

PRINCIPLES - PROCESS DIARY



Introduction

This document is a completion of the process diary submitted for Principles. This document covers my further research and final development of the UX Restructure of the Enrollment Online website and the Amazon website. The process diary is split into two sections, which should help with cohesion and understanding for each individual project. half Amazon, half Enrollment Online.

Miro Board Link

https://miro.com/app/board/uXjVKn38PMM=/?share_link_id=383403474495

Amazon

Identify problems

Terrible Landing Page

Visualise your problems

To effectively document and present your problems it is important to visually show the problem. This requires you to show the steps that cause the problem to occur, or highlight in the interface where the problem is, or combinations of these. It's also important to annotate what you are showing to describe the detail of the problem as it occurs.

Create a descriptive name to help identify your problem.
Then give a general description of what causes this problem to occur - give an example of the task are you trying to complete that leads to you encountering this problem.

Problem:
The home-page / dashboard is full of clutter, so much so that the important functions are lost

Task that causes this to occur:
Navigating to the website, navigating back to the dashboard from within the website

Use screenshots to show the interface. (make sure you include the whole interface that is visible on the screen, not just the part that has the problem.) Then highlight where the problem is in the interface. Use flow arrows if there are multiple steps to the problem.



Annotate the problem. Include the Principles(each from Krugg, Johnson and Nielsen) in each annotation and explain why it's a problem.
Add numbers to the above visualisation and then add a description next to each number below. Here are a few numbers to get you started

① ② ③

① E.g. Add a description here for the annotation.

Annotation Number	Description	Principle
① ② ③ ④	Ads everywhere distracting me from the elements I want to look at or search for. The only thing that distinguishes them as ads is the colors, so I'm conditioned to avoid those colors on this website.	Banner blindness Aesthetic and minimalist design Don't make me think
⑤	You can see some of my previous searches recommended to me again, which is the only thing relevant in this entire page on screen.	Recognition over recall Make mindless choices
⑥	The category search is hidden away in a corner, with no strong call toward it	Visibility of system status Don't make me think People scan webpages, they don't read them

Poor naming convention, product sorting and Non-Functional Filters

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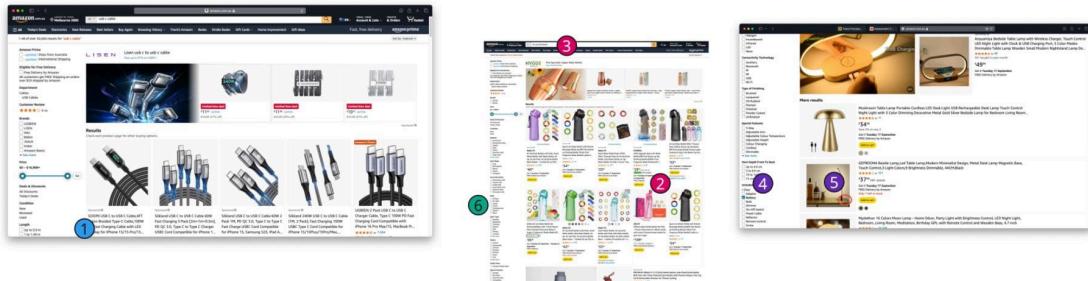
Problem:

The product names often contain useless descriptors for browsing, that really belong in tags or the description. Genuine products are buried under non-genuine products that fit the search criteria better, and the filters don't work

Task that causes this to occur:

Browsing for an item by name

Use screenshots to show the interface. (make sure you include the whole interface that is visible on the screen, not just the part that has the problem.) Then highlight where the problem is in the interface. Use flow arrows if there are multiple steps to the problem.



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① ② ③

E.g. Add a description here for the annotation.

Annotation Number	Description	Principle
①	The title of this USB C cable contains "iPhone 15/15 Pro". These are buzzwords to appear in more search results. sellers use these because of amazons poor search algorithm	Match between the system and the real world Consistency and standards Our attention is limited; avoid overloading
② ③	Genuine products are buried under products that are sponsored or just fit the search criteria better, even though I searched directly for the bottle.	Flexibility and efficiency of use Dont make me think People scan webpages, they dont read them
④ ⑤	Though I have a filter selected and its mostly effective at reducing items not inside the criteria, items still appear from outside the filter criteria	Error prevention Match between system and real world Consistency aids learning
⑥ ⑦	The filter list is too long and filled with junk that doesn't make any sense for the product	Aesthetic and minimalist design Get rid of half the words Our attention is limited; avoid overloading

Poor settings navigation

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Problem:
The settings are hard to navigate through, even for simple changes

Task that causes this to occur:
Changing settings

Use screenshots to show the interface. (make sure you include the whole interface that is visible on the screen, not just the part that has the problem.) Then highlight where the problem is in the interface. Use flow arrows if there are multiple steps to the problem.



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① ② ③

Annotation Number	Description	Principle
①	Too many settings named weirdly. I'm looking for 'settings' not 'account'	Match between the system and the real world Don't make me think We perceive what we expect to perceive
②	The button to reach the settings menu is hidden and potentially not obvious enough	Visibility of system status Don't Make me think Recognition over recall
③	No images or icons to assist with navigating through setting names	Recognition rather than recall Visual information is processed faster Get rid of half the words

Test Plan

Problem Name	Test Method and Type(Moderated, Formative etc)	What you think the problem is and what you hope this test will uncover	Test Plan
Too many ads	5 second test	It isn't obvious that sponsored products are sponsored, and there are too many of them on the page. I want to understand how the users react to the ads present on the page, or if they can recall anything that wasn't an ad	I will show the users a screenshot of a page with a few ads on it, and ask them to write as much as they can recall

Problem Name	Test Method and Type(Moderated, Formative etc)	What you think the problem is and what you hope this test will uncover	Test Plan
Cluttered Homepage	first click test	Even though the homepage offers a large selection of items to select from, the selections are mostly unrelated to each other and are hard to look at and discern everything.	I will ask the user to click on an element I can find on the featured section of the Home Screen, and see firstly if they can find the correct item, or how long it takes for them to click

Problem Name	Test Method and Type(Moderated, Formative etc)	What you think the problem is and what you hope this test will uncover	Test Plan
Hard to navigate through settings	Participatory Walkthrough / Time on Task	It takes too long to change a setting, even if it's a setting that is probably changed frequently, or has an effect on account security. I want to know common places of confusion regarding changing settings, or things that need improvement.	I will ask the users to perform a task to change their phone number in account settings. I will be recording the error rate and the time it takes to click

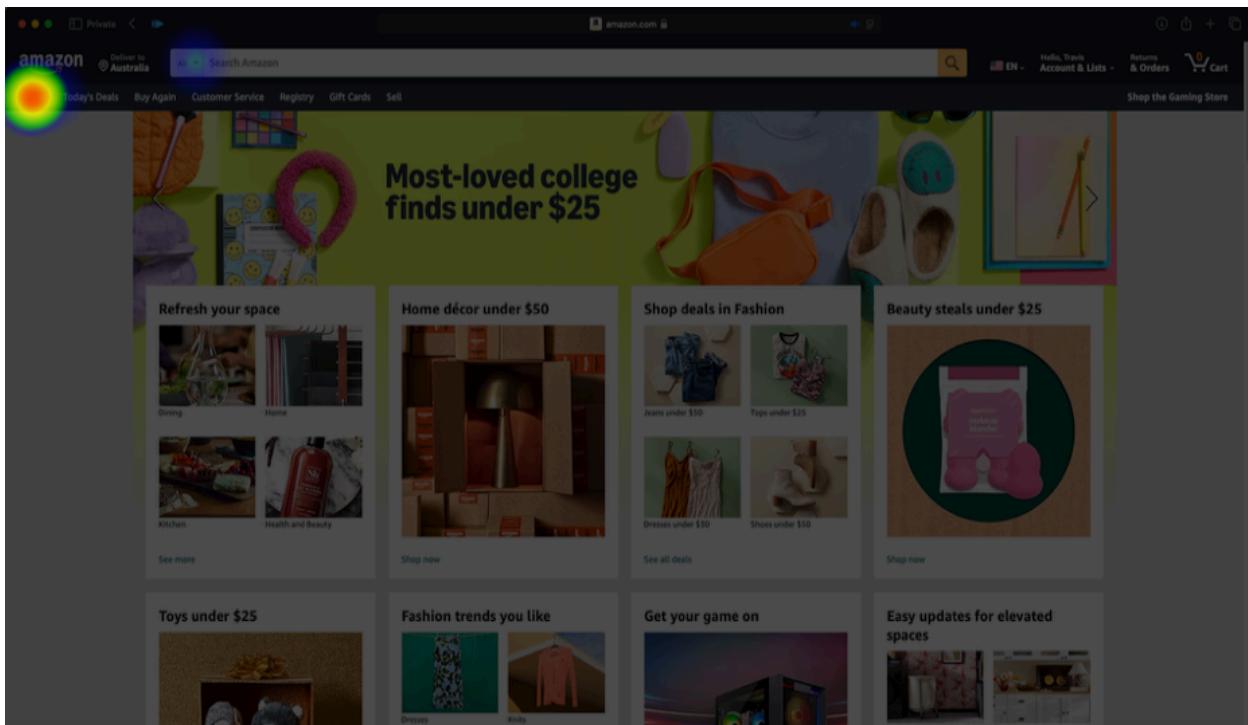
Problem Name	Test Method and Type(Moderated, Formative etc)	What you think the problem is and what you hope this test will uncover	Test Plan
Too many categories	Tree Test	Amazon features a large selection of categories to choose from if the user doesn't want to search using keywords, in a lot of websites this is a fundamental way to navigate the website, but I fear that amazon	The user will attempt to find the category that they feel fits the search criteria

Problem Name	Test Method and Type(Moderated, Formative etc)	What you think the problem is and what you hope this test will uncover	Test Plan
<ul style="list-style-type: none"> - Poor Hierarchy - Poor product naming convention 	First click test	Product titles are hard to read; they often include information that would usually be found in the form of tags or in the description. the titles end up being too long and exhausting to have to look at and read	Show the user a screen and ask them to find the first relevant item decided by a criteria shown to them beforehand

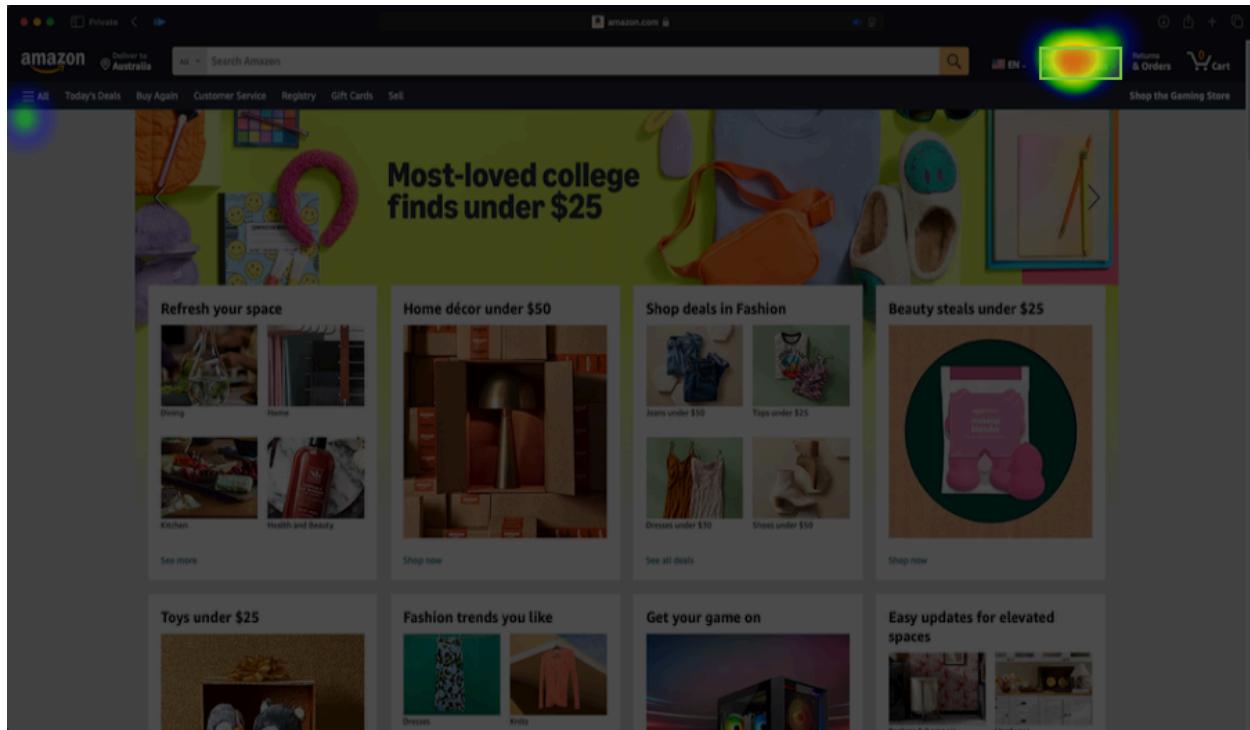
Results

<https://app.lyssna.com/tests/72ca2c183af0/results/4f81d4ba1b0c>

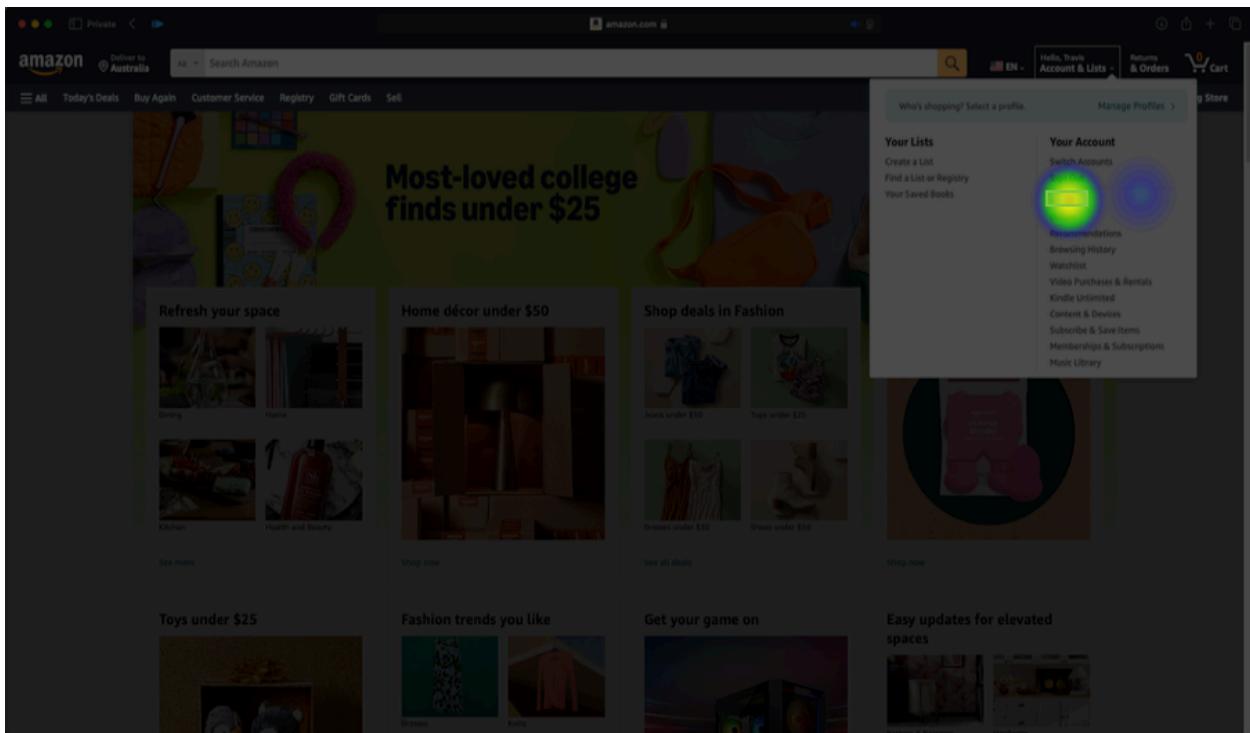
1. Where would you click to browse through amazon's categories?



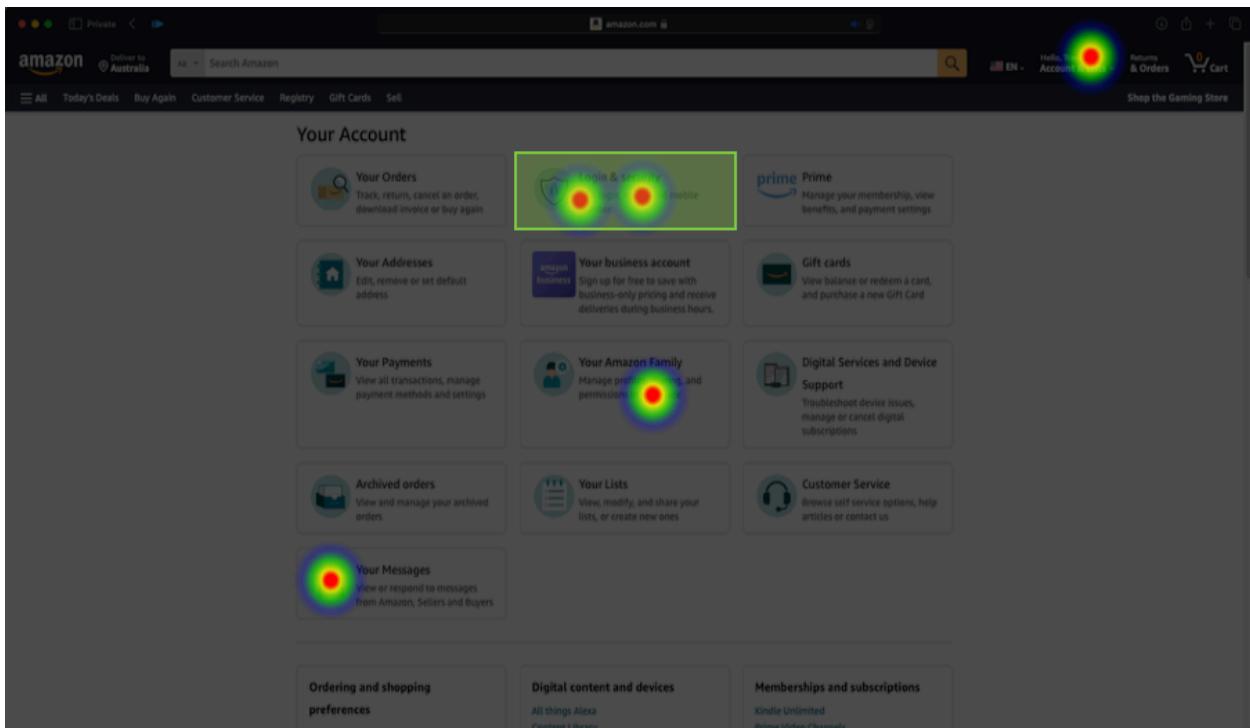
2. You are back on the homepage, how would you add a phone number to your account? (clickthrough)



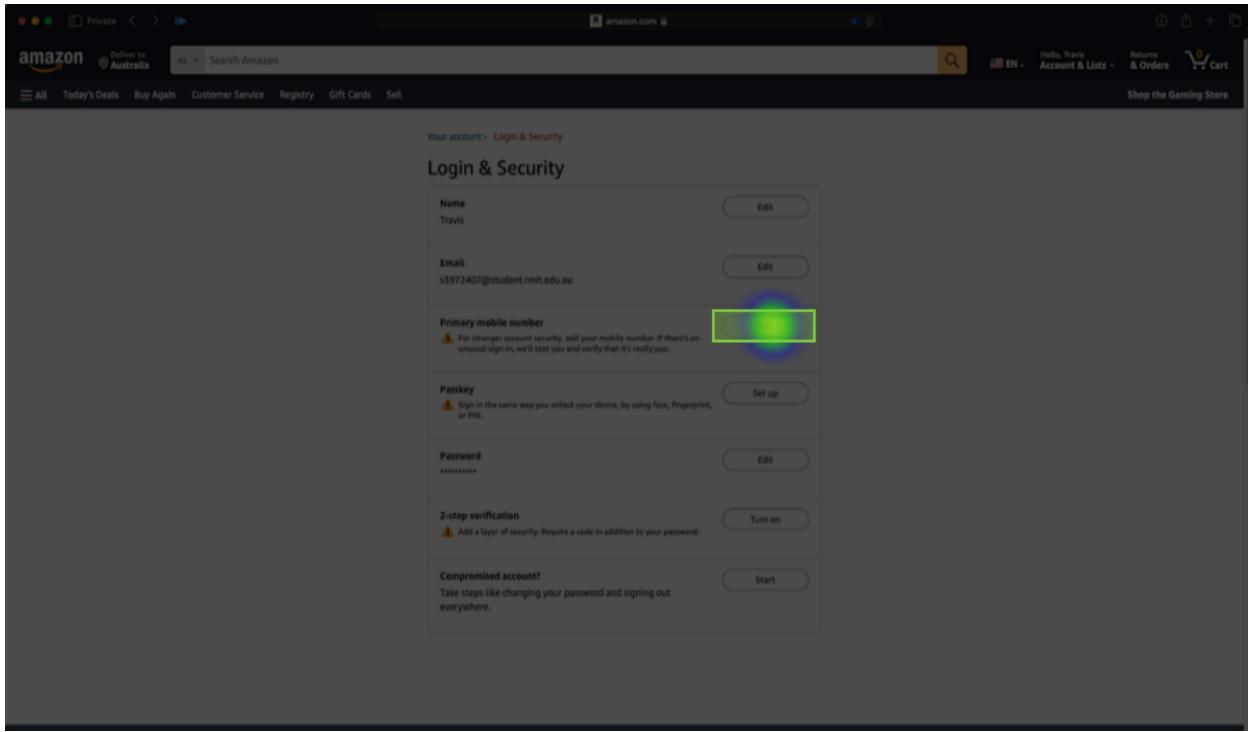
75%



83%



40%



100%

A total of 25% completion.

Average time: 27 Seconds.

« 2.1. Linear scale question **REQUIRED**

How efficiently were you able to navigate to where you could add your phone number?

Very Easy

Very Hard



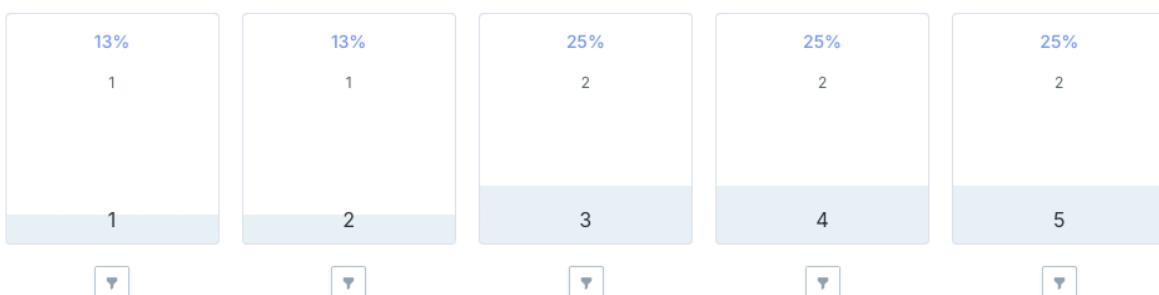
Mean: 3.00

« 2.2. Linear scale question **REQUIRED**

How did you feel about the amount of buttons you had to press

Effortless

Too many



Mean: 3.38

3. Searching solely by the categories found in the 'shop by department' category, where would you find a standalone microphone?

3. Tree test

Searching solely by the categories found in the 'shop by department' category, where would you find a standalone microphone?



« 3.1. Linear scale question **REQUIRED**

Do you think you were able to find the category in a reasonable amount of time?

Quite Reasonable



Quite Unreasonable

Mean: 2.13

« 3.2. Linear scale question

How confident are you that you chose the correct option?

Very confident

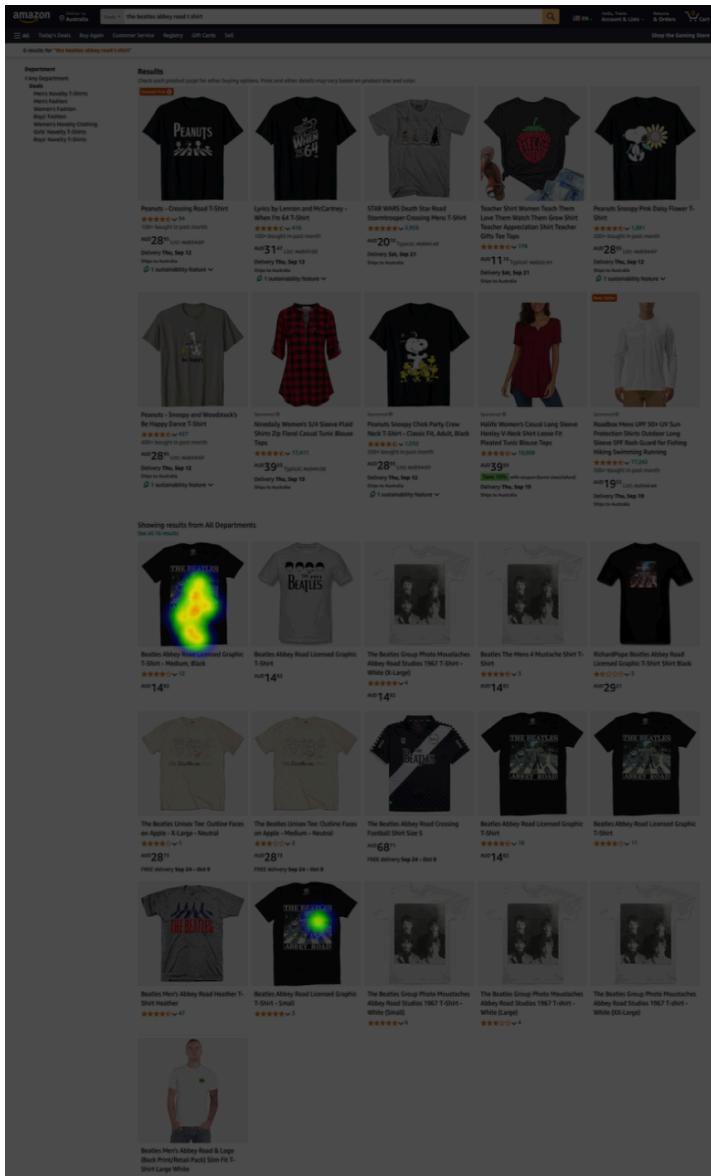


It was a guess

Mean: 2.50

4. (Instructions)

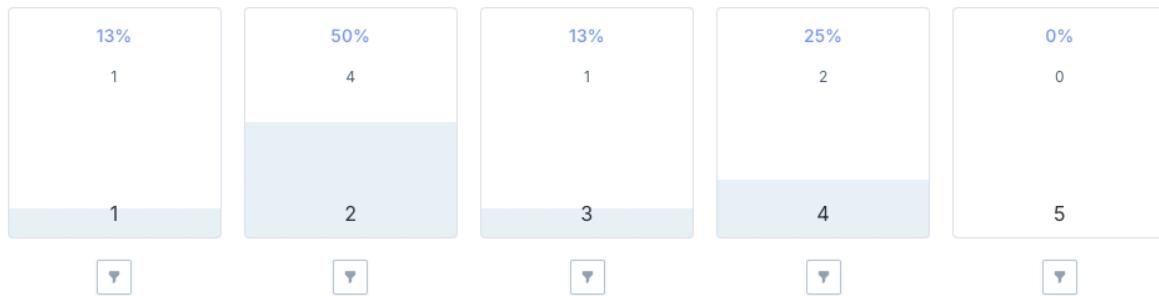
5. Find a t-shirt with a graphic of The Beatles crossing Abbey Road



← 3.2. Linear scale question

How confident are you that you chose the correct option?

Very confident



Mean: 2.50

Enrolment Online

Identify problems

Inconsistent Design

Visualise your problems

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Problem:
Inconsistencies in the design like poorly aligned elements, things that look like buttons but aren't,

Task that causes this to occur:
the 'back' button shows a poorly labelled title of the previous screen, which can change based on the current navigation.

Use screenshots to show the interface. (make sure you include the whole interface that is visible on the screen, not just the part that has the problem.) Then highlight where the problem is in the interface. Use flow arrows if there are multiple steps to the problem.

