

# Course Transferability Application

University of Belize

Team Miro





# Introduction



# Team Melo



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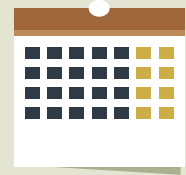
Chahiim Pop



# Background

- New students face difficulties transferring credits from junior colleges.
- The university relies on a complex spreadsheet to list approved transferable courses.
- This system is hard to navigate and inefficient for students.
- Results in confusion, delays, and potential errors in the credit transfer process.
- Causes frustration for students and administrative challenges for the university.

# Needfinding Methodology



# Interviewees



**Darcy Chable**

Corozal Junior College



**Silke Middleton**

Corozal Junior College



**Naleily Gomez**

Corozal Junior College



# Interviewees



**Jaheim Lozano**

Independence  
Junior College



**Abner Bobadilla**

Centro Escolar Mexico  
Junior College



**Mr. David Garcia**

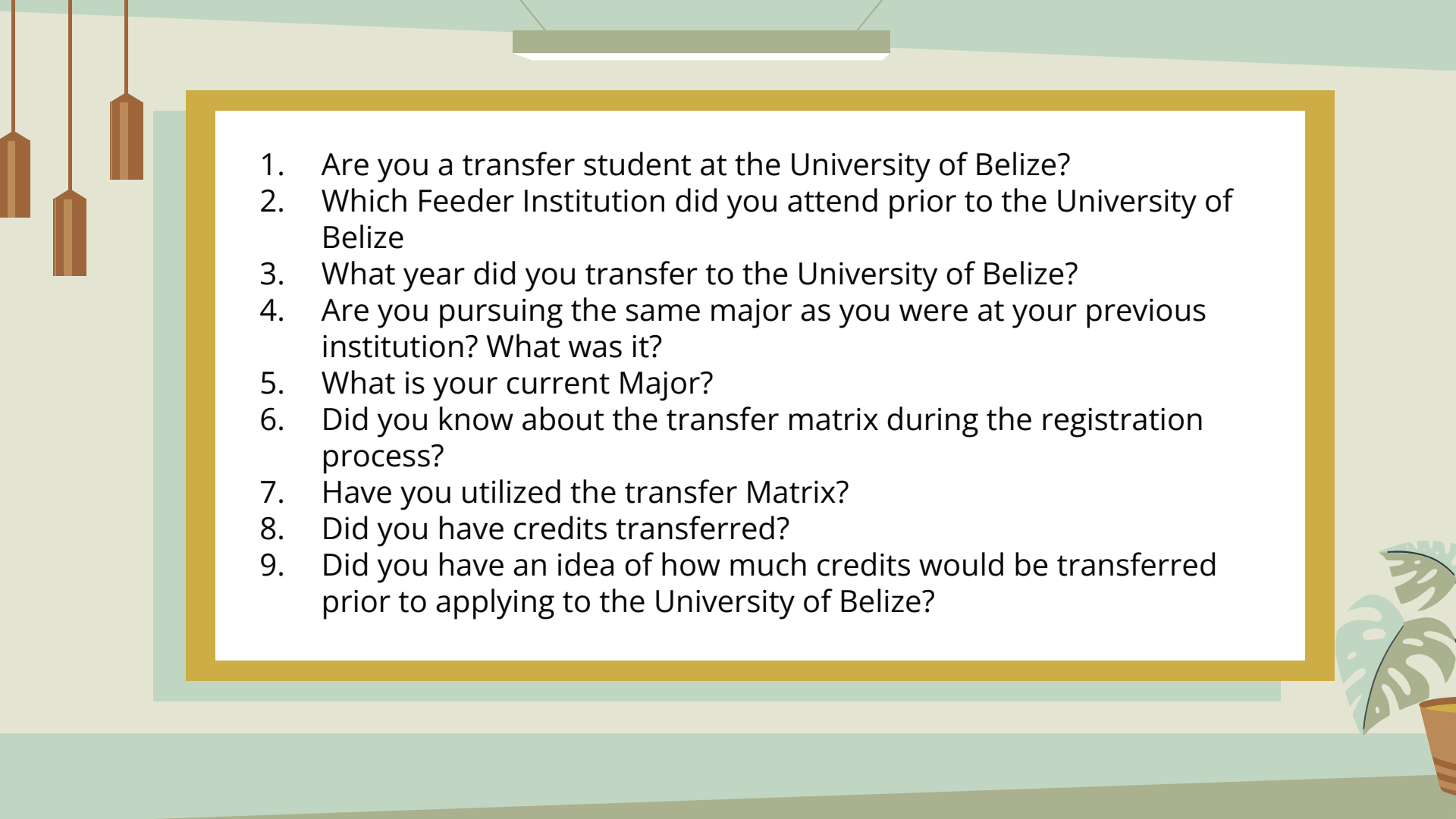
University of Belize  
Advisor

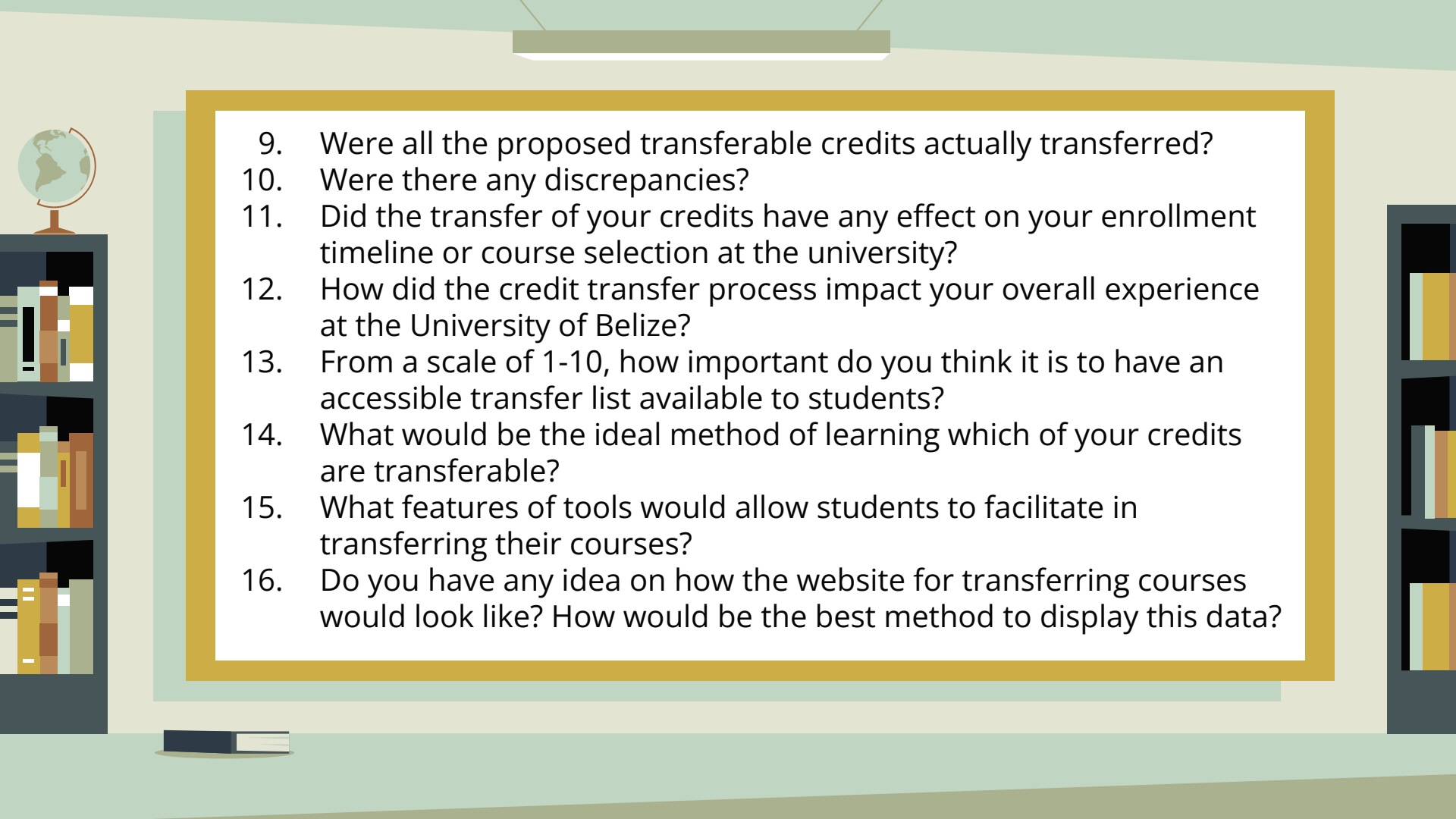
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# Students Questionnaire






