**Goals:** Create an app for the Seidenberg School of CS/IS/IT to help student retention. As the number of students increases, it’s even more important to find ways to connect with students.

Make students feel like they are a part of a community.

Support students both academically & socially.

Create an app that promotes community amongst both undergrad & grad students.

**Stakeholders:** Stephanie Elson (Assistant Dean, Recruitment & Retention), Matt Brown (Academic Advisor).

**Questions to ask to the stakeholders:**

1. What about look and feel?
2. Is there any theme to be followed?
3. How would the app would be different & similar to the PaceMobileApp we have currently?
4. Which features, and functions do you want to include in your app?
5. Are there other apps that the client likes that can be used as inspiration for how this new app should look?
6. Where will content come from?
7. Have you identified and validated any application programming interfaces (API), outside services/systems, or third-party vendors that you want your app to integrate with?
8. Have you thought about how secure you’ll need your app to be? (not sure if that’s a design question)
9. What is the budget?
10. Are there any underlying assumptions?
11. What is the deadline?
12. How will you determine if the project is successful?
13. Who will be the main point of contact and how you will handle the feedback process?
14. What barriers have you encountered in the past about this issue?
15. What would you see as its main functions and features? (Repeated)
16. What are the constraints?
17. If the project doesn't succeed, what are the implications?
18. What is your budget? (Repeated)
19. What is the overall goal or purpose of this app? (Already provided)
20. What type of solutions should this app provide?

**Research Script**

|  |  |
| --- | --- |
| **INTRODUCTION** | **Hi. My name is [facilitator name] I’m a student at Seidenberg School at Pace University here to conduct research for a design project we’re working on.** |
| **HOUSE KEEPING** | **Before we get started I would like to tell take care of a few housekeeping items.**    **There are no wrong answers. We’re here to ask questions about you, that’s why we chose you. You may be tempted to answer questions based on what your friends or family do, but we’re really interested in your opinions and experiences. Therefore, there’s nothing you can say that is wrong. All answers are welcome and will help us**  **in our work. If you have other answers or thoughts as we move along please feel free to express**  **them. We may not be able to spend much time on them but we will try to hear as much of what you have to say as possible. Know that at any point you can stop you can and leave.**    **We would like to record this session, it would be used only internally, would that be ok?**  **If you don’t have any questions, I’m going to ask you to sign the consent form.**    **Take your time reviewing it.** |
| **BUILD RAPPORT & EMPATHY** | **How are you today? [Listen for response]**  **Can you tell me a little about yourself?**  **[Nod and make encouraging gestures]** |
| **QUESTIONS** | **[Be neutral & encourage them to tell stories]**  **1.** **What are some reasons why you come to Seidenberg?**  **2.** **What were the activities you took part in with Seidenberg for the past year?**  **3.** **How do you currently find out about events that are taking place?**  **4.** **Can you tell me about some of the tasks you do on the Seidenberg website?**  **5.** **Can you tell me about the last time you missed a deadline (i.e. registration, drop, bills, etc)?**  **6.** **How do you stay up to date with notices or deadlines (i.e. registration, drop, bills, etc)?**  **7.** **What are some services you’ve used from Seidenberg (i.e. tutoring, mentor, advisement)?**  **8.** **How do you communicate with other students in Seidenberg?**  **9.** **How do you communicate with professors in Seidenberg?**  **10.**  **Can you tell me about situations where you had to communicate with academic advisors?**  **11.**  **What do you use the Pace mobile app for?**    **::Personal notes::**  **Follow up questions should be: - Can you elaborate? - Can you tell me a little bit more about the process? - How did you do \_\_\_\_?**  **- Long pauses also help them talk more!**  **\*Ask about how they did something or procedural steps rather than feelings or what made them upset/frustrated/happy/etc.**  **\*No leading questions, no feelings questions, and does it inform the design\*** |
| **FINAL PROBING** | **12.** **Is there anything else you would like to add or let me know regarding your experience with Seidenberg community?**  **13.** **Is there anything else you would like to add or let me know regarding your experience with Seidenberg technology?**  **14.** **Is there anything else you would like to add in general?** |
| **CONCLUSION & APPRECIATION** | **[Making eye contact and smiling]**  **Well, that concludes my questions, do you have any for me? [Wait for response, then shake hands] Thank you so much for your time! Your feedback is very valuable to us.** |

