MyBCIT UI/UX Re-design:
UX Case Study

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I: Summary

BCIT is an institute that teaches students with a more hands-on technique, making students to learn quick in a fast paced environment. It has a reputation in British Columbia that whoever graduated from BCIT can handle any stress or work in any working condition. BCIT is also known to have a lot of modern and innovated teaching materials that helps students to have a strong winning edge when comparing to students from other institutes.

As good as BCIT sounds, their website isn't the best when comparing to other schools. BCIT, or MyBCIT specifically, has been getting a lot of negative reviews lately. The main complaints being it having an outdated interface that is both difficult to navigate and confusing. This project is dedicated to those who had trouble with MyBCIT, and my attempt to re-design.

WHO I INTERVIEWED:

I interviewed BCIT students who are currently enrolled in programs. Other than BCIT students, I also interviewed those who graduated from BCIT, for it would make sense who were familiar with the MyBCIT website. I also asked a few friends who had no experiences with navigating the MyBCIT website to have a better view of how the website looks like in a non BCIT student's POV.

HOW PEOPLE THINK ABOUT MYBCIT:

Before I did any questioning, I searched online to see if there are any reviews about MyBCIT. And to my surprise, there is a sub Reddit for BCIT and people were complaining about the overall presentation of MyBCIT. Most of the complaints are that it is too old, outdated, hard to manage, and people were expecting more from a school like BCIT. It is honestly sad to see how negatively people think about MyBCIT.

QUESTIONS I ASKED;

During my interview, I asked the following questions:

- Do you know MyBCIT?

- Do you use it often? How often?

- Do you use every feature on MyBCIT?

- How would you rate MyBCIT in terms of user friendliness?

- What are the positive or negative of MyBCIT?

- Do you find the student service helpful?

- How long does it take for you to search for your grades on MyBCIT?

- Would you like it if MyBCIT has modern features, such as an AI support system, would assist you better?

the majority of people answered similar to each other. Most of them having a negative point of view towards MyBCIT. The most heard comments were:

- There are a lot of useless tabs but not enough buttons for people to navigate through
- Takes too long to get an email reply
- Too many unnecessary steps to get to a destination (it takes more than 5 clicks to check your grades)
- Not beginner friendly/A lot of learning curves
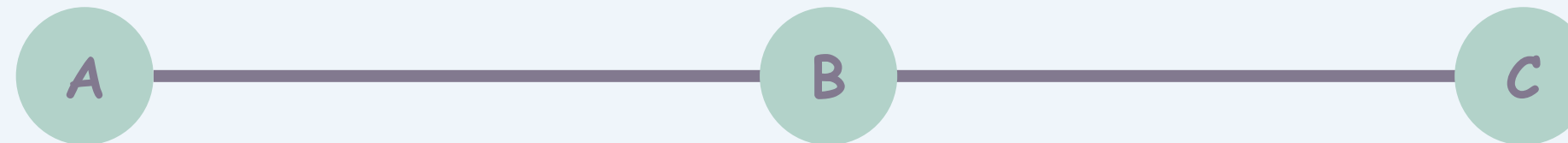- A lot of useless sections that are not meant for students
- Ugly

For my re-design, I took in those responses and tried to add as many improvements as I can without making it overly complicated

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FOLDER 04
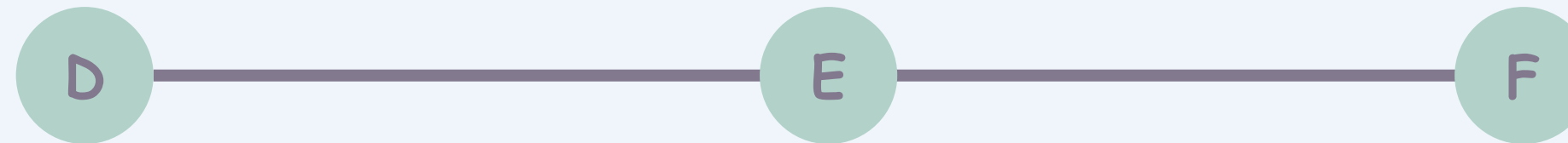
(A) ——— (B) ——— (C)

