



UTM
UNIVERSITI TEKNOLOGI MALAYSIA

FACULTY OF COMPUTING
UTM Johor Bahru

SESSION 2023/2024 SEMESTER 1

**SECV2113
HUMAN-COMPUTER INTERACTION**

PROJECT PART 1: PROJECT PROPOSAL

LECTURER'S NAME

DR LAYLA HASAN

SECTION

07

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|-------------------------------------|-------------------|
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Project Blog url:

Phase 0 : <https://campusconnects.blogspot.com/2023/11/introduction-to-campusconnect.html>

Phase 1 : <https://campusconnects.blogspot.com/2023/11/problem-problem-space-student.html>

Phase 2 : <https://campusconnects.blogspot.com/2023/12/project-phase-2-establishing.html>

Phase 3 : <https://campusconnects.blogspot.com/2023/12/project-phase-3.html>

Phase 4 : <https://campusconnects.blogspot.com/2024/01/project-phase-4-prototyping-and.html>

Problem Definition:

Problem Space:

Student communication within the university is currently scattered across various channels, including noticeboards, messaging apps, and verbal communication. This fragmentation leads to difficulties in accessing crucial information, such as event announcements, club activities, and academic updates.

1. Dispersed Communication Channels (User Usability Issue):

Problem: Based on Figure 1, we can observe that the current communication system for students is dispersed, relying on noticeboards, Telegram, and WhatsApp groups. Students end up joining multiple channels, groups, or circles within different applications or systems as shown in Figure 1; it is difficult for students to keep up with the numerous communication channels and groups. Thus, it is very often that they miss opportunities, events, workshops, and other announcements due to the scattered nature of desired information.

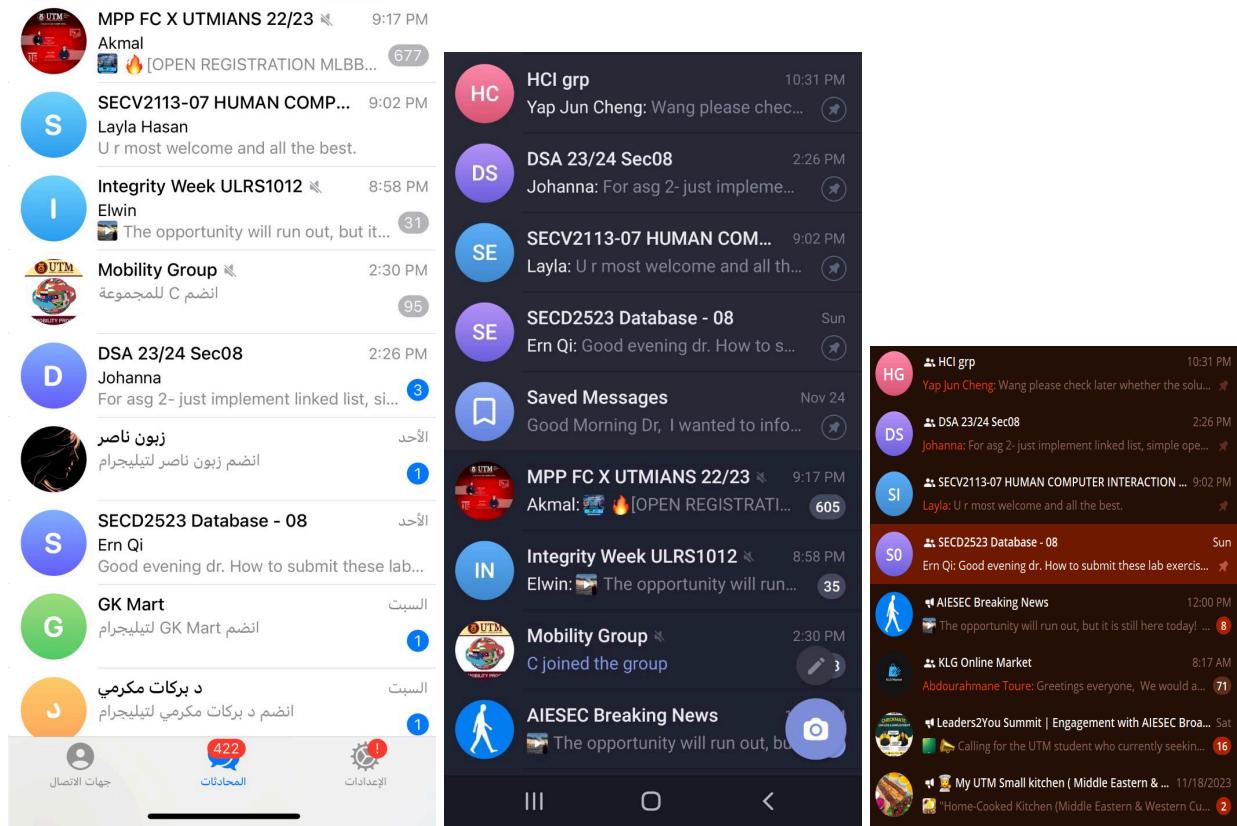


Figure 1

Usability Issue: Having no centralised platform makes it difficult to gain access to information quickly and efficiently which results in the inability of students to keep up with campus-related or university-related information.

2. Inefficient Content Discovery and Navigation (**User Usability Issue**):

Problem: When it comes to finding relevant material, users could find it difficult, particularly if the search and content organization capabilities are not well-designed. A complicated or perplexing onboarding procedure for new users could result in a high dropout rate during the initial sign-up phase. **Figure 2** provides an example of how difficult it is to look for certain information as it requires navigating through many communication channels and groups.

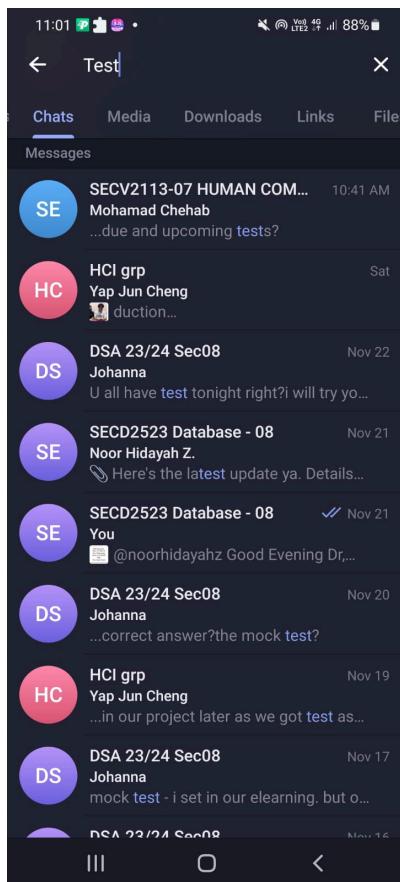


Figure 2

Usability Issue: The application's overall usability may suffer from users losing out on crucial information or events and having poor user experience due to ineffective content discovery. Situations involving onboarding may make this worse.

3. Lack of User Feedback Mechanism (**User Usability issue**):

Problem: currently, there is no dedicated feedback service, users might occasionally find surveys shared by their classmates or other students in different group chats. If there is no obvious way for users to provide feedback or report problems with the programme, they may feel ignored. Students occasionally find surveys that they can use to provide their feedback that is sent or shared by other students, sometimes in a random group chat between students as shown in Figure 3.

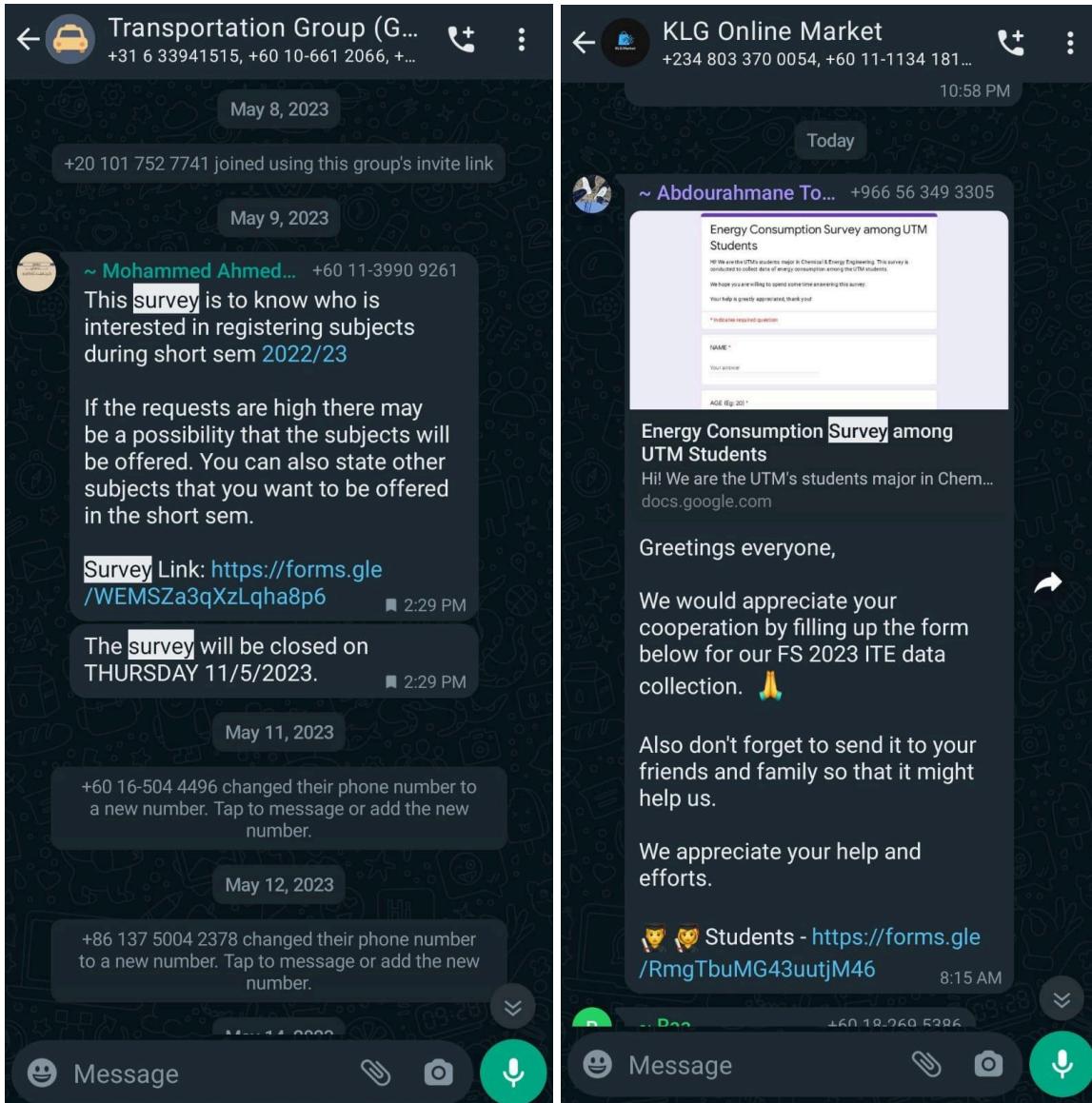


Figure 3

Usability Issue: It might be difficult to handle changing user demands and preferences when there is a lack of user feedback, which can impede continual progress.

Proposed solution

Our solution is aligned with the SDG Goal 4 - Quality Education

To address this, we propose a web-based student information hub application called "CampusConnect". On signing up with their university email ID, students gain access to a personalised feed showing announcements, events, job listings, campus news, and notes uploaded by senior students - all targeted to their faculty and interests. Clubs and campus organisations can post events directly to the events calendar which syncs to students' personal calendars. Important notices from the faculty are prominently displayed as in-app notifications as well as via email/SMS alerts if enabled. Notes and old projects are uploaded by seniors to help juniors prepare. CampusConnect aims to be a one-stop solution that reduces information overload for students by intelligently aggregating and recommending university-related content.

1. Centralised Communication Channels:

The current student communication system is decentralized, relying on bulletin boards, Telegram and WhatsApp groups. Due to the decentralized nature of the information required, they often miss opportunities, events, seminars, and other announcements. To solve this problem, in this application, which contains all the majors and courses, you can choose to join different groups according to your major and course.

2. Centralised Information Hub

There is a centralised bulletin board in the app where students can find the information they need, and the board can be filtered by category, time, keyword, etc. And there will be a calendar feature that allows students to easily view upcoming events, lectures, and more.

3. User Feedback Feature:

In addition, the app has multi-platform support, such as web, iOS, and Android, to ensure that as many students as possible can access and use the platform. On top of that, the app has a feedback feature where students can fill in their feelings and comments on the feedback page. And the app

is regularly released with updates and improvements to adapt to student needs and technological developments. Be open to user feedback and iterate on improvements and enhancements.

Target Users

According to the problem statement and the solution proposed, target users were analyzed to target the possible users that will be using the solution proposed, which is by using the application, CampusConnect. There are four major target users, that are:

- 1. Club Leaders**
- 2. Lecturers**
- 3. Students**

CampusConnect is strategically designed to meet the diverse needs of university students, serving as a comprehensive solution for managing information and optimising opportunities related to campus life. Within this dynamic ecosystem, club leaders emerge as key beneficiaries, leveraging CampusConnect's robust events features to efficiently publicise and manage their initiatives. This facilitates seamless communication not only within their respective clubs but also across the broader student community. Lecturers, entrusted with the responsibility of course delivery and announcements, find a valuable ally in CampusConnect. The platform empowers them to make course-related announcements and share crucial updates directly with all students, fostering improved channels of communication and interaction.

Moreover, graduating students play a pivotal role in shaping the knowledge-sharing landscape. CampusConnect provides them with a structured platform to pass down projects, notes, and valuable insights to their juniors, contributing to a more cohesive and collaborative learning environment. The platform's utility extends to junior students, newly enrolled in university life, who benefit from accessing shared resources and insights to ease their transition.

In a broader administrative context, CampusConnect offers significant advantages to university administration. It facilitates the monitoring and support of effective communication across the

platform, contributing to a more cohesive campus environment. Beyond the confines of a specific institution, CampusConnect holds promise as a widely applicable solution across higher education institutes. Its universal appeal addresses the common challenge of information overload in student life, promising to enhance collaboration, communication, and knowledge transfer within university communities at large.



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PROJECT PART 2: ESTABLISHING REQUIREMENTS

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1. Gathering Requirements - Task Analysis

Introduction

“CampusConnect” is a student information hub designed to address the challenges of dispersed communication channels (existing system) within our university. The system’s main goal and primary objective is to centralize and streamline student communication, providing a one-stop solution for accessing crucial information related to events, club activities, academic updates, and other matters. The system doesn’t just target active students as its users, but it also targets lecturers, graduates, and even university administrators. This is to provide a collaborative user-friendly platform for students to engage in the campus community without feeling left out.

Currently, official announcements from faculty and authoritative sources are scattered across various communication channels such as Telegram, Discord, and WhatsApp. Below are the tasks we chose to observe:

1. **Access Campus Events**(Assume a user is interested in information related to the upcoming event).
2. **Retrieve Official Announcements**(Assume a user is interested in official updates from faculty).
3. **Send Feedback** (Assume a user is interested in providing feedback).

The observation will involve asking users to fulfil the above tasks via the existing system; thus, we will be using various communication channels which include:

1. Telegram

Telegram is a messaging app known for its speed, security, and privacy features. It allows users to exchange messages, share files, and make voice and video calls. Telegram's group chats are particularly useful for college students as they facilitate easy communication and collaboration. Additionally, Telegram's ability to support large

groups makes it suitable for organising and connecting with classmates, faculty, clubs, or study groups.



2. WhatsApp

WhatsApp, a popular messaging app, is used by college students for efficient communication and collaboration through group chats. Similar to Telegram, WhatsApp allows instant messaging, file sharing, event planning, and multimedia sharing within groups.



3. MyUTM Portal

MyUTM Portal offers quick access to essential services; Students can manage their profiles, handle semester fee payments, and streamline course registrations seamlessly. The app also provides dedicated services to fulfil various student needs.