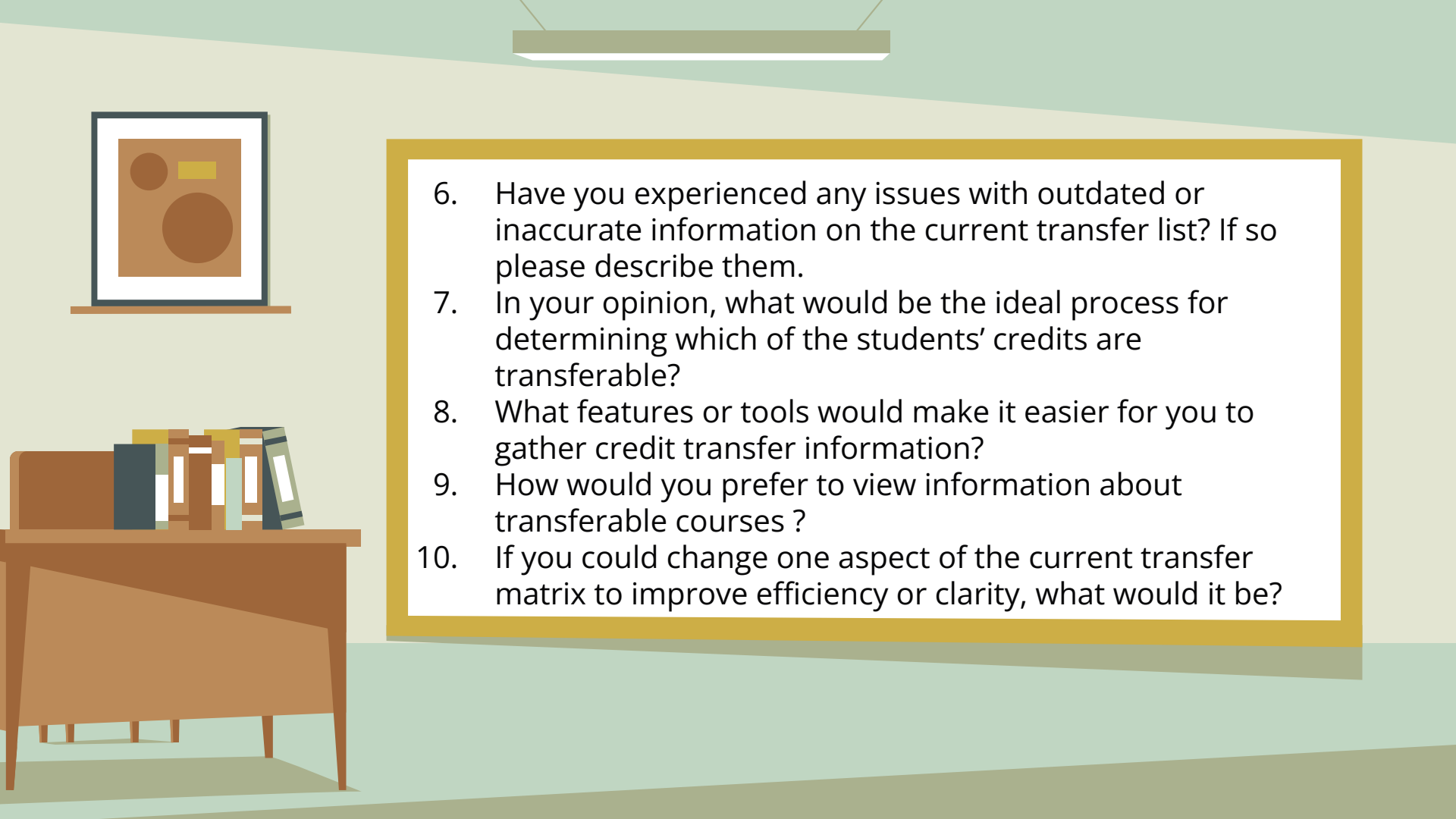
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1. Are you a transfer student at the University of Belize?
  2. Which Feeder Institution did you attend prior to the University of Belize
  3. What year did you transfer to the University of Belize?
  4. Are you pursuing the same major as you were at your previous institution? What was it?
  5. What is your current Major?
  6. Did you know about the transfer matrix during the registration process?
  7. Have you utilized the transfer Matrix?
  8. Did you have credits transferred?
  9. Did you have an idea of how much credits would be transferred prior to applying to the University of Belize?