Concept was made

Started sketching and researching

low-fidelity made

(D) ——— (E) ——— (F)

Worked on Hi-Fi part I

Worked on Hi-Fi part 2

Created UX Case Study

(G)

**Finalize project and created slides on Figma**

4: DESIGN PROCESS & COLOR

DESIGN PROCESS

The design process was a challenge since the colors of BCIT is blue, yellow and white. It was difficult for me to re-design something without ruining the former aesthetic they had. It was also challenging to make MyBCIT even more minimal when it was simple enough. Through testings, sketching, outlining, planning and brand researching, I was able to create a brand new MyBCIT without losing its original styles.
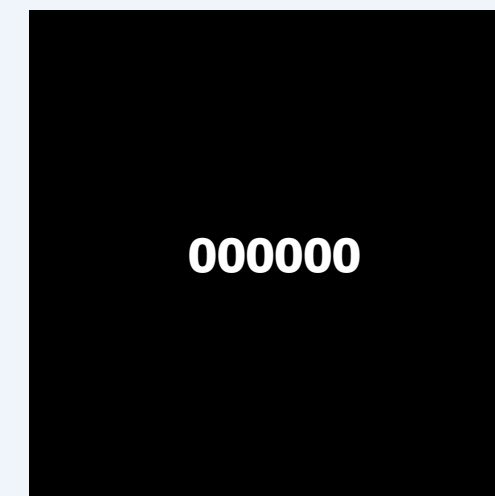
COLOR PALETTE:
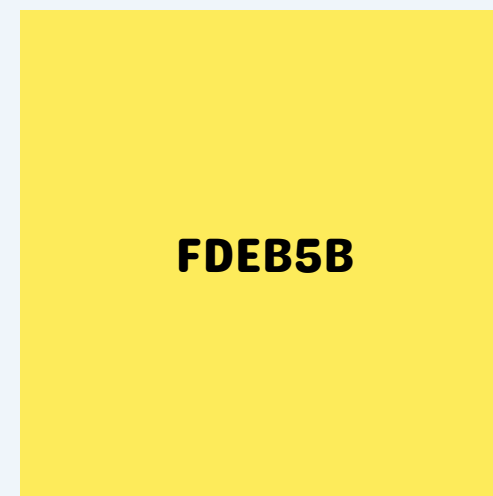
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Main Color	Secondary Color	Background Color	Fonts/Letters

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5: USER TESTING RESULTS

I interviewer 10+ people, including those who graduated from BCIT, to do user testing for this project. Here are some results:

Emme W.

"I like how everything goes together well, especially the chatting options instead of email. If I had to say one thing I don't like is the green that was used for the online status."

From the same program

Courtney Y.

"It looks good but I would want the message sending as an option. It's making me want to click on everything, which is nice."

From the same program

Kristian T.

"I love the buttons and how clear it is. It definitely looks more like a BCIT page now. I am more willing to use it if the interface looks like this."

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I interviewer 10+ people, including those who graduated from BCIT, to do user testing for this project. Here are some results:

A BCIT Gradiate

"It is cleaner and definitely an upgrade from the old one. It was too outdated and ugly."

Timmy Y.

"Awesome!!!!!!!!!!!!!!!!!!!"

