

# Group 11's Notes

Andriana Romero, Dominic Fong, Helena Qin

## Tasks

setup git - Helena (11/10)

layout+home page - Helena (11/11)

heuristics 1-2 - Helena

heuristics 3-6 - Dominic

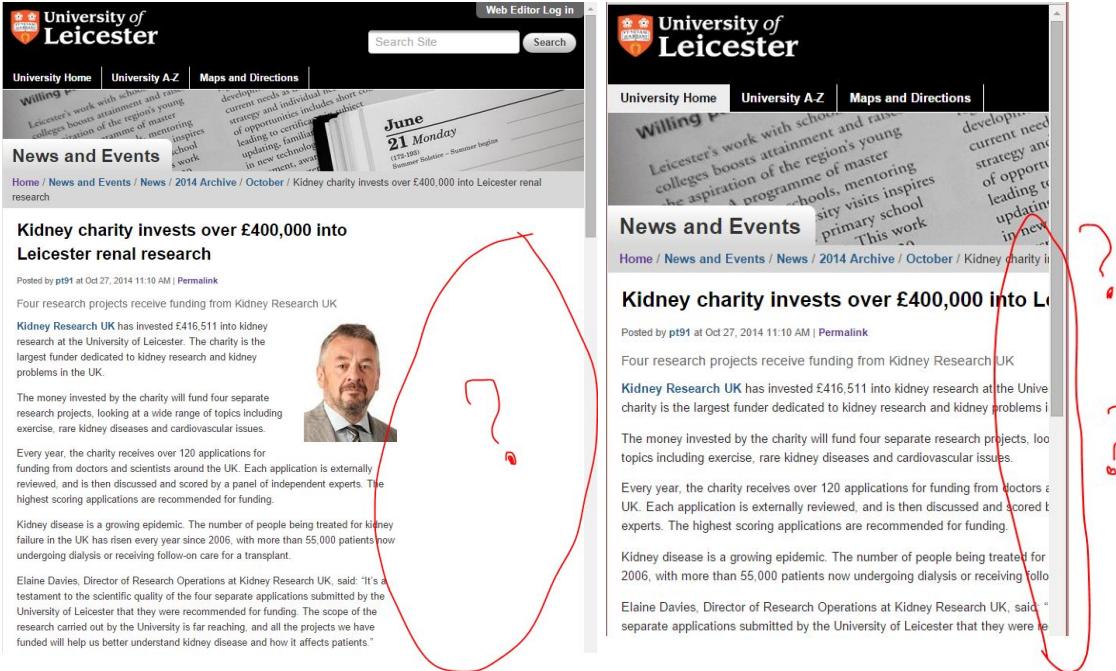
heuristics 7-10 - Andie

## Notes Area

Color Code:      Dominic                    Helena                    Andriana

### 0. First impression

- The site is not “clean”
- No “current students” tab on the front-page
- Not much of a sense of branding presented on the frontpage.
- It is application period for the universities in UK, and the link to admission information is on the front page with large text. It is one click away from selecting undergrad/postgrad/etc details, although it is interesting that they put “distance learning” and “international students” on the front page, suggesting people from those two categories are more likely to visit the page.
- Pages seem to be somewhat responsive, although many of them are glitched and not optimized for certain range of resolution, lacking attention to detail.
- the entire site is not consistent, especially the design difference between the homepage and subsequent pages



## 1. Visibility of System Status

- All pages seem to give user feedback on their current location
- Navigation to main-page/sub-page is always preserved

**Our Research**

Home / Research / Our Global Challenges / Fighting Ill Health and Disease / Research into respiratory diseases identifies new treatment for severe asthma

Research      Research into respiratory diseases identifies new treatment for severe asthma      Staff Profiles

## 2. Match Between System and Real World

- The choice of words is mostly appropriate, although acronyms are sometimes used, such as:

(Upon clicking into the link, it explains  
CPD stands for "Continuing Professional

Development" which is an array of technical courses)

### 3. User control and freedom

- The site has a unified and consistent navigation bar embedded to each page, where A is static and B is dynamic based on the user's location in the site. It gives user sufficient control on navigating the pages within the site, although for B it could use a bit more styling.
- Generally not necessary to click the back button, haven't feel lost in the site.



### 4. Consistency and Standards

- Navigation bar is consistent across all pages
- I think there is a mismatch in styling between the front page with the rest of the sub-pages. Partly due to the background image, but the style is very different between sub-page articles then, say, second level pages.

The page shows the University of Leicester logo and navigation links for Home, Email for Life, Apply for Email for Life, Update Your Details, Forgotten Your Password, and Change Your Password. The main content area is titled "Email for Life - Registration". It asks for a current University of Leicester IT account, a permanent external email address, and a student registration number. It also describes a two-stage process: entering details and clicking "Apply" to receive an email with a link to complete the registration. A checkbox for accepting terms and conditions is present, along with a "University username" input field and an "Apply" button.

The page features the University of Leicester logo and navigation links for Home, University A-Z, and Maps and Directions. The main content is titled "The Discovery of Richard III". It includes a portrait of King Richard III and text about the archaeological project. It lists categories such as History, Archaeology, Science, Meet the team, and Multimedia and links. A sidebar on the right provides "Richard III: The Evidence" and a "How do we know what we know?" section with bullet points. A "View all FAQs" button is also present. At the bottom, there's a "Latest news" section with links to news articles about the discovery.

The page shows the University of Leicester logo and navigation links for Home, University A-Z, and Maps and Directions. The main content is titled "Research" and includes links to Our Global Challenges, Research with us - academics and PhD students, Departmental and Thematic Research, Current Research, and Research Assessment Exercise. Below this is a section titled "Our Global Challenges" with five sub-sections: Fighting Ill Health and Disease, Building a Safe and Just World, Understanding change in Culture, Society, Economics and Political Institutions, Exploring Human Identity and Inter-Cultural Interactions, and Protecting our World and Exploring the Universe. Each sub-section has a small thumbnail image.

The page shows the University of Leicester logo and navigation links for University Home, University A-Z, and Maps and Directions. The main content is titled "News and Events" and features a large image of a spaceman. Text on the image discusses Leicestershire's work with schools, the aspiration of the region's young people, and a programme of masterclasses, mentoring, and school visits. A specific event is highlighted: "A spaceman came travelling...to Leicester" on June 21st, 2014. It includes a photo of a NASA astronaut and social media sharing icons.

