THE MOVIE POD

ISYS2110

Final Project Report

Name | SID

Inika Anand | 510545406

Ryan Padamadan | 510283373

Noe Chacko Jacob | 510207807

Satvika Vyas | 490596683

Executive Summary

In today's digital era, establishing a strong digital presence is crucial for businesses. A well-designed and functional website serves as a powerful tool to attract users to the business's services. However, the current system in place suffers from an outdated design that fails to deliver a satisfactory user experience. To address these issues and create a digital presence, a new system needs to be designed.

To ensure the effectiveness of the new system, valuable feedback and insights were collected from both users and staff. By conducting surveys, interviews, and analyzing customer support data, the business obtained valuable information to identify pain points and user preferences.

The new system is designed based on the principles of Human-Computer Interaction (HCI) theory. This approach emphasizes a user-centric design, focusing on intuitive navigation, clear information architecture, and engaging visuals. By incorporating HCI principles, the business aims to improve the user interface and enhance the overall user experience.

By building a digital presence and addressing user complaints, the business can strengthen its online presence and attract a larger user base. The new system, designed based on HCI theory and guided by valuable feedback, is expected to significantly improve the user experience and establish the business as a prominent player in the digital landscape.

1. Planning

1.1 Client Brief

Our project sponsor, the Iglu Management Team[1] realised there were fundamental issues with the current system that prevented the system from aiding the business needs. Iglu is a student accommodation that provides facilities and services to students. One of these facilities includes a private cinema. Students are allowed to rent a private cinema and play movies. However, the Iglu management team has been receiving a lot of complaints about the booking system being hard to use, and not enough information being present for clients to understand the facilities and services. The management team requested a review of the current system to improve and solve issues reported by the users.

In order to understand the requirements to build a system that can solve these issues, it was essential to understand our target users. Iglu is a student accommodation solely for university and high school students. Additionally, the student accommodation hosts a lot of events that can be opened up to the public. This includes users who would want to book the cinema for events or long periods of time.

With the target users in mind, a requirement analysis was conducted to build a system that pertains to these users.

1.2 System Request

Iglu aims to provide services and facilities that relate to booking a private cinema. The current private booking cinema system should be able to aid the clients in being able to easily book the cinema and understand the facilities offered. However, the current system is not able to help meet this business need. Therefore, the new system should be designed in a way where the criteria of being able to attract users to book the system are met.

A new system will help Iglu meet its business needs by attracting more users, informing users about services offered, and allowing users to book the cinema online easily. The new system should help the business generate more revenue considering it is being built to solve issues that current users face. Furthermore, it will also help with some intangible assets such as a website for the company and improvement in the business's reputation to be able to provide users with good services.

[1] Please note that any information and reference to the IGLU management team is based on real data that our group members have collected through the requirements-gathering process. Therefore deeming the problem statement to be a real example used from our everyday environment.

2. Analysis

The analysis process consisted of gathering the requirements and analysing them, from which functional and non-functional requirements for the new system were generated. The requirements were then modelled for a graphical representation of what the system aims to accomplish.

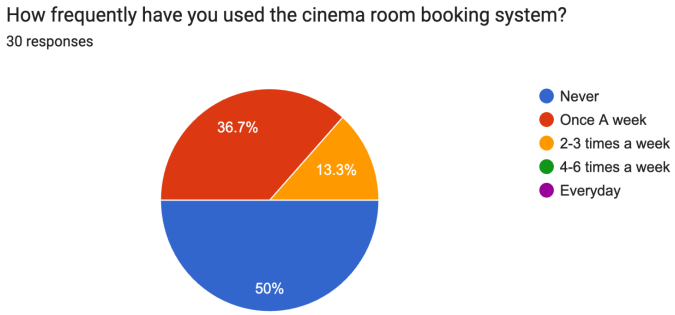
2.1 Requirement Gathering

The goal of the requirement-gathering process was to comprehend the flaws with the current system. In order to enhance our understanding and gather insightful information for the requirement analysis, it was decided to gather feedback from both the system users and the organisational management. The methodology to gather these requirements was a questionnaire for the system users and an interview session with the organisational management.

Questionnaire

We selected the participants who were students living at Iglu and the members of the Iglu management to answer questions. When designing the questionnaire we logically grouped questions based on feedback on the current system, services that should be included in the new system and any suggestions for the new system. There was also an option provided to remain completely anonymous while filling out the questionnaire.

The questionnaire was sent out to a section of randomly received about 30 responses in total[2]. These responses included complaints and feedback for the current system as well as suggestions for the new system and services. About 50% of users have never used the online booking system, with about 37% of users using the booking system on a weekly basis.

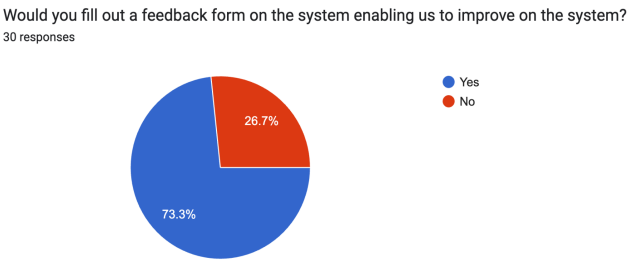


Many users complain about not being able to book for an amount larger than two hours, the system is slow, and not being able to change a booking. There were also many user complaints about the design of the system, such as the system was not a responsive design, difficult navigation and over-cluttered content. The feedback indicated that the design of the website was clearly giving the users a frustrating user experience and the outdated technology was causing users to avoid using the cinema booking system completely.

The questionnaire responses also included various features that could be included in the new system such as allowing the website to adopt a calendar format to be able to pick the dates for booking the

[2] Questionnaire Responses

room. Other suggestions included making the website user-friendly, including more graphics and allowing booking changes. Multiple users commented on suggestions for services that included additions to the menu items, agreements on adding a movie database, and including multiple display options. Lastly, about 73.3% of users said they wouldn't mind filling out a feedback form.



Interview

The interview was conducted with two members of the Iglu Management Team[3]. The Iglu Management team stated that while the system works the way it's supposed to which includes creating and cancelling a booking there are still students who complain about the system. The team members said that the system's goal was to automate the booking process, however, the client's complaints cause issues because clients frequently come to the front desk for assistance. For example, the booking system has a two-hour time limit for each booking however sometimes movies take longer and due to this the team has to override the time manually. The team also mentioned that the system automatically sets the dates to 7 days apart which makes booking the cinema inconvenient for the user. The management team emphasised that the system should "minimise time and capitalise on the user's impulse." The management also mentioned that they would like some fun features, catchy titles and nice pictures to be added to the system to enhance the user experience.

2.2 Requirement Analysis

Upon grasping the challenges associated with the existing system, the requirements for the new system were drafted. Each requirement for the new system was in relation to either the feedback or suggestion given by the management or system users.

Functional Requirements

The following is a table of all the functional requirements and how they relate to the requirements-gathering process.

User Feedback	Functional Requirement
The management asked to automate all processes in the new stem. Hence the new system should be able to create and cancel a cinema booking. This also includes allowing users to see their booking information automatically	The user should be able to sign in or login The user should be able to create a booking for the private cinema. The user should be able to cancel a booking

[3] The interview video is attached in the zip file of the project.

	for the private cinema. The user should be able to view a booking ticket that shows the confirmation of their booking.
Users complained about not being able to update a booking for the private cinema	The user should be able to edit a booking for the private cinema.
The management requested that users know what services and facilities iglu management offers.	The user can view information about the system, menu items, movie selections, display options, FAQs and pricing.
The organisational management and the system users both agreed that having a movie database would be beneficial. However, the user should also be able to play the movie through their own device.	The user has a movie selection page that can be sorted by title, genre or year. The user can select to play the movie from their own device when booking the private cinema.
The management requested that there be some fun features, catchy titles and pictures that add to the website's user experience.	The website should include parallax scroll, animations and pictures of the cinema.
Additionally, the management team requested for there to be a feedback form and the system users agreed that they wouldn't mind filling a feedback form.	The users can submit questions or feedback about the system or movie selections through a feedback form.

