A co-design between Tom and Sam

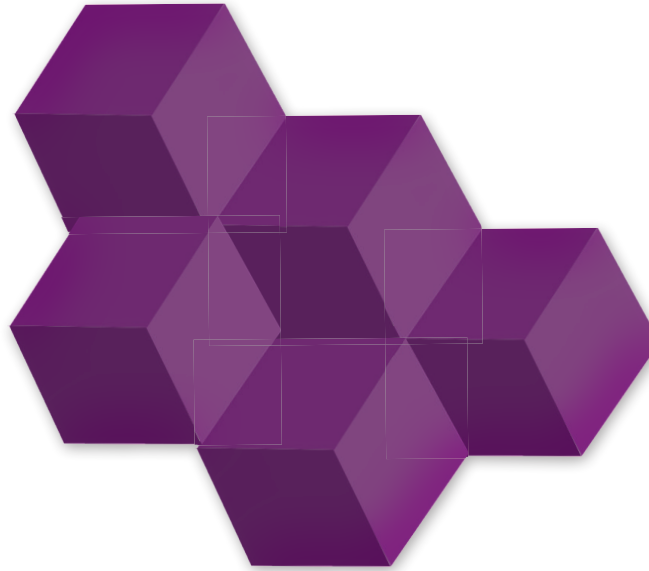# Re-imagining the student experience: **Arion**

Client Summary—

Client Name:
AUT University

The Team

A co-design between Sam, Tom and AUT. A collaborative journey of re-imagining the user experience of Arion. We both assumed the position of Lead Designer for this project and delegated responsibility equally between one another. Throughout the project we adopted a flexible self-management system that allowed us to work in a collaborative way and coordinate the work of each other, this also let us define the division of responsibilities and distribution of tasks.

Tomas Gonzalez

Samuel Hunt

Summary of work performed

This report presents the findings of the past 12 weeks of usability tests and ideation for the AUT website at the url: Arion.aut.ac.nz

The purpose of this design cycle was to improve the student's experience when using AUT which in turn will lead to an increase in customer satasfaction.

How might we traverse the key-users of Arion's perspective to go from one of mediocrity to that of excellence.

Satisfaction and performance data was gathered to answer the following questions:

Does the website provide information effectively?
Are participants able to navigate the website with ease?
Does the user struggle or fail to complete basic tasks that the website is designed to do?
Does the website's design fit with the users most desired use cases?

Summary of Findings

The usability tests brought some very crucial things to our attention.

Users struggle to find the page they are looking for. This is due to the poor information hierarch present on the site.
Some users struggled to sucessfully enrol into a paper. They would not realise that they had not confirmed their classes.
Many users wanted to use the website on their mobile device quickly on the go. The website is currently not mobile friendly.

The evaluation results, along with recommendations for improvement, are outlined in this report.

Styleguide
(Early Version)

TYPOGRAPHY

Roboto Typeface

ABC.
ABCDEFGHIJKLMNOPQ RSTUVWXYZ

Roboto is a neo-grotesque sans-serif typeface family developed by Google as the system font for its mobile operating system Android. Google describes the font as "modern, yet approachable" and "emotional".
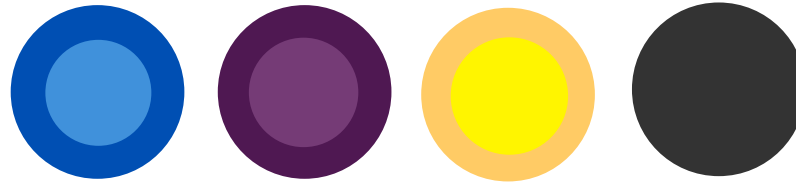
Heading

Sub-heading

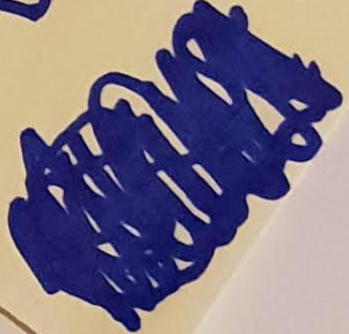**Navigation Link**

Body Text

COLORS

Color Palette

Error
Warning
Success
Disabled

Delivery

Design

Test

New Designs

Log-in
Current Version

Course Information

Find out about the range of courses offered by Auckland University of Technology.

Apply to AUT

New and returning applicants to AUT.

Arion Login

As a current or past AUT student, log in with your User Name or Student ID and password to view and manage your applications, update your email and postal address, re-enrol, pay fees, view your timetable, view results or update your academic details.

Student ID or AUT Network Login username
16925501

Arion Password
••••••••

LOGIN
Forgotten your details?

To view student correspondence you will need to:
* Allow/enable pop-ups within your web browser;
* Use Adobe Acrobat Reader version 8 or later;
* Read the Safari hints if you are using Safari as your web browser.

This site uses cookies, and JavaScript must be enabled.