- Note: It is interesting that the upper top page has a middle navigation bar.
- Very different styling between the above pages and article pages. Very inconsistent, with a feeling that they partially updated the high level pages without considering the lower level pages.

## 5. Error Prevention

- When filling out a form for requesting a prospectus, error feedback is given after I submit the form, when an error has already occurred. It is better to have real-time feedback on the entered information before submitting the form. Labelling are clear and doesn't cause confusion. Users who have not logged in are directed to an error page, suggesting a login is required for the required operation. Although it would be more convenient to include the ID and password field on the error page, instead of having to click one more time for login.

## 6. Recognition Rather than Recall

- Current position is always indicated on the dynamic navigation bar, with directories listed, such that the users from do not need to recall where he/she may have came from. I think the site did a good job in this part.

**Business Services**

Home / Business / Leicester's expertise / Medicine, science and technology / Medicine and biosciences

**Business**

**Leicester's expertise**

→ Medicine, science and technology

– Medicine and biosciences

– Environmental sustainability

**Medicine and biosciences**

We collaborate with health professionals, locally, nationally and internationally in our pursuit of excellence in biomedical research.

We engage in a broad spectrum of biomedical science with exceptional strength in:

- Cancer
- Cardiovascular

## 7. Flexibility and Efficiency of Use

- There is a login system for apparently the website administrators

Home

University IT account user name and password required.

In case of difficulties, please contact [ithelp@le.ac.uk](mailto:ithelp@le.ac.uk) indicating the University IT account you are using and the page you wish to reach.

Login Name

Password

**Log in**

- There are discrete sites with no clear way to navigate to from the front page, including student internal page:

Log in to MyStudentRecord

Log in below if you have already registered for a MyStudentRecord account, are a registered student or a member of staff.

Username:

Password:

**Log in**

**Register for access to MyStudentRecord**

If you have applied for a course and would like access to MyStudentRecord, please create an account by clicking on 'New User' below.

**New User**

**Forgotten your password?**

**Frequently asked questions...**

...and email. The long url is means that no one can just type a url on browser.

Sign In

**University of Leicester**

Login to University email

login.sts.le.ac.uk

Type your user name and password.

User name:  Example: abc123

Password:

**Sign In**

Both pages above are not in the same style as the school main page, and can be considered as completely separated sites.

## 8. Aesthetic and Minimalist Design

- The site did a good job in this category. Front page and second-level pages does not contain mostly pictures with subtitle for easy navigation into deeper article pages.
- The home page does a wonderful job with aesthetics and minimalist design. With the continuous scroll, it first focuses on a full screen images with little text and a search options, then displays school news in a well balanced way.

 University of  
Leicester

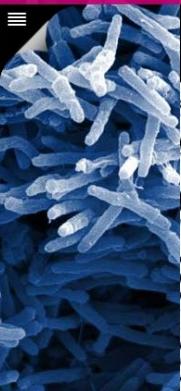
Search Site

[Home](#) [University A-Z](#) [Maps and Directions](#)

## Research

[> Our Global Challenges](#) [> Research with us - academics and PhD students](#) [> Departmental and Thematic Research](#)  
[> Current Research](#) [> Research Assessment Exercise](#)

**Our Global Challenges**

Fighting Ill Health and Disease	Building a Safe and Just World	Understanding change in Culture, Society, Economics and Political Institutions	Exploring Human Identity and Inter-Cultural Interactions	Protecting our Planet and Exploring the Universe
				

## 9. Help Users Recognize, Diagnose, and Recover from Errors

- When an invalid URL is visited, user is redirected to an error message page.

 University of  
Leicester

**Not Found**

**Not Found**



[University Home](#)

The document you have requested is not available at this address.

The document may have been deleted or moved, or the address may be incorrect.  
Please update your bookmarks, or inform the owner of the document containing the link as appropriate.

You may be able to locate similar information that is accessible to you from one of the following locations:

[the search page](#)  
[the site overview](#)  
[the A-Z listing](#)

[UNIVERSITY HOME](#) [UNIVERSITY INDEX A-Z](#) [UNIVERSITY SEARCH](#) [UNIVERSITY HELP](#)

MAINTAINER

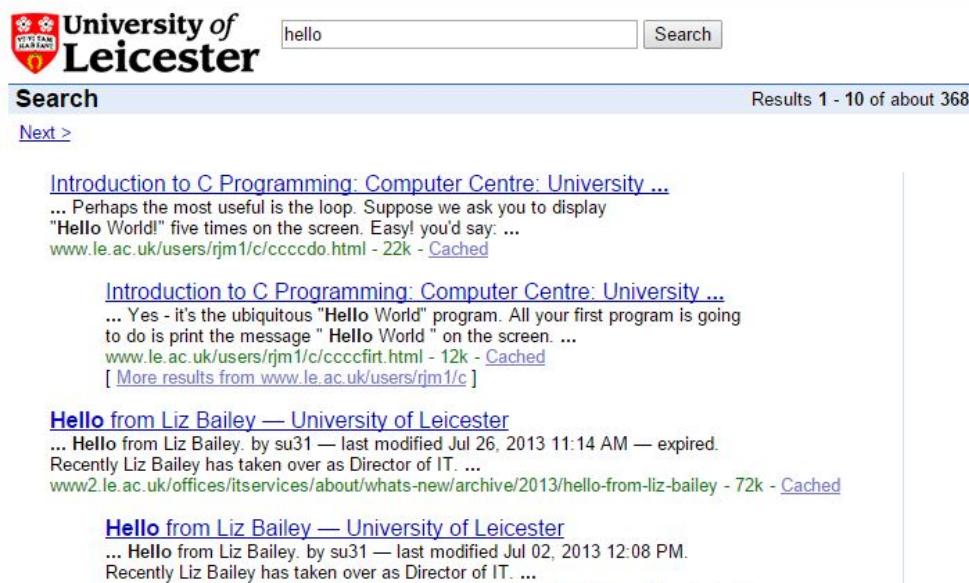
UPDATED: 28th November 2005  
This document has been approved by the head of department or section.

