Carlota Prado

BSIT 3 – Block 2

UI/UX Case Study

Exer 1

Project Title: “Campus Room Scheduler”
Subtitle: “Streamline & Simplify University Room Reservations”
Client/Company/Project type: This project was not commissioned by a specific client or company; rather, it was developed as a conceptual project within an educational framework. The Campus Room
Schedulerproject serves as a design challenge and hands-on project that addresses real-world planning
and resource management needs in a university setting. It explores user-centered design principles and
develops an innovative solution for effective room layout on university campuses.
Project Date: I started working on the Campus Room Scheduling project in October 2023 and as of now,
it is an ongoing project. While I do not have a specific end date to share at this time, I am actively participating in its research, design, and development phases with the aim of providing a comprehensive
and user-centric design. This project reflects my current skills and ongoing commitment to solving challenges related to room layout on our campus.

Exer 2

Your Role: In this project, my role covers the entire project lifecycle from ideation to implementation. More specifically, I am responsible for:
- Conduct user research and needs analysis to identify key weaknesses in the current booking process.
- Design the user interface and user experience (UI/UX) of the Campus Room Scheduler system, ensuring it is intuitive and user-friendly.
- Create prototypes and wireframes to visualize system layout and functionality.
- Perform usability testing and collect user feedback for iterative improvements.
- Ensure design consistency.
- Document the design process, including user personas, user flows, and design decisions.

Project Summary/ About this Project: The Campus Room Scheduling project aims to address challenges related to room and space reservations within our university. Realizing the need for a more efficient and user-friendly solution, I embarked on this project to create a campus classroom planning system to streamline the planning process. of the university.
The goal was to develop an intuitive and accessible platform that allows users to easily book rooms for a variety of activities, such as classes, lectures, meetings, seminars and events. The project was inspired by real-world scheduling problems encountered on our campus, which often resulted in significant delays in classes due to lack of available rooms. The traditional “first come, first served” approach and scheduled rooms provided by COR are often ineffective, causing frustration for campus stakeholders. Through

extensive user research, iterative design, and collaboration, Campus Room Scheduler was born. The system prioritizes user experience, real-time information availability, and seamless integration.
The results of the project include an efficient, user-centric booking system that benefits our university community by simplifying the booking process, reducing delays class and optimize room usage. This solution addresses the critical need to improve classroom arrangements on our campus, making it a valuable addition to our university infrastructure.

Exer 3

Problem Statement:

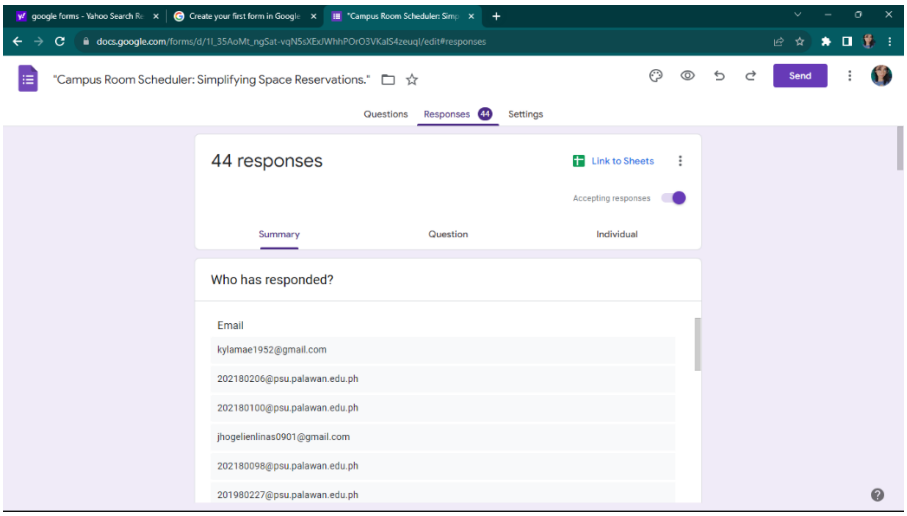
During the early stages of the Campus Room Scheduling project, I conducted extensive research to identify key challenges in our university's room booking process. Through direct observation, usability testing, and in-depth interviews with students at the university, I discovered a number of weaknesses regarding the issue about rooms inside the campus. Such as:

- Difficulty in finding available rooms for various activities.
- Confusion about room availability due to lack of real-time information.
- Inefficiencies in resource allocation and room utilization.
- “Rooms are usually occupied by an unscheduled block. Some blocks claim to use rooms which supposedly to be utilized by the assigned block (indicated in our COR).”- this problem comes from one of my respondents

User interviews:

To better understand user needs and pain points, I conducted user interviews through Google Forms. These structured surveys involve gathering feedback from stakeholders. Survey questions focused on their experience with their current reservation system, specific problems, and their ideal features for an improved system.

Here is a screenshot of my survey questions together with the summary of responses:


"Campus Room Scheduler: Simplifying Space Reservations."
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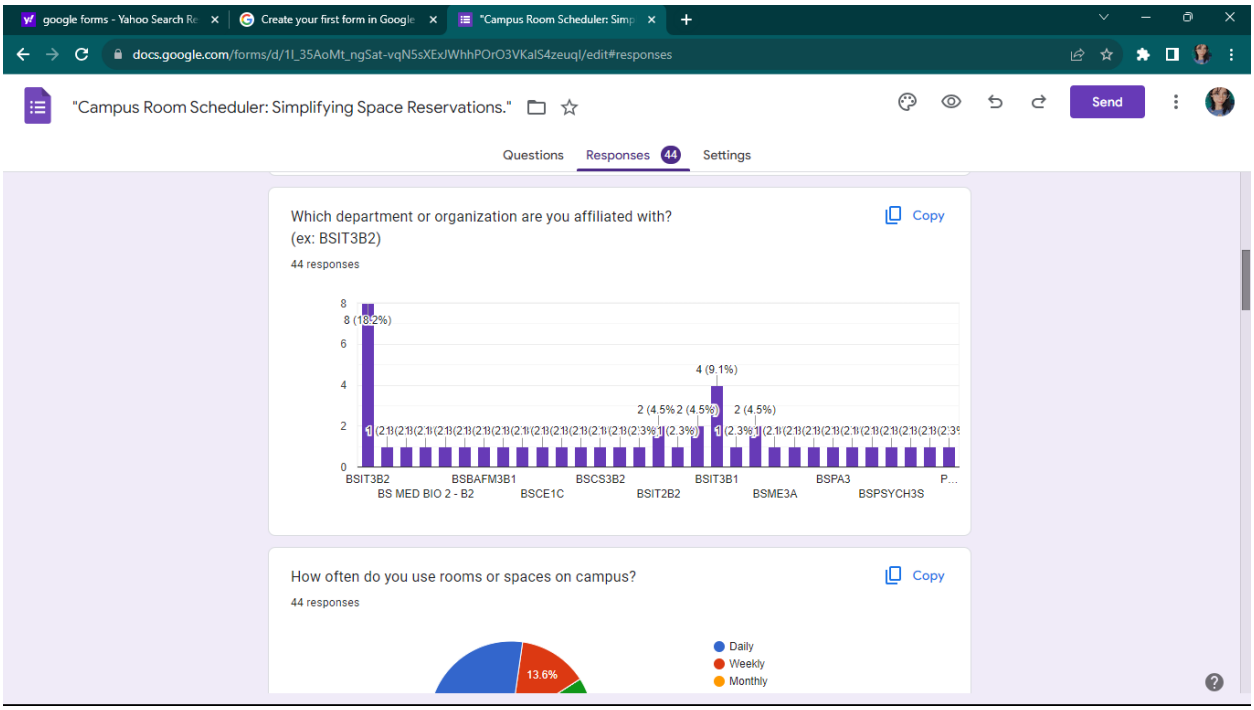
Questions
Responses 44
Settings
44 responses
Link to Sheets
Accepting responses
Summary
Question
Individual
Who has responded?
Email
kylamae1952@gmail.com
202180206@psu.palawan.edu.ph
202180100@psu.palawan.edu.ph
jhogelienlinas0901@gmail.com
202180098@psu.palawan.edu.ph
201980227@psu.palawan.edu.ph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Create your first form in Google
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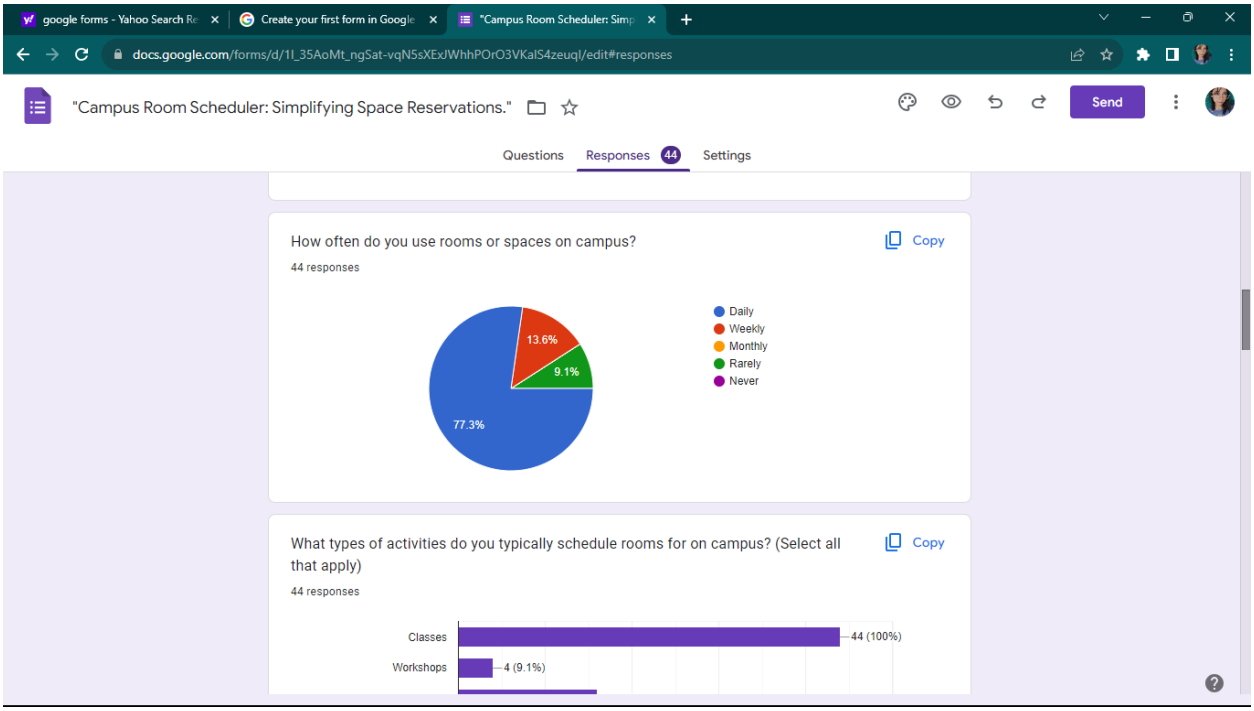
"Campus Room Scheduler: Simplifying Space Reservations."
Send
Questions
Responses 44
Settings
Which department or organization are you affiliated with?
(ex: BSIT3B2)
Copy
44 responses
8 (18.2%)
4 (9.1%)
2 (4.5%)
2 (4.5%)
2 (4.5%)
BSIT3B2
BS MED BIO 2 - B2
BSBAFM3B1
BSCE1C
BSCS3B2
BSIT2B2
BSIT3B1
BSME3A
BSPA3
BSPSYCH3S
How often do you use rooms or spaces on campus?
Copy
44 responses
13.6%
Daily
Weekly
Monthly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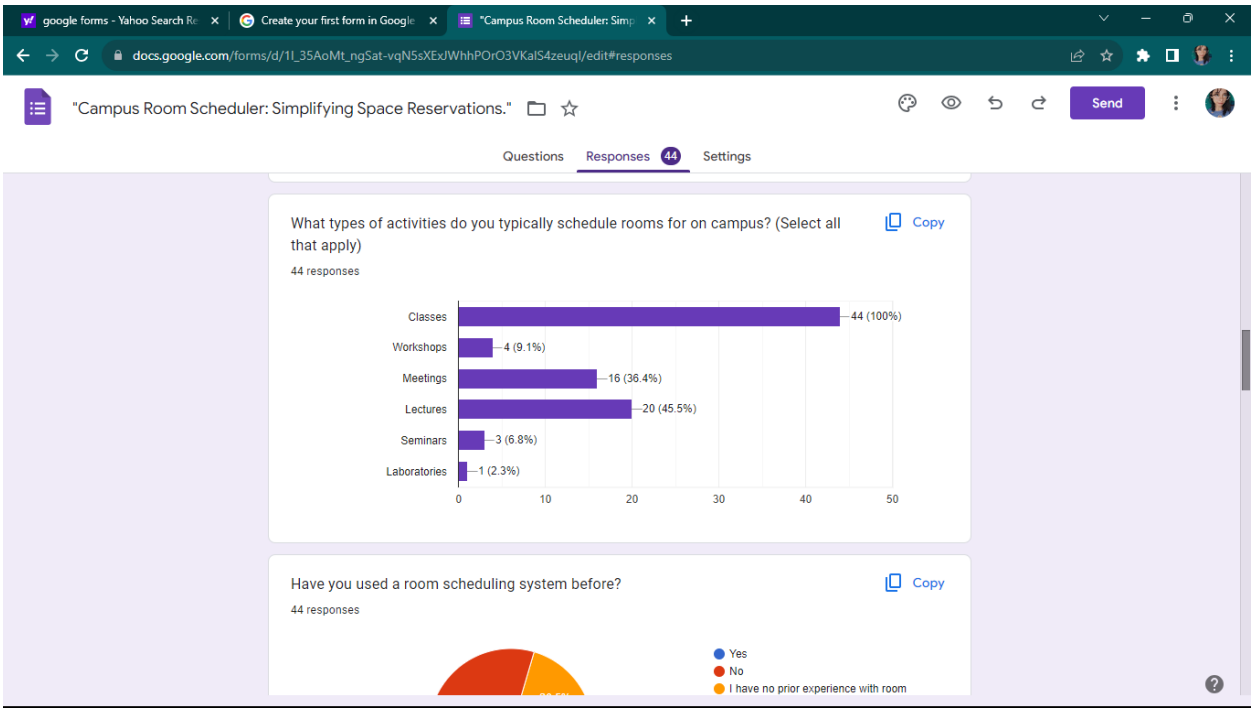
Send
Questions
Responses 44
Settings
How often do you use rooms or spaces on campus?
Copy
44 responses
13.6%
9.1%
77.3%
Daily
Weekly
Monthly
