Evaluation of Government Agencies' Website and Applications

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Project ID: 2024-S1-53

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Problem Statement

Government agency's websites are currently facing some challenges related to usability, interaction and user experience which led to inconsistent results and limitations in serving the public effectively. Poor web hygiene, inadequate mobile design, readability problems, lack of multilingual content and lack of features for public engagement are few of these challenges. As a result, users are encountering difficulties while navigating through websites, finding pertinent information, and trouble interacting with government services effectively. This project aims to address these challenges with evaluation of several government websites, proposing assessment criteria to determine website quality, developing a dashboard using powerful tools to visualize evaluation results, recommending solutions to improve website usability, accessibility and enhancing overall user experience of government agency websites.

Project's Scope

The scope of the project is to evaluate and enhance usability, user experience of government websites with smart recommendations of improvement.

Following are the tasks involved:

- Identify and review 20 government websites.
- Conduct literature review and develop criteria to evaluate usability, interaction, and user experience.
- Understand the purpose and key takeaways of each website.
- Evaluate identified 20 websites based on predefined criteria.
- Walk through five different websites.
- Conducting peer reviews to validate the evaluation process and results by engaging with stakeholders to assess the accuracy, reliability, and comprehensiveness of the evaluation criteria, methodology, and findings.
- Create a dashboard to visualize data and recommendations.

In-scope	Out-scope
Evaluation of Government Websites Identifying and reviewing 20 government websites to assess usability and user experience.	**Redesign of Websites** The project does not include the actual redesign or development of government websites but focuses solely on evaluation and recommendation.
Criteria Development Conducting a literature review to develop comprehensive criteria for evaluating usability, interaction, and user experience.	**Implementation of Recommendations** While actionable recommendations will be provided, the project does not involve implementing these recommendations into the websites.
Understanding Website Purpose Analysing the purpose and key takeaways of each website to contextualize the evaluation process.	**Extensive User Testing** The scope does not include extensive user testing beyond walkthroughs and peer reviews.
Website Evaluation Evaluating the identified 20 websites based on predefined criteria to assess their usability and user experience effectiveness.	**Legal or Policy Analysis** Legal or policy analysis related to government websites, such as compliance with specific regulations or policies, is not within the scope of this project.
Website Walkthroughs Conducting walkthroughs of five selected websites to gain firsthand insights into their usability and user experience.	**Deep Technical Assessments** Deep technical assessments, such as code-level inspections or server infrastructure evaluations, are not part of the scope.
Peer Reviews Conducting peer reviews for validation to ensure the accuracy and reliability of the evaluation process and results.	**Long-term Monitoring** Long-term monitoring of website performance and user experience beyond the project duration is not included in the scope.
Dashboard Creation Creating a dashboard to visualize data and recommendations derived from the website evaluations, facilitating easy interpretation and decision-making.	

Alignment

The project's aims and goals are closely aligned with its scope. The scope ensures that each component of the project directly contributes to the accomplishment of these goals by outlining specific tasks and deliverables. For instance, the objective to assess usability and user experience is supported by tasks such as evaluating specific pages on government websites and developing evaluating criteria. Similarly, the objective to understand each website is addressed through tasks like implementing walk throughs to gain insights. Additionally, the creation of a dashboard in project scope achieves the goal of creating a dashboard for data visualizations and recommendations. Overall, every component of the scope plays an essential role to reach the aims and goals by ensuring that project's efforts are focussed and impactful.

Project Requirements

Our project embarks on a comprehensive journey to assess and enhance the usability and user experience of various government websites, aiming to provide actionable recommendations for improvement. To achieve this, we delve into two distinct evaluation options: in-house evaluation and the acquisition of online user reviews. Each option offers unique insights and perspectives, contributing to a holistic understanding of website performance and aligning with the overarching goals of our project.

Requirements

- Evaluate Usability, User Experience, and Interaction Elements: Assess the effectiveness of government websites in facilitating user interactions, providing intuitive navigation, and delivering seamless user experiences.
- Incorporate Design Principles: Ensure adherence to human-centric design principles, emphasizing transparency, interactivity, mobile-friendly design, and considerations for typography and visual elements.
- Assess Website Performance: Evaluate website performance based on information quality, usability, privacy/security, interaction, and accessibility to identify strengths and areas for improvement.
- Provide Actionable Recommendations: Deliver practical and feasible recommendations for enhancing website usability, user experience, and interaction elements to drive meaningful improvements.

Options

Option 1: In house evaluation

- Description: Conduct manual evaluations by team members following predefined usability and interaction criteria.
- Justification: Enables in-depth analysis and qualitative assessment of website elements, providing valuable insights into user experience.

- Alignment with Project Goals: Supports the objective of evaluating and enhancing usability and interaction elements, ensuring alignment with human-centric design principles.
- Quantitative/Qualitative: Primarily qualitative, although quantitative measures (e.g., task completion time) can be recorded.

Option 2: Obtain online user reviews.

- Description: Search for user reviews on various websites to understand their influence on user experience.
- Justification: Offers a balanced approach by incorporating external user perspectives and experiences.
- Alignment with Project Goals: Allows for a comprehensive assessment of usability, interaction elements, and performance, addressing both qualitative and quantitative aspects of website evaluation.

