Analyzing the Usability of UH Manoa’s Office of the Registrar’s Website

Justin Lau
Learning Design & Technology | Spring 2015
Outline

• Background

AGENDA
Outline

• Background
  • Usability Study

AGENDA
Outline

- Background
- Usability Study
- Design

AGENDA
Outline

Background
  • Usability Study
  • Design
  • Moving Forward

AGENDA

• Background
  • Usability Study
• Design
  • Moving Forward
How did I choose my study?

(College Student)
How did I choose my study?

Contacting Office

(College Student)
How did I choose my study?

Contacting Office
Course Descriptions

(College Student)
How did I choose my study?

Contacting Office
Course Descriptions
Diploma

(College Student)
How did I choose my study?

Contacting Office
Course Descriptions
Diploma
Enrollment Verifications

(College Student)
How did I choose my study?

Contacting Office
Course Descriptions
Diploma
Enrollment Verifications
Graduation

(Department of Usability Study | Design | Moving Forward)
How did I choose my study?

Contacting Office
Course Descriptions
Diploma
Enrollment Verifications
Graduation
Transcripts
How did I choose my study?

- Contacting Office
- Course Descriptions
- Diploma
- Enrollment Verifications
- Graduation
- Transcripts
- Update Student Info

(College Student)
How did I choose my study?
How did I choose my study?
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How did I choose my study?
How did I choose my study?
How did I choose my study?
How did I choose my study?

Current Office of the Registrar Website

Background | Usability Study | Design | Moving Forward
How did I choose my study?

Current Office of the Registrar Website

Enrollment Verification
You can obtain verification of your current and past enrollment status for semester you are or have been officially registered at UH Mānoa for health insurance, loan deferments, scholarships, services for students, or other benefits.

Any changes to your enrollment status may impact benefits you are receiving. With this in mind, carefully consider the implications of decreasing your credit load. See Grades & Credits for more information on credits and enrollment status.

- Office of the Registrar Verification
- Third-Party Requests for Enrollment & Degree Verification

Office of the Registrar Verification
The Office of the Registrar can verify your current and past enrollment status for semester you are or have been officially registered at UH Mānoa including: accumulated production data, semester(s) of attendance, start and end dates for each semester, number of credits earned, grade point average (GPA), or other pertinent information regarding your academic record.

If you need the Office of the Registrar to provide a letter or to complete an outside agency’s form to verify this information, submit the agency’s form or a Request for Verification of Enrollment to the Office of the Registrar by mail, fax, or in person.

Note: You must specify the semester you need verified and sign the form as indicated in order for your request to be processed.

Additional Information
- While requests are usually processed within five business days, it may take longer during peak periods (e.g., the beginning of the semester). For mailed requests, please allow additional days for delivery via the U.S. Postal Service.
- There is no fee for enrollment verification.
- Verification of your request for pick-up are available at the Office of the Registrar. You will be required to show a valid photo ID at the time of pick-up.

Background | Usability Study | Design | Moving Forward
Audience Poll

1) Have you used your University’s Office of the Registrar’s website?

A. Yes
B. No
Audience Poll

2) For those of you that have, how would you rate your experience?

A. Good
B. Bad
C. Neutral
What is a Usability Study?

“What watching people try to use what you’re creating...with the intention of making it easier for people to use.”

What is a Usability Study?

1. Observe participants
What is a Usability Study?

1. Observe participants
2. Qualitative tests to determine problems
What is a Usability Study?

1. Observe participants
2. Qualitative tests to determine problems
3. Make adjustments for improvement
What is a Usability Study?

1. Observe participants
2. Qualitative tests to determine problems
3. Make adjustments for improvement
4. Observe & test again
What is a Usability Study?

1. Observe participants
2. Qualitative tests to determine problems
3. Make adjustments for improvement
4. Observe & test again
5. Repeat cycle
3) Have you ever been a part of a usability study?

A. Yes, I’ve participated in a usability study
B. Yes, I’ve conducted a usability study
C. No, I have no clue what that is
D. Know about it, but have not participated or conducted a usability study
Purpose of Usability Study

Navigational Efficiency
Purpose of Usability Study

Navigational Efficiency

User Satisfaction
Purpose of Usability Study

Navigational Efficiency
User Satisfaction
Organization of Content
Out with the Old

Lack of pictures/graphics

Transcripts & Student Services
The Office of the Registrar maintains student academic records and provides related services to students upon request.

- Course Descriptions
- Diplomas
- Enrollment Verification
- Graduation Information
- Transcripts
- Update Your Information

Update Your Information
You are responsible for providing the University with your current contact and other pertinent personal information. Refer to the instructions below to learn how to keep this information up-to-date.

- Mailing Address & Phone Number
- Permanent Address
- Address Instructions for International Students
- Name, Citizenship & Social Security Number
- Email (UH Account)

Mailing Address & Phone Number
Your mailing address is your primary student address and is used by the University for most correspondence, including refunds. If you do not have a mailing address on record, all items will be sent to your permanent address.

