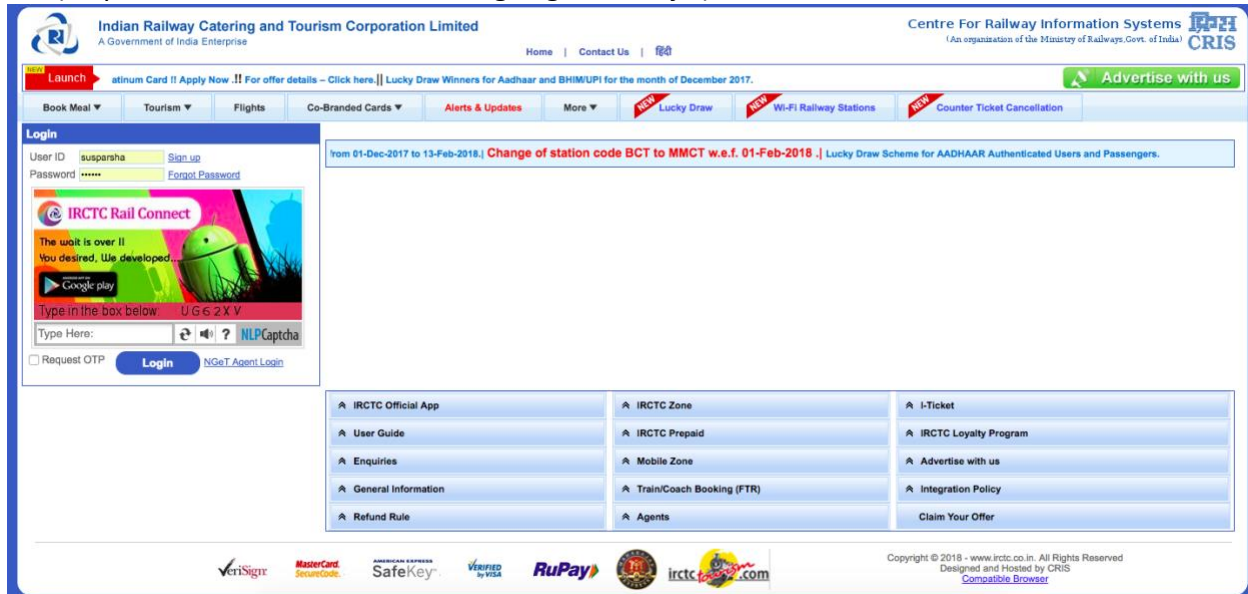## BAD WEBSITE DESIGNS:

These are the examples of bad websites I have come across.

1. The **irctc (Indian Railway Catering And Tourism Corporation)** website:
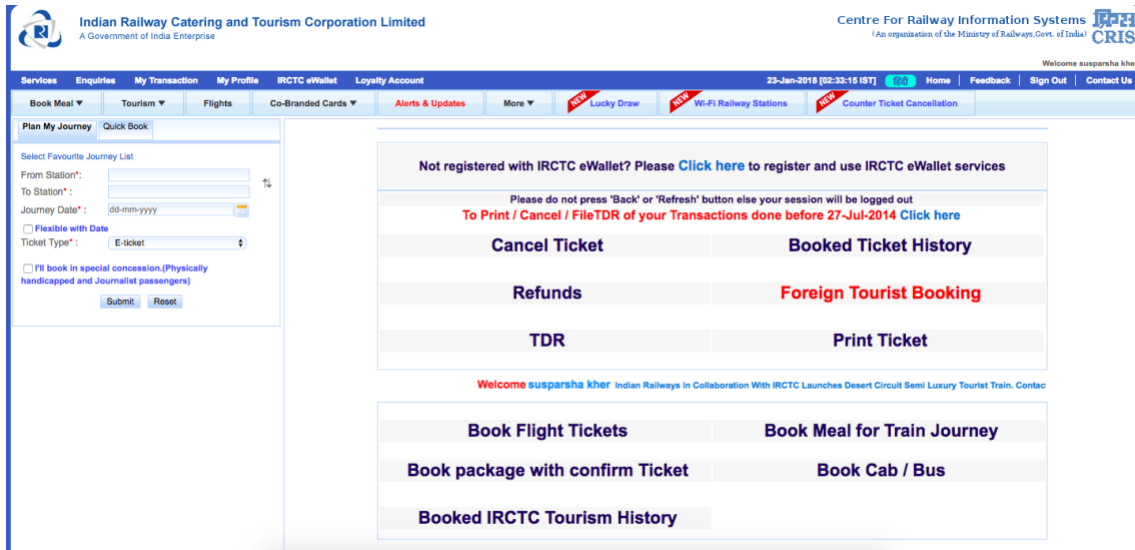   (https://www.irctc.co.in/eticketing/loginHome.jsf)

