Slide 1: introduction

Hello everyone, This is team six. I’m Rui. We have Zhanchi, Aaron , and Junhong. Today, I will talk about the UVic course registration system, or the CRS in short.

Slide2 :

The CRS is basically the registration tool in student services.

We mainly focus on the functionalities of each tool and student’s interactions with them.

Slide 3: participants

We interviewed five UVic students.

there are two first year students, one second year student, one third year and one fourth year.

The participants are from different faculties, 1 from psychology, social science, business, and 2 from engineering.

Slide 4:interview question

We asked our participants several questions and these are some of the more representative ones.

We asked about the features that they like about the current CRS,

And the features that they dislike? These two questions help us define the good aspects as well as the problematic aspects of the CRS

We also asked about their first-time experience using the CRS. This question reveals the most urgent and upfront difficulties newcomers face, afterall, first impressions are very important.

And The way students plan and schedule a semester can help us shape and determine our final solution

Slide 5: interview results

Next, I will talk about the results from the interview.

For the features they like or dislike, most participants like the categorization of subjects and courses. They said that It’s easy to find each course related to subjects.

However, there are many things our participants complained about. A common thing is that the CRS does not provide enough course information to students, such as the prerequisites or general course descriptions. Also, In the “active registration” page, there is not enough information, the links don't provide helpful information and it needs better visuals.

For the experience of first-time course registration, All of our participants reported that they felt terrible when they used the CRS for the first time. Some students were lost and couldn’t even find their program planning sheets, and there was too much information that they needed to look up and be aware of. And also it was very difficult and annoying to deal with the time conflicts between courses due to the lack of a timetable.

For the last question, our participants responded that It's inconvenient to schedule courses for any semester, because they have to open multiple pages to search and check the course date, time ,weekly timetable and sometimes the course description.

Overall, we conclude that students are highly concerned about UVic CRS and they hope that the CRS could be improved.

This is our presentation. Thank you. Are there any questions?

Presentation script:

Slide 1: introduction

Hello everyone, This is team six, I’m shibaba, we have Zhanchi, Aaron Yin and Junhong. Today, I will gonna talk about the UVic course registration system.

Slide2 :

We mainly focus on the functionality of the registration tools in student services.

The first

Slide 3: participants

We had 5 participants, all of them are current UVic students. They range from first year standing to 4th year standing.two people are first year student, one With this mix, we can get a grasp of more urgent and upfront difficulties new students face, and inconveniences older students encounter.

Slide 4:interview question

We asked our participants several questions and chose four representative questions.

1.current features they like and dislike

2. Their first time using the CRS

3. And how do they plan out courses for a semester?

Slide 5: interview results

look up course this feature, because the categorization of subjects is clear. it’s easy to find each course in their corresponding subjects. Surprisingly, that’s the only positive feedback we got.

Our participants suggest the categorization of subjects is clear, it’s easy to find each course in their corresponding subjects. Surprisingly, that’s the only positive feedback we got.

On the other hand Our participants had a lot of complaints about the CRS. The main point is that the CRS does not present enough course information, for example, it does not show the prerequisites or general course descriptions, in active it only shows some not very useful things. They also responded that it does not show a timetable.

All of our participants reported that they had a terrible first time experience. Some were lost and couldn’t find their program planning sheets, some got overwhelmed by the amount of information and choices ahead of them. They all encountered time conflicts and said it was a pain to deal with.

As mentioned above, our participants had to open multiple tabs, especially the weekly timetable and the undergraduate calendar, just to get the minimum amount of information needed.

-加一个总结

Any Questions?

Thank you:

追加问题：

**-现有的registration system里面的tool你经常用几个？**

-现有的报课系统有什么feature/function你觉得很好用的?

1.When was the last time you used the UVIC CRS ?

2.Have you used other institutions’ CRS?

(if yes)Compare these two CRS, What are the features the UVic CRS is lacking?

3.On the other hand, What are some of the aspects you liked about the current UVic CRS?

4.Did you have any problems using the current UVic CRS?

If so, what was it in particular that was confusing or not clear?

5.Do you remember your first time registration course? Could you talk about that experience ?

6.How long does the registration process typically take you? Which parts of the process take the longest, and why? (what I mean for process: like checking for program required/looking for elective/registration)

7.Aside from those provided by the university, what tools have you used, or would expect to use, for registration? Such as calendar applications… ?

8.How do you plan a semester?

How many separate windows do you usually have opened when planning out a semester?