2.0 Derivation of HTA

2.1 HTA for Task 1 - Access Campus Event

User 1: Hayden Huan Kee Jiun

Link :

https://drive.google.com/file/d/1Edm1l2VEnWEPpK_bIwnRRxssJdofJq07/view?usp=sharing

0. Access Campus Event
1. Open UTM Portal
2. Select activity list
3. Select desired event
4. Read event details
5. Quit the system

Plan 0: Do 1, 2, 3, 4, 5

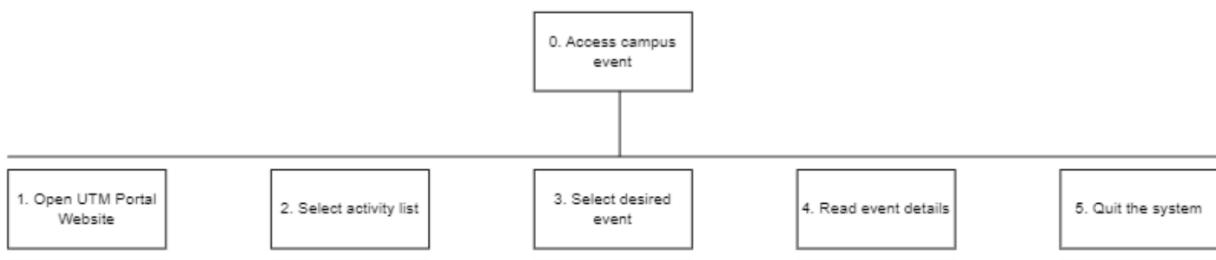
Plan 1: Do 1

Plan 2: Do 2

Plan 3: Do 3

Plan 4: Do 4

Plan 5: Do 5



User 2: Wong Kai Shian Nicholas

Link :

https://drive.google.com/file/d/1VT1fA42qgUhJpWWHyvndQIKMwMsn5D-P/view?usp=drive_link

0. Access Campus Event

1. Open UTM Portal

2. Select activity list

3. Select desired event

4. Read event details

5. Quit the system

Plan 0: Do 1, 2, 3, 4, 5

Plan 1: Do 1

Plan 2: Do 2

Plan 3: Do 3

Plan 4: Do 4

Plan 5: Do 5



User 3: Too Jun Xun

Link :

https://drive.google.com/file/d/1OV9FW8EzWdVJZdq3Ki18es_HUJjfLTGt/view?usp=drive_link

0. Access Campus Event

1. Open UTM Portal

2. Select activity list

3. Select desired event

4. Read event details

5. Quit the system

Plan 0: Do 1, 2, 3, 4, 5

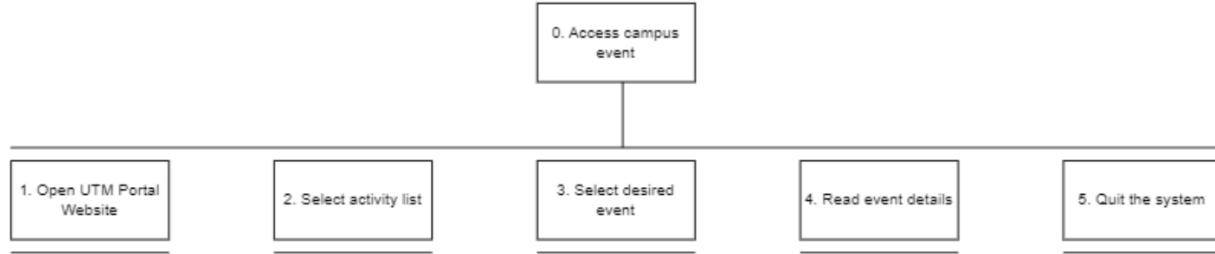
Plan 1: Do 1

Plan 2: Do 2

Plan 3: Do 3

Plan 4: Do 4

Plan 5: Do 5



b) Findings from the HTAs for Task 1

- Students do not have a unified platform that allows them to access all of the campus event list completely, they are fragmented and scattered in various application and group chats of the university
- User 1 has to go through the Telegram group one by one in order to access the desired event, it is long-winded and tiresome.

2.2 HTA for Task 2 - Retrieve Official Announcement

User 1 : Hayden Huan Kee Jiun

Link:

<https://drive.google.com/file/d/1TIDaHWktRiegnFVSoCg2AD7QrtQ-uC4S/view?usp=sharing>

0. Retrieve Official Announcements
1. Access Telegram application
2. Select the campus official group chat
3. Go through the group
4. Retrieve campus official announcement
5. Exit the Telegram application

Plan 0 : Do 1,2,3,4,5

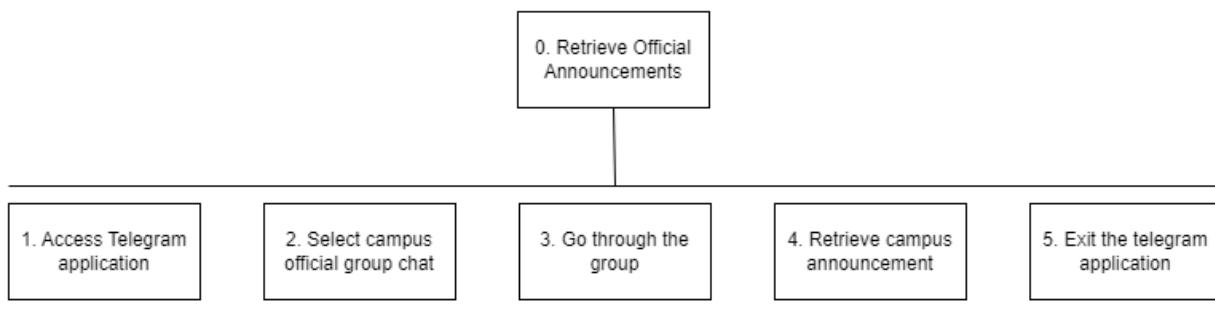
Plan 1 : Do 1

Plan 2 : Do 2

Plan 3 : Do 3

Plan 4 : Do 4

Plan 5 : Do 5



User 2 : Wong Kai Shian Nicholas

Link :

https://drive.google.com/file/d/1-KvdUMzf4X76IVdVeIkLPnasqj2wqFCs/view?usp=drive_link

0. Retrieve Official Announcements
1. Access Telegram application
2. Select the campus official group chat
3. Go through the group
4. Retrieve campus official announcement
5. Exit the Telegram application

Plan 0 : Do 1,2,3,4,5

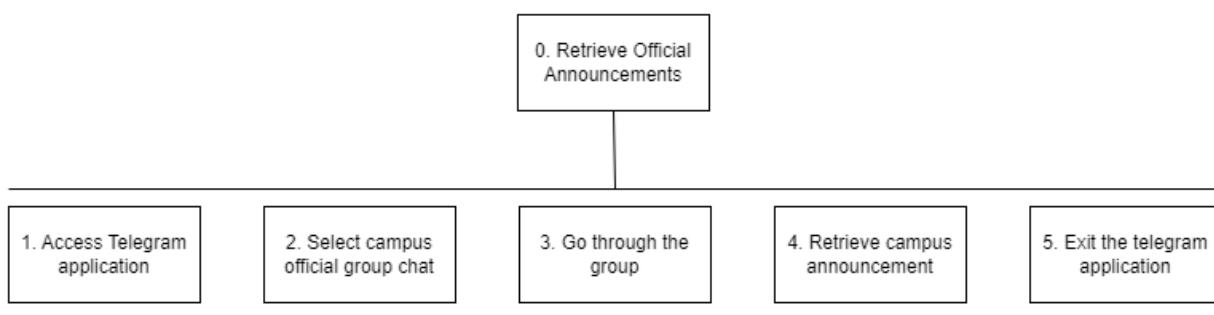
Plan 1 : Do 1

Plan 2 : Do 2

Plan 3 : Do 3

Plan 4 : Do 4

Plan 5 : Do 5



User 3 : Too Jun Xun

Link:

https://drive.google.com/file/d/1gWxNnQPbVpEgN98s9t1jCSohIplHV_5s/view?usp=drive_link

0. Retrieve Official Announcements
1. Access Telegram application

2. Select the campus official group chat
3. Go through the group
4. Retrieve campus official announcement
5. Exit the Telegram application

Plan 0 : Do 1,2,3,4,5

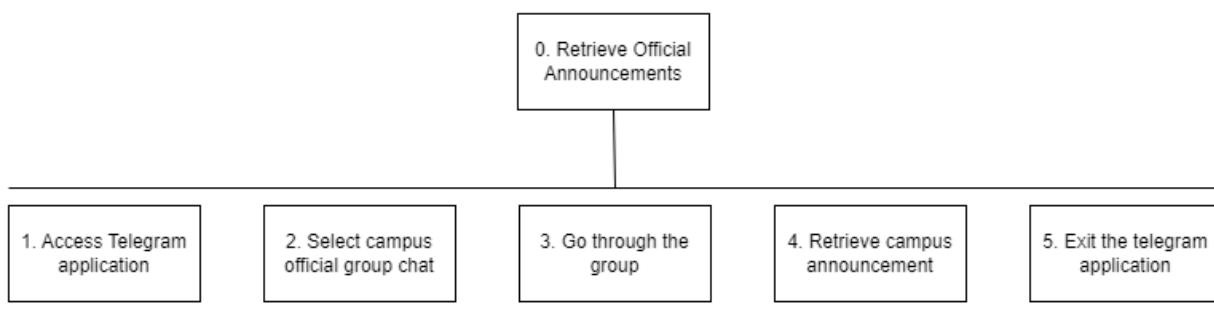
Plan 1 : Do 1

Plan 2 : Do 2

Plan 3 : Do 3

Plan 4 : Do 4

Plan 5 : Do 5



b) Findings from the HTAs for Task 2

- Students do not have a unified platform that allows them to retrieve campus' official announcements, the announcements are often sent to users through different platforms making the users constantly missing out crucial information.
- User 1 has to go through the campus' official Telegram group and scroll through many long messages mixed with the advertisements of campus events making users tedious and hard to identify useful information.
- User 2 had to access the mailbox in order to look for official announcements. A lot of emails that are sent into the same mailbox may push down the message causing the announcement to be missed out by the user. Users needed to search for the announcement regularly in order to retrieve it.

- User 3 accesses UTM portal to get official announcement. The advertisement of the announcement is not regular thus user 3 faced difficulties in obtaining updated information.

2.3 HTA for Task 3 - Student Feedback and Survey

User 1: Hayden Huan Kee Jiun

Link:

https://drive.google.com/file/d/1Uc4ba1L6fOPQ203Bh2TzigDV3BLoqxEy/view?usp=drive_link

0. Send feedback
1. Open Whatsapp
2. Search for Group chat
3. Find feedback link in description
4. Fill in google form
5. Submit Google form
6. Quit Google form

Plan 0: Do 1, 2, 3, 4, 5, 6

Plan 1: Do 1

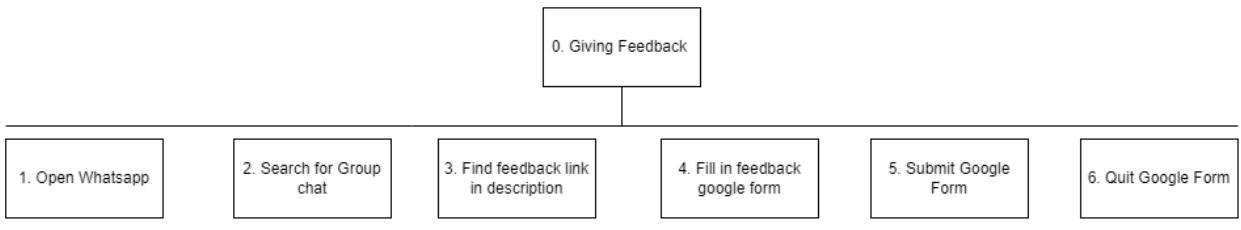
Plan 2: Do 2

Plan 3: Do 3

Plan 4: Do 4

Plan 5: Do 5

Plan 6: Do 6



User 2: Wong Kai Shian Nicholas

Link :

https://drive.google.com/file/d/181CeOWJHRRe0m06uCAiiyVUdXzKzknNL/view?usp=drive_link

- 0. Send feedback
- 1. Open Whatsapp
- 2. Search for Group chat
- 3. Find feedback link in description
- 4. Fill in google form
- 5. Submit Google form
- 6. Quit Google form

Plan 0: Do 1, 2, 3, 4, 5, 6

Plan 1: Do 1

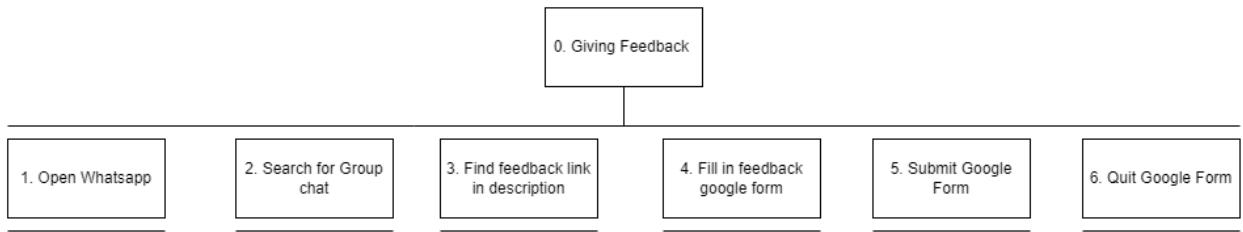
Plan 2: Do 2

Plan 3: Do 3

Plan 4: Do 4

Plan 5: Do 5

Plan 6: Do 6



User 3 : Too Jun Xun

Link:

https://drive.google.com/file/d/1WmSzqZpYBgeFR7cJ2vaQcIFbon-zDZ3t/view?usp=drive_link

- 0. Send feedback
- 1. Open Whatsapp
- 2. Search for Group chat
- 3. Find feedback link in description
- 4. Fill in google form
- 5. Submit Google form
- 6. Quit Google form

Plan 0: Do 1, 2, 3, 4, 5, 6

Plan 1: Do 1

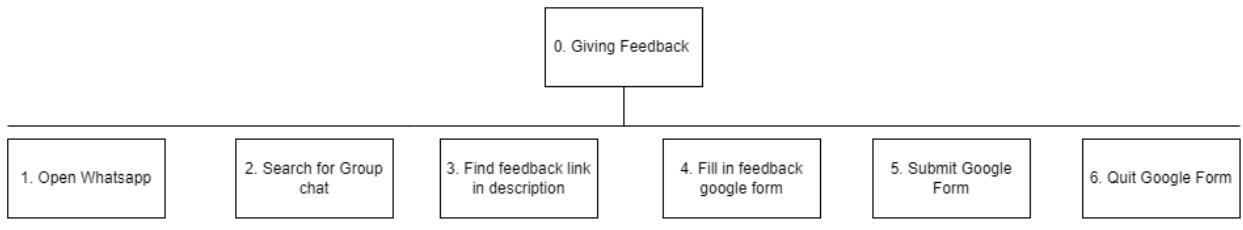
Plan 2: Do 2

Plan 3: Do 3

Plan 4: Do 4

Plan 5: Do 5

Plan 6: Do 6



b) Findings from the HTAs for Task 3

- Students do not have a unified platform that allows them to make feedback or survey, they are fragmented and scattered in various application and group chats of the university
- User 1 has to go send the feedback in the Student Representative Council Telegram group chat. The message he sent is not guaranteed to be seen by the Student representative.
- User 2 has to go to the UTM Portal to look for a contact number. However, the contact number of each college is not included in the list.
- User 3 has to go to college group chat to look for the feedback google form link to make feedback.

3.0 Design Requirements

We have discovered areas where changes can be made to our current system to address the challenges we are facing by interviewing UTM students to get their perspectives on telehealth software. Enhancements that will lead to a more efficient and user-friendly telehealth solution have been made possible by the insightful feedback and suggestions received from these worthwhile interactions with the student community.

2. Title: Gathering Requirements - User Analysis

Proposed Tasks:

1. Access Campus Events(Assume a user is interested in information related to the upcoming event) :

I. Navigating through the different communication channels:

- Objective: Observe how the user navigates through different communication channels.
- Scenario: The user will start by opening the Telegram application, then switch to Discord, WhatsApp, and other applications that may have a channel associated with the upcoming event.