- 
9. Were all the proposed transferable credits actually transferred?
  10. Were there any discrepancies?
  11. Did the transfer of your credits have any effect on your enrollment timeline or course selection at the university?
  12. How did the credit transfer process impact your overall experience at the University of Belize?
  13. From a scale of 1-10, how important do you think it is to have an accessible transfer list available to students?
  14. What would be the ideal method of learning which of your credits are transferable?
  15. What features of tools would allow students to facilitate in transferring their courses?
  16. Do you have any idea on how the website for transferring courses would look like? How would be the best method to display this data?

# Advisor Questionnaire



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1. How frequently do you access the transfer list, and for what primary purposes?
  2. How do you typically find out if a course is transferable? Do you rely on the transfer list, advisor guidance, or other resources?
  3. Do you face any challenges with the current display? If yes, what are they?
  4. From a scale of 1-10, how important do you think it is to have an accessible transfer list available to students and advisors?
  5. What specific difficulties do students commonly report regarding the current list?



6. Have you experienced any issues with outdated or inaccurate information on the current transfer list? If so please describe them.
7. In your opinion, what would be the ideal process for determining which of the students' credits are transferable?
8. What features or tools would make it easier for you to gather credit transfer information?
9. How would you prefer to view information about transferable courses ?
10. If you could change one aspect of the current transfer matrix to improve efficiency or clarity, what would it be?

