

Practical Lab – 4

User Experience Evaluation

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1) Netflix Website

Website Overview:

Netflix is a well-known streaming service with a large selection of films, TV series, stand-up specials, and documentaries. It offers a variety of membership plans that let users view as much content as they want on their favorite devices without any ads. In addition, Netflix provides youngsters with a safe viewing environment, lets users download video for offline viewing, and has a "Watch Together" function. The service is accessible on a number of platforms, such as mobile devices, game consoles, and smart TVs.

My main uses for Netflix are watching TV series and movies, making watchlists, and discovering new stuff based on suggestions.

Functions:

1) Browsing for Content: Netflix offers a wide variety of films, TV series, documentaries, and original creations, so there are plenty of entertainment options to choose from when browsing for content. With such a large collection at my fingertips, I can quickly find interesting titles that suit my tastes and passions. Regardless of my preference for an intense thriller, a touching drama, or an educational documentary, Netflix's huge collection ensures that there is something enjoyable for all viewers.

⇒ Steps:

- 1) Open the Netflix app or website.
- 2) Navigate to the homepage.
- 3) Explore categories and recommendations.
- 4) On the homepage, browse through various categories such as "Trending Now," "New Releases," or "Recommended for You."
- 5) Click on a specific title.
- 6) When come across a title that catches interest, click on it to view more details. This opens a dedicated page for the movie or TV show.
- 7) View details and watch trailers, read a brief description, check the cast and crew, view user ratings, and watch trailers to get a preview of the content.
- 8) Add to watchlist (optional), if not ready to watch the title immediately but want to save it for later, there is an option to add it to my watchlist by clicking the "+ My List" button.
- 9) Continue browsing, after exploring a title, continue browsing by going back to the homepage or exploring other categories and recommendations.

2) Creating a Watchlist: Creating a Watchlist on Netflix allows me to save movies and television series that I want to view later. I just click the "+ My List" button next to a title when I find one that interests me. This makes the chosen movie readily available for watching later by adding it to my watchlist. A personalized watchlist allows me to keep track of the content I am interested in, whether it's a new release or a long-time favorite.

⇒ **Steps:**

- 1) Open the Netflix website.
- 2) Browse through the Netflix library.
- 3) select a movie or TV show that you're interested in watching later.
- 4) To the title, you'll see a button labeled "+ My List".
- 5) Click on this button to add the selected title to your watchlist.
- 6) Once you click on the button, you'll receive a confirmation message indicating that the title has been successfully added to your watchlist.
- 7) Access your watchlist, to access your watchlist, navigate to the "My List" section on the Netflix homepage or menu.

