

Team 9 International Center Platform

Team Members :

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Background Information

- The IP-International Center in WSU helps students to enrich their experience of different cultures.
- With the purpose of promoting cultural exchange on campus, it periodically organizes and facilitates events.
 - Students receive events by email, Facebook, website, and other social media.
- Not all students can receive push notifications from the center through these strategies.
 - students may be interested in cultural exchange events other than that in the center.



Smartphone application



- People nowadays tend to get information from smartphones.
- Timely notification is fundamental for an application.



Software Domain and user population



<https://ip.wsu.edu/on-campus/>

- The platform is great for individuals, like college students. They can use the platform to sign up activities and application activities.
- The platform could also be help IP-International Center, it can use the platform to collect questionnaires result.



Early Data Gathering

- Six participants
- Pre-set contextual inquiry
- Eight research questions



Participants

- Participant 1, female, 27 years old, graduate student in mathematics at WSU.
- Participant 2, male, 22 years old, undergraduate student in computer science at WSU.
- Participant 3, female, 26 years old, graduate student in psychology at WSU.
- Participant 4, male, 25 years old, graduate student in teaching training at WSU.
- Participant 5, male, 28 years old, PhD student in materials engineering at WSU.
- Participant 6, female, 21 years old, undergraduate student majoring in Communication at WSU.



Key Results

- Can only obtain information about the center's events through a limited number of approaches.
- Events' statuses are not available on events posted on social media.
- Most participants need a platform to learn and share culture with others.



Functional and Usability Requirements

Functional Requirement	Associated Usability Target(s)
User must be able to create an account.	User can use the App to create an account by WSU account
Users must be able to set language by themselves.	Users can set the language on the setting interface by themselves.
Users must be able to check recent events on time.	When IC (IP-International Center) releases a new activity, the App will send a notification to users.
Users must be able to know the number of registrations.	Users can open activities page showing the number of registrations,
Users must be able to know the remaining places.	Users can locate where it is applicable or sold out.
Users must be able to sign up activities.	When the user reads the activity detail interface, and they review all of the information, they can find a button name of "sign up" at the bottom of the interface.
Users must be able to pay for activities by online payment.	When the user clicks "Sign up". They will enter the payment interface. Users can choose different ways to pay (PayPal, Debit Card, Credit Card or QR code bill)
Users must be applying for an event.	When users enter the "apply an event" interface, they can use "+" button to set up a new event.
Users must be matched by a smart matching model.	When users create an account, they need to fill a form which includes hobbies and cultures that they are interested in. Also, the smart match model will collect all of the data, then choose a similar hobby to match, and the user can check people on the "recommend friends" model.
Users must be able to publish questionnaires.	Users can publish questionnaires on event interface.
User must be able to check the result of questionnaire.	Users can know the result of the questionnaire by clicking the questionnaire link.
Users must be able to publish official activities.	Users can publish official activities on the main interface.
Users must be able to communicate with each other.	Users can set up a group to communicate with each other.
Users must be able to consider activities.	Users can consider activities by clicking the "like" button.
Users must be able to ignore activities.	Users can ignore activities by clicking the "dislike" button.



User Experience Requirements

- Users must rate the registered and setting as a **9 or higher** on a scale of 1-10 in terms of ease of use.
- The user must rate the social event mastery level of **8 or higher** in the range of 1-10, such as the number of participants and the place and time of participation.
- The user must score **9 or higher** (1-10 points) on the tracking and update score part of the application in terms of matching system satisfaction.
- Users must score **8 or higher** in accordance with the 1-10 social activity function.
- The user must obtain a score of **9 or higher** (1-10 points) in the part of the system security.
- In terms of user privacy systems, users must obtain a score of **9 points or higher** (1-10 points).
- Users must be **8 or higher** on the convenience of communication a scale of 1-10 in



Live Demo of 5 Core Tasks

- Task 1 Log in with WSU account
- Task 2 Matching
- Task 3 Apply for a new activity
- Task 4 Sign up for an activity
- Task 5 Questionnaire