Pps：program planning sheet

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | q1 | q2 | q3 | q4 | q5 | q6 | q7 | q8 | 即兴问题 | 追加问题（1） | 追加问题（2） |  |
| aaron | 去年4月 | 没用过 | 课程分系，具体细节，ui简单明了 | 国际生网页慢 | 搜索顺利，看不到时间表很麻烦 | 20-30分，整理课表时间最长 | 用过别的日程表 | 用pps，一学期4-5节课，1-2选修 | 怎么决定选修：和朋友上一样的，个人兴趣 |  |  |  |
| zhan | 上个月 | 有，langara和AC  根据课号很难搜索用课号搜索特定的课 | 根据不同subject容易找到课 | 是的，已经注册的课和预定注册的课是否会冲突没显示会很不方便 | 很难找到激活注册的页面，需要开多个窗口看program的需求感觉很不方便 | 几个小时  。打开多个网页去看要修的课前置需求和课程时间冲突 | Ad search功能性更强。可能集成一些功能，使搜索所有课程基于主题，资格，可用性和时间表，因此我们可以很容易地找到我们可以添加到当前课程计划的课程。  这些工具可以节省我们计划这学期的时间。 | 登进去学校网站后看主修的课时间然后再看timetable之后根据空缺的时间把空余的时间对着elective课看着放进去 | 怎么决定选修：看时间和这节课的难易度 | 添加 or减少课 |  |  |
| rui | 今年五月 | 有，langara college,咱的这个页面太复杂，不好用，找信息麻烦 | 优点就是，在不得不用的情况下，用习惯了，感觉还可以 |  | 非常痛苦，找总课表很累，然后还要去找课程描述跟前置课程，花费了大量的时间来找这些信息 | 计划课花费的时间很多，尤其是看选修课，因为可供选项多，门门都要看 | 一般会把要上的写到一张纸上，不会用工具 | 在一张纸上写要上的课，然后门门去找课程描述，时间，前置课程 | 怎么决定选修：个人兴趣 |  |  |  |
| 玖 | 3月 | 有，觉得都差不多 | CRN | Waitlist里的time conflict 不提示 | 太耗时和太累了，经常要在各窗口之间切换查找信息 | Planning course，因为需要花费大量时间去查看课程时间以防time conflict | Uvic map,避免时间相邻的两节课课时相距太远 | 查看专业课程的要求，把未上的课列出来，然后根据时间表，然后把时间合适的课手写在一个时间表里 | 通产同时打开4个以上的页面 |  |  |  |
| zhan | 3月  当注册系统开始的时候 | UBC  UBC的注册系统可以提前添加课  然后创造几个list然后保存在账户里，当注册时间开始的时候可以一键添加保存在list的课不用再输入CRN  UBC的waitlist，conflict会用不同颜色标注 |  |  |  |  |  |  |  | add or drop classes  - look up classes  - weekly time table  - waitlist | nothing |  |

Advanced search can be more advanced. Probably integrate some functions to enable to search all courses based on subject, qualification, availability, and schedule, therefore we can easily find the courses we can add to the current course plan.

The tools can save our time to plan the semester.

**Participant Summary**

我们一共采访了四位受访人，分布在1-4年级之间，每个受访者可以代表对应年级学生可能会遇到的问题。对比1-2年级学生和3-4年级学生，1-2年级在注册课程和规划短期课程时，出现的问题会远多于3-4年级学生，对于3-4年级的学生，在经过2-3年的摸索之后，他们可能已经习惯了选课的流程和早已经找到需要的信息，所以我们基于1-2年级学生在注册课程和规划短期课程遇到的问题，这些问题才是我们页面真正需要改进的地方，并且根据这些的问题，提供可行性解决方案。

采访这5个人的目的是为了让我们知道我们的重新设计的页面需要什么，能便利更多在uvic的学生

We had a total of 5 participants. All participants are students from University of Victoria, each student has different problems related to the current course registration system (CRS). We divided these 5 students into two groups: those who have 1st or 2nd year standing (group 1), and those who have 3rd or 4th year standing (group 2). Group 1 reveals more urgent and upfront difficulties towards the CRS, while group 2 reveals the underlying design flaws of the CRS. These problems help us define the priorities and requirements of our CRS.

**Research Methods**

We collected all data using the Zoom (uvic.zoom.us) Meeting. The interview was conducted in this way since we have experienced the social distancing. Some of our participants even in a different time zone. The online method provides an easier way to interact with each participant.

During the interview we introduced the meaning of the course registration system which include short term planning courses, look up courses and add courses at beginning. Then we asked several course registration system related questions which can help us get close to each participant, and we tried to understand what they like and dislike. Our purpose is to improve the simplicity and reduce the amount of process they usually take based on their experience.