- **Critical error found:** the “the site overview” link above is broken, losing one of the useful provided features.
- Otherwise the logo link to the front-page, “search page” and “A-Z listing” can be useful for users to get to where they are intended to get to.
- Again, inconsistent with the rest of the pages. Last update for the error page is dated back to 9 years ago, need update.

## 10. Help and Documentation

- Help is presented with three methods:
1. **Search** - Completely different interface, employs google search. Very inconsistent. Clicking on the U or Leicester logo brings the user to the main search page which is blank, not the home page.

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The screenshot shows a Google search results page for the query "hello". At the top, there is the University of Leicester logo and a search bar containing "hello". Below the search bar are two search buttons: "Search" and "Search". The results section starts with a link to the University's Computer Centre: "Introduction to C Programming: Computer Centre: University ...". Below this, there are several other links related to programming and the university, such as "Hello from Liz Bailey — University of Leicester" and "Hello from Liz Bailey — University of Leicester". Each result includes a snippet of text and a link to the full page.

2. A-Z indexes - This is extreme

## Complete A-Z of University of Leicester

Please report any bad links to [webteam@le.ac.uk](mailto:webteam@le.ac.uk)

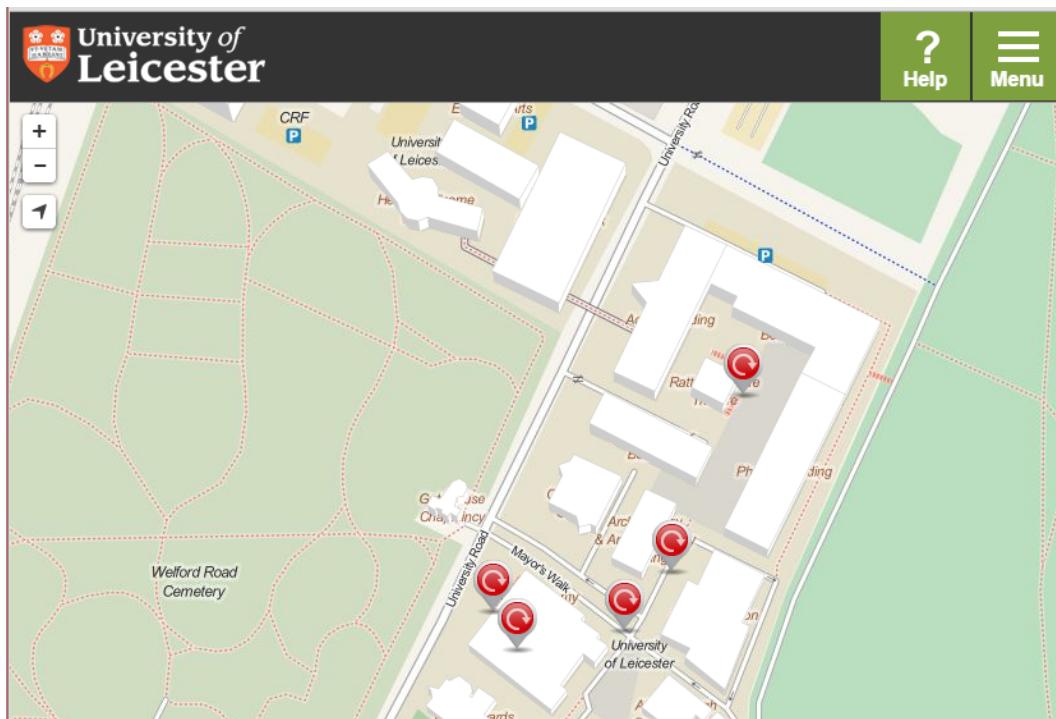
Separate indexes are available for **academic departments**, **administrative services**, **research groups** and **hosted bodies**.



### A

- › [AccessAbility Centre](#) (support for disabled/dyslexic students)
- › [Accommodation](#)
- › [Adapting to Changing Environments \(ACE\) Research Centre](#)
- › [Admissions Office](#)
- › [Advanced Imaging Facility \(AIF\)](#)
- › [Adult Social and Epidemiological Psychiatry and Disability Research Group](#)

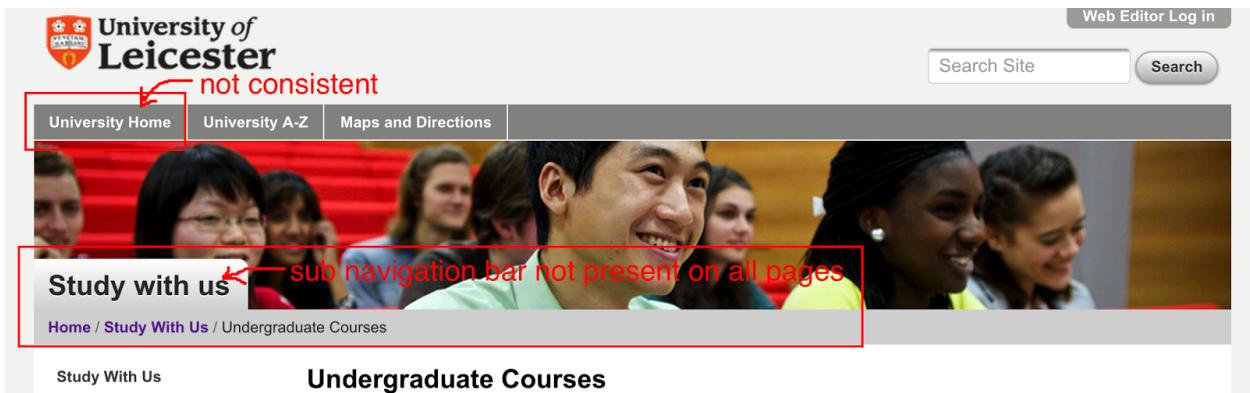
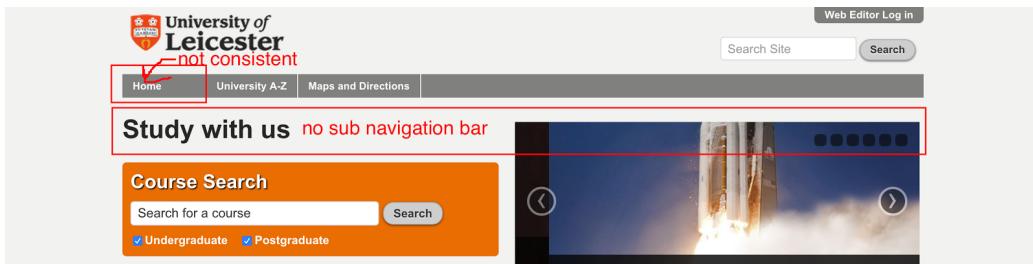
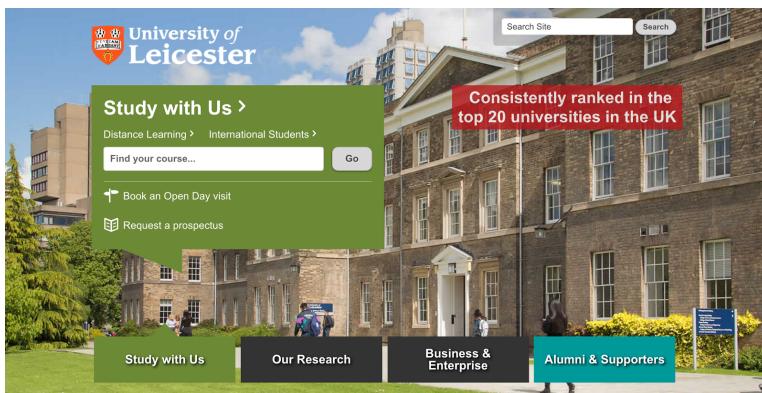
### 3. Physical campus map



