Designing a doubt solving website for IGDTUW students- A UX Case Study

Project Duration

2 Days

- IGasks is a user friendly all-in-one website that provides platform for IGDTUW students to ask and answer questions related to their course and studies and also allows them to browse through previously answered doubts for respective topics.

Problem Statement

There is so existing app or website which includes doubt solving interaction facility in our college. We need to design a website to help IGDTUW students to get their doubts solved by seniors at their own convenience without having to disturb them individually and no hassle.

Our Goal

Design a user friendly interface that helps the students of our college ask and solve doubts from their peers, without being restricted by their busy schedules while also having access to questions already asked and answered by their college mates.

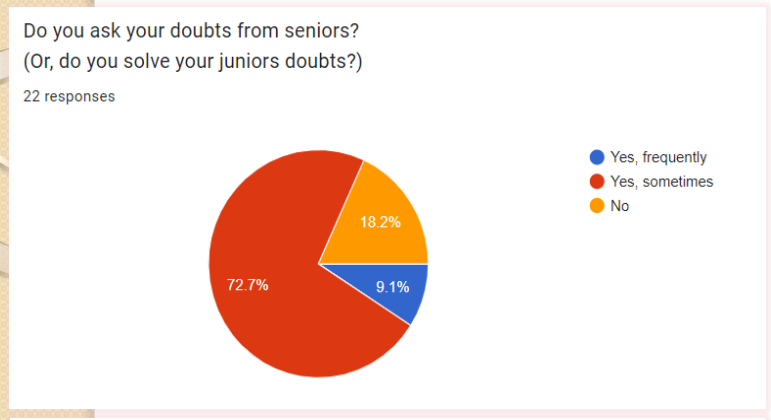
User Research

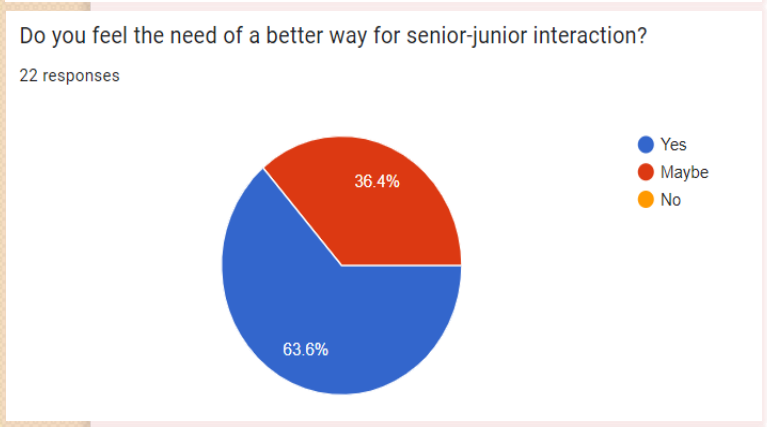
- User research focuses on understanding user behaviors, needs and motivations through surveys, and feedbacks. We conducted a qualitative and quantitative search to empathize with our users.

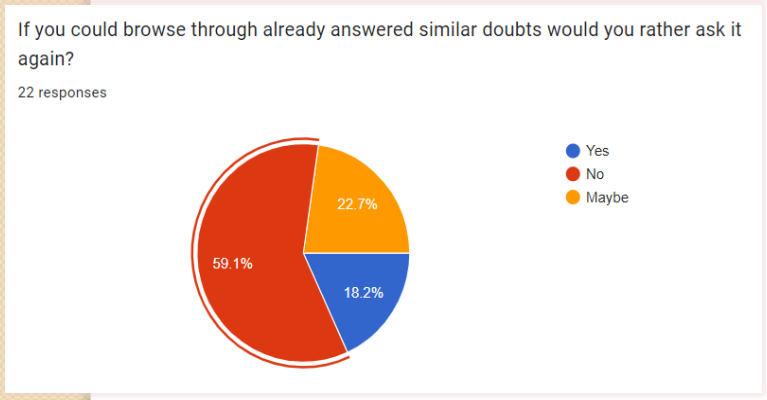
- The survey was shared among our college students and asked questions such as “How often do they ask doubts from their Seniors?”, “Do they feel the need for a better way for senior-junior interaction?”, etc.

- Based on their responses we found out the main *pain points* of our users which helped us to successfully design a web portal for their needs.

