the Admissions Transparency requirements only refer to domestic undergrad. | * Ensure International example reflects the International content requirements. * Setup meeting with NB/TP to confirm International requirements |
| 20 - KB | Admission Criteria tabs labels – not immediately clear these refer to my level of study | Agree.  Ways to address this need to be explored. | Explore ways to address labels in Admissions criteria |
| 6 – NB | Is ‘After you apply’ info needed? | Confirm NB was referring to this content tab.  Testing raised question of how much before/after info is needed as some of this is repeated in eAdmissions and yet there is more in eAdmissions that isn’t here (e.g. writing a personal statement, particularly if that is one of the main application assessment criteria for non-ATAR courses). | Setup discussion with KB and Warren about where to put the boundary between eAdmissions and website information. i.e. Admissisons Transparency is wanting more info that we have currently. |
| **Section:** | **Course structures** |  |  |
| 7 – NB | Likes the course structures – can we introduce earlier | Agree. | * Need to consider whether we include Core/Mandatory in the tables. * Need examples to explore more complex course structures. |
| **Section:** | **Student experience** |  |  |
| 17 – FM | Success stories usually landscape to avoid extra white space being created |  | Need to re-examine when the consistent theme is applied for success stories to determine whether variations are needed. |
| 18 – FM | Image in Student opportunities may be better landscape rather than square or portrait |  | Tiffany to talk with Fiona to understand issues. |
| 28 – NB | Student profile table is not standard and would need to be custom. | Does standard mean – not consistent with 2017 theme or something else? | Apply theme styles to table and re-assess. |
| **Page:** | **Neonatal unit** |  |  |
| 1 | Should ‘How to study this unit’ be so low on the page? Probably want to show related courses more prominently. |  | Discuss with KB/NB in today’s Unit/Unitset meeting |
| 2 | Page does not align to grid and match theme styles. |  | To be cleaned up in next round of designs. |
| **Page:** | **International** |  |  |
| 1 | Duration shows part-time which isn’t applicable to International courses | Prototype issue only | International example will be updated to appropriately reflect real international content |
| 2 - NB | Why is ‘how to apply’ info shown in secondary CTA spot – should be same as domestic. | International and domestic will be different e.g. no Admissions Transparency info for International. | Work with Nic B to determine what should and should not be different on international pages when working on International example. |
| 3 – NB | Where are international admission requirements? | Work through as part of above | Work through as part of above |

# Feedback on prototype - Mobile

| **Number** | **Issue** | **Response** | **Actions** |
| --- | --- | --- | --- |
| 1 – NB | Does putting the tabs into a drop-down make them harder for users to discover? | Most participants were fine with using the drop-down but it may be because they used the desktop version first.  I think we need to explore options for navigation on the mobile with most participants preferring anchor links.  Also need to consider the visual weight of the section vs H2s below it. | Explore options to the drop-down for swapping between tabs on the mobile. |
| 3 – NB | Course essentials – is all the information needed? | See same issues (12 & 29) for desktop | To be explored with course essentials |
| 4 – NB | What is download PDF? | See same issues (9 & 14) for desktop | See issue 9 & 14 in Desktop |
| 5 – NB | Longer course titles need to be accommodated | Same issue (1) as for desktop. | See issue 1 in Desktop |
| 6 – NB | ‘Course code’ should say ‘VU Course code’ | Agree. | Address in next round of updates. |
| 7 | Would hamburger on Overview drop-down make it clear it’s nav? | Wouldn’t put 2 hamburgers on one page. Participants recognised the drop-down but see issue 1. | As per issue 1 – more options for |
| 8 – NB | * Course structure table is missing info from desktop version * Longer unit titles may cause problems for table layout – are alternatives (not tables, responsive tables) needed? | * Is dropping the unit code a problem? I thought NB requested this on another table? * Yes alternatives need to be explored | * Naomi and Nic B to discuss unit codes * Nic B & Tiffany to explore alternatives for tables |