

Customer Notes and Feedback

Team Corellians - February 8, 2021

Rishabh Prasad, Matthew Landry, Anupras Burokas

- Connecting to the International Website
 - Remove redundancy on the current design
 - Reformat the existing information and introduce links to the international website to reduce unnecessary information
 - Clear links to iabc.com to become a member and certified
- Home page and Condensing header information
 - The most important headings are the Membership, Events, Careers and possibly Certification which could go under the Membership heading
 - It is important for them to promote upcoming events with ease
 - These important events are for professional development, memberships and certification
- A large pain point is online job postings
 - This should be a simpler process
 - Automate job postings
 - These jobs are for anyone to apply. Application is not done on IABC Regina's website
 - Integrated payment method to simplify payment processing

- Navigating and finding information is painful right now. This process should be smoother and intuitive. This is especially bad around certification and membership
- Increase Community Engagement through blogs or social media
 - They are not keen on having an account feature, however, approval of these community posts should be simple
- The IABC team were unaware of an Accounts Database, therefore this seemed unimportant and something that could be reset for the future design
- The website will be maintained by IABC volunteers
- Possibly look into accessibility issues
 - Implementation of a dark coloured theme