# Results



# Insights

UI is not responsive on different devices

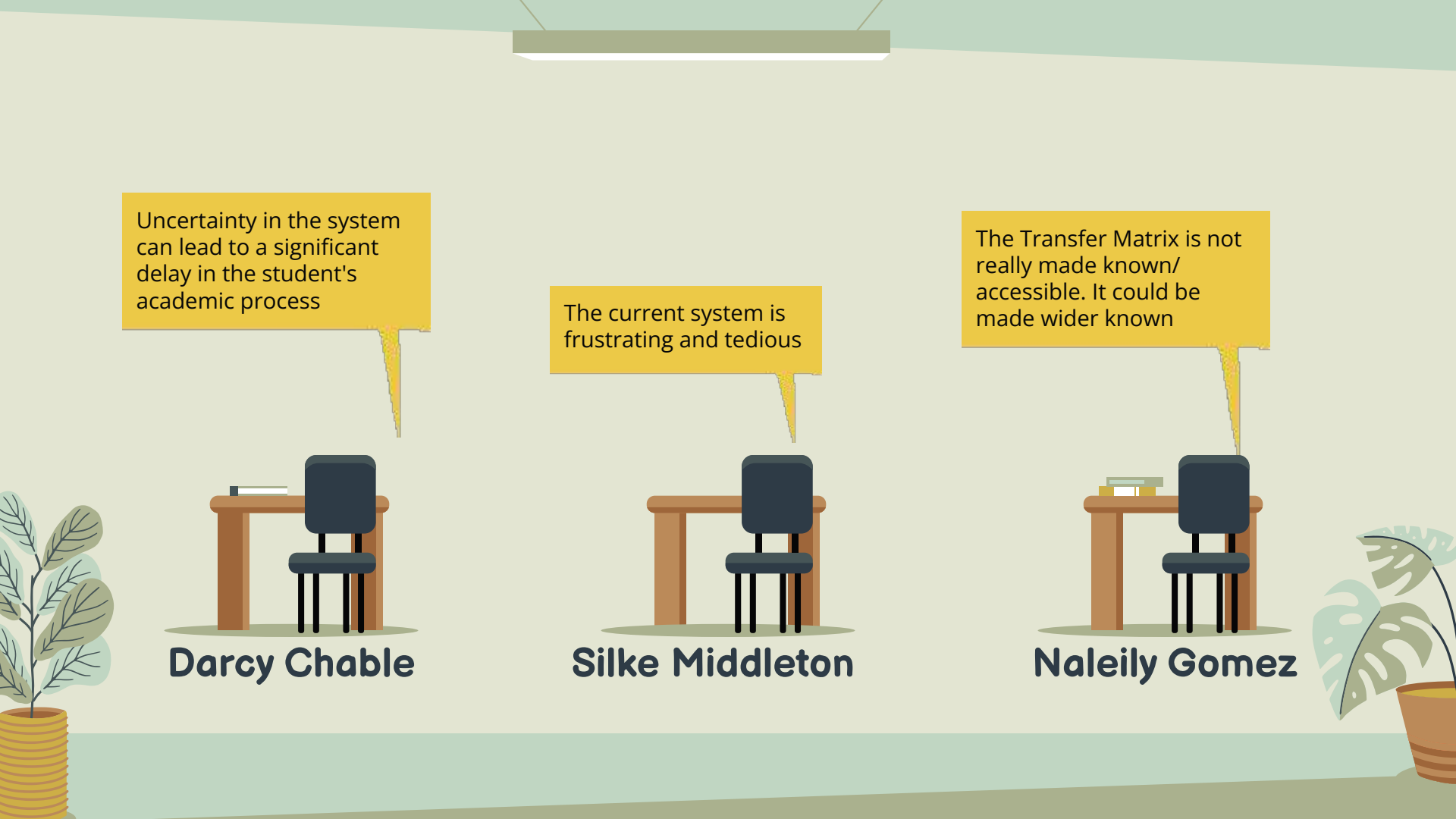
**Mr. David Garcia**

Lack of clarity with the system, can delay student's academic progress.

**Abner Bobadilla**

The site serves its purpose but needs to increase user friendliness.

**Jaheim Lozano**



Uncertainty in the system  
can lead to a significant  
delay in the student's  
academic process

**Darcy Chable**

The current system is  
frustrating and tedious

**Silke Middleton**

The Transfer Matrix is not  
really made known/  
accessible. It could be  
made wider known

**Naleily Gomez**



# Needs

An easy to navigate search database for credit transfer information.

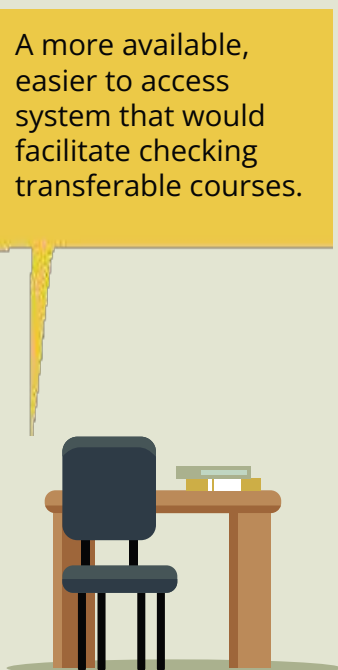
**Jaheim Lozano**

An accessible online platform that provides information about transferable courses.

**Abner Bobadilla**

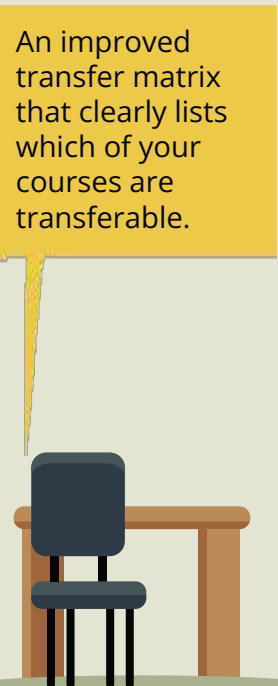
An accessible and user-friendly transfer system.

