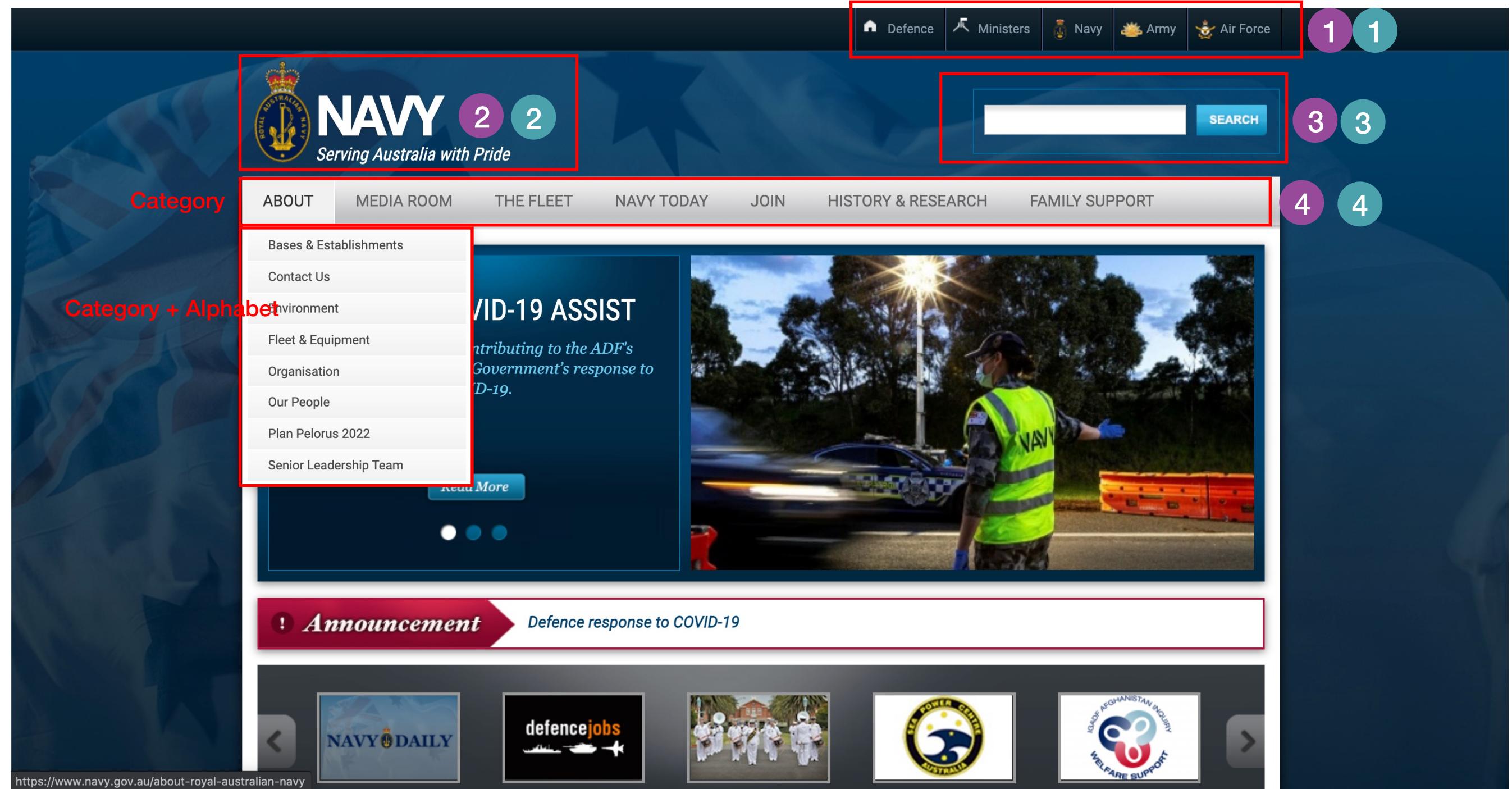


- ## 1 Latch Principles
- 2 Category
- ## 2 UI Elements & Content Usage
- ## 3 Pain Points / Recommendations
- ### 1 Navigation Menu
- User is able to navigate to the starting point or front page of the website via the Navy site's logo on every single page on the website.
- ### 2 Home Link
- Use of logos and text. Show that the Defence website is the main home with a depiction of a home icon.
- ### 3 Search Bar
- Search is within the Navy website. Others such as Ministers, Army and Air Force search are within the Defence search engine.
- ### 4 Vertical Dropdown
- Sections of content in a hierarchical navigation structure
- ### 5 Social Interactions Follow
- Connect with the Navy on social media
- ### 6 Social Interactions Activity Steam
- Twitter feed
- ### 7 Fat Footer
- Enables users to quickly access specific sections of a site or application bypassing the navigational structure
- ### 1 Pain Points:
- Some users from our usability testing did not notice the universal navigational menu and the logo to not be prominent enough. Also being on the Navy website, the hierarchy does not indicate this.
- Design recommendations/user feedback:**
- Highlight that the user is on the Navy website.
- ### 2 Pain Point:
- The Navy icon does not appear to be a clickable home link.
- Design recommendations/user feedback:**
- Increase white spacing around the logo.
 - Have logo on a non busy background.
 - Potentially align to the vertical dropdown menu navigation.
 - Transition to top bar menu on page vertical scroll.
- ### 3 Pain Point:
- Search is within the Navy website. Others such as Ministers, Army and Air Force search are within the Defence search engine.
- Design recommendations/user feedback:**
- May not require to be so prominent.
 - Can follow same design as other websites such as Ministers, Army and Air Force search are within the Defence search engine.
- ### 4 Pain Points:
