Sri Lanka Institute of Information Technology

National Water Supply and Drainage Board, Sri Lanka Website

Assignment 2

IT3060 Human-Computer Interaction

Group ID: 2022-WE-S1-07

Group Members

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In partial fulfillment of the requirements for the
Bachelor of Science Degree in Information Technology
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Group Details

ID	NAME	SELECTED PAGES
IT20113704	Jayawardena J.D.N.T	**E-bill Online Registration (CRUD)** **Home** **Regional Support center**
IT20631642	Thilakarathna S.M.J.R	**Comment section (CRUD)** **Contract** **Interruption Notice**
IT20633240	Lakshan W.R.S.M.M •	**Capture New Connection (CRUD)** **Media** **Rate and Chargers**
IT20603854	Gunasekara M.T.D •	**User Profile (CRUD)** **Public notices** **Projects**
IT20633318	Handunge A.U	**User Registration(CRUD)** **Contact** **Consumer help**

Video Transcript

o **Guest User – Researcher**

00:20 Speaker 1: Good evening Manilka thank you for sitting with us on this survey question interview as the first question, I would like to ask is what something interesting about yourself that you would like to share with us?

00:35 Speaker 2: Good evening, I am currently a 3rd-year student in SLIIT.I visited this website a daily water consumer and university research on the water system in Sri Lanka.

00.51 Speaker 1: Yeah, interesting to hear that you are doing research as an undergraduate as our first The task now you can perform that task as a customer which shares on your screen.

01.43 Speaker 1: Good. So while you are browsing the waterboard site, I have some questions to ask the 2nd question I need to ask what was your first impression when you enter the Website?

02.36 Speaker 2: Yeah, the first impression to me as a user is that the design is extremely amateur. But I realized that this is largely out of your control as it is a government website. The content and direction appear to be enjoyable but going forward try to obtain higher-quality photographs.I am aware that your current site provider may be compressing these also there are a few points, there are many posts on the first page. If you want to get to the bottom of your page, it takes an awful lot of time.

02.48 speaker 1: Interesting, I noticed some valuable points listening to your explanation as the third question I want to ask is how would you rate the quality of content provided on the screen?

03.32 Speaker 2: Yeah as a customer when I visit the site through updates I create almost all the information I need is there but not so much about the layout and quality. Another problem I saw here bad first impression the government is not bad but when my customer looks at it, it should be more attractive than this FTC website text, lacks consistency, complicated navigation, and has problems so I'm not too impressed with the contents**.**

03.58 Speaker 1: Yes, a nice explanation as my fourth question, which features of this website are most important to you? As maybe you are a consumer as you are an undergraduate student who is doing research so please explain a little about which features are the most of this website you are using.

04.36 Speaker 2: I am looking for details related to the research I am doing on the performance of government organizations, especially in relation to the water transportation system in Sri Lanka. I am becoming aware of the current spread of the water system and the areas that need to be given water in the future. Also, the root cause of kidney diseases is the water problem. I am aware of how the water transport should in turn in it valuable point during your talking time.

05.05 Speaker 1: As my last question, if you are happy with this website because you mentioned so many things during your talking time, you mentioned so many issues, typography issues, and photographic issues, please mention what can we do to get you to come back again?

06.25 Speaker 2: when I entered the website, I was not able to easily get the information immediately. That's the big flow. I see. Similarly, the information on the website was not clearly visible and I catch it. That's the flow I noticed. I visited the website to find out about the new water charges that have increased recently. But none of its information has been updated. Therefore, I was embraced. Also, some information was not clearly stated. For example, the old prices and the new prices were displayed in the same place. I found browsing that the data and unpleasant experience in general, the images, videos, and text were all positioned. Therefore, it was difficult to know even the correct information. If those defects were reduced and further improved, this website would have been very useful for people.

06.48 Speaker 01: Yes, you mentioned some interesting and variable points. Again, thank you for your effort and I really appreciate what you have done. And have a nice day.
06.50 Speaker 02: yeah, thank you. Goodbye.