Well Design Interface

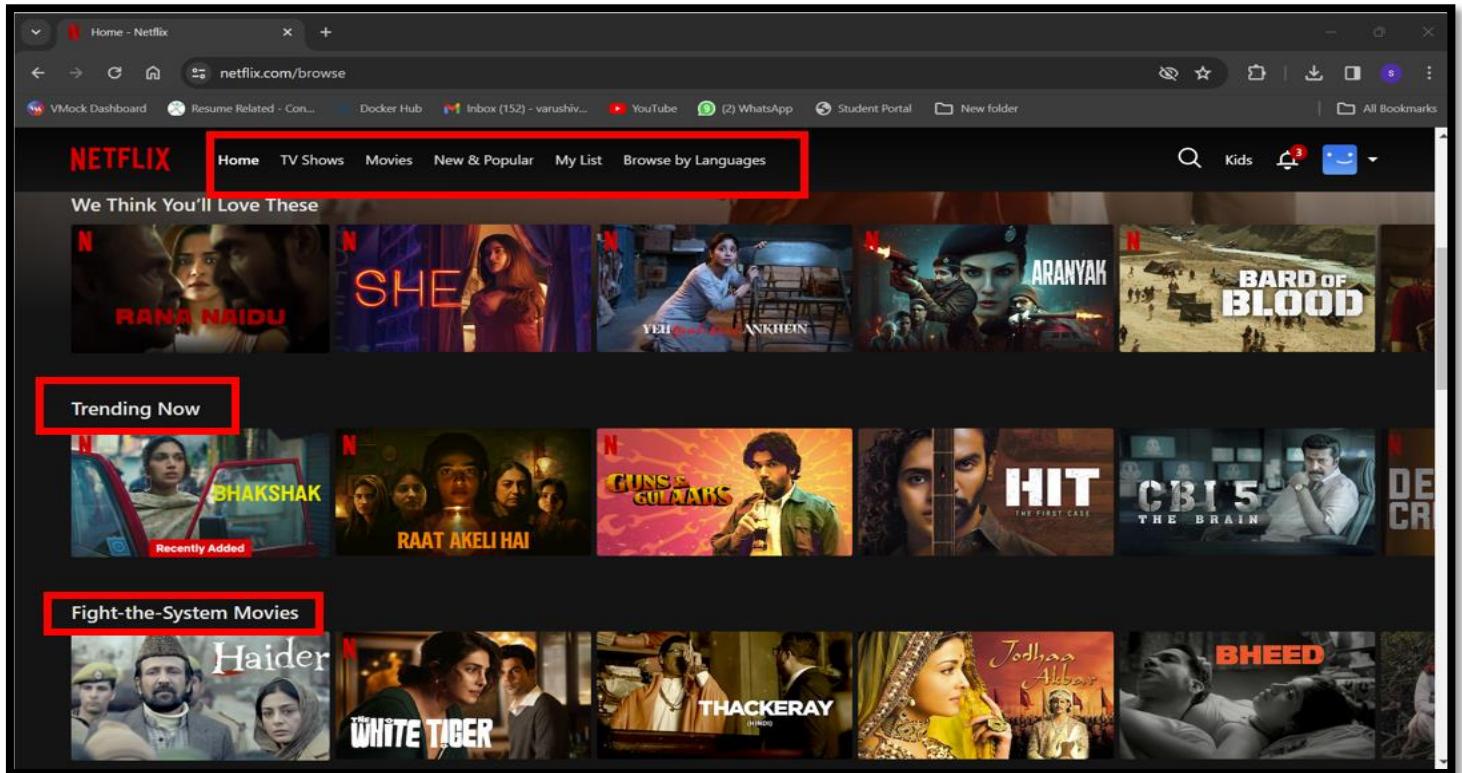
1) User-Friendly Navigation:

The easy navigation on the Netflix website is one of my favorite features. The website welcomes me with sections that are straightforward to navigate, making it simple to manage profiles, access account settings, and explore content. Finding what I'm looking for is always a smooth process, regardless of whether I'm using the navigation menu or the search bar.