- Usability testing showed that some users did not click on 'Media Room' menu to locate the Navy news but also clicked on 'Navy Daily' in the carousel and via the call to action link after the news articles.
- Design recommendations/user feedback:**
- More meaningfully label names.
- ### 5 Pain Points:
- Connect with the Navy social media hyperlinks appear to be doubling up for Facebook and Twitter.
- Design recommendations/user feedback:**
- Remove double up
 - Place in the footer to replicate the Defence website (same design pattern) for consistency
- ### 6 Pain Points:
- From user testing, none used Twitter as their main source of social media platform.
- Design recommendations/user feedback:**
- Replace Twitter feed with Facebook feed
 - Or replace with Instagram for more image based feed
- ### 7,1 Pain Points:
- The footer does not have enough space for all the links.
- Design recommendation/user feedback:**
- It should be limited to specific pages or functions that are more frequently used than others parts of the website
- ### 7,2 Pain Points:
- 'Contact Us' is clickable but users cannot click on the phone number to call.
- Design recommendations/user feedback:**
- Place Contact Us as a link in the Fat Footer
 - Make the phone number clickable to enable user to directly call
- ### 7,3 Pain Point:
- 'Our Values' looks like it is clickable text links but it is not.
- Design recommendations/user feedback:**
- Update banner to a more meaningful footer image instead of a text image
 - Or make 'Our Values' clickable as there is content relating to this on the Navy website



● Latch Principles

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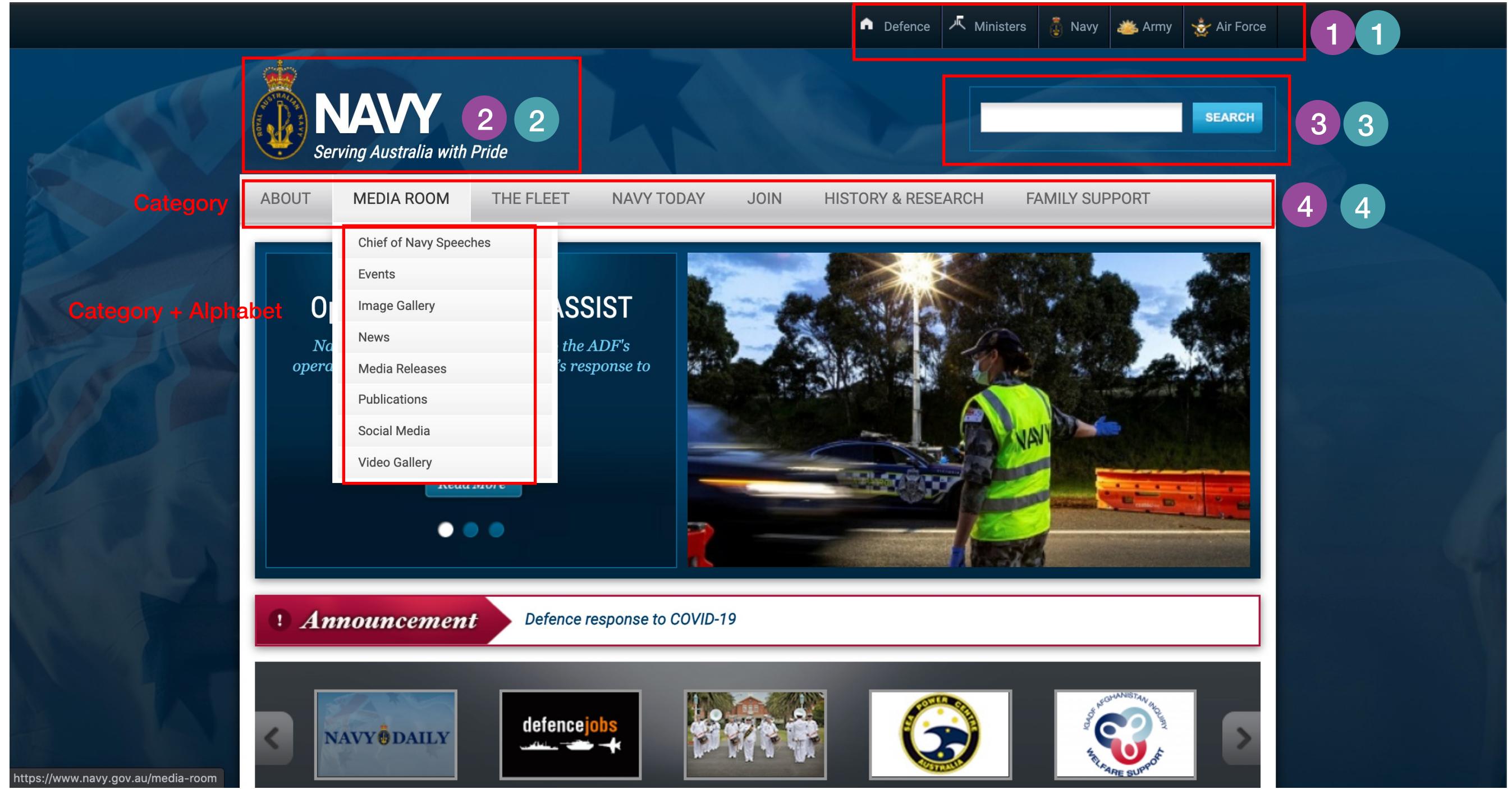
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4 Pain Points:

Usability testing showed that some users:

4.1 Did not click on 'Media Room' menu to locate the Navy news but also clicked on 'Navy Daily' in the carousel and via the call to action link after the news articles.

