



VIT[®]
Vellore Institute of Technology
(Deemed to be University under section 3 of UGC Act, 1956)

School of Information Technology and Engineering

Digital Assignment – FALL 2022

Learning UX design from bad experience

Programme : B.Tech

Branch: IT

Course Code: ITE1014

Course Title: Human Computer Interaction

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I. Share your own bad experience with any interface you have come across, give 2-3 pages write up.

IRCTC Website(Train Ticket Booking) BAD-UX

EXPERIENCE

It was a summer vacation where we had planned for a trip from Coimbatore to Chennai through railways. For booking the tickets we had used the IRCTC website through which we had planned to reserve seats. While going through the website there was a confusion and disclarities as we were the novice users for that particular website. The major issues faced were

Issue 1

While simplifying the first page, the designers have hidden the login button behind the BAR menu button on the top right corner, and the way to login is not clear.

Issue 2

The Interactive agent pops up and hides the BAR menu button.

Issue 3

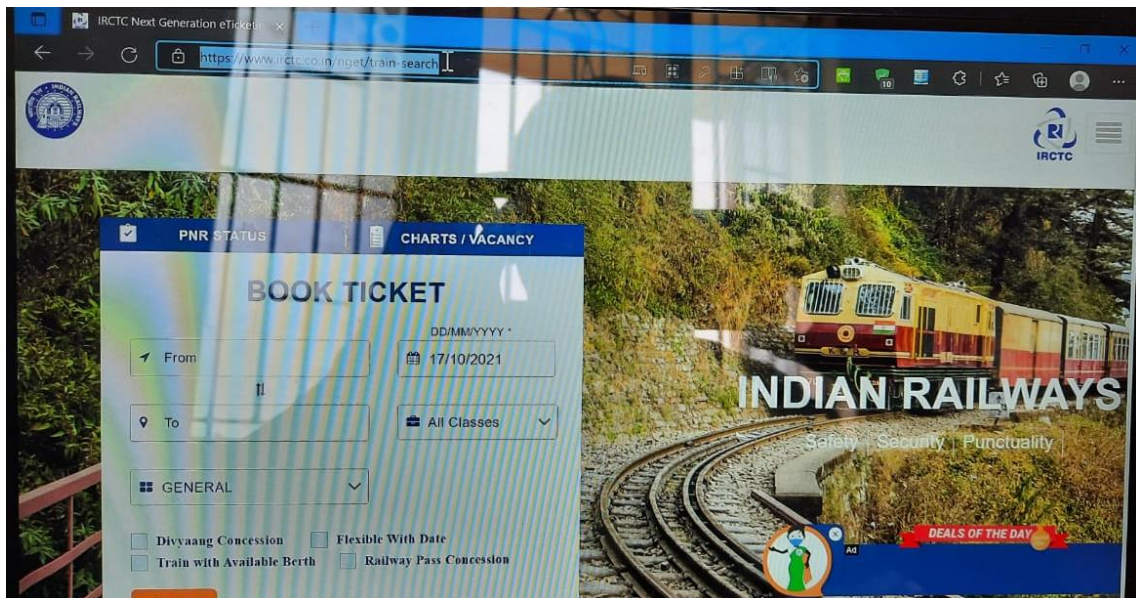
The most major issue is that the BAR Menu subtree structure is too lengthy and one is not able to go into a submenu fully, without moving onto the next submenu.

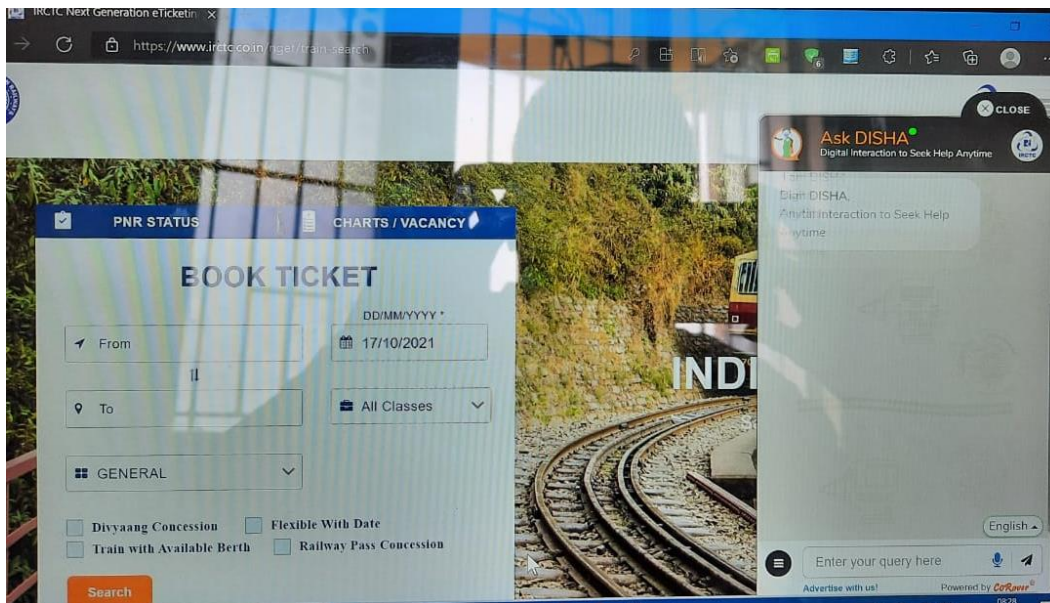
This makes navigating in the website highly difficult and frustrating.

