

Task #7 – GAP Analysis

Background: An ecosystem that is used in colleges for managing student activities, attendance, etc. The users are complaining about how the app is not very user friendly. The gap analysis is useful to identify the issue within the design thinking process.

Current State:

Observations: Users having issues with logging in, noting attendance is difficult and time consuming and hard to navigate within the app.

Key pain points identified: Lack of personalization, hard to navigate and attendance taking is time consuming.

Desired State:

Goals: To allow users to personalize the home page according to their requirements, make navigation easier and categorized and make attendance logging less-time consuming.

Success Criteria: Increase usage of app for monitoring themselves and the students.

Identified Gaps:

Category	Current State	Desired State	Gap
Personalization	Unable to personalize homepage.	Customizable homepage for accessing required info.	Lack of easy accessibility to required info.
Navigation	Uncategorized pages.	Categorized pages for each accessing data point.	Difficulty in navigating through the app.
Attendance Noting	Time consuming and difficult attendance logging.	Easier method for attendance logging.	Easier way to note attendance.

Action plan:

Gap	Proposed Solution
Lack of personalization	Add customizability option to modify the app homepage for modifying according to what is required to see and access easily.
Difficulty in navigation	Categorize the pages according to their respective category for easily identifying the feature.
Difficulty in noting attendance	Take attendance by student scanning unique QR code or OTP through the projector faculty projected during the class for quicker and easier attendance logging.

Prototyping and Testing:

- 1) A simplified user interface with categorized pages.
- 2) Customizable homepage for setting the page with required info for quick access.
- 3) Simplified attendance logging and less time consuming.