For the evaluation phase, we will select 20 prominent organizations within the ACT government that significantly impact the daily lives of ACT residents. These organizations, including ACT Health Services, Transport Canberra, Access Canberra, and ACT Education, among others, have been chosen based on their relevance to the community and their widespread usage. However, it's important to note that we are currently under evaluation and awaiting discussions with our sponsors before finalizing the list of these 20 websites. In assessing these websites, our focus will be on criteria related to usability, user experience, and interaction. These aspects have been prioritized as they directly align with the project's overarching goals and objectives. Usability and user experience are paramount factors driving customer satisfaction, engagement, and ultimately, the competitive advantage of websites. While security, performance, and accuracy are undeniably crucial components of website quality, our emphasis on usability and user experience stems from their direct impact on users' interactions with the websites.

Regarding the choice of Power BI as the visualization tool for presenting the evaluation results, several factors influenced this decision. Power BI stands out as a robust platform for data visualization, offering stakeholders the ability to make informed, data-driven decisions through actionable insights. Its capability to

seamlessly integrate multiple complex data sources allows for the creation of interactive visualizations that enhance understanding and facilitate decision-making processes. Additionally, Power BI supports real-time data refresh capabilities, ensuring that the evaluation results remain up-to-date and relevant. Moreover, its customization options enable us to highlight key evaluation metrics, trends, and recommendations, thereby maximizing the effectiveness of the final deliverables presented to stakeholders.

Analysis of Preferred Option and Justifications

To enhance the quality and user experience of government agency websites and applications, we have analysed various options to determine the methodology. Through this analysis, we aim to ensure that our approach aligns seamlessly with the project's overarching goals and objectives, maximizing its impact and efficiency. The following section outlines our preferred option and justifications for its selection, highlighting its ability to integrate diverse perspectives, leverage research-backed criteria, and provide a holistic assessment that caters to the project's core objectives.

Combined Methodology: Integrating team evaluation with online user reviews to provide a comprehensive understanding of website usability, accessibility, and user experience.

Research-backed: Development of evaluation criteria based on extensive literature reviews, ensuring accuracy, validity, and adherence to established best practices.

Holistic Assessment: Directly addresses the project's objectives of improving website quality and enhancing user satisfaction through actionable recommendations.

Alignment with Project Goals: Directly addresses objectives of improving website quality and user satisfaction.

Maximized Effectiveness: Utilization of qualitative and quantitative data to deliver targeted recommendations, enhancing the value and impact of evaluation outcomes.

Resource Optimization: Balancing thorough assessment with efficient use of resources, ensuring the project's effectiveness and sustainability.

The deliverables for the project will include:

1. Project Proposal: A comprehensive document outlining the project objectives, scope, methodology, timeline, and governance arrangements.
2. Evaluation Criteria: A set of well-defined evaluation criteria encompassing usability, accessibility, interaction, and user experience elements.
3. Thorough Website Assessment Report: A detailed report presenting the findings of the thorough evaluation conducted on 20 government agency websites based on the predefined criteria.

4. Recommendations for Website Improvement: A set of actionable recommendations derived from the evaluation findings to enhance the usability, accessibility, and user experience of government agency websites. These recommendations are practical, feasible, and aligned with the project's objectives.

5. Dashboard Prototype: A visually appealing and informative dashboard prototype showcasing evaluation results and recommendations.

6. Final Project Report: A comprehensive document summarizing the project's objectives, methodology, findings, recommendations, and outcomes.

7. Presentation Slides: A set of presentation slides summarizing the key aspects of the project, including objectives, methodology, findings, recommendations, and outcomes. These slides are used for presenting the project to stakeholders during the final presentation.

8. Poster Design: A visually engaging poster highlighting key aspects of the project, such as objectives, methodology, findings, and recommendations. The poster is designed for display and dissemination during project presentations and events.

9. Feedback and Review Documentation: Documentation of feedback received from sponsors, mentors, and stakeholders throughout the project lifecycle. This includes meeting minutes, feedback forms, and communication logs.

10. Project Artifacts and Documentation: All project artifacts, documentation, datasets, code repositories, and other relevant materials produced during the project's execution. These materials are archived for future reference and knowledge sharing.

These deliverables collectively contribute to the successful execution and completion of the project, ensuring that project goals are achieved, and valuable outcomes are delivered to stakeholders.

The timeline for deliverables:

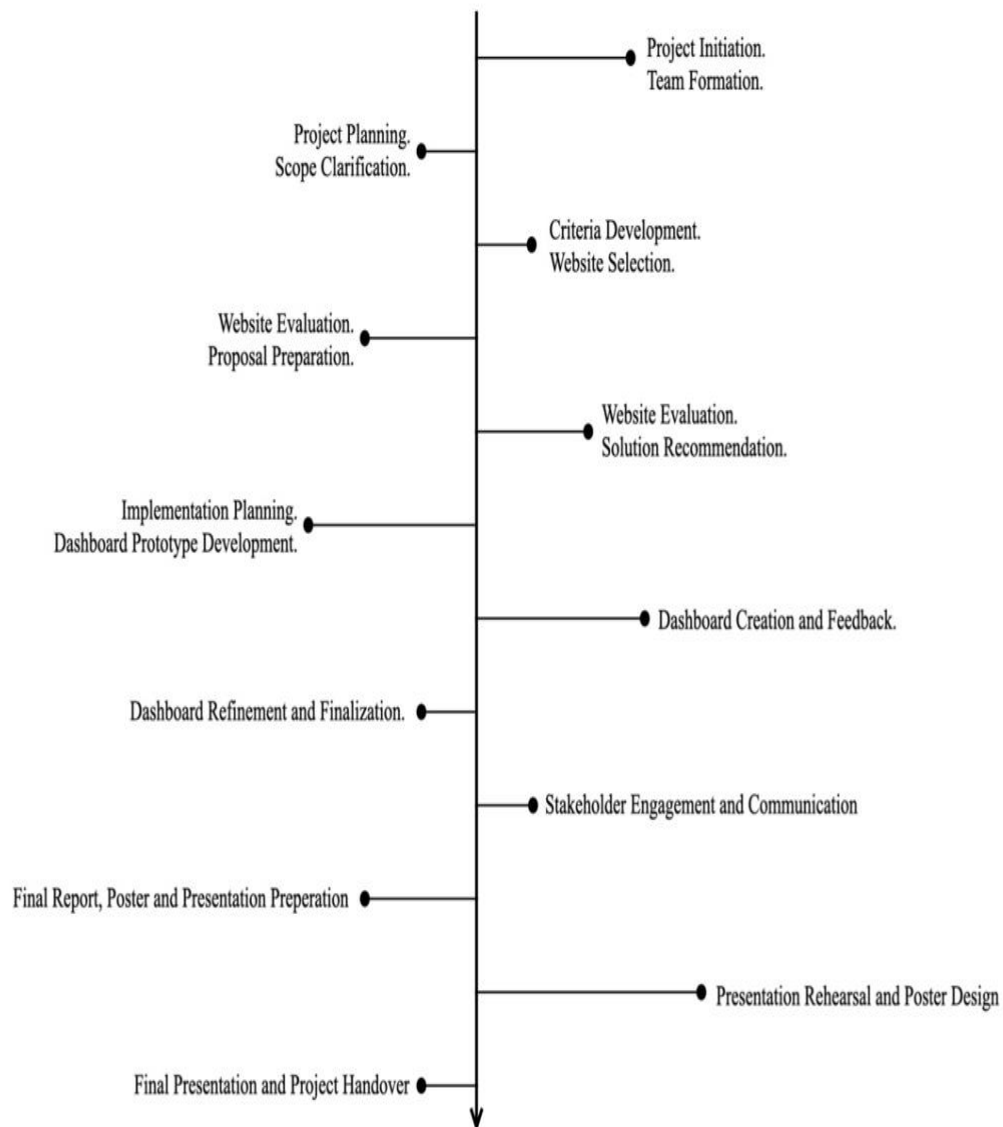| Week	Deliverable	Activities
1-2	Initial Project Setup and Planning	● Expression of Interest ● Initial meeting with mentors and sponsors ● Defining project objectives and scope ● Assigning roles and responsibilities ● Project proposal
3-6	Criteria Development and Website Review	● Develop usability and user experience criteria. ● Feedback and review of criteria ● Review government agency websites based on criteria. ● Develop findings and issues
6-8	Dashboard Development	● Familiarise with visualization platform. ● Draft dashboard layout and components ● Feedback on the drafted dashboard design ● Creation of dashboard layout and components ● Reviewing and editing of dashboard
5-10	Solution Recommendations	● Analyse evaluation results and identify common issues. ● Research smart solutions to address identified issues. ● Develop recommendations for website improvement. ● Feedback and reviewing of recommendations.
11	Finalization and Reporting	● Creation of final report ● Preparation of presentation slides for final presentation ● Designing poster for display ● Incorporating suggestions to enhance deliverables. ● Rehearsing presentation and finalising material. ● Presenting final report, presentation, and poster to stakeholders

Project Plan

Resource Requirement

This project relies on four key resources for effective project management: human, financial, material, and time resources.

1. Human Resources: The project ensures that team members possess the necessary knowledge and expertise to make informed decisions and complete assignments effectively. This includes the project team, mentor, and sponsors.

2. Financial Resources: Funding allocated for poster creation (if applicable) and individual expenses such as travel, and miscellaneous costs are managed within the project budget.

3. Material Resources: Essential resources include laptops, software tools, office materials for documentation and communication, and internet access for research and data collection.

4. Time Resources: Time is allocated for scheduling project activities, defining milestones and deadlines, conducting weekly meetings, and engaging with stakeholders.
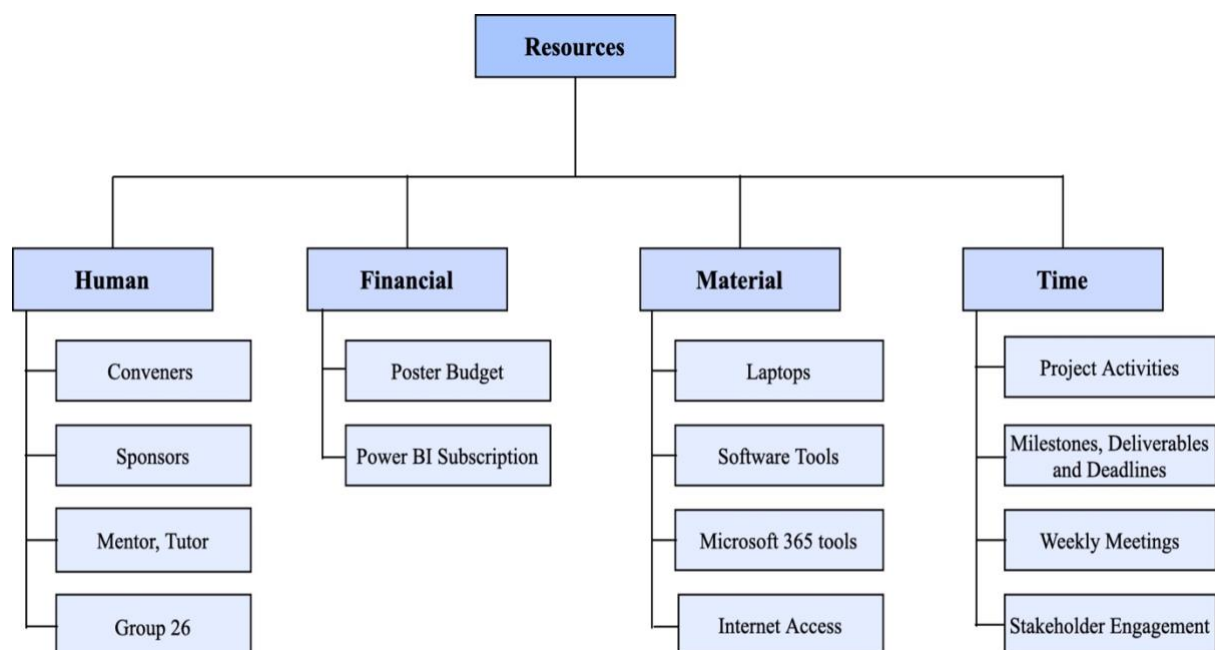
Timeline