II. Filtering options within each channel:

- Objective: Take note of any filtering options available, such as category, time, or keywords, and how users utilize these options.
- Scenario: The user will seek filtering options to avoid having to deal with the overwhelming amount of information. The user will filter the information depending on the event and the available options (category, time, keyword, etc) in a certain communication channel (different communication channels have different filtering options).

III. Evaluating User Experience in Finding Event Details:

- Objective: Evaluate the user experience in finding and accessing event details, including date, time, and location.

- Scenario: Once the user finds the information related to the upcoming event, the user will attempt to access the event details. This includes details like date, time, location, and any additional relevant information.

IV. Utilizing Additional Features:

- Objective: Observe if users utilize any additional features, such as setting reminders or RSVP options if available on specific channels.
- Scenario: The user might be interested in utilizing the additional features available in that certain communication channel, the user checks if there is anything that interests them from the available features. For instance, if the user is interested in setting a remainder then the user will check if the platform has this feature.

2. Retrieve Official Announcements(Assume a user is interested in official updates from faculty) :

I. Navigating through Different Communication Channels:

- Objective: Observe how the user navigates through different communication channels.
- Scenario: The user begins by opening the Telegram application, then switches to Discord, WhatsApp, and other relevant applications associated with official announcements. The user aims to explore each channel to gather official information from faculty and authoritative sources.

II. Filtering Options within Each Channel:

- Objective: Take note of any filtering options available, such as category, time, or keywords, and observe how users utilize these options.
- Scenario: The user looks for filtering options available to simplify the search for official announcements. Filtering may involve refining results based on categories, specific timeframes, or relevant keywords, depending on the features offered by each channel.

III. Evaluating User Experience in Finding Official Announcement Details:

- Objective: Evaluate the user experience in finding and accessing details of official announcements, including date, time, and any additional relevant information.
- Scenario: After locating information related to official announcements, the user attempts to access the details. This involves finding specific details such as the date, time, and any additional information provided by faculty or authoritative sources.

IV. Utilizing Additional Features:

- Objective: Observe if users utilize any additional features, such as setting reminders or engaging with RSVP options, if available on specific channels.
- Scenario: The user explores each communication channel to identify and use additional features provided. For instance, the user might check for features like setting reminders or responding to RSVP options, depending on the functionalities offered within each communication channel

3. Send Feedback (Assume a user is interested in providing feedback):

As there is no dedicated feedback feature in the existing system, Below are the alternative approaches used by students to provide feedback without a dedicated feedback feature.

I. Academic Surveys and Forms:

- Objective: Observe how the user locate and engages with academic surveys and forms as an alternative means of providing feedback.
- Scenario: The user accesses academic surveys or forms distributed by faculty or departments. They navigate through these surveys, providing feedback through organised forms.

II. Email Communication:

- Objective: Assess how the user utilises email communication as a method to provide feedback.
- Scenario: The user, unable to find a designated feedback feature, chooses to express their thoughts through email. They compose a message detailing their feedback and send it directly to relevant administrators, faculty, or departmental contacts (technical dept, digital dept, etc).

2.0 Persona

Persona 1 from Club leaders



Hayden Huan Kee Jun is a second-year student pursuing a Bachelor of Computer Science with a specialisation in Networks and Security at UTM. Hayden is deeply passionate about cybersecurity and network protocols, often immersing himself in coding challenges and security workshops. As an active member of the Computer Science Club, he enjoys attending tech-related events to stay updated on the latest advancements in his field. Hayden is known for his friendly demeanour and is keen on fostering connections within the tech community.

Hayden frequently uses CampusConnect to access campus events. He's eager to participate in hackathons, cybersecurity seminars, and networking sessions. By utilising the platform, Hayden aims to streamline his event planning, quickly express his interest in relevant gatherings, and stay informed about exclusive opportunities in his field. Additionally, Hayden values the ability to retrieve official announcements promptly, ensuring he is always aware of any security-related updates, changes in class schedules, or important policy information. Lastly, he actively provides student feedback through the platform, contributing his insights to enhance the overall tech-oriented student experience.

Persona 2 from Campus Students



Wong Kai Shian Nicholas, a second-year student majoring in Computer Science with a focus on Data Engineering, is recognized for his analytical mindset and proficiency in handling large datasets. Nicholas is part of the university's Data Science Club and is often engaged in collaborative projects that involve data processing and analysis. Outside academics, he enjoys attending workshops that provide insights into the latest data engineering tools and techniques.

Nicholas relies on CampusConnect to access campus events that align with his data-centric interests. Whether it's data science meetups, coding challenges, or industry talks, Nicholas uses the platform to stay informed and engaged. Given his focus on data, he frequently checks official announcements for updates on relevant courses, data-related workshops, or changes in curriculum that might affect his academic plan. Additionally, Nicholas actively contributes to student feedback, providing valuable insights on how to improve data science resources on campus and suggesting new tools or software for inclusion in the curriculum.

Persona 3 from University Administration



Too Jun Xun, a second-year student pursuing a Bachelor of Computer Science with a specialization in Bioinformatics, is passionate about the intersection of computer science and biology. Jun Xun is actively involved in the university's Bioinformatics Research Group, where he collaborates on projects exploring the applications of computational methods in genomics and molecular biology.

Jun Xun turns to CampusConnect to discover campus events that offer insights into the latest developments in bioinformatics and computational biology. Whether it's research seminars, bioinformatics workshops, or networking events with professionals in the field, Jun Xun uses the platform to enhance his academic experience. Moreover, he relies on CampusConnect to retrieve official announcements related to changes in course structures, updates on research opportunities, and information about internships in bioinformatics. Jun Xun is also committed to providing student feedback to improve the integration of bioinformatics tools in coursework and suggesting ways to enhance the overall learning experience for students in his specialization.

3.0 Scenario

Task 1: Access Campus Event

Persona 1: Mr Hayden Huan Kee Jun, 21 years old, a second-year student majoring in Networks and Security at UTM

User Goal: Access and express interest in campus events using the CampusConnect application to stay engaged with his academic and professional interests.

Task:

- Open Application
- Select Campus Event
- Access Event Details

Accessing campus events had always frustrated Mr Hayden. Between various group chats, the school's outdated app, and confusing portals, details lived scattered - buried in long email blasts or student conversations catching his limited attention. He regularly heard exciting announcements that aligned perfectly with his clubs, career interests, or new hobbies but found no centralised, personalised way to filter upcoming dates or details that mattered to him specifically. Hayden wanted to maximise experiences but was overwhelmed navigating disjointed platforms that only ever showed a partial, poorly organised glimpse of student life.

Then Hayden discovered CampusConnect and its seamlessly integrated Events feature. After a quick login, he tapped “Events” on the intuitive bottom nav bar. Instantly, CampusConnect displayed a chronological list unifying student organisation meetings, academic lectures, company site visits, recreational activities and more - finally aggregating options once siloed across group messages and school sites inaccessible to commuter students like Hayden. He eagerly tapped “This Week” to filter dates, noting the Engineering Student Association meetup and a beginner rock climbing session - a hobby he’d always wanted to try! A few smooth taps let Hayden access full event details then register right within CampusConnect’s thoughtful interface.

In mere minutes, the app resolved previous headaches deciphering disjointed listings and unreliable word-of-mouth tips. CampusConnect aggregated then personalised opportunities tailored to Hayden's studies and interests - empowering his full engagement. What once seemed an insurmountable feat frantically navigating various groups and portals was now possible thanks to CampusConnect centralising and customising campus event access.

Task 2 : Retrieve Official Announcements

Persona 3 : Mr Wong Kai Shian Nicholas, a second-year student majoring in Computer Science with a focus on Data Engineering. He often fails to get up-to-date announcements due to hectic schedules and cannot update his plans on time based on the announcements.

User Goal : Users can access a list of announcements sorted neatly based on time released. User can select the announcement to access to its details

Tasks:

- Open application
- Login
- Select Official Announcements
- Access announcements details

Mr. Wong Kai Shian Nicholas faces a persistent challenge in maintaining up-to-date awareness of official announcements because he tends to forget to check the UTM portal on a regular basis. This lapse in routine has led to instances where he has inadvertently missed critical notifications and official updates. Adding to his predicament, he has observed that his friends often receive announcements quicker through alternative platforms. When attempting to cross-reference these announcements on the UTM portal, he encounters difficulties in locating the specific information, contributing to a discrepancy in the timing and availability of essential notifications. This discrepancy not only affects the timeliness of his access to important information but also raises concerns about the consistency and visibility of announcements on the UTM portal compared to other channels used by his peers.

Realising the need for a more convenient and consistent solution, Mr Wong quickly found an application called CampusConnect. He logs into the application using his student id and password. He effortlessly found a ‘Official Announcements’ section at the navigation bar on the home page. When he taps into it, a list of official announcements published by his university which are sorted neatly based on the publication date appears on the screen. When he taps into one of the announcements, he is able to retrieve the descriptions and details regarding the

announcements. Besides, he discovers that notification will be sent to him whenever a new announcement is made. These features had prevented him from missing out any official announcements and also helped him to access the latest announcement as soon as possible after it was released.

Task 3: Send feedback

Mr. Too Jun Xun, a second-year student pursuing a Bachelor of Computer Science with a specialization in Bioinformatics, is also a resident of Kolej Tun Dr Ismail.

User goal: Make feedback on problems related to college.

Task:

- Find the whatsapp group of college
- Looks for the feedback Google Form link
- Fill in the form
- Submit the form

Mr. Too Jun Xun is facing a problem in his hostel. He will look for the google form of feedback form in the College Whatsapp group. After submitting the feedback form, he will not receive any reply on the feedback until the person in charge of the college sees his feedback in the Google Form. This causes him to waste his time on waiting for the reply as the reply may receive more than 1 week late.

Hence, recognizing the need for a convenient and efficient solution, he opens the application on his smartphone and logs into his account. He then selected the “Feedback and Survey” widget. There are multiple choices for him to make feedback. He will choose a “College” widget then choose his college name. After that he can insert the details of his feedback and submit the feedback. After submitting, he can see the status of the feedback whether the feedback is received, in progress of solving or solved.



UTM
UNIVERSITI TEKNOLOGI MALAYSIA

FACULTY OF COMPUTING
UTM Johor Bahru

SESSION 2023/2024 SEMESTER 1

**SECV2113
HUMAN-COMPUTER INTERACTION**

PROJECT PART 3: Conceptual & Physical Design

LECTURER'S NAME

DR LAYLA HASAN

SECTION

07

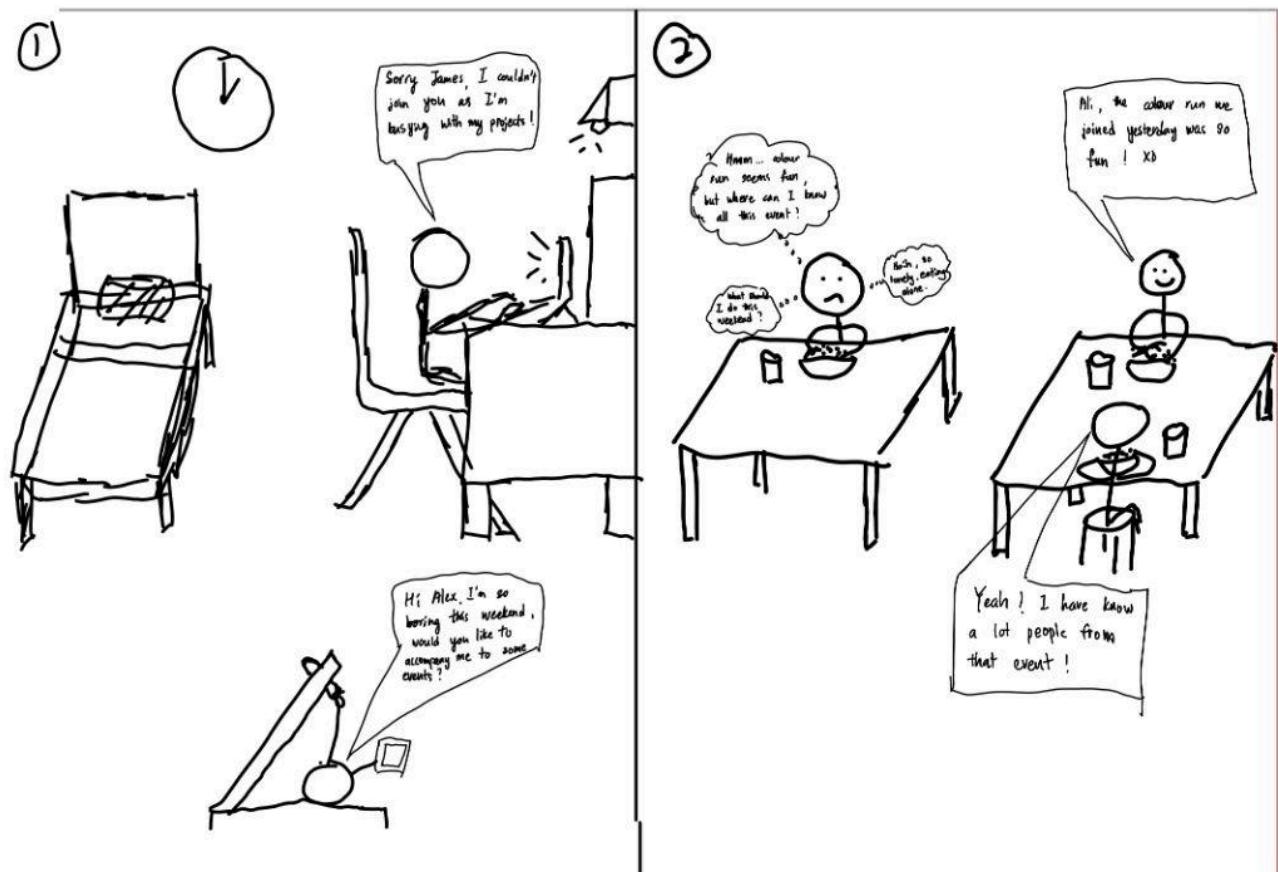
| NAME | MATRIC NO. |
|-------------------------------------|-------------------|
| YAP JUN CHENG | A22EC0294 |
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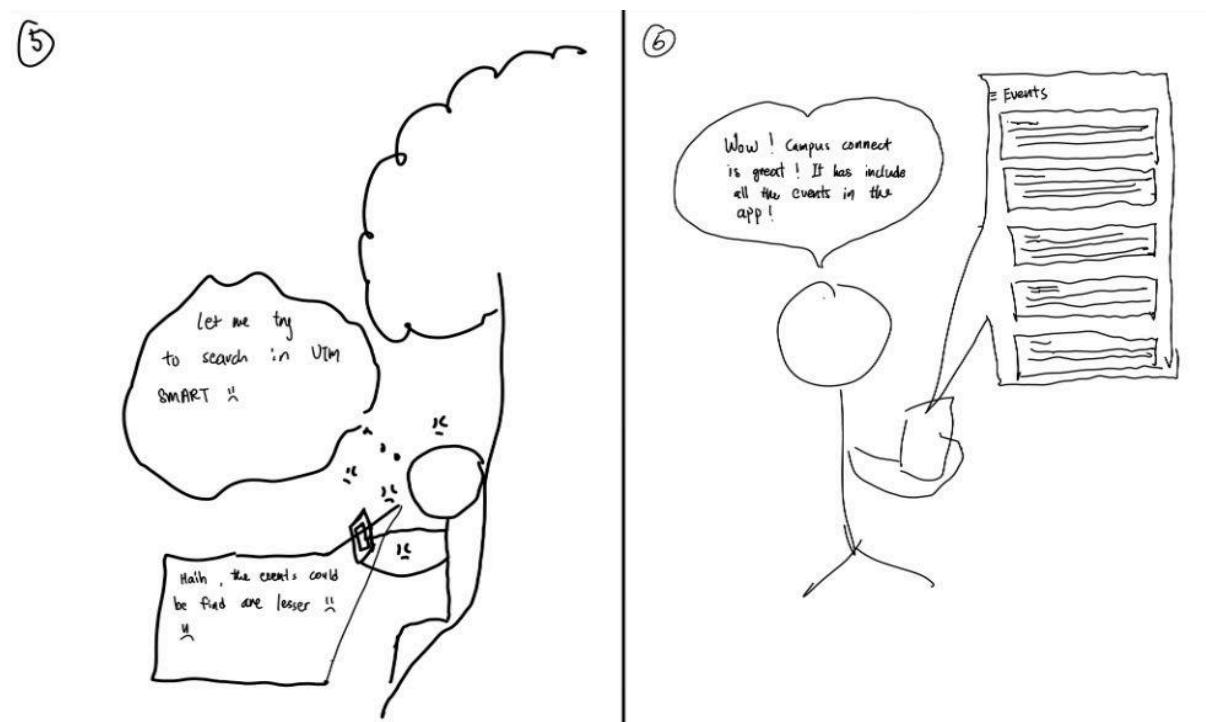
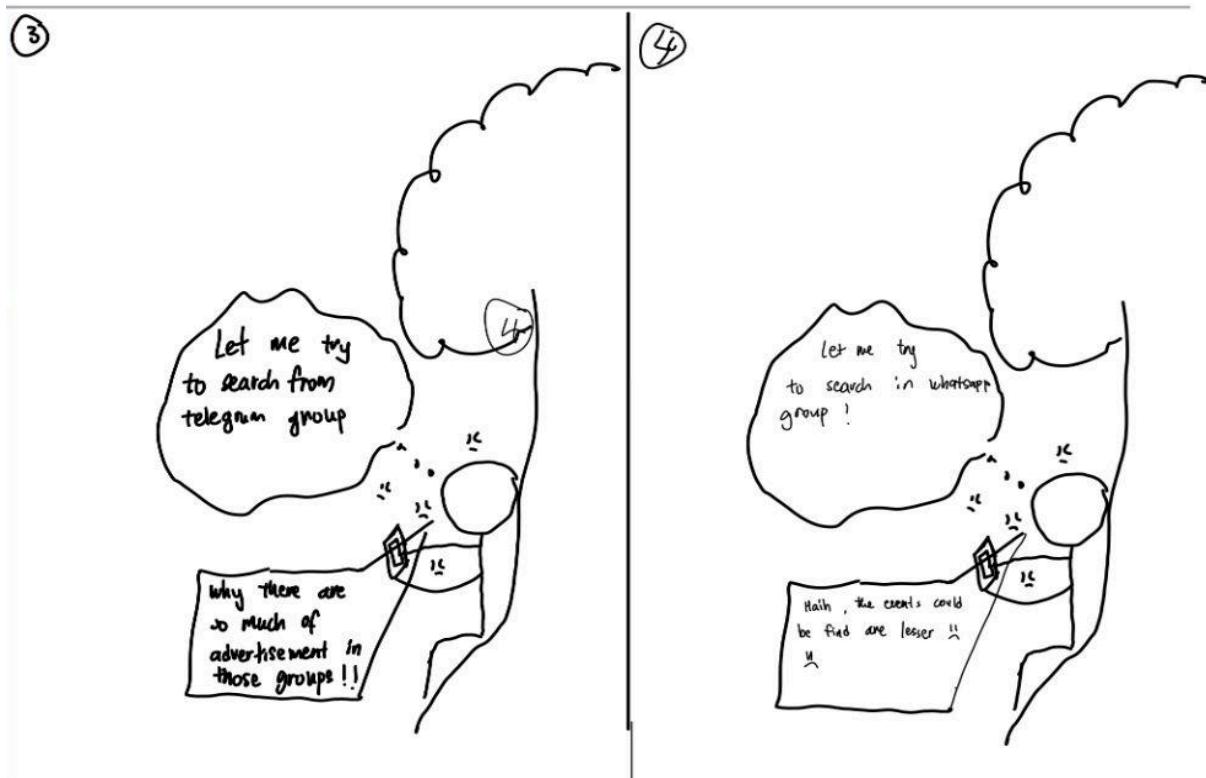
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1.0 StoryBoard