Auckland University of Technology

StudyLink   AUT Home   Site map   Contact us   Print this page

Get Acrobat Reader
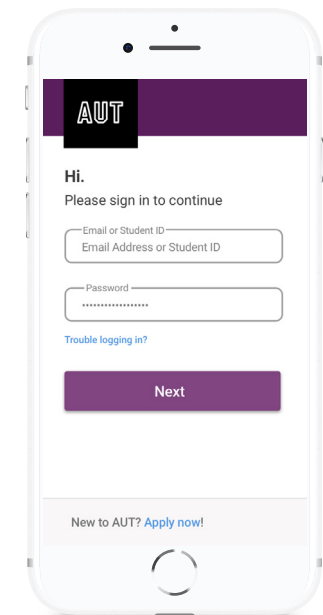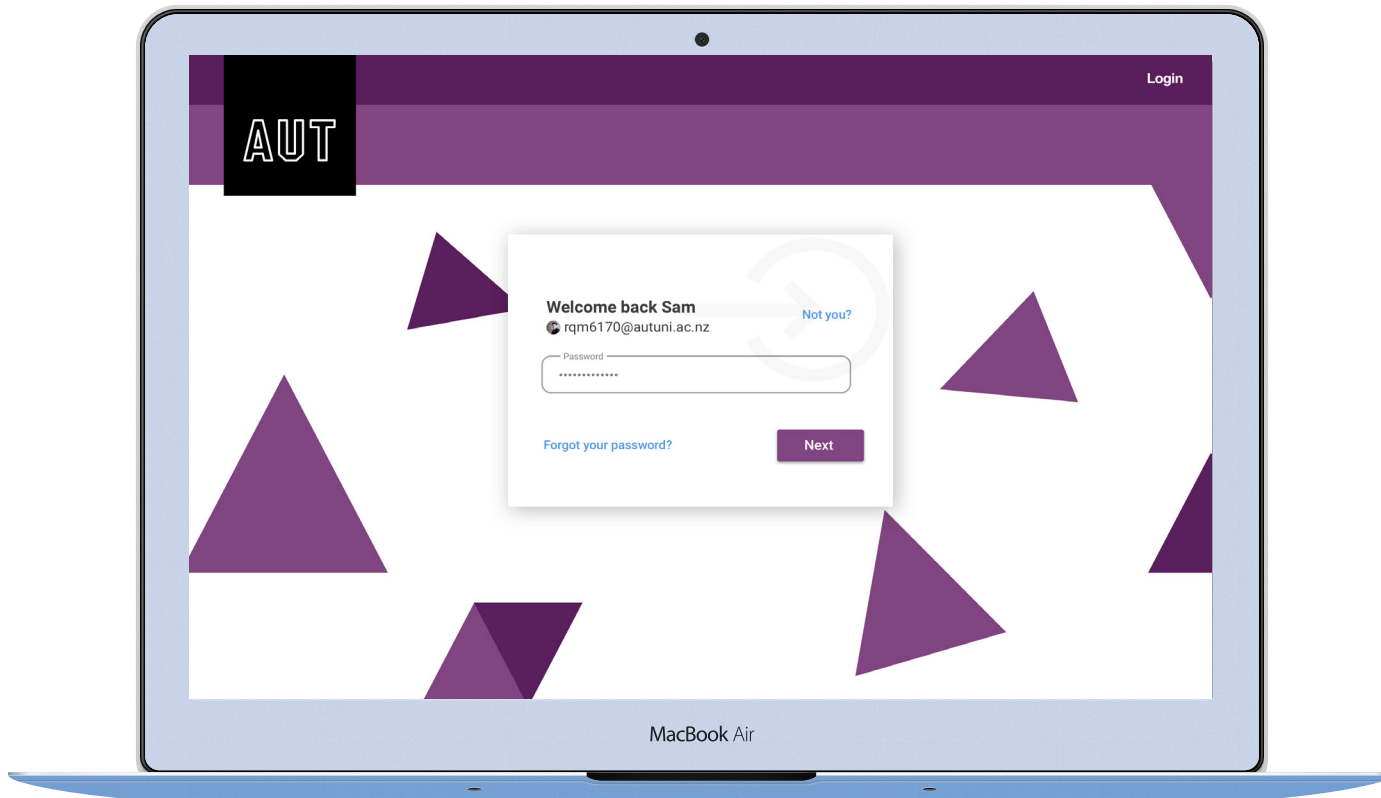
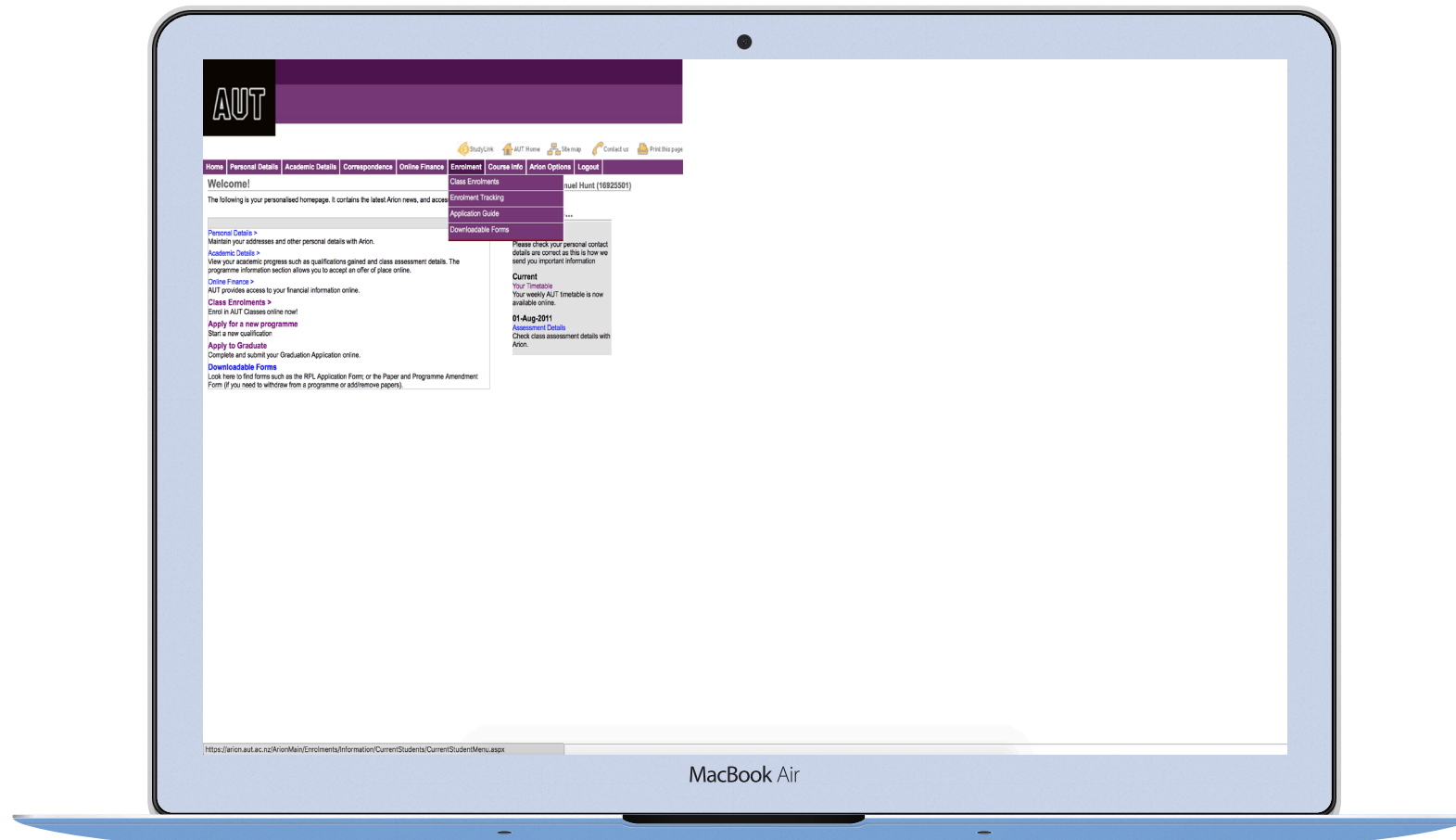# Log-in
Proposed Future State