The project is scheduled to span 11 weeks, during which we've outlined a weekly timeline to guide our progress. This structured timeline ensures that we remain aligned with the project scope and requirements, ultimately enhancing the value of our outcomes. The entire project will have emphasis on feedback and peer review and will be carried out on a weekly basis.

Project Initiation.
Team Formation.

Project Planning.
Scope Clarification.

Criteria Development.
Website Selection.

Website Evaluation.
Proposal Preparation.

Website Evaluation.
Solution Recommendation.

Implementation Planning.
Dashboard Prototype Development.

Dashboard Creation and Feedback.

Dashboard Refinement and Finalization.

Stakeholder Engagement and Communication

Final Report, Poster and Presentation Preperation

Presentation Rehearsal and Poster Design

Final Presentation and Project Handover

Task and activities (WBS)

In crafting our timeline, we have structured tasks on a weekly basis, considering an assumption that each team member dedicates 25 hours of work to the project per week. This time allocation encompasses various activities such as peer reviewing, attending meetings, and incorporating feedback into our work. By adhering to this schedule, we aim to ensure a balanced distribution of workload and effective utilization of our team's collective efforts throughout the duration of the project.

1. Project Setup and Planning

No.	Task Name	Duration	Start	Finish	Predecessors	Resource Name
1.1	Expression of Interest	1	5/2/2024	5/2/2024		Human
1.2	Initial meeting with mentors and sponsors	7	12/2/2024	20/2/2024	1.1	Human, material, time
1.3	Defining project objectives and scope	2	20/2/2024	21/2/2024	1.2	Human
1.4	Identifying and evaluating government agency website	7	22/2/2024	05/3/2024	2.1	Human
1.5	Assign roles and responsibilities	1	12/2/2024	12/2/2024	1.2	Human
1.6	Project proposal	8	26/2/2024	1/3/2024	2.2	Human

2. Criteria Development and Website Review

No.	Task Name	Duration	Start	Finish	Predecessors	Resource Name
2.1	Develop usability and user experience criteria	6	21/2/2024	05/3/2024	1.3	Human
2.2	Feedback and review of criteria	2	29/2/2024	05/3/2024	2.1	Human
2.3	Review government agency website based on criteria	3	28/2/2024	06/3/2024	1.4	Human
2.4	Develop findings and issues	2	29/3/2024	12/3/2024	4.1	Human

3. Dashboard Development

No.	Task Name	Duration	Start	Finish	Predecessors	Resource Name
3.1	Familiarize visualization platform	2	21/3/2024	24/3/2024	4.4	Human, Material
3.2	Draft of dashboard layout and components	7	25/3/2024	02/4/2024	3.1	Human
3.3	Feedback on the drafted dashboard design	1	3/4/2024	3/4/2024	3.2	Human
3.4	Creation of dashboard layout and components	5	4/4/2024	10/4/2024	3.3	Human
3.5	Reviewing and editing of dashboard	2	11/4/2024	14/4/2024	3.5	Human

4. Solution Recommendations

No.	Task Name	Duration	Start	Finish	Predecessors	Resource Name
4.1	Analyse evaluation results and identify common issues	3	01/3/2024	12/3/2024	1.6	Human
4.2	Research smart solutions to address identified issues	5	13/3/2024	14/3/2024	4.1	Human
4.3	Develop recommendations for website improvement	5	15/3/2024	19/3/2024	4.2	Human
4.4	Feedback and reviewing of recommendations	1	20/3/2024	20/3/2024	4.3	Human

5. Solution Implementation Planning

No.	Task Name	Duration	Start	Finish	Predecessors	Resource Name
5.1	Prioritise recommendations for implementation	2	21/3/2024	24/3/2024	4.3	Human
5.2	Develop action plan for each recommendation	3	25/3/2024	27/4/2024	5.1	Human
5.3	Define metrics for monitoring improvement	2	28/4/2024	30/4/2024	5.2	Human

6. Finalisation and Reporting

No.	Task Name	Duration	Start	Finish	Predecessors	Resource Name
6.1	Creation final report	3	15/4/2024	17/4/2024	5.3	Human
6.2	Prepare presentation slides for final presentation	2	18/4/2024	20/4/2024	6.1	Human
6.3	Design poster for display	5	18/4/2024	24/4/2024	6.1	Human, financial
6.4	Incorporate suggestions to enhance deliverables	3	20/4/2024	24/4/2024	6.2,6.3	Human
6.5	Rehearse presentation and finalise material	1	25/4/2024	25/4/2024	6.4	Human
6.6	Present final report, presentation, and poster to stakeholders	7	26/4/2024	5/5/2024	6.5	Human

Critical Path

In this project, all the activities outlined in the work breakdown structure are integral to achieving the project deliverables. Therefore, every task contributes to the overall success of the project, and as such, the timeline has been meticulously crafted to ensure completion within the specified 11-week timeframe.

