Part 1.

(Scenario 1.)

Tester(chhaya), User(keshava), Observer(Abhishek)

Find the phone number of the contact person for web development course

Tester: - While exploring the web design and development program on school website, here we have option to contact the course programme co-ordinator.

User: - Here we have only option to mail the co-ordinator, what in case someone wants to talk directly. Sometimes E-mail can be annoying.

Tester: - It is just because of privacy policy. we cannot display any personal information.

To contact the person for web design and development programme.

We can call through the college helpline number in order to get any information related to course.

User: - Being a person who is new for all these things, it will make them frustrated, to talk through helpline number again and again.

If privacy is a matter to concern about this it will be better to have a helpline number for each particular course, with the attached email. That will make the website more convenient for the user.

Tester: - We like the suggestion you have for this, that will also not impact to our privacy policy.

Observer. As per the user and tester conversation, the main issue encounter during testing are, not availability of phone number of the contact person for web development course. Email cannot be helpful in case to have brief information about the course.

(Scenario 2.)

Tester(keshava), User(Abhishek), Observer(chhaya)

Determine when to register for next semester.

Tester: -In our college website in admission, we can easily fill the form to register for next semester, here a student can also easily check the schedule for entire semester as well as entire course duration and submit it to college admission desk.

User: - Wow, this information looks so easy to access and understand for the student.

But what in case­­­­ if programs dated get changed due to some issues. Do we have any other alternative for that?

Tester: - Yes of course, in that case we inform the student through their assigned email about any delay in programme.

User: - But it will be better if we add this information with each programme that will make it more handful to use.

Tester: - that can be the possibility in case we have different registration dates for each program. but to maintain the similarity we make it same for every course.

Being a user do you find it convenient to use or wants some changes.

User: - well, the provided information is very clear for new student as well apart from that I like the idea of informing the student about holidays and any, delays in programme.

Can we provide this information directly instead of navigating through the links?

Tester: - Yes of course we can but to provide every single information on a page make it complex to understand. for that our IT developer team decided to make a separate section for that.

Observer: - the user and tester talks showed that, the user is satisfied about the information as tester clear all the doubts very clearly.

(Scenario 3.)

Tester(Abhishek), User(chhaya), Observer(keshava)

Find the requirement for earning a degree or certificate in web development or a related area.

Tester: - In our college website, here we assigned the grading criteria based on percentage student will achieved. on the basis of that they will get a degree, the least percentage to get a degree is 55, which varies as per the course requirement.

User: - Can you tell me the source of percentage; on what basis we will get this?

Tester: - Well, this is only possible to know for registered student, how much percentage weight they will get, as their teacher will let them know

User: - That very annoying for new student, as they cannot know the proper information, the information that display on website will confuse them because it’s not clear.

Instead of this it will be better if you will provide them brief information about this. That should be available for each course. The available information will tell about the requirement to have a degree but not the grades that will be allotted for what percentage they will achieve.

Observer: - As user suggested the unavailability of information will make the student confuse and frustrated. so it will be better that every important information should be available with each course including the grading chart.

**Part 2.**

**Content Manager** (Abhishek)

To have a duty of content manager it will be my responsibility to oversee the **content** presented on websites and blogs, and may also be responsible for creating, editing, posting, updating, and occasionally cleaning up outdated **content**.

In terms of re- designing the college website, some content needed to be changed like to add helpline number for the student about their course, change the appearance to have a fresh feel while scrolling through website, apart from this time to time update about new courses and any change occur.

Graphic Designer(keshava)

To work as a graphic designer, it, will be my duty to use the appropriate use of color contrast, design wireframe, layout and image optimization for display.

The following changes I, will recommend as a graphic designer.

1. To design new wireframe to change the website layout.
2. Sometimes because of high quality image the page loading takes long time. that need to be optimized
3. Apart from this color contrast need to be change according to the new design and graphics and photos used in website in order to get the fresh and new feel while the user operates the website.

Project Manager(chhaya)

To work as a project manager, I have to manage the entire project, identify the problem and have interview with stakeholder about their needs and expectation for website.

As a project manager the following changes I recommend.

1. The first issue student faced, is unavailability of content, some of important information is missing, like how to get in contact with course co-ordinator about any information.

Apart from this many students are facing time related issues, as while submission of any assignment if they are only one minute late, the submission time show one hour late.