



Kaplan University Website Heurstic Evaluation June 24, 2016





ADOBE Experience

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# **Overview**

The Adobe Experience Consulting team was asked by Kaplan University to perform a heuristic evaluation of their current homepage for both desktop and mobile.

The heuristic evaluation as a usability inspection method that helps to identify usability problems in the user interface (UI) design. It specifically involves examining the interface and judging its compliance with recognized usability principles The main goal of heuristic evaluations is to identify any problems associated with the design of user interfaces.

The team was also tasked to do a competitive analysis. This was done by comparing features, content, or design elements across competitor websites. Competitive usability evaluations are a method to determine how your site performs in relation to your competitors' sites.

Finally, the team provided visual design recommendations based on the findings from both the heuristic evaluation and the competitive research.









Website Homepage Evaluation - Desktop & Mobile



1.0 Homepage - Desktop

### **GLOBAL OVERVIEW**

### Website Design

- Overall website design needs to be updated.
- Feels dated, quiet and lacking visual impact

### **Content & Content Modules**

- (Spotlight, Events, Find Programs, etc) Images, messaging, font sizes, too small, too quiet and uninspiring.

- Messaging on the homepage needs to speak more to why the user should attend Kaplan University

- The homepage needs to include an overview and highlights of Kaplan University

- Clear messaging and content needs to be updated. More direct CTAs or aspirational copy needs to be flowed into the carousel

- Include school's recent stats of how they have been performing over the past year

- Brand voice needs to be updated. Comes across as amateurish and a unsophisticated.

12





### 1. Search Bar

- Search field too large width
- Search icon should be inside of search bar.

### 2. Header Bar

- Too much valuable space at top dedicated to 4 CTAs.

- Elements need to be scaled down or consolidated with the top bar nav elements (search, login, etc)

- Phone # with "KAPLAN U" can we display the the actual #s are or at least under it. A frustrating experience as a user as they are trying to dial. - Nice to have the phone # be able to be dialed from desktop also besides mobile only

### 3. Navigation

- Is the order of navigation correct based on hierarchy, importance or analytics to support this?

- Overall design needs to be updated, dated - Can we adjust some of the language to have

- Kaplan's brand sounding more sophisticated.
- EX: "Programs" change to "Academics"

### 4. Image Carousel

- Images, copy and messaging could be improved allowing more click-thru and possible conversion

- This image needs at CTA under copy
- Pagination is difficult to see and click on
- (See competitor examples on pg 1.4)

### 5. Spotlight

- Images, messaging, font sizes, too small, too quiet and uninspiring.

### 6. Events

- Needs overview messaging
- Needs a design update
- List more dates or CTA to view all events

### 7. Find Programs

- Needs overview messaging
- Needs a design update
- Add in additional drop downs to narrow down search results

### 8. Find a location

- Needs overview messaging
- Needs a design update
- Add in additional drop downs to narrow down search results

- Additional option needed for user who wants to study online and attend a campus

### 9. Success stories

- Images, messaging, font sizes, too small, too quiet and uninspiring.

- Needs a design update

### 10. Copy & Messaging

- Is this tool getting any traction and does it need to be a feature on the homepage. - Would a tuition and fees calculator make more

sense here

### **11.** Copy

- This copy seems random, unnecessary and placed as an after thought

- The first line of copy "Kaplan University cannot guarantee employment or career advancement". These needs to be moved and reduced in size if this is required. This negative message isn't the best line of copy for users to see

### 12. Footer

- Can any of these footer links be moved into the main content area as a feature?

### 13. Social

- Can this be moved into the main content area

- Show a social feed from FB or Twitter

1.1 Homepage - Desktop - Carousel

### Home page carousel

 Images, copy and messaging could be improved allowing more click-thru and possible conversion
 Needs at CTA under copy



- Pagination is difficult to see and click on



- Transfer credits was already messaged in the 1st image. Need to message for features about Kaplan (Why Kaplan, Online classes, flexibility, success stories, stats, etc)



- Pagination is difficult to see and click on



Images, copy and messaging could be improved allowing more click-thru and possible conversion
Needs at CTA under copy

- Images, copy and messaging could be improved allowing more click-thru and possible conversion

- Is this stat important to the majority of people wanting to attend Kaplan University

- Maybe a feature more important could replace this image. (Why Kaplan, Online classes, flexibility, success stories, stats, etc)





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1.2 Homepage - Desktop - Live Chat and Spotlight Video

