

Ticket Office Webpage Review (Updated 9/28/2021)

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September '21

This is a review of some changes that can be implemented and how they can be implemented to improve the user experience on the EMU Ticket Office Webpage (emueagles.com/tickets).

Common

Loading Screen

- Show a Loading Prompt until full webpage is loaded and ready for interaction

Current:

None

Change:

Samples:

<https://morganiverson.github.io/ticketoffice/loading1.html>
<https://morganiverson.github.io/ticketoffice/loading2.html>
<https://morganiverson.github.io/ticketoffice/loading3.html>

Navigation Bar

Contact Us and Resources Tabs

- Remove Duplicate Contact Us

Current:

```
<li class="separator">Eastern Athletic Fund</li>
<li class="nav-submenu-item">
  <a
    class=""
    href="https://www.emich.edu/foundation/give/index.php?fund=01479"
    target="_blank">
    Eastern Athletic Fund
  </a>
</li>
```

Change:

```
<li class="separator">Eastern Athletic Fund</li>
<li class="nav-submenu-item">
  <a
    class=""
    href="https://www.emich.edu/foundation/give/index.php?fund=01479"
    target="_blank">
    Eastern Athletic Fund
  </a>
</li>
```

My Account Tab

- Open in new tab: "Ticket Transfer", "Re-Issue Tickets", "Ticket Giveback" when logged in

Current:

```
<a
class="hdr_myaccount outer"
href="/cgi-bin/ncommerce3/EVExecMacro?linkID=emich-multi&evm=myac&entry=myaccount.html&url=https%3A%2F%2Femueagles.evenue.net%2Fcgi-bin%2Fcommerce3%2FEVExecMacro%3FlinkID%3Demich-multi%26evm%3Dmyac%26entry%3DMyAccount.html">
Manage My Account
</a>
```

Change:

```
<a
class="hdr_myaccount outer"
target = "_blank"
href="/cgi-bin/ncommerce3/EVExecMacro?linkID=emich-multi&evm=myac&entry=myaccount.html&url=https%3A%2F%2Femueagles.evenue.net%2Fcgi-bin%2Fcommerce3%2FEVExecMacro%3FlinkID%3Demich-multi%26evm%3Dmyac%26entry%3DMyAccount.html">
Manage My Account
</a>
```

All

- Remove Open in New Tab: Calendar

Current:

```
<a class="..." target = "_blank" href=...">_____/a>
```

Change:

```
<a class="..." target = "_blank" href=...">_____/a>
```

Evenue Calendar Tab

- **Link Headers: Black E mail, Athletic fund, Non Ticketed Sports**

Current:

```
<li class="separator">Eastern Athletic Fund</li>
<li class="nav-submenu-item">
  <a
    class=""
    href="https://www.emich.edu/foundation/give/index.php?fund=01479"
    target="_blank">
    Eastern Athletic Fund
  </a>
</li>
```

Change:

```
<li class="separator">Eastern Athletic Fund</li>
<li class="nav-submenu-item">
  <a
    class=""
    href="https://www.emich.edu/foundation/give/index.php?fund=01479"
    target="_blank">
    Eastern Athletic Fund
  </a>
</li>
```

Events Tab

- **Courtside, Season Ticket and Interest links for Men's and Women's Basketball (where applicable)**

Current:

```
<li class="separator">Men's Basketball</li>
<li class="nav-submenu-item">
  <a
    class=""
    href="https://tinyurl.com/3nfjtazf"
    target="_blank">
    Renew Season Tickets
  </a>
</li>
<li class="nav-submenu-item">
  <a
    class=""
    href="https://tinyurl.com/36x8dku8"
    target="_blank">
    MBB Courtside
  </a>
</li>
<li class="nav-submenu-item">
  <a
    class=""
    href="https://emu.fan-one.com/webApp/APP1143"
    target="_blank">
    MBB Ticket Interest
  </a>
</li>
<li class="separator">Women's Basketball</li>
```

