

Responsive & Dynamic Website for Faith Hair & Beauty

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Multimedia and Web Computing

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Declaration

No part of this project has been submitted in support of an application for any other degree or qualification at this or any other institute of learning. Apart from those parts of the project containing citations to the work of others, this project is my own unaided work.

Signed

X

Janet Dsouza
Student

Acknowledgement

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Abstract

Faith Hair & Beauty is a specialist beauty salon situated at 116 Oxford Street, Werneth, Oldham - OL9 7SJ.

It offers a wide variety of hair and beauty treatments for women in the local area. Currently the salon only advertises in the local area, however has plans to have a web presence in order to develop its clientele base.

Appointment bookings are currently taken through traditional paper-based methods, whereby the customers contact the salon via a landline number or can send an SMS to the owner's mobile phone to book appointments which in many cases causes overlaps due to human interference. Whenever an appointment is cancelled, often the slot remains empty disallowing other customers to utilise it. The owner feels that automating this process would increase the efficiency and transparency to the customers and would lead to reduced confusion among the staff in the salon.

In addition, the owner also plans to advertise the salon on a larger level outside the Werneth area so the wider community can use the benefits of the salon thus increasing clientele base and profits.

Keeping all these requirements in mind, a responsive and dynamic website has been developed where the user can view the website in a range of browsers using various modern devices, including smart phones, tablets, computers and smart TV's.

Having spoken to the owner and gathered information on what they would like the main purpose of the website to be; it has been decided that the website should provide an interface for customers and salon staff in an online community group allowing users of the application to browse salon details and the treatments. To advertise the salon further, the web application must include an image gallery, a map with street view to find the salon, the list of treatments offered by the salon with the price, an option to contact the salon using telephone and social media – based around a contact us page – customers should have the ability to edit their profile information; login and logout; an option to change the password, as well as providing a secure login system to use the appointment feature allowing changing and cancelling the existing appointment functionality.

In order to ensure the website is easy to use and provides a range of appropriate actions for customers so they are not having to constantly contact the salon, customers can change their profile, as well as book, change and cancel appointments. As the booking system will be interlinked, the salon staff will have access to the booking system. In order for the system to be effective and efficient for both customers and staff, the design has been based around an easy to use graphical user interface minimising stress and ensuring all elements load instantly to reduce waiting times.

As the website has a booking system, this has been created with database functions in mind, thus developed using MySQL, PHP, AJAX. To ensure the website has a smooth appearance both CSS and jQuery are the chosen coding languages to create an effective design and layout.

This project will target the major web browsers and devices so the user can use the website on any device at any time. This application does not require any additional downloads by the user. As one of the requirements is to further enhance the clientele, users will only require a basic browser and internet connection. The final deliverable will be a functioning web application that can handle all predetermined use cases. A portion of the major use cases incorporate customer registration, login/logout, updating the profile details, appointment scheduling and appointment viewing, customer profile and salon treatments.

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Abbreviations

RWD	Responsive Web Design
UCD	Use Case Diagram
ERD	Entity Relationship Diagram
Database	An application that communicates with the user, other applications, and is used to create, query, change, and management of databases.
Data dictionary	A set of information about components defining the format of the contents of the data, the structure of a database and the relationship between its components, used to control access to and manipulation of the database.
Query	Question asked to the database to provide required information instantly
PHP	Hyper Text Preprocessor
HTML	HyperText Markup Language
HTTP	Hypertext Transfer Protocol
jQuery	Open source JavaScript library
AJAX	Asynchronous JavaScript and XML
XAMPP	Cross-Platform (X), Apache (A), MySQL (M), PHP (P) and Perl (P).
Server	A machine which stores all the programs and allow other computers to access the programs / data stored in it.

Introduction

1. Introduction

Being a salon customer at Faith Hair & Beauty can at times be difficult, as the customer can only make an appointment during the salon opening hours. The timing can therefore be difficult as all customers have busy personal lives and sometimes when calling the salon find that the salon is engaged with other customers, which is inconvenient and reduces potential customers for the salon.

Surprisingly numerous salons today are still using paper-based systems to book appointments and manage customers. This is wasteful as the customer calls to book an appointment and the staff needs to rely on the use of inefficient methods of making appointments for customers, which can also have human errors (such as bad spelling, incorrect slots placed, no number saved for the customer in case of cancellations). This project guarantees to end the paper-based system putting salons in control of their business with a simple to use interface. More than the online scheduler, it will be a salon management tool that will allow salons to manage staff and treatments.

1.1. Project background

A responsive website is where the design changes to fit the screen size of various devices like desktop, tablet, smart phone in an attractive way. The website design will be resizable to give the website visitor a better experience. A dynamic web page is where the content of the page changes depends on the action of the user every time the web page is viewed.

Faith Hair & Beauty is salon situated at 116 Oxford Street, Werneth, Oldham - OL9 7SJ. It offers wide variety of hair and beauty treatments to their clients. The owner would like to spread the name of the business to outside the Werneth area so a larger community can use the benefits of the salon and can increase the clientele. Currently, the salon has only local presence and wanted to have web presence. Customers currently call the salon landline or text the owner's mobile phone to book appointments.

In addition, there should be an option to appoint new staff and to add their details. Having discussed the basis of the website with the owner, it has been requested that the website contents can be viewed by anyone but to book appointments the customer must register thus allowing them to then change or cancel an appointment prior to the original time. Staff user accounts must be created by the owner and restrictions should be given to certain parts of the website.

The new website could include contact details, the treatments offered and the online appointment booking system. Many customers find it hard to look for the premises so a link to the premises via Google Maps can also be included. If anyone would like to book via the landline, then salon staff should be able to place a booking however it should not overlap or double book to an already occupied therapist. Currently the salon has two beauty therapists, one hairdresser and the owner who is the stylist cum makeup artist. They currently have a Facebook page which was created with this project in mind which could be linked to the website.

1.2. Course-Specific Learning Outcomes

- Ability to use Photoshop, develop and master the skills in editing and altering photographs and to be able to record the video and independently create, edit and fine-tune series of video pieces.
- To gather requirements, website design and include features, website Layout, implement, test and deploy website. Construct and maintain web development to meet the requirements
- Apply critical and analytical approach to problem solving and the investigation of web applications
- Apply the researched contents in development process, document and integrate the learning obtained from other units.
- Independently plan, manage and successfully complete the project with the technical knowledge, gain skills and knowledge independently of teaching.
- Study Multimedia and Web Computing.
- Database design

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1.3. Aim

To design the website and provide information in an attractive and user friendly way, which can be viewed on any device with a good resolution. A website that also allows users to register in the application, search for location of the salon using Google maps which is widely used in mobile/internet community along with appointment scheduler and image gallery to view the previous work of the salon.

1.4. Objectives

- Review the existing course work and the websites on responsive websites.
- A detailed description of all the pages with graphics will be designed.
- Registration to the website then Logging in to the website keeping in mind to encrypt the passwords of the users for the security purposes.
- Gain insight into Social media integration that build community or group of people who like the services.
- Design, implement, test and evaluate the booking system.
- Documenting the analysis, design and outcome of the website.
- Tracking and managing the project progress with reference to the Gantt chart.

1.5. Problems

- To adjust the website to make it look alike in all browsers.
- Problems connecting PHP, FileZilla to the university MySQL mudfoot server.
- Lack of knowledge to develop the calendar appointment scheduler in PHP.
- Challenge to write report and manage time to complete the project work.

Literature Review

2. Literature Review

2.1. Background

In this review, there will be a discussion on the different perspectives of responsive web design. Responsive web design is an approach which maximises user experience and utilises space effectively when viewing websites on various devices. In lieu of this, various approaches will be considered and the best-fit approach for individuals and businesses is decided.

A user-friendly interface, quick access to the desired data of the visitor and an easy content view is the visitor's expectations from any website and the web developer guarantees of making this possible. Website usability is how easily users can navigate a site, which in turn is affected by how quick the website loads and the way in which the information is structured using graphics, design layout, development, and overall construction of the website. (Bader & Hammouri, 2016)

(Nixon,2012) The web pages are very dry and simple to experience if there are some animated images, video, text which is scrolled on the page to gain information. To overcome this problem, dynamic websites came into existence where the information constantly changes based on the user interaction. A website changed people's life when the people could shop online, use search engines and social networks. A set of rules used to communicate between the user's computer (client) and the computer where the information located. HTTP protocol requests the web page through browser to the web server. The server accepts the request from the client and reply with sending the requested web page. The web server can manage multiple simultaneous connections and it can send back a response to confirm its receipt.

The database is used to store the data and the user can request the data, modify the existing data, remove data from the database. The dynamic user interaction can be validating the given information, prompting the user to reconfirm the typed information before storing in the database. The security is an important part for the programmer to handle while creating the website and using the Proxy, the programmer can serve up often requested pages from a cache to ease the load on the server.

(Kalbach, 2007) suggests users visit a website with the main goal which is to find information, and only be labelling the links clearly which allows the user to be directed to the exact page required, therefore keeping all the related information together.

(Bauer, 2007) carried out a survey to help identify the main purpose of a website. Although this can be broken down into several categories, majority of the responses suggested that the main purpose is to 'provide information about the business to current and potential clients' as well as promoting the business.

(Subic, Krunic, & Gemovic, 2014) It has been seen in the past decade that the rapid changes in the communication devices and development methods any devices the user can browse the web using various devices including tablets, iPads and different screen size phones.. The ability to access web in all these devices having various screen dimension and resolution is challenging and it is the web designer who should wisely manage the content in readable format.

Simmons (2013) Responsive web design is an approach which considers the best possible resolution to view a website based on the device the user is using. Based on media queries,

the layout and resolution of the website will be adjusted accordingly. Responsive web design (RWD) is improving the layout of a website to maximise user experience based on the device they are using to view the website, such as desktop PC, tablet or smartphone. For example, whilst viewing a website on a desktop the links in the navigation bar will be laid out in a flat way, however when seen on smaller device such as smartphones, the navigation bar is adjusted using menu icons. RWD will handle the flow of the page contents in various viewports as smartphones comes and goes and there a rapid change in the size of the devices this is where RWD is required.

Ofcom, UK's communication Regulator reported that two thirds of people in the UK use their smartphones for no less than two hours consistently to browse the web; look through web-based social networking; carry out online banking or shop online. In a survey, it was found that 33% of web users see their cell phone as the most essential gadget for going on the web. With the developments in technology and wider use of 4G technology, this is changing the way in which users use their smartphones with usage double that of a desktop or laptop. Consequently, this has a direct impact on businesses on the way websites are viewed, as to ensure user experience is free of frustration will mean that customers will keep returning. For these reasons, it is important to have a website that works well on a smartphone or tablet.

(Ofcom, 2015) has stated it prefers responsive web design, as people in the UK use Smartphones more than laptops and spend at least 2 hours every day to browse and to do their day to day online activities, the superfast 4G helps.

Pros:

- User Experience will be fun because no need to zoom in and out to reach the information.
- Hide non- essential elements on smaller screens to save the space.
- Responsive pages load quick as all devices use same pages.
- Provides larger finger- friendly buttons and links for small devices.
- There is only one website for all devices, which makes the designing and maintenance easy.

Cons:

- To the programmer, implementation of the website will be hard.
- Existing websites which are big will be hard to convert as responsive, forcing contents to a mobile is not feasible, and images may take long time to load.
- Navigation needs to be changed completely as the existing navigation do not resize and must scroll.
- Some older web browsers do not support CSS3 media queries.

Because people spend time online to shop, bank, to check email, weather etc. the dynamic website becomes useful.

Based on the survey conducted by (Subic, Krunic, & Gemovic, 2014), the website is categorized as

Not responsive website: The content of the website does not change based on the devices as the elements of the website have fixed resolution.

Semi responsive website: contain grid of fixed dimensions and the content is adaptive to static screen sizes. If the width of the main content window is smaller than the screen size, then rest of the background will display blank and the window displays in the middle of the screen.

Fluid Responsive websites: are fully adaptive to the various screen sizes and the content of the website is visible in devices and resolutions. This is done in two methods by including CSS3 media queries which is implemented using CSS rules or JavaScript or jQuery scripts to calculate dimensions and positions of the elements to screen dimensions.

They have tested 470 websites from Serbia, Canada, USA and UK. In the survey values as a summary for Serbia out of 117 websites checked and found maximum were non-responsive and concluded that most of the websites not created using CSS3 and HTML5 and are not adaptive to all the devices. The lack of knowledge to create a fluid responsive web design which is considered as a new technique. (Subic, Krunic, & Gemovic, 2014)

The requirement of the RWD is to improve the experience of the website in various devices. To fit the contents within the page is not enough but the design must be working in all screen resolutions and sizes and the subsequent page should look good and easy to use, which maximise the user experience. Most of the content should be visible with minimal scrolling keeping in mind content prioritisation. Giving equivalent access to information regardless of devices is the goal of RWD. Performance of the website is an important issue in RWD, especially on a mobile which must be taken care by the web designer. (Schade & Nielsen, 2014)

2.2. Technique used in the form of Pseudocode to Register and book Appointment

2.2.1. Pseudocode to Register to the website

```
If the visitor clicks on the New Customer Registration link, THEN
    Registration Form will open
        IF the visitor fills the form with the personal details and save it
            IF correct email entered in the form THEN
                Visitor Receives an email with the link to activate
                account
                    IF activated THEN
                        Visitor becomes customer and the details stored in the
                        database.
                    ELSE email needs to be checked and re submitted
                    ELSE IF visitor can cancel registration
                ELSE IF customer can click on Login link THEN
                    Customer must authenticate the account by feeding the email and password
                    IF correct credentials entered THEN
                        customer gets access to the extra features like booking
                    ELSE customer can re check the details
```

END IF

2.2.2. Pseudocode to book an appointment

IF Visitor clicks to book appointment THEN
CHECK he/she is already logged in

IF the customer logged in THEN
Choose the date from the date picker and a calendar format displayed with all the appointments from salon open till close time.

IF the customer wants a specific therapist THEN
The therapist area in the calendar will be disabled if not working day.

ELSE
On double clicking on booking, timeline of therapist with whom the appointment to be booked, list of treatments displayed with the price and customer can select the treatment. additional treatment option is provided.

IF additional treatment selected THEN
All the treatment prices should be automatically added up and displayed in the Total

ELSE
The chosen one treatment should be displayed with the price
Status of the appointment can be set as Pending, Confirm, not confirmed, no show, completed, running late, cancelled, arrived, rescheduled.
By clicking on save button appointment is it is booked.

2.2.3. Pseudocode to Cancel Appointment

IF the customer logged in THEN

IF appointments EXISTS
VIEW appointments todays and future
Appointment can be cancelled by clicking button
ELSE
DISPLAY message
END IF

ELSE login with credentials to cancel the appointment.
END IF

2.3. Techniques employed

RWD is the name given to the three techniques followed to prepare a website:

Fluid Grid Layouts: The height and width of the desired web page are set proportionately to the maximum size of the page. The width of the header will be 100% which is correspondent to the 1024 pixel of the entire web page, for the menu 256 pixels which is equivalent to the 25% of the maximum calculated as $(256 / 1024) * 100 = 25\%$ and the content part will be $(768 / 1024) * 100 = 75\%$.

Flexible images and media: When the page is resized normally part of the image gets cropped. Here relative dimensions are used for any media in a webpage instead of static values. For example, image width setting to 50%, the page expands or shrinks the image will always display relatively depends on page size.

Media Queries and Screen Resolutions: Here CSS3 media queries are used which is “min-height” and “max-height” and view “portrait” or “landscape”. (International Journal of Computer Applications 2016)

Using mySQL and PHP to develop the proposed project, language is bit complicated but very powerful and employers demanding PHP developers which even gives a expose to job industry. PHP is a server side scripting language for web.

In the HTML page PHP can be embedded to get dynamic data everytime the page is visited and based on user action. mySQL is a relational database management system used to store, retrieve,sort the data. mySQL server manages the data so multiple users can concurrently access the data, authorised users can access and can access faster. mySQL and PHP are compatible in most of the operating systems and the web servers.

When compared to Microsoft’s Active Server Pages and Java Ser Pages (JSP), PHP is portable, easy to learn, many built-in libraries and source code are available to refer to and MySQL is a very fast, it is an open source and available for free or for a very low cost for commercial users, and can be used on portable windows and unix.

2.4. Related work

The salon is particularly popular for eyebrows threading and eyelash treatments. With this in mind, the ‘blinkbrowbar’ website has been chosen as a comparison to identify key website features and consider improvements for the proposed system. Consequently, a Google search of ‘eyebrows threading’ brings up ‘blinkbrowbar’ as one of the top websites.

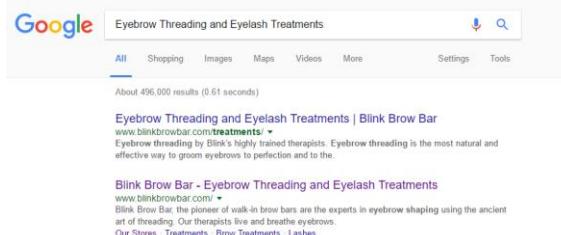


Figure 1 Popularity Comparison

'Urban Oasis' is equally popular within the Greater Manchester, thus a competitor for Faith Hair & Beauty. When searching for 'wellbeing and spa in Manchester,' this brings up the 'Urban Oasis' website as a top hit.

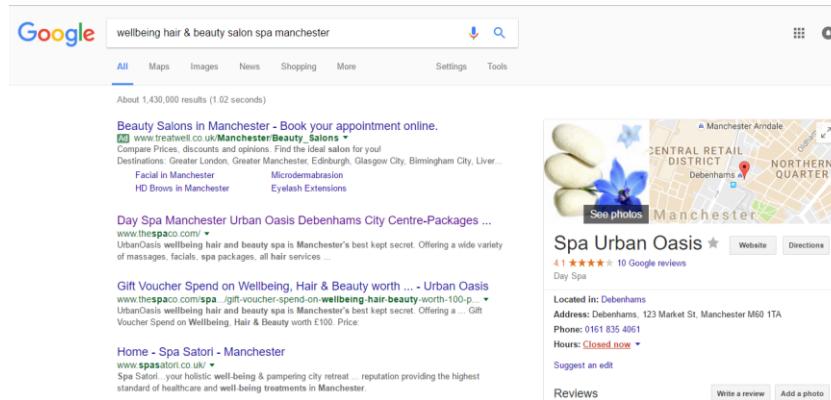


Figure 2 Poplularity of Urban Oasis for hair & Beauty

Xandaro is one of the best salon software solution websites, as it is particularly popular as a salon appointment scheduling calendar. The way the appointments are booked and displayed is very easy to understand thus making it efficient and convenient for both salon staff and customers.

