



# UCT MOBILE APP

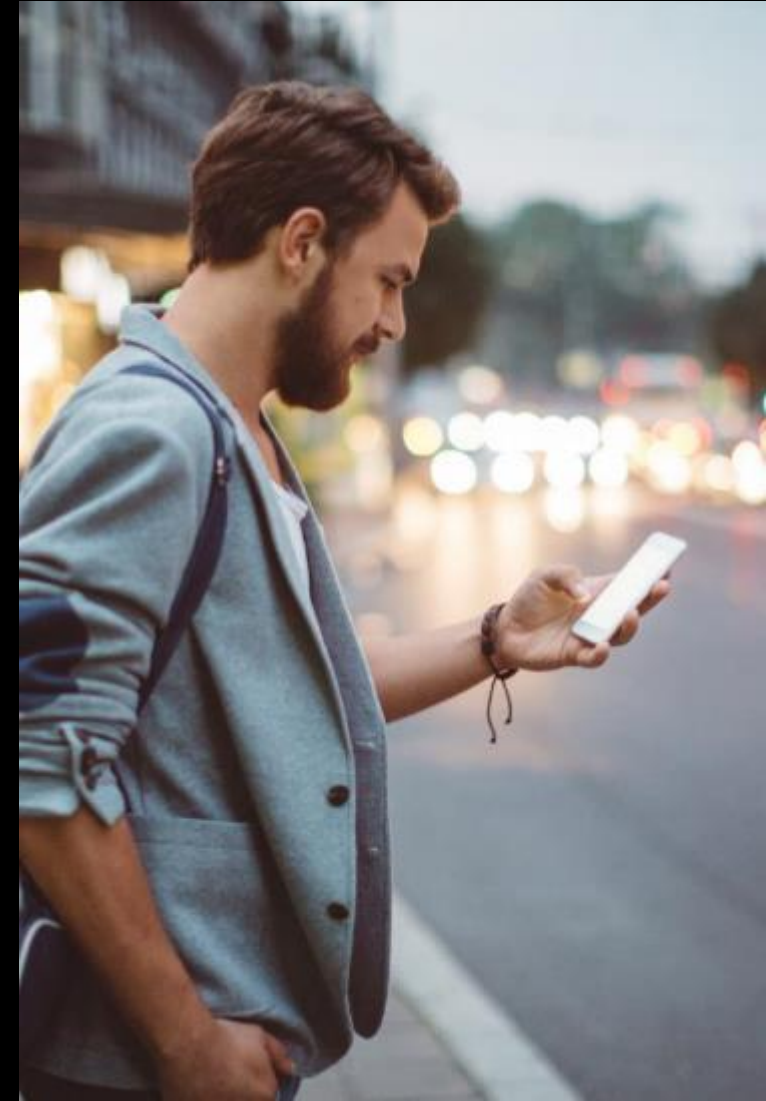
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CSC2002S – MOBILE DESIGN AND DEVELOPMENT

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# AGENDA

- EVALUATION OF THE OVERALL UCT MOBILE INTERFACE.
- GOOD INTERFACE FEATURES AND FLAWS.
- THE KEY FEATURES OF RE-DESIGNED INTERFACE.
- INTERACTIVE PROTOTYPE.(SCREENSHOTS AND LINK TO PROTOTYPE).
- CONCLUSION.

