

# **FINAL PROJECT**

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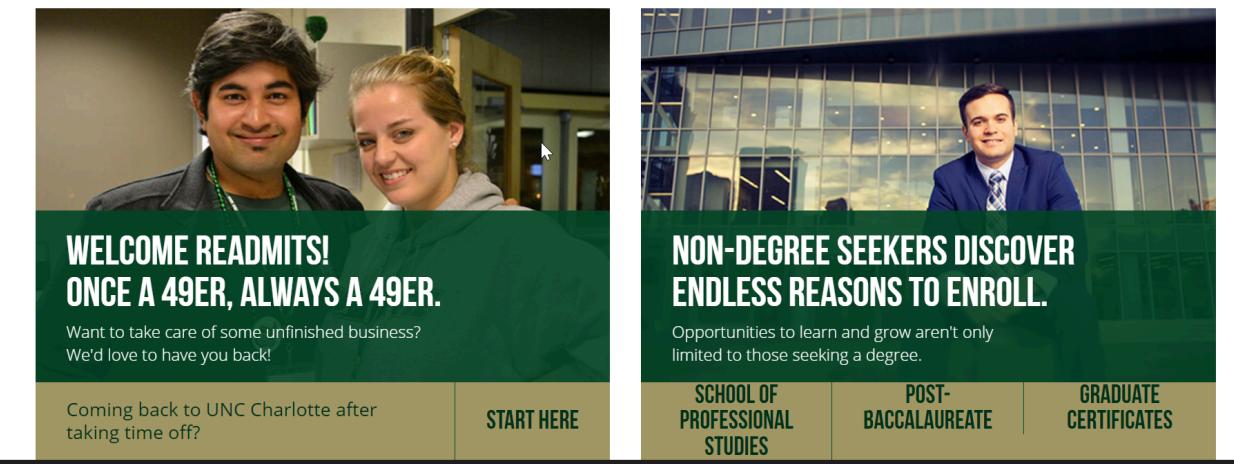
ITIS 3130

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# Chapter 1 - Design Critique Learning

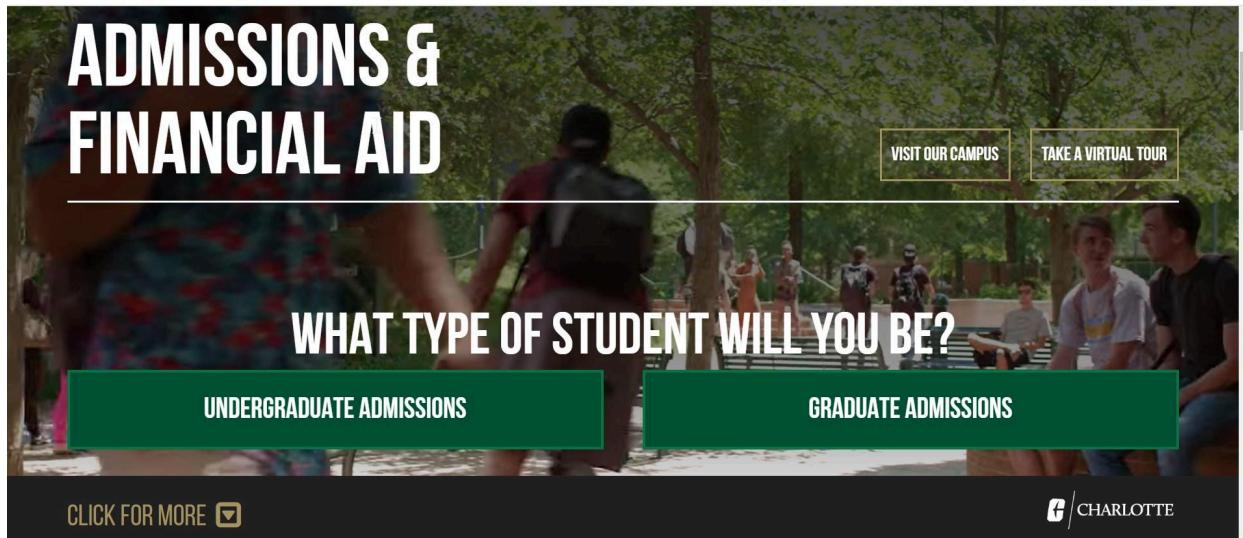
## Visual Design Critique

- **Color Scheme:** The color used here is green and golden with white text and a white background which goes with the theme of UNC Charlotte. However, I feel the color scheme would have been better, like adding a different background color or using different color text but overall I think the color scheme is good.
- **Grid Structure:** For the grid choice I don't see a balance in the website there is so much going on in the website to understand. You are not able to identify what is important according to their size. It's hard to digest like in the below screenshots. These both pictures have different grid structures but they are on the same page. This doesn't align with the balance of the page there is no consistency with no hierarchy.

