REVIEW REPORT

Group H – ITS Webpages

Paul Holt, Callum Terrill, Faisal Hussain, Kesiena Mike-Etareh, Tim Mead, Mutassim Akram

Contents

1 INTRODUCTION

This is the review of all the progress we made towards the progress of the project called **Student IT Web Pages Information** from our first meeting with the client we discussed our deliverables and we agreed on 5 different items:

- Initial Survey data, to collect data from students on their experience with its website
- Models of website structure and organisation, provide a visual medium to understanding the errors of the current website
- Initial survey report and analysis of the current website, report of the architecture of the old website
- Focus group on the current site, allows us to look in-depth at interaction with the sites
- Final report, the main deliverable we made Using the data collected from the analytics, survey, focus group and our own experiences we will draw conclusions about the current states of the website and then provide possible changes and suggestions.

2 Methodology

AGILE:
The idea behind Agile is that the programs created are flexible enough to adjust to the changing demands of a customer. Agile is seeking to achieve tolerance to mistakes consistently throughout the development which ensures that there is a tighter feedback loop between developers, businesses, customers, and users. This leads to shorter times to market, as well as a product that can adapt to any change in requirements effectively and quickly.

These are the four values of the agile manifesto:
1. Responding to change over following a plan.
   Making sure that changes are dealt with rather than having a strict plan that does not account for any changes
2. Individuals and interactions over processes and tools.
   This means prioritising the people over tools this is because to make changes to the design process its people that need to understand and drive these changes
3. Working software over comprehensive documentation.
   There is still documentation in agile, but it is less focused so that the workers can focus on the product and delivery
4. Customer collaboration over contract negotiation.
   This means leaving the contract open to changes depending on the needs of the customer but keeping a contract in place to make sure you keep a deal.

2.1 Using Agile Scrum

Scrum is a framework that utilises Agile principles and practices that assist teams in delivering working software in short stints to the customer enabling rapid feedback, continuous improvement and quick response to change. This promotes high adaptability and assures quality work. Scrum iterations are called sprints, these can vary in length but tend to be around 7 days to 30 days long, depending on the complexity of the task. During sprints, priorities are taken from the business' stakeholders and turned into requirements which are then added to a backlog. During scrum meetings, items on the backlog are assigned to developers and a sprint begins where the feature will be implemented. Once a sprint is ending, and another scrum meeting is held, priorities are set for the next sprint to determine what needs to be done next. This is because some features can take longer or shorter to implement than expected. Therefore, the team is constantly evaluating the backlog, staying flexible at all times, and re-prioritising as needed. Additionally, at the end of a sprint, there could also be a retrospective; this usually consists of things that went well and things that did not go well. The person in charge of all these sprints is called a scrum master, their job is to help get the task done by managing stress levels, unblocking developers, or making sure the team has what they need.

2.2 Methodology aims

For this project we picked a methodology from the information systems book for this we focused on certain sections to find the best solution to a new webpage, each section covers a key element in the website

- Navigation, in this section we figure out how users navigate through the pages and talk about different ways and methods of navigation such as contextual, global and local this will provide us with a good understanding of how the new page should be structured and laid out to assure that the interface is easy and fast for the users to be able to get to their destination such as what type of menu we should use to make sure all out pages are consistent with each other.
- Searching, in this section we will talk about InSite searches and global searches such as googling this section will go in-depth about what people are searching for in the site and how they are trying to access that section of information, this will help us make sure that certain pages are named correctly and are as accessible as possible for users.
- Structure and Organization, this will look at the structure and layout of the websites in this section we will cover the number of clicks it takes to get to each destination and how all the pages are connected, this will make sure that all the relevant pages and information is accessible and will help us get ideas on ways to make this more effective and easier for the users to navigate through.
- Features, we will look at features with the old ITS website and discuss what features are useful and what are not, this will allow us to highlight features that are useful and also get rid of the older more confusing features that are not used or useful for the program streamlining the focus of the new webpage and making it seem simpler and more effective than the old website
- Comparison/Competitors in this section we will look at other university's websites, this is so we can collect ideas about how we could improve UWEs website and also make sure that it is up to date modernised and find underlying issues with all ITS websites. This will give UWE students a competitive advantage as they will be able to find out about and use UWEs services a lot faster and better than students from other universities.

The reason that we pick this methodology is so that we can a vast coverage of all sections of the old and new website and allowing us to quickly point out and issues and advantages of certain functions, menus and other approaches towards developing a new website, this also allows us to focus on pure functionality of the website as we are not responsible for any colour schemes or things to make the page look nice.

3 Client Analysis

3.1 Communication Plan

As established in the Project Initiation Document (PID), the team and the client made the initial decision to have bi-weekly face-to-face meetings. This cycle was chosen over shorter or longer periods as it gave the team a significant amount of working time to make any progress on the project, however, it was also not a long enough timeframe to go without any client feedback. It was also established that any emergency communication, such as the signing of documents or urgent clarifications on any requirements, were to be made between the Project Leader and the Client, although, these did not have to be face-to-face communications and should mostly take place over email, and then whatever communication was passed down to the Project Leader was then relayed back to the group.

Generally, both the team and the client agreed that it would be more beneficial to hold these meetings in person over any other electronic form (such as voice or video calls) as it is a more effective and efficient method of communication. The team and the client also agreed on a location that was suitable for all participating members of these meetings, which was mostly The Hub in the A-Block. Also, while there were no time-limits to be placed on these meetings, it was acknowledged that the meetings should generally run for less than an hour.

The purpose of these meetings was to discuss the progress of the project since the last meet and it also gave all group members, and not just the Project Leader, the opportunity to present any enquiries to the client about the project.

Through the course of the project, the team and the client were able to meet seven times. The first meeting took place on the 24th of October 2019 while the last meeting took place on the 11th of March 2020. All minutes of the meetings were recorded by a group member who had been delegated for this task; this member was then able to make a compilation document after every meeting which could be reflected on for anybody who did not attempt, in the case that this individual did not show up, the Project Leader or any other member of the team took the minutes of the meeting in order to ensure that no information was lost. This document was to be updated on the group wiki every two weeks, in accordance to the client meets, in the case that the supervisor, client, and any members of the team who were not present could be updated should the need arise.

The team also decided to ensure that each meeting had a purpose. That is, the team had to collectively decide on what information would be presented to the client before the meeting took place, as well as any enquiries. This was an extra incentive for the team to make progress before each meeting took place. In the case when there were no enquiries or clarifications to be made, the team simply presented any changes to the project or reflected on any suggestions which the client had made in the last meeting.

This communication plan stayed the same for the entire course of the project and there was no change affected in any way, only the University break and the Exam Period affected the meeting schedule.

3.2 What We Would Do Differently

For the most part, the meetings went on smoothly and according to what the team had planned, and there was no known complaint from the client on the structure of the meetings. However, the attendance of the meetings did vary in terms of the number of team members. Mostly, this was due to unforeseen circumstances but the communication between the team was poor in regards to not attending a meeting and it was either only during or after the meeting that it was made clear the reason why a member did not attend and as such this could have been improved.

Also, despite the meeting structures working quite effectively, they were not flexible enough. This is to say that the team stuck to its rigid two-week structure regardless of what progress had been made. In some cases, it could have been more beneficial to hold the next meeting after three weeks as little tangible progress had been made, on the other hand, holding a meeting after one week

would have been more beneficial as a large amount of progress would have been made and clarification was needed urgently.
Another thing which could have been done differently was to be able to cycle using face-to-face meetings and the other electronic forms. While the face-to-face meetings did prove to be rather effective; there were weeks when it was a simple discussion on the progress of the project and as such did not necessarily need face-to-face contact, this could have been replaced with another form of communication and saved both the group members and the client a good amount of time.

3.3 Host Deliverables

As stated in the Project Initiation Document (PID), the team had initially planned a total of five deliverables, which were as follows

1. Initial Survey Data
2. Models of Website Structure and Organization
3. Initial Survey Report and Analysis of Current Website
4. Focus Group on Current Website
5. Final Report

3.3.1 Initial Survey Data

The team had concluded that in order to fully carry out the assignment, we would first need to collect student feedback based on their experience with the ITS website, and as such, this is what the purpose of the survey was for. The team surmised that the survey would not only aid in informing the IT Support Staff on how students are currently using the IT Support Pages but it would also aid the team in the development further in, for the case of future wireframes or architecture patterns.