Gantt Chart

During the creation of the Gantt chart, several assumptions were made:

- Each team member contributes 25 hours of work per week to the project.
- As a team there is a total of 75 hrs of work put into every week for the project.
- Tasks are evenly distributed among team members.
- Task dates are subject to change due to setbacks or unforeseen circumstances.

#	Activity	Start	End	Days	Status	%Done
1	**Project setup and Planning**					
1.1	Expression of Interest	05-Feb-24	05-Feb-24	1	Complete	100%
1.2	Initial meeting with mentors and sponsors	12-Feb-24	20-Feb-24	7	Complete	100%
1.3	Defining project objectives and scope	20-Feb-24	21-Feb-24	2	Complete	100%
1.4	Identifying and evaluating government agency website	22-Feb-24	05-Mar-24	9	In progress	40%
1.5	Assign roles and responsibilities	12-Feb-24	12-Feb-24	1	Complete	30%
1.6	Project proposal	21-Feb-24	01-Mar-24	8	Complete	20%
2	**Criteria Development and Wesite Review**					
2.1	Develop usability and user experience criteria	21-Feb-24	05-Mar-24	10	In progress	60%
2.2	Feedback and review of criteria	29-Feb-24	05-Mar-24	4	In progress	20%
2.3	Review government agency website based on criteria	28-Feb-24	06-Mar-24	6	In progress	50%
2.4	Develop findings and issues	29-Feb-24	12-Mar-24	9	In progress	10%
3	**Dahboard Development**					
3.1	Familiarize with visualization platform	21-Mar-24	24-Mar-24	2	Blocked	100%
3.2	Draft of dashboard layout and components	25-Mar-24	02-Apr-24	7	Blocked	100%
3.3	Feedback on the drafted dashboard design	03-Apr-24	03-Apr-24	1	Blocked	100%
3.4	Creation dashboard layout and components in Power BI	04-Apr-24	10-Apr-24	5	Blocked	100%
3.5	Reviewing and editing of dashboard	11-Apr-24	14-Apr-24	2	Blocked	100%
4	**Solution Recommendations**					
4.1	Analyse criteria evaluation results and identify common issues	02-Mar-24	12-Mar-24	7	Blocked	100%
4.2	Research smart solutions to address identified issues	13-Mar-24	14-Mar-24	2	Blocked	100%
4.3	Develop recommendations for website improvement	15-Mar-24	19-Mar-24	3	Blocked	100%
4.4	Feedback and reviewing of recommendations	20-Mar-24	20-Mar-24	1	Blocked	100%
5	**Solution Implementation Planning**					
5.1	Prioritise recommendations for implementation	21-Mar-24	24-Mar-24	2	Blocked	100%
5.2	Develop action plan for each recommendation	25-Mar-24	27-Mar-24	3	Blocked	100%
5.3	Define metrics for monitoring improvement	28-Mar-24	30-Mar-24	2	Blocked	100%
6	**Finalisation and Reporting**					
6.1	Creation of final report	15-Apr-24	17-Apr-24	3	Blocked	100%
6.2	Prepare presentation slides for final presentation	18-Apr-24	20-Apr-24	2	Blocked	100%
6.3	Design poster for display	18-Apr-24	24-Apr-24	5	Blocked	100%
6.4	Incorporate suggestions to enhance deliverables	20-Apr-24	24-Apr-24	3	Blocked	100%
6.5	Rehearse presentation and finalise material	25-Apr-24	25-Apr-24	1	Blocked	100%
6.6	Present final report, presentation and poster to stakeholders	26-Apr-24	06-May-24	7	Blocked	100%