Usability Study

- # of participants: 3
Undergraduate, Graduate, PhD
- Location:
Participants' apartment
- Devices:
A laptop/desktop, a smartphone, and a camera



Usability Study

- Designed Tasks During the Usability Test
 1. Profile set up for the first-time login.
 2. Sign up for an event.
 3. Sent a chat request to a recommended person via matching system.
 4. Apply for a personal activity by submitting the application form.
 5. Complete a questionnaire



Key Results

Designed Task 1: Profile Set Up For The First-time Login

- Success

The execution time of each participant is better than expected.

	Participant A	Participant B	Participant C	Average
Time (sec)	38	66	105	70

Remark: the time that the participant spent on reading the task request is not included.



Key Results

Designed Task 1: Profile Set Up For The First-time Login

- Evidence



Participant A: 38s



Participant B: 66s



Participant B: 105s



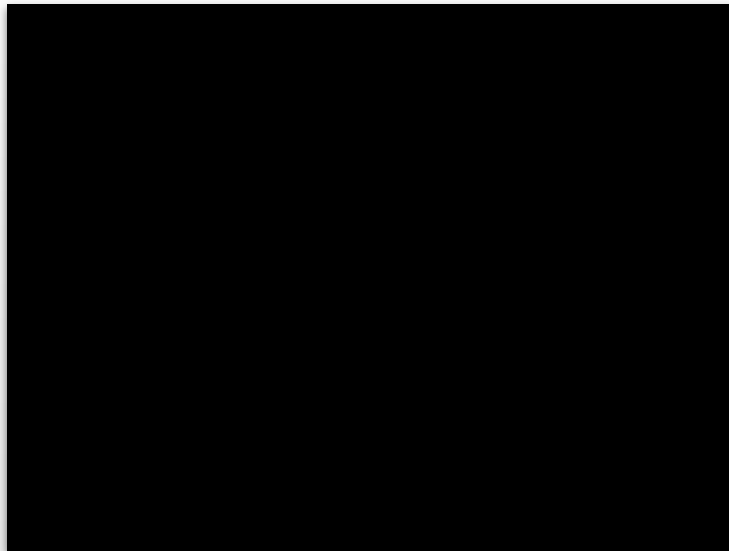
Designed Task 1: Profile Set Up For The First-time Login

- Problem

On the page of profile picture setting, “Nickname” may be thought of as a tap-able button (severity = 3, scope = 3).

- Evidence

One of three participants was trying to tap “Nickname” under the profile picture. (See the video clip)

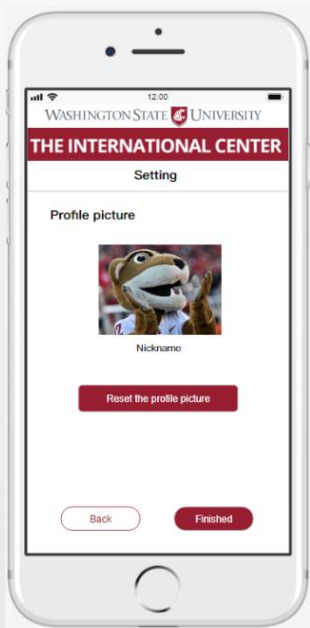




Designed Task 1: Profile Set Up For The First-time Login

- Design change

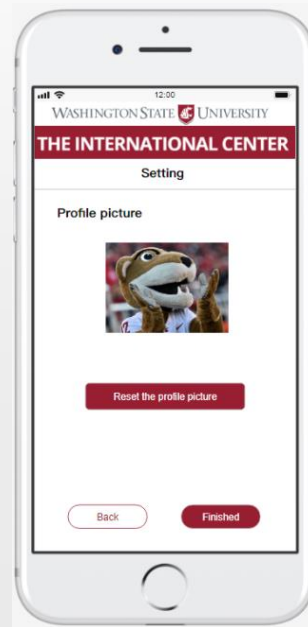
Before



~~Nickname~~



After





Designed Task 2: Apply for a new activity

- Success

This is a new way for the International Center to propagate events and activities.