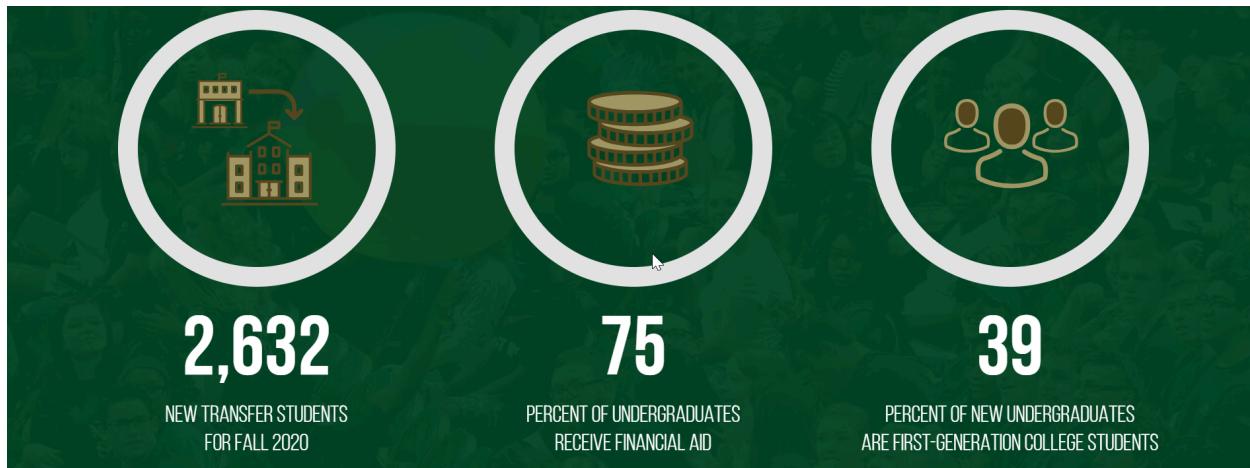


The image shows a screenshot of the UNC Charlotte Student Services page. At the top center is the text "STUDENT SERVICES". Below it are three buttons: "RESIDENCY DETERMINATION", "OFFICE OF THE REGISTRAR", and "STUDENT AFFAIRS". To the right is a vertical sidebar with a "VETERAN SERVICES" section featuring an image of veterans in uniform holding flags, and text: "Check out our dedicated Veterans Center and its many specially tailored programs. It's our turn to serve you." A "LEARN MORE >" button is at the bottom. A horizontal line runs across the bottom of the page.

- **TypeFace or Typography:** The typography used is good with hierarchy given to things that are important making them bigger in size or making them bold. There is no use of fancy fonts that are hard making it good for readability.
- **Use of White of Space:** I think this is where the website needs most of the work. The use of white space is minimal, making it a clutter of things on your face. It is very difficult to focus on one thing at a time on the website. I think there is overuse of images in the website making it less visually appealing would make it more good, also using white space in most areas would also be great. A great example of what i mean of visually appealing is this gif that is on the main page, you are unable to focus at one thing



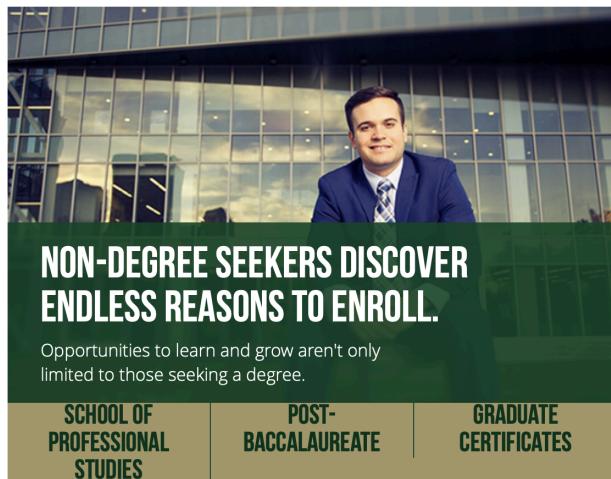
- **Images or visual used:** Website lacks here as well. Some of the visuals used are just baseless in my opinion; they don't give any information about the information state. Like in the screenshot below you can see that the image provided and the number provided have no similarity. Like the bar used here is 100% in all the cases which makes it baseless there should a bar of the percent shown in the examples used like 75% and 39 %



## Interaction Design Critique

### Critiques of the website's interaction design:

The links at the bottom of this title don't stand out as being clickable links like others on the page do.



This link changes color to inform the user that they are hovering over it but the color change is very subtle and may go unnoticed by the user. Especially for those with lower end displays.



The search bar and links for things like alumni are much smaller and barely noticeable compared to the other site's links, with one section being darker than the others. If someone would need to use any other link they would barely notice them compared to the other links which are in bold and much larger.



### Aspects of the interaction design that work well:

The links for admissions are at the top and bottom of the page which makes it so that experienced users can immediately use the links or newcomers to the site can go through all the info on the page before opening the links.

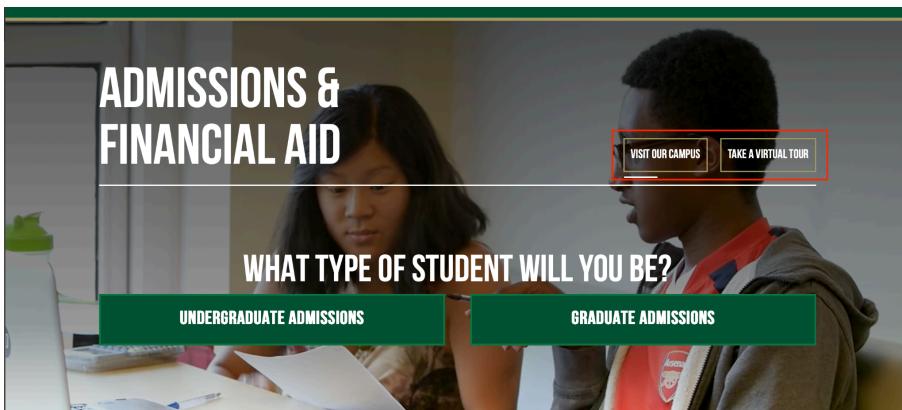


When hovering over the veteran services link, it zooms out and increases the text size to inform the user they are hovering over it showing that it is a usable link.



## **Areas where interaction design improvements can be made:**

The interaction design can use improvements in areas such as Visual Hierarchy and Discoverability. In terms of visual hierarchy, it is possible that users may face problems with flow if important elements do not stand out. The visual hierarchy can be improved by creating a more distinguishable environment within the headings and subheadings using size, color, and contrast. Discoverability is a subject that can be improved because important links or features may not be immediately visible to new users. Making important actions such as links or services more visually prominent through contrast may help new users. An example of such is how discovery of veteran affairs may be reduced in comparison to visiting campus or taking a virtual tour. Can be seen in the below screenshot.



**STUDENT SERVICES**

RESIDENCY DETERMINATION   OFFICE OF THE REGISTRAR  
STUDENT AFFAIRS

**VETERAN SERVICES**

Check out our dedicated Veterans Center and its many specially tailored programs. It's our turn to serve you.

