

Maybe number the process e.g. step 1 course length, Step two design plus options, Step 3 Accommodation etc

What would happen if the user changed the drop-down on the design course section to be higher than the course length? We suggest that we would always up the course length unless the time for a design element is less than the course length. In this case we would show another design option as available.

Users were confused with the terminology IELTS but that is maybe because they are not aware of the tests. We would suggest being more descriptive with the text CTA (tick here is you need help with...). Once explained this seemed to be fine.

In reality these components would only be shown on Spoken and general English pages but the functionality seems to be OK

Are tick boxes correct interaction model and this was a bit of a surprise. Users do not know what is under each tick box so maybe a drop-down or a toggle switch.

Users were a little confused when a tick box opened a drop-down but quickly got used to the idea. We could maybe change the tick boxes to yes no radio buttons, sliders on mobile and only allow checkout once all buttons have been pressed..

Show number of weeks being booked rather than date was suggested and it may make it easier and more consistent with the course length choice. Start date would need to be automatically allocated though this may prevent a student to book a week early arrival.

We should use plain English so that users understand that they are booking a type of accommodation not a specific room and that details will be forwarded later once accommodation has been found.

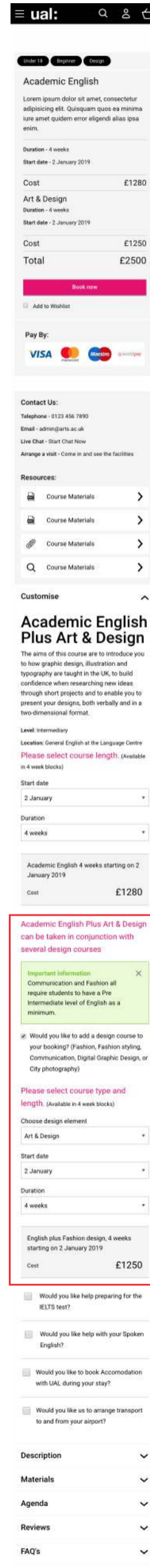
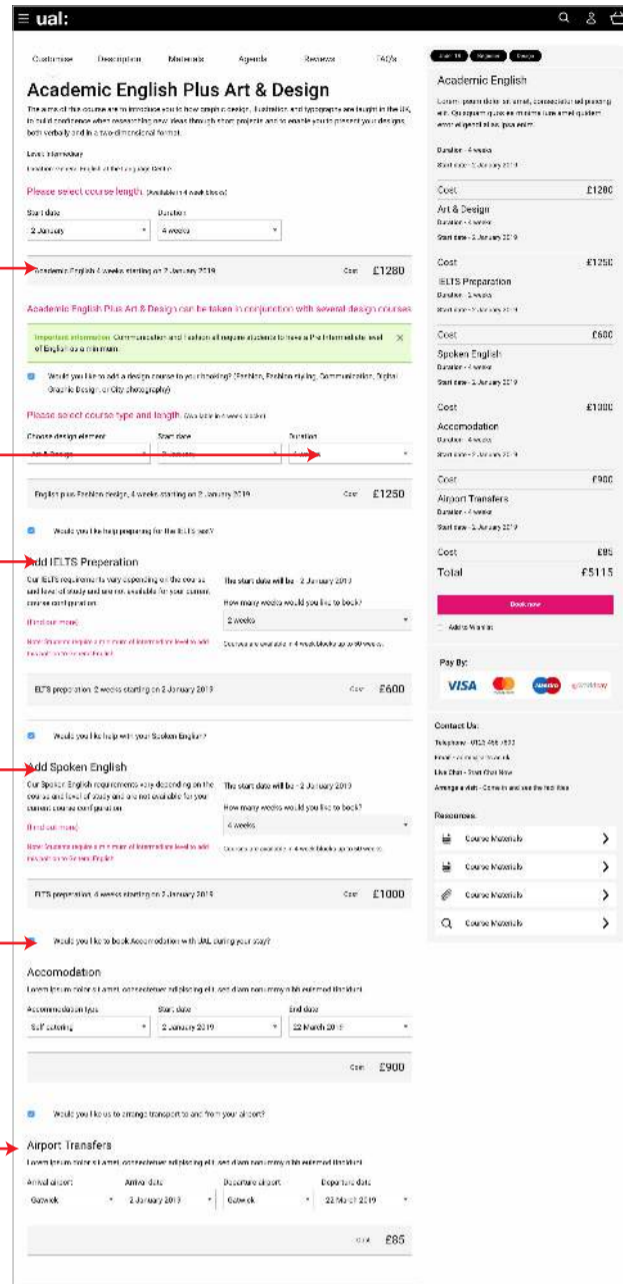
Could we automatically populate start and end dates based on course length.