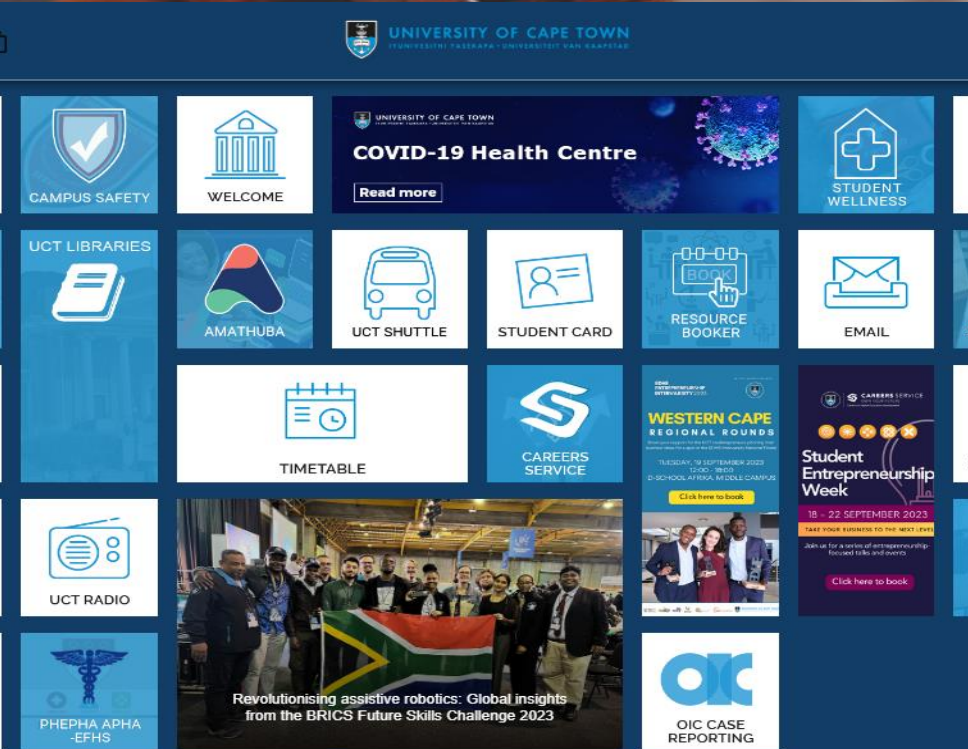






## UCT MOBILE INTERFACE

- It was difficult to get feedback from users(UCT students) as they are not using the application. They only care about Jammie schedule and it seems like that's the only tile they are clicking on the app.
- I asked: When do you see yourself using SWS tile to Book appointments or do some enquiries?  
All students said they didn't know that they can do that on the app, they always use actual SWS website to do the bookings(and it is hard to even get the right website).
- This is mainly due to poor interface that is not common to users. Most users prefer apps that are structured like social media apps, since we use them everyday and adapted their interface. The use of tiles does not accommodate everyone(Shneiderman's Golden Rule #2 Cater for universal usability).







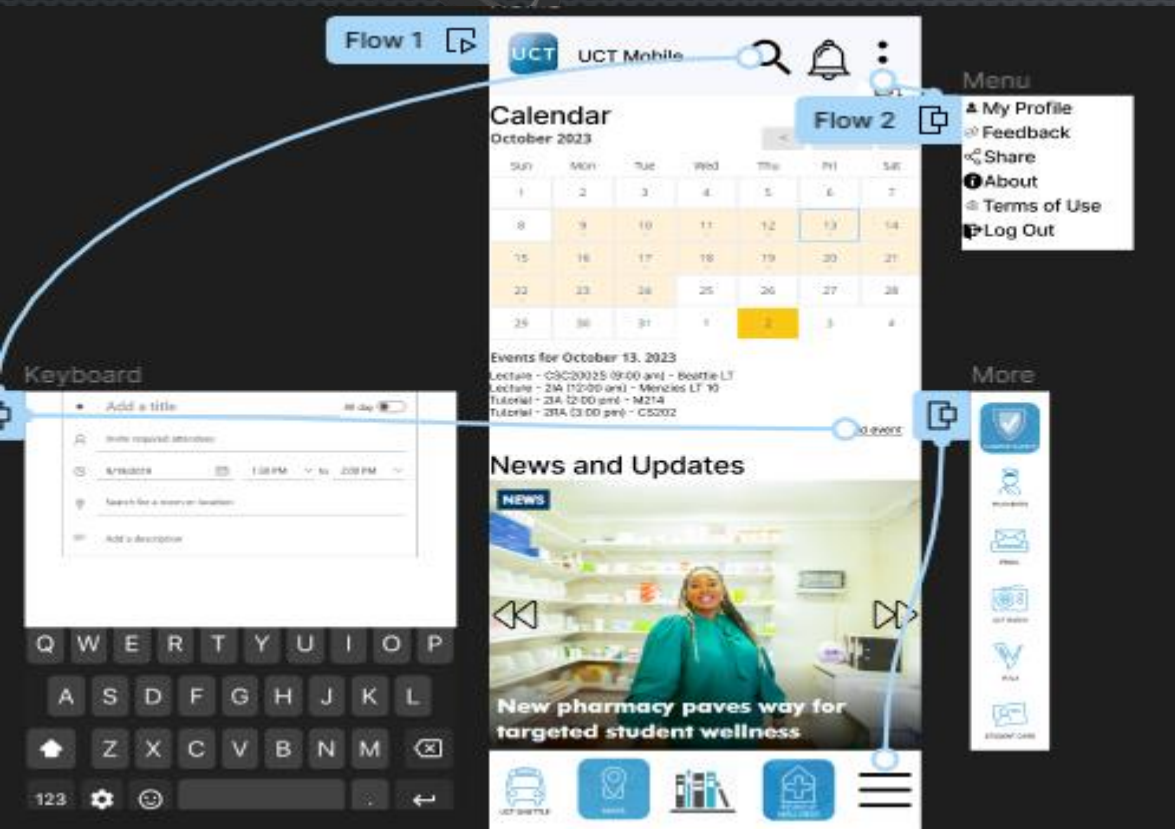
- The use of tiles may seem like an easy and simple way to interact with the app, but the tiles are clustered. There are a lot of tiles on home screen and we end up not knowing which one's are more important/useful than the others (Nielsen's Usability Heuristic: Aesthetic and minimalist design). Amathuba, Vula, Email are better off on their own apps rather than inside the app, for better optimization and thus we don't need them in the app.
- You can rearrange tiles and filter useful one's, this feature is hidden (hard to find) on android devices, this is important and thus should be on home screen.
- One of the things I like about the app is that all the terms and objects used in the app are familiar and you will understand everything on the app without the need of help and/or documentation, thus "There is a match between system and the real world: Nielsen usability Heuristic".
- Booking an appointment with SWS is also one of the best features, as you don't need to go through the website with possibilities of getting wrong websites. And also the booking of appointments is synchronized, it gives you available slots and "Help users recognize, diagnose, and recover from errors: Nielsen usability Heuristic" when filling some required online forms.