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Annotation Number	Description	Principle
1, 2	The 'button' to activate these drop-downs is the text, not the arrow, which goes against existing design standards	Consistency and standards We perceive what we expect to perceive
3, 4		
5	The top group is un-collapsible, despite having the same collapsibility indication and affordance as the rest of the groups	Consistency and standards Error prevention We perceive what we expect to perceive
6	The bottom group does not follow consistency standards with the rest of the groups above it	Consistency and standards Consistency aids learning
7, 8, 9	The back buttons are inconsistently labelled and positioned; there are differences in padding, name and size between 7 and 8, however 9 goes directly against all design language in the rest of the website	Consistency and standards Consistency aids learning
10	Red text is consistently clickable, however this text is information display.	Consistency and standards Error prevention We perceive what we expect to perceive

No icons, Redundant functions and features

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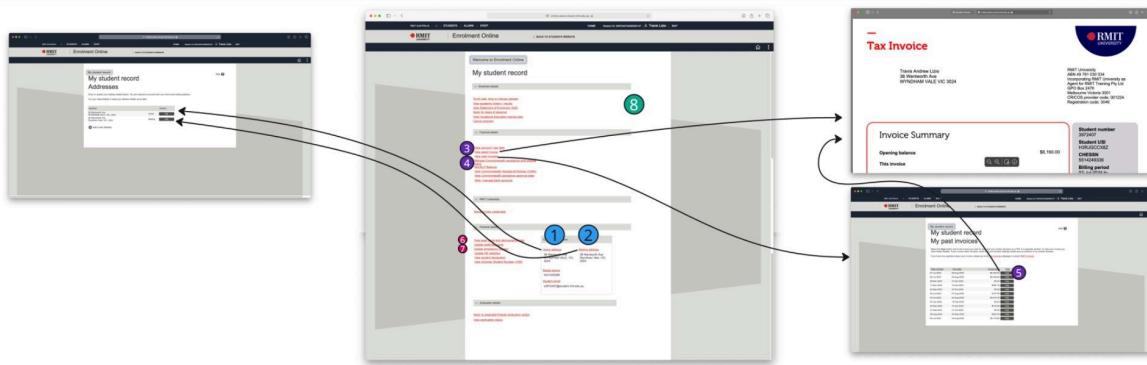
Problem:

There are no icons discerning buttons and links from each other; they are all the same form. Some buttons lead to the same or similar screens; they can be combined for efficiency and less confusion

Task that causes this to occur:

Looking for latest tax invoice or an earlier tax invoice? They are under 2 separate buttons.

Use screenshots to show the interface. (make sure you include the whole interface that is visible on the screen, not just the part that has the problem.) Then highlight where the problem is in the interface. Use flow arrows if there are multiple steps to the problem.



Annotate the problem. Include the Principles(each from Krugg, Johnson and Nielsen) in each annotation and explain why it's a problem.

① ② ③

Annotation Number	Description	Principle
① ②	Both options lead to the same screen, where both details are shown. These can be consolidated into one option	Consistency and standards Dont make me think
③ ④ → ⑤	All options lead to finding the same tax invoice, the only difference is that one introduces the option to navigate to the other page without having the need for an intermediary directory.	Flexibility and efficiency of use Mindless, Unambiguous Choices
⑥ ⑦	"Update legal name and demographic data" and "Update preferred name" are both similar and cause confusion for the user when choosing any function that falls under either category	Consistency and standards Dont make me think Consistency aids learning
⑧	No images or discernible icons. each link or button takes the same form	Recognition rather than recall Visual perception principles

Inefficient Interaction Design

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Problem:

Interactions that should take only a few steps often take a long time to figure out and navigate, and the options are unclear

Task that causes this to occur:

Completing seemingly simple tasks

Use screenshots to show the interface. (make sure you include the whole interface that is visible on the screen, not just the part that has the problem.) Then highlight where the problem is in the interface. Use flow arrows if there are multiple steps to the problem.

Task: Find the census date of the course I'm currently enrolled in

This step is just an intermediary. This screen has its issues, but not ones related to this task



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1 2 3

Annotation Number	Description	Principle
1 2	The context displayed by RMIT's website is good, however to perform such a task should not need the user to remember steps. It should be automatic.	Recognition rather than recall Recognition is easier than recall don't make me think
3	The dates displayed are alphabetically sorted, not chronologically; there is no indication of the current semester at all.	Match between system and the real world Consistency and standards We perceive what we expect to perceive
4	UGRD is not human language, that's a computer abbreviation. I cannot read that	Match between system and real world don't make me think
5 6	Unused, tiny 'note' column is just the cherry on top for this screen	Aesthetic and minimalist design Get rid of half the words Out attention is limited; Avoid overloading
7	Finally found the right screen, the census date is what I'm looking for here, but is hidden under a wall of text and some irrelevant categories and options	Aesthetic and minimalist design Get rid of half the words Out attention is Limited; Avoid overloading

Test Plan

Problem Name	Test Method and Type(Moderated, Formative etc)	What you think the problem is and what you hope this test will uncover	Test Plan
Hard to navigate	Usability Test SEQ Survey	<p>Enrolment online uses outdated design language that uses form following function design principles, even though the function is not well optimised. The users are not used to the design language, it's outdated and has been replaced by more self evident methods.</p> <p>I hope to test my hypothesis that the website is difficult for users to navigate through, and that the button labels are not explanatory enough.</p>	<p>I will conduct a usability test using Lysnra by creating and importing a working Figma prototype.</p> <p>Scenario: You want to add a personal email address to your student account, navigate to where you expect to complete this task.</p> <p>I will then ask the user to rate their ability to navigate the website and add an optional message for their immediate thoughts.</p>

Problem Name	Test Method and Type(Moderated, Formative etc)	What you think the problem is and what you hope this test will uncover	Test Plan
terrible heirarchy	Walkthrough: Initial Impression SEQ Survey	<p>Simple tasks like changing the email or phone number associated with the student account can be difficult because of all the conflicting options that present themselves as ways to perform this task. I aim to test and validate my hypothesis and understand how the users struggle with completing tasks that require them to scroll and read further on the page</p>	<p>The user will be presented with a scenario for them to complete, the time it took and clicks will be recorded and documented</p> <p>Scenario: You want to change the Email address associated with your account</p> <p>The user will then be asked to rate how difficult it was for them to complete</p>

Problem Name	Test Method and Type(Moderated, Formative etc)	What you think the problem is and what you hope this test will uncover	Test Plan
too much reading Poorly named buttons No instruction	1st Click Test SEQ Survey	<p>The website has no visual cues at all, it is entirely text based which is extremely difficult to navigate. I want to test how much of an issue this is with the users and how it affects their task completion ability</p>	<p>The user will be presented with a functional replica of the Enrollment Online Homepage, with two separate user testing tasks one after the other</p> <p>One-click Scenario: click on the link that will bring you to find your VSN</p> <p>The user will be launched onto the RMIT 'how to pay for fees' website to take in the instructions laid out by RMIT, but once they click off, they are in the same boat as before</p> <p>Two-click Scenario: Find and pay for your outstanding fees through Enrollment Online portal</p> <p>After each task, the user will be given the choice to vote on ease of completion, as well as any additional thoughts</p>

Results

1. Instruction
2. Find your VSN

④ 2. Prototype test

Find your VSN (Victorian Student Number)

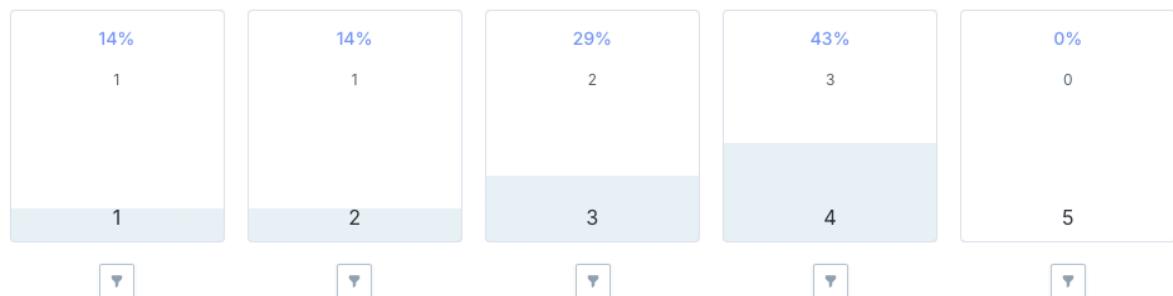
The screenshot shows a user interface for a prototype test. At the top, there is a progress bar indicating 86% completion, followed by metrics: 9 clicks (37% misclicks), 1m 46s duration, and 6 participants. Below this, a section titled "Path 1" displays three frames: "Frame 4" (00:27, 18 clicks), "overlay" (00:52, 8 clicks), and another "overlay" (00:04, 0 clicks). A green banner at the top of the path summary indicates "REACHED GOAL SCREEN". Other navigation options include "Common paths 1", "Individual paths 7", "Sort by Participants", and a search icon.

« 2.1. Linear scale question **REQUIRED**

How easily did you find your VSN?

Very Difficult

Very Easy



Mean: 3.00

▲ 2.2. Short text question

Why?

≡ Answers 7 Tags 2 Word cloud

<button>Clear</button>	57%	4	
Complicated	43%	3	
Untagged	0%	0	

3. Pay for your outstanding bills

3. Prototype test

Pay for your outstanding bills

The screenshot shows a user testing interface. At the top, there is a summary bar with the following information: a small screenshot icon labeled "Goal overlay", a progress bar at 86%, 8 clicks (22% misclicks), 53s duration, 6 participants, and a download icon. Below this is a section titled "Hide paths and clicks ^" with two tabs: "Common paths 1" (selected) and "Individual paths 7". To the right is a "Sort by" dropdown set to "Participants". The main area displays "Path 1" which reached the goal screen. It shows five frames: "overlay" (00:06, 4 clicks), "Frame 4" (00:05, 4 clicks), "overlay" (00:04, 4 clicks), "overlay" (00:10, 5 clicks), and the final "overlay" (00:04, 0 clicks) which is highlighted in green.

◀ 3.1. Linear scale question **REQUIRED**

How easily were you able to pay for your fees?

Very Difficult

Very Easy



Mean: 2.86

A 3.2. Short text question

Why?

≡ Answers 7

Tags 3

Word cloud

Confusing

57% 0 4



Clear

29% 0 2



Untagged

14% 0 1



unknown

0% 0 0



4. Edit the personal email attached to your student account

4. Prototype test

Edit your personal email attached to your student account

Goal **Changed Email**  71%  8 clicks (27% misclicks)  4m 6s  5 

[Hide paths and clicks ^](#)

  Sort by 

REACHED GOAL SCREEN  Time spent: 67s  5 Clicks (0% misclicks) 

Frame	Time	Clicks
Frame 4	00:02	1 click
overlay	00:52	1 click
overlay	00:03	1 click
overlay	00:03	1 click
overlay	00:05	1 click

DIDN'T REACH GOAL SCREEN  Time spent: 82s  45 Clicks (96% misclicks) 

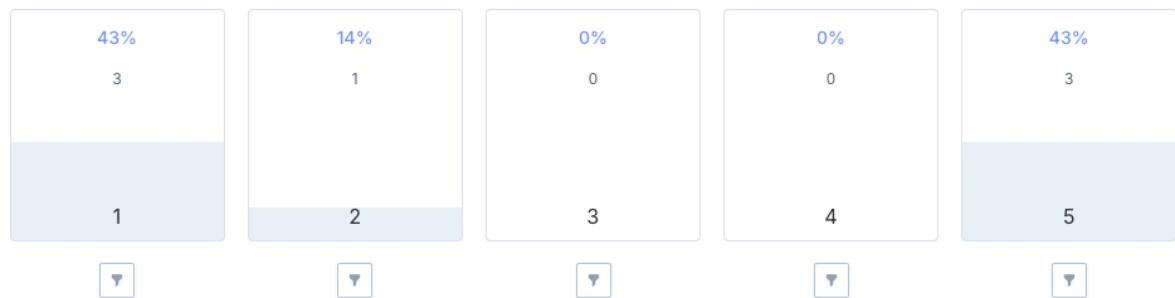
Frame	Time	Clicks
Frame 4	00:07	1 click
overlay	00:21	1 click
overlay	00:52	43 clicks

→ 4.1. Linear scale question

How easily were you able to change your email?

Very Difficult

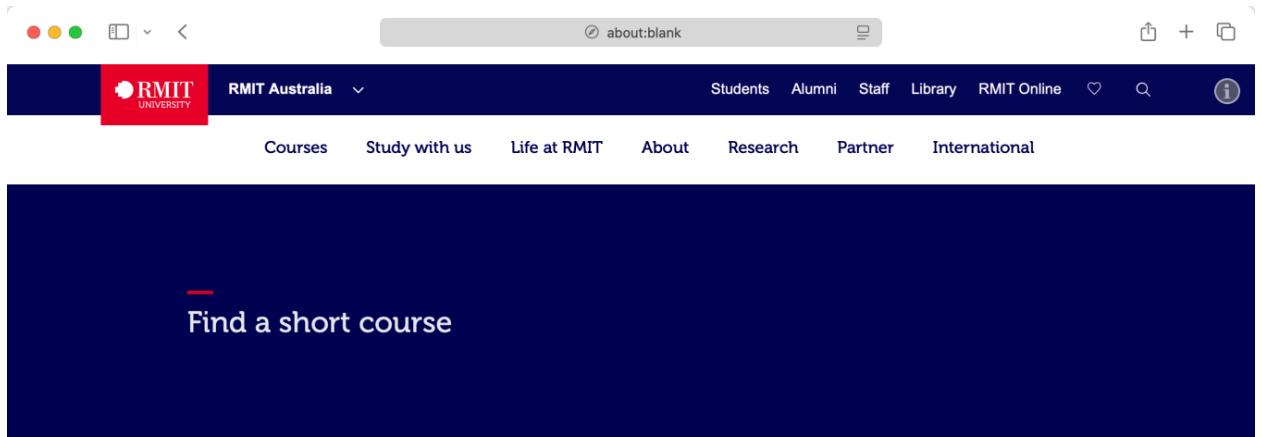
Very Easy



Mean: 2.86

5. Instructions

6. 5 Second test



Home / Study with us / Levels of study / Find a short course

Search for a short course or micro-credentials to develop your skills and experiences for life and work

What are you looking for?

Search



Acknowledgement of Country

RMIT University acknowledges the people of the Woi wurrung and Boon wurrung language groups of the eastern Kulin Nation on whose unceded



A 6.1. Short text question **REQUIRED**

What stands out to you on this page?

≡ Answers 7 Word cloud

🔍 Search responses

The course text

RMIT

Acknowledgement of country

The logo

The main title "Find a short course"

The colors

search bar

▼ Expand

A 6.2. Short text question **REQUIRED**

What can you do on this page?

≡ Answers 7 Tags 2 Word cloud

Remembers

57% 4



Not Sure

43% 3

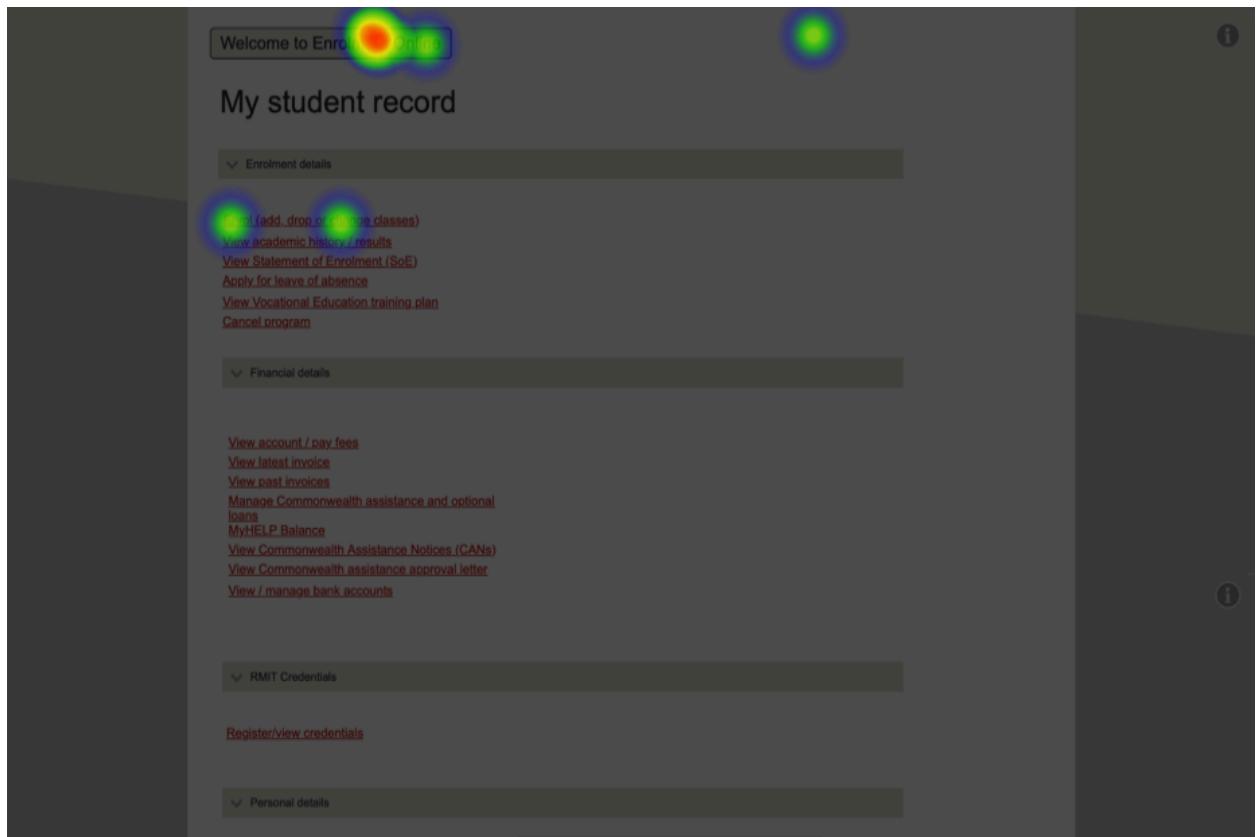


Untagged

0% 0



7. Where would you click to get to the previous screen?

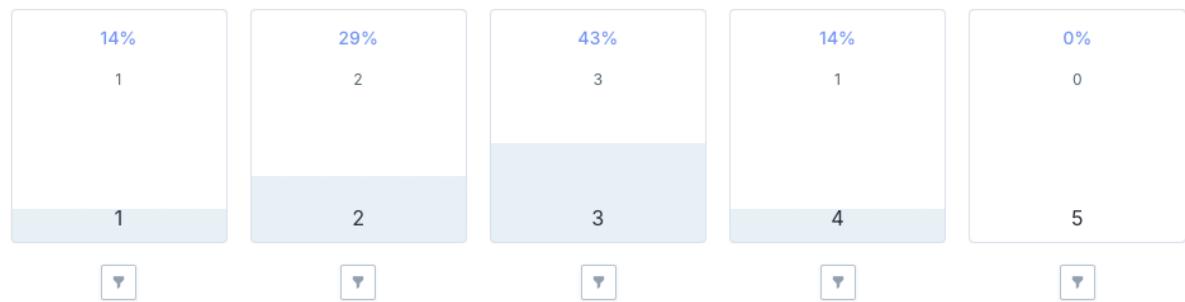


→ 7.1. Linear scale question

How confident are you in this answer?

Not Confident (guessing)

Very Confident



8. If you could change something about this website, what would it be?

8. Questions

A 8.1. Short text question REQUIRED

If you could change one thing about this website, what would you change?

≡ Answers 7  Tags 1 

Navigation

86% 6



Untagged

14% 1



Principles

See "**Principles.pdf**" for all research conducted on the principles related to the reading material.

Alternatively, see the Miro board linked at the top of this document.

AMAZON

Design Process

Further Analysis

I went back to the previous process diary and further annotated what I was going to change about the existing designs based on the problem visualization. This was effective for designating and identifying the key points of consideration vs more minor solutions, and helped uncover helpful starting points for the UI Breakdown

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Problem:
The settings are hard to navigate through, even for simple changes

Task that causes this to occur:
Changing settings

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Annotation Number	Description	Principle
①	Too many settings named weirdly. I'm looking for 'settings' not 'account'	Match between the system and the real world Don't make me think We perceive what we expect to perceive
②	The button to reach the settings menu is hidden and potentially not obvious enough	Visibility of system status Don't Make me think Recognition over recall
③	No images or icons to assist with navigating through setting names	Recognition rather than recall Visual information is processed faster Get rid of half the words

✓ ③ can redesign nav-bar, but it's currently functions well. minimal redesign required

✓ ③ can redesign settings drop-down, but redesign required

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Create a descriptive name to help identify your problem.

Then give a general description of what causes this problem to occur - give an example of the task are you trying to complete that leads to you encountering this problem.

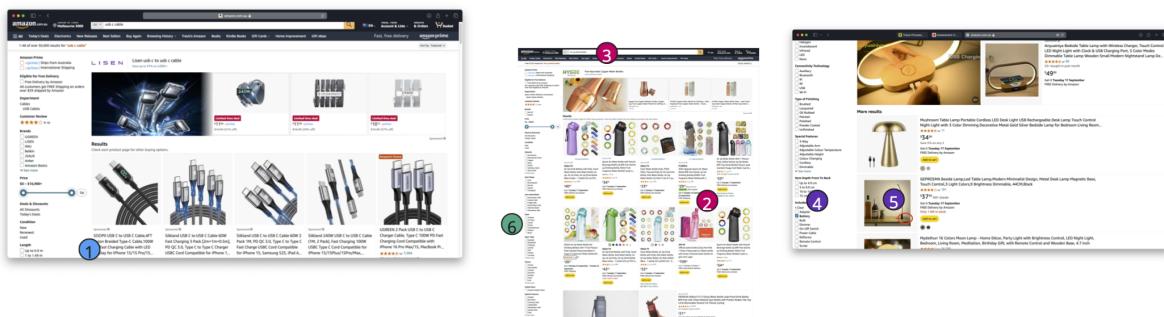
Problem:

The product names often contain useless descriptors for browsing, that really belong in tags or the description. Genuine products are buried under non-genuine products that fit the search criteria better, and the filters don't work

Task that causes this to occur:

Browsing for an item by name

Use screenshots to show the interface. (make sure you include the whole interface that is visible on the screen, not just the part that has the problem.) Then highlight where the problem is in the interface. Use flow arrows if there are multiple steps to the problem.



Annotate the problem. Include the Principles(each from Krugg, Johnson and Nielsen) in each annotation and explain why it's a problem.

Add numbers to the above visualisation and then add a description next to each number below. Here are a few numbers to get you started

① ② ③

E.g. Add a description here for the annotation.

Annotation Number	Description	Principle
①	The title of this USB C cable contains "iPhone 15/15 Pro" these are buzzwords to appear in more search results. sellers use these because of amazon's poor search algorithm	Match between the system and the real world Consistency and standards Our attention is limited; avoid overloading
② ③	Genuine products are buried under products that are sponsored or just fit the search criteria better, even though I searched directly for the bottle.	Flexibility and efficiency of use Don't make me think People scan webpages, they don't read them
④ ⑤	Though I have a filter selected and it's mostly effective at reducing items not inside the criteria, items still appear from outside the filter criteria	Error prevention Match between system and real world Consistency aids learning
⑥ ⑦	The filter list is too long and filled with junk that doesn't make any sense for the product	Aesthetic and minimalist design Get rid of half the words Our attention is limited; avoid overloading

/ make Product names smaller
add tags to items

✓ } Sorting issue | add 'Smart Search'

w } Retention issue |

✓ Propose Smaller filters

Visualise your problems

To effectively document and present your problems it is important to visually show the problem. This requires you to show the steps that cause the problem to occur, or highlight in the interface where the problem is, or combinations of these. It's also important to annotate what you are showing to describe the detail of the problem as it occurs.

Create a descriptive name to help identify your problem.

Then give a general description of what causes this problem to occur - give an example of the task are you trying to complete that leads to you encountering this problem.

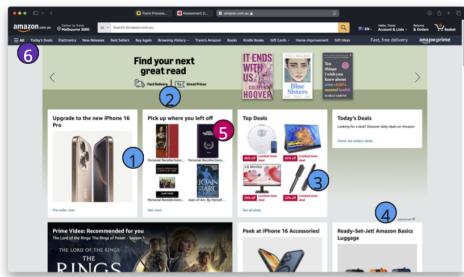
Problem:

The home-page / dashboard is full of clutter, so much so that the important functions are lost

Task that causes this to occur:

Navigating to the website, navigating back to the dashboard from within the website

Use screenshots to show the interface. (make sure you include the whole interface that is visible on the screen, not just the part that has the problem.) Then highlight where the problem is in the interface. Use flow arrows if there are multiple steps to the problem.



Annotate the problem. Include the Principles(each from Krugg, Johnson and Nielsen) in each annotation and explain why it's a problem.

Add numbers to the above visualisation and then add a description next to each number below. Here are a few numbers to get you started

① ② ③

① E.g. Add a description here for the annotation.

Annotation Number	Description	Principle
① ② ③ ④	Ads everywhere distracting me from the elements I want to look at or search for. The only thing that distinguishes them as ads is the colors, so I'm conditioned to avoid those colors on this website.	Banner blindness Aesthetic and minimalist design Don't make me think
⑤	You can see some of my previous searches recommended to me again, which is the only thing relevant in this entire page on screen.	Recognition over recall Make mindless choices
⑥	The category search is hidden away in a corner, with no strong call toward it.	Visibility of system status Don't make me think People scan webpages, they don't read them

x this is not a problem | adds to clutter

WK8

UI Redesign Breakdown

Product Name / Problem Description	What problems are there with Visual Structure	What problems are there with Aesthetic	What problems are there with UI Patterns? Which UI Patterns are currently in use?
Amazon Account and settings navigation <ul style="list-style-type: none">• Poorly named button to access menu• Cluttered and poorly named drop down menu• Too many options when choosing settings	Poor naming Unnecessarily grouped options Poorly named menu bar Unnecessary options present	Aesthetically, this design is sound, and I don't intend on changing much about it	Vertical Dropdown menu is too cluttered Cards, but there are too many irrelevant cards
	What are you changing about the Visual Structure?	What are you changing about the Aesthetic? Can you express these ideas as Style Tiles first?	What UI Patterns are you changing or introducing?
	Appropriately named menu bar, without 'lists' involved Name and group each option accordingly	I will make each option consistent with Amazon's 'link' buttons color	I will de-clutter the drop-down menu by consolidating the options to be more direct to purpose I will remove irrelevant cards, instead adding additional options at the bottom for lesser-used tasks.
	Which tests of Visual Structure can you run on your redesign ideas? (Concept Test, 5 second test, Trunk test, 1 click test)	Which tests of Aesthetic can you run on your redesigns? (Concept Test, Concept Ranking, Preference test, 5 second test, Design Survey)	Which tests can you run on your UI Patterns? (Concept Test, Design Survey, Preference Test, 5 second, 1st Click)
	1st click, success rate	5 second test,	I will edit the layout and content of the vertical dropdown menu in order to make navigation easier
Product Name / Problem Description	What problems are there with Visual Structure	What problems are there with Aesthetic	What problems are there with UI Patterns? Which UI Patterns are currently in use?
Amazon Confusing Item Cards <ul style="list-style-type: none">• Poor naming• Poor hierarchy• Unclear when something is sponsored• Irrelevant information	Poor naming Unnecessarily grouped options Poorly named menu bar Unnecessary options present	Aesthetically, this design is sound, and I don't intend on changing much about it	Cards, Continuous scrolling Again, the problems are mostly manifested in UI structure and Aesthetic, so minimal changes or problems are present / required
	What are you changing about the Visual Structure?	What are you changing about the Aesthetic? Can you express these ideas as Style Tiles first?	What UI Patterns are you changing or introducing?
	Appropriately named menu bar, without 'lists' involved Name and group each option accordingly	I will make each option consistent with Amazon's 'link' buttons color	I will be keeping both UI Patterns, as the problems do not lie here
	Which tests of Visual Structure can you run on your redesign ideas? (Concept Test, 5 second test, Trunk test, 1 click test)	Which tests of Aesthetic can you run on your redesigns? (Concept Test, Concept Ranking, Preference test, 5 second test, Design Survey)	Which tests can you run on your UI Patterns? (Concept Test, Design Survey, Preference Test, 5 second, 1st Click)
	1st click, success rate	5 second test,	Since there is no redesign, I will not be testing for UI patterns.

Product Name / Problem Description	What problems are there with Visual Structure	What problems are there with Aesthetic	What problems are there with UI Patterns? Which UI Patterns are currently in use?
Amazon Cluttered Dashboard • Too many ads • Too many colors	The search bar or categories is too far away from the centre	Too many contrasting colors The carousel is too distracting when it moves	Cards Continuous scrolling Carousel No real problems for these UI patterns, mainly aesthetic and UI Structure is where these problems lie. Regardless, I will still be making edits to them
	What are you changing about the Visual Structure?	What are you changing about the Aesthetic? Can you express these ideas as Style Tiles first?	What UI Patterns are you changing or introducing?
	I will be moving the search bar closer to the centre of the user's attention	I will be removing all the contrasting colors and the carousel will be removed or simplified, the dashboard will be quite minimalist in order to ease the user into using the website, rather than overwhelming them.	I will be removing the cards and the carousel, but keeping the continuous scrolling because the categorical or 'hot deals' menu is still useful to users
	Which tests of Visual Structure can you run on your redesign ideas? (Concept Test, 5 second test, Trunk test, 1 click test)	Which tests of Aesthetic can you run on your redesigns? (Concept Test, Concept Ranking, Preference test, 5 second test, Design Survey)	Which tests can you run on your UI Patterns? (Concept Test, Design Survey, Preference Test, 5 second, 1st Click)
	1st click	First Impression (think aloud), 5 Second test	Prototype test

Forced Ranking

Idea/Feature Name	Gain (Benefit to the User)	Usefulness	Frequency of Use	Change in User Behaviour	Total
Redesign drop-down menu	4	3	2	4	13
Redesign 'profile' settings	3	4	4	3	14
Redesign product cards	4	2	1	4	11
Redesign Dashboard	1	1	1	2	5

MoSCoW

Time Frame/ Deadline: 3+6 hours per class session 9 hours per week for principles project, two sub-projects(4.5h). 4 weeks total, **18 working hours** each.