### **Live Chat**



- Modal for live chat is too large in size and design is too busy
- Center the chat window within the page
- Background needs to be darkened so Chat window is in focus (See Spotlight Video modal
- Having users fill this information out first before starting the live chat session may cause some user drop-off. Allow users to start session right away

		Search		Q	Student Login
A different school of thought. KAPLAN UNIVERSITY	S 866 KAPLAN U	Q LIVE CHAT			LNOW
ABOUT PROGRAMS	PAYING FOR SCHOOL	ADMISSIONS	TUDENT EXPERIENCE	ACADEMIC SUPPORT	INFO FOR
Home > Site Search		KAPLAN			Ρ
nursi		UNIVERSITY	SEARCH	Request Information	
1441 res Chat live v	vith a Kaplan Universi	ty Advisor		Zip Code :	
PAGE Kaplan Advisor: Kaplan Advisor:	Welcome to Kaplan Univers	ity! s about our		Choose your Highest Edu Are you or your spouse a	ucation \$
School Earn an d earn you http://ww	education options.		line courses so you can	Choose an area of study Choose a Program*	\$
Nursing X No thanks				Choose a Concentration	\$ Step 1 of 2
http://www.kaplanuniversity.edu/nursin Nurses Week 2016 - Informatio Learn about nursing industry news and http://www.kaplanuniversity.edu/Nurses	g/nursingfbrum/ n About Nursing as a Career careers as Kaplan University celeb s_Week.aspx	Path rates nurses week.		Call Now: 🕻 866 KAPL	AN U
Nursing Degree Programs   Fac Learn more about the nursing degree p http://www.kaplanuniversity.edu/nursin	culty and Staff program faculty and staff at Kaplan U g/faculty.aspx	Jniversity.		Chat LIN Kaplan Univ	VE with a Versity Advisor
Nursing Blog - Kaplan Universi Learn about nurses week, on our nursi http://www.kaplanuniversity.edu/nursing	ty Features Nurses Week Co ng blog. g/blog.aspx	mmentary		CHAT	NOW
View More Results					•

- Modal for live chat is too large in size and design is too busy
- Chat window text field too small. Should fill most of the page and small minimal branding
- Center the chat window within the page
- Can't be moved or repositioned. Covers content the user may want to look at
- Background needs to be darkened so Chat window is in focus





### **Spotlight video**



- Video needs to be larger. - Too much copy under video

- Why is this private? This message may deter users from wanted to explore some of the other videos

1.3 Homepage - Desktop - Mega and Drop Down Menus

### Drop down and mega-menus





Large title, icon and supporting copy can be reduced in size

Program lists at the bottom can be 3 columns instead of 2 columns. This will reduce the height of the entire menu

"View All" list can be incorporated into the program lists above

 "Info For" lists can be 3 columns
 instead of 2 columns. This will reduce the height of the entire menu

- Remove images and replace with icons

1.4 Homepage - Mobile





### 1. Hamburger/Arrow Menu

- Dual menu is confusing. There are some overlap within the arrow menu.

- Arrow menu button doesn't seem clear. Explore a different icon.

- Arrow menu contains important functionality such as Find Program, Locations, Login. Can this be surfaced on the nav bar itself.

2. Call and Chat and Information buttons
What are the metrics around the Call/Chat/Info/ Enroll items?

3. Find Programs/Study Online/Location - Inefficient use of space.

- Wizard for Find Program

### -Anchored Progress bar

- Shopping cart
- Enrollment progress bar?Anchored status bar?
- Location
  - Geolocation for the nearest KU
  - Use a Map View
- 4. Spotlight/Success Stories/Events

- Spotlight / Events / Success Stories all carry the same visual weight.

- Expand content to be more touch friendly.
- Explore tile approach or swiping.

- Spotlight needs more differentiation from success stories.

- Events can be listed in a blog like format.

- Success stories - should be full width and have a play button to indicate it's a video

- Highlight classes in the success stories

- Consider reorganizing the content. Which is more important.

- Social Media is nowhere to be found in the content area. Utilize a social feed to in the content area of the home page.

- 5. Degree Completion Calculator
- This appears to be an after thought.
- What are the metrics around this tool?

