University of Belize Clubs Management

ADA Designs

University of Belize

Human Computer Interface 2025-1

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Problem Domain

The University of Belize currently has multiple clubs that provide students with opportunities to engage with peers while developing new skills. However, all processes are still handled manually and on paper, which significantly slows down response times. As a result, reporting and updating club data is often inefficient. In addition, there is limited publicity for clubs, since each one operates individually rather than as part of a unified system.

To address these challenges, we propose creating an application that centralizes and streamlines the management of club information, including creation, acceptance, and updates. By consolidating this data in a single location, the application will improve reporting efficiency while also enhancing visibility and publicity for all clubs across the university.
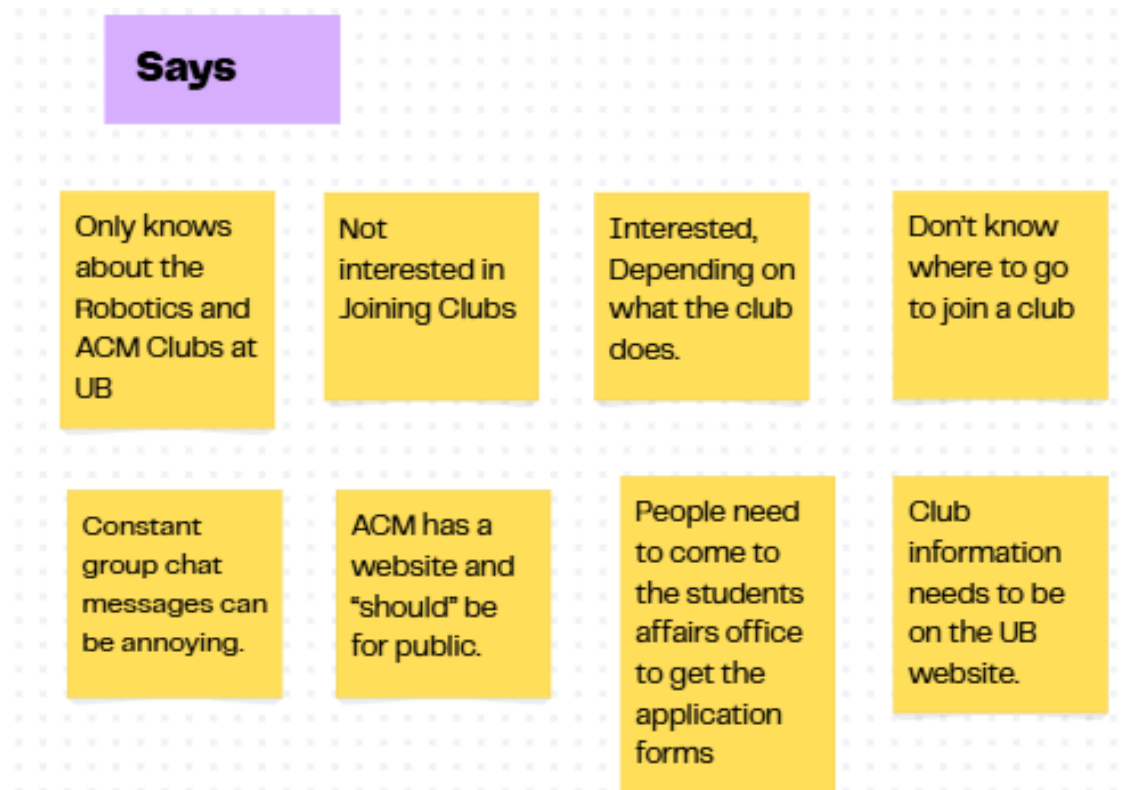
Initial Point of View

Currently, club data and membership processes are scattered and inefficient, making it difficult for admins and members to access information, manage memberships, and promote club activities.

Interviewees

1. UB Students who are Non-club members
2. UB Students who are club members
3. Dean of Student Affairs, who is in charge of managing all UB Clubs

Needfinding Results

The empathy map was used to gather information on the interviewees' FEEL, DO, SAY, and THINK.

Says

Only knows about the Robotics and ACM Clubs at UB

Not interested in Joining Clubs

Interested, Depending on what the club does.

Don't know where to go to join a club

Constant group chat messages can be annoying.

