

# **International Student Applications: Framework & Key Path Scenarios**

Project 3 | Design Systems Thinking DESN 19999

Ed Naus

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# Design Statement

Project 3: Internation Student Applicatons: Framework & Key Path Scenarios contain the culminating user interface redesign proposal for Sheridan College's online application process for internation students.

Our team of four underwent data collection via multiple surveys and interviews for key persons involved: students and agents, and utilized the data to inform and guide our samples of user personas and context scenarios.

The focused contexts these samples provided were then translated into the key design requirements: data, functional and contextual, that would be the forefront of our redesign concepts for the online internation student application user interface.

The entire process yielded an interface that maintains simplicity and efficiency for both students and agents to comfortably complete their task in applying to Sheridan College internationally. The overarching intent of our redesign is to maintain complete mindfulness of the student's personal needs when undergoing an application process, ensuring minimal stress and an abundance of guidance for succeeding in their application comfortably.

Design Statement

Framework Process

Storyboard  
(Student)

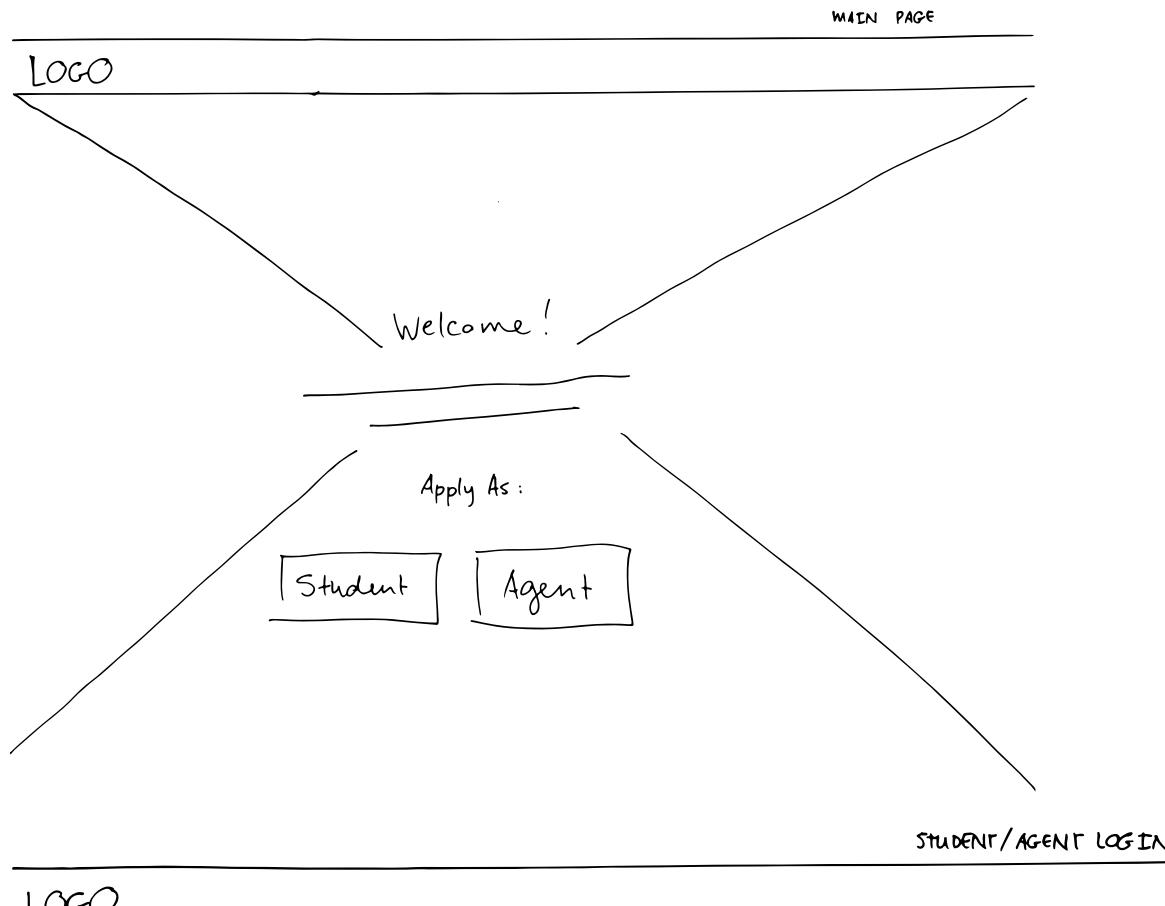
Storyboard  
(Agent)

Mock-Up  
(Student)

Mock-Up  
(Agent)

Prototypes

# SSubmission 1: Framework Sketches



1

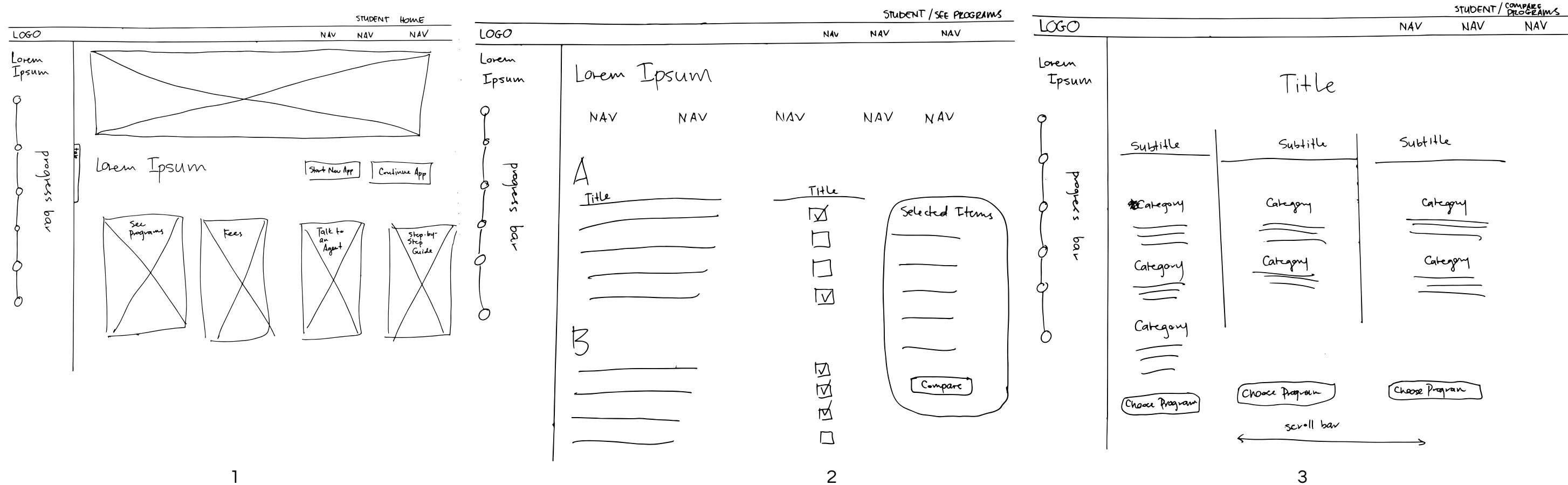
Taken out of the Sheridan College home website, the user is taken to the welcome page of the online international student application window.