1.5 Homepage - Mobile - Navigation



0		
	<ul> <li>Enroll Now</li> <li>Find Programs</li> </ul>	
	Find Locations	
	SOCIAL MEDIA	
	KU Facebook Page	
001	E KU Twitter Page	
	KU YouTube Channel	
	KU Google+ Page	
	in KU LinkedIn Page	
124 1	KU Pinterest Page	
	KU Instagram Page	
)	REGISTERED USER LOGIN	0
grams	STUDENT CONSUMER	0
idv.	MEDIA LIBRARY	0
	INFO FOR	0
•	ACCREDITATION	0
GRAMS	DOCUMENTS	0
	STUDENT SERVICES	0
	ACADEMIC PROGRAMS	0
	LEARNING AT KAPLAN UNIVERSITY	0
Find a Location	ABOUT KAPLAN	0
üp		



### 1. Hamburger/Arrow Menu

4

4

2

- Dual menu is confusing. There are some overlap within the arrow menu.

- Arrow menu button doesn't seem clear. Explore a different icon.

- Arrow menu contains important functionality such as Find Program, Locations, Login. Can this be surfaced on the nav bar itself.

 2. Both menus and their contents
 - Consolidate the hamburger menu navigation and content and the arrow menu navigation and content into 1 menu

3. Search Icon
Move search icon out of the hamburger menu to top of homepage to the right

4. Social Media

- Move search icon out of the arrow menu inot the homepage

1.6 M.Homepage - Mobile





University. Individual student experiences may vary.



### 1. Mobile vs. Fullsite

- Site experience starts off with a m. experience. The dropdown menu and anchored top navigation are elegent/efficient features.

- Design and branding does not appear to be aligned with Kaplan University's full website



# Competitive Research - Desktop & Mobile

PHARMAN IN COLUMN



2.0 Competitive Research - Desktop - Brightwood College



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### Overview

- 1 Nice use of aspirational copy
- 2 Nice big photos

**3** Good use of finding a program and location within the same box

4 Highlight events for new students

**5** Nice copy for college supporting you throughout your education

**6** Good use of location and map with cities highlighted

- 7 Large video still image for success story
- 8 Integrated social
- 9 Auto-suggest search

2.0 Competitive Research - Mobile - Brightwood College



### **Our Locations**

through an affiliated school.



(\$)

### We'll Help You Find A Way To Pay For College

A college education can lead to a better career and a better life, but just thinking about how to pay for it can be overwhelming. We'll help you navigate the process and work with you to find a combination of loans, grants, and scholarships that will work for you.

### Paying for College







### Join the Conversation on Twitter

@BrightwoodEdu Campus Spotlight: Blue never looked so bright! We're having a wonderful time welcoming staff and students. #StayBright







2.1 Competitive Research - Desktop - Blueprint





on	(g+)
reviews games	Check out Blueprint LSAT Prep on Google+

### Overview

- 1 Nice use of aspirational copy
- 2 Nice big photos
- 3 Clear CTAs
- 4 Student name and major call out
- 5 Live chat callout at bottom. Remains anchored at bottom
- 6 Good use of campus photos for upcoming events
- 7 News and Announcements
- 8 Integrated social
- 9 Good use of icons

2.1 Competitive Research - Desktop - Blueprint





Other companies can't stack up against the depth of Blueprint's classroom LSAT course, which includes 76 hours of lectures, 24 hours of proctored practice exams, 12 hours of online clinics, and hundreds of additional hours of online homework explanations.

With a unique combination of classroom and online resources, our students have more learning tools at their disposal than Albert Einstein holding an Encyclopedia Britannica. No other LSAT prep company can match the scale and flexibility of the Blueprint classroom course. So what are you waiting for? Take your first step toward LSAT (and world) domination today.



Our curriculum is updated every year to keep pace with changes on the LSAT. If you take Blueprint, you will be the most prepared student in the room come test day.



# THE BEST INSTRUCTORS

They're super smart. And kinda hot too.

Blueprint LSAT Prep only hires the top 5% of instructors who apply. Not only do applicants have to look good on paper (an LSAT score of 170 earned on an actual test administered by Law Services is required), but they must be able to teach up to our very high standards.

Training Before Hiring

That's why we fly the best LSAT instructors in the world to Los Angeles, where they're personally trained by Blueprint LSAT Prep founders Matt, Trent and Jodi. They spend 70 hours watching presentations, participating in improvisational comedy, and weasing their abilities by "lecturing" us on various topics ("He

Training Before Teaching First Class



# **UP YOUR SCORE.**

Blueprint LSAT Cassroom students increase their practice LSAT scores by an average of 11 points.

