Assignment 1 – Report

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The site is clean and has all the required information, however the layout of content could be reformed, reducing the navigation needed to reach the relevant pages. However, the tables used for presenting past and in progress tickets are in contrast with the simplicity of the rest of the site, being heavy with detail, a weak point in the sites design.

The landing page for the site is clear in design, except for the shopping cart icon used incorrectly. Even so, the function of the page isn’t clear, with little information being conveyed that isn’t already found in the navigation bar. With that in mind, the page could be improved by adding information to explain how to use the site and provide context or the page could be removed, assuming the layout of the site is self-explanatory.

The ‘request service’ page lists services available for various areas in a tiled series of boxes. Even though the design isn’t bad, it could be simplified into just a list, with subheadings replacing the various tiles.

The ticketing page is set up concisely, each form input being clear and easy to interact with, except for the attachments icon out of sight in the top right of the form. When submitting a form, an alert will show up when inputs are missing, unnecessary given that missing or invalid inputs are given a clear red outline. The ability to collapse parts of the form is another feature that could be removed, as its utility is limited in such a short form. Also, the basic bootstrap styling could be redone to convey a style closer the rest of RMIT’s pages.

The track progress and closed enquiries pages have the same weaknesses, with good design barred by a heavy and overcomplicated table system. The customization and search capabilities of the system are outside of the needs of a user that will not have enough tickets to support search and filters at the expense of loading times and an inflexible layout that will not port over to mobile.

When requesting an IT service, the similar layout has the same problems as the ticketing page before. The same collapsing function, attachments icon and obtrusive alert can be found, with their corresponding drawbacks. In addition, the submit button on the side may also pose a problem, the scrolling animation being used may break the page depending on the browser and the size of the screen. Keeping the button fixed at the bottom of the form does not subtract from the user’s experience, while being more reliable.

The ‘user card’, as can be seen by hovering over the ‘i’ icon next to the name in the ticketing pages, is another detailed feature that could be improved by replacing it. Currently, to edit the card you need to hold shift and then the window persists. This is not only cumbersome, but also requires the use of a keyboard, and it is not evident how a mobile device or other pointing devices will be able to interface with the card. To replace this, either a separate page can be used to capture this data, allowing for all devices to change it in a simple series of form inputs. On the other hand, this feature could be removed altogether depending on its utility to the user.