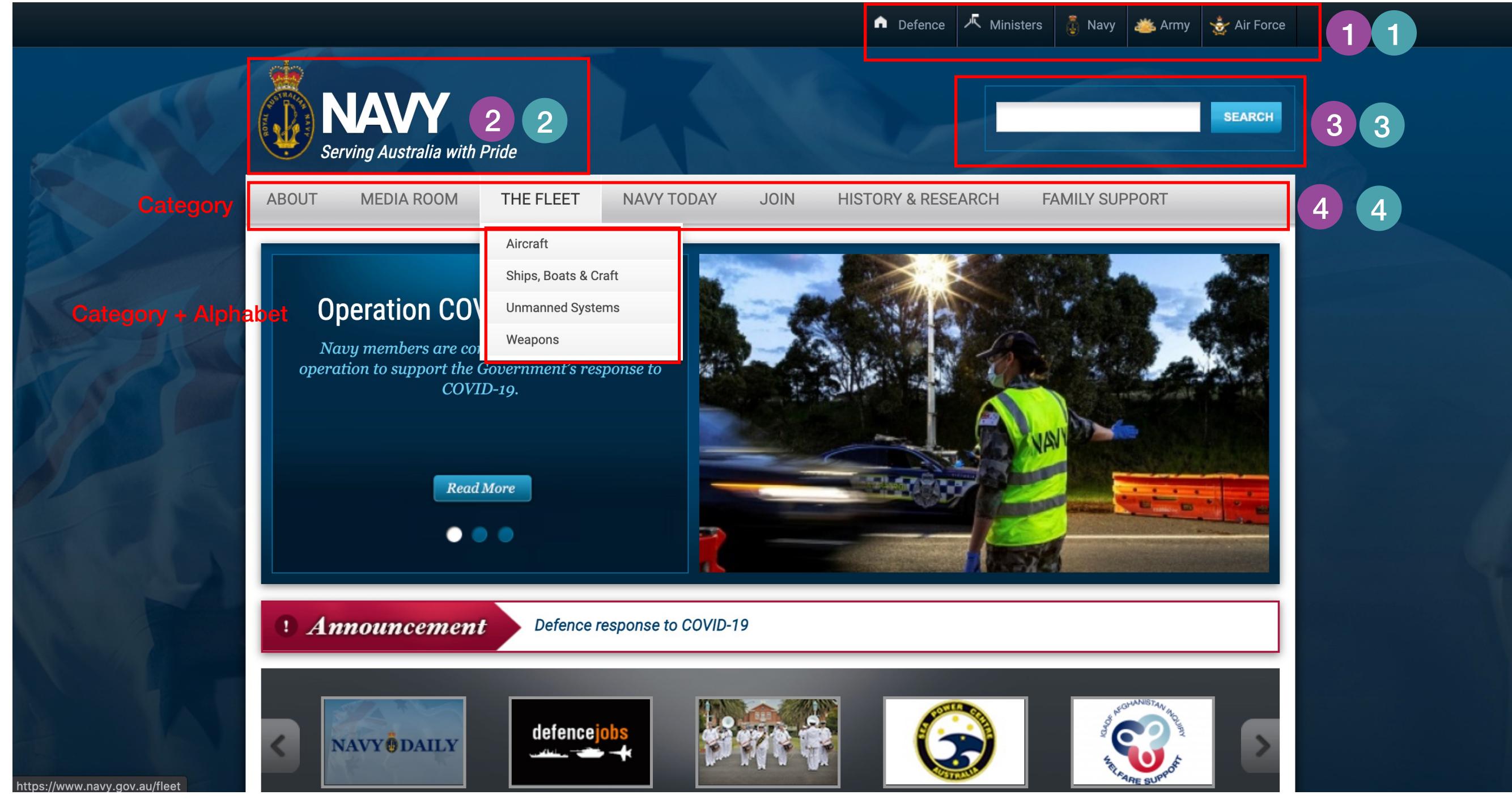
4.2 Wasn't sure if news articles were located on the 'News' or 'Media Releases' or 'Publications' menu option.