The survey was to be conducted over the course of two weeks and was not limited to only FET Students; the group had also initially aimed for about forty participants. The data was to be collated using Qualtrics. This was chosen as our preferred platform as it was found to be the most secure in storing data. It also increased the confidence of the team in the fidelity of the results as it does not allow repeated entries. Before the survey was to be carried out, it was to be ethically approved by our supervisor on behalf of the Faculty of Environment and Technology.

Collection of the survey data went according to plan and was done relatively easily. The major problem found by the group was to find enough willing participants to partake in the survey, this led to it running for longer than had planned as it took four weeks instead of two weeks (21/01/2020 – 19/02/2020). Also, in terms of the number of participants, this number also expectedly fell short of the planned forty, as we could only get twenty-three willing participants.

3.3.2 Initial Survey Report and Analysis of the Current Website

The initial survey report was to be delivered after the survey had been concluded. The purpose of the report was to be written using the data which had been delivered from the survey and was meant to offer an in-depth analysis on the typical UWE student user experience as well as qualify the answers which had been given in the data.
Going hand in hand, there was also a report to be developed on the current state of the UWE website. The purpose of this report would be to make sure that the group has a proper understanding of the current UWE ITS site's architecture. This analysis was to be carried out by investigating the site elements such as the labels, headings, navigations and so on, with the main aim of the analysis to discern the weakest areas of the site and in what ways it would be able to be improved.

3.3.3 **Models of Website Structure and Organization**

Upon the completion of the survey, the team was going to use the data in addition to the ITS Website to manufacture a model of how we believed the ITS website should have been structured. The purpose of this was to provide a supplement to the report and be a visual medium to explain any suggestions. The team was going to use details which should have been gathered earlier on Information Architecture as the backbone of any new model. Regardless of the survey, at this point the team would have already noted any misgivings or poor architecture on the UWE ITS site; this would be done in anticipation that the survey could return potentially ineffective results as it had been long noted that the site is not regularly visited by students.

Due to the extra amount of time which it had taken for the team to complete the survey, the team had slightly fallen behind schedule. In addition to this, the survey data was not found to be favourable as expected as many students noted that they would rather use search engines to find the results to any IT problem and a large number of participants had never used the site. Thankfully, the team had anticipated such problems and had prior done a deep analysis of analytical data which we had received from the ITS team. Coupling this with our knowledge of Information Architecture as well as information we could gather from participants who had used the ITS Website, the team was able to deliver a working model on the proposed architecture of the UWE ITS Site.

3.3.4 **Focus Group on Current Website Report**

Upon the completion of the analysis, the group then decided to carry out a focus group. The purpose of the focus group was to understand how UWE students interact with the website under controlled circumstances. The focus group was to use information from the survey as well as data given from the ITS site to narrow down exactly what members of the group would be tested on. Initially, the group had also planned to work with the wireframe design as well as the current ITS site to see if any of the changes implemented had affected the group.

In actuality, the focus group went on as planned by using the information from the survey and the ITS site data however we later decided that it would not be too beneficial to run the second wireframe design due to its low fidelity. The group was given consent to run the focus group in alignment to the ethics document which had been signed off by our supervisor.

3.3.5 **Final Report**

The purpose of the Final Report was to use the data which had been collected from the analytics, survey, focus group and our own experiences. The final report was intended to draw conclusions about the current ITS website and provide possible changes.

Using the information which we had gathered from other deliverables, as well as earlier analysis and observations, the team was able to put together the report relatively easily. The data from the focus group, the survey, the website analysis, and the models were included in this final report.

3.3.6 **Host Deliverables Summary**

In conclusion, the team was able to meet all the host deliverables which we had originally decided upon. Although there were slight adjustments made, the flexible methodology of the group aided us in being able to adjust rather easily. In the Project Initiation Document, we had set out each purpose for the five deliverables and we were able to fulfil each of these by the end of the project.

Through the deliverables, the project was able to look at the ways in which the student and staff – who rely on IT – could have their experience improved by addressing the issues with the IT services website. This had been one of the main objectives stated out in the PID and the group fulfilled it with reliability.

3.4 IS/IT change and forward planning

Our entire project will have greatly impacted our host, Mr Richard Manley, in a positive way going forward as the research, data analysis and wireframe that we produced will be very useful for the ITS team going forward that will be able to pull essential data that we collected from our survey and focus group to mould the new webpage. For example, we found that many students didn't know about the website or had never used it before therefore that information is evidence that the ITS page isn't known or advertised enough to be used therefore it needs to be advertised better. Also, the wireframe design can be used as inspiration for drawing up a new design for the page that has better functionality and structure considering that the wireframe was produced from the findings of the data analysis and the problems students faced with the page, mainly being finding information efficiently. All of the research and data that was analysed is all kept within the ITS department, therefore, it is easy for them to access this kind of information and understand the main problems that students are having with their IT systems in the future, so that when new problems arise they will be able to suss them out quicker and create solutions. They can use the information provided rather than do their own data analysis to devise a plan for the website and use the wireframe produced in order to have a good idea of what the web page should look like. Our final report is full of information, with prominent data-analysis, comparisons, statistics and ideas for the ITS team to look through and evaluate an outcome of what they want in the website and how they want it to look.

3.5 Maintenance

To maintain the webpage going forward, it would be useful for the ITS team to get feedback on the new ITS webpage when they produce it before putting it up so that they can amend any errors they may find in the page. Going forward constantly updating the webpage with new information and understanding recurrent trends of errors that students come across is key as solutions to problems students may be having can be fixed quicker and more efficiently. Keeping on top of the navigation of the website will also be important in maintaining the user-friendliness of the site as it should only take two clicks to find the information that they are looking for based on the wireframe we produced. Using data-analysis like surveys and focus groups will also be useful for the maintenance of the web page as the ITS team can gage the IT problems students are having directly and come up with solutions to those problems to display on the webpage. The structure of the webpage will also need to be maintained and this can be done by looking into other ITS web pages and getting inspiration on how to display the information better and easier.

4 Teamwork

4.1 Teamwork - Communication

Our team used several methods to communicate mainly being A Facebook Messenger group chat, we used this to communicate remotely, to notify group members of meetings or discuss project plans. Alongside this, we used the provided "file exchange" on our Wiki to share any documents within the project. Additionally, we used email to communicate and send bulk files between each other.

Face-to-face meetings took place every week during our workshops, this time was used to distribute tasks, talk about problems and perform general "housekeeping" tasks such as completing meeting minutes, Gantt chart alterations, contribution sheets and minor changes to text-based deliverables. Often this time was also used to compile our work together as well, it was useful to have feedback from group members about how to continue the project and any changes that need to be made.

We had arranged meetings every 2 weeks with our client where we would discuss the progress of our project, a RAG document was completed prior to each one of these meetings to inform our client of our progress. This and notes made by Paul Holt would form the structure of each meeting with our client. On top of meeting with our client, we would also often stay after our client had left to further discuss what we had talked about during the meeting and plan what we would do for the following 2 weeks. Tim mead logged key talking points and later compiled them in our meeting minutes document. This would contain the date, who was present, key talking points and the agenda.

Sometimes group members were unable to attend workshops and meetings, so a summary would be posted in the group chat to inform these individuals of what they missed. We always had the same person in charge of recording and posting this information so it would be consistent throughout. An agenda would be created prior to meeting with our client to ensure we used ours and their time effectively. This proved to be useful as often all problems which had been a concern prior to the meeting were solved by the end.

Our team was broken into 3 distinct groups, management and documentation, data analysis and research, and Technical. Group members may be involved in more than one sub-group however these sub-groups proved very useful for allocating work and allowing them to work independently of one another. Also, this allowed us to provide work to people within their preferred subject area. This made communicating a lot easier as we were separated into different types of tasks and led conversations and discussions based on their expertise.

Communication was maintained well throughout the duration of the project by most team members however it was lacking in others. We managed to maintain this through breaks however it is to be noted that since the COVID-19 Lockdown, communication has dropped massively as we cannot meet face to face. This did not affect the project however only this review. Communication during meetings was great, people took responsibility for the sections they had worked on, this was a vital component of the success of this project.

4.2 Individual contribution

Please refer to our contribution sheet or our Gantt chart which is available on the team wiki to see who contributed what to each phase during the project. The contribution sheet is the exact tasks people completed during our project.

4.3 How we could have improved

4.3.1 Attendance

Some members had very poor attendance to workshops and terrible attendance to client meetings. This could have been improved to ensure that the whole team is getting the most out of the resources provided and ensuring those members are respected the clients time. If these members had turned up to client meetings, they would have been more informed about the project and feel more invested in the success of the project.