LEARN MORE >

**WE'RE HERE TO HELP!**

A screenshot of a website section titled "STUDENT SERVICES" and "VETERAN SERVICES". The "STUDENT SERVICES" section contains links for "RESIDENCY DETERMINATION", "OFFICE OF THE REGISTRAR", and "STUDENT AFFAIRS". The "VETERAN SERVICES" section features a photo of several veterans in uniform standing outdoors with flags. Below the photo, text reads: "Check out our dedicated Veterans Center and its many specially tailored programs. It's our turn to serve you." A "LEARN MORE >" button is also present. At the bottom, a large green banner says "WE'RE HERE TO HELP!".

## Heuristic Evaluation:

We did evaluation for these links:

<https://ninercentral.charlotte.edu/financial-aid/aid-basics>:

Link 1 - <https://registrar.charlotte.edu/>  
Link 2 - <https://ncresidency.charlotte.edu/>

UNC Charlotte admission and financial aid website design aligns with some of the heuristics like the **visibility of system status**: everything is clear and visible in the assignment. We gave an example of a calendar that shows the dates/action. The design also matches my mental model making it **match between the system and real world**, there was no use of internal jargon.

**Recognition rather than recall:** For the recognition and recall referring to the home page again everything is labeled with proper text under it. There were no flaws or criticisms under this heuristic. There is labeling for students to not proceed forward if you are not under that criteria as we talked about in our assignment about “for all active student” criteria, so this ticks **Error Prevention heuristic**.

**Help and documentation:** There is a part named “Banner Help” which goes through the website and talks about each abbreviation that is on the website. **Help users recognize, diagnose, and recover from errors:** There is a menu at the right side of each webpage where you can go back or navigate wherever you want. This is a way where you can recover from an error if you are lost in the website. By clicking, I didn't receive an error message. Also everything is labeled to recognize an error as well.

These were the heuristics that align with the website but the ones that don't according to me are mentioned below with reasoning and screenshots.

### User Control and Freedom:

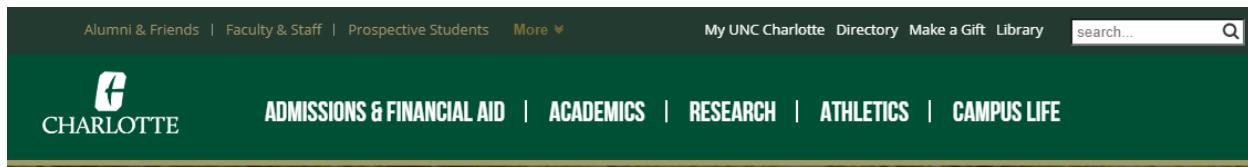
User control and freedom help assess the usability of a system.

In terms of having buttons and menus that are displayed clearly for users and easily accessible for them to utilize, the page is set up well. However the page doesn't allow users to go back, which doesn't give much user control in that terms. Giving users the choice to go back to the original page would be great..



## **Consistency and Standards:**

The page has good standards and consistency but there is a thing where the consistency lacks is on the main page the color of the links are different, either they should all be or white.



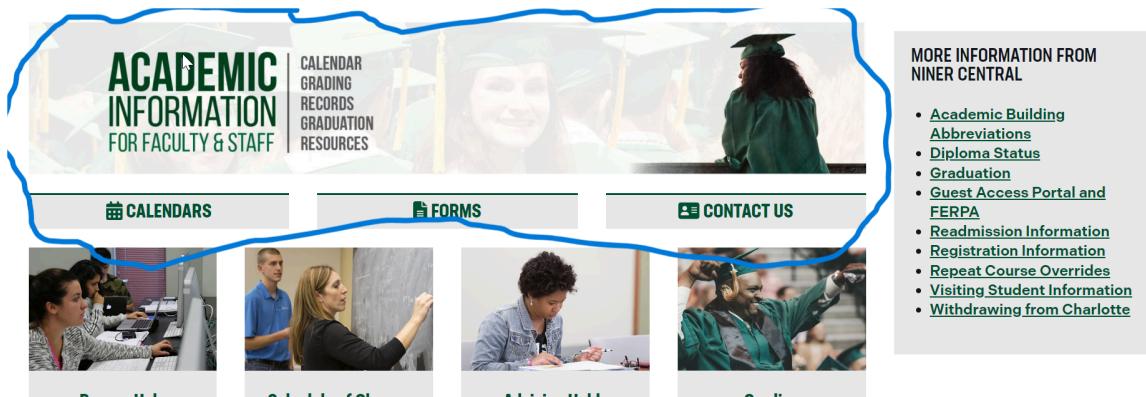
## **Flexibility and efficiency of use:**

Is Catering to both novice and expert users. Allow for multiple approaches. One instance is the shortcuts that it takes to get certain links that a user may want to go to. Seems like there isn't much catering to different types of users. I don't really see any customization for settings or dashboards. So I guess one thing that can be done is that they can allow for more customizations for various users.

A screenshot of the UNC Charlotte Registrar website. The header is dark green with the word "REGISTRAR" in white. Below the header is a sub-header "AIRS". There are three main menu items: RESOURCES, GRADING/HOLDS, and FORMS. The RESOURCES section contains a large image of a student smiling, followed by a list of links: Academic Record Changes after Graduation, Final Grading Instructions, GPA Calculator, Grade or Last Day of Attendance Changes, Grade Legend, Grade Replacement Policy, Last Date of Attendance, Unsatisfactory Grading at Midterm, and CONTACT US. The FORMS section contains two smaller images: "sses" and "Advising Holds". The Grading section contains an image of students working at desks. On the right side, there is a sidebar titled "MORE INFORMATION" with a list of links: Academic Abbreviations, Diploma S, Graduation, Guest Acc, FERPA, Readmission, Registration, Repeat Co, Visiting St, Information, and Withdrawal Charlotte. At the bottom of the page is a footer with the text "nt-related information on registration, records, graduation, and transcr" and a link to "University Policies".

