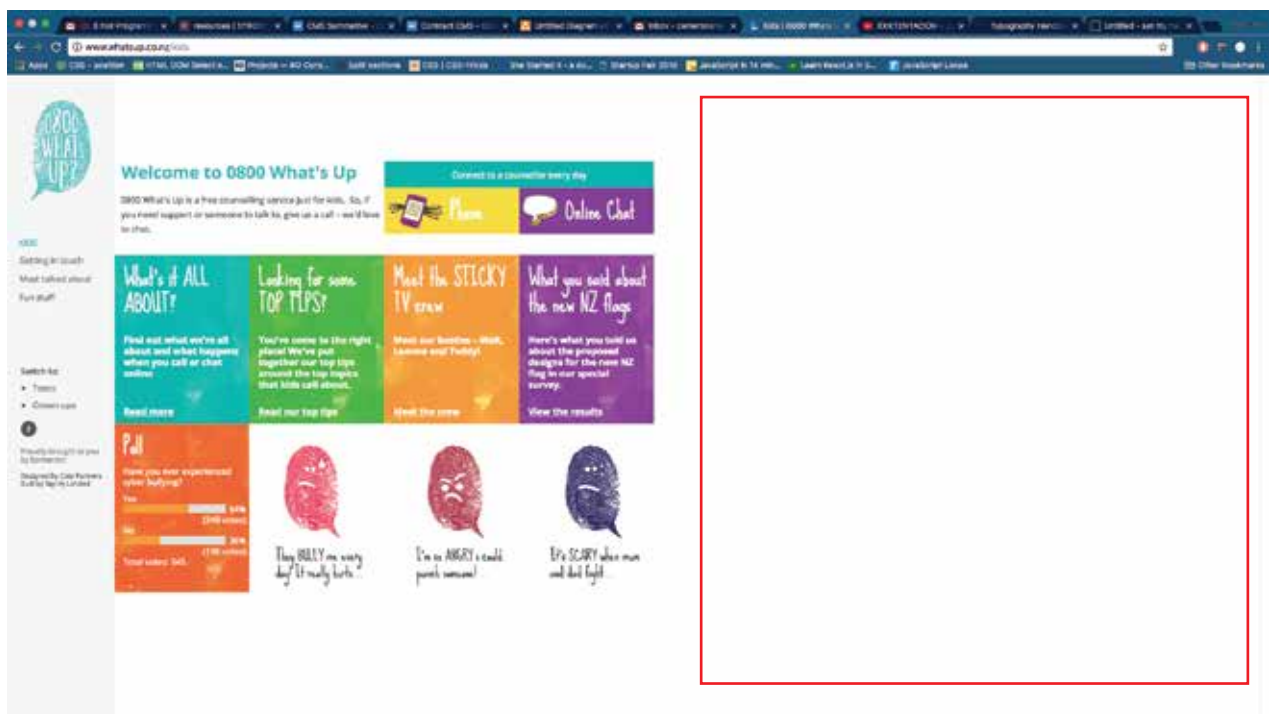




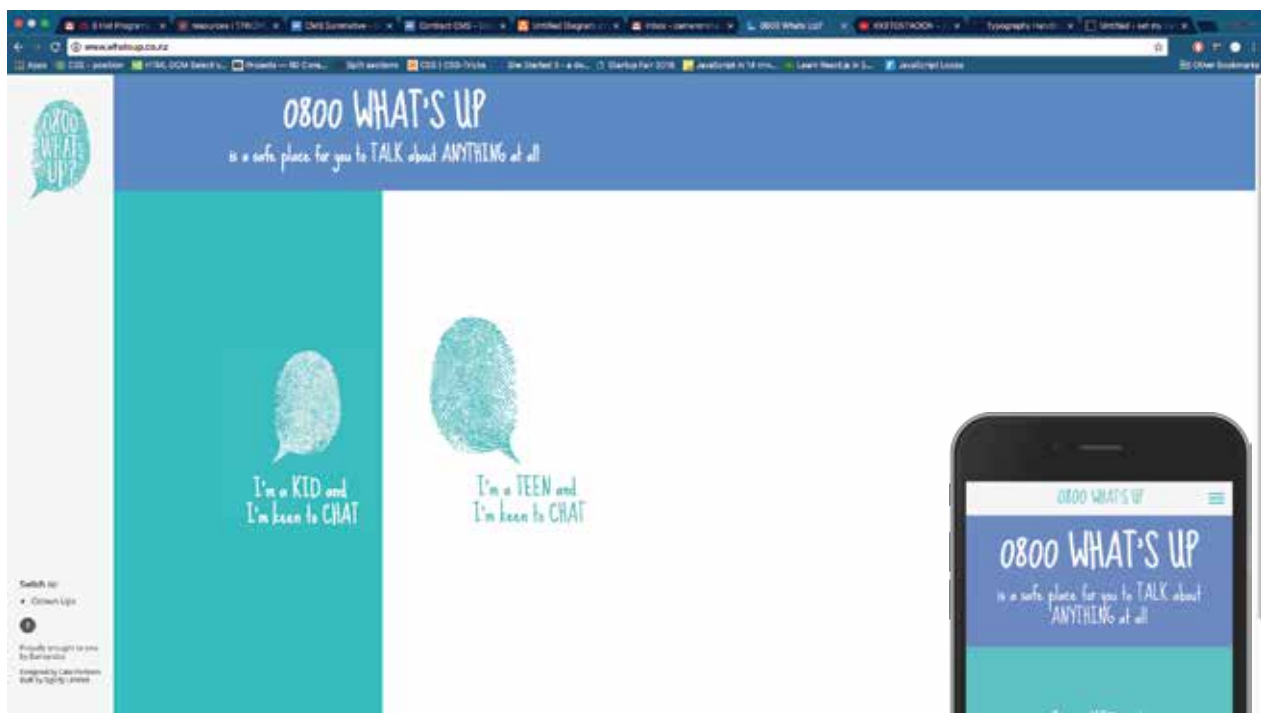
0800 What's Up is the most accessed professional telephone counselling service for children and young people in New Zealand.