This in an Indian website, meant for the booking of train tickets from any source to destination in India. But the website is full of problems. Following are some aspects where website may be considered good or bad:

- *Simple and Natural Dialogue / Aesthetics & Min. Design:*

Design aesthetics for irctc website are poor. The website is loaded with content which probably user does not even want to use.

- *Speak the User's Language:*

In no sense, the website speaks user's language. For the first-time user who wants to check out just the train from one particular station to another, it will be difficult to look out for the menu. Unless a user creates a login ID, a generic user may not be able to access the information on the website. After logging in, the page looks like this:

- *Minimize User Memory Load:*

There is a lot of content on the main page of website which makes it difficult to login easily and then access the information. It is not augmented for all internet connection types so irrespective of the internet connection type, it will be difficult to effectively search, book or cancel tickets.

- *Feedback / Visibility of System Status:*

There is no Visibility of System Status. When the website is crowded and user wants to access some information, during the waiting time, she is not able to figure out whether the information is being processing or not.
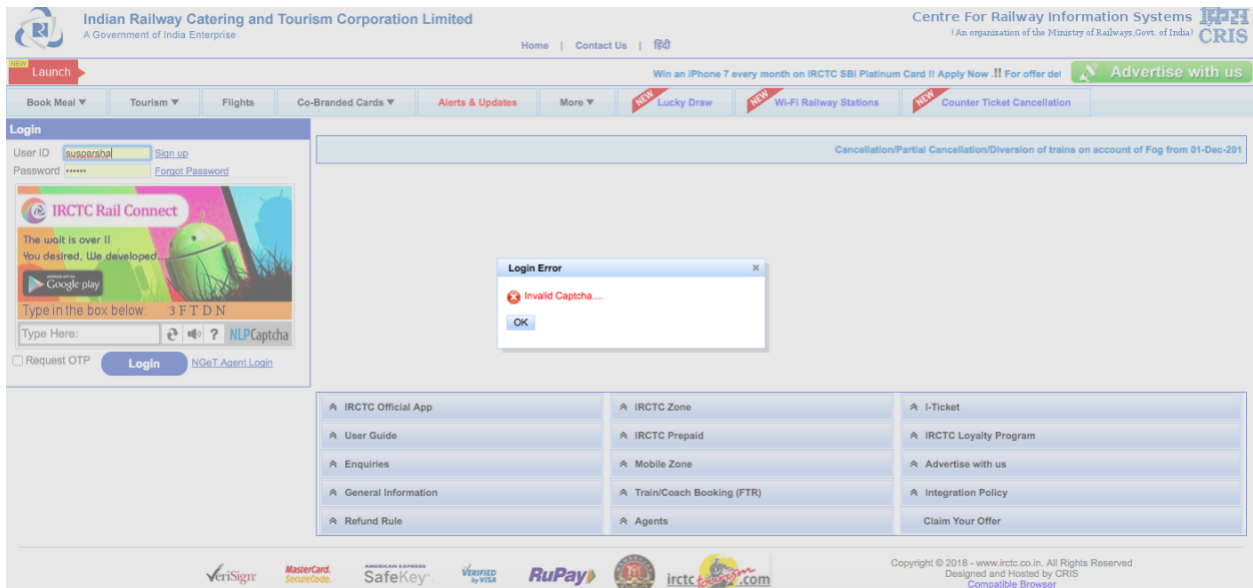
- *Clearly Marked Exits:*

There are no exits to the main login page once you are logged inside the web page which makes it difficult for the user to go back to previous page.

- *Shortcuts:*

There are no shortcuts for frequent operations, like, keyboard accelerators, command abbreviations, styles, bookmarks.