This state also includes a remember-me login flow. This allows users to be remembered on their personal devices and make the login process easier.
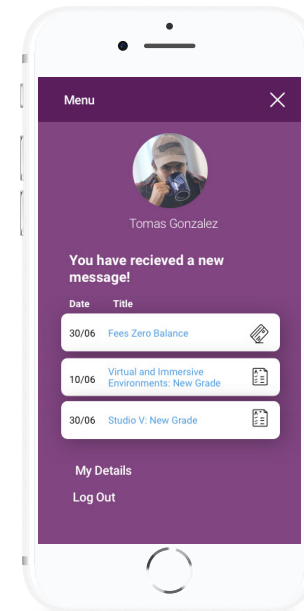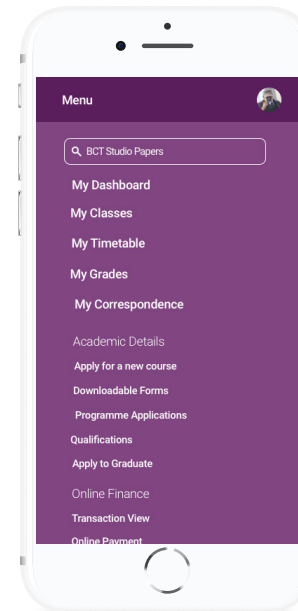
Main Navigation
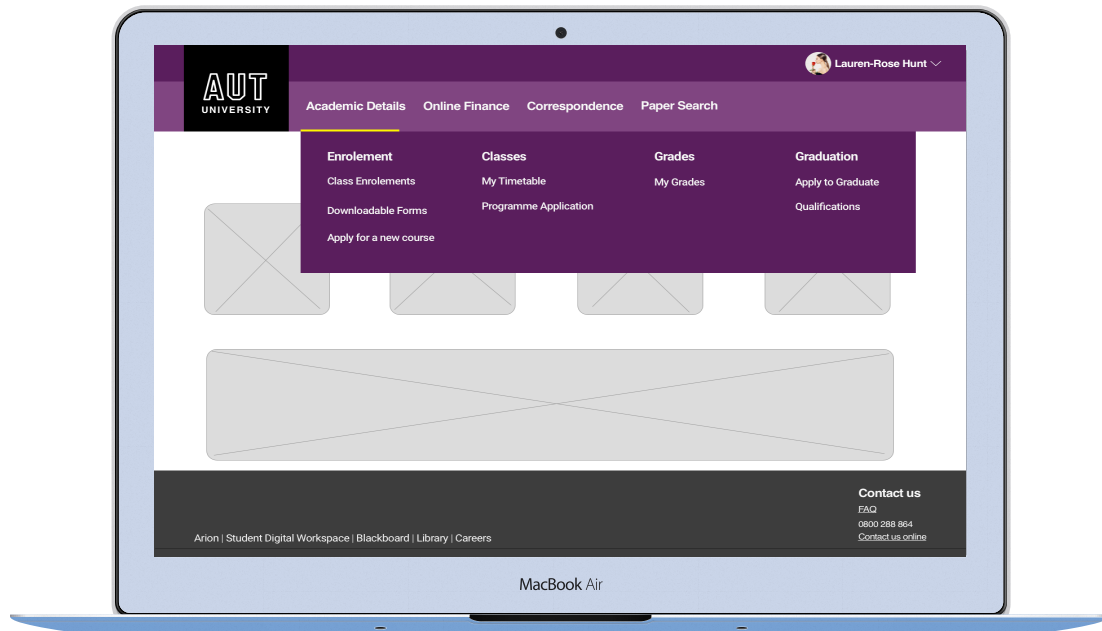## Current Version

Repetitive, Confusing and hard to scan.