Goal 1 - Accessing Campus Events





Scene 1:

User feels bored for this coming weekend. He invited his friend to join event during the weekend. He was rejected.

Scene 2:

User heard people joining activity and seems very fun and he wish to find out what are the activity he can join on this coming weekend.

Scene 3:

User search for events in the telegram groups and he was frustrated with the advertisement other posted in the telegram group.

Scene 4:

User search from the UTM Portal website. He saw a lot activities but he couldnt find the activity organised by some of the clubs that are not officiate.

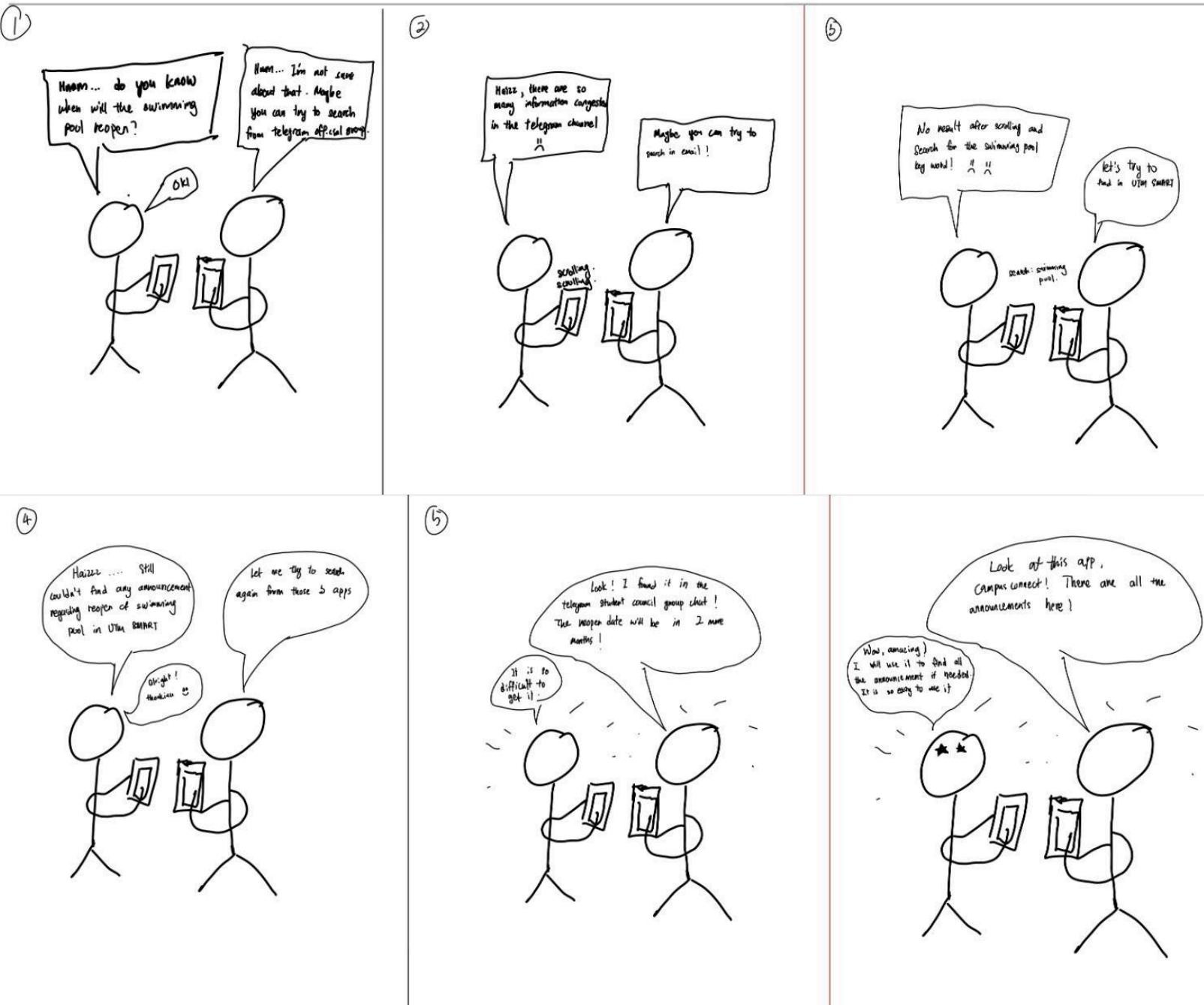
Scene 5:

User uses UTM SMART to search for events. The number of events can be found in UTM SMART is the least when compared to the other 2 apps. He is not satisfied to search for event using 3 apps but in the end couldnt find the event he is interested to.

Scene 6:

User used the CampusConnect app to look for the event. He could find it in a list of activities that will be organised in the campus.

Goal 2 - Retrieving Official Announcements



Scene 1:

Users wish to know when the swimming pool reopened.

Scene 2:

User tried to search in the telegram group but there is too much irrelevant information posted in the telegram group.

Scene 3:

User tried to search in email inbox. User key in the keyword “Swimming Pool” to search. User couldn’t get any results.

Scene 4:

User tried to search in UTM SMART application. He couldn’t find any announcement related to the swimming pool.

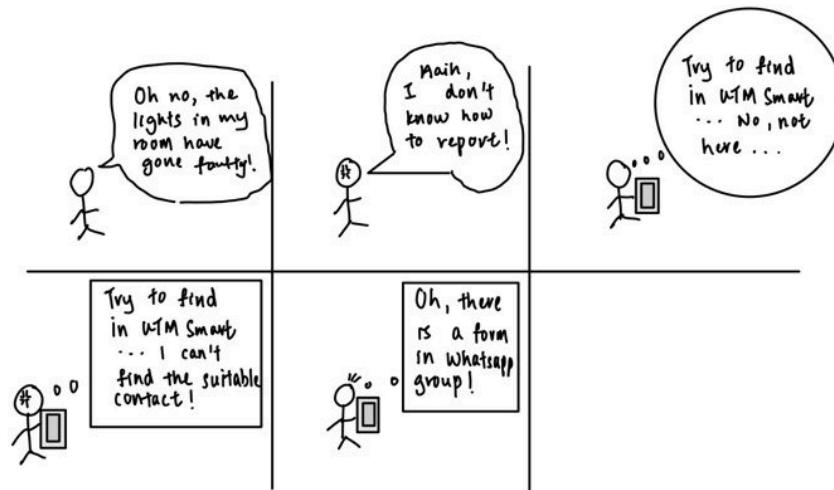
Scene 5:

User tried to search again in other telegram group and finally he got the notice. He was unsatisfied as there are too many channel will be posting the announcement and there is no fixed group will be posting the announcement.

Scene 6:

User tried the CampusConnect app and he could easily find the announcement from the app.

Goal 3 - Student Feedback



Scene 1

User's room light is faulty.

Scene 2

User wish to report and fix it but don't know how to report the issue

Scene 3

User try to find way to report to related department in UTMSmart but fail to do so

Scene 4

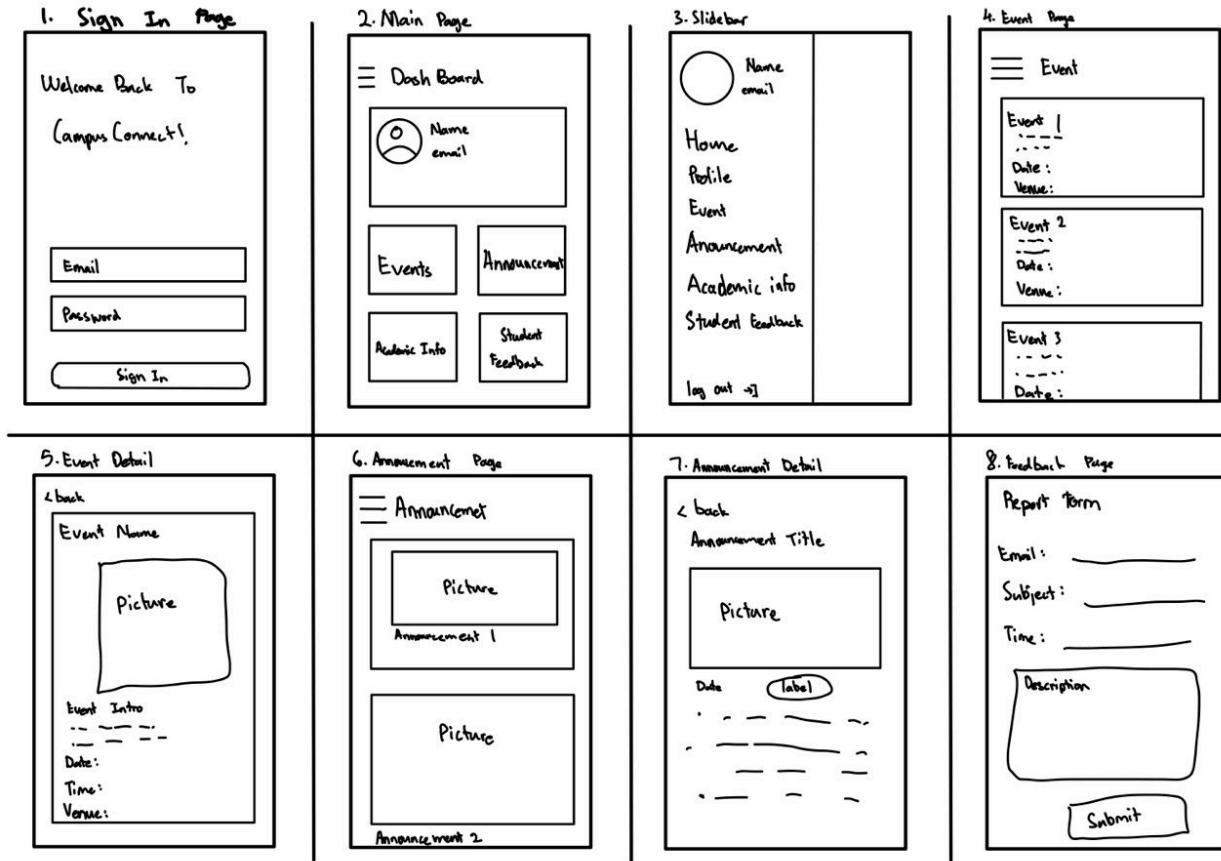
User try to find suitable contact that can make report to in contact list in UTM portal but also fail to do so

Scene 5

User finally found a google form in WhatsApp group to report his issue

2.0 Alternative Design

2.1 Design 1 - Yap



Screen 1

This sign in page is the page to authenticate the user with their graduate email address and password so that the university information can be only accessed by internal members such as undergraduate students or lecturers.

Screen 2

The main page shows a dashboard and element tabs. The dashboard contains the profile picture, name and email address of the student. At the bottom of the dashboard there are four tabs which are Events card, Announcements card, Academic info card and Student feedback cards. Each of these navigate to the corresponding page of the application after clicking on them.

Screen 3

This is a navigation side drawer which helps users to navigate to different pages they wish to reach. If users wish to log out their account they can also log out at the side menu.

Screen 4

This is the Event page which shows the users about all of the events in the university. The events involving the upcoming event and the happening event. The users can briefly go through the event details on the page as each event card also shows the important element which the students need to know about the event such as date and venue.

Screen 5

This is the Event Details page which shows the users the details of an event that was clicked by the users at the previous page, Event page. The users can access the text and graphics representation of the event such as title, pictures. Other than that, the users should be able to access the details of the event also. They can read the introduction of the event and also its date, time and venue. This page enables the users to know the details of a specific event that they were interested in.

Screen 6

This is an Announcement page which contains information about the official announcement made and posted by school authorities. Each of the announcements and news is being simplified in a card which only shows its pictures as the cover picture and the title text. This enables students or users to briefly go through the official information without having to read tons of words and sentences but with a brief summary of the information.

Screen 7

This is the Announcement Details page of a certain announcement which shows the users the details of an announcement that was clicked by the users at the previous page, Announcement Page. The user can access the information of the announcement made by the university authorities such as the title and pictures. Other than that, the users should be able to access the details of the announcement also. They can read the information of the announcement with its date and label. This page enables users to know the details of a specific announcement that they were interested in.

Screen 8

This is the feedback Page which is navigated by the navigation side drawer which is the ‘Student Feedback’. Students can reach this page to report certain problems, feedback or improvement to the university authorities. Students have to fill in their email address the subject of the report, the time when they encounter the problem. They would also need to fill the textbox of the description in order to let the university authorities know the details of it.

