

Milestone 1

Group: Commuter Hub Team

Jeff Huang, Michail Mavromatis, Ryan Nguyen

Interaction Design Milestone 1 Report

The purpose of this project is to create a page that provides easily accessible information about the LMU campus for commuters within the MyLMU website. Our primary target users are all LMU student commuters. However, their parents or guardians may also find our application useful. Non-target users for the commuter hub application are non-students, on-campus students, and visitors. Students who live off-campus come from a wide range of financial backgrounds and may have disabilities or special needs that are not supported by the existing websites. Currently, an interactive map of the campus exists, but a lot of information that those who do not live on campus may like to know is either hidden on the MyLMU site's many links or not available online at all. A page that can give any needed information about the campus quickly could save students time navigating the campus and finding parking. Our goal is to design a centralized hub for information that caters specifically to students who commute and may need to plan ahead of their trips to and across the campus. This page would include a variation of the existing LMU campus map designed with commuting in mind and a bulletin board forum for students looking for carpool partners or rideshare opportunities. The forum would only be accessible to students and would allow them to request and offer rides to and from the campus. This page should be accessible from the MyLMU website alongside the icons to access other important tools that students often need, such as Prowl and Brightspace.

Since LMU is a campus where a large number of first-semester students live on-site, the average user of this page will be incoming first-semester students who are commuting from off-campus. These students will be unfamiliar with locations for parking, locations for food service, distance and walk time from parking and food service to different locations on campus.

Additionally, they may not know where to find the shuttle pick-up and drop-off locations on campus or in the city. These students will likely have no personal connections on campus yet, so a bulletin board-style forum would be available where they can connect for ridesharing.

As this is an extension of the existing LMU website, students should be able to access it on any device or browser that can go to the MyLMU website. The rideshare portion of the hub would allow for students to request and offer carpools with fellow students who may not have a vehicle or want to share gas costs. Given that our target users are students, we can expect them to be fairly tech-savvy. The Commuter Hub's interface should be consistent with other pages on the MyLMU site, and therefore familiar to frequent users of the website.

The economic standings of students may vary greatly. This is something we considered when creating the bulletin board idea. Students who live off-campus may do so because they are unable to afford housing on campus. A student who is economically challenged may want to use a rideshare forum to coordinate a plan to split the cost of gas with other students they ride with. The freeform nature of deals such as this compels us to promote this type of communication rather than force users to adopt a limited set of options that we could create through the user interface.

We chose a bulletin board to act as a form of social networking service. At first, we believed that this portion of the Commuter Hub may not be necessary and could pose a safety risk for students asking for rides. We came to the conclusion that having the bulletin board require the user to log in using their MyLMU account may resolve the safety risk to a high degree, as only registered students may have these accounts. Our idea for this bulletin board expanded over time. We are currently considering a modernized version of the old-internet bulletin board forum style for our rideshare forum. It should allow students to make either a

request or an offer to share rides. These requests and offers would automatically be removed from the user's view after a certain amount of time in order to ensure that the board only contains offers that are still valid. We are also considering a direct messaging system in place of the comment systems found on many forums today. This would provide additional security for students sharing information about where they would meet or drive. It may also simplify the process of removing the offer or request that a user may have. A button to mark a post as "done" or "resolved" for deletion may encourage users to delete a post when they have finalized their plans and are no longer seeking an offer or request.

The current interactive map of the LMU campus allows you to see detailed information about the campus but is designed for a much broader audience than just student commuters, including visitors, staff, and faculty. This map allows the user to toggle on or off different icons. The icons that are turned on by default are clearly designed for someone who is on campus. All parking icons are disabled in favor of options such as dining and ministry. A different map specifically for parking exists as well. The parking map is very simplistic, only made for finding where someone can park. It obscures vital information to those who are expecting to walk to specific points on campus in large sections of blank grey areas. Our map will be very simplified, similar to the parking map, highlighting student parking areas by default and breaking the campus map down into sectors that can be clicked to reveal the time it takes to walk between sectors. Our map would share a page with our rideshare forum system. It is our understanding that no forum exists on the LMU website for students at all, so none dedicated to ridesharing exist either. Ideally, if the user is logged in with our interactive map, it could fetch information from the user's account to tailor the experience for them. A student may have their classrooms

highlighted on the map automatically upon opening the Commuter Hub. This would make finding the best place to park to walk to their classes clear at a glance.

Task Analysis:

Scenario 1: A student only wants to find parking

Goal: Locate the best parking option for their class

- 1: Go to the Commuter Hub page
 - A: Go to the MyLMU website and log in
 - B: Click on “Commuter Hub”
- 2: Use the interactive map to identify parking areas
- 3: Use the interactive map to estimate walk time to/from class(es)

Scenario 2: A student wants to find a ride.

Goal: Find a rideshare opportunity

- 1: Go to the Commuter Hub page
 - A: Go to the MyLMU website and log in
 - B: Click on “Commuter Hub”
- 2: Access forum to search for rideshare opportunities
 - A: Click the link to the forum
- 3: Post rideshare request
 - A: Find rideshare
 - a: Look at recent posts for rideshare offers.
 - b: If no offers meet their needs, make a new forum post.
 - B: Enter the days and times you will be at school into a forum post
 - a: Enter any other relevant information into this forum post.
 - C: Submit the post.

Scenario 3: A student wants to offer a ride.

Goal: Post a rideshare opportunity

1: Go to the Commuter Hub page

A: Go to the MyLMU website and log in

B: Click on “Commuter Hub”

2: Access forum to offer rideshare opportunities

A: Click the link to the forum

3: Post rideshare offer

A: Search for existing requests for rideshares

a: If possible, respond to a request.

b: If no requests exist that fit the user’s schedule, create a new post.

B: Enter the days and times you will be at school into a forum post

a: Enter any other relevant information into this forum post.

C: Submit the post.

Sources:

<https://www.lmu.edu/resources/campusmaps/interactivewestchestercampusmap/>

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