Main Navigation
Proposed Future State

New navigation is more personalised, split up into clear groupings and confusing names have been changed or removed. A profile tab has been created to deal with personal information and the latest un-read correspondence can be found here. Navigation is formatted with most common uses for Arion at the top and then extra links formatted in groupings.
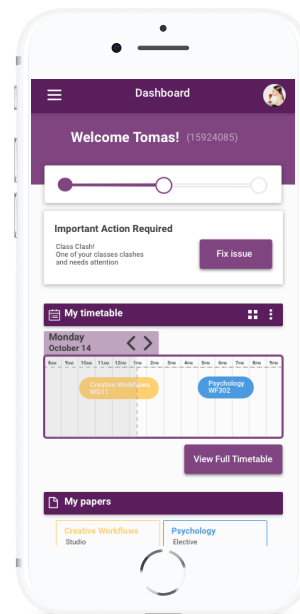
Home Page
Current Version

Repeat of the main navigation with no extra context.
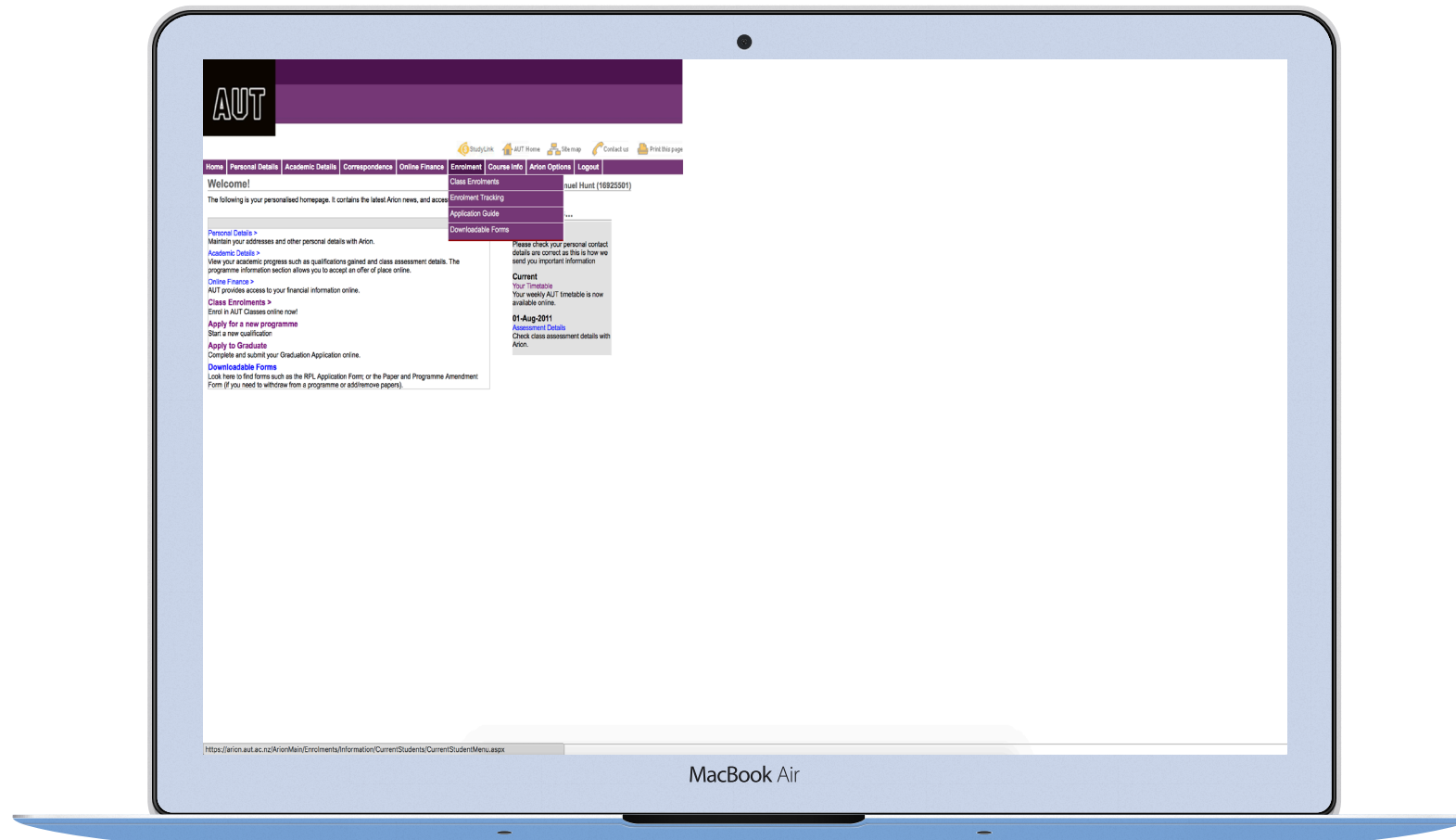
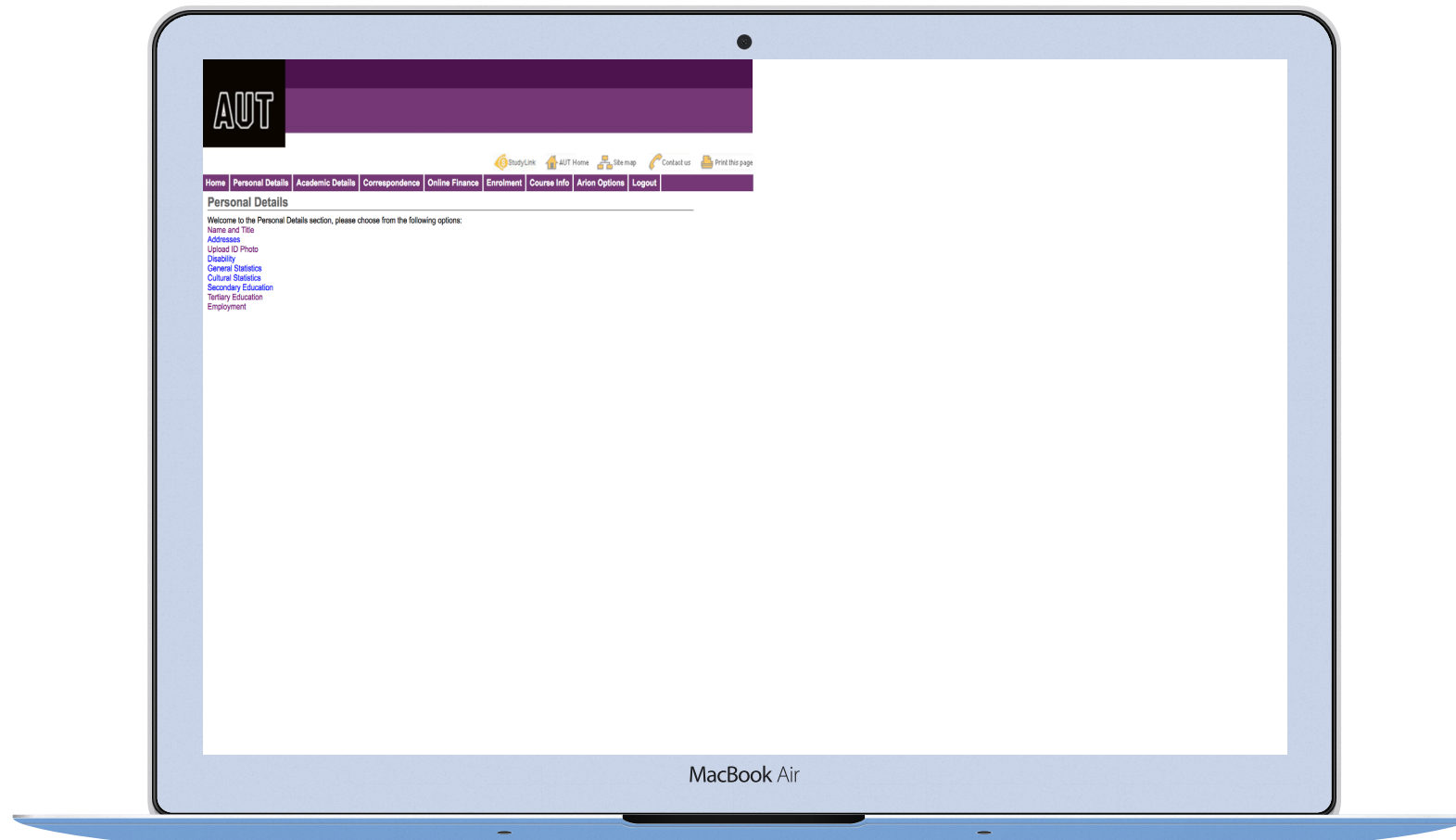# Home Page (My Dashboard)
Proposed Future State

