College Study Web Application???

# Introduction:

Improving the existing university web portal with improved User Interface, Response and Performance along with some additional new features.

# Interviews:

It’s an essential part in our project. There are 2 key players in our application they are students (end users) and Faculties who accept the applications and process it.

We had to conduct interviews in four ways to get the answers from Students and Faculties like Voice interview, fill out an online survey published in ‘Survey Monkey’, on paper survey and to the faculties we were asked to mail to their email-id the questionnaire. The audio file has been attached as separate file named ”XXX.mp3??”. The various questions asked and the reason for them being asked is given below.

End Users:

|  |  |
| --- | --- |
| **Questions Asked** | **Reason for asking** |
| Would you prefer to have a simpler website to make the application process easier than the existing website? |  |
| How desirable is to make the website self-explanatory? Comment |  |
| What do you think of the interaction with the existing website |  |
| How desirable is to keep track of your application process? |  |
| Would you like guidance in the form of interaction from the college management during the application process? |  |
| Would you like to track your application status regularly, instead of the traditional method used? |  |
| Would you like to use a Mobile Application to apply for the university? |  |
| What are your views regarding signing-up to the website before actually applying for the university? |  |
| Would a Live Chat feature with the university administration department be helpful during the registration process? |  |
| Are there any additional features would you like to see in the university portal? |  |
| How would you rate the current existing university website? (Out of 5, where 5 is the maximum) |  |

College Administration:

|  |  |
| --- | --- |
| **Questions Asked** | **Reason for Asking** |
| How long does it take to make a decision on the application once the process has started? |  |
| What are the factors considered when selecting a student for the applied course? |  |
| Is Curriculum Vitae really required to be uploaded for applying to the university, apart from academic certificates? |  |
| Does the university have an online presence? How good is it? |  |
| What are the marketing strategies taken up to attract new students? |  |
| Do you think it would be helpful to have an interaction system other than E-mail and phone calls with the applicants? |  |
| What are the general issues faced by students while applying through the university portal for which they contact the university? |  |
| What are your views on adding Live Chat feature to the University portal? |  |
| Are there any drawbacks that you are aware of that is existing in online web portal |  |
| Are there any additional features you would like to see in the website? |  |

## Student Interviews:

### Interview 1:

**Name**: Not Disclosed

**Department**: BWC Bachelor

**Year of joining**: April 2015

1. Would you prefer to have a simpler website to make the application process easier than the existing website?

No

2. How desirable is to make the website self-explanatory? Comment

No Comments

3. Would you try to look for specific fields of study before applying?

Yes

4. What do you think of the interaction with the existing website?

Well structured

5. How desirable is to keep track of your application process?

No Comments

6. Would you like guidance in the form of interaction from the college management during the application process?

No

7. Would you like to track your application status regularly, instead of the traditional method used?

Yes

8. Would you like to use a Mobile Application to apply for the university?

No, not needed in my point of view

9. What are your views regarding signing-up to the website before actually applying for the university?

No Comments

10. Would a Live Chat feature with the university administration department be helpful during the registration process?

No

11. Are there any additional features would you like to see in the university portal?

Yes, I would like to know if there any special events

12. How would you rate the current existing university website? (Out of 5, where 5 is the maximum)

4

### Interview 2:

**Name**: Not Disclosed

**Department**: Business Administration Bachelor

**Year of joining**: 2015

1. Would you prefer to have a simpler website to make the application process easier than the existing website?

No

2. How desirable is to make the website self-explanatory? Comment

Would be nice for other students to make it happen, so that they can find their own solution

3. Would you try to look for specific fields of study before applying?

Yes

4. What do you think of the interaction with the existing website?

I think it’s well organised

5. How desirable is to keep track of your application process?

No Comments

6. Would you like guidance in the form of interaction from the college management during the application process?

No

7. Would you like to track your application status regularly, instead of the traditional method used?

Yes

8. Would you like to use a Mobile Application to apply for the university?

No

9. What are your views regarding signing-up to the website before actually applying for the university?

I think it’s good because you don’t have to put your address, name etcetera, later on during the application process

10. Would a Live Chat feature with the university administration department be helpful during the registration process?

No

11. Are there any additional features would you like to see in the university portal?

I would like to see Events, Appointments of lectures

12. How would you rate the current existing university website? (Out of 5, where 5 is the maximum)

3

### Interview 3:

**Name**: Alonso Morelos

**Department**: MIBE Student

**Year of joining**: 2015

1. Would you prefer to have a simpler website to make the application process easier than the existing website?

Not really, was simple I guess.

