

5-2 Project Two

IT-337-X3541

Jordan Proch

Southern New Hampshire University

## Identified User Issues/Recommendations

### “Login”

- The icons for ‘username’ and ‘password’ on the login page can be misinterpreted. It is recommended that the icons be replaced with the words ‘username’ and ‘password’.
- The ‘Forgot Password?’ link is great. However, if a user forgets their username they should be able to retrieve their username. It is recommended to add a ‘Forgot username?’ link.

### “Main Menu”

- Navigating the menu could be much easier. While there is a button to get back to the main menu on each page, there should be a static menu on the left hand side that allows for direct navigation to different pages.
- Wording overall can be much improved. Examples include but are not limited to changing “MYU Course Registration System” to “MYU Student Portal” and getting rid of the word “View” from navigation buttons.

### “View My Program”

- There is no key to understand what the “X’s”, “R’s”, and “SH’s” mean. It is recommended that a key be displayed on the bottom right hand side.
- Overall, the page is very hard to read. Other than underline, there is no way to differ which is a class and a subject header. Even the underline shows no difference because there are classes with underscores in them. Recommendation is to have the subject headers a different font size and/or to be bold.
- Classes that are in the “Language, Philosophy, & Culture” category are listed on the same line. It is recommended that these classes be listed separately.

- Some subject headers show the amount of semester hours required. Others don't. It is recommended to add the amount of semester hours for each subject to improve consistency.
- History courses do not have a subject header. It is recommended that a subject header be added.

### User Personas



Name: Samuel Hart

Age: 25

Technology skills: Very good

Devices used: Dell Laptop, iPhone 14 Pro

Access time: Usually at night

Access method: Dell laptop

Help used: None

Needs: Access to portals for major, and petition to graduate

Experiences: Lab assignments, software development

Behavior with student portals: Quick, knows what he needs and knows what to click



Name: Megan Arnold

Age: 26

Technology Skills: Comfortable with basics, but needs help occasionally

Devices used: iPad, iPhone 12, Macbook

Access time: Early morning

Access method: Macbook

Help Used: Needed help once accessing and submitting assignment

Needs: Registering for classes, career center

Experiences: Using social media, reading online articles, accessing websites

Behavior with student portals: Knows what she needs, takes a while looking through UI, patient



Name: Michelle Warren

Age: 55

Technology skills: Struggles, with basic functions

Devices used: Outdated desktop, iPhone 8

Access time: Rarely

Access method: PC desktop

Help used: Accessing library materials, finding, doing, and submitting assignments

Needs: Registering for classes, doing homework

Experiences: Facebook, Microsoft Word

Behaviors with student portals: Has a very hard time accessing, easily frustrated, impatient

# Digital Prototype

Log In

MYU Student Portal

Welcome Back!

**Username:**  
EyeTee.Major@myu.edu

**Password:**  
\*\*\*\*\*

Remember Me

**Log In**

[Forgot Password?](#)

[Forgot Username?](#)

MYU Student Portal

Welcome, Eyetee Major!

## Main Menu

- [My Profile](#)
- [My Program](#)
- [My Schedule](#)
- [Search Classes/Register](#)
- [Log Out](#)

MYU Student Portal      Welcome, Eyetee Major!

[Main Menu](#)  
[My Program](#)  
[My Schedule](#)  
[Search Classes/Register](#)  
[Log Out](#)

### My Profile

#### Account Settings

Username:

Email:

#### Change Password

Old Password

New password

Repeat New Password

#### Notification Settings

Notify me of my registration time/day

Notify me if a registered class is cancelled

#### Time Zone

(EST -5:00) 3:50PM, Jan 26

[Save Changes](#)  
[Cancel](#)

MYU Student Portal      Welcome, Eyetee Major!