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Governance Arrangements

In outlining the governance arrangements for our project, we have developed a structured hierarchy diagram that delineates roles, responsibilities, communication channels, and decision-making processes to ensure cohesive project management:
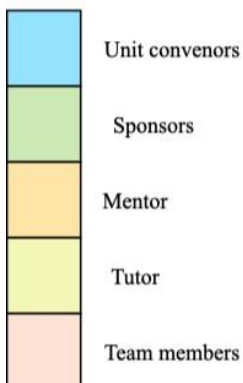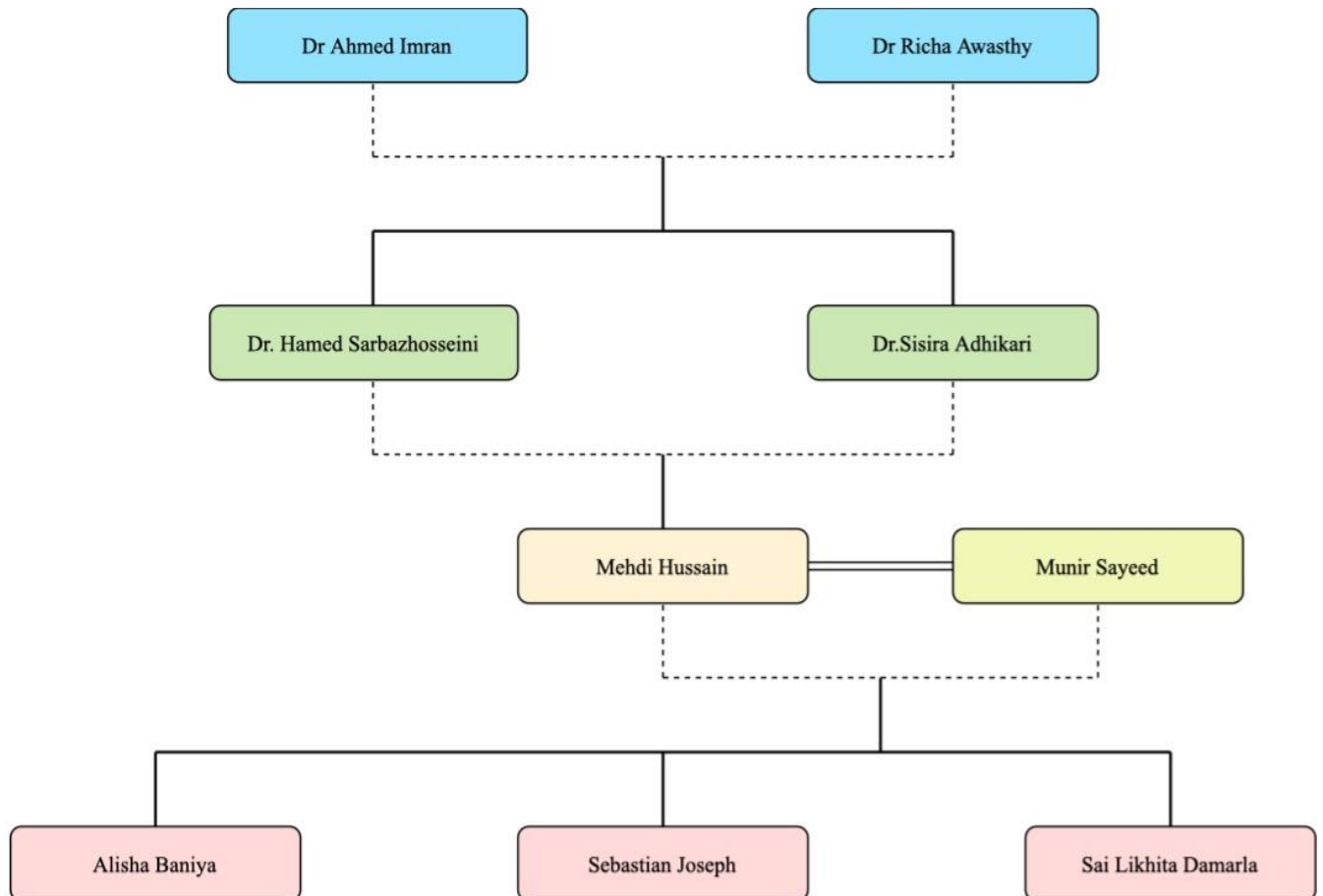
Roles

1. Unit Conveners: Providing overall direction and support for the project, ensuring alignment with academic goals and objectives.
2. Sponsors: Provide financial and logistical support for the project, ensuring resources are available to meet project needs. Also, provide continuous feedback to ensure project relevance and progress.
3. Mentor: Guide and advise students on project tasks, offering expertise and support to help achieve project goals.
4. Team members: Responsible for executing project tasks, collaborating with sponsors, mentors, tutors, and peers to achieve project objectives.
   - Alisha Baniya: Responsible for creating the comprehensive project plan, contributing to various sections of the proposal, and overseeing communication with sponsors and mentors.
   - Sebastian Joseph: Peer-review the literature review and contribute to the development of relevant criteria. Responsible for elements of the project proposal.
   - Sai Likhita Damarla: Conduct literature reviews and gather relevant articles for the creation of accessibility criteria. Contribute to elements of the project proposal.

Responsibilities

The responsibility for the project team would be:
- Conduct thorough literature reviews and gather relevant articles and information related to the project topic.
- Collaborate effectively with team members to complete assigned project tasks and meet project deadlines.
- Communicate professionally and promptly with sponsors, mentors and tutors and create room for feedback and improvement.
- Actively participate in meetings with sponsors, mentors, and tutors, providing updates on progress and seeking feedback and guidance.
- Follow the project plan and adhere to project guidelines and requirements set by unit conveners and sponsors.

- Contribute ideas and insights to project discussions and decision-making processes.
- Demonstrate professionalism, accountability, dedication for the success of the project.

Communication Structure

The unit conveners will relay the guidelines, goals, and objectives of the project to the students enrolled in the unit. Students will take the initiative to communicate with sponsors and mentors directly. They will actively engage in direct communication with sponsors and mentors to gather their insights, ideas, reviews, and feedback on their progress. Additionally, if students encounter any confusion or problems, they should promptly communicate with the tutor and discuss any issues during the fortnightly workshops with tutors.

Moreover, students will hold weekly meetings with sponsors, lasting 30 minutes each, to review progress, discuss any emerging issues, and receive feedback on their work. Additionally, students will maintain regular communication with the mentor, scheduling weekly meetings and providing updates on meeting agendas and weekly progress updates.

Decision Making Structure

Throughout the semester, there will be continuous collaboration among sponsors, mentors, and the project team to facilitate communication, review progress, provide feedback, and monitor project advancement. These stakeholders will play a pivotal role in decision-making processes. The project team will actively seek approval and feedback from sponsors and mentors before making any significant decisions. Sponsors will offer input and support for decision-making processes, while mentors will have the authority to make decisions regarding specific project tasks and provide guidance. Ultimately, the final authority to approve project plans, budgets, and major decisions lies with the stakeholders, ensuring alignment with academic goals and objectives.

Risk Analysis Mitigation Strategies

In our evaluation of government agency websites and applications, we have identified several key risks that could impact project progress and outcomes. Each risk is assessed based on its potential impact and likelihood of occurrence, allowing us to prioritize mitigation efforts effectively. Our approach emphasizes proactive measures to mitigate risks, ensuring that the project remains on track and objectives are achieved. In this section, we outline each identified risk, along with its corresponding impact, likelihood, and mitigation strategy. Additionally, we present contingency plans to address these risks should they materialize, providing a comprehensive framework for risk management throughout the project lifecycle.