4.3 Did not know what Events would be located under the 'Media Room' menu option. Expected it to be under 'Navy Today' or 'Family Support' or in 'Social Media'

4.4 'Image Gallery' directed users to another website and made it difficult to return back to this homepage

Design recommendations/user feedback:

- More meaningfully label names
- Enable users to easily return back to the homepage



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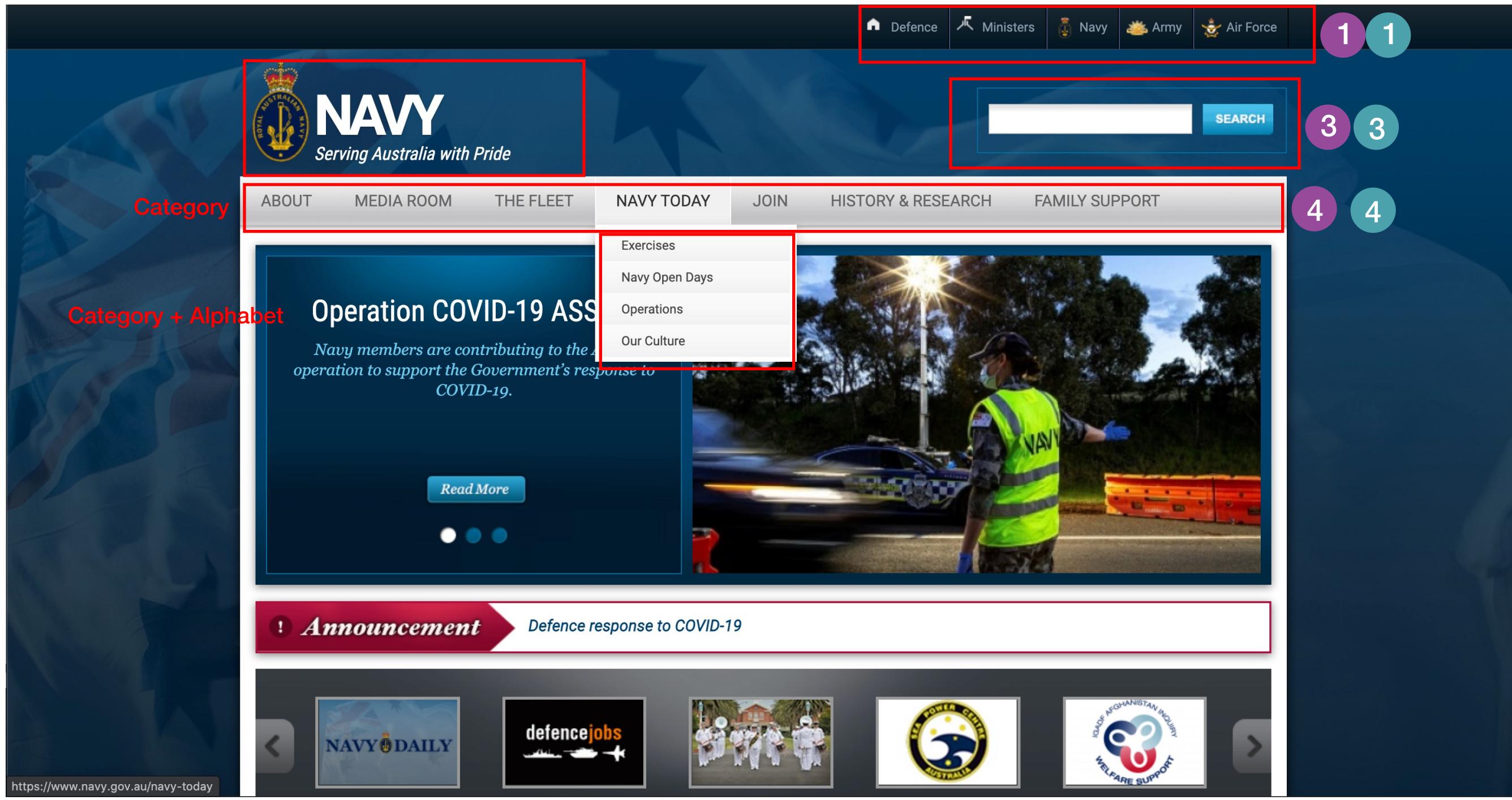
- May not require to be so prominent.
- Can follow same design as other websites such as Ministers, Army and Air Force search are within the Defence search engine.

4 Pain Points:

Being redirected to the 'Fleet' page when selecting a an option in 'About'.

Design recommendations/user feedback:

- More meaningly label names.