Rarely
Never
What types of activities do you typically schedule rooms for on campus? (Select all that apply)
Copy
44 responses
Classes
44 (100%)
Workshops
4 (9.1%)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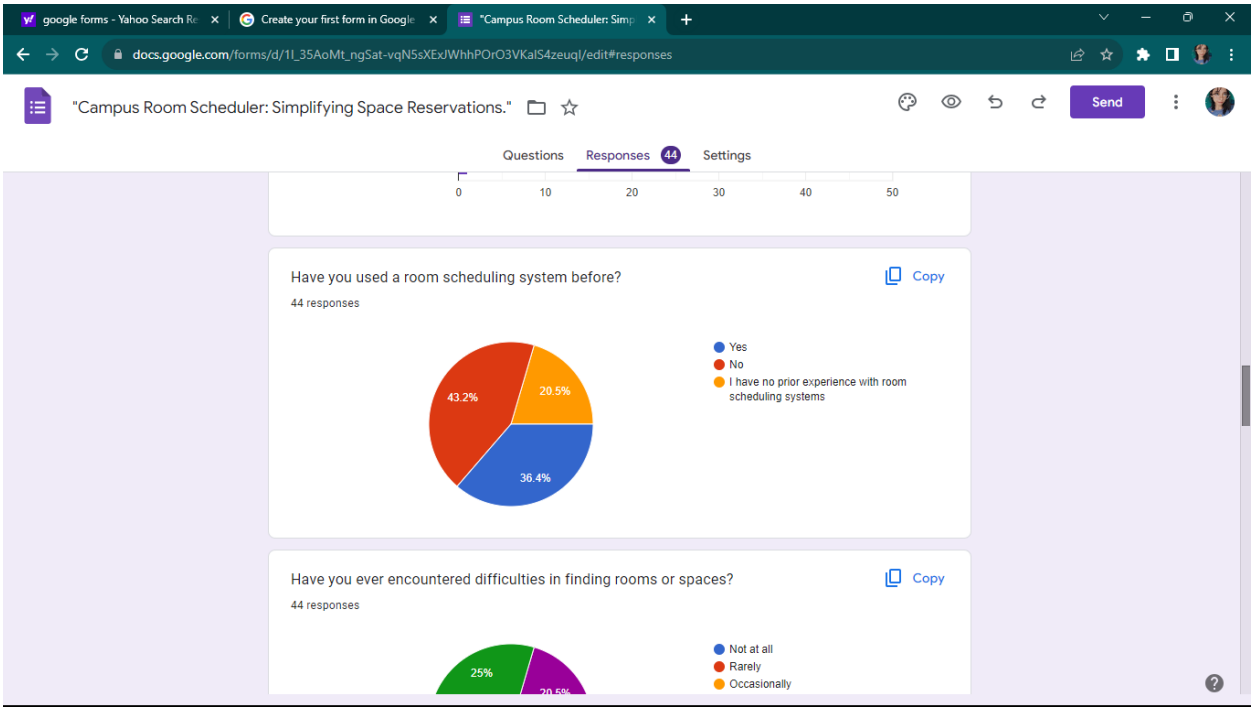
Send
Questions
Responses 44
Settings
What types of activities do you typically schedule rooms for on campus? (Select all that apply)
Copy
44 responses
Classes
44 (100%)
Workshops
4 (9.1%)
Meetings
16 (36.4%)
Lectures
20 (45.5%)
Seminars
3 (6.8%)
Laboratories
1 (2.3%)
0
10
20
30
40
50
Have you used a room scheduling system before?
Copy
44 responses
Yes
No
I have no prior experience with room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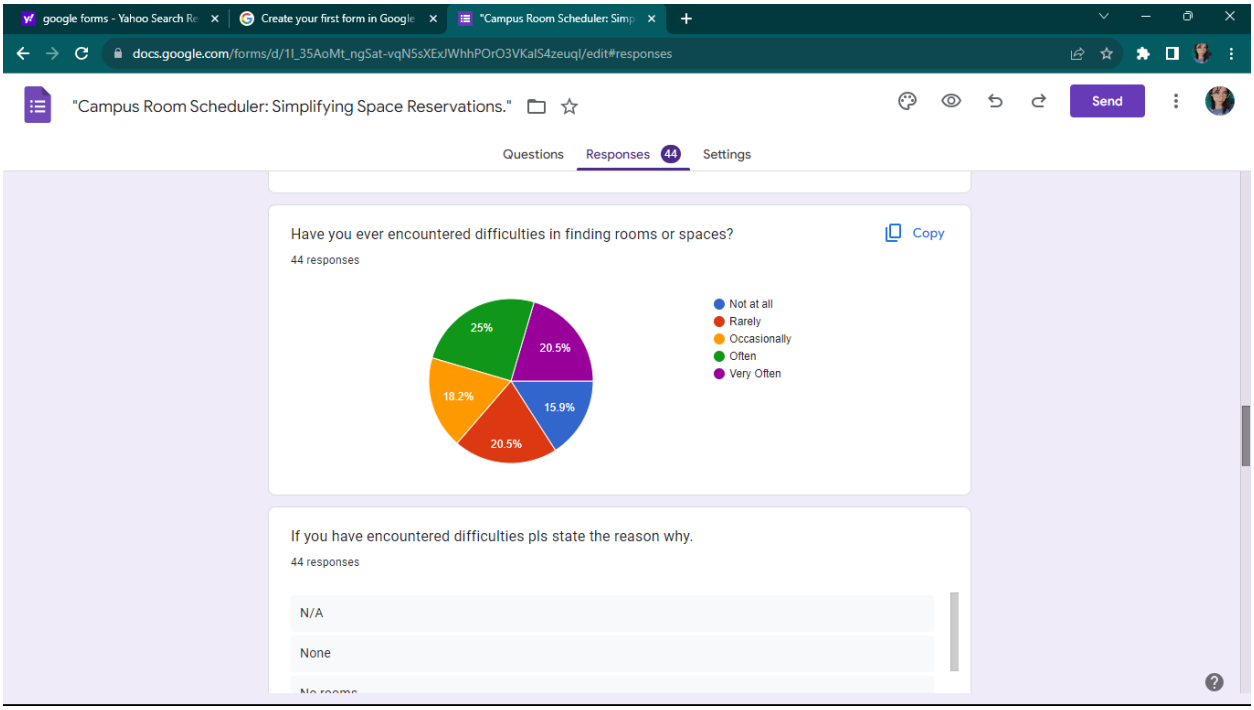
Send
Questions
Responses 44
Settings
0
10
20
30
40
50
Have you used a room scheduling system before?
Copy
44 responses
43.2%
20.5%
36.4%
Yes
No
I have no prior experience with room scheduling systems
Have you ever encountered difficulties in finding rooms or spaces?
Copy
44 responses
25%
Not at all
Rarely
Occasionally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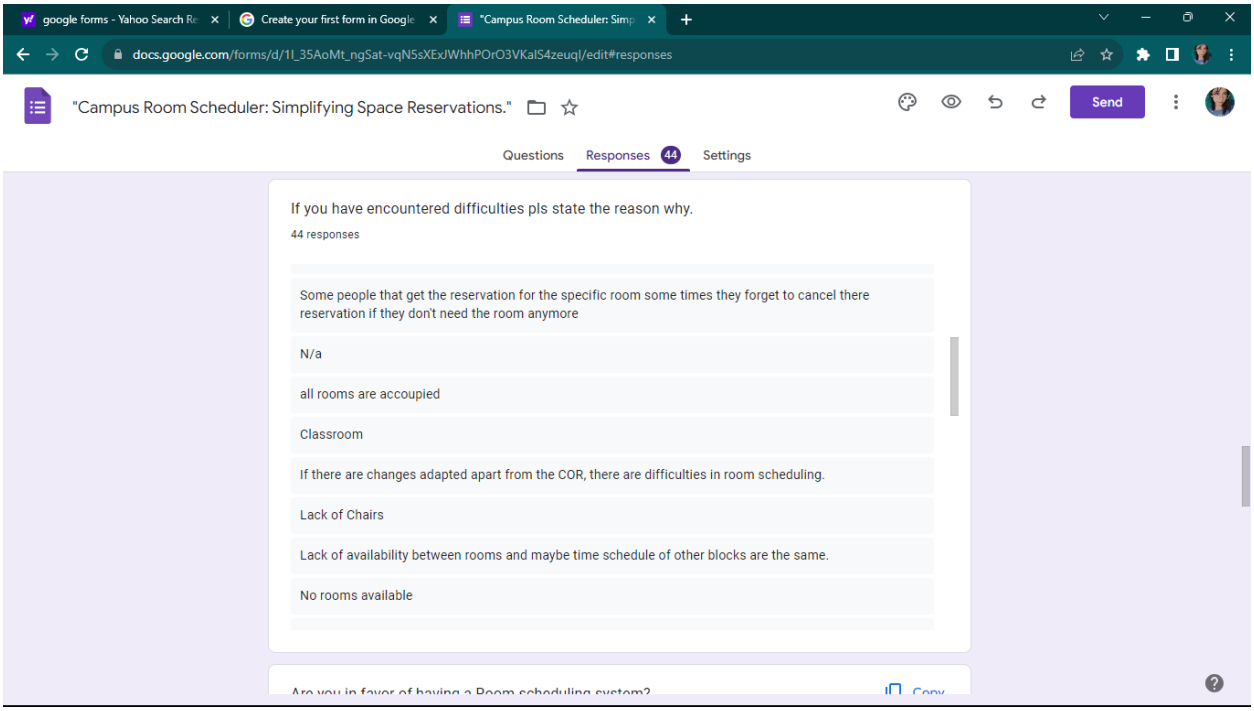
"Campus Room Scheduler: Simplifying Space Reservations."
Send
Questions
Responses 44
Settings