### Aesthetic and minimalist design:

We think the design can be a bit more minimalist because everything is loaded so much. It is like so much information on your face. To be particular i think there was no need for this image because it doesn't direct you anywhere rather there could be a proper column based system for each part. The link at the right side also can be at the bottom or if they are really important they must have a separate column below the main links.



## Chapter 2 - Main Personas and Interviews



### Mother of Prospective Student Persona

**Name:** Janet Mitchell

**Gender:** Female

**Age:** 47

**Occupation:** Registered Nurse

**Backstory:** Janet Mitchell is a mother of a student who is considering going to UNC Charlotte in the near future. She has a lot of questions about the financial aid that she and her son would find extremely helpful as she is a single mother. She finds the financial part of attending college to be her biggest burden.

**Motivations:** She is looking to access information quickly and easily to help make her decision. She will co-sign on loans with her son, and wants to read about financial aid information as well as campus life her son will be engaged in.

**Frustrations:** She works long shifts and has researched multiple universities. She is confused about the best option for her son. Information is tough to locate and there are many distractions on each website, such as animated backgrounds.

**Ideal Experience/Goals/Aspiration:** Her ideal scenario would be getting her son successfully admitted into UNC Charlotte and having some peace of mind when it comes to her finances. Ideally, she would also want to get help filling out all the paperwork as she finds the whole process a little difficult and confusing.

***"One of the most important experiences in my life was going to college and working hard to get a degree. I also made a lot of friends while I was getting my education, and I would like my son to have the best college experience without having any financial worries."***



### Prospective Student Persona

**Name:** Gabe Henderson

**Occupation:** High School Senior

**Age:** 17

**Gender:** Male

#### Backstory:

Gabe is a high school senior and first-generation student with an interest in computer science. He faces anxiety about the costs and complexity of financial aid, compounded by his family's limited knowledge of the process.

#### Motivations:

**Cost Clarity:** Gabe needs a straightforward breakdown of costs, including tuition, fees, and living expenses, to help him and his family determine affordability.

**Non-Repayable Financial Aid:** He is particularly interested in grants and scholarships to minimize future debt. Gabe wants resources that emphasize these options over loans, which he perceives as less favorable.

#### Frustrations:

**Complex Financial Aid Terminology:** Gabe finds terms like "subsidized loans," "work-study," and "expected family contribution" confusing, leading to frustration as he tries to interpret their significance for his financial planning.

**Limited Direct Support:** The lack of immediate support, such as live chat or timely callbacks, leaves him feeling unsupported and delays his decision-making.

#### Ideal Experience/ Goals/Aspiration:

Gabe envisions a streamlined, user-friendly financial aid hub that consolidates all scholarship options, with responsive support like live chats to address questions.

**"It would be great if I could see all the scholarship options I qualify for in one place, instead of searching through long lists and trying to figure out which ones I can apply for."**



### “Prospective Staff Persona”

**Name:** Rachael

**Occupation:** Administrative staff member

**Gender:** Female

**Age:** 32

**BackStory:** Rachel is an administrative staff working in the administrative and financial aid department. Her job involves answering questions regarding admissions or financial aid.

#### **Motivations:**

- Verify and update information,
- Guide students or parents through the process of admission or financial aid application.
- Keep Communication clear, concise and accessible to diverse students/parents.

#### **Frustrations:**

- Outdated or incorrect information on the website.
- Answering repetitive question
- Difficulties direction students to the right resource because of lack of minimalist design and tools.
- Receives queries about minor issues that could easily be addressed through self-service tools often during peak busy periods.

#### **Ideal Experience/ Goals/Aspiration:**

- Access to intuitive content management systems to easily update and manage the website's information i.e. user friendly systems.
- Centralized tools for managing and prioritizing student inquiries.

**“My Goal is to make the admission process an seamless and transparent as possible ensuring that every student regardless of their financial background has the resource they need to succeed ”**

## **Introduction to Main Persona for Work:**

The "**Prospective Staff Persona**" represents Rachael, a 32-year-old administrative staff member working in the administrative and financial aid department. This primary persona embodies the challenges, motivations, and aspirations of individuals tasked with providing essential support in a university's admissions and financial aid office. Rachael plays a crucial role in answering questions about admissions and financial aid, ensuring clear communication, and guiding students and parents through complex processes. Her persona highlights the need for streamlined tools and accurate information to enhance efficiency and deliver a seamless experience for students. Rachael's goal is to make the admission process as seamless and transparent as possible, ensuring that every student, regardless of financial background, has the resources they need to succeed.

## **Interview Process Description**

**Recruiting methods:** For the recruitment process, I didn't have to put in much effort because it was relatively easy to contact Niner Central's Admissions and Financial Aid department through their phone number and email. First, I reached out via the Niner Central email, requesting a 30-minute interview and explaining the purpose of the project we are working on for our class. However, nobody was willing to participate in a phone interview. I then decided to call them directly to make the same request, but I faced repeated rejections. Eventually, I managed to secure an interview with one of the faculty members. Additionally, I had a Zoom session with another faculty member to address some issues related to my payment at UNC Charlotte. After resolving the issue, I requested him to stay on the call and participate in my interview, which worked successfully.

**Interview Questions and structure:** I did a very simple structure nothing fancy

Interview structure

- 1) Introduction
  - a) Greetings! Introduced myself and explained the purpose of the interview.
  - b) Assured the confidentiality and asked are they ready
- 2) Background Information
  - (a) What is your role in the admission/financial aid department or niner central?
  - (b) What is your responsibility?
  - (c) What tool or link from the website do you use daily for guiding the students?
- 3) Needs and challenges

- (a) What are the biggest challenges you face during the peak timings?
  - (b) How do you handle repetitive questions from students and parents?
  - (c) What according to you would be some tools that can help you better or make your work easier?
- 4) Feedback on my solutions
- (a) If you had a virtual chatbot or any other tool, how would it impact your work?
  - (b) Are there any specific improvements would you recommend for our admissions website?
  - (c) What website features or tools do you think are missing from the website from your perspective?
- 5) Conclusion
- (a) Is there anything you like to share about your needs or feedback or something else?
  - (b) Wishing them thank you for their time?