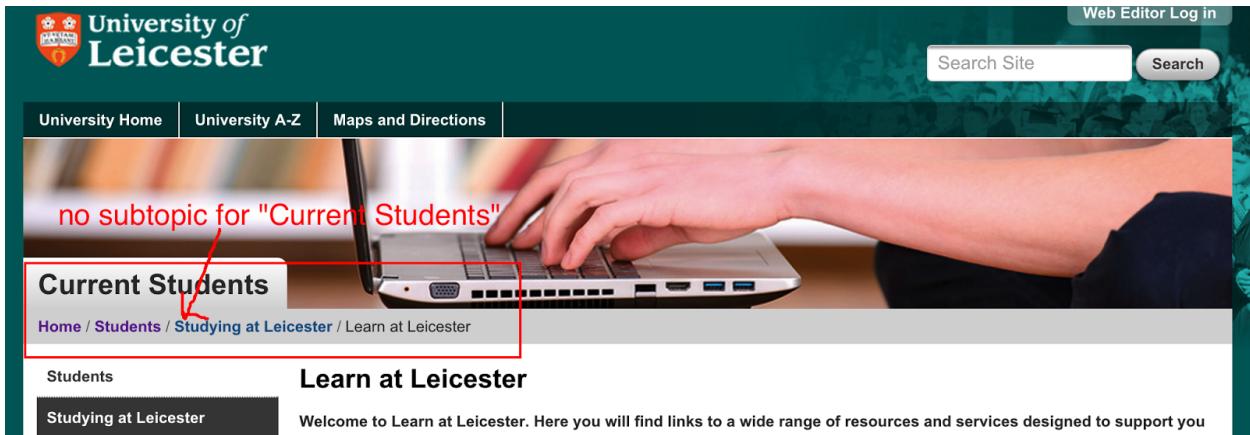
## Visibility of system status

The system should always keep users informed about what is going on, through appropriate feedback within reasonable time.

- There is a generally consistent layout once you enter the site after the home page, which seems a little more like a landing page.
- There is a mostly consistent top navigation bar, but the subnavigation bar below that is not always present or consistent.
- Also the “Home” button is named differently - sometimes “Home” and sometimes “University Home.”
- Home Page (“Landing Page”)



- Title of the subnavigation bar is not consistent. For example, there is no “Current students” subtopic.



### **Match between system and the real world**

*The system should speak the users' language, with words, phrases and concepts familiar to the user, rather than system-oriented terms. Follow real-world conventions, making information appear in a natural and logical order.*

- Most of the words and phrases are commonly used, so there isn't a problem, but there are a small number of terms that were confusing.
- The only exception is the term “Distance Learning.” When I first saw “Distance Learning” next to “International Students” I thought they referred to the same thing, but the term could just be a term commonly used in the UK. This might be confusing for international students who do not use the term “Distance Learning.”

- The definition of “Spin-outs” is not obvious after navigating to “Technology transfer”. They do define it on the “Spin-outs” page though.

The screenshot shows a website for 'Business Services' under 'Technology transfer'. The main content area is titled 'Spin-outs' and contains text about spin-out companies from the University of Leicester. It features a logo for 'BioAstral' and links to their website and contact information. A sidebar on the right provides contact details for Dr. Sharon Spencer.

**Business Services**

Home / Business / Technology transfer / Spin-outs

**Business**

- Leicester's expertise
- Consultancy and technical facilities
- Business collaborations
- Technology transfer
  - Spin-outs
  - Medicine, life sciences, pharmaceutical and

**Spin-outs**

We have a number of spin-out companies based on commercialising research from the University of Leicester:

**BioAstral**

BioAstral is a spin-out from the Department of Biology that exploits new concepts in biomedical imaging using advanced photon detection and image analysis methods.

[Visit the BioAstral website](#)

**Cancer Diagnostics**

**Find out more**

To find out about our spin-outs, contact:

**Dr Sharon Spencer**

Director of Technology Commercialisation

**ss852@le.ac.uk**

0116 229 7487

## User control and freedom

*Users often choose system functions by mistake and will need a clearly marked "emergency exit" to leave the unwanted state without having to go through an extended dialogue.*

*Support undo and redo.*

- The navigation of the site is confusing. There are places where the user cannot go back to the page they were on unless they click the “back” button on their browser. For example, after clicking on “Career Development Service” from the “Students” page, we are brought to a page that is not related to the “Students” page at all.