- ○ **Employee - Public relations officer of the water board**

00.15 Speaker 01: So it's great pleasure to welcome you as our guest this morning and very good morning to you So as my first question I would like to ask what you say about yourself.
00.27 Speaker 02: Good morning. My name is Tarindu Dimantha and I am a managing Assistant to the National Water Supply Board. As the publication office of the Water Board, my duty is to address the concerns of the public.
00.36 Speaker 01: The first task, please show your task as an employee sharing your screen while you are browsing the what about the site. We have some questions to discuss. As my second question, what are the most frequent tasks you do when using this website?
01.24 Speaker 02: Yeah, I am often updated with the information informed by our ministry on the website. I share them with water consumers to slow down their problems. Also, in order to get the necessary references for our water consumers, I connected them with our website. Then for me, it is important to be aware of the website. I visit the website for such duties. Also, I visit the official website to be aware of official announcements. Gasset's.
01.53 Speaker 01: yeah noted all points. My next question is if you could change one thing about this website, what would it be and why?
02.06 Speaker 02: I would like to suggest a redesign of the website. The website should be simple and easy to access information. Likewise, it should be eye-catching. The website should be rebuilt as a place where one can easily perform the task one wants to accomplish. Likewise, all important elements such as the e-bill management system, and the knowledge portal design to get information should be redesigned. If so, I would like it very much. Sounds complicated. So is there anything missing on this page? I would suggest that you limit the display to 50 max ten posts. The way you would have a much cleaner design I think could progress on this path. But I would suggest a more professional website solution to engage with visitors better.
03.03 Speaker 01: Yeah, all points are clear. And my last question, what was the one time you found this website to be highly satisfying?
03.14 Speaker 02: There are a few things that should be appreciated. The website has tired. It's best to provide the necessary facilities to the users connected with the website to get the best possible connection and services. For example, the e-bill system has been developed separately from the website and is that it's best compared to the main website. I really appreciate it. You are making a really good effort to get a customer e-bill.
03.47 Speaker 01: Yeah, we really appreciate your suggestions and you mentioned a point thank you for staying with us have a nice day**.**
03.57 Speaker 02: Thank you very much.

o Customer – Billing person

00.02 Speaker 01: It's great pleasure to welcome as our guest this evening and very good evening. As my first question, what's something interesting about your self that you would like to share with us?

00.17 Speaker 02: Hi, my name is Ravindu prabhashwara. Currently, I'm working as a software engineer exported. I'm a very busy person because of my work, so I'm unable to pay bills in physically. Because of that I choose to pay bills through online platform**.**

00.34 Speaker 01: Interesting to hear that ravindu .So, as our first task, you can now visit the website to pay a bill, complete your task and show.

00.44 Speaker 01: Okay, yes, we can see your screen. Yes, thank you0. Ravindu, you have done some tasks and I also noticed you are having some problems. Let's move to our next question. As my next question, do you like to the bill payment system interfaces used on this portal?

01.59 Speaker 02: Actually, I'm not satisfied with the payment interface and the layout they provided. I feel the colors are not meshing with each other and all the bill payment in the places are not attractive.

02.13 Speaker 01: Okay, not at that. So as my next question, what was onetime you found this website to be highly satisfied?

02.23 Speaker 02: Yeah, there are two things that I should appreciate. The billing system has been deployed separately from the website and it's best compared to the main website. I really appreciate it and you're making a really good effort to get a customer to e bill**.**

02.46 Speaker 01 : Good. Ravindu, the next question I would like to ask is how likely is that you could recommend our e-bill system to a friend?

02.55 Speaker 02 : Yes, it's really important that this website has e-billing system because it saves both time and effort for the customer and I'm really happy that this website has an e-bling system and I appreciate it .I would like to introduce this e-billing system to my friend because we can get many benefits from it. But I think it would be better if this e-billing system was improved in some ways because I can see there are some few shortcomings. The first one I can see is it is taking too much time to generate OTP card for the payment and sometimes the OTP does not generate and when you are registered to the system, the customer has to waste their time on email verification because they are asking some email verifications and finally the OTP is valid for ten minutes, but sometimes it comes after ten minutes. There are some kinds of shortcomings in this e-billing system, but overall I can recommend this system to anyone without any doubt.