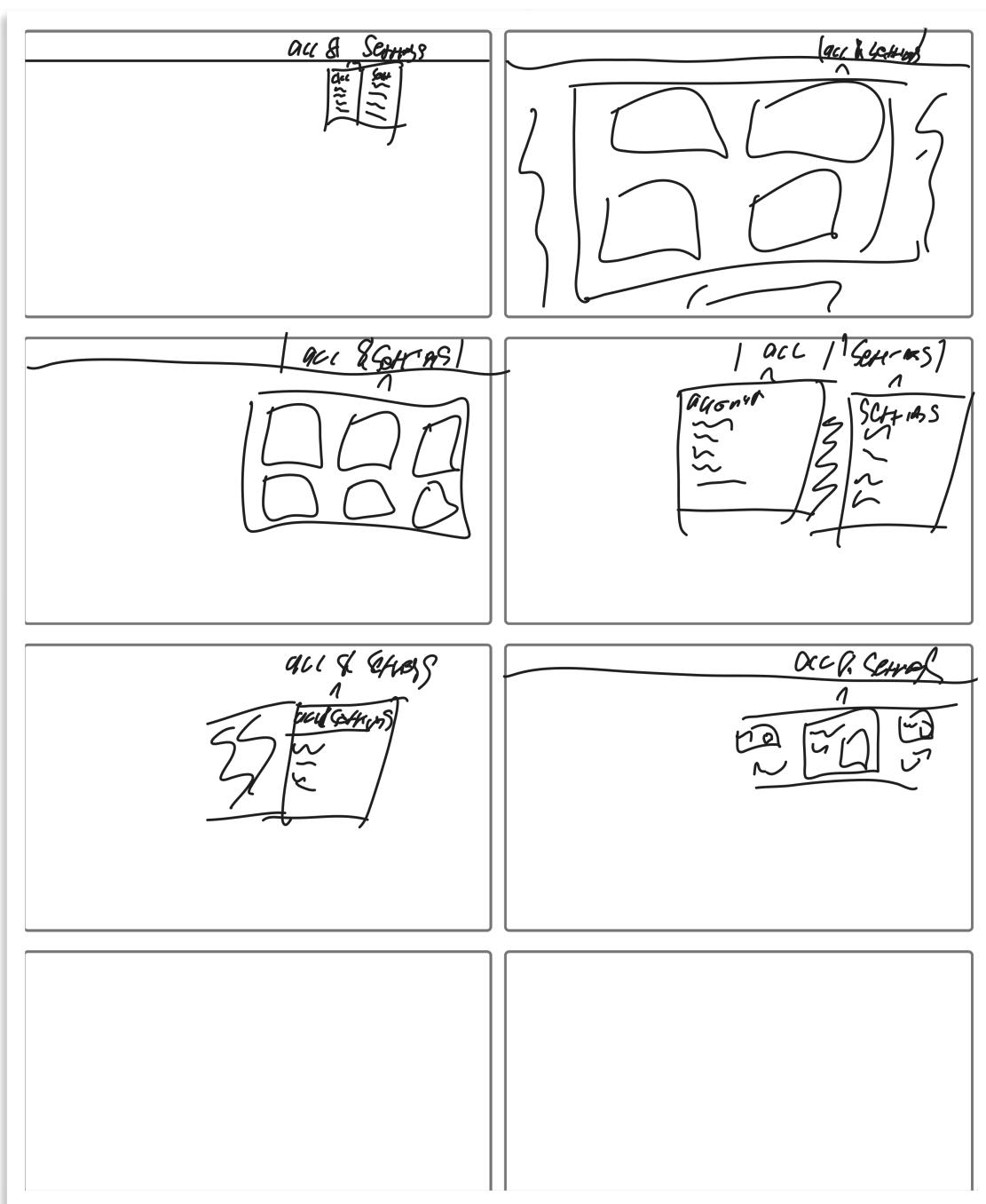
Must Have <ul style="list-style-type: none">• Redesigned Dashboard• Redesigned product cards	Should Have <ul style="list-style-type: none">• Redesigned Profile and drop down menu
Could Have <ul style="list-style-type: none">• UI and type revision (colors and scale consistency)	Won't Have <ul style="list-style-type: none">• UI Redesign• Working prototype

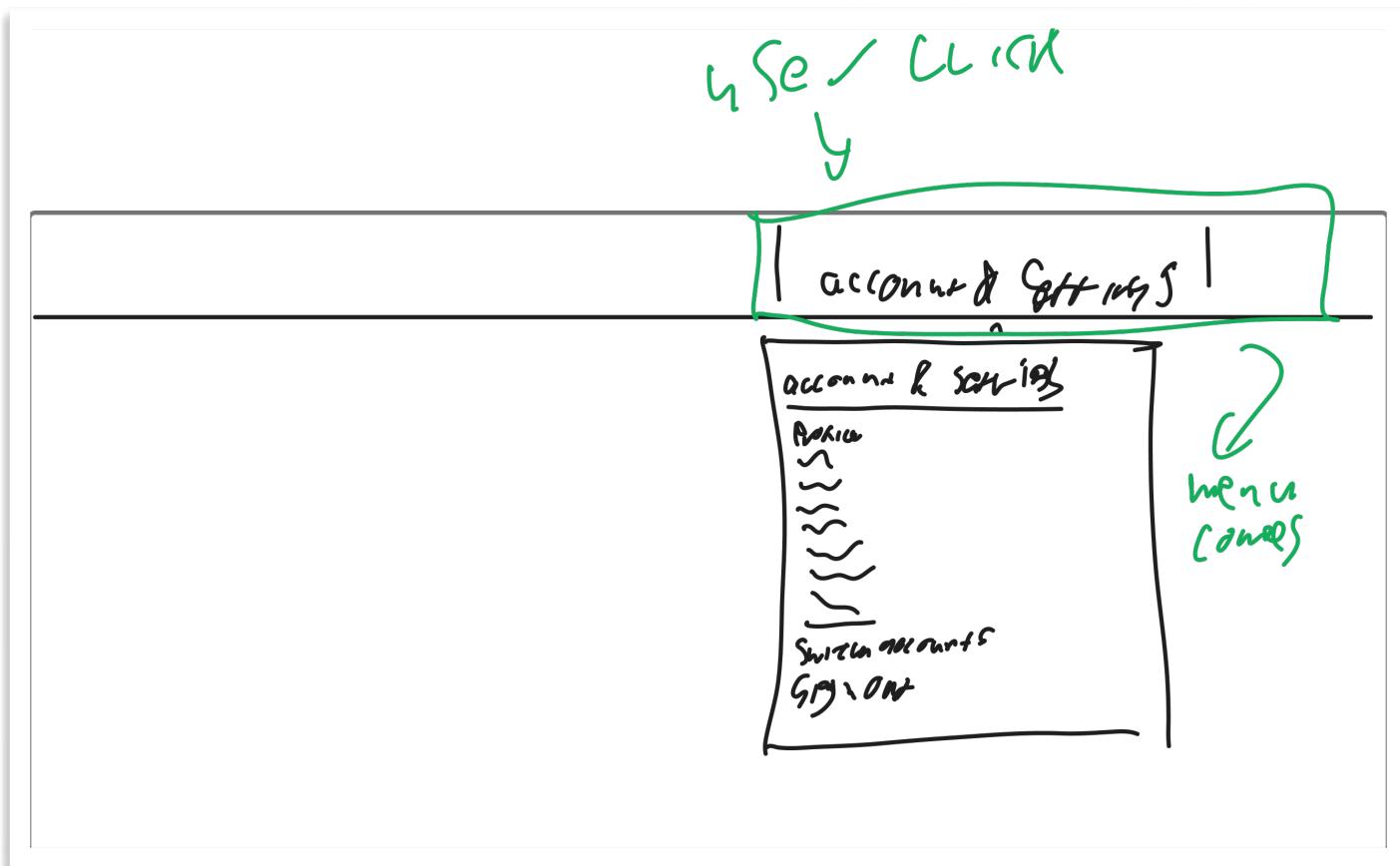
Design Process

Crazy 8's, Wireflows and Wireframes

In conjunction with 'Required fidelity of Redesign', I sketched some solution crazy 8's, and turned them into quite simple (effective for sketching solutions) Wireframes. Since the redesign is less intense with amazon because it's navigational model is strong, I decided not to sketch new flows for these screens, instead I focused my effort towards improving the content and usability of the screens to make navigation easier with the existing model.

Account and Settings





A screenshot of the Amazon Account & Settings page. The page is titled "Your Account" and lists various account management options. Each option is numbered with a green number and has a corresponding callout box:

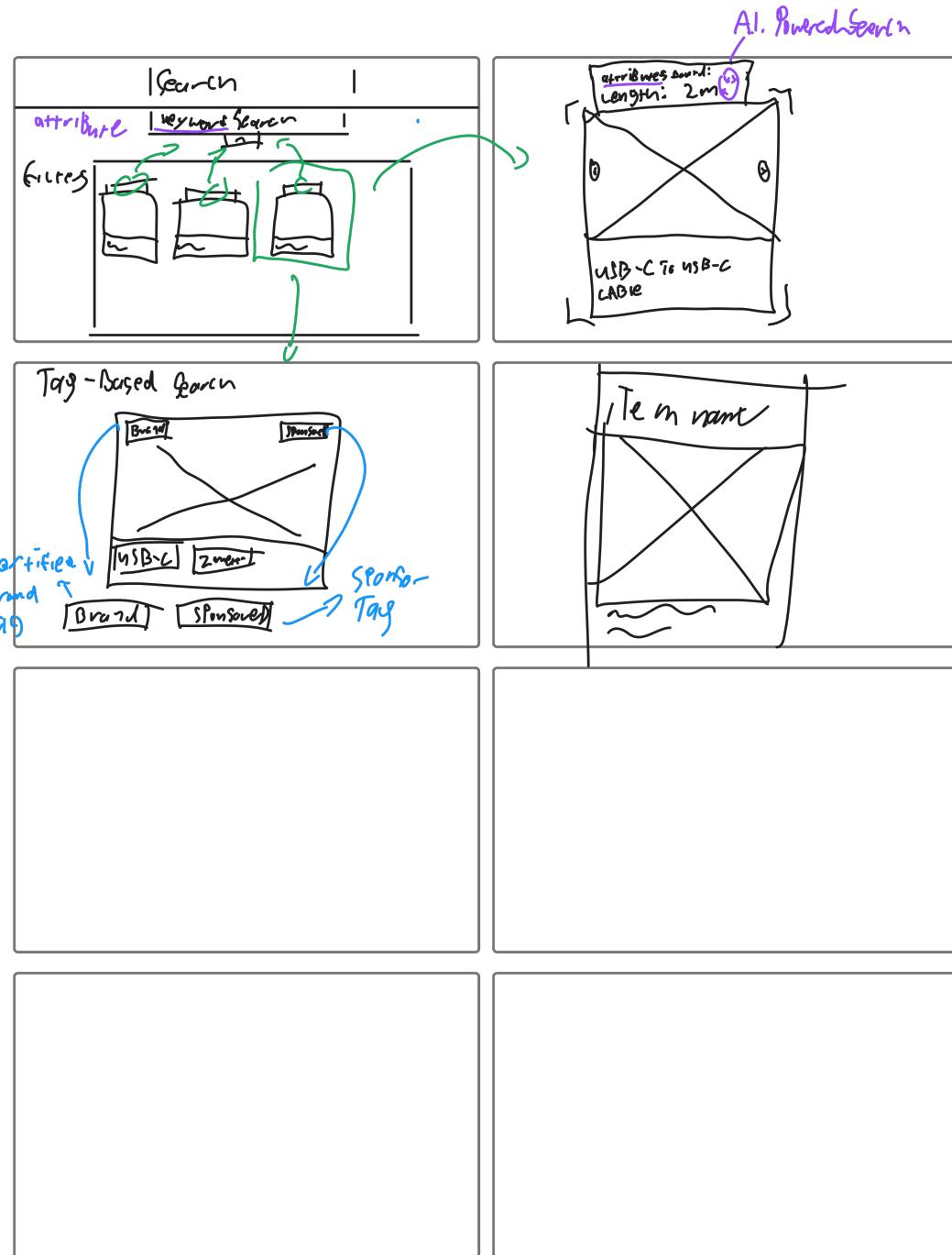
- 1. Login & security (highlighted with a green box)
- 2. Your Orders
- 3. Your Addresses
- 4. Your Messages
- 5. Your Lists
- 6. Your Payments
- 7. Your Amazon Family
- 8. Archived orders
- 9. Customer Service
- 10. Your business account
- 11. Digital Services and Device Support
- 12. Gift cards
- 13. Prime

At the bottom of the page, there are three sections: "Ordering and shopping preferences", "Digital content and devices", and "Memberships and subscriptions".

Some issues in my clarity.
reduce options here.

Since the main problem I am fixing for the 'settings' view is the quantity and relevance of the icons in amazon's page, I decided the most valuable activity I could do with my time was to rate each based on the relevance to the screen. In hindsight, this would have been a fantastic opportunity for concept testing, instead I find this is a good opportunity to learn from my mistakes; I find they are quite effective learning tools, in reflection.

Search Results



Nav Bar					
Filters	Item name				

Dashboard

I identified what this page needed specifically, as it was the most thorough re-design of this website as a whole.

Redesign: what this page needs

Search bar

Category search

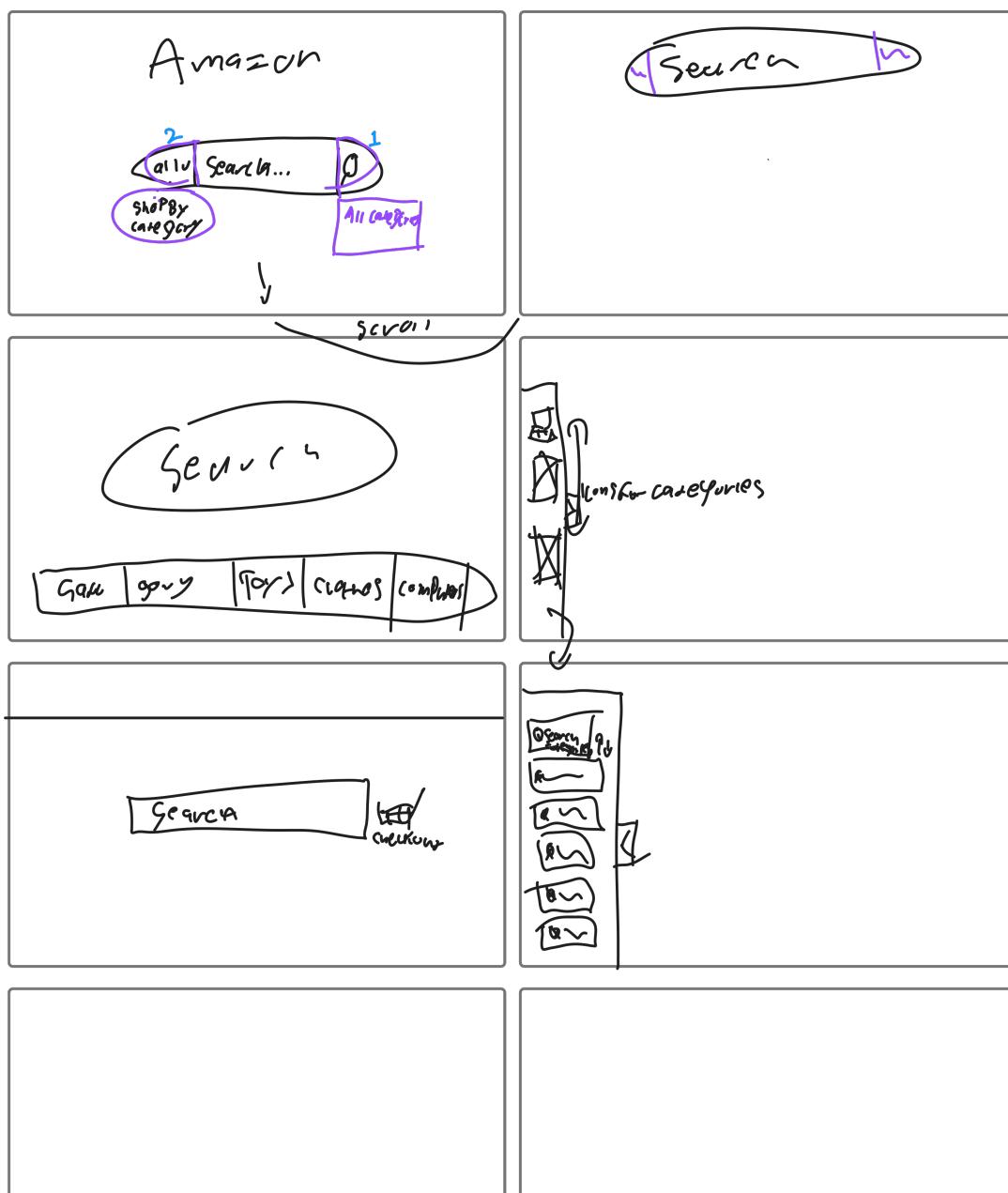
 Preview of categories

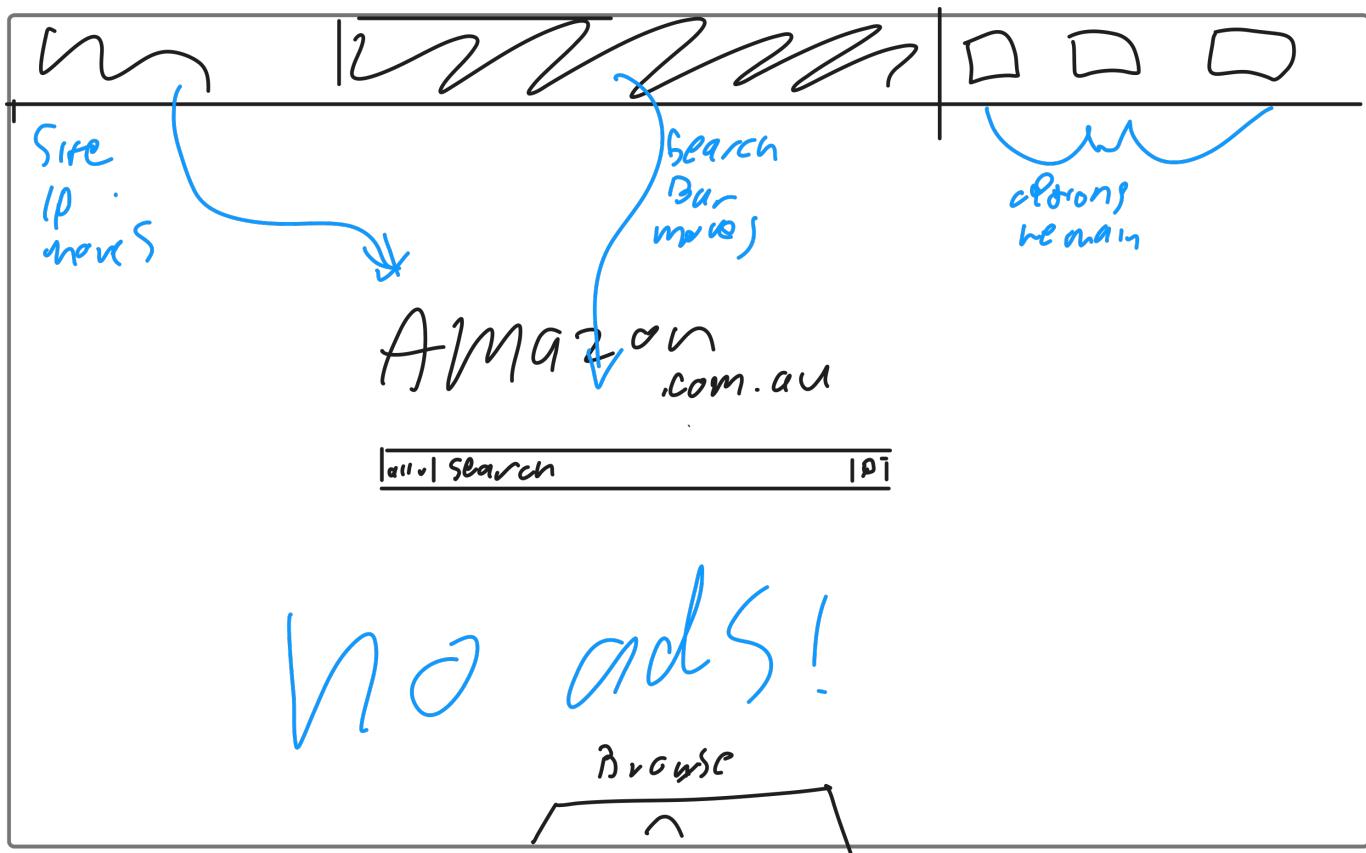
 button to browse all categories

Account info

Cart info

Brand ID (top-bar)





WK9

Required fidelity of Redesign

Feature / Concept / Idea Name	Do you need to prototype this feature? What must the prototype show to express how the feature will work?	What type of testing are you planning to do on this feature to validate its effectiveness as a solution?	What fidelity of interaction do you think is required to: 1. Express how the feature will work, 2. Fake enough of the concept and interaction to be used in a test?
Drop-down menu	Very little prototyping required for hover / click functionality in user testing	Click through test, Walkthrough Think Aloud	1. Low 2. Low
Redesigned 'Profile' Settings	No prototyping required, mainly testing for user's ability to scan through and find the option they look for	Click through test, Walkthrough Think Aloud	1. Low 2. Low
Redesigned Product Cards and search results screen	No prototype required, mainly need to test for user's ability to identify important information in the cards / search results	Trunk Test	1. Low 2. Medium
Redesigned Dashboards	Very little prototyping required - Mainly for the transition from dashboard to search results, or the popover drop-down menu	First click, First impression	1. Low 2. Mid Low

Test Plans

Original Design Test Plan Week 5/6

Test Methods Used

You should be able to copy the test plan you had for a problem into this template from Week 5 or 6 (Depending on when you completed your plan)

The important parts are the Test Methods and Types you used and the Plan (The way you ran the test)

Product and Problem Name	Test Method and Type(Moderated, Formative etc)	What you think the problem is and what you hope this test will uncover	Test Plan
Cluttered Homepage Too many categories	Tree Test First Click Test	Amazon features a large selection of categories to choose from if the user doesn't want to search using keywords, in a lot of websites this is a fundamental way to navigate the website, but I fear that amazon Even though the homepage offers a large selection of items to select from, the selections are mostly unrelated to each other and are hard to look at and discern everything.	The user will attempt to find the category that they feel fits the search criteria I will ask the user to click on an element I can find on the featured section of the Home Screen, and see firstly if they can find the correct item, or how long it takes for them to click

Redesign Test

Replicate Test Methods so you have an A/B Test

Your aim is to run the same tests on your redesigns so that you can compare them to the original designs. Some of your tests may need to be modified (such as a tree test on the redesign vs card sort on original but please check that with me)

Product and Problem Name	Tests you performed on the problem in the original design	Tests you are performing on the redesign (Should match to the tests done on the original - or modify where necessary)	Test Plan (include here if you need a prototype or static UI for the test)
Dashboards	1st Click Test First Impression Tree Test	1st Click Test First Impression Tree test not included due to restricted scope	1st Click - Prompt the user with 'Where would you click to browse through amazon's categories' First Impression - Ask the user what the website is for and what they can do with it, then ask them to name and label what each interface element means.

Original Design Test Plan Week 5/6

Test Methods Used

You should be able to copy the test plan you had for a problem into this template from Week 5 or 6 (Depending on when you completed your plan)
The important parts are the Test Methods and Types you used and the Plan (The way you ran the test)

Product and Problem Name	Test Method and Type(Moderated, Formative etc)	What you think the problem is and what you hope this test will uncover	Test Plan
Hard to navigate through settings	Participatory Walkthrough / Time on Task	It takes too long to change a setting, even if it's a setting that is probably changed frequently, or has an effect on account security. I want to know common places of confusion regarding changing settings, or things that need improvement	I will ask the users to perform a task to change their phone number in account settings. I will be recording the error rate and the time it takes to click

Redesign Test

Replicate Test Methods so you have an A/B Test

Your aim is to run the same tests on your redesigns so that you can compare them to the original designs.
Some of your tests may need to be modified (such as a tree test on the redesign vs card sort on original but please check that with me)

Product and Problem Name	Tests you performed on the problem in the original design	Tests you are performing on the redesign (Should match to the tests done on the original - or modify where necessary)	Test Plan (include here if you need a prototype or static UI for the test)
Profile Settings & Dropdown Menu	Click Through Test Walkthrough (think aloud)	Click Through Test Walkthrough (think aloud)	Click through test - With screenshots from figma imported into a lysna navigation test, ask the user to change their email associated with their account with premade hit zones. Think Aloud - Build a semi-functional prototype in figma with limited interaction to watch the user complete the same task whilst asking them to think out loud

Original Design Test Plan Week 5/6

Test Methods Used

You should be able to copy the test plan you had for a problem into this template from Week 5 or 6 (Depending on when you completed your plan)
The important parts are the Test Methods and Types you used and the Plan (The way you ran the test)

Product and Problem Name	Test Method and Type(Moderated, Formative etc)	What you think the problem is and what you hope this test will uncover	Test Plan
Product Search: Too many ads - Poor Hierarchy - Poor product naming convention	5 second test First Click Test Trunk Test	It isn't obvious that sponsored products are sponsored, and there are too many of them on the page. I want to understand how the users react to the ads present on the page, or if they can recall anything that wasn't an ad Product titles are hard to read; they often include information that would usually be found in the form of tags or in the description. The titles end up being too long and exhausting to have to look at and read	I will show the users a screenshot of a page with a few ads on it, and ask them to write as much as they can recall Show the user a screen and ask them to find the first relevant item decided by a criteria shown to them beforehand

Redesign Test

Replicate Test Methods so you have an A/B Test

Your aim is to run the same tests on your redesigns so that you can compare them to the original designs.
Some of your tests may need to be modified (such as a tree test on the redesign vs card sort on original but please check that with me)

Product and Problem Name	Tests you performed on the problem in the original design	Tests you are performing on the redesign (Should match to the tests done on the original - or modify where necessary)	Test Plan (include here if you need a prototype or static UI for the test)
Product Cards and Search Results	1st Click Trunk Test	Trunk Test <i>1st Click test omitted due to irrelevance of my testing goals</i>	Trunk Test - Ask the user to move pre-titled cards around the screen as quickly as they can, to match with their corresponding element: Go to the previous page, Search Bar, Filters, Item Name, Sponsored Items, Price, Sorting Menu, Buy Item.

Design Process

Soon after wireframing, I began the process of implementing my designs in figma.

<https://www.figma.com/design/cxvSUAwuxthjCHrc3ymW/Digital-Mockups?node-id=14-3369&t=Kwp5y28sRcgI7GyO-1>

It was really useful to know the level of interaction fidelity required before going into figma to build the 'prototype', since I knew I wasn't going to need much, which allowed me to reach for a scope I was comfortable with.

Style Guide

I started by searching Amazon for style guides, eventually coming across <https://developer.amazon.com/en-US/alexa/alexa-haus/apl-style-guide>, which provided me with a fantastic starting place for fonts and sizing, especially because of such a detailed guide with descriptions / suggestions for how to use each size.