- *Good Error Messages:*

The error messages though are user-friendly, i.e., they tell users what is wrong that they need to correct in order to have uninterrupted access.

- *Help and Documentation:*

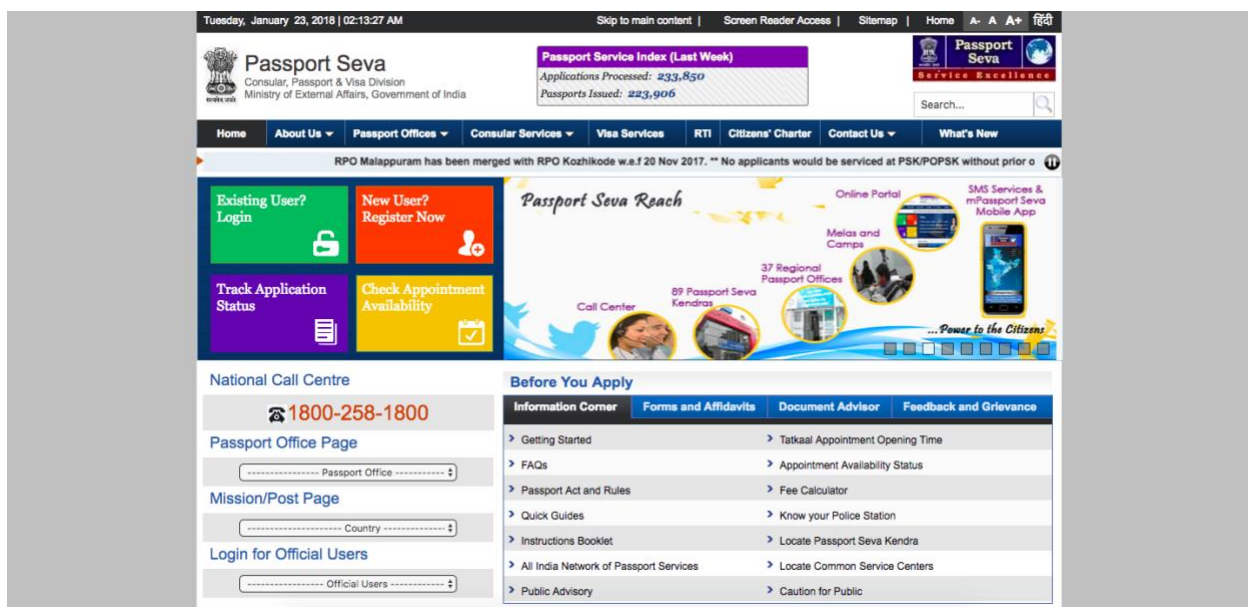There is no help and documentation to work through the website.

A redesign for the IRCTC website would be something that helps any generic user to browse through the schedule from any source to any destination and to minimize the loads of content on the website.

Something like this should make irctc a better design:

https://www.amtrak.com/home

2. The **Passport Seva** website:
   (http://www.passportindia.gov.in/AppOnlineProject/welcomeLink)

The website is meant for creation and renewal of passports of Indians citizens. The website is also full of problems. Following are some aspects where website may be considered good and bad:

- *Simple and Natural Dialogue / Aesthetics & Min. Design:*
The aesthetics for the passport website design are full of extraneous information. The design is not close to 'simple'.

- *Speak the User's Language:*
The website does speak user's language though. It has all the tabs and information where an average user can check out for her data, which is one good thing.

- *Minimize User Memory Load:*
There is a lot of content on the main website which makes it difficult to login easily and then it is a herculean task to follow the countless instructions and fill the details so precisely on the website.

- *Feedback / Visibility of System Status:*
If anything happens with your system during the process, you will have to repeat the lengthy process all over, whether it is for taking a new passport or renewing your old one.

- *Clearly Marked Exits:*
Any tab for the information redirects the user to a new webpage which makes it easier to switch back to previous tab, which is a good thing.

- *Shortcuts:*
There are no shortcuts for frequent operations, like, keyboard accelerators, command abbreviations, styles, bookmarks.