[Main Menu](#)  
[My Profile](#)  
[My Schedule](#)  
[Search Classes/Register](#)  
[Log Out](#)

### My Program

- Bachelor of Science - Information Technology Major -  
Required Credits: 121

**General Education**

Communication (6 SH)	
ENG 101 English Composition I	-X-
ENG 102 English Composition II	-X-
Writing in the Discipline (3 SH)	
TCOM 220 Tech Communication	-R-
HST 136 US History to 1877	-R-
HST 137 US History to 1877	-R-
HST 138 US History since 1877	—
HST 139 History since 1877	—
POL 136 US Constitution & Politics	-R-
POL 137 US Government	—

**College and Department Requirements**

IT Environmental (18 SH)	-R-
ACC 231 (Acc Principles I: Financial)	—
ACC 232 (Acc Principles II: Managerial)	—
SLCT 236 (Intro To Logistics Technology)	—
TELS 334 (Org Leadership & Sprng)	—
MAN 335 (Intro Org Behavior & Mgmt)	—
TELS 431 Production & Service Ops	—
SCM 331 Service & Manufacturing Op	—
TELS 434 Quality Improvement Methods	—

**Major Requirements**

IT Core (42 SH)	—
IT 110 (Intro. To Info. Technology)	—
IT 125 (Fund. of Java Programming)	—
IT 130 (Intro. To the Linux Kernel)	—
IT 236 (Internet Applications Dev)	—
IT 237 (Fundamentals of CyberSecurity)	—
IT 238 (Systems App Dev)	—
IT 334 (Systems Analysis & Design)	—
IT 337 (Systems Infrastructure 7 Nwk)	—
IT 335 (Systems Integration)	—
IT 336 (Database Management)	—
IT 338 (Advanced Info Sys Dev)	—
IT 438 (Dbase Admin & Implement)	—
IT 439 (ERP Application Dev)	—
IT 445 (Project Mgmt and Practice)	—

**Approved Technical Electives (12 SH)**

Elective	—
Elective	—
Elective	—

**Program Evaluation Key**

SH - Semester Hours  
X - Completed  
R - Registered

## My Class &amp; Work Schedule - Fall 2022

[Main Menu](#)[My Profile](#)[My Program](#)[Search Classes/Register](#)[Log Out](#)

Time	Monday	Tuesday	Wednesday	Thursday	Friday
7:00-7:50					
8:00-8:50	TCOM 220		TCOM 220		TCOM 220
9:00-9:50	HST 236		HST 236		HST 236
10:00-10:50	MAT 141	MAT 141	MAT 141	MAT 141	
11:00-11:50	WORK	WORK	WORK	WORK	WORK
12:00-12:50	LUNCH	LUNCH	LUNCH	LUNCH	LUNCH
13:00-13:50	POL 236		POL 236		POL 236
14:00-14:50	ACC 231		ACC 231		ACC 231
15:00-15:50					
16:00-16:50	STUDY GROUP		STUDY GROUP	STUDY GROUP	STUDY GROUP
17:00-17:50	STUDY GROUP		STUDY GROUP	STUDY GROUP	STUDY GROUP
18:00-18:50	WORK	WORK	WORK	WORK	WORK

## Registration: Search for Courses

[Main Menu](#)[My Profile](#)[My Program](#)[My Schedule](#)[Log Out](#)

## Select

Academic Year

2021-2022

2022-2023

2023-2024

Term

Fall

Spring

Summer

## Department

- English
- Environmental Science
- Film
- Finance and Economics
- French
- Germanic Language
- History
- Industrial Engineering
- Italian
- Information Technology
- Mathematics
- Mechanical Engineering
- Medicine
- Microbiology & Immunology
- Music

[Search](#)[Clear](#)