Key Takeaways

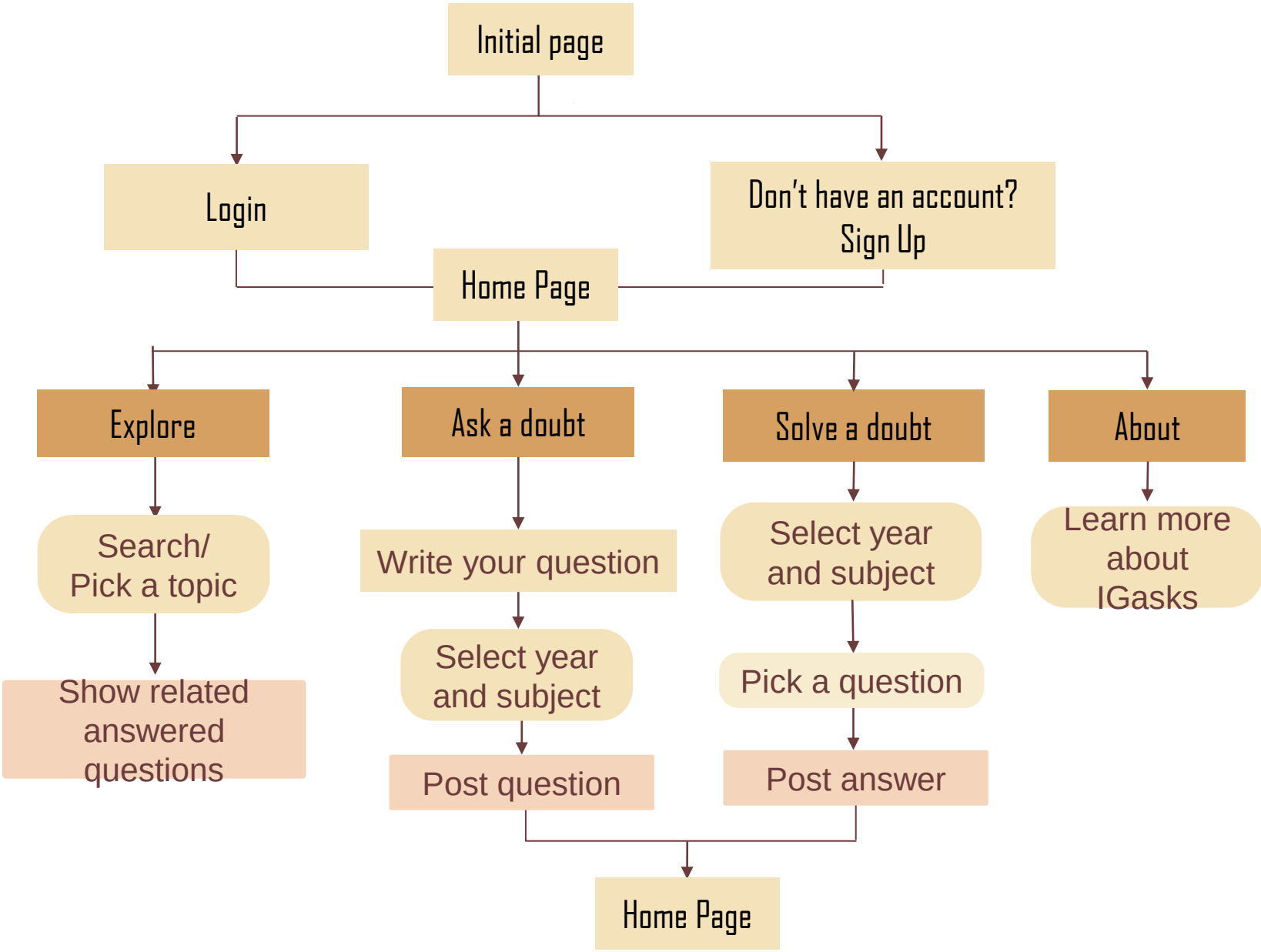






- There is lack of effective interaction between seniors and juniors because of their unmatched busy schedules
- Many juniors don't approach their seniors directly because they feel their doubt is too silly/or feel shy.
- Seniors don't usually get time to reply to all their juniors' doubts effectively
- Students get frustrated when they are being asked the same doubts repetitively from different juniors.

Userflow


Initial page
Login
Don't have an account?
Sign Up
Home Page
Explore
Ask a doubt
Solve a doubt
About
Search/
Pick a topic
Write your question
Select year
and subject
Learn more
about
IGasks
Show related
answered
questions
Select year
and subject
Pick a question
Post question
Post answer
Home Page

Design Challenges and Solutions

Our project's main aim is making a user-friendly website which means at each point we had to ensure that they are not interrupted while using the website.