Hub Landscape Small, Hub Round (5 feet)

Style	Typeface	Default Weight	Alternate Weight	Size (in dp)
Display 1	Ember Display	Bold	Light	106
Display 2	Ember Display	Bold	Light	80
Display 3	Ember Display	Light	Bold	66
Display 4	Ember Display	Light	Bold	53
Display 5	Ember Display	Light	Bold	48
Display 6	Ember Display	Light	Bold	40
Body	Ember Display	Light	Bold	32
Hint	Bookerly	Regular Italic	-	32
Callout	Ember Display	Bold	Light	28
Title	Ember Display	Medium	-	28
Metadata	Ember Display	Bold	Light	24
Caption	Ember Display	Regular	-	24

Display 1

Display 2

Display 3

Display 4

Display 5

Display 6

Body

Hint

Callout

Title

Metadata

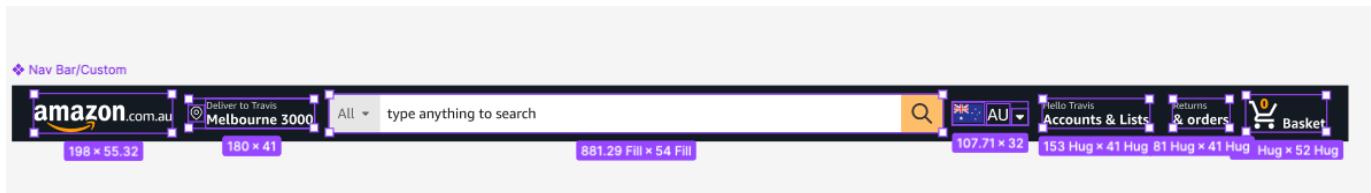
Caption



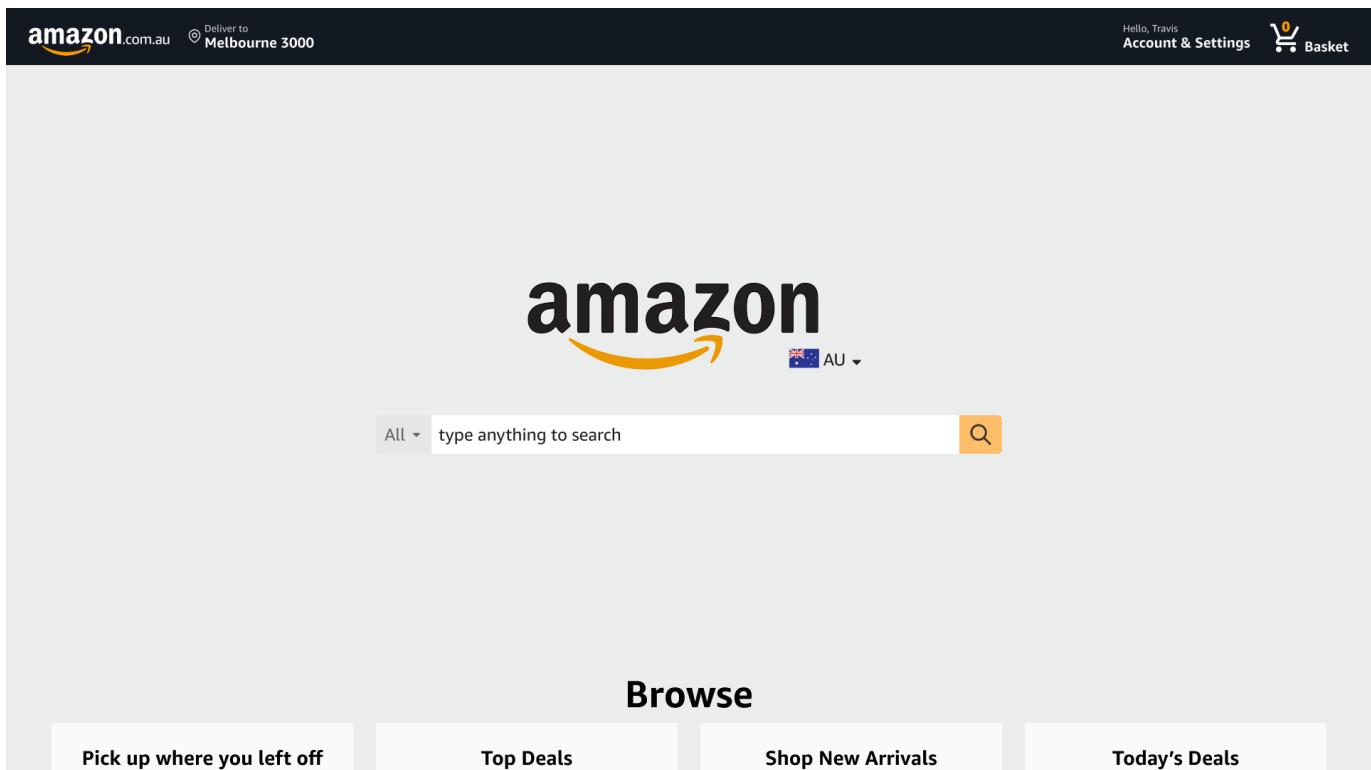
Background Palette		
	colorBackground colorBackground	#232F3E The color displayed behind content when no other background styling is applied. For example, when using imagery as a background.
	colorBackground colorBackground	TV Override #35485E On TVs, the colorBackground is overridden by #35485E.
	colorBackgroundReversed colorBackgroundOverlay	#EBEDED The color displayed behind content when no other background styling is applied. For example, when using imagery as a background. #000000 Used to cover images with a semi-opaque filter to make them easier to read. It can be a static value or dynamically generated from the imagery.
	colorRed800	#65151E Red background color.
	colorGreen800	#34581B Green background color.
	colorTeal800	#0A655E Teal background color.
	colorBlue800	#232F3E Blue background color.
	colorPurple800	#3E3F68 Purple background color.
	colorGray800	#1E2222 Gray background color.

Creating Parts of the website

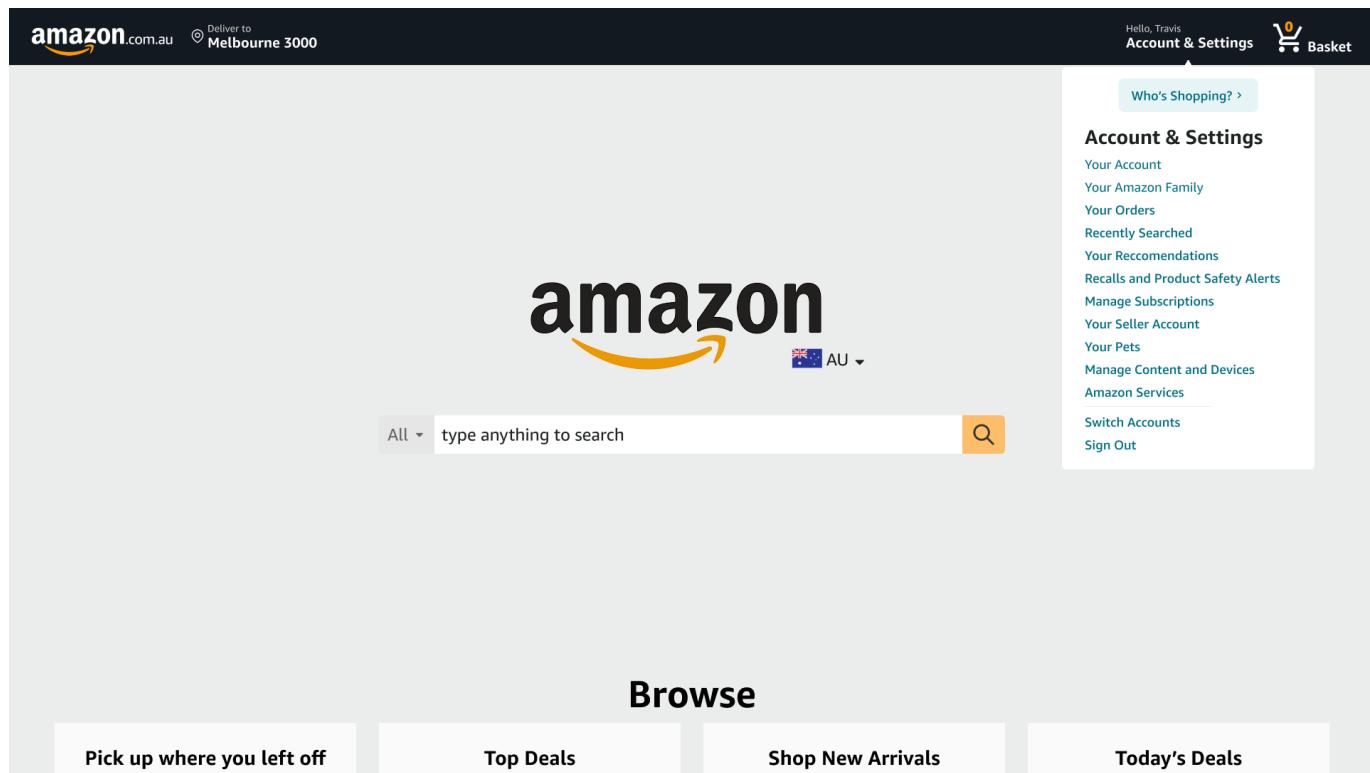
Then, using unscaled screenshots of the website, I created a replica of the navigation bar so that I had complete freedom over the text and elements in the design



Which I was then able to use primarily in the dashboard; to separate the search bar from the navigation bar, for deliberate use and purpose as one of the main functions of the dashboard, without distraction from the nav bar.

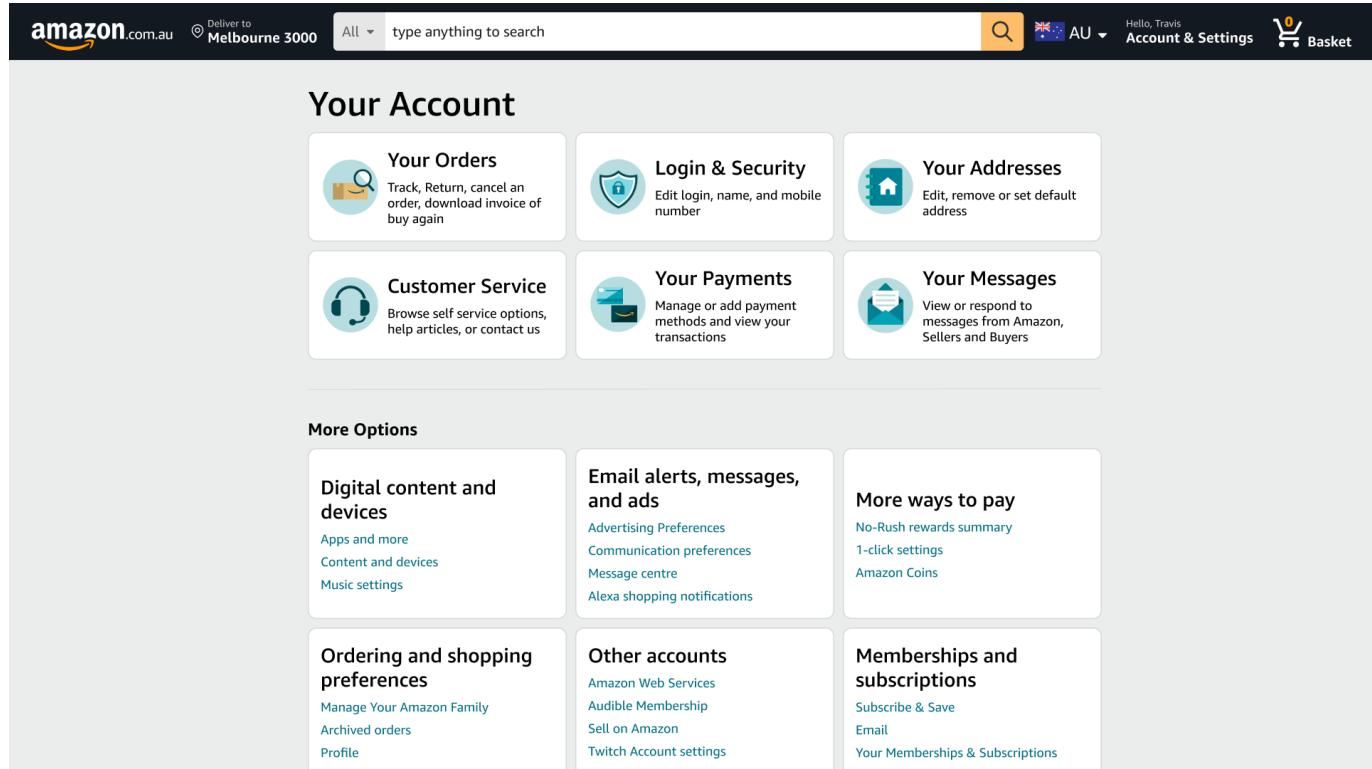


Not only did the custom replica search bar give me freedom of where each element sat on the screen, it also allowed me to pick and choose which elements were present in all screens, and more importantly, what they told the user, which allowed me to address another problem, the name of the 'profile and settings' button in the nav bar.

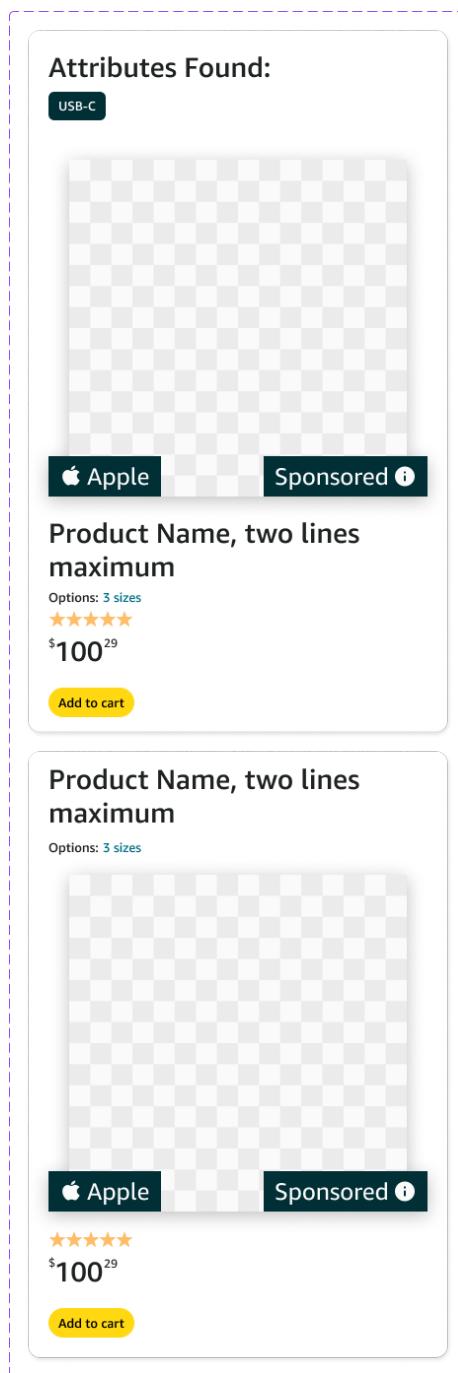


While I was addressing the issue of the nav bar, I had a good chance to move straight on to the drop-down menu, and I was able to significantly reduce the width and length of the menu, while also improving clarity and consistency by coloring the links consistently with other links on amazon's website.

While fixing the issue with the dropdown menu, I also worked on creating replica tiles for the 'settings' layout. I was able to use inspect element to extract each image from amazon's official website for use in my replica, which aimed to produce a similar fidelity in my design as amazon's official website.



The options under 'More Options' exist exactly as they do on amazon's official page. I decided to leave them in because they contain some options that, while not commonly used, still offer important functions of the website, which are not to be overlooked or omitted in the redesign.



While designing the product tile page, I became quite obsessed with the idea of having a 'smart filter' option, which took the form of an additional search called 'attributes', which would be powered by AI to search through the descriptions and *attributes* of each item to display to the user. While potentially helpful, I decided it wasn't the best showcase of my skills in UX design, being more of a wishful idea than an experience centered UX decision.

These decisions were difficult but crucial learning experiences throughout my process through all my projects this semester, this is not an example of an isolated problem, but one that I have been able to learn from in many different ways and contexts in this semester.

The screenshot shows the Amazon search results page for 'iPhone 15'. The top navigation bar includes the Amazon logo, delivery information ('Deliver to Melbourne 3000'), a search bar ('All iPhone 15'), and account settings ('Hello, Travis AU Account & Settings'). Below the search bar, there are filters ('Filters: USB-C') and a 'Featured' section indicator.

Showing Results for iPhone 15

Product	Image	Options	Rating	Price	Action
Apple iPhone 15 (256 GB) - Pink		Options: 3 sizes	★★★★★	\$1,447 ⁰⁰	Add to cart
Apple iPhone 15 Plus (256 GB) - Pink		Options: 3 sizes	★★★★★	\$1,597 ⁰⁰	Add to cart
Apple iPhone 15 (128GB) - Black		Options: 3 sizes	★★★★★	\$1,247 ⁰⁰	Add to cart
Apple iPhone 16 (128 GB) - Teal		Options: 3 sizes	★★★★★	\$1,397 ⁰⁰	Add to cart
Apple iPhone 15 Plus (128 GB) - Pink		Options: 3 sizes			
Apple iPhone 15 Pro (256 GB) - White Titanium		Options: 3 sizes			
Apple iPhone 15 Pro Max (256 GB) - Blue Titanium		Options: 3 sizes			
Apple iPhone 14 (128 GB) - Blue		Options: 3 sizes			

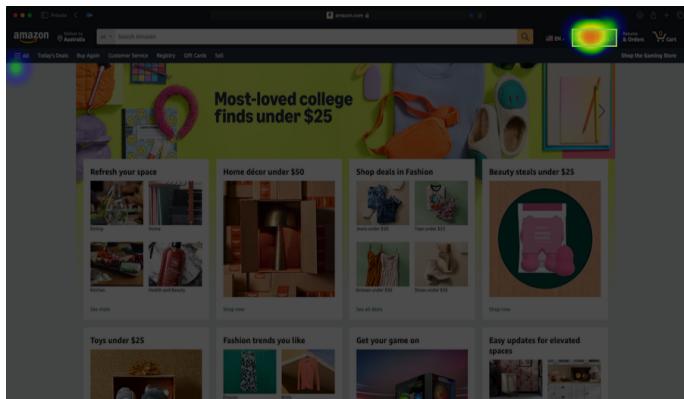
My final redesign for Amazon's website was the search results page, including the tiles mentioned earlier. Designing this page was conflicting; it initially felt isolated from the other issues I had designed, since they felt simpler and less ambitious in scope, while at the same time seemingly more important issues. However as I kept progressing through the redesign of this page and cross referencing my sketches and the original page, I realized that my time had been put to good use, and that this was an issue worth solving.

Test Results

Unmoderated Testing

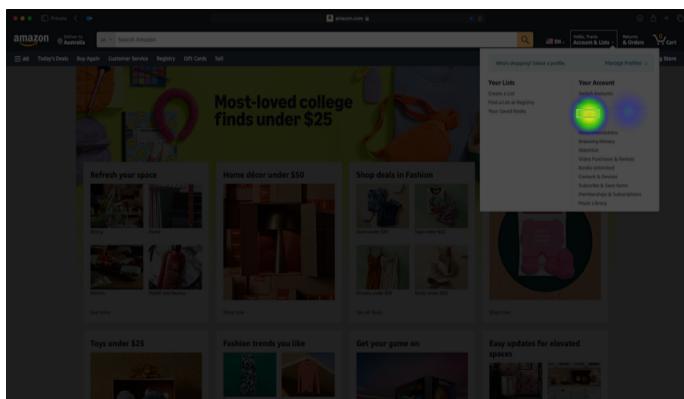
Account and settings navigation

How would you add a phone number to your account (Original)



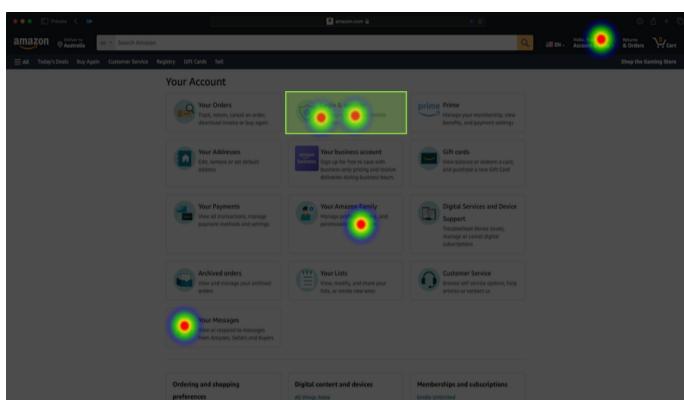
Average Time: 12 Seconds

Completion rate: 75%



Average Time: 7 Seconds

Completion rate: 83%

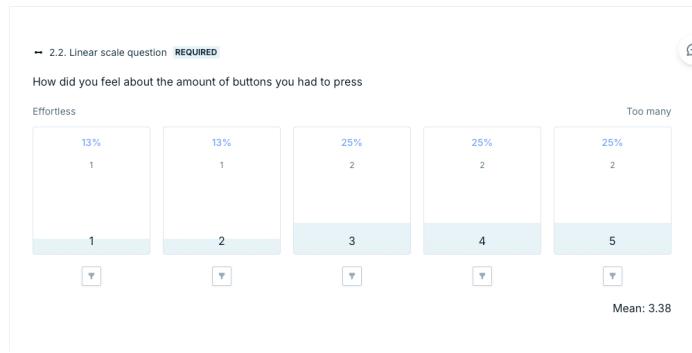
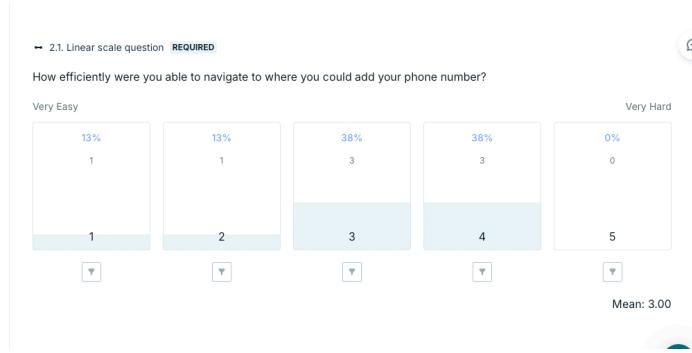


Average Time: 19 Seconds

Completion rate: 40%

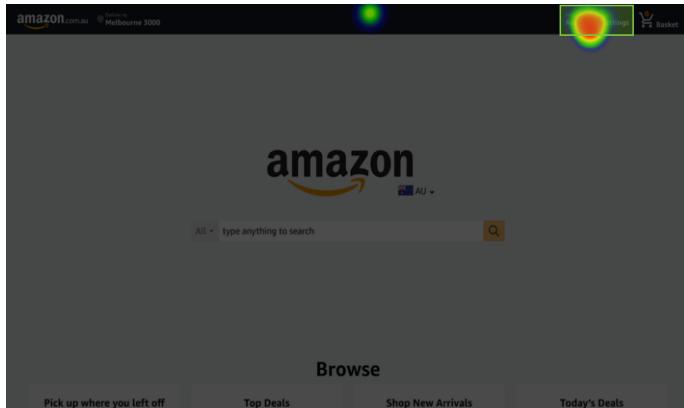
Total time: 38 Seconds

Average Completion Rate: 66%

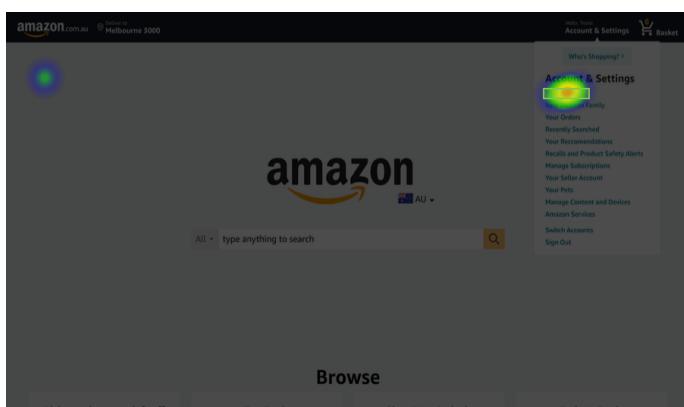


Account and settings navigation

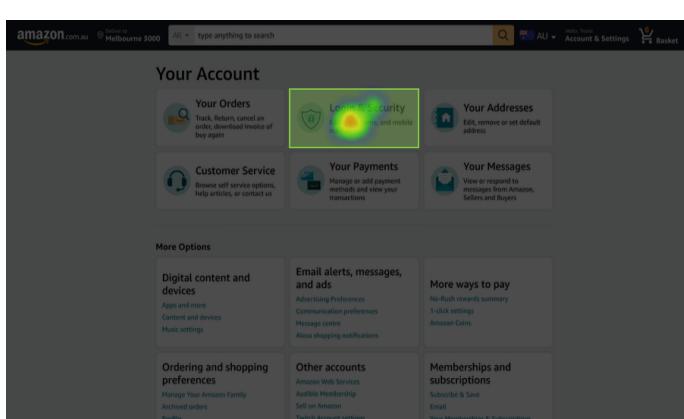
How would you add a phone number to your account (Redesign)



Average Time: 3 Seconds
Completion rate: 86%

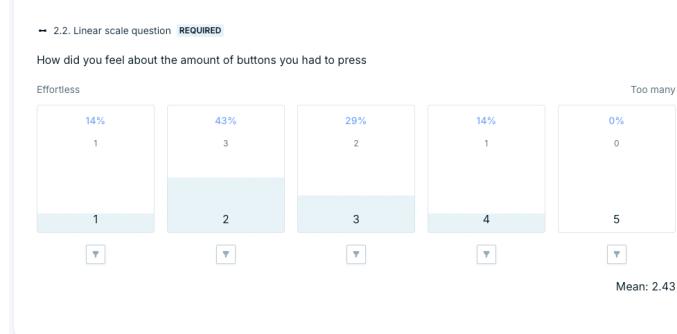
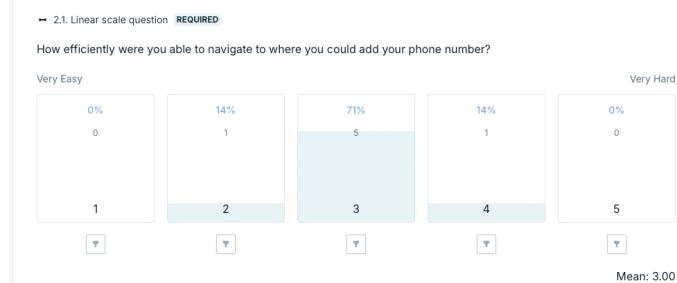


Average Time: 4 Seconds
Completion rate: 83%



Average Time: 15 Seconds
Completion rate: 100%

Total time: 22 Seconds
Average Completion Rate: 90%



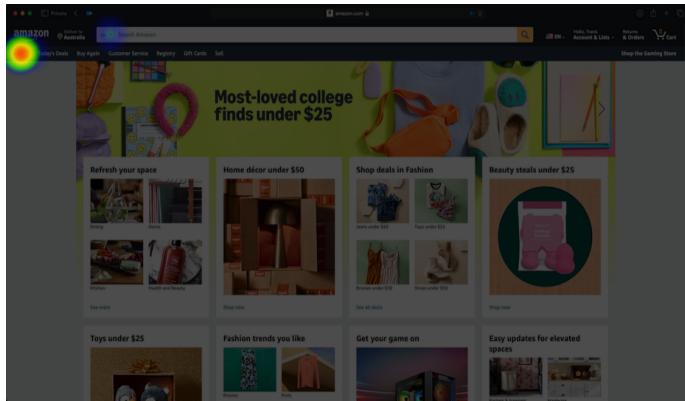
Reflection

The result of these tests are unexpected for me; along with a substantial decrease in time on task, users were, on average, a fair amount more accurate when completing this task. What surprised me the most was the dramatic difference in the time it took to find the button for the dropdown on amazon's website(labelled 'Account and Lists') vs the time it took on the redesign(Labelled 'Account and Settings'); the average is almost 10 seconds faster on the redesign.

What I found most valuable, however, was the difference in the final screen, where the average time it took for users to find the button to add their phone number was 4 seconds shorter on the redesign, and the completion rate sits at 100%, whereas the original sits at a mere 40%.

