We started by sending out a survey to the students in our class asking about various components of the registration website. Based on the results we concluded that students were not satisfied with the error message that comes up when something goes wrong. Here is the google sheets link to the survey results: 🟩 responses from iit registration survey Here is the link to the actual google form: https://forms.gle/NLWyFkcCw2XZF9cV7

We then went on to do the "Think Aloud Protocol" on two students.

First student notes:
- **User attempted to register for classes based on remaining required courses found on degree works**
- **Searching and looking for class went smoothly**
- **When user attempted to register they came across prerequisite required error.**
- **When user attempted to "click for more information" they were presented with the exact same information in a different spot and remained confused**
- **User had to go to a different website in order to find information about the error and became frustrated with the registration process.**

Second student notes:
  - **The user attempted to register for an online class on a required course.**
  - **Searching for the lecture was easy**
  - **When the user attempted to register they came across 2 errors. One that said they needed to ask the instructor for a permit, surrounded by html.:CS 587 CRN 23535: Student Attribute Restriction.
Click here for more information. There was another one that also said level error: CS 587 CRN 23535: Level Restriction.
Click here for more information.**
  - **The user then had to go to the iit website and click through 3 links before they got to the error section. They then emailed their advisor with the errors.**
  - **Eventually the user had to email the instructor to get the pin and the registrar for the attribute restriction.**