The new homepage design features a dashboard style design. This will filter content around when needed. As such the user will always have the key information at a glance.
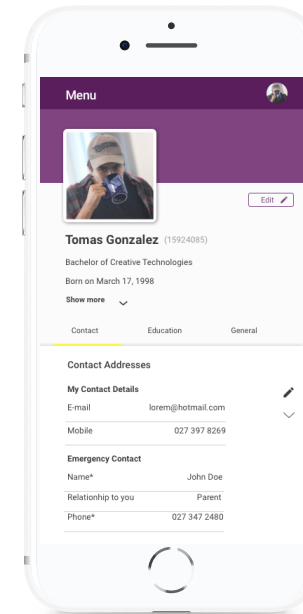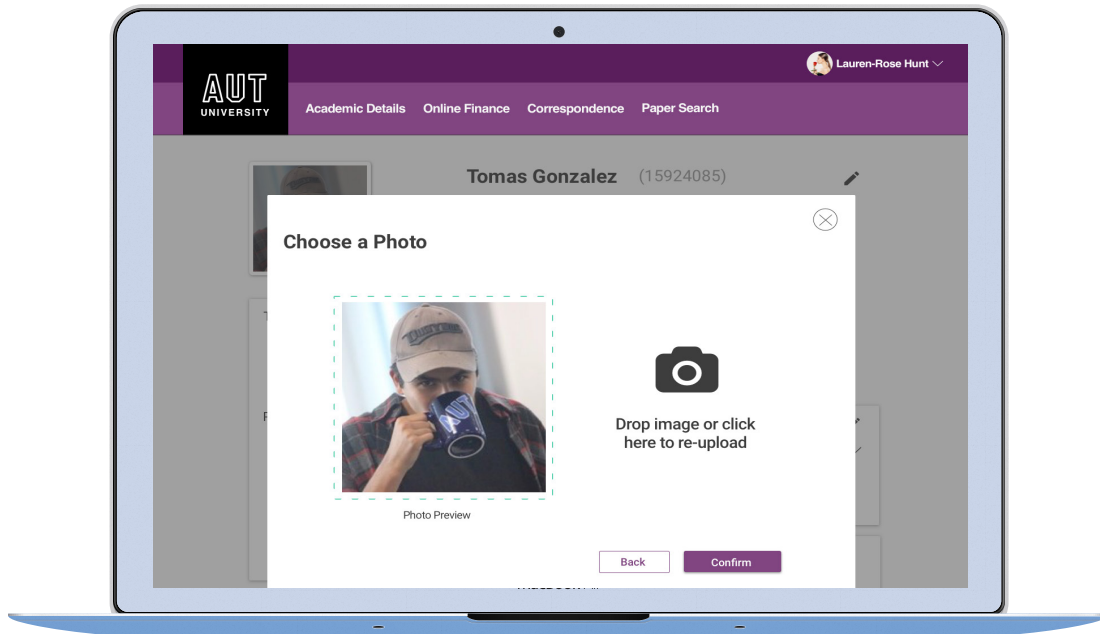
Profile
Current Version

