Assignment 2 Part 2

The usability issues I had with WebAdvisor will be gone through, and a suggestion will be made to fix each.

1) WebAdvisor does tell users what course are restricted

WebAdvisor does not tell users what courses are restricted until after they try to apply to them.

R	Winter 2017	Open	MCS*3040*02 (1307) Business and Consumer Law	Guelph	LEC Wed 07:00PM - 09:50PM MACN, Room 113	L. Chiasson	1 / 125
	Winter 2017	Open	MCS*3040*DE (1308) Business and Consumer Law	Guelph		J. Radocchia	13 / 275

(The red "R" in the above image is added)

To handle restricted courses better a red R should be added to indicate that a course is restricted. This way the user knows the course is restricted before attempting to apply to it. If the user has access to apply to the restricted course, the red R should not be shown.

Rational for this design change: By telling the user the course is restricted *before* the user try's to enroll in that course, improves the usability of the site, by giving users information they need when they need it, instead of *after* they need it.

2) WebAdvisor does not allow users to apply to restricted courses

There is no way for a user to enroll in a restricted course. If a user wants into a restricted course, they must apply in person, which undermines the usefulness of WebAdvisor.

Have a question? Ask Gryph! [   ] [Ask]

Register and Drop Sections

MCS*3040*02 - Restricted to BCOM, BAH.EURS, BADM, BBRM & MKMN minor

MCS*3040*02 - MCS*3040*02: Failed Section registration restriction rules.

[MCS*3040*02 – Restricted to BCOM, BAH.EURS, BAC ▾]

Apply to restricted course

IMPORTANT: All new registrations and drops will be finalized when you click submit.

(The black "Apply to restricted course" button in the above image is added in)

Step one: add a button that allows users to apply to a restricted course. This button would allow the user to go through an entirely digital application procedure, to attempt to enroll in the restricted course.
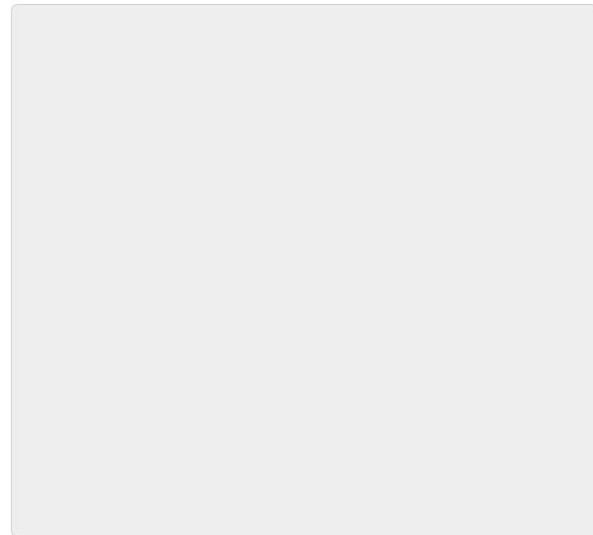
You are requesting enrollment in restricted course: BUS*3040   Message for relevant faculty

Reason for requesting enrollment in restricted class

○ Required for program
○ Interested in taking course as elective
◉ Other

Request Enrollment in BUS*3040

(Once pressing the "Apply to restricted course" button, the user would be taken to this screen)

Step two: On this new screen users are able to select the reason they would like into the course. The user also has the ability to enter a message to explain special circumstances.

The "Required for program" radio button option, is for students who are going to delcare a major with restrcted courses, but have not done so in time for course selection. This option puts them into a priority queue to be placed into the course.

The second radio button option, "Interested in taking course as elective", is for students who would like to evaluate the course, or are otherwise interested in the course without being interested in the entire major. By providing this option digitally, these users can be sorted into a lower priority queue, than users that require the course for their undeclared major. This prevents professor and other faculty from having to sift through the appliacants and deciede who should be let into the course.

The final radio button option, "Other", does not have a priority. It is not a queue, and is simply a list that faculty must go through to determine if special treatment is needed for the user. If special treatment is not needed for the user in the "Other" queue, then the faculty reviewing the users request, can move the request to one of the other queues.

Whereas the first two options are queues, that will automatically enroll the users in the classes if there is space, (required users first, before moving onto the interested users). As stated earlier, the other option is just a list, that faculty has to go through, and make one of three choices. One: move the user to another queue. Two: manually enter the user in the course. Three: deny the users request outright. The other option is made to allow for unforseen use cases by the system, and users should be warned not to use it, unless they don't fit into the other two options well enough.

