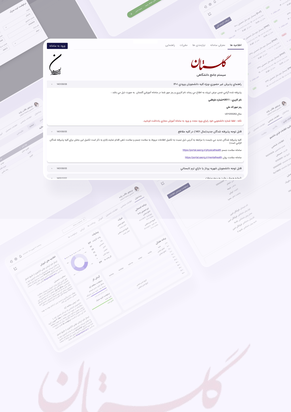


Brief

"Golestan" is an educational ERP, Used in some of the governmental universities Of Iran. It's been Created between 2000 and 2003 and have'nt been changed since. Due tolack of research and technology back then, It doesˈnt answer all the needs these days and slows the students down.
So As my final project, I decided to redesign Golestan and improve it to help my community and leave a good impact.

Design Methode

"Design Thinking" was the used methode for this project.

Interview

For this project, 32 participants with following features were interviewed :

- 19-60 years old
- A resident of Iran
- At least one year system user
- From university, gender and different social class
- Has a variety of digital literacy
- Has a variety of uses

The results of this interview were so useful, here is an abstract of it :

Benchmark

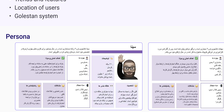
The most complete systems reviewed and used for inspiration in this research are the "Open Educat" and "Workday Student" systems.

Library Research

Some of Topics of this field or secondary research are the following :

- Human resource planning systems
- Trends and features
- Location of users
- Golestan system

Persona



Moodword

Site map

Sketches

After brainstorming and determining the desired solutions for the problems raised by the users, with a quick design
A few frames outline the general specifications and basic structure of a few main pages, followed by the wireframe and prototyping process
We advance by spending less money and time.

Landing Page

On the landing page, the previously detected and significant problems have been fixed in the wireframe, and at this stage, the final user interface and used by the user, we get closer. Tabs are complete, organized and separable, and when using any content, the tab used and related to it is clear.

The existing information has been loaded with the previous content and visual coordination with the new design has also been done. also
A comprehensive system guide has also been added from an unofficial source.

Sign in/Forgot password

Each user can enter the system according to their access and using username and password. This process is problematic including the difficulty of password recovery operations, unclear errors and low accessibility of elements on the front page
Was. The user login process to the personal dashboard has been modified as shows.

System errors are displayed more effectively and attract the necessary attention. Also, the content of errors, problems and it describes the obstacle and offers a solution to solve it to the user.

The possibility of creating a password recovery request for all system users, through the system itself and by filling out the form personal information and its compliance, the need to log in as a guest user and request a password recovery for professors, and contact
A phone for students is lost.

Administration panel

Dashboard

According to the considered categories, we use the available space to show the necessary information and operations in each section and apply and correct the things perceived in the design process.
The space above the head is common in all pages and can be used for important and frequent items. Displaying the user using the system, his role and important information, displaying the exact time and date so that it can be recognized at a glance, displaying and the possibility of searching in the entire system dynamically, displaying notifications, making settings and the possibility of exiting, the possibility of moving between different contents in the system, effectively and dynamically, the possibility of accessing the desired content or process through quick access codes along with a comprehensive guide to access codes with higher accessibility are the main items that make up the page header.
Login and the basic information shown to the user plays an important role in the user's experience and decision making. Nets of important and continuous events and flows can greatly help to facilitate user processes. Due to the spread of such information in the sub-menus of the Golestan system, the proposed arrangement of the counter has been presented.

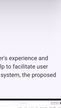
Personal Profile

Personal and academic information are separated and the user can access the history of each of them with different menus. Also, parts of the Golestan system have been integrated in the new structure, while others have been separated and defined in other parts. For example, receiving academic information in each semester separately and receiving the overall report card are presented in the report card section in the academic information content.

Educational

Also, carrying out educational processes in the education sector is defined as unofficial sores and always at the disposal of students.
It is possible to choose a unit, repair, review the courses offered in the semester and even graduate in the education department.

If the user makes decisions that have reversible or irreversible consequences, the system continues the process by confirming the desired decision in order to prevent possible errors such as misunderstanding of icons or even unintentional errors by users.



Requests

Due to the variety and breadth of available forms, and due to the lack of attention of users to the possibility of creating all requests in the Golestan system, the requests are placed in a separate section next to the rest of the content and divided into ready sub-sections. Although users can always register requests that do not exist in the forms by selecting a miscellaneous request.

When performing the processes, the information is easy to understand and the processes are applicable. In case of obstacles, the reasons and solutions are effectively reported to the user, and an effort is made to reduce the user's cognitive load during the process so that the quality, speed and accuracy of decision making are higher.

Usability testing

After planning the test and stablishing the rules like participant's features, goals, and prompts, some KPIs are needed which are :

Behavioural

- Task Success Rate (TSR)
- Time on Task (TOT)
- User Error Rate (UER)

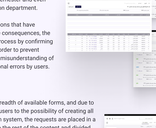
Attitudinal

- Customer Satisfaction (CSAT)
- System User Scale (SUS)
- Net Promoter Score (NPS)

Some of the results of this test compared to the previous system, has been presented as :

Usefulness	12%	Display	10%
Ease of use	13%	Notification	6.5%
Ease of learn	15%	Satisfaction	9%

Colors



Fonts

Heading

Iranians

Name	Size	Line height
H1	29 px	22 px
H2	24 px	26.4 px
H3	32 px	35.2 px
H4	40 px	44 px
H5	48 px	52.8 px
H6	56 px	61.6 px

Body

Iranians

Name	Size	Line height
Big Bold	20 px	28 px
Big Normal	18 px	25.2 px
Medium Bold	16 px	22.4 px
Medium Normal	14 px	19.6 px
Normal Bold		
Normal Normal		
Small Bold		
Small Normal		

Spacing

Tools