ACM has a website and "should" be for public.

People need to come to the students affairs office to get the application forms

Club information needs to be on the UB website.

Does

Look around UB website for information

Ask other students

Use whatsapp for updates

Manually follow up with members to confirm if a club is still active.

Attend orientation or club fairs

Keep club contact information updated

Thinks

Don't know enough about the clubs to be interested
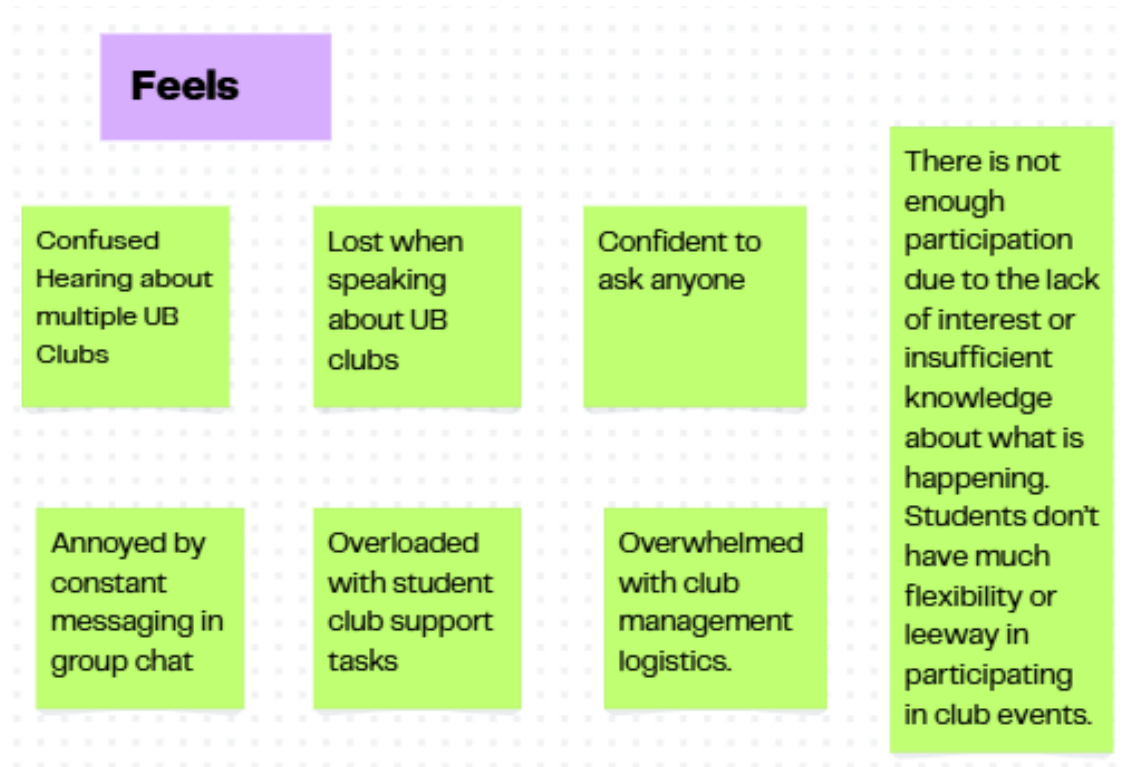
If I knew more about the club, I might join

I wish there was a chat separate for updates than for conversations

I think the UB Clubs are treated like a separate entity from UB.

Some have websites but need more publicity

I think the application forms need to be online.

It will be easier to manage applications if everything is in one place.

Feels

Confused Hearing about multiple UB Clubs

Lost when speaking about UB clubs

Confident to ask anyone

There is not enough participation due to the lack of interest or insufficient knowledge about what is happening. Students don't have much flexibility or leeway in participating in club events.

Annoyed by constant messaging in group chat

Overloaded with student club support tasks

Overwhelmed with club management logistics.

Revised Points of View

Who we interviewed	What they need	It would be good if
Non-club Members	- Access to club information. - Know how to join or create a club.	They had an online central location hosting all the club's data and applications to join and create a club
Club Members	- A separate location for updates from discussions - An easy way to share internal and external data to facilitate publicity	- They had a site where they could share their updates with the public (UB students) - They had an online platform for club discussions and another section within the same platform to share updates like meeting details, upcoming events, etc.
Dean of Student Affairs	One location to view all club data, digitally approve/deny requests, and create reports efficiently.	- They have a central location to oversee all club data and events. - They have an online application system that allows requests to be accepted or denied, with responses sent quickly to the applicant. - They have set reports that can be queried for certain time periods and printed.

