To Highlight the Usability Issues in the Bangladesh Universities Websites

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Abstract - Websites are the mean of exploring the information from the internet and have a significance role in the field of internet. Usability also plays an important role in the exploration of the websites. The objective of this paper is to highlight the usability issues in the Bangladesh universities websites and giving the suggestions about the usability of the websites regarding its fulfillment of the rules and provide an easy way for the user to use the website smoothly and with no time consumption. After checking of some parameters regarding the usability of the websites, it was concluded that some websites have the rules fulfillment gap due to which a user is not facilitated properly in exploration these sites. There is one university which completely follows the rules according to the mentioned parameters regarding the usability. It was concluded that all websites should be developed around the fixed rules and regulations and they should strictly follow these rules in facilitating the new and experienced users.

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Strictly as per the compliance and regulations of:

To Highlight the Usability Issues in the Bangladesh Universities Websites

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Abstract - Websites are the mean of exploring the information from the internet and have a significance role in the field of internet. Usability also plays an important role in the exploration of the websites. The objective of this paper is to highlight the usability issues in the Bangladesh universities websites and giving the suggestions about the usability of the websites regarding its fulfillment of the rules and provide an easy way for the user to use the website smoothly and with no time consumption. After checking of some parameters regarding the usability of the websites, it was concluded that some websites have the rules fulfillment gap due to which a user is not facilitated properly in exploration these sites. There is one university which completely follows the rules according to the mentioned parameters regarding the usability. It was concluded that all websites should be developed around the fixed rules and regulations and they should strictly follow these rules in facilitating the new and experienced users.

I. Introduction

Usability is a popular feature that analyzes the lenience of use of the design for the user. The following parts can easily clarify the word "Usability" [1].

- Learnability is related with encountering the sketch for the first time; it will be easy for the user to encounter important tasks.
- Efficiency is how fast a user can come athwart the various tasks after erudition the plan.
- Memorability is to which point the user has the proficiency to complete different tasks simply which he had performed few years ago.
- Errors are how many faults made by the user, how rigorous they are and how easy they can be recoverable.
- Satisfaction is to what limits the design is acceptable?

Usability has a much significance role in the websites. For smooth exploration of the website, it is necessary to develop the sites fulfilling the user requirements regarding the usability so that the user will visit this site again and again this site will attract other users as well.

a) Logo
A proper place for the monogram in a website is the top left corner on the home page as well as on the linked pages which helps the user in identification of the website that he is on the same website he was using some time ago [2].

b) Title
Title/Name of the website must be present on the home page as well as on the linked pages having a link on it [3].

c) Search
There should be a search option on the right top corner on the home page as well as on the linked pages to help the user in searching something in the website without going to home page again and again [4].

d) Breadcrumbs
There should be a creation of breadcrumbs when a user is searching in the website. Breadcrumbs provide the step by step exploration information and are created below the horizontal bar of the page [5].

e) Color of Visited and Unvisited Links
The visited and unvisited links should be of different colors. The unvisited links should be of blue and visited links should be of purple color. When a link is visited / clicked, it should be changed from blue to purple color helping the user that this link is recently visited / clicked. [6].

f) Avoid Scrolling Horizontally
Every page of the website should be horizontally scrolling free preventing the user from a trouble and time consuming process in searching / view the contents of the page [7].

g) Back button is disabled
In every website the back button of the page should be enabled and there should not be the openness of the new window after clicking a link because on opening of new window on each clicking on link can create hesitation in the user and he can be confused about his location in the website [8].

h) About US
There should be an "About Us" segment in the website having a link on it providing the information about the organization / institution [9].

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i) Site Map

There should be Site map in the website summarizing the website in tree structure helping the user about the contents of the website [10].

1. *Bangladesh University of Engineering and Technology (www.buet.ac.bd)*

S.No	Parameters	Yes	No
1	Logo	Yes (No Link)	
2	Title	Yes (No Link)	
3	Search	Yes(On left side)	
4	Breadcrumbs		No
5	Color of Visited & unvisited Link		No
6	Avoid Scrolling horizontally		No
7	Back button enable	Yes	
8	About us used for University info	Yes	
9	Site Map		No

After the detailed study of the different parameters regarding the usability for the different universities of the Bangladesh, different issues were discovered. The parameters checked against different universities are shown in tabular form.

The monogram is present on the home page on the left top corner as well as on the linked pages having no link on it. The Title of the website is also present on every page at the top beside the monogram but there is no link on it.

The search option should be on the right top corner but in this site, it is at mid left side of the page.

The breadcrumbs are the segments in the website show the step by step navigation of the user helping the user that through which navigation he is going on, but when the breadcrumbs were checked for this website, it was pointed out that there is no creation of breadcrumbs in this website.