Risks	Impact	Likelihood	Mitigation Strategy
Limited access to government agency websites	High	Low	Establish communication channels with government agencies early, else alternative evaluation methods need to be considered.
Inadequate expertise in website evaluation	High	Medium	Seek suggestions and help from experts like mentors and sponsors to enhance the skills for evaluation.
Stakeholder disagreements on evaluation criteria	Medium	Medium	Conduct regular meetings to discuss and align with their opinion. Seek timely feedback on updates.
Time constraints for evaluating websites	High	High	A detailed schedule is to be developed with sufficient allocation of time for each section and follow strict deadlines.
Technical issues while dashboard creation	Medium	Low	Gain required expertise before starting with a project. Always seek help from mentors/sponsors to solve them if unexpected issues arise.

|			
Outdated information in literature survey	Medium	Low	Focus on reputable sources to ensure accuracy of information and seek feedback from sponsors to ensure reliability.

Contingency Plan

If above risks have materialized, below are the contingency plans that need to be activated:

- If access to government websites is limited/restricted, adjust the evaluation approach to focus on alternative data sources.
- If expertise in website evaluation is inadequate and its tight schedule to reach experts, always seek external resources assistance like online experts, available resources on media.
- If time constraints become critical, prioritize evaluation tasks, and adjust project timelines/scope as required with sponsors permission.
- If technical issues arise during dashboard creation, engage with IT support of powerBI to resolve the issue.

Stakeholder Engagement and Communication Plan

In this project, we have identified key stakeholders and established a robust communication plan to foster collaboration and transparency throughout the project lifecycle. The stakeholder map illustrates the various groups involved, including team members, mentors, sponsors, and organizational entities such as the university administration and government websites. Each stakeholder group's influence on the project and interest level has been assessed to tailor engagement strategies accordingly. Through regular meetings and email updates, we aim to maintain open lines of communication, address concerns, and solicit feedback to ensure project success and stakeholder satisfaction.

Stakeholder Map
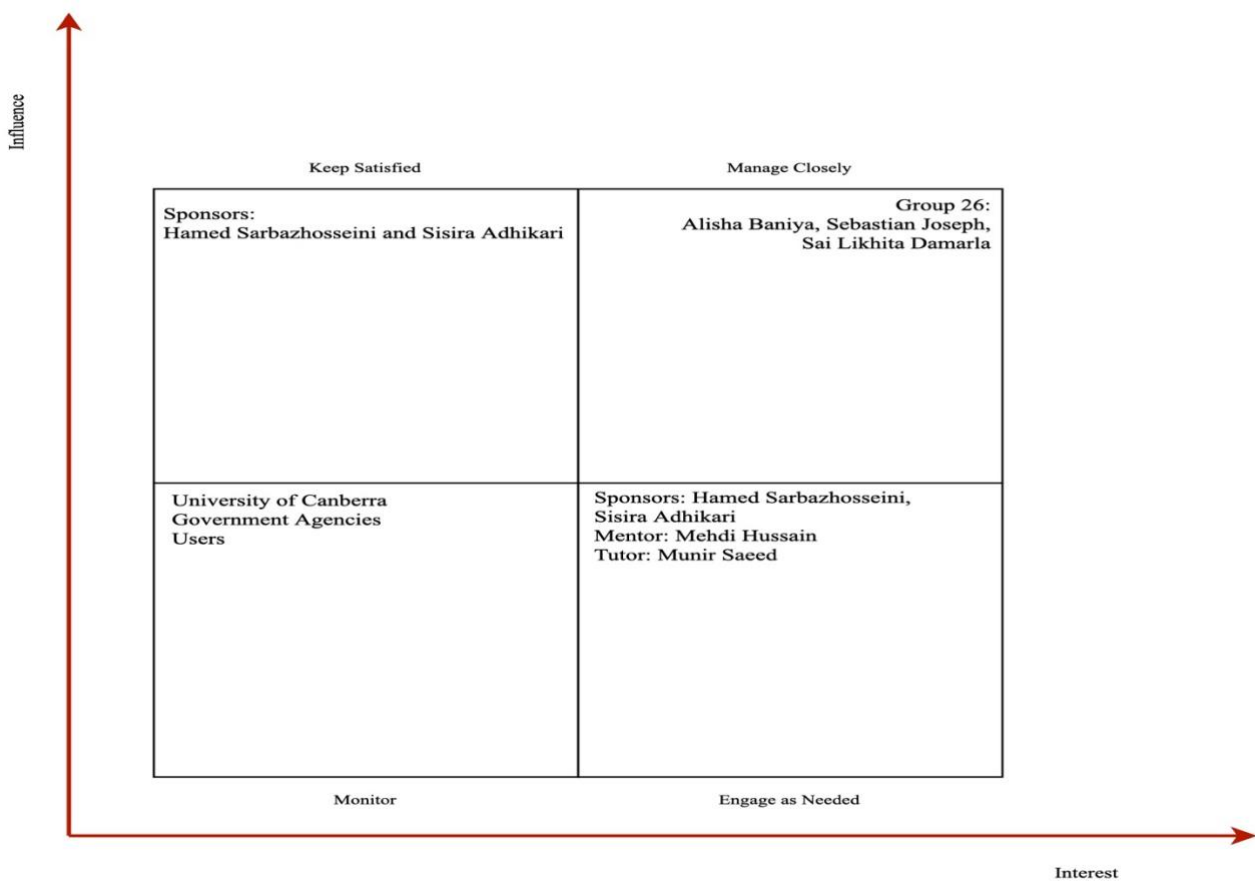
Stakeholder Group	Type	Influence on Project	Interest in Project	Engagement Action	Communication Tool	Frequency
Group 26	Team Member	High	High	Manage closely	Email, WhatsApp, Group chats, In-person, and virtual meetings	Very frequent
Mehdi Hussain	Mentor	Low	High	Engage as needed	Emails, virtual meeting.	Once a week
Hamed Sarbazhosseini	Sponsor	High	Low, High	Engage as needed, Keep satisfied.	Emails, in-person meeting.	Once a week
Sisira Adhikari	Sponsor	High	Low, High	Engage as needed, Keep satisfied.	Emails, in-person meeting.	Once a week
University Administration, Government websites	Organization	Low	Low	Monitor	NA	NA
End-users	Organization	Low	Low	Monitor	NA	NA