Cultural & sociological issues

The current website www.whatsup.co.nz has clearly been designed for mobile use only and lacks an overall responsiveness layout this can be seen when viewing the website on a computer screen (desktop/laptop).



As you can see in the screenshot above the current website only fills roughly half of the browser width, leaving a big empty white space on the right. This makes accessibility harder for users because the content is quite compressed on one side causing it to be difficult to read and see all the sections.



The landing page for whatsup.co.nz also shows again how this website has clearly only been designed for people to use on mobiles. This is an apparant sign of degradation towards the user experience. The counselling service Whatsup provides is targetted towards kids and teenagers and a lot of kids would not have access to a mobile phone.

What happens when I call?

You can call 0800 242 8282 FREE from any mobile phone, landline or phone box Monday to Friday 12pm to 11pm, and Saturday and Sunday 3pm to 11pm.

[Read more](#)

What happens when I chat online?

Online chat lets you connect one-on-one, real time, with an 0800 What's Up counsellor, over the web. It is FREE and open from 5pm-10pm seven days a week.

[Read more](#)

Who can call and chat online?

0800 What's Up is for young New Zealanders aged between 5 and 18. If you don't fit into this group there are still lots of services available to help you with all sorts of things. Check out <http://www.familyservices.govt.nz>

Who are the What's Up Counsellors?

When you call or chat online with us you will be talking to one of our What's Up Counsellors - they are really great at listening and always interested to hear what is going on for you.

[Read more](#)

Does it cost any money to call, text or chat online?

It's free to get in touch with us any way you like - even through a mobile phone.

[Read more](#)

On certain pages there is an overuse of white text making it hard to read. The use of bright coloured back-grounds also makes it an unpleasant visual aesthetic.

The only thing separating the text from the links is a white underline, this is difficult to spot among a sea of white. Identifying which part to click on to take to you to the next destination takes time and will put of users.

What you said about the NZ flag

Here's what you told us about the proposed designs for the new NZ flag in our special survey.

[View the results](#)

The current website also displays outdated information that is not relevant too todays society. The NZ flag change proposal was in 2015, 3 years ago. Irrelevant information leads to users not being interested in browsing the site.

Furthering on this point when the “view the results” link was clicked on the next page displayed “Access denied” as the result. This shows us that this website has little or no maintenance towards it and needs a thorough makeover to engage users more.

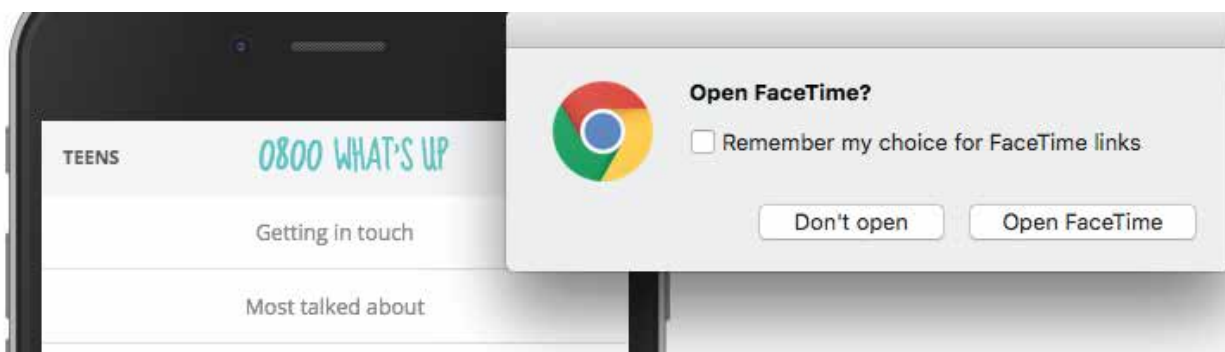


[Home](#) - Access denied

Access denied

Oops, you don't seem to have the required permission to view this page.