Users asked for more info such as where will accommodation be located radios from college or how do I decide between types of accommodation?

More information about what exactly you are booking. Type of car service etc is it a car or a bus?

Users were confused about who was arranging the flight so we should be clear in the descriptive copy.

Users were concerned about how to get help if you are going to be late, or need to change the booking, add a simple help link.



Consider rethinking the position of elements on Page based on tasks the user has to perform. Users found it hard to discover the course configuration area so we should consider presenting this first.

Another option might be to add a Call to action saying "Configure your course"

It was suggested that the overview text could outline what the user was expected to do on the page outlining the steps to be taken.

On mobile it's going to be hard to see price changes when you add components maybe a minimised sticky price at top of page to make it easier to understand that the total has changed.

e.g. <https://www.arloandjacob.com/jackson/configure/size/large-so-fa-chaise-lhf/fabric/aj1703311pi>

Suggestion: Do not default the course to minimum price but force configuration before giving a price.

On mobile its hard to differentiate the main course details from the Plus details and this means if a user chooses the plus drop-down and changes that to 20 weeks we may have a problem. We would suggest differentiating this visually in some way and creating rules to allow for this user choice. Potentially only show this once a course length has been chosen so that its like a next step.

Would a slider or a drop-down be better to indicate that content is hidden?

If user adds something to the package then show an alert to say the price has changed.

Auto update of basket cost when quantity changed.

Registration fee needs correct explanatory text.

**Your Basket**

Item	Quantity	Cost
Academic English Plus Art & Design	1	£8335.00
UAL Registration Fee	1	£70.00
<b>Total</b>		<b>£899.00</b>