4.3.2 Communication

This stems from attendance but it extends into communicating remotely, in this case through email or messenger. Some team members rarely spoke up during client or supervisor meetings often causing misinterpretations of what they should complete and causing their sections to be re-written. All team members had access to the Facebook Group chat and E-mail however some team members rarely communicated electronically even when they were addressed specifically causing difficulty in holiday times when we could not meet face to face or when they were absent. This could have been improved by being more active in the work attending all required sessions and meetings but also other team members being more active in providing useful criticism to work and informing them of missed information.

5 Project management

5.1 Contribution sheet

We set up a contribution sheet the reason for this is so that we could keep track of all the work done and when people turned up as you can see below in figure 1 on the sheet the green means they showed up to the session, and the writing in the box shows the contribution they did that week the reason we put turning up to the sessions as a point of importance on this sheet is that this is where most the work was delegated out, and we talked about what we will do and how meaning people who didn't turn up would most likely be confused or not understand where we currently are and what needs to be done, this means that we would have to message the person try to bring them up to date and then give work to them taking a lot of time. As this file was updated regularly it allowed the members that didn't turn up to be able to see what has been done and what hasn't and also means they know who to message in case they wanted to know what they should be doing, although it wasn't used for this purpose in the end as people who wanted to know would message in the group chat previously to the session asking to be kept up to date, and the people who didn't do this wouldn't bother to get any work after not turning up to a session, meaning they would have to be directly messaged if they were needed to do work.

	Supervisor:	Steve Battle		Team ID:	Group H		Host:	Richard Manley
When?	**What?**	**Who?**						
Week comm.	**Task completed**	**Paul Holt**	**Tim Mead**	**Callum Terrill**	**Faisal Hussain**	**Kesiena Mike-Etareh**	**Mutassim Akram**	**Notes/comments** **If block is highlighted green the member was present**
14/10/19	Formed Groups and Contacted client	E-mailed Client	Meeting minutes, weekly report					
21/10/19	Met with Client for the first time and discussed project details Create Wiki		Created Wiki Meeting minutes, weekly report					
28/10/19	Begin planning Gantt Chart and assigning roles	Helped Producing Gantt chart	Helped Producing Gantt chart Meeting minutes, weekly report	Helped Producing Gantt chart	Helped Producing Gantt chart	Helped Producing Gantt chart		
04/11/19	Assigned Sections of PID Each Section (~500 words) Attend meeting	Sections: 4.1,4.2,4.3, 4.4,4.5	Sections: 4.6,4.7,4.84 .9 Meeting minutes,	Sections: 1,2,3	Sections: 8.1, 8.2, 8.3, 8.4, 8.5, 8.6, 9	Sections: 5,6,7	Sections: 7.1	
	Complete Meeting minutes		weekly report					
11/11/19	Finished First Draft	Completed sections	Completed sections	Completed sections	Completed sections	Completed sections		
18/11/19	Amending Sections of PID including: deliverables, proof reading, con	Amended deliverables	meeting minutes, weekly report	Proof read	Amended contingencies	Fixed Dates of deliverables		
12/12/19	Finalize PID for Sign off Present to class		meeting minutes, weekly report	Added Contents page, Proof read Presented to class				
19/12/19								**CHRISTMAS BREAK**
26/12/19								**CHRISTMAS BREAK**
02/01/20	Complete survey plan Complete data analysis Complete current website diagrams Read Sections of information architecture	Completed survey plan Read Sections of information architecture	Completed survey plan Read Sections of information architecture	Completed current website diagrams Read Sections of information architecture	Completed data analysis Read Sections of information architecture	Completed data analysis Read Sections of information architecture	Read Sections of information architecture	**CHRISTMAS BREAK**
09/01/20								**CHRISTMAS BREAK**
16/01/20								**CHRISTMAS BREAK**

Figure 1 – Contribution Sheet

5.2 Updating others

An important part of managing the project is making sure all the people who are working on it are kept up to date and can easily catch up if needed. We did this using many different methods. We had a group chat, a RAG form, weekly notes, and minute meeting notes. All these were produced to make sure that everyone could stay up to date and be well informed of progress. All the documents are shown in the below pictures

Figure 2 – RAG

Deliverables	24/10/2019	07/11/2019	21/11/2019	05/12/2019	19/12/2019	02/01/2020	16/01/2020	30/01/2020	13/02/2020	27/02/2020	05/03/2020	12/03/2020
Initial Survey												
Initial Survey Report and Analysis of current website												
Focus Group Data												
Focus Group Report												
Website Wireframe												
Focus Group Feedback												
Report												

Figure 3 – Meeting Minutes Example #1

Meeting 5 -

Tuesday 28th of January -

Went over all work done over Christmas just needs refining.

Thinks reports should be simplified, have more overall suggestions and show methodology.

Is happy with the analysis and our vision. (Three sections Analysis of the data he sent us + The survey data and analysis + Analysis of the structure).

Figure 4 – Meeting Minutes Example #2

Week 8 - Week commencing 2nd December
Discussed PID feedback.
We met Richard again, see Meeting Minutes.

Christmas Holiday

Paul - Question for survey and part of the book.

Tim - Question for survey and part of the book.

Faisal - Looking at data sent by Richard and part of the book.

Callum - Making changes to gantt chart where necessary and part of the book.

Joseph - Looking at data sent by Richard and part of the book.
Mutassim - Part of the book.

5.2.1 **Feedback**

The team would regularly be meeting with the client and supervisor this meant we would have a lot of feedback from both sides with the feedback we would mostly prioritise the clients feedback to make sure we would stay on track with what we needed to achieve, because we had a lot of work done and documents this meant there was a lot of feedback and during the earlier stages of the project some of the feedback we were given wasn’t properly implemented till a lot later till the other work was done and the refining of the documents was needed an example of this would be the PID and the methodology of the project, all the feedback was well noted and we would always try to assign the changes that were needed to a person straight away. One problem that we encountered would have been that sometimes the feedback from the client and supervisor would contradict each other the main example of this would be the use of the word template or wireframe, as the understanding of the words were different. This didn’t impact the group as we still knew what we were meant to create but it did cause a few problems when trying to communicate what we were doing, in the end, we went with the word wireframe and explained it full to both sides what it meant we were doing.
There is one bit of feedback I wish we would have focused on earlier that is the methodology the reason for this is that it would have helped us plan how to put the report together in the first place and only focus on the sections that we included in the methodology, whereas what we did was writing a lot of general research and some of it didn’t help towards any of the sections that we were looking at, although this work was still put into the document in a reasonable way it does mean some of the focus was out of our scope.

6 Documentation

6.1 Proposed solutions

Some of the proposed solutions we had were to have two surveys, one on the current ITS website and one on our wireframe. This was so that we could see if the changes people had suggested had been implemented correctly. But we realised that people would have to download the wireframe and set it up themselves to do this. Another solution was to run a focus group on our wireframe. However, we decided it would be more useful to run the focus group on the current ITS website to get more data for them.

6.2 Chosen Solution

In the end, we settled on doing research on other universities' ITS websites, so that we could give recommendations on what WE could do with theirs. Doing one survey about UWE ITS website, so that we could get multiple opinions on it. Doing a focus group on the current ITS website, timing how long it would take for people to find information. Then we did an analysis of the survey and focus group data. We also created a wireframe that showed our recommendations, this would act as a visual aid to show what the ideas we had got from the survey were. Once all our work was done, we compiled it into the final report which would cover all the work we had done. We would be communicating with Richard throughout and meeting with him every fortnight. This was useful as we built a good working relationship with Richard and had a consistent form of communication with him.

6.3 IS Tools, techniques, and technology

6.3.1 Wireframe

For the wireframe, there was quite a few discussions on how we should approach it because we wanted to put in enough detail that the client could understand the message that we were trying to put across and how the thing that we are suggesting would be beneficial so to that sense the more that we put in the better, the wireframe itself was only there to explain the efficiency and ease of use of our proposed solution though and to that end the visual aspect of the wireframe did not matter to the project as a whole, in the end we decided to not focus on this at all and made is greyscale so that they could see it in a basic sense the reason we did not try do our own colour is so that it does not draw attention away from the focus of the wireframe that is the methods we used to let the students get to the information quickly and efficiently. I was very happy with how the wireframe turned out in the end and it was highly efficient a user could get to their destination using our wireframe within 2 clicks this allows them to get directly to the destination pages, even on the main page they wouldn't even have to scroll all they have to do it get to the dynamic menu that we implemented and it would work. Even though the ease of use was our focus on this project the design would also help to reduce the traffic flow on the servers because it is only pulled once at the start meaning there is not too much interaction between the site and the people using it.

