

Activité 33 : le processus d'inscription à CJC

Depuis décembre 2005, des changements majeurs ont été apportés au logiciel administratif du forum Connexion jeunesse canadienne. Depuis décembre, le logiciel innovateur utilisé pour exécuter le forum a été remplacé par un logiciel personnalisé permettant un processus d'inscription au forum plus rapide et plus facile. En février nous avons lancé un système de sondage en ligne qui permet aux membres de compléter les activités en ligne plutôt qu'en utilisant un logiciel de traitement de texte.

Pour l'activité 33, nous avons demandé aux membres de répondre à un questionnaire destiné à recueillir leurs commentaires sur le nouveau logiciel et le nouveau processus d'inscription. Les renseignements recueillis ont servi à évaluer le succès du nouveau système et s'il avait besoin de modifications.

Question 1 : La page explique-t-elle clairement le but du forum ?

Avant de répondre à cette question, les membres ont dû consulter la page d'inscription du forum à l'adresse <http://www.youth.gc.ca/yocycregister1.jsp?amp;lang=en&ta=1&flash=1&lang=fr> et ensuite répondre aux questions 1 et 2.

Réponses	Nombre de participants	Pourcentage de participants
Oui, tout est clair	24	65%
C'est presque clair	11	30%
Plusieurs choses ne sont pas claires	2	5%
Ça porte à confusion	0	0

Question 2a : L'information sur cette page attiserait-elle ton intérêt à joindre le forum CJC ?

Réponses	Nombre de participants	Pourcentage de participants
Oui	22	58%
Un peu	15	39%
Non, pas vraiment	1	3%

Question 2b : Si tu as répondu « Oui » ou « Un peu » à la question 2, quel aspect du forum a particulièrement attiré ton attention? Avoir l'opportunité de :

Réponses	Nombre de participants	Pourcentage de participants
avoir ton mot à dire sur les sites Web que le gouvernement met à la disposition des jeunes, de même que sur les services qu'il leur offre	21	55%

courir la chance de gagner des prix en participant à des activités	20	53%
acquérir de l'expérience comme bénévole	20	53%
échanger avec d'autres jeunes de partout au pays	19	50%
acquérir des compétences professionnelles telles que le travail d'équipe et l'esprit critique	14	37%
autre	3	8%

* N.B. Pour la question 2b, les participants pouvaient sélectionner autant de réponses qu'ils le désiraient.

Question 3a : Sur la page d'inscription, on te demande de choisir un NOM D'UTILISATEUR et un NOM AFFICHÉ. Si tu étais un nouvel applicant, saurais-tu ce que ces termes veulent dire ?

Réponses	Nombre de participants	Pourcentage de participants
Oui	28	74%
Non	8	21%
Je ne suis pas certain	2	5%

N.B. Plusieurs participants ont précisé que nous devrions expliquer clairement ce que ces termes veulent dire.

Question 3b : Si non, quels termes seraient plus appropriés à ton avis ?

Réponses

Je trouve nom utilisateur très approprié car il définit le nom qu'on utilise pour se déconnecter. Je pense que tous les nouveaux membres seraient capables de comprendre c'est comme s'ils se connecter à leurs comptes Hotmail comme la plupart des jeunes

I think these terms are relatively standard throughout cyberspace.

I think one cohesive term would definitely be better and easier to understand. i don't think the choice is necessary between "display" and "user" names.

Since I'm not sure why there are two names, I'll assume the User name is just a login name.. so why don't you call it Login Name and Forum Display Name? maybe that'll make more sense for people..

Well maybe not so much changing the terms but how about adding a link to a description of the term. This might help those who are new.

Le nom d'utilisateur et le nom affiché sont deux termes qui peuvent être confondus. Selon moi, le terme «nom affiché» devrait être «nom affiché sur le forum». De plus, le nom d'utilisateur et le nom affiché pourrait être le même.