● Latch Principles

● UI Elements & Content Usage

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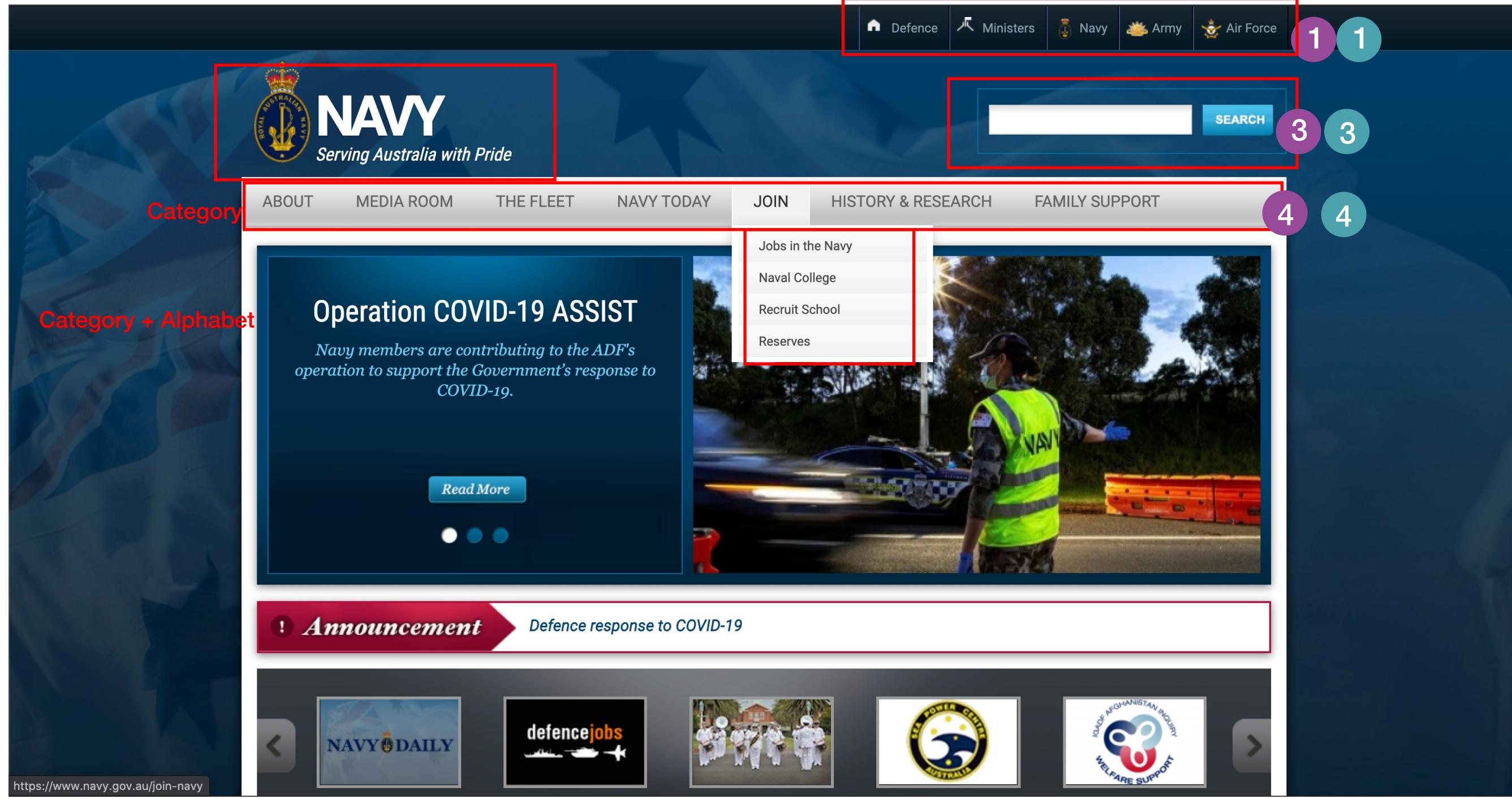
- May not require to be so prominent.
- Can follow same design as other websites such as Ministers, Army and Air Force search are within the Defence search engine.

4 Pain Points:

We believe the options in this menu was unnecessary and could be redistributed in the other dropdown menus navigation.

Design recommendations/user feedback:

- Reorganise menu options.



