

FAFSA Corrections on the Web

January 10, 2000 – wireframe walkthrough conducted by Katie Fitzpatrick

Attendees:

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The purpose of this meeting was to explain the navigation of the wireframes for the Corrections section of the site. The following is a summary of how the Corrections portion of release 5.X will work:

Steps:

Wireframe:

Login process	Complete014.htm
Enter transaction number (if known)	app\CorrApp\corrapp_intro.htm
Screen reader question	app\CorrApp\corrapp_intro2.htm
Introduction page – from this page the user has two options: <ol style="list-style-type: none"> 1. Start corrections (this continues at corrapp_1) 2. Select a specific step to correct (this would continue at on of the following pages, which correspond with the steps in the application: corrapp_1, corrapp_2, corrapp_3, corrapp_4, corrapp_5, corrapp_6 or corrapp_7) 	app\CorrApp\corrapp_intro3.htm
This wireframe presents the user with all parent questions for step one, and any child questions that were answered by the applicant. The user would then check off the questions (s)he wanted to correct. In this example, lets assume the user chose to correct #8, #10, early analysis, and #35 The user selects Next.	app\CorrApp\corrapp_1.htm
The next page presents only #8, the first question checked off on corrapp_1 along with the corresponding options for correction. In this example, the user may "Verify Submitted Answer is Correct" or make no changes to #8. The user selects Next.	app\CorrApp\corrapp_1a.htm
The next page presents the next question the user chose to correct, which in this example is #10.	app\CorrApp\corrapp_1b.htm

<p>In this example the user may edit the entered data, "Delete This Answer," "Verify Submitted Answer is Correct" or make no changes to #10.</p> <p>The user selects Next.</p>	
<p>The next page presents the "early analysis" question. In our example, the user originally selected that (s)he was and early analysis student.</p> <p>In this example the user may change the entered data from yes to no, "Delete this answer" or make no changes to the question.</p> <p>The user selects Next.</p>	app\CorrApp\corrapp_1c.htm
<p>If the user does not change the answer, and (s)he still claims to be an early analysis student, this page will not be given and clicking next will continue at app\CorrApp\corrapp_1e.htm</p> <p>If the user changes the answer from yes to no, then this page will be presented which displays questions 17-25. These questions need to be presented to students who are not in the early analysis category.</p> <p>This is an example of how related questions will be presented to the user when (s)he changes an answer to a question that has dependencies.</p> <p>The user will then answer these related questions.</p> <p>The user selects Next.</p>	app\CorrApp\corrapp_1d.htm
<p>The next page presents the user with #35, the drug conviction question.</p> <p>If the user changes the answer from no to yes, the drug worksheet will pop up for the user to complete.</p> <p>The user selects Next.</p>	app\CorrApp\corrapp_1e.htm
<p>Since the user has finished correcting the selected questions from step one, they are presented with step 2 questions.</p> <p>In our example the user chooses to correct #39 in Step 2.</p> <p>The user selects Next.</p>	app\CorrApp\corrapp_2.htm
<p>The next page presents the user with #39 and the corresponding worksheet used to answer #39.</p> <p>This is an example of how worksheets will be presented if the user chooses to correct a question that is a worksheet total.</p> <p>The user selects Next.</p>	app\CorrApp\corrapp_2a.htm
<p>The process will continue this way until the user completes steps one to seven, or chooses to "Submit All Corrections"</p>	
<p>Upon choosing to "Submit All Corrections" the user will either continue at Signatures (if dependent and parent information was changed) or Submit (for all other instances.)</p> <p>If the user did not make any corrections, the system will display the "No Corrections Made" page</p>	app\CorrApp\corrapp_step1.htm app\CorrApp\corrapp_submit1a.htm app\CorrApp\corrapp_nocorrections

"No Corrections Made" page	made.htm
Successful submission will present the user with the confirmation page.	app\CorrApp\corrapp_confirm.htm

The goal of formatting the corrections process as stated above, is to improve usability. The following are some examples of how usability was addressed:

1. The pages are broken out by step, rather than presenting the entire application to the user all at once. The user has the ability to jump to a particular step from the introduction page at the beginning of the corrections or from the left navigation bar throughout corrections.

This may save the user time. The user may also be used to seeing the FAFSA broken into steps (either online or on paper) therefore continuing to break up the application into steps will increase the user's familiarity with the process.
2. The questions selected by the user to correct are presented one by one, rather than bringing the user into the original page the question was on within the FAFSA on the Web or Renewal FAFSA on the Web.

Presenting only selected questions will cause less confusion for the user.
3. When changes are made to a question, the user is immediately presented with other questions that are effected by that change (if applicable).

Presenting related questions at this point, when the user is still thinking about a topic, will most likely create less confusion than presenting the questions at a later time.
4. Worksheets are presented to the user whenever (s)he selects to correct a question that has a related worksheet.

This allows the user to use a worksheet to complete a question.