Change:

```
<li class="separator">Men's Basketball</li>
<li class="nav-submenu-item">
  <a
    class=""
    href="https://tinyurl.com/3nfjtazf"
    target="_blank">
    Renew Season Tickets
  </a>
</li>
<li class="nav-submenu-item">
  <a
    class=""
    href="https://tinyurl.com/36x8dku8"
    target="_blank">
    MBB Courtside
  </a>
</li>
<li class="nav-submenu-item">
  <a
    class=""
    href="https://emu.fan-one.com/webApp/APP1143"
    target="_blank">
    MBB Ticket Interest
  </a>
</li>
<li class="separator">Women's Basketball</li>
<li class="nav-submenu-item">
  <a
    class=""
    href="https://tinyurl.com/..."
    target="_blank">
    Renew Season Tickets
  </a>
</li>
<li class="nav-submenu-item">
  <a
    class=""
    href="https://tinyurl.com/..."
    target="_blank">
    WBB Courtside
  </a>
</li>
```

```
</li>
<li class="nav-submenu-item">
  <a
    class=""
    href="https://emu.fan-one.com/webApp/..."
    target="_blank">
    WBB Ticket Interest
  </a>
</li>
```

Contact Us Tab

- Remove Open in New Tab

Current:

```
<li class="">
  <a class="hdr_contact_us outer"
    href="/cgi-bin/ncommerce3/EVExecMacro?linkID=emich-mult
    i&amp;evm=cont" target="_blank">
    <span>CONTACT US</span>
  </a>
</li>
```

Change:

```
<li class="">
  <a class="hdr_contact_us outer"
    href="/cgi-bin/ncommerce3/EVExecMacro?linkID=emich-mult
    i&amp;evm=cont" target="">
    <span>CONTACT US</span>
  </a>
</li>
```

Contact Us Page

- Add form that sends email to Ticket Office

*Current Page likely reduces email build up

*Change can **reduce calls** to the office (office staff can respond to emails more quickly than answering phone calls)

Current:

<https://emueagles.evenue.net/cgi-bin/ncommerce3/EVExecMacro?linkID=emich-multi&evm=cont>

Contact Us

Eastern Athletics Ticket Office
Convocation Center
799 N Hewitt Rd.
Ypsilanti, MI 48197
Phone: 734.487.3669
Email: emu_tix@emich.edu

Change (Example):

<https://morganiverson.github.io/ticketoffice/contact>

Contact Us

Let us know how we can help you further your support for Eastern Michigan University Athletics. Complete the form below and we will respond within 1-2 business days via email!
If you would like to be contacted via phone, text or other please provide the necessary information in your message.

NAME

EMAIL ADDRESS

REASON FOR CONTACT
-- Select an option --

MESSAGE

Eastern Athletics Ticket Office
Convocation Center
799 N Hewitt Rd.
Ypsilanti, MI 48197
734-487-3669
emu_tix@emich.edu

Calendar

- Minimize Event Hover Content

Current:

```
Calendar Page
<li data-evcode="GS:MULTI:F21:F02:">
  <a
    href="/cgi-bin/ncommerce3/SEGetEventInfo?ticketCode=GS
    %3AMULTI%3AF21%3AF02%3A&amp;linkID=emich-multi&a
```

Change:

```
Calendar Page
<li data-evcode="GS:MULTI:F21:F02:">
  <a
    href="/cgi-bin/ncommerce3/SEGetEventInfo?ticketCode=GS
    %3AMULTI%3AF21%3AF02%3A&amp;linkID=emich-multi&a
```

mp;shopperContext=&pc=&caller=&appCode
=&groupCode=&cgc=">

<span data-logodesc="Texas State"
data-logogroup="FB-SINGLE"
data-awsfile="TexasState.gif">

Single Game Tickets

Texas State

time TBA

<blockquote style="z-index:100;">
Reserved single game tickets are
available in sections 104-109 starting at
\$20 advance day of game. General
Admission single game tickets are
located in sections 110-114 for \$15
advance day of game. General
Admission tickets on the visitors side
are \$20.

The Value Pack provides a cost effective
option for groups of four (4) attending a
game together. The Value Pack which
includes four (4) game tickets is located
in General Admission locations for just
\$45, and only \$60 for Reserved
locations. Fans can also choose the
Little Caesars Value Pack that comes
with four (4) game tickets, four (4) super
slices, and four (4) drinks for just \$75. All
Value Packs are only available advance
day of game.