2. How desirable is to make the website self-explanatory? Comment

Not Very, it is simple than most other pages I guess

3. Would you try to look for specific fields of study before applying?

Yes, I would

4. What do you think of the interaction with the existing website?

It’s simple and practical enough

5. How desirable is to keep track of your application process?

It’s very desirable, but the website already does that I guess

6. Would you like guidance in the form of interaction from the college management during the application process?

Not really, perhaps a hotline if there are any doubts during the application process

7. Would you like to track your application status regularly, instead of the traditional method used?

It is quite enough, Plus I guess the college answers swiftly

8. Would you like to use a Mobile Application to apply for the university?

No

9. What are your views regarding signing-up to the website before actually applying for the university?

It’s pretty standard, I don’t mind

10. Would a Live Chat feature with the university administration department be helpful during the registration process?

Oh yeah, that would be good

11. Are there any additional features would you like to see in the university portal?

No

12. How would you rate the current existing university website? (Out of 5, where 5 is the maximum)

4.5

### Interview 4:

**Name**: Sunil Kumar Saini

**Department**: Informatics

**Year of joining**: April 2017

1. Would you prefer to have a simpler website to make the application process easier than the existing website?

Although the website is already simple, if it’s made simpler it will be helpful for the student, for example Some of them may get confused Informatics with Information technology.

2. How desirable is to make the website self-explanatory? Comment

Like I mentioned above, sometime students may get confused between Information Technology and Informatics, so clear information would be helpful

3. Would you try to look for specific fields of study before applying?

Yes, I try to look at the fields which is related to databases and give the information about Business Intelligence also.

4. What do you think of the interaction with the existing website?

It’s very good

5. How desirable is to keep track of your application process?

Although its good, but it’s usually helpful if there is stage wise analysis meaning where exactly or at which state is my application id currently.

6. Would you like guidance in the form of interaction from the college management during the application process?

Yes

7. Would you like to track your application status regularly, instead of the traditional method used?

Yes

8. Would you like to use a Mobile Application to apply for the university?

Yes

9. What are your views regarding signing-up to the website before actually applying for the university?

It’s simple

10. Would a Live Chat feature with the university administration department be helpful during the registration process?

Although I have never used, but I believe it will be a very good feature.

11. Are there any additional features would you like to see in the university portal?

It will be good if it suggests about sports area and other facilities

12. How would you rate the current existing university website? (Out of 5, where 5 is the maximum)

4

### Interview 5:

**Name**: Pooja

**Department**: Applied computer Science

**Year of joining**: April 2017

1. Would you prefer to have a simpler website to make the application process easier than the existing website?

I think it’s as simple as it can get

2. How desirable is to make the website self-explanatory? Comment

A little more elaboration about the courses would be good

3. Would you try to look for specific fields of study before applying?

Definitely, If not the exact fields of study, but at-least the most relevant

4. What do you think of the interaction with the existing website?

It could be more detailed. For example, about accommodation

5. How desirable is to keep track of your application process?

They are pretty efficient

6. Would you like guidance in the form of interaction from the college management during the application process?

No, It’s pretty straight forward

7. Would you like to track your application status regularly, instead of the traditional method used?

Yes, that could be an easier method

8. Would you like to use a Mobile Application to apply for the university?

No

9. What are your views regarding signing-up to the website before actually applying for the university?

Could be helpful, maybe it could help in answering any questions that we may have during or before applying

10. Would a Live Chat feature with the university administration department be helpful during the registration process?

Definitely

11. Are there any additional features would you like to see in the university portal?

Something that could help with dorm facilities or to provide any options about accommodations