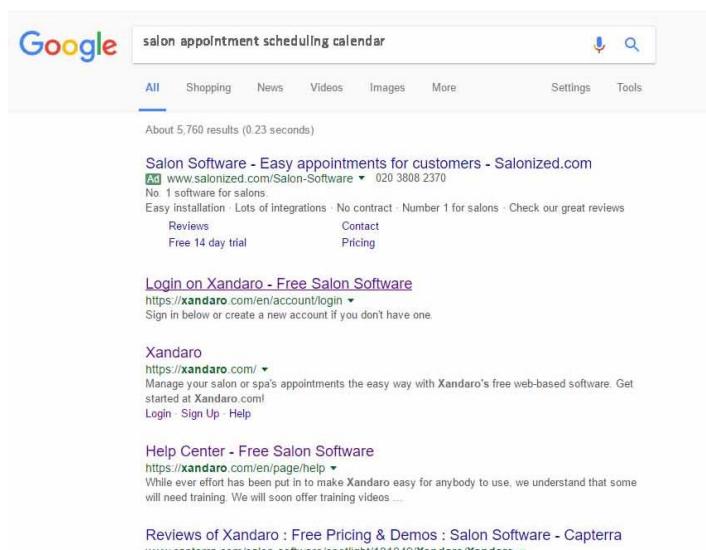


Figure 3 Xandaro popularity from Google search

Based on the popularity in various aspects of the websites based on the given criteria as shown in the picture on the search engine, these three websites came up and all of them were using calendar based booking system, that feature will be interesting to implement in the proposed system. The comparison is based on the usability and functionality.

Table 1 comparison results of the three websites

	Blinkbrowbar	UrbanOasis	Xandaro
Usability	✗	✓	✓
Multiple bookings	✓	✗	✓
Choose Staff	✗	✓	✓
Readability	✗	✗	✓
Staff booking appointment	✗	✗	✗
Appointment Cancellation	✓	✓	✓

The table 1 shows the comparison between three (3) beauty salons. This comparison is based on few of the common features that the clients expect regarding the usability of the website.

From the table 1, it is learned that the referred websites offer most of the features. However, features like multiple bookings, an option to select the staff, easy to use interface, an interface for the staff to book their working days are lacking in one single website.

The idea here is to combine all the shortcomings of the booking websites and present a website that will not only help clients to book appointments with more features but also will help the staff in knowing their working days for the clients which will avoid the last-minute cancellations.

Referring to the table 1, it is seen that blinkbrowbar provides its customers with multiple bookings and booking cancellations but having seen the usability, readability, an option to select the staff and an option for the staff to book their working days they do not provide these features to its users.

Regarding UrbanOasis, they provide better usability, an option to select staff and an option to cancel the bookings but they do not provide an option for multiple bookings, better readability and an option for the staff to book their working days.

Looking at the Xandaro website they provide most of the features that are compared in the table i.e. Usability, an option to booking multiple appointments, an option to select staff, better readability and an option to cancel the appointment. However, they do not provide a feature for their staff to select their working days.

Keeping in mind all the features that are highlighted in the above table, the proposed system must include an easy to access page with concise information on the treatments available along with the duration taken and their cost.

In creating the website, it will be ensured that the registration page is easy to access and create an account at the initial stage as well as making it easy to make necessary amendments

as required – this should be easy for all customers regardless of their confidence and competence with technology. Although there is an option for customers to cancel bookings via the email confirmation received, it would be more appropriate for the users to be able to login to the website and make any changes in their profile portal. This is particularly necessary as in some cases the email may end up in the users junk folder or they may have deleted the email. This feature will be embedded within the system by giving an option in navigation bar and embedded in one website which will not only enhance the client experience but will also help the staff make appropriate changes.

Several new customers comment on not being able to find the salon easily, therefore for their convenience, a link to Google street maps will be provided which will allow the user to navigate from their current location. On the websites researched previously, they mostly had static maps which is not always helpful for new customers.

An image gallery will be implanted to check the previous work of the salon which will in turn build trust and confidence in the salon on behalf of the customer and prospective customers. Staff could be able to change the profile details, book appointment for the customers who have no internet access or customers with lack of knowledge using websites. In addition to this admin can view the various reports to check the progress of the salon and the staff.

Design

3. Design

The purpose of the design phase is to solve a given problem, this can be through a range of methods including conceptual diagrams, blueprints or user interface mock ups, which helps to solve the database through visual aids. The following are the approaches how the problem of responsive and dynamic website development for Faith Hair and Beauty are solved. The thoughts what to do, how to do, how easy and quick the task can be completed. The design is aiming to achieve creativity, usability and functionality.

3.1. Use Case Diagram (based on MoSCoW)

Firstly, all the actors were identified from the project brief for Faith Hair and Beauty and the roles of the various people involved within the system notified. This was done by deciding whether it was an initiative or informative.

Must Have -The red colour coded use cases are must have, without this business will not run.

Should Have – The green colour coded use cases are should have, without this business will run but they are needed for a smooth running of the business.

Could Have – The blue colour coded use cases are could have, these are additional functionality for the ease and it is not essential.

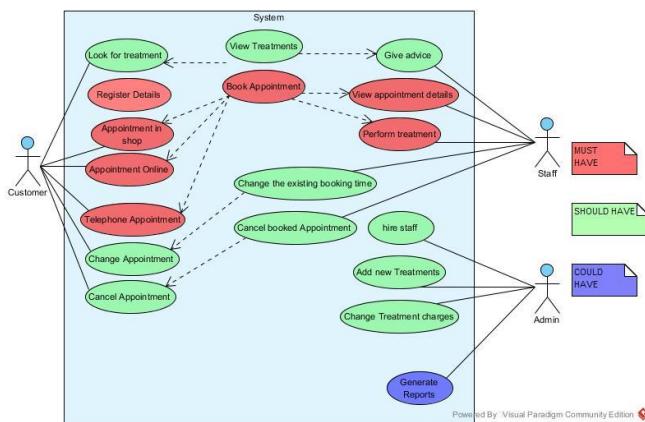


Figure 4 A Use Case Diagram

The actor customer wants to view the treatments available in the salon and would like to book appointment. The use case description explains it.

3.2. Use Case description – Appointment booking

- The system requests the actor's personal details / information.
- The actor enters the personal information.
- The System asks the customer to choose the date to book appointment
- Customer chooses the date to check availability.
- System displays all the slots on that day with booked (not available) slots are disabled.
- Customer clicks on the suitable time under the required staff's time slot
- System asks to choose the treatment
- Customer choose the treatment(s)
- System displays all the treatments chosen with the total price.
- Customer confirms the booking
- System sends the notification as the confirmation of the booking.

3.3. Web flow with storyboards and designing pages

In sequence diagram the forms and the pages are displayed by the system interface. Here the communication is in the form of forms and pages user and system requests certain action. These sequences of pages can be sometimes called web flow.

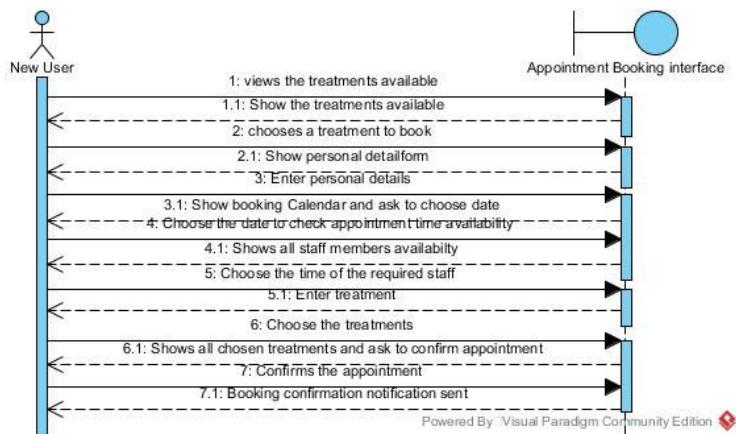


Figure 5 - Sequence diagram displaying the communication between the user and the interface

3.4. Activity Diagram

(Stobert & Parsons, 2008) In a redundant cycle, the transfer from analysis to design can be consistent, just an issue of constantly including more detail. Still, the level of documentation we use in the analysis discipline has the vital characteristic of being largely non-technical and justifiable by non-developers.

(Eshuis, 2006) Activity Diagram is one of the important diagram in UML outline the dynamic aspects of the framework. The activity diagrams allow the requirement of the complicated procedures that have parallelism, repletion, and event-driven behaviourism. They can be used to detail the behaviour of some use cases to indicate the work process of the business. Here the control flow is transferred from one operation to the next.

(Scott W., 2005) Organising the symbols with clear patterns with text and the lines associating with them and connecting them to who is responsible for which activity makes it easy to understand the diagram. The activity diagram addressing the overall business plan rather than demonstrating timing reflections on the diagrams. UML diagrams connects between the variuos objects and communicate by raising messages. To understand the complex business operations the need of developing the activity diagram to understand it then can be restructured.

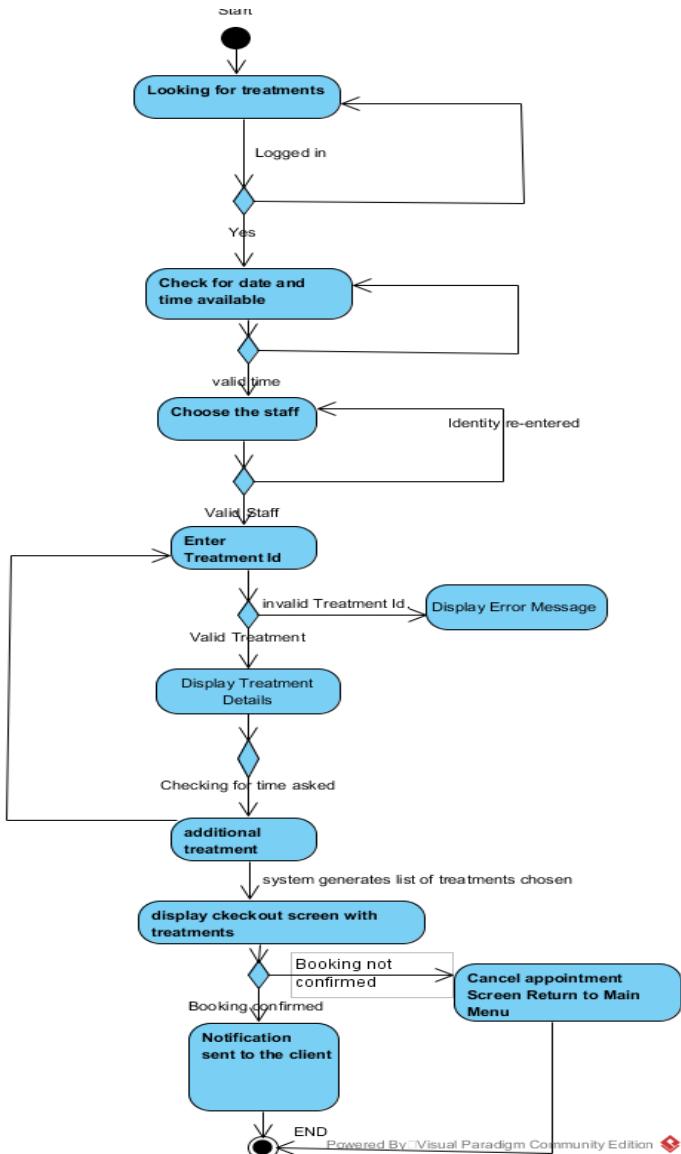


Figure 6 – Activity diagram showing the process of the system

3.5. Entity Relationship Diagram

(Lecture Notes) An Entity Relationship (ER) Diagram depicts the system in a conceptual view in what way the “entities” relate to each other. This process is done well before creating the relational database structure and planning made during the creation of ER diagram helps to troubleshoot at the early stage saving a lot of time.

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They are also called Entity Relationship Diagrams (ERD)s or Entity Relationship (ER) Models, they use the symbols such as ovals, rectangles, diamonds and connecting lines to represent the relationship of entities, relationships and their attributes. The attributes can be composite e.g.: name, address etc., multi -value attribute like skills, phone numbers etc., derived attributes that can be used in calculations like age, total, interest, due date etc. Here the relationship between cardinalities can be identified one to one, one to many or many to many. Because the database does not allow many to many relationships in the database must create another table to overcome the problem. ERD notation is represented using Crow’s foot. One customer can book multiple appointments so (1:N) relationship.

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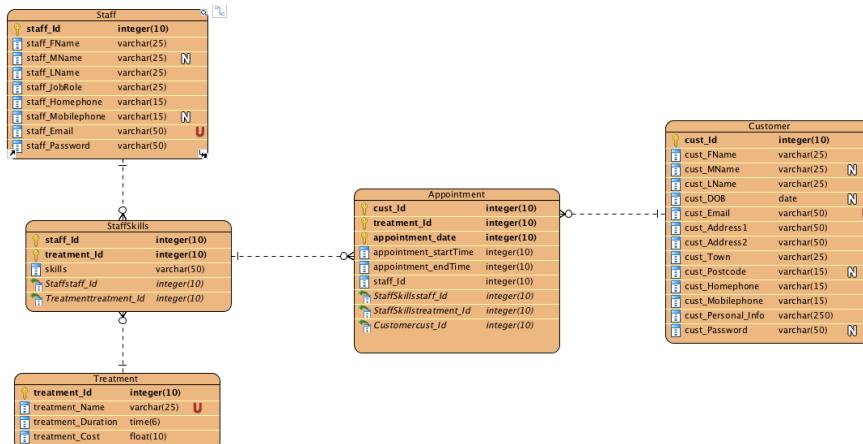


Figure 7 – An ERD model showing the relationship between the elements of the system

To avoid any confusion during appointment bookings, the design has been made consistent whereby all bookings are considered appointments. For that reason, name of the table is changed to Appointment

The StaffSkills table solves a many to many relationships between Staff and Treatments. It enables each staff to have as many different skills in it as required. When the customer books an appointment, they can choose only those staff who has required skills to perform the treatment.

3.6. Data Dictionary

The data dictionary is prepared as a table. The name given to each entity is table name. The field name or the column names are meaningful names given to each column within the entity. Data type is the characteristics of the field. Size is the how big or small the value which will be stored in the field. Constraints are the conditions. To uniquely identify each row in the database introduced a primary key and the foreign key is defined to restrict the un wanted data entering the database. So, it will restrict any other data which are not present in the primary key value in the database. Constraint condition restrict the values entering the database. AUTO INCREMENT will automatically insert a unique number into the database when you add a new record to the database. NOT NULL will make sure the data is entered the said field. The data dictionary has been created to show all the attributes from the ERD.

Table 2 Customer Table

Customer					
FieldName	Data Type	Size	Constraint Name	Constraint Condition	Foreign Key Table
Customer_Id	Integer	10	PRIMARY KEY	AUTO INCREMENT	
cust_FName	Varchar	25		NOT NULL	
cust_MName	Varchar	25			
cust_LName	Varchar	25		NOT NULL	
cust_DOB	Date				
cust_Email	Varchar	50		NOT NULL UNIQUE	
cust_Address1	Varchar	50		NOT NULL	
cust_Address2	Varchar	50			
cust_Postcode	Varchar	15		NOT NULL	
cust_Homephone	Varchar	15			
cust_Mobilephone	Varchar	15			
cust_Personal_info	Varchar	250			
cust_password	Varchar	25		NOT NULL	

Table 3 Staff Table

Staff					
FieldName	Data Type	Size	Constraint Name	Constraint Condition	Foreign Key Table
staff_Id	Integer	10	PRIMARY KEY	AUTO INCREMENT	
staff_FName	Varchar	25		NOT NULL	
staff_MName	Varchar	25			
staff_LName	Varchar	25		NOT NULL	
staff_JobRole	Varchar	25		NOT NULL	
staff_Homephone	Varchar	15			
staff_Mobilephone	Varchar	15			
staff_Email	Varchar	50		UNIQUE NOT NULL	
staff_Password	Varchar	25		NOT NULL	

Table 4 Treatment Table

Treatment					
FieldName	Data Type	Size	Constraint Name	Constraint Condition	Foreign Key Table
treatment_Id	Integer	10	PRIMARY KEY	AUTO INCREMENT	
treatment_name	Varchar	50		NOT NULL UNIQUE	
treatment_duration	Time	6		NOT NULL	
treatment_cost	Float	10		NOT NULL	

Table 5 StaffSkills Table

StaffSkills					
FieldName	Data Type	Size	Constraint Name	Constraint Condition	Foreign Key Table
staff_Id	Integer	10	PRIMARY KEY FOREIGN KEY	NOT NULL	STAFF
treatment_Id	Integer	10	PRIMARY KEY FOREIGN KEY	NOT NULL	TREATMENT
skills	Varchar	50		NOT NULL	

Table 6 Appointment Table

Appointment					
FieldName	Data Type	Size	Constraint Name	Constraint Condition	Foreign Key Table
Cust_Id	Integer	10	PRIMARY KEY FOREIGN KEY	NOT NULL	CUSTOMER
treatment_Id	Integer	10	PRIMARY KEY FOREIGN KEY	NOT NULL	TREATMENT
Appointment_date	Date		PRIMARY KEY	NOT NULL CURRENT DATE	
appointment_startTime	Time	6		NOT NULL	
Appointment_endTime	Time	6		NOT NULL	
staff_Id	Integer	10	FOREIGN KEY	NOT NULL	STAFF

Having considered the owner's website needs and the creativity of the designer, the design and concept of the website will successfully combine the two ensuring the website has an easy to use graphical user interface and the required functionality.

Few Steps been followed before designing the website:

- Review all the three websites which are compared in the planning phase and identify the best things and note them down and based on that implemented few good features in the design.
- Explored the new functionality to invoke in the website after the website comparison, the functionality is re tuned and made it better. E.g.: Easy accessing information, easy navigation, easy to understand calendar which require minimum of the user's time. A beautiful design attracts first time visitor but keeping the user-friendly functionality in minds created a design which attracts recurring visitors.
- Consider the quality of the website design, user experience, speed, with competitive treatment charges etc.
- The goal of the website can be set like number of visitors like to attract every day, how the visitors should feel, think, and react when they visit the site. Make sure easy navigation will help them to return to the website.
- The design stage involves transfer the gathered information drawn in the planning phase into practicality. The main deliverables are a visual illustration of the website, the analysis and design structure of the database design. In this stage the website will have the look of the website without the content and the special visual features like jQuery.