### **Persona Development through Interviews:**

The insights gathered from interviews refined Rachel's persona by mainly refining her motivations and frustrations.

- 1) **Updating motivations:** From the interview I got this a lot that people from different backgrounds apply to the university. To keep them updated and have clear communication with them.
- 2) **Updating Frustration:** There was a thing that was up in every interview was people also contacting them for every small query which can be annoying in peak times. One more frustration that I updated from the interview was guiding students to the right source is difficult. There are so many links that we have to click to get to a desired specific link. Last thing that i updated was there was so much going on the website making the user difficult to navigate where to go. There is difficulty answering repetitive questions again and again due to lack of source on the website.

### **User Needs:**

- 1) A resource or design is needed for them to guide the students and parents to the right source that they are aiming at.
- 2) Reducing the repetitive queries there is a need of a technology that handles it for the faculty making their work easier.
- 3) There is very limited support for the faculty to manage so many queries.
- 4) Accurate and up to date information on the website is on the priority needs for the faculty to ensure that students and parents view correct and updated information on the website
- 5) Tools to facilitate clear and concise communication with diverse students and parents without any language barrier in between.

# Chapter 3 - Top Three needs and Design Ideas

The reason I chose these options is that I believe they are beneficial for everyone, whether a student comes from a diverse background or not. As for why I didn't choose other options, it's because some of them involve faculty issues rather than student-facing resources, or the problems mentioned are not directly related to the admissions website.

## Top Three Needs:

- 1) The First need would be a good guiding tool inside the website which makes it easier for the faculty and students to locate.
- 2) Second big need would be answering repetitive queries that are mentioned to the faculty.
- 3) There is limited support for the faculty from the website, on peak timings.

## Design Ideas:

- 1) **Virtual chatbot:** A virtual chatbot is an innovative and practical solution that meets the specific needs of the UNC Charlotte Admissions and Financial Aid website. By offering instant, 24/7 guidance, it simplifies the process for both faculty and students to locate crucial information such as application requirements, deadlines, and financial aid options. This tool reduces the strain on faculty members by addressing repetitive queries, especially during peak admissions periods, allowing them to focus on more complex issues.
- 2) **Minimalist design:** The home page of the admission page is filled with so much unnecessary information, which can be reduced. The use of white space in the home page is a must need. In the design critique I have highlighted already this problem, this problem aligns with the needs because it makes it easier for Rachel to locate the information.
- 3) **Self-Service Tool:** When you look at the Admissions and Financial Aid website, you'll notice that there is an FAQ section for graduate admissions, but none for undergraduate admissions. An idea to improve this would be to create a simple FAQ page specifically for undergraduate admissions. This would make it easier for faculty to manage and respond to questions related to undergraduate admissions.

# Chapter 4 - Usability Testing

**Participant Recruitment:** I did recruit three participants for the usability testing of my designs. I did three design usability tests on the same people. First being part of the UNC Charlotte faculty, second person was also from the faculty but from another university he was one of my friends, third person was a student from UNC Charlotte.

**Design 1 Chatbot:** I made the design of the chatbot very simple and easy for the users when I initially created it.

- 1) **Task Assignment:** I asked the user where to type the instructions inside the chatbot.  
How Can you open it? Asking the user to read the question and response of the chatbot.

- 2) **Follow-Up questions:**

- Was it easy to find the chatbot?
- Was the chatbot layout user-friendly and easy to read? Any improvements?
- What did you like about the chatbot and any improvements in anything specific needed?

- 3) **Usability findings:**

- **Strengths:** The design was simple and user friendly. Easy to locate the chatbot on the website.
- **Challenges:** Some participants mentioned that the font color is hard to read. The virtual chat box logo and name of the chatbot was in different fonts. There was no suggestion question for the chatbot and there was new chat option inside the chatbot.

- 4) **Changes Made:**

- Made the space between the close and start new chat more further and also made the button bigger to read.
- Changed the font color to make it easier to read.
- Added a new chat feature to the chatbot making the user start a new chat and clear previous one
- One more feature added of suggestion question making it more user friendly.

**Design 2 Minimalist design** - This is the design which was critiqued the least because it was a problem of the financial aid website.

- 1) **Task Assignment:** Asked the user to locate main sections of the website such as admission, financial aid and graduate and undergraduate admission options. When this task was happening I observed something else that distracted the user which was not needed. Asked to locate other things on the layout

- 2) **Follow-up Question:**

- Was it easy to find the sections mentioned?

- Was the design clutter free? Was it a lack of information or was it straightforward?
- Any challenges faced during the location of the section?

### **3) Usability Findings:**

- **Strengths** - The minimalist design was praised for reducing the distraction and more focused on the content. Faculty was easily able to tell what is the same for the student.
- **Challenges** - Some participants were overwhelmed with the design because it was pretty straightforward. Home page didn't have many pictures so it was challenging for some students to be picked by a participant.

### **4) Changes Made:**

- Added some visual components in the home page. Making the font and design equal throughout the layout. Increased spacing between the components to make it more readable.

**Design 3 FAQ Page:** Design was pretty straightforward, made some mistakes in the design then corrected them.

### **1) Task Assignment** - Asked the participants to first locate the FAQ page. After the location of the Faq page asked them to read some questions and answers. Asked them to locate the home page then again hope on the faq page.

### **2) Follow up Question:**

- Is the font, color and size of questions and answers appropriate for a user?
- Are there any distractions while reading the questions and answers?
- Was locating the FAQ page difficult?