How Might We - Solutions

POV 1: Access to club information and to know how to join/ create a club.
1. How might we make it easy to access club information?
2. How might we make it easy to join a club?
3. How might we make it easy to create a new club?
4. How might we ensure the availability of the system?
5. How might we effectively share club information with the public?
6. How might we make it easy to compare clubs?
7. How might we reduce confusion between similar-sounding clubs?
8. How might we allow students to bookmark or favorite clubs they are interested in?
9. How might we make it easy for students to search for a specific club?
10. How might we allow students to search for clubs depending on their interests?

POV 2: An easy way to share internal and external data to facilitate publicity.

1. How might we make it easy for clubs to share information with the public?
2. How might we make it easy for clubs to share information internally?
3. How might we increase club publicity and participation?
4. How might we implement data security measures to address user concerns about data privacy?
5. How might we make it easy to create a post and distinguish whether to post to public or internal?
6. How might we mitigate duplicate entries for the same post by different users?
7. How might we streamline cross-posting events between clubs?
8. How might we help clubs collaborate on events and share joint announcements?
9. How might we share data from administrators to all club members?
10. How might we share data without multiple emails for one event?

POV 3: One location to view all club data, digitally approve/deny requests, and create reports efficiently.
1. How might we have all club data in one location?
2. How might we process online applications efficiently for administrators and applicants?
3. How might we make it easier for administrators to compile reports?
4. How might we collaborate with administrators to provide effective and custom reports?
5. How might we encourage club members to include all relevant data?
6. How might we ensure that the data of all the clubs is segregated from others, but in one location?
7. How might we effectively and quickly allow for the review and quick response to

requests?
8. How might we allow batch approval requests for common requests?
9. How might we reduce the time administrators spend chasing incoming requests?
10. How might we provide administrators with predictive insights (clubs with low interaction)?

Best Solutions

| POV	HMW Question	Best Solution
Access to club information and to know how to join or create a club.	How might we make it easy to join a club?	Create a list of clubs that is easily filterable, and each listing includes an image to attract students, a short description to pique their interest, and a single button to direct them to **Join** the club.
An easy way to share internal and external data to facilitate publicity.	How might we make it easy to create a post and distinguish whether to post publicly or internally?	Create a post creation form and allow the user to select the audience with Public and Internal dropdown options.
One location to view all club data, digitally approve/deny requests, and create reports efficiently.	How might we effectively and quickly allow for the review and quick response to requests?	Create a view to show the administrator all the request details and include buttons to accept, deny, or view full details.

Experience Prototypes

Prototype 1

Solution: *Create a filterable list of clubs, where each listing features an image to capture students' attention, a brief description to spark their interest, and a single "JOIN" button that directs them to sign up.*

This feature enables UB students to browse all active clubs and apply filters to the list. Each club entry includes an image and a brief description to spark interest, along with a single "JOIN" button designed to encourage students to get involved.

Prototype Design: *Given that for this feature our target audience are all UB students, we have made it visually appealing and quick to understand, it will also allow online applications and viewing of all clubs in one location.*
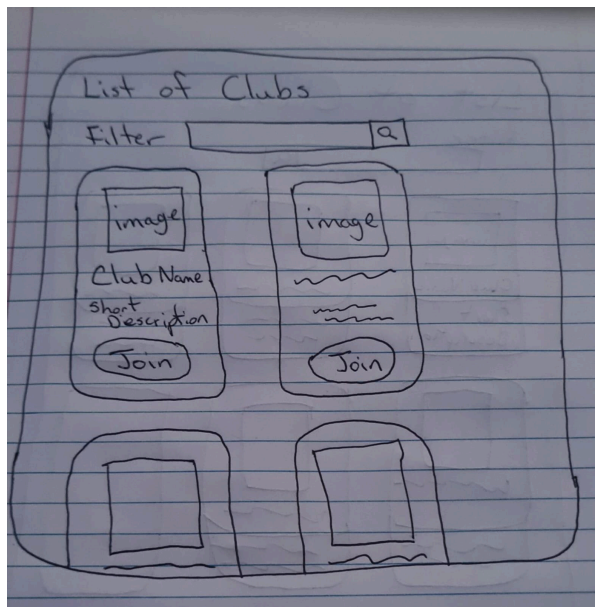
1. Filter option - This will make it easy for students to narrow down the list of active clubs at UB.