Hence, the following are the functional requirements drafted for the new system:

1. Manage Cinema Bookings
    I. The user should be able to login to the system or create an account.
    II. The client creates a booking for the cinema rental service
    III. The user updates a booking for the cinema rental service
    IV. The client cancels the booking.
    V. The client can view the booking ticket with the booking information such as the date of booking, booking number and client name
2. Information Display
    I. The user can view an about us page, a page for menu items, a page for movie selections, and pricing information
    II. The user should be able to view the privacy policy, FAQs and helpdesk information
    III. The website should include a page with a parallax scroll, a page with animations and at least two pictures of the cinema.
3. Movie Selection
    I. The user should be able to view a selection of movies that are offered

II. The user should have the option to order the movies by title, genre and year
III. The client should also have the option to choose their own device to play the movie in the booking form.

4. Feedback
   I. Users can submit questions or feedback through a feedback form.

Non-Functional Requirements

The following table displays the non-functional requirements that were derived from the user's feedback.

User Feedback	Non-Functional Requirement
The users complained about the website not being mobile-friendly.	The website should adjust screen size based on the device
The users said that the system was sluggish	The system should load pages in two seconds or less
The website is not user-friendly	The system should load the correct pages on the clickable item.

While some non-functional requirements were derived from the user feedback, most non-functional requirements were derived from analysing what the system should consider when considering operations, performance and security.

The following are all the non-functional requirements summarised:

1. Operational Requirements
   I. The system should operate on Linux and Windows environments
2. Performance Requirements
   I. The system should load pages in two seconds or less.
   II. The system should load the correct pages based on the clickable item
   III. The system should adjust the screen size based on the device
3. Security Requirement
   I. The user should not be able to return to the previous page after logging in or signing in.
4. Cultural or Political Requirements
   I. No special cultural or political requirements are anticipated.

2.3 Requirement Modelling

Use Case Scenario

The following use case is for the user making a booking for the private cinema through the booking system.

Use Case Name	Make a booking
ID	1
Importance Level	Medium
Primary Actor	Old User
Stakeholders	User – wants to make, change or cancel the booking Iglu Management – wants to ensure the user's needs are met ijn a timely ma
Brief Description	The use case describes how we make a booking as well as updating a prev booking
Trigger	User logs in and clicks on create booking or clicks on update booking.
Relationships:	
Association	Admin, New user, Old User
Include	
Extend	Update Booking, Add your own Movie/ Tv Show,
Generalisation	Manage Bookings
Normal Flow	1. The user logs in to the website. 2. The user can update their personal information 3. The user selects manage booking. 4. The user selects Create a booking, Update a booking or Canc booking. a. If Create a booking is selected subflow S1 is executed b. If Update a booking is selected subflow S2 is executed c. If Cancel a booking is selected subflow S3 is executed 5. The user confirms the booking and makes the payment. 6. The availability of the cinema room is updated.
Subflow	S1 – Create a booking 1. The user selects one of the available time slots. 2. The user proceeds to select a movie/Tv show from the list. S2 – Update a booking

	1. The user goes to manage bookings and proceeds to update the l booking. 2. The user updates the booking time or move/Tv Show selected. S3 – Cancel a booking 1. The user finds the booking and clicks cancel booking.
Alternate Flow	1. There is no available time slot for the cinema room. The user logs o 2. Payment is declined and the booking is denied. 3. The user chooses to airplay his own movie. 4. The user hasn't made a booking to change or cancel it.
Pre-Condition	The user has logged in to the system
Post-Condition	The booking is saved into the database and the availability is updated.

The following use case scenario is for the user that makes an account to sign in.

Use Case Name	Make an account
ID	2
Importance Level	Medium
Primary Actor	New User
Stakeholders	User – wants to make, change or cancel the booking Iglu Management – wants to ensure the user's needs are met ijn a timely ma
Brief Description	The user creates an account and logs in
Trigger	The user clicks create account
Relationships	
Association	Make New User Booking
Include	Create new User / Sign up
Extend	
Generalisation	
Normal Flow	1. The user wants to make a new booking so clicks on create account. 2. The user fills in the required information such as username, e address, password and so on. 3. The user submits the form and the account is created.

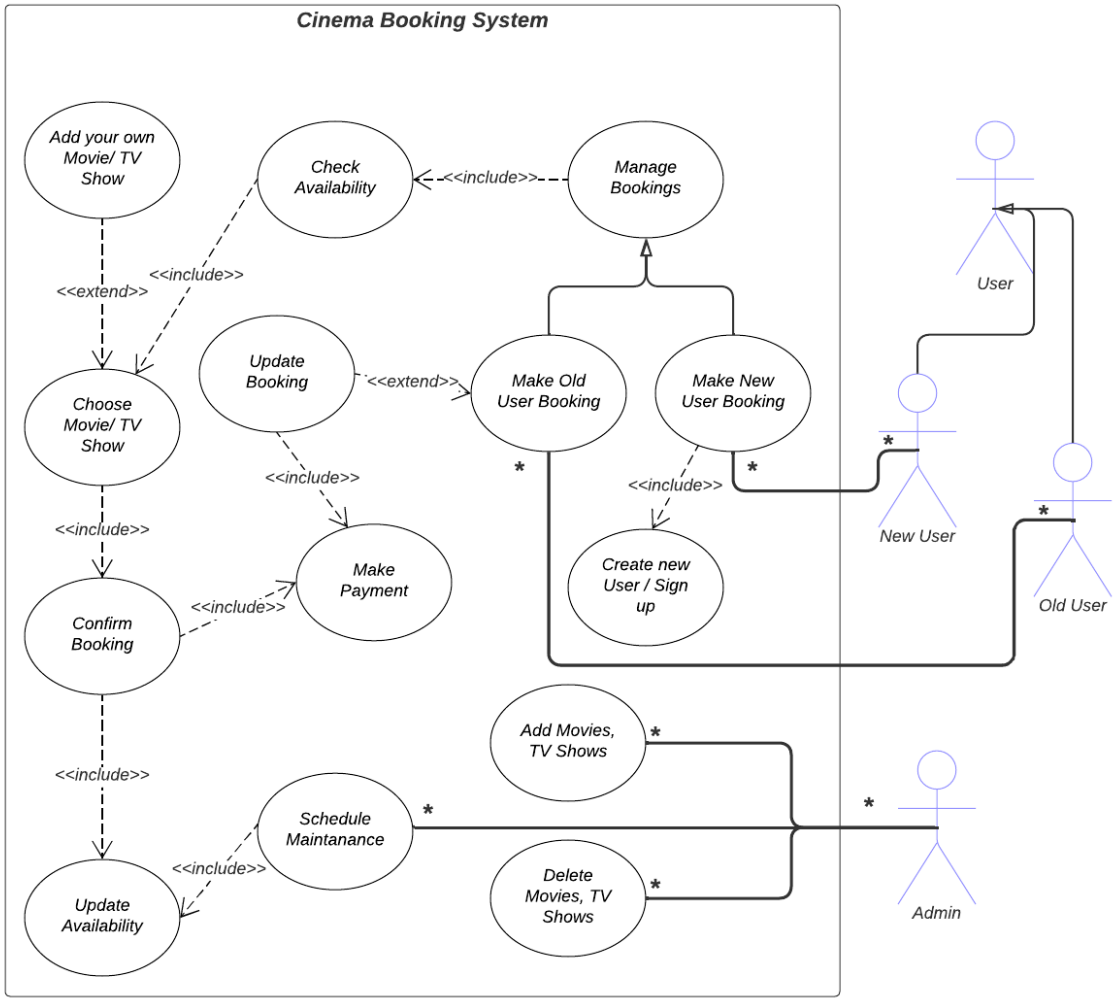
	4. The user is then automatically logged into the system.
Subflow	
Alternate Flow	1. The email address has the invalid format and the system tells the us try again. 2. An account with the provided email address already exists and the is prompted to sign in instead.
Pre-Condition	The user does not have an account
Post-Condition	The account is created and saved in the database.

