

USER JOURNEY REDESIGN

Q1:

This is the current user login screen. Based on the data available, what changes would you recommend? - **No change**

Q2:

This is the main menu, shown immediately after login. Any urgent changes we should make, based on your analysis? - **Move student information to bottom of screen, below the tiles**

Q3:

This is the first screen shown when an existing user begins to apply for a new rebate for an academic expense they have incurred. What changes would you recommend? - **Prepopulate the page with data from user's profile**

Q4:

This screen allows a user to enter the details of a specific expense item. What changes would you recommend? - **Change the date format column**

Q5:

On this screen, users upload a copy of the receipt or invoice for the expense they are claiming. Do you want to change where it fits within the screen flow? - **Move it to be part of the 'Expense Items Summary' screen**

Q6:

This screen is where the student provides their bank details, to receive their expense reimbursement. Do we need to make any 'quick win' changes to this page? - **Create more input fields by splitting the 'BSB-Account Number' field into two separate fields**

Q7:

This is the final screen shown to a student once they have submitted a new expense claim. How can it be improved? - **No change**