Latch Principles

UI Elements & Content Usage

Pain Points / Recommendations

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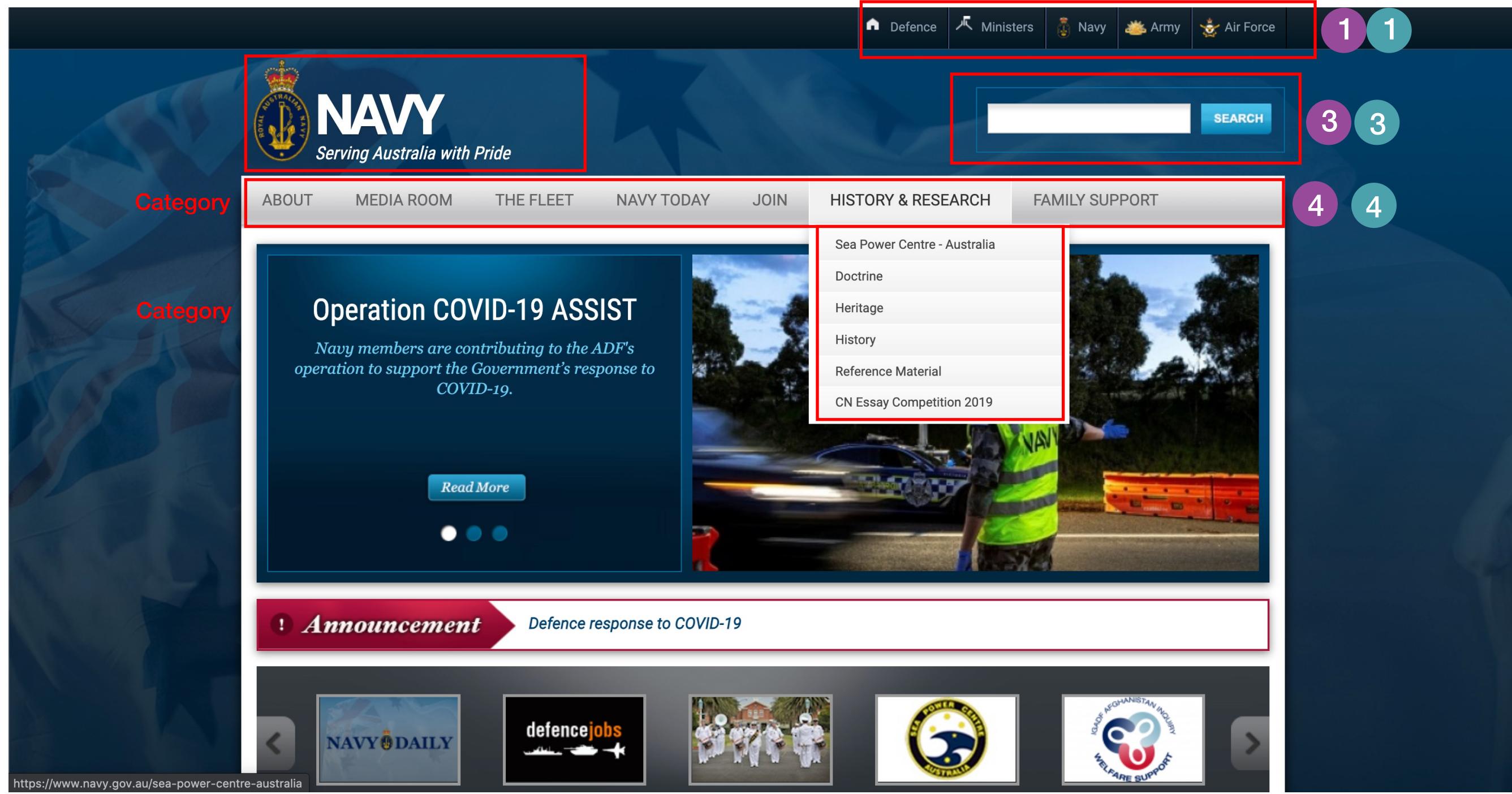
- May not require to be so prominent.
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4 Pain Points:

Join has a duplication of the navigations that are displayed on the dropdown menu and on the 'Join' page

Design recommendations/user feedback:

- Remove one due to double-up



Latch Principles

UI Elements & Content Usage

Pain Points / Recommendations

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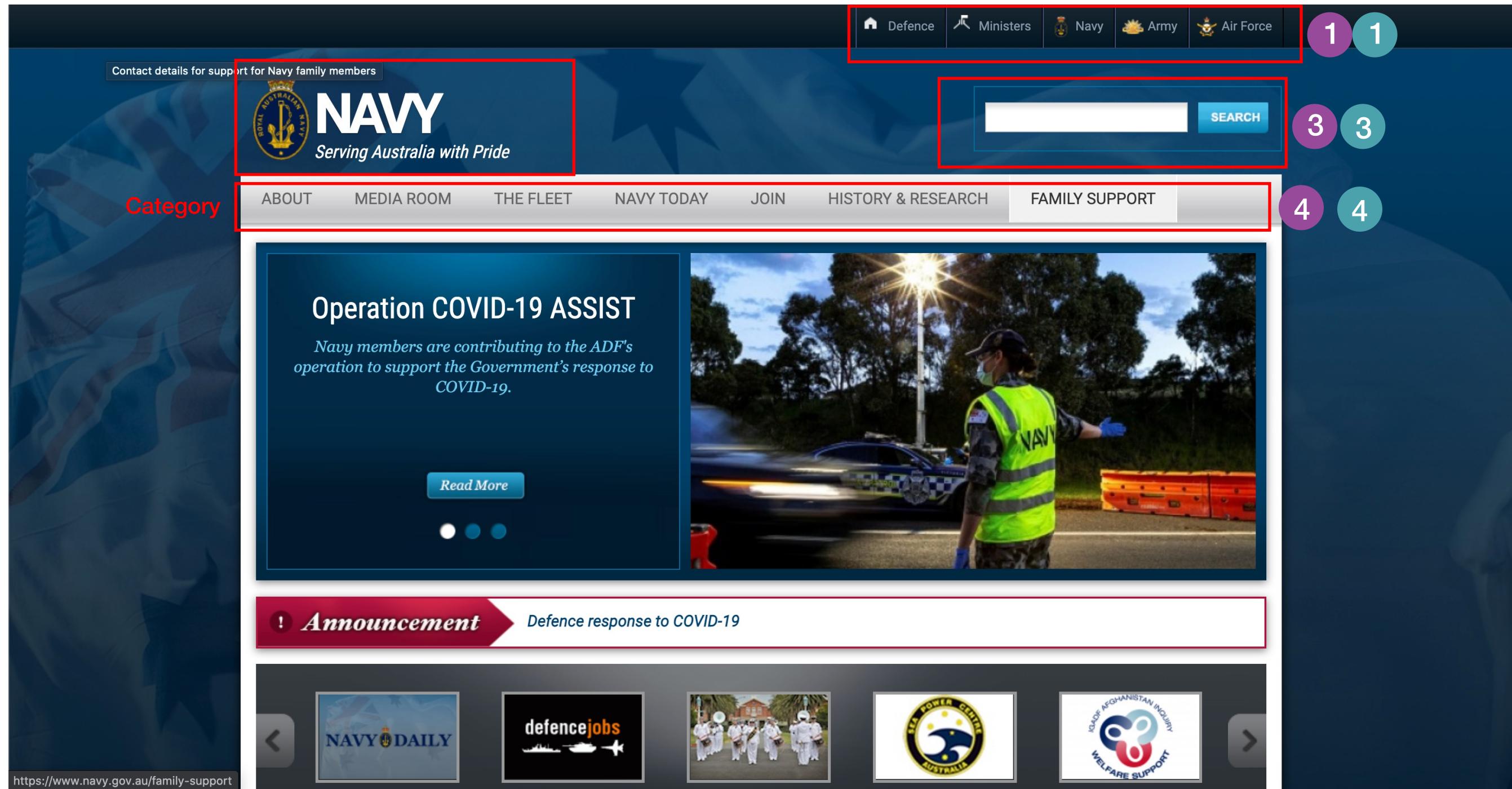
- May not require to be so prominent.
- Can follow same design as other websites such as Ministers, Army and Air Force search are within the Defence search engine.

