

College Tracking System

Study 1: Semi-Structured Interview

Background

Helping student process is one of the management processes on computer science college and they are working hard to improve it. In the meantime, students have some difficulties on searching for a certain classroom or faculty staff office, as well as searching for an exam's classroom and time. College tracking system will help college management, staff, student and visitors on the previous difficulties. College tracking system is a standalone mobile application and it will not be associated with other external systems on the computer science college.

Research Goal

To get involve with the users and get their opinions about this project. Discover what futures the users want in this app. What goals the users want to achieve buy using the app.

Research Questions

Needs – what is a must have for Users in this app?

If there are using any other method such as Google Calendar to schedule their lectures, what are the pain points?

Behaviors – How do the user currently manage their life inside the college?

How do they find the exam classroom or specific classroom?

How to contact a specific staff member?

Do they find an interest to be provided and directed to a classroom or staff office by the app?

Method & Recruiting

- 30-minute phone or email semi-structured interview to gather in-depth qualitative data
- The researcher will use the interview script as a guide and ask follow-up questions based on answers from the users Script
- Recruiting 5 students and 5 faculty staff.

Introduction

My name is Khalid Alotaibi. Thank you very much for participating in this study. I am currently working on a building an app that will facility and help student, staff and visitors to be able to contact each other in this app. Students and staff members will be able to create schedule for their lectures. Staff members will be able to announce exam times and their locations. Users will be able to search for classrooms and staff offices. I would love to learn more about your experience as a part of this environment.

This interview will take about 30 minutes. If you want to leave the session or take a break at any point, please let me know. Do you have any questions before we start?

Do you mind if I record this session for note-taking purposes? The recording won't be shared with anyone outside of our team.

Warm-up Questions [*Build rapport. Start with easy questions to get to know the participant.*]

1. Could you tell us more about yourself?
2. In which department do you study?
3. What apps do you use to help you inside the college?
Follow up questions:
 - Have you ever used other apps?
 - (If participant is using more than 1 app concurrently) What do you each product for? [Needs]
4. How did you get started using apps that helps you to manage your studies related to the college?
Follow up questions:
 - When did this happen?
 - What was the trigger?

Wrap-up

Thank you so much for sharing your experience and insights. Your answers will help our team build a better product. If you have any additional thoughts and comments, I would love to hear about them at any time. I can be reached at [kaalotaibi37@gmail.com]. Hope you have a wonderful day.

Study 2: Survey

Background

In our previous study, we learned that students, staff and visitors use various products to help them manage their education environment inside or outside of the college. This is a promising opportunity we may be able to target with our product, but more data is needed to better understand their needs.

Research Goal

This study focuses on better understanding users needs related to manage and help them in their education environment.

Research Questions

- How can digital products best support students, staff and visitors in their education environment, especially inside the college?
 - Which features/function are useful?

Method & Recruiting

- Use surveys to collect data from at least 20 student, 8 staff members and 5 visitors
- Test survey questions with 5 friends that meet the criteria
- Send Surveys to student telegram groups and contact staff via email

Survey Questions

Questions

1. In the past week, how often did you use a mobile app to help you in your college education environment? [*Frequency*]
 - a) A few times per day
 - b) 2-3 times per day
 - c) Once per day
2. How much time will cost you to find a lecturer office with using an app? [*Time cost improvement*]
 - a) 10 min
 - b) 25 min
 - c) 45 min
3. In the past week, how often did you use a mobile app to help you manage and help you in your education environment? [*Do users have specific feature in these apps?*]
 - a) Calendar app(s) (e.g. Google Calendar, Simple Calendar)
 - b) Websites in my mobile browser
 - c) Other (Specify____)

4. How do you remind yourself for upcoming exams? *[How users set reminders for important events related to the app]*
- d) Calendar app(s) (e.g. Google Calendar, Simple Calendar)
 - e) Write it in a paper
 - f) Other (Specify____)
5. Based on your experience with the learning app(s) you are using, how essential were the following features? *[What types of achievements/milestones do users need to]*

| | Not necessary | Nice to have | Must have | Does not apply |
|---|------------------|--------------|-----------|-------------------|
| Color bar that show the status of the classroom | | | | |
| Direct user to classroom or staff office by using gps | | | | |
| Provide student and staff to create their own schedule for classes | | | | |
| Provide users with lecturer announcement related to courses and exams | | | | |