Page is just full of links that all go to individual pages. Annoying navigation. Unable to see information at a glance.

Profile (My Details)
Proposed Future State

All information is available at a glance. Information is easy to edit and user is clearly notified when the information has been saved.

Paper Search
Current Version

Paper Search

Search for a Paper

You can use a paper code (e.g. 407701), Description (e.g. Intelligent Systems) or prescriptor keyword(s) (e.g. Artificial Intelligence) in the search field below to search for a paper.

[Creative Technologies Studio] **Search**

Results

Click on the Paper Code or Description for further information about the paper including timetables.

Code	Description	Points	Level
CTEC501	Creative Technologies Studio I	30.00	5
CTEC503	Creative Technologies Studio II	30.00	5
CTEC607	Creative Technologies Studio III	30.00	6
CTEC608	Creative Technologies Studio IV	30.00	6
CTEC708	Creative Technologies Studio V	30.00	7
CTEC709	Creative Technologies Studio VI	30.00	7

Contents

Main Menu

Qualification Specialisations
Qualification Types
Qualifications by Faculty
Short Courses
Paper Search
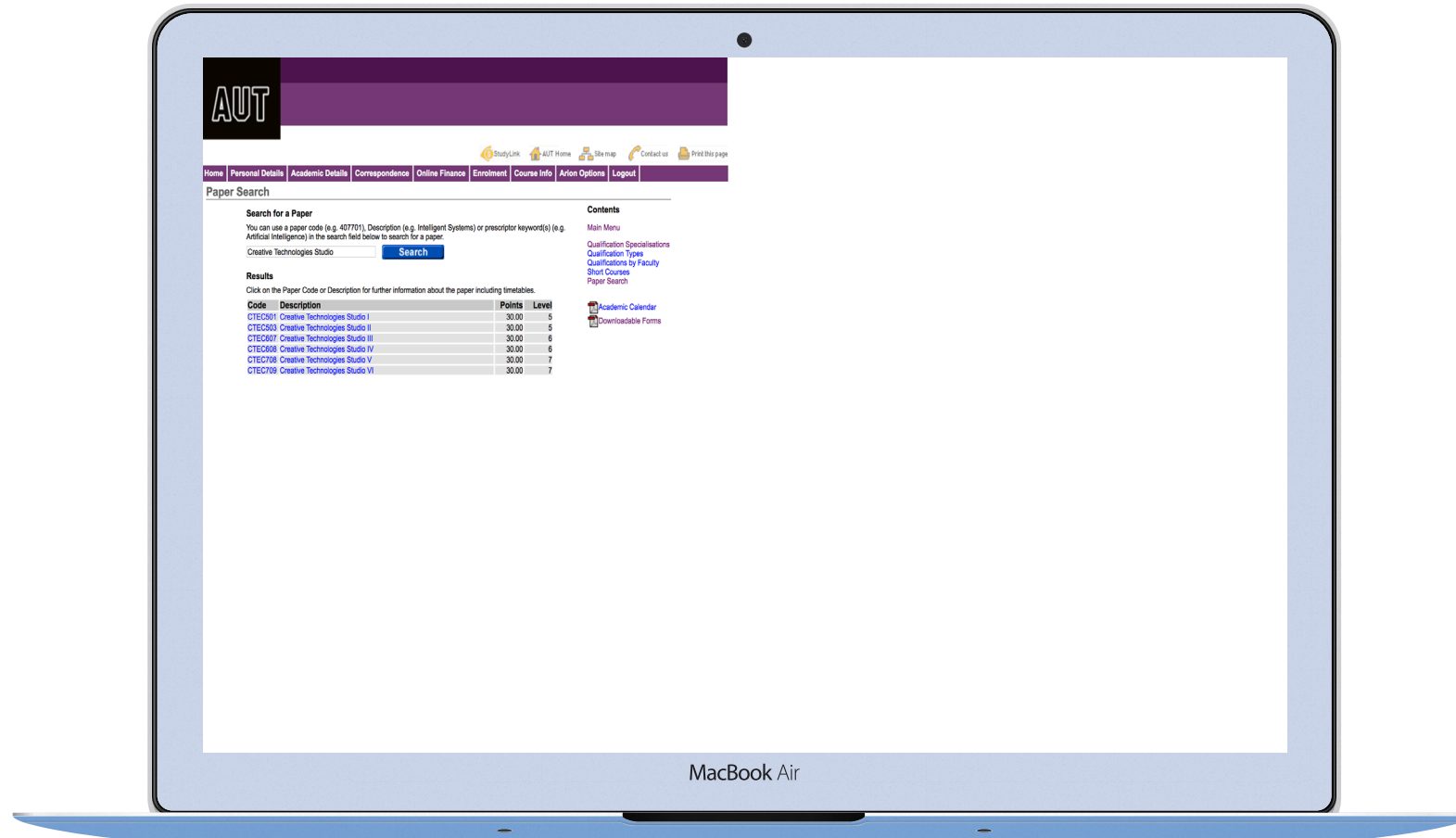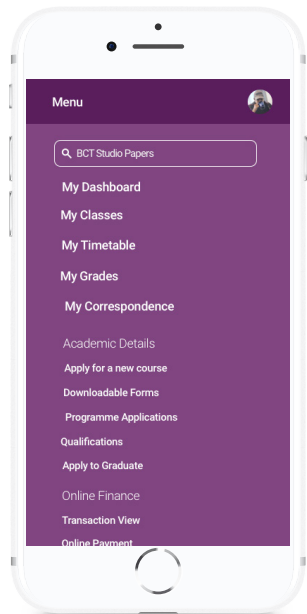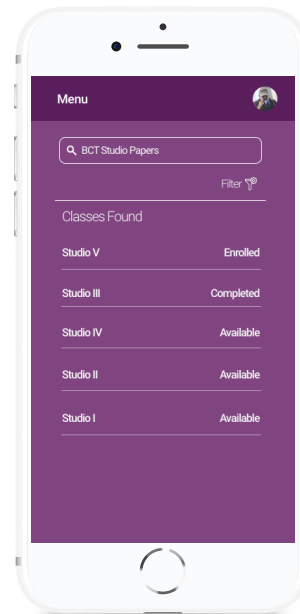
Academic Calendar
Downloadable Forms
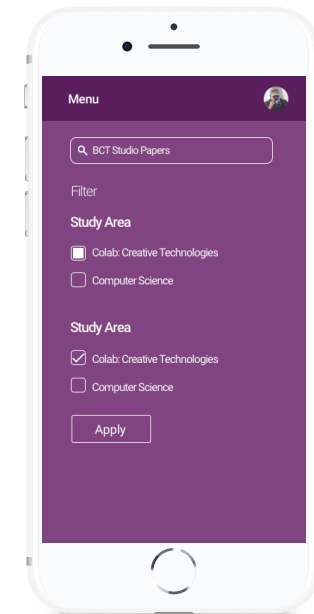
Paper Search
Proposed Future State