### **3) Usability Findings:**

- **Strengths:** The FAQ page was easy to navigate and the size font used in the question and answer were apt for reading. This tool will help the faculty to help them with their queries.
- **Challenges:** There were quite a few challenges I faced during the usability of this faq page. I didn't have an interactive FAQ page first of all and then the background and font color of question and answer were the same. This was the biggest problem. After this the side panel was quite distracting for one of the users as well

### **4) Changes Made:**

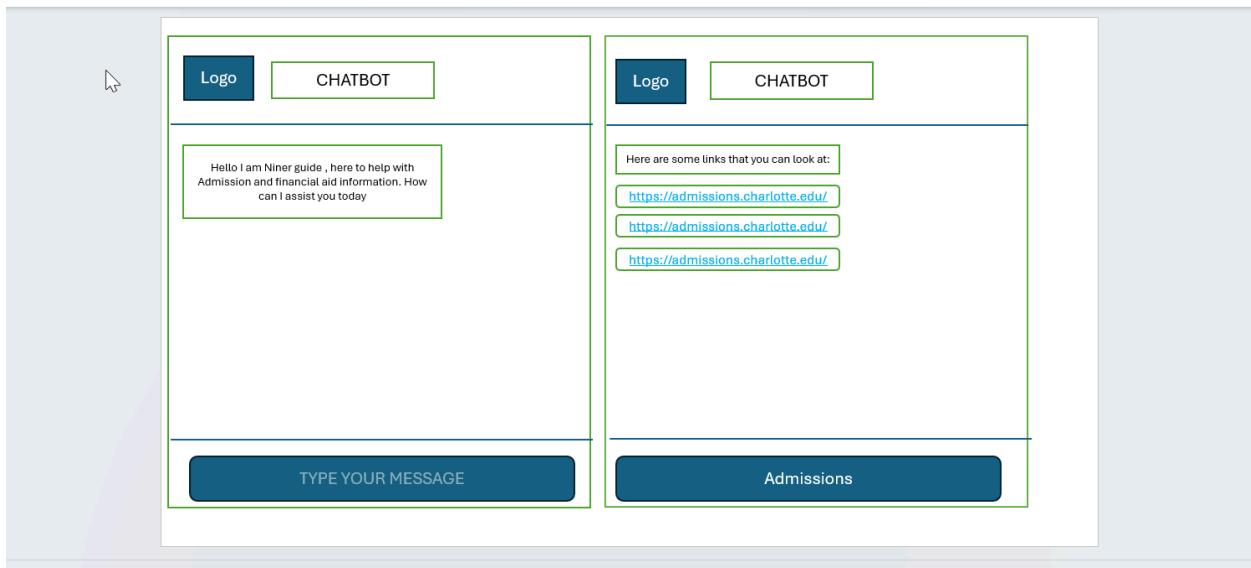
- I added background color to question and answer to make them differentiate from each other
- Made the page interactive with a small drop down button to access the answer of the question through that.

- Changed the font color of question and answer with the website to balance consistency
- Lastly, I removed the side panel for distraction so that you are able to see what you want.

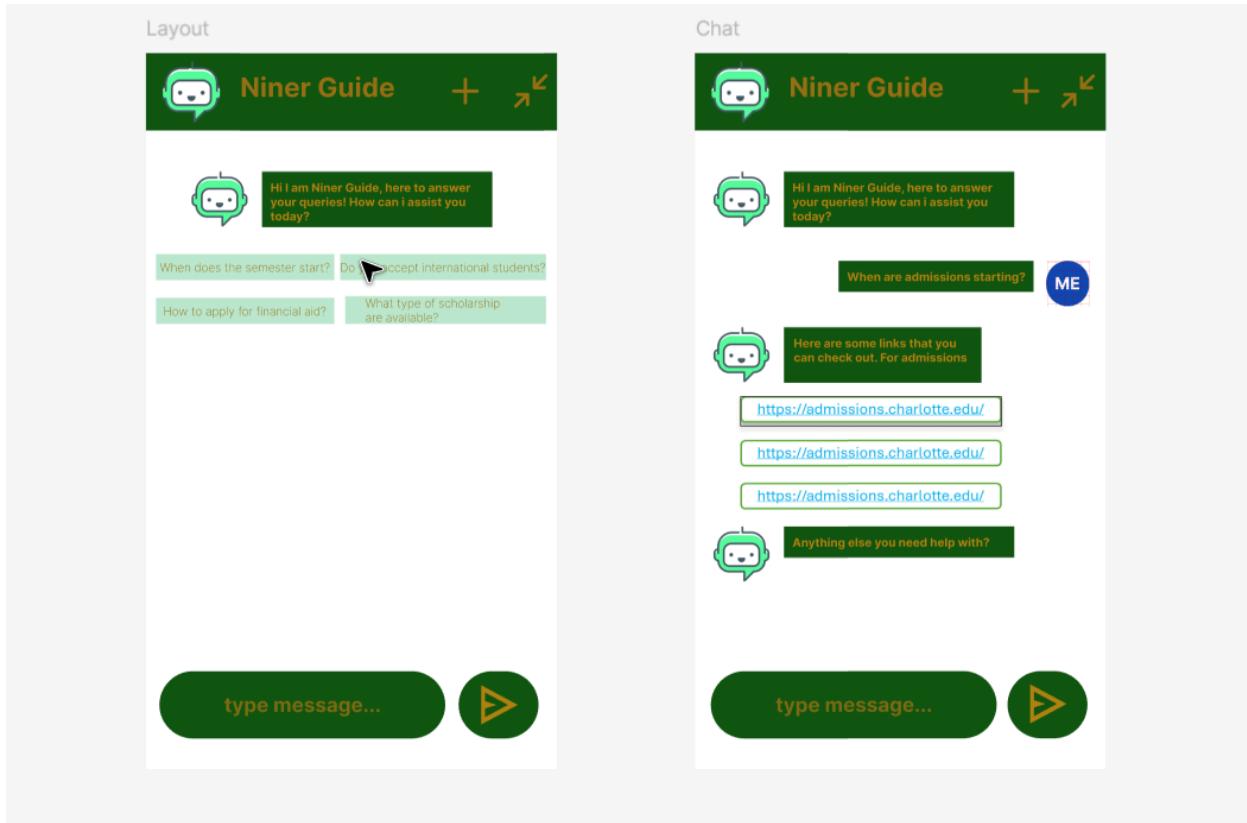
## Chapter 5 - High-Fidelity Prototypes and Changes

### Design 1 Virtual Chatbot

- 1) **Evolution:** My low fidelity was very simple and straightforward. I made severe changes in the high fidelity. First I will provide the low fidelity design. This was just a simple design, just a layout for the chatbot.