2. Join button - Each club listing highlights key details about the club to capture UB students' attention and provide them with essential information. A prominent "JOIN" button is included in every listing, offering a quick and efficient way to encourage students to become members.

Prototype Testing:

Upon evaluation by three UB students- 2 non-club members and one club member, their initial reactions were that the page was very captivating and user-friendly. They appreciated how easy it would be to quickly learn about the clubs, as well as being prompted to join the club. While club members focused on the use of the image to further attract students to want to join.

Prototype Findings:

Things that worked:

The display used to show the list of clubs was mainly classified as engaging and making it easy to know just enough information, while not being overwhelmed by information for each club.

Things that didn't work:

The filtering option was questioned as to what they would be able to filter by; they suggested other options to filter by, like the respective departments that the club falls under, along with the club names. This suggestion was mainly due to not knowing clubs by name, but they would be more interested in joining clubs respective to their department of studies.

Surprises:

Something that students did make note of was the lack of pagination, and whether it would be endless scrolling.

Validity:

- Assumption tested: Visually appealing, easy-to-navigate club list with "JOIN" button increases engagement.
- New assumptions: Students may prefer filtering by department or category rather than name alone.

Prototype 2

Solution: *Create one post creation form and allow the user to select the audience with the dropdown options Public and Internal.*
- This feature allows club members to use a simple, familiar interface where they can choose the audience for their post through a dropdown option similar to Facebook.

Prototype Design: *Given that the target audience is club members, whether tech savvy or not, they can easily relate to this feature since it works like Facebook's post option, allowing users to clearly choose their audience.*
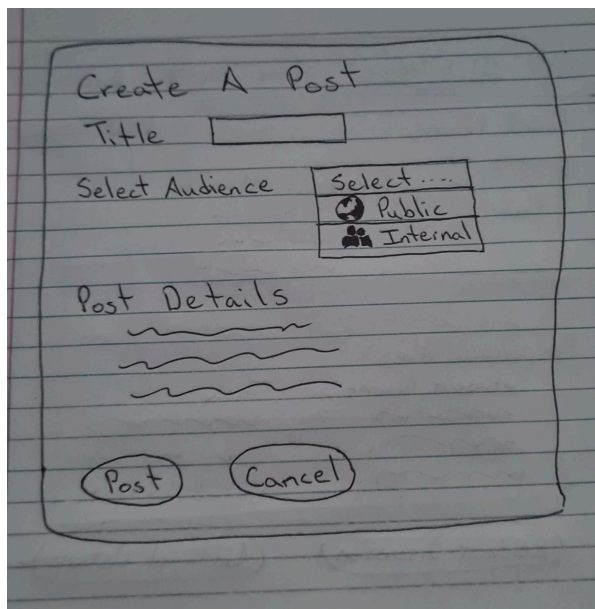
1. This online form will make it easier for users to create a post while giving them the flexibility to choose their audience level, ensuring clarity between public and internal posts.

2. The audience selector is designed to resemble Facebook's post option, and members would be able to choose between sharing publicly or internally within a club.

Prototype Testing:

This prototype was tested by three UB Students (one club member, two non-club members). Participants were asked to simulate creating a post using the prototype design and the audience dropdown feature. The goal was to observe whether users could easily understand the dropdown functionality and feel comfortable selecting the appropriate audience when posting.

Prototype Findings:
Things that worked:

- Users immediately recognized the audience dropdown and compared it to Facebook, and this similarity made the interaction more user-friendly.
- Participants found the form simple and quick to use.
- The clear separation between "PUBLIC" and "INTERNAL" gave them confidence in their choice.

Things that didn't work:
- Some users wanted more audience options ("Admins only" or "@ Specific Members").
- Other participants suggested that the dropdown label could be clearer; instead of having "SELECT", they suggested having "CHOOSE AUDIENCE".