All information is available at a glance. Information is easy to edit and user is clearly notified when the information has been saved. This design still requires some further testing to validate what information users would require to show immediately.
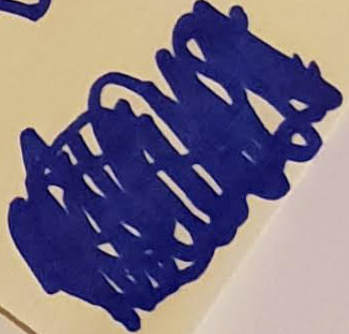

Start Searching

Results pop up as you type

Filter your results to make them more relevant

Delivery

Design

Test

Key Findings

Header & Information Architecture

Test Hypothesis

Users find the current navigation of Arion confusing and time consuming. They struggle to get to where they need easily.

When, who, where?

• Testing dates: 31st May 2018
• Testing run by: Samuel Hunt & Tomas Gonzalez

Who were our users?
- 3 Current AUT Students
- 1 Alumni
- All Creative Technologies students
- Mix of year students
- Have a generally high technology competence

Research process tasks

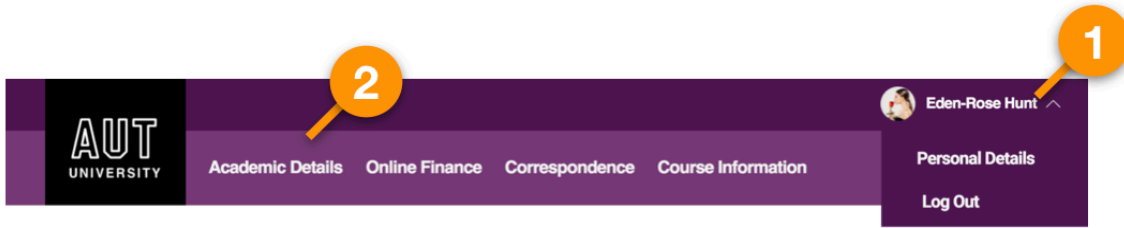Find out how well the new proposed changes to the header let users:
- Quickly and easily find what they need

- Reduce frustrations and "dead ends" when trying to complete a task

- Do they prefer the new style of header

- Do they like the new arrangement of content and new groupings of the header

- Would they want a separate header for the not-logged in state? For this usability test, we have kept the current wording of the Arion headers to see how the users could navigate with what they're already accustomed to. This will also test to find any confusing or misleading pages that require attention.