Dashboard

Where would you click to browse through amazon's categories (Original)

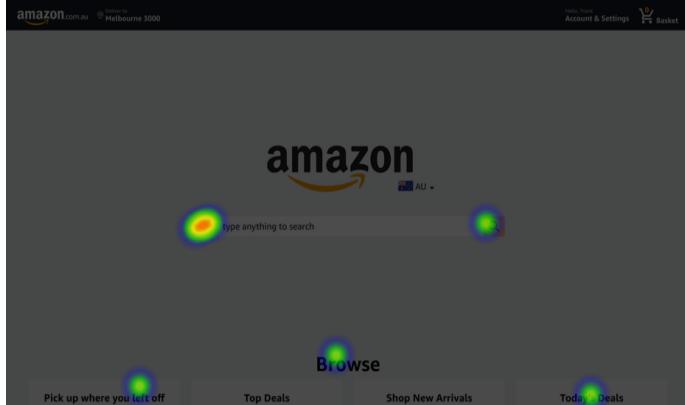


Average Time: 15 Seconds

Completion rate: 100%

Dashboard

Where would you click to browse through amazon's categories (Redesign)



Average Time: 27 Seconds

Completion rate: 86%

Reflection

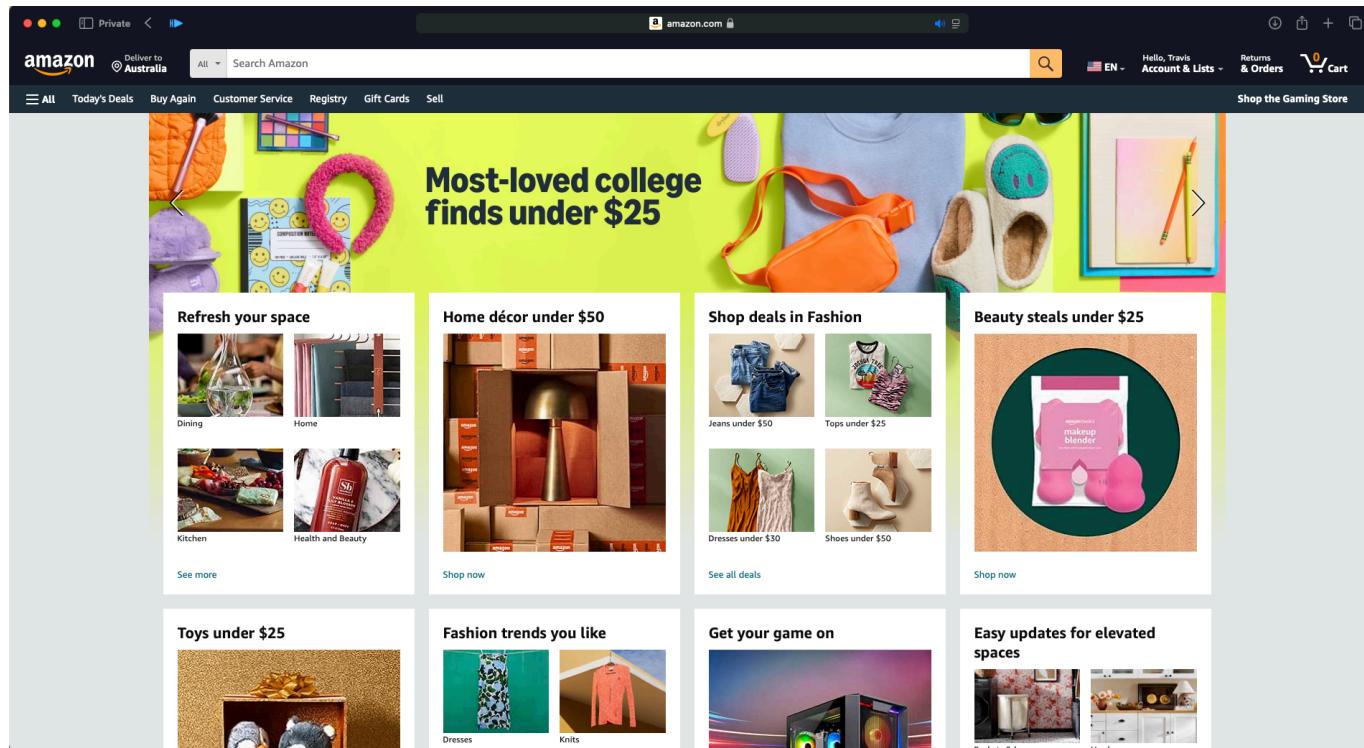
It was interesting to see how my design is more confusing for categorical searchers, where on average, users took longer and had a lower completion rate in comparison to the original website.

I think it's valuable for me to understand that my website is far from perfect, and embracing the drawbacks rather than making excuses for them is the most productive way to handle such issues.

Moderated Testing

First Impression - Dashboard (original)

1. What is this product for? What can you do with it?



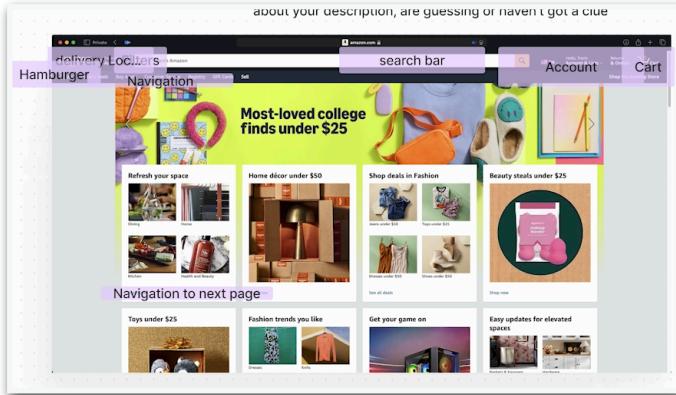
Participant 1: The website is made to persuade people into checking things out, you can navigate items and browse through categories if its listed, or search. You can view the cart. The purpose is just to browse and 'have a geezer'

Participant 2: It is a place where you can buy stuff

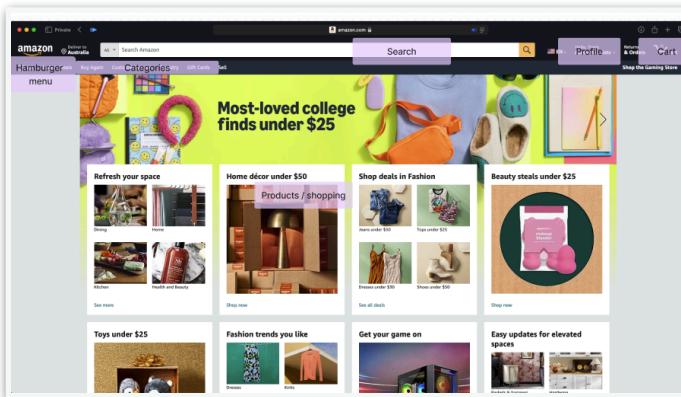
Participant 3: it is for buying products, and you can search for stuff.

First Impression - Dashboard (original)

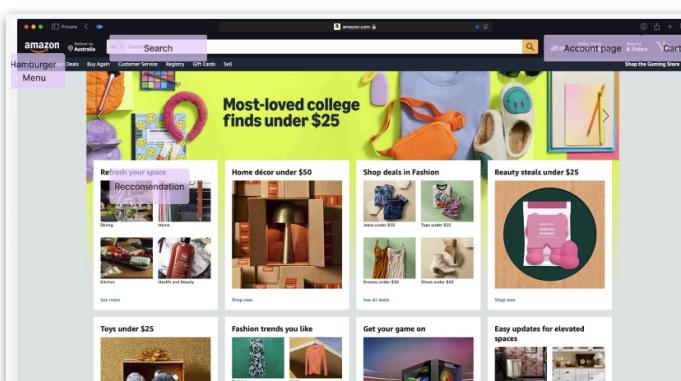
2. Describe what each element means



Participant 1 first named the search input bar, then named elements left to right in the entire navigation bar, with some items named in the 'body' of the page as well, at the end



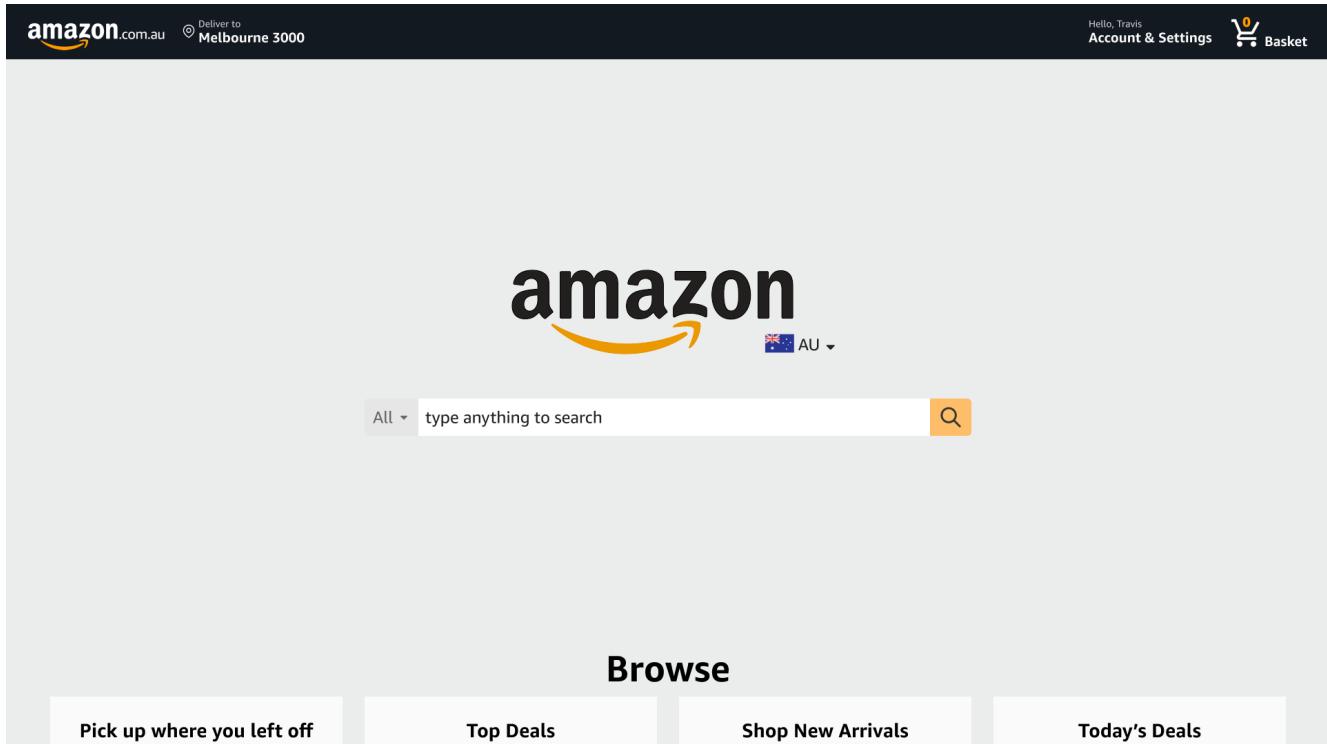
Participant 2 briefly scanned through the navigation bar, naming elements as they came to mind, then moved onto the body of the page



Participant 3 scanned through the navigation bar, naming elements as they were recognized, then moving on to the body of the page

First Impression - Dashboard (Redesign)

1. What is this product for? What can you do with it?



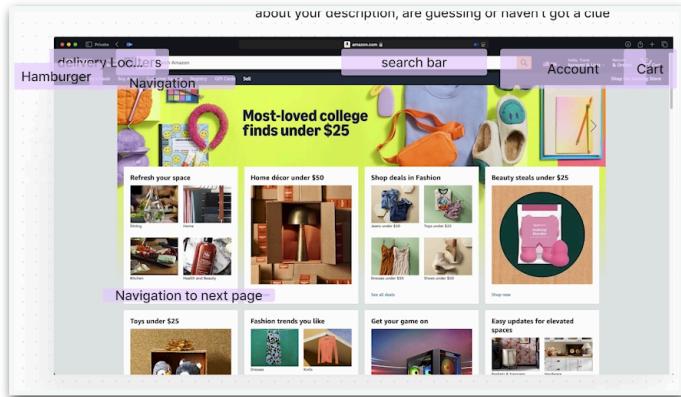
Participant 1: Said it looks like a search engine, reminiscent of google. He noted that it resembled a landing page, and said he perceived options of searching for what he wants, or using the tabs below, to find what he wants.

Participant 2: He noted the primary function was to search for products, and to sign in somewhere, look at the cart, and you can browse by category.

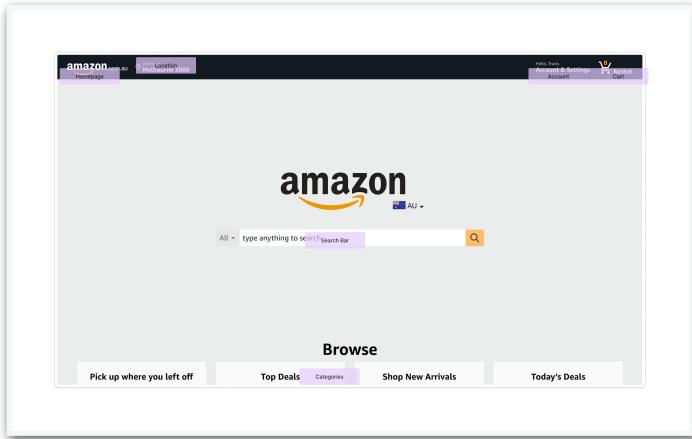
Participant 3: noted the ability to search for items, and to buy things.

First Impression - Dashboard (Redesign)

2. Describe what each element means

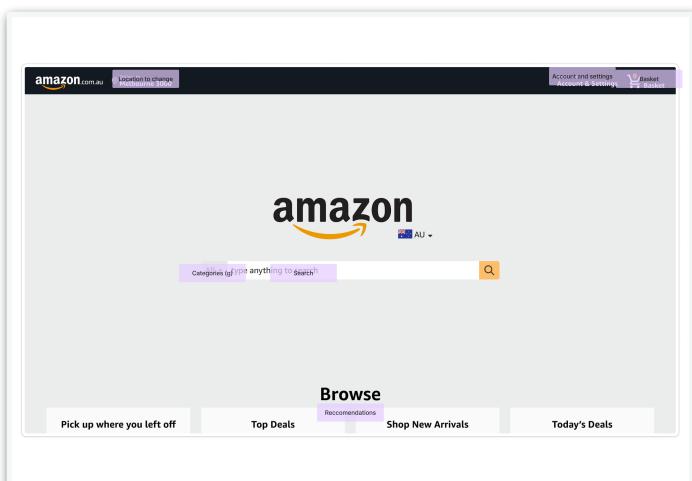


Participant 1 - Labelled items in a 'Z' pattern, starting from the top left to label the delivery location, then onto the Account and settings and basket, down to the country indicator, search bar, filter and finally browse categories. He wanted to make a serious note about the blank space on the screen, which indicates that it is something refreshing or unexpected for him to see on this website.



Participant 2 -

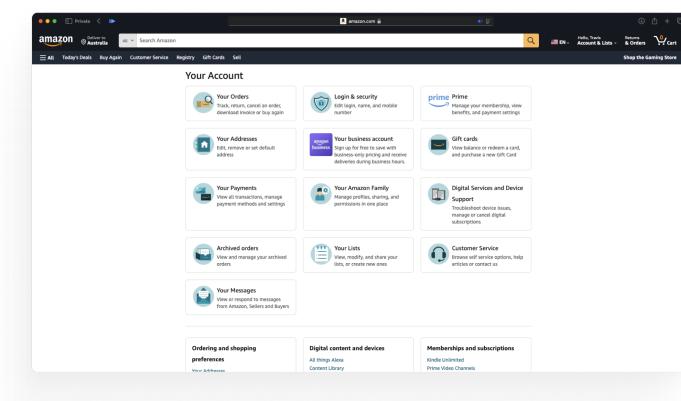
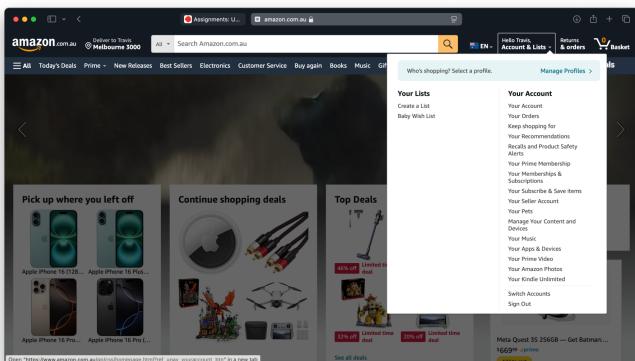
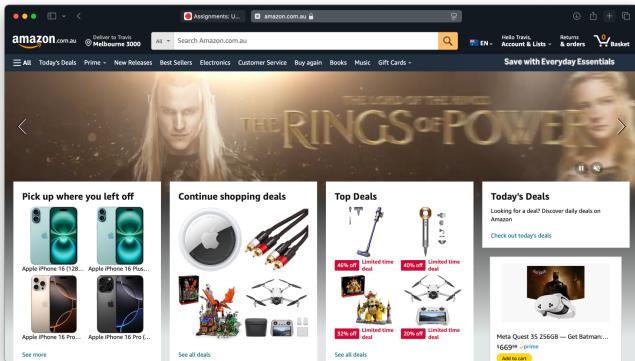
The first thing he identified was the search bar, then down to categories. Straight after, he identified the cart and the account, and finally location. Additionally, he identified the site ID as the button to go to the homepage, which indicates to me that he didn't identify the current pager as the homepage.



Participant 3 - Identified elements of this website from left to right initially, guessing that the button on the left of the search bar was to browse categories. He was able to give good descriptions for each item he was labelling

2. Think Aloud (original)

Change the email associated with your account



Participant 1 - Saw rings of power, commented on how obnoxious it was. Clicked on accounts and lists.

Participant 2 - Instantly went for 'account and lists' without hesitation

Participant 3 - instantly understood that changing email is in the 'account' page

Participant 1 - Searched through the tab menu until they settled on 'your Account'

Participant 2 - Instantly went for 'your account'

Participant 3 - Clicked on 'Your account' without much hesitation

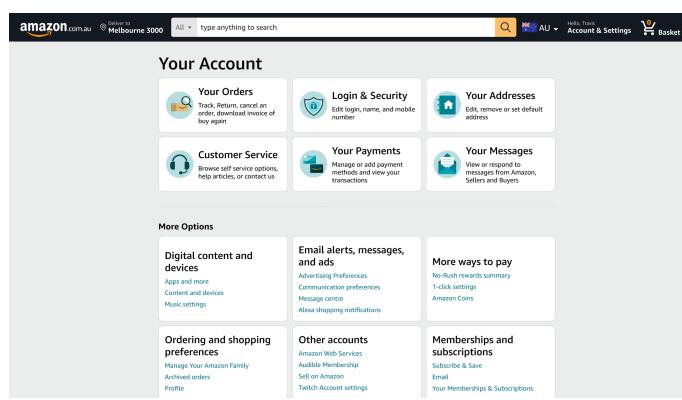
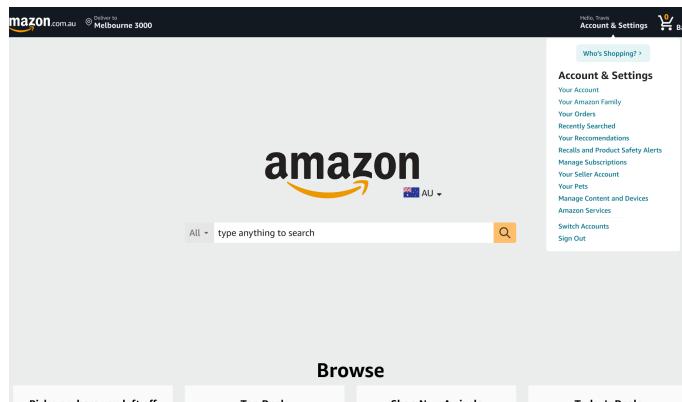
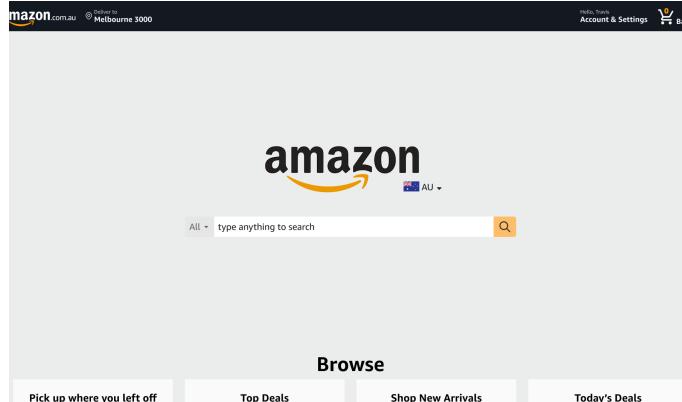
Participant 1 - Struggled to find email options, getting confused with 'Your Addresses and Your Messages', before settling on 'Login and Security'

Participant 2 - the user was reminded that they needed to change their email, as they had forgotten, and was able to immediately select on correct option.

Participant 3 - overwhelmed by the amount of detail on this screen, the user took a few seconds of reading until he stumbled upon 'mobile phone', and was able to click on the correct option.

2. Think Aloud (Redesign)

Change the email associated with your account



Participant 1 - Identified himself on the website amazon immediately, then clicked straight to 'accounts', because he associated that with his email.

Participant 2 - Immediately looked at and clicked on 'account'

Participant 3 - Was immediately able to identify the 'account and settings' tab in the nav bar

Participant 1 - Once here, he searched through the dropdown, repeating the phrase 'accounts', until he identified the 'your account' button, and clicked on it.

Participant 2 - Straight away found 'your account'

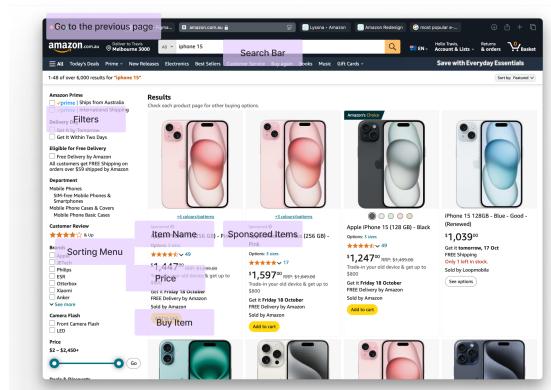
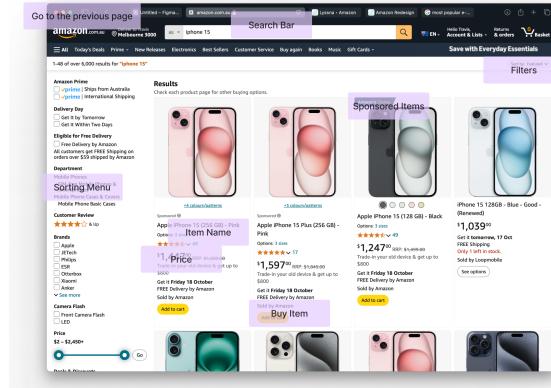
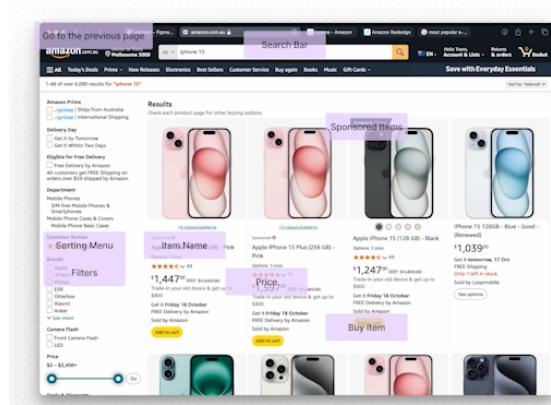
Participant 3 - immediately selected 'your account', without hesitation

Participant 1 - As with the first test, got confused looking at the 'messages' and 'addresses' buttons, until he identified 'login and security' as the correct button to press.

Participant 2 - and instantly selected 'login and security'.

Participant 3 - Immediately identified the top middle option as the one to change his email.

3. Trunk Test - Search Results (original)



Participant 1 -

Was able to name most options correctly, apart from getting confused with 'sorting menu' and 'filters', as well as 'sponsored items' being placed on the 'amazon choice' area, rather than the sponsor indicator.

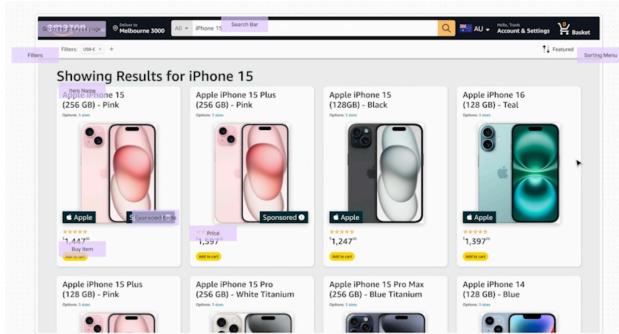
Participant 2 -

Was able to complete this almost correctly, however flipped filters and sorting menu, as well as similarly with participant 1, the 'sponsored item' sticker was put on to the 'amazon choice' area.

Participant 3 -

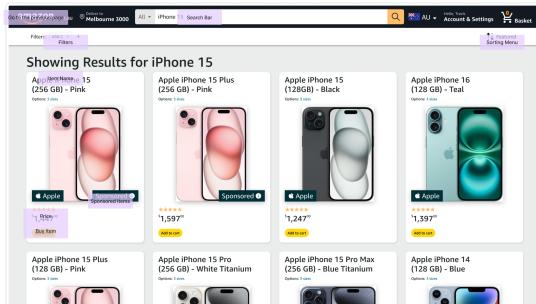
Was able to find everything correctly, apart from sorting, which was confusedly put into the same area as 'filter'

3. Trunk Test - Search Results (Redesign)



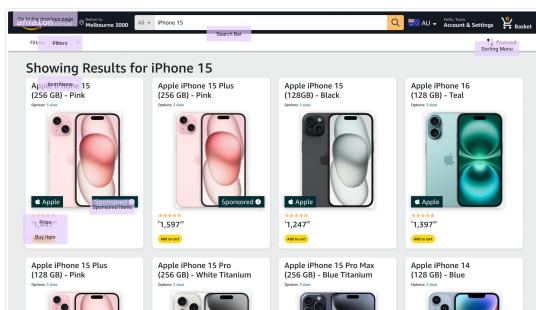
Participant 1 -

Was able to find everything as it should be, completely correctly, in comparison to Amazon's original, which was confusing



Participant 2 -

Was also able to label everything correctly, without any trouble.



Participant 3 -

Similarly, was able to label everything correctly, without hassle

I believe that my redesign's resemblance and usage of Amazon's identity hindered my testing ability, as it is such a ubiquitous website, people already have mental models of how to use the website.

ENROLMENT ONLINE

Design Process

Further Analysis

As with Amazon, I looked back on my previous process diary work and annotated what I was going to change about the existing designs. It was quite helpful to identify the elements I was going to redesign, and in what order did they seem most important initially.

Visualise your problems
To effectively document and present your problems it is important to visually show the problem. This requires you to show the steps that cause the problem to occur or highlight in the interface where the problem is, or combinations of these. It's also important to annotate what you are showing to describe the detail of the problem as it occurs.

Create a descriptive name to help identify your problem.
Then give a general description of what causes this problem to occur - give an example of the task are you trying to complete that leads to you encountering this problem.

Problem:
Inconsistencies in the design like poorly aligned elements, things that look like buttons but aren't,

Task that causes this to occur:
the 'back' button shows a poorly labelled title of the previous screen, which can change based on the current navigation.

Use screenshots to show the interface. (make sure you include the whole interface that is visible on the screen, not just the part that has the problem.) Then highlight where the problem is in the interface. Use flow arrows if there are multiple steps to the problem.

Annotate the problem. Include the Principles(each from Krugg, Johnson and Nielsen) in each annotation and explain why it's a problem.
Add numbers to the above visualisation and then add a description next to each number below. Here are a few numbers to get you started

Annotation Number	Description	Principle
1, 2	The 'button' to activate these drop-downs is the text, not the arrow, which goes against existing design standards	Consistency and standards We perceive what we expect to perceive
3, 4	The top group is un-collapseable, despite having the same collapsibility indication and affordance as the rest of the groups	Consistency and standards Error prevention We perceive what we expect to perceive
5	The bottom group does not follow consistency standards with the rest of the groups above it	Consistency and standards Consistency aids learning
6	The back buttons are inconsistently labelled and positioned; there are differences in padding, name and size between 7 and 8, however 9 goes directly against all design language in the rest of the website	Consistency and standards Consistency aids learning
7, 8, 9	Red text is consistently clickable, however this text is information display.	Consistency and standards Error prevention We perceive what we expect to perceive
10		

Redesign might have
caused more elements
to exist

Although important to include as it is a part of my process, since this screen defines issues only relevant to the original design, there is no redesign that comes from primarily this screen, since the elements with these issues no longer exist; they have been replaced through the other redesigns.

Visualise your problems

To effectively document and present your problems it is important to visually show the problem. This requires you to show the steps that cause the problem to occur, or highlight in the interface where the problems is, or combinations of these. It's also important to annotate what you are showing to describe the detail of the problem as it occurs.

Create a descriptive name to help identify your problem.

Then give a general description of what causes this problem to occur - give an example of the task are you trying to complete that leads to you encountering this problem.

Problem:

Interactions that should take only a few steps often take a long time to figure out and navigate, and the options are unclear

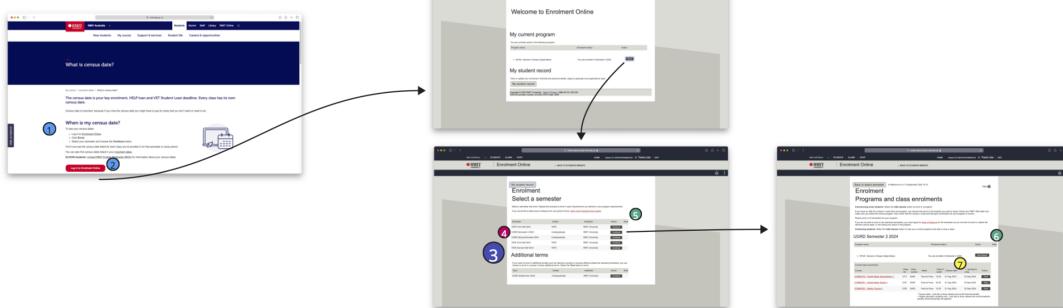
Task that causes this to occur:

Completing seemingly simple tasks

Use screenshots to show the interface. (make sure you include the whole interface that is visible on the screen, not just the part that has the problem.) Then highlight where the problem is in the interface. Use flow arrows if there are multiple steps to the problem.