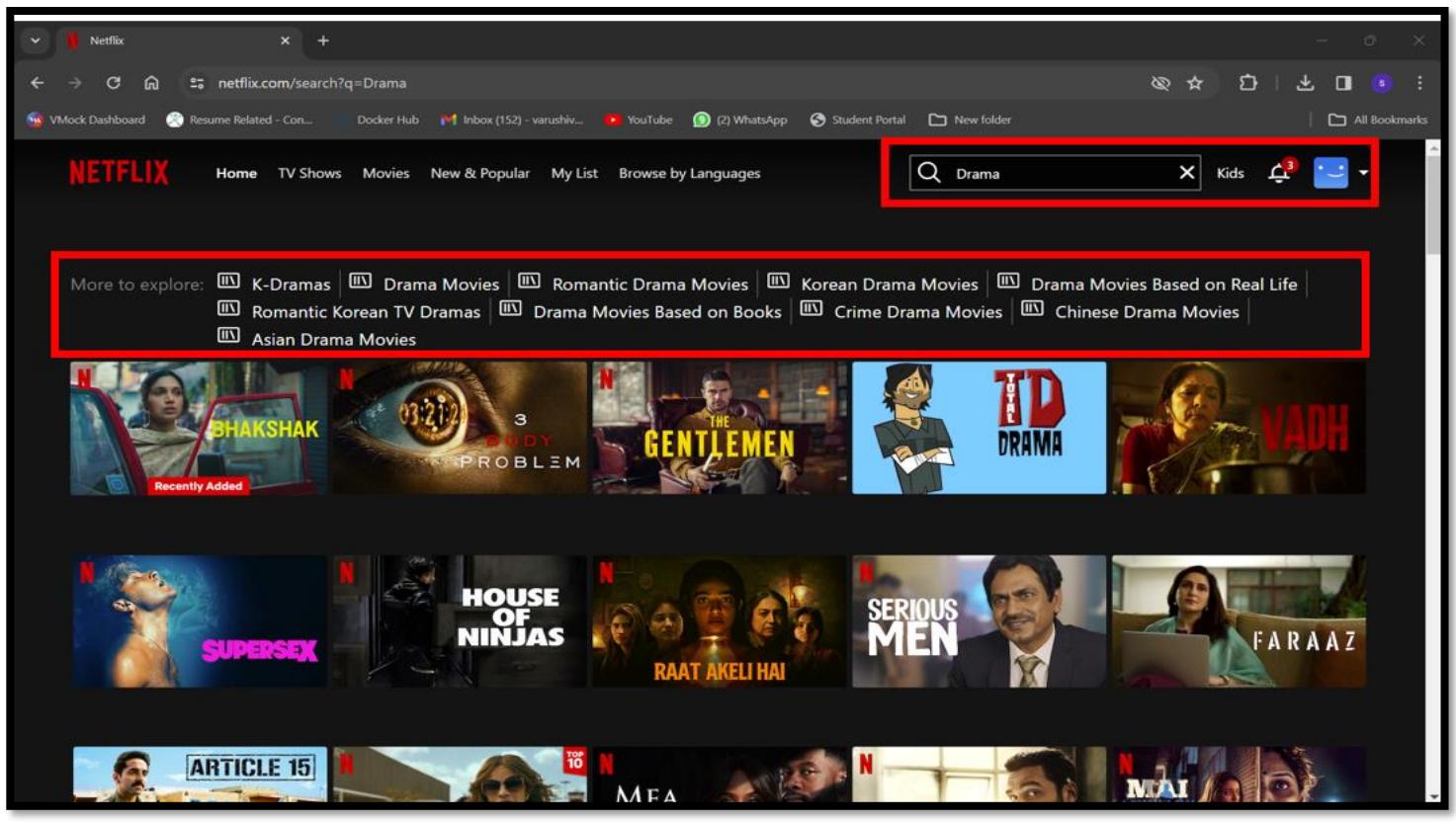
⇒ **Steps:**

- 1) Open the Netflix website.
- 2) Navigate to the homepage.
- 3) Explore categories and recommendations.
- 4) Observe the clear layout and navigation options.
- 5) Use the search bar and navigation menu to explore different sections of the site.