Rational for this design change: Allowing users to apply to restricted courses using WebAdvisor, instead of forcing users to do it in person, would improve usability WebAdvisors usability. This would improve WebAdvisor usability by adding functionality that should exist but does not.
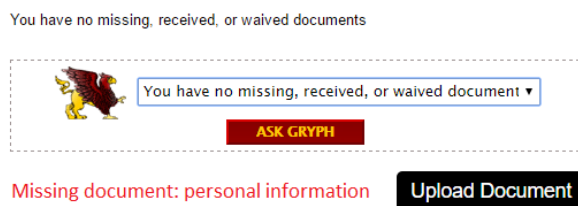
In assignment 2 part 1 I said I thought one of the reasons WebAdvisor exisits is to make it easier to adminsiter the univeristy. Here is a clear case of adminsitration that WebAdvisor does not handle at all, and yet is a perfect case to be handled by a website.

3) WebAdvisor does handle the submission of required documents for applicants

When applying to the university, you must submit a selection of documents. Many of these needs to be emailed, mailed, or faxed. It would be much better if there were a central place to show the status of all the documents the user has/needs to submit, and give them the ability to submit these documents right there.

Email is okay for this task, but a purpose-built tool would handle this case much better. To submit a document over email, you must first send a few emails back and forth explaining what you are trying to submit. Having a purpose-built tool would prevent people from having to have a conversation which clogs up the help staff of the university.

Error

You have no missing, received, or waived documents

You have no missing, received, or waived document ▾

ASK GRYPH

Missing document: personal information   **Upload Document**

I don't have an actual picture of how WebAdvisor shows missing documents, but this is a very simple interface change. All that needs to be added is info about the document missing, and an upload button.

Rational for this design change: Here is another case where WebAdvisor does not handle a use case that it would be perfect for. Instead of having to email, fax or hand deliver a form to the university, the university should instead make submitting these required documents, like submitting an assignment to CourseLink or Moodle. The user would be shown what they need to submit, where to get it, and a submit button. The user would then be able to get feedback directly from WebAdvisor about that form when it had been looked at.

4) Required options are not highlighted, when a user must fill in a combination of optional fields

1.

Before filling out any fields, you would have no idea that there are requirements when searching for courses.

2.

Once you press search, you learn you must fill out two fields.

Search/Register for Sections

Term is required

Term is required

ASK GRYPH

Term

Subject	Course Level	Course Number	Section
ACCT – Accounting			

Sections Meeting After   06:00 – 6am   Sections Ending Before

Mon ☐ Tue ☐ Wed ☐ Thu ☐ Fri ☐ Sat ☐ Sunday ☐

Course Title Keyword(s)

Location   Academic Level

Instructor's Last Name

SUBMIT

3.

You fill two fields, and press submit. You are now told that Term is required as one of those two fields.

4.

The recommended fix is to make the Term field required, and make it clear that one other field is required. Now the user can clearly see Term is required.

Search/Register for Sections

Term   *required

Subject	Course Level	Course Number	Section

Sections Meeting After   Sections Ending Before

Mon ☐ Tue ☐ Wed ☐ Thu ☐ Fri ☐ Sat ☐ Sunday ☐

Course Title Keyword(s)

Location   Academic Level

Instructor's Last Name

- Term required
- One other field required

(The messages at the bottom of the page are what must be done before the user can submit: -Term required, -One other field required)

5.

The moment that the user fills out the term field, the message telling user that term is required disappears instantly. The user now knows they need to fill out another field.

6.

The user fills out another field, and the submit button appears. The user can now submit the search query without getting any errors of missing required fields.

Rational for this design change: this is a case of giving users information when they need it, instead of giving users information after they need it. By showing the required fields, and not letting the user proceed until they've entered the correct fields prevents users from making errors in the first place.

5) "Search / Register for Sections" and "Register for Sections" is an unnecessary mess

REGISTRATION

Search for Sections
Search/Register for Sections
Register and Drop Sections
Service Selections
Ancillary Fees – select term
Confirm Intent to Register
Go Transit Application

REGISTRATION

Search/Register for Sections
Register and Drop Sections
Service Selections
Ancillary Fees – select term
Confirm Intent to Register
Go Transit Application

Take this,   And remove "Search for Sections"

The difference between the "Search for Sections" and "Search / Register for Sections" is unnecessary. The recommended solution is to remove the "Search for Sections" and instead add more contextual information to the "Search / Register for Sections" to explain to the user how, why, and when to use these features of the site.

Meaning that "Search for Sections" gets removed, and "Search / Register for Sections" gets better measures to prevent user errors explaining whether you can enroll in courses.

Rational for this design change: instead of having two very similar pages, where the second of the two does everything the first does and more, there should just be a single page with safety features, and contextual help. Having the two sections makes the current transition from applicant to student more difficult, and the less powerful option of the two (Search for Sections) can be entirely ignored by students.