A BCIT Graduate

"It definitely looks a lot more simple and I love how big the texts are. Super helpful for those who has reading problems and I like how there is the personalized option."
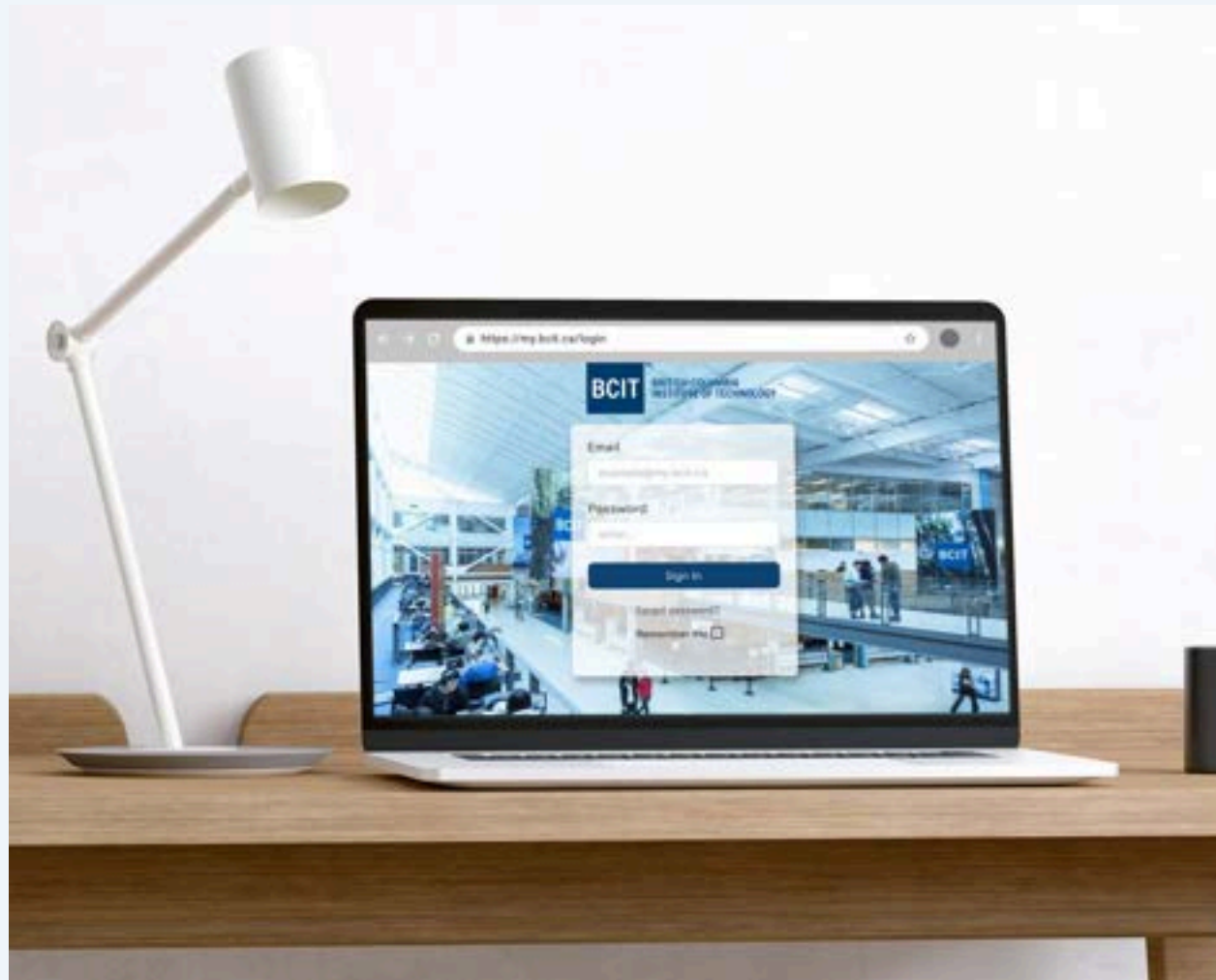
Do not know their program