Surprises:
- One participant highlighted that this feature could reduce accidental posting in the wrong place, which they found very valuable.

Validity:

- Assumption tested: Users can easily select the correct audience
- New assumptions: Users may want more specific audience options, such as "Admins only" or tagging particular members, beyond just Public/Internal.

Prototype 3

Solution: *Create a view to show the administrator all the request details and include buttons to accept, deny, or view full details.*

With this feature, we are providing administrators with a simple dashboard to manage their entire request workflow. This interface replaces the inefficient paper-based system by displaying all requests in an organized and sortable list. It allows administrators to quickly process requests or view details with ease.

Prototype Design: Given that our target audience for this feature is a busy administrator, the design prioritizes clarity, speed, and organization. The dashboard shows all necessary information on a single screen to streamline the management of all club-related requests.
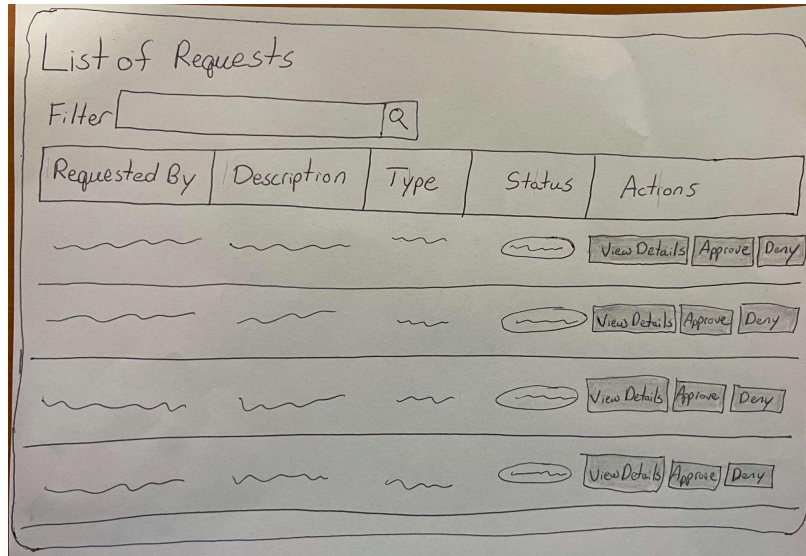
1. Filter: This includes a filter at the top of the page to allow administrators to quickly search a record by simply typing it.

2. Table View: All the requests are presented in a clear table format with columns to show necessary information. This allows for a quick view and immediate decision.

3. Action Buttons: Each request in the list has its own set of actions, allowing for quick individual decision-making on each item.

Prototype Testing:

This prototype was tested with administrators. They were presented with a series of scenarios to complete, such as finding a specific request, approving a request, and denying a request. The goal was to evaluate if the prototype's layout and action buttons provided a clear and efficient workflow to manage daily requests.

Prototype Findings:

Things that worked:

- Administrators liked the ability to see all necessary information at a glance and perform quick actions
- They noted that for most simple requests, the information in the table was sufficient to make a decision without needing to click "View Details".

- They like the idea of a filter to search for specific records they want.

Things that didn't work:
- Testers pointed out that while there was a filter option, it was unclear how they would search from a specific column. They suggested having a filter for each column.
- They also tried to sort by a specific column, and there was no way of doing that. They suggested the option for each column to have the ability to sort.

Surprises:
- A tester wanted to approve multiple requests at the same time. They suggested adding an option to do bulk actions.
- Another tester expressed concern about accidentally clicking "Approve" or "Deny" and asked if they could undo their actions.
- Another tester suggested the ability to add a reason or description when denying a request.

Validity:

- Assumption tested: A simple dashboard with a single filter and basic actions is enough for an admin's workflow.
- New assumptions: An efficient admin tool requires not only a good overview but also robust features for sorting, bulk processing, and clear communication (like denial reasons).

Conclusion

Our most successful prototype was **Prototype #1**, as it effectively encouraged students to join clubs by combining usability with increased awareness. The design addressed a key challenge; while many students were interested in joining a group, they often lacked the necessary resources to discover what options were available. By presenting all active clubs in a clear, engaging, and accessible way, Prototype #1 bridged this gap and demonstrated its potential to significantly improve student participation.