When testing the website on mobile navigating through the menus was an issue. Upon clicking the logo (thinking it will navigate to home page) it redirects you and asks to open the facetime on the phone. Users should be notified in some way if the button is a link to open your phones dialer.



Typography plan

The website www.whatsup.co.nz will be redesigned and redeveloped in accordance to the following styles and attributes

Visual Hierachy

Headers

Font size	16px
Font weight	Bold
Font typeface	Jaldi
Font colour	Black

Body

Font size	12px
Font weight	Regular
Font typeface	Jaldi
Font colour	Black

Proximity

Line height	Normal
Margin	20px
Padding	5px
Line length	80 characters

Link colour

#58c5c6

Technical requirements

Hardware

CPU Processor speed: 1.5 GHz or above
Memory: 512 MB or above
Display resolution: 800 x 600 or above
Soundcard
Headset with microphone

Software

Operating System

Windows XP / Vista / Seven
Mac OS X 10.4 or above

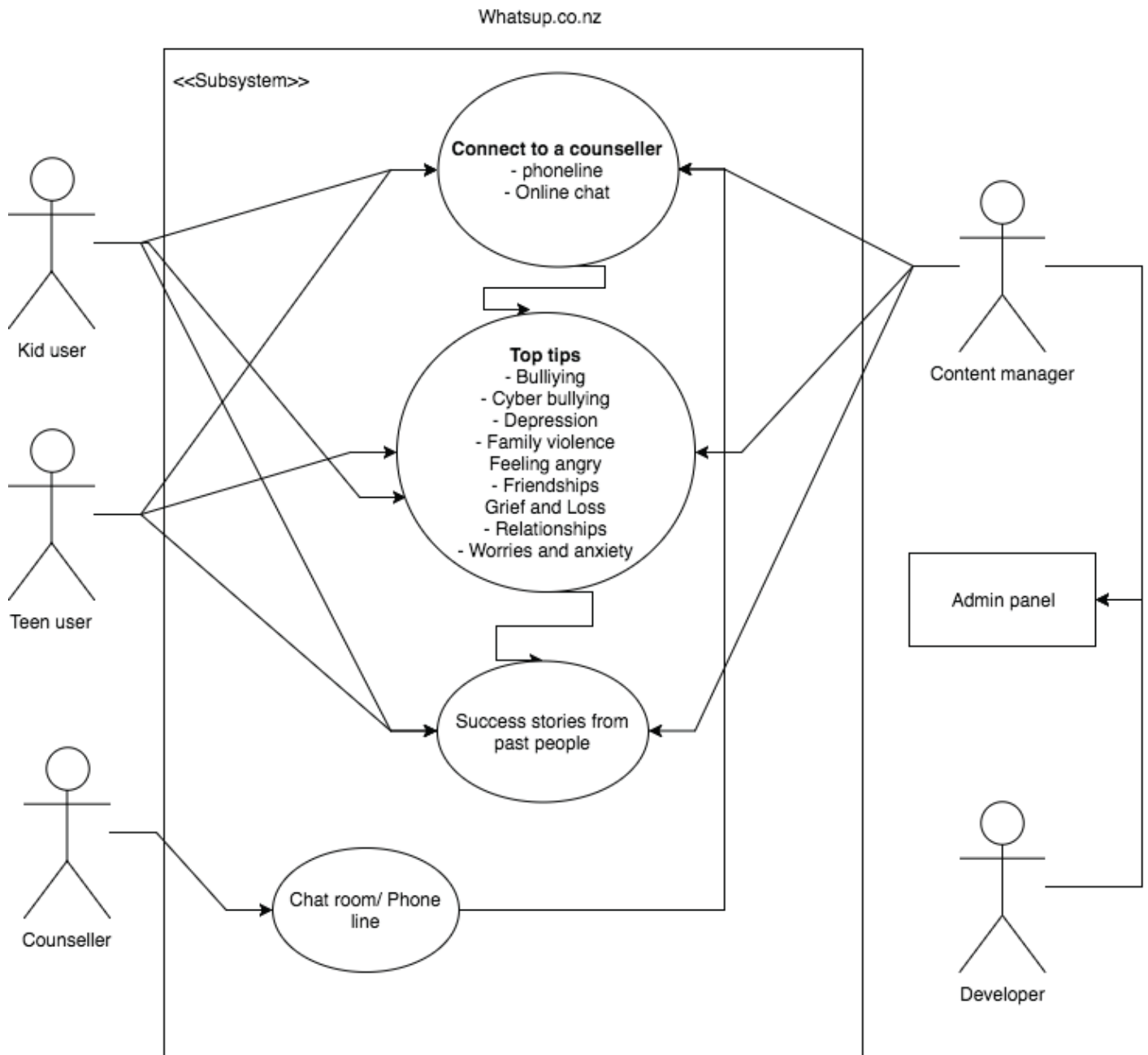
Internet Browser

Internet Explorer 9 or above
Firefox 3 or above
Chrome 9 or above
Safari 4 or above