6.3.2 Information Architecture book

We used the Information Architecture book as a reference throughout our project, but we mainly used it when writing reports. The book helped us with finding out which parts of the website we should be looking at and trying to analyse and improve. It also helped when writing questions for our survey.

6.3.3 Using Project for Gantt Chart

We used Microsoft Project to create our Gantt chart. I will talk about this again later, but I feel it will be a very useful skill for all of us to have, I am sure that we will be using it when we are working. We used a Gantt chart to plan the course of our project, using milestones and delegating tasks. It is a useful tool and we could also use it to show Richard and Steve how we were getting on.

6.3.4 Dreamweaver

Dreamweaver was used to create our wireframe. It is a web design software and a development tool. Callum and Joseph had used it before, so it made sense to use their knowledge of the software to create our wireframe. We left the process of creating a website to them, we gave them suggestions that came from looking at other universities websites and the analysis that came from the survey data to help them.

6.3.5 Qualtrics

Qualtrics was used to create and distribute our survey and focus group. Once we had collected the data we then analysed it and used it to create our wireframe and give suggestions on what WE could do in our executive report. Qualtrics made doing our survey a lot easier as you could just send someone a link instead of having to go round and do it in person.

6.4 Research

6.4.1 Primary

During any project, you must make sure that any data you collect is fit for purpose and meets all ethics requirements. It is key to make sure that data is obtained efficiently so that the person giving their information's time is not wasted. To collect the data we decided to use a survey and then a focus group as this was the fastest way to get the data, especially when using Qualtrics to create and distribute it. The aim of our surveys was to find out what users thought about the UWE ITS website and attempt to find out what they would change or improve. In my opinion, our survey did exactly this and the changes made to the wireframe show that people's suggestions have been implemented. The aim of our focus group was to show in more detail the floors of the ITS website, so we timed the amount it took people to find different things on the website. We had to make sure that both our survey and focus group met the ethic requirements meaning we had to fill out a different ethics document for each. These were both sent to Steve and approved.

6.4.2 Secondary

We researched other universities' ITS websites using Information Architecture to base our research on, for example, we compared navigation and structure to UWE's ITS website. We looked at the University of Bristol and Manchester's ITS web pages and looked at what we could change about UWE's. We then used this to help create our wireframe and structure our focus group.

6.5 Learning outcomes

This project gave us the opportunity to learn about information architecture and how to use it in our writing and evaluating. We have all learnt about it, but as the book was so big we each took sections so our knowledge is slightly split up, but when we brought it all together we worked perfectly, this was also down to us learning how to work as a team and for a client. We kept it professional with Richard but also friendly and shared our thoughts and opinions, so I feel that this was a good experience for all involved. We learned how to use Microsoft projects which will be a very useful tool for all of us, as this is used in the industry. We all know how to create and manage a Gantt chart because of this.

6.5.1 Phase 1

For the PID we each completed separate parts then compiled them into our final PID. Once this was completed we sent it to Steve and Richard who gave us changes to make. Once all the changes we made we submitted it and got it signed off. During phase one we also got to know Richard quite well as we managed to meet him the week we found out the members of our group and the project we had been assigned, this was very useful and we managed to maintain a good level of communication throughout. We also created our Gantt chart which was done with all group members present. We continued to edit the Gantt chart throughout as deadlines changed for things or if we had assignments due for other modules and we wanted to complete some extra work certain weeks.

6.5.2 **Phase 2**

Over Christmas, we each read our sections of the book and then set out a couple of questions from their research for the survey. Once we were all back for the second semester, we finalised our survey plan and got the ethics document complete. Once this was complete, we sent the ethics document to Steve then distributed the survey. We then analysed the data from the survey and conducted some of our own research on other universities ITS websites so that we could get some extra questions for the focus group and some suggestions for the wireframe. Next, we completed the focus group and the wireframe using all the data we had collected and analysed and any other ideas we had come up with that Richard liked. When all of our work had been completed, we started work on the executive report which is where we compiled all of our previous work. All of our deadlines we met but there were some problems we ran into on the way such as mistakes on our survey which meant we had to take it down and re-upload it, losing all the data we had collected doing so.

7 Host communication

7.1 Email

We used email to communicate with our host, this was because it was the most accessible for both our client and our team. Our communications officer, Paul Holt, and the client, Richard Manley, checked emails daily. This meant there was a fast line of communication which was useful for solving any small issues. We sent the client draft versions of any documents we produced a few days before meetings, so they had a chance to read through and prepare for the meetings.

7.2 Email documentation

The role of communication officer was assigned to Paul Holt in the first meeting of our group meaning, Paul was emailing our client for the duration of the project and was the main line of communication to the client

7.3 Meetings

Face to Face meetings were the most effective way of communicating with our client, we had regular meetings every 2 weeks during term time. Having such regular contact was extremely useful as it provided us with constant feedback in what we should adjust and how we should move forward. Details of each meeting were documented by Tim Mead and are contained within "minute meetings" on our group wiki. Our first meeting was primarily focused on introducing ourselves and furthering our understanding of what had to be produced. Richard made this an easy process due to his readiness to meet regularly and provide many resources and answers to our questions. An example of resources provided by Richard is the raw data about the ITS Webpages. This data became one of the keystones to our final report and proved to be useful in informing our solutions.

8 Backup

All our group members made back up files of all work produced in a folder kept on their UWE accounts. This was in case any information was to be lost or missing and would be updated every time we would update the documents. We all kept on top of ensuring that files were kept in the file exchange and when they were updated would upload the new version to the file exchange with the date that the file was updated so that everyone knew when it was changed. PJ the project manager of the group kept his work on USB to keep with him and take to the client meetings in case we couldn't find them on the file exchange or user area. We didn't need to use any of the backups we had, but it was important that we kept backups in case something went wrong as it would have been a quick resolve.

9 Conclusion

As a team, we believe this was a successful project, not only because we produced the desired deliverables for our client to an acceptable level but also because this was a great learning experience on how to; conduct ourselves in a professional manner around a client, learn to communicate and cooperate with team members with varied skills and backgrounds, and finally managed a project for an extended duration of time. Alongside these, we believe that we learnt a lot about information architecture during our project and now have a better understanding of what makes a functionally good website. Our skills and knowledge regarding this topic were improved with first-hand experience on research and design aspects of the project. Speaking to students and ITS staff about problem areas within the UWE ITS webpage have provided a useful addition to the theory we taught ourselves in the first phase.

10 Individual Reflections

10.1 Paul Holt – 18012589

10.1.1 Contributions

I undertook many different roles within our project ranging from the project management and documentation to completing specific components of our deliverables. ***Communications:*** Firstly, I was our communications officer meaning, I was the primary way of contacting our client. With this role came the responsibility of conveying important information from our team to and from our client. Alongside this, it was my responsibility to arrange any meetings and update either party on

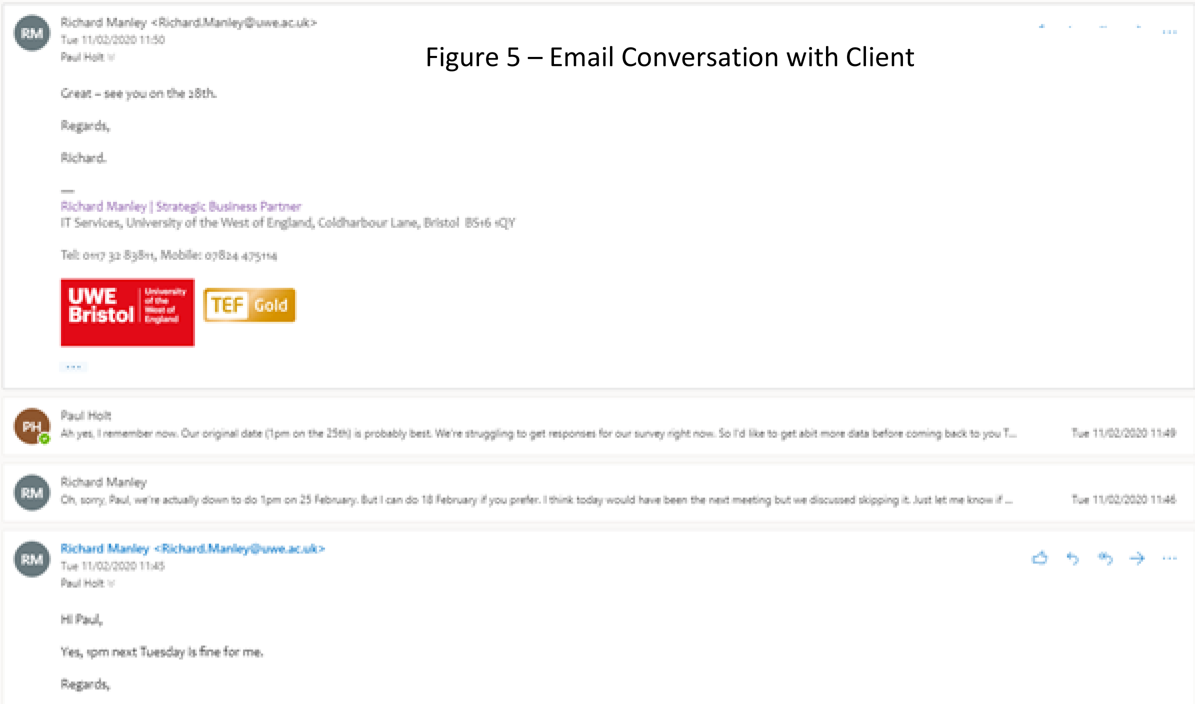

Figure 5 – Email Conversation with Client

any changes to the schedule. Below is an example of the email chain which I had with our client, Richard Manley.