04.17 Speaker 01: Yes. Thank you for sharing with us your experience and thoughts and we also know that some valuable during your talking time and again I really appreciate your honest experience sharing and have a nice day**.** Thank you

04.35 Speaker 02 : ok thanks

Usability Problems

Accessibility

- Confusing links and texts.
- Navigations are hard to understand.
- Not using standard fonts, sizes, and texts are hard to read.
- Videos playing automatically.
- Overwhelming graphics and constantly changing designs. Improper use of animations.

Content

- Bad color matchings
- Major headings and sub headings can't clearly identify
- Web links lined with other websites.

Usability Issues Identified Using Transcript

- Too bright color in Main function tiles and it is too hard to read
- Lots of unwanted ads and they are not related to the service they provide.
- Poor Ad layout.
- Functions are not clear enough, suggesting that using icons is a lot better to identify functions specifically.
- Less colorful and interactive.
- Search bar is not uniquely highlighted
- Paginated buttons are both above and below in Ad Card View, those buttons are usually accessed after scrolling down.
- Cannot zoom the photos in the Advertisement.
- Lot of unnecessary Ad sort-out options.
- User can't get his or her profile information correctly
- User can't find information clearly.
- Too bright color in Main function tiles and it is a too hard read.
- No registration option.
- Lots of white space.
- Auto playing videos.

Ratings of the Usability problems as high medium and low

High	Medium	Low
• Too bright color in Main function tiles and it is too hard read. • No registration option. • Font colors are not user-friendly. • Search bar is not uniquely highlighted. • Lot of unwanted ads and they are not related to the service they provide. • Poor Ad layout. • Functions are not clear enough, suggest that using of icons is lot better to identify functions specifically. • Less of colorful and interactive. .	• Paginated buttons are in both above and below in Ad Card View, those buttons are usually accessing after scrolling down. • Cannot zoom the photos in the Advertisement. • Lot of unnecessary Ad sort out options. • Lots of white space. • Auto playing videos.	• User can't find information clearly. • User can't get his or her profile information correctly.

Activity 1

SID	Interface name	Version 1	Version 2
IT20113704 - Jayawardena J.D.N.T	1 . E-bill Online Registration (CRUD)	Interface 01 – E-bill Online Registration - Version 01.jpeg	Interface 01 – E-bill Online Registration - Version 02.jpeg
	2. Home	Interface 02 – Home - Version 01.jpeg	Interface 02 – Home - Version 02.jpeg
	3. Regional Support Center	Interface 03 – Regional Support center - Version 01.jpeg	Interface 03 – Regional Support center - Version 02.jpeg
IT20631642 Thilakarathna S.M.J.R	1. Comment section (CRUD)	Interface 1- version 1.jpeg	Interface 1-version 2.jpeg
	2. Contract	Interface 2 - version 1.jpeg	interface 2 - version 2.jpeg
	3. Interruption Notice	interface 3- version 1.jpeg	interface 3-version 2.jpeg
IT20633240 Lakshan W.R.S.M.M	1. Capture New Connection (CRUD)	Interface 1 - version 1.jpg	Interface 1 - version 2.jpg
	2. Media	media version no 1.jpeg	media version no 2.jpeg
	3. Chargers Rate	interface 3-version 1.jpeg	interface 3-version 2.jpeg
IT20603854 Gunasekara M.T.D	1. User Profile (CRUD)	user profile version 1.jpeg	user profile version 2.jpeg
	2. Public notices	public notice version 1.jpeg	pulic notice version 2.jpeg

	3. Projects	project version 1.jpeg	project version no 2.jpeg
IT20633318 Handunge A.U	1. User Registration (CRUD)	Interface 1-version 1.jpg	Interface 1 - version 2.jpg
	2. Contact Us	Interface 2-version 1.jpg	Interface 2 - version 2.jpg
	3. Consumer help	Interface 3- version 1.jpg	Interface 3-version 2.jpg

Activity 2 - Justification of the variants

Jayawardena J.D.N.T   IT20113704

- **Interface 01 – E-bill Online Registration (CRUD)**

  When considering the differences between two versions for applying to the Regional Support center. In the version 1 card view is used, also in the version 1 image icon and text names are used to the tabs. In the version 2 only, we used text names to the tabs. Vertical navigation bar used to the version 2 of the webpage. The distance between elements in both webpages of version 1 and 2 is a bit different compared to each other.