Here, the user indicates whether they are applying as a student or as an agent.

2

User is taken to a Log In prompt with options to recall their password, create an account or log into their account.

# S ubmission 1: Student Key Path Framework Sketches

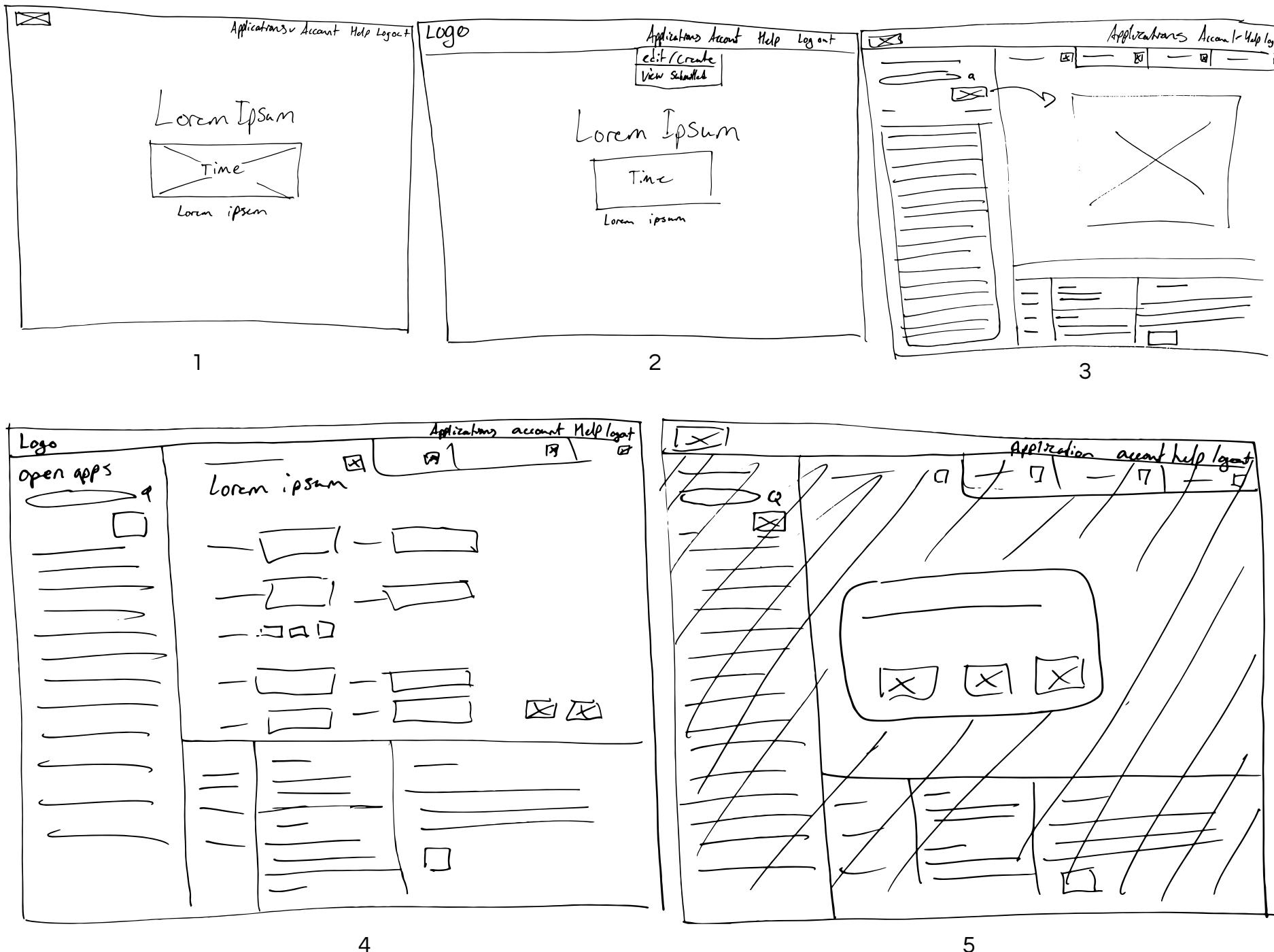


The student user is taken to the welcome page where key information about the application process is prominent in the page.

The first step of the process is to select the program they are applying to. To help them choose best, the action demonstrated for this student key path scenario is the feature of gathering programs for comparison.

After creating a pool of programs to begin comparing, the user will be taken to a page where the programs are organized in columns and lined up horizontally where information will appear in a chart format for easy viewing.