From the same program

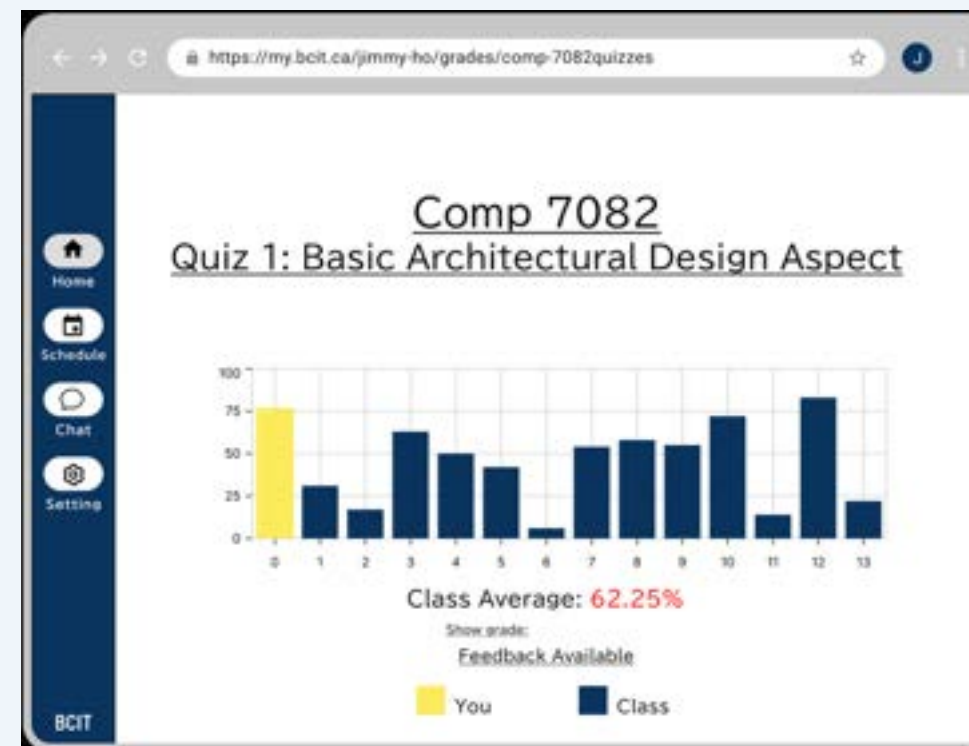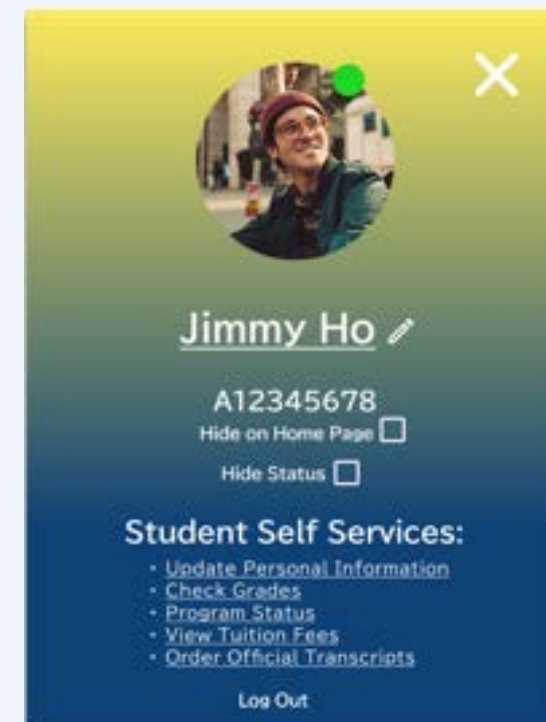