**Your Basket**

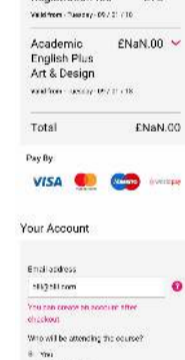
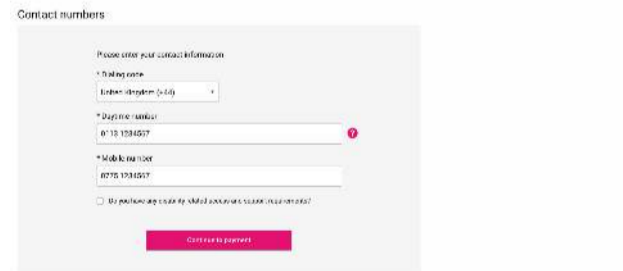
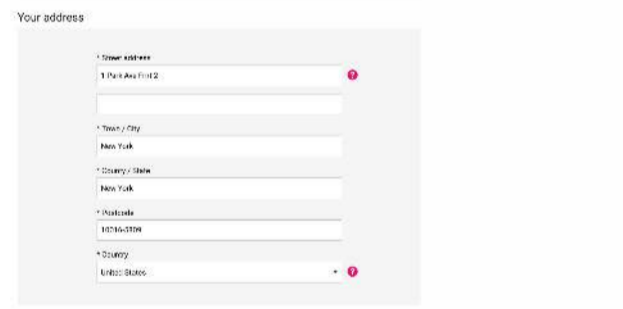
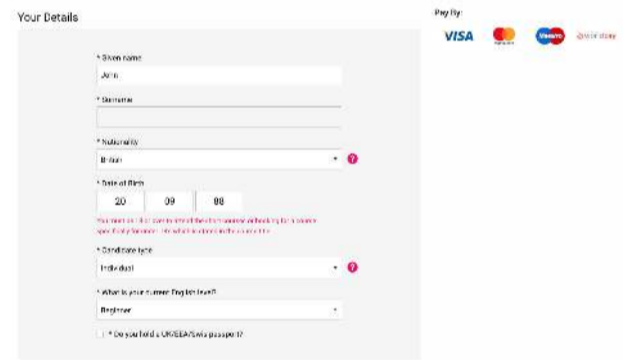
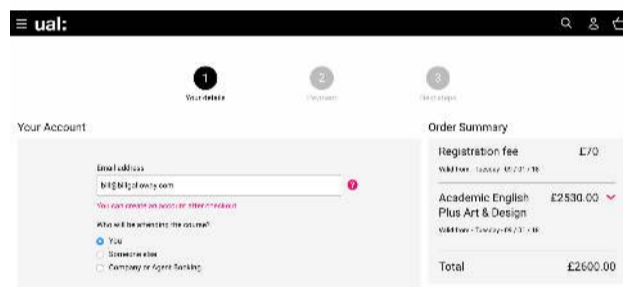
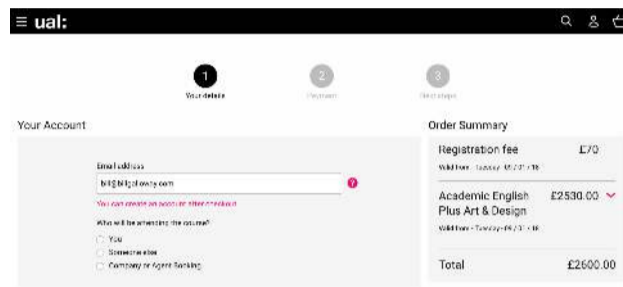
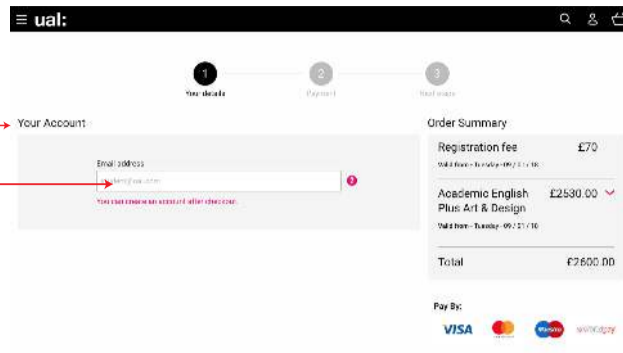
Item	Quantity	Cost
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Users did not understand this so maybe change to something like "Checkout"

It was confusing to users that the email address is required to proceed so be clearer about this e.g. Say "Enter your email address to proceed with checkout" Mobile this is particularly unclear as the order summary is on the top.

Suggest that email confirmation is on key up.

A+B test adding a proceed button but we think that clear text and quicker recognition of email address will work.



Error messages should disappear after 10sec or when a user interacts with that field

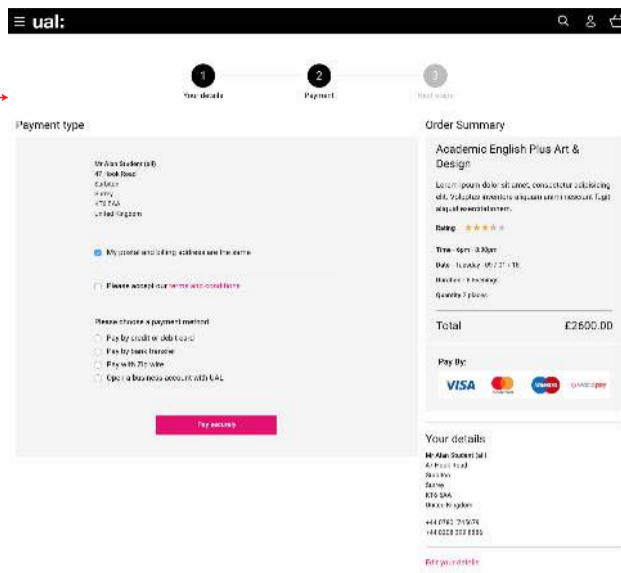
Place under email field.

We should inform the users what is going to happen and why we need an email address to proceed.

Error messages should disappear after 10sec or when a user interacts with that field

Adding a proceed button may work better on mobile.

