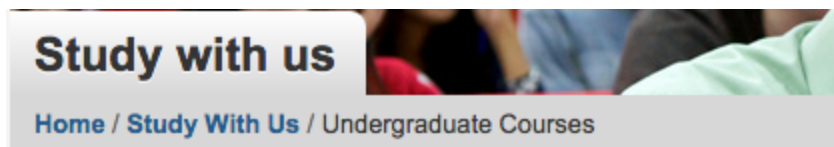


Visibility of system status

The system should always keep users informed about what is going on, through appropriate feedback within reasonable time.



There's a breadcrumb for where the user currently is looking at (the "Home / Study with Us / Undergraduate Courses" part in figure above). There is no loading bar but seems like it doesn't necessarily need it if it loads pages pretty fast. There's a constant footer that always has different links you can quickly go to. The "navbar" is consistent enough such that the University logo + words are usually, if not always, at the top left, with the same three options of University Home , University A-Z , and Maps and Directions, and then a search bar at the top right.

Match between system and the real world

The system should speak the users' language, with words, phrases and concepts familiar to the user, rather than system-oriented terms. Follow real-world conventions, making information appear in a natural and logical order.

There are some examples of not using the user's language.

Contact Information

For further information please
contact the International
Office:

E: International Office

T: +44(0) 1162522296

For Erasmus enquiries please
contact:

E: Erasmus Team

T: +44(0)1162525142

For Study Abroad enquiries
please contact:

E: Study Abroad

T: +44(0)1162525687

For other useful contacts
see the **essential guide to
starting at Leicester**

What is the Erasmus team?? (This is on the international study page as well, so they expect foreigners, such as ourselves, to know what Erasmus means without having an information on it. Clicking it just gives you the email).

What is a prospectus??

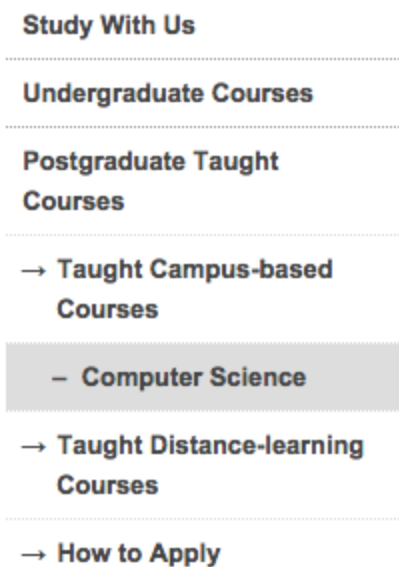
“What’s on” (http://www2.le.ac.uk/students?uol_r=763d5396) is a bit confusing as to what it means.

User control and freedom

Users often choose system functions by mistake and will need a clearly marked "emergency exit" to leave the unwanted state without having to go through an extended dialogue. Support undo and redo.

The breadcrumbs (pictured in a diff section above) and also the sub sections and navigation on the side bar to the left help a lot with going back to any previous (or higher up) or same level section. It is a bit annoying though as it is not available to view the subsections of the other bigger sections and you have to click the bigger section to have the subsections show up.

There's also a web editor login at the top of the page (all except the first). Seems like it's unnecessary and even more so bad to have that available to see for every visitor.

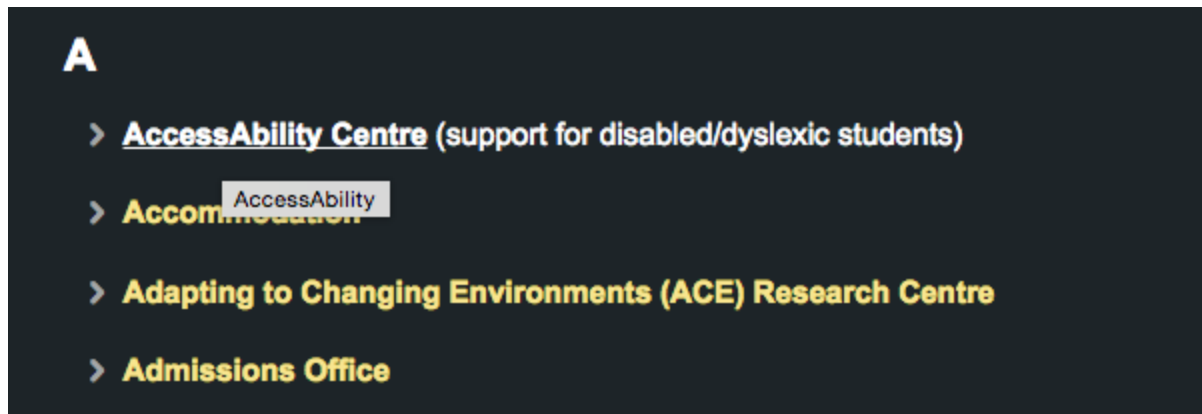


Consistency and standards

Users should not have to wonder whether different words, situations, or actions mean the same thing. Follow platform conventions.

Might have helped to keep the color code the same for the A-Z and the rest of the website (highlighting is different color). The many different portions of the website are all different colored. While this may generate variety and uniqueness among the different parts/portals/fields, it is not very consistent.

- > [Archaeology and Ancient History](#)
- > [Biochemistry](#)
- > [Biological Sciences](#)
- > [Business and Management](#)
- > [Cancer Studies](#)
- > [Engineering](#)
- > [English](#)
- > [Finance and Economics](#)
- > [Genetics](#)
- > [Geography](#)
- > [Health and Social Care](#)



Clicking the header logo also doesn't always do the same thing. Mostly will bring you back but sometimes will open new windows, keep you on current page, other unwarranted behavior.