To make it clear to applicants that they can look, but not yet apply, simply say something like: "you currently do not have full student status. This means you can browser course, but you will be unable to enroll until you have full student status."

Andrew Downie
0786342

6) Missing contextual help for non-obvious options

For the non-obvious options, add help icons that give the user contextual help by choice. When the user hovers over one of these options, a popup would appear giving the user more info about what that option means.

Rational for the design change: without explanations of what each option is, users may have to do a little digging or guessing and checking to get the option they want. By bringing the relevant information about each option to the user, the user can figure out what they want on the spot, without previous experience or having to guess and check. This makes relevant information available to the user *if* they want it.

7) The transition from being an applicant to being a student is rough

Going from an applicant to a student is rough, because many of the applicant's features are similar to students features, but they are less powerful. This setup leads to brand new students having no idea what the differences are until they fail a few times trying to figure out the difference between the two sets of features.

There are two main changes that need to happen here:

1) Merge the applicant option into the student option
2) If you are a faculty member, when logging in immediately go to the faculty side of WebAdvisor, other wise go straight to the student side of WebAdvisor
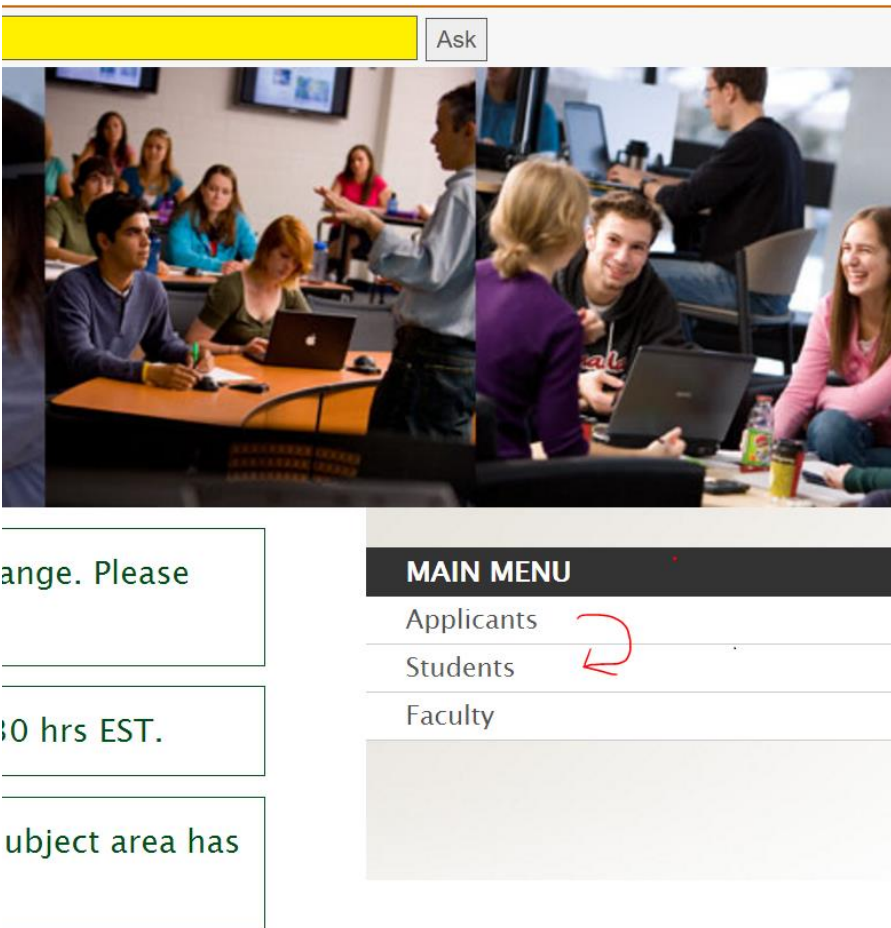
To change what portion of the site you are currently on, you would click your username, (a new menu option) and a drop down would have the option to switch. (More on this in change number 8 combing up)

The entire applicant portion could then move to the "Registration" portion of the student side of the website as temporary / contextual site features. This would be implemented as a sub menu within the "Registration" section.

Rational for this design change: by having separate parts of the site for students and applicants, the transition from applicant to student feels rough. By instead having one section, where options that are relevant to that users are shown and explained, these transitional issues should largely disappear.

8) Giant global list of options for navigating the site

How it is currently, and how the link group headers should be moved to the top navigation bar:

CHANGING LIVES
IMPROVING LIFE

Help   Students   Main Menu   Log Out
              Menu

Have a question? Ask Gryph!   Ask

Students

Course times and locations are subject to change. Please check back regularly.

Interruptions may occur between 02:00–04:30 hrs EST.

Please note that the HISP (Hispanic Studies) subject area has changed to SPAN (Spanish).