2.2 Design 2 - Chan Wen Kang

The wireframe illustrates the design of a student hub application with the following screens:

- Login Screen:** A simple form with fields for Name and Password, and buttons for Sign in and Forget Password.
- Profile Screen:** Displays the user's profile picture, name, matric number, year/course, and faculty (Faculty of computing). It also includes a wavy line input field for announcements and buttons for Campus Event and Feedback.
- Announcement Screen:** A list of four announcement types: Official announcement, Faculty announcement, College announcement, and Club & society announcement. Each item has a progress bar at the bottom.
- Event On Campus Screen:** A table listing events categorized by type (Official Event, Faculty Event, Kafei Event, Club Event) with columns for No., Event Name, Type, Date, Venue, Favourite, and Registration Link. Sample data rows are provided.
- Feedback Screen:** Options for SOS (Emergency Contact), Surveys, FAQs, and Report.
- Report Screen:** A form for reporting issues with fields for Email, Unit, Location, Subject, Details, and Attachment. It includes a checkbox for Acknowledgement and a Submit button.

Screen 1

This login page allows the user to access the applications by entering their username and password for authentication purposes. Once the username and the password have been keyed in, users are required to click on the "Sign In" button to enter the application. If the user forgets the password, the user can click on the forgot password to change the password.

Screen 2

This page is used to show the profile of the user by displaying the profile picture, account name, matric number, year/course, and faculty. The below part are the access button for the user to direct to the announcement screen, event on campus screen and the feedback screen.

Screen 3

In this screen, users are allowed to see the summarized announcement of the official announcement, faculty announcement, college announcement and also the clubs announcement. The users can swipe left

and right to see the announcement and the users can click into the summarized announcement image to read the relevant announcement official statement.

Screen 4

In this screen, users are allowed to see different activities that are organized by UTM officials, Faculty, Kolej and Clubs. The users are allowed to see the numbers of events available from each of the units by looking at the number in a circle besides each unit name. For each unit, the events details are included in the table which are event name, event type, event date, event venue. Users can mark the event as favorite and access the registration link in the last column.

Screen 5

In this screen, users are allowed to access the emergency contact number in UTM, Surveys form, FAQs and make a report.

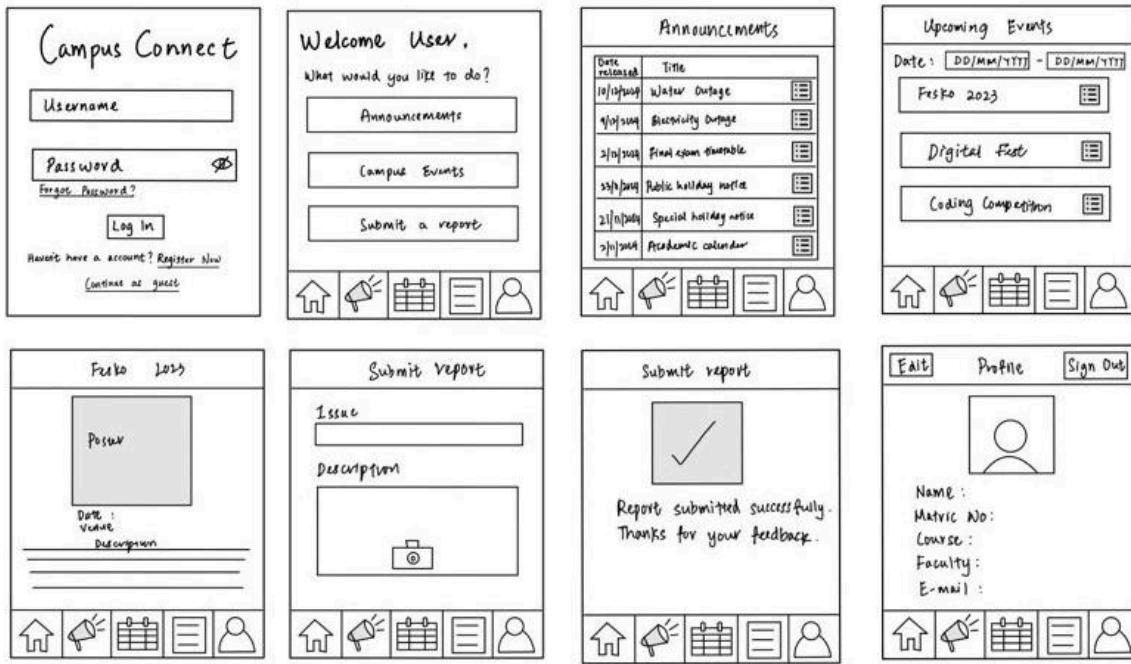
Screen 6

This page allows the users to enter their email, and select which unit they would like to make a report by clicking the triangular shape icon which is the dropdown list of their unit they wish to make report. After selecting a unit, the user can include the location of the place he would like to report. The next row allows users to key in the subject of the report then the users can key in the details of what he would like to report. The users also can attach pictures by clicking the + symbol in the square box. Before submitting the users should click on the box and read the details of the acknowledgement regarding their name and matric number will be recorded. After completing all, users can press the submit button to submit the report.

Screen 7

This page shows the status of the report by displaying the report made by the user in a table which consists of 4 columns. From the table, users can see the details of the report, unit in charge of the report and lastly see the status of the report where there are 3 status. First will be received, then solving and lastly is solved. This helps users to know the status of their report and do not worry whether the department received the report or not.

2.3 Design 3 -Elvis Chang Feng Jie



Screen 1

This page shows the login page that prompts users to key in their username and password and click the 'Log In' for authentication purposes. If users forgot their password, they can click on 'Forgot Password?' that will direct them to a page to change their password. If users do not have an account, they can click on the 'Register' button that will redirect them to a page to register a new account. Otherwise, users can also continue as a guest to access the app. The bottom of the page consist of a bar of icons respectively are home

Screen 2

This page shows the home page of the CampusConnect app. The page first greets the user and prompts the user to select one of the features of the app which are announcements, campus events and reporting. The bottom of the page consists of icons representing home page, announcement, campus event, reporting and profile respectively.

Screen 3

This page shows the announcement of university in a list form based on the date released. Users can also press the details icon on the end of the row to obtain details of the announcement.

Screen 4

This page shows the upcoming events. It arranges the events in the form of the column which is effective to show the users of all the upcoming events.

Screen 5

This page shows the details of the upcoming events. It will display all the details of the events. It displays the title, pictures, date, and the description of the event.

Screen 6

This page shows the report page to make a report . Users are required to state their issue of reporting followed by adding a description to describe the issue and attach photos if desired.

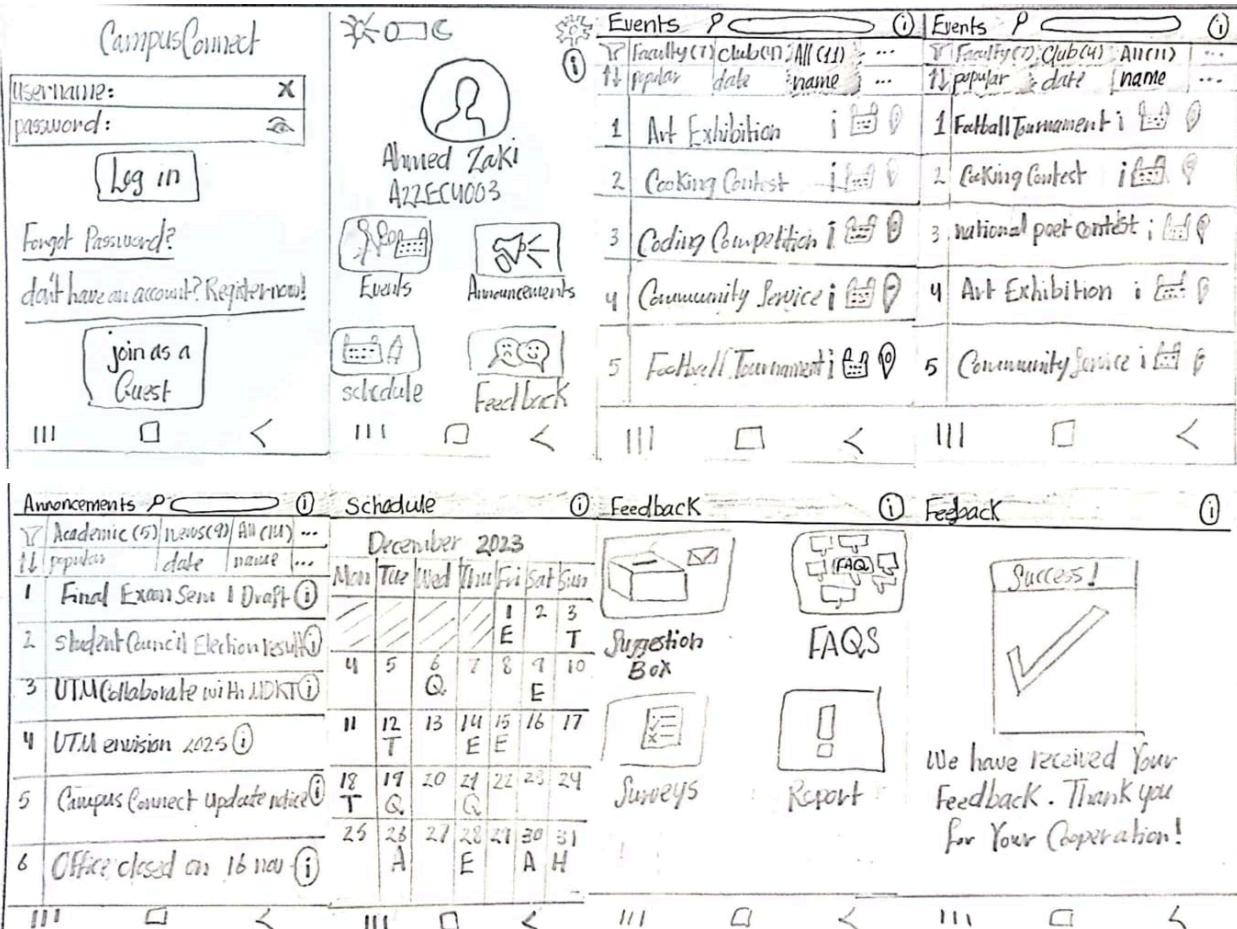
Screen 7

This page shows a confirmation screen to notify users that the report has been successfully submitted.

Screen 8

This page displays the user profile along with user's information that includes name, matric number, faculty, course and email address. Users can edit their personal information by pressing the edit button on the top left corner on the page and sign out of their profile through the sign out button at the top right corner of the page.

2.4 Design 4 - Ahmed Zaki Ahmed Mohammed Al-Gabaly



Screen 1

The CampusConnect application can be accessed by entering the user's username and password. For quick deletion of a typographical error, users can click the cross sign when entering the username in the "Account" row. Passwords can be revealed by clicking the relevant sign for checking purposes. The users can either register for an account or continue using this application as guests if they don't have an account. Upon entering the username and password, users must click the "login" button to begin using the application.

Screen 2

CampusConnect's main page. Users can choose which functionality they would like to use on this page, such as exploring Events, reviewing announcements, managing their schedule, providing feedback, changing the theme from dark to light and vice versa, or modifying the settings of the application. Here you will also find the user's profile picture and personal information. In addition, the “i” sign would provide information for users who need help or are facing difficulties with the way the application works, This Function is available on all the pages except the login page.

Screen 3

By choosing the event option, the user is led to this page. Here the user can explore the events, read their information through the “i” sign, add a reminder to the schedule through the second sign, check the location of the event through the third sign, and filter them to club events, faculty events, or other criteria by pressing the three dots sign, to reduce the options and make the look for a certain event easier. similarly, it is possible to change the view order of events and sort them based on different criteria just like filtering. In addition, the user can use the search bar to search for a certain event in case he has something very specific in mind.

Currently, The filter is set to ALL while the Order is set to name.

Screen 4

This scene shows how the list of events changed and so is the order. This is due to the user setting the filter to Club and the Order to Popular.

Screen 5

By choosing the announcement option from the main page, the user is led to this page. Here the user can check the announcements which include news, official notices, and other announcements. Just like the Events page, the Announcement page has filtering and ordering options. By clicking the “i” sign next to the announcement, the user will be able to read the information related to the announcement.

Screen 6

By choosing the Schedule option from the main page, the user will get to this page. Here the user can see the reminders set by the faculty, and the event page, or they can customize the schedule however they wish by adding other appointments on the desired day.

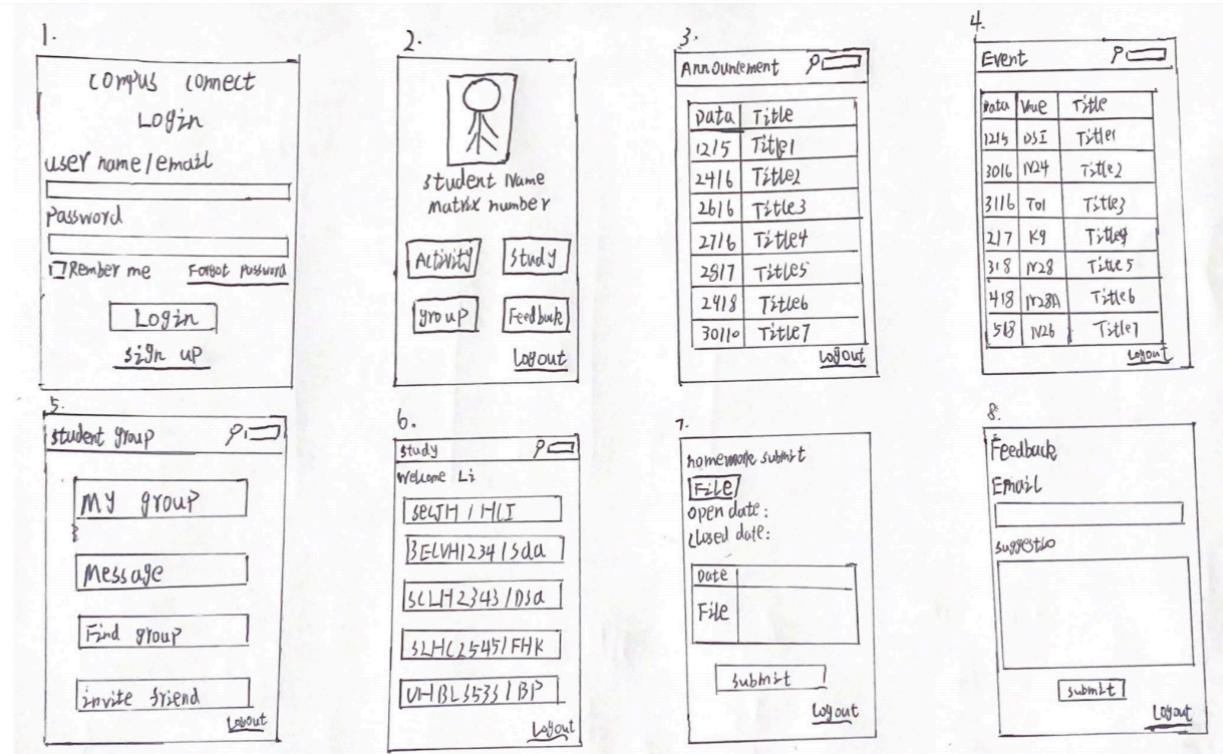
Screen 7

By choosing the Feedback option from the main page, the user is led to this page. Here the user could provide suggestions through the “Suggestion Box” option, review frequently asked questions through the “FAQs” option, undergo a survey through the “survey” option, or Report a problem.

Screen 8

After the user finishes providing feedback through any of the options, the user will get to this page. This page signifies that the feedback was successfully sent to the relevant party.

2.5 Design 5 - Wang Rui Qi



Screen 1

This is the login page where users can enter their username and password to access the application for authentication purposes. After entering the username and password, the user needs to click the "Sign in" button to access the application. If the user forgets the password, the user can click the forgotten password to change the password, and remember the account password to facilitate the next login. If you don't have an account, you can register an account.