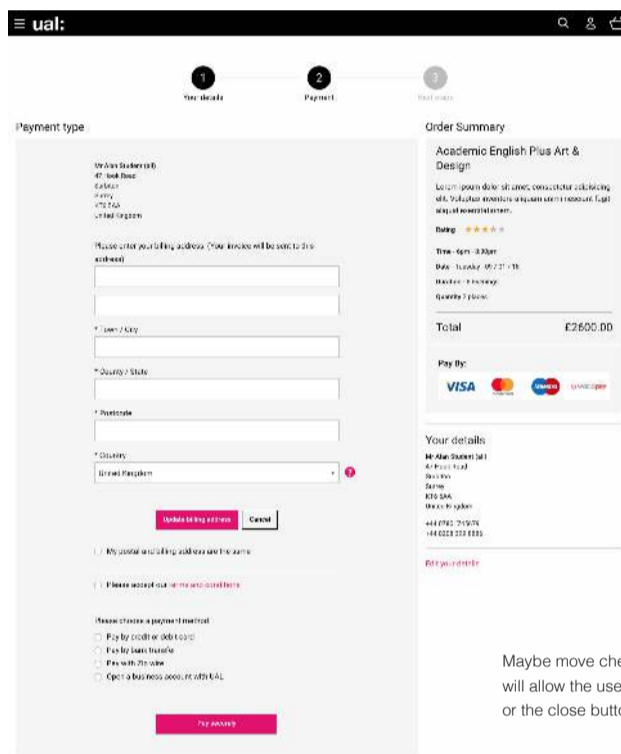
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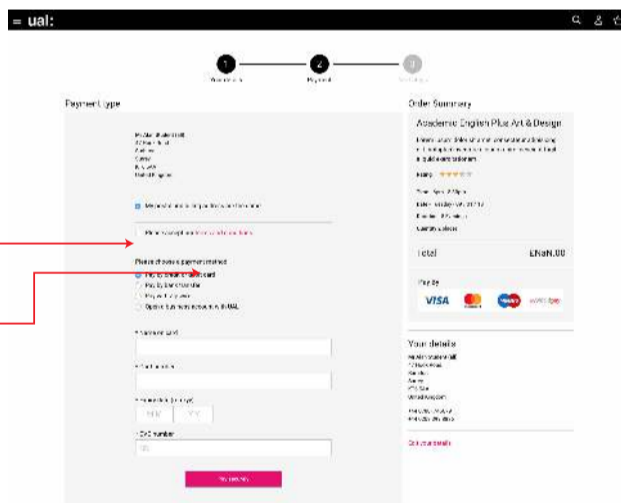
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Potentially move this to after payment details. It might be worth repeating a mini total at the top just to keep users informed of the costs.

Repeat this information by payment fields if user selects pay by card.

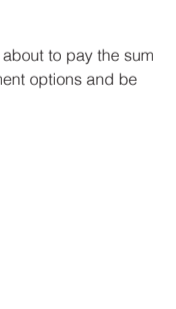


Maybe move check-box to top of form this will allow the user to use either the check box or the close button.



Add a copy saying " You are about to pay the sum of £XXXX.XX above the payment options and be really clear

Add images of payment cards next to radio box to reassure users that there payment method is accepted.

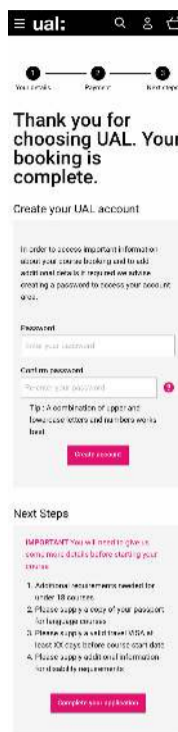
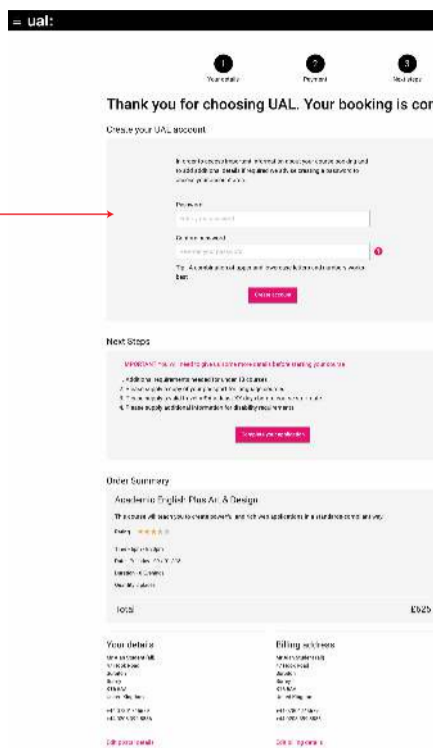