- Evidence

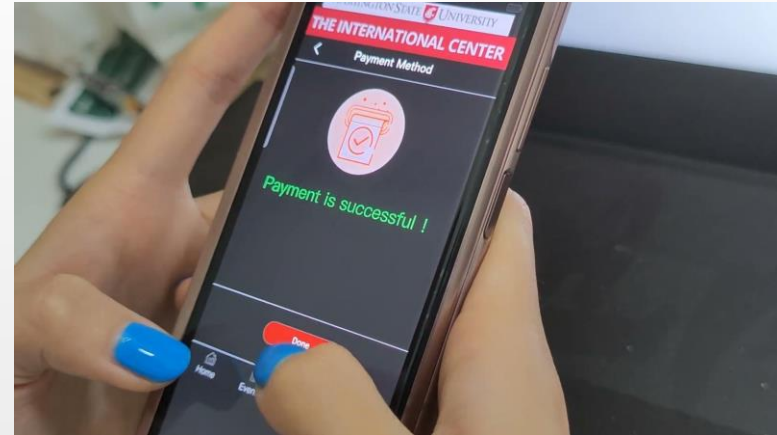
Participants A mentioned that, through the app, he does not need to check the email to find activities in the International Center.





Designed Task 2: Apply for a new activity

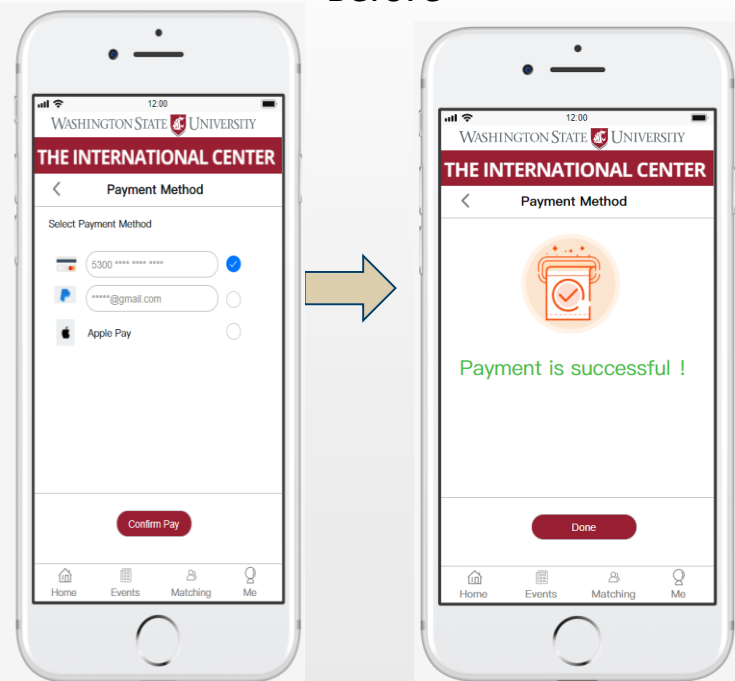
- Problem
After the payment, participants are not sure whether the event is successfully sign up or not.
(Severity = 2, Scope = 1) 3 of 3
- Evidence
Participant B asks the observer that if she have already signed up.