12. How would you rate the current existing university website? (Out of 5, where 5 is the maximum)

3

### Interview 6:

**Name**: Ohress Er-Rodriguez Laura

**Department**: International Business Bachelor

**Year of joining**: 2016

1. Would you prefer to have a simpler website to make the application process easier than the existing website?

Yes, I will prefer a simpler website

2. How desirable is to make the website self-explanatory? Comment

Very desirable because at the moment it is difficult, need help every-time, and not very well explained

3. Would you try to look for specific fields of study before applying?

Yes

4. What do you think of the interaction with the existing website?

Not easy

5. How desirable is to keep track of your application process?

Yes

6. Would you like guidance in the form of interaction from the college management during the application process?

Yes

7. Would you like to track your application status regularly, instead of the traditional method used?

Yes

8. Would you like to use a Mobile Application to apply for the university?

Yes

9. What are your views regarding signing-up to the website before actually applying for the university?

Takes long time

10. Would a Live Chat feature with the university administration department be helpful during the registration process?

Yes

11. Are there any additional features would you like to see in the university portal?

Frequently asked questions (forum)

12. How would you rate the current existing university website? (Out of 5, where 5 is the maximum)

3

### Interview 7:

**Name**: Chetan Kumar

**Department**: Information Technology

**Year of joining**: April 2017

1. Would you prefer to have a simpler website to make the application process easier than the existing website?

It is simple, but having less navigation between pages would be better

2. How desirable is to make the website self-explanatory? Comment

More clear details about subjects will be good

3. Would you try to look for specific fields of study before applying?

Yes, I would like to know courses offered before I apply

4. What do you think of the interaction with the existing website?

It’s nice

5. How desirable is to keep track of your application process?

It would be great to know the status of our application, I had to call or send mail to the university each time I wanted to know the status of my application

6. Would you like guidance in the form of interaction from the college management during the application process?

Not required for me

7. Would you like to track your application status regularly, instead of the traditional method used?

Yes

8. Would you like to use a Mobile Application to apply for the university?

No, maybe for tracking application

9. What are your views regarding signing-up to the website before actually applying for the university?

Would have been better if it was required during application to the college rather than as a first step

10. Would a Live Chat feature with the university administration department be helpful during the registration process?

It might be useful

11. Are there any additional features would you like to see in the university portal?

Application tracking would be a good feature, instead of calling and asking to the university

12. How would you rate the current existing university website? (Out of 5, where 5 is the maximum)

3.5

### Interview 8:

**Name**: Not Disclosed

**Department**: International Business Bachelor

**Year of joining**: 2016

1. Would you prefer to have a simpler website to make the application process easier than the existing website?

It’s simple compared to some of the universities I have applied, but I feel it would have been better if it had less pages to navigate and less fields to enter.

2. How desirable is to make the website self-explanatory? Comment

It would definitely answer many of the questions that may arise during the application process, and may avoid contacting the university for trivial doubts

3. Would you try to look for specific fields of study before applying?

I guess it would be better to know the complete details of the course, before applying

4. What do you think of the interaction with the existing website?

It’s not bad, although I’m sure there is room for lots of improvements in the application portal

5. How desirable is to keep track of your application process?

I guess it would be good to know the status of the application once the application process from the student end is done

6. Would you like guidance in the form of interaction from the college management during the application process?

I personally wouldn’t want, I’m sure there are few students who may need guidance from the university

7.Would you like to track your application status regularly, instead of the traditional method used?

Yes, it’s good to know the status of the application after applying for the specific course

8.Would you like to use a Mobile Application to apply for the university?

No, I feel applying through website is more convenient, at least for me as I have all the necessary documents in my laptop

9. What are your views regarding signing-up to the website before actually applying for the university?

I’m sure it’s not required unless one is applying to the university. If they want to apply then it’s very important.

10.Would a Live Chat feature with the university administration department be helpful during the registration process?

Yeah that’s sounds like a wonderful feature, if someone is stuck somewhere or has some minor doubts they can easily get it corrected in just a few minutes.

11.Are there any additional features would you like to see in the university portal?

I guess new look and feel can be added like Design, interactive buttons and few other changes to the existing website application portal.

12. How would you rate the current existing university website? (Out of 5, where 5 is the maximum)

I guess 3.5 is a decent rating

## University Faculty Interview:

### Interview 1:

Name: Nicole W….