Additionally, at the request of our client, we used Microsoft Outlooks inbuilt calendar to schedule meetings. Example below.

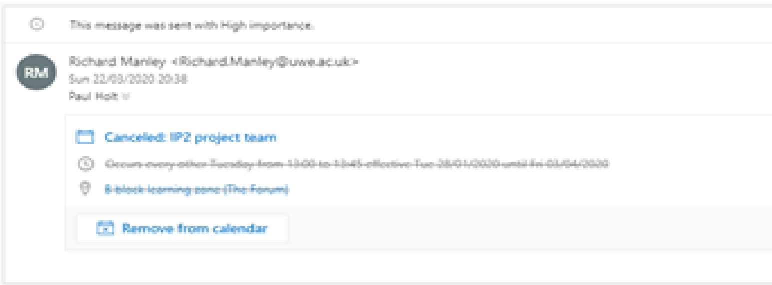

Figure 6 – Outlook calendar

Project Management

I played a large role in managing and organising our project, through allocating roles and work and organising team meetings. In the early stages of the project we split the group into 3 distinct sub-groups. Management and documentation, Data analysis and research, and Technical. With input from all team members, I allocated these roles. I also took on the responsibility of chasing up certain group members and ensuring their work was up to the overall standard of the group, this came with the added task that if some work was not completed to the standard which we all wanted I would take it on myself to adjust it, in this sense I was the quality control. Other project management tasks included updating and creating the Gantt chart. Callum Terrill and I took the responsibility of making any changes.

Documentation
I took a large role in ensuring our documentation was up to date alongside Tim Mead. I completed the weekly contribution sheet and aided Tim in completing the meeting minutes and progress reports. I decided to record attendance to all meetings and workshops and identify what each person was due to complete or progress on each week. See figure 1.

Contribution to tasks/deliverables
I made several contributions; I will list each task/deliverable below with a small explanation of how I contributed to it.
1. Project Initiation Document – Within this section I was tasked with part of the "project definition" section. This was to Identify the aim of the project and its objectives. This was particularly important to the PID as it was used to define all deliverables and the scope of the project.
2. Research Information Architecture – As part of our project it was vital to understand the technical fundamentals of what makes a functioning website. We used "Information Architecture for the World Wide Web", A book by Louis Rosenfeld and Peter Morville to base our research off. My assigned reading section was "search systems" .
3. Survey Design, implementation, and collection – Tim Mead, Faisal Hussain, and I were involved in the design of the survey, this was a key component to our research into how students used the ITS webpages. Questions were based on our previously mentioned research, key areas identified in either conversations with our client, or our own intuition.
4. *Focus group Design, implementation, and collection* – I designed implemented and collected data for the focus group on my own. Questions were based on problem areas highlighted in the survey or models created by Callum Terrill. I came up with the idea to time people with certain tasks to further highlight problematic areas. I conducted the focus group on my own as well speaking to a range of students in different academic disciplines.
5. *Initial Report* – Within this section I wrote a section under search engines and pulled all the separate components together to create the final document. This included proofreading and formatting the document which turned out to be very time consuming.
6. Final report – Similar to the initial report, oversaw crafting the final document. This includes proofreading, formatting, referencing and any tweaks and adjustments required. Also, I helped complete the data analysis for the survey and focus group data, most of this however was completed by Faisal. The final report was very time consuming as we had information coming from 6 different people and to craft it into a coherent piece required a lot of effort.

10.1.2 Challenges
1. Initially my teammates and I struggled with trying to identify what deliverables were going to be. At first, we thought the task of reviewing the ITS web pages did not possess a large amount of depth.
2. I personally made a few mistakes when deploying the survey meaning that we did not get as many responses as we wanted due to having to reset it repeatedly.
3. Document control was also a problem as many people had different versions and sections which eventually when it came to compiling them made it a very tedious and complicated task.
4. We had to remove one of our deliverables as we realised it had no real relevance to the end report. Initially we wanted to compare our new webpage to the old UWE ITS web pages however we realised it wouldn't be possible to create a fully functional website and therefore would be difficult to measure.

10.1.3 Learning outcomes
1. Something which I have derived from this experience is, how to work with people who have extremely diverse capabilities and backgrounds to achieve a common goal. I had never met any of my teammates prior to this, and it was interesting and rewarding learning how other people work and building something together.

2. Learning to communicate about problematic situations or disagreements over what the product should look like.
3. Finally, how to conduct myself in a professional manner in meetings and over email.

10.1.4 What would you do differently

I think besides from the minor challenges posed in the previous sections, things went quite well. There are, however, a few things I would change in the future. These include:
1. Try to motivate particular teammates who didn't pull their weight or who had very poor attendance. I felt like 5/6 members pulled their weight, completed the work assigned to the best of their ability and had reasonably good attendance however, one member rarely attended meetings or workshops despite having access to our group chat where regular updates about the work were posted.
2. I would have started planning the survey and focus group earlier, towards the end it was a rush to finish.
3. Doing the survey face to face. I feel like this would have improved the quality of answers. Some answers that we received either didn't make sense or it was clear the individual hadn't put thought into it. If it was done face to face, we could have asked random people and it's my opinion that individuals would invest more effort in.

10.1.5 Feelings

Overall, I was lucky to have teammates who cooperated well with each other and put a significant amount of effort into the sections they completed. I feel that they accepted me being the project manager, they listened but also provided much needed input on almost all decisions. Despite having the role of project manager most decisions were made as a group and from my perspective all voices were heard.
However, as mentioned in the previous section, one group member rarely attended meetings or workshops. In the meetings and workshops they did attend, they sat in silence and didn't contribute anything to discussions.
We were lucky to have a good relationship with our client Richard Manley. Richard was incredibly responsive over email and being able to meet every 2 weeks proved to be invaluable allowing us to shape the project to his liking progressively ensuring that we had an agile methodology.

10.1.6 Conclusion

In conclusion, I would say our project was a success as our client was pleased with our product. We identified several key problem areas and the suggested design fixes them. Our final report is extremely comprehensive covering key information architecture terminology and how they are addressed in the UWE ITS Webpages. We have primary and secondary information to base our claims and fixes off. I feel our group should be proud of what we produce and I hope it is used to shape the future webpages.

10.2 Callum Terrill - 18014750

10.2.1 Contributions

In my own experience, I enjoyed looking into the website's structure and making a diagram that helps represent the problems that are on the website. This diagram wasn't just good to help know what pages exist on the website but also allowed us to pick up on all the problems such as double pages, pages that are not linked to and help pick up on problems other than the diagram I also did the methodology on the PID I also did the second section of the PID. On the final report, I did the navigation section, formatted the document according to our methodology wrote most of the structure section and put the diagrams on there

As a team, I think we had two main people to help make sure work is done and each task is given out, which is me and Paul as we regularly turned up and made sure we were kept up to date on what we needed to do from both the standpoint of the client and the supervisor

The only part of coding we did was on the wireframe of the website where we made a menu with dynamic text boxes with the information. I prided myself on this design as I used the diagram of the old website to make it so that the number of clicks to the destination was halved meaning everything was able to be accessed from two clicks of the main page. If this was implemented by the marketing team successfully this would improve the website hugely and make the website very easy and accessible to the students, most likely reducing the need for students to google the issues directly instead. The website's design itself used CSS for the menus this meant there was no scripting and the program runs very efficiently without any lag or need for processing a language that’s not already running on the page. Jonathan helped improve the design that I made at the start adding the key components from the old website and adding in a header for the page giving it a bit more flesh so that it is easier to understand the design we were going for.

