

IT1214 Human Computer Interaction



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Project Description

This study aims to identify usability issues on the SLIIT City Uni website (<https://sliitcityuni.lk/>) through contextual inquiry with real users (two IT Undergraduate Students from SLIIT Kandy Uni 2024 June Intake Local Batch and HND UOB 2025 batch). Our team analyzed four key pages: Home page, Program page (School of Computing), Pathways page, and Individual program page (BSc (Hons) Computer Science – University of Bedfordshire).

We conducted contextual inquiry sessions with two external users to observe their natural interaction with the website while performing realistic tasks. This approach allowed us to identify genuine usability problems that affect user experience.

1. **Home Page** - Main landing page introducing the university
2. **School of Computing Program Page** - Overview of computing programs offered
3. **Pathways Page** - Information about academic pathways and entry requirements
4. **Individual Program Page** - Detailed BSc (Hons) Computer Science – University of Bedfordshire program information

Persona of User 1

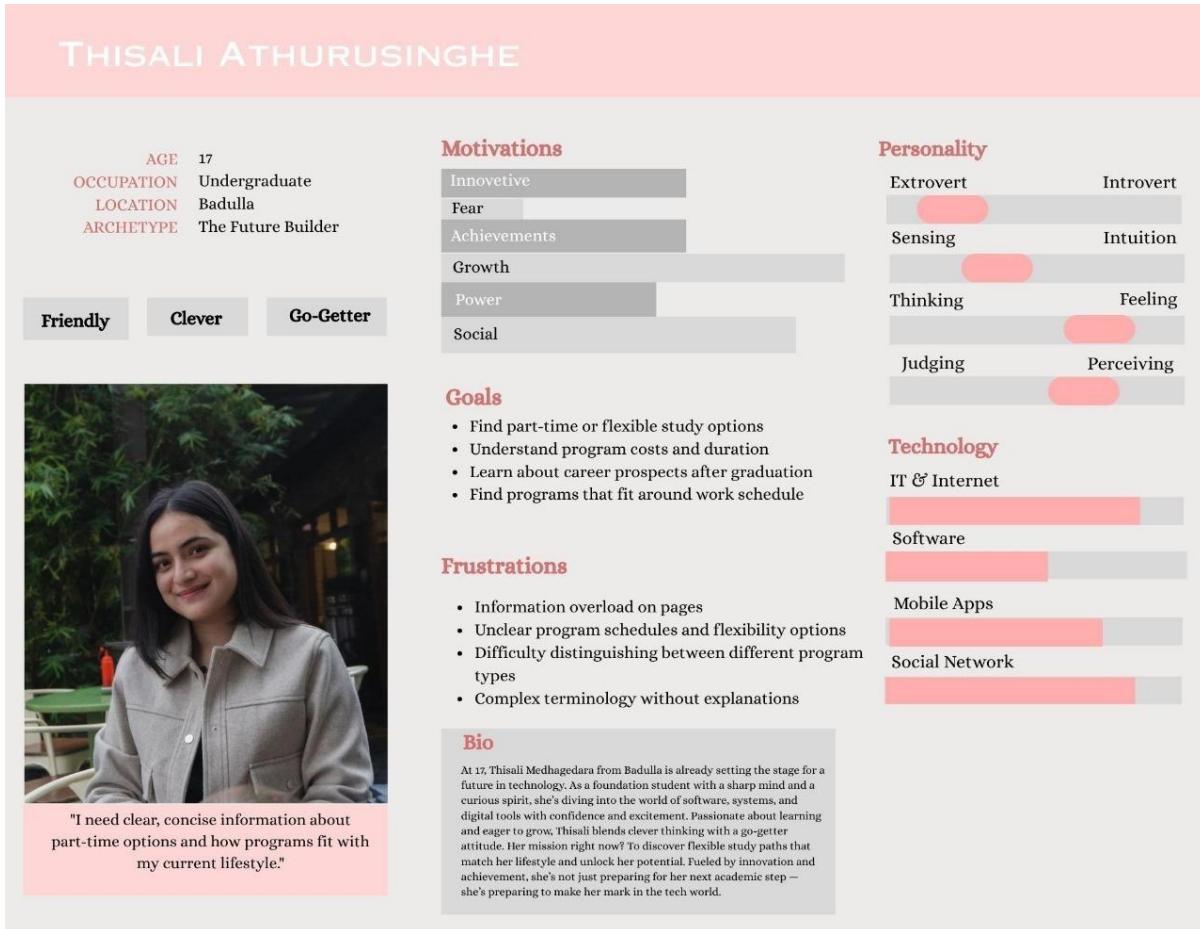


Figure 1: User persona 1

Persona of User 2



Figure 2: User persona 2

Script of Contextual Inquiry of User 1

Background description of the user	Questions to ask from the user	Tasks to be given to the user
User 1 - Second Year Computer Science student at SLIIT Kandy Uni local batch. Uses the SLIIT CITY UNI website to check course details, academic announcements, and enrollment info.	- How often do you visit the SLIIT CITY UNI website? - How easy is it to find the course details you need? - Do you experience any difficulty navigating the academic or enrollment sections?	1. Visit the Home page and find important announcements or news. 2. Navigate to the Program page for Computer Science. 3. Explore the Pathways page to understand academic options. 4. Find the Individual Program page and check curriculum and enrollment info. 5. Try to locate who to contact for academic advice.