User-Friendly Navigation



The clear layout and navigation options

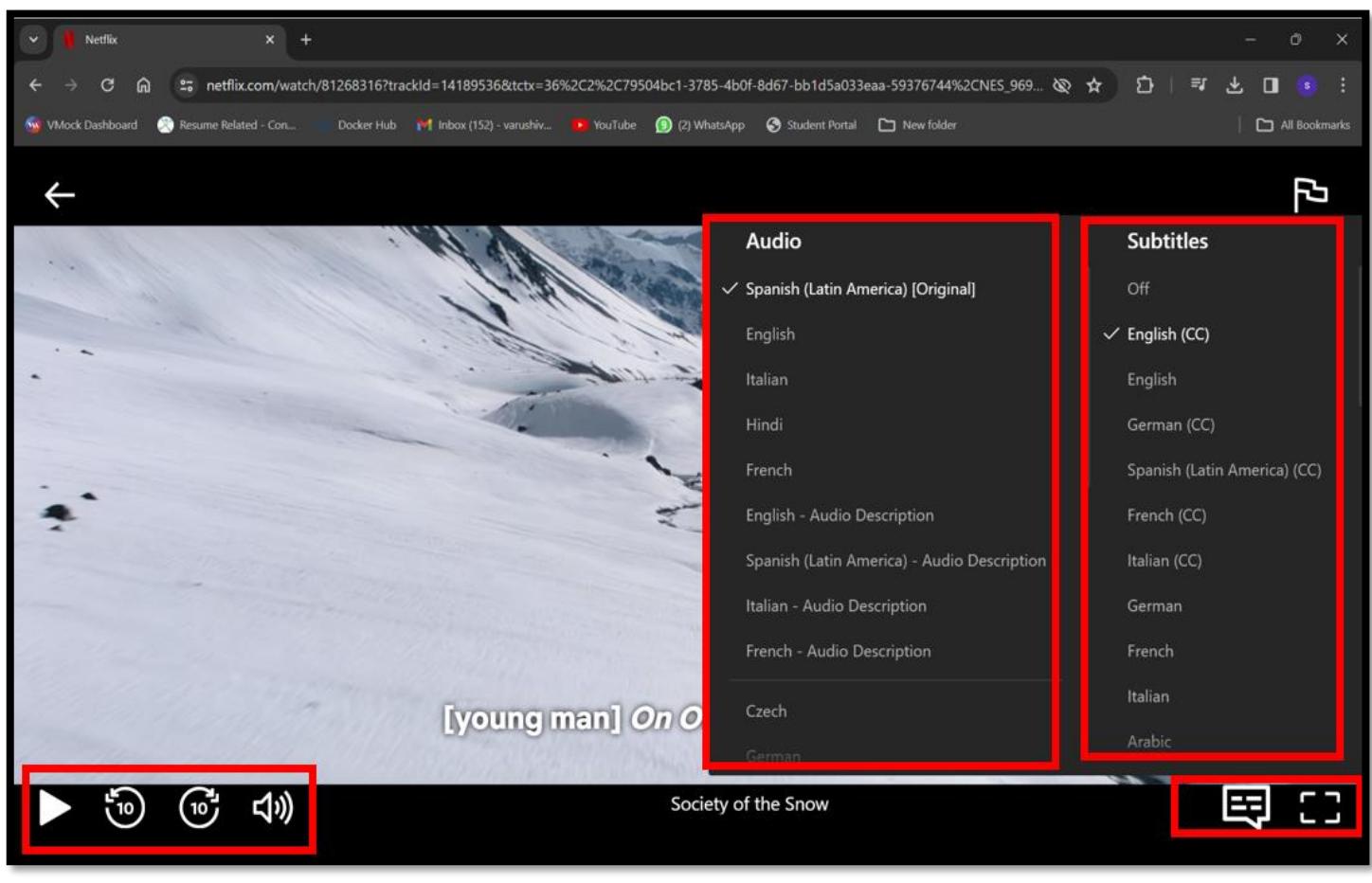


2) Playback Control:

The playback controls on Netflix are smooth and easy to use when watching stuff. I can easily go through my favorite shows and movies because the play, pause, forward, and rewind buttons are all in the right positions. With only a tap or click, I can quickly access these controls whether I'm using the website or the mobile app. Furthermore, Netflix has several helpful features that I really like, like the ability to alter the playback speed and add subtitles. I have more control over my watching experience and can make it more to my liking when I can adjust the playback speed or turn on and off subtitles.

⇒ Steps:

- 1) Open the Netflix website.
- 2) Select Content.
- 3) Choose what you want to watch.
- 4) Start Playback.
- 5) Tap or click play.
- 6) Use intuitive buttons for play, pause, forward, and rewind.
- 7) Adjust playback speed or enable subtitles.