- **Interface 02 – Home**

  Here an image is to be placed on the page where the image cannot be seen clearly if it is placed vertically. Is interesting. There is a large amount of data to display, so if it is created vertically, the size of the bottom scrolls will be too large. The horizontal one was used so that it could look real. but the display details are less than in version one. Vertical navigation bar used in version 2. The spaces between the elements in both versions 1 & 2 are different compared to each other. In version 1 there is a fair distance between elements. But in version 2, the distance between elements is closer to each other, compared to the version 1.

- **Interface 03 – Regional Support center**

  When considering the differences between the 2 versions for the E-bill Online Registration page. In the version 1 used a card view and the version 2 used a list view. In the version 1 user can select the details without scrolling, but in the version 2 users need to scroll the webpage to select the details to Regional Support center.

Thilakarathna S.M.J.R   IT20631642

- **Interface 01 – Comment section (CRUD)**

  version one was selected and horizontal design was selected as version. Vertical design was chosen as version two. The differences between the two methods are as follows: Horizontal design is more attractive than vertical design and vertical scrolls are more prone to scrolling down. Also in the horizontal design the navigation and the header could be clearly designed so the horizontal was used.

- **Interface 02 – Contract**

  Here an image is to be placed on the page where the image cannot be seen clearly if it is placed vertically. Is interesting. There is a large amount of data to display, so if it is created vertically, the size of the bottom scrolls will be too large. The horizontal one was used so that it could look real.

- **Interface 03 – Interruption Notice**

Horizontal was selected as version one and vertical as version two. This page includes data form fill-in This form is easier to present in horizontal form. When the page is created in this way, the page has more space so it is easier to fill in the data and the page can be created attractively. It is easier to fill in the form in horizontal as there is no need to scroll down. Because of this the horizontal method was used.

Lakshan W.R.S.M.M IT20633240

- **Interface 01 – Capture New Connection (CRUD)** - http://www.waterboard.lk/web/index.php?option=com_kunena&view=home&defaultmenu=354&Itemid=352&lang=en

Variant 1, which is portrayed for the faculty and staff interface, comprises of passages with the arrangements of resources with pertinent staff subtleties. The format of the interface is produced on a level plane utilizing the even route bar. In version 2, this interface incorporates an upward route bar, a few passages with staff records, and picture perspectives to incorporate the profiles of managerial staff. In the two versions, a sort of ahead outcome search choice is given to look for the significant faculty or staff part without any problem.

- **Interface 02 – Media**

Sliding picture view and passages with lattice see are remembered for version 1, which was outlined to address the interface of about the school. The route bar is put in an even example with a hunt alternative to effectively look through the pages remembered for the site. Furthermore, when we consider that version 2 comprises of sections that incorporate the historical backdrop of the college, dignitaries of the college since 1869, and so forth Also, a part of the interface is to show the pictures. Form 2 is made utilizing vertical route.

- **Interface 03 – Rate Chargers**

The two adaptations portrayed for the get in contact us interface are made utilizing flat and vertical routes individually. At the point when we take the variant 1 guide, which shows the locations to the college is given in the focal point of the interface, And the email locations to contact the college are given inside the card views with the goal that clients can discover them and use them at whatever point required. In version 2 the sections that incorporate contact subtleties for applicable purposes are given

Gunasekara M.T.D IT20603854

- **Interface 01 – User Profile (CRUD)**

  Considering between user profile interface version 1 and version 2 the navigation bar is designed horizontally and vertically. Accordingly, the first version can be viewed horizontally and the second version vertically. Version 1 interface gives big space for the upload photo icon and version no 2 interfaces has given one application to do all these things. In the first version, the logo is placed on the left side of the main title and the version no 2 logos is placed on the right side of the main title.