The last use case is to add a movie and the TV show to the system.

Use Case Name	Add Movie/Tv show
ID	3
Importance Level	Low
Primary Actor	User
Stakeholders	User – wants to make, change or cancel the booking Iglu Management – wants to ensure the user's needs are met ijn a ti manner Admin – wants to ensure that the movies/Tv shows list is updated regularly
Brief Description	The user fills a feedback form to request an addition of a new movie/Tv sho
Trigger	User submits the feedback form
Relationships	
Association	
Include	
Extend	Add your own Movie/ TV Show
Generalisation	
Normal Flow	1. The user completes their booking and proceeds to fill in the feed form. 2. The user suggests certain movies and Tv show to be added to the and submits the form.

	3. The admin receives the form and decides whether to add the movie not. a. The subflow S1 is followed if the movie is to be added b. Subflow S2 is followed if the suggested movie is rejected 4. The feedback form is acknowledged and the user receives the upd on it.
Subflow	S1 – The admin decides to add the movie 1. The movie is uploaded into the database 2. The cinema room is scheduled for maintenance 3. The movie is added to the database S2 – The admin decides not to add the movie 1. The suggested movies are saved for future references.
Alternate Flow	1. The suggested movies do not exist. Then the feedback is rejected. 2. The suggested movie already exists, Then the admin sends an upda the user
Pre-Condition	The user is logged in and has completed his booking
Post-Condition	The movie selection page is updated

Use Case Diagram



There are two main actors in the use case diagram namely the Admin and the User. The user is further divided into New User and Old User. For a new user, they need to create a new account before they make a new booking which is represented by the include relationship. For an old user they can either update their previous booking and make a payment or make a new booking which is represented by the extends relationship. When we manage booking we need to check the availability of the cinema room. Then the user chooses the Movie/Tv show. Here the user has an option to Add their own Movie/Tv show which is shown by the extends relationship. Then the booking is confirmed and the payment is collected. The availability of the cinema room is also updated. The Admin can add or remove Movies/Tv shows. They can also schedule maintenance jobs for the cinema room such as adding new speakers or cleaning which will update the availability of the cinema room.

3. Design

All design aspects of the website were thought of based on the functional requirements and the design decisions made by the team in order to improve the user interface and experience of the website.

3.1 Interface Standards Design

Interface Metaphor: It was decided to include an interface metaphor in the new system's design. The metaphor would have to be something related to the cinema booking systems. Considering that one of the functional requirements was that the user should receive a booking ticket, an interface metaphor can be used here by simply replicating the display of the booking ticket with a real-life booking ticket.

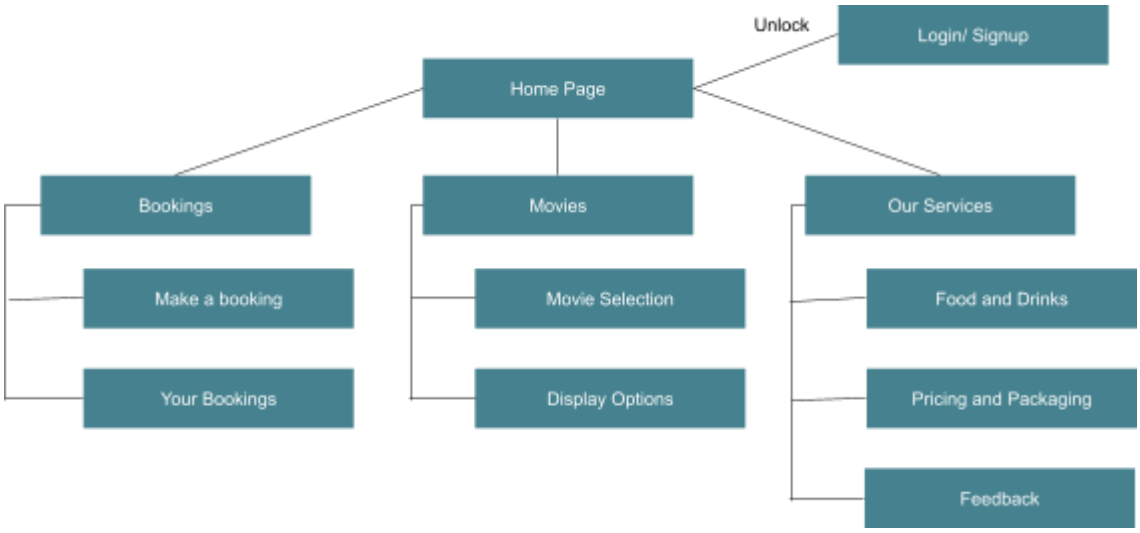
Interface Objects: Considering that the website requires a booking to be made it can be denoted that there will be various interface objects that will be used such as buttons, input fields, drop-down selections and menus, alerts and notifications.

Interface Actions: Considering the interface objects that are being used, there is a certain set of interface actions the user can perform. For example, for buttons and input fields, the user will have to click and enter data. A very important interface action would be submitting forms, specifically referring to the booking system form. Furthermore, in order to meet one of the functional requirements the system interface will also include parallax scrolling, which means another important interface action of the user will be scrolling to be able to view information. Only submitting forms, clicking buttons and entering data will require mouse clicks from the user. The rest of the website will be designed in a way where minimum use of mouse clicks will be required.

Interface Icon: The only interface icon for which there is a requirement in the system would be the user icon indicating that the user has logged in or the user is currently in session.

3.2 Navigational Design

The navigational design of the system consists of two types of menus combined into one: a navigational menu bar and a drop-down menu. The drop-down menu has been made hoverable in order to reduce the number of clicks. The navigational system aims to prevent mistakes by labelling all the pages that can be visited by the user. It can allow for recovery of mistakes by simply pressing the back button in the web browser, or by going to the navigational menu and selecting a new page. The design has been kept consistent across all pages to be able to optimise recovery from mistakes and prevent mistakes. Each section in the navigational system uses consecutive grammar order.



The navigational system uses three 2 levels of hierarchical navigation as shown in the site map above. The pages are logically grouped and sub-categorised according to the function that each page performs. However, to be able to access anything besides the homepage, a login/ account creation is required. Refer to the Appendix for a windows navigational diagram[4] for the entire system.

3.3 Input Design

The system uses batch processing because upon taking the inputs they will be stored in a large dataset which would supposedly include entries from all possible users. Hence, it was beneficial to use batch processing in all the forms instead of online processing. Additionally, since the management team had requested to capitalize on the user's impulse and remove the number of clicks and steps it takes to book the system, online processing would not have served the correct purpose.

The input is designed in a way where it focuses on capturing the data at the source. Since the system should avoid making changes to the data later in the system, it is important to get the data in the correct format before storing it in the dataset. Hence, HTML input validation methods have been included to automate the process of booking a system and avoid users needing assistance when booking the system. The following input validation checks need to be made to ensure correctness in the system: a completeness check, a format check and a range check. The way these checks have been implemented and maintained is explained in detail within the input validation in the development section[5].

[4] Refer to the appendix for the windows navigational diagram
[5] Refer to input validation section

3.4 Principles for User Interface Design

In accordance with the principles of design, the following is an in-depth analysis of the design decisions made for the website.