4 Pain Points:

Seems to have duplications of content. Is very text heavy. Has unnecessary menu options.

Design recommendations/user feedback:

- Remove duplications
- Remove unnecessary menu options.
- Make pages more engagement by restructuring content.



Latch Principles

UI Elements & Content Usage

Pain Points / Recommendations

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Design recommendations/user feedback:

- May not require to be so prominent.
- Can follow same design as other websites such as Ministers, Army and Air Force search are within the Defence search engine.

4 Pain Points:

Some user testers felt the name of the category 'Family Support' was misleading as they DCO website to find the information they required. They felt this should be information for all such as families, current and past members and the general public.

Design recommendations/user feedback:

- More meaningly label names such as 'Family & Support' or 'Member & Family Support' or just 'Support'

The screenshot shows a grid of 120 images from the Navy Images website. The images depict various scenes of naval operations, ship visits, and crew activities. The website has a dark blue header with the word 'NAVY' and a crest. A navigation bar below the header includes 'HOME', 'ALL IMAGES', 'THE FLEET', 'EXERCISES', 'OPERATIONS', and 'COLLECTIONS'. A search bar with 'Search' and 'Advanced Search' buttons is also present. On the right side, there's a vertical column of social media icons (Facebook, Twitter, Email) and a 'Feedback' link. The footer contains links for 'Contact us', 'Copyright', 'Disclaimer', and 'Privacy'.

Latch Principles

UI Elements & Content Usage

Pain Points / Recommendations

1 Navigation Menu

Use of logos and text. Show that the Defence website is the main home with a depiction of a home icon.

2 Vertical Dropdown

Sections of content in a hierarchical navigation structure

3 Search Bar

Search is within the Navy website. Others such as Ministers, Army and Air Force search are within the Defence search engine.

4 Breadcrumb

Lets the user know their location in the website's hierarchical structure in order to possibly browse back to a higher level in the hierarchy.

5 Social Interactions Follow

Connect with the Navy on social media

6 Footer

Enables users to quickly access specific sections of a site or application bypassing the navigational structure

1 Pain Points:

Some users from our usability testing did not notice the universal navigational menu and the logo to not be prominent enough. Also being on the Navy website, the hierarchy does not indicate this. This is the only way users can get back to the Navy website.

Design recommendations/user feedback:

Highlight that the user is on the Navy website.

2 Pain Points:

Thought this would take the user back to the Navy homepage but it was just an image.

Design recommendations/user feedback:

- Highlight that the user is on the Navy website.
- Hyperlink image to the Navy website.

3 Pain Points:

Users expected the homepage menu to take user back to the Navy website instead of the image gallery.

Design recommendations/user feedback:

- Direct users to the Navy homepage.
- Should be within the Navy website and not its own page.

4 Pain Points:

Users expected the homepage menu to take user back to the Navy website instead of the image gallery.

Design recommendations/user feedback:

- Direct users to the Navy homepage.
- Should be within the Navy website and not its own page.

The screenshot shows a job listing for a Marine Engineer (ADF Gap Year). At the top, there's a navigation bar with links like 'MY ACCOUNT', 'APPLY NOW', and a search icon. Below the navigation is a large photo of a female Navy officer in uniform. To the right of the photo is a summary box for the job, which includes a 'NAVY OFFICER | FULL TIME' badge, a job title 'Marine Engineer (ADF Gap Year)', a brief description, and two buttons: 'APPLY NOW' and 'SAVE'. A purple circle labeled '3' is positioned next to the 'SAVE' button. Below the summary box is a section titled 'Hierarchy' with a link 'Back to Engineering'. At the bottom of the main content area is a footer with links: 'Jump to: Job Overview Full Details Related Jobs'. A purple circle labeled '5' is at the bottom right of this footer.

Latch Principles

UI Elements & Content Usage

Pain Points

1 Home Link

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2 Vertical Dropdown Menu

Sections of content in a hierarchical navigation structure

3 Button / Link

Connects users to another location on the website.