Internet

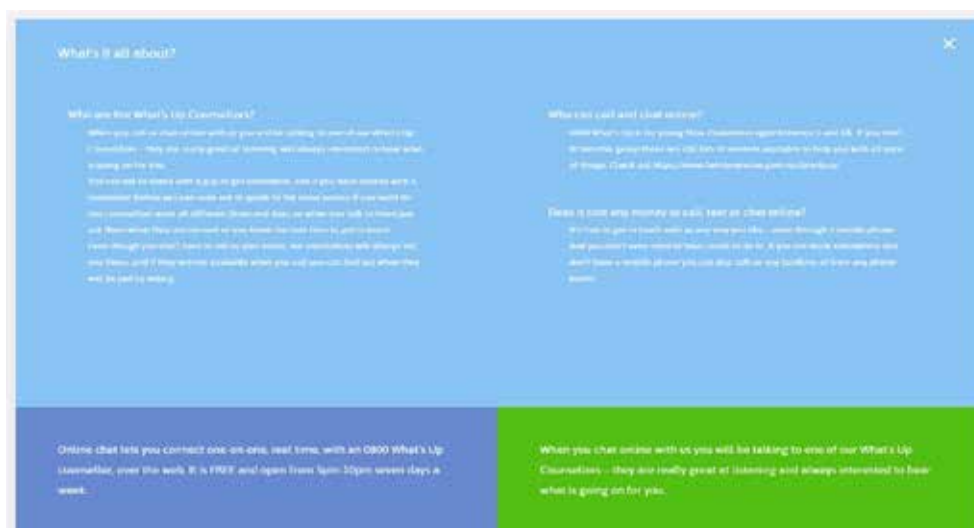
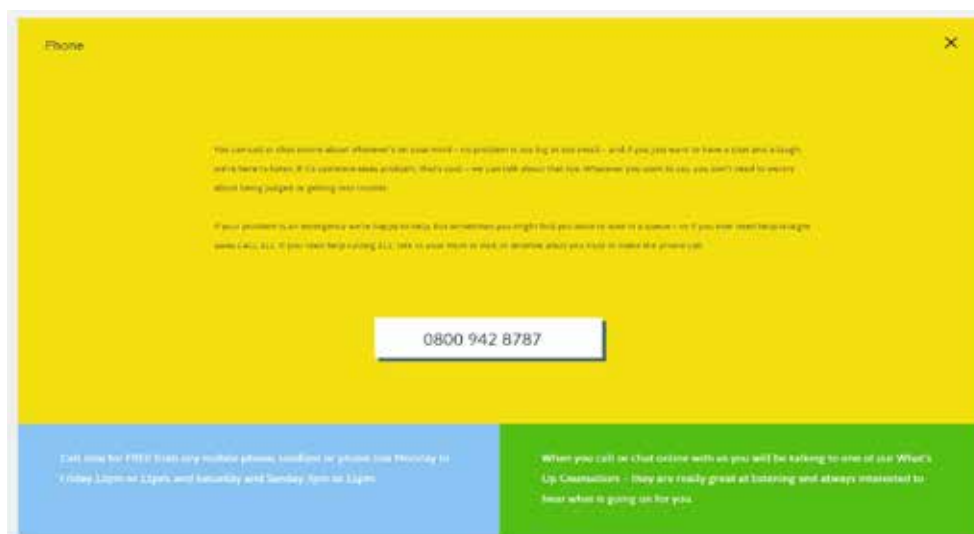
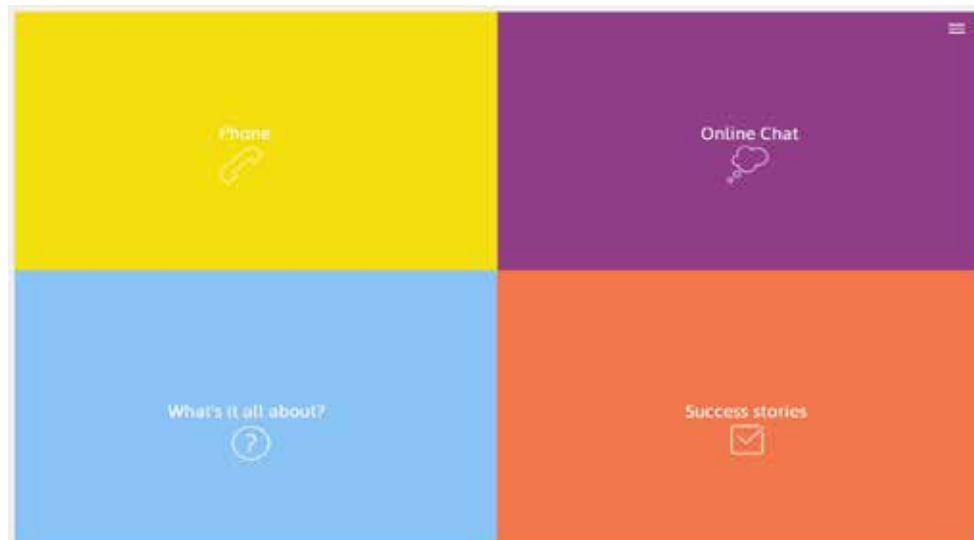
Internet connection 512 Kbit/s or above
Network ports: TCP 80, 443