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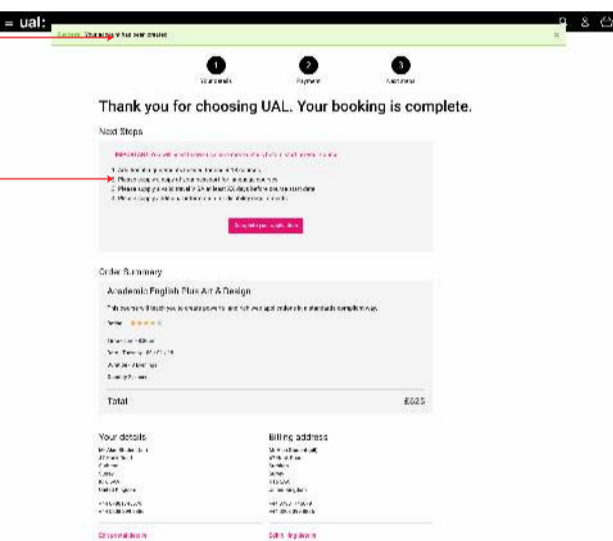
If possible have a are you sure page before payment is taken but that may be outside of our control (Stripe)



We should be very clear with the copy to let users know why they need to add a password



Consider making messaging disappear after 10 sec rather than letting users dismiss.



Make required actions much more prominent in red like profile area.

Deeper, more explanatory messaging and links would have helped users to move on to post payment tasks.

Give users alternative means of submitting this information e.g. chat, email, telephone.



Reduce H1 size or rewrite to be shorter for mobile.

Add a logout to icon at top of screen

Also maybe a drop-down with all the profile options in when logged in.

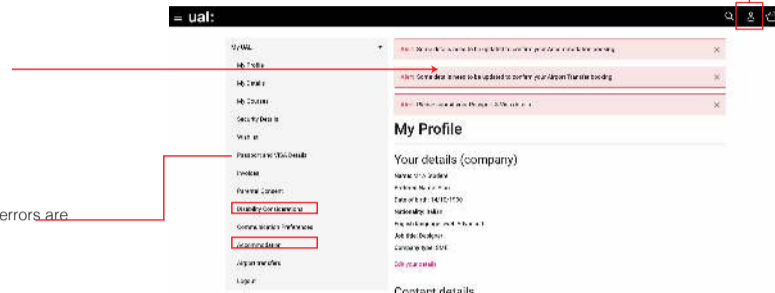
Add highlight to user profile to show something needs attention

Warnings could be shorter (Plane English for foreign speakers)