- **Interface 02 – Public notices**

  Considering Public Notice interface versions no 1 and no 2 both are designed very well. Version no 1 has a vertical online notice board and version no 2 has a horizontal online notice board. version no 1 interface notices are categorized and version no 2 interfaces did not categorize it. Version no 1 has a small special notice button and version no 2 has a small special notice board an also public notice page version no 1 interface has a vertical navigation bar and version no 2 has a horizontal navigation bar

- **Interface 03 – Projects**

  Considering Project interface versions no 1 and no 2 version no 1 has a vertical navigation bar and no 2 has a horizontal navigation bar. Version no 1 has a horizontal online news board and a vertical project main board version no 2 has a vertical box shape online news board and a horizontal project main board.

Handunge A.U IT20633318

- **Interface 01 – User Registration (CRUD)**

  When considering the differences between the 2 versions of the user registration page. In version 1, users can fill the registration details without scrolling, but in version 2, users need to scroll the webpage to fill in the details to register. In version 1, I put the "register" button on to the left side of the form, and in version 2, the" register " button is on the right side of the form. And in version 1, I used an images bar with a welcome message on the top of the page, but in version 2, I used it on the right side, middle of the page.

- **Interface 02 – Contact Us**
  http://www.waterboard.lk/web/index.php?option=com_gmapfp&view=gmapfpcontact&id=2&Itemid=147&lang=en

  When considering the differences between the 2 versions of the contact page, In version 1, I used satellite google Maps below the header of the page. But in version 2, I used it on the left side of the page. In 1 version, I put the navigation bar vertically and in version 2, the navigation bar is horizontal. In version 1, I didn't use the form for the message submission part and, the "submit" button is on the right side. In version 2, I used a form, and the "submit" button is on the left side.

- **Interface 03 – Consumer help**

  In version 1, I put the news headline part, horizontally, and in version 2, I put the news headline part vertically. In version 1, I use features, in a row but in version 2 I put them in different places separately. In version 2, I put important contacts in the middle of the page, and in version 1 I put them at the bottom of the page.

Ideation Techniques Used

- Brainstorming Technique
- Crazy Eight Technique
- Brainwriting Technique
- Mind Mapping Technique

Activity 3 - How the best design was selected

Jayawardena J.D.N.T IT2011370

- **Interface 01 – E-bill Online Registration (CRUD)**

  Through the brainstorming method, I got lots of ideas from group members. According to the ideas they gave, I designed two versions of this page. After comparing those variants, according to the feedback and my decisions, I picked version 1.

- **Interface 02 – Home**

  On this page, I used the worst idea technique. I asked my group to create a list of bad and stupid ideas. After that, I referred to that list and turned those bad ideas into good ideas. Then I carted two versions for the current student page. After designing those two versions, I decided version 1 was better than version 2.

- **Interface 03 – Regional Support center**

  When creating versions for this page, I used the challenge assumption method to solve my problems and doubts. I asked my questions about my designs from my team members and gathered their ideas as well. Then compare them with my ideas. I created two versions of the application for the school page. After creating the two versions, I assume version 1 is better than version 2.

IT20631642 Thilakarathna S.M.J.R

- **Interface 01 – Comment section (CRUD)**

  First I used the Brainstorming method to get feedback from all the team members and choose which version it would create and all the ideas needed to create it using the Crazy Eights method according to the team members' ideas, comparing everyone's designs to each other and avoiding their shortcomings. I started creating this page by adding the Crazy Eights method so I was able to create a creative web page very quickly.

- **Interface 02 – Contract**

According to the selected version, the web page was initially created using the storyboarding of the team members' ideas, using the Brainwriting method, having a few minutes of conversation with the team members, discussing and changing everything you need to add to my web page. The end led to the design being done. It was created using the Horizontal method and the Horizontal method is more suitable as it requires a large amount of data.

- **Interface 03 – Interruption Notice**

The content of this web page is just to fill out a form. Gathered the data needed for the form using the Mind Mapping method and created this web page using Storyboarding. So this web page was created using that method. Using the horizontal method, it was possible to create the web page folder properly.

IT20633240 Lakshan W.R.S.M.M

- **Interface 01- Capture New Connection (CRUD)**

By utilizing the most exceedingly terrible thoughts step in brainstorming, requesting that members give ideas, I became more acquainted with the great and awful ideas of versions that I had outlined. And afterward, with the feedback given by the members, I chose version 2.