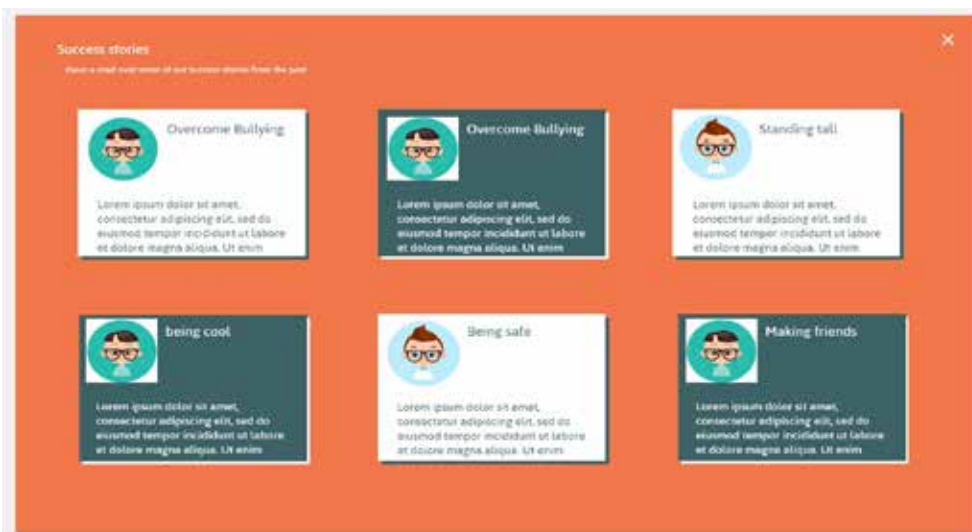
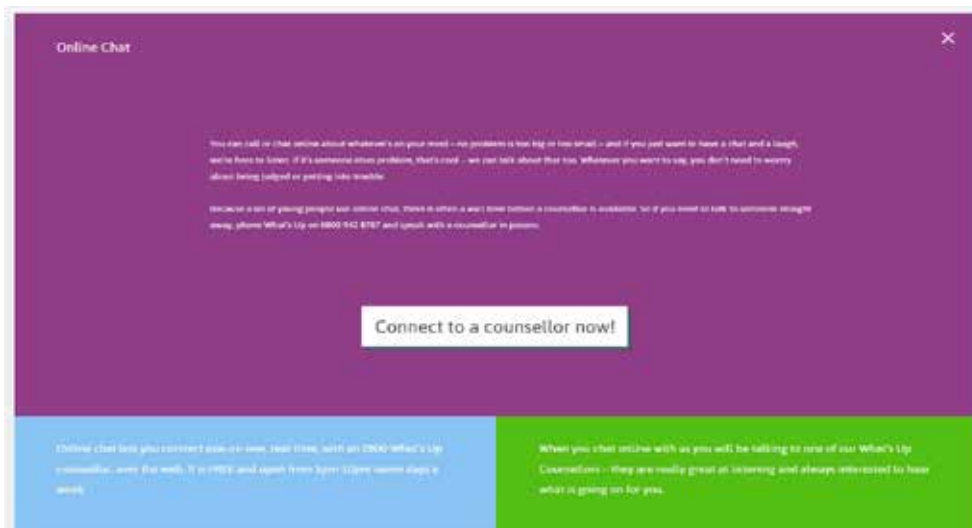
Use case diagram



Prototyping

Initial wireframing and prototyping was done on UXPin, an online mockup tool. Initial thoughts was that I wanted to keep the nice bright colours used on the existing website. This is because the audience is intended to be kids and teens so therefore it can't look too mundane.





The idea of telling stories of particular projects to give potential customers a more intimate view of the business and their relationships with clients will be implemented with blog posts. These blog posts will contain helpful tips and stories for kids to learn from. A blog post is suitable format for dynamic content that can be consistently pushed out

User testing feedback

It would be cool to have some logo representation of the company on this page

I like how different this is to normal menus :)

Will there be a logo or name of the organization?

white on yellow is a bit hard to read :)

Good use of spacing for breathing you know.