## Students

### Studying at Leicester

- > [Learn at Leicester](#)  
Resources and services to support your learning and academic progress
- > [Money and Jobs](#)  
Financial support and term time jobs
- > [Accommodation](#)  
Information about University owned and private accommodation
- > [Health and Welfare](#)  
Welfare, health and other support available to students
- > [Campus Guide](#)  
Places to eat and drink, opening times, PC areas and more
- > [Career Development Service](#)  
Information to develop your employability

### Announcements

All announcements >

Industrial Action by the University College Union (UCU) from 6 November, 2014

Postgraduate Information Fair taking place on Wednesday 19 November

Tell us what you think about the Library

Your passport to a trip of a lifetime: study abroad as part of your Leicester degree

New Funding Available For Widening Participation Projects

IT Services news

Careers Development news



Web Editor Log in

Search Site

Search

University Home

University A-Z

Maps and Directions

no "Students" in the sub navigation bar makes it confusing after navigating from the "Students" page

**Career Development Service**

[Home / Offices](#) / Career Development Service

Career Development Service

Career Development Service  
Your Career Development Journey

YOUR CAREER DEVELOPMENT JOURNEY

MAKE THE  
**MOST** OF  
YOU

## Consistency and standards

*Users should not have to wonder whether different words, situations, or actions mean the same thing. Follow platform conventions.*

- When clicking on “Carbopeat” from the “University A-Z” the page that the user is directed to is the Department of Geography. Nowhere on the page can “carbopeat” be found.

- > [Cancer Chemoprevention Group](#)
- > [Cancer Research Centre \(CRUK Leicester Centre\)](#)
- > [Cancer Studies and Molecular Medicine, Department of](#)
- > [Carbopeat](#)
- > [Cardiovascular Disease and Diabetes Research Group \(Department of Health Sciences\)](#)

The screenshot shows a website for the University of Leicester's Department of Geography. At the top, there is a navigation bar with links to 'University Home', 'University A-Z', and 'Maps and Directions'. Below the navigation is a large banner image of a desert landscape with mesas. Overlaid on the banner is a red rectangular box containing the text 'cannot find "carbopeat" anywhere on the page'. In the top right corner, there is a search bar with the text 'carbopeat' and a 'Search Site' button. To the right of the search bar is a small text '0 of 0'. On the left side of the main content area, there is a sidebar with links for 'Geography', 'Undergraduate Courses', 'Postgraduate Study', and 'Research'. The main content area has a heading 'Geography at Leicester' and a sub-section 'Choose Leicester to Study Geography'. On the right side, there is a 'Quick Links' sidebar with links to 'Book a visit' and 'Undergraduate Brochure'.

## Error prevention

Even better than good error messages is a careful design which prevents a problem from occurring in the first place. Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action.

- It is good that there is error prevention for viewing the “Telephone directory” or “Email directory.” Users who are not logged in are taken to an error message page, but the consistency on the pages are not very good. The layout looks completely different.

## Study with us

Like what you see? Find out more about studying at Leicester

- [Students' Union](#)
- [Sports & Recreation](#)
- [Blackboard](#)
- [What's on](#)
- [Virtual learning environment](#)
- [Bulletin Board](#)

Leicester graduates can get a 10% discount off postgraduate course fees



- [Telephone directory](#)
- [Email directory](#)
- [Academic Departments](#)
- [Offices and Services](#)

## Latest News

All news >

- Remembrance Sunday: Your guide to the University's First World War commemorations** 
- 10,000 prickly customers invade New Walk Museum**  Thousands of salt-dough hedgehogs to help children learn to count as part of University-run schools project at New Walk Museum
- A spaceman came travelling...to Leicester**  NASA astronaut to give public lecture at University on

 University of Leicester

**Login Required**



[University Home](#)

Access to the requested page is restricted to staff and students with a University IT account

If you are already logged in, follow the link below to confirm your identity and automatically access the requested page. If you are not logged in, you will first be prompted for your username and password.

› [Access the requested page via Remote Access Service](#)

If you are not sure where to go next, try one of the links below:

- › [University of Leicester Search](#)
- › [A-Z Indexes](#)
- › [Help](#)
- › [University of Leicester Home Page](#)

[UNIVERSITY HOME](#)   [UNIVERSITY INDEX A-Z](#)   [UNIVERSITY SEARCH](#)   [UNIVERSITY HELP](#)

UPDATED: 11 October, 2013  
This document has been approved by the head of department or section.

MAINTAINER

## Recognition rather than recall

Minimize the user's memory load by making objects, actions, and options visible. The user should not have to remember information from one part of the dialogue to another. Instructions for use of the system should be visible or easily retrievable whenever appropriate.

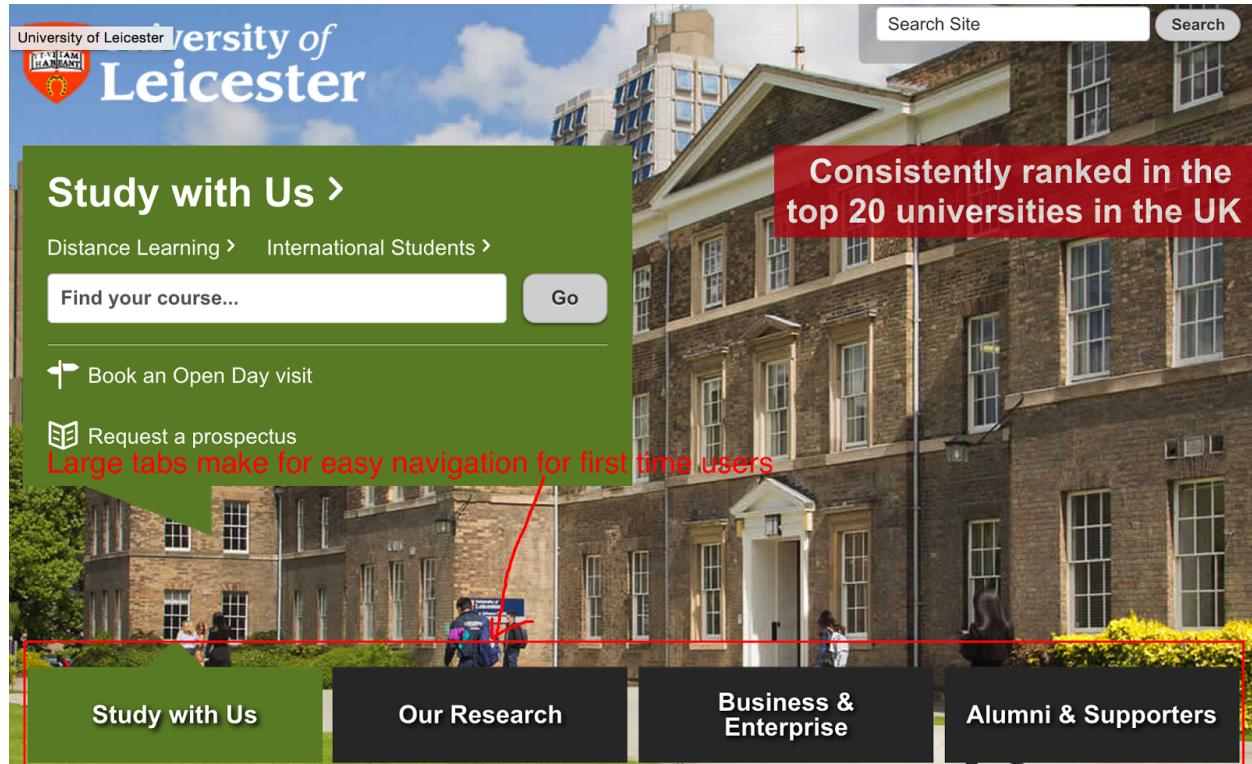
- Sometimes the subnavigation bar is not consistent and confusing for the user. Some of the subtopics are not displayed or not labeled correctly. This makes it hard on the user, as he/she has to remember what he/she originally clicked on.
- The user has to rely on recall rather than on visual recognition with the navigation bar. The confusing labels for “Home” also contribute to this.