Make warnings click-able and Anchor links

Add a click here call to action

Add highlight (Logo) on left navigation to show where errors are



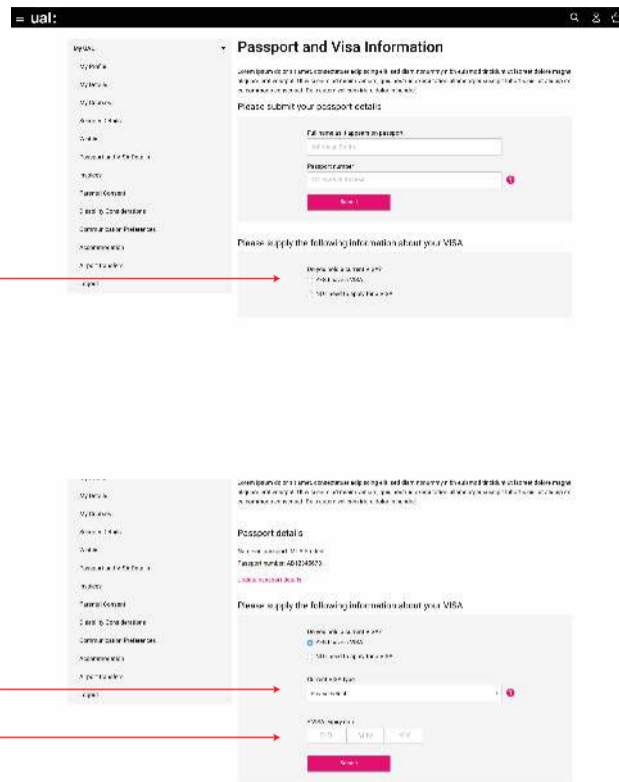
Make navigation collapsible

Potentially look at rearranging the left hand navigation to have more important links at the top and to group some links e.g. security details under "My Profile"

User asked to show all form fields but unfortunately that's not possible until you make a choice.

Make current visa type a compulsory field

Four number field for date and detail date format above input fields.



If navigating to another page and not collapsing the navigation we will need to anchor down the page when it loads.

On mobile it's not as obvious that passport details have a different submit to visa details. Might be worth splitting up visually or even giving a different page under "My details"

Potentially combine passport details and visa details into one input form.

**UT3 - TC02 - link to my "Airport Transfers" and add required information**

Add link to open fields which need amending

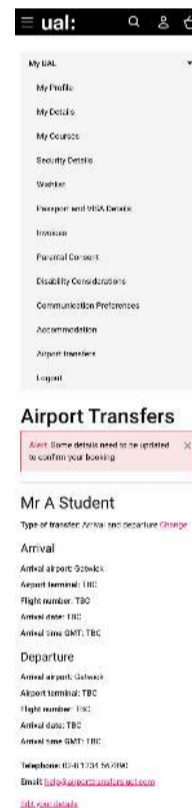
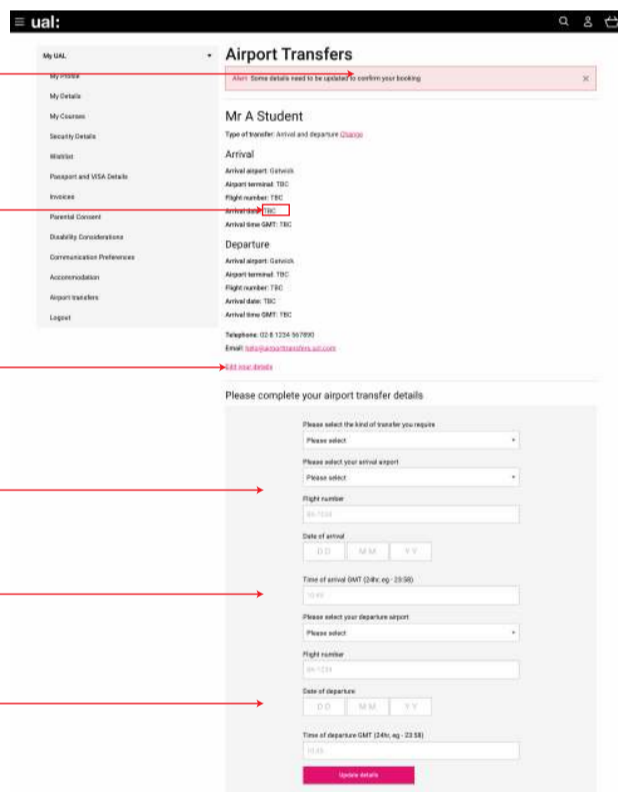
Highlight and add link to fields which need updating

Change naming of link to be "Update transfer details"

Make fields compulsory

Is a 24Hr input format acceptable for foreign students? Can we use device settings?

Generally users expected a date picker for all date fields.