Task: Find the census date of the course I'm currently enrolled in

This step is just an intermediary. This screen has its issues, but not ones related to this task



Annotate the problem. Include the Principles(each from Krugg, Johnson and Nielsen) in each annotation and explain why it's a problem.

Add numbers to the above visualisation and then add a description next to each number below. Here are a few numbers to get you started

① ② ③

Annotation Number	Description	Principle
① ②	The context displayed by RMIT's website is good, however to perform such a task should not need the user to remember steps, it should be automatic.	Recognition rather than recall Recognition is easier than recall don't make me think
③	The dates displayed are alphabetically sorted, not chronologically; <u>there is no indication of the current semester at all.</u>	Match between system and the real world Consistency and standards We perceive what we expect to perceive
④	UGRD is not human language, that's a computer abbreviation. I cannot read that	Match between system and real world don't make me think
⑤ ⑥	Unused, tiny 'note' column is just the cherry on top for this screen	Aesthetic and minimalist design Get rid of half the words Our attention is limited; Avoid overloading
⑦	Finally found the right screen, the census date is what I'm looking for here, but is <u>hidden under a wall of text and some irrelevant categories and options</u>	Aesthetic and minimalist design Get rid of half the words Our attention is Limited; Avoid overloading

- X interaction redesign

✓✓✓ redesign start

Visualise your problems

To effectively document and present your problems it is important to visually show the problem. This requires you to show the steps that cause the problem to occur, or highlight in the interface where the problems is, or combinations of these. It's also important to annotate what you are showing to describe the detail of the problem as it occurs.

Create a descriptive name to help identify your problem.

Then give a general description of what causes this problem to occur - give an example of the task are you trying to complete that leads to you encountering this problem.

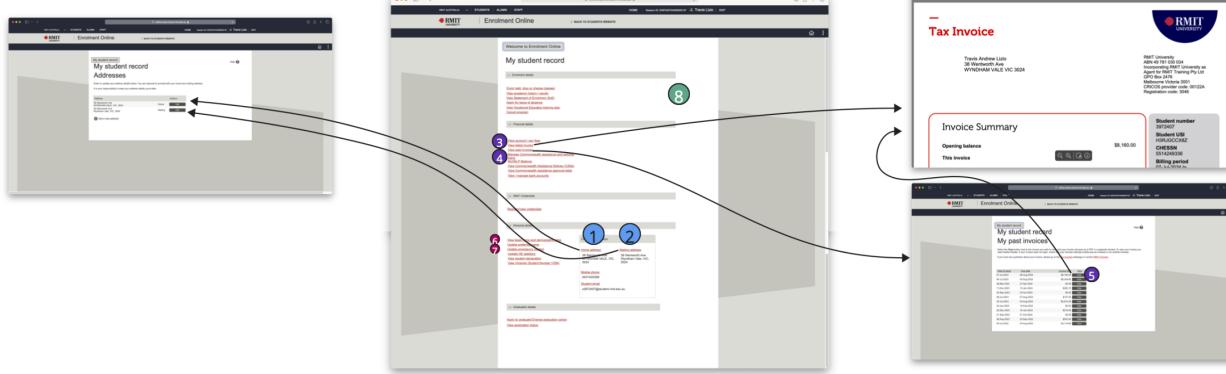
Problem:

There are no icons discerning buttons and links from each other; they are all the same form. Some buttons lead to the same or similar screens; they can be combined for efficiency and less confusion

Task that causes this to occur:

Looking for latest tax invoice or an earlier tax invoice? They are under 2 separate buttons.

Use screenshots to show the interface. (make sure you include the whole interface that is visible on the screen, not just the part that has the problem.) Then highlight where the problem is in the interface. Use flow arrows if there are multiple steps to the problem.



Annotate the problem. Include the Principles(each from Krugg, Johnson and Nielsen) in each annotation and explain why it's a problem.

Add numbers to the above visualisation and then add a description next to each number below. Here are a few numbers to get you started

① ② ③

Annotation Number	Description	Principle
① ②	Both options lead to the same screen, where both details are shown. These can be consolidated into one option	Consistency and standards Don't make me think
③ ④ → ⑤	All options lead to finding the same tax invoice, the only difference is that one introduces the option to navigate to the other page without having the need for an intermediary directory.	Flexibility and efficiency of use Mindless, Unambiguous Choices
⑥ ⑦	"Update legal name and demographic data" and "Update preferred name" are both similar and cause confusion for the user when choosing any function that falls under either category	Consistency and standards Don't make me think Consistency aids learning
⑧	No Images or discernible icons. each link or button takes the same form	Recognition rather than recall Visual perception principles

✓ } Home-page
v } Buttons
v } Re-design

WK8

Product Name / Problem Description	What problems are there with Visual Structure	What problems are there with Aesthetic	What problems are there with UI Patterns? Which UI Patterns are currently in use?
Enrolment Online Choosing a semester to enrol • No indication of current date • Everything is cluttered together • Some terms are computer language	Cluttered vertical layout is hard to scan through There is no indication of which semester is next or which is currently open for enrolment Some words and abbreviations are not human language	Old tabled layout is hard to look at Old buttons	Table Layout Buttons Problems: Buttons are old, and the table layout is confusing to look at and scan through, its not easily readable as a human
	What are you changing about the Visual Structure?	What are you changing about the Aesthetic? Can you express these ideas as Style Tiles first?	What UI Patterns are you changing or introducing?
	Show the current month Indicate which semesters are open for enrollment Use only human language	Use RMIT's existing websites and visual information to improve buttons and type	Buttons will reflect their interactivity Removing table layout to fit more with a horizontal 'months' design
	Which tests of Visual Structure can you run on your redesign ideas? (Concept Test, 5 second test, Trunk test, 1 click test)	Which tests of Aesthetic can you run on your redesigns? (Concept Test, Concept Ranking, Preference test, 5 second test, Design Survey)	Which tests can you run on your UI Patterns? (Concept Test, Design Survey, Preference Test, 5 second, 1st Click)
	Trunk test 1st click test	Initial Impression	Prototype test, clickthrough test
Product Name / Problem Description	What problems are there with Visual Structure	What problems are there with Aesthetic	What problems are there with UI Patterns? Which UI Patterns are currently in use?
Enrollment Online Completing Tasks • Too much irrelevant text • Unfamiliar layout	Too much text Visual hierarchy	Unfamiliar / confusing layout	Text fields Contact Sheet Problems: the text fields are old design, and the layout does not resemble a modern or widely used contact sheet
	What are you changing about the Visual Structure?	What are you changing about the Aesthetic? Can you express these ideas as Style Tiles first?	What UI Patterns are you changing or introducing?
	I will change the visual hierarchy to better suit the goal of this screen, rather than a generic template	I will add a more familiar contact sheet layout	Text fields will be changed to modern designs The contact sheet will introduce a more familiar layout for the users
	Which tests of Visual Structure can you run on your redesign ideas? (Concept Test, 5 second test, Trunk test, 1 click test)	Which tests of Aesthetic can you run on your redesigns? (Concept Test, Concept Ranking, Preference test, 5 second test, Design Survey)	Which tests can you run on your UI Patterns? (Concept Test, Design Survey, Preference Test, 5 second, 1st Click)
	5 second test	First Impression (think aloud)	Prototype test Trunk Test

UI Redesign Breakdown

Forced Ranking

Idea/Feature Name	Gain (Benefit to the User)	Usefulness	Frequency of Use	Change in User Behaviour	Total
Modernize and consolidate dashboard / landing screen / directory	2	1	1	1	5
Modernise task completion layout	3	3	4	3	13
Modernise program enrolment	1	2	4	2	9

MoSCoW

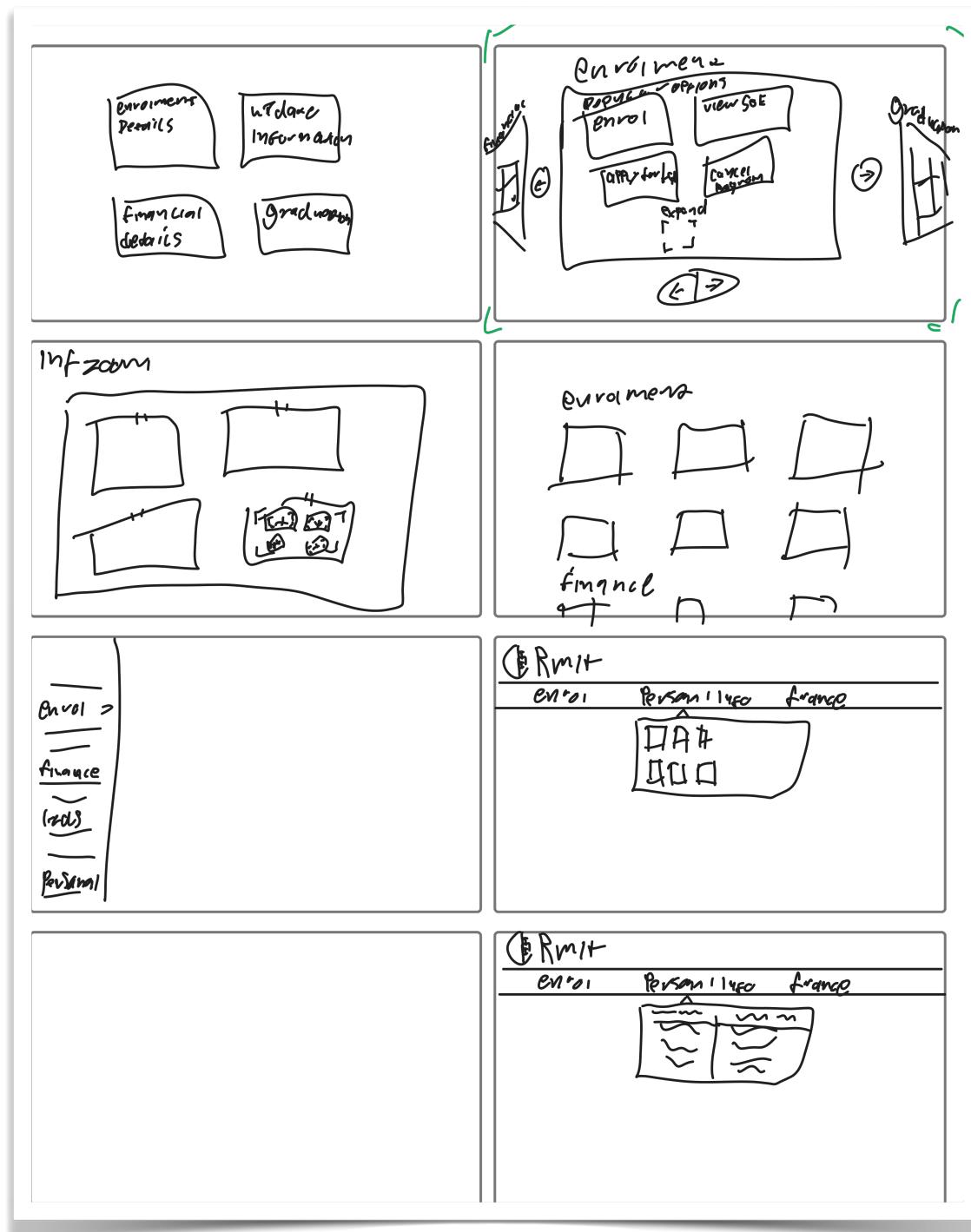
Time Frame/ Deadline: 3+6 hours per class session 9 hours per week for principles project, two sub-projects(4.5h). 4 weeks total, **18 working hours** each.

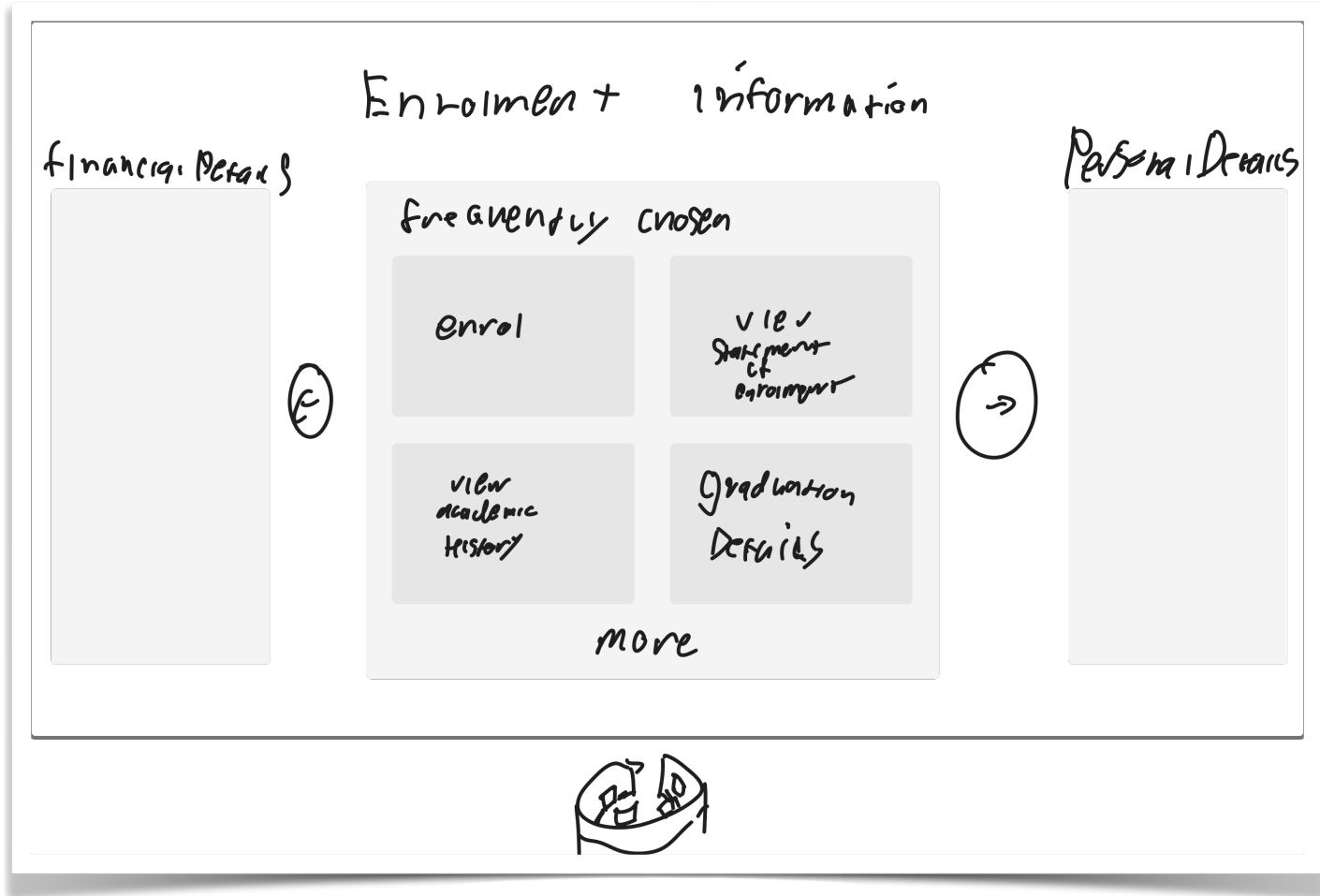
Must Have <ul style="list-style-type: none"> Modernized dashboards Removal of tables and link-based navigation from the flow 	Should Have <ul style="list-style-type: none"> Modernised program enrolment Color and style UI update (complete aesthetic refresh)
Could Have <ul style="list-style-type: none"> Icons for each option Redesigned task completion templates 	Won't Have <ul style="list-style-type: none"> Working prototype Redesigned external screens (PDF's, Pay by Credit Card Screen, etc.)

Design process

Crazy 8's, Wireflows and Wireframes

I had a lot of interesting ideas that stemmed from the test results received for the last assignment, and I was excited to put them on paper in crazy 8's, but more importantly for my new ideas to emerge from these crazy 8's, which ultimately played the biggest part in my redesign.



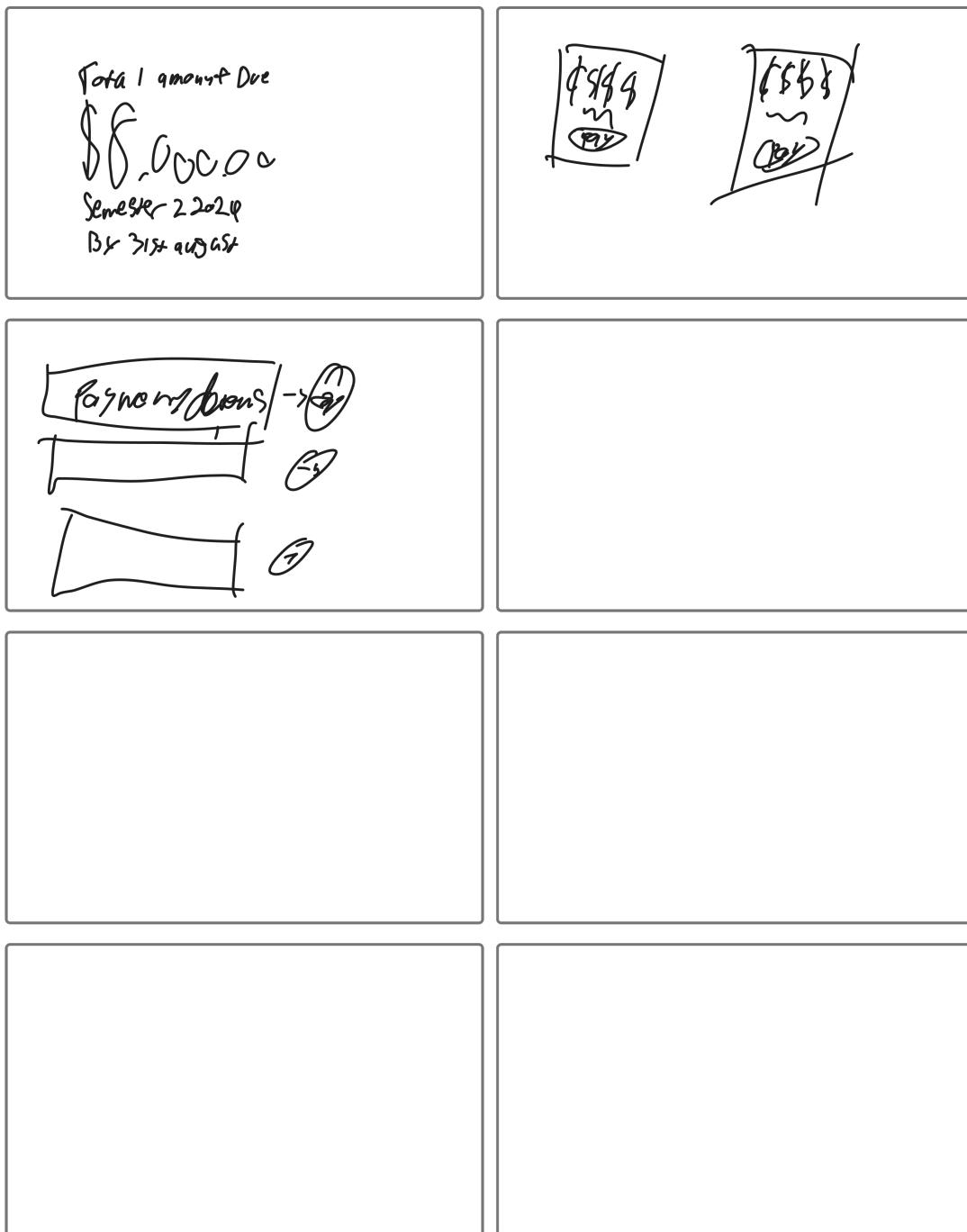


I used primitive shapes in a FigJam board along with the Apple Pencil to sketch out blocks of ideas in a higher fidelity than just sketches, while maintaining ease of editing and making changes. I thought it was quite interesting to play around with these tools, even in the case that they aren't made for the purpose, or don't meet my expectations. Fortunately, FigJam was quite nice to use for this!



Year 9 /											
add classes											
May	Jun	Jul	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
Semester 1 2-24 (enrolments closed)		Breath	Semester 2 2024 (enrolments closeP)				Breath				Semester 1 2025 (enrolments open)

V
more
info?



WK9

Required fidelity of Redesign

Feature / Concept / Idea Name	Do you need to prototype this feature? What must the prototype show to express how the feature will work?	What type of testing are you planning to do on this feature to validate its effectiveness as a solution?	What fidelity of interaction do you think is required to: 1. Express how the feature will work, 2. Fake enough of the concept and interaction to be used in a test?
Modernise Dashboard	I will need to prototype this feature due to the nature of the dashboard and the level of interactivity	Prototype, Initial Impression, Think Aloud	1. Mid-High 2. Mid
Modernise task completion flow	I will probably need to prototype this feature because of the amount of interactions required and the error rate found in earlier tests	Click through / prototype	1. Mid 2. Mid-Low
Program enrolment flow	I will likely need to prototype this feature depending on the level of detail I am able to extract from the original testing, and how much of that needs redesigning / can I redesign	Trunk Test	1. Mid-Low 2. Low

Test Plans

Original Design Test Plan Week 5/6

Test Methods Used

You should be able to copy the test plan you had for a problem into this template from Week 5 or 6 (Depending on when you completed your plan)

The important parts are the Test Methods and Types you used and the Plan (The way you ran the test)

Product and Problem Name	Test Method and Type(Moderated, Formative etc)	What you think the problem is and what you hope this test will uncover	Test Plan
too much reading Poorly named buttons No instruction	1st Click Test SEQ Survey	The website has no visual cues at all, it is entirely text based which is extremely difficult to navigate. I want to test how much of an issue this is with the users and how it affects their task completion ability	The user will be presented with a functional replica of the Enrollment Online Homepage, with two separate user testing tasks one after the other. One-click Scenario: click on the link that will bring you to find your VSN The user will be launched onto the RMIT how to pay for fees website to take in the instructions laid out by RMIT, but once they click off, they are in the same boat as before Two-click Scenario: Find and pay for your outstanding fees through Enrollment Online portal After each task, the user will be given the choice to vote on ease of completion, as well as any additional thoughts

Redesign Test

Replicate Test Methods so you have an A/B Test

Your aim is to run the same tests on your redesigns so that you can compare them to the original designs. Some of your tests may need to be modified (such as a tree test on the redesign vs card sort on original but please check that with me)

Product and Problem Name	Tests you performed on the problem in the original design	Tests you are performing on the redesign (Should match to the tests done on the original - or modify where necessary)	Test Plan (include here if you need a prototype or static UI for the test)
Dashboard	Prototype Test 1st Click SEQ Survey Initial Impression	Click Through (couldn't use prototype due to scope and lysma restrictions), 1st click included in click through SEQ Survey Initial Impression	Click Through - 1. Ask the user 'How would you find your VSN (Victorian Student Number)' Click Through - 2. Ask the user 'How would you find and pay for your fees' SEQ - Ask the users how easily they perceived the tasks after they complete / fail the Click through Initial Impression - Ask the user what the website is for and what they can do with it, then ask them to name and label what each interface element means.

Original Design Test Plan Week 5/6

Test Methods Used

You should be able to copy the test plan you had for a problem into this template from Week 5 or 6 (Depending on when you completed your plan)

The important parts are the Test Methods and Types you used and the Plan (The way you ran the test)

Product and Problem Name	Test Method and Type(Moderated, Formative etc)	What you think the problem is and what you hope this test will uncover	Test Plan
Hard to navigate terrible heirarchy	Usability Test SEQ Survey Walkthrough: Initial Impression	Simple tasks eve like changing the email or phone number associated with the student account can be difficult because of all the conflicting options that present themselves as ways to perform this task. I aim to test and validate my hypothesis and understand how the users struggle with completing tasks that require them to scroll and read further on the page	I will conduct a usability test using Lyssna by creating and importing a working Figma prototype. Scenario: You want to add a personal email address to your student account. navigate to where you expect to complete this task. I will then ask the user to rate their ability to navigate the website and add an optional message for their immediate thoughts.

Redesign Test

Replicate Test Methods so you have an A/B Test

Your aim is to run the same tests on your redesigns so that you can compare them to the original designs.
Some of your tests may need to be modified (such as a tree test on the redesign vs card sort on original but please check that with me)

Product and Problem Name	Tests you preformed on the problem in the original design	Tests you are performing on the redesign (Should match to the tests done on the original - or modify where necessary)	Test Plan (include here if you need a prototype or static UI for the test)
Task completion flow (hard to navigate)	Prototype SEQ 5 Second Test	Click Through (couldn't use prototype due to scope and lyssna restrictions) SEQ 5 Second Test omitted due to irrelevance to the redesign - it was testing another website	Click through - Take screenshots / exports of the Figma mockup and add to Lyssna Navigation Test. Prompt: How would you change the personal email associated with your account SEQ - Ask the users how easily they perceived the tasks after they complete / fail the Click through

Original Design Test Plan Week 5/6

Test Methods Used

You should be able to copy the test plan you had for a problem into this template from Week 5 or 6 (Depending on when you completed your plan)

The important parts are the Test Methods and Types you used and the Plan (The way you ran the test)

Product and Problem Name	Test Method and Type(Moderated, Formative etc)	What you think the problem is and what you hope this test will uncover	Test Plan
Poor enrolment	Trunk Test	Simple tasks eve like changing the email or phone number associated with the student account can be difficult because of all the conflicting options that present themselves as ways to perform this task. I aim to test and validate my hypothesis and understand how the users struggle with completing tasks that require them to scroll and read further on the page A task as trivial as enrolling into new subjects for the next semester is increasingly difficult because of all the options presented at one time for the user to see, without any indication of the current semester, the next semester, or even a strong chronological order in the table's presentation	The user will be presented with the screen asking them to Enrol into the next semester, where they will be asked to attach pre-made cards to the elements that they think suit those card's name and meaning.

Redesign Test

Replicate Test Methods so you have an A/B Test

Your aim is to run the same tests on your redesigns so that you can compare them to the original designs.
Some of your tests may need to be modified (such as a tree test on the redesign vs card sort on original but please check that with me)

Product and Problem Name	Tests you preformed on the problem in the original design	Tests you are performing on the redesign (Should match to the tests done on the original - or modify where necessary)	Test Plan (include here if you need a prototype or static UI for the test)
Enrolment	Trunk Test	Trunk Test	Trunk Test - Ask the user to move pre-titled cards around the screen as quickly as they can, to match with their corresponding element: Go Back, Log Out, Next Semester, Current Semester, Enrol

Design Process

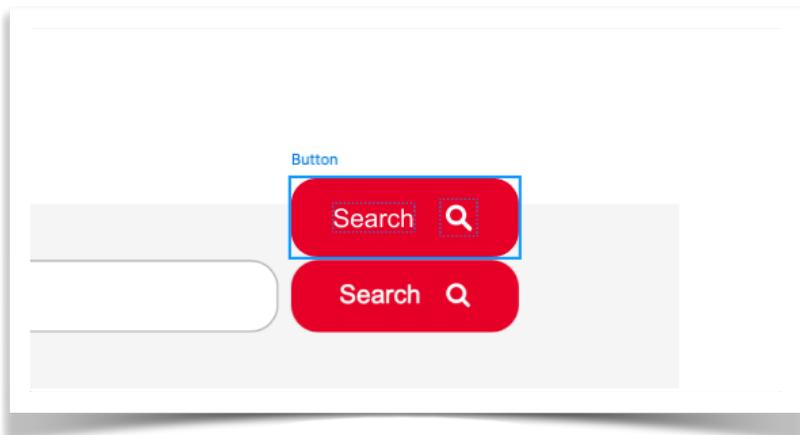
Once I had my wireframes, I could begin work in figma

<https://www.figma.com/design/cxvSUAwuxthjCHrc3ymW/Digital-Mockups?node-id=0-1>

I found referencing the wireframes and previous test results to be quite useful in this redesign process, considering that it was going to be quite a fundamentally large redesign. I needed to manage my scope wisely, and not to take on more than I have time to complete.

Style Guide

As with Amazon (you will find that the process follows a similar structure, since they were created in parallel), I began by developing a style guide from RMIT's informative 'flagship' website <https://www.rmit.edu.au/>, which began as simple elements like buttons or colors, but I soon found myself on a deep rabbit hole of screenshotting and inspect element-ing to size and color everything to nearly exactly how it is on RMIT's homepage website, as well as downloading and scaling the typography manually, as they don't have a helpful style guide (that I could find) like amazon has.



Once I had a good reference point and all the colors and type I needed to begin, I began to design. I started with the dashboard screen, where I was able to use a grid-based layout in a carousel with three different category variations; Enrolment Information, Billing information, and personal Information.