The colors of the visited and unvisited links were checked in this website. It was noticed that the unvisited links were of specific color but when the link was visited then its color was not changed to another specific color which cannot be helpful for the user in identifying that which link he has visited and which are not.

There is horizontal scrolling in the website and the user scroll horizontally again and again to see the necessary information lying on the scrolling side of the page.

The pages of the website were also checked that the back button is enabled or disabled, but it was noticed that the back button for this website is enabled and the user feels easily in searching something without facing the appearance of the new tab / window.

The "About Us" which contains the university information is present in the website.

The "Site map" in the website summarizing the website in tree structure helping the user about the contents of the website is lacking in this website.

2. *Brac University, Bangladesh (www.bracuniversity.net)*

S.No	Parameters	Yes	No
1	Logo	Yes (On right side & No link)	
2	Title	Yes (No link)	
3	Search	Yes	
4	Breadcrumbs		No
5	Color of Visited & unvisited Link	Yes	
6	Avoid Scrolling horizontally	Yes (Having little)	
7	Back button enable	Yes	
8	About us used for university info	Yes	
9	Site Map	Yes	

The monogram of the website is present on the page but is present on the right side of the page having no link on it. The title is also available on the home page and on the linked pages but having no link on it. Search option is available on the home page and on the linked page at the right top corner to facilitate the user to search the contents of the site without any difficulty and in less time.

Breadcrumbs in this site are not creating and the color of visited links is changing from one color to another.

There is a little horizontal scrolling in the website but scrolling is so little that it facilitates the user to see the contents easily. The back button in the pages of this site is enabled so that the user is protected from the opening of the new tab for each link's visit.

"About us" giving the information of the university is also present in the website.

"Site Map" showing the contents of the website in hierarchical structure is also present in the website of this university.

3. *Daffodil International University (www.daffodilvarsity.edu.bd)*

S.No	Parameters	Yes	No
1	Logo	Yes	
2	Title	yes	
3	Search	No	
4	Breadcrumbs	Yes	
5	Color of Visited & unvisited Link		No
6	Avoid Scrolling horizontally		No
7	Back button enable	Yes	
8	About us used for university info	yes	
9	Site Map		No

The monogram of the university is present at its proper place and the title is also present at the top beside the monogram.

The search option which is used to search the contents of the website is completely missing in this website.

The breadcrumbs are creating in this website at the time of navigation.

The color of the unvisited and visited links are same means do not change from one color to another when the link is visited.

The back button is enabled on every page and no new tab appears when a user clicks on a link to visit.

"About us" is also present in the website providing the university information.
The "Site Map" is completely lacking in this website.

4. *Independent University, Bangladesh (www.iub.edu.bd)*

S.No	Parameters	Yes	No
1	Logo	Yes(Not at left top corner)	
2	Title	No	
3	Search	Yes (On left side)	
4	Breadcrumbs		No
5	Color of Visited & unvisited Link		No
6	Avoid Scrolling horizontally		No
7	Back button enable	Yes	
8	About us used for university info	Yes(Heading is The university instead of About us)	
9	Site Map		No

The monogram is present in the website but is not at the left top corner. The title of the website is completely missing. The search option use for searching the contents of the website is present but is on the left side of the page rather than on the right top corner of the page.

The breadcrumbs are not creating when the links in the sites are navigated.

The color of the unvisited and visited links remains same due to which it is difficult for the user to discriminate between the unvisited and visited links.

Horizontal scrolling also takes place in the website when the complete contents of the page to be seen.

The back button is enabled on every page and no new tab appears when a user clicks on a link to visit.

"About us" is present in the university's website but its name is changed "The University" rather than "About Us" which is not a big problem.
The "Site Map" is completely missing in website.

5. *University of Dhaka, Bangladesh (www.du.ac.bd)*

S.No	Parameters	Yes	No
1	Logo	Yes	
2	Title	Yes(Link is not available)	
3	Search	Yes	
4	Breadcrumbs		No
5	Color of Visited & unvisited Link		No
6	Avoid Scrolling horizontally		No
7	Back button enable	Yes	
8	About us used for university info	Yes (The university is used instead of About us)	
9	Site Map		No

The monogram is present on its proper place (left top corner) and the title of the website is also present beside the monogram but link on the title is not present. The search option is also present at the right top corner of the page.

The breadcrumbs are not creating when the links in the sites are navigated.

The color of the unvisited and visited links remains same due to which it is difficult for the user to discriminate between the unvisited and visited links.

Horizontal scrolling also takes place in the website when the complete contents of the page to be seen.

The back button is enabled on every page and no new tab appears when a user clicks on a link to visit.