### **Flexibility and efficiency of use**

Accelerators -- unseen by the novice user -- may often speed up the interaction for the expert user such that the system can cater to both inexperienced and experienced users.

Allow users to tailor frequent actions.

- The large sections on the university home page makes it easy for first-time users of the site, but after that, the navigation of the site gets quite confusing. The layout changes dramatically and the aesthetics are not consistent.
- It is good that there is a search bar with easy access up top, but that is not quite enough compared to the rest of the site, which is confusing.



### **Aesthetics and minimalist design**

Dialogues should not contain information which is irrelevant or rarely needed. Every extra unit of information in a dialogue competes with the relevant units of information and diminishes their relative visibility.

- The aesthetics on the site are really quite unappealing. First, the color scheme is not consistent throughout the entire site. The home page is not bad, and the background image of the campus looks nice, but once you enter the rest of the site, it looks completely different.
- The rest of the site has too much information on each page, and the layout and color scheme makes it look outdated.

### **Error recovery**

- The error recovery from not being logged in is not aesthetically pleasing. Also, there are broken links on the error recovery pages that are there.

### **Help**

- While there is a help link on the university home page, it brings the user to a very confusing help page. There is way too much information and is quite overwhelming with a lot of text. The help page is not very helpful.

## University of Leicester Help

If you know which area, service or department you are looking for, try the [A-Z Indexes](#)

If you cannot find what you want using the links on this page, try our [search page](#).

### General

[Information for visitors \(maps and directions\)](#)

[Term Dates](#)

[Job Vacancies](#)

[Find a person](#) (if you are not a member of the university)

[Find a person \(telephone\)](#) (Authentication required)

[Find a person \(email\)](#) (Authentication required)

### For Prospective Students

See the dedicated [Study with Us area](#) of our web site.

[Find a course](#)

[Fees and Funding](#)

[Accommodation](#)

[Open Days](#)

[Support for disabilities and learning difficulties](#)

### For Current Students

[Student website](#)

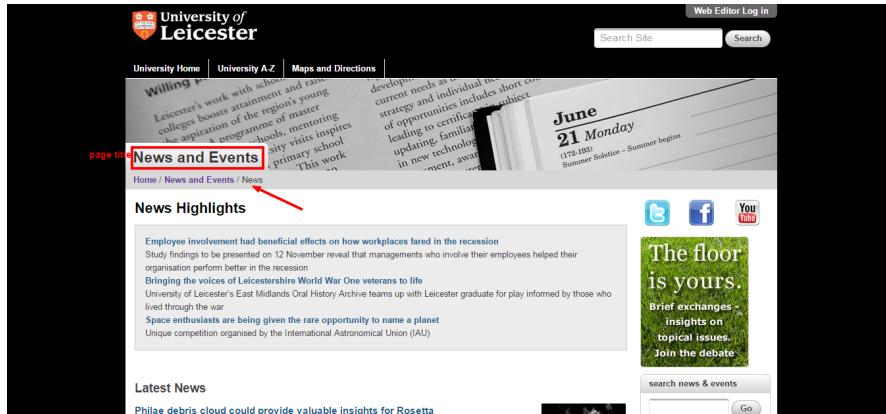
### For Parents, Teachers and Advisors

[What support is available for students?](#)

## Visibility of system status

The system should always keep users informed about what is going on, through appropriate feedback within reasonable time.