4 Search Modal

The user can take an action or cancel until they can continue interacting with the original page

5 Jump to section

Enables user to jump through whole sections of content quickly

6 Progressive Disclosure

Enables user to jump through whole sections of content quickly

7 Categorisation

Helps user to make sense of content by browsing and grouping into categories

8 Accordion Menu

Enables user to navigate among a website's main sections while still being able to quickly browse to the subsection of another.

9 Fat Footer

Enables users to quickly access specific sections of a site or application bypassing the navigational structure

10 Social interactions Follow

Connect with the Navy on social media

11 Alert Banner

A message which is placed on top of a page or a section that informs the user of an important change or condition with optional actions or links.

1 Once user save the job for later, it is not obvious that the job is then available in 'My Account'.

Design recommendations:

- Show notification when a job is saved
- Indication of how many jobs are saved without needing to click into the menu

There is no option to log in or create an account if user just wants to keep a few jobs on save. Also saved jobs will be deleted once browser history has been cleared

Design recommendation: Enable user to create an account, even if they have not applied for a job.

3 Staff Access is hidden and at the very bottom of the page.

Design recommendation: My account should also be for staff for with comprehensive access.

4 Mixed content on a page dedicated to jobs.

Design recommendation: Therefore remove sticky Covid call to action as the user is coming to the page to look for job information.

This screenshot shows the 'Job Overview' section. It includes a summary of the job requirements, such as 'Types of Entry' (ADF Gap Year), 'Salary' (\$44,462 p.a.), and 'Service Benefits' (including competitive salary packages, medical and dental cover, work-life balance, career development, advanced technology, and world-class education and training). A purple circle labeled '3' is positioned next to the 'Service Benefits' section.

About the Job

The Navy Gap Year Marine Engineer role is a unique opportunity where you'll get to work alongside fully qualified Marine Engineers, all without needing any prior qualifications. You'll experience what it's like to work with mechanical engineering systems, get paid to travel and gain invaluable life and work experience, while making friendships that could last a lifetime.

You'll learn how Navy engineers manage the operation, maintenance and repair of the engineering plan critical to the ship's mission. You'll be immersed in this world of Navy innovation and engineering, exposed to a full range of engineering systems, including diesel engines, gas turbines, ventilation, power generation or hydraulics. These specialists have dealt with engineering challenges both at sea and ashore, so they have a wealth of knowledge to pass on. You'll also gain leadership skills as you watch them oversee their teams to keep the ship ready for service.

You will be supported throughout your training by professional and enthusiastic Navy personnel who will provide the guidance necessary for you to get the most out of this experience. Your Gap Year will be broken up into different stages. This will give you the opportunity to receive basic training and to tour Navy's shore establishments. You will experience life at sea, as well as what it is like to be employed ashore. As a Navy Gap Year officer, you will be provided with the opportunity to contribute to the operation of the ship or unit.

Your training will begin at the Royal Australian Naval College (RANC), HMAS Creswell

[READ MORE](#)

6

Consider these exciting roles

- Mechanical Engineer
- Marine Engineer Submariner (ADF Gap Year)
- Mechanical Engineer Submariner
- Engineering

FULL JOB DETAILS

This screenshot shows the 'Key Information' and 'Requirements' sections of the job details page. The 'Key Information' section includes dropdown menus for 'Preparing for Your Recruitment Process', 'Salary & Allowances', and 'Locations'. The 'Requirements' section includes dropdown menus for 'Age', 'Education & Experience', 'Medical & Fitness', 'Period of Service', 'Aptitude', 'Citizenship', and 'Security Requirements'. A purple circle labeled '7' is positioned next to each of these sections. A purple circle labeled '8' is positioned next to the 'Hierarchy' label. At the bottom of the page are 'Training' sections for 'Military Training' and 'Download PDF' and 'Print' buttons. A purple circle labeled '3' is at the bottom right of the page.

Interested in this job?

[APPLY NOW](#) [SAVE](#)

Or [Contact Us](#) about this job

[Popular resources](#)

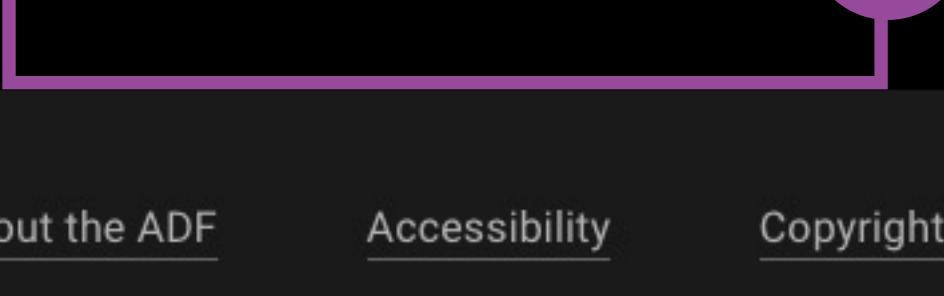
- Browse Jobs
- Indigenous and Torres Strait Islanders
- Women in the ADF
- STEM Opportunities

[Additional resources](#)

- Cadets
- Info for Career Advisors
- Info for Parents and Guardians

[CONTACT US](#)

[Stay connected](#)



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DefenceJobs is the official recruitment website for Australia's Navy, Army and Air Force

[COVID-19 Update](#) [Find out more](#)

Latch Principles

UI Elements & Content Usage

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