**Consent Form (Adult)**

**I am of 18 years or older.**

**I agree to participate in a one on one interview with Pace University** **and [facilitator name] I’ve been informed and know that the questions will center around my experience with Seidenberg School of Computer Science.**

**I understand that participation in this research study is voluntary and I agree to immediately raise any concerns or areas of discomfort during the session with the study facilitator.**

**Please sign below to indicate that you have read and you understand the information on this form and that any questions you might have about the session have been answered.**

**Date:\_\_\_\_\_\_\_\_\_**

**Please print your name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Please sign your name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Thank you!**

**We appreciate your participation.**

Fariya’s Interview

Adam

1. To do work
2. cyber security club which is his club, guest speakers, pcs events for free pizza
3. usually flyers, not a lot of emails but usually flyers
4. don’t use the seidenberg website. there’s a seidenberg calendar on the website but i wish that was in a compact view that i can carry around or check the website
5. does not miss deadlines
6. uses a written planner to write down deadlines
7. tutoring, pre mentoring program - hes a mentor and he enjoys it
8. talk to them in person when im here
9. talk to to them in person after class
10. talk to them in person, has a close relationship and walks up to them or just knocks on the door
11. does not use pace mobile app
12. finish construction in lounge
13. technology = advances, networking lab, security data and communications

Miran

1. usually don’t come because lots of students and can’t focus a lot, but good for communicating and socializing. good for meeting with friends for projects and getting help with programming
2. none because more focused on programming and interview sessions, or conferences if they are focused on technical skills. if there were other students speaking and sharing etc
3. i don’t really know, i dont check
4. blackboard, handshake but don’t know much about it, mostly use facebook
5. i dont miss deadlines
6. deadlines are clear and send email reminders from advisors and like reminders, and portal is good for that
7. tutoring
8. i don’t talk to other students
9. i talk to them after class or before class, i dont email because they don’t respond often
10. i talk to matt about registration, helped communicate well with students. i went to help desk in person and book a time slot, and i give them information and then accept the time they gave
11. i use mobile a lot, but problems with creating with thread on app where you can see it online but can’t see it on the app. the thread is for looking at work for other students. i use it for email, contact information for students in class, whos in the class and roster to email them
12. good but can be improvements with activities because people are not coming and the lounge should be full, seminars and things that help students. it would be better if more people would come
13. people are not aware of things and step of how to take part in different seidenberg things like jobs/volunteer/etc. should be clear cut steps and simple, difficult for him to apply and see postings

Julie

1. there’s a lot of people with same interest who are looking to talk about computing or homework, learn things, prof office and seidenberg family
2. teaching women in tech, raspberry pie workshop, speaker series, lunch and learn WIT, robotics, volunteerings robotics tournament, robotics training,
3. flyers and facebook page, and instagram
4. read the blog, events and research, calendar of events for today
5. incomplete deadline for thesis
6. hope someone tells me, don’t see the emails or OSA or keep track, word of mouth, but usually don’t look at deadlines
7. tutoring, talk to advisors all the time, dont use lab but heard amazing and lots of classes. for tutoring it was organized and contacted the TA for class and we met up by talking together and coordinated meetings and time
8. mainly face to face communication and email, facebook messenger
9. professors via email
10. talk to advisor about trying to do 2 years in 1, get approval through them and send them emails to communicate with them just through emails and they push through OSA
11. use pace mobile app for map and bus schedule on pleasantville map, use blackboard,
12. important that there are events specific to classes that students can sit in but they arent advertised, good to know when people from classes will be in lounge so you can do homework together, i had a small class when i was doing undergrad and community was small and we would come do homework together and sometimes even with professors. now so many students and there are cliques so it’s different and it used to be smaller community
13. i find out most of things that happen in school through facebook, the flyers are posted on facebook