There are arrows that denote a subsection but sometimes this arrow is used in the header and all the way to the left. This is inconsistent with the rest of the way that it's used and also is unintuitive.

Error prevention

Even better than good error messages is a careful design which prevents a problem from occurring in the first place. Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action.

Not much error prevention. When filling out the form for a prospectus, it will tell you things that you need to fill in but doesn't validate it as you fill things in. Only validates when submitting.

Recognition rather than recall

Minimize the user's memory load by making objects, actions, and options visible. The user should not have to remember information from one part of the dialogue to another. Instructions for use of the system should be visible or easily retrievable whenever appropriate. (Read full article on [recognition vs. recall in UX](#).)

Not much to say here. Didn't find much in reliance on recognition for any elements.

Flexibility and efficiency of use

Accelerators -- unseen by the novice user -- may often speed up the interaction for the expert user such that the system can cater to both inexperienced and experienced users. Allow users to tailor frequent actions.

You can search for things and use quick links on the bottom footer to get to places faster but other than that, there's not much room for advanced users.

<http://www2.le.ac.uk/students/studying/money-stuff-and-jobs> (on the bottom there is useful links). Advanced users would probably just use the search or the index if they know what exactly they're looking for.

Aesthetic and minimalist design

Dialogues should not contain information which is irrelevant or rarely needed. Every extra unit of information in a dialogue competes with the relevant units of information and diminishes their relative visibility.

There is a lot of information throughout the website and on all pages that it is sometimes overwhelming to try and navigate through the site. While it may be understandable that there's a lot of information that needs to be on a University website. The amount that is presented seems a bit too much. Sometimes the page will contain info about news or announcements that is pretty useless and takes up a lot of space. A couple of times there are repeated info (such as the social media buttons) in pages.

Help users recognize, diagnose, and recover from errors

Error messages should be expressed in plain language (no codes), precisely indicate the problem, and constructively suggest a solution.

[Login message](#) error is written in plain language but not very specific about the login error (doesn't say anything about an invalid username or unmatched password).

Error

Login failed. Both login name and password are case sensitive, check that caps lock is not enabled.

When you hit a 404 page, the page is super unhelpful and a lot of the links link back to the 404 page itself.

There is some validation in the prospectus form and lets you know what you need to complete. It highlights in red what you still need, which is nice.

Level of study *

Select an option

How do you want to study? *

Select an option

What subject area are you interested in? *

Select an option

Please select a program *

Select an option

Help and documentation

Even though it is better if the system can be used without documentation, it may be necessary to provide help and documentation. Any such information should be easy to search, focused on the user's task, list concrete steps to be carried out, and not be too large.

The help page is a bit cluttered because of all the text but it categorizes users by larger bolded headers so it is easier to narrow down a subject or topic. It also tells the user to look through the A-Z or search for specific things through the search page (or at the top right).

University of Leicester Help

If you know which area, service or department you are looking for, try the [A-Z Indexes](#)

If you cannot find what you want using the links on this page, try our [search page](#).

General

[Information for visitors \(maps and directions\)](#)

[Term Dates](#)

[Job Vacancies](#)

[Find a person](#) (if you are not a member of the university)

[Find a person \(telephone\)](#) (Authentication required)

[Find a person \(email\)](#) (Authentication required)

For Prospective Students

See the dedicated [Study with Us area](#) of our web site.

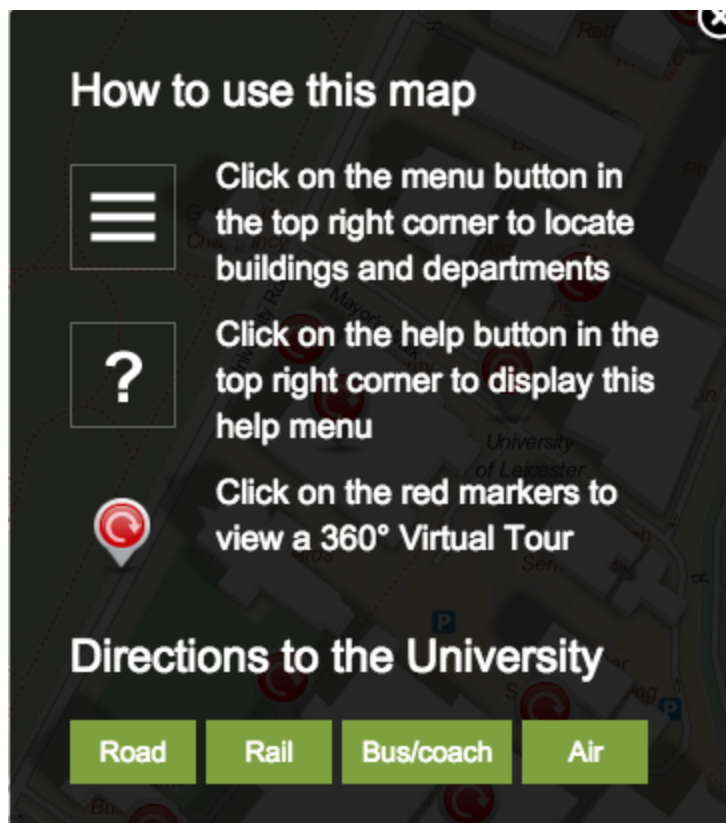
[Find a course](#)

[Fees and Funding](#)

[Accommodation](#)

[Open Days](#)

[Support for disabilities and learning difficulties](#)



The help for the map page is concise and useful though.

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Random bugs:

http://www2.le.ac.uk/library?uol_r=b68d3e55

on search for library, when you click inside, it doesn't erase it

When you click on the header of some of the things on the bottom of initial page, it does a weird collapse and uncollapse.