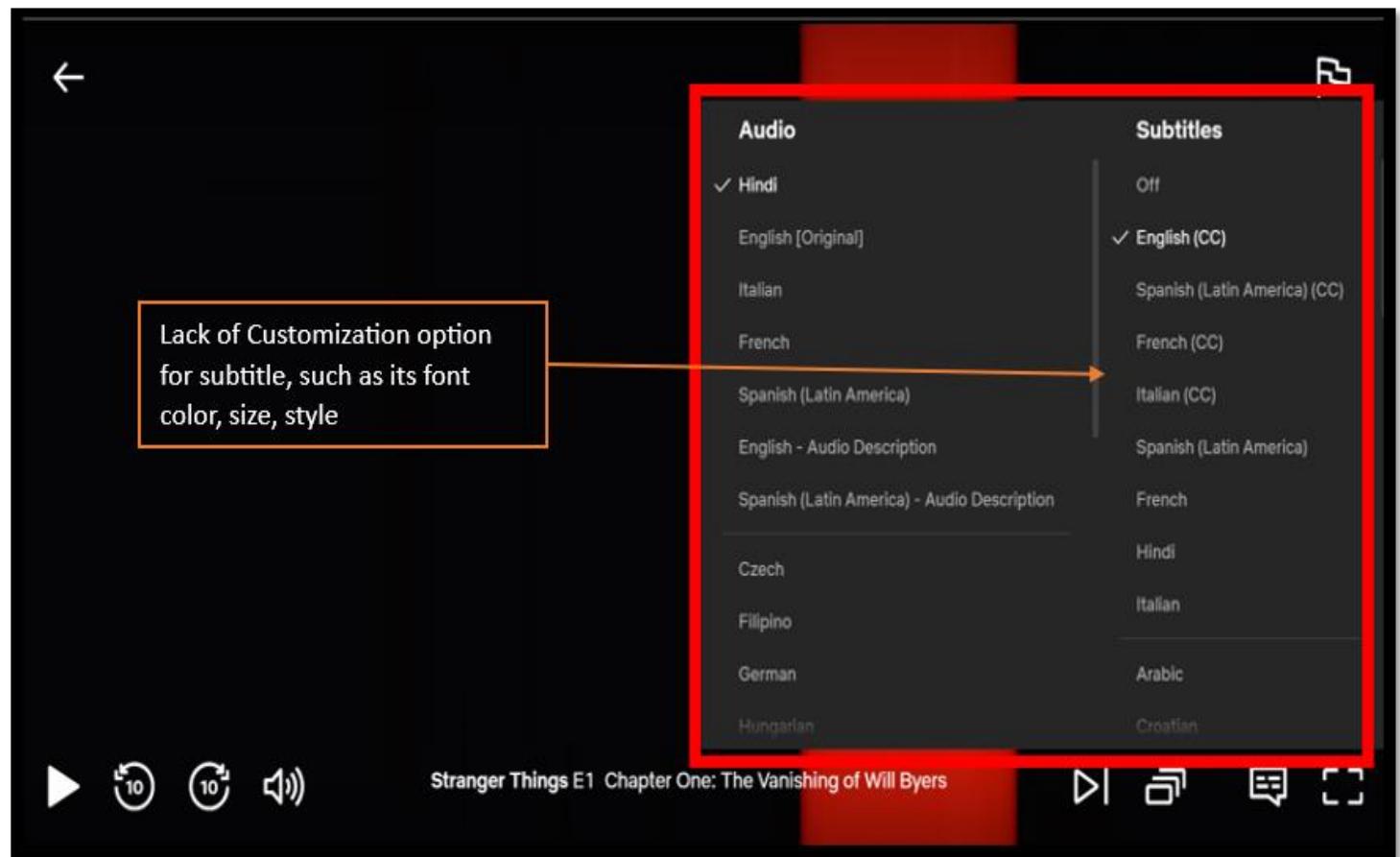
Poorly Design Interface

1) Limited Customization Options for Subtitles

I frequently become dissatisfied as a Netflix user by the absence of complex subtitle adjustment choices. Although I'm glad subtitles are included for accessibility, I wish there were more options to customize how they look. Customizing subtitles for best readability and enjoyment is difficult due to the restricted font size, color, and style options. Feel frustrated by the lack of customization options, which detracts from the overall viewing experience. Notice the lack of options to customize font size, color, or style. Have trouble in adjusting subtitles to improve readability or match personal preferences.

⇒ Steps:

- 1) Open the Netflix website.
- 2) Select a title to watch.
- 3) Enable subtitles.