Cheryl

1. i don’t usually come to the seidenberg lounge, unless i have to speak to advisors or have an issue. sometimes i want to come but get emails last minute about events. i don’t see the flyers around or look but i do get emails and think about coming but because my classes are so late because i’m in grad school i can’t just come when i see the event via email a day before the event
2. not much, i went to maybe 1-2 speaker events because professors told me or would give points, in the beginning when i was in pleasantville campus i went to more because professors would tell us like a week before and the hours are better
3. via email mostly when the counselors send them or when there’s an automated message, sometimes i find out from word of mouth if others are going that i know or when professors tell us. sometimes i see flyers in the hall but often times it’ll be the date has passed or happening in like 2 hours.
4. i don’t actually go on the seidenberg website, i usually just go on the pace website or blackboard. i think when pace website redirects me to seidenberg if i need information about classes or professors that’s really the only time i go on there - by force
5. the deadlines i usually miss are knowing when the last date for changing out of a class, entering a class or drop is. i just sort of register and dont keep track of those dates and then when i miss it and its relevant to me then im annoyed because i didnt think about it and i have to beg the advisors to make acceptions
6. usually i look up the academic calendar on google and write down really important dates like paying bill or days off
7. i used tutoring at both nyc and pleasantville campus, and spoke to advisors. for tutoring i usually go in person to check whos available and the time if there’s someone i like to see or i’ll call in, its hard to know whos good at what topics unless you do trial and error. also i didn’t know until later that seidenberg had its own tutors and there are no grad tutors at regular tutoring yet in pleasantville there are grad tutors at regular tutoring - very confusing
8. usually in class or via email if its someone i don’t know, if they are friends i’ve made from classes i’ll just text them
9. usually via email or after class
10. usually ill email matt if i have a quick question and he is really responsive, or i’ll call seidenberg to set up an appointment where i can speak to him on the phone if its required. funny thing my actual counselor is kim but because she was always unavailable i just started speaking to matt. at first i would come directly to seidenberg to speak to them or make an appointment and wait.
11. i don’t use the pace mobile app and i don’t have it downloaded actually. i didn’t really know about it until recently and didn’t really know its uses and wasn’t curious enough to find out. it would be good if grad program had orientation and they put us on to their technology
12. i don’t think seidenberg has much of a community, i see it more of a commuter school. the advisors and the professors are really nice and try their best but overall i never felt very connected as a community. it was hard to get to know people and i felt like because i wasn’t good at CS i was shy to come to the lounge to connect with students
13. in terms of in class and overall i think its good, but i don’t use their websites or apps available currently and i think that’s mainly due to how they advertise and i don’t think it reaches a lot of students especially those who don’t put themselves in the lounge and connect themselves. i felt like that was hard for me

Conclusions:

* Students often times find out about events mainly through flyers.
* Students communicate with other students mainly by face to face interaction.
* Students use the tutoring services provided by seidenberg.
* Students come to the place of the service to make appointments face to face or via email.
* Students come to Seidenberg lounge for other students (homework, socialize, events).
* Students do not use the Seidenberg website as their first choice for information.

**Shreyastha:**

1. I go to Seidenberg to meet my advisor and sometimes to hang out with my friends.

2.I haven’t been there for any activities. I only went there in my first semester to meet my advisor regarding courses.

3. I don’t know about them. Sometimes, I get to know about them through my friends.

4. I visit to see schedule and know about courses.

5. Last year I missed my I-20 travel signature. I was scared because winter break started and by the university supposed to open, I would be in India. However, the administration was very cooperative. They sent my signed I-20 to India in no time.

6. Though Emails.

7.I have used Advisory services in my first semester.

8. I talk them over phone or meet face to face.

9. Via E-mail

10. In my first year I visited my advisor to waive off my foundation courses as I some of them I already did in my bachelors.

11. I just use it to see where my classroom is. Other than that I don’t use it.

**Jyotsna:**

1.I don’t go there much often as it is always noisy. I just go there to attend classes on Saturdays. Also, to meet my advisor.

2.I once attended an event in Seidenberg lounge and I found it interesting. Other than that I have just been there to meet my advisors.

3. I find out them through friends and e-mails.

4. I visit there to know about events, courses and calendar.

5.I have never missed a deadline. I regularly check my e-mails and make note of important deadlines.

6. Through E-mails and friends. I regularly check my e-mails and make note of important deadlines.

7. For mentoring and advisory services.

8.I meet them face to face and through E-mails.

9. Though E-mail and in person.

10.I have met my advisors to know more about courses and professors. I also went to see her to know about completing 2 year MIS program in 1.5 year.

11. I use pace mobile app to know grades, announcement and roster (other students email id). I have also used it to see student events.

**Anil:**

1. I go to sidebars to play TT on Tuesdays and for food.

2. I go there for events and free food. Recently I attended the leadership in Technology event. I like going to these kind of event as they very informative and inspiring

3. My friends tells me about them. Sometimes, my professors.

4. I just go there to get more information about courses.

5.No not yet. I’m usually in college and gets update on deadlines through my friends.

6.I mostly get to know about them through friends.

7. I have only used advisory services.

8. I meet them face to face. I like meeting my friend in person. This way we can chat and hangout together.

9.By Email.