3.7. Wireframe and design essentials preparation

This is the place the design or framework of the site begins to take shape. Utilizing the accumulated data from the arranging stage, outlining the format on the paper using pencil which made a difference.

Why wireframe?

(Erik, 2013) Wire framing is rapidly putting the ideas on the paper but they help to define the general picture and the association. Wireframes deliver the graphical guide to the high level structural design of the website. By sketching the ideas quickly jotted down on the paper took comparatively very less time and got more time to think about the new ideas. Changes can be made very quick Once the sketching is completed it is easier to mock-up in Photoshop as the design is already finalised.

3.7.1. Analysis

(web-development-life-cycle.asp, 2006) Initial meeting with the client, initial mails and the project brief, discussion notes, telephone conversations helped to come up with a realistic plan.

3.7.2. Specification Building

Initial specifications are drawn making sure all the requirements are covered. The layout is designed which looks like figures below.

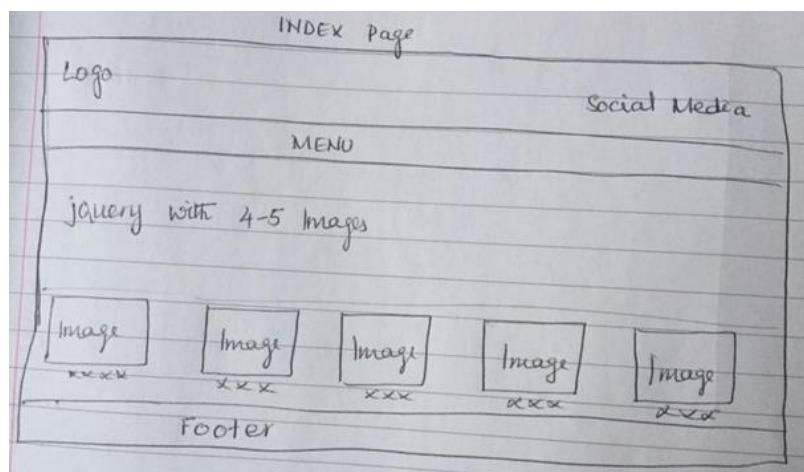


Figure 8 – Initial design of the index page

Home Page will have the jQuery plug-in with 4—5 included based on the salon, these will be placed with an automated times slideshow thus constantly changing as the viewer views the webpage. For ease of use, below the jQuery there will be five treatment images with related text and linked to the information page so if the customer wishes to know more they can access this easily.

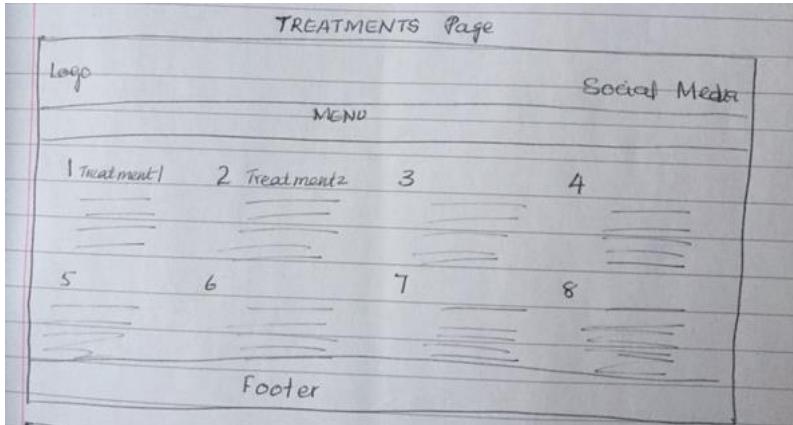


Figure 9 – Initial design of the treatments page

Treatments page will display all the available treatments in the salon. Each number will have the treatment heading and rest of the related treatments under each heading with price of each treatment and length of time.

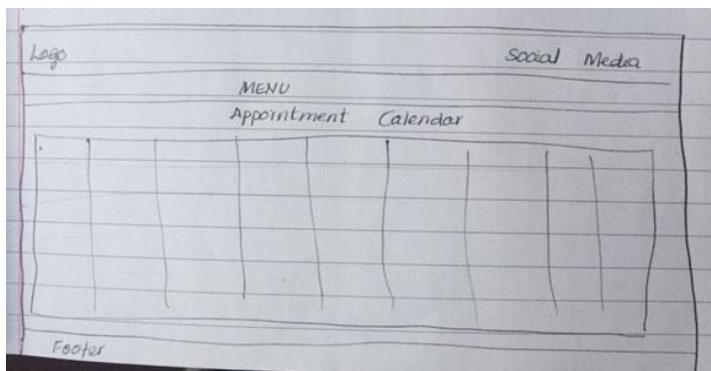


Figure 10 – Initial design of the appointment page

Appointment page where customer look for the available time for each staff. Here all the staff members name with all time slots will be displayed based on the chosen date, which makes it easier for the customer to select the required date and time.

3.8. Mock-ups constructed based on the requirements

Designing mock-ups in Photoshop allowed easy amendments based on feedback from the owner. As all of the design elements are grouped in layers this should help during implementation process as modifications can be easily made. These mock-ups can be shown to the clients and they will get an idea of what the website will look like and they can suggest and ask to amend at this stage so it will be easily modified.

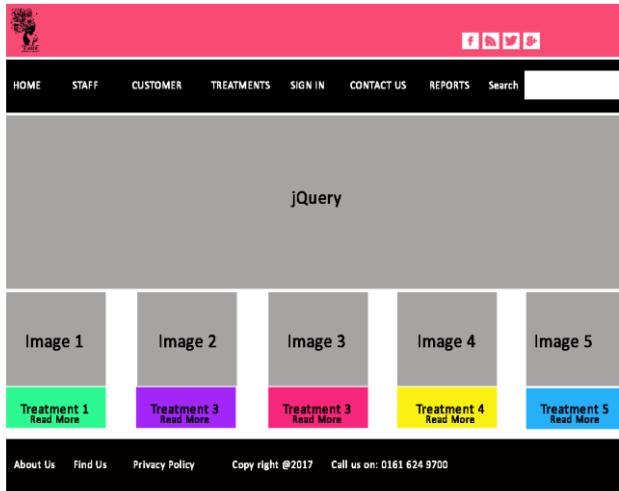


Figure 11 – index page Mock-up

Home Page mock-up created using Photoshop which clearly shows the logo on the upper left corner and social media on the right. The menu bar will contain all the menu options with an integrated search bar. Below the menu, several images will be continuously changing which gives an interactive look to the web site. Below each image there will be some small text attached to it which will be linked to the corresponding pages. Finally on the homepage, there will be a footer at the bottom of the page providing quick access to company details.

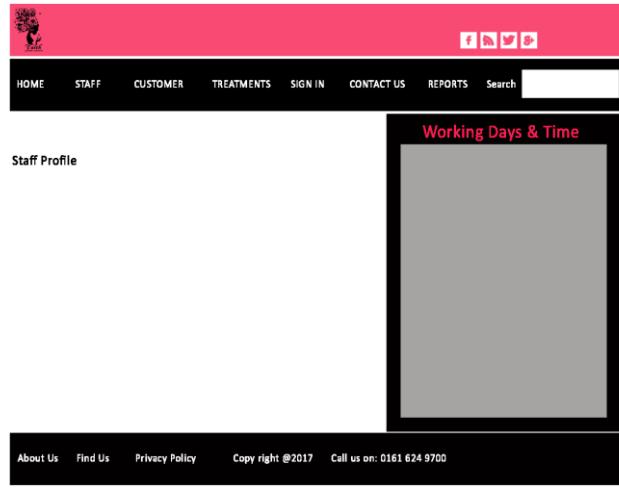


Figure 12 – Staff profile page Mock-up

The admin is responsible for this page. When the staff join the company and have specific treatment responsibilities, the admin should fill the details of the staff so that they will be added into the system. Staff will have limited editing rights to the page such as editing the address or phone number.

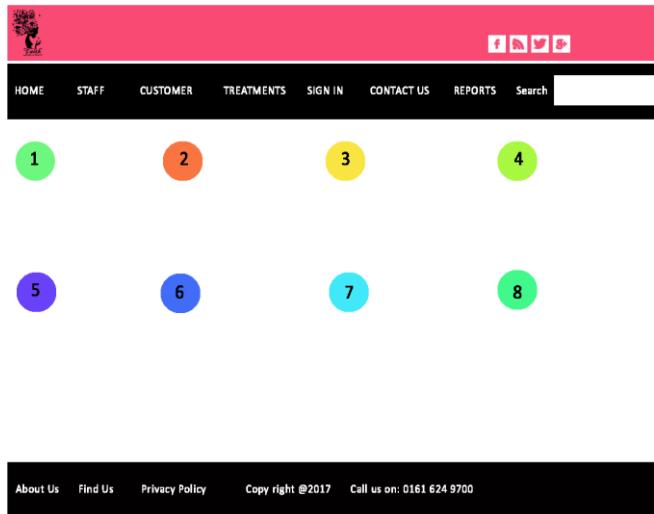


Figure 13 – Treatments with prices page mock-up page

This page is viewed by all the visitors of the website, however the admin is responsible for making any changes to treatment information.

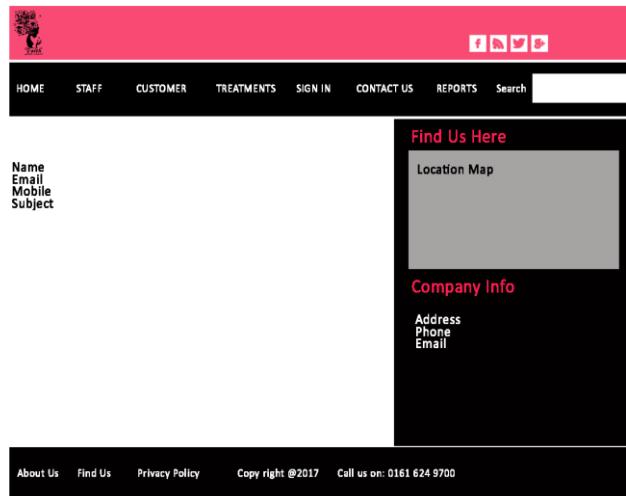


Figure 14 – salon location Mock-up page

This page is viewed by all the visitors of the website. The page will give the details of the company's location with a Google map to find the location easily and the address, phone and email to contact the salon. The customer can contact the salon via the website, such messages will only be accessed by authorised personnel and provide capabilities for immediate responses.

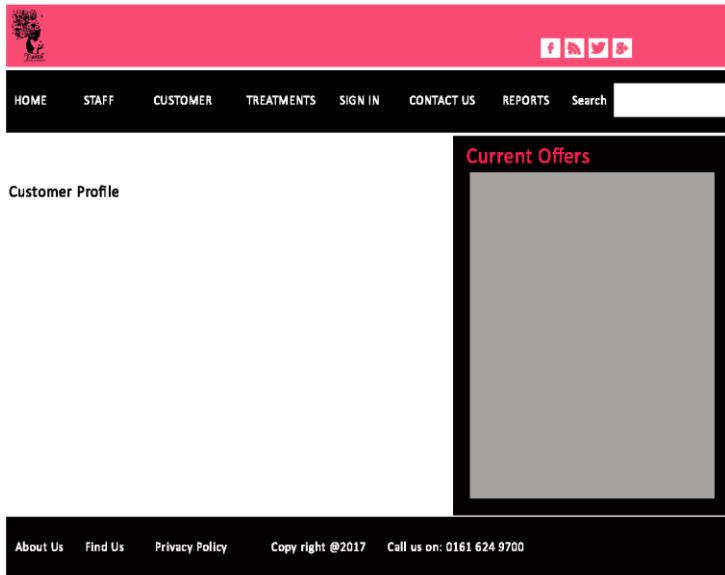


Figure 15 Customer profile mock-up page

Visitor must register providing their personal details which is necessary if they want to book an appointment online using the website, which helps the staff to identify customers easily upon their arrival to the salon.

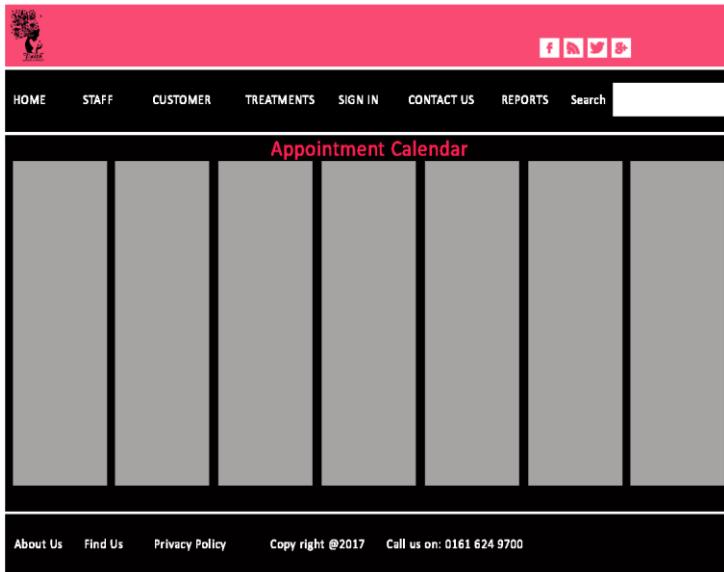


Figure 16 – Appointment page Mock-up

Appointment calendar gives a visual to the customers who are looking to book an appointment on a given date. The time slots are available are clearly shown along with the booked time slots along with the individual staff.

3.8.1. Approving the Mock-ups with the client

The cycle of revising, modification and getting accepted the mock-ups takes place until the client is satisfied with the design. The changes are easy to make at this stage rather than changing the code every time. The above designs were shown to the owner of the business and approved with minor changes like removing the black box in the content area and left plain white.

3.9. Site Map

Designed a simple site map which is shown in the figure below to show the outline of the website or hierarchical structure of html pages. This helps the developer to organise the web pages and helps to concentrate only on the pages shown in the site map.

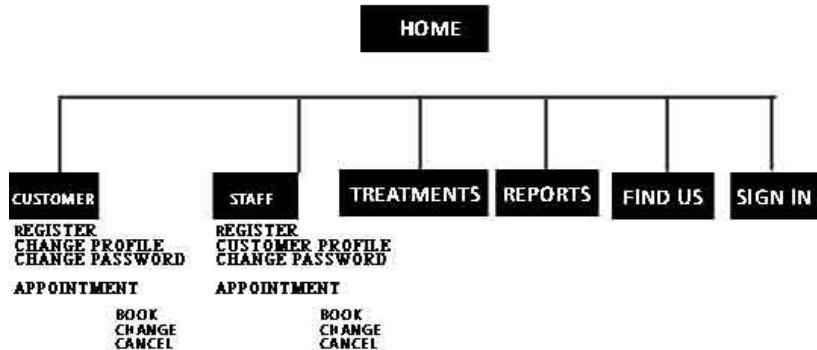


Figure 17 – Sitemap the navigation of the website

3.10. Software's Used in the design process

Visual Paradigm -----	Use case diagram, Sequence Diagram, Activity diagram, Entity Relationship Diagram
Photoshop -----	Website Mock-up, site map

3.11. Methodology to build Project

(Lee, 2010) Agile is the time based iterative approach to project delivery that has been followed throughout the implementation process. Depending on the requirements, prepared a list of things to do and assigned number of hours or days to do each task. The list is prioritised so that the important functionalities are carried on first. For every sprint analysis, design, coding and testing are continuous activity in agile. So, the client could see the project and express their opinion or problems at each stage. Changes were made throughout the process to produce a better-quality product. The non-stop attention to the technical quality of the product enhances quickness. Actually planned to follow feature driven methodology where each piece of work designed implemented, tested but the assignment criteria required Agile methodology which was been followed throughout the project.

Implementation

4. Implementation

4.1. Website visitor pages

This section of the report demonstrates those web pages which can be viewed by all visitors to the website, regardless of whether they have created an individual account or not.

4.1.1. Index Page

The Figure 18 is the first page of the Faith Hair & Beauty website which was called index.php in the project. As per design protocol, this is the first page all visitors will see, regardless of whether the user has logged in or not. The page contains the header with name of the business, social media icons and the customer signup link. The social media icons are useful as they allow customers to contact the salon in a variety of ways as well as communicate with other customers by reading reviews and seeing relevant images.

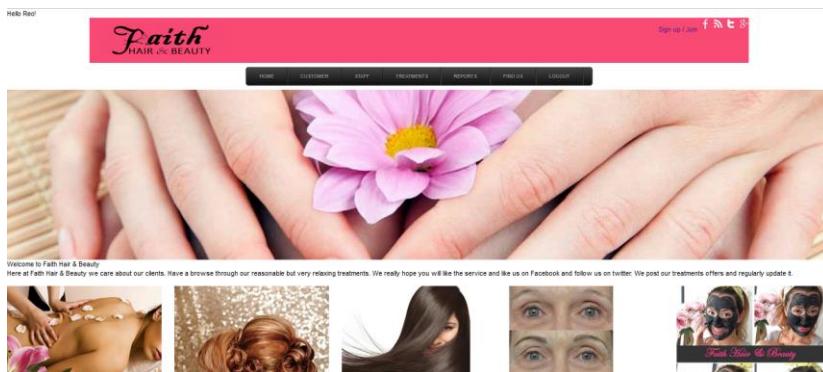


Figure 18 – index page of the website

In the literature review, one of the websites compared was blinkbrowbar.com, however an option to register a customer was missing from their homepage. In lieu of this and having discussed this with the owner, a link to log in or create a new account has been added to the homepage.

The header with menu bar and the footer created two separate files named header.php and menu.php used throughout all the pages of the website, this creates a master theme which brings consistency across all pages and makes access convenient for customers to key internal and external links.



Figure 19 - Header and menu bar

```

<header>
  <div class="wrapper">
    <ul class="social_media_icon">
      <li><a href="https://www.facebook.com/Faith-Hair-Beauty-154122081353839/"></a></li>
      <li><a href="#"></a></li>
      <li><a href="#"></a></li>
      <li><a href="#"></a></li>
    </ul>
    <div class="header-top"> <a href="index.php"></a>
      <ul class="social_media_icon">
        <li><a href="login.php">Sign up / Join</a></li>
      </ul>
    </div>
  </div>
</header>

```

Figure 20 – HTML code used to create the header

As seen in the Figure 19, the social media icons which are shown on the right side of the header which were downloaded from internet and changed the colour to white using Photoshop. Using CSS code as shown in Figure 21, created a class named social_media_icon to place the icons on the right side of the header. The float property of the social_media_icon class was used to position to the right side of the header.

```

.wrap{
  width:100%;
  margin:0 auto;
  -o-transition:all .2s linear;
  -webkit-transition:all .2s linear;
  -o-transition:all .2s linear;
  -ms-transition:all .2s linear;
}
.header-top{
  background:#FF4473;
  padding: 14 28px;
}
.social_media_icon {
  list-style: none;
  float:right;
}

```

Figure 21 – CSS code to header social media

The telephone number was added to the header using the Photoshop tool. Easy to find phone number can increase communication and build trust in the business. None of the earlier compared websites had their telephone number on the header but in this website, it is placed because of easy access of the telephone number to the users of the website.