Layout

The aim of designing the website layout was to keep it as minimalistic as possible due to users complaining about the website being over-cluttered and chunky. Therefore to limit the amount of content on each page the website consisted of multiple pages. The layout consisted of areas on the screen such as the top section of the screen was solely for navigational purposes and the centre of the screen was designed for information and forms.

Lastly, some pages have a footer, which displays company information and contact methods. Each page was logically grouped in the top navigation and each page included only one aspect of information. Such as the booking page should only be used for booking purposes. The wireframes below show two pages: the booking page and the your tickets page. Both wireframes are minimalistic, uncluttered, and optimised to complete only one task[6].

Content Awareness

To enhance the user's content awareness, the system is designed with labels, headings, and error-handling messages. The user can clearly tell which page they are on and what information the page is displaying. Additionally, content awareness is increased due to the minimalist layout design as described in the above section. All input fields have labels and placeholders where required to inform the user on what information needs to be entered and in which format. Furthermore, the user will be notified if the content they are entering is in the incorrect format through error messages.

Aesthetics

When designing the system, the aesthetics had to be pleasing to the eye as well as in coordination with the business's branding style. Iglu student accommodations have brand colours which include orange and black. Therefore, when designing the system these colours were used throughout the website. However, due to the minimalistic layout design, there was too much white space in the website. This white space was then designed to be used for pictures and animations to meet one of the functional requirements.

User Experience

Since most of the users complained about not having a good user experience with the website. The design was changed to accommodate a new booking system, including an interface metaphor of a booking ticket and include a design that prioritised ease of use. While the system is designed to be balanced between both ease of use and ease of learning, this system is an improvement from the

[6] Please refer to the appendix for more wireframes for different pages.

current system because all features that have been added prioritise ease of use. For example, the navigational design aims to reduce the number of clicks because of the hoverable features that have been included, however, since it's a complex navigational design it also allows for novice users to be able to learn about the system. Another example is the interface, which is minimalistic and hence easy to use but has high content awareness, making it easy to learn about the new system.

Consistency

This is a possible principle that the new system may lack. Our system is consistent in terms of functionality for example the navigational bar at the top is consistent throughout all pages of the website. However, when it comes to aesthetics the only consistent feature is the colour scheme. This is because some pages have parallax scrolling and animations whereas others are plain and information based. While this may have a positive affect on some users because each webpage of the website will have at least one unique feature, it may prevent the users from being able to predict what will happen before they perform a function.

Minimal User Effort

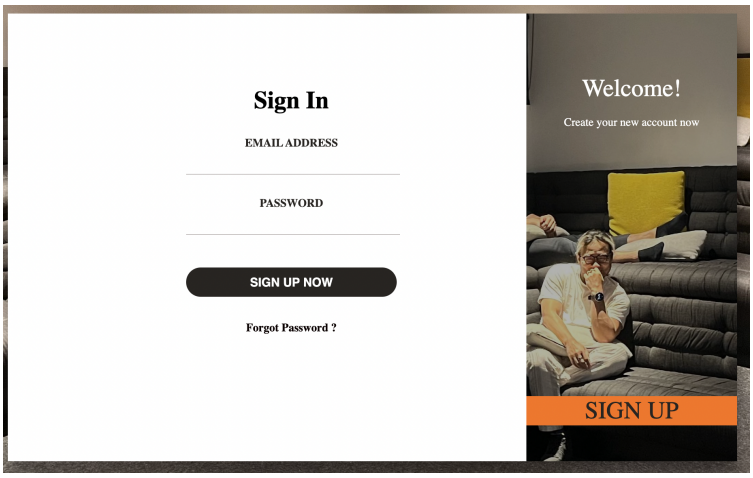
The interface is highly simple to use. The design aims to have a maximum of three mouse clicks until the user starts performing work. One of the main goals when designing the system was to achieve this, hence all other principles of design have also been tweaked for the system to be able to achieve minimal user effort.

4. Development

After designing the key features of the system, the next phase would be to move to the development of the new system. The HTML prototype created is able to display how the new system would work and what the user interface would look like.

When the user enters the website, the index page looks like this. Upon scrolling down the user is presented with parallax scroll features such as the image change to the following upon scroll.

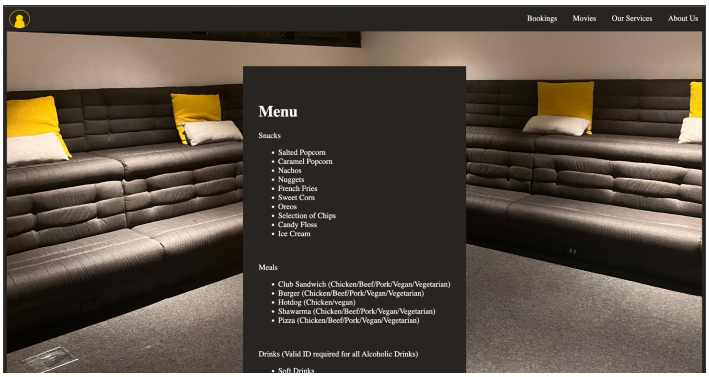
The user can scroll down to see the about us and FAQs section. Additionally, the website has a footer that displays contact information and the company's privacy policy. The user can go to the top navigation and click sign up upon which theta redirected to the sign-in page.

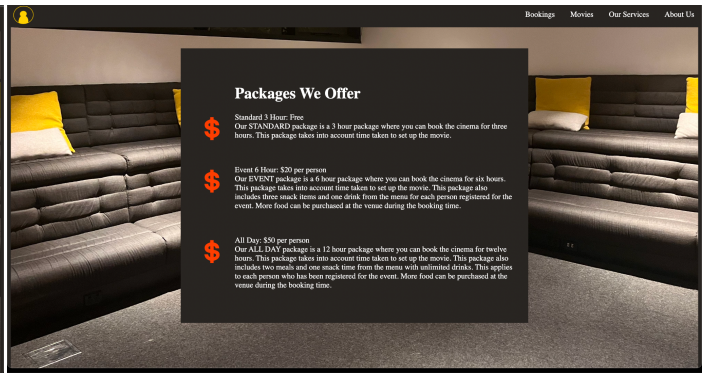


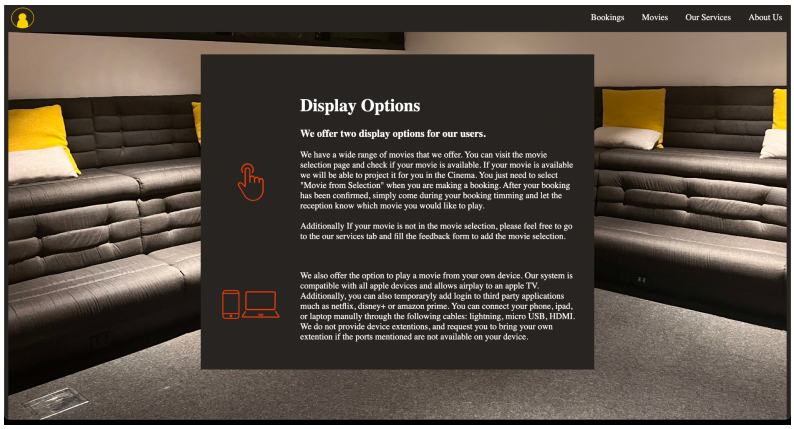
In this page, another animation feature was added when switching from sign-in to sign-up to meet the functional requirements. Additionally as required by the client, pictures of the cinema were added to the background to improve the aesthetics and layout of the website. Adding this animation helped declutter this page from the initial wireframe design[7]. When correctly entering the right format of the input and clicking the sign up now button the user is redirected to the homepage of their account.