### **Summary of Findings from Verbal Interviews**

1. 大部分人有在其他学校报课的经历。对比其他学校和uvic的报课网站，uvic的课程分类很好，每个学科都有自己的课程。

Most students have the experience of registering for courses at other schools. Compared to the course registration system of other institutions, UVic's CRS classification of courses is precise. All subjects and their corresponding courses are categorized and are easy to find.

1. 对于uvic注册课程页面，大多数人认为不是很好用，首先每次在注册课之前都要去看课程描述检查前置课程，然后时间信息显示不够简洁和全面，在注册课程时需要手动记录crn， 在检查课程时间是否冲突需要开多个网页进行对比。但是每次报课依然会打开不同的windows去查看各种课的简述。如果先要选主修课的话需要先看是否完成前置课程的简述和难易度，当选完课后需要打开一个新的windows是timetable scdule跳到开课的第二周看完整的timetable，然后再开一个新的windows去查看可以上的选修课。会在旁边再打开一个windows看选修课的难度，然后会遇到有的选修课需要有前置要求，如果满足这节选修课的前置而且难易度和时间都觉得合适的话就直接添加到课程表后刷新timetable会显示一个新的table。这样的话需要开太多windows十分不方便，有时候一不小心把timetable关闭了就需要重新跳到开学后的第二周看full table。

The majority of interviewees find the CRS to be inconvenient:

* Tools like “view active registration” and “detailed timetable” are not used frequently, since either their functionalities are covered by other tools or they are designed poorly
* For getting information alone, it requires the presence of multiple tabs, namely timetable and/or program planning worksheet, undergraduate calendar
* “add or drop classes” requires writing down or memorizing course numbers (CRN’s)
* “Timetable builder” does not support saving a worksheet
* While browsing sessions of a course, a second window pops up by clicking on the CRN, the content inside offers no practical description or course prerequisite.

All participants had a negative first-time experience with the CRS. Finding their program planning worksheet (PPW) was troublesome by itself. It was overwhelming and tiresome to gather necessary course information besides planning and resolving time conflicts.

1. 显示课程信息不合理，虽然点击crn number会弹出一个小窗口，但是里面显示的信息不够全面，没有课程的描述，没有课程限制，也没有课程可能会提供的时间

规划课程的就更加糟糕了，对于没有declear program 的学生，无法通过capp来看自己的需求的课程，新生没有友善的提示，非常不友好。

Newer students do not have adequate tools, or exposure to those tools, to manage the planning.

Long-term course planning is also quite challenging for those who have no access to Curriculum Advising and Program Planning (CAPP) form. Even for those with access to the CAPP form, planning is still annoying since the CAPP form does not provide credit calculation for upper-level courses.

1. 在采访group2的学生的时候， CAPP无法给出upper level 选修课的精确学分

**Questions**

1.When was the last time you used the UVIC CRS ?

2.Have you used other institutions’ CRS?

(if yes)Compare these two CRS, What are the features the UVic CRS is lacking?

3.On the other hand, What are some of the aspects you liked about the current UVic CRS?

4.Did you have any problems using the current UVic CRS?

If so, what was it in particular that was confusing or not clear?

5.Do you remember your first time registration course? Could you talk about that experience ?

6.How long does the registration process typically take you? Which parts of the process take the longest, and why? (what I mean for process: like checking for program required/looking for elective/registration)

7.Aside from those provided by the university, what tools have you used, or would expect to use, for registration? Such as calendar applications… ?

How do you plan a semester?

How many separate windows do you usually have opened when planning out a semester?

**Task Descriptions**

1.xxx是一名刚入学新生，他对选课系统充满疑惑，不知道第一学期应该选什么课，在无人帮助的情况下，很难找到本专业的progarm plan和课程描述(新生主要是看这节课讲的什么和各种选课限制，如lab和tutorial)，会出现选到的课不是自己喜欢的或是无用课程的情况. （找不到pps和课程描述）

A is a new student who is excited to begin their journey at UVic. They navigate to the CRS, without knowing the existence of the program planning sheets or the academic calendar, he struggles to register for five classes that seemed interesting to him. Luckily, his roommate informs him about the program planning sheet and helps him to plan out their first semester.

2.一年级学生，有一学期经验，刚刚搬出校舍，在pps找到了主修课，因为住校外所以想把课程安排在一起， 于是开始搜索时间不冲突的选修，经过几次失败后找到了合适的选修（时间策划）

[B] is a first-year student who has been studying at UVic for one year. He just decided to rent a house off the campus. Therefore, he wants to arrange the courses together, and he begins to check the schedule and struggle with course time conflicts. After several attempts, he eventually satisfies the plan.

3.第三年的学生，已经有了前两年的报课经验，觉得已经慢慢的习惯了uvic的报课系统。他们更多的问题在于，前置不清楚是否完成了某些必修或者选修课的前置课程，所以还是会看课程描述

[C] is a uvic student who is quite familiar with the CRS, and he gradually got used to it. His problems mainly focus on the prerequisites of courses, so he still needs to take time to go through each course requirement.