Eleven points is amazing, but we didn't stop there. MORE INFO



FIND



### Overview

1 Good use of icons and highlights what the college offers

- 2 Stats
- **3** Good use of calling out Instructors
- 4 Instructor photos

**5** Nice photo with happy student. This program helped her improve. Copy to support it



2.1 Competitive Research - Desktop - Blueprint



# \_ STARTED A SIMPLE IDEA

3 ABOUT US FOUNDERS OUR TEAM FINANCIAL AID CONTACT US **OUR** STORY

The three Blueprint founders each taught standardized tests well before starting their own company. Two did so to subsidize graduate school stipends while the third dearly wanted to avoid law school. They found that test preparation, as it was practiced, utilized dry curricula and even dryer teaching methods. As they developed ways of overcoming this problem a theme emerged:

If students have fun, they'll learn more and perform better. Much better, it turns out.





In 2005 Jodi, Trent, and Matt decided to make an LSAT company founded on two principles. They wanted to make their classes and materials interesting enough that students would actually enjoy studying and they wanted to make a company for which they'd want to work.







### Overview

1 Stats

2 Stats

3 Anchored navigation throughout single page scroll

- 4 Nice treatment of the school's history
- 5 Stats

2.1 Competitive Research - Mobile - Blueprint







feedback to ensure they're teaching the class up to our Graph is representative of a standard instructor candidate. Individual candidates may train more or less depending experience and aptitude.

2.2 Competitive Research - Desktop - University of Phoenix







Larry Fitzgerald: 2016 Graduate >

Career opportunities >





Networking in our communities 🗲

### Overview

- 1 Nice use of aspirational copy
- 2 Important dates and events callout
- 3 Program selector
- 4 Courses and certificates call out
- 5 Why Phoenix?
- 6 Stats and icons
- 7 Information for specific students

8 Nice use of hashtag for social integration and Student testimonials, Career opportunities and Networking callouts

2.2 Competitive Research - Mobile - University of Phoenix







### **New Students**

Non-Degree Learner

Transfer Students International

Students &

Doctoral Students

Is University of Phoenix an accredited university?

Where can I explore degree options?

What resources are available to me to help develop a financial plan to pay for my education?

How can I fund my education?

How long will it take to complete my degree?

How do l'attend à class online?

How do I get started?

2.3 Competitive Research - Desktop - Strayer University



		Select a State
	Or	ZIP Code
7	<b>Learn Online</b> Take interactive classes online for maximum flexibility that fits your busy schedule.	
	LEARN MORE	
8	Do Both We make it easy to mix and match on-ground and onli experience.	ne classes for the bes
	Many studies have proven that students who study the both on-campus and online learning outperform those only on campus.*	ough a coml a who study o
	**The Blended Learning Toolkit: Improving Student Performance and Retention." Educause. Dec. 2011. **Evaluation of Evidence-Based Practices in Online Learning: A Meta-Analysis and Review of Online Learning 5 2010.	Studies." U.S. Department
9	STRAYER IS ACCREDITED, TRUSTED	D, VALUED.
	You can be confident that your Strayer degree is recogniz schools and companies across the country.	ed and respe



Strayer University is regionally accredited by the Middle States Commission on Higher Education, the same organization that accredits universities like Princeton University, Johns Hopkins University, Syracuse University, and many more. Have the confidence that your degree will be recognized and respected by schools and organizations across the country.



120 YEARS. 100,000 GRADUATES. 1 PURPOSE





ected by

### SEE WHY ACCREDITATION MATTERS

### Overview

- 1 Request information form right on homepage at the top
- 2 Live countdown clock for classes starting
- 3 Nice visuals with support copy

4 Anchored navigation throughout single page scroll

- 5 Large program callout module
- 6 Large Find a campus callout module
- 7 Large Learn online callout module
- 8 Large Learn online and campus callout module
- 9 Large trusted name callout

2.3 Competitive Research - Desktop - Strayer University





### Overview

- 1 Alumni testimonials
- 2 Costs chart
- 3 Detailed diagrams
- 4 Registration form at bottom of all pages

2.3 Competitive Research - Mobile - Strayer University



Life portfolio Challenge exam 3

\* All fields required

Degree Level Desired

First Name

Last Name

Zip Code

Email

Phone



### WE'LL HELP YOU AFFORD YOUR DEGREE.

### SAVE FROM THE START

This chart shows how much less a Strayer's bachelor's degree is versus selected schools. That's before including the savings you coul see from Grad Fund, transfer credits and more.