# Submission 1: Agent Key Path Framework Sketches

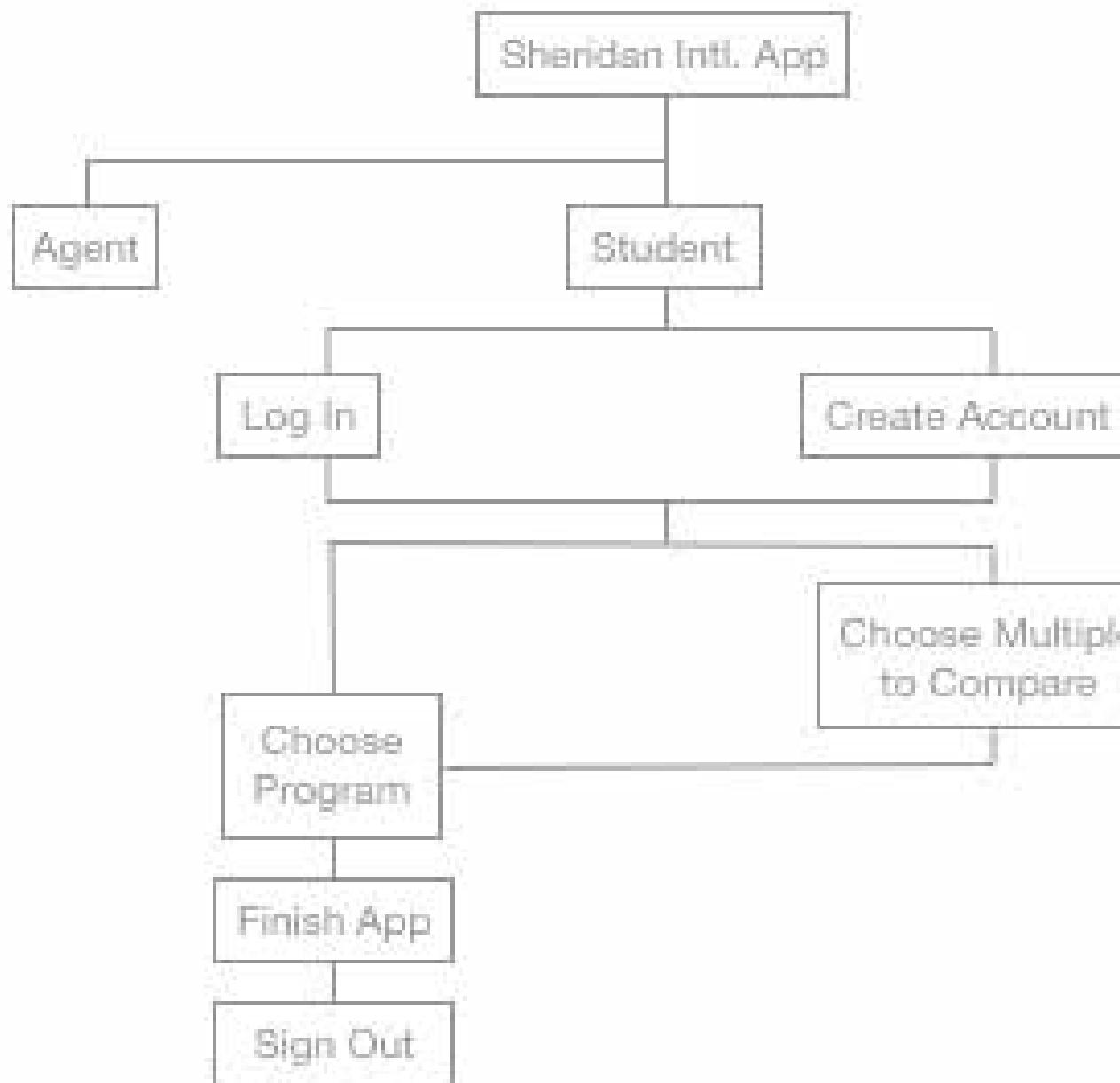


For the agent key path scenario, the action demonstrated for this key path scenario is the feature of saving application progress at any stage for any number of students.

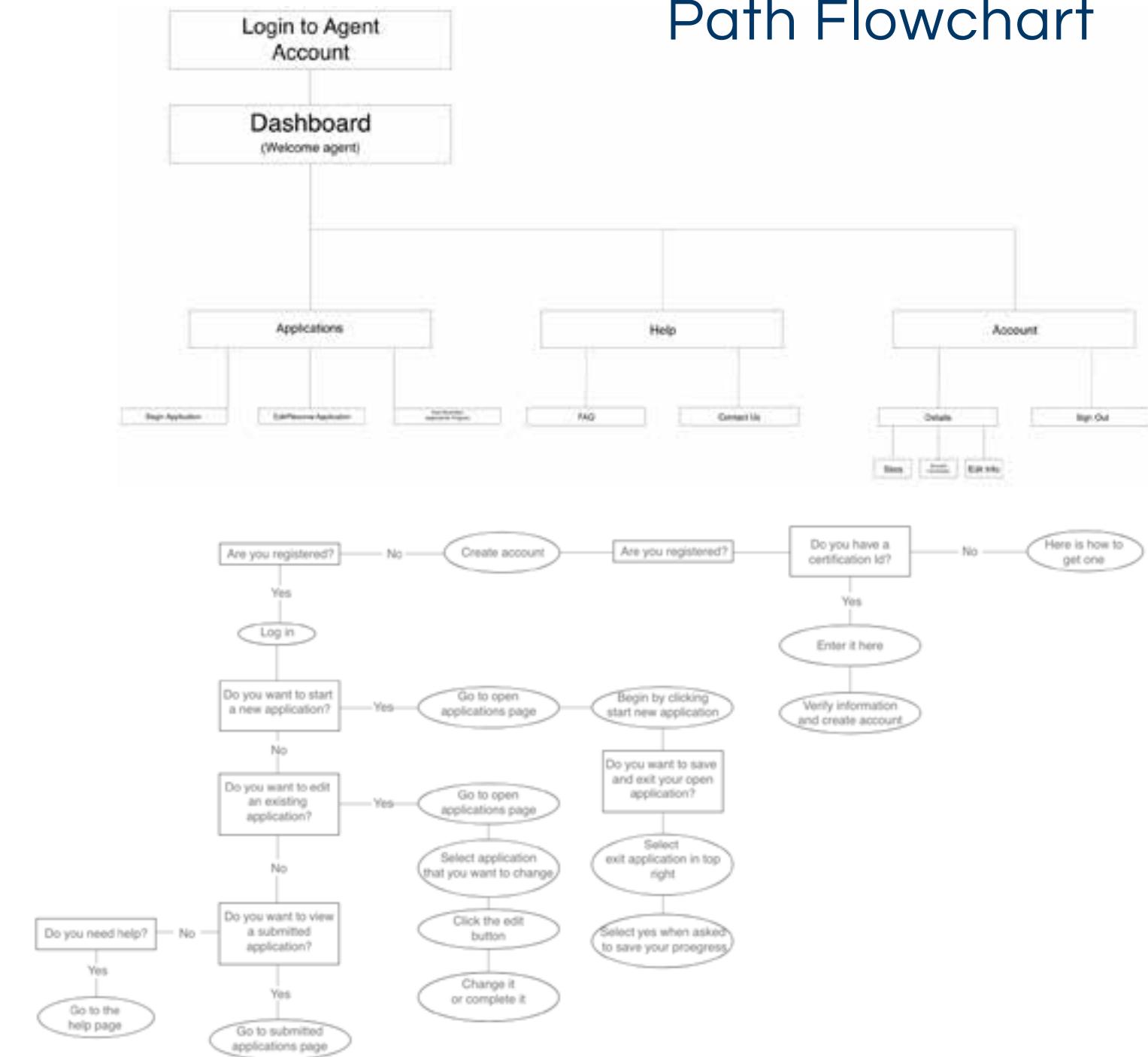
The interface is designed to help agents achieve maximum efficiency with all the student applications they are delegating.