- *Help and Documentation:*
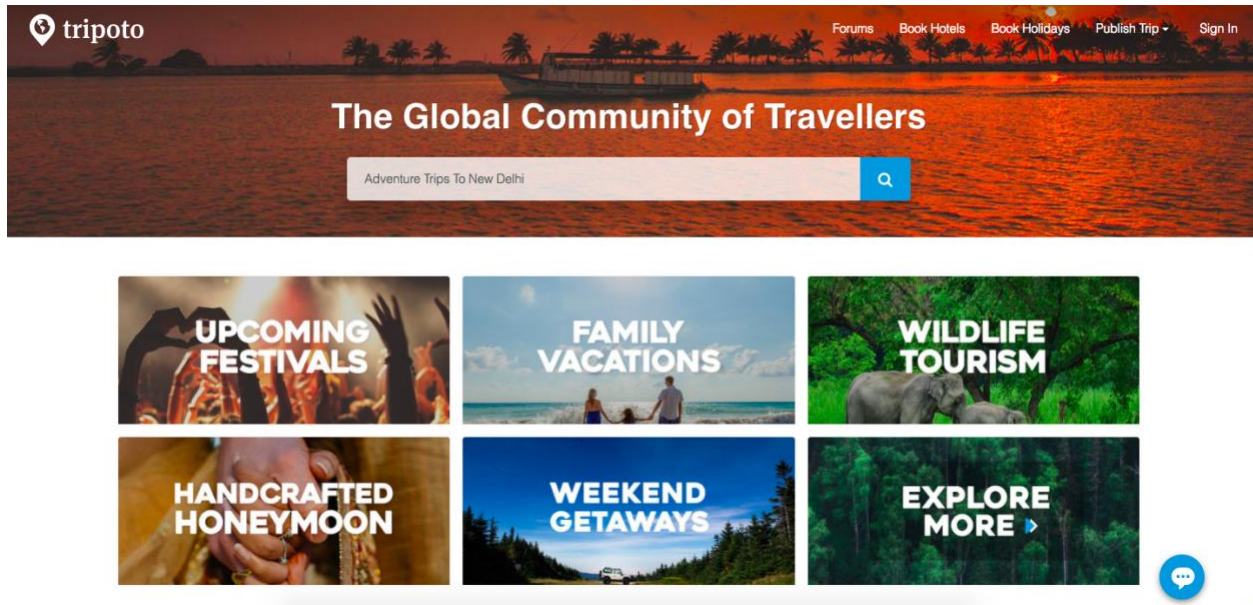There is no help and documentation to work through the website.

A good redesign for the passport website would be somewhat lesser tabs and also main and user-appropriate information more on the main home screen.

GOOD WEBSITE DESIGNS:
 These are the examples of some good websites that I have come across:

1. **Tripoto.com**
   (https://www.tripoto.com/)

The website is meant to book the journeys, sightseeing and geographic and places to stay at the location for common travelers.
Following are some aspects where the website design actually worked good:

- *Simple and Natural Dialogue / Aesthetics & Min. Design:*
The website design is simple and caters to the users need. There is minimal of what user wants to see.

- *Speak the User's Language:*
The website does speak user's language. It has all the tabs and information where an average user can check out for her data and information she is looking for.

- *Minimize User Memory Load:*
There is minimal content on the website that reduces the memory load and makes it work faster.

- *Clearly Marked Exits:*
Any tab for the information redirects the user to a new webpage which makes it easier to switch back to previous tab.

- *Help and Documentation:*

There is a small chat box on the website which helps user direct through the website and help them get through their queries.

2. **Northeastern NUGWC website**
   (https://nugwc.ccs.neu.edu/)

The website is up and running website for the Northeastern Graduate Women's Coder group. The general users who want to attend their sessions or even look at their sessions that they have held in the past can look it up on this website.

Following are some aspects where the website design actually worked good:

- *Simple and Natural Dialogue / Aesthetics & Min. Design:*

The website design is really simple and responsive. It has every detail about the upcoming events or even the previous events that have happened in the past.

- *Speak the User's Language:*

The website does speak user's language. It has all the tabs and information where an average user can check out for her data and information she is looking for.

- *Minimize User Memory Load:*

There is minimal and user-appropriate content on the website that reduces the memory load and makes it work faster.

- *Clearly Marked Exits:*

At any time, user can return to the previous page by clicking on the respective tabs that are available all time, which makes it easy for the user to go back