2.4 Competitive Research - Desktop - Ball State University









800-382-8540 and 765-289-1241

academic colleges across campu



# Learn at Ball State

Our top-ranked academic programs make us one of the best in the Midwest. Our research helps shape the world around us. And our passionate and nurturing faculty steer this

RGRADUATE STUDIES
ADUATE STUDIES
& DISTANCE LEARNING
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### Overview

- 1 Nice big photos throughout homepage
- 2 Stats
- 3 Quotes
- 4 Student spotlights and News
- 5 3 clear CTAs for user to find information
- 6 Stats
- 7 3 clear CTAs for user to find information

2.4 Competitive Research - Mobile - Ball State University



# SPOTLIGHTS

Music for All returns with Ball State as sponsor

The university has hosted the symposium since 2011, and under the sponsorship agreement, it will continue to do so through 2023.

Read Story >



### Gallup: Most Ball State alumni are satisfied with work and personal lives

Thousands of graduates report their education was worth the cost in terms of their well-being today.

Read Story >



### A lifetime of memories

After 50 years, Benny the Barber says loyal customers and 'good kids' made his job into a career he loved.

Read Story >









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2.5 Competitive Research - Desktop - Trinity University





### Overview

1 Apply now is a slide out registration form on the homepage

- 2 Nice large photos
- 3 News Carousel

4 Nice large email capture for students wanting information or events

- 5 1st year students success story
- 6 About the college
- 7 Stats
- 8 Student research success story
- **9** Tabs navigation and large list of all programs
- 10 2nd year students success story

11 Admissions information and large tabbed deadline and event information

2.5 Competitive Research - Mobile - Trinity University





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# About Trinity

**Is Trinity for you?** If you value very small class sizes, close connections with faculty and fellow students, and a challenging yet supportive academic environment with broad undergraduate research opportunities, it probably is. With 2,299 talented undergraduate students, the University is known for its stimulating, resourceful, and collaborative environment—in the classroom, on campus, and around the world.

Student Profile	
Academics	
Campus Life	
San Antonio	





FIRST YEARS IN TOP 20% OF CLASS







More About Trinity →

2.6 Competitive Research - Desktop - Rowan University



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### Overview

1 News

- 2 Nice 3 tab navigation for calendar or events
- 3 Nice 2 tab navigation for social media feeds
- 4 Social Media Instagram feed
- 5 Request information right on the home page

2.6 Competitive Research - Mobile - Rowan University







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2.7 Competitive Research - Mega Menus - Columbia & Callaway



f Ø	li t CL	UBS - BALLS -	ACCESSORIES -	Canaday	TEAM COMM	UNITY NEWS + MED	AIA -
	MEN'S	DRIVERS	FAIRWAY	HYBRIDS	IRON/COMBO	WEDGES	More
	WOMEN'S	XR 16	WOODS	Apex	SETS	MD3 Milled Matte	Clearan
2	ODYSSEY	XR 16 Pro	XR 16	Big Bertha	Apex CF 16	Black	Classic
	PUTTERS	XR 16 Sub Zero	XR 16 Pro	XR OS	Apex Pro 16	MD3 Milled Chrome	Custom
	COMPLETE SETS	Great Big Bertha	Great Big Bertha	XR	Apex Black	MD3 Milled Lucky Clover	Trade In
		Big Bertha Alpha	Great Big Bertha	XR Pro	Big Bertha	Mack Daddy PM	Up!
	JONIORS	816 ♦♦	Heavenwood	Apex Utility	XR OS	Grind Matte Black	Gift Car
	LEFT-HANDED	Great Big Bertha	Big Bertha Alpha 816		XR	Mack Daddy PM-	Addition
		Big Bertha Alpha 816 ♦♦ udesign			View More	Grind Chrome	View A





### Overview

1 Well organized, easy to navigate, good use of white space

2 Nice sub-navigation and categories

3 Nice separation between categories and "More"

3 lubs Fitting Trade

ll Men's

2.8 Competitive Research - Mega Menus - Adidas & Keller School







### Overview

- 1 Well organized, easy to navigate, good use of white space
- **2** Nice separation between categories and "Other Sports"
- 3 Nice use of images, helps break up categories
- 4 Good use of functionality within a menu
- 5 Nice use of icons for other information
- **6** Nice seperation between categories and "Other Learning"





# **Design Concept 1**

# **Discussion Points:**

- Single page overview Brochure vs. Functional
- Overall look and feel
- Brand voice Why Kaplan University?
- Benefits & features
- Surfacing buried content
- Messaging Personal vs. Career focused
- Student and alumni success stories
- Consolidated header bar elements
- Navigation hierarchy and language
- Enhanced website functionality and elements
- Photography
- Icons, charts, graphs



SUCCESS STORIES





WHY KAPLAN UNIVERSITY?