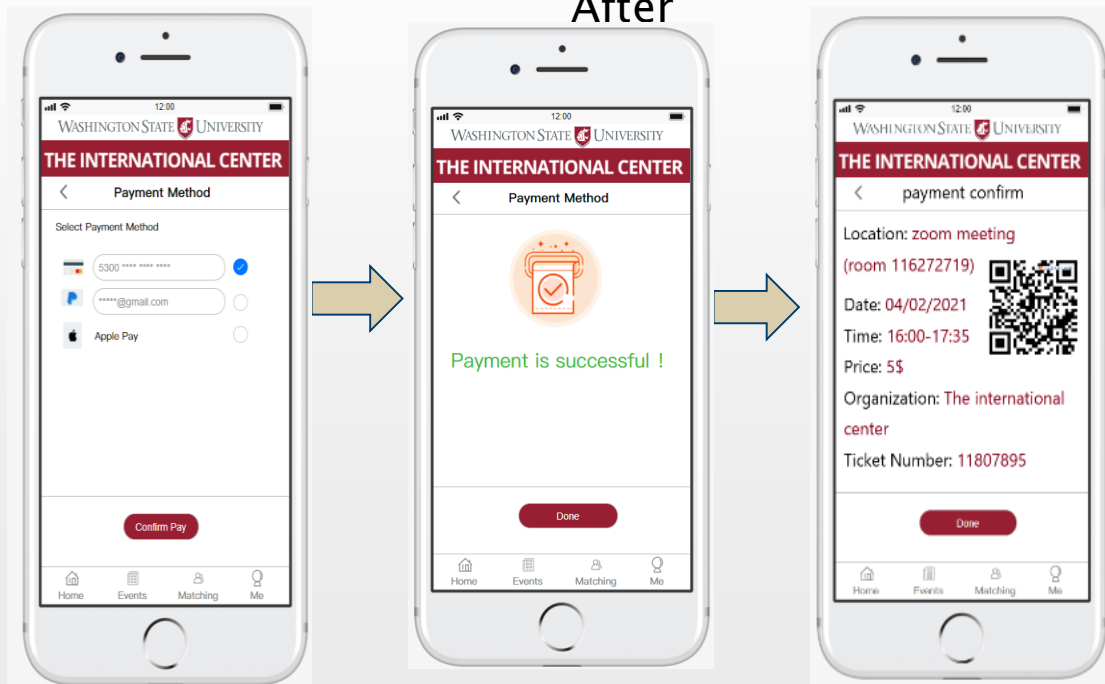


Design change 1

Before



After





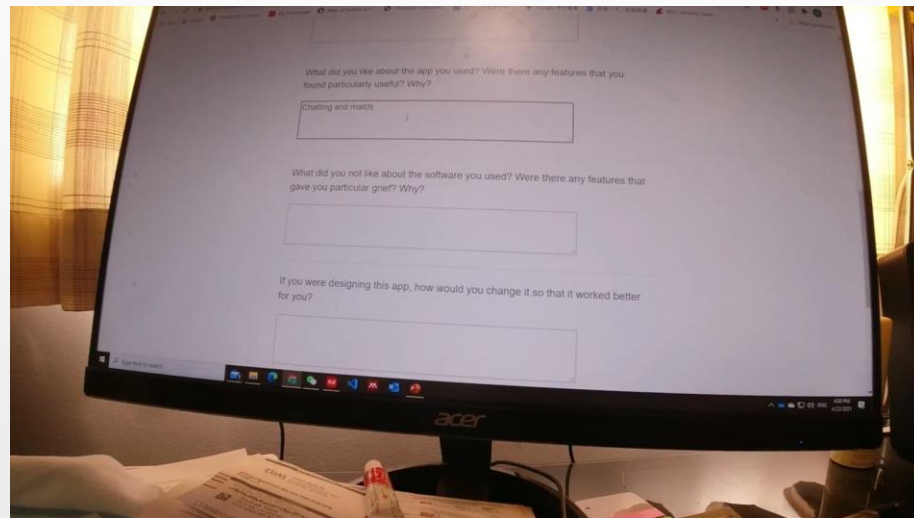
Designed Task 3: Using matching function