# S<sub>ubmission 1: Flowchart & Sitemap</sub>

## Student Key Path Flowchart



## Agent Key Path Flowchart



# Submission 2: Student Key Path Scenario Storyboard



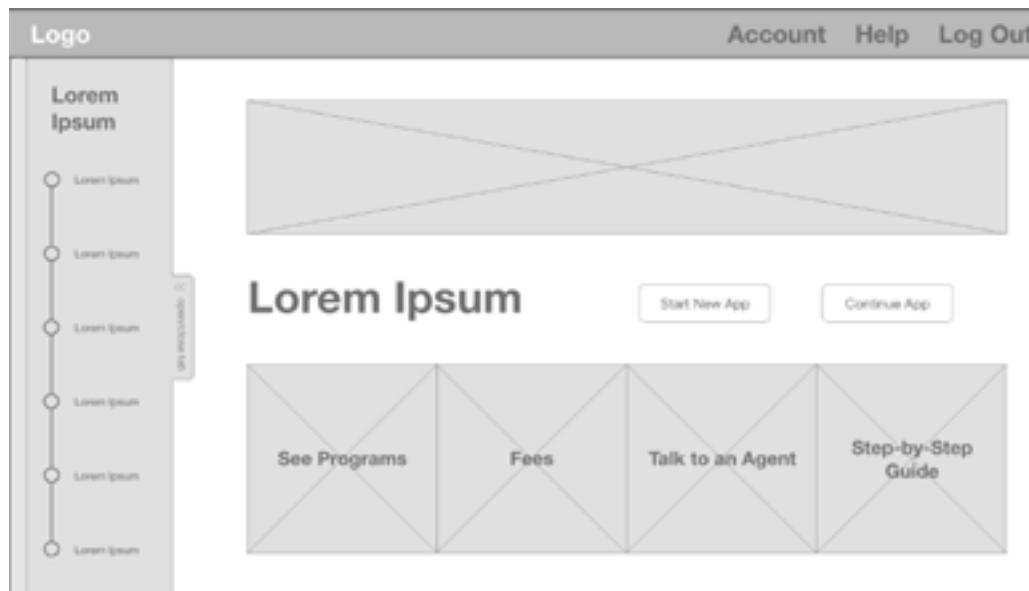
Username:   
Password:

[Forgot password?](#)

[Create Account](#)

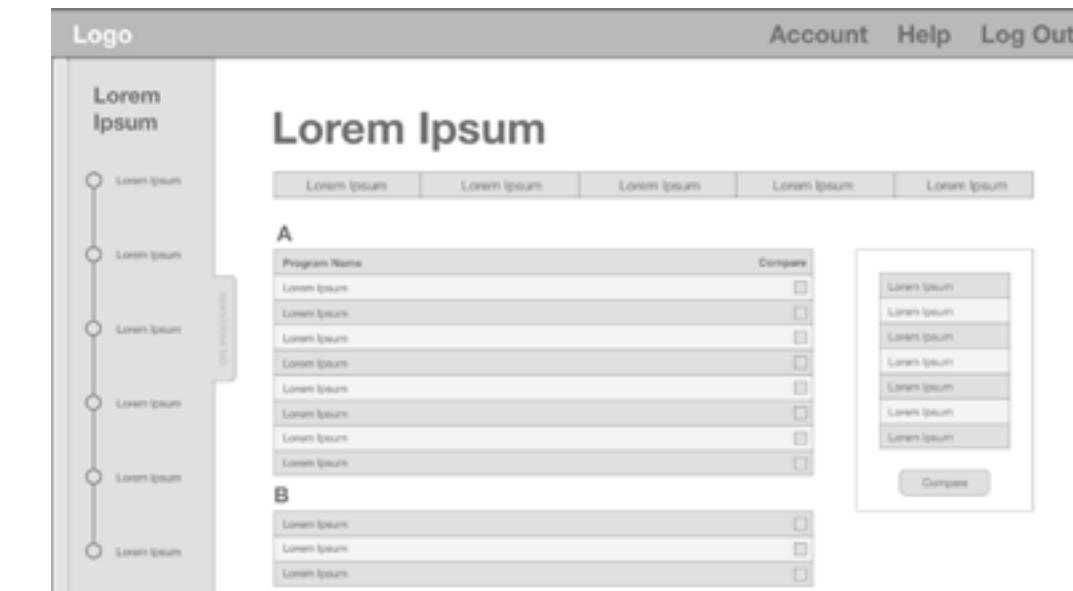
[Login](#)

1



2

(1) After login, the student user is taken to the welcome page (2) where categories of key information may be accessed immediately for viewing. The first step of the process is the selecting of programs (3) where a new feature allows students select and gather a pool of programs to compare side by side.



3

# S ubmission 2: Student Key Path Scenario Storyboard

**4**

**5**

- (4) After completing selection of programs to compare, all key information about the program as well as an overview will be organized in columns and lined up side by side to allow for horizontal scrolling. When the student has decided what program they want to apply to, they click the 'Choose' button, and if they have already began a previous application for another program, they will be notified (5) of the changes they are about to make and asked to confirm.

# Submission 2: Agent Key Path Scenario Storyboard



Lore ipsum

Click a drop down to get started.



Lore ipsum

Click a drop down to get started.

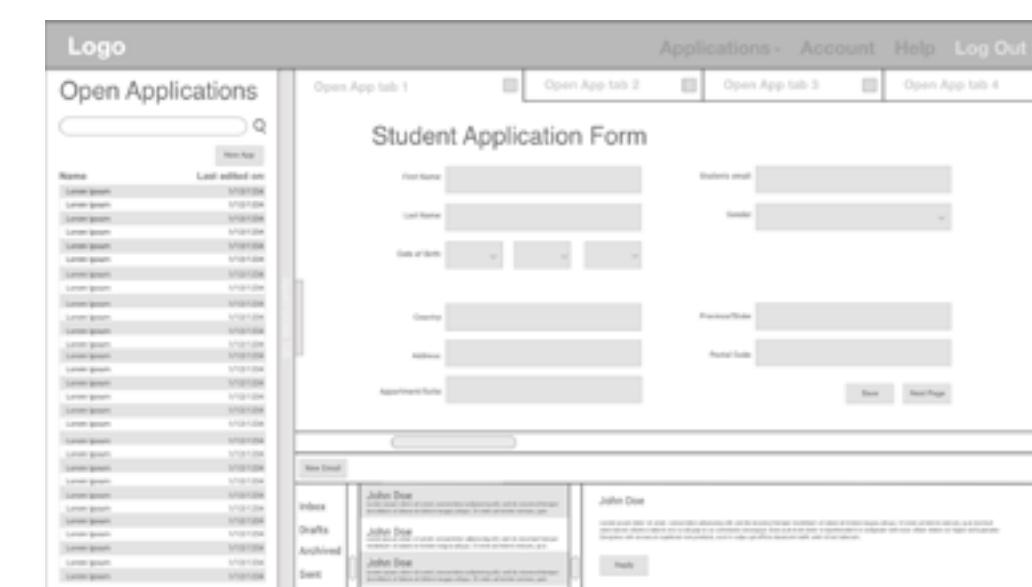
1

2



Open Task

3



4

- (1) After logging in or signing up as an agent, they will be welcomed with a personalized home page that greets them (2) with an invitation to get begin their task by choosing a dropdown menu. This will lead them to the interface (3) complete with access to all their past and current applications (4) and inbox.

# Submission 2: Agent Key Path Scenario Storyboard

This screenshot shows the 'Student Application Form' interface. At the top, there are tabs for 'Open App tab 1' through 'Open App tab 4'. The main area displays a form for a student application, with fields for First Name ('Johnny'), Last Name ('Applesseed'), Gender ('Male'), Date of Birth ('9/26/1998'), Country ('United States'), Province/State ('Alberta'), and Postal Code ('T1A 1A1'). Below the form is a message about the application status. A sidebar on the left lists 'Open Applications' with one entry for 'Johnny Applesseed' (Last edited on 1/2/2024). At the bottom, there are buttons for 'Save' and 'Next Page'.