Main Menu

My Profile

My Program

My Schedule

Log Out

## Courses Offered: Information Technology: Fall 2022

Sel	Section #	Course Number	Course Name	Instructor	Day/Time	Capacity	Level
<input type="checkbox"/>	123553	IT-110	Intro to Info Tech	Jones	MWF/7:00	25/25	UG
<input type="checkbox"/>	123554	IT-110	Intro to Info Tech	Fitch	MWF/8:00	0/25	UG
<input type="checkbox"/>	123555	IT-110	Intro to Info Tech	Fitch	MWF/9:00	0/25	UG
<input type="checkbox"/>	123556	IT-110	Intro to Info Tech	Jones	MWF/9:00	0/25	UG
<input type="checkbox"/>	123557	IT-110	Intro to Info Tech	Abercromby	MWF/9:00	3/25	UG
<input type="checkbox"/>	123558	IT-110	Intro to Info Tech	Fitch	MWF/10:00	20/25	UG
<input type="checkbox"/>	123559	IT-110	Intro to Info Tech	Jones	MWF/11:00	3/25	UG
<input type="checkbox"/>	123560	IT-110	Intro to Info Tech	Jones	MWF/13:00	2/25	UG
<input type="checkbox"/>	123561	IT-110	Intro to Info Tech	Macy	MWF/14:00	0/25	UG
<input type="checkbox"/>	123562	IT-110	Intro to Info Tech	Sears	MWF/15:00	0/25	UG
<input type="checkbox"/>	123563	IT-110	Intro to Info Tech	Macy	MWF/16:00	0/25	UG
<input type="checkbox"/>	123564	IT-110	Intro to Info Tech	Sandusky	MWF/17:00	0/25	UG
<input type="checkbox"/>	123565	IT-110	Intro to Info Tech	Spearpoint	MWF/18:00	0/25	UG
<input type="checkbox"/>	126566	IT-110	Intro to Info Tech	Ovemyer	MWF/19:00	0/25	UG
<input type="checkbox"/>	123568	IT-110	Intro to Info Tech	Granby	MWF/18:00	0/25	UG
<input type="checkbox"/>	123569	IT-110	Intro to Info Tech	Alfredo	MWF/18:00	0/25	UG
<input type="checkbox"/>	123570	IT-110	Intro to Info Tech	Shiffren	TR/18:00	0/25	UG
<input type="checkbox"/>	123571	IT-110	Intro to Info Tech	Jones	TR/18:00	2/25	UG
<input type="checkbox"/>	123572	IT-110	Intro to Info Tech	Sears	TR/18:00	1/25	UG
<input type="checkbox"/>	123423	IT-125	Fund of Java Programming	Staff	MWF/7:00	25/25	UG
<input type="checkbox"/>	123424	IT-125	Fund of Java Programming	Staff	MWF/8:00	7/25	UG
<input type="checkbox"/>	124255	IT-125	Fund of Java Programming	Staff	MWF/9:00	8/25	UG
<input type="checkbox"/>	123426	IT-125	Fund of Java Programming	Staff	MWF/9:00	0/25	UG
<input type="checkbox"/>	123427	IT-125	Fund of Java Programming	Marcell	MWF/9:00	4/25	UG
<input type="checkbox"/>	123428	IT-125	Fund of Java Programming	Marcell	MWF/10:00	20/25	UG
<input type="checkbox"/>	123429	IT-125	Fund of Java Programming	Marcell	MWF/11:00	20/25	UG
<input type="checkbox"/>	123430	IT-125	Fund of Java Programming	Falco	MWF/13:00	0/25	UG
<input type="checkbox"/>	123431	IT-125	Fund of Java Programming	Falco	MWF/14:00	0/25	UG
<input type="checkbox"/>	123432	IT-125	Fund of Java Programming	Falco	MWF/15:00	0/25	UG
<input type="checkbox"/>	123433	IT-125	Fund of Java Programming	Brady	MWF/15:00	24/25	UG
<input type="checkbox"/>	123410	IT-130	Intro to the Linux Kernel	Smyth	MWF/11:00	3/25	UG
<input type="checkbox"/>	123411	IT-130	Intro to the Linux Kernel	Smyth	MWF/13:00	2/25	UG
<input type="checkbox"/>	123412	IT-130	Intro to the Linux Kernel	Smyth	MWF/14:00	4/25	UG
<input type="checkbox"/>	123413	IT-130	Intro to the Linux Kernel	Turing	MWF/16:00	4/25	UG

Register for  
Selected Course(s)

Main Menu

My Profile

My Program

My Schedule

Log Out

## Courses Offered: Information Technology: Fall 2022

Sel	Section #	Course Number	Course Name	Instructor	Day/Time	Capacity	Level
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<input type="checkbox"/>	123555	IT-110	Intro to Info Tech	Fitch	MWF/9:00	0/25	UG
<input type="checkbox"/>	123556	IT-110	Intro to Info Tech	Jones	MWF/9:00	0/25	UG
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<input type="checkbox"/>	123560	IT-110	Intro to Info Tech	Jones	MWF/13:00	2/25	UG
<input type="checkbox"/>	123561	IT-110			7:45:00	0/25	UG
<input type="checkbox"/>	123562	IT-110			7:55:00	0/25	UG
<input type="checkbox"/>	123563	IT-110			7:55:00	0/25	UG
<input type="checkbox"/>	123564	IT-110			7:55:00	0/25	UG
<input type="checkbox"/>	123565	IT-110			7:55:00	0/25	UG
<input type="checkbox"/>	123566	IT-110			7:55:00	0/25	UG
<input type="checkbox"/>	123568	IT-110			7:55:00	0/25	UG
<input type="checkbox"/>	123569	IT-110			7:55:00	0/25	UG
<input type="checkbox"/>	123570	IT-110			8:00:00	0/25	UG
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<input type="checkbox"/>	123424	IT-125	Fund of Java Programming	Staff	MWF/8:00	7/25	UG
<input type="checkbox"/>	124255	IT-125	Fund of Java Programming	Staff	MWF/9:00	8/25	UG
<input type="checkbox"/>	123426	IT-125	Fund of Java Programming	Staff	MWF/9:00	0/25	UG
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<input type="checkbox"/>	123412	IT-130	Intro to the Linux Kernel	Smyth	MWF/14:00	4/25	UG
<input type="checkbox"/>	123413	IT-130	Intro to the Linux Kernel	Turing	MWF/15:00	4/25	UG