Now let's get into the changes made in the above low fidelity to high fidelity. Below is a screenshot of the high fidelity design then we will discuss the changes made.



Taking about the main difference between low fidelity and high fidelity:

- 1) Addition of a features like suggestion question, start a new chat
- 2) Added a close button to the chat button, the send button was also missing in the low fidelity design.
- 3) Making the font and background according to the website to make it more consistent
- 4) Framing of the box of the chatbot and spacing.

**2) Improvements** - The above difference includes the main difference between the two designs talking about how these designs made an impact on the issues and importance.

- **Features:** Addition of new features like suggestion questions and starting a new chat make it user friendly to use. It is easier for the user to locate the information they need.
- **Color and Font:** Making the font more consistent and readable for the user making it more appealing visually as well to the user. The green and gold color is used all over the admission website. So, I chose these colors to make it more consistent.
- **Framing:** The frame of the low fidelity was a full screen rather than being a small screen which is appropriate for a chatbot. Also, in the low-fidelity design the spacing seems very off; it is not proportional from every side which is correct in the high fidelity design.

## Design 2 - FAQ Page

- 1) **Evolution** - Design changed a lot for the FAQ page. Below is the screenshot of the low fidelity FAQ page

The screenshot shows a web page with a purple header bar. On the left, there's a sidebar with a dark green 'APPLY' button containing links like 'Apply Now', 'Application Requirements', etc. The main content area has a large heading 'Frequently Asked questions'. Below it, two questions are listed: 'Question 1?' and 'Question 2?'. Each question has a corresponding answer below it.

Students | Families | Counselors | Future 49er Portal | Request Info      Campus Resources | Search Q

**CHARLOTTE** UNDERGRADUATE ADMISSIONS BAU

**Frequently Asked questions**

APPLY

Apply Now  
Application Requirements  
Application Deadlines  
Application Review  
Check Your Application Status  
Defer Admission  
NC Residency for Tuition Purposes  
Admission Appeal Procedure  
FAQs

REQUEST INFORMATION

notes

Question 1?  
Answer- Applicants may apply to more than one graduate program during any application cycle. Applicants must submit their application materials for **each application** including Statement of Purpose, resume, and recommendations.

Question 2?  
Answer- Applicants may apply to more than one graduate program during any application cycle. Applicants must submit their application materials for **each application** including Statement of Purpose, resume, and recommendations.

This was the initial design that I thought to make the FAQ page look like. But i made severe changes, below is the screenshot of the high-fidelity design

The screenshot shows a web page with a dark green header bar. The main content area features a large heading 'Frequently Asked Questions' with a downward arrow icon above it. Below the heading is a blue-bordered box containing five identical questions, each with a small green downward arrow icon to its right.

Students | Families | Counselors | Future 49er Portal | Request Info      Campus Resources | Search Q

**CHARLOTTE** UNDERGRADUATE ADMISSIONS

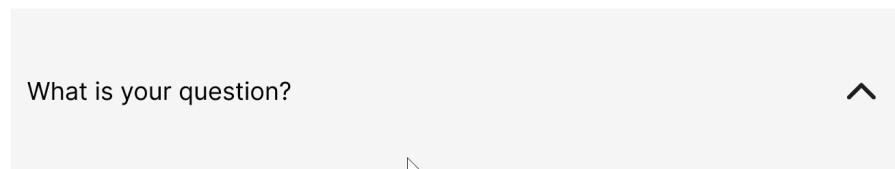
**Frequently Asked Questions**

What is your question?  
What is your question?  
What is your question?  
What is your question?  
What is your question?

**2) Improvements:** The main improvements that I made in the design was changing the whole design leaving the navigation page as it is.

- First I Changed the font and color of the heading “Frequently Asked Questions” to maintain consistency and readability.
- Then I change the background color of the question and answer rather than just adding a line. Here is the screenshot of the question and answer background difference. You can view this good in the interactive portion