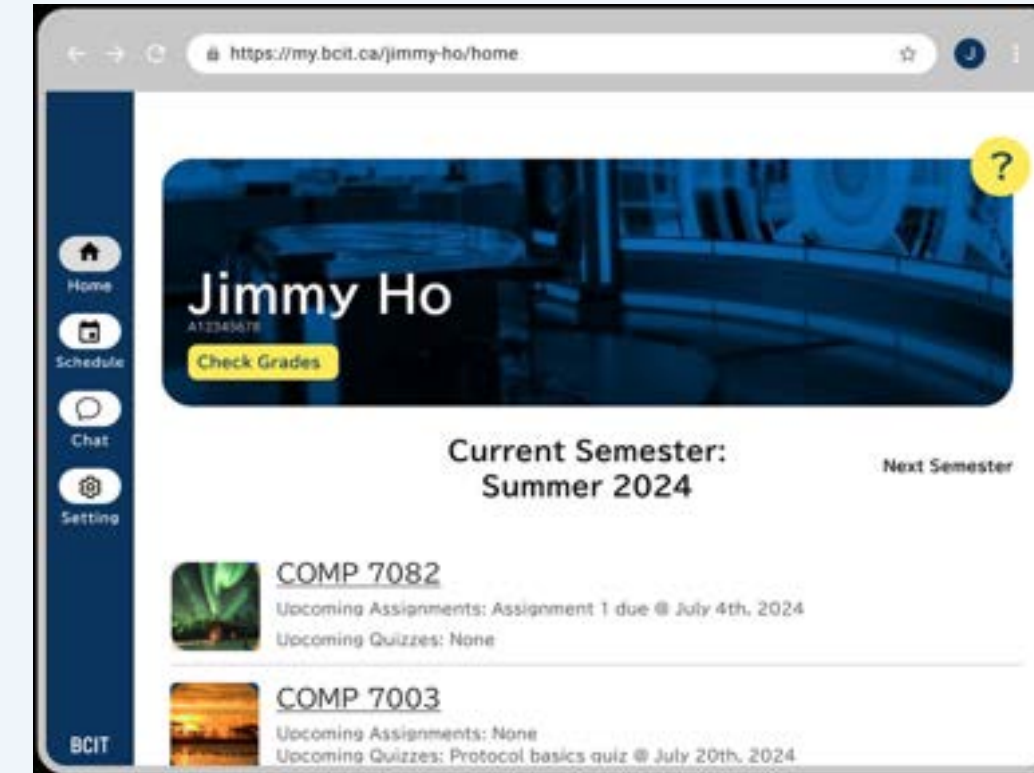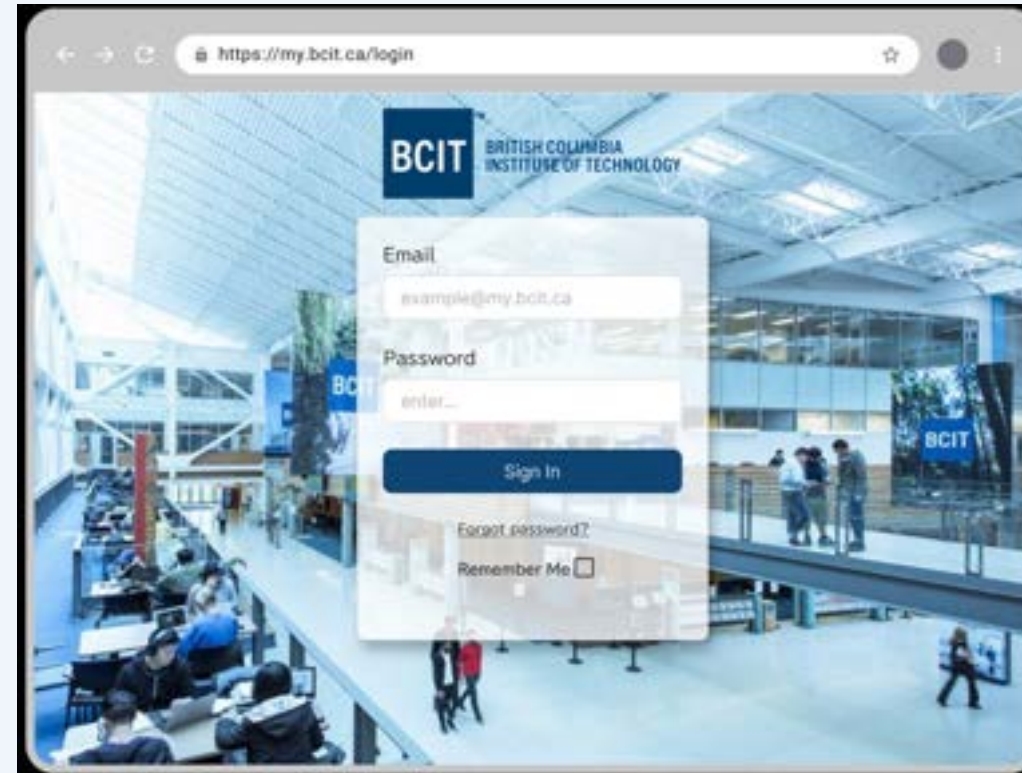Do not know their program