The user can tell that they have logged into their account with the icon on the top left. This page also implements parallax scroll features similar to the index.html page. The top menu bar of the page is a constant that will stay the same throughout all pages. The top navigation uses hoverable features such as when hovering over bookings the drop-down menu opens up giving the user the option to navigate to these pages.

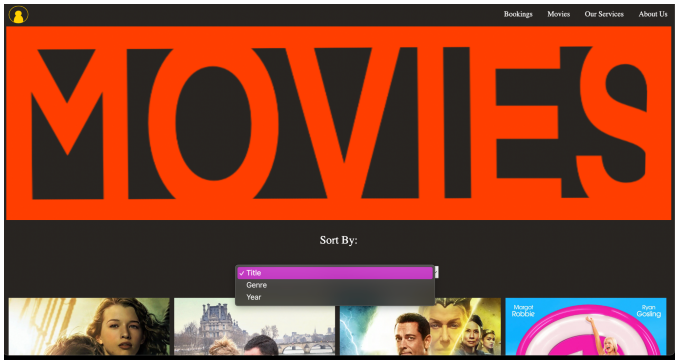
[7] Refer to Appendix for the wireframe for the sign in page



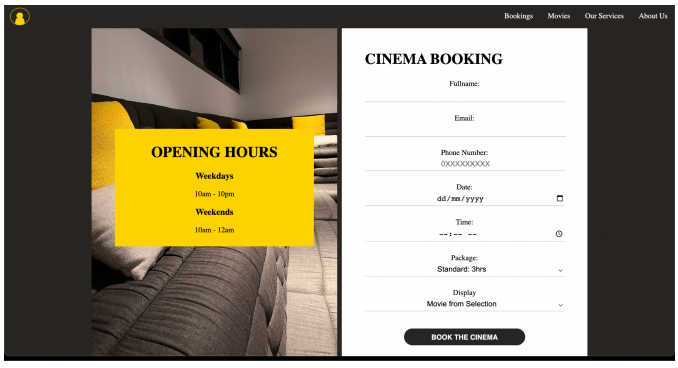




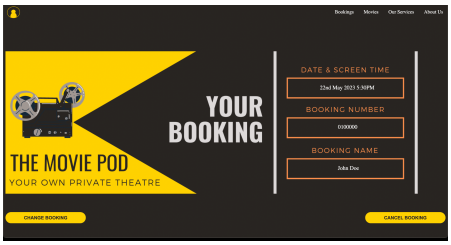
These are the information pages of the website. These pages hold only information regarding the services. The layout for these pages was kept very minimalistic since these pages were designed only to display information. The use of icons here adds some graphical representation to each image and adds to the aesthetics. These pages were made to be consistent.



One of the functional requirements was to include a movies selection page and order movie selections according to the title, genre and year. This page is the only page that is a bit inconsistent with the rest of the website, however since it is able to meet the functional requirement the design was not improved.

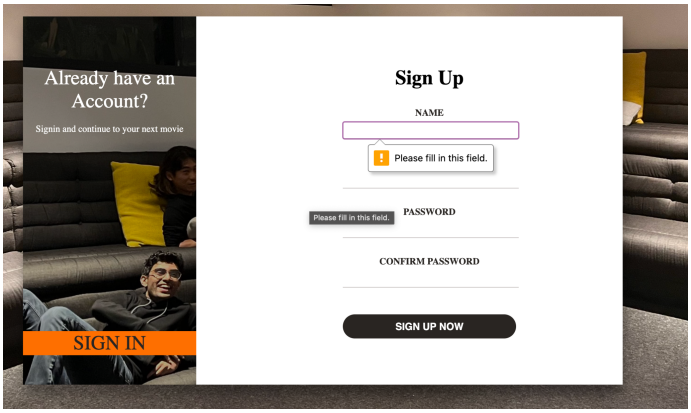


The last page is the make a booking page. This page uses HTML form attributes to allow users to make a booking to the system. When users click to make a booking, they are redirected to a new page that confirms their booking by displaying a booking ticket. The booking ticket was designed to be able to replicate a real ticket.

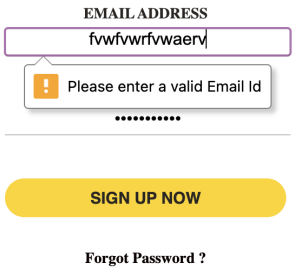


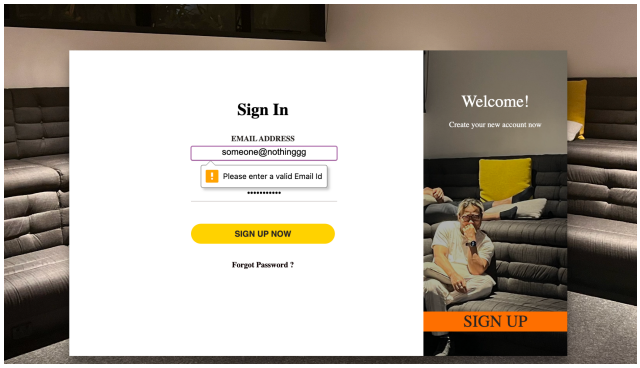
4.1 Input Validation

The input validation methods that have been implemented into the prototype prevent users from being able to submit forms that are in the incorrect format. The input validation methods included in this prototype include a completeness check, a format check and a range check. The completeness check is accomplished by putting the `required` attribute for input tags in HTML. This attribute prevents the form from being submitted if there is an empty field that is required. There is also an error message that is displayed when this attribute is used as shown in the image to the right.



The format check is completed in two ways. One way the forms check for the correct format is through the `type=" "` attribute in HTML. This attribute checks for the type of input being entered and then checks if it matches the standard format. For example, below the email that is being entered is in the incorrect format, hence the form refuses to submit. It also returns an error message which informs the user to enter a valid email ID.

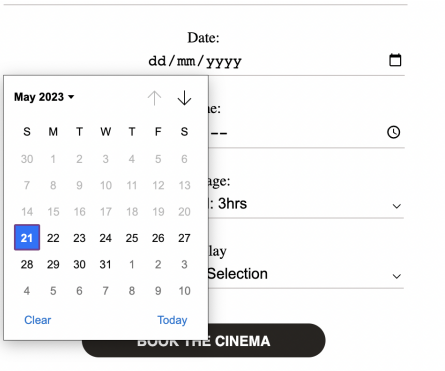




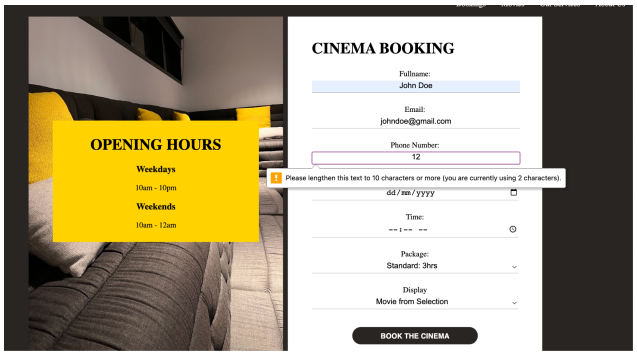
The last check is the range check, while the range check is usually done for numeric values, a small range check has also been implemented in the date value. Since the cinema booking can not be made for yesterday. The following Javascript code has been implemented to date input.

```
Window.onload = function() {
    var today = new Date().toISOSting().split('T')[0];
    document.getElementByName("date")[0].setAttribute('min', today);
}
```

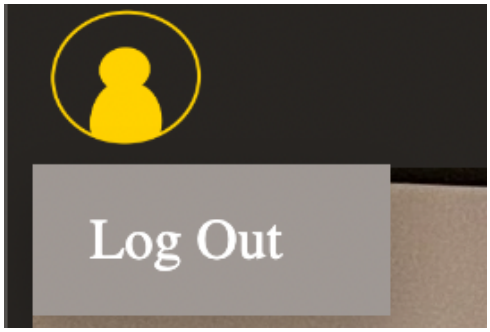
The following function just simply removed the option for the user to be able to select dates before today. While this method is not perfect because it does not take into account timezone, it's still beneficial to implement for avoiding user errors. The image to the right shows how the calendar has been set to today and all days before today are marked in light grey. When the user tries to select one of those dates the user will not be able to do so and the date will be set back to today.