- Success

The matching function is useful and interesting

- Evidence

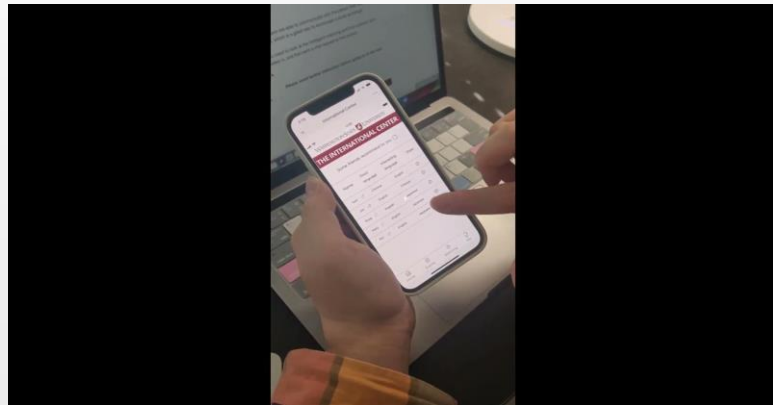
Participant B and C state that the matching functionality of the app is awesome.





Designed Task 3: Using matching function

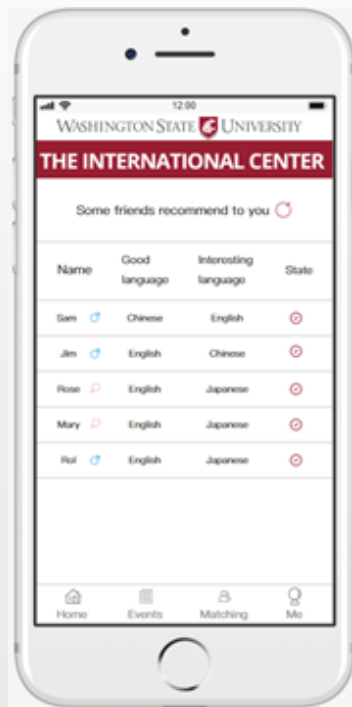
- Problem
Participants might be having trouble when they were trying to send out a chat request.
(Severity = 1, Scope = 2). 2 of 3
- Evidence
Participant A was frequently and repeatedly tapping the screen, but the system did not process.



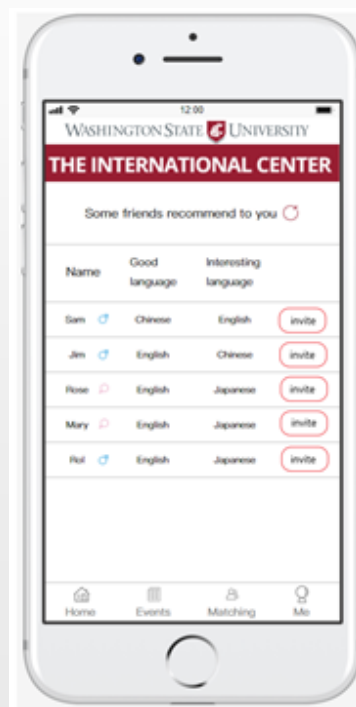


Design change 2

Before



After





Designed Task 4 + Designed Task 5

- Designed Task 4: Apply for a personal activity by submitting the application form
- Designed Task 5: Complete a questionnaire