10.2.2 Challenges

my weakest point would have been my writing skills as I have gone out of practising a little, although the issues were fixed it did use up more time then it needed to, I wish I could have done more coding or practical skills in the project but unfortunately, that wasn’t what the project required so I had to work on other things

10.2.3 Learning outcomes

I feel like I learnt a lot during this project more about working as a team because it made me realise how easy it was for some people to be ill or fall behind. And this made me learn to communicate clearly and efficiently the task that needs doing why and our current status as a whole. For this, you need to be completely truthful, because saying you have done something that you haven’t could cause major problems down the line.

Another thing I feel like I have learnt is more adaptability, as so far all my projects have been a solid task that hasn’t had to change, but this project showed how expectations can change and what is delivered may need to change depending on what the most effective method is for finishing the project.

10.2.4 What I would do differently

although the diagram should have been reformatted to smart art, unfortunately, time ran out and the person in charge wasn’t able to do it in time.
if anything the project was too small for the work we put in and the resultant documents went well above 10 thousand words, probably too big for the marketing team to bother reading the whole thing. Although the document covers in detail each of the sections surrounding the website, making it a very useful document. If I would have done something differently I would have had two documents one being a more generalized one with simple problems and solutions and the more in-depth document that looks at specific problems with the website and provides a variety of solutions, such as the one we made.

10.2.5 Feelings

For this project, I found it overall quite enjoyable, the task although quite an analytical one it did have points of interest in it, the group was fairly good throughout and we had a lot more people turn up then a lot of the other teams, the work was split fairly evenly even though during some periods some worked more than others, in my own experience I enjoyed looking into the website's structure and making a diagram that helps represent the problems that are on the website. The client meeting went well and although some of the meeting not too many people turned up. we were still able to get all the information that we needed though, this allowed us to work towards the goal quite fast as there was no confusion on what we were meant to be doing,

10.2.6 Conclusion
Overall I found the project quite enjoyable and it was a fairly relaxed project as there weren't many things that went wrong as we were consistently monitoring the work that came in and made sure we always had everything together by the time each of the deadlines came around.
For the result, I would have liked to work with the marketing team that is developing the website so that it is done correctly. And since the hand is kept in touch with the design to make sure that everything is available to the students using the page.

10.3 Faisal Hussain - 18011864
10.3.1 Contributions
At the start of the project I listed myself as the data-analyst for the project therefore helped set up the data for the survey and focus group plan and then analysed the data from both forms of data gathering. I also contributed to the production of the Gantt chart and read my part of the information architecture book and implemented it into the final report discussing the features of the ITS webpage and hot topics tab. In the PID I did my section on the controls and reporting of the project outlining in detail the way we would control the project by understanding the time, cost and scope of the project along with the potential risks and issues that we may face with contingency plans in place in case something went wrong. Contributed to all group work and did the part that was delegated to me.
10.3.2 Challenges
We found a big challenge with allocating the work out efficiently to everyone as we had a large group in proportion to the size of the project we were given. Had issues with the data analysis of the survey data as a lot of the information that was fed back to us was mostly the same and that no one had ever used the site therefore it was difficult to pick apart specific problems with the website. The focus group made up for this by making people look at the website and getting their opinion on it, which garnered more of a mix of reviews and showed us the main problems, but a lot of the answers were similar to the survey being that the site was just a big mess. Narrowing down the specific issues was a challenge, but we managed to overcome it by addressing the key issues ourselves and understanding information architecture better from the book so that we could implement the ideas from the book to the new website. Had issues with the PID as some aspects didn't grasp what we were trying to achieve and the overall outcome of the project.
10.3.3 Learning outcomes
The overall experience of working in a realistic project, which would have an influence on the future of ITS website was very insightful and allowed me to understand the values and traits of working in a project of such magnitude. I learnt that working with others can cause disputes over small problems and how to cope with getting the team back on track by addressing the issues together as a collective. Through the information architecture book, I learned a lot about the structure of a website and different ways of structuring it to suit the audience that you want to cater to. Also, I learned a lot about navigation of a page and that there are different aspects of it like local, global and contextual. A lot of teams will have members that work at different levels therefore some will need more motivation than others to get work done to a specific standard set.
10.3.4 What I would do differently
In the future I would handle this project differently by ensuring that everyone stuck to their specific roles from the beginning so that we could allocate the work easier. I would then make sure that the information architecture book was read at the start of the project so that we had a better understanding of information architecture and are able to implement the ideas more effectively and draw up a better plan for how we would want it to look. It would be best if we research other university websites earlier to gather ideas and get inspiration on how we could improve the structure of the website in order to see what works for other universities and implement it into our

new website. To improve teamwork in the future it would be best to involve all team members more collectively by ensuring that they know what to do through each meeting as some of our team members weren't as socially involved as we would have liked. Therefore, if we would have motivated the less active team members better it would have meant work would have been done quicker. We could have done this by engaging them in the meetings more and allowing them to have their say by opening the floor to them for ideas.

10.3.5 Feelings

I felt that overall we had a strong team for this project and were able to get the project done to a high standard with the large group size that we were given. I was happy to work with my group and felt that we all knew our roles and what was required of us week in and week out. The different roles interacted very well as the data analysis team that me and another member were a part of were able to feedback our thoughts on the key issues of the website to the web developer team, who could use the ideas to create a design and structure for what the site should look and navigate like. Also, the project management of the group was done very well by the project manager as he was able to glue everything together and communicated very well with everyone including the host to keep us updated on where we are at with the project.

10.3.6 Conclusion

In conclusion I believe that the project was a success and that the data collected will be useful for when the ITS team go to create the new website as they will be able to see clearly the most critical areas and fix them accordingly. Also the wireframe will be very helpful in understanding a new and improved structure for the website and how to display the information so that it would only take a user 2 clicks to get to the important information that they are looking for rather than taking them 30seconds-1minute to find what they are looking for as our focus group suggests.

10.4 Tim Mead - 17914949

10.4.1 Contributions

My project was to "fix" the ITS website and our host was Richard Manley. We had to conduct surveys on students about the ITS website, do research on other university's ITS websites and create a wireframe with our suggestions on what they should change about it. During the process of our project I was tasked with managing the wiki, creating "minute meetings" (which is where I would make notes for our meetings with Richard, and publish them on the wiki and also make them accessible on the file exchange). I did weekly reports (on what we covered in each session and what we would be doing between them) I also published them and shared them on the wiki. I updated the RAG weekly as it was one of the deliverables we set, worked on parts of the PID and Final report and also helped with the Gantt chart as we did that as a collective.

10.4.2 Challenges

We had 6 members in our group for a relatively small and simple project. This was a lot and the size of our group did have an effect on the amount of work that we had to spread around. This was a challenge as sometimes I would leave our group sessions without much to do for the next week. But there was nothing we could do about this because of the size of our group and the project we had been given.

10.4.3 Learning Outcomes

Looking back, I am happy with my contribution, as during the course of our project I learnt more about working in groups and as a team to achieve goals. I learnt how to use the wiki and Microsoft Project for creating our Gantt chart, I'm sure this will be useful at a later date. I learnt more about report writing which will definitely come in handy, and ethics of doing surveys which I had no idea about before the start of this course. I got on with the tasks that I had been set and made sure they were all up to date as they had to be updated on a weekly basis, which I did well and efficiently. The group interacted and communicated well, there were occasions when group members went missing but that's always bound to happen. I think we did very well to keep the whole group together and nearly always have the majority of the group in class. I got on with the group very well and feel like we communicated between each other well and with Richard.

10.4.4 What I Would Do Differently

However, I do wish I had spoken up more and been more vocal with my opinions and ideas. In future projects I need to make sure that I am more vocal so that I can feel more involved. I would also make sure we proofread things, more especially the survey as we had to re-upload it 3 times, losing the results each time we did this.

10.4.5 Feelings

I feel that we handled this task very well. As a group I think we got on well and kept on track, this was mainly due to Paul being very driven, so it was a good thing that he was happy to be project manager. However, there was an issue with one group member who despite being set work between sessions, the work would either not get done or be seriously below par compared to the standard of work that the rest of us were doing. This individual also missed the most sessions. Fortunately, this didn't slow us down too much as we had planned for it, but it did become a nuisance when we couldn't continue without the completed work he had been set.

10.4.6 Conclusion

The main way to improve for the future would be to make it a more professional environment so that people always made sure they turned up and did the work to the right standard. One way to do this could be by communicating via email rather than on Facebook and making sure there were repercussions for not showing up. I feel we also could have communicated with Steve (our supervisor) at times, as we spent several weeks making tiny changes when we could have made them all at once in the first place. Also using the file exchange was a pain and we would sometimes lose work uploading and removing the versions of documents, so it would have been much better and easier just to use google docs.

