

ENSE471 Milestone 2 Feedback Report

- Future student

The objective for the future student is to apply for a program at university. To accomplish that they need to go to the UR connected page and follow the procedures of creating an account, log in, filling the personal info forms, receiving acceptance letters.

The major issue of the future students' page is data duplication. The images shown on the main page are repeated with the one on the navigation bar. Considering Trevor, it is hard to preserve the data when there are duplicating issues. It is necessary to think about what should replace the current images.

- Current student

The objective of the current student is to make an appointment with an engineering advisor.

There are 4 steps to do that, firstly go find 'current student' on the navigation bar, secondly locate to 'undergraduate' section and click the 'Advising Appointment', and now you will be on advising page, thirdly click the 'Booking an appointment with advisor' the green button, after successfully login to your UR account, and four you can determine a time that available for both you and advisor.

According to the feedback from customers, the journey to the advising part was good, it was easy to navigate to the advising page. However, from Trevors' perspective, if the current student is important then we need to draw more attention to it. For current users, there should be an entrance for reporting errors when browsing the pages. Furthermore, we need to think about who is going to do the 'Events' part, how to make it easy to maintain.

- Parents

General information and activities about the university such as parking and housing info.

Concerning Trevor, the overall section was good, however, adding financial costs, as well as scholarship information, are useful for parents. For example, a brief explanation for tuition, housing, foods and textbooks costs which are helpful.