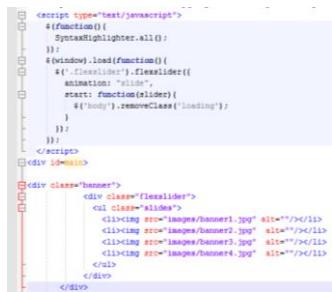
Figure 22 Header with telephone number

The blink brow bar index page displays jQuery slide show images which changes frequently every few seconds. The page displays the products they offer with images. Because there were too many images with high resolution, this increasing loading times for the customer, for the Faith Health and Beauty website the file sizes are less than 100KB which improve the loading speed. The jQuery slide show was created following a tutorial from unleashed-technologies.com



Figure 23 – jQuery images slide show

(WooCommerce, 2017) The HTML code is created an unordered list and places images using code. The structure of the code is placed in the div within the body of the index.php.



```

<script type="text/javascript">
$(function() {
    SyntaxHighlighter.all();
});
$(window).load(function() {
    $('#flexslider').flexslider({
        animation: "slide",
        start: function(slider) {
            $('#body').removeClass('loading');
        }
    });
});
</script>
<div id="main">
    <div class="banner">
        <div class="flexslider">
            <ul class="slides">
                <li></li>
                <li></li>
                <li></li>
                <li></li>
            </ul>
        </div>
    </div>
</div>

```

Figure 24 – jQuery function to repeatedly change images

To make it work a separate jQuery file was created and linked to the index file and the jQuery function shown in the figure 24, makes the images continuously change. The loading speed of the index page with slide show images was put on test by asking the question in the survey to the customers of the website who participated in the survey and were happy with the performance. Limited number of images with file size less than 100 KB was used so that the page loads quicker.

The index page of Faith Hair & Beauty has a registration page link, this was placed under the customer option of the drop down menu and shown clearly, therefore this allows the visitor of the website to have easy access to the registration page and does not take them time to find out. During the comparison with the blinkbrowbar website, the link to register was difficult to find.

4.1.2. Find Us page – findUs.php

As a guest user, the visitor can view the treatments offered by the salon, find the location of the salon postal address, contact number and email address. For easy locating the salon, Google map with satellite and street view is developed, which can be viewed in figure 25.

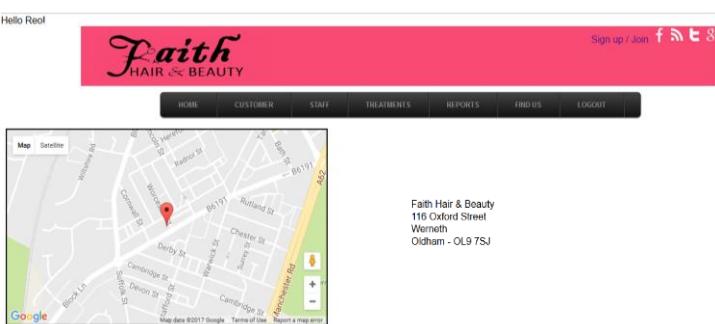


Figure 25 – Find Us page

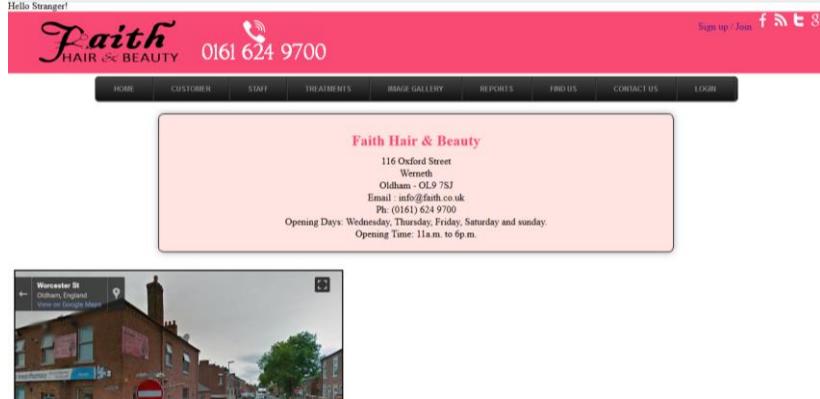


Figure 26 Street view of the salon

Few changes were made in the page as per the survey results from the customer and the email, phone, opening days and time was added.

To create the Google map few steps were followed by generating a unique API key in Google developers tools as seen in the Figure 27.

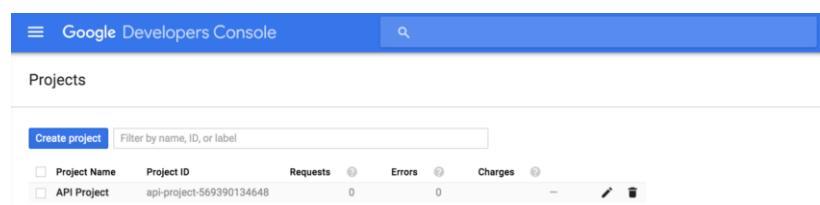


Figure 27 – Google developers console

```
<script src="https://maps.googleapis.com/maps/api/js?key=KEY &sensor=false">
</script>
```

Replaced the word key with the API key. Sensor has to be set to true only to find user's current position using in the mobile. To create space for the map in the DOM added the code

```
<div id="mapArea"></div>
```

When the window is loaded the object of the map had created using the code

```
window.addEventListener('load', initialise);
```

The geographical location has been added in map.LatLng.

4.1.3. Treatment Page -treatment.php

Guest user could view all the treatments offered by the salon and information on regular offers can be found on social media such as Facebook. By having these links accessible on each page in the header, this allows the user to find appropriate details quickly.

HAIR

Wash Cut & Blow-Dry	Short Hair £20.00 Medium Hair £23.00 Long Hair £25.00
Full Head Highlights Cut & Blow-Dry	Medium Hair £37.00 Long Hair £37.00
Half Head Highlights Cut & Blow-Dry	Medium Hair £37.00 Long Hair £47.00
Half Head Colours Cut & Blow-Dry	Medium Hair £42.00 Long Hair £52.00
Dry Cut	Short Hair £18.00 Medium Hair £18.00 Long Hair £18.00
Cut & Blow-Dry	£12.00 £15-£15.00

THREADING / WAXING

Eyebrows	£3.50
Upper Lip	£2.00
Lower Lip	£1.00
Chin	£2.50
Brow + Lip + Chin	£7.00
Sidesburns	£4.00
Forehead	£2.00
Full Face (except eyebrows)	£10.00
Full Face with Eyebrows	£12.00
Full Face & Neck (except eyebrows)	£13.00

WAXING

Arms Half	£8.00
Arms Full	£10.00
Under Arms	£5.00
Abdomen	£5.00
Legs Basic	£8.00
Buttocks	£8.00
Bikini Line Basic	£8.00
Bikini Line Advanced	£12.00
Brasilia	£12.00
Full Bikini	???????
Full Body Wax	£45.00
(Legs, Arms, Bikini, Abdomen, Back & Underarms)	£55.00

FACIAL

Standard Facial (20 mins)	£10.00
Standard Facial (40 mins)	£20.00
Deep Cleansing Facial	
Herbal & Fruit Facial (90 mins)	£40.00
Dermatogical Facial	
Luxurious Facial For Dry Skin	£35.00
Luxurious Facial For Oily/Glowing Skin	£40.00
Luxurious Facial For Aging Skin	£50.00

BROW / LASH TINT

Brow Tint	£4.00
Lash Tint	£4.00
Lash & Brow Tint	£5.00

Privacy Policy Designed and developed by Janet D'Souza@2017 Call us on 07780 216 608

Figure 28

The guest users become the customer if they like the services offered by the salon and the reasonable prices for the treatments. The user can register to the website and become a customer of the website and will gain much more control over their profile.

4.1.4. Image gallery - imageGallery.php

The visitors and the existing customers of the website could view the some of the work the salon has performed. It is essential for the people to build trust with the salon prior to placing a booking.

To create the image gallery two files are created one is CSS and the other one is PHP file.

Hello Stranger!

Faith HAIR & BEAUTY 0161 624 9700

Sign up / Join [f](#) [r](#) [t](#) [g](#)

HOME CUSTOMER STAFF TREATMENTS IMAGE GALLERY REPORTS FIND US CONTACT US LOGIN

Back view of the Long Hair style - Party

Front view of the Long party hair style

Neat curly hair bun for long hair

Elegant curly hair with puff with beautiful tins - Medium length hair suitable Wedding or party

An Elegant large domot bun with curls in the middle - Long hair suitable Wedding or party

Elegant straight hair puff with beautiful curly bun

clean finished hair with side fringe and a beautiful bun with flowery curls- perfect for party or wedding

Privacy Policy Designed and developed by Janet D'Souza@2017 Call us on 07780 216 608

Figure 29 Image gallery of previous work of the salon

The imageGallery.php file code to display only the image and description of the image can be seen in the Figure 30.

```

L include ("..../includes/layouts/header.php");?>


Back view of the Long Hair style - Party



Front view of the Long party hair style



Neat curly hair bun for long hair


```

Figure 30 – Code to create the images and the description

The imageGallery.css file is used to create where the image should appear, the width and height of the image and the padding or the gap between the each images.

4.1.5. Contact Us - contactUs1.php

The users can contact the salon by filling the contact us form as seen in the figure 31, this will not send the details to the database when the submit button because mudfoot server security reasons as per IT services but displays a ‘thank you’ message to customers for their message. In a fully functioning website, the message would be sent to the admin team who can then respond as necessary.

Figure 31 – Contact Us page

4.1.6. Customer Registration Page - customerRegistration.php

In this web page when the customer fills the details and click on register button, the details should be populated in the database and an email sent to the customer as a confirmation of the registration. Prior to submitting details to the database, it is crucial that a validation check is in place whereby it checks to ensure this email address is not already present in the database.

By registering, the user has complete control over their profile, allowing them to edit their personal information as well placing a booking and making any necessary cancellations. As seen in the Figure 32, the initial customer registration page looked plain.

The screenshot shows a web page titled 'Hello Reol' with a red header containing the logo 'Faith HAIR & BEAUTY'. The header also includes links for 'Sign up / Join', social media icons for Facebook, Twitter, and Google+, and a 'LOGOUT' link. Below the header is a navigation menu with links for 'HOME', 'CUSTOMER', 'STAFF', 'TREATMENTS', 'REPORTS', 'FIND US', and 'LOGOUT'. The main content area is titled 'Customer Registration' and contains several input fields for personal information: First Name, Middle Name, Last Name, Date of Birth, Email Address, Address Line 1, Address Line 2, City / Town, PostCode, Home Phone, Mobile Phone, Personal Information (with a large empty text area), Customer Password, and Confirm Password. At the bottom left is a 'Register' button, and at the bottom right is a note about privacy and developer information.

Figure 32 –Initial customer registration page

To change the look of the page HTML5 tag `<fieldset><legend></legend></fieldset>` was added which can be viewed in the Figure 33. The style was created for the fieldset for the better appearance of the web page.

```
><form action="customerRegistration.php" method="post">
><fieldset>
><legend>Customer Registration</legend>
>    First Name: <input type="text" name="first_name" size="25"
>                maxlength="25" value=<?php if(isset($_POST['first_name'])) 
>                           echo $_POST['first_name']; ?>" />
>    Middle Name: <input type="text" name="mid_name" size="25"
>                  maxlength="25" value=<?php if(isset($_POST['mid_name'])) 
>                           echo $_POST['mid_name']; ?>" />
>    <br/>Last Name: <input type="text" name="last_name" size="50"
>                  maxlength="50" value=<?php if (isset($_POST['last_name'])) 
>                           echo $_POST['last_name']; ?>" />
></fieldset>
```

Figure 33 – Fieldset and legend HTML5 tags

This code gave the professional look to the customerRegistration.php as shown in figure 34 and 35.



Figure 34

Date of Birth:	<input type="text" value="1991-09-12"/>	Email Address:	<input type="text" value="merlyn1991@hotmail.co.uk"/>
Customer Address			
Address Line 1:	<input type="text" value="901 Middleton Road"/>		
City / Town:	<input type="text" value="Oldham"/>	Address Line 2:	<input type="text" value="Chadderton"/>
		PostCode:	<input type="text" value="OL9 1AU"/>
Contact telephone numbers & comments			
Home Phone:	<input type="text" value="01616249400"/>	Mobile Phone:	<input type="text" value="07703598369"/>
Personal Information: <input type="text"/>			
Customer Password			
Password:	<input type="password" value="*****"/>	Confirm Password:	<input type="password" value="*****"/>
<input type="button" value="Register"/>			

Figure 35

The entered details stored in the database `faith_customer` table which was created using MYSQL can be viewed in the last row in figure 36.

Figure 36 – Record added to the database

There are few validations on some fields like date to enter in the YYYY-MM-DD format, enter home telephone number without gap, validation to the postcode. The code can be seen in the figure 37.

Figure 37 Validation to the postcode attribute

When customer entered their details and registers, the confirmation message displays to confirm the registration. Sending email confirmation was implemented but as per IT technical support for security reasons emails cannot be sent or received using mudfoot server.



Figure 38 – Registration confirmation message

When the page was shown to the owner of the salon, they requested to change the layout instead of blocks make a single block and was changed and even the colour was changed to match the colour scheme of the website.



Figure 39 Customer registration page with new look

4.2. Registered customers Pages

The visitors who registered to the website are called customers. The customers could change their own profile, login, change password, book, change and cancel appointment by clicking on the customer on the menu bar and selecting appropriate options. Clicking on these options force the customers to enter their email and this email is checked with the logged in user email address. The details of registered customers section of the report are discussed below.

4.2.1. Verification of email address verificationUser.php

To change the profile of the customer, the customer was asked to enter their email address as shown in the figure 40 to verify the authorisation of the user.

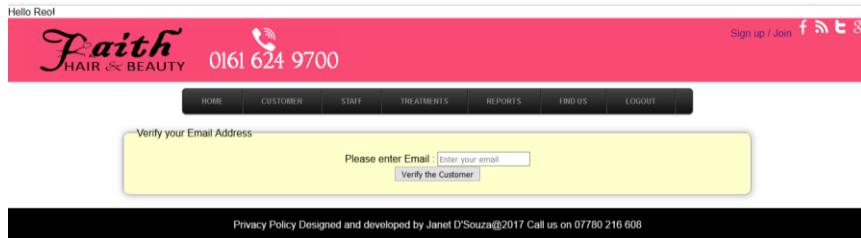


Figure 40 – Verification of user with email address

There was a problem where any user could change anybody's profile which was fixed using checking the session value with the first name of the person logged in.

```

if(isset($_POST['email']) && !empty($_POST['email']))
{
    $email=mysql_escape_string($_POST['email']);

    $query_user = "SELECT customer_Id, cust_FName FROM faith_customer where cust_Email='".$email."'";
    $query_user;
    $results = $mysql->query($connection, $query_user);
    $numrows=$mysql->num_rows($results);

    if($numrows)
    {
        if($numrows>1)
        {
            while ($row = mysql_fetch_array($results, MYSQLI_ASSOC))
            {
                if($_SESSION['first_name']==$row['cust_FName'])
                {
                    $_SESSION['email']=$email;

                    // email exit direct to Staff Booking newAppointment page
                    header("Location:changeUserprofile.php");
                }
                else
                {
                    echo "You are not the authorised user of ".$email;
                }
                break;
            }
        }
        else
        {
            // email does not exist re direct to registration page
            $msg="Authorised Customer can only change their own profile";
            echo $msg;
        }
    }
}

```

Figure 41 – Checking the existence of email and session

The unauthorised user enters enter any random email address the program will display an error message as shown in figure 43.

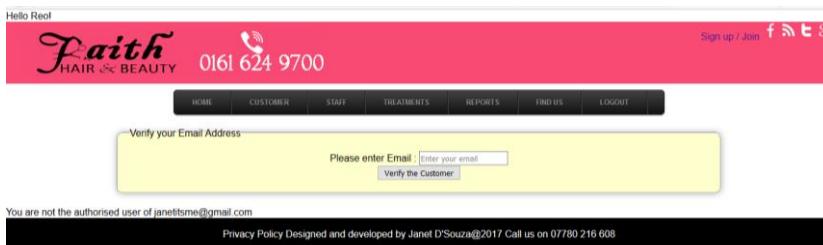


Figure 42 – Unauthorised user error message

4.2.2. Change Profile – changeOwnProfile.php

The authorised user enter their own email to change the profile details the stored details were displayed which are editable as seen in the figure 43. The modifications were made are stored in the database.

The screenshot shows a web page titled "Customer Changing their own Profile". The form contains the following data:

First Name	Reo
Mid Name	Joseph
Last Name	Dsa
Email address	reo_dsa@yahoo.com
Address line 1	5 Harrow Avenue
Address line 2	Hills
Town / City	Oldham
Postcode	OL4 4HL
Home number	07703058555
Mobile number	07703058555

At the bottom of the form is a "Save" button.

Figure 43 – Change customer profile

4.2.3. Change Password – password.php

The customer could change their own password by entering their current password and new password twice to confirm both the new password and confirm new password match.

The screenshot shows a web page titled "Change Your Password Reo". The form is titled "Change your Password" and contains three input fields:

- Current Password: [redacted]
- New Password: [redacted]
- Confirm New Password: [redacted]

At the bottom of the form is a "Change Password" button.