**Mr. David Garcia**



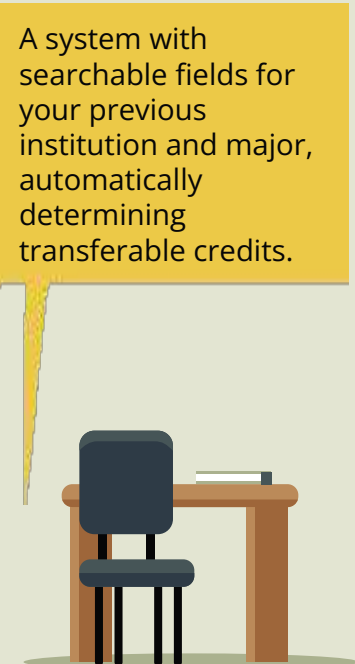
A more available,  
easier to access  
system that would  
facilitate checking  
transferable courses.

**Naleily Gomez**



An improved  
transfer matrix  
that clearly lists  
which of your  
courses are  
transferable.

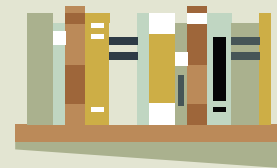
**Silke Middleton**



A system with  
searchable fields for  
your previous  
institution and major,  
automatically  
determining  
transferable credits.

**Darcy Chable**





# Analysis



# Empathy Chart

## Say

"It could be easier to access. I didn't even know it existed"

"Having all your courses grouped by your major would be great"

"An updated search method for courses is needed"

"The page should be more responsive which will increase user friendliness"

"The site needs to be explicit about search filters and instructions."

"It's important that the students have a reliable transfer list and site"

"More specific search filters would help with returned reports."

"Improve on the explanation, give a brief description of what needs to be done."

"Layout is not well designed"

"They could link the transfer matrix on the official site so that new students willing to enroll could check first if their credits could be transferred"



## Think

An accessible and clearer transfer process is crucial.

Having more transparency or hints about the transferability of credits would be helpful

A more user-friendly and intuitive system is needed for viewing transferable courses.

A searchable database or list also categorized by institution, major and year would greatly improve the process, making it easier to grasp degree completion.

The current system is generally fine, but it requires fine-tuning to enhance user experience.

There is a need for clearer and more specific input elements to guide users better.

Students should be more informed about tools like Xenegade to compare grades and credits

There is room for improvement in the search filters which would make the transfer process more intuitive and accessible.

A responsive and well-directed interface on the student portal would improve usability.

Fixing the layout of the current system would make it more reactive

The transfer matrix needs to be explicitly mentioned on the University's website so that new students could take a look at it prior to enrolling



## Do

Follow up on classes that were not transferred.

Consulted with an advisor to understand the credit transfer process.

Used the transfer matrix, although had no clear understanding of how credits would be transferred

Manually checked for transferable credits despite advisor's input.

Suggests improvements to the current transfer matrix's search functionality



## Feel

Confused due to the lack of information provided

Uncertainty about potentially transferable credits

Frustrated since they had to use the matrix even after advisor consultation.

"Satisfied with the transfer experience."

Frustrated towards the transfer system between the colleges and the university.

Confident answering all questions

Concerned about the current system's layout



miro

# Say/Think

## Say

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**ACTION**



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miro

# Questions About the Results

How can we make the Transfer Matrix more user-friendly?

How can we ease concerns about uncertainty with course credit transfer?

What information is necessary to present the users for their courses transfer experience to be satisfactory?

## Surprises

- Some interviews were surprised to learn of a transfer matrix
- All interviewees agreed that the current system is not efficient

## Contradictions

- Even though their advisors facilitate their transfers, some still had to go search for the transfer matrix and double check that their courses are transferable

## Tensions

- Interviewees expressed annoyance that their credits were not transferred properly, leading them to stay back a year. Especially for classes that were only offered once a semester





# Conclusion

# Summary of Findings

- Most students find the transfer matrix system tedious and challenging to use
- Of the 5 students interviewed, only 2 were satisfied with their transfer experience
- Many feel the transfer matrix system needs to be updated to enhance usability, accessibility and efficiency
- Many think having a separate transfer matrix that is readily available would be an excellent idea.



**Thank You!**