Have you ever encountered difficulties in finding rooms or spaces?
Copy
44 responses
25%
20.5%
18.2%
15.9%
20.5%
Not at all
Rarely
Occasionally
Often
Very Often
If you have encountered difficulties pls state the reason why.
44 responses
N/A
None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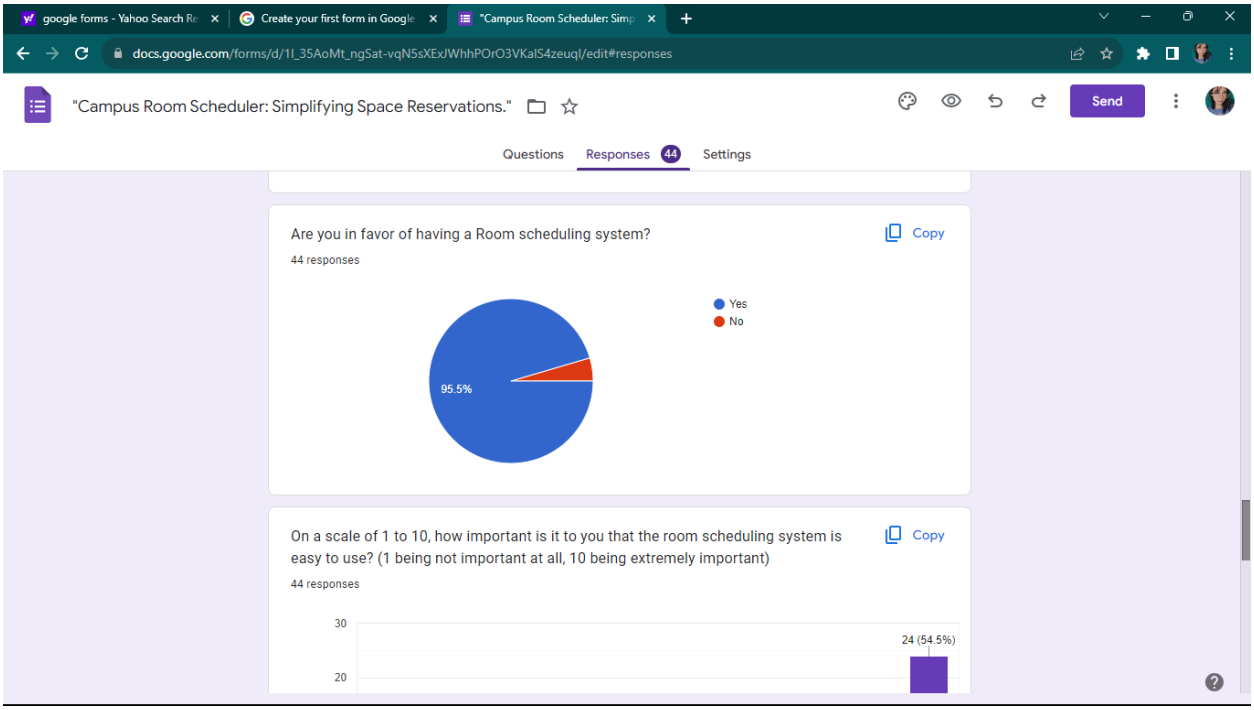
"Campus Room Scheduler: Simplifying Space Reservations."
Send
Questions
Responses 44
Settings
If you have encountered difficulties pls state the reason why.
44 responses
Some people that get the reservation for the specific room some times they forget to cancel there reservation if they don't need the room anymore
N/a
all rooms are accoupied
Classroom
If there are changes adapted apart from the COR, there are difficulties in room scheduling.
Lack of Chairs
Lack of availability between rooms and maybe time schedule of other blocks are the same.
No rooms available
Copy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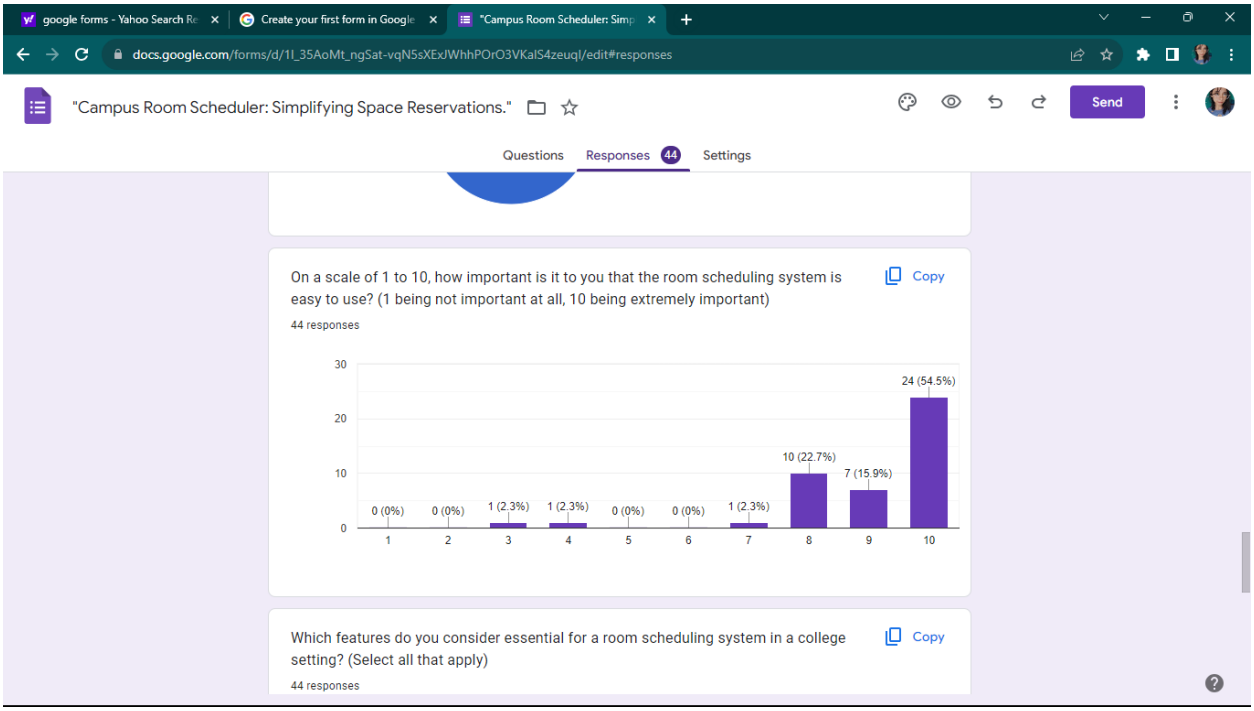
"Campus Room Scheduler: Simplifying Space Reservations."
Send
Questions
Responses 44
Settings
Are you in favor of having a Room scheduling system?
Copy
44 responses
Yes
No
95.5%
On a scale of 1 to 10, how important is it to you that the room scheduling system is easy to use? (1 being not important at all, 10 being extremely important)