Screen 2

This is the login page. It contains the four most important sections, which can be accessed by clicking

Screen 3

This is the announcements page, on which you can see the announcements and have them timestamped

Screen 4

This is the event page, on which you can see the announcements and have them timestamped

Screen 5

This is the group page. From this page, you can create groups, invite friends, and send messages to groups!

Screen 6

This is the learning page where you can view your courses for learning.

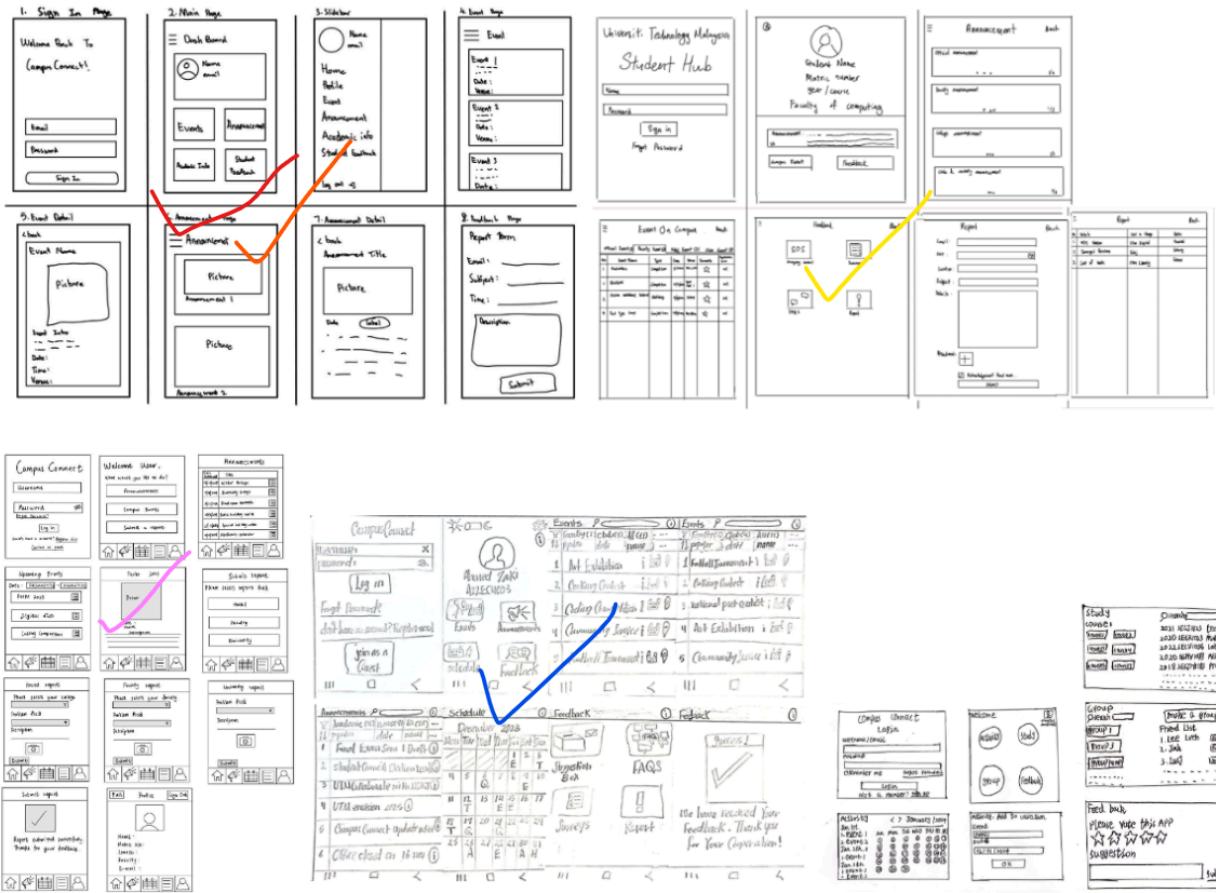
Screen 7

This is the Assignments page, where you can view the assignments posted by your instructor and submit them, which will have an open date as well as an end date.

Screen 8

This is the feedback page, you can leave your email to give your feedback on the app and give your own suggestions!

Voted design element

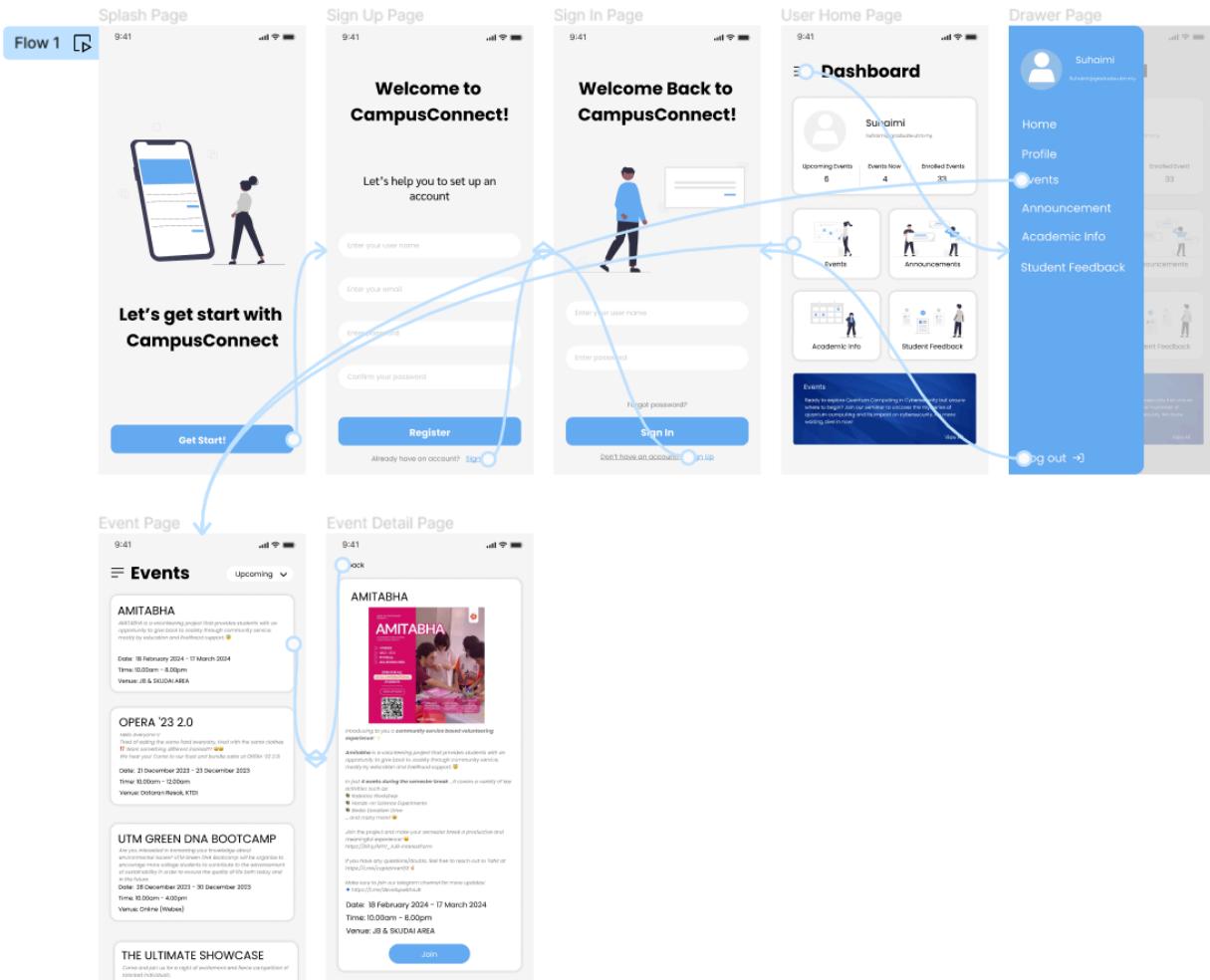


1. Yap Jun Cheng - vote for Ahmed Zaki Ahmed Mohammed Al-Gabaly
Reason: Detailed, oriented to the problems, well organized, ease to understand
2. Ahmed Zaki Ahmed Mohammed Al-Gabaly - vote for Yap Jun Cheng
Reason: It demonstrates a seamless integration of user-friendly features, providing an intuitive and accessible experience for all users.
3. Chan Wen Kang - vote for Yap Jun Cheng
Reason: Organized design, detailed and oriented solution for the problems.
4. Elvis Chang Feng Jie - vote for Wang Rui Qi
Reason: Clean and Intuitive Design, user-friendly interface
5. Wang Rui Qi - vote for Elvis Chang Feng Jie
Reason: His design is very detailed and shows very informative details to the users.

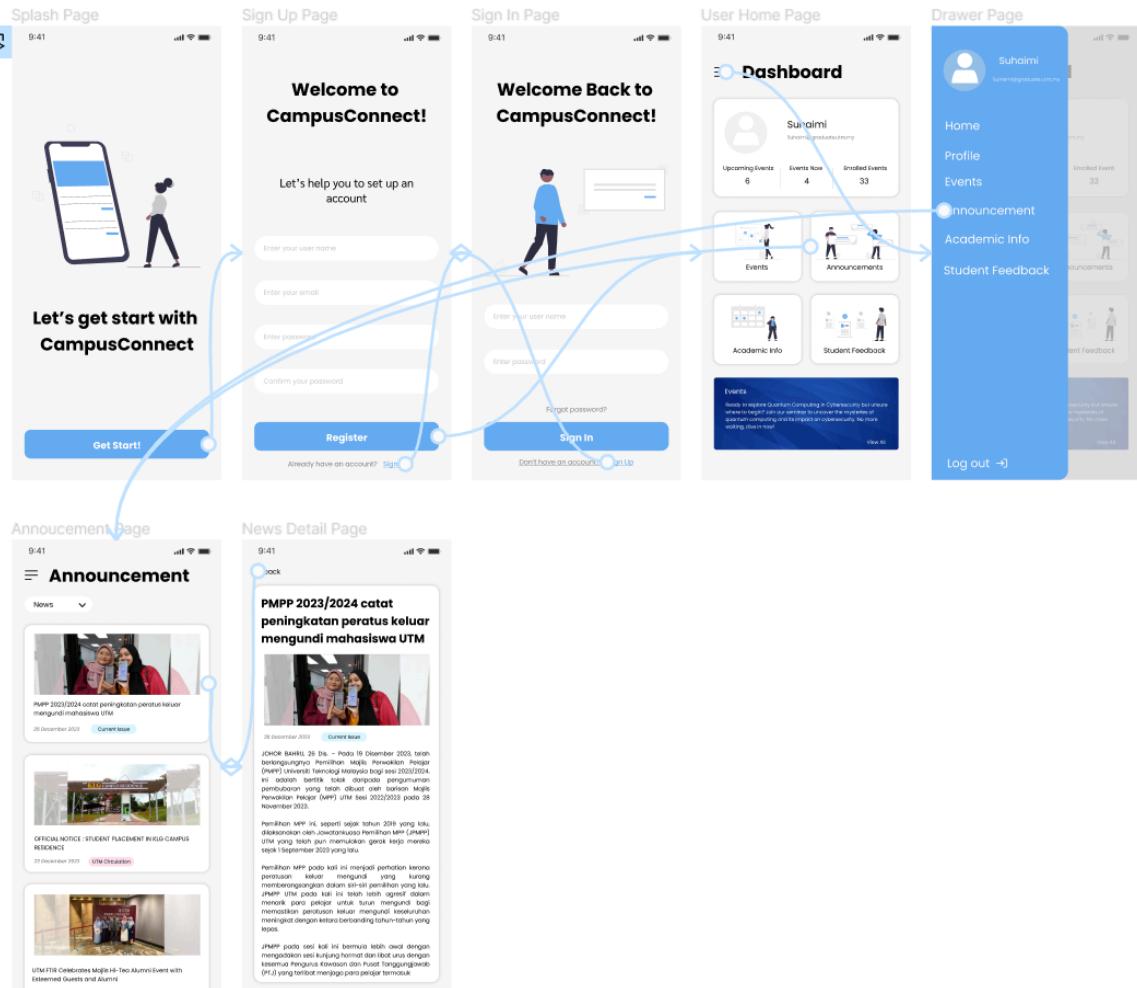
Result: We all decided to use YAP JUN CHENG's design as a basic. Then, we refine it by combining all the good parts of everyone's design.

3.0 Wireframe

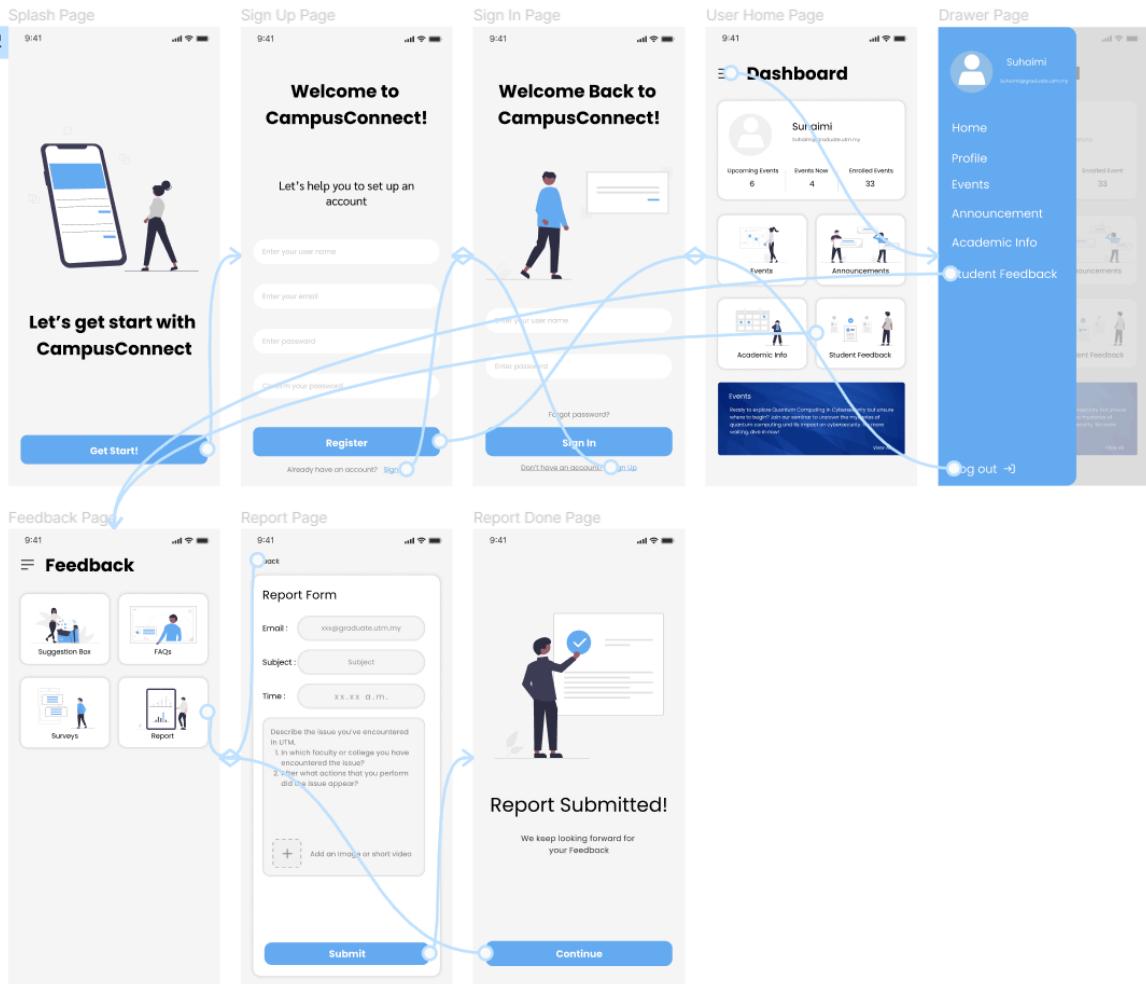
3.1 Task 1 - Accessing Campus Event



3.2 Task 2 - Retrieve Official Announcements



3.3 Task 3 - Student Feedback



Reasons/Justifications for Choosing the design

Adherence to Shneiderman's Golden Rules is evident in many of our CampusConnect system's design elements. The following table justifies the design based on Shneiderman's Golden Rules:

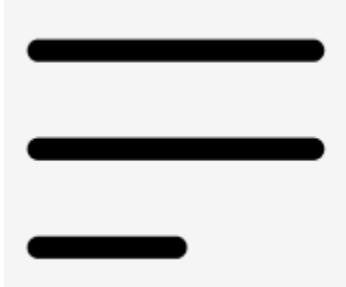
| Shneiderman's Golden Rule | Evidence of Embodiment in the CampusConnet Design |
|---------------------------------|--------------------------------------------------------------------------------------------------|
| “Strive for consistency” | ➤ The “Get Started” Button on the initial page provides a consistent starting point for users by |

| | |
|-------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | <p>reinforcing a familiar approach.</p> <ul style="list-style-type: none"> ➤ The placement of the Side-Menu Button across all pages maintains a consistent navigation capability, allowing users to easily access the different functionalities of the system. |
| “Enable frequent users to use shortcuts” | <ul style="list-style-type: none"> ➤ The side menu acts as a timely shortcut, offering direct linkages to various sections such as the profile, events, and announcements, streamlining user navigation and speeding up the process of accessing the system functionalities. |
| “Offer informative feedback” | <ul style="list-style-type: none"> ➤ Clear instructions are provided on the registration & login pages, aiding the user in performing the necessary steps (inputting information, choosing suitable options, etc) through informative feedback. ➤ The design ensures the user is informed of the outcomes of their action through visual feedback like the success message upon finishing the process of sending feedback and reporting a problem. ➤ The “Forgot password” option ensures the user is informed about the password recovery process. |
| “Design dialogue to yield closure” | <ul style="list-style-type: none"> ➤ Dialogical interactions are evident in the Registration and Login pages which help keep users engaged and active. ➤ The “Forgot password” option may act as a dialogue since it acknowledges the user's need for aid and provides a solution to their problem. |
| “Offer simple error handling” | <ul style="list-style-type: none"> ➤ In case of input error (registration, user login, etc) clear instructions are provided to guide the user into fixing their mistakes. ➤ In case of error or failure in the process of sending feedback, a friendly error message is presented to prevent user frustration and confusion by helping users understand and address the cause for the error. |
| “Permit easy reversal of actions” | <ul style="list-style-type: none"> ➤ The “back” button allows users to return to the previous page relieving user anxiety, encouraging the exploration of system functionalities, and |

| | |
|--------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | <p>contributing to a forgiving system.</p> <ul style="list-style-type: none"> ➤ The Side-Menu Button availability on all pages (aside from the initial, registration, and login pages) helps reduce user anxiety and confusion and gives the user the courage to explore the system without feeling a huge burden when committing a certain act. |
| “Support internal locus of control” | <ul style="list-style-type: none"> ➤ The Side-Menu offers users a sense of control over the system navigation by choosing the direction of their interaction with the system. ➤ The availability of the “Log out” option in the side menu supports providing a sense of internal locus control and the potential to escape unexpected issues. It also aids through the sense of being able to end their interaction with the system when they feel like it. |
| “Reduce short-term memory load” | <ul style="list-style-type: none"> ➤ The Side Menu contributes a lot in the reduction of cognitive load by serving as a reference point where navigating between different sections and functionalities can be done in a straightforward manner. ➤ Users do not need to rely on short-term memory since the system makes use of various cues and icons that may feel familiar and easy to recognize. This can be seen in the side menu button, back button, log-out option, and various other buttons and options. |

Description of metaphors

Metaphor 1



Navigation Side Drawer Icon

Function: To call up the navigation side drawer to enable the users to navigate to different pages for different purposes.

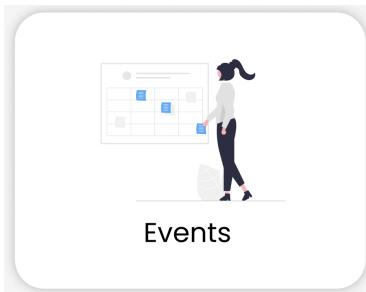
Metaphor 2



Log out button

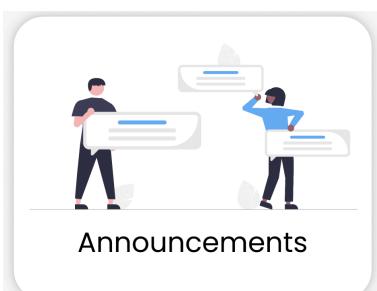
Function: To enable the users to log out their account when they wish to.

Metaphor 3



Event Button

Function: Navigate the Users to the Event Page so that the users can go through all the events in the campus

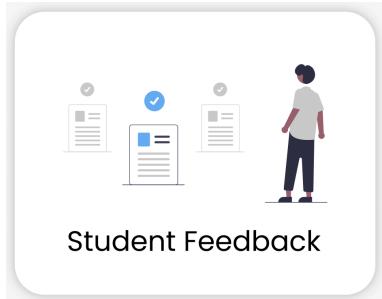


Metaphor 4

Announcement Button

Function: Navigate the users to the Announcement Page so that the users can go through all the official announcements made by university authorities.

Metaphor 5



Student Feedback Button

Function: Navigate the users to the Feedback Page so that the users can perform the actions they wish to do such as search for frequently asked questions, make a report, make a survey, send a suggestion.

Metaphor 6



Back Button

Function: Pop out the current page and navigate to the previous page.

Metaphor 7



Sign Page Navigation Button

Function: To toggle the page to the sign in page if the users already had an account or wish to sign in.

Metaphor 8



Sign Up Page Navigation Button

Function: To toggle the page to the sign up page if the users do not have an account or wish to sign up.



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SESSION 2023/2024 SEMESTER 1

**SECV2113
HUMAN-COMPUTER INTERACTION**

PROJECT PART 4: PROTOTYPING & EVALUATION

**LECTURER'S NAME
DR LAYLA HASAN**

**SECTION
07**

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Introduction

In this phase, we will go through two important objectives, Prototyping, then Evaluation. Firstly, we will be developing the CampusConnect prototype pertaining to the conclusions and discoveries that we got from our previous project phases. Then, we will proceed with the evaluation, where we will be able to assess the usability and user-friendliness of the prototype.

It is important to note that, The environment in which the evaluation will take place holds significant importance, influencing the authenticity and relevance of the gathered feedback. For our prototyping evaluation, sessions were conducted on the 8th of January at one of the university's labs. the equipment used for the session involved a Mobile Phone or a Computer with standard hardware specifications for the simulation to get as close as possible to the real-world experience.

Initially, users will receive the necessary briefing alongside other information related to the CampusConnect prototype and objectives, then, the users are asked to perform a certain task. Tasks include:

- 1. Access Campus Events:** Users explore the prototype to access upcoming campus events.
- 2. Retrieve Official Announcement:** Users retrieve official announcements.
- 3. Send Feedback:** Users provide feedback.

The number of users who will participate in the Prototype Evaluation is 3, each having a distinct profile within the university community. These participants were carefully selected to provide comprehensive feedback and insights into the prototype's functionality, navigation, and overall user experience. The Users include:

Information about Nipuhawanj Lai Ze Min from user group Student - Chan Wen Kang

Nipuhawanj Lai Ze Min is currently in his second year as an Undergraduate student at Universiti Teknologi Malaysia (UTM), where he is pursuing a degree in Computer Science with a focus on Software Engineering within the faculty of computing. As a student with a moderate amount of experience at UTM, he has had the opportunity to explore a diverse range of new experiences while acknowledging that there is still much to learn. With his unique perspective and insights gained from his academic journey, Nipuhawanji Lai Ze Min represents a valuable potential contributor to CampusConnect, our project, bringing essential viewpoints representing Students to the table.

Information about Mr Chuah Kee Yong from user group club leader - Elvis Chang Feng Jie

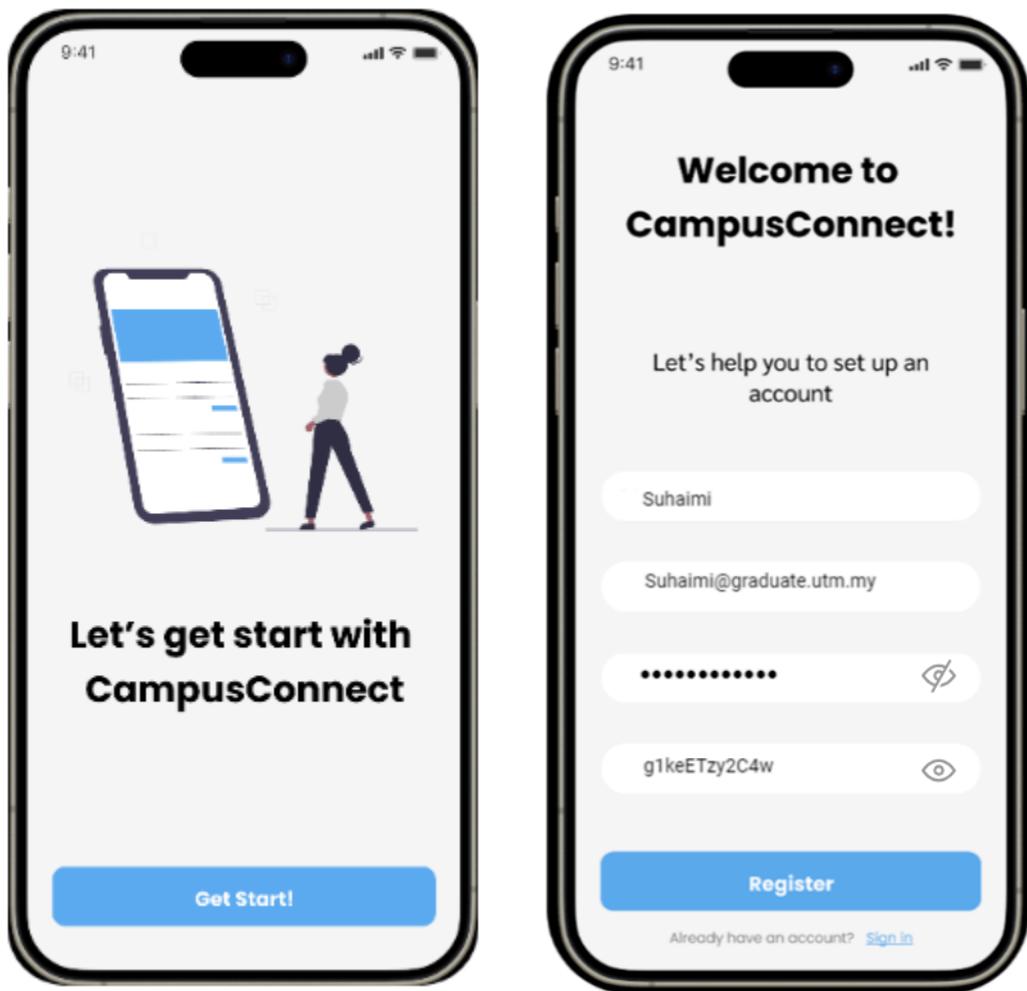
Mr. Chuah Kee Yong, a distinguished leader and President of the PETERANA Club at Universiti Teknologi Malaysia, has steered the cultural unit with unwavering dedication for over two years. During his tenure, he has successfully orchestrated a myriad of events, showcasing a profound commitment to celebrating cultural diversity and fostering unity among students. His leadership has transformed the PETERANA Club into a beacon of cultural richness, creating opportunities for students to connect and engage in meaningful ways. As an experienced club leader, Mr. Chuah's insights on CampusConnect are anticipated to be invaluable. His perspective, shaped by organising diverse events and promoting community engagement, has the potential to enhance the app's features and make it a central hub for student life at UTM.

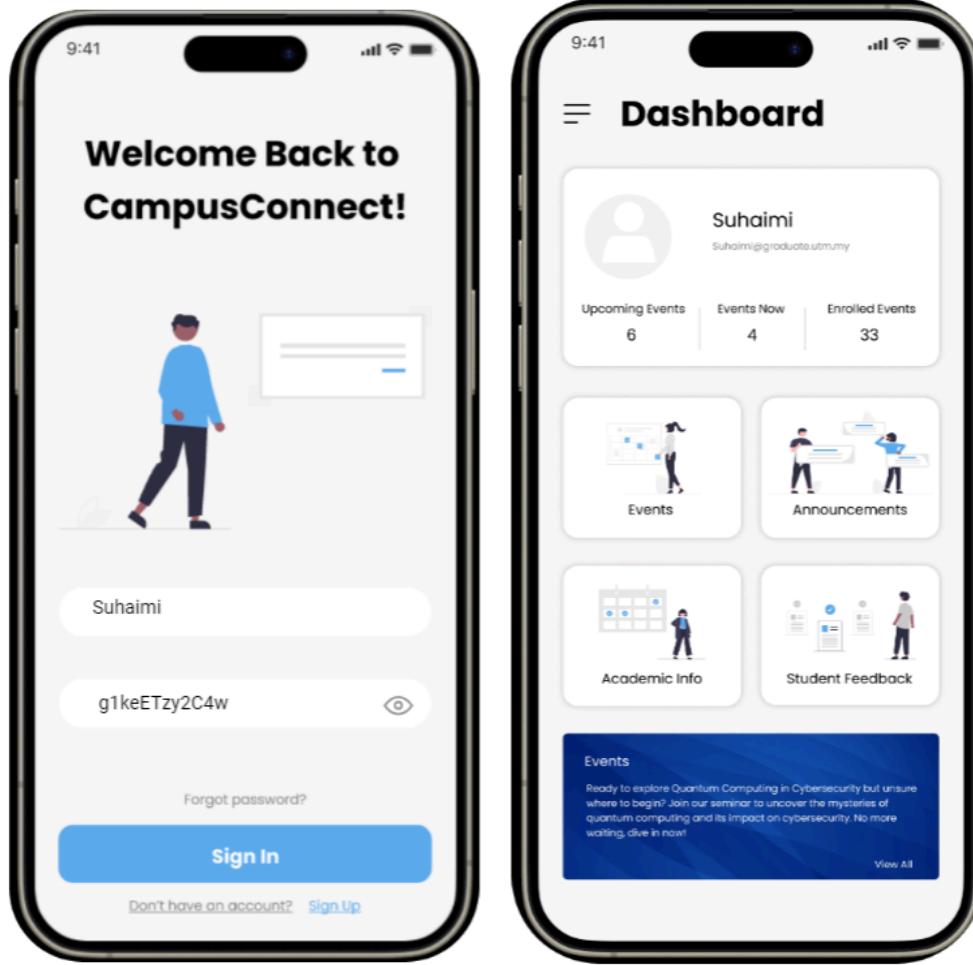
Information about Mr Too Jun Xun from user group Lecturer - Yap Jun Cheng

Mr. Too Jun Xun is a lecturer at Universiti Teknologi Malaysia (UTM), teaching in the Faculty of Computing. He has over 5 years of experience teaching undergraduate and postgraduate computer science courses at UTM. Prior to academia, Mr. Too worked for 10 years as a software developer in Kuala Lumpur. His industry and teaching experience provide an important perspective as a representative of the lecturer user group for CampusConnect.

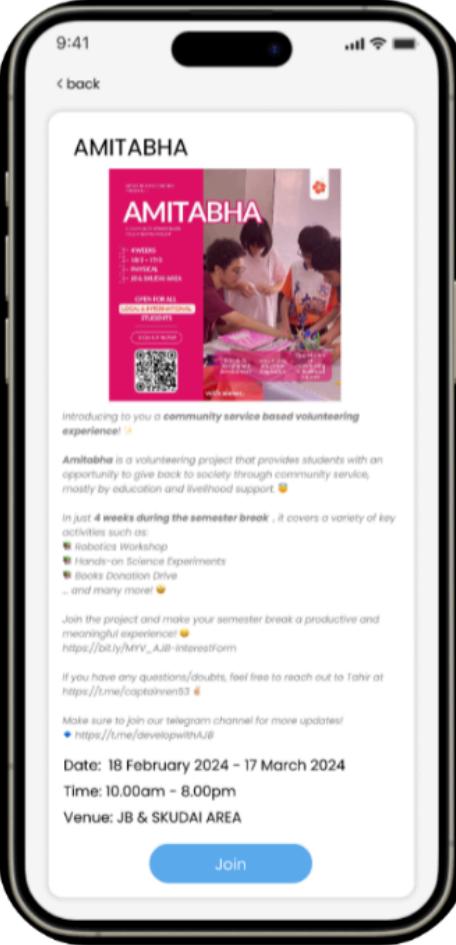
By conducting these tasks and collecting feedback from our diverse group of participants, valuable insights will be gained. These insights are the result of the Prototype Evaluation phase and will help us in addressing the issues and enhancing the user experience which is essential to ensure that the final implementation aligns with user requirements and can accomplish its purpose.

