

HCI Project

HCI Project Report: Menoufia Governorate E-Portal Redesign

1. Introduction

This project focuses on improving the Interaction Design (ID) and User Experience (UX) of the Menoufia Governorate e-portal. The main objective was to redesign two key pages—the Home Page and the Complaints Page—to better match how citizens actually interact with government services in their daily lives. The redesign aims to make the portal clearer, easier to use, and more supportive of users' needs.

2. Usability Goals Applied

The redesign sought to transform the portal from a purely functional website into a usable and user-centered product. Several core usability goals were considered throughout the design process:

- **Effectiveness:** Ensuring that citizens can easily find information and complete services accurately without confusion.
- **Efficiency:** Reducing the time and effort required to navigate the long and outdated home page, allowing users to accomplish tasks more quickly.
- **Safety:** Minimizing user errors during complaint submission by providing clear instructions, validation messages, and helpful feedback.
- **Learnability:** Designing an intuitive interface that allows new users to understand how the system works simply by exploring it.

3. Design Principles Implementation

To improve user interaction, key design principles were applied consistently across the portal:

- **Visibility:** Important government services and actions were made more prominent to clearly guide users toward their next step.
- **Consistency:** Unified color schemes, typography, and button styles were used throughout the portal to maintain both visual and functional consistency.
- **Affordance:** Interactive elements such as buttons and links were redesigned with clear visual cues, making it obvious how users can interact with them.
- **Feedback:** Immediate system responses—such as confirmation messages after submitting a complaint—help users understand that their actions were successful.

4. Emotional Design and User Experience

By improving the visual design, layout, and color harmony, the redesign addresses the visceral level of emotional design. These changes create a positive first impression and help users feel more comfortable and confident while using the portal. As a result, the system becomes not only functional but also more enjoyable and satisfying to use.

5. Conclusion

The redesign process, which moved systematically from requirements analysis to design and evaluation, successfully enhanced citizens' interaction with the Menoufia Governorate e-portal. The final result is a modern, efficient, and user-friendly interface that better serves the needs and expectations of Menoufia's citizens.