Issue 4

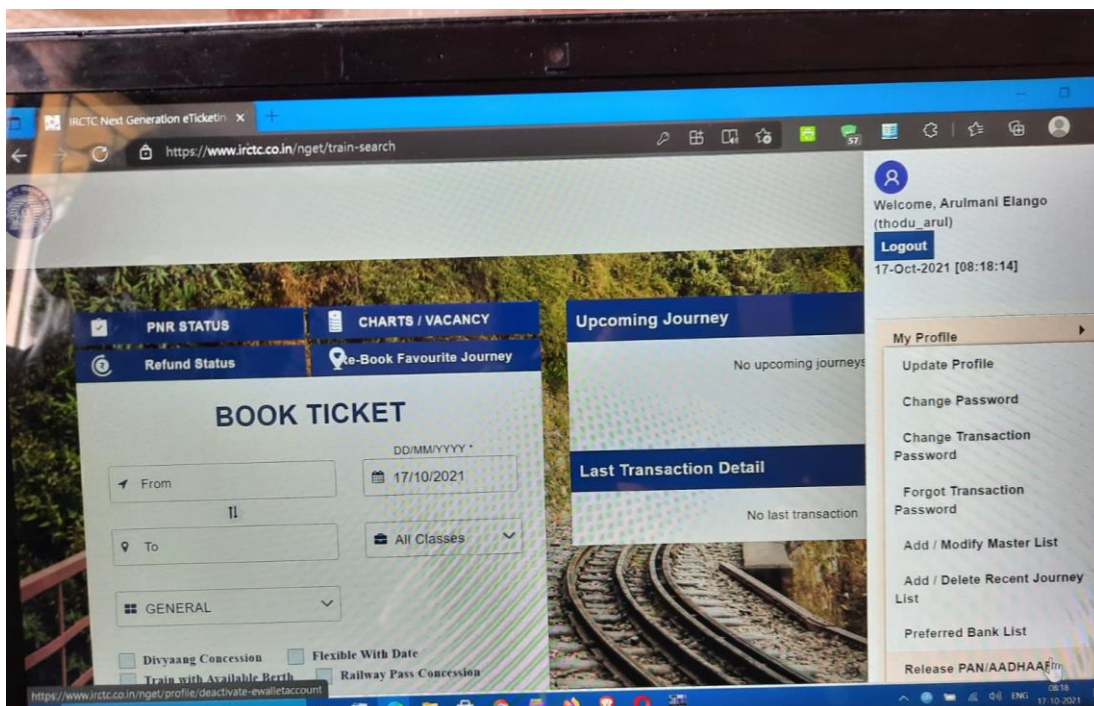
There is no home button to quit and go back to home screen

Due to these issues, we had many dis clarities regarding the website and it had led to a lot of time taking and which caused frustration and lead us to a misleading path of booking tickets .





The interactive agent pop-up which lead to hiding of the BAR menu button.



BAR Menu subtree structure is too lengthy

REASONS BEHIND MY MISTAKES

The website is using an ancient archaic design element of Textual UX of MS DOS days. This UX is only suitable for lesser number of items and simpler structures.

Thus, the design element is wrongly chosen and poorly implemented. Also, the hover time in the BAR menu is too small and causes the user to skip to next sub menu.

The UX testing could not have missed this major problem, but must have been overruled.

LEARNINGS

Any correct Website design should use an appropriate design element making the access to services easy, simple and Idiot Proof. UX testing and actual feedback from users is essential for improvement.

SUGGESTIONS

- The BAR Menu navigation must be replaced or at the least supplemented with an additional visual navigation design.
- The BAR Menu structure has to be redesigned and sub menus length shortened.
- The hover time in the BAR Menu has to be adjusted as per UX testing and user feedback.