It should be clearly noted which is publicly visible and which is semi-private. The exact purpose of each should also be stated.

One suggestion I do have is to just clarify what the two terms mean in brackets.

Peut-être Nom d'enregistrement et Nom d'utilisateur (public). Sinon, ça pourrait aussi être Nom affiché (public) pour le deuxième...

Sign-in name and public display name

Maybe in brackets in front of display name put (what other users of this site will see)

I would have a small description below, speaking about the purpose, for example: Display name: This name is used as your name in public. It can describe you somewhat better.

I would suggest using the term "account name" instead of "user name" and "forum name" instead of "display name."

User Name should simply be changed to NameIts pretty clear what display name means, but maybe it could be changed to Nick Name.

I think you have it clear already, but Alias instead of display name is a possibility, I think display name is better though.

I think these are very well understood terms with meanings well integrated with other web conventions currently in use.

Honesty, I can't come up with a better term because I still don't understand the difference between a user name and a display name. I mean when you use your user name, doesn't it become your display name as well?

I think that the user name and the display name should just be the same thing.

"USER NAME" - change to LOGIN NAME"DISPLAY NAME" - change to USER NAME and/or HANDLE.

If after the name User Name it was stated that "This is the name you will use to log in with." Or if it was called a 'login name' it would make more sense. And with the Display Name it was stated "This is the name other users will see on the forum." A clear distinction needs to be made for new users.

I'm not sure if it can be made any less confusing. I would suggest - "Display this instead of my User Name: _____ (Optional)"

I can only suggest a single name for use on the site. I do not really see a definite reason to have both names.

Perhaps a short description in a smaller font in parenthesis would be effective beside each term.

Question 4 : Commentaires additionnels. Que changerais-tu du formulaire d'application ou de la page d'inscription ?

Réponses

Je pense que c'est très bien comme ça. Il y a pas beaucoup de questions et cela est très vite de devenir membre. Je ne pense pas que cela peut être plus court que ça.

Different fonts, colors and graphics are always appealing to me.

The question about 'Do you have 2 hours' should be clarified. I don't know if this is a screening question - for example, if you say no, will your application be rejected? When I see this question, I am confused - does it mean, 2 hours a day, week, month, year? This might make new applicants unsure about joining, especially if they think they are expected to spend 2 hours a day or week on the forum.

Actually, nothing. It's all very clear, concise, informative, persuasive, and easy to navigate. Overall, impressive. It works fine, don't fix what isn't broken.

I would make it less wordy and more interactive in terms of visual aids. maybe pictures could be added. or testimonials from current members. some fun facts about it. and just more information about the opportunities that cyc offers.

Perhaps a little more explanation to what we'll expect in the forums and what are the benefits in joining? Because prior to joining I didn't really know what to expect but I just joined for the sake of completing the registration form~...

Maybe a little more colour to exaggerate the important info a bit more.

Le processus d'enregistrement est clair et simple.

First, I would make the font bold as it is rather hard to read. I might also use a different font to make things more interesting. Possible fonts might include, Verdana, Courier New or Comic Sans MS. Also, a few pictures might be useful at keeping people's attention and getting them more interested in reading more.

Perhaps it is best to separate the explanation for what the CYC is and the actual registration page. This is better for those with slower computers or internet connections. It also creates less clutter. It's also good to simplify the site's description; if you think it is too long then it should be shortened. Some people are turned off when they see that they have to read a lot.

Je crois que de rejeter les inscriptions pour les personnes ne voulant pas investir plus de deux heures pour une activité est une mauvaise idée. Premièrement, quelqu'un pourrait s'inscrire uniquement pour discuter sur le forum, ce qui ne prend pas nécessairement deux heures d'affilée. En plus, la plupart des activités prennent moins de deux heures, alors il vaut mieux ne pas faire peur au gens en refusant leur inscription. Mieux vaut avoir le plus de monde possible sur les forums!

An example of the activities.