10.5 Kesiena Mike-Etareh - 18007619

10.5.1 Contributions

The work was split up evenly between all team members in order to achieve as much effectiveness. Firstly, I wrote the PID sections on Project Approach, Communications and Stakeholders, and Project Phasing, which was according to the Gantt chart which I assisted in creating.

Also, the team supervisor had also recommended that we read a book on Information Architecture in order for us to deepen our knowledge on the subject. We were all tasked to write reports based on the sections we had read and apply it to the analysis of the ITS Website. I wrote my report on the labelling section of the book and as such I had to examine the site and investigate how the different types of labels had been applied.

We had also been provided with analytical data based on the visitors of the current website. This data included information such as the gender split, age range, click rate of the visitors as well as how the site was being accessed i.e. through Google, Social Media, the URL, and so on. I was tasked to analyse the data and make a report on my findings.

Using the analytical data and the Information Architecture report as guidelines, the team had also suggested that we present a wireframe to our client. Using a base design which a member of the team had made, I had to implement the designs into a working wireframe.

10.5.2 Challenges

The procurement of the Information Architecture book was a challenge; however, I was able to find a version which I distributed with the group. In addition, the book was also quite lengthy, and as such took up a lot of time when we could be working on the project. Several members of the group had also deemed a lot of the information found in the sections to be widely acquired knowledge. Yet, I personally found my section useful as it aided me in qualifying, in words, the structure of the website. Scrutinizing the analytical data provided was quite challenging and this was mostly due to the fidelity of the information provided in particular areas. I suspected that some of the data had only begun to be recorded, and as such, some sections had substantial changes (+700% in one case); this made it difficult to draw correlations, which later showed in our survey and focus group, though I did already make note of this in my report.

Implementing the wireframe from the design proved to be the most challenging aspect. Due to the pressure of work on me at the time, I had left it rather late which proved to be unreasonable. The team had delivered a two-click strategy to our client (meaning that all information should be accessible within two clicks off the homepage), however, the design I had been delivered by another member of the team did not follow this model. This led to me having to repurpose several labels of the website in order to fix this issue, which took a substantial amount of time. I used CSS for the wireframe as I found the use of JavaScript in this scenario unnecessary as it was a rather low-fidelity wireframe though it was noted that the use of JavaScript or a CSS framework should be used by the UWE ITS Team. I also found it difficult to motivate myself from the onset due to the fact that the ITS site was already being re-designed by an external team, making any of our contributions seemingly pointless.

10.5.3 Learning Outcomes

This was my first experience of working on a project with a real client and as such it was a new experience having to communicate with someone who was external to the teaching module. I also gained understanding of creating reports on analytics by isolating the necessary information.

My grasp on team working also improved through the course of the project as I felt I became more vocal towards the project's conclusions about my ideas.

10.5.4 How Would You Handle In The Future?

In future, I would attempt to perform my tasks as quickly as possible as I understand that not completing my task could possibly stall the project. I also realize now, that it is more beneficial to explore all options properly before making a decision as restarting a process could take up more time than was allocated. For Example, in the case of using CSS, it would have been much easier to use a CSS framework instead of coding purely in CSS and HTML as this would have greatly reduced the amount of code written but this was something which I only realized in hindsight.

10.5.5 How to Improve Teamwork in The Future

In future, increased team communication is needed. For any project, effective communication would greatly ease the process of the project. For Example, in the case of this project, if members had communicated the extraneous circumstances which made them unavailable, then we could have been able to accommodate this problem due to the flexible way in which we worked.

10.5.6 Feelings

I am of the feeling that the project went on smoothly, most of the team was actively involved with the project, and the project leader kept the team updated and guided on the task. I also feel that we had good correspondence with the client and the supervisor which helped us with the project.

On the other hand, I also felt that the project was not technical enough in nature and as such there was not a strong enough relation with the skills I had developed, however, I was happy to work on a task of a different nature and feel that I have gained new skills.

10.5.7 Conclusion

Overall, the project went according to plan and I believe that we fulfilled the task which was assigned to us. I believe that we also presented quality ideas which should not only be applied to the UWE ITS Website but to all UWE websites in general.

10.6 Mutassim Akaram - 17010600

10.6.1 Contributions

For the PID I wrote the Project Approach section, which detailed the approach we took to the project. The section outlined the responsibilities for the project manager during the project and also outlined the methodology that we would use to tackle the project. Also the section outlined how we used a Gantt chart to schedule on how long each task for the project should take.
For the Final Report I read the Information Architecture book. I was given to read chapter 5 of the book, which was on Structure & Organisation. The chapter discussed how websites categories their database in different ways. There are 9 different ways you can categorize a database. An example of a database category that could be used is Alphabetical. Where all the data in the database is categorized in alphabetical order. Also some websites use a hybrid method where they use multiple database categories together to sort the data. For example a website can categories the data in their database on Alphabetical and topic. I summarised all the categories that data can be organised in chapter 5 of the book and also added a section at the button to talk about what categories is UWE ITS website using to organise their date within the database.
Also for the Final Report I wrote about the comparisons and the differences between the UWE ITS website to other universities in the country. The 2 universities I chose were University of Bristol and The University Of Manchester. I wrote about how UWE ITS website has similar features as the other 2 universities ITS website. For instance all the universities ITS websites had contact information, which allowed students at the university get into contact with someone to talk about the issue they were having. I also wrote about how some features that were on the University of Bristol and The University Of Manchester ITS Websites that were not on the UWE ITS website should be added to better the user experience on UWE ITS Website.

10.6.2 Challenges
One of the challenges I faced during the project was going to client meetings. I had work during the times the meetings were happening. So it was difficult to attend the meetings, but the team kept me up to date on what was discussed during the meetings. Another challenge I faced during the project was not understanding the task that was given to me. Sometimes it was not clear on what I was supposed to do. I asked my team members for help and they clarified on what I needed to do.

10.6.3 Learning Outcomes
I learned a lot during this project. It was my first time implementing a methodology in a group project, such as agile. At the beginning of the project I did not know what a Gantt chart was. I know now that a Gantt chart is an important part of a project that needs to be done at the beginning of the project before any work is done. The Gantt chart allows the people working on the project to see how long curtain tasks take and if a task is delayed or prolonged how does it affect the overall timeline of the project. Can the project still be done in the allocated time or is that overall project going to be delayed.
I also learned a lot more about PID for projects. Before I had a vague idea on how to structure a PID and I never created one for a project before. I know now that PID is an important document that needs to be created before you start a project. The PID lays out important aspects of a project, such as the purpose of the project, deliverables, project approach, risk analyses and more, which are important to consider before starting to work on a project.
I also learned that there are laws and regulations that need to be followed when during a survey and that there are survey software, which we are not allowed to use, such as Survey Monkey. Also you have to sign an ethical form, which allows you to do primary research. In our case a survey and a focus group. Also the data must be stored at the university and not on a private computer.

10.6.4 What Would You Do Differently
What I would do differently is be more vocal and more involved in the group meetings. I think I was too quiet and often didn’t share my ideas with the team. Another thing I would do differently is try to attend more client meetings. Due to my job working hours it was difficult to attend the client

meetings. Also another thing I would do differently is overall improve the quality of my work, like using better grammar and adding more detail to my work.

10.6.5 Feelings

Overall I have a good feeling about the project. I worked well with the whole team. There were no problems between any team members. I did not find the tasks that were given to me were too difficult to understand. If I needed help other team members would help me. I found the presentations from the guest speaker were very useful when working on the project. The Supervisor Steve was very helpful throughout the project. The materials on the blackboard were very helpful throughout the project.

10.6.6 Conclusion

To conclude I have learnt a lot during this project. The different methodology that could be used when working on a project. The different documents you need to produce before you even start working on the project. There are also things I realised, I need to improve when working on a project such as my team working skills. I need to improve my communication with my team members and also be more involved in group discussions. I also need to improve my attendance at client meetings. The work quantity of work I produced for this project I'm happy with, however I could've offered to take on more work for the project to help out my team members.