Figure 44 – Change password

The code snippet to change the password is shown in figure 45.

```

$exec2 = mysqli_stmt_execute($query2);
if ($exec2 === false) {
    trigger_error('Statement execution failed! ' . htmlspecialchars(mysqli_error($query)), E_USER_ERROR);
} else {
    echo '<h3>Thank you!</h3>
<p>Your password has been changed.</p>';
}

} else {
    // Get the customer ID from the SESSION
    $customerID = (int)$_SESSION['customer_Id'];

    // Create the query using prepared statement.
    $query2 = mysqli_prepare($connection, "UPDATE faith_customer SET cust_Password = SHA1('$newpass') WHERE customer_Id = ?");
    if ($query2 === false) { trigger_error('Statement failed! ' . htmlspecialchars(mysqli_error($connection)), E_USER_ERROR); }

    $bind2 = mysqli_stmt_bind_param($query2, "i", $customerID);
    if ($bind2 === false) { trigger_error('Bind parameters failed! ' . E_USER_ERROR); }

    $exec2 = mysqli_stmt_execute($query2);
    if ($exec2 === false) {
        trigger_error('Statement execution failed! ' . htmlspecialchars(mysqli_error($query)), E_USER_ERROR);
    } else {
        echo '<h3>Thank you!</h3>
<p>Your password has been changed.</p>';
    }
}
else {
    // End up here if the user's current password is not entered correctly
    echo '<p class="error">Your old password is not correct</p>';
    // header("HTTP/1.0 403 Forbidden");
}

```

Figure 45 Password change code

If the entered password does not match, the application display a user defined error messages as shown in figure 46.



Figure 46 – Change password user defined error messages

Staff of the salon has more control over the website. They can change customer's password, book an appointment for customer, change the appointment and cancel an appointment.

4.3. Registered staff member's pages

Staff members are able to create customer registration details if they are unsure how to complete the process or do not have access to the website. The staff member can then make appropriate amendments as well as set appointment bookings as needed. Staff can view the appointments booked.

4.3.1. Verification of the customer before changing profile – staffChangeCustomer.php

Staff could change the customer profile details by verifying their email address which can be seen in the figure 47.



Figure 47 – Customer email verification

If the email could not be verified, then the error message was displayed to verify the authentication of the user.

4.3.2. Staff editing customer details – staffEditCustomer.php

The staff changing the customer details is shown on the top left corner as in the figure 47 and 48. On entering the email address reo_dsa@yahoo.com, the verified email address returns the customer profile editing page as seen in the figure 48

Figure 48 – Edit customer details

After editing the details of the customer, the changed details saved in the database and it will show the updated changes as seen in the figure 49.

Figure 49 – Updated customer details

4.3.3. Booking Appointment

The staff can book an appointment for the customer by clicking on book appointment under staff drop down menu. The initial screen of booking page is shown in the figure 50.

The screenshot shows a web application for booking appointments. At the top, there's a red header bar with the salon's logo 'Faith HAIR & BEAUTY' and the phone number '0161 624 9700'. On the right side of the header are social media links for Facebook, Twitter, and Google+. Below the header is a black navigation bar with links for HOME, CUSTOMER, STAFF, TREATMENTS, IMAGE GALLERY, REPORTS, FIND US, and CONTACT US. A 'LOGOUT' button is also present. The main content area has a pink background. It displays a message 'Hello Janet!' followed by a form for booking an appointment. The form includes fields for 'Booking appointment for' (with an email input field), 'Please enter the appointment Date and Time here >>' (with a date input '04/27/2017' and a time dropdown menu showing options from 11:00 to 12:30 in 15-minute increments), and a 'Choose Treatment' dropdown menu. Below these fields is a note: '(e.g. Haircut, Dyeing, Facial...)'. There's also a 'Staff' dropdown menu with 'Janet' selected. A large 'Add Appointment' button is at the bottom of the form. At the very bottom of the page is a footer with the text 'Privacy Policy Designed and developed by Janet D'Souza@2017 Call us on 07780 216 608'.

Figure 50 – Initial look of appointment booking page

The datepicker and the timepicker library was used to display date and time. As the salon is closed on Monday and Tuesday both these days were disabled and the timepicker is customised based on the salon opening hours with a gap of 15 minutes was given to each appointment as the minimum time for each appointment is 15 minutes and maximum is up to 1 hour, this is based on treatment times.

This screenshot shows the same appointment booking page as Figure 50, but with a different treatment selected. In the 'Choose Treatment' dropdown, 'Dyeing Facial' is now selected. The 'Staff' dropdown shows 'Total Staffs who can do the selected treatment is/are : 2' with 'Janet' and 'Hello Janet!' listed. The rest of the page, including the date and time inputs, remains the same as in Figure 50.

Figure 51- based on the treatment chosen shows staff names

The name of the treatments was are populated dynamically in the drop-down list and when the staff selects the treatment, the treatment id will be stored and treatment name will be displayed on the screen. When the staff chose the treatment the staff name who is proficient in the said job, their name was populated in the drop-down list. To do this AJAX code was used which shows the treatment name and the name of the staff without refreshing the page. The treatment time will be automatically calculated based on the appointment time and the treatment time and populated in the database.

4.3.4. Cancel Appointment

There are two methods to delete a booked appointment. One is application shows all appointment sorted on the date of the appointment and staff can verify the staff name, date of appointment and time of appointment and click on delete button as seen in the figure 52.

Customer Name	treatment Booked	Appointment Booked Date	Appointment Booked Time	Appointment Finish Time	Appointment Booked with staff	Delete Appointment
Cowardy	Dry cut	2017-03-07	04:00:00 000000	04:30:00 000000	Cancel Appointment	
Sylvester	Wash cut blow	2017-03-05	12:15:00 000000	12:45:00 000000	Cancel Appointment	
Cowardy	Wash cut blow	2017-04-28	05:00:00 000000	05:45:00 000000	Cancel Appointment	
Reo	Wash cut blow	2017-04-28	02:00:00 000000	02:45:00 000000	Cancel Appointment	
Sylvester	Eyebrows thread	2017-04-28	11:00:00 000000	11:15:00 000000	Cancel Appointment	
Tom	Eyebrows thread	2017-04-28	11:00:00 000000	11:15:00 000000	Cancel Appointment	
Spake	Eyebrows thread	2017-04-28	12:30:00 000000	12:45:00 000000	Cancel Appointment	
Duffy	Eyebrows thread	2017-04-28	02:00:00 000000	02:15:00 000000	Cancel Appointment	
Colonel	Eyebrows thread	2017-03-07	03:30:00 000000	03:45:00 000000	Cancel Appointment	
Tom	Upper lip thread	2017-03-28	01:00:00 000000	01:15:00 000000	Cancel Appointment	
Powerpuff	Upper lip thread	2017-03-03	05:45:00 000000	06:00:00 000000	Cancel Appointment	
Colonel	Full face wax	2017-04-28	01:30:00 000000	01:30:00 000000	Cancel Appointment	
Spake	Deep cleansing Facial	2017-04-28	11:30:00 000000	12:30:00 000000	Cancel Appointment	
Betty	Deep cleansing Facial	2017-04-03	04:00:00 000000	05:00:00 000000	Cancel Appointment	
Cowardy	Dry cut	2017-03-07	04:00:00 000000	04:30:00 000000	Cancel Appointment	
Sylvester	Wash cut blow	2017-03-05	12:15:00 000000	12:45:00 000000	Cancel Appointment	
Cowardy	Wash cut blow	2017-04-28	05:00:00 000000	05:45:00 000000	Cancel Appointment	
Reo	Wash cut blow	2017-04-28	02:00:00 000000	02:45:00 000000	Cancel Appointment	
Sylvester	Eyebrows thread	2017-04-28	11:00:00 000000	11:15:00 000000	Cancel Appointment	
Tom	Eyebrows thread	2017-04-28	11:00:00 000000	11:15:00 000000	Cancel Appointment	
Spake	Eyebrows thread	2017-04-28	12:30:00 000000	12:45:00 000000	Cancel Appointment	

Figure 52 – Cancelling customer appointment

The other method is verifying the credentials of the customer and then it will show all the appointments of that customer and could cancel the said appointment.

4.3.5. Change Appointment

The change appointment option is treated as cancelling a booked appointment and booking a new appointment.

4.4. Admin register the staff members

The staff database with the job role admin has the full control over the website. Other than the visitor and customer and staff features of the website, the admin has full control over the whole website. The admin could register the staff members working for the salon, change their password, view individual staff appointments report or weekly and monthly reports. Admin could view the salon appointment reports one of the report was not completed and when clicked on the monthly report was giving error which was fixed by adding a page with under construction title.

4.4.1. Reports Page reports.php

Hello Janet!

List all staff at:

List all Appointments

List of customer orders with a total value of: January

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Figure 53 – Reports page

The admin can view the reports section of the website. There were three types of reports been created which are to list all appointments based on the chosen staff from the drop-down box which is seen in the figure 53.

The screenshot shows a website header with the logo 'Faith HAIR & BEAUTY' and the phone number '0161 624 9700'. Below the header is a navigation menu with links for HOME, CUSTOMER, STAFF, TREATMENTS, IMAGE GALLERY, REPORTS, FIND US, and CONTACT US. A 'LOGOUT' link is also present. The main content area is titled 'Appointments of the staff chosen' and displays a table of appointments:

Appointment Date	Appointment Time	Customer Name	Treatment Name
2017-04-28	02:00	Reo	Wash cut blow
2017-05-05	12:15	Sylvester	Wash cut blow

A footer bar at the bottom contains the text 'Privacy Policy Designed and developed by Janet D'Souza@2017 Call us on 07780 216 608'.

Figure 54 Appointments of selected staff

As seen in the figure 54 the appointments for the selected staff were displayed on the screen. Which is helpful for the admin to find out which staff is getting more business to the salon.

The screenshot shows a similar website structure to Figure 54. The main content area is titled 'Appointments of all the staff members' and displays a table of appointments:

Appointment Date	Appointment Time	Customer Name	Treatment Name
2017-05-07	03:30	Colonel	Eyebrows thread
2017-05-03	05:45	Powerpuff	Upper lip thread
2017-04-28	02:00	Reo	Wash cut blow
2017-05-05	12:15	Sylvester	Wash cut blow

A footer bar at the bottom contains the text 'Privacy Policy Designed and developed by Janet D'Souza@2017 Call us on 07780 216 608'.

Figure 55 – All appointments

The appointments booked which are not yet due were displayed in the figure 55.

In general to the whole website, the pages which are not yet designed with the delay or not providing the contents the pages are titled with under construction which can be viewed as seen in the figure 56.

On the index page, there are five images with title and a link to know more about the selected treatment. These links when clicked the webpage show the content of the page as seen in the figure 50. This indicates that developer is still waiting for the contents from the salon.

The screenshot shows a website header with the logo 'Faith HAIR & BEAUTY' and the phone number '0161 624 9700'. Below the header is a navigation menu with links for HOME, CUSTOMER, STAFF, TREATMENTS, REPORTS, FIND US, CONTACT US, and LOGIN. The main content area displays the message 'Sorry this page is under construction' in red text. A footer bar at the bottom contains the text 'Privacy Policy Designed and developed by Janet D'Souza@2017 Call us on 07780 216 608'.

Figure 56 – Waiting for the contents from salon

4.5. Restricting the pages to the unauthorised users

As there are four types of users in this website they are admin, staff, customer and stranger / visitor, the restrictions must be given to the pages so that the unauthorised user cannot access the restricted pages.

The code snippet was added in the staff pages to restrict the other users from accessing staff pages.

```
if (!isset($_SESSION['staff']))  
{  
    redirect_to("index.php");  
}  
  
    <?php  
    $page_title = 'Restricted Page';  
    include ("../includes/layouts/header.php");  
?>  
<h1>Oops...you're not logged in.</h1>  
<p>This is a restricted page available to registered users only.</p>  
<p>Existing user? <a href="login.php">Login.</a></p>  
<p>New user? <a href="customerRegistration.php">Register now.</a></p>  
  
    <?php  
    include ("../includes/layouts/footer.php");  
?>
```

Figure 57 – code snippet of restricted.php file

The restricted.php file code can be seen in the figure 57 and the look of the screen can be seen in figure 58.

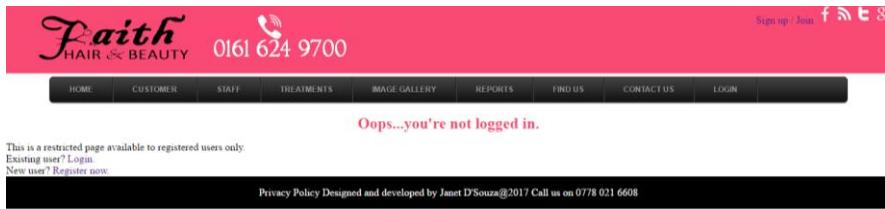


Figure 58 – restricted.php page

As mentioned in the terms of reference and literature survey the website created was responsive which can be viewed in various browsers and the devices. The few screenshots of the mobile view of the product can be viewed on figure 59 and 60. The created website automatically adjust to various browsers, screen sizes and orientations. This was one of the main objective of the project.

The created website was also dynamic which was viewed in most of the screen shots as the website was communicating with the database and fetching records from the database and populating the data to the database. This was another important objective of the project.

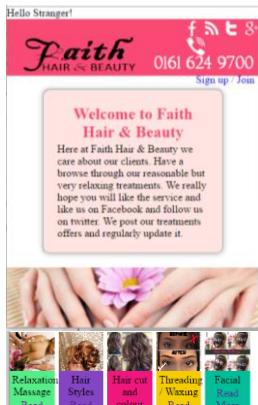


Figure 59 – mobile view

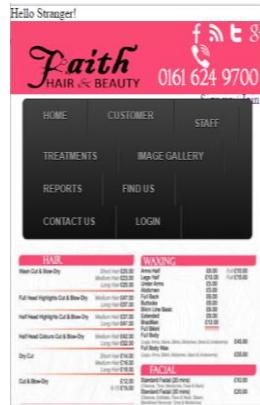


Figure 60 – mobile view

One of the key objectives of the project was to ensure all the key features were functioning as requested. Therefore a testing phase took place whereby options to register, create and edit a password and changing a profile page were implemented. The booking page stores the data in the database however it may be that the look of the website is not necessarily user friendly. But some salons use the same system for the confidentiality or for competition purpose. Other salons could able to check the progress of the salon.

4.6. The work required to improve the website

Some more information required from the salon about treatment description which are listed on the index page. When a user clicks on 'read more' this should provide additional information on the particular selected treatment option.

Although the salon currently has an active Facebook page, to further improve its communication with customers and ensure all the links provided on the header are functioning, the salon must now register on other social media avenues such as Twitter and Snapchat, particularly taking into consideration its target audience.

More images required to include in the image gallery created.

Restricting the users depends on their job role, which is almost completed but should make changes in all the pages and to be tested.

Calendar format booking scheduling system should be implemented current system to implement took lot of time. Need to research a bit more and need to fix the problem.

To add customer reviews to the website to build trust and confidence on the salon.

Evaluation

5. Evaluation

The concept behind the project was developed by the designer with guidance provided by the project supervisor, however given the end user is a non-technical individual, it is essential to thoroughly review the end product to ensure it meets the requirements stated.

The website and its content must be provided in an effective and concise manner keeping visitors engaged whilst equally making bookings more efficient for the organisation and supporting the salon in smoothly running their business. Through an evaluation an appropriate critique can take place, identifying whether the purpose has been met or where suitable improvements can be made.

The website must be evaluated:

- To check the features of the website like browsing the treatments available, client registration, user login, calendar scheduler, social media integration, booking system with the option to choose the staff for the treatment etc. as mentioned in the specification document.
- To get more enquiries and bookings, it is essential to check all the page layouts, spelling mistakes, look and feel of the pages are working as per the expectations – in particular taking into consideration the target audience and age range of users.
- Making sure all the links and images are displaying with alternate text.
- The browser compatibility is important to check because users use different browsers, the layout looks same in all browsers and devices used to view the page.
- Making sure the page's load very quick and the visitors come back to the web site again and again.
- How clear the instructions given are followed and how easy it is to book the appointment.
- Fully tested web site gives peace of mind to both the designer and end user.

The proposed website is evaluated focusing on the users and focusing on the website itself.

5.1. Focus on Users

The users for this website are visitors, customers, staff and the owner. Customers play an important role in evaluating the website as they are the people who will be using the website on a regular basis to book treatments and find out any information.

Firstly, the meetings were conducted with the owner of the salon to check the design created using Photoshop in the design section.

Secondly, the designs created were shown to the owner; upon feedback from the owner the designer was asked to change/remove the colour from the body of the pages which can be seen in the figure 15. This was fixed as requested and can be seen in figure 39.

Thirdly, total of 10 (ten) users were given a chance to perform a usability test of the website following questionnaire on the usability, performance and look and feel of the website. Out of them 9 (nine) customers and the owner of the salon gave feedback based on the usability test performed on a smart phone, tablet and laptop. The customer feedback forms are attached in Appendix B.

The questionnaire of the website feedback was used to collect the information about what people liked about the website, what features they want to be improved, additional features they want to see, the problems they encountered during the process of using the website which helped to decide what the customers intend to use the website for.

Finally, the feedback results were then analysed and created the graphs based on the result of the questionnaire. The result of the feedback was used to improve the proposed website.

Wilson, C. (n.d.)

How did you like the look and feel of the website?

- Very good
- good
- Average
- Did not like it

Would you think the people will be easy to use this website?

(With 1 being I am very satisfied and 5 Being very Unsatisfied and)

1	2	3	4	5

I thought the website was easy to use

1	2	3	4	5

I think I need a technical person to be able to use this website

1	2	3	4	5

The website was loaded very quick less than 10 seconds

1	2	3	4	5

I thought there is too much inconsistency in this system

1	2	3	4	5

I found the website very awkward to use

1	2	3	4	5

I felt very confident using the website

1	2	3	4	5

I need to learn lot of things before I could get going with this website

1	2	3	4	5

What features had influenced you to continue using this website?

What is it about this site that you most like to see improved?

What changes or additional features you suggest for this website?

- | | |
|----|----|
| 1) | 5) |
| 2) | 6) |
| 3) | 7) |
| 4) | 8) |

Thank you for taking the time to your feedback.

5.1.1. Analysis of the customer survey

Of those customers who carried out a questionnaire, 80% gave a very good as they were happy with the look of the website however 20% did not answer the question. This may be because either they did not notice the question because of the layout. The result can be seen in figure 61.

Few of them were reported that the menu bar was hiding behind the jQuery slide show. To resolve this problem, further research was carried out however all the websites who used jquery slide show had a single line menu without drop down. In order to solve this problem an introduction message has been added to the slideshow.

Table 7 – Feedback Question 1

How did you
like the look
and feel of
the website?