Copy
44 responses
30
20
24 (54.5%)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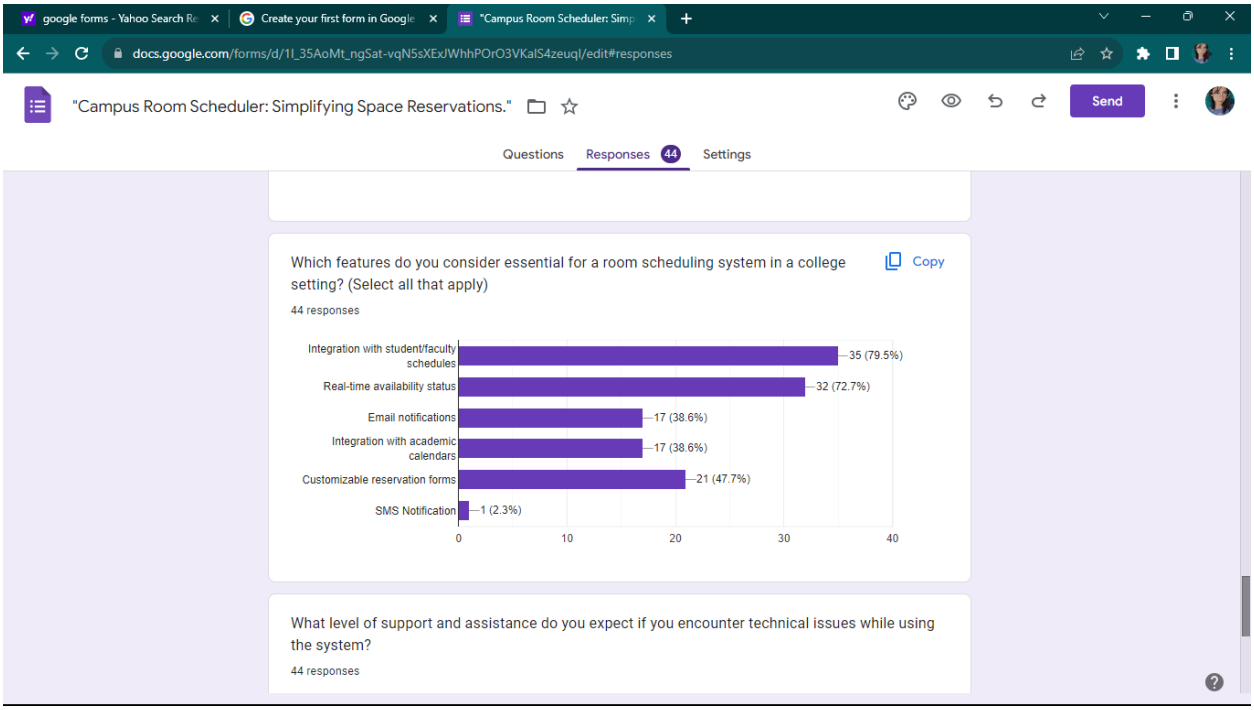
Send
Questions
Responses 44
Settings
On a scale of 1 to 10, how important is it to you that the room scheduling system is easy to use? (1 being not important at all, 10 being extremely important)
Copy
44 responses
30
20
10
0
0 (0%)
0 (0%)
1 (2.3%)
1 (2.3%)
0 (0%)
0 (0%)
1 (2.3%)
10 (22.7%)
7 (15.9%)
24 (54.5%)
1
2
3
4
5
6
7
8
9
10
Which features do you consider essential for a room scheduling system in a college setting? (Select all that apply)
Copy
44 responses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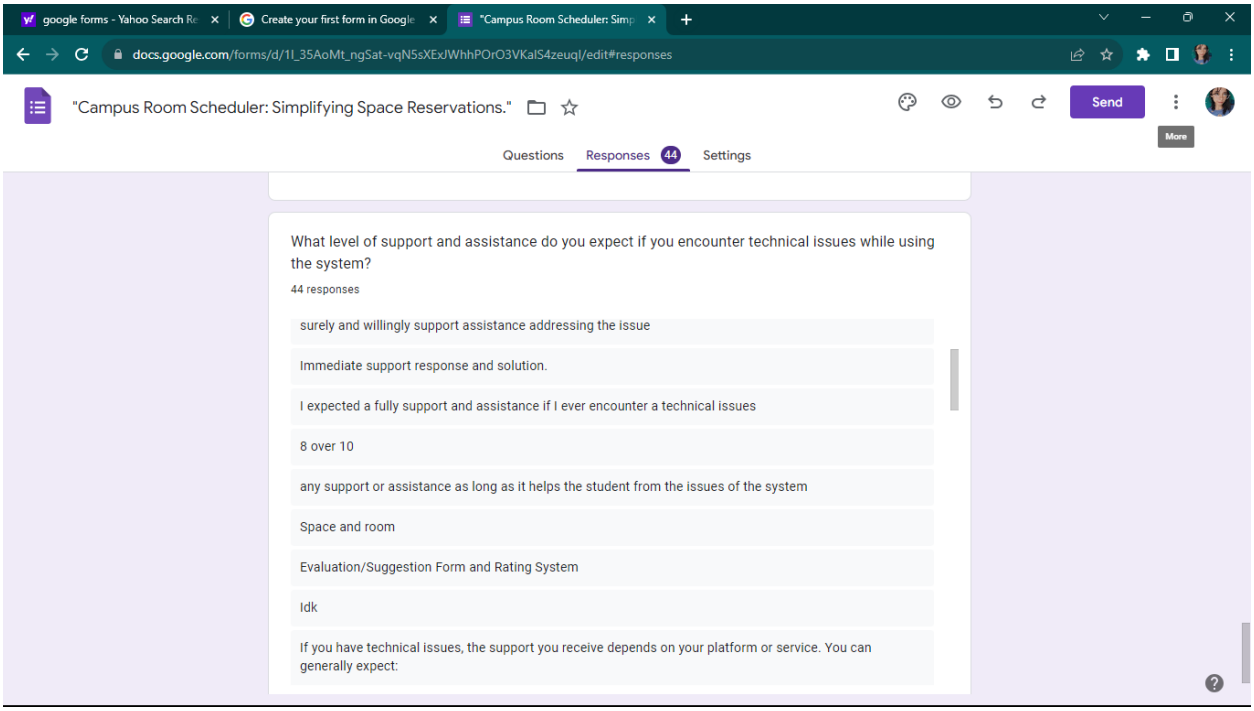
Send
Questions
Responses 44
Settings
Which features do you consider essential for a room scheduling system in a college setting? (Select all that apply)
Copy
44 responses
Integration with student/faculty schedules
35 (79.5%)
Real-time availability status
32 (72.7%)
Email notifications
17 (38.6%)
Integration with academic calendars
17 (38.6%)
Customizable reservation forms
21 (47.7%)
SMS Notification
1 (2.3%)
0
10
20
30
40
What level of support and assistance do you expect if you encounter technical issues while using the system?
44 responses