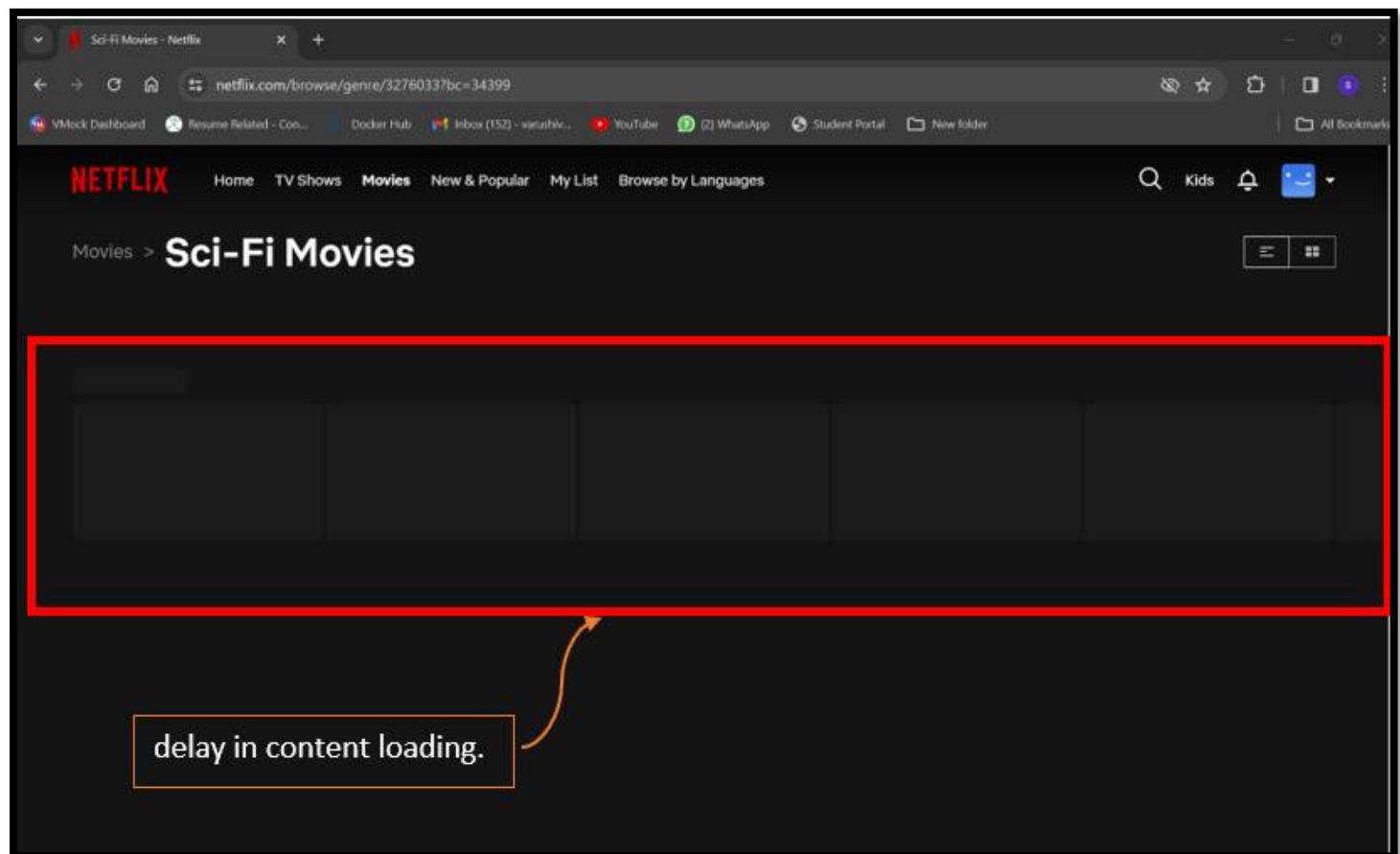


2) Slow Loading of Content:

I've often been frustrated as a user of the Netflix website because of the lengthy loading times for content. I frequently see buffering difficulties when trying to stream a title, which disrupts the watching experience. This delay in content loading breaks the viewing experience and can make it less enjoyable overall, especially when important parts of a show or movie are running late.

⇒ Steps:

- 1) Open the Netflix website.
- 2) Select a title to watch, either by browsing the homepage or using the search function.
- 3) Begin streaming the selected title.



2) eConestoga Website

Website Overview:

eConestoga is a Learning Management System (or LMS). The LMS is like a website version of your courses. It is where you will retrieve and submit assignments, view course content, participate in group discussions, take tests and exams, and receive other information from your instructors and peers.

I rely on the eConestoga Learning Management System (LMS) as a student, I can quickly access course materials, submit assignments, communicate with classmates and teachers, and keep up with the latest information using eConestoga, which simplifies my academic process and improves my learning process.

Functions:

1. View Course Content: Accessing course content is a fundamental function of eConestoga. It allows me to Navigate through different courses to access lecture slides, readings, videos, and other instructional materials. View announcements and updates posted by instructors regarding course schedules, assignments, and assessments.

⇒ Steps:

- 1) Go to eConestoga website.
- 2) Enter valid credentials to login to the website.
- 3) View different course content.

2. Submit Assignments: Submitting assignments through eConestoga streamlines the process and ensures that my work reaches the instructor on time. This function enables me to, Upload completed assignments directly to the designated course pages. Receive confirmation of submission and track the status of graded assignments.