FLEXIBILITY Consequentur magni dolores eos qui ratione voluptatem sequi nesciunt. Neque porro quisquam est, qui dolorem ipsum quia dolor sit amet, consectetur, adipisci velit, sed quia

Online Learning Experience Campus Learning Experience Classroom Library Advisors Your Schedules

The World Becomes Your Classroom



At Kaplan University, lorem ipsum dolor sit amet, consect etur adipisicing elit, sed do eiusmod tempor incididunt ut labore et dolore magna alique. Ut enim ad minim veniam, quis nostrud exercitation ullanco laboris nisi ut allequi pex ea commodo consequat. Duis aute irure dolor in reprehendent in voluptate velit esse cillum dolore eu fugiat nulla panatur.



### FLEXIBILITY



# AFFORDABILITY

### **Paying for Scho**



SUCCESS STORIES







### REQUEST INFORMATION

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3.0 Design Concept 1 - Desktop - Home Page



### 1. Header bar

- Phone number, Live Chat, Search and Login have been consolidated into one area in the top bar

- All elements have been reduced in size
- Live chat will remain as a modal
- Search box removed. User clicks on search icon, search box drops down

### 2. Navigation

- Copy change and order of navigation has been updated
- "Programs" changed to "Academics"
- "Paying for School" changed to "Tuition"
- "Student Experience" changed to "Student Life"
- "Adademic Support" changed to "Support Services"
- "Info For" changed to "Information For"

- The change is copy was done based on common navigation terms used at Universities and colleges. The change feels more collegiate. Lifting the Kaplan University brand a bit

- "About Us" navigation tab was moved to the 5th position. "Academics" was moved to the first position. This was done based on what users would want information first when entering the website

### 3. Headline and support copy

- Trying to mix direct messaging "Amazing Online Resources" and a benefit of students at Kaplan University "Study When & Where You Want"

### 4. CTAs

- CTAs should be on every screen of a carousel for users to "Enroll Now", "Learn More" or other CTAs relating to that specific screen

### 5. Carousel

- Carousel could have a max of 6 rotating or self-iniated screens. Each with their own copy, images and CTAs relating to Kaplan University's main feaures

### 6. Student name, program and graduate year

- Would like to see more photos and success stories of students of Kaplan University and include a link to "Watch Veronica's Story"

### 7. Anchored navigation

- Kaplan University's main features are persistent at the bottom of the page as the user scrolls trhough a single page experience



3.1 Design Concept 1 - Desktop - Mega-Menu



### 1. Mega-Menu drop down menu

- The updated design is based on Kaplan University's current mega-menu for

- "Programs" tab in the navigation
- Width of the menu was extended horizontally
- Program lists at the bottom can be 3 columns instead of 2 columns. This will reduce the height of the entire menu
- "View All" was incorporated into the program list above



1

3.2 Design Concept 1 - Desktop - Parallax scrolling



### 1. Header bar & navigation bar

- When user clicks on any tab of the anchored navigation at the bottom, the top header bar and navigation will be persistent at the top and follow the user throughout the hompage

### 2. Parallax scrolling

- Parallax scrolling is a technique in web design, where background images move by the camera slower than foreground images, creating an illusion of depth in a 2D scene and adding to the immersion. - As the user scrolls down, each of the sections from the anchored navigation will scroll up and over the section above. (Above is an animation example of when the users clicks "Why Kaplan?" and it slides up and over top the section above



3.3 Design Concept 1 - Desktop - Why Kaplan University?



### **1.** Section title and support copy

- "Why Kaplan University?" was one option to explore when asking potential new students why should they choose Kaplan University. This messaging seems to get lost within the current website and could be surfaced to one of the main benefits of Kaplan University

### 2. Icons

- Lets introduce more icons from what seems to be lacking on the current website as a visual language. This will help add visual cues and style to sections of the website

### 3. 3 Main benefits and support copy

- 3-4 main benefits of Kaplan University can presented in an overview. CTAs would allow the user to Learn More about each of the benefits



Experience Consulting 3.4 Design Concept 1 - Desktop - Programs



### **1.** Section title and support copy

- "Programs" is a brief overview of all the campus and online degree programs they Kaplan University offers

### 2. Stats and icons

- Stats - Another example of stats Kaplan University has buried with their current website tthat could be surfaced as benefits or facts about Kaplan University. Possibly a critcal part of their decision making process of why they should choose Kaplan University