Another range check is demonstrated to the right. This range check does not require Java script and is done using the `min=" "` and `max=" "` attributes in HTML. For this check the max and min have been set to 10 digits because a phone number excluding the country code is exactly 10 digits long. When the user tries to enter an invalid number of digits the error message is displayed telling the user that the number of digital they entered is incorrect.



4.2 Security Implementation

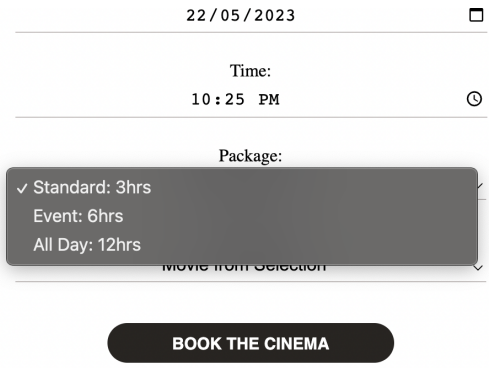


One of the non-functional requirements stated that the user should not be able to return to the previous page after logging out of their account. This means that if the user logs out and presses the back button they should not be able to return back into their account. This security requirement is implemented in the prototype by denying users the ability to press the back button once they log out. This is done by using the following javascript code.

```
function stopBack() {
      window.history.go(1);
}
```

This function simply stops users from being able to back a page with the back button and every time the user presses the back button after logging out the page will simply reload instead of returning to the previous page.

4.3 Avoiding Errors and Error Handling



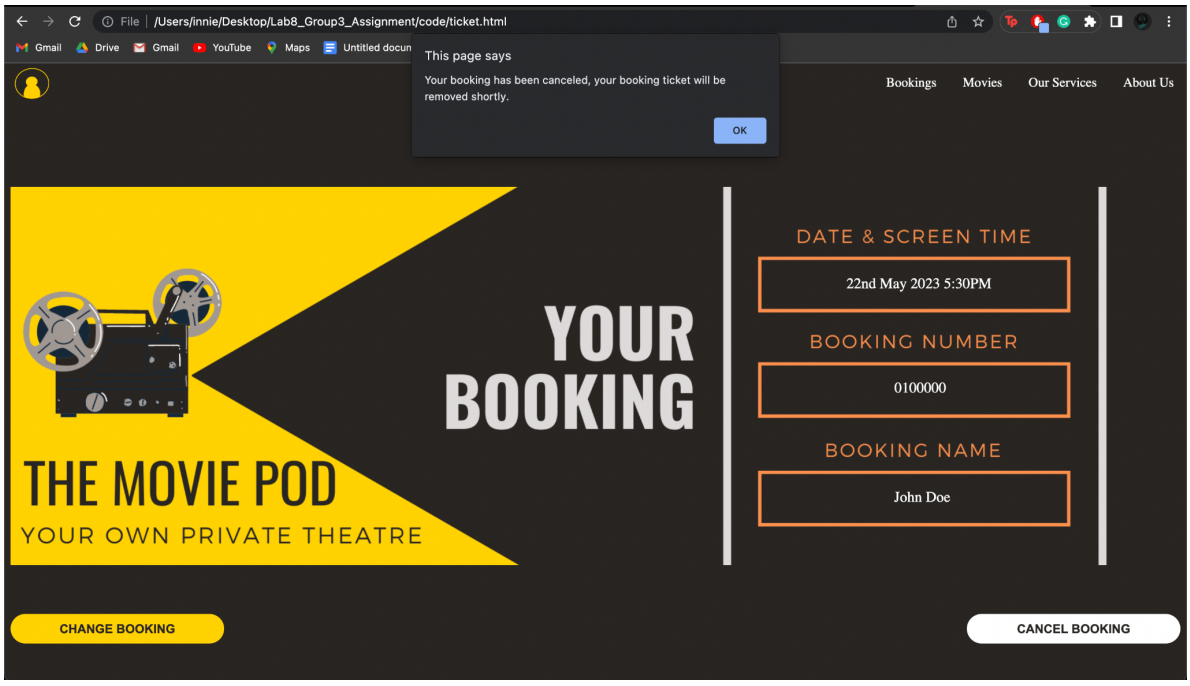
The pages have been designed as a way to avoid errors. Where needed select inputs have been used. For example, instead of allowing the user to enter a package, there is a selection present from which the user can choose with the default value being set to the first option as shown on the image to the right.

Users can also use the back button in the web browser to be able to undo it if they entered the wrong page. However, if users log out they will not be able to return to the same page.

There is also a need for a confirmation message when the users cancel the booking. The confirmation message is implemented using java script.

```
onClick = alert('confirmation message')
```

This sends out an alert with a confirmation message when the button is clicked as shown below.



5. Reflection

The feedback from our interim presentation was particularly useful as it aided in our information systems development journey in an iterative and incremental manner.

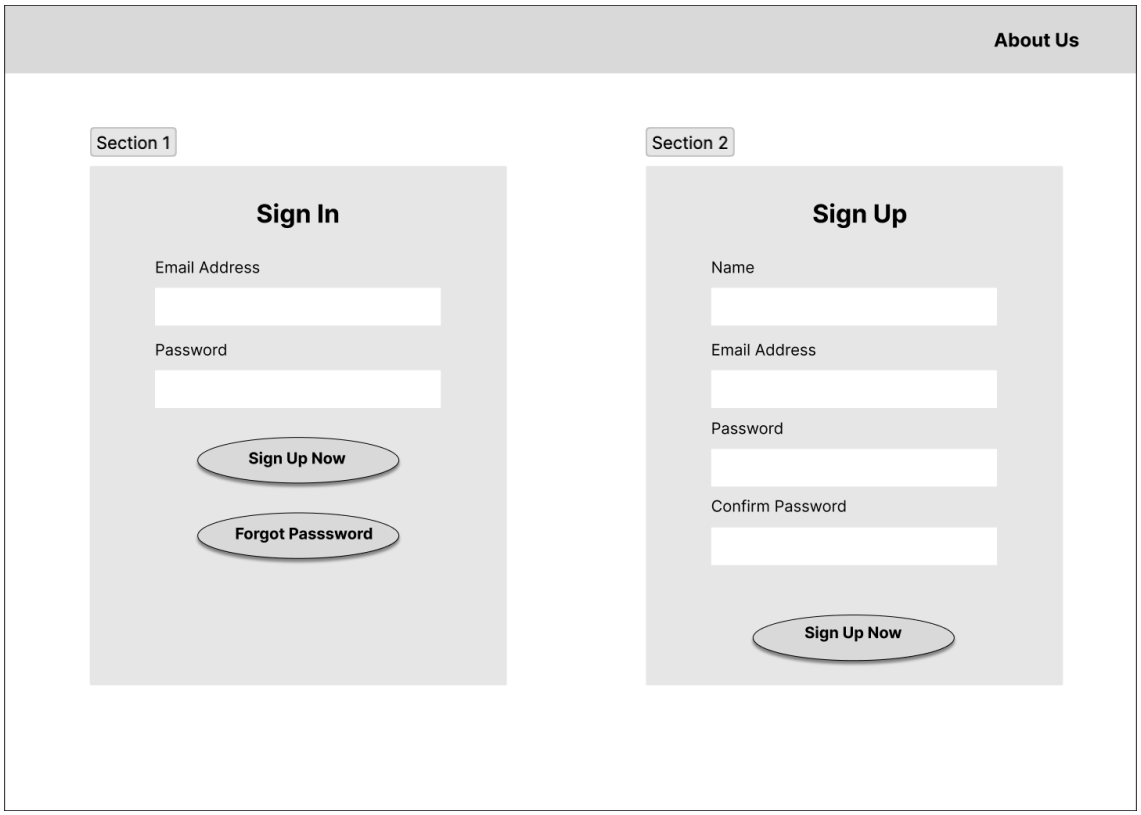
We received positive feedback on our use case diagram, some questions on the topics that were unclear from our presentation such as motives behind selecting our target users, and some affirmative feedback that changed our functional modelling.