To update your mailing address and phone number:

- If you are currently enrolled, log in to MyUH, select View/Update Address, Phone, and follow the instructions

OR

- Submit a completed Student Data Change Form for Address & Phone Number (PDF) to the Office of the Registrar

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Permanent Address
To change your permanent address:

- Complete the Student Data Change Form for Address & Phone Number (PDF) and submit it to the Office of the Registrar
- Permanent addresses cannot be updated via MyUH
Out with the Old

Lack of pictures/graphics

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Out with the Old

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Office of the Registrar Verification

The Office of the Registrar can verify your current and past enrollment status for semesters you are or have been officially registered at UH Mānoa including: anticipated graduation date, semester(s) of attendance, start and end dates for each semester, number of credits carried, grade point average (GPA), or other pertinent information regarding your academic record.

If you need the Office of the Registrar to provide a letter or to complete an outside agency's form to verify this information, submit the agency’s form or a Request for Verification of Enrollment (PDF) to the Office of the Registrar by mail, fax, or in person.

Text heavy pages
Out with the Old

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- Office of the Registrar Verification
- Third-Party Requests for Enrollment & Degree Verification

Diplomas

To receive a diploma, visit Graduation Information and complete the steps outlined under Apply for Your Degree. If you have financial obligations to any UH campus, you may not receive your diploma until all such obligations have been cleared. Visit tickets for more information.

Diplomas are available for pick-up or mailing approximately 10 weeks after graduation. Pick up your diploma at the Office of the Registrar, QLC Room 316. You will be required to show a valid photo ID.

- Diploma Fees
- Mailing Options
- Hawaiian Language Diplomas
- Replacement Diplomas

Diploma Fees

<table>
<thead>
<tr>
<th>Diploma Request Type</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diploma in English</td>
<td>$20.00</td>
</tr>
<tr>
<td>Hawaiian language diploma and a diploma in English (Hawaiian language diplomas are optional)</td>
<td>$60.00</td>
</tr>
</tbody>
</table>

Contact your college or school’s Advising office for payment instructions.

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Mailing Options

Diplomas are mailed to students only upon request. If you would like your diploma mailed to you, submit a completed Request to Mail Diploma Form or a signed, written request to the Office of the Registrar. Request to Mail Diploma Forms are available at the Office of the Registrar.

For written requests, please include the following:
- Name
- Other names used (maiden, previous marriage, legal name change, etc.)
- UH ID number or UH username
- Date of Birth (mm/dd/yyyy)
- Graduation date
- Degree(s)
- Major(s)
- Telephone number
- Email address
- Address to which the diploma should be mailed
- Student’s signature

Note: Requests cannot be processed without a student signature.

Diplomas are mailed via the U.S. Postal Service at no charge.
Out with the Old

How to Order a Transcript

To order a transcript, submit a completed Transcript Request Form (PDF) along with payment to the Office of the Registrar by mail, fax, or in person.

Difficult to find or lack of links

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Out with the Old

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Difficult to find or lack of links
Out with the Old

Other Common Feedback
In with the New

New Background

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In with the New

New Background

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After
In with the New

Links & Pictures

Before

Records & Registration

Transcripts & Student Services

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- Course Descriptions
- Diplomas
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- Update Your Information
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Links & Pictures

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New Graphics

Name, Citizenship & Social Security Number

Contact the Office of the Registrar to inform the University of a change of name, citizenship, or Social Security Number.

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Email (UH Account)

Visit Information Technology Services or general information and policies regarding your UH Email Account.

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Diplomas

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Diplomas are available for pick-up or mailing approximately 10 weeks after graduation. Pick up your diploma at the Office of the Registrar, QLC Room 010. You will be required to show a valid photo ID.

- Diploma Fees
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Diplomas

To receive a diploma, visit Graduation Information and complete the steps outlined under Apply for Your Degree. You may not receive your diploma without completing these steps. Please contact the Office of Records and Registration for more information.

Diplomas are available for pickup after your class is in session. The latest diploma pickup dates may be found in your Graduation Information under Apply for Your Degree.

The table of contents for the Diplomas page includes the following:

- Diploma Fees
- Mailing Options
- Hawaiian Language Diplomas
- Replacement Diplomas

Before

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Noticeable PDF Links

Office of the Registrar Verification

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Note: You must specify the semester you need verified and sign the form as indicated in order for your request to be processed.

Before
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Noticeable PDF Links

Before

After
In with the New
Created PDF Links

Hawaiian Language Diplomas

Optional Hawaiian language diplomas are available to students awarded degrees from spring 1995 to the present. The student’s name, degree, and major, as well as official university signatures appear in English.

To order a Hawaiian language diploma, complete a Hawaiian Language Application for Degree/Certificate along with an Application for Degree/Certificate at your college or school’s Advising office.

UH Mānoa alumni who would like to order a Hawaiian language diploma should contact the Office of the Registrar.