5



A confirmation dialog box appears in the center of the screen, asking 'Would you like to save and close this application?'. It contains three buttons: 'Save and Close', 'Edit without saving...', and 'Cancel'. The background shows the same application form as in screenshot 5.

6

The application interface is shown again, but with a large, semi-transparent watermark reading 'Open Task' centered over the main content area. The rest of the interface, including the sidebar and bottom buttons, remains visible.

7



The application form is now displayed again, showing the same data as in screenshot 5. The sidebar on the left shows the list of open applications, and the bottom buttons are visible.

8

(5), (6) Amidst their work session, agents are free to save the progress of the application currently opened, which will then be archived under the student's name - the database for which can be easily accessed via the list and search bar on the left (7), (8).

# Submission 3: Student Key Path Scenario Mock-Up



**Sign in**

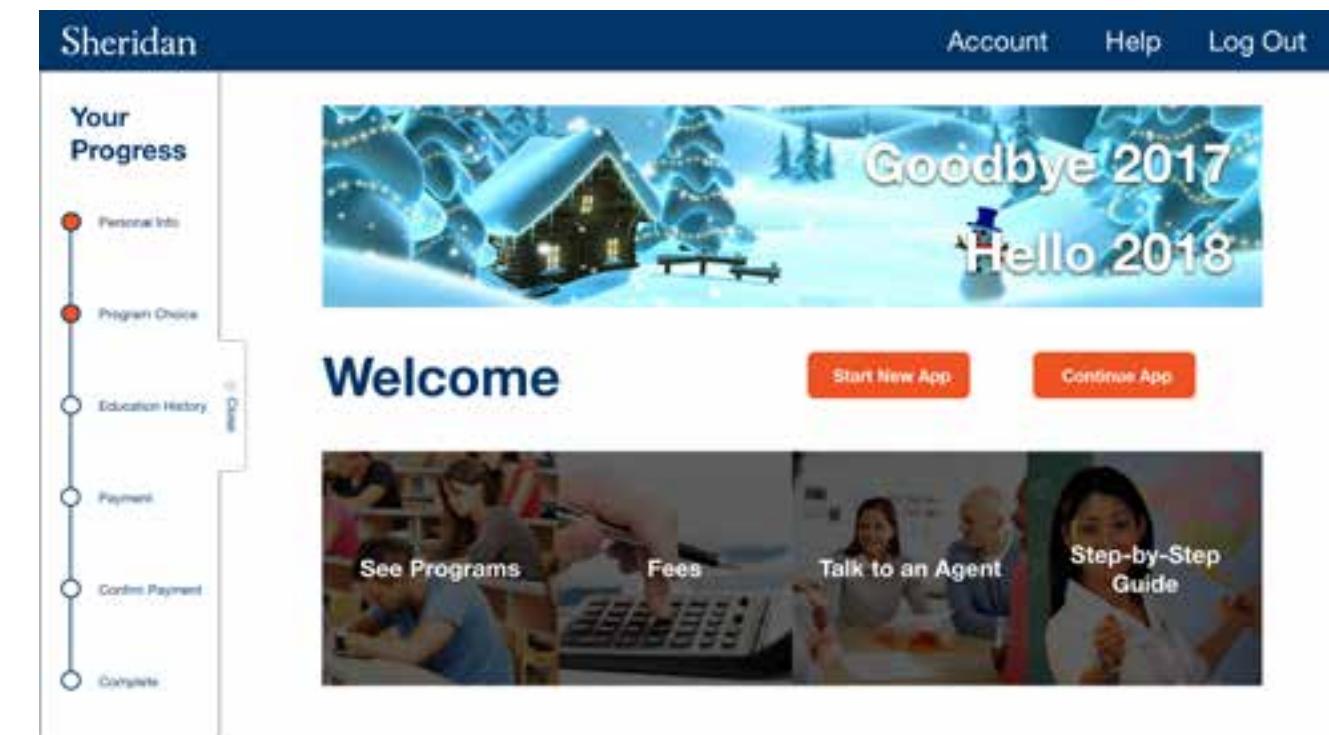
Username:

Password:

[Forgot password?](#)

[Create Account](#) [Login](#)

1



2

With regard to the visual and graphic aspects of the redesign, our team opted for the cleanest and most minimal approach. This decision was made with the full intent of using the Sheridan College brand colours and schemes to full capacity, paired with concise and clean content.

# Submission 3: Student Key Path Scenario Mock-Up

3

In full colour, the redesign of the application process with focus on the comparable programs feature in this student key path scenario, clear buttons as well as a progress bar feature creates a guiding and accomodating experience for the user.

4

# Submission 3: Student Key Path Scenario Mock-Up

Sheridan

Account Help Log Out

## Compare Programs

Your Progress

- Personal Info
- Program Choice
- Education History**
- Payment
- Custom Payment
- Complete

Program Name

Child and Youth Care Business Animal Care

Note:

You already have an application in progress with the program 'Business Analysis and Process Management'.

Would you like to change your program choice?