Screenshots of your prototype









AMITABHA

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- Hands-on Science Experiments
- Books Donation Drive
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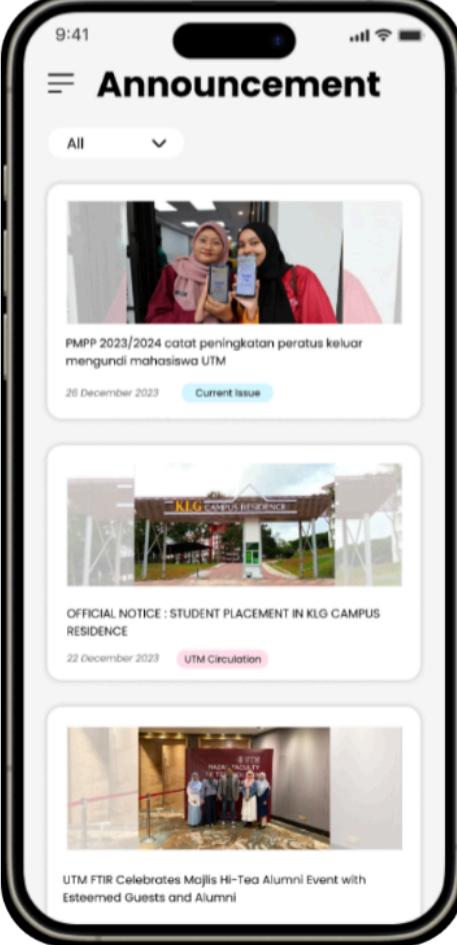
If you have any questions/doubts, feel free to reach out to Tahir at <https://t.me/captainiven53> 😊

Make sure to join our telegram channel for more updates!

- <https://t.me/developwithu08>

Date: 18 February 2024 - 17 March 2024
Time: 10.00am - 8.00pm
Venue: JB & SKUDAI AREA

[Join](#)



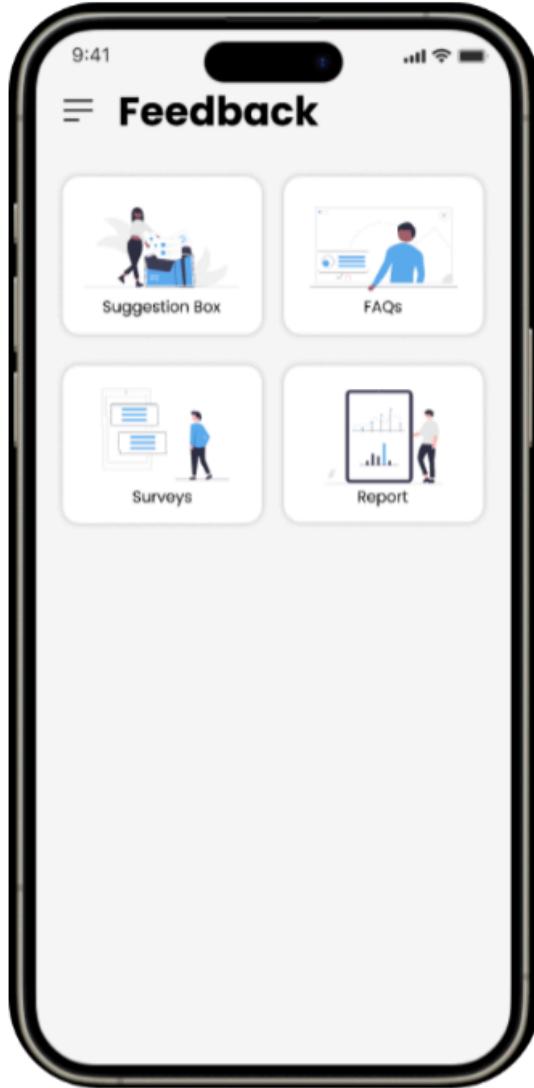
Announcement

All


PMPP 2023/2024 catat peningkatan peratus keluar mengundi mahasiswa UTM
26 December 2023 [Current Issue](#)


OFFICIAL NOTICE : STUDENT PLACEMENT IN KLG CAMPUS RESIDENCE
22 December 2023 [UTM Circulation](#)


UTM FTIR Celebrates Majlis Hi-Tea Alumni Event with Esteemed Guests and Alumni



9:41

< back

Report Form

Email : Suhaimi@graduate.utm.my

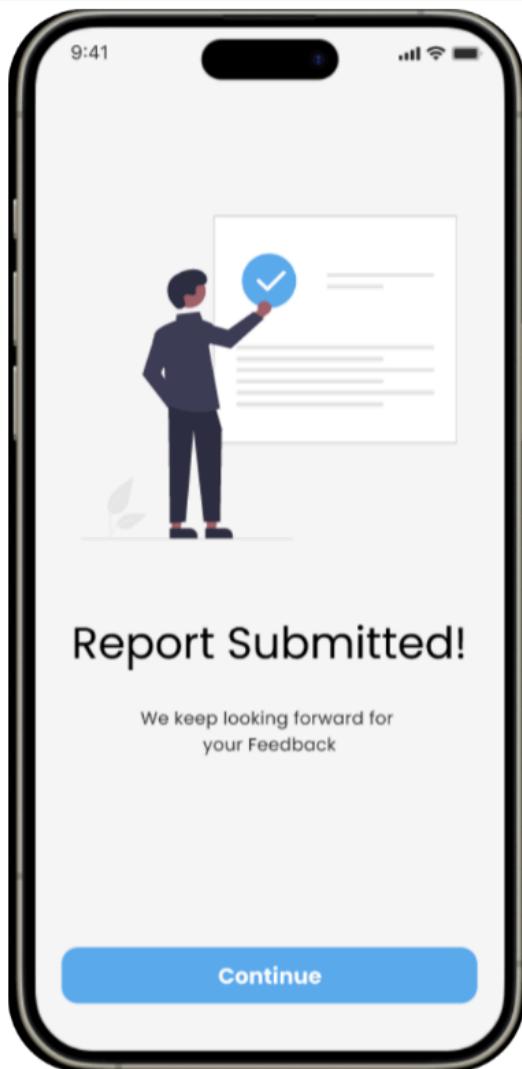
Subject : Can't join an event

Time : 08:46 am

Dear Sir,
I am unable to join the COMTEC Event
due to an error in the system. I am
hoping that you will solve this problem
as soon as possible. I attached a
screen shot as an image below so as
to help you understand my problem.



Submit



Briefing notes – prepared by Yap Jun Cheng

Good Morning/Afternoon / Evening Sir/Madam,

We are from Human Computer Interaction Section 07 Group 3, and we would like to thank you for attending this Usability Testing workshop. Let me introduce myself; my name is... and I will be the facilitator for this session. So, we created CampusConnect, an app that will be utilised by UTM students, club leaders, and lecturers. It allows us to complete a variety of chores with the click of a single finger.

So today, we'll ask you to complete three tasks utilising the prototype we created in the Figma app. During testing, please speak out your thinking process and views regarding our interface and system. If you find it difficult or impossible to finish the task we provide, say "Stop" to let us know. Then we shall go on to the next task.

Sir/madam. Before we begin, may I request your verbal consent? If you understand all I just said, say "Yes". If no, please respond with "No".

Testing with users

Task 1 - Access Campus Event

User 1 - Nipuhawanj Lai Ze Min (Student)

Video Link: [User 1_Task 1](#)

User 2 - Chuah Kee Yong

Video link : [Elvis_Task 1.mp4](#)

User 3 - Too Jun Xun (Lecturer)

Video Link : [Yap_Task1.mp4](#)

Task 2 - Retrieve Official Announcement

User 1 - Nipuhawanj Lai Ze Min (Student)

Video Link: [User 1_Task 2](#)

User 2 - Chuah Kee Yong (Club Leader)

Video link : [Elvis_Task 2.mp4](#)

User 3 - Too Jun Xun (Lecturer)

Video Link : [Yap_Task2.mp4](#)

Task 3 - Send Student Feedback

User 1 - Nipuhawanj Lai Ze Min (Student)

Video Link: [User 1_Task3](#)

User 2 - Chuah Kee Yong (Club Leader)

Video link : [Elvis_Task 3.mp4](#)

User 3 - Too Jun Xun (Lecturer)

Video Link : [Yap_Task3.mp4](#)

Short Interview

User 1 - Nipuhawanj Lai Ze Min (Student)

Video Link: [User 1_ Interview](#)

User 2 - Chuah Kee Yong (Club Leader)

Video link : [Elvis_Feedback.mp4](#)

User 3 - Too Jun Xun (Lecturer)

Video Link : [Yap_FeedbackSession.mp4](#)

Observations

Observations of User 1– prepared by Chan Wen Kang

Mr Nipuhawanj Lai Ze Min is the member of Group 2. He tested our app to do 3 tasks which are to retrieve official announcements, access campus events and send feedback. He started from the login part, he clearly understood what the information that the page would like to bring out. When he reached the dashboard page, he could clearly see the user details and he knew that there were 4 choices of action he could take. He also clicked on the navigation icon on the left top of the page and he clicked on the ‘Events’ in the navigation part to reach out to the campus event. When he was in the ‘Events’ page he could read the event description and some of the events details. He also further said that the events placed in that card view and each events section has a shadow box outline has made it easier to see each event. Mr Lai also realises that it is a filter button which allows him to filter out the events. He then pressed on the first event in the list. After that he saw all the event details and he knew that by pressing the ‘Join’ button to join the event. When proceeding to the second task which is retrieving the official announcement, Mr Lai could easily use the navigation bar to reach the announcement page. He likes the display list of the events and the colour coded of the types of events that brought his attention. He then clicked into the first announcement and got the details of the announcement. For the third task which is sending feedback, Mr Lai used the navigation bar to get to the Feedback page. In the feedback page he knew that there are 4 different tasks that can be done and he chose the ‘Report’. When he was in the ‘Report’ page, he clearly knew what details should be filled in and after pressing the ‘Submit’ button he was notified that the report was submitted. Through the feedback session, Mr Lai likes the implementation of navigation bar which allows him to access the task easily and he does like the colour theme used in the app as it is simple. He did give feedback for the event page where he suggested we include the poster of the event on the event page for all the events.

Observations of User 2– prepared by Elvis Chang Feng Jie

Mr Chuah Kee Yong as a representative from the club leader user group and undergoes our usability testing and provides some valuable insight on it. First and foremost when Mr Chuah gets access to our dashboard he can quickly identify all the features of the applications provided through the clean and straight-forward interface displayed. During the usability test, he found it easy to access all the features of the applications and obtain all the information that he needed. He also found that the navigation side bar interface is very useful and provides a lot of convenience towards the users, enabling them to get access to the features they desire quickly. Mr Chuah can also get into the page containing the detailed information regarding campus events and announcements without confronting any obstacles. However, Mr Chuah does make a suggestion of adding a search bar feature onto the pages consisting of event and announcements list to enable users to search for those events and announcements that they are interested in. For the feedback feature, Mr Chuah can identify all the services provided through simple and straight-forward icons. On top of that he can get the page to submit feedback smoothly without any assistance, he can also easily identify the information needed to be filled for each column through the hints provided, however he also wishes that he can always check the status of the report submitted previously. In short, Mr. Chuah's usability test indicates that CampusConnect boasts high usability, allowing new users to effortlessly explore its diverse features. However, there is room for enhancement in the overall user experience to ensure a superior service for all users.

Observations of User 3– prepared by Yap Jun Cheng

Meanwhile, Mr. Too Jun Xun, a lecturer representing the user group of educators, provided valuable feedback after the usability testing of the prototype. He mentioned that the overall design of the prototype was intuitive and easy to navigate when completing tasks, allowing users to quickly determine the required actions. Additionally, Mr. Too complimented the condensed snippets of information extracted from events and announcements, noting that they enabled users to grasp the key details without needing to read long paragraphs of content. However, Mr. Too did point out one area for improvement - that the visual design and colour scheme of the prototype came across as dull during the testing sessions, somewhat diminishing the user experience. To address this, Mr. Too suggested introducing more visual contrast, fresher colour

palettes, and bolder typography to inject more vibrancy into the interface. He indicated that this would help counter the boring, corporate aesthetic and create a more dynamic, engaging platform for users. Mr. Too's insights related to usability and visual design will be invaluable as we look to refine the prototype in future iterations. Collecting high-quality feedback across all user groups will be crucial for shaping an intuitive, pleasing product that caters to diverse needs and preferences. In summary, Mr. Too provided encouraging feedback on the overall usability and utility of the prototype, while also offering constructive criticism about how the visual design could be enhanced to better align with user expectations. His perspectives will guide our efforts to refine the prototype and elevate the quality of the user experience.

Findings

Findings User 1– prepared by Chan Wen Kang

During the usability testing, it was found that the user easily accessed event details and comprehended the process of joining an event. To further enhance this experience, we propose maintaining the clarity of event details and the joining process. Additionally, considering the implementation of a user-specific dashboard or a dedicated section for users to track and manage their event registrations could contribute to an improved user experience. Introducing notifications or reminders for upcoming events is another potential solution, ensuring that users stay organised and engaged with the events they have joined.

In the Feedback Submission Process, the user successfully submitted a report without encountering any issues. To optimise this process, we recommend actively monitoring for potential issues and contemplating the addition of a confirmation message or email. This would reassure users that their feedback has been successfully received and is being addressed promptly.

Furthermore, regarding the Event Page Enhancement, the user suggested incorporating event posters alongside event details for all events. To address this, we propose implementing a feature that displays event posters. This addition not only enhances the visual appeal of the events page but also provides users with quick and informative insights into each event at a glance.

Findings User 2– prepared by Elvis Chang Feng Jie

In the comprehensive examination of the usability of our current prototype, a notable issue has surfaced concerning the feedback system. It has come to light that the absence of a feedback status mechanism presents a potential challenge, as users may find themselves lacking confidence in the system. The crux of the matter lies in the users' inability to track the feedback they have previously submitted. This deficiency not only impairs their understanding of the status of their input but also hinders their ability to discern whether their concerns have been addressed. The absence of a streamlined process for users to identify whether their problem has been attended to and to receive timely responses exacerbates

this challenge. To address this critical gap, it is imperative to introduce a sub-feature that empowers users to effortlessly track the status of their submitted feedback. By integrating this enhancement, users will be able to stay informed about the progress of their feedback, fostering a sense of reassurance and engagement with the system. The proposed solution aims to establish a seamless communication channel, providing users with real-time updates on the status and eventual resolution or reply to their submitted feedback. This sub-feature not only addresses the immediate usability concern but also contributes to an overall enhanced user experience by promoting transparency and accountability in our feedback system.

Findings User 3– prepared by Yap Jun Cheng

The usability testing sessions with various user groups revealed several drawbacks in the current prototype that present opportunities for improvement. One such drawback is the lack of a search bar for events and announcements - a deficiency noted in feedback from multiple testers. Without a dedicated search function, users must manually scroll through potentially lengthy lists to find specific events or announcements they wish to explore in more depth. This linear scanning process is time-consuming and inefficient, especially for long content lists where the item of interest may be buried far down the page. Implementing a search bar would enable users to directly look up events or announcements by relevant keywords or phrases. This would provide a more targeted path to obtaining details on information of interest, without having to painstakingly review irrelevant content. As suggested by testers, adding search functionality would optimise the user experience by empowering self-directed query and retrieval of relevant details in a faster, more convenient manner. Prioritising search is an essential upgrade based on insights from usability testing feedback, and will significantly enhance users' ability to navigate and extract value from the events and announcements content library.