Pain Points:

Room delays and availability:

- Many users face being late for class due to running out of rooms, affecting their schedules.
- The limited number of rooms leads to frustration and waste of time for students and faculty.

Challenges of reservation:

- Users have encountered difficulties with the current reservation system, which typically follows a first-come, first-served basis.
- Room assignments provided by the COR were considered inadequate, leading to inefficiencies.
- Some users forget to cancel reservations when they are no longer needed, contributing to underutilization of rooms.

Expect technical support:

- Users expect clear and effective technical support to resolve system problems and errors.
- They want help understanding the root causes of technical problems and how to solve them.

The importance of ease of use:

- Users prioritize an easy-to-use room booking system and rate its importance 10/10.

Main function:

- Users consider real-time availability, integration with schedules, email notifications, and customizable booking forms to be essential features for a room booking system in an educational institution.

Affinity Mapping:

Affinity Map for Campus Room Scheduler:

User Pain Points	User Needs
Ineffectiveness of room designations from COR	Real-time room availability information
Room scheduling difficulties persist, even with changes outside COR.	Improved resource allocation and room utilization
Class delays due to room unavailability.	Accessible and effective technical support

Design Considerations	Solution Objectives
User-friendly interface	Streamline room reservations
Intuitive room selection process	Optimize room utilization and Minimize class delays

Personas:

Name: Sarah Johnson

Age: 21

Major: Computer Science

User Type: Student

Background:

Sarah is a junior majoring in Computer Science at the university. She's tech-savvy, organized, and enthusiastic about her studies. She juggles a busy academic schedule with part-time work, extracurricular activities, and a social life.

Goals:

Efficient Room Booking - Sarah needs a streamlined room booking process for group study sessions, coding projects, and club meetings.

Avoid Class Delays - She wants to minimize class delays caused by room unavailability for she lives outside the campus.

Real-time Information: Sarah values real-time room availability information to make on-the-spot decisions.

Needs:

An intuitive and user-friendly room scheduling platform.

Quick access to available rooms, especially during peak study hours.

Notifications for room availability or changes in reservations.

A support system to address technical issues or answer questions promptly.

Behaviors:

Sarah typically checks room availability during breaks between classes.

She prefers mobile-friendly apps for convenience.

If she encounters a technical issue, she seeks immediate assistance.

Pain Points:

Delays in accessing a room for our class.

Frustration when rooms she needs are unavailable.