Communication Channel

- Regular meetings: Weekly meetings with the team will be conducted in a hybrid format, allowing for both in-person and virtual participation. Additionally, face-to-face meetings with sponsors and mentors will occur on a weekly basis to ensure direct communication and collaboration.

- Email Updates: Stakeholder engagement will be maintained through timely updates and suggestions communicated via email. This channel facilitates ongoing communication and allows for the exchange of ideas and feedback between project members and stakeholders.

Quality Assurance Criteria and Measures

We did literature reviews and curated a set of criteria to access the websites. While designing the 13 criteria for the assessment of websites we have made emphasis on usability, accessibility, and interactive aspects.

Quality Criteria

- Usability: The government agency websites and applications should be user-friendly, intuitive, and easy to navigate.
- Accessibility: Websites and applications should be accessible to users with disabilities, complying with relevant accessibility standards.
- User Experience: Users should have a positive experience while interacting with the websites and applications, with clear layouts, engaging content, and efficient functionality.
- Content Accuracy: Information presented on the websites and applications should be accurate, up-to-date, and relevant to users' needs.
- Feedback: Incorporating feedback from sponsors and mentors to ensure alignment with project goals and objectives, as well as best practices in website evaluation and enhancement.

Measures

- Usability: Analyse user feedback and behaviour to identify any usability issues and areas for improvement.
- Accessibility: Perform accessibility audits using automated tools to identify and address any accessibility issues.
- User Experience: Conduct user journey mapping exercises to understand and improve the user experience across different touchpoints.
- Content Accuracy: Monitor user feedback and complaints related to content accuracy and address any issues promptly.
- Feedback: Schedule regular meetings with sponsors and mentors to present project progress and receive feedback on evaluation methodologies, findings, and recommendations. Incorporate feedback into project plans, recommendations, and deliverables to ensure alignment with best practices and project objectives.

How will they be met?

- Usability: Design iterations based on user feedback will be implemented to improve the overall usability of the websites and applications.

- Accessibility: Automated accessibility testing tools will be used to perform regular scans and identify accessibility issues.

- User Experience: Analytics data will be analysed to track user engagement metrics and identify patterns or trends that indicate areas for enhancement.

- Content Accuracy: Content management processes will be established to ensure that content is regularly reviewed and updated as needed.

- Feedback: Regular meetings with mentors will be scheduled to present project progress and solicit feedback on evaluation methodologies, findings, and recommendations. Mentor feedback will be documented and incorporated into project plans, recommendations, and deliverables to ensure alignment with best practices and project objectives.

Critical Success Factors

In our project, we have identified several critical success factors that are pivotal in achieving our goals effectively. These factors are intricately connected and collectively contribute to the overall success of the project. Here's how each factor plays a vital role:

- Effective Evaluation Criteria: Developing comprehensive evaluation criteria covering usability, accessibility, interaction, and user experience elements is paramount. These criteria form the basis for accurately assessing government agency websites.

- Thorough Website Assessment: Conducting a thorough evaluation of 20 government agency websites based on predefined criteria ensures a holistic understanding of their current state and identifies areas for improvements.

- Actionable Recommendations: Providing practical and feasible recommendations for website improvement based on evaluation findings is crucial. These recommendations must align with the project's objectives to effectively enhance usability and user experience.

- Dashboard Development: Creating an informative and visually appealing dashboard to visualize evaluation results and recommendations is key. The dashboard should offer stakeholders insights into website performance and prioritize areas for enhancement.

- Alignment with Project Goals: Ensuring that all project activities align with defined objectives and scope is essential. Every task and deliverable should directly contribute to improving website usability, accessibility, and user experience.

- Effective Communication: Maintaining open and effective communication channels with sponsors, mentors, team members, and stakeholders throughout the project is crucial. Regular updates, feedback sessions, and meetings keep everyone informed and engaged.

- Adherence to Timeline: Sticking to the project timeline and meeting predefined milestones is critical for success. Efficient time management ensures that project activities progress smoothly and are completed within the allocated time frame.

- Resource Management: Effectively managing human, financial, material, and time resources is essential. Proper allocation and utilization of resources ensure that project tasks are completed efficiently and effectively.

- Quality Assurance: Implementing quality assurance measures to ensure the accuracy, relevance, and reliability of evaluation findings and recommendations is crucial. Regular reviews, feedback sessions, and quality checks maintain the integrity of project outcomes.

- Flexibility and Adaptability: Remaining flexible and adaptable to unforeseen challenges, setbacks, and changes in project requirements is essential. The ability to adjust strategies, timelines, and resources as needed ensures that the project stays on track towards achieving its goals.

By focusing on these critical success factors and ensuring their effective implementation, we are poised to achieve our project objectives and deliver impactful outcomes.