- **Interface 02 – Media**

I chose two members and gave them two papers ruled off into eight areas and requested them to draw some sketches. Concerning the last advance of the insane eight technique, I thought about the variants that I had effectively portrayed with the sketches the members had drawn. From that point onward, I brought up that the members' sketches were more like the second version, thusly I chose variant 2.

- **Interface 03 – Rate and Chargers**

I chose version 1 because by brainstorming, the feeble subtleties were effortlessly found by the percipients in the first version than in the second version.

IT20603854 Gunasekara M.T.D

- **Interface 01 – User Profile (CRUD)**

If we get version 1 it has some space in the background, I think customers are lazy to visit if we designed it like the version 1 interface. If we get version no 2 it has no space in the background, I think version no 2 background is the best interface for the user profile page.

Interface 02 – Public notices

If we get version 1 on the public notice page it has a separate special notice button, I think it's so much time wastage and because the website has to create another page for that. version no 2 Is better because it

has everything on one-page customers do not need to wastage their time.

- **Interface 03 – Projects**

  When we choose version no 1 it has a good appearance and nice placement of everything as example project main board and online news board is placed nicely but in version, the 2-project main board is placed below the online news board I think the page is project page therefor it has to give more priority to projects. So, I think the best version is no 1.

IT20633318 Handunge A.U

- **Interface 01 – User Registration (CRUD)**

  I selected version 1. I used a brainstorming technique for this. My group members gave me lots of ideas and according to those ideas I design those two versions. And after the designing process, I got their feedback also. I consider their feedback and my ideas together. Then I selected version 1.

- **Interface 02 – Contact Us**

  When designing those versions for the contact page, I used the challenge assumption method to solve my problems and doubts. At the beginning of the designing process, I asked all my questions about my design ideas from my team members and gathered their ideas as well. Then I compared their ideas with my ideas. After comparing I designed two versions of the Contact us page. After creating the two versions, I assume version 2 is better than version 1.

- **Interface 03 – Consumer help**

  On this page, I used the worst Idea technique. I asked my group to create a list of bad ideas of them. After that, I refer that list and turned those bad ideas into good ideas. Then I create two versions of the consumer help page. After designing those two versions, I choose version 1, because it's more suit for my good ideas list.

Activity 4 - Contextual inquiry reflected on redesigned interfaces

<u>**IT20113704 Jayawardena J.D.N.T**</u>

- **Interface 01 – E-bill Online Registration (CRUD)**

  In the user registration and login page, the original site was used with two separate links to direct to a new separate page which was also the same page, nothing new or different. So that I reduce that additional step and redesign both the registration and login pages into one page as per the request. In that contextual inquiry session, one user mentioned the login was not straightforward, so I redesigned the login button to the top right-hand corner.

- **Interface 02 – Home**

  On the current student page, if a user wants to search a student's name or find anything, there are not any search options to find that need. So, I included the search by name function and search option as per the user's request. Also, the user mentioned that the graphic animation used on this page was so tedious to watch, then I removed the graphic animation play option and redesigned a simple, user-friendly interface.

- **Interface 03 – Regional Support center**

  When we get the user experience about the application to the school page, users' feedback about the UI was not good, he gave the minimum rating to this page. In that original webpage, the fonts and description were not neat and listed in order. The entire webpage was not user-friendly. So as per the user feedback, I redesigned apply to the school page using standard font and standard size. Also, I listed the description and relevant tabs to an order.

<u>**IT20631642 Thilakarathna S.M.J.R**</u>

- **Interface 01 –** Comment section (CRUD)

  This site has the user's shortcomings and changes that need to be made. Lack of a combination and adverse effects on the user's eye Lack of proper order in box presentation of information. Difficulty in understanding user information while reading It contains a lot of information but it is not in order and in order.

- **Interface 02 – Contract**

  Tomorrow is not a one-to-one day there are cluttered pictures everywhere and there is no navigation bar. The background animation is also widely used As a result, there are some inconsistencies in the use of colors that are offensive to the eye, and the colors must be properly combined.

