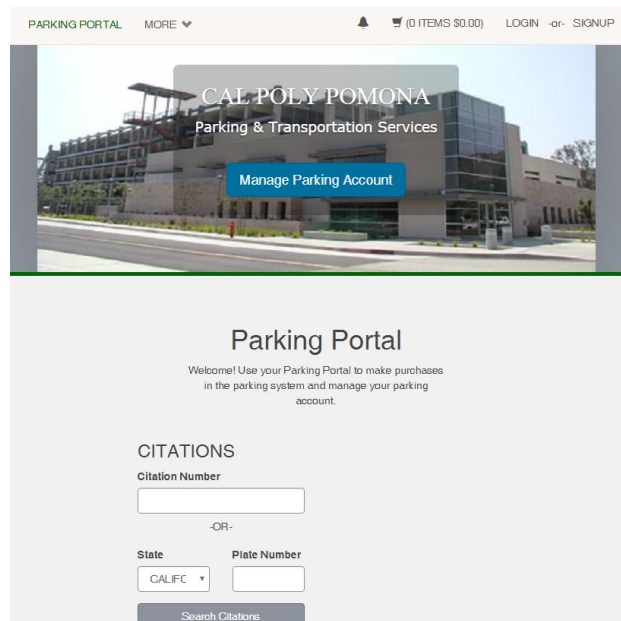


# Worst User Interface, CPP Parking Permit Purchasing

By Nanwarin Chantarutai

Ref: <https://csupomona.t2hosted.com/Account/Portal>

Since the first quarter that I joined CPP, I have to buy a parking permit. The first page that it leads me to is “Account/Portal”, and the first thing that I see is the blue button says “Manage Parking Account”. So the first thing that I will click on this website is “Manage Parking Account” button. After I click the button, it lead me to login page with exactly same picture in the background and “Manage Parking Account” button. So I get confused a little bit that I was still at the same page until I figured out that the log-in area is actually under the picture and “Manage Parking Account” button. After I logged in to the website, I still need to take some time to find where I can buy a permit. Finally, I was able to find the menu that leads me to buy a permit but I still see the big button say “Manage Parking Account” and same background picture there. I have a question why they put this thing on every single page of their website, is it super important thing? But in my opinion, Manage Account is just a page of one website that it’s not necessary to be highlighted.



Things that I don't like in this website:

- The color that they used for background, buttons, and texts makes it not easy to find what users are looking for.
- Pages are confusing, because every pages use exactly same picture and design.
- Basic color and simple design but not look good.
- Gray color is good basic color but it make me feel that it's old-fashion if you don't combine with a good color.

Suggestions for improvement:

- Make it more easier to find information or understand
- Change color or apply another color
- Use different picture for each pages