1. How might you personally use this page? What information that might be relevant to you is made readily accessible and what information related to the topic is obscured?

As an International student, I have used this page twice now extensively for my visa applications and immigration status.

1)Information that I find relevant:

Process of the application for a student is quite clear and easy to interpret.

Obscured: Application fees. There is no calculator/ converter or exchange rates provided. Being sure of the exact amounts can be quite confusing and time consuming.

2) Information that I find relevant: Information for applying from within/outside the UK as an international student. There is plenty of information with exact process made very clear.

Obscured:”After you apply” section. There is no tracking or contact information to find out any updates on the status of your application. Sometimes the immigration process can take months without hearing anything. This halts other plans/decisions and is quite frustrating.

1. If the government were to collect some information about you in order to personalise this page to your needs, what would success look like? What would failure look like?

In order to personalise the page as per me,

1)The website should begin with a collection of your region/country information and then direct you the process for your country. Currently it is the same for everyone across the world. With different levels of English understanding or lack of travel experience, the process can be very difficult and long.

2)Another piece of information that might be relevant to collect is the duration for which you have stayed within the UK. This helps calculate health surcharge and other NHS services. This is currently extremely difficult as the information is very obscure and until you actually go to the visa application centre you are unsure of the amount. This leads to a delay in the process itself as you have to make sure you have the required funds in order to apply. All countries don’t have the same bank efficiency and time processes. For eg, In India , it is not possible to get a bank statement to submit to the visa centre within 24 or even 48 hours. It is a slightly longer process which may delay your process entirely.

1. Can you imagine someone else who might use this page differently from you? Are there any people who might face specific risks or harms related to the topic on the page?

This page is used by international students as well as immigrants, asylum seekers and refugees all over the world. It is also used by students looking to work/settle in the Uk or even those that might be moving with families or other dependants.

Personally, something I found incredibly insensitive is the “warning” given to asylum seekers that if they delay their applications it might be rejected. I feel people like those, who are looking for asylum and safety come from exceptional circumstances plagued with displacement, fear and overall instability. There is no confirmed date that they can apply at as their situation can be constantly changing. The fear of this warning, rejection, detention or even removal can lead to them endangering their own lives, not applying for the visa at all or even resorting to illegal means to remain unnoticed. This warning proves quite counterproductive.

1. What are the ways you can imagine that the government might stand to gain from having a personalisation strategy for this page?

1)it would make the process far more inclusive and accessible.

2)it would allow for extremely easy decision making for the people looking to come to the UK.

3)more fluid understanding of the process without having to recheck a hundred times the interpretation of each rule and regulation.

1. How might the information or structure of this page change if it were designed through a process that followed the Design Justice Principles?

1)the structure would be way more streamlined pertaining to each nationalityregion based on the principles.

2)there needs to be more transparency in the process as there is no way of confirming a positive or negative outcome. The principles would help change that.

3)The interpretation of each process would become way more simpler and readble. Currently there is a lack of clear methods and the steps to even verify the right steps are time consuming and not always fruitful.