Very good	80%
good	0%
Average	0%
Did not like it	0%
did not answer	20%

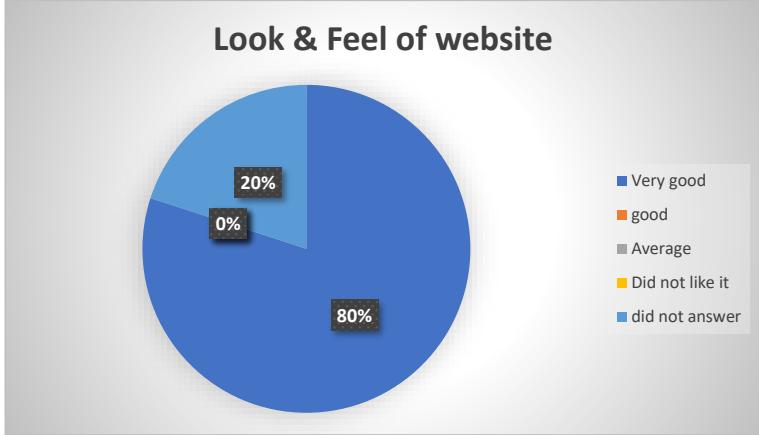


Figure 61 – Chart based on the result of Look & feel of the website

The question from 2-9 were answers were very unsatisfied or satisfied. Many of the customers got confused with the feedback form and changed the number later as it was said 5 being unsatisfied and 1 being very satisfied.

Table 8 Feedback Question 2 - 9

Questions	very satisfied	satisfied	unsatisfied	very Unsatisfied
Would you think the people will be easy to use this website?	2	7	1	1
I thought the website was easy to use	3	6	2	1
I think I need a technical person to use this website	4	8	1	0
The website was loaded very quick less than 10 seconds	5	8	0	1
I thought there is too much inconsistency in the system	6	6	0	1
I found the website very awkward to use	7	7	0	0
I felt very confident using the website	8	5	0	2
I need to learn lot of things before I could get going with the website	9	7	0	1

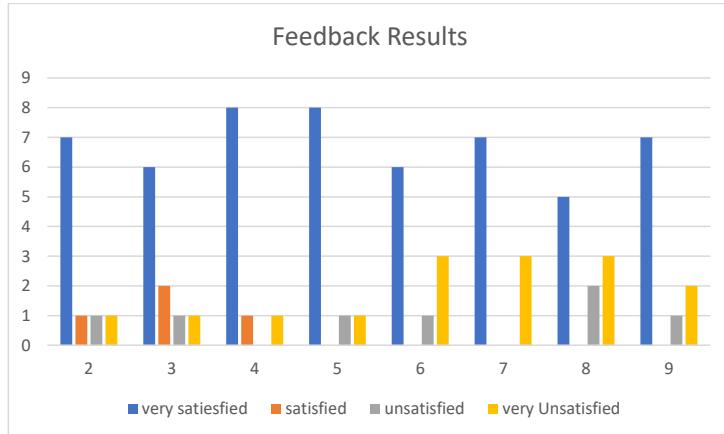


Figure 62 – Chart based on the results of feedback question 2-9

When the figure 62 was analysed it was clear that many of the clients were very satisfied. Few of the customers said it was easy to use and do not need any assistance to use it. This may be because customers have used similar websites before and have a high level of competence in using new technologies, in the addition the salon target audience is generally quite young.

As seen in the figure 63 customers have said that the website was easy to use and looks colourful which was highly rated when compared to the other features.

Table 9 Feedback Question10

What
features had
influenced
you to
continue
using this
website?

easy to use	4
colourful	2
price list	1
convenient	1
salon open days	1
staff working days	1
informative	1
appearance	1
own booking	1
works on mobile	1

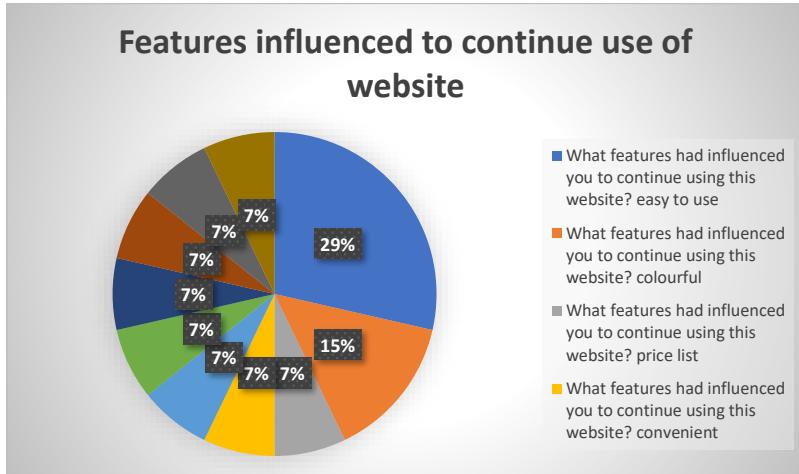


Figure 63 – Pie chart on result of features influenced customers

As per the customer feedback a ‘find us map’ was included on the website. However, to further support new customers who were finding it difficult to locate the salon, to support them a ‘street map’ view has also been included. As the salon has recently been renovated, a few clients requested to include updated pictures. These could be changed easily.

Table 10 Feedback Question 11

What is about this website that you like to see improved?	check available appointments	10%
	Font and writing	10%
	Find us map	10%
	layout	10%
	offers	10%
	updated salon picture	10%
	no suggestions	40%

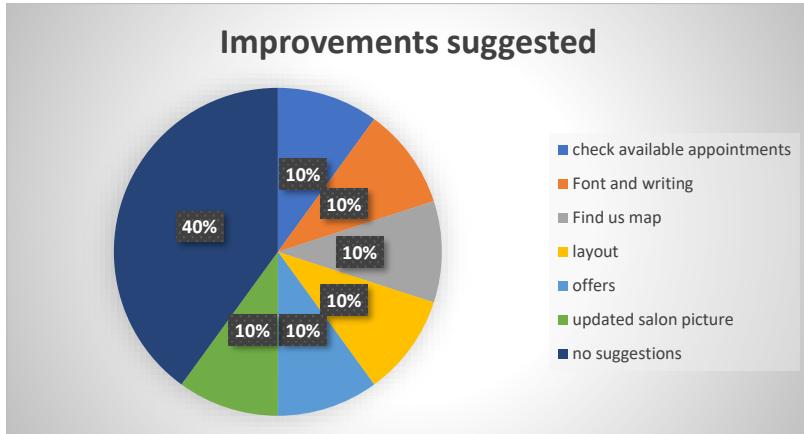


Figure 64 – Pie chart of feedback results of improvements suggested

There were lot of suggestions made by the clients to include in the website. One suggestion stated to include more images of the treatments offered and the work carried out by the make up artist. This could be updated when the owner provides more images.

Customers also requested that videos are included of treatments, although this was considered as an option upon discussion with clients it was decided this was not suitable as customers were hesitant in their videos being uploaded

A new calendar booking system was also suggested, whereby dates and times can be chosen from a pre-designed drop down menu. This is something that can be considered for future implementation where there are no time constraints.

Table 11 Feedback Question 12

What changes or additional features you suggest for this website?	Photos of work	20%
	reviews of customer	10%
	calendar booking system	10%
	pictures of makeup	10%
	video of hair & makeup	10%
	no suggestions	40%

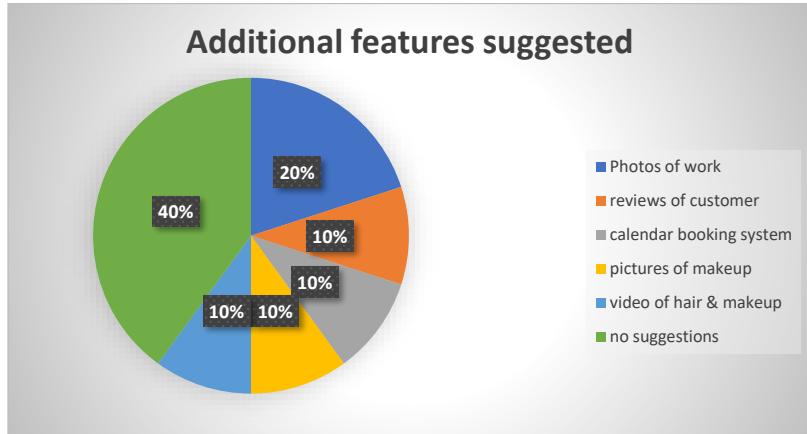


Figure 65 Chart on additional features suggested.

5.2. Focus on the Style

Websites are particularly popular as there are no limitations on creativity. Website concepts can be easily adapted to incorporate a consistent company image and appropriate colour theme. Throughout this project, the salon's colour scheme and requirements have been consistently considered ensuring the owner is satisfied with all page designs.

When the jQuery slide show was added to the website to change the images automatically after few seconds, menu bar was hiding behind it. When researched on various websites which was using jQuery slide show, the menu they were using was without drop down. Because it gave a professional look to the website, it was moved soon after the welcome message. Checked the whole website thoroughly and made sure no images are overlapping. As referred in the literature survey where three websites were compared, in this website few features of those websites have used. Consistent header and footer was used throughout the pages of the website.

As Bauer, M. (2007) stated survey conducted to help identify the main purpose of a website.

And apply it in practical 10 customers were taken survey to test the effectiveness of the website was evaluated by conducting a survey. The potential users of the website checked the website and contributed to test the website.

As (Kalbach, 2007) suggested all the necessary information like name of the salon, address with city and town, contact phone, email and opening hours are displayed on the home page as well as find us page. The main goal was to find information and social media integration was taken care of. All links, images and icons are working and directing to the exact page, except social media Twitter, Google Plus and RSS feed as these are not currently constructed, the salon also needs to provide additional treatment details so these can be included.

The owner of the website has provided separate feedback, which was positive and was pleased with colour scheme, however has required further images and information are included – this needs to be provided as of yet. As per the customer survey results who participated liked the font and colours of the website.

In addition, during the feedback provided, the owner requested that the black colour was changed to a plain colour. The owner was shown the changes to the design using Photoshop prototypes.

5.3. Focus on the Coding:

Evaluating this website based on the code and the functionality is important to check the code standard. To check the html code for errors, the website <https://validator.w3.org/check> is freely available to use. The errors shown in the Mark-up Validation Service will be fixed in the implementation stage. To check the errors in CSS file, the website <http://www.css-validator.org/validator> is used which showed all invalid syntax and the deprecated code.

URI : style.css

W3C CSS Validator results for style.css (CSS level 3)

Sorry! We found the following errors (2)

URI : style.css

- 12 H1 Value Error: float center is not a float value - center
- 22 H3 Value Error: float center is not a float value - center

The W3C validators rely on community support for hosting and development. [Donate](#) and help us build better tools for a better web.

Jump to: Errors (2) Warnings (11) Validated CSS

URI : style.css

Warnings (11)

- 39 The value 'threeface' is deprecated
- 66 Property -moz-transition is an unknown vendor extension
- 67 Property -webkit-transition is an unknown vendor extension
- 68 Property -o-transition is an unknown vendor extension

Figure 66 Free online validator was used to check errors

The errors were fixed and uploaded the file again to check the further errors. The evidence can be checked in figure 67.

W3C CSS Validator results for style.css (CSS level 3)

Congratulations! No Error Found.

This document validates as **CSS level 3!**

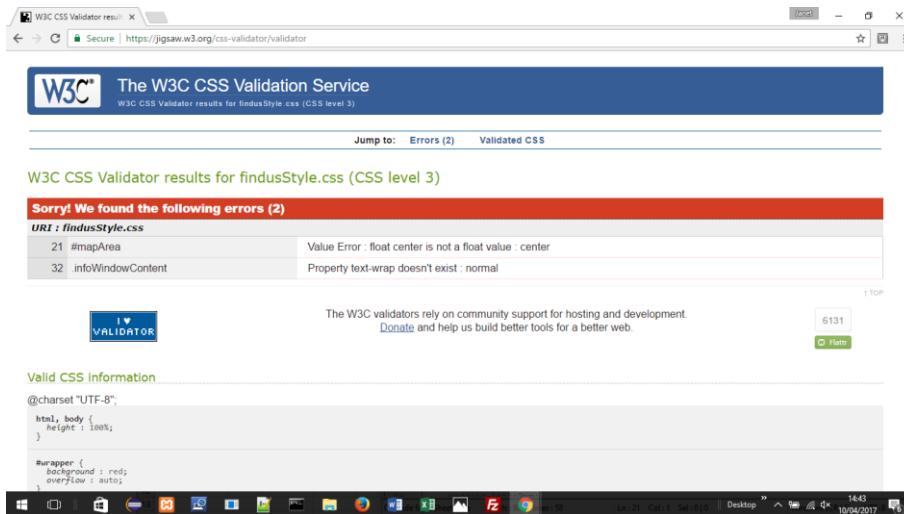
To show your readers that you've taken the care to create an interoperable Web page, you may display this icon on any page that validates. Here is the XHTML you could use to add this icon to your Web page:

```
<p>
  <a href="http://jigsaw.w3.org/css-validator/check/referer">
    <img alt="Valid CSS!" border="0" height="15px" width="80px"/>
  </a>
</p>
```

```
<p>
  <a href="http://jigsaw.w3.org/css-validator/check/referer">
    <img alt="Valid CSS!" border="0" height="15px" width="80px"/>
  </a>
</p>
```

Figure 67 CSS errors fixed

CSS file checked for errors



W3C CSS Validator results for findusStyle.css (CSS level 3)

Sorry! We found the following errors (2)

URI : [findusStyle.css](#)

21 #mapArea	Value Error : float center is not a float value · center
32 infoWindowContent	Property text-wrap doesn't exist · normal

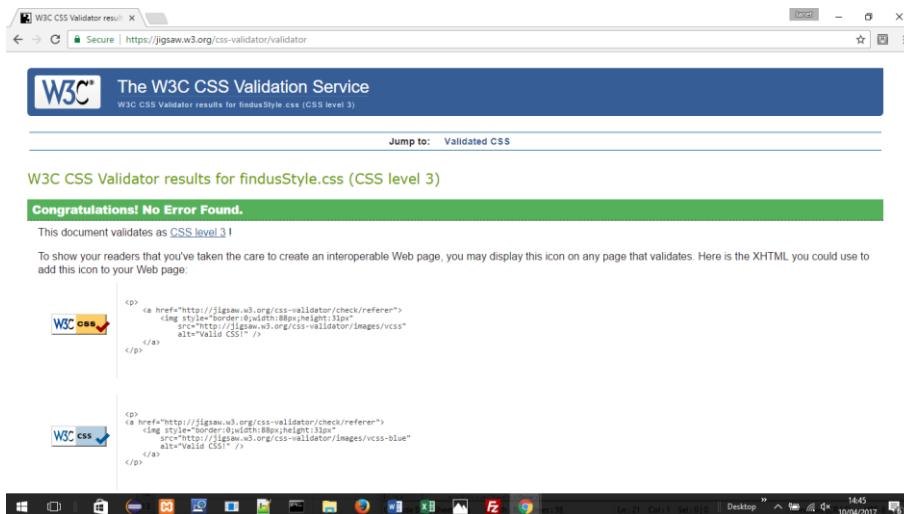
The W3C validators rely on community support for hosting and development.
[Donate](#) and help us build better tools for a better web.

6131

54.227.100.138

14:43 10/04/2017

Errors were fixed and uploaded again to verify the accuracy of the code



W3C CSS Validator results for findusStyle.css (CSS level 3)

Congratulations! No Error Found.

This document validates as [CSS level 3](#)!

To show your readers that you've taken the care to create an interoperable Web page, you may display this icon on any page that validates. Here is the XHTML you could use to add this icon to your Web page:

```
<p> <a href="http://jigsaw.w3.org/css-validator/check/referer">
  <img style="border:0; width:88px; height:31px;" alt="Valid CSS!" />
</a>
</p>
```

```
<p> <a href="http://jigsaw.w3.org/css-validator/check/referer">
  <img style="border:0; width:88px; height:31px;" alt="Valid CSS!" />
</a>
</p>
```

54.227.100.138

14:45 10/04/2017

Menu.css

The screenshot shows the W3C CSS Validator results for the file 'menu.css'. At the top, a red bar indicates 'Sorry! We found the following errors (1)'. Below it, a table lists one error: '154 #calBorder tr td:nth-child(1), #calBorder tr td:nth-child(2) Property pointer-events doesn't exist : none'. The 'URI : menu.css' section shows seven warnings, each related to vendor-specific properties like '-moz-transition', '-webkit-transition', and '-webkit-transform'. At the bottom, a green bar says 'Valid CSS information'.

Figure 68 menu.css validation errors

After fixing the errors the same file was uploaded again and the results can be seen on figure 69.

The screenshot shows the W3C CSS Validation Service results for 'menu.css'. A green bar at the top says 'Congratulations! No Error Found.' Below it, a message states 'This document validates as [CSS level 3](#)'. It includes an icon for a valid CSS file and the XHMTL code for the icon. At the bottom right, there is a small note: '10 April 2017'.

Figure 69 Results of menu.css

To check the PHP code for minor mistakes the website <http://phpcodechecker.com/> was used which is freely available.

The PHP file header.php was checked and it returned no issues found.

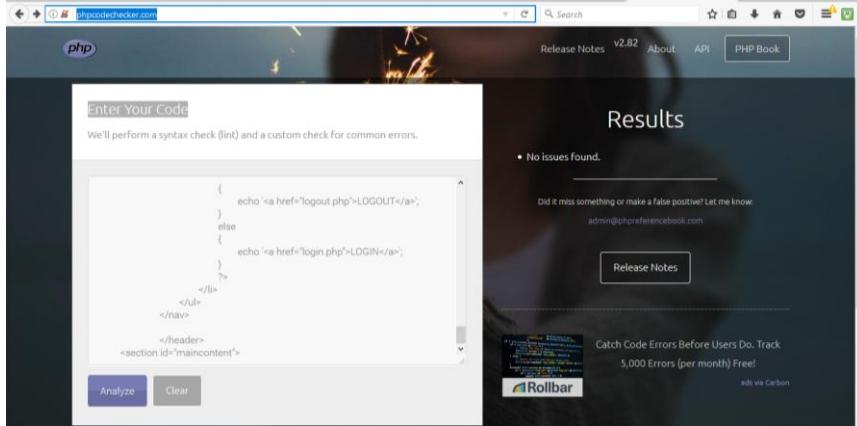


Figure 70 php code checking for errors

Similarly tried getStaff.php, getDuration.php. But in customer registration it gave two errors one for open square bracket [and a closing) round bracket which of that one of them was fixed. But the problem here is it does not show the line number so it is hard to figure out when the code is very lengthy.

5.4. Focus on the Content

The content of the website is readable and all the images are related to the treatments offered by the salon therefore fulfils its purpose. There was no negative feedback from the customers regarding the images that are included on the webpage.

Google's colour analyser helped to check the visual overview of the website contrast problems. Choosing the right background and text colour is very important otherwise it will be hard to get the message across to the customers. This was done by asking few following questions like

- Is the background and font colour having enough contrast to read the content?
- Is the font chosen and the size is good enough to read?
- Is the content relevant and serve the purpose?
- Is it easy to find the content the way it is laid out?