"About us" is present in the university's website but its name is changed "The University" rather than "About Us" which is not a big problem.

The "Site Map" is also absent in the website of this university.

6. *North South University, Bangladesh (www.northsouth.edu)*

S.No	Parameters	Yes	No
1	Logo	Yes	
2	Title	Yes (Link Not available)	
3	Search		No
4	Breadcrumbs		No
5	Color of Visited & unvisited Link		No
6	Avoid Scrolling horizontally	Yes	
7	Back button enable	Yes	
8	About us used for university info		No
9	Site Map	Yes	

The monogram is present on its proper place (left top corner) and the title of the website is also present beside the monogram but link on the title is not present. The search option is completely missing in this website to facilitate the user in searching the contents of the website.

The breadcrumbs are not creating when the links in the sites are navigated.

The color of the unvisited and visited links remains same due to which it is difficult for the user to discriminate between the unvisited and visited links. There is no horizontal scrolling in the website of this university due to which a user will feel comfortable in using this site and will be free of headache in seeing the complete contents of the page.

The back button is enabled on every page and no new tab appears when a user clicks on a link to visit.

The "About Us" is completely missing in that site due to which a user will be unaware about the information of the website which he is using. The "Site Map" is present in this site.

7. *United International University, Bangladesh (www.ui ubd.com)*

S.No	Parameters	Yes	No
1	Logo	Yes	
2	Title	Yes	
3	Search	Yes	
4	Breadcrumbs	Yes	
5	Color of Visited & unvisited Link	Yes	
6	Avoid Scrolling horizontally	Yes	
7	Back button enable	Yes	
8	About us used for university info	Yes	
9	Site Map	Yes	

The under consideration parameters of usability were checked for different universities of Bangladesh but some are present while some are lacking in these sites. The selected parameters which are listed in the above table were checked for the above mentioned university website, the study shows that the above parameters are present in the website of this university which fulfills the rules and regulations and this site seems to be most suitable site for the user because in this type of site, a user does not face any type of difficulty and no time is consumed.

8. *Bangladesh Agriculture University (www.bau.edu .bd)*

S.No	Parameters	Yes	No
1	Logo	Yes	
2	Title	Yes (Link is not available)	
3	Search	Yes	
4	Breadcrumbs		No
5	Color of Visited & unvisited Link		No
6	Avoid Scrolling horizontally		No
7	Back button enable	Yes	
8	About us used for university info	Yes	
9	Site Map	Yes	

The monogram is present on its proper place (left top corner) and the title of the website is also present beside the monogram but link on the title is not present. The search option is also present at the right top corner of the page.

The breadcrumbs are not creating when the links in the sites are navigated.

The color of the unvisited and visited links remains same due to which it is difficult for the user to discriminate between the unvisited and visited links.

Horizontal scrolling also takes place in the website when the complete contents of the page to be seen.

The back button in the pages of this site is enabled so that the user is protected from the opening of the new tab for each link's visit.

"About us" giving the information of the university is also present in the website.

"Site Map" showing the contents of the website in hierarchical structure is also present in the website of this university.

9. *Noakhali Science and Technology University (www. nstu.edu.bd)*

S.No	Parameters	Yes	No
1	Logo	Yes	
2	Title	Yes (No link on it)	
3	Search	Yes (On left side)	
4	Breadcrumbs	Yes	
5	Color of Visited & unvisited Link		No
6	Avoid Scrolling horizontally		No
7	Back button enable	Yes	
8	About us used for university info	Yes	
9	Site Map		No

The monogram is present on its proper place (left top corner) and the title of the website is also present beside the monogram but link on the title is not present. The search option use for searching the contents of the website is present but is on the left side of the page rather than on the right top corner of the page. The breadcrumbs are creating in this website at the time of navigation. The color of the unvisited and visited links remains same due to which it is difficult for the user to discriminate between the unvisited and visited links.

Horizontal scrolling also takes place in the website when the complete contents of the page to be seen. The back button in the pages of this site is enabled so that the user is protected from the opening of the new tab for each link's visit.

"About us" giving the information of the university is also present in the website.
The "Site Map" is completely missing in this website.

II. Conclusion

After the detailed study of some websites of the Bangladesh universities and were checked for the above mentioned parameters regarding the usability, it was concluded that the websites of different universities do not follow the rules and develop their sites mostly by their own choices. A the users are used to the websites which are developed according to the rules of usability, so the user face different problems in using these type of sites which are not followers of these rules and the interest of the user became coming to an end. There should not be the hurdle in the way of the user in using the sites to accomplish different tasks. All websites should be developed around the fixed rules and regulations and they should strictly follow these rules in facilitating the new and experienced users.

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