⇒ Steps:

- 1) Go to eConestoga website.
- 2) Enter valid credentials to login to the website.
- 3) Open any course.
- 4) Click on course tool.
- 5) Click on Assignments.
- 6) Upload and see Assignments and it's grades.

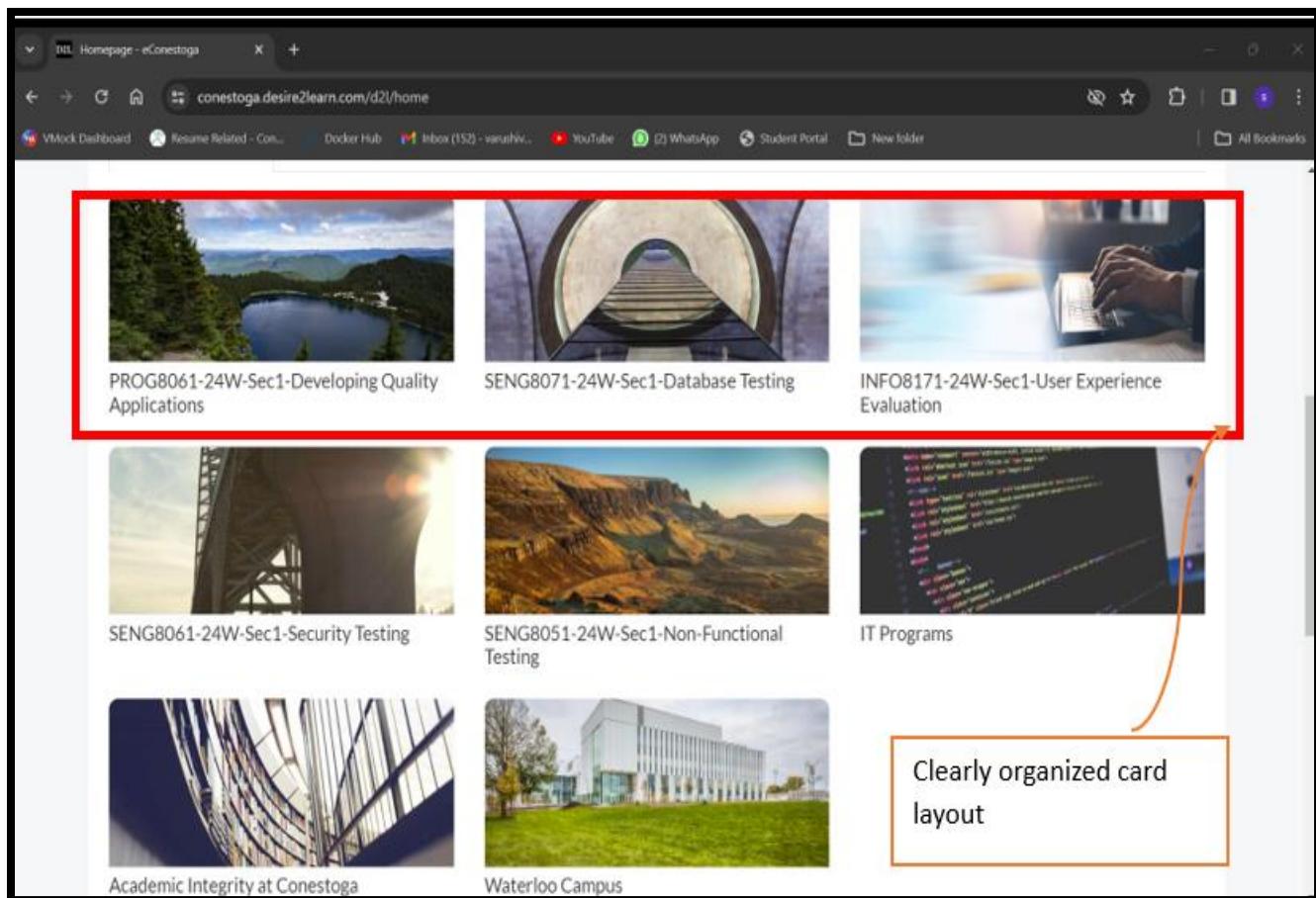
Well Design Interface

1) Good Use of Cards for Individual Courses:

The visually appealing card layouts for each course improved my navigation experience on eConestoga. This is why I find it effective. Clear and well-organized representations of each course make it easy to find important details like the instructor's name, the course title, and impending deadlines. This design feature makes it simple for me to switch between courses and obtain a thorough overview of each course's details.