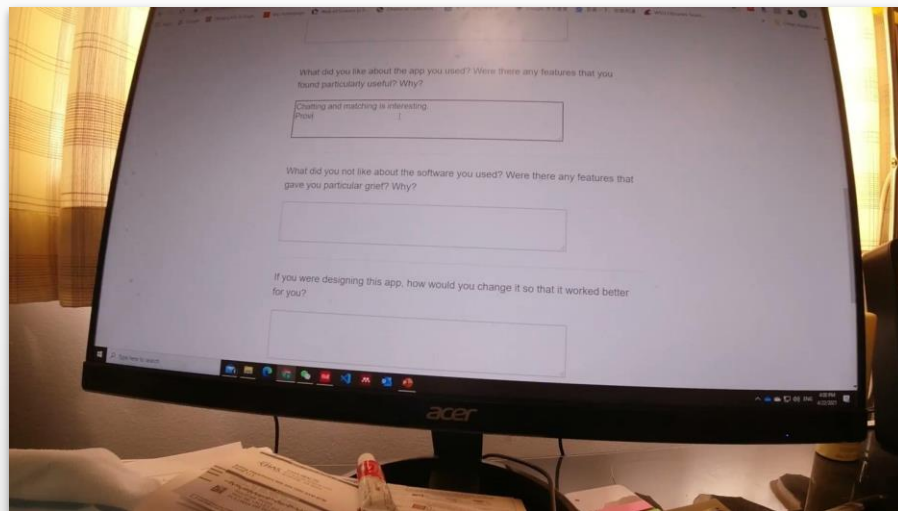
Results

- Success:

Users may find it great that the app provides a way to create public/individual events.

- Evidence:

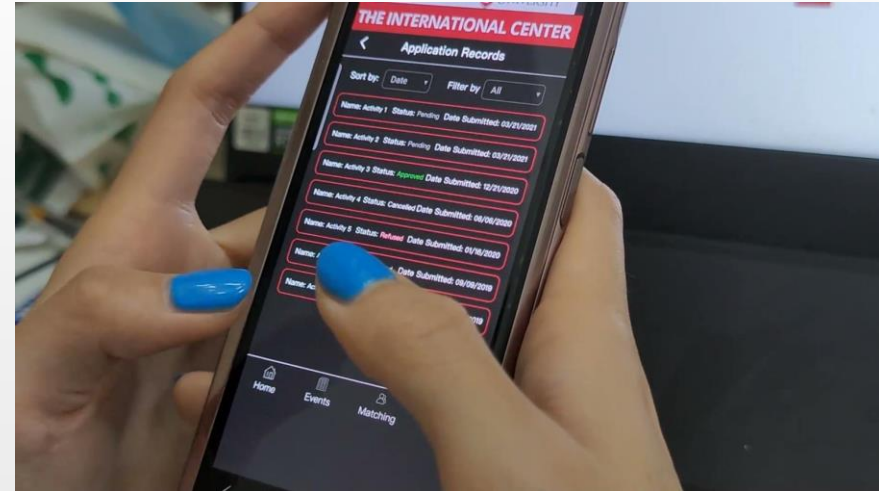
One of the participants was clearly stating that this feature was pretty good and he liked it.





Results

- Problem 1:
The user may not be sure if the event has been created or not in Task 4. (Severity = 3, Scope = 2)
- Evidence:
One of the participants was expressing doubt about her success in creating an event.





Design change 1

Before

After

Mobile app form for event submission. Fields include: Type (In-person, Remote), Location, URL Link, *Date (From, To), *Time (24h) (From, To), *Number of Participants, Fee, and Details. A red 'Submit' button and a grey 'Cancel' button are at the bottom. A note at the bottom left states: 'Fields with (*) are required.'



Mobile app 'Application Records' screen. Header: WASHINGTON STATE UNIVERSITY THE INTERNATIONAL CENTER. Title: Application Records. Sort by: Date, Filter by: All. Table with 4 columns: Name, Activity, Status, Date Submitted. 6 rows of data. Bottom navigation bar: Home, Events, Matching, Me.

Mobile app form for event submission. Fields include: Type (In-person, Remote), Location, URL Link, *Date (From, To), *Time (24h) (From, To), *Number of Participants, Fee, and Details. A red 'Submit' button and a grey 'Cancel' button are at the bottom. A note at the bottom left states: 'Fields with (*) are required.'



Mobile app confirmation screen. Header: WASHINGTON STATE UNIVERSITY THE INTERNATIONAL CENTER. Message: You have successfully submitted a request to apply for an event. A green checkmark icon is above the message. A red 'Finish' button is at the bottom. Bottom navigation bar: Home, Events, Matching, Me.