  Interface 03 – Interruption Notice

SOA in the world calendar submission form is redirected to a form generated with the use of google forms. In the interview participants preferred it to be a unique one to the website. Therefore I have redesigned it with a unique form for the website.

IT20633240 Lakshan W.R.S.M.M

- **Interface 01 – Capture New Connection (CRUD)**

  If we consider the input, got from the context-oriented requests like hard to track down the significant subtleties was a major issue because in the original faculty and staff page it is impossible to track down the important staff part's subtleties or a faculty detail via looking through, we must scroll down to look through them. Hence, I have given sort-ahead outcomes search alternative then the client can get the subtleties with no time utilization.

- **Interface 02 - Media**

  The About the school page ought to incorporate the entirety of the significant data, like what the school does, the Deans of the school, statements of purpose, and the school's set of experiences. In any case, on the first page, those subtleties are inserted using some links. While thinking about the logical request, the members referenced that the links were insignificant and befuddling. So I have taken out the links and given those subtleties on with regards to the school page itself as card views.

- **Interface 03 – Rate and Chargers**

  In the contextual inquiry, when we requested the members to discover the contact us page, they couldn't discover the page. It is because the link to the contact us page on the original site is remembered for the link about the school, which is accessible in the vertical navigation bar. Consequently, the clients' solicitation was to put the fundamental link in fitting spots. So I have added the contact us page to the navigation bar so the users can get to this page effectively and it can be gotten to from any page inside the site.

IT20603854 Gunasekara M.T.D

- **Interface 01 –** User Profile (CRUD)

  According to the users who came to the interview, the courses were categorized and placed in the dropdown menu for the convenience of the users on this web page. This will make it easier for them to go to the course page they want. Similarly, as mentioned by the users, the animation in the background was removed and the player animation button on the website was removed. Similarly, the students used a pleasant and easy graphic design.

- **Interface 02 – Public notices**

  According to the users who came to the interview, the content of the web page has been removed and the web content has been sorted according to the topic. Also the font of description, title, etc. has been changed. Also, as they say, the navigation bar has been changed to make it easier for users.

- **Interface 03 – Projects**

A user in our interview told us to make the form open on the page itself without opening it as a separate page. Therefore, this form was created using the navigation bar and footer to open within the page itself. As they said, it was designed to be easy for users to fill in, without having to scroll down.