These questions were answered in the proposed website and the customers have no issues with font and the colour.

Html-color.codes. (2017) “Color Contrast Analyzer for Chrome” was used throughout the website when choosing the background and foreground colours. The content of the website was relevant to the business and the owner wish to add more information for the treatments links mentioned in the front page will be updated when it is provided.

From the customer feedback results, most of the customers wanted to see the price list with the relevant timings for each treatment.

5.5. Website Testing

The test plan describes the testing approach. The strategy of testing is based on the project goal, assumptions and start and end date. The testing was performed via manual testing methods. Each link and field within each of the webpage's was tested to ensure they were working as anticipated. The test plans were designed which cross-checked the actual result against the expected result. Every page was checked, a number of errors were identified and then fixed, these can be seen on the test pages.

(Softwaretestinghelp.com, 2017)

Table 12 Test case Login 1

5.5.1. Test Case Login

Test Case ID: Faith_Login1

Test Designed by: Janet

Test Priority (Low/Medium/High): High

Test Designed date:

24/01/2017

Module Name: Customer login screen

Test Executed by: Janet

Test Title: Verify login with valid username and password

Test Execution date:

10/04/2017

Description: Test the login page

Pre-conditions: User has registered and has valid username and password

Dependencies:

Step	Test Steps	Test Data	Expected Result	Actual Result	Status (Pass / Fail)	Notes
1	Navigate to login page	Click on menu option login	User should be able to login	User is navigated to	Pass	
2	Provide valid email	re0_dsa@yahoo.com		loggedin page with welcome message successful login		
3	Provide valid password	Password: Password				
4	Click on Login button	clicked			Pass	

Post-conditions:

User is validated with database and successfully login to account. The account session details are logged in are not stored in the database.

5.5.1. Test Case Login

Table 13 Test case Login 2

Test Case ID: Faith_Login2

Test Priority (Low/Medium/High): High

Module Name: Customer login screen

Test Title: Verify login with invalid username or password

Description: Test the login page

Test Designed by: Janet

Test Designed date:

24/01/2017

Test Executed by: Janet

Test Execution date:

<Date>

Pre-conditions: User has registered and has valid email and password

Dependencies: Registration

Step	Test Steps	Test Data	Expected Result	Actual Result	Status (Pass/Fail)	Notes
1	Navigate to login page	Click on menu option login	Error message should be			
2	Provide valid email	reo_dsa@yahoo.com	Displayed to check the username or password	Entered email and password are not matching.	Pass	
3	Provide valid password	1234		Please try again		
4	Click on Login button	clicked				

Post-conditions:

User is validated with database and successfully validated the email with password and returned an error message. The account session details are logged in are not stored in the database.

5.5.2. Salon Customer Registration System

Table 14 Test Case customer registration 1

Test Case Customer Registration

Test Case ID: Faith_Cust_Register1

Test Priority (Low/Medium/High): Med

Module Name: Customer Registration

Test Title: Customer Registration

Description: Ensure user can enter their actual personal details and able to register to the website.

Test Designed by: Janet

Test Designed date: 25/01/2017

Test Executed by: Janet

Test Execution date: 10/04/2017

Pre-conditions: Has a valid email id

Dependencies: N/A

Step	Test Steps	Test Data	Expected Result	Actual Result	Status (Pass/Fail)	Notes
1	Click on menu option customer then Register		Customer Registration Page	Customer Registration Page	Pass	
2	First name	12345	Red border with prompting message	Please match the requested format	Pass	
3	First name	Aasdd1	Red border with prompting message	Please match the requested format	Pass	
4	First name	Reo	No change in border colour and no prompting message	No Error nor changing border colour	Pass	
5	tab	Pressed tab key	Cursor should move to middle name	Takes the user to middle name column	Pass	

Post-conditions: None

Valid Test Data : First name, middle name and last name checked for similar errors

Table 15 Test case customer registration 2

Test Case Customer Registration

Test Case ID: Faith_Cust_Register2

Test Designed by: Janet

Test Priority (Low/Medium/High): Med

Test Designed date: 25/01/2017

Module Name: Customer Registration

Test Executed by: Janet

Test Title: Customer Registration

Test Execution date: 10/04/2017

Description: Ensure user can enter their actual personal details and able to register to the website.

Pre-conditions: User has a valid email address

Dependencies: None

Step	Test Steps	Test Data	Expected Result	Actual Result	Status (Pass / Fail)	Notes
1	Click on menu option customer then Register		Customer Registration Page	Customer Registration Page	Pass	
2	First name	12345	Red border with prompting message Type the spelling of your first name	Red border with prompting message Please match the requested format	Fail	The message displayed is wrong
3	First name	Aasdd1	Red border with prompting message Type the spelling of your first name	Red border with prompting message Please match the requested format	Fail	The message displayed is wrong
4	First name	Reo	Red border with prompting message Type the spelling of your first name	No Error nor changing border colour	Fail	The message displayed is wrong
5	tab	Pressed tab key	Cursor should move to middle name	Takes the user to middle name column	Pass	

Post-conditions: None

Valid Test Data : First name, middle name and last name checked for similar errors and all had same problem

Table 16 Test case customer registration 3

Test Case Customer Registration

Test Case ID: Faith_Cust_Register3

Test Priority (Low/Medium/High): Low

Module Name: Customer Registration

Test Title: Customer Registration

Description: Ensure user can enter their actual personal details and able to register to the website.

Test Designed by: Janet

Test Designed date: 10/04/2017

Test Executed by: Janet

Test Execution date: 10/04/2017

Pre-conditions: User has a valid email address

Dependencies: None

Step	Test Steps	Test Data	Expected Result	Actual Result	Status (Pass / Fail)	Notes
1	Click on menu option customer then Register		Customer Registration Page	Customer Registration Page	Pass	
2	First name	12345	Red border with prompting message Type the spelling of your first name	Red border with prompting message Type the spelling of your first name	Pass	Problem fixed 10/04/2017
3	First name	Aasdd1	Red border with prompting message Type the spelling of your first name	Red border with prompting message Type the spelling of your first name	Pass	Fixed 10/04/2017
4	First name	Reo	Red border with prompting message Type the spelling of your first name	Type the spelling of your first name	Pass	Fixed 10/04/2017
5	tab	Pressed tab key	Cursor should move to middle name	Takes the user to middle name column	Pass	

Post-conditions: None

Valid Test Data : First name, middle name and last name checked for similar errors and all had same problem which was fixed

5.5.3. Editing the Customer Profile

Table 17 Test case customer profile

Test Case Customer Profile

Test Case ID: Faith_Profile1

Test Priority (Low/Medium/High): Med

Module Name: Edit Profile

Test Title: Edit Profile

Description: Ensure that the user already registered and has email address ready to enter

Test Designed by: Janet

Test Designed date: 25/01/2017

Test Executed by: Janet

Test Execution date: 11/04/2017

Pre-conditions: Customer has registered named Reo and wish to change address.

Dependencies: Customer

Step	Test Steps	Test Data	Expected Result	Actual Result	Status (Pass/Fail)	Notes
1	Launch Edit Profile on menu Customer	Click	Open email validation page	Email validation Page	Pass	
2	Type email and click verify the customer button	reo_dsa@yahoo.com	Redirect to changeOwnProfile.php page shows all details of the customer and should be able to change details	Redirect to changeOwnProfile.php page and display all details and able to change details	Pass	
3	Delete existing address -> type new address	8 Harrow Avenue Hollins Oldham OL8 4HZ	Should able to delete and type all the given details	Could change and type	Pass	
4	Click on the Save Button		Show the changed data	Customer data changed	Pass	
5			Entry populated in the database.	Entry populated in the database.	Pass	

Post-conditions: customer address was changed and saved in the database.

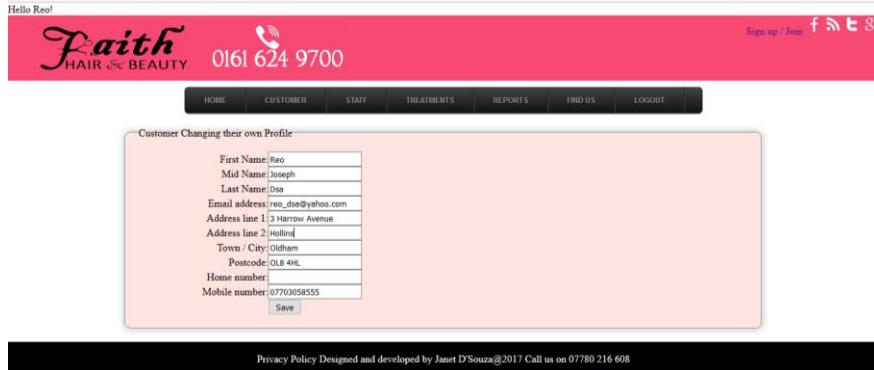


Figure 71 Testing results of customer profile

5.5.4. Change the Password

Table 18 Test case Change Password

Test Case Change Password

Test Case ID: Faith_Change_Password1

Test Priority (Low/Medium/High): Med

Module Name: Change Password

Test Title: Verify change Password

Description: Verify that the correct customer has logged in

Test Designed by: Janet

Test Designed date: 25/01/2017

Test Executed by: Janet

Test Execution date: 10/04/2017

Pre-conditions: The customer must login to change password if not redirect to login page.						
Dependencies: Staff, Treatments						
Step	Test Steps	Test Data	Expected Result	Actual Result	Status (Pass/Fail)	Notes
1	Launch Change Password Page	Click on menu Customer → Change Password	Check if the customer logged in yes the display change Password Page if no then login page	Display change Password Page	Pass	
2	Type the Old Password and twice new Password	Password Password1 Password	Error Message Your Password does not match. Try again	Error message displayed	Pass	
3	Type the Old Password and twice new Password	Password Password1 Password1				
4	Click on Save		Message displayed Password successfully Changed	Password successfully changed message was displayed	Pass	

Conclusion

6. Conclusion

The main objectives before the creation of the project were;

- To create a responsive and dynamic website that made use of graphical design.
- A registration system that enabled users to use the features created within the site.
- Social media integration.
- Designing the layout of the website.
- Implement a booking system as well as test the quality of the website.
- Documenting the analysis of user experience, the design and overall outcome of the website.
- Managing time effectively within the project using an appropriately designed Gantt Chart as reference.

Throughout the implementation of the project, ensuring the website was as responsive as required and met the requirements stated above, a range of media queries were utilised ensuring that the website can be successfully viewed on a range of devices using both Google Chrome and Safari web browsers.

A suitable registration process was created on the website ensuring that individuals have their own account which can be accessed solely by them and edited as needed. These functions were tested by a range of customers and recorded in test plans – these tests were approved and showed that the registration page worked as intended.

To further support the business in growing its name, the header of each page included access to a range of social media pages. As the salon currently only has an active Facebook page, this was integrated into the header. There is an option for the salon owner to include links to other social accounts at a later stage.

As per the initial objectives, a booking system was also designed. This allows users to create their own profile and book appointments online selecting the appropriate staff member, treatment required and the relevant date and time. However, this failed during the evaluation as a calendar schedule was requested by the customers whereby dates can be selected from a drop down calendar. However, having researched this, this can be added to the website at a later time, due to time constraints as per the Gantt chart, it was not possible to create this at this time.

The websites performance was analysed upon completion by an extensive questioning of customers. The feedback helped to create various types of testing to ensure the website functioned as required, based mainly on manual testing whereby each part of the code was checked and edited as required.

The project was managed based on the Gantt chart but took longer time to figure out the calendar booking system, which took over 4 weeks which in turn meant that the booking system expectations were not met.

The project and product developed is focused on the usability of website and the online appointment booking system using customer's individual credentials.

The project successfully met the usability and functional requirements of the user and gained their acceptance by evaluating the website. From the user test results it shows that there is still room for improvement and expansion like adding better scheduling system to enhance the booking system, adding more images into the gallery to allow potential customers a wider range of products to select from as well as the integration of social networking applications and linking for customers and finally adding more information about the treatments available.

Although most of the specified user requirements were successfully met, the application is not so far fully generic to all the salons and restricted what functions they can perform. The application could be improved further to include additional functionality like promoting the salon by sending offers and newsletters., customer reviews and most importantly a calendar booking system.

Overall, the project was effectively managed allowing the designers PHP skills to prosper as well as a range of other coding languages. This is particularly useful on a long term perspective as these codes are popular in web development industries. In addition, the project taught the designer resilience, perseverance, effective management and help develop their own personal skills in micro-managing a project.

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Appendices

Appendix A

Timetable and Deliverables:

Table 19 Timetable and deliverables

Week Number	Date of Monday	Deliverables
1	26-09-2016	Project planning & ToR document preparation
2	03-10-2016	Changing the draft of ToR
3	10-10-2016	Filling the MMU Ethics Check List
4	17-10-2016	ToR submission
5	24-10-2016	Ethics Form Submission
6	31-10-2016	Literature Review
7	07-11-2016	
8	14-11-2016	
9	21-11-2016	Literature Survey submitted
10	28-11-2016	Product design - Prototype
11	05-12-2016	Use Case & Entity relationship design Initial database design
12	12-12-2016	Product Design submitted
Christmas Vacation		
13	09-01-2017	
14	16-01-2017	Evaluation Design
15	23-01-2017	
16	30-01-2017	Evaluation Design submitted
17	06-02-2017	Prepare interim Report
18	13-02-2017	
19	20-02-2017	Report outline submitted
20	27-02-2017	
21	06-03-2017	Draft Slides submitted
22	27-03-2017	
23		
24		
Easter Vacation		
25	24-04-2017	Final Report and Product submitted, Presentation held

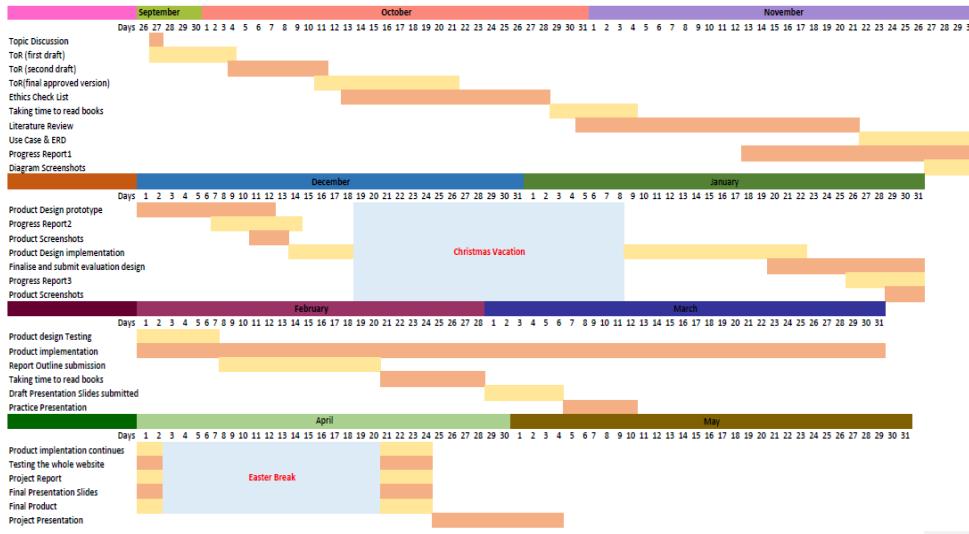


Figure 72 Project Gantt chart

Required Resources:

- Project management Gantt Chart: Microsoft excel
- Diagrams Use Case Diagram and ERD Visual Paradigm
- Image editing: Photoshop
- Video Editing: Adobe Premier Pro to edit images
- Cross platform FTP application: FileZilla Desktop app
(free FTP solution for both client and server.)
- Text Editor: Notepad++
- Web Browsers: Chrome, Firefox, Mozilla Firefox, Internet Explorer
- Front End: PHP, HTML, CSS, jQuery
- Back End: MySQL
- Reference Books: Learning PHP, MySQL & JavaScript: with jQuery, CSS & HTML5 ISBN: 1491918667

Ethics Checklist form

At least one signature has problems. Please fill out the following form. You can save data typed into this form.

ETHICS CHECKLIST

This checklist must be completed **before** commencement of **any** research project. This includes projects undertaken by **staff** and by **students** as part of a **UG, PGT or PGR programme**. Please attach a Risk Assessment.