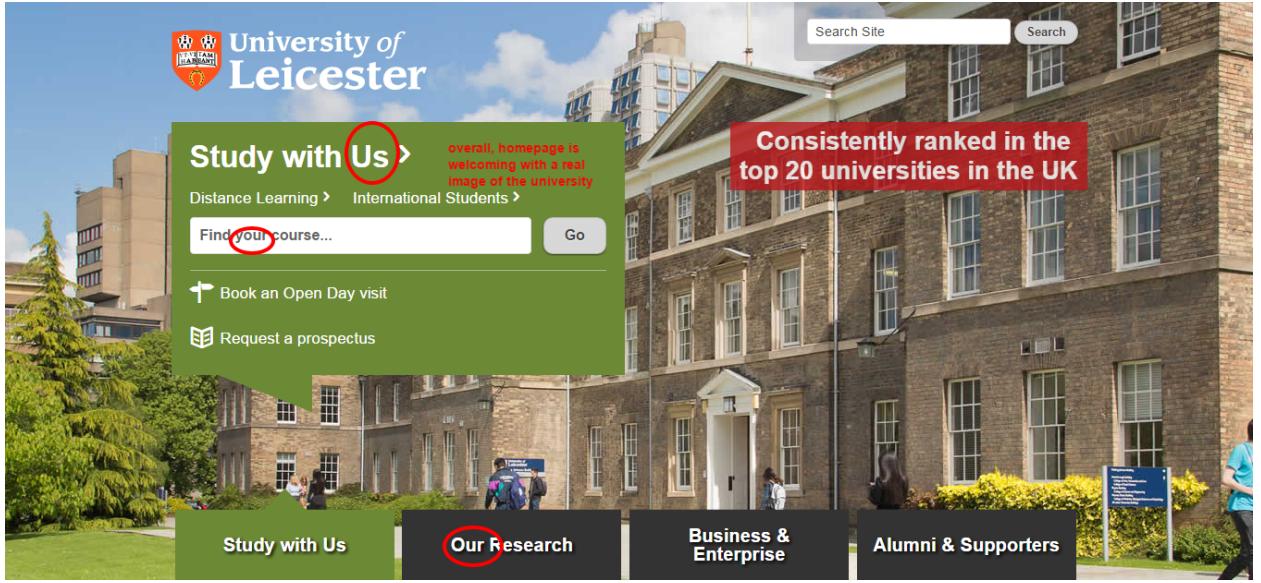
- navigation history allows users to locate to previous pages and be informed of how far they have navigated within the site
- titles of pages, while inconsistent in design, still inform the user what page they are on



## Match between system and the real world

The system should speak the users' language, with words, phrases and concepts familiar to the user, rather than system-oriented terms. Follow real-world conventions, making information appear in a natural and logical order.

- A-Z listing is provided in a logical order which is helpful for the search options and familiar to the user
- help pages use clear language to convey suggestions for different situations
- the homepage uses inclusive language to draw the user into the university: "our" "study with us" etc, in the real world this is good subtle marketing too



## User control and freedom

*Users often choose system functions by mistake and will need a clearly marked "emergency exit" to leave the unwanted state without having to go through an extended dialogue.*

*Support undo and redo.*

- website does not provide consistent ways to undo/redo
- 

## Consistency and standards

*Users should not have to wonder whether different words, situations, or actions mean the same thing. Follow platform conventions.*

- home page is crucial to making the purpose of the site clear. It presents ambiguous language for “international students” and “distance learning”
- what does University A-Z mean?
- color/UI inconsistency may cause the user to think they are on different websites
- google search/ map and directions/ news page have completely different UIs

## Recognition rather than recall

Minimize the user's memory load by making objects, actions, and options visible. The user should not have to remember information from one part of the dialogue to another.

Instructions for use of the system should be visible or easily retrievable whenever appropriate.

- because navigation options are inconsistent throughout the website, it makes the memory load for the user more burdensome. Sometimes the navigation history is wrong because there are multiple ways to end up on the site
- 

### **Error prevention**

Even better than good error messages is a careful design which prevents a problem from occurring in the first place. Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action.

- book an open day visit leads to several pages and after clicking on multiple links, there is no warning message
- login pages could be in real-time to say “this is not a real user name” etc

### **Flexibility and efficiency of use**

Accelerators -- unseen by the novice user -- may often speed up the interaction for the expert user such that the system can cater to both inexperienced and experienced users. Allow users to tailor frequent actions.

The screenshot shows the University of Leicester's website. At the top, there is a dark navigation bar with several links: "University A-Z", "Maps and Directions", "Library", and "About the University". Below this, the main content area features a banner for "THE Awards Winner 2007, 2008, 2009, 2010, 2011, 2012, 2013". To the right of the banner is a logo for "The Queen's Anniversary Prizes For Higher and Further Education 2013". Further to the right, a quote from the Times Higher Education Winners Brochure is displayed: "'Elite without being elitist...'". Below the banner, there are three columns: "Contact Us" (with address and contact info), "Site Visitors" (with links like Academic Departments A-Z, Accessibility, Help, Job Vacancies, Legal, and Privacy & Cookies), and "Staff & Students" (with links like Blackboard, Current Students, Remote Access, Staff, and a note: "Very similar titles, might be more clear to divide with just Staff and Students to make better distinction to cater to specific users"). To the right of the "Staff & Students" column is a "Connect" section with social media links (Facebook, Twitter, YouTube) and a link to "More social media...".

The screenshot shows the University of Leicester's website with a dark header. The header includes the university's logo, a search bar with a placeholder "Search Site" and a "Search" button, and a link "Web Editor Log in" which is highlighted with a red box. Below the header, there is a navigation bar with links: "University Home", "University A-Z", "Maps and Directions", and "Home / Help". The main content area has several sections: "University of Leicester Help" (with links to A-Z Indexes and a search page), "General" (Information for visitors, Term Dates, Job Vacancies, Find a person, Find a person (telephone), Find a person (email)), "For Prospective Students" (Study with Us area, Find a course, Fees and Funding, Accommodation, Open Days, Support for disabilities and learning difficulties), "For Current Students" (Student website), and "For Parents, Teachers and Advisors" (What support is available for students?).

