

CLASSFINDER REVAMP

updates & user journeys

October, 2021

NEW NAME PROPOSAL:

Schedule Builder

USER JOURNEYS

those who know, and those who don't



ELLIE EVANS - DOESN'T KNOW WHAT SHE'S DOING

Ellie is an 18 year old student from Washington. She just arrived on WWU campus this year. She's a freshman, and she doesn't know what she wants to major in. She went to the group advising sessions, and knows about the GURs. She needs a way to plan her schedule that will help her graduate on time no matter what she majors in.

~phases~	FILTER	ADD CLASS	GENERATE	PIN	REFINE	SAVE
~actions~	ellie looks for classes based on GUR's, and by specific courses. She chooses ENG 101, and decides she's going to take one ACGM and one HUM GUR.	she adds the filtered courses one by one to her class list	system generates all possible schedules (up until a reasonable number, tbd) based on filtered course requests	ellie pins classes she's excited about taking. Those classes are saved into her scratch sheet information	after pinning the classes ellie is excited about taking, she deletes the classes and schedules that don't look appealing to her. this process is repeated until she has built a few schedules she's excited about	Ellie saves the pdf version of all of her scratch sheet. She also downloads the .txt file containing the CRN's of her favorite schedule in preparation for registration
~pain points~	i'm stressed about finding a schedule I like! this is new and I'm confused		there are so many options, I'm overwhelmed!	too many schedules could be generated with general filters	trying to refine when you don't have experience at wwu could be challenging	



NICK NORMAN - KNOWS WHAT HE'S DOING

Nick is 20 years old, and in his Junior year. He's accepted into his major, and has a very good idea about what classes he needs to be taking. He has one GUR left to take, but the rest of his schedule is pretty set in stone. He needs a software that can help him find the most reasonable schedules for his needs and based on availability, and fit any GUR that will fit in with those classes.

~phases~	FILTER	ADD CLASS	GENERATE	PIN	REFINE	SAVE
~actions~	Nick starts off by picking the courses he knows he needs to take for his major. He then creates a group of options for classes he needs to take for his minor.	Nick adds his filtered classes to his course list	The system generates all possible schedules based on his most specific classes, and fills in the remaining class with possible classes for his minor	He pins the best timing for his two required classes, and re-generates until he finds a few schedules with a class that would help him progress in his minor	Nick repeats this process of generating, pinning, and refining, until he has 3 schedules he really likes	Nick saves the PDF version of his schedules, and sends them to his buddies in the major. He also downloads a .txt file with the CRNs of his favorite schedule.
~pain points~	Nick has to find his own minor information and create the group himself	There could be a very finite amount of options??	There could be a lack of lower priority classes that fit in, how do we find something else?		How does Nick know which schedule is most likely to have availability?	he can't compare schedules with his friends as easily as he'd like

Students need to understand their own major, minor, certificate requirements

Insights into availability would be incredibly helpful for upperclassmen

too many possible schedules could be generated with general filters, we need a way to narrow down after X schedules

trying to refine when you don't have experience at wwu could be challenging. We need to come up with a way to rank schedules for students who don't know

INSIGHTS

We need to be able to create optional "groups" like GUR's but for minors, certificates, etc, to fill space required classes

People who don't know need access to resources on how to use the program, and where they can find advising/information

Options are needed when "optional" classes don't fit with higher priority classes, what do we recommend then?