11 Appendix A

11.1 Results and questions of the survey

QID13	QID1	QID14	QID3_1	QID4_1
Welcome tothe Research Stud	Question#1 – What is your courses name?	Question#2 – What faculty do you belong to?	Question#3- On a scale of 1 -10 how integral is IT to your course? - -	Question#4 – On a scale of 1 -10 how would you describe your knowledge of computers - -
I consent, begin the study	Business Computing	FET	10	8
I consent, begin the study	Media Culture and Communications	Arts and Cultural Industries	7	4
I consent, begin the study	Business computing	CSCT	7	4
I consent, begin the study	Business Computing	Computing	7	7
I consent, begin the study	Business Computing	Computer Science	2	8
I consent, begin the study	business computing	environment and creative technology	9	8
I consent, begin the study	Business and Events Management	MET	10	7
I consent, begin the study	Politics and IR	Health and Social Sciences	7	3
I consent, begin the study	Business and Management Foundation Year	Business	6	9
I consent, begin the study	Games Tech	Creative Technology	10	10
I consent, begin the study	Business and management	BIM	4	3
I consent, begin the study	Games Technology	Tech	10	9
I consent, begin the study	English language and Linguistics	ACE	6	5
I consent, begin the study	Biomedical Science	Applied Sciences	4	7
I consent, begin the study	Software Engineering for Business	FET	10	8
I consent, begin the study	Business and events management	Business and law	4	3
I consent, begin the study	Business and Human Resource Management	Business and Law	10	7
I consent, begin the study	Criminology	Social science	3	3
I consent, begin the study	Interior Architecture	Architecture and the Built Environment	8	6
I consent, begin the study	Mathematics	FET	9	5
I consent, begin the study	Computer Science	Computer Science and Creative Technologies	9	8
I consent, begin the study	Business and Events Management	Business and Law	3	4
I consent, begin the study	Games Tech	Environ & Tech	10	8

QID5_1	QID6	QID7
Question#5– On a scale of 1 -10 how would you describe your understanding	Question#6 – If you encountered a UWE IT related problem how would you attempt toresolve this?	Question#7 – If you have had an IT related problem please state it?
10	2)Google search your problem	Finding Printing
3	2)Google search your problem	
3	3)Attempt to find your problem on UWE's IT support Website	
5	1)Go to an on site IT Support Desk	
8	2)Google search your problem	forgot my password
5	1)Go to an on site IT Support Desk	Printing at UWE & Wifi
7	2)Google search your problem	
5	1)Go to an on site IT Support Desk	
6	2)Google search your problem	Seeming like marks, unit grades etc are in different places
8	3)Attempt to find your problem on UWE's IT support Website	
6	1)Go to an on site IT Support Desk	Couldn't access SPSS
8	2)Google search your problem	PCs/Screens not turning on
3	2)Google search your problem	
6	1)Go to an on site IT Support Desk	Log in problems
5	4)Other	finding software
4	1)Go to an on site IT Support Desk	
8	2)Google search your problem	Downloading Office 365
3	4)Other	Blackboard can be slow
7	2)Google search your problem	I couldn't login to Eduroam Wifi
5	2)Google search your problem	
6	3)Attempt to find your problem on UWE's IT support Website	
6	2)Google search your problem	
8	2)Google search your problem	Monitors/PCs just not plugged in.

QID8	QID9	QID10	QID11
Question#8 – Have youever had to use the UWE IT Support website to solve a problem?	Question#9 – Was the website easy to find?	Question#10 – How would you describe the organisation of the website	Question#11 – Could you elaborate on your answer to the previous question?
yes	2)Easy	4)Bad	It's impossible to find anything
	2)Easy	4)Bad	It took me a while to find what I needed to and things that were relevant to me.
	6)Never used the website	6)Never used the website	
No	2)Easy	3)Neutral	I believe the structure of the website could be more clear
yes	1)Very Easy	2)Good	Organisation gives a lot of good opportunities
Yes	2)Easy	4)Bad	Its all over the place
No	3)Neutral	3)Neutral	
No	6)Never used the website	6)Never used the website	
No	6)Never used the website	3)Neutral	As mentioned, marks are in different places. Needs to become more simple or clear
No	6)Never used the website	6)Never used the website	Never had the need to use it
No	2)Easy	2)Good	Easy to use
Nope	6)Never used the website	6)Never used the website	
No	6)Never used the website	6)Never used the website	
No	6)Never used the website	6)Never used the website	
Yes	1)Very Easy	5)Very Bad	No search facility
no	6)Never used the website	6)Never used the website	
No	2)Easy	2)Good	Everything was clearly labelled so you could find answers quickly
No	6)Never used the website	6)Never used the website	I just ask my house mate if i need help with something
No	6)Never used the website	6)Never used the website	
	6)Never used the website	6)Never used the website	
No	6)Never used the website	6)Never used the website	
No	6)Never used the website	6)Never used the website	
Nope.	6)Never used the website	6)Never used the website	

QID12	QID15	QID16
Question#12 - How successful was the ITSwet	Question#13 – Do you think the addition of a site search box would improve the yourability to find solutions to	Question#14 – If you have used the ITS website please leave any additional feedbackas to how your experience could be improved.
4)Unsuccessful		
4)Unsuccessful		
5)Never used the website	Yes	
2) Successful	Yes	
1)Very successful	yes	Service was very good
2) Successful	Yes	
3)Neutral	Yes	
5)Never used the website	Yes	
5)Never used the website	No	
5)Never used the website	Yes	
2) Successful	Yes	
5)Never used the website	Bit of a dumb question. I'm sure it would. Use more open questions instead of closed ones in this survey :P	
5)Never used the website	Yes	
5)Never used the website		
3)Neutral	Yes	improve the layout of the available options
5)Never used the website	Yes	
2) Successful	Yes	
5)Never used the website	Yes, there should be one anyway	
5)Never used the website	Yes	
5)Never used the website		
5)Never used the website	I believe this would make finding a solution much easier.	
5)Never used the website	Yee	
5)Never used the website	Duh. Yes.	

11.2 Focus group questions and results

Q1 - What course do you take?	Q2 - What faculty do you belong to?	Q3 - On a scale of 1 – 10 how vital is IT to your course?	Q4 - How would you describe your competence with a computer?	Q5 - Have you any experience using the Student ITS Webpages?
Criminology	social sciences	5	5	no
Law	business and law	5	8	no
Media Cultural Communications	faculty of arts creative industries and education	7	4	no
Business Computing	Faculty of Enviroment and Technology	9	8	yes
Business Computing	Faculty of Enviroment and Technology	9	9	no

Q6 - If yes to the previous question, what is your experience?	Section #2	Q1 - How to do large scale printing at UWE	Q2 - Information regarding username and passwords	Q3 - Cyber security information	Q4 - How to download office 365	Q5 - Information on how to book computers
N/A		37 secs	26 secs	8 secs	1min 16 secs	39 secs
N/A		37secs	7secs	9secs	53secs	36secs
N/A		53secs	8secs	19secs	11secs	17secs
Finding printing		41secs	9secs	12secs	45secs	32secs
N/A		40secs	7secs	10secs	30secs	31secs

Q5 - Information on how to book computers	Q6 - Connecting to UWE's wifi network	Q7 - Information as to what software is installed where on campus	Q8 - Information on Myuwe and blackboard	Section #3	Q1 - In general, how difficult was it to find the information required?
39 secs	6 secs	11 secs	11 secs		Hard
36secs	6secs	16secs	6secs		Easy
17secs	17secs	33secs	10secs		Easy
32secs	10secs	13secs	6secs		Hard
31secs	11secs	14secs	7secs		Hard

Q2 - Were there any sections that you found more difficult than others?	Q3 - Do you have any recommendations as to how it could be improved?	Q4 - Any additional thoughts relating to this focus group or the ITS webpages?
Finding software information	Better images, bettering styling	no
Security and software	use a simpler layout anmd simpler labelling	no
Question 1	graphics and images related to content	The focus group got easier as you went through due to seeing more pages.
Finding software information	Use similar language	no
No	Better overall navigation	no

11.3 Team Wiki

Group H

Tim Mead	Paul Holt	Callum Terril	Faisal Hussain	Kesiena Mike-Etareh	Mutassim Akram
About: Business Computing Timothy2.Mead@live.uwe.ac.uk Roles: Transcriber Wiki Manager	About: Business Computing Paul2.Holt@live.uwe.ac.uk Roles: Communications Officer Project Manager	About: SEB callum2.terrill@live.uwe.ac.uk Roles: Technical Director Modeling manager	About: ITMB Faisal2.hussain@live.uwe.ac.uk Roles: Design manager Data Analyst	About: SEB Kesiena2.mike-etareh@live.uwe.ac.uk	About:

Phase 1	Phase 2	Phase 3
PID Gantt Chart	Final Report Survey Data Wireframe Focus Group Data	-

Supervisor / Tutor	Client / Host
Steve Battle	Richard Manley

Meeting Minutes

Weekly Progress Report