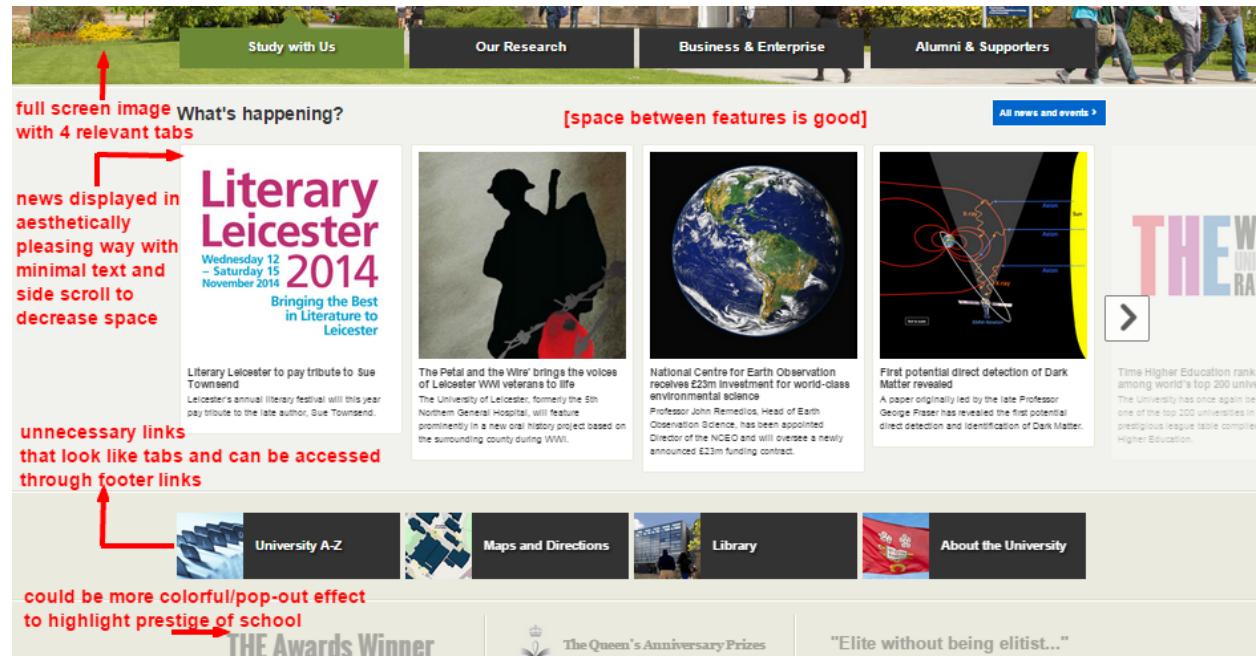
- users that would be familiar with the site are most likely current students and staff
- the “accelerators” for current student login is found in the footer
- web editor login in found at the very top of the staff page makes it more convenient for these expert users to login
- site does a good job for including unseen accelerators to novice users for expert users
  - student internal page and email page which has a long url
- great job accelerating the path to applications for the novice users (potential students), although the difference between the two links are initially unclear

## Aesthetic and minimalist design

Dialogues should not contain information which is irrelevant or rarely needed. Every extra unit of information in a dialogue competes with the relevant units of information and diminishes their relative visibility.

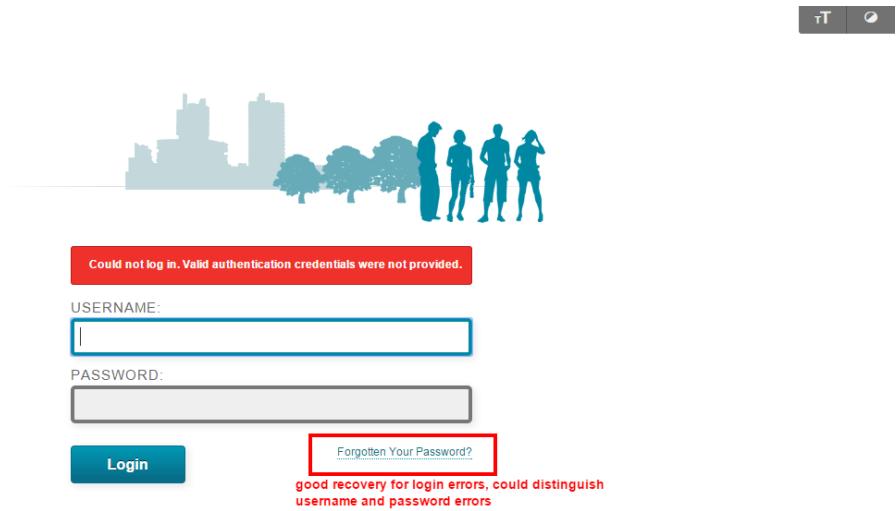
-color palette inconsistency between homepage and subsequent pages (i.e. Remote Access page)

- super inconsistent UI across the entire website!!
- clutter with links, tabs, links that tabs, multiple search options, etc
- home page is successful in balancing text and displays
  - full screen image that side scrolls
  - side scroll navigation of the news page similarly allows for the page to appear smaller
  - could be improvement in utilizing color



## Help users recognize, diagnose, and recover from errors

Error messages should be expressed in plain language (no codes), precisely indicate the problem, and constructively suggest a solution.



-When the user enters in a wrong url, the page not found error message does not provide sufficient help to recover from the error. The homepage is the only functional link, while the suggestion "to locate similar information" provides broken, irrelevant links. While the general listings may be useful for the user to navigate where they intended to go to, the outdated error page does not try to predict what type of error they made.

-website, however, does provide sufficient recovery from login errors from the Blackboard, student, and web editor pages. In bright red, the error message diagnoses the issue and provides recovery options in the usual location of login pages.

### **Help and documentation**

Even though it is better if the system can be used without documentation, it may be necessary to provide help and documentation. Any such information should be easy to search, focused on the user's task, list concrete steps to be carried out, and not be too large.

-A-Z lists can be overwhelming to the user, especially when there are search options that take in direct input. The page provides A-Z searches for more specific indexes which would be more helpful to the user. While the complete A-Z list documents all possible search options for the user, a better option would be to narrow the search options through indexes such as the one shown on the right.

-successful way the website helps their users is through the help page that located in the footer. It is organized by different users and offers two different suggestions. It documents which links require authentication which would help prevent user errors as well.

University of Leicester

Web Editor Log in

Search Site Search

University Home University A-Z Maps and Directions

Home / Indexes

**Complete A-Z of University of Leicester** potentially overwhelming for the user  
Please report any bad links to [webteam@le.ac.uk](mailto:webteam@le.ac.uk)

this is a better way to narrow down these large search options through lists

Separate indexes are available for academic departments, administrative services, research groups and hosted bodies.

A B C D E F G H I J K L M N O P Q R S T U V  
W X

**A**

- > AccessAbility Centre (support for disabled/dyslexic students)
- > Accommodation
- > Adapting to Changing Environments (ACE) Research Centre
- > Admissions Office
- > Advanced Imaging Facility (AIF)

this is the best search option on this page because it narrows down indexes in a list form that's visually more organized

All Indexes

- > Academic Departments A-Z
- > Services/Offices A-Z
- > Research Group, Centre and Project A-Z
- > Hosted Bodies A-Z
- > Complete A-Z

Courses

- > Undergraduate Prospectus
- > Postgraduate Prospectus

Find a person