Maybe for the icons you could have solid coloured ones rather than outlined so it stands out more

Overall I love the how you used lots of different colours

A little too small to read,

Something could be done with this drop shadow

might be better if the headings were bold so it will stand out & be easy to find information.

Nice choice of colors - easy to read

Possible could have bolder text, to give better hierarchy

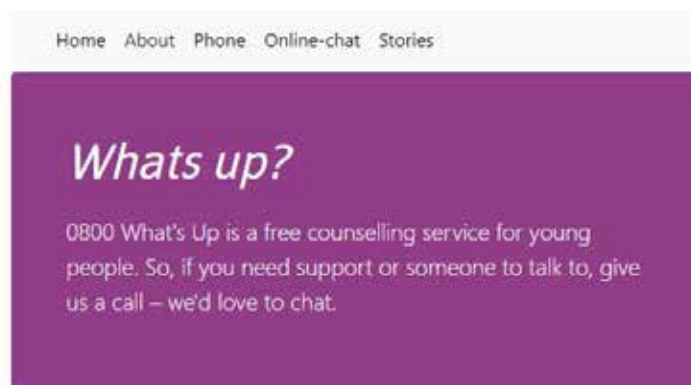
Theme customization plan

Page Templates

- Custom CSS, JS
- Header
- Footer
- Sidebar
- Menus & submenus (drop down)
- Home Page
- Blog Post list Page
- Pagination
- Single page
 - o Category page
 - o Archive page
 - o Contribution Page – comments, post, articles
 - o User Profile page
 - o Topic page

```
.front-page {  
  background-color: #0069a1;  
}  
▼ .front-page h1 {  
  font-size: 85px;  
  padding-bottom: 20px;  
  color: white;  
  text-align: center;  
}  
▼ .front-page p {  
  text-align: center;  
  font-size: 20px;  
  padding-bottom: 20px;  
  /*margin-bottom: 50px;*/  
  color: white;  
}
```

Custom CSS was used to style the components to the correct colours and alignment. I used bootstrap in the creation of the components so therefore they had a default styling already set to them



Page sections were split into their respective areas with the navbar and the feature post being put into the header.php file

© 2018 - Whats up? cmsh.me

[Back to top](#)

Menu Name

Menu Structure

Drag each item into the order you prefer. Click the arrow on the right of the

Home	Custom Link ▼
About	Page ▼
Phone	Page ▼
Online-chat	Page ▼
Stories	Page ▼

Options for showcase

Showcase Image



Heading

Text

Button URL

Button Text

Categories

- [Personal](#)
- [Uncategorized](#)
- [Workplace](#)

Archives

- [June 2018](#)

The footer.php file contained the copyright symbol and the title of the website (dynamic) and then it also includes a link to my online portfolio

The footer.php file contained the copyright symbol and the title of the website (dynamic) and then it also includes a link to my online portfolio

A custom frontpage was made to be easily updated by the user in the form of a showcase panel. The main image and heading can be altered to whatever the user feels like

The sidebar was implemented across the site to hold the different categories available and it also holds the archives.

```

1 <?php get_header(); ?>
2
3
4 </div>
5
6 <main role="main" class="container">
7   <div class="row">
8     <div class="col-md-8 blog-main">
9
10      <?php if(have_posts()) : ?>
11        <?php while(have_posts()) : the_post(); ?>
12
13        <?php get_template_part('content', get_post_format()); ?>
14
15        <?php endwhile; ?>
16      <?php else : ?>
17        <p><?php __('No posts found'); ?></p>
18      <?php endif; ?>
19
20    </div><!-- /.blog-main -->
21
22  <?php get_footer(); ?>

```

single.php was created to dynamically hold the blog posts and show them in order

Making friends

June 7, 2018 4:49 pm root



What kind of friend are you looking for? Making friends sometimes seems to just happen, but sometimes it takes time and practice. Before you make new friends, have a think about what you're looking for in a friend and who [...]

The blog posts are displayed in order of their post date. They also include the option to add a feature image, as can be seen here in the example. They display the author and the date of when it was posted. Clicking on the title takes you to the full blog post.