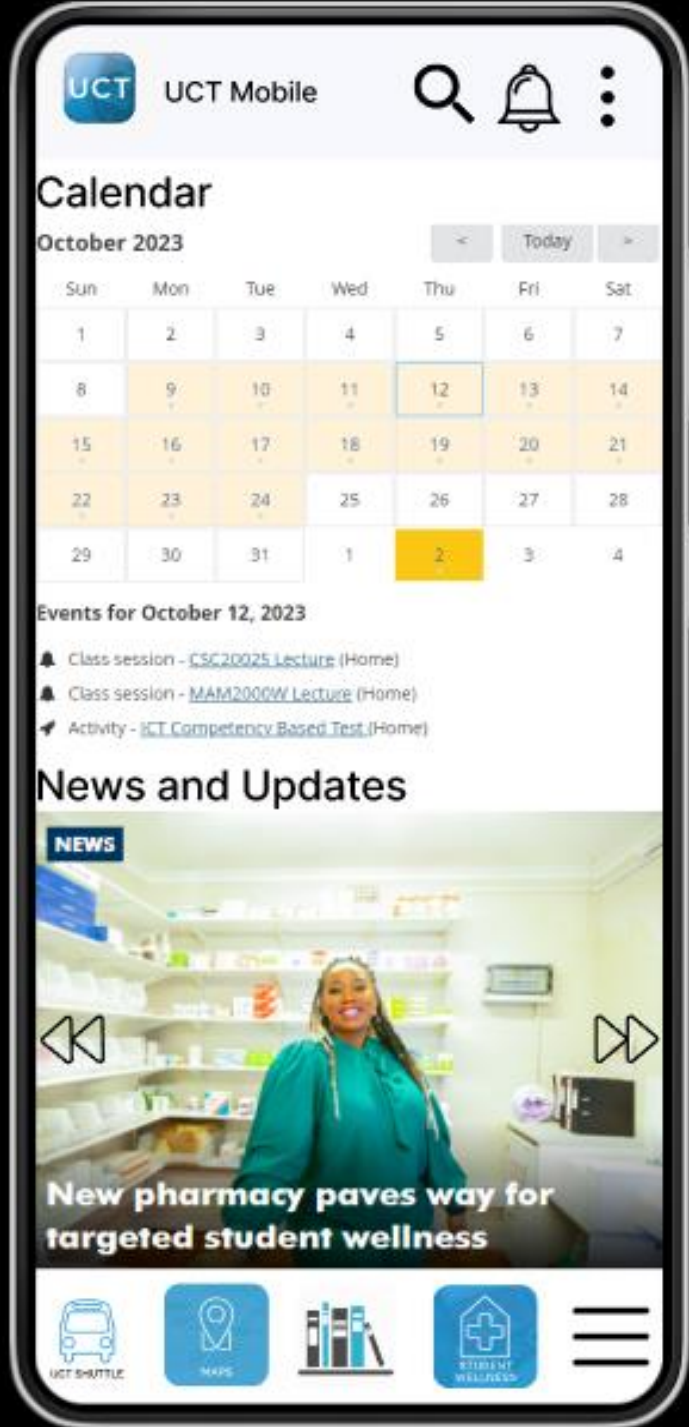
# NEW INTERFACE AND FEATURES

- The first thing I did was to change the home page from tiles to a more usable interface. The interface is common in many apps and thus users will use it easily (Shneiderman's Golden Rule #2 Cater for universal usability).
- Home page has Calendar:
  - Which captures your lecture, tutorial, test and exam venue, date and time. This is what we all need in order to plan our day efficiently. You can also add any events on your calendar.
- News and Updates tile is also on the home page:
  - The tile is now big and you can just read the headline and skip to next news.
- There are four other icons on home page that are by several users most useful, there is also three lines (icon) that you can click and view more icons. Number of Icons is reduced on home page for "Aesthetic and minimalist design: Nielsen usability Heuristic". You can replace icons on home page with the one's in more(icon).



Here is the link to the prototype: [UCT Mobile 2.0](#)





# CONCLUSION.

- Today we live in the world of tech and things like Mobile apps play a big role in our lives. They make things easy for us and give us the ability to access massive things with just a finger touch.
- UCT app is an important app that helps UCT staff and student to interact easily and fast with institution resources.
- With the new features in place, the app is going to be easy to learn, effective to use and enjoyable.
- Looking at the reviews and feedback I got from fellow students on my prototype, I think my design is what the students want and they are going to use the app more than currently.

Here is the link to the prototype: [UCT Mobile 2.0](#)



# Questions?



...pay attention to what users do,  
not what they say.

— *Jakob Nielsen* —