AUT UNIVERSITY

Academic Details   Online Finance   Correspondence   Course Information

Eden-Rose Hunt

Personal Details

Log Out

1. Most users understood that they could change their personal details by selecting their profile then personal details.

2. Some users would search the main headings first before thinking of going to profile

"This style and layout feels familiar from other websites"
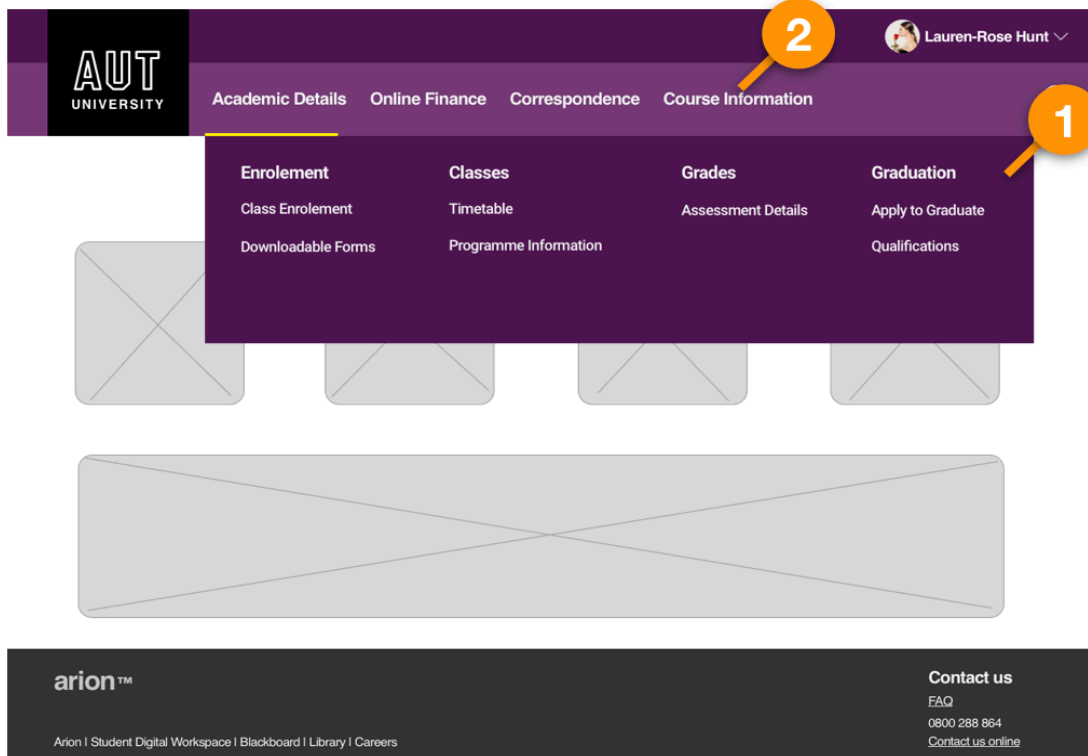
Positive   ~ Minor   Major   i Observation

1. Users would like it to feel more personalised to them. The current titles are uninviting.

Some users would not notice or read the content during some tasks. This led to them not being able to complete them. This needs some more looking into.

2. Many users became confused when they saw Programme Information and Course Information and don't know what to expect on the pages

Some users didn't expect the correspondence tab let them change their postal address. They expected it in the profile settings in the top right

95% of users assume the course information tab will show them what the proposed home dashboard would show. Will be interesting to test this with a front-page design. Otherwise, everything to do with the course is found under information

Some students failed task 4 as they were unsure where to find classes they could take

Search is mostly ignored completely. Only a handful of students would go to the search option to find what they are looking for, majority would give up and phone up or search via google.

Users reported that it feels much more modern and familiar to use compared with the current version and other common websites
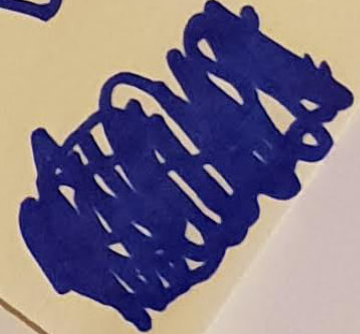
Positive   ~ Minor   Major   i Observation

Key Findings

Mobile Designs & Main Usage

What do students want?

We dicovered that almost all students that we surveyed desired a mobile view of Arion. When asked why, their answers revolved around the fact that their lives are always moving and they want to check it on the go.

Students want to check their timetable on the way to class, and many use Arion to complete this task. When asked about SDW, they seemed to not be aware that it

1) Existed or
2) Had a timetable feature

A large percentage of students would also print out the timetable produced by Arion. This is a large hassle for students.

Top five desires

Mobile Friendly (46)
Most students voted for a friendly mobile version. Currently there is no dedicated app for Arion and the mobile web version is non-responsive (not to scale). Students are always on the go; By delivering a compact mobile friendly version of Arion, students can enjoy the seamless experience of checking their classes, calendar, checking correspondence letters, etc. Although the Bandwagon effect might have possibly affected the reliability of these vote results. By observing participants I noticed some placed down their votes only because they saw all the other red stickers piling on-top of this feature.

Easily search/browse papers (18)
Functionality for searching papers with more detail. You can set categories (req's, pre-reqs, for paper refinement and save papers you are interested in your 'wishlist' area (to easily short-list options and gather descriptors for in-depth comparison of learning outcomes or dates/times).

Clearer indication of paper status (16)
Paper status will be displayed for students to understand and be aware of their progress for their current classes. This feature should have been combined with Progress Indicator, as they both are visualizing/delivering the students current status. Therefore more importance should be placed on this feature as it might have reached more votes on combination with 'Progress Indicator'.

Less text more imagery (14)
To remove all the useless text (to replaced with images or symbols). A straightforward approach to visually communicate the current 'second rate' text/headers/info.

Progress Indicator (13)
A visual indicator to display the students current enrollment and class status, showing current class progress, previous classes, where you are headed; tailored for student. A compact visualization of details regarding progression throughout the semester/year/paper. This was the most asked about feature and was explained to each participant.

Fin