Comments



root says:
June 7, 2018 at 4:34 am Edit

Inspiring stuff, keep it up

Write a Reply or Comment

Logged in as [root](#). [Log out?](#)

Comment

Send

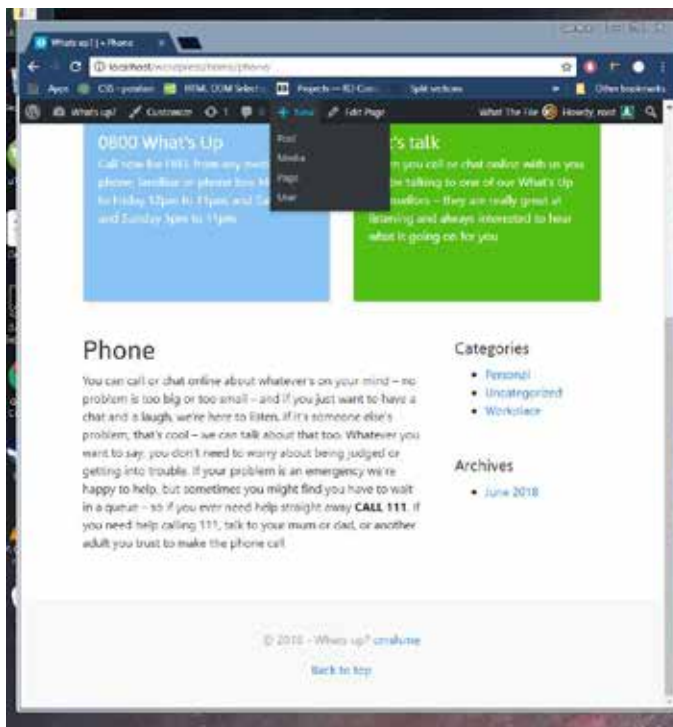
Comments have been implemented to be easily accessed and visible for users to see. They display the author and time of post.

Features by customizing server side code

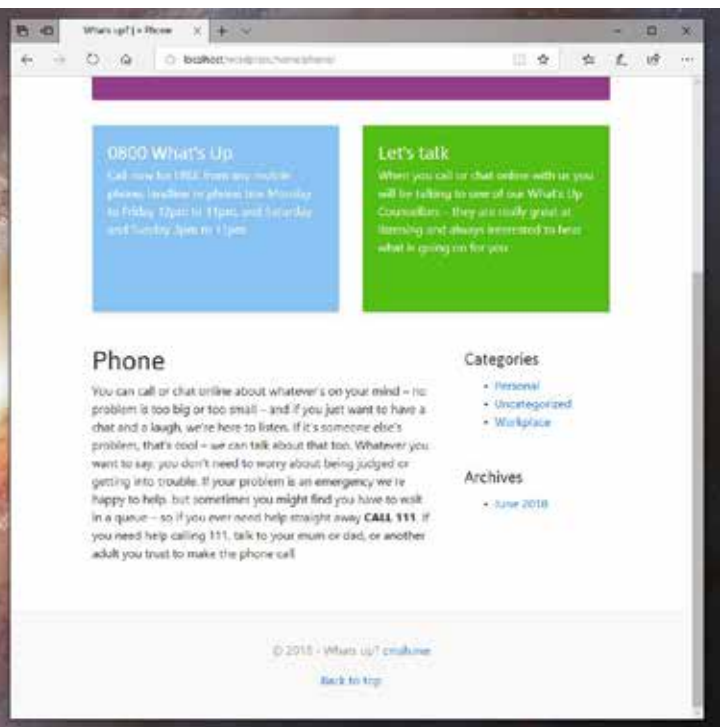
I really tried to push for my customised look that I had planned in the prototype stage, however this proved too difficult to try and integrate with wordpress. So I had to sacrifice the levels of customisation that I wanted and instead opt for a more ordinary look. But this meant I could keep the website dynamic.

Testing results

Browsers:



