

## Customer Notes and Feedback

Team Corellians - February 8, 2021

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- 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 an accounts 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 IABC volunteers
- Possibly look into accessibility issues
  - Implementation of a dark theme