## Frequently Asked Questions

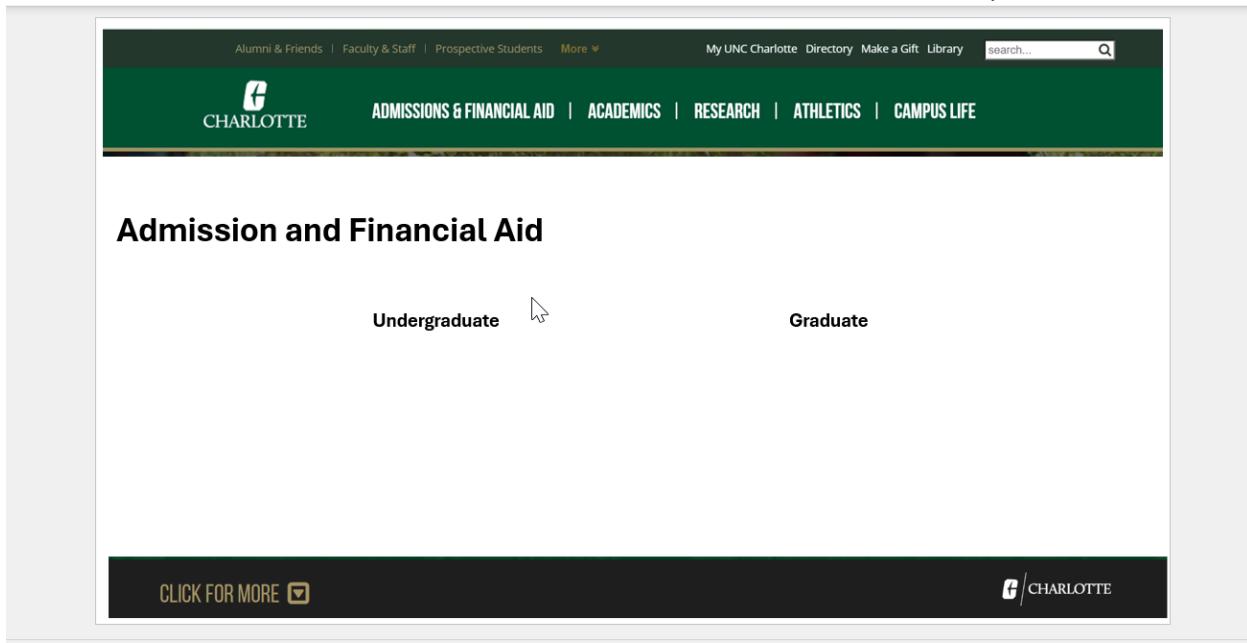


If you forget your account password, click the "Forgot Password" link on the login page. Enter your registered email address, and a password reset link will be sent to you. Follow the instructions in the email to set a new password. If you don't receive the email, check your spam folder or contact support for assistance.

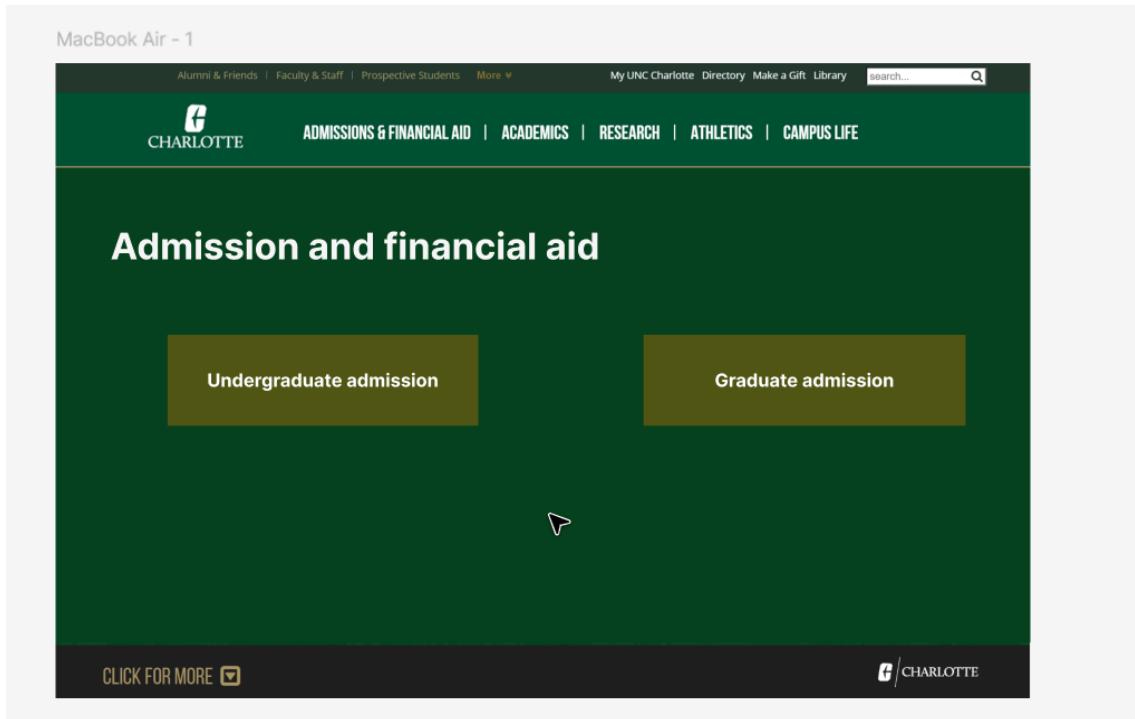
- I made the design interactive adding a dropdown button which you can see in the above screenshot as well to look at the answer
- I removed the side panel from the high fidelity design to make it more readable for the user as mentioned in the usability testing.

## Design 3 - Minimalist Design

- 1) **Evolution** - I didn't change much of the design for the minimalist design, there were just minor changes. Below is the screenshot of the low fidelity.



This design didn't change much because I removed all unnecessary information from the original website. Now the high fidelity design screenshot is below. I think the homepage should look like this.



## 2) **Improvements:** Minor improvements

- Added green background to maintain consistency of the colors of UNC Charlotte website
- Gave a frame to both undergraduate and graduate student to click on the and navigate to the website

Rest everything is same for the design making it minimalist yet very powerful design

# Chapter 6 - Interactive High-fidelity Prototype

## Virtual Chatbot

**Instructions** - The chatbot is simple to use. The first screen displays the chatbot logo. Click on it to open the chatbot. To close the chatbot, click the closing icon located in the top-right corner. The chatbot is named Niner Guide. When you close it, the screen will return to the chatbot logo.

To access the suggested questions that appear, simply click on a question, and the chatbot will provide an answer. If you click the send button without typing, it will redirect you to a demo question: "When are admissions starting?"

Each screen includes a "+" icon for starting a new chat. Clicking this icon will take you back to the first page of the Niner Guide chatbot.

Below is the link to access prototype

<https://www.figma.com/proto/i7xo222shSJW99aPb5WiJS/Chatbot?node-id=4-195&node-type=symbol&t=VmYz3UKJI6tosTNg-1&scaling=scale-down&content-scaling=fixed&page-id=0%3A1&starting-point-node-id=4%3A195>

## FAQ Page

**Instructions** - The FAQ page is straightforward to use. Each question is accompanied by a dropdown button. Click the button to view the answer to the respective question. Currently, the questions are placeholders and serve as mockups, as the focus is on the design rather than the content. Below is where you can access the prototype

<https://www.figma.com/proto/EKJTJkuEma8hDHpnS6O93D/FAQ-Page?node-id=1-284&node-type=frame&t=gE0K6DCLb8EXmxGO-1&scaling=min-zoom&content-scaling=fixed&page-id=0%3A1&starting-point-node-id=1%3A284>