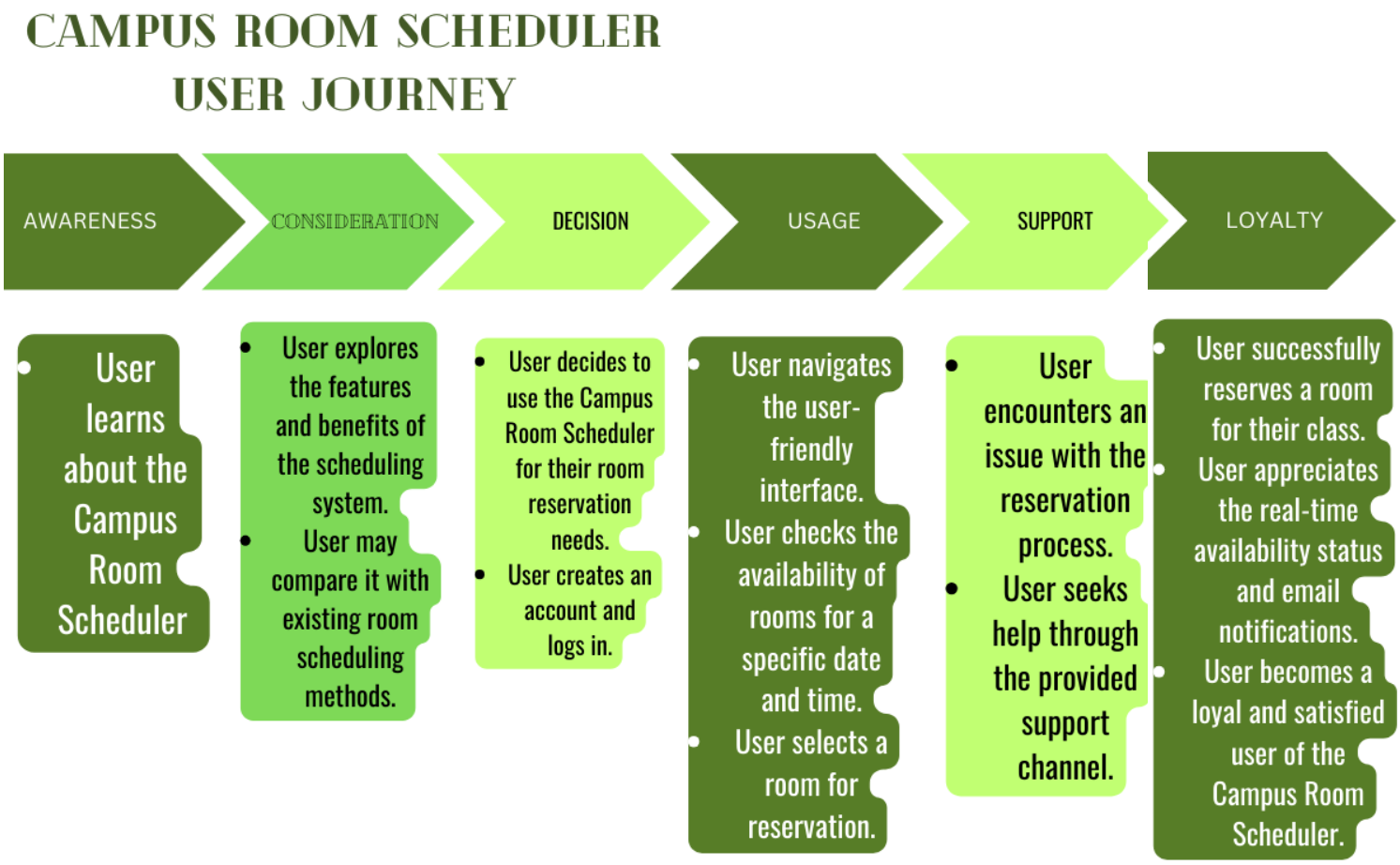
Difficulty in understanding or resolving technical issues.

Quotes:

"It's frustrating when the room that is scheduled for us is occupied, and we have to rush to find an alternative."

"I'd appreciate quick help if I ever run into a problem with the system. Time is precious during the semester."

Customer Journey Map:



Exer 4

Design Solution:

1. User Research:

We start by conducting extensive user research, including interviews students, faculty and staff to understand their problems and requirements related to the room. Planning.

2. Weakness analysis:

Based on the research results, we identified a number of weaknesses, such as availability issues, complex planning processes, and lack of real-time information real time.

Design solutions:

We've developed several design solutions to address these issues and improve the room scheduling experience:

1. Real-time availability:

Our first solution was to implement a real-time room availability status function. . Users can check room availability at any time, reducing scheduling conflicts and last-minute changes.

2. Integration with the class schedule:

To arrange the class schedule in accordance with the class schedule, we propose to integrate the system with the class schedule. This ensures that room availability takes into account study periods, exams and special events.

3. Improved classroom equipment installation support:

Our goal is to provide comprehensive support for classroom equipment installation. This includes clear instructions and troubleshooting guides to minimize disruption during class.

4. Advanced booking options:

Users can benefit from advanced booking options, such as recurring bookings for regular classes, simplifying the scheduling process.

5. Simplified process for specialized rooms:

Specialized rooms such as laboratories or art studios often require special equipment. We plan to streamline the booking process for these rooms, ensuring users have access to the necessary resources.

User Flow:

In designing the user flow for Campus Room Scheduler, we carefully considered the user journey from the initial action of accessing the system to successfully booking a room. Our goal is to create a transparent and intuitive process that improves user experience and streamlines the booking process.

Simplified Navigation:

We've optimized the initial user entry point, ensuring that users can quickly locate the room reservation feature. By simplifying the navigation, we reduce the time it takes for users to find what they need.

Real-time Availability Information:

One of the critical optimizations is the integration of real-time availability information. Users can instantly see which rooms are available for their desired time, minimizing scheduling conflicts.