The screenshot shows a dashboard with three main sections:

- Billing Information** (Left):
 - View / Pay fees
 - View Invoices
 - Commonwealth Assistance
 - MyHelp Balance
- Enrolment Information** (Middle):
 - Enrol
 - View Statement of Enrolment
 - View Academic History
 - Graduation Details
- Personal Information** (Right):
 - Contact Information
 - Emergency Contacts
 - View VSN
 - Student Declaration

Each section contains four red cards with icons and text. A "More" button is located at the bottom of each section. The top navigation bar includes the RMIT logo, "Enrolment Online", a user profile, and "Travis Lizio s3972407". The top right corner also has a "Student Connect" link.

Each was chosen to fulfill one of the three primary goals I could find on enrolment online; to enroll in courses, to manage financial details and tuition, and to manage personal and contact information. From those categories, I was able to narrow the options down to four most important options per category, with the option of expanding these into full screen displays incase the user wants to access a lesser-used feature.

From here, I designed the enrolment screen, with a specific emphasis on time display, and showing the student when they can and can't enroll into a course.

The screenshot shows the 'Add Classes' page of the RMIT Enrolment Online system. At the top, there's a header bar with the RMIT logo, the text 'Enrolment Online', and a user profile with the name 'Travis Lizio s3972407'. Below the header, a navigation bar includes a 'Dashboard' link and a 'Student Connect' link. The main content area features a large title 'Add Classes' and a monthly calendar grid for the period from April 2024 to April 2025. The months are arranged in two rows: April 2024 through September 2024 in the first row, and October 2024 through April 2025 in the second row. The month 'Oct' is highlighted in red, indicating the current enrollment period. Three boxes represent semesters: 'Semester 1' (2024) in April, 'Semester 2' (2024) in October, and 'Semester 1' (2025) in April. Each box contains the year, the semester name, and an 'Enrolment Closed' or 'Enrolment Open' status indicator. A red button at the bottom center of the calendar grid says 'More Enrolment Periods'.

Overall i'm really happy with how this turned out. Not to be ignored, I included a button for 'more enrolment periods' to facilitate options like flex terms, which don't have a specific semesterly structure, so would not fit on such a layout.

Next it was for the informative or task-based screens. I took a lot of inspiration from websites I had used before, and asked myself a lot of questions like 'why does this work?', and I tried to incorporate a lot of that reasoning and language into my designs, while also keeping the signature 'RMIT' look.

The image displays two screenshots of the RMIT Enrolment Online system. Both screenshots feature a dark blue header bar with the RMIT logo, the text 'Enrolment Online', and a user profile with the name 'Travis Lizio s3972407'. A 'Student Connect' link is also present in the top right corner.

Screenshot 1: View / Pay Fees

This screenshot shows the fees for a Bachelor of Design (Digital Media) program (BP309). The total amount is listed as '\$8,000.40' with a link to 'Itemised list'. The payment is due by '31-Aug-2024'. A red button labeled 'Pay Online' with a credit card icon is visible.

Screenshot 2: Contact Information

This screenshot shows the contact information section. It includes fields for 'Full Name' (Travis Lizio), 'Phone Number' (0412345678), 'Personal Email' (whatever@mailinator.com), and a 'Mailing Address' section. The mailing address fields include 'Street Address' (44 Whatever St), 'Suburb' (Melbourne), 'State' (VIC), and 'Postcode' (3000). An 'Edit' button with a pencil icon is located at the bottom of the address form.

Testing

As I did in my presentation, I would like to disclaim that my initial quantitative test results for RMIT Enrolment online were open-ended prototype tests. There were no common paths in testing, and the time it took to navigate the website, as well as clickthrough rate varied quite widely between users. Understandably, these results might not reflect a full picture of the problem vs solution, however I have done my best to compile these results into a tangible and digestible format that is at a level of accuracy I believe to be adequate.

Unmoderated Testing

Task Completion 1 Find your VSN (Original)

Welcome to Enrolment Online

My current program

You are currently active in the following program:

Program name	Enrolment status	Action
BP205 - Bachelor of Design (Digital Media)	You are enrolled in Semester 2 2024.	End

Approved Load
Attendance Mode
Fee Type
Campus
[View Environment Program Structure](#)

My student record

View or update your enrolment, financial and personal details. Apply to graduate once applications open.

[My student record](#)

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CRICOS provider number: 00122A | RTO Code: 3046

Average time: 22 Seconds.

Completion Rate: 31%

Welcome to Enrolment Online

My student record

- Enrol (add, drop or change classes)
 - [View academic history / results](#)
 - [View Statement of Enrolments \(SoE\)](#)
 - [Apply for leave of absence](#)
 - [View Vocational Education training plan](#)
 - [Cancel programs](#)
- Financial details
 - [View account, pay fees](#)
 - [View limit model](#)
 - [View past invoices](#)
 - [Manage Commonwealth assistance and optional fees](#)
 - [MyHELP Balance](#)
 - [View Commonwealth Assistance Notices \(CANs\)](#)
 - [View Commonwealth assistance approval letter](#)
 - [View / manage bank accounts](#)
- RMIT Credentials
 - [Register/view credentials](#)
- Personal details

Average time: 52 Seconds.

Completion Rate: 50%

Total time: 74 Seconds.

Average Completion Rate: 41%

→ 2.1. Linear scale question **REQUIRED**

How easily did you find your VSN?

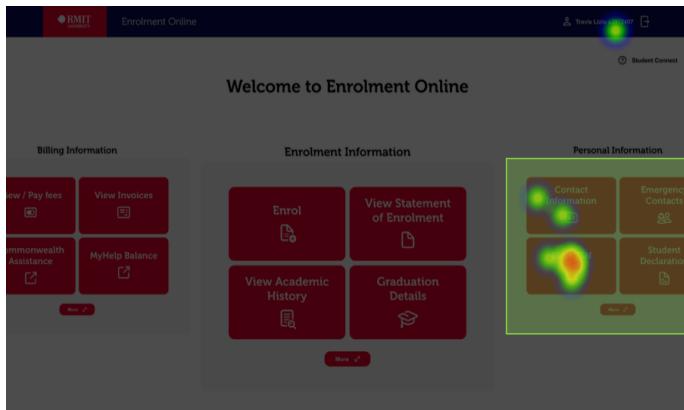
Very Difficult



Mean: 3.00

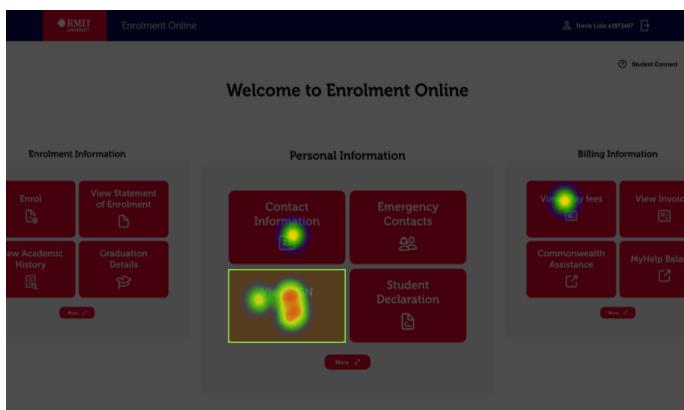
Task Completion 1

Find your VSN (Redesign)



Average time: 13 Seconds.

Completion Rate: 88%

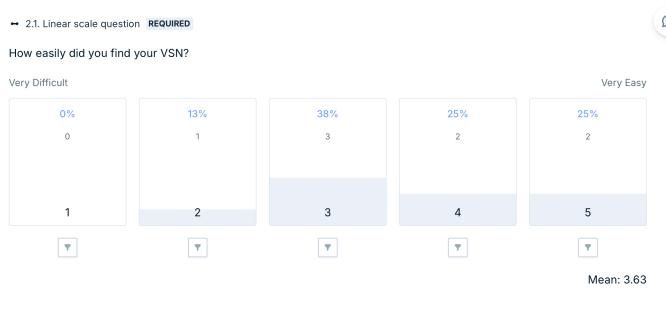


Average time: 5 Seconds.

Completion Rate: 71%

Total time: 18 Seconds.

Average Completion Rate: 80%



Reflection

I was successful in making this particular activity easier and more effortless for users to achieve, with a higher rate of confidence, with both a lower time on task overall, and a higher completion rate on each screen. I do believe I could have done more to give the users visual feedback, like an animation when they had clicked on the next category in the carousel, or more distinguishing features between each carousel element, since it seems that there is some confusion for the users in that regard.

Task Completion 2

Find and pay for bills (Original)

The screenshot shows the RMIT Enrolment Online homepage. At the top, there's a navigation bar with links for STUDENTS, ALUMNI, STAFF, HOME, Session ID, and Test Participant. Below the navigation is a banner for 'Enrolment Online'. The main content area starts with a 'Welcome to Enrolment Online' message. Underneath it, the 'My current program' section displays information about the student's enrolled program: BP205 - Bachelor of Design (Digital Media). It shows the Approved Load (Full Time), Attendance Mode (Internal Mode of Attendance), Fee Type (Domestic Student Contribution), and Supported Place (Government). There are also links for 'View Enrolment Program Structure' and 'Campus'. At the bottom of this section, there's a link to 'My student record'.

Average time: 5 Seconds.

Completion Rate: 86%

This screenshot shows the same RMIT Enrolment Online homepage as above, but with more expanded sections. The 'My student record' section is fully visible, showing links for 'Enrol (add, drop or change classes)', 'View academic results', 'View statement of enrolment (SoE)', 'Apply for leave of absence', 'View Vocational Education training plan', and 'Cancel program'. Below that is the 'Financial details' section, which includes links for 'View account / pay fees', 'View latest invoice', 'View past invoices', 'Manage my financial assistance and optional items', 'RMITELF Balance', 'View Commonwealth Assistance Notices (CANs)', 'View Commonwealth assistance approval letter', and 'View / manage bank accounts'. At the bottom of the page, there's a section for 'RMIT Credentials' with a link to 'Register/view credentials'.

Average time: 33 Seconds.

Completion Rate: 29%

This screenshot shows the RMIT Enrolment Online homepage with the 'Financial details' and 'My account summary' sections expanded. The 'Financial details' section shows a table with columns for 'Account summary', 'Charges', 'Payments and credits', and 'Transactions'. It lists the 'Total amount due' as \$8,160.00, 'Future due' as \$8,160.00, and 'Account balance' as \$8,160.00. A note says 'See Charges for a breakdown by due date' and a link 'Pay by credit card' is provided. The 'My account summary' section shows a table for 'Term/Semester' (Semester 2 2024) with columns for 'Changes' (\$8,160.00) and 'Total due' (\$8,160.00). A note at the bottom states 'Currency used is Australian Dollars.'

Average time: 11 Seconds.

Completion Rate: 83%

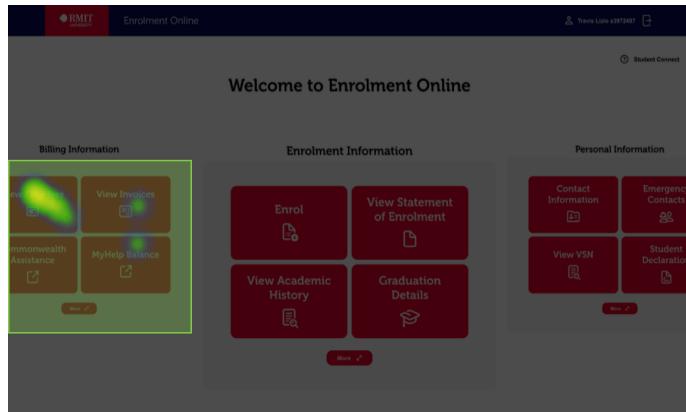
Total time: 49 Seconds.

Average Completion Rate: 66%



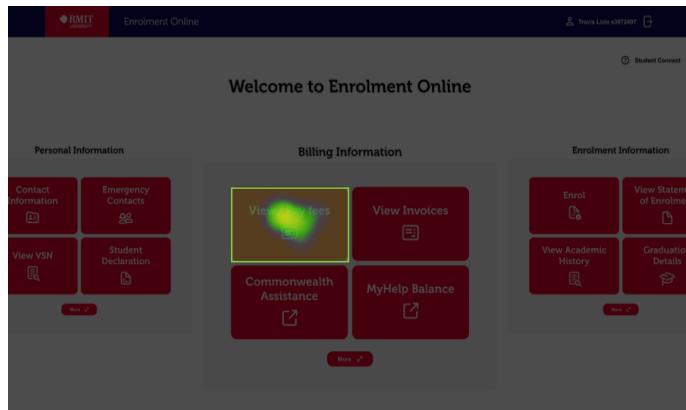
Task Completion 2

Find and pay for bills (Redesign)



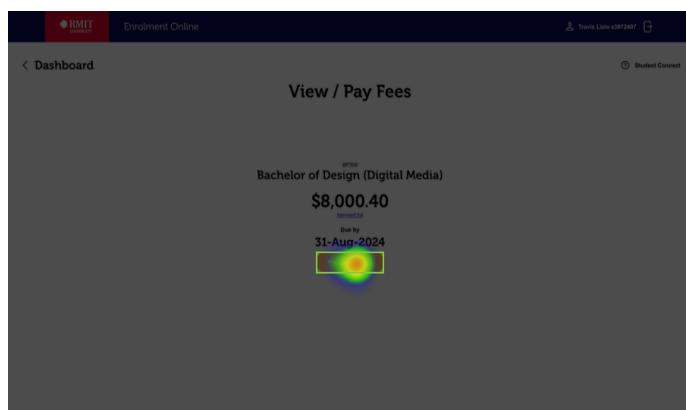
Average time: 6 Seconds.

Completion Rate: 100%



Average time: 6 Seconds.

Completion Rate: 100%



Average time: 4 Seconds.

Completion Rate: 88%

Total time: 16 Seconds.

Average Completion Rate: 96%



Reflection

I was successful in making this task easier for users to complete, with a significantly lower total time for completion (16s vs 49s) and much higher completion rate (96% vs 66%), as well as a significant boost in reported user experience (average 4.13/5 vs 2.86/5) The test results do not suggest that this activity has any room for improvement, although I am sure it can be improved.

Task Completion 3

Change the Personal Email associated with your account (Original)

Welcome to Enrolment Online

My current program

You are currently active in the following program:

Program name	Enrolment status	Action
BP09 - Bachelor of Design (Digital Media)	You are enrolled in Semester 2 2024.	Edit

Approved Load
Attendance Mode
Fee Type
Campus
[View Enrolment Program Structure](#)

My student record

View or update your enrolment, financial and personal details. Apply to graduate once applications open.

[My student record](#)

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CRICOS provider number: 00120A | RTO Code: 3046

Average Time: 29 Seconds
Completion rate: 29%

Welcome to Enrolment Online

My student record

- [Enrolment details](#)
- [End \(add, drop or change classes\)](#)
[View academic history & results](#)
[View Statement of Enrolment \(SoE\)](#)
[Apply for leave of absence](#)
[View Vocational Education training plan](#)
[Cancel program](#)
- [Financial details](#)
- [View account / pay fees](#)
[View latest invoice](#)
[View statement of account](#)
[Manage Commonwealth assistance and optional items](#)
[MyHELP Balance](#)
[View Commonwealth Assistance Notices \(CANs\)](#)
[View Commonwealth assistance approval letter](#)
[View / manage bank accounts](#)
- [RMIT Credentials](#)
- [Register/view credentials](#)
- [Personal details](#)

Average Time: 166 Seconds
Completion rate: 86%

My student record

Email addresses

You must add a Personal email address below to receive important communications about your graduation and to access your digital academic statements online via My eGolds.

All other official RMIT communications will be sent to your RMIT student email account, so it's important that you check it at least twice a week.

* Required field

Email Type	Email address	Action
Campus	s000001@student.rmit.edu.au	Delete
Personal	whatever@mailinator.com	Delete

[Save](#)

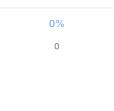
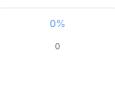
Average Time: 6 Seconds
Completion rate: 80%

Total Time: 201 Seconds
Average Completion rate: 65%

→ 4.1. Linear scale question

How easily were you able to change your email?

Very Difficult

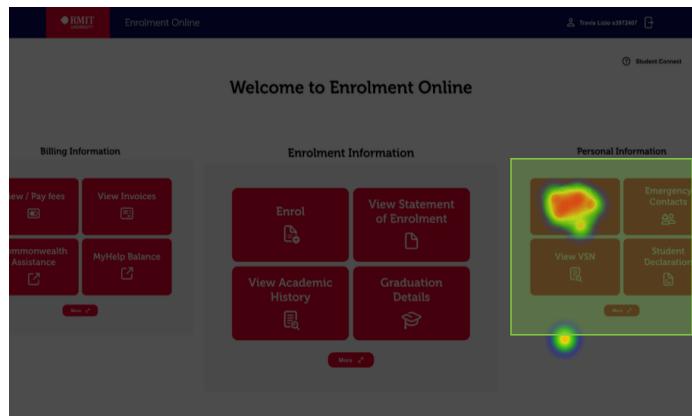


Very Easy

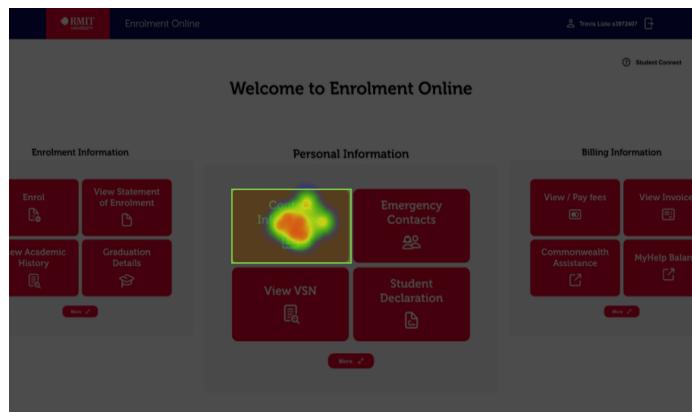
Mean: 2.86

Task Completion 3

Change the Personal Email associated with your account (Redesign)



Average Time: 6 Seconds
Completion rate: 88%



Average Time: 3 Seconds
Completion rate: 100%

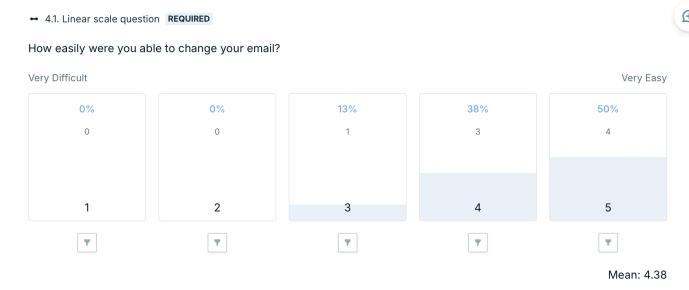


Average Time: 4 Seconds
Completion rate: 29%

Average Time: 1 Seconds
Completion rate: 100%

Average Time: 2 Seconds
Completion rate: 100%

Total Time: 16 Seconds
Average Completion rate: 83%



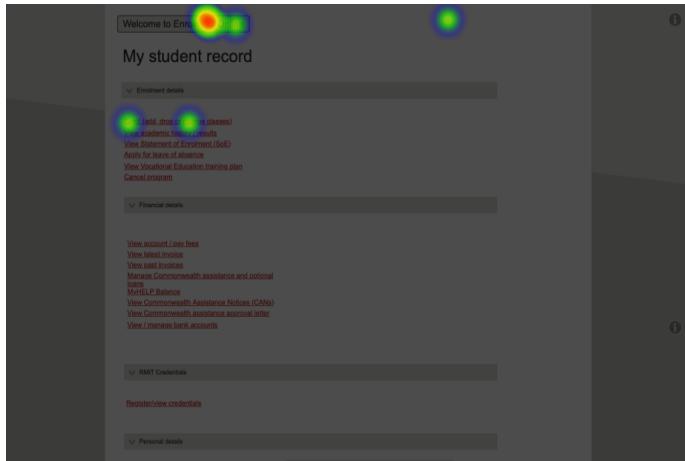
Reflection

This task has the highest benefit out of all tasks tested for enrolment online. From a total time on task of 201 seconds down to just 16 seconds, the issues with the original website are clear, and even with a low success rate because of a navigational issue on screen 3, which by all means should be addressed, the average success rate is still significantly higher than the original (83% vs 65%), and the reported ease of use is dramatically higher (average 4.38/5 vs 2.86/5)

To address the issue presented with screen 3, I believe it to be caused by the user's expectation to be able to immediately edit the field when it is presented to them, as many attempted. I believe this is primarily due to the weak status indication, where the greying out of the item is not sufficient to deter users from assuming it is an active button.

Previous Screen

Where would you click to go back to the previous screen (Original)



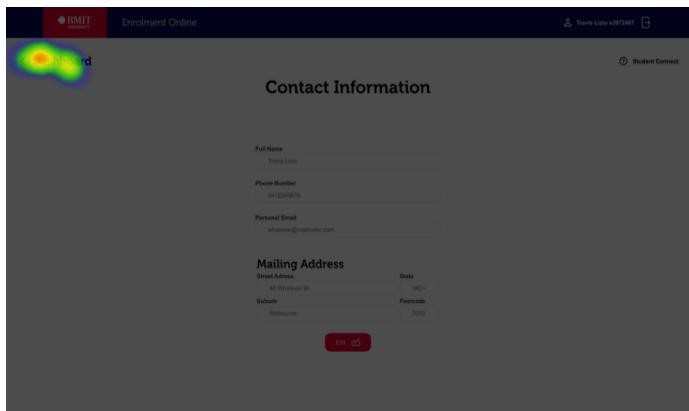
Average Time: 29 Seconds

Average Completion rate: 57%



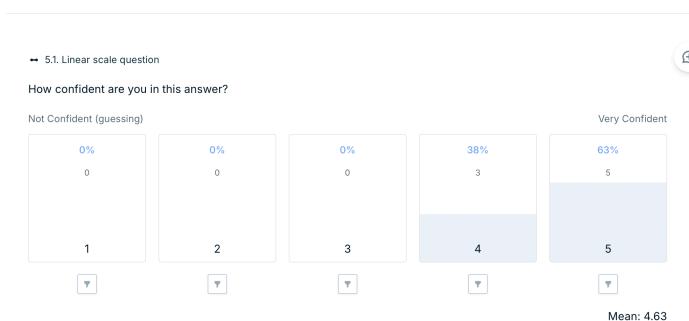
Previous Screen

Where would you click to go back to the previous screen (Redesign)



Average Time: 3 Seconds

Average Completion rate: 100%



Reflection

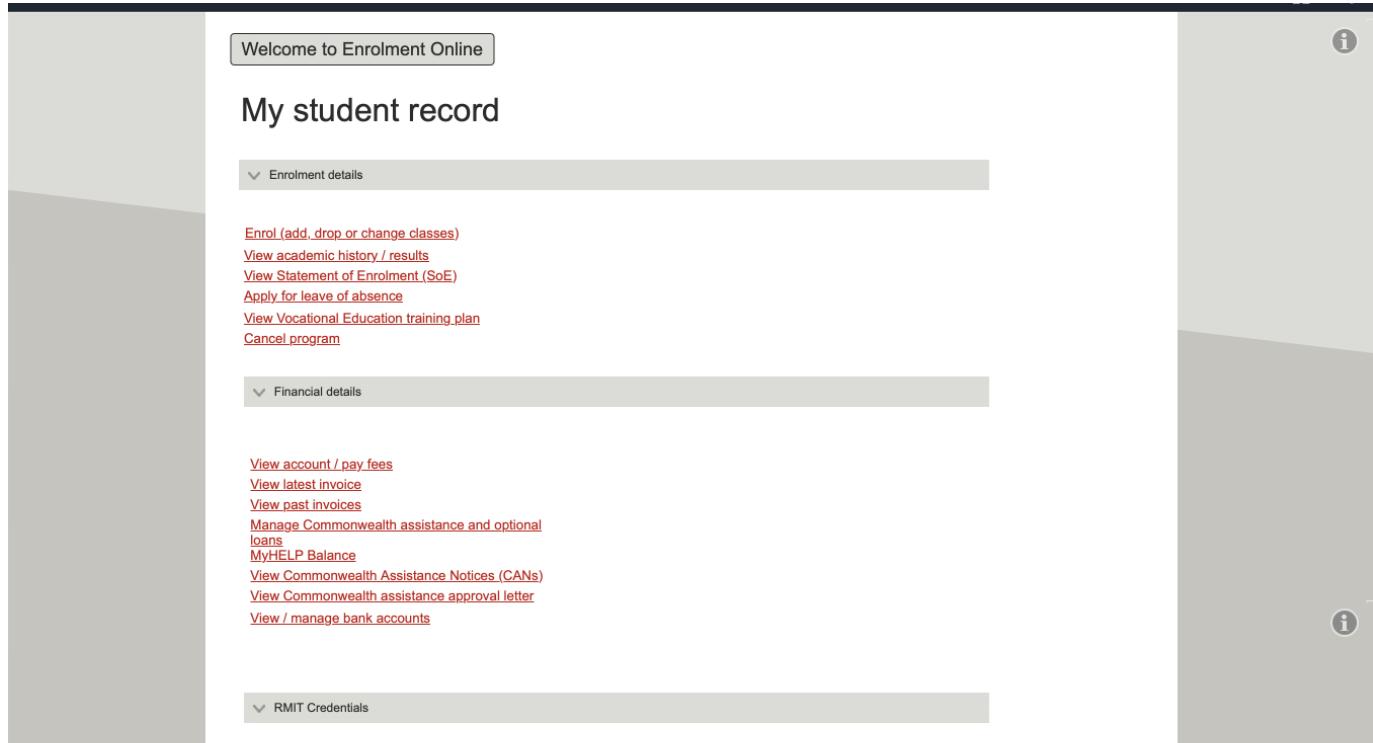
It is shocking to me, seeing such low usability scores on the official website for enrolment, for a task as trivial as navigating back to the previous screen. With the redesign having objectively fantastic scores for this task (100% completion rate at 3 seconds average time taken) and a subjectively confiding model with users reporting an average confidence level of 4.63. In comparison, enrolment online's navigation scores sit around half the completion rate at almost 10x time taken, with almost half the confidence rate.

In terms of room for improvement for my design, the test results indicate that the current backwards navigational model is strong, and doesn't call for any immediate review or action.

Moderated Testing

First Impression - Directory (original)

1. What is this product for? What can you do with it?



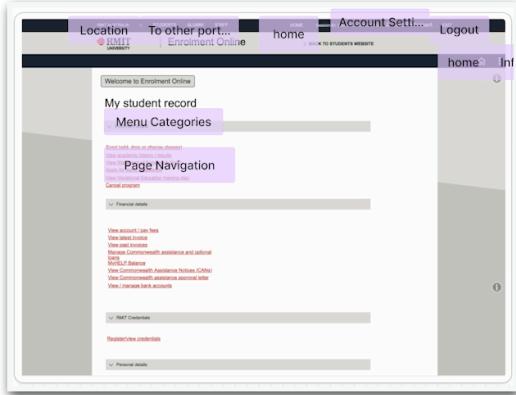
Participant 1: Everything pertains to your record. It's a navigation page mostly, To provide clear navigation, like a hub

Participant 2: You can manage your courses and banking details here. The website's function is to control your courses

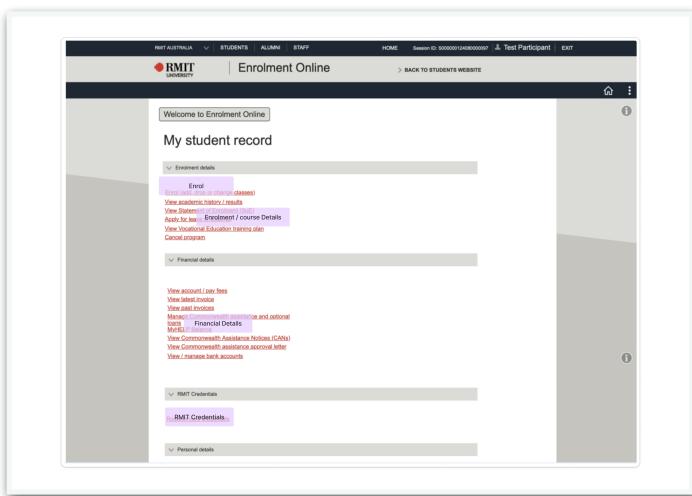
Participant 3: It is a website for students to enroll

First Impression - Directory (original)

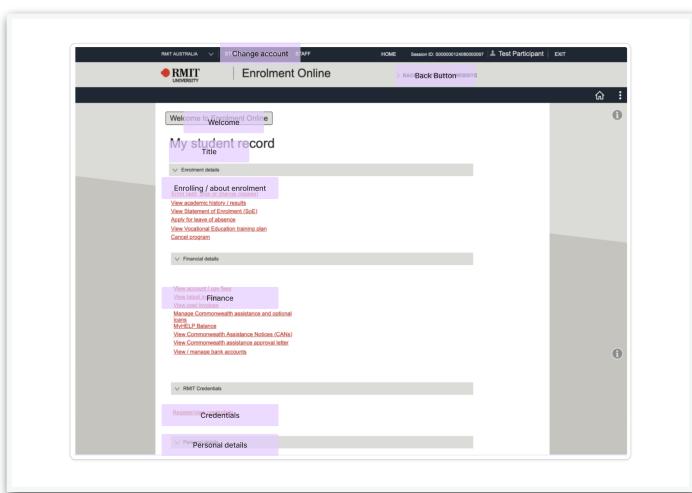
2. Describe what each element means



Participant 1 - Named everything in a sort of clockwise rotation, left to right direction, which tells me that he reads the website in a sort of F shape, starting with the location and ending up in categories after naming everything in the nav bar



Participant 2 - named elements vertically from the top down, starting with the 'enrolment' options



Participant 3 - named elements in a spiral, starting from the 'Welcome to enrolment online button', down to the bottom of the page, then back up to the top from the right

First Impression - Directory (Redesign)

1. What is this product for? What can you do with it?

The screenshot shows the RMIT Enrolment Online homepage. At the top, there is a dark blue header bar with the RMIT logo, the text "Enrolment Online", and a user profile icon with the name "Travis Lizio s3972407". Below the header, the page title "Welcome to Enrolment Online" is displayed. The main content area is divided into three columns:

- Billing Information** (Left Column):
 - View / Pay fees
 - View Invoices
 - Commonwealth Assistance
 - MyHelp Balance
- Enrolment Information** (Middle Column):
 - Enrol
 - View Statement of Enrolment
 - View Academic History
 - Graduation Details
- Personal Information** (Right Column):
 - Contact Information
 - Emergency Contacts
 - View VSN
 - Student Declaration

Each section contains four red rectangular buttons with white icons and text. A "More" button is located at the bottom of each column.