10. I visited my advisor to get registered in full occupied class. I visited her several times regarding this. Most of the time she was very busy and I didn’t get appointment. She was cooperative. However, I was not able to get in to the class.

11.I use to see bus schedule. But I feel app is little slow and dark. I would love to see some interesting features to make it appealing.

**Ankit:**

1. Usually I go there to meet my friends and for events.

2. I have attended speaker series, the Harley cyberdog event. Also, I go there for food events.

3. I get to know about them though pace website.

4. I just go to website to know about event of the day. Also, I have visited to know about courses and specialization in certain field.

5. Yes, Recently I missed my OPT workshop for the month of February. I did get e-mail or it was not that visible on my Email. I wish there are other options to notify students about deadlines.

6. I get to know about them through Emails from advisors.

7. I have been there for tutoring and advisory services.

8. I talk to them though phone and emails. Sometime, though skype.

9. Via E-mail.

10.I met my advisor regarding course information. Also, to show my resume. Sometime, it is difficult to get their appointments.

11.I use it to see grades and professor announcements. I feel it is very basic and nothing interesting. Colors are boring and dull. I have also faced some problem while using it as it crashed when I looking for my class location.

Aditee’s Interviews

**Interview-1**

**1.** **What are some reasons why you come to Seidenberg?**

**Ans: I come here to learn, gain hands on experience, to collaborate, interact, make new friends and interaction with professor.**

**2.** **What were the activities you took part in with Seidenberg for the past year?**

**Ans: LGBTQ club, donated cloths, participated in open mic event.**

**3.** **How do you currently find out about events that are taking place?**

**Ans: Through emails, school notification board outside library.**

**4.** **Can you tell me about some of the tasks you do on the Seidenberg website?**

**Ans: Used it to find out about SSN, financial aid, on-campus jobs, pace dorms, facilities provided by library, required vaccines, class registration, campus tours, courses information, academic advisors contact information, how to use blackboard.**

**5.** **Can you tell me about the last time you missed a deadline (i.e. registration, drop, bills, etc)?**

**Ans: Didn’t miss any.**

**6.** **How do you stay up to date with notices or deadlines (i.e. registration, drop, bills, etc)?**

**Ans: Professors provide the deadlines over blackboard and through emails.**

**7.** **What are some services you’ve used from Seidenberg (i.e. tutoring, mentor, advisement)?**

**Ans: Library, Pleasantville Bus, 3D printer, career services, cafeteria.**

**8.** **How do you communicate with other students in Seidenberg?**

**Ans: Through Emails, imessenger, meeting in person, watsapp, facebook, Instagram, snapchat, line, phone calls, meet in library then go to concerts, games and luncheons.**

**9.** **How do you communicate with professors in Seidenberg?**

**Ans: Through emails, meet face to face, phone calls and in lectures.**

**10.**  **Can you tell me about situations where you had to communicate with academic advisors?**

**Ans: I wanted information regarding financial aids, how to drop bridge courses, to get tips on oncampus job interviews.**

**11.**  **What do you use the Pace mobile app for?**

**Ans: To locate my class, get email id of classmates. I tried using the library and bus schedule but didn’t get information.**

**12.** **Is there anything else you would like to add or let me know regarding your experience with Seidenberg technology?**

**Ans: All the CS courses must be held in labs. Because there are so many software which I don’t have in my laptop.**

**13.** **Is there anything else you would like to add in general?**

**Ans: I haven’t received my bachelor’s degree certificate yet and every time I’ve to get that hold removed before course registration. I’ve informed them that I won’t get it for another year but I’ve to get the hold removed every semester.**

**Interview-2**

**1.** **What are some reasons why you come to Seidenberg?**

**Ans: For studies, hangout, city feels and food.**

**2.** **What were the activities you took part in with Seidenberg for the past year?**

**Ans: I’m the vice president of PISA so I keep organizing events. I participated last in the Diwali event and GFC Lubin events.**

**3.** **How do you currently find out about events that are taking place?**

**Ans: Through emails.**

**4.** **Can you tell me about some of the tasks you do on the Seidenberg website?**

**Ans: To access Pace Portal, download transcripts, check holds, faculty lookup, to get contact details of OSA.**

**5.** **Can you tell me about the last time you missed a deadline (i.e. registration, drop, bills, etc)?**

**Ans: An assignment because the deadlines were over blackboard and didn’t get any email for it.**

**6.** **How do you stay up to date with notices or deadlines (i.e. registration