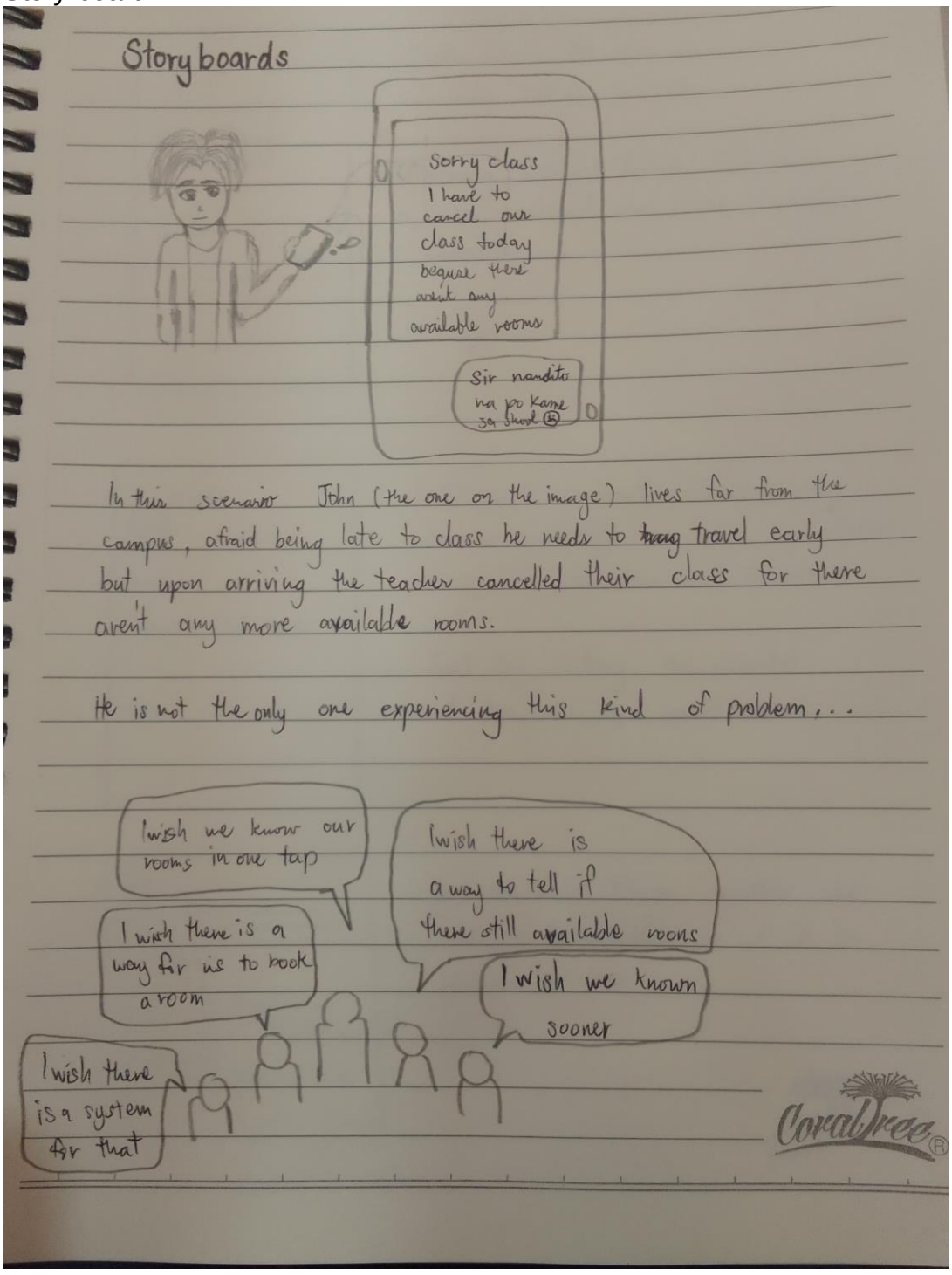
Streamlined Reservation Process:

We've reduced the number of steps required to make a reservation. The process is more straightforward, allowing users to reserve a room with fewer clicks and less effort.

User Feedback:

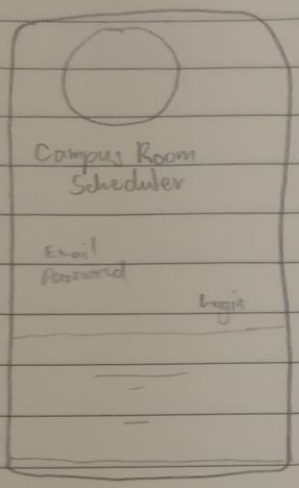
We've incorporated feedback mechanisms at various stages of the user flow. Users can provide input, report issues, or suggest improvements, fostering a sense of involvement and continuous enhancement.

Story board


Storyboards
Sorry class I have to cancel our class today because there aren't any available rooms
Sir nandito na po kame sa third
In this scenario John (the one on the image) lives far from the campus, afraid being late to class he needs to travel early but upon arriving the teacher cancelled their class for there aren't any more available rooms.
He is not the only one experiencing this kind of problem...
I wish we know our rooms in one tap
I wish there is a way for us to book a room
I wish there is a way to tell if there still available rooms
I wish we known sooner
I wish there is a system for that
CoralTree

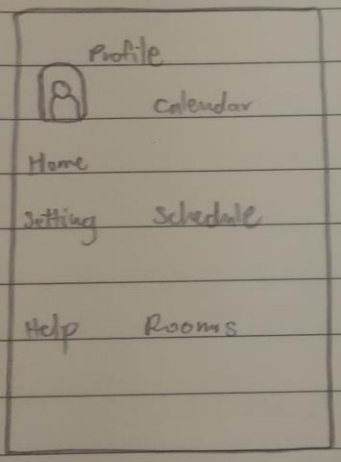
Mo Tu We Th Fr Sa Su

Date:



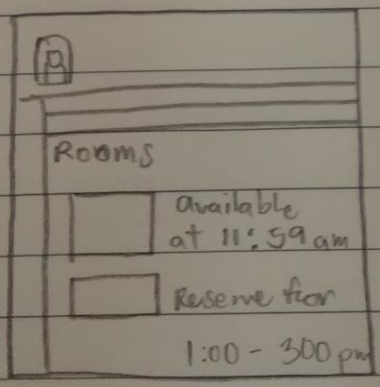
Thats when the idea of a room schedule takes place

introducing Campus Room Scheduler a user-centered and user friendly website.



Lets you know weather the assigned room is available or not, can detect your schedule, calendar and rooms.

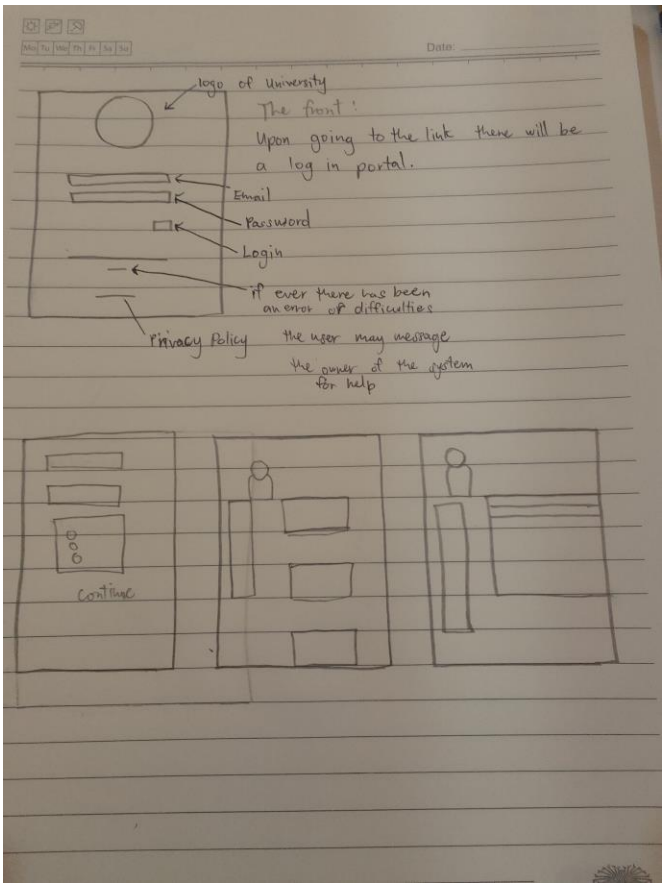
Just by visiting the website and few taps you would easily know



You can also know weather what time is it available or if it is reserve or not.

CoraTree®

Wire frmae



Prototype