Table1: Contextual Inquiry of User 1

Script of Contextual Inquiry of User 2

Background description of the user	Questions to ask from the user	Tasks to be given to the user
User 2 -Second Year Information Technology student at SLIIT Kandy Uni local batch. Uses the website occasionally for program information and enrolling in electives. Average tech proficiency.	<ul style="list-style-type: none"> - How frequently do you use the SLIIT CITY UNI website? - Is it easy to find program information and enrollment details? - What problems do you face when browsing the site? 	<ol style="list-style-type: none"> 1. Go to the Home page and identify what information is important for current students. 2. Locate the Program page related to Information Technology. 3. Visit the Pathways page and review course progression. 4. Check an Individual Program page for elective options and enrollment guidelines. 5. Attempt to find the application or contact details for elective enrollment.

Table2: Contextual Inquiry of User 2

Video Link



https://mysliitmy.sharepoint.com/:f/g/personal/sa24610780_my_sliit_lk/EpdMAiGAk7Bmia5UYcKr vwMBuFX1kR2ppAVYY273U2jrz?e=IG1AIX

Usability issues identified by the User 1

01. Home Page:

- Overloaded homepage with too much information, difficult to find important announcements quickly.
- Poor visual hierarchy reduces quick scanning of news and updates.
- Color contrast in some areas makes reading harder
- Frequent pop-up of Nia (chat bot)

02. Program Page:

- Navigation menu labels unclear, hard to find specific CS program information.
- Small font size on program details affects readability.
- Lack of quick filters or search to find relevant program info.

03. Pathways Page:

- No clear visual cues to distinguish different academic pathways.
- Static layout without interactivity makes understanding flow difficult.
- Overlapping or tightly spaced elements make cluttered.

04. Individual Program Page:

- Enrollment and admission details buried deep in navigation causing frustration.
- Color scheme reduces contrast leading to readability issues.
- Lack of quick contact details for program advisors.

Usability issues identified by the User 2

01. Home Page:

- Important student info not prominently displayed, causing delay in locating relevant info.
- Navigation links not consistently placed, creating confusion.
- Lack of clear icons or visual aids for navigation
- Frequent pop-up of Nia (chat bot)

02. Program Page:

- Program info too text-heavy, without clear sectioning. □ Some info outdated or missing enrollment criteria.
- Links to related resources or electives hard to spot

.03. Pathways Page:

- Confusing layout with pathways not explained clearly.
- No interactive elements to guide selection.
- Lack of summaries or easy descriptions for each pathway.

04. Individual Program Page:

- Elective options and criteria not clearly presented.
- Lack of clear calls to action for applying or contacting admissions.
- Some pages too text-dense without images or diagrams for aid.

Ratings of the usability problems

1. Overloaded homepage with too much information, difficult to find important announcements quickly - **High**
2. Poor visual hierarchy reduces quick scanning of news and updates - **High**
3. Color contrast in some areas makes reading harder - **Medium**
4. Important student info not prominently displayed, causing delay in locating relevant info - **High**
5. Navigation links not consistently placed, creating confusion - **Medium**
6. Lack of clear icons or visual aids for navigation - **Medium**
7. Navigation menu labels unclear, hard to find specific program information - **High**
8. Small font size on program details affects readability - **Medium**
9. Lack of quick filters or search to find relevant program info – **Medium**
10. Program info too text-heavy, without clear sectioning - **High**
11. Some program info outdated or missing enrollment criteria – **High**
12. Links to related resources or electives hard to spot - **Medium**
13. No clear visual cues to distinguish different academic pathways - **High**
14. Static layout without interactivity makes understanding flow difficult - **Medium**
15. Overlapping or tightly spaced elements make the page cluttered - **Medium**
16. Confusing layout with pathways not explained clearly - **High**
17. No interactive elements to guide selection - **Medium**
18. Lack of summaries or easy descriptions for each pathway - **Medium**
19. Enrollment and admission details buried deep in navigation causing frustration - **High**
20. Color scheme reduces contrast leading to readability issues - **Medium**
21. Lack of quick contact details for program advisors - **High**
22. Elective options and criteria not clearly presented - **High**
23. Lack of clear calls to action for applying or contacting admissions - **High**
24. Pages too text-dense without images or diagrams for aid – **Medium**