Faculty and staff, special alumni offers,
group tickets, and youth single game
tickets are available by calling the
Eastern Athletics Ticket Office at
734.487.3669.

For ADA Accessible Seating, call
734.487.3669.

<sortpt_fsc_fsca></sortpt_fsc_fsca>

</blockquote>

Event Page

<div id="ev_comments" class="clearfix">

Reserved single game tickets are available in sections
104-109 starting at \$20 advance day of game. General
Admission single game tickets are located in sections
110-114 for \$15 advance day of game. General Admission
tickets on the visitors side are \$20.

The Value Pack provides a cost effective option for groups
of four (4) attending a game together. The Value Pack which
includes four (4) game tickets is located in General

mp;shopperContext=&pc=&caller=&appCode
=&groupCode=&cgc=">

<span data-logodesc="Texas State"
data-logogroup="FB-SINGLE"
data-awsfile="TexasState.gif">

Single Game Tickets

Texas State

time TBA

<a
href="/cgi-bin/ncommerce3/SEGetEventInfo?ticketCode=
GS%3AMULTI%3AF21%3AF02%3A&linkID=emich-m
ulti&shopperContext=&pc=&caller=&
appCode=&groupCode=&cgc=">
<blockquote style="z-index:100;">

Click Here for Ticket Pricing
Information!

Call the Eastern Athletics Ticket
Office at 734.487.3669 for,
Faculty and Staff Tickets

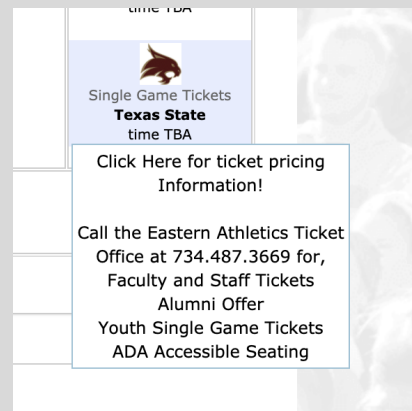
Alumni Offers

Youth Single Game Tickets

ADA Accessible Seating

<sortpt_fsc_fsca></sortpt_fsc_fsca>

</blockquote>



Event Page

<div id="ev_comments" class="clearfix">

General Admission Single Game Tickets - Home Team \$15

General Admission - Visiting Team \$20.

Value Packs

<i>*Only available advance day of game</i>

4 General Admission Tickets \$45

Admission locations for just \$45, and only \$60 for Reserved locations. Fans can also choose the Little Caesars Value Pack that comes with four (4) game tickets, four (4) super slices, and four (4) drinks for just \$75. All Value Packs are only available advance day of game.

Faculty and staff, special alumni offers, group tickets, and youth single game tickets are available by calling the Eastern Athletics Ticket Office at 734.487.3669.

For ADA Accessible Seating, call 734.487.3669.

<sortpt_fsc_fsc_a></sortpt_fsc_fsc_a>

</div>

4 Reserved Seating General Admission Tickets \$60

Little Caesars Value Pack (4 Tickets, 4 Super Slices, 4 Drinks) \$75

For Alumni offers, Faculty, Staff, Group, Youth Single Game Tickets and ADA Accessible Seating call the Eastern Athletics Ticket Office at 734.487.3669.

<sortpt_fsc_fsc_a></sortpt_fsc_fsc_a>

</div>



Texas State

Event Date: Saturday, September 25, 2021 at time TBA

Facility: Rynearson Stadium

*Ticket prices are subject to change until added to the cart.

General Admission Single Game Tickets - Home Team \$15
General Admission - Visiting Team \$20.

Value Packs

**Only available advance day of game*

4 General Admission Tickets \$45

4 Reserved Seating General Admission Tickets \$60

Little Caesars Value Pack \$75 (4 Tickets, 4 Super Slices, 4 Drinks) \$75

For Alumni offers, Faculty, Staff, Group and Youth Single Game Tickets, call the Eastern Athletics Ticket Office at 734.487.3669.

For ADA Accessible Seating, call 734.487.3669.

Resources Tab

- **Separate Web Page with in window media viewer**

Change:

<https://morganiverson.github.io/ticketoffice/resources.html>