No Yes

Program Length

3 Years (6 Semesters) 2 Years (4 Semesters) 1 Year (2 Semesters)

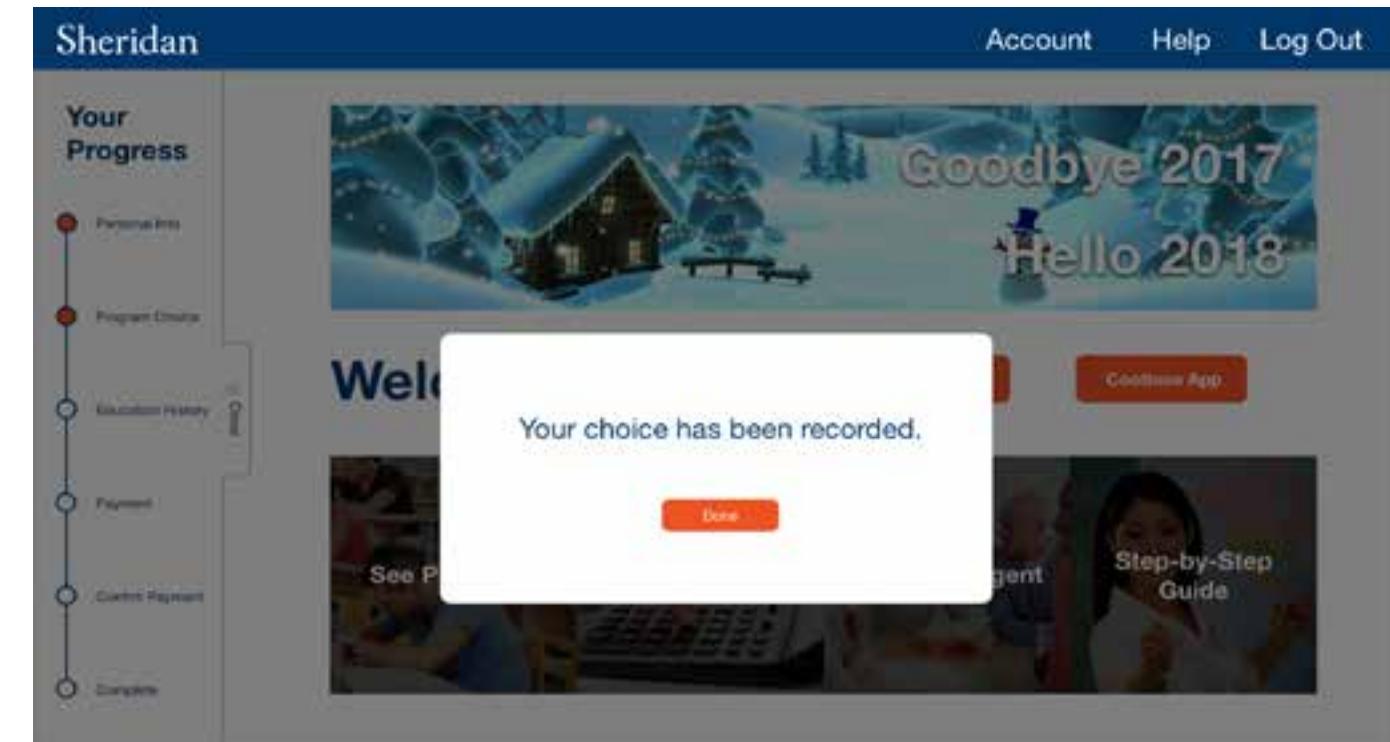
Campus Location

TRA/HMC TRA/HMC Brampton

Fees

\$15,934 \$16,109 \$16,332

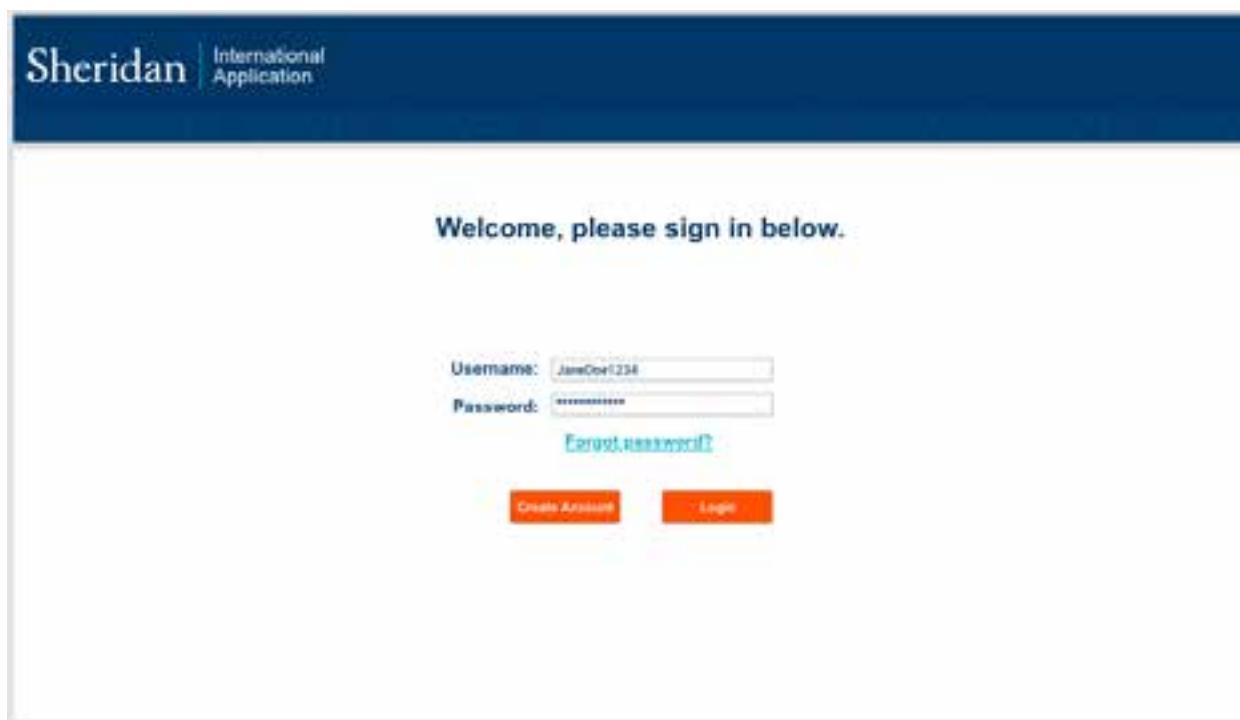
Choose Choose Choose



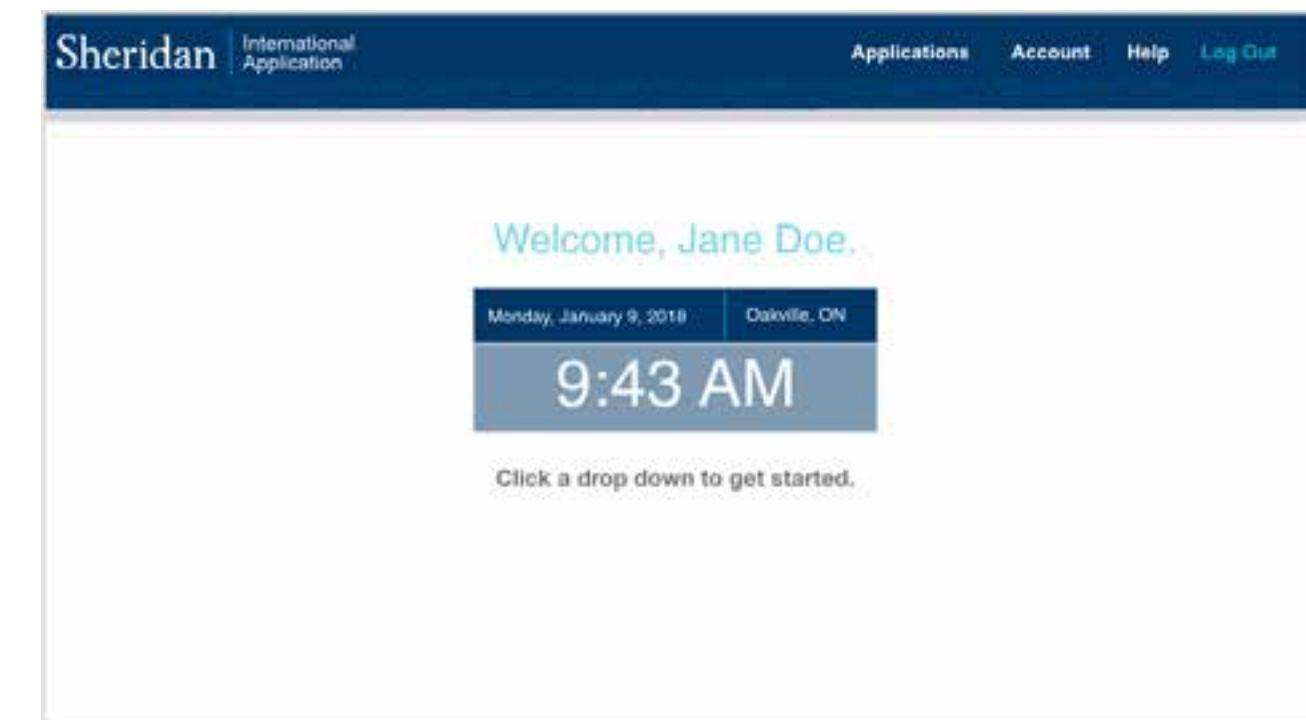
6

With focused notifications, the user is given a sense of full control and awareness of each step or choice they make throughout the application process. This encourages them to make concrete decisions while achieving minimal error. After each decision, they are clearly notified of its completion.

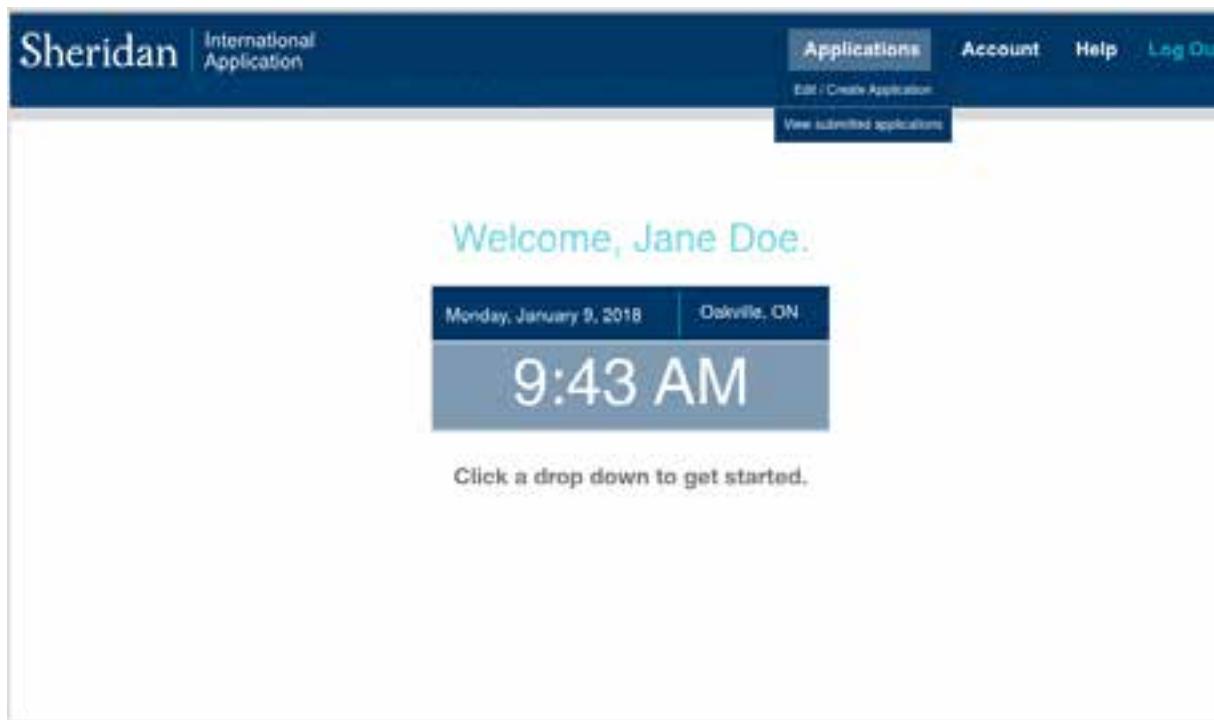
# Submission 3: Agent Key Path Scenario Mock-Up



1



2



3

Through the agent key path scenario of the interface redesign, the experience is tailored for a multi-tasking purpose with plenty of data being stored. When the agent logs in, they are welcomed by name to their account and are invited to begin their task through the dropdown menu above. By keeping the first phases of the process simple, we avoid bombarding them with content that they will not need to manage their work.

# Submission 3: Agent Key Path Scenario Mock-Up

The screenshot shows the Sheridan International Application interface. At the top, there's a navigation bar with 'Sheridan International Application' and links for 'Applications', 'Account', 'Help', and 'Log Out'. Below this is a search bar and a 'New Task' button. The main area displays a list of applications under 'Open Applications' and an 'Open Task' window for 'John Doe'.

4

This screenshot shows the same interface as above, but the 'Open Task' window has been replaced by a new application form titled 'Student Application Form'. It includes fields for 'First Name' (John), 'Last Name' (Doe), 'Student email' (johndoe@sheridan.ca), 'Gender' (Male), 'Date of Birth' (1990-01-01), 'Country' (United States), 'Address' (123 Main Street), and 'Postal Code' (N1A 1A1). There are also 'Save' and 'Save Draft' buttons at the bottom.