- For this we kept the login/sign up at the start of website so that they don't get redirected to it later on. This also makes sure that we know the person's graduation year so they can only answer their juniors doubts although they will have access to all information regardless of their year.

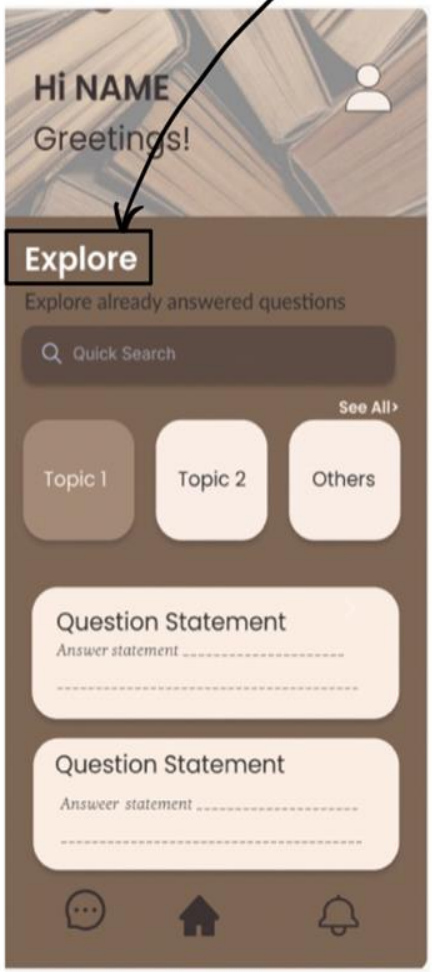
- We also put search bar in Explore so that users can check if their doubt has similar questions already answered. This also ensures that the website doesn't get flooded with similar questions.

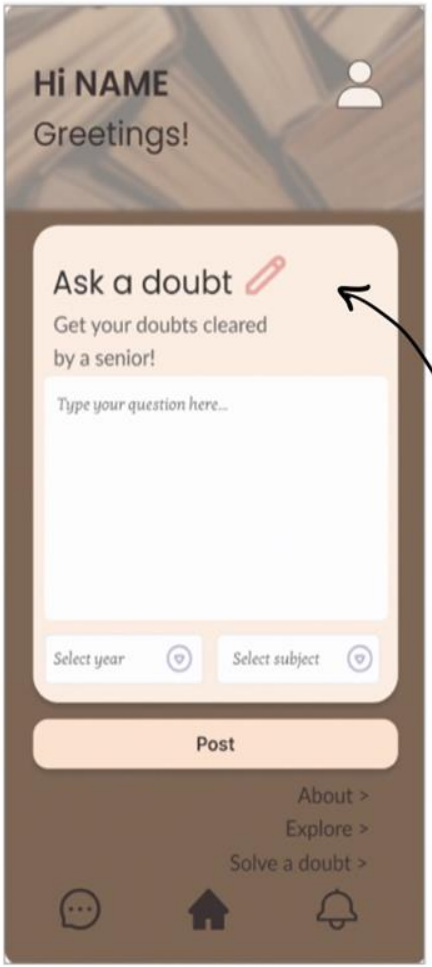
- We also made sure to add a notification section to receive notifications when their questions get solved.