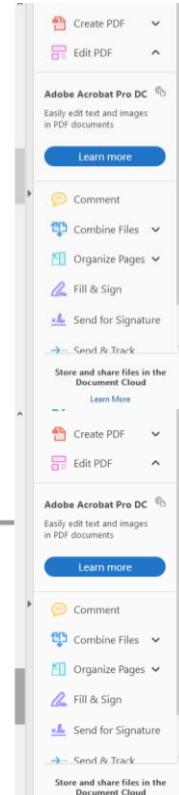
Please also refer to the [University's Academic Ethics Procedures; Standard Operating Procedures](#) and the [University's Guidelines on Good Research Practice](#)

Full name and title of applicant:	Janet Sylvin D'Souza	
University Telephone Number:	0770 305 8390	
University Email address:	14059185@stu.mmu.ac.uk	
Status:	<input checked="" type="checkbox"/> Undergraduate Student <input type="checkbox"/> Postgraduate Student: Taught <input type="checkbox"/> Postgraduate Student: Research <input type="checkbox"/> Staff	
Department/School/Other Unit:	Engineering / Manchester Metropolitan University	
Programme of study (if applicable):	BSc (Hons) in Multimedia & Web Computing	
Name of DoS/Supervisor/Line manager:	Fawaz Ghali	
Project Title:	Responsive & Dynamic website development for Faith Hair & Beauty	
Start & End date (cannot be retrospective):	27-09-2016 to 24-04-2017	
Number of participants (if applicable):	1	
Funding Source:		
Brief description of research project activities (300 words max): The site is proposed to be a responsive and dynamic website for salon. This site will provide easy and instant information to the clients. Various functionalities like browse the treatments available, Client Registration, User Login, Calendar scheduler for appointment bookings, Social media integration, Staff section, Direction map with contact us details, Administration features about the salon. The site will have the attractive and responsive Front end which will be suited for various devices for the Visitors and the Back end for dynamic content and administration of the site.		
YES NO		
Does the project involve NHS patients or resources?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
If 'yes' please note that your project may need NHS National Research Ethics Service (NRES) approval. Be aware that research carried out in a NHS trust also requires governance approval.		
Click here to find out if your research requires NRES approval		
Click here to visit the National Research Ethics Service website		
To find out more about Governance Approval in the NHS click here		
Does the project require NRES approval?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
If yes, has approval been granted by NRES? Attach copy of letter of approval. Approval cannot be granted without a copy of the letter.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
6. Will the study require the co-operation of a gatekeeper for initial access to the groups or individuals to be recruited (e.g. students at school, members of self-help group, nursing home residents)? Click for an example of a PIS and information about gatekeepers		
7. Will the study involve the use of participants' images or sensitive data (e.g. participants personal details stored electronically, image capture techniques)? Click here for guidance on images and sensitive data		
8. Will the study involve discussion of sensitive topics (e.g. sexual activity, drug use)? Click here for an advisory distress protocol		
9. Could the study induce psychological stress or anxiety in participants or those associated with the research, however unlikely you think that risk is? Click here to read about how to deal with stress and anxiety caused by research procedures		
10. Will blood or tissue samples be obtained from participants? Click here to read how the Human Tissue Act might affect your work		
11. Is your research governed by the Ionising Radiation (Medical Exposure) Regulations (IRMER) 2000? Click here to learn more about IRMER		
12. Are drugs, placebos or other substances (e.g. food substances, vitamins) to be administered to the study participants or will the study involve invasive, intrusive or potentially harmful procedures of any kind? Click here to read about how participants need to be warned of potential risks in this kind of research		

NB Question 2 should only be answered if you have answered YES to Question 1. All other questions are mandatory.		YES	NO
1. Are you gathering data from people?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
For information on why you need informed consent from your participants please click here			
2. If you are gathering data from people, have you:			
a. attached a participant information sheet explaining your approach to their involvement in your research and maintaining confidentiality of their data?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
b. attached a consent form? (not required for questionnaires)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Click here to see an example of a participant information sheet and consent form			
3. Are you gathering data from secondary sources such as websites, archive material, and research datasets?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Click here to find out what ethical issues may exist with secondary data			
4. Have you read the guidance on data protection issues?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
a. Have you considered and addressed data protection issues – relating to storing and disposing of data?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
b. Is this in an auditable form? (can you trace use of the data from collection to disposal?)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
5. Have you read the guidance on appropriate research and consent procedures for participants who may be perceived to be vulnerable?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
a. Does your study involve participants who are particularly vulnerable or unable to give informed consent (e.g. children, people with learning disabilities, your own students)?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
13. Is pain or more than mild discomfort likely to result from the study? Please attach the pain assessment tool you will be using.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

Page 2 of 3

Click here to read how participants need to be warned of pain or mild discomfort resulting from the study and what do about it.		
14. Will the study involve prolonged or repetitive testing or does it include a physical intervention?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Click here to discover what constitutes a physical intervention and here to read how any prolonged or repetitive testing needs to managed for participant wellbeing and safety		
15. Will participants to take part in the study without their knowledge and informed consent? If yes, please include a justification.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Click here to read about situations where research may be carried out without informed consent		
16. Will financial inducements (other than reasonable expenses and compensation for time) be offered to participants?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Click here to read guidance on payment for participants		



17. Is there an existing relationship between the researcher(s) and the participant(s) that needs to be considered? For instance, a lecturer researching his/her students, or a manager interviewing her/his staff?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Click here to read guidance on how existing power relationships need to be dealt with in research procedures		
18. Have you undertaken Risk Assessments for each of the procedures that you are undertaking?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
19. Is any of the research activity taking place outside of the UK?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
20. Does your research fit into any of the following security sensitive categories:	<ul style="list-style-type: none"> <input type="checkbox"/> commissioned by the military <input type="checkbox"/> commissioned under an EU security call <input type="checkbox"/> involve the acquisition of security clearances <input type="checkbox"/> concerns terrorist or extreme groups 	
If Yes, please complete a Security Sensitive Information Form		

I understand that if granted, this approval will apply to the current project protocol and timeframe stated. If there are any changes I will be required to review the ethical consideration(s) and this will include completion of a 'Request for Amendment' form.

have attached a Risk Assessment
 have attached an Insurance Checklist

If the applicant has answered YES to ANY of the questions 1a – 17 then they must complete the [MMU Application for Ethical Approval](#).

Signature of Applicant: Janet S. DSouza Digitally signed by Janet S. DSouza Date: 24/10/2016 (DD/MM/YY)

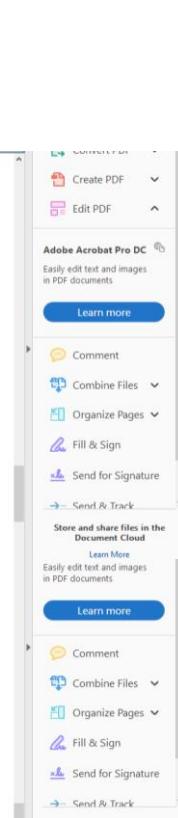
Independent Approval for the above project is (please check the appropriate box):
Granted
 I confirm that there are no ethical issues requiring further consideration and the project can commence.

Not Granted
 I confirm that there are ethical issues requiring further consideration and will refer the project protocol to the Faculty Research Group Officer.

Signature: Fawaz Ghali Date: 30/01/2017 (DD/MM/YY)
FNAME: FAWAZ LNAME: GHALI MNAME: MIDDLE: DOB: 2017-01-30 10:00:00

Print Name: Dr. Fawaz Ghali Position: Lecturer

Approver: Independent Scrutiniser for UG and PG Taught/ PGRs RD1 Scrutiniser/
 Faculty Head of Ethics for staff.



Appendix B

Feedback Questionnaire from owner and customers

Faith Hair & Beauty website feedback

How did you like the look and feel of the website?
Very good good Average Did not like it

Would you think the people will be easy to use this website?
(With 5 Being very Unsatisfied and 1 being I am very satisfied)

<input checked="" type="checkbox"/>				
1	2	3	4	5

I thought the website was easy to use

<input checked="" type="checkbox"/>				
1	2	3	4	5

I think I need a technical person to be able to use this website

<input type="checkbox"/>				<input checked="" type="checkbox"/> No
1	2	3	4	5

The website was loaded very quick less than 10 seconds

<input checked="" type="checkbox"/>				
1	2	3	4	5

I thought there is too much inconsistency in this system

	<input checked="" type="checkbox"/>			
1	2	3	4	5

I found the website very awkward to use

<input checked="" type="checkbox"/>				
1	2	3	4	5

I felt very confident using the website

<input checked="" type="checkbox"/>				
1	2	3	4	5

I need to learn lot of things before I could get going with this website

	<input checked="" type="checkbox"/>			
1	2	3	<input checked="" type="checkbox"/>	.

What features had influenced you to continue using this website?
*easy to use, colourful, price list, open days & time
it works on mobile*

What is it about this site that you most like to see improved?
booking system - cannot check what appointment available

What changes or additional features you suggest for this website?

- 1) add more work photo
- 2)
- 3)
- 4)
- 5) even if the customers have postcode
- 6) still they find hard to search premises
- 7) instead of static map, make it real map
- 8)

Thank you for taking the time to your feedback.

Gel 2.4.17

Faith Hair & Beauty website feedback

How did you like the look and feel of the website?
Very good good Average Did not like it

Would you think the people will be easy to use this website?
(With 5 Being very Unsatisfied and 1 being I am very satisfied)

<input checked="" type="checkbox"/>	1	2	3	4	5
-------------------------------------	---	---	---	---	---

I thought the website was easy to use

<input checked="" type="checkbox"/>	1	2	3	4	5
-------------------------------------	---	---	---	---	---

I think I need a technical person to be able to use this website

	1	2	3	4	<input checked="" type="checkbox"/>
--	---	---	---	---	-------------------------------------

The website was loaded very quick less than 10 seconds

<input checked="" type="checkbox"/>	1	2	3	4	5
-------------------------------------	---	---	---	---	---

I thought there is too much inconsistency in this system

	1	2	3	4	<input checked="" type="checkbox"/>
--	---	---	---	---	-------------------------------------

I found the website very awkward to use

	1	2	3	4	<input checked="" type="checkbox"/>
--	---	---	---	---	-------------------------------------

I felt very confident using the website

<input checked="" type="checkbox"/>	1	2	3	4	5
-------------------------------------	---	---	---	---	---

I need to learn lot of things before I could get going with this website

	1	2	3	4	<input checked="" type="checkbox"/>
--	---	---	---	---	-------------------------------------

What features had influenced you to continue using this website?

Being very easy and convenient for myself.

What is it about this site that you most like to see improved?

The photos at the work + their has been done at the salon.

What changes or additional features you suggest for this website?

- 1) Nothing
- 2)
- 3)
- 4)
- 5)
- 6)
- 7)
- 8)

Thank you for taking the time to your feedback.

 12.4.17

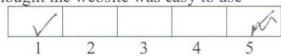
Faith Hair & Beauty website feedback

How did you like the look and feel of the website?
Very good good Average Did not like it

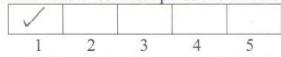
Would you think the people will be easy to use this website?
(With 5 Being very Unsatisfied and 1 being I am very satisfied)



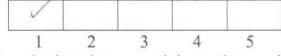
I thought the website was easy to use



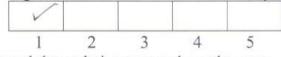
I think I need a technical person to be able to use this website



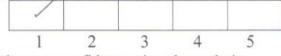
The website was loaded very quick less than 10 seconds



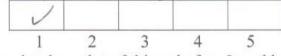
I thought there is too much inconsistency in this system



I found the website very awkward to use



I felt very confident using the website



I need to learn lot of things before I could get going with this website



What features had influenced you to continue using this website?

The pictures that have been used, make me want to use the website

What is it about this site that you most like to see improved?
what days/ time staff are in

What changes or additional features you suggest for this website?

- 1) reviews by customers 5)
- 2) 6)
- 3) 7)
- 4) 8)

Thank you for taking the time to your feedback.

M.D.P.
12/4/17.

Faith Hair & Beauty website feedback

How did you like the look and feel of the website?

Very good good Average Did not like it

Would you think the people will be easy to use this website?

(With 1 Being very Unsatisfied and 5 being I am very satisfied)

				<input checked="" type="checkbox"/>
1	2	3	4	5

I thought the website was easy to use

				<input checked="" type="checkbox"/>
1	2	3	4	5

I think I need a technical person to be able to use this website

<input checked="" type="checkbox"/>				
1	2	3	4	5

The website was loaded very quick less than 10 seconds

				<input checked="" type="checkbox"/>
1	2	3	4	5

I thought there is too much inconsistency in this system

<input checked="" type="checkbox"/>				
1	2	3	4	5

I found the website very awkward to use

<input checked="" type="checkbox"/>				
1	2	3	4	5

I felt very confident using the website

				<input checked="" type="checkbox"/>
1	2	3	4	5

I need to learn lot of things before I could get going with this website

<input checked="" type="checkbox"/>				
1	2	3	4	5

What features had influenced you to continue using this website?

Informative , Could book own appointment. Prices available .

What is it about this site that you most like to see improved?

Nothing .

What changes or additional features you suggest for this website?

- | | |
|----|----|
| 1) | 5) |
| 2) | 6) |
| 3) | 7) |
| 4) | 8) |

Thank you for taking the time to your feedback.

Leanne L - 4/4/2017

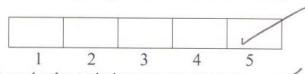
Faith Hair & Beauty website feedback

How did you like the look and feel of the website?

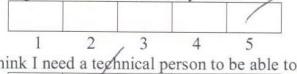
Very good good Average Did not like it

Would you think the people will be easy to use this website?

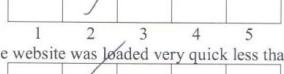
(With 5 Being very Unsatisfied and 1 being I am very satisfied)



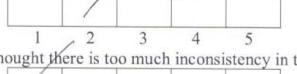
I thought the website was easy to use



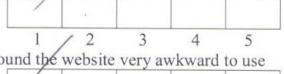
I think I need a technical person to be able to use this website



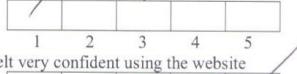
The website was loaded very quick less than 10 seconds



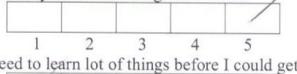
I thought there is too much inconsistency in this system



I found the website very awkward to use



I felt very confident using the website



I need to learn lot of things before I could get going with this website



What features had influenced you to continue using this website?

It is very easy to use

What is it about this site that you most like to see improved?

What changes or additional features you suggest for this website?

- 1) Find us map 5)
- 2) 6)
- 3) 7)
- 4) 8)

Thank you for taking the time to your feedback.

R.Blei 7/4/17

Faith Hair & Beauty website feedback

How did you like the look and feel of the website?
Very good good Average Did not like it

Would you think the people will be easy to use this website?
(With 5 Being very Unsatisfied and 1 being I am very satisfied)

<input checked="" type="checkbox"/>				
1	2	3	4	5

I thought the website was easy to use

<input checked="" type="checkbox"/>				
1	2	3	4	5

I think I need a technical person to be able to use this website

				<input checked="" type="checkbox"/>
1	2	3	4	5

The website was loaded very quick less than 10 seconds

<input checked="" type="checkbox"/>				
1	2	3	4	5

I thought there is too much inconsistency in this system

				<input checked="" type="checkbox"/>
1	2	3	4	5

I found the website very awkward to use

				<input checked="" type="checkbox"/>
1	2	3	4	5

I felt very confident using the website

<input checked="" type="checkbox"/>				
1	2	3	4	5

I need to learn lot of things before I could get going with this website

				<input checked="" type="checkbox"/>
1	2	3	4	5

What features had influenced you to continue using this website?

Just how wonderful it was and good pictures.

What is it about this site that you most like to see improved?

The layout.

What changes or additional features you suggest for this website?

- 1) updated picture of the salon 5)
- 2) Pictures of all the room's 6)
- 3) 7)
- 4) 8)

Thank you for taking the time to your feedback.

Rebecca R. 8.4.17.

Faith Hair & Beauty website feedback

How did you like the look and feel of the website?

Very good good Average Did not like it

Would you think the people will be easy to use this website?
(With 1 Being very Unsatisfied and 5 being I am very satisfied)

				✓
1	2	3	4	5

I thought the website was easy to use

				✓
1	2	3	4	5

I think I need a technical person to be able to use this website

			✓	No
1	2	3	4	5

The website was loaded very quick less than 10 seconds

				✓
1	2	3	4	5

I thought there is too much inconsistency in this system

			✓	No
1	2	3	4	5

I found the website very awkward to use

			✓	No
1	2	3	4	5

I felt very confident using the website

			✓	
1	2	3	4	5

I need to learn lot of things before I could get going with this website

			✓	No
1	2	3	4	5

What features had influenced you to continue using this website?

Find phone number
to check prices

What is it about this site that you most like to see improved?

special offers on treatments

What changes or additional features you suggest for this website?

- 1) make up pictures 5)
- 2) hair and make up videos 6)
- 3) 7)
- 4) 8)

Thank you for taking the time to your feedback.

*Grace
20/04/17*

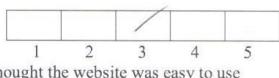
Faith Hair & Beauty website feedback

How did you like the look and feel of the website?
Very good good Average Did not like it

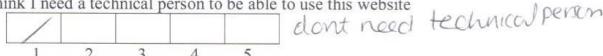
Would you think the people will be easy to use this website?
(With $\$$ Being very Unsatisfied and $\$$ being I am very satisfied)

1 lowest *Agree*
5 highest *Disagree*

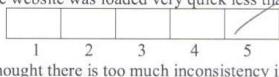
I thought the website was easy to use



I think I need a technical person to be able to use this website



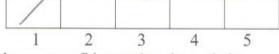
The website was loaded very quick less than 10 seconds



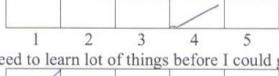
I thought there is too much inconsistency in this system



I found the website very awkward to use



I felt very confident using the website



I need to learn lot of things before I could get going with this website



What features had influenced you to continue using this website?

Appearance

What is it about this site that you most like to see improved?

Font & writing

What changes or additional features you suggest for this website?

- 1) *Calendar booking system*
- 2) *Wording split out - clear*
- 3) *8)*
- 4)

Thank you for taking the time to your feedback.

RJ 8/4/17

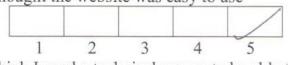
Faith Hair & Beauty website feedback

How did you like the look and feel of the website?
Very good good Average Did not like it

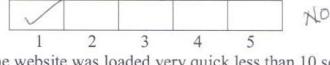
Would you think the people will be easy to use this website?
(With 1 Being very Unsatisfied and 5 being I am very satisfied)



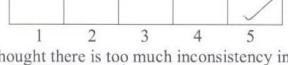
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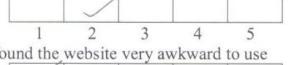
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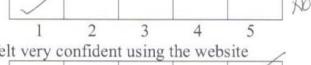
The website was loaded very quick less than 10 seconds



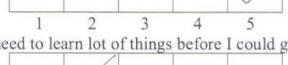
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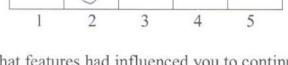
I found the website very awkward to use



I felt very confident using the website



I need to learn lot of things before I could get going with this website



What features had influenced you to continue using this website?
layout , easy to use , works on iPad in both direction

What is it about this site that you most like to see improved?
better booking system

What changes or additional features you suggest for this website?

- 1) More information on the treatments ; benefits of at 5) customer reviews
- 2) 6)
- 3) 7)
- 4) 8)

Thank you for taking the time to your feedback.

*Rebia
15/04/17*

Faith Hair & Beauty website feedback

How did you like the look and feel of the website?
Very good good Average Did not like it

Would you think the people will be easy to use this website?
(With 1 Being very Unsatisfied and 5 being I am very satisfied)

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
1	2	3	4	5

I thought the website was easy to use

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
1	2	3	4	5

I think I need a technical person to be able to use this website

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
1	2	3	4	5

The website was loaded very quick less than 10 seconds

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
1	2	3	4	5

I thought there is too much inconsistency in this system

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1	2	3	4	5

I found the website very awkward to use

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
1	2	3	4	5

I felt very confident using the website

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
1	2	3	4	5

I need to learn lot of things before I could get going with this website

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1	2	3	4	5

What features had influenced you to continue using this website?

Salon opening hours and days closed
looks good , treatment price list

What is it about this site that you most like to see improved?

tab key not working on laptop
menu does not look good on mobile

What changes or additional features you suggest for this website?

- 1) improve look 5)
- 2) 6)
- 3) 7)
- 4) 8)

Thank you for taking the time to your feedback.

*Mari
13/04/17*