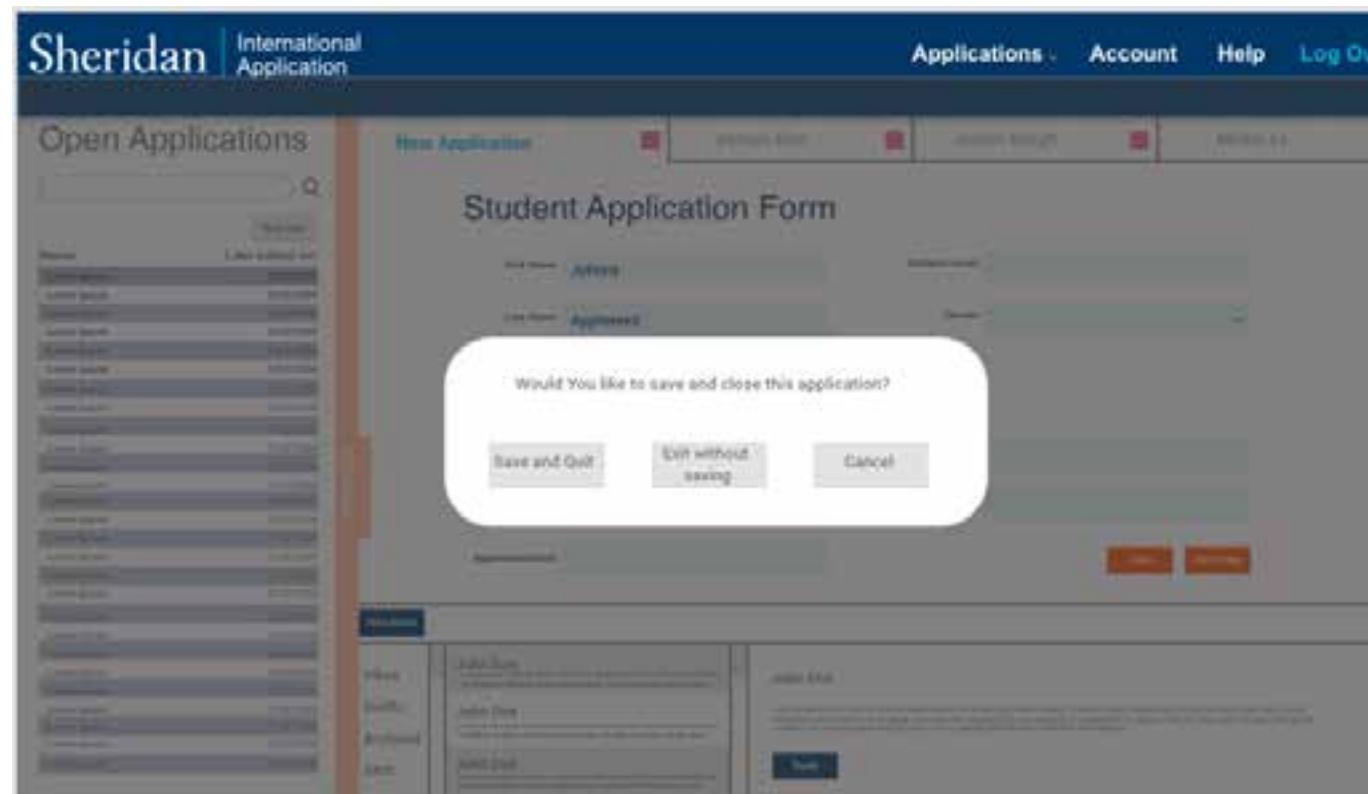
6

This screenshot is identical to the one above, showing the 'Student Application Form' for 'John Doe' with all the same fields and save options.

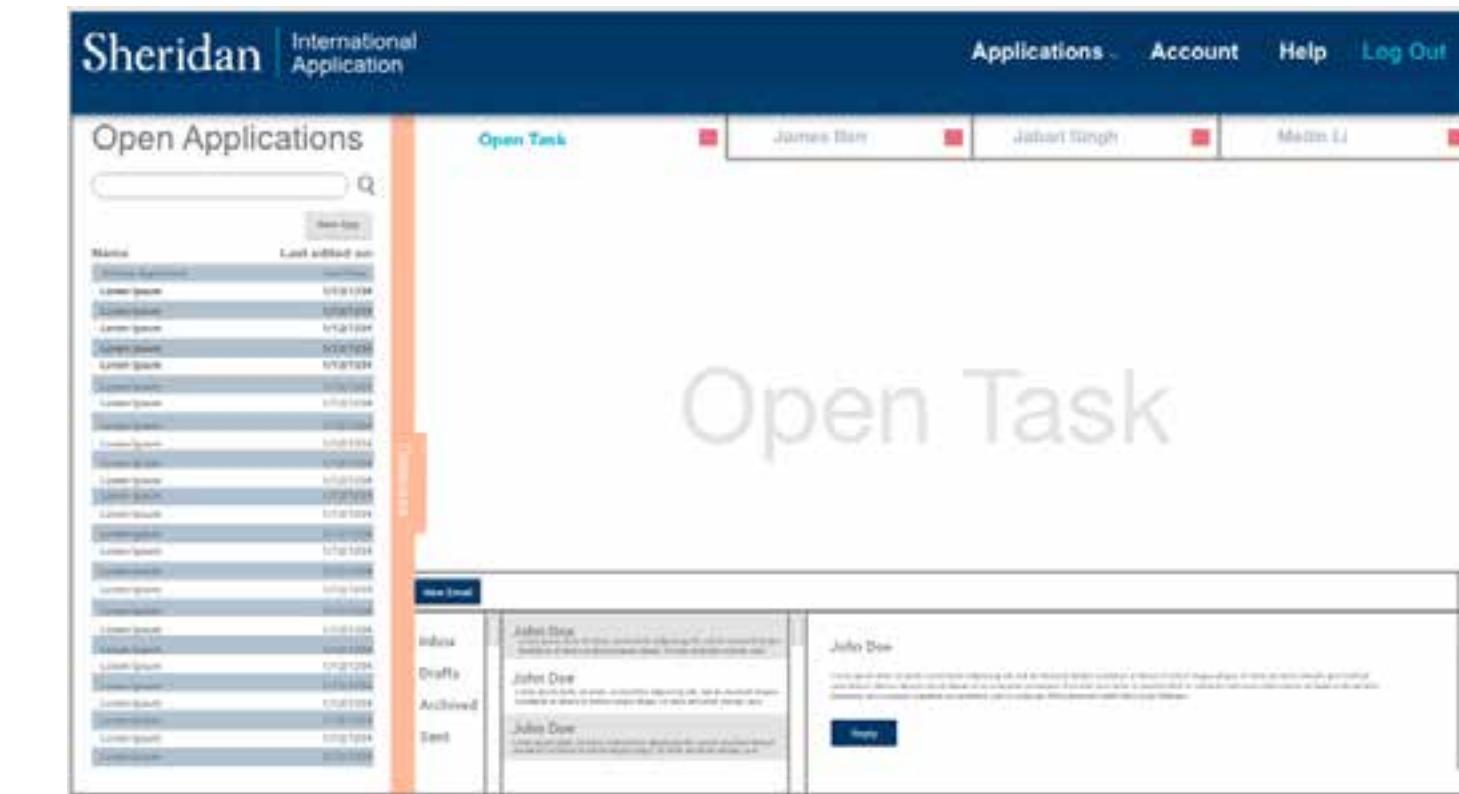
5

When the agent has entered their workspace for international student applications to Sheridan College, they are given an interface that works with them to delegate their work in an organized, concise and efficient manner. Knowing that agents handle numerous students at a time, we prioritized organization and easy access of information - yielding multiwindow workspaces, clear and bold buttons / prompts, a large search bar, and an inbox feature all in one window without a sense of overcrowding.

# Submission 3: Agent Key Path Scenario Mock-Up



7



8

Time is of the essence when there are multiple other student applications to delegate, which is why the feature for saving progress in an application is essential for agent user satisfaction. With a focused notification and prompt to confirm saving the changes prior to their exit of the application or website, you can be rest assured that their last work sessions will remain as is until the next time they return.

# Submission 3: Student Key Path Scenario Prototype



[Design Statement](#)[Framework Process](#)[Storyboard  
\(Student\)](#)[Storyboard  
\(Agent\)](#)[Mock-Up  
\(Student\)](#)[Mock-Up  
\(Agent\)](#)[Prototypes](#)

# Submission 3: Agent Key Path Scenario Prototype