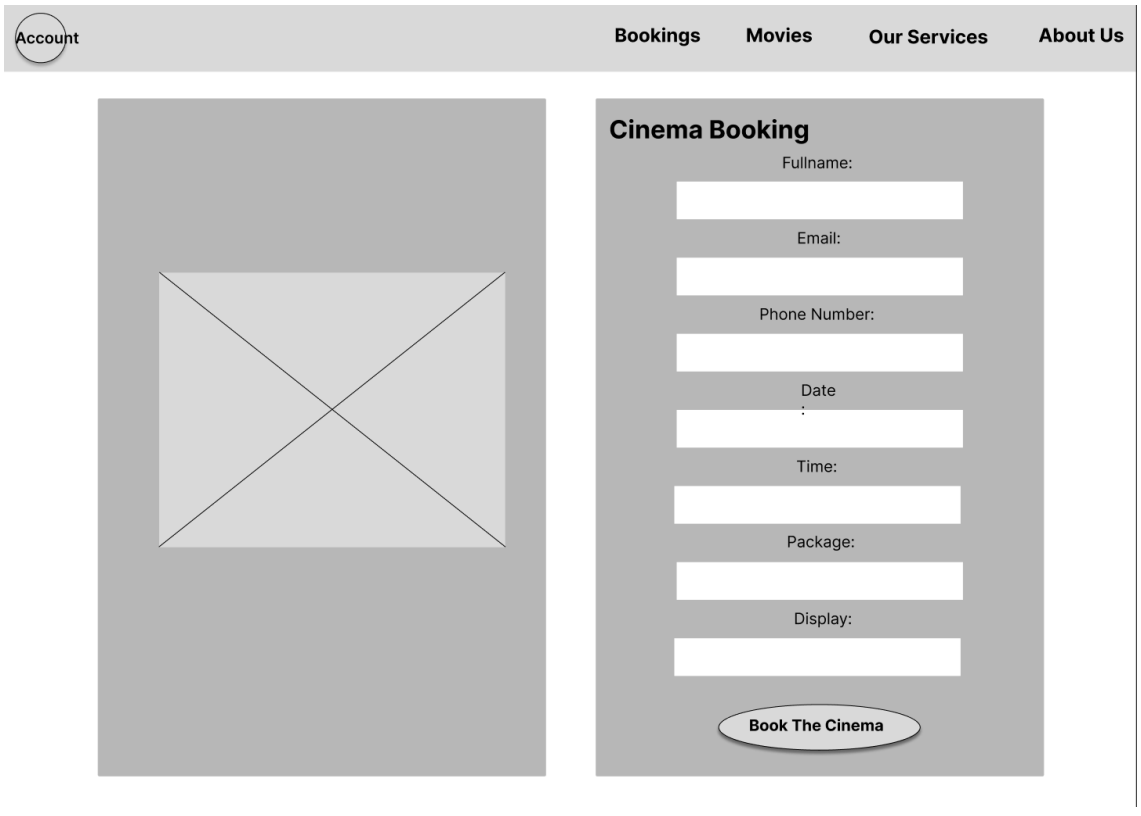
Examining and learning from this feedback our information system evolved over time. We originally included the same requirement “view booking ticket” in our functional and non-functional requirements. Considering our tutor’s remark on it and while building our prototypes we realised that it was unpragmatic given that we only used HTML to achieve this requirement. Hence, we removed it from our list of functional and non-functional requirements.

Similarly, from the presentation we realised that our reasoning behind our chosen target audience (university and high school students) was unclear. We made sure to address this in our report’s client brief section and in our project video. Furthermore, we explained that Iglu is a student accommodation and hence, people who use its services are university students which motivated us to select our participants for Requirements Determination Processes based on roles like project sponsor and key business users that people take and hence can provide important information.

Appendix

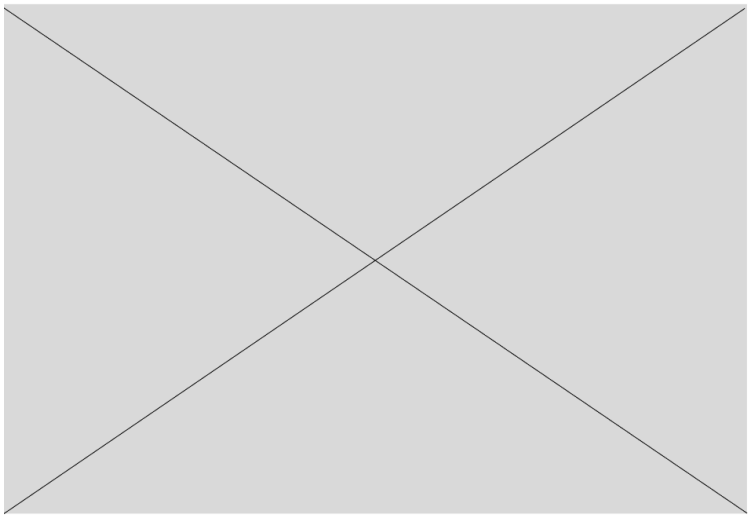
Wireframes


About Us
Section 1
Sign In
Email Address
Password
Sign Up Now
Forgot Passsword
Section 2
Sign Up
Name
Email Address
Password
Confirm Password
Sign Up Now


Account
Bookings
Movies
Our Services
About Us
Cinema Booking
Fullname:
Email:
Phone Number:
Date
:
Time:
Package:
Display:
Book The Cinema