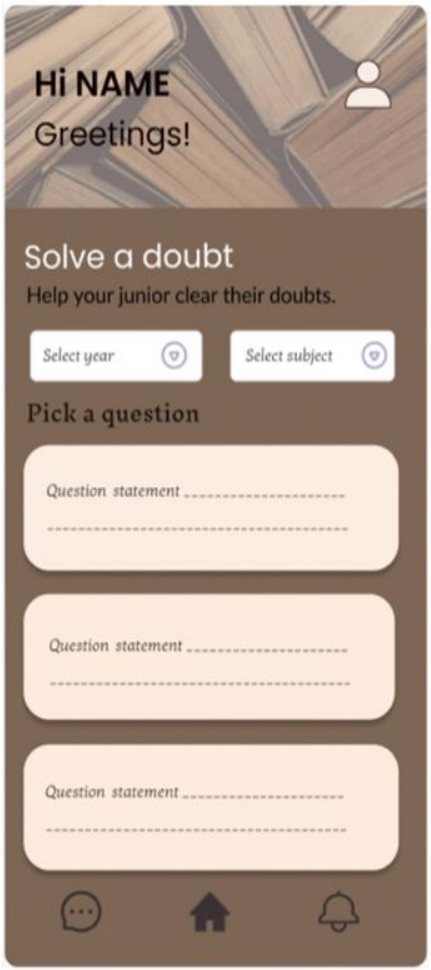
Solution

Sign up
Name:
Email:
Year:
Select year
Password:
Confirm Password:
Sign In
Enter your Email
Select which year you're in
Set a strong password
Hi NAME
Greetings!
Home page
Explore
See All›
Topic 1
Topic 2
Topic 3
Ask a doubt
Get your doubts cleared by a senior!
Solve a doubt
Help your juniors clear their doubts!
See more topics to choose from!

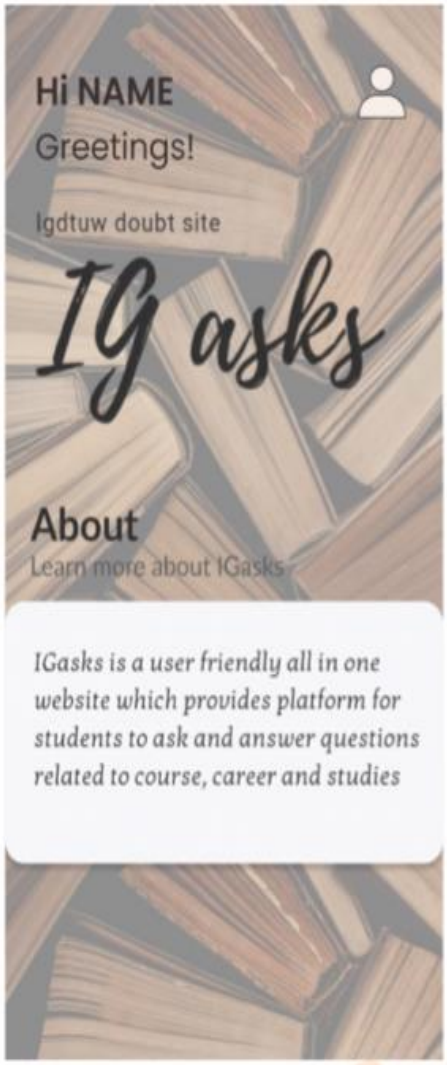
type your Question here
to check if it's already answered



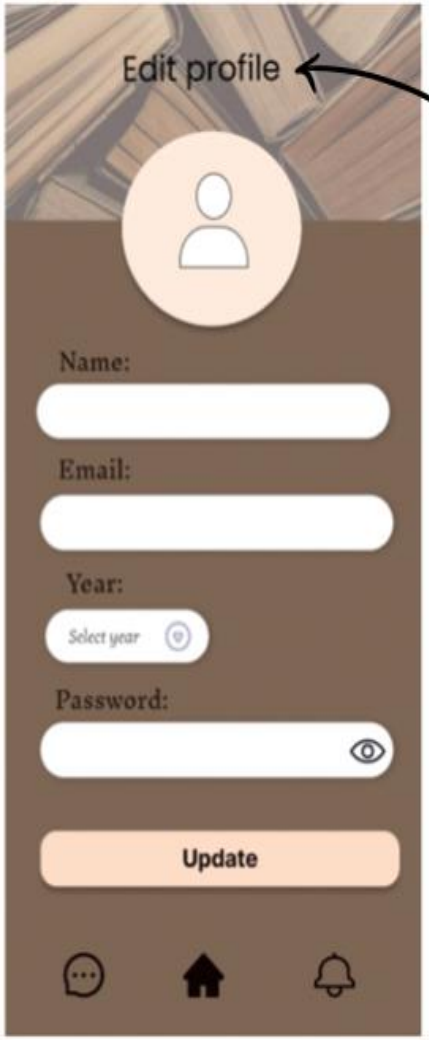




you can also
post new Questions!



learn more about our website here



you can update your personal details and picture after verifying your password.

Reflection

- A UX design never goes how it's planned. We learnt how essential it is to place ourselves in user shoes and understand their perspective.
- It was challenging to come up with creative solutions to satisfy all user needs but the process is very interesting as well.
- At the end we also realized that the web portal design requires a lot more services which could be incorporated with further research like adding reviews and likes to the answers for a better user experience.

Meet our Team- Cookie Cutter

Thank you for checking through and getting to the end of our case study!

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