⇒ Steps:

- 1) Go to eConestoga website.
- 2) Enter valid credentials to login to the website.
- 3) View different courses.



2) Featured Support Tool under Student Support Navigation Menu:

The well-designed support tool under the Student Support section is a valuable resource for me. Here's how it helps my experience. It guarantees that I can obtain help anytime I need it by making support options like academic guidance, counselling, and technical support easily accessible. The consistent color palette and layout make navigation easy and straightforward, adding to a smooth experience on eConestoga.

⇒ Steps:

- 1) Go to eConestoga website.
- 2) Enter valid credentials to login to the website.
- 3) Click on Student support navigation menu.

The screenshot shows the 'Student Support' section of the eConestoga website. At the top, there is a banner with the text 'How can we help you?' and a search bar labeled 'Search Knowledge Base'. Below the banner, there is a heading 'Featured Support Tools' with a red box highlighting four cards. These cards are titled 'eConestoga Guide' and provide instructions for synchronizing various tools with the eConestoga calendar. The cards include: 'Syncing Gmail calendar with eConestoga', 'Syncing iCal with eConestoga', 'Learn to study with your eText in the Texodium app', and 'eConestoga Student Orientation'. An orange arrow points from a callout box labeled 'Consistent color palette and layout' to the red box around the support cards. At the bottom of the page, there is a 'Contact Information' section with icons for phone, chat, and email, and a 'Did you know?' box.

Consistent color palette and layout

Poorly Design Interface

1) Frequently Asked Questions (FAQ) Design Pattern:

The FAQ section on eConestoga presents a frustrating challenge for me as a user. It is extremely difficult to find the information I need because it provides me with a disorganized block of text instead of providing clear navigation links. This design flaw Makes it harder for me to use the site by making me sort through irrelevant stuff, which takes up time and effort. This contradicts the whole goal of a FAQ section, which should provide quick and clear responses to common questions, thereby improving usability and efficiency.

⇒ Steps:

- 1) Go to eConestoga website.
- 2) Enter valid credentials to login to the website.
- 3) Scroll to the bottom of the page.

The screenshot shows a web browser window for the eConestoga D2L homepage. The URL in the address bar is `conestoga.desire2learn.com/d2l/home`. The page features a dark header with the Conestoga logo and navigation links. Below the header, there's a large banner with the text "CONESTOGA LISTENS" and "FEEDBACK SURVEYS". To the right of the banner, a text box contains the message: "This is your opportunity to provide feedback on your learning experience at Conestoga. While not all courses will have an Early Course Check-in or a SAT every term, you can always share feedback about your courses with your instructors or your program coordinator." A button labeled "GIVE FEEDBACK ON YOUR COURSES" is located below this text. At the bottom of the page, there's a footer with the Conestoga logo and a copyright notice. A red box highlights the footer area, and an orange arrow points from this box to a callout box containing the text "disorganized block of text".

This is your opportunity to provide feedback on your learning experience at Conestoga. While not all courses will have an Early Course Check-in or a SAT every term, you can always share feedback about your courses with your instructors or your program coordinator.

GIVE FEEDBACK ON YOUR COURSES

Faculty and students are responsible for ensuring that all material uploaded, copied, displayed and communicated through eConestoga is in compliance with the Canadian Copyright Act and Fair Dealing. To learn more about copyright, review the Library Services' copyright guides for [Faculty and Staff](#) and [Students](#).

CONESTOGA
Connect Life and Learning

disorganized block of text

2) Subscription Alert:

The subscription alert on eConestoga confuses and annoys me because it appears as a blank rectangle with no context or purpose, failing to communicate effectively with me as a user. If subscription alerts are required, they should make sure that users understand the importance and purpose of the information they are sending by communicating relevant details or calls to action. Furthermore, they need to be visually appealing and built that fit in seamlessly with the website's overall style, improving user experience and functionality.

⇒ Steps:

- 1) Go to eConestoga website.
- 2) Enter valid credentials to login to the website.
- 3) Click on middle icon from that bottom that shows subscription and alerts on mouse hovering.