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FOLDER 05

I wanted to re-design MyBCIT into something that is more user friendly focused. MyBCIT is one of the most complicated websites me and my classmates have ever used. One cannot find the pages they are looking for, resulting leaving users with frustrations. I want to challenge myself to solve a complicated problem, as a New Media Design and Web Development student and someone who wants to enter the UI/UX industry. Overall, I am proud of how it turned out to be, and can imagine it being an actual website.

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SCREENSHOT EXAMPLES:

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LOW-FIDELITY

HIGH-FIDELITY

Log in Page

Account l...

Quiz grade page

Home Page

Grades

Chat page

Frame 20

AI

Schedule Page

Setting page

FAQ

BCIT hours

Frame 17
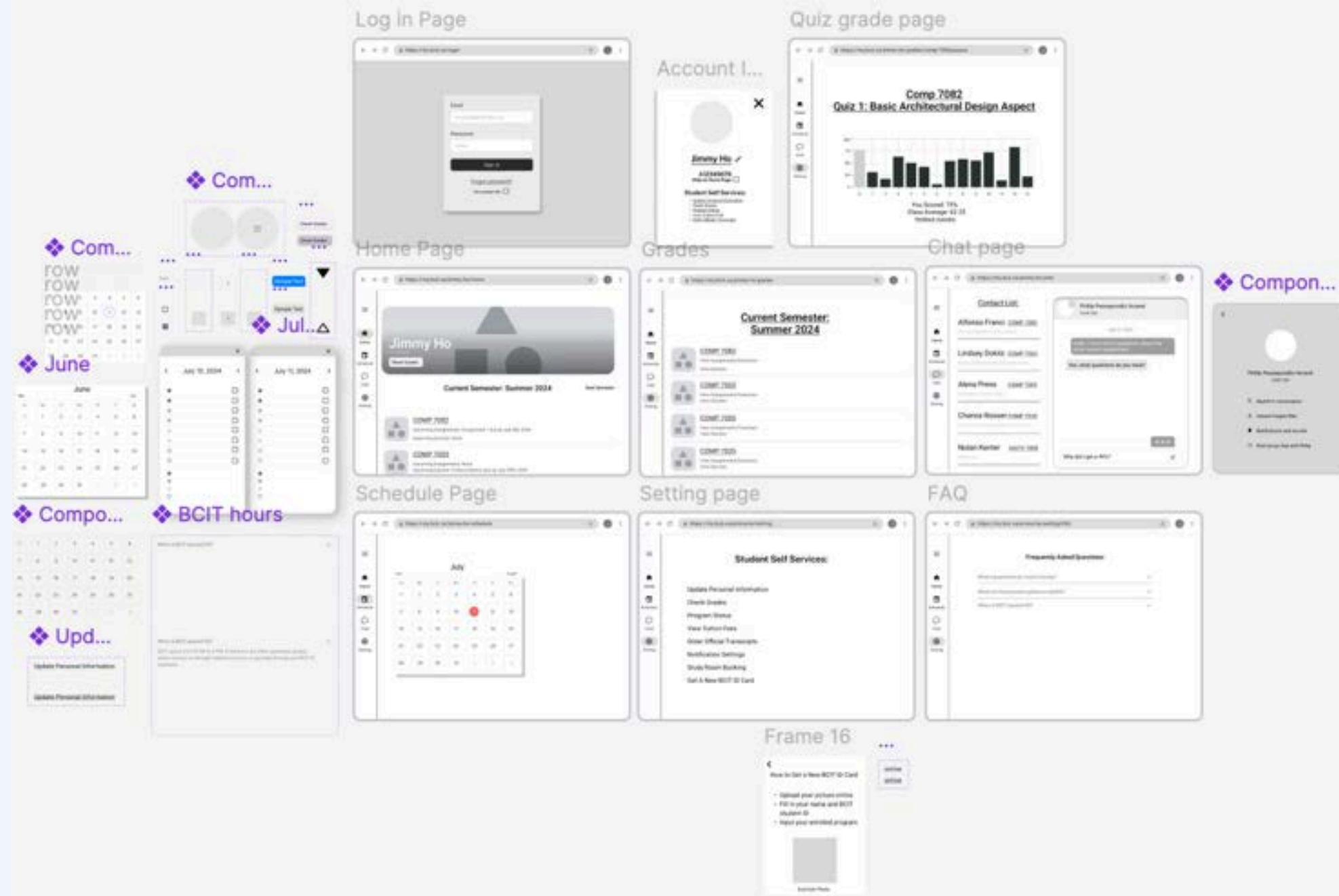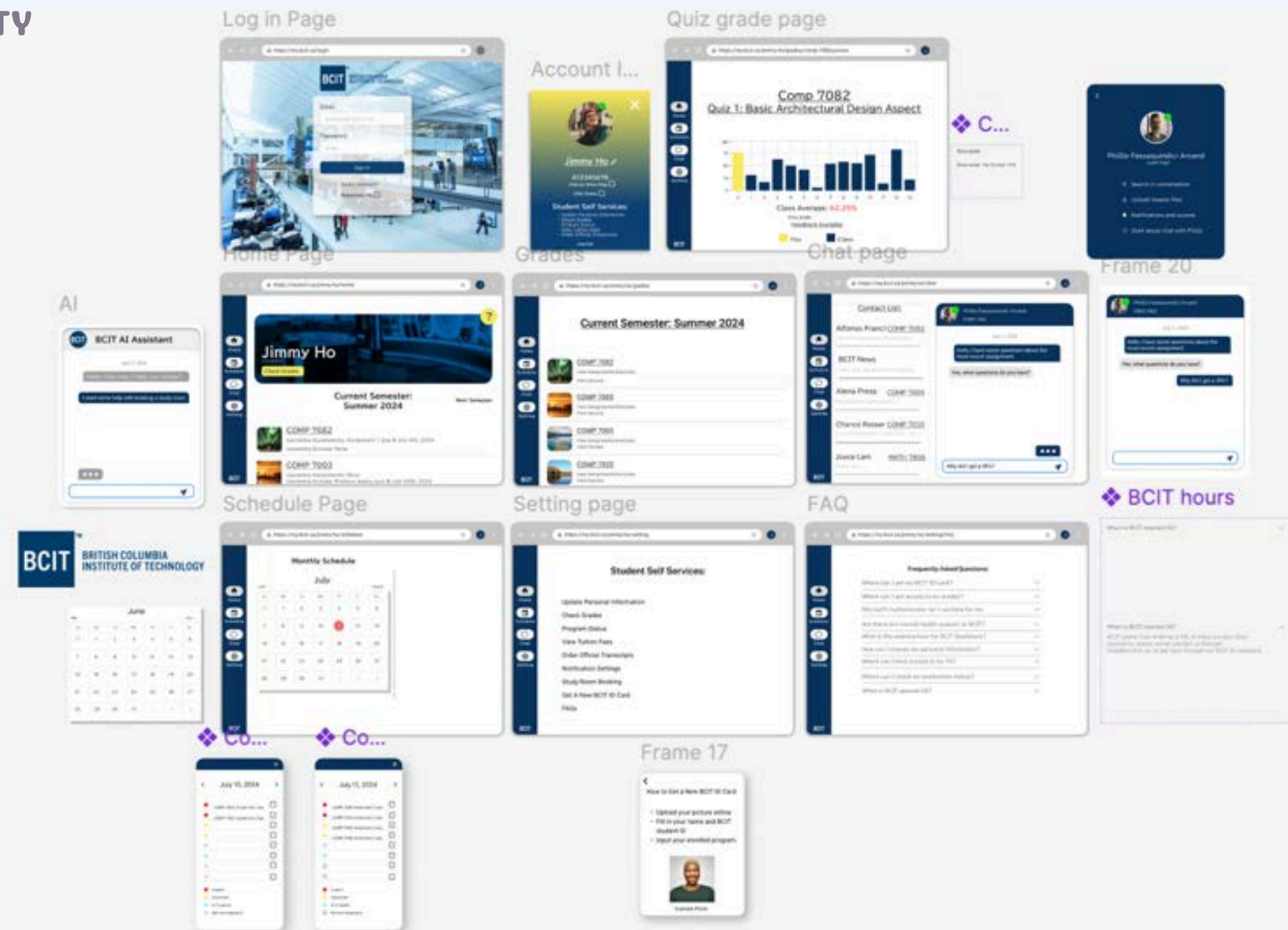
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THANK YOU

by Sonya Yeh