I would emphasize the fact that its a place for youth to chat about all sorts of topics, not just about government services. I think a lot of people think it would be more work than fun.

Make it 14 and up because 14 yr olds have opinions too!!!

I would describe what the activities are about. This is what kept me from joining the forum at first, it seemed a little 'sketchy'. A more direct example of things that go on in the forum would help greatly.

I just joined the CYC and the online application process was fast and easy to follow.

The combo boxes ('drop down' boxes) seem inappropriate to me for questions that have a 'yes/no' answer. I personally would use radio buttons. It might be useful to have the links open up in an external window, as the individual at the registration page may become interested in the material at the new page and forget how to return to the registration page.

I wouldn't change anything in terms of the content, because the format is simple and clear. It answers all the questions that an applicant might have. It states the objective of the forum, who can participate etc. I was thinking maybe the colours could be made more attractive, because right now, the blue and beige are sort of bland and boring. The colours can have a big impact as to how visitors perceive the site. The current colours aren't eye-catching and don't make an impression at first glance. Youth are especially attracted by things that are bright and colourful.

I found the process to be very easy and user friendly.

I have to say, I liked it WAY better the way tha the board was set up before

Perhaps instead of making it an application form call it a sign up sheet. Since I believe basically everyone is accepted and it is not a competition, just getting involved is what matters and the key to this is the answer about spending enough time each week completing assignments and posting etc. Overall I remember it was easy to sign up!

I really like the registration since it is very simple and straightforward instead of being cluttered with too much information. Since it is also very quick to complete, it removes the chance of it seeming too daunting to take the time to fill out. The only thing that I might change is having a heading that has something more directly related to the word 'activities' instead of the current 'interested?' heading. It's not that I think the content isn't there or not good. It's just that the word 'activities' is mentioned 5 times in fairly important areas so people might be looking for that word specifically. A small thing but it's tough to find something to improve on ;)

Personally, for me everything else on the form is clear, except the confusion between the 'user name' and 'display name.'

I would add bright colours to make it more youth oriented. For example, I know orange works well. And also I'm still confused about the point of this forum, so maybe state that kind of clearer.

Another good idea is to add comments contributed by registered users about how great this website is. This will definitely capture applicants that are not quite sure if they want to join/not join. If they realize students similar in age to them are having a great experience with this site, the applicant will be more willingly to join! Another good idea is to show statistics, show how many prizes are given out usually in each event and how many people usually get it. An area showing the amount of applicants that joined on the registration page, for example '23,675 students and growing....' will also encourage youth about the reliability of this site and that this site has been widely known by youth in Canada. This shows that this website has existed for a quite awhile and is doing successfully.

I think that it would be neat to be able to use personal pictures (whether that be actual pictures, or our own personal art) as avatars. I also think that the challenge is for us 'rural bumpkins' without high-speed internet to be able to select an avatar like those with high-speed. However, that is just one of the many challenges to providing ICT to a very diverse group of people that do not have access to the same tools.

I think that it's pretty straightforward; I wouldn't change anything

It's perfect, actually. I love this 'HTML editor' as a web designer or professional. It's really nice, clean and fast. I would like to know more about the technology and programming concepts of something like this. Really really nice...

The only thing i would like to see changed is the amount of instruction given to the user. It would be nice to see the Avatar clarified for the user, currently there is no level of instruction as to how to change it or where it is used.

I would suggest having a link to the forum rules on one of those pages.

The only change I would make to the Registration Form is under the preferred language section, I think there should be more options or and other option because Canada is very multi-cultural and some people do not speak or do not like to speak English or French.

It may draw more youth if a more specific description of what sort of activities are done here. Namely, rather than saying 'Have your say about various Government sites and services for youth', say 'Give input on the design of government web pages'. It's less flashy but more accurate.

The colours are a little bland. but the form is okay.

An emphasis visually may be effective. Perhaps emphasize the 'Canadian Youth Connection Forum' as an additional focal point apart from the title header.