Google Chrome



Microsoft Edge

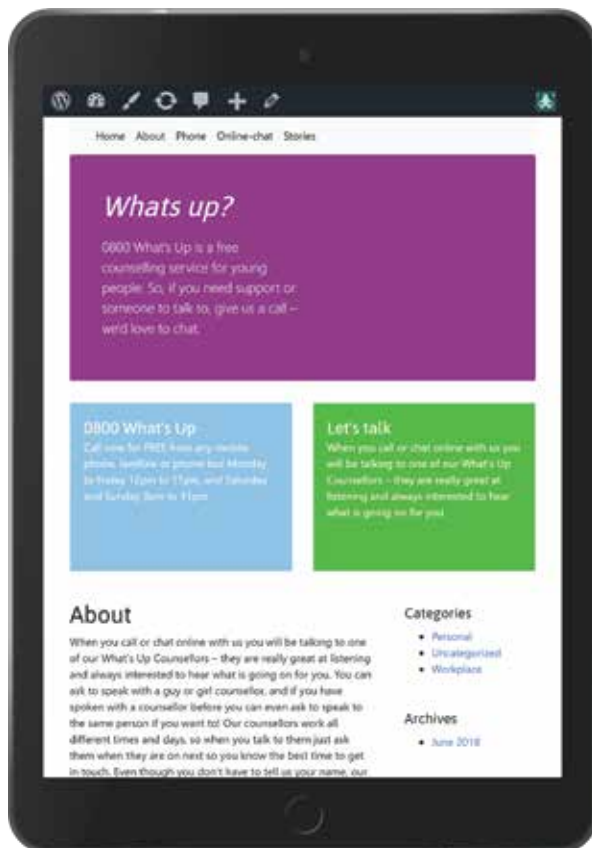
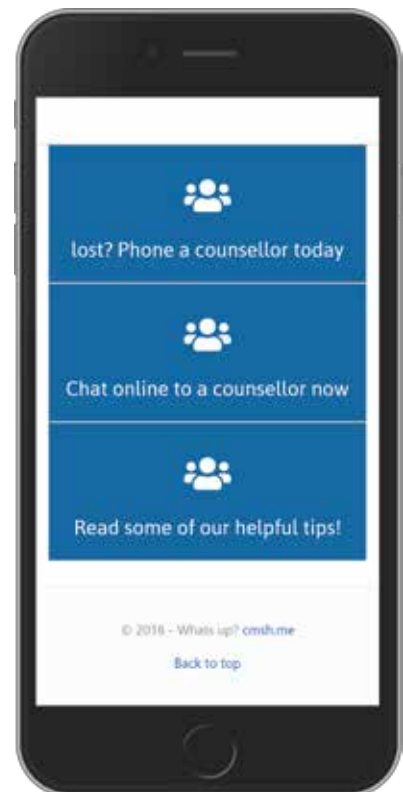
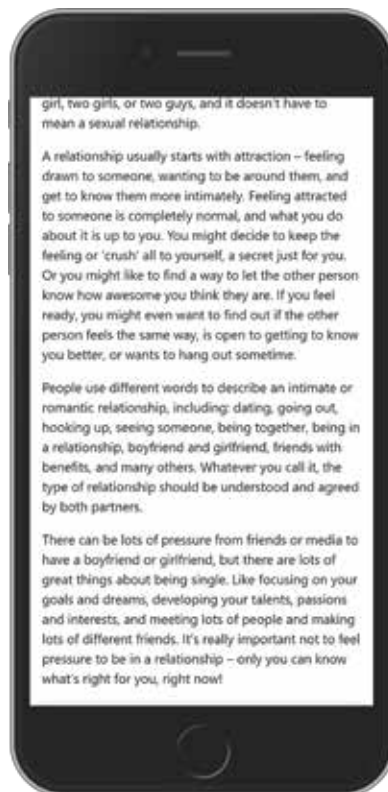
The website works perfectly across a range of browsers as seen here in the above screenshot. The content looks how it is suppose to look and the links still function as they should

Plugins used:

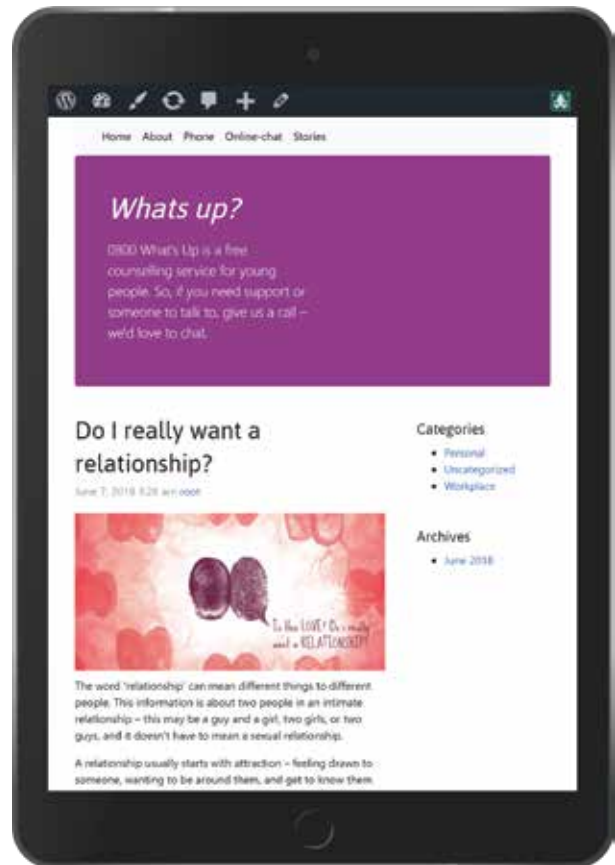
- What the file - What The File adds an option to your toolbar showing what file and template parts are used to display the page you're currently viewing.
- Yoast SEO - The first true all-in-one SEO solution for WordPress
- All in one WP migration - Used to export and import the wordpress files to different computers

Device responsiveness:

When developing the wordpress them I utilised Bootstrap in order to have the responsiveness all ready to go as I was coding. Therefore majority of the components in the webpage resize and fit nicely to all devices



The only issue is with the showcase image, it is not quite responsive however it is an optional request to have it there and the user can choose a smaller image



Communication with client



Beula 3:17 PM

Thank you for meeting with me regarding the contract agreement. Please include work break down structure before our next meeting.

Meetings with client were arranged through slack and updates were also sent through slack.

Live portfolio website can be found at cmsh.me