Account

Bookings Movies Our Services About Us



DATE & SCREEN TIME

BOOKING NUMBER

BOOKING NAME

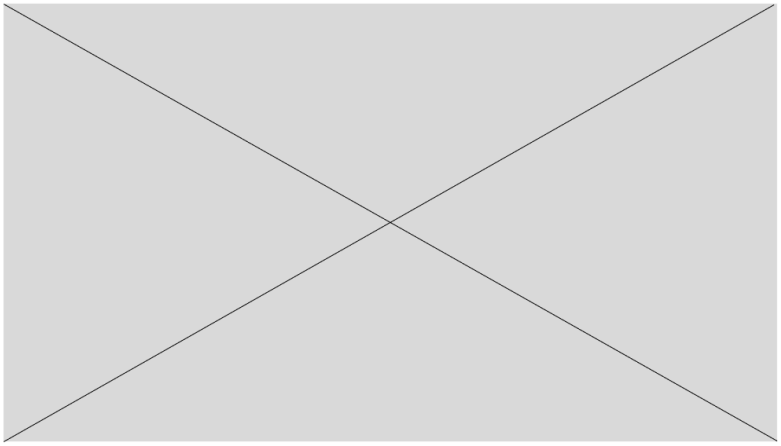
Change Booking

Cancel Booking

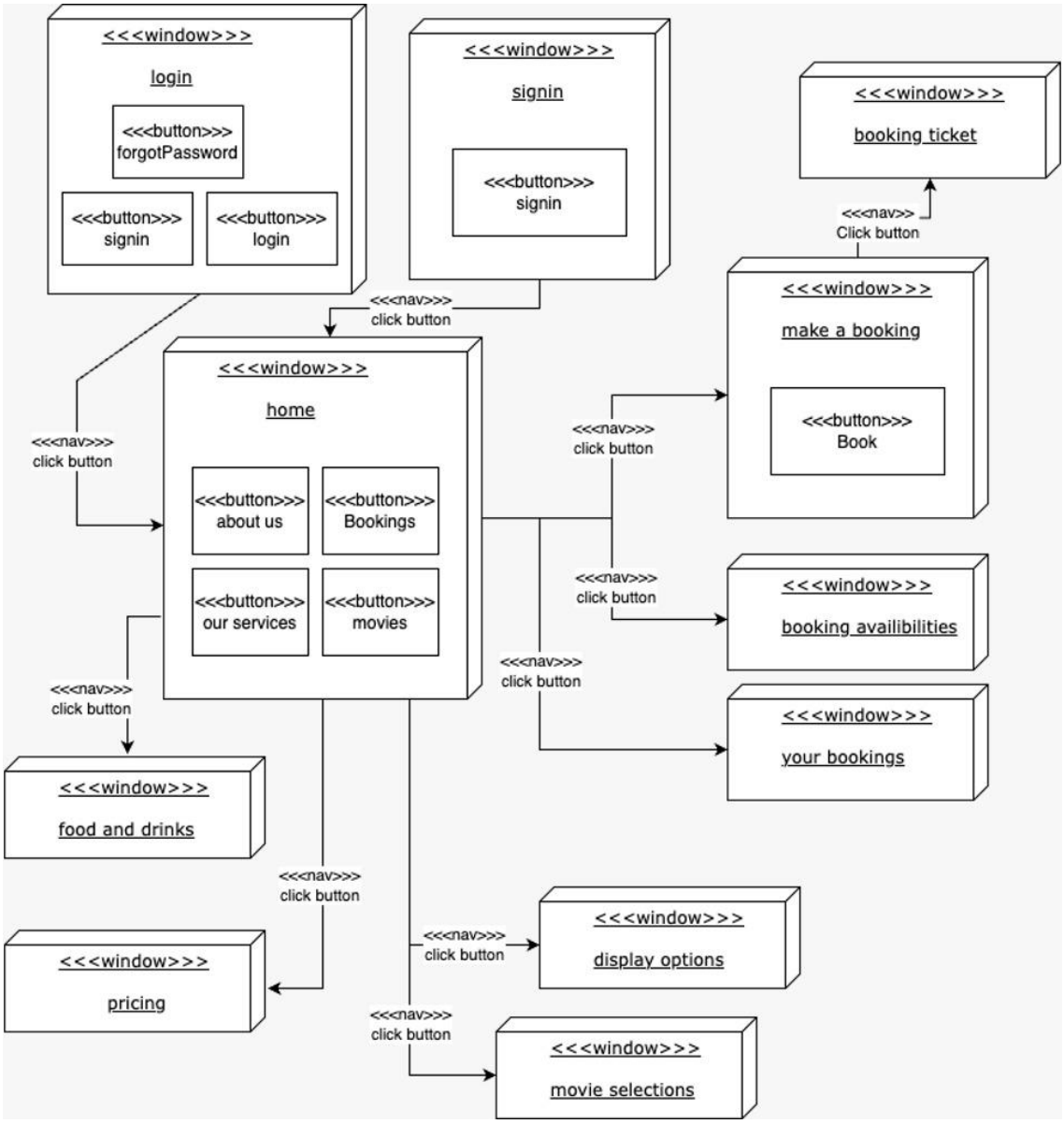
Logo

Bookings Movies Our Services About Us

About Us



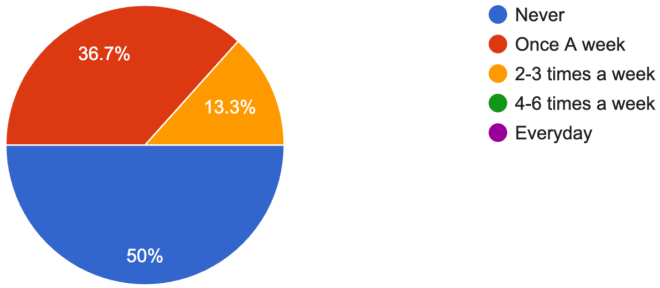
Windows navigational Diagram



Questionnaire Responses

How frequently have you used the cinema room booking system?

30 responses



Full Name

26 responses

Satty

Noe Chacko Jacob

Divyansh Sharma

Bobby

Pobby

Zhengqi Ge

Ringo Teahan

Peter File

Darren

Have you faced any problems using the booking system for the cinema room?

30 responses

- Nope
- The website is clunky and you can't book for longer blocks of hours and can't see existing bookings in the calendar format.
- the system is sometimes slow in updating my booking
- never used
- yes, ambiguity about booking with the staff after booking the system
- Yes, sometimes there are 2 bookings in the same slot. Also it is difficult to use it in mobile web page.
- Not really
- It is not obvious or user friendly
- Sadly no.

Do you have any suggestions to improve the Iglu booking system of the cinema room?

30 responses

- Introducing QR codes
- Making the website adopt a calendar format and show existing bookings of the week so that when somebody tries to book they don't have to try multiple times to see what time is free.
- make it more reliable
- never used
- There should be iglu accounts for major ott platforms. Also the webpage can be improved by making it more user friendly.
- It would be better if there are more films provided.
- nope
- Monthly Dates availability

What drink options would like the menu at the cinema to offer? (Besides soda and water)

30 responses

- Beer and soju
- Hot chocolate and coffee
- Coffee
- Maybe juices
- a vending machine
- hot water, tea bags
- hot drinks
- Beer
- Juice

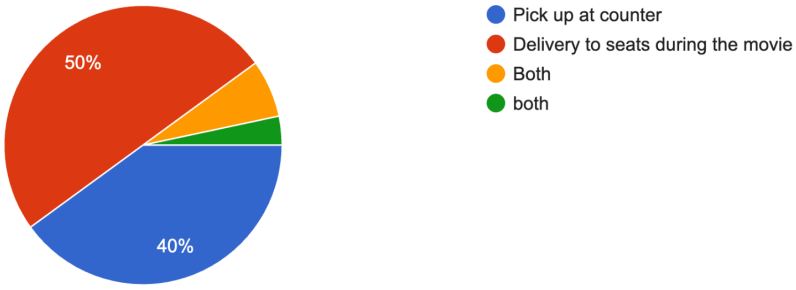
What food items would you like the menu at the cinema to offer? (Besides popcorn)

30 responses

- Bubble tea
- Fairy floss, chips
- It has a very good variety as of now so I would suggest to keep it as it is.
- Pizza
- Chicken nuggets, ice cream
- hot dogs
- Shawarma
- French fries
- Nacho

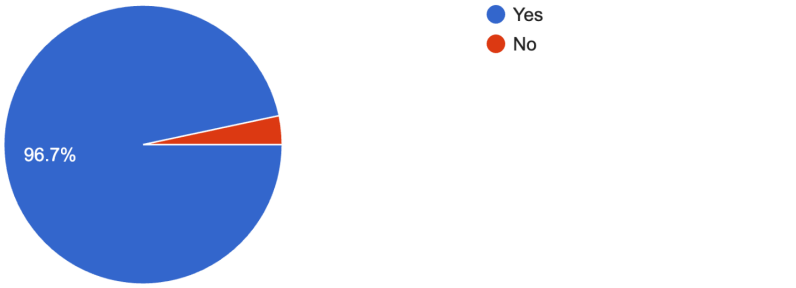
How would you like to place your food/drink order in the cinema?

30 responses



In case the movie is not in the database, would you like to use the option to use your own system to connect to the screen?

30 responses



Would you fill out a feedback form on the system enabling us to improve on the system?

30 responses