**1. Which feature do you think is the most poorly designed and most difficult to navigate?**

*I find Adding new classes to be a pain. I’ve been at UML since the beginning of my undergrad so I’ve done this a million times and I have never got used to it. I don’t know what it is but I don’t find it to be intuitive and the pages are disorganized. Sometimes I just go back to classic view which is a little better.*

**• How and why does it make you think that?**

*Not intuitive and it’s disorganized.*

**• What would be an ideal solution like?**

*I’m not sure but similar tasks are easily accomplished by thousands of websites. Maybe something like a shopping cart would make sense. I can by a TV on Amazon in 1 click but it takes me 20 minutes in SIS to sign-up for a class.*

**2. Would you say you are able to complete tasks on SIS [Easily, Fairly Easily, Not Easily, or Hard]?**

**Not Easily.** *I wouldn’t say anything was particularly hard to complete on SIS but… Nothing is easy, or at least as easy as it should be. Like I said before other sites make completing similar task mindless. SIS doesn’t.*

**• How and why does it make you think that?**

*SIS seems thrown together or like the designers didn’t think about what it would be like to navigate the site or maybe they didn’t even use the site themselves. Nothing is where you think it would be… It’s just not intuitive.*

**3. Are there any features or tasks missing from SIS that you think would be nice to have?**

*Not that I can think of. If they word just clean it up that would be nice.*

**• How and why does it make you think that?**

*I don’t know, I guess I eventually get everything I need done, done. It just takes way longer than it should.*

**• What would be an ideal solution like?**

*If it were more like Blackboard or anything that was tailored more towards student service. Something with clear and well defined dropdowns that made sense for people dealing with school stuff. Like Classes, Bills, Grades along the top*

**4. Which part of SIS do you think if it gets improved, you will find SIS more enjoyable to use?**

*Hands down navigation. It can stay ugly and slow but if I could effortlessly move from one page or section to the next without guessing where things are, it would be way better.*

**• How and why does it make you think that?**

*It’s my number one pain point. I login it and just want to quickly get what I want done in a minimum amount of time. Sometimes when I know I need to sign-up for a semester’s worth of classes I’ll block off an hour or so of my schedule so I have time. I think that ridiculous!*

**• What would be an ideal solution like?**

*Like I said in number 3 a clean and concise navigation bar would go a long, long way.*