1. 必修课大多必修做前置
2. 选课课可能遇到选修课的前置

4.准备毕业的学生（CAPP）

当准备的毕业的学生，去看capp页面的时候，因为信息显示过于复杂(verbose)，不是很容易找到自己缺少的课程和需要重修的课程， 经过计算和查询课程历史后，选上了需要的课

[D] knows they are close to graduating, so they checked their Curriculum, Advising and Program Planning (CAPP) form to plan out their last semester. Although program-required courses are easy to track, the number of electives they need is not straightforward. After spending some time calculating, they figure out the number of remaining upper-level electives and plans out last semester.

**Journey Maps**

**Design Requirements**

**Must be met:**

* **前置课程，时间冲突，总课表 优化的优先级更高**
* **Update tools: “timetable builder” worksheets are savable and can be registered directly once registration starts. “add or drop classes”, “look up classes” and “timetable builder” must have clearly visualized timetables.**
* **Easy-to-understand user interface: “add or drop classes”, “look up classes” and “timetable builder” must have less text in general, and a clearer way of presenting information.**
* **Easy access to useful information: course information must include general description and prerequisites,**
* **new user friendly: the CRS must provide information regarding Program Planning Worksheet or CAPP. There must be a tutorial or help function for new users.**

**Should be met:**

* **Merge similar tools: “detailed timetable” should be incorporated into “weekly timetable”, as a tooltip instead of another window.**
* **PPW and/or CAPP integration: the CRS should integrate the PPW or CAPP to students, in order to reduce confusion.**

**Could be met:**

* **Optimize the CAPP form: it could have clearer and more organizing structure. Dividing CAPP form into two parts, one part shows the information of required courses, the other part shows elective courses. Allows easy to view how many courses need to take for each part.**
* **Give the recommended course combination：**

**-To-do list:**

**-order/add design requirement**

**-journey map**

**-presentation slides and possibly script**

**-update website**

**-personal info/pic**

**-upload A2 article**

**-contribution table**

Create a set of

Design

Requirements

:

Informed by the previous steps, create a succinct list of design

requirements

for your

interface

categorized as follows

– must be met, should be met if possible, and

could be me

**-现有的registration system里面的tool你经常用几个？**

**-** add or drop classes

- look up classes

- weekly time table

- waitlist

-现有的报课系统有什么feature/function你觉得很好用的?

(nothing lol)

1.When was the last time you used the UVIC CRS?

Around March , when the summer registration is just open.

2.Have you used other institutions’ CRS?

Yes. UBC’s.

(if yes)Compare these two CRS, What are the features the UVic CRS is lacking?

UBC CRS allows you to build a worklist of your courses beforehand, which is similar to UVIC’s “build timetable” function, but UBC’s worklist allow you to create several lists and save them in your account. So, when the registration is open, you could register courses on worklist just by one click, so that you don’t need to add CRN number into classes worksheet one by one.

UBC also highlights course registration status in different color, for example if waitlist à yellow, conflict àred (what if people is color blind, there are also alt texts )

3.On the other hand, What are some of the aspects you liked about the current UVic CRS?

When doing course search, the system will give out a clear list about all the courses within chosen subject code. Also, the number of seats remains and number of people in waitlist is also visible to user.

4.Did you have any problems using the current UVic CRS?

Yep.

If so, what was it in particular that was confusing or not clear?

I didn’t know you could add CRN to worksheet, so I recorded every CRNs by hand and typed them in the box one by one. Also, the timetable builder and work sheet is not savable before registration.

5.Do you remember your first time registration course? Could you talk about that experience ?

Confusing and overwhelming. (the problem is demonstrated in question 4) The font size and UI design are not pleasant.

6.How long does the registration process typically take you? Which parts of the process take the

longest, and why? (what I mean for process: like checking for program required/looking for elective/registration)

for researching electives, it usually takes several days. But for program requirement, since we have a program planning worksheet, it is much easier to see what courses we needed.

7.Aside from those provided by the university, what tools have you used, or would expect to use, for

registration? Such as calendar applications… ?

save the worksheet or worklist I build for mock registration.

A interface that make your progress visible (eg. What courses you have finished in your program, what course you need to register now, how much credit you have compete/ still need)

8.How do you plan a semester?

How many separate windows do you usually have opened when planning out a semester?

Several tabs for academic calendar, plus one for program planning worksheet, one for reach if the course is available semester, one for the actual CRS, one for building timetable to see if there is time conflict. I also interview schoolmates that have taken courses that I might register.

Interview