- Lets introduce more icons from what seems to be lacking on the current website as a visual language. This will help add visual cues and style to sections of the website

### 3. Program search modules

- This module would allow the casual user to click on an interest they may have if they are undecided about the program they want to pursue or for the user who knows what program or area they want to major in or by zipcode to find a campus near their location. This consolidation of search options would help narrow down their results



3.5 Design Concept 1 - Desktop - Flexibility



### **1.** Section title and support copy

- "Flexibility" is a brief overview of how students can tailor their own curriculum and plan class and study time to fit their unique schedule

### 2. Tab navigation

- "Online Learning Experience" and "Campus Learning" are a 2-tab toggle navigation to discover two ways of learning

### 3. Sub-navigation and content

- The sub-navigation for "Online Learning Experience" allows a user to discover content within four topics, "Classroom", "Library", "Advisors" and "Your Schedules". Within each topic, their is a video and brief description about that topic. There is also a CTA to learn more



ADOBE Experience Consulting 3.6 Design Concept 1 - Desktop - Affordability



### **1.** Section title and support copy

- "Affordability" is a brief overview of how students can tailor their own curriculum and plan class and study time to fit their unique schedule

### 2. Charts and graphs

- Charts and graphs should be introduced as data visualization within the Kaplan University website to communicate the benefits of savings and fees when paying for college 3. Costs and fees calculator

- Tools should be readily available for potential new students to allow full transparency of financial resposibilities

### 4. Links to other financial assistance

- Links should be displayed for other financial options available to potential new students



3.7 Design Concept 1 - Desktop - Success Stories



### **1.** Section title and support copy

- "Success Stories" is a brief overview of current students and alumni success stories while they attended Kaplan University

## 2. Graduates and currently enrolled students carousel

- Graduate and currently enrolled students will have their profile picture, name, major and graduation year displayed within a carousel. This will allow users to see the variety of people and majors along with a CTA to watch a video or read about their experience attending Kaplan University



3.8 Design Concept 1 - Desktop - Request Information



### **1.** Section title and support copy

- "Request Information" is a brief overview for potential students to request information about Kaplan University

### 2. Form

Information to capture includes:

- Degree Level they are interested in
- Programs they are interested in
- First and Last name
- Email address
- Zipcode
- Phone



3.9 Design Concept 1 - Desktop - Footer



### 1. Footer

- This is the current footer from Kaplan University



4.0 Design Concept 1 - Mobile - Homepage and Navigation







FLEXIBILITY

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LEARN MORE

### AFFORDABILITY

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### Paying for School

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		Average tuition cost	\$37,356	\$33,756	1
			Lowest tuition cost with no	Lowest tuition cost with	\$16,695
			credit	every credit counts scholarship	Tuition cost with transfer credit

Tuition & Fees Calculator

Our step-by-step tools will help you understand the cost of your desired program-and how you can pay for it.





ADOBE Experience Consulting

### SUCCESS STORIES

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of 2006



**Janet Verona** asters of Business Administration Class of 2003 Eric Jol nelor of Science Class of

### **Request Information**

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First Name

Last Name

Email

Phone

Zip Code

Submit

# **Design Concept 2**

# **Discussion Points:**

- Single page overview Functional vs. Brochure
- Overall look and feel
- Brand voice
- Benefits & features
- Surfacing buried content
- Messaging Career focused
- Current Student and alumni success stories
- Consolidated header bar elements
- Navigation hierarchy and language
- Enhanced website functionality and elements
- Photography
- Social Integration





Annual college costs, in today's dollars College cost inflation rate Expected years of attendance Years until college: 180+ Number of flexible campus programs & online degree programs & online degree programs B80% Craduates who fiel their education was relevant to their career goals Util time Program Finder Location Finder Paying for School Twitter Facebool Kaplan University O GKapian, Univ Find a campus near you Lorem ipsum dolor sit amet. S Personalized Payment Plan consectetur adipisicing elit, do eiusmod tempor incididun ut labore et dolore mana aliqu Work with our Finance Advisors to find the best combination of scholarships, financial aid, and customizable options to help Enter City, State or Zip Ut enim ad minim veniam r exercitation ullamco laboris. Learn Online reduce your costs. Take interactive classes onli for flexibility that fits your busy schedule. Area of interest Tuition and fees calculator Select Learn Online & Campus Our step-by-step tools will help you understand the cost of your We make it easy to mix & match campus and online classes for the best learning experience. Program Level desired program-and how you can pay for it. Select Kaplan University O

"The secret of getting ahead is getting started." - Mark Twain Pyoucendoit

5.0 Design Concept 2 - Desktop - Homepage



### 1. Header bar and navigation

- Identical to Concept 1

### 2. Tuition Calculator

- Users can use this tuition calculator in the carousel. CTA allows user to see results on a landing page. Kaplan can then promote financail options as we as the benefits and features of Kaplan University.