Mobile app 'Application Records' screen. Header: WASHINGTON STATE UNIVERSITY THE INTERNATIONAL CENTER. Title: Application Records. Sort by: Date, Filter by: All. Table with 4 columns: Name, Activity, Status, Date Submitted. 6 rows of data. Bottom navigation bar: Home, Events, Matching, Me.



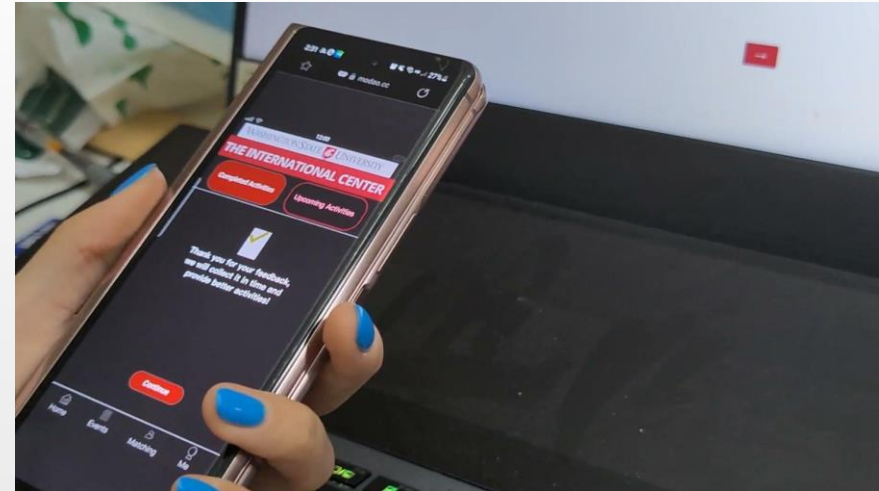
Results

- Problem 2:

The "Continue" button displayed on the page after submitting the questionnaire in Task 5 may be confusing. (Severity = 2, Scope = 2)

- Evidence:

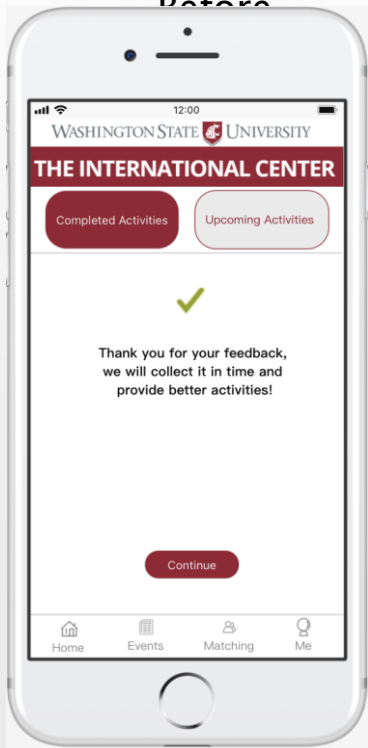
One of the participants could only guess by clicking the "Continue" button to proceed to the next step.



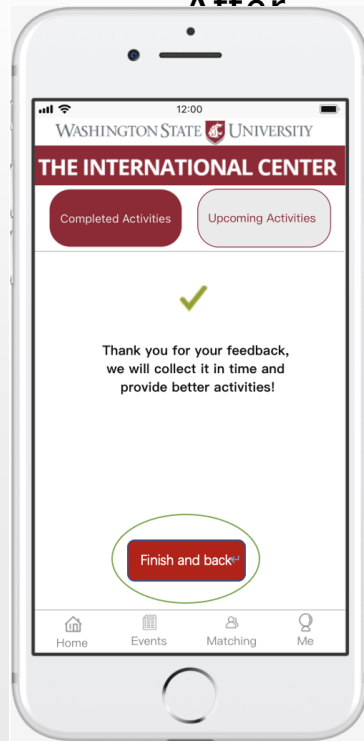


Design change 2

Before



After





Thank you for listening!



Q & A