U of Guelph Undergraduate & Assoc. Diploma Students

Last Day to drop courses Nov. 4th, 2016

40th class day – Last day to drop one semester courses is Friday, November 4, 2016

W17 course enrolment period begins October 13th

W17 course enrolment period: October 13 to November 4, 2016. For more information on your specific start date/time, please see information about UG selection windows.

U of Guelph Graduate Students

Last Day to drop courses Nov. 4th, 2016

40th class day – Last day to drop one semester courses is Friday, November 4, 2016

W17 course enrolment period begins October 13th

W17 course enrolment period for all graduate students: October 13 to November 4, 2016

U of Guelph-Humber Students

REGISTRATION
Search for Sections
Search/Register for Sections
Register and Drop Sections
Service Selections
Ancillary Fees – select term
Confirm Intent to Register
Go Transit Application

ACADEMIC PROFILE
Class Schedule
Grades
Academic Restrictions
Unofficial Transcript
Co-op Workterms
Program/Academic Evaluation
Application for Graduation
Convocation Ceremonies
Release of Academic Information
Graduate Class Level

FINANCIAL PROFILE
Account Summary
Registration Billing
Graduate Settlement
Payment Information
T2202A
SIN Entry/Status
Pending Deposit Status
Release of Financial Information

QUICK LINKS
Academic Calendars
Forms & Documents
Exam Information

Recommended change:
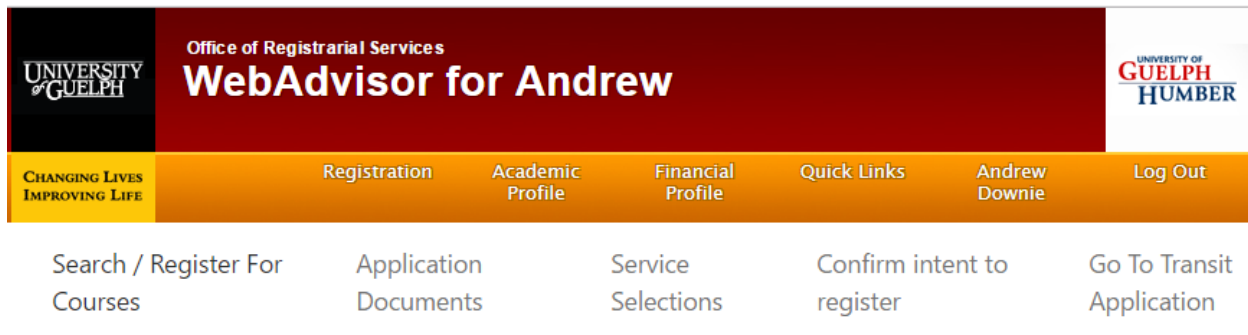
The menu option sections have been brought up to along the top navigation bar. Below the top navigation bar is the secondary navigation bar that is contextual depending on what section of the site you are on from the top navigation bar. These submenu options, are the same links that were clickable in the giant global list of options.

Rational for this change: having one giant list of options is hard to navigate. While everything is sorted, it's still easy to get lost in the sea of options, even if you've used the option you're looking for before. By splitting the list of options into groups and subgroups, it should be easier for users to remember where they option they are looking for is. It would also look better, and more in line with modern sites.

9) Additional Redesign – Improve the look of the title bar and banner for WebAdvisor

I'm not a graphic designer, nor do I own photoshop, so I'm not going to try to redesign the title bar. But I mean common we should be able to get better than this:
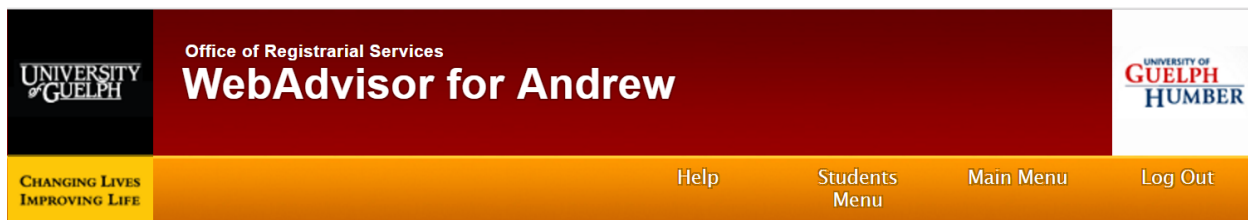
Rational of design change: the title bar and banner is the most outward appearance for the entire site. While this change does not directly affect usability, it does directly affect user experience for the thousands of people who use this site every day.

On top of bring the navigation options to the top menu bar, they should also redesign the top menu bar entirely so it looks more like a 2016 website, and less like a 2005 website.