

# User Feedback

"Showing my date of birth and private info straight after the login screen? Haven't they heard of data privacy? I log into this in the library where anyone can see!"

"The input boxes are stupid – the date is just a text box, and then they said I'd put it in the wrong format!"

"I don't see why I have to add the receipt as soon as I enter the claim information – can't I just upload all the receipts in one go at the end?"

"The reference number is really long – and what's it even for? I never get asked for it..."

"Why does it keep asking for my profile information, over and over again?"

"I hate the interface... why does it show all my personal information straight away? Where's the menu?"

"They rejected my claim because I'd changed to a new course without telling them... really annoying."

"Uploading documents one by one is a real pain."

"I tried logging in via my phone and couldn't even find the menu buttons at first, beneath all my profile data."

"I made one small mistake on the bank details, and they lost my claim for months. Can't it check?"

# Staff Feedback

"The receipt images are often really hard to read – we should allow a larger file size."

"We spend a lot of time chasing up incorrectly completed claim applications."

"It's really irritating how often they get the dates wrong. Day, month, year, in that order.. Come on!"

"I wish the bank details were checked by the application form... we get a lot of 'fat fingers' errors where they've switched a couple of digits, and we can't exactly guess..."

"Most of the time, we decline claims because of silly errors – wrong dates, or the student didn't update their course information, or the receipt image is fuzzy. I don't think we see many claims that are genuinely not allowed."

"Our data is pretty useless – it makes all our work so painful and time-consuming."

"The students seem to totally ignore the personal details info, even though we put it on the main screen – at least when the information is captured during the claim process, we know it should be right."

"I wish the site was a bit more restrictive... all these free-text boxes, the students just write rubbish in them."