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Replacement Diplomas

To order a replacement diploma, submit a completed Replacement Diploma Form and a Diploma Payment Form, both available at the Office of the Registrar.

The fee for a replacement diploma is $30. Please allow 12-14 weeks for processing. Diplomas will be in the current format with signatures of current university officials.

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Created PDF Links

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Before

After
In with the New

Reformatted Information

Mail to:
Office of the Registrar

Fax to:
808-956-7830
Fees payable by Visa or MasterCard only
Please call 808-956-5562 to verify your request has been received

In Person:
For cash or check payments go to:
UH Mānoa Cashier's Office
QLC, Room 105
Monday–Friday, 8:30 a.m.–3:30 p.m.

For credit card payments go to:
Office of the Registrar

Note: Requests cannot be processed without a student signature.

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In with the New
Reformatted Information

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Before

After
In with the New

Eliminated Unnecessary Text

**Mailing Options**

Diplomas are mailed to students only upon request. If you would like your diploma mailed to you, submit a completed Request to Mail Diploma Form or a signed, written request to the Office of the Registrar. Request to Mail Diploma Forms are available at the Office of the Registrar.

For written requests, please include the following:

- Name
- Other names used (maiden, previous marriage, legal name change, etc.)
- UH ID number or UH username
- Date of Birth (mm/dd/yyyy)
- Graduation date
- Degree(s)
- Major(s)
- Telephone number
- Email address
- Address to which the diploma should be mailed
- Student’s signature

Note: Requests cannot be processed without a student signature.

Diplomas are mailed via the U.S. Postal Service at no charge.

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To order a Hawaiian language diploma, complete a Hawaiian Language Application for Degree/Certificate along with an Application for Degree/Certificate at your college or
In with the New
Eliminated Unnecessary Text
In with the New

Added More

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Name, Citizenship & Social Security Number

Contact the Office of the Registrar to inform the University of a change of name, citizenship, or Social Security Number.
In with the New

Before

Name, Citizenship & Social Security Number

Contact the Office of the Registrar for citizenship, or Social Security Number.

Name Change:
Submit the following official documents to the Office of the Registrar:

- Marriage Certificate,
- Divorce Decree, OR
- Certificate of Naturalization

AND

- Request for Change of Name, Citizenship, or SSN Form (PDF)
- Government Issued Photo ID Card

The Office of the Registrar does not accept copies of these documents.

After

Design | Moving Forward
In with the New

Added More

**Name, Citizenship & Social Security Number**

Contact the Office of the Registrar to change citizenship, or Social Security Number.

**Citizenship Change:** Submit the following official documents to the Office of the Registrar:

- Certificate of Naturalization OR
- U.S. Passport

AND

- Request for Change of Name, Citizenship, or SSN Form (PDF)

The Office of the Registrar does not accept copies of these documents.

Before

After
In with the New

Added More

Name, Citizenship & Social Security Number Change:

Before

SSN Change: Submit the following official documents to the Office of the Registrar:
- SSN Card
- Government Issued Photo ID Card

AND

- Request for Change of Name, Citizenship, or SSN Form (PDF)

The Office of the Registrar does not accept copies of these documents.

After
In with the New

Added More
In with the New

Added More

Contact Us
What’s next?

Provide Specific Dates

Diplomas are available for pick-up or mailing approximately 10 weeks after graduation. Pick up your diploma at the Office of the Registrar, QLC Room 010. You will be required to show a valid photo ID.
What's next?

Provide Specific Dates

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<table>
<thead>
<tr>
<th>Semester Graduated</th>
<th>Diploma Release Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spring 2014</td>
<td>~July 18, 2014</td>
</tr>
<tr>
<td>Summer 2014</td>
<td>~October 17, 2014</td>
</tr>
<tr>
<td>Fall 2014</td>
<td>~March 2, 2015</td>
</tr>
</tbody>
</table>
What’s next?

Convenient Options

In Person:
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Monday–Friday, 8:30 a.m.–3:30 p.m.
For credit card payments go to:
Office of the Registrar

Mail to:
Office of the Registrar
University of Hawaii at Manoa
2600 Campus Road,
QLC 010
Honolulu, HI 96822

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Email to:
uhmrec@hawaii.edu

Current

Future
What’s next?

Convenient Options
What have I learned?

- Changes takes time
What have I learned?

- Changes takes time
- Everyone matters
What have I learned?

- Changes takes time
- Everyone matters
- Don’t be offended; change is a good thing
What have I learned?

- Changes takes time
- Everyone matters
- Don’t be offended; change is a good thing
- Usability study = lots of testing
Thank you!
Thank you!

LTEC instructors/peers
Thank you!

Critical friends

LTEC instructors/peers
Critical friends

LTEC instructors/peers

Study rooms

Thank you!
Thank you!

Critical friends

LTEC instructors/peers

Study rooms

Starbucks/caffeine
Comments/Questions?

justinla@hawaii.edu