### 3. Carousel

- Carousel could have a max of 6 rotating or self-iniated screens. Each with their own copy, images and CTAs relating to Kaplan University's main feaures and benefits

### 4. Stats and icons

- Stats - Another example of stats Kaplan University has buried with their current website tthat could be surfaced as benefits or facts about Kaplan University. Possibly a critcal part of their decision making process of why they should choose Kaplan University

- Lets introduce more icons from what seems to be lacking on the current website as a visual language. This will help add visual cues and style to sections of the website

### 5. Request Information Form

- Would like to have a form right at the top of the home page exposed and not hidden in the top menu. This may get more users to request information.



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5.1 Design Concept 2 - Desktop - Homepage Functional Modules



### **1.** Most popular search function modules

- This is the most used module on the current website. Lets put this at the top and in the first position. This row of 3 modules are all funtional elements for potential new students to search for programs, campus finder and paying for school.

- 2. Program Finder
- Overview and instructional copy for finding a program
- Drop down 1 allows user to select area of interest
- Drop down 2 allows user to select a program level
- User has option to select either one or both to narrow down search results
- CTA will do a program search query

### **3.** Location Finder

- User can enter zip code to find a campus near their location - User can select the option of either learning online only or leaning online and
- campus. Overview copy included

- User has option to search for campus and/or can include the learn online/ learn online and campus option too - CTA will do a location search query

- 4. Paying for school

- Overview and instructional copy for users to help understand how they can pay for school and what financial tools available

4. Social Feed

- Kaplan University social feed for Twitter and Facebook. Users can toggle between the two tabs. This was to save space to not have two separate modules



5.2 Design Concept 2 - Desktop - Student Experience & Success Stories



### **1.** Student experiences and success stories

- Graduate and currently enrolled students will have a quote displayed about their experience at Kaplan University.

- The Kaplan logo will be displayed along with the year "First Year" at the bottom. This is to indicate to the user that this is a first year student.

- A profile picture, name, major and graduation year displayed.

### 2. Navigation

- Four navigation tabs - First Year, Second Year, Third Year and Fourth Year are to be used to guide the user through four years of students and their quotes about the year they attended. There would be approximately 4 students per year. Total of 16 students **3. CTA**- Link to "Watch Linda's Story" to tell her story about her attending Kaplan University



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5.3 Design Concept 2 - Desktop - Why Kaplan University?





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### 1. Section title and support copy

- "Why Kaplan University?" was one option to explore when asking potential new students why should they choose Kaplan University. This messaging seems to get lost within the current website and could be surfaced to one of the main benefits of Kaplan University

- Overview copy

- Copy speaks more to what students are concerned about in regards to attending college and also after they graduate.

### 2. Career Focused Module

- Headline and subheadline messaging target concerns students have during and after college

- CTAs (See next page) are helpful links to learning more about the modules content

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### 3. Flexible Learning Module

- Headline and subheadline messaging target concerns students have during and after college

- CTAs (See next page) are helpful links to learning more about the modules content



5.4 Design Concept 2 - Desktop - Why Kaplan University?



### 1. Career Focused Module

- Headline and subheadline messaging target concerns students have during and after college

- CTAs (See next page) are helpful links to learning more about the modules content

### 2. Instructors Module

- Headline and subheadline messaging target concerns students have during and after college

- CTAs (See next page) are helpful links to learning more about the modules content

### 3. Flexible Learning Module

- Headline and subheadline messaging target concerns students have during and after college

content

### 4. Kaplan Support Module

- Headline and subheadline messaging target concerns students have during and after college

content



- CTAs (See next page) are helpful links to learning more about the modules
- CTAs (See next page) are helpful links to learning more about the modules

5.5 Design Concept 2 - Desktop - Request Information

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A different school of thought.*	Academics	Tuition	Admissions	Student Life	<b>&amp; 866 KAPI</b> About Us	LAN U 📮 Support
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## **1.** Section title and support copy

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5.6 Design Concept 2 - Desktop - Footer



### 1. Footer

- This is the current footer from Kaplan University



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6.0 Design Concept 2 - Mobile - Homepage







# Mobile version of the Concept 2 desktop version are similar in:

- Functional modules