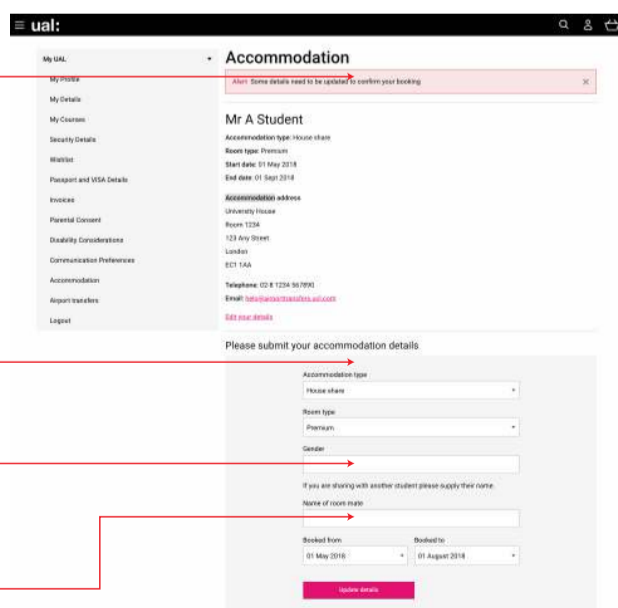
**UT3 - TC03 - link to my "Accommodation" and add required information**

Add link to open fields which need amending

Fields which can not be changed should be disabled e.g. if changing accommodation type changes the fee we will need a journey for this. TBD

Make gender a drop-down or remove. Some users saw this as a good thing allowing students to be precise about their preference.

This was not understood and should probably be remove.



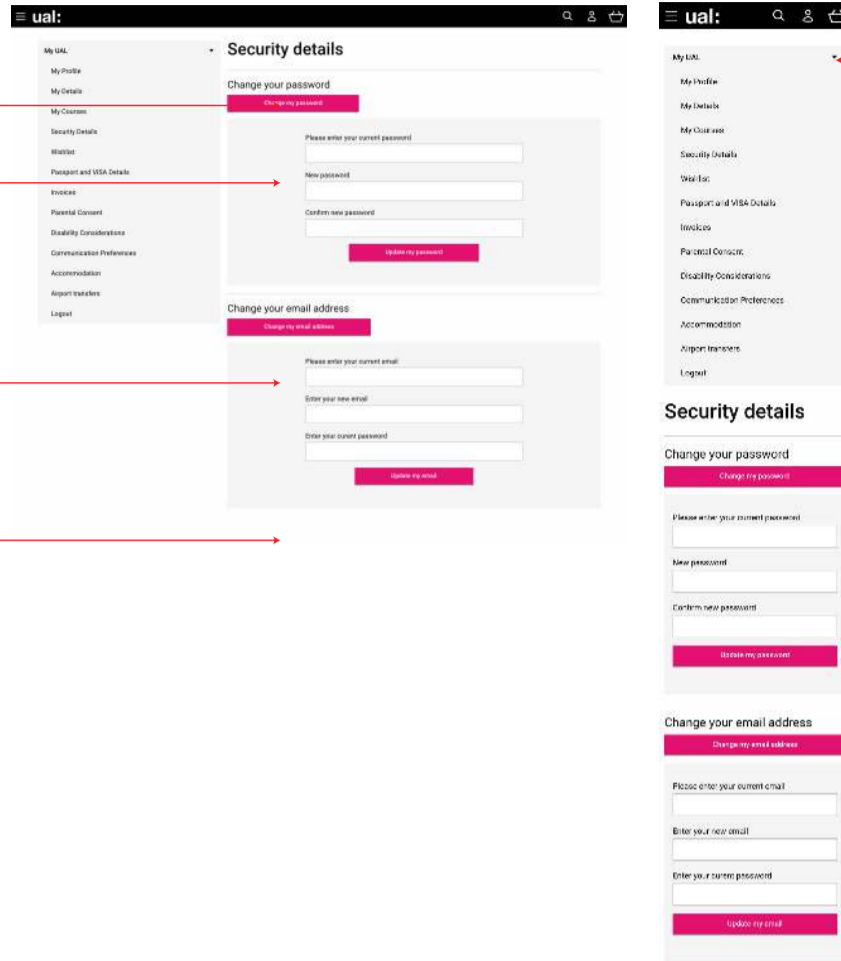
UT3 - TC06 - Check course information, invoice and email communication

Change password button should disappear when section is opened.

User asked to show all form fields open and thought it not necessary to click "Change password" This might be OK on desktop but on mobile collapsing may be better.

Add a confirm email field so that we can validate that the emails are the same.

Add emergency contact details and appropriate links to help if a user has problems changing there details.



If navigating to another page and not collapsing the navigation we will need to anchor down the page when it loads.

Change name of "Communication preferences" to be clear on purpose of page

Add explanatory text letting users know what they have agree to.