**Designation: ……**

1. How long does it take to make a decision on the application once the process has started?

I am not involved in the decision.

2. What are the factors considered when selecting a student for the applied course?

Grades, motivation Letter (usually for IBE students) and Curriculum Vitae

3. Is Curriculum Vitae really required to be uploaded for applying to the university, apart from academic certificates?

Yes

4. Does the university have an online presence? How good is it?

Yes, quite good, I guess

5. What are the marketing strategies taken up to attract new students?

Usually it is decided by marketing and international office

6. Do you think it would be helpful to have an interaction system other than E-mail and phone calls with the applicants?

Maybe

7. What are the general issues faced by students while applying through the university portal for which they contact the university?

Visa issues, Housing issues and money refund

8. What are your views on adding Live Chat feature to the University portal?

Might be good for facilities

9. Are there any drawbacks that you are aware of that is existing in online web portal?

Not enough manpower

10. Are there any additional features you would like to see in the website?

No

11. Do you have any recommendations for us?

No Comments

### Interview 2:

Name: Ada Ehrmann

**Designation:** International office Coordinator, Counselor/Lecturer

1. How long does it take to make a decision on the application once the process has started?

There are two decisions to take:

• Is the applicant eligible – that is fast done if all the documents are uploaded (3 to7 days)

• Does the faculty agrees - takes 1-3weeks

2. What are the factors considered when selecting a student for the applied course?

• Application complete

• Documents authorized

• Grades for the master applicants

• Tuition fee paid

3. Is Curriculum Vitae really required to be uploaded for applying to the university, apart from academic certificates?

• Yes it helps

4. Does the university have an online presence? How good is it?

• Yes, it can be improved

5. What are the marketing strategies taken up to attract new students?

•A lot of personal contacts

•Mouth to mouth recommandation

6. Do you think it would be helpful to have an interaction system other than E-mail and phone calls

with the applicants?

• Like personal contact over Skype or Whats app? It might attract some more.

7. What are the general issues faced by students while applying through the university portal for which they contact the university?

•Losing their password

•Not understanding issues like semester 1,2,4,6

•Confusion about the duration of the courses

8. What are your views on adding Live Chat feature to the University portal, for addressing the

problem faced during online university registration?

• That’s a good idea.

9. Are there any drawbacks that you are aware of that is existing in online web portal?

• Not that I know

10. Are there any additional features you would like to see in the website?

• Maybe there are, but I don’t know them

11. Do you have any recommendations for us?

No

### Student Interview results:

The end user (students) interviews gave us the necessary feedback and answered many of the questions, the problems faced by them, improvements needed in the current website. The interview results and online survey results acts as the base to our project and helped us by providing us the necessary requirements to build the website.

### Faculty Interview results:

The interview done with faculties gave us the complete picture of the entire hochschule application

Procedure. [extract the key points from two faculty interview here]

## MoSCoW Analysis:

The interview feedback, survey feedback and the research done on the other university portals like ‘Heidelberg University’, ‘university of Mannheim’, ‘Technical University Darmstadt’, ‘Ludwig Maximilian University of Munich’, Free University of Berlin ‘’and [‘Add two more’], provided us with the clear picture of what needs to be done. The MoSCoW analysis clearly represents the **need/goal/vision??** of the project.

|  |  |
| --- | --- |
| **MoSCoW Analysis** | |
| **Project Name:** | **College Student Application Portal** |
| **Project Description:** | Goal of this project is to Improve the University Student Application portal from the feedback received from interviews and the MoSCoW analysis. [Clear goal/Vision] |
| **M(ust have):** |  |
| - Rich UI interface with simple navigation  - Complete overview of the courses offered and faculty  - Overview of available facilities  - Minimum navigational pages  - Simple student registration process  - Application tracking |
| **S(hould have):** |  |
| - Forums  - Registration to university portal only if Applying |
| **C(ould have):** |  |
| - Live Chat with the University Help Desk  - Mobile Application  - Mobile Application Tracking |
| **W(ould have):** |  |
| - Auto fill feature  - Multilingual Support  - Accommodation |