IT20633318 Handunge A.U

- **Interface 01 – User Registration (CRUD)**

  I remove other web page links from the user registration page because user can visit those pages from home page also. On the old page, all the fields were very unclear. I divided that information into two and took it in a form. The user does not need to scroll down this way. I added the register button instead of the save button. I changed the footer properly. Likewise, I used an image bar to be the attraction and eye-catching, with a welcome caption. Text fields were used in a way that was difficult to identify. I redesigned them in to user-friendly way.
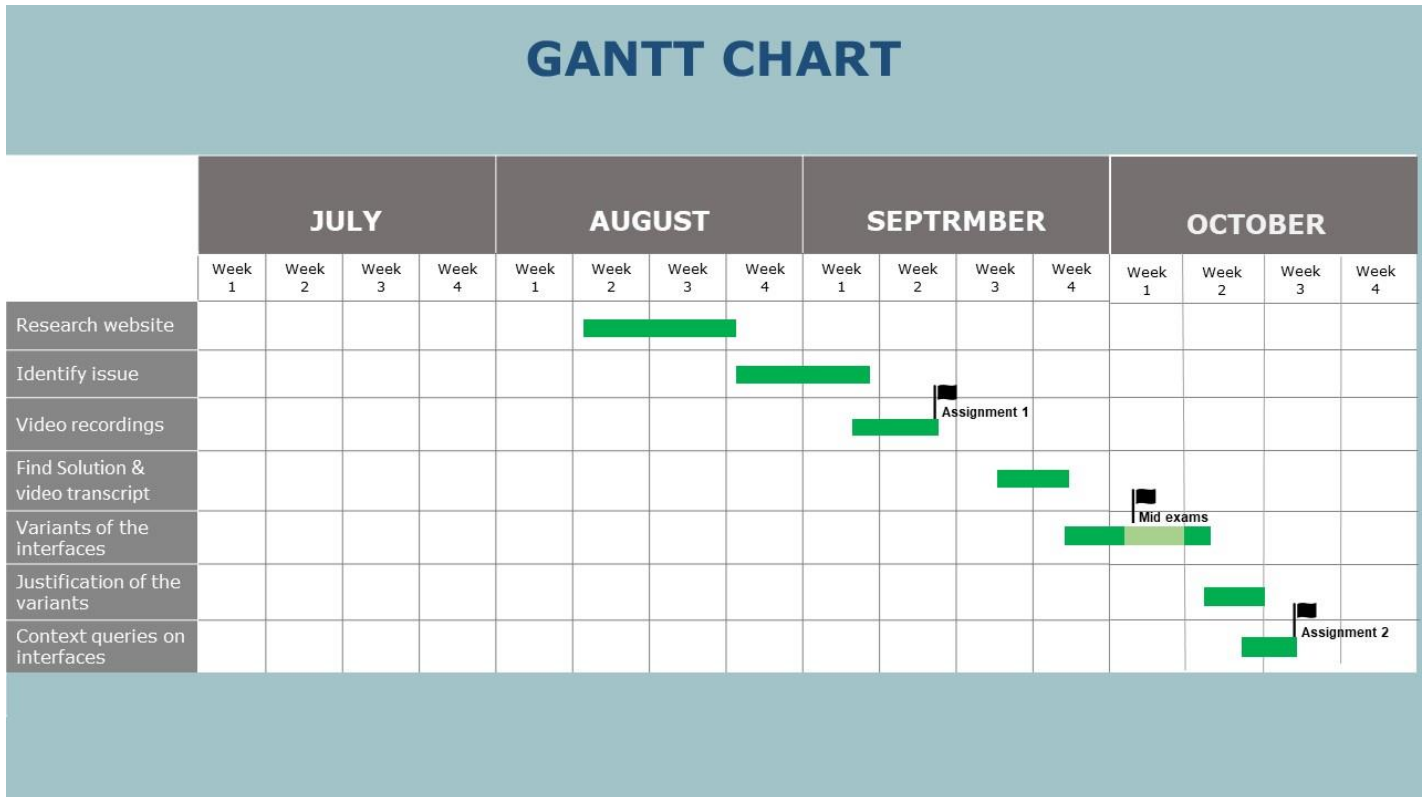
- **Interface 02 – Contact Us**

  I put the popular articles section in the footer. I removed the news headlines section. In the old webpage, the first thing the user sees is the contact information. I placed the contact information section in a separate and correct place because it makes the page unattractive. A simple form has been redesigned so that the message can be submitted. Also, the quick links section has been added for the convenience of users. To reduce the white space and be attractive, I used the Google satellite map appropriately.

- **Interface 03 – Consumer help**

  In the consumer help page, the first image and information make the page less attractive. Therefore, I used images below the header as an animation section. The information that is spread out on the overall page and is unclear was prepared as separate features, so that the user can clearly see it. In the main sections, sub sections were put as drop down.

Time schedule (Gantt chart)

	JULY				AUGUST				SEPTRMBER				OCTOBER			
	Week 1	Week 2	Week 3	Week 4	Week 1	Week 2	Week 3	Week 4	Week 1	Week 2	Week 3	Week 4	Week 1	Week 2	Week 3	Week 4
Research website						███	███									
Identify issue							███	███								
Video recordings									███	███ Assignment 1						
Find Solution & video transcript											███					
Variants of the interfaces												███	███ Mid exams			
Justification of the variants														███		
Context queries on interfaces														███	███ Assignment 2	

Note:

Sorry to inform you that, mistakenly two of us used the wrong web links in assignment 1. Here we mention the correct links.

Lakshan W.R.S.M.M IT20633240

- **Interface 01 – Capture New Connection (CRUD) -**
  http://www.waterboard.lk/web/index.php?option=com_kunena&view=home&defaultmenu=354&Itemid=352&lang=en

Handunge A.U IT20633318

- **Interface 02 – Contact Us**
  http://www.waterboard.lk/web/index.php?option=com_gmapfp&view=gmapfpcontact&id=2&Itemid=147&lang=en