This action will add course  
123563 to your schedule.

Proceed?

Register for  
Selected Course(s)

Main Menu

My Profile

My Program

Search Classes/Register

Log Out

## My Class &amp; Work Schedule - Fall 2022

Time	Monday	Tuesday	Wednesday	Thursday	Friday
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12:00-12:50	LUNCH	LUNCH	LUNCH	LUNCH	LUNCH
13:00-13:50	POL 236		POL 236		POL 236
14:00-14:50	ACC 231		ACC 231		ACC 231
15:00-15:50	IT 110		IT 110		IT 110
16:00-16:50	STUDY GROUP		STUDY GROUP	STUDY GROUP	STUDY GROUP
17:00-17:50	STUDY GROUP		STUDY GROUP	STUDY GROUP	STUDY GROUP
18:00-18:50	WORK	WORK	WORK	WORK	WORK

Main Menu	<p><b>My Program</b>            - Bachelor of Science - Information Technology Major -            Required Credits: 121</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%; padding: 5px;"><b>General Education</b></td> <td style="width: 33%; padding: 5px;"><b>College and Department Requirements</b></td> <td style="width: 33%; padding: 5px;"><b>Major Requirements</b></td> </tr> <tr> <td> <u>Communication (6 SH)</u>            ENG 101 English Composition I            ENG 102 English Composition II   <u>Writing in the Discipline (3 SH)</u>            TCOM 220 Tech Communication            HST 136 US History to 1877            HST 137 US History to 1877            HST 138 US History since 1877            HST 139 History since 1877            POL 136 US Constitution &amp; Politics            POL 137 US Government         </td> <td> <u>IT Environmental (18 SH)</u>            ACC 231 (Acct Principles I: Financial)            ACC 232 (Acct Principles II: Managerial)            SCLT 238 (Intro To Logistics Technology)            TELS 334 (Org Leadership &amp; Spvrs)            MAN 335 (Intro Org Behavior &amp; Mgmt)            TELS 431 Production &amp; Service Ops            SCM 331 Service &amp; Manufacturing Op            TELS 434 Quality Improvement Methods         </td> <td> <u>IT Core (42 SH)</u>            IT 110 (Intro. 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Search Classes/Register																											
Log Out																											

Participant number: 1

Observer: Jordan Proch

Date: 2/11/24

Name of project: MYU Student Portal

Task Number/ Description	Start Time	Issues	Help Used/Given	Completed?	Stop Time
Login using credentials	1:05	Participant had trouble with login. Attempted login in the top left corner of the screen.	Participant quickly figured out where the login feature was.	Yes	1:05
Click on “My Profile” to check profile information	1:05	None	None	Yes	1:06
Click on “My Program” to view classes that you need to complete your program	1:06	None	None	Yes	1:06

Click on “My Schedule” to view times that you might add a section of IT 110.	1:07	None	None	Yes	1:07
Click on “Search/Register” to search for TI 110 and available sections.	1:07	None	None	Yes	1:07
Click on the checkbox at the beginning of the row containing Professor Macy's 3:00PM section of IT 110.	1:07	Participant had to scan the page for a bit to locate which section to register for.	Participant found the section on their own.	Yes	1:09
Click “Yes” to close the dialog box.	1:09	None	None	Yes	1:09
Click on “My Schedule” to	1:09	None	None	Yes	1:10

see your updated schedule”					
Click on “My Program” to see your updated program.	1:10	None	None	Yes	1:10
Log out.	1:10	None	None	Yes	1:11