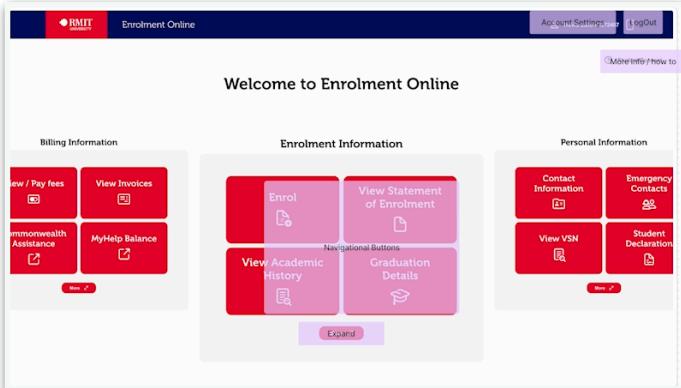
Participant 1: Identified that there are three different navigational menus, decided that the page was a 'navigational overview'

Participant 2: You can look at your fees, enroll in classes, graduate and see your invoice.

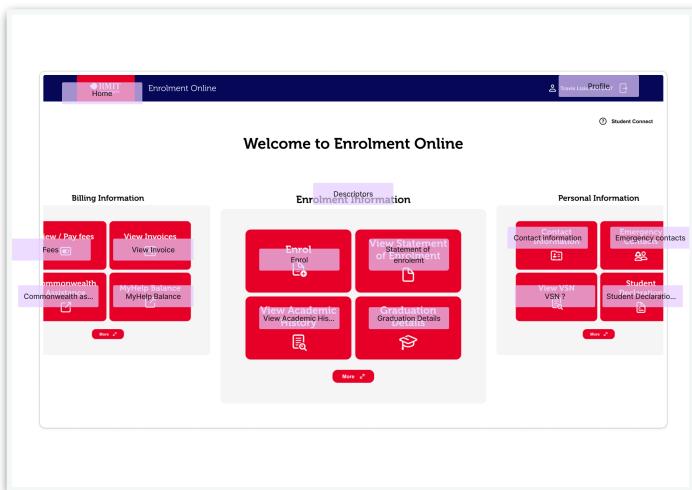
Participant 3: He noted that this is the website to use to enroll into a course.

First Impression - Dashboard (Redesign)

2. Describe what each element means

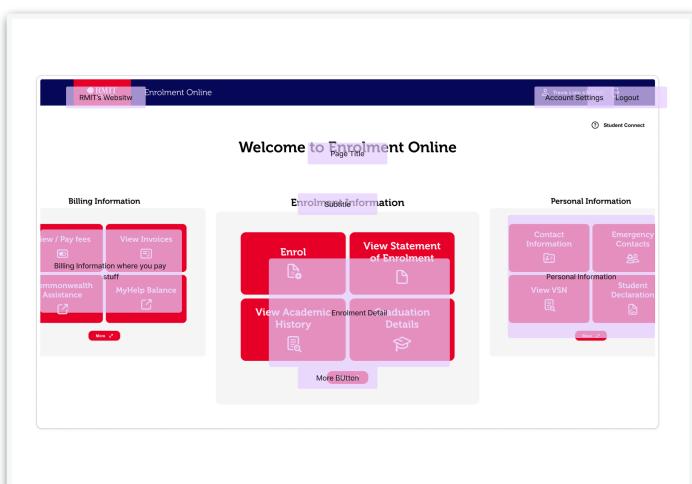


Participant 1 - immediately designated the top options relating to accounts, before moving into the body of the design to name the middle elements. He finished with assigning meaning to the 'student connect' button, correctly identifying everything.



Participant 2 -

Jumped straight to identify each of the four elements that stood out to him the most, being the middle ones. He then identified the menu bar and the outer menus in the inset of the carousel, but noted that he didn't agree with the language used with 'VSN', and had to guess what that meant.



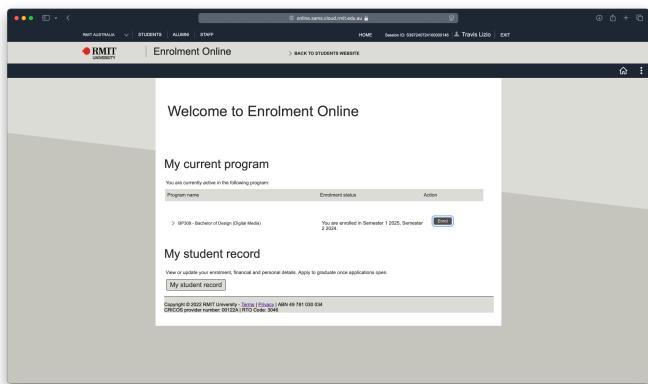
Participant 3 -

Labelled every option from left to right, top to bottom; starting with the menu bar, then heading down to the title of the page, and then to the body. All elements were named correctly and without hesitation.

2. Think Aloud (original)

Enroll in the next semester

The users were provided with the screen, and I wanted to test if they would click on the 'my student record' button, and navigate through the directory to find the enrollment button there, or go straight to the 'enroll' button. All users clicked straight into the 'enroll' button, which I thought was interesting, and I know to keep the enroll button available on the first page of my redesign.



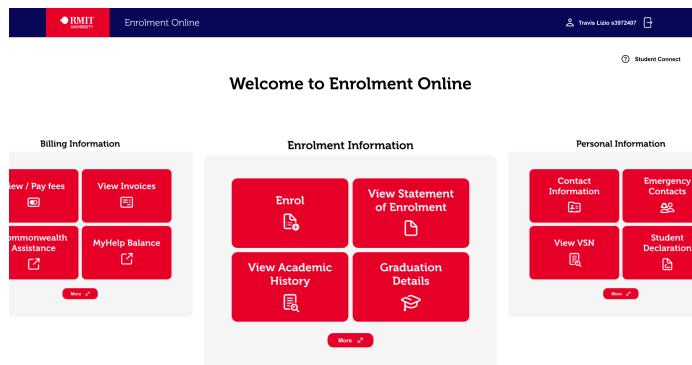
Participant 1 - He identified the program we were a part of, and clicked the enrollment button instantly.

Participant 2 - Also immediately identified the enrollment button instantly

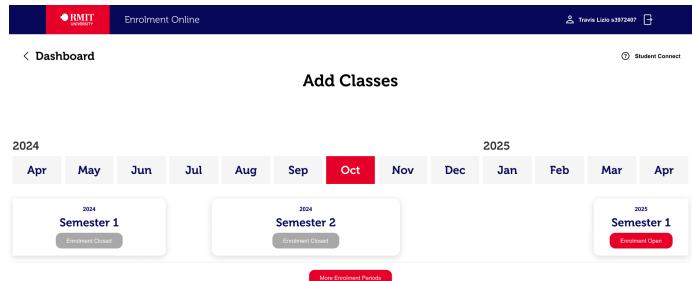
Participant 3 - Immediately identified the program we are a part of, and clicked the enrollment button soon after, without hesitation

2. Think Aloud (Redesign)

Enroll in the next semester



right hand side 'enrolment open' button, to enroll and noted that it was clear to see what's happening.



Participant 1 - Noted that he didn't agree with the shockingly red aesthetic, then correctly identified and pressed on the enroll button

Participant 2 - Immediately clicked on the enrollment button

Participant 3 - immediately identified and clicked on the enrolment button

Participant 1 - from here, he went straight to the

right hand side 'enrolment open' button, to enroll and noted that it was clear to see what's happening.

Participant 2 - without hesitation or thought, correctly identified the next semester button, and completed the task quite quickly. He did not show any signs of confusion.

Participant 3 - Was able to correctly identify his own month as October, being highlighted in red. Once he knew this, he was able to track down to the left to find the next available semester, and successfully complete the task.

3. Trunk Test - Enroll in a semester (original)

My student record
Enrolment
Select a semester

Select a semester and term. Repeat this process to enrol in each required term as outlined in your program requirements.
If you would like to take leave of absence for any period of time, [learn more including how to apply](#).

Semester	Career	Institution	Action	Note
UQRD Summer Semester 2025	Undergraduate	RMIT University	Continue	
UQRD Semester 1 2025	Undergraduate	RMIT University	Continue	
UQRD Semester 2 2025	Undergraduate	RMIT University	Continue	
TAFE First half 2024	TAFE	RMIT University	Continue	
UQRD Spring Semester 2024	Undergraduate	RMIT University	Continue	
TAFE First half 2023	TAFE	RMIT University	Continue	
TAFE Second half 2023	TAFE	RMIT University	Continue	
Additional terms				

Participant 1 -

Was able to find all except one, the back button, correctly and without any issue, aside a bit of trouble with assigning the Errol label to the 'continue' buttons.

Go back
RMIT AUSTRALIA STUDENTS ALUMNI STAFF HOME Session ID: S1234567890001 & Travis Li Log Out

My student record
Enrolment
Select a semester

Select a semester and term. Repeat this process to enrol in each required term as outlined in your program requirements.
If you would like to take leave of absence for any period of time, [learn more including how to apply](#).

Semester	Career	Institution	Action	Note
UQRD Summer Semester 2025	Undergraduate	RMIT University	Continue	
UQRD Semester 1 2025	Undergraduate	RMIT University	Continue	
UQRD Semester 2 2025	Undergraduate	RMIT University	Continue	
TAFE First half 2024	TAFE	RMIT University	Continue	
UQRD Spring Semester 2024	Undergraduate	RMIT University	Continue	
TAFE First half 2023	TAFE	RMIT University	Continue	
TAFE Second half 2023	TAFE	RMIT University	Continue	
Additional terms				

Participant 2 -

Initially was able to assign the correct labels, with Next semester, back and logout, however initially placed 'current semester' in the wrong place; at the top, and spent some time trying to figure it out.

Go back
RMIT AUSTRALIA STUDENTS ALUMNI STAFF HOME Session ID: S1234567890001 & Travis Li Log Out

My student record
Enrolment
Select a semester

Select a semester and term. Repeat this process to enrol in each required term as outlined in your program requirements.
If you would like to take leave of absence for any period of time, [learn more including how to apply](#).

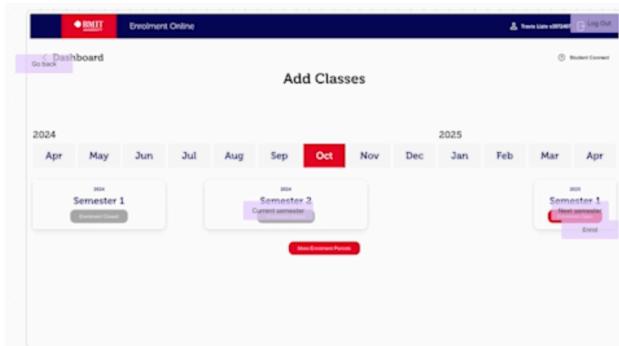
Semester	Career	Institution	Action	Note
UQRD Summer Semester 2025	Undergraduate	RMIT University	Continue	
UQRD Semester 1 2025	Undergraduate	RMIT University	Continue	
UQRD Semester 2 2025	Undergraduate	RMIT University	Continue	
TAFE First half 2024	TAFE	RMIT University	Continue	
UQRD Spring Semester 2024	Undergraduate	RMIT University	Continue	
TAFE First half 2023	TAFE	RMIT University	Continue	
TAFE Second half 2023	TAFE	RMIT University	Continue	
Additional terms				

Participant 3 -

Was quite efficient with everything except for finding the current semester and the next semester, since the options are not laid out intuitively

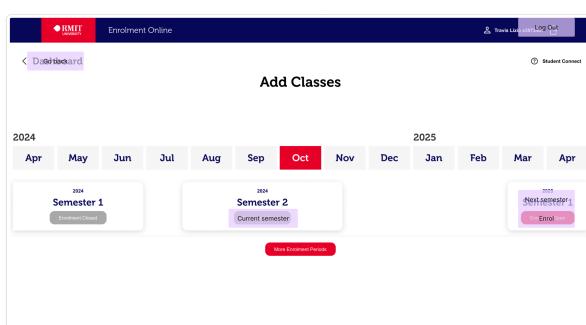
In reflection, this would have been a really good opportunity for an organizational 'card sort' test.

3. Trunk Test - Enroll in a Semester (Redesign)



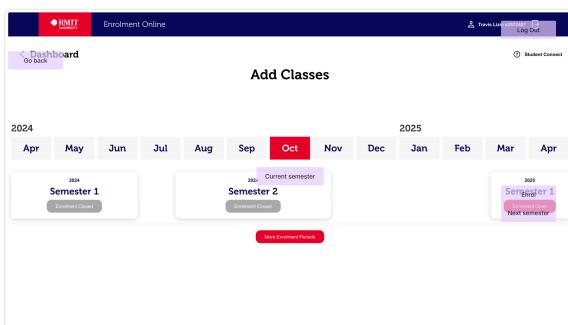
Participant 1 -

The user was able to correctly identify all elements on the screen, without issue



Participant 2 -

The participant was able to almost instantly drag and drop every card onto its corresponding element, with no hesitation.



Participant 3 -

Due to a low battery, the testing computer began to throttle its power and slow down. This added difficulty to this test, however the user was able to assign everything to their correct place without difficulty.

LINKS! LINKS!

Miro

https://miro.com/app/board/uXjVKn38PMM=/?share_link_id=545006229964

Moderated Testing

OneDrive Folder - https://rmit.edu.au-my.sharepoint.com/:f/g/personal/s3972407_student_rmit_edu_au/Ev3xAt_GuCtOksBAeHFvJNOBHRP8wd5cEZTATTlhxU2w?e=OdAhvr

Enrolment Online Original

Lyssna Tests - <https://app.lyssna.com/tests/e5a0ee0a257b/results/2ff546e6e15b>

Participant 1 - https://rmit.edu.au-my.sharepoint.com/:v/g/personal/s3972407_student_rmit_edu_au/EdGR5KwhnsRAvIZFGhRGJWIBBH_XgfOyaVYbemu9-u6swQ?nav=eyJyZWZlcnJhbEluZm8iOnsicmVmZXJyYWxBcHAIoJPbmVEcmI2ZUZvckJ1c2luZXNzliwicmVmZXJyYWxBcHBQbGFOZm9ybSI6IlldlYilsInJlZmVycmFsTW9kZSI6InZpZXciLCJyZWZlcnJhbFZpZXciOijNeUZpbGVzTGluaONvcHkifX0&e=oU27gi

Participant 2 - https://rmit.edu.au-my.sharepoint.com/:v/g/personal/s3972407_student_rmit_edu_au/EXB92faBhgBDuFjaeTuvgcsBNVoQ5DAqQlp7Rx6_Sk9KuA?nav=eyJyZWZlcnJhbEluZm8iOnsicmVmZXJyYWxBcHAIoJPbmVEcmI2ZUZvckJ1c2luZXNzliwicmVmZXJyYWxBcHBQbGFOZm9ybSI6IlldlYilsInJlZmVycmFsTW9kZSI6InZpZXciLCJyZWZlcnJhbFZpZXciOijNeUZpbGVzTGluaONvcHkifX0&e=Zobwl

Participant 3 - https://rmit.edu.au-my.sharepoint.com/:v/g/personal/s3972407_student_rmit_edu_au/EaKn5DONbkdkPbMGN_n9hegBd7aSB-qdbeVkwojhCFdcrg?nav=eyJyZWZlcnJhbEluZm8iOnsicmVmZXJyYWxBcHAIoJPbmVEcmI2ZUZvckJ1c2luZXNzliwicmVmZXJyYWxBcHBQbGFOZm9ybSI6IlldlYilsInJlZmVycmFsTW9kZSI6InZpZXciLCJyZWZlcnJhbFZpZXciOijNeUZpbGVzTGluaONvcHkifX0&e=6bjdXn

Amazon Original

Lyssna Tests - <https://app.lyssna.com/tests/72ca2c183af0/results/4f81d4ba1b0c>

Participant 1 - https://rmit.edu.au-my.sharepoint.com/:v/g/personal/s3972407_student_rmit_edu_au/EQWVYY2BcSVGm-muRV7XkPsBJwl09nzs64BfxegSm-xGag?nav=eyJyZWZlcnJhbEluZm8iOnsicmVmZXJyYWxBcHAIoJPbmVEcmI2ZUZvckJ1c2luZXNzliwicmVmZXJyYWxBcHBQbGFOZm9ybSI6IlldlYilsInJlZmVycmFsTW9kZSI6InZpZXciLCJyZWZlcnJhbFZpZXciOijNeUZpbGVzTGluaONvcHkifX0&e=mZwUhg

Participant 2 - https://rmit.edu.au-my.sharepoint.com/:v/g/personal/s3972407_student_rmit_edu_au/EVY3_vUWPuJLpr2P7svZGB8B3UmF4ZADIQ5eDKQp8EaKcA?nav=eyJyZWZlcnJhbEluZm8iOnsicmVmZXJyYWxBcHAIoJPbmVEcmI2ZUZvckJ1c2luZXNzliwicmVmZXJyYWxBcHBQbGFOZm9ybSI6IlldlYilsInJlZmVycmFsTW9kZSI6InZpZXciLCJyZWZlcnJhbFZpZXciOijNeUZpbGVzTGluaONvcHkifX0&e=6bjdXn

yYWxBcHBQbGFOZm9ybSI6IldlYilsInJlZmVycmFsTW9kZSI6InZpZXciLCJyZWZlcnJhbFZpZXciOjJNeUZp
bGVzTGluaONvcHkifX0&e=cBmWAO

Participant 3 - https://rmiteduau-my.sharepoint.com/:v/g/personal/s3972407_student_rmit_edu_au/EfNdLurwOoNEntOLBV4eFewBh0j_Gnp6N1C4W7umZGZr8A?nav=eyJyZWZlcnJhbEluZm8iOnsicmVmZXJyYWxBcHAiOjPbmVEcmI2ZUZvckJ1c2luZXNzliwicmVmZXJyYWxBcHBQbGFOZm9ybSI6IldlYilsInJlZmVycmFsTW9kZSI6InZpZXciLCJyZWZlcnJhbFZpZXciOjJNeUZp
bGVzTGluaONvcHkifX0&e=ahbqul

Enrolment Online Redesign

Figma - <https://www.figma.com/design/cxvSUAwuyxthjCHrcx3ymW/Digital-Mockups?node-id=0-1>

Lyssna Tests - <https://app.lyssna.com/tests/c85d1a697570/results/547fb7831103>

Participant 1 - https://rmiteduau-my.sharepoint.com/:v/g/personal/s3972407_student_rmit_edu_au/EdEXQ--w08VHrSo7tEHRajcBCcN8NdfEwwi2jPqok6ZanA?nav=eyJyZWZlcnJhbEluZm8iOnsicmVmZXJyYWxBcHAiOjPbmVEcmI2ZUZvckJ1c2luZXNzliwicmVmZXJyYWxBcHBQbGFOZm9ybSI6IldlYilsInJlZmVycmFsTW9kZSI6InZpZXciLCJyZWZlcnJhbFZpZXciOjJNeUZp
bGVzTGluaONvcHkifX0&e=teFc5A

Participant 2 - https://rmiteduau-my.sharepoint.com/:v/g/personal/s3972407_student_rmit_edu_au/EYb32cKpFnFGnfywWGxLHEgBgVbeA65mjXzoeCtQ8lc4fg?nav=eyJyZWZlcnJhbEluZm8iOnsicmVmZXJyYWxBcHAiOjPbmVEcmI2ZUZvckJ1c2luZXNzliwicmVmZXJyYWxBcHBQbGFOZm9ybSI6IldlYilsInJlZmVycmFsTW9kZSI6InZpZXciLCJyZWZlcnJhbFZpZXciOjJNeUZp
bGVzTGluaONvcHkifX0&e=NyRrhZ

Participant 3 - https://rmiteduau-my.sharepoint.com/:v/g/personal/s3972407_student_rmit_edu_au/EdENCPphTGhHv1imp1xa2DEB5AYXGgVhCo3mO8I-xi1aQ?nav=eyJyZWZlcnJhbEluZm8iOnsicmVmZXJyYWxBcHAiOjPbmVEcmI2ZUZvckJ1c2luZXNzliwicmVmZXJyYWxBcHBQbGFOZm9ybSI6IldlYilsInJlZmVycmFsTW9kZSI6InZpZXciLCJyZWZlcnJhbFZpZXciOjJNeUZp
bGVzTGluaONvcHkifX0&e=WPSSjf

Amazon Redesign

Figma - <https://www.figma.com/design/cxvSUAwuyxthjCHrcx3ymW/Digital-Mockups?node-id=14-3219>

Lyssna Tests - <https://app.lyssna.com/tests/7ae1d6623c7d/results/b05e71735a36>

Participant 1 - https://rmiteduau-my.sharepoint.com/:v/g/personal/s3972407_student_rmit_edu_au/EdKMID_ksjFOiGN5vbssapgBn4PogAXwBvDk7N957zl9DA?nav=eyJyZWZlcnJhbEluZm8iOnsicmVmZXJyYWxBcHAiOjPbmVEcmI2ZUZvckJ1c2luZXNzliwicmVmZXJyYWxBcHBQbGFOZm9ybSI6IldlYilsInJlZmVycmFsTW9kZSI6InZpZXciLCJyZWZlcnJhbFZpZXciOjJNeUZp
bGVzTGluaONvcHkifX0&e=kn8k34

Participant 2 - https://rmiteduau-my.sharepoint.com/:v/g/personal/s3972407_student_rmit_edu_au/ET4fSmcj4uBOgD1SRo37YOBxJivtBqpjRYAF-ZHm-tb8w?nav=eyJyZWZlcnJhbEluZm8iOnsicmVmZXJyYWxBcHAiOjPbmVEcmI2ZUZvckJ1c2luZXNzliwicmVmZXJ

yYWxBcHBQbGFOZm9ybSI6IldlYilsInJlZmVycmFsTW9kZSI6InZpZXciLCJyZWZlcnJhbFZpZXciOjJNeUZp
bGVzTGluaONvcHkifX0&e=DqHvyv

Participant 3 - [79](https://rmit.edu.au-my.sharepoint.com/:v/g/personal/s3972407_student_rmit.edu.au/Ee5aldIUqPZNsN3ieGgGikUBZ9PUhpC0pT2IPyao9kHoKQ?nav=eyJyZWZlcnJhbEluZm8iOnsicmVmZXJyYWxBcHAiOiJPbmVEcmI2ZUZvckJ1c2luZXNzliwicmVmZXJyYWxBcHBQbGFOZm9ybSI6IldlYilsInJlZmVycmFsTW9kZSI6InZpZXciLCJyZWZlcnJhbFZpZXciOjJNeUZp
bGVzTGluaONvcHkifX0&e=esLO61</u></p></div><div data-bbox=)

Test Case ID	Description	Test Case Details
TC-001	Test Case 1: Verify successful login.	 <p>The screenshot shows the iPhone X's home screen with the Settings app icon highlighted. When tapped, the Settings app opens to the General tab, which displays options like 'About', 'Reset', 'iTunes Store & App Store', and 'Background App Refresh'. A blue arrow points from the 'General' tab label to the 'Background App Refresh' option.</p>
TC-002	Test Case 2: Verify successful logout.	 <p>The screenshot shows the iPhone X's home screen with the Settings app icon highlighted. When tapped, the Settings app opens to the General tab, which displays options like 'About', 'Reset', 'iTunes Store & App Store', and 'Background App Refresh'. A blue arrow points from the 'Background App Refresh' option to the 'Background App Refresh' switch, which is shown in the 'On' position.</p>

Introducción		Resumen de la actividad	
Objetivos		Contenido	
Aprender a usar el software para la creación de presentaciones.		Crear una presentación en Power Point.	
Alumno	Maestro	Alumno	Maestro
Alumno: Crear una presentación con Power Point.	Maestro: Crear una presentación con Power Point.	Alumno: Crear una presentación con Power Point.	Maestro: Crear una presentación con Power Point.

Learning objective	Activity	Assessment
Understand how to use the search function to identify species in the field guide.	Use the search function to identify species in the field guide.	Identify species correctly by name.
Understand how to use the search function to identify species in the field guide.	Use the search function to identify species in the field guide.	Identify species correctly by name.

Evaluación de la eficiencia y eficacia del diseño de la interfaz de usuario			
Indicador	Objetivo	Método	Resultados
Eficiencia	Mejorar la eficiencia en el uso de la interfaz de usuario.	Medición de tiempos de respuesta y tasa de errores.	Mejoramiento significativo en la velocidad de respuesta y reducción de errores.
Eficacia	Mejorar la eficacia en la realización de tareas.	Medición de la tasa de éxito en la ejecución de tareas.	Mejoramiento significativo en la tasa de éxito.
Usabilidad	Mejorar la usabilidad de la interfaz de usuario.	Medición de la satisfacción del usuario y análisis de errores.	Mejoramiento significativo en la satisfacción del usuario.

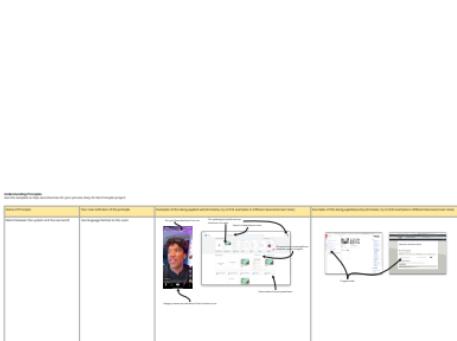
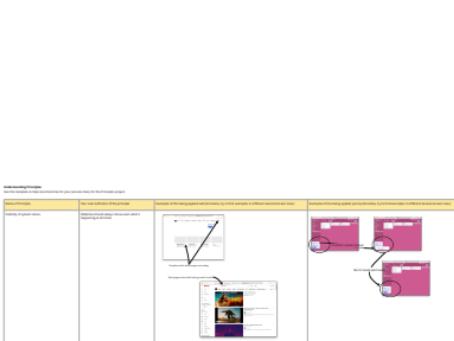


The screenshot shows the Microsoft Project ribbon interface. The 'File' tab is highlighted in blue, indicating it is the active tab. Below the ribbon, there is a status bar with the text 'Project 2013 - Microsoft Project' and a small icon.

Diagram illustrating the relationship between the number of nodes and the size of the network. The graph shows a positive correlation, with the network size increasing as the number of nodes increases.

Section	Description	Image
Introduction	Introduces the concept of the Internet of Things (IoT) and its applications.	
Implementation	Shows how IoT technologies are being implemented in various industries, such as manufacturing, healthcare, and smart cities.	

The screenshot shows the 'Gardening' section of the website. At the top, there is a search bar with the placeholder 'Search' and a magnifying glass icon. Below the search bar, there is a list of articles with titles like 'How to grow a rose bush', 'How to grow a sunflower', and 'How to grow a strawberry plant'. Each article has a small thumbnail image and a 'Read more' button.



Using simulations	
Using simulations	<p>Using simulation software, we can see what happens if we change certain variables.</p> 

Introducing Google	
Lesson Overview	Lesson Objectives
Introduction and Welcome	The user will learn how to use Google search to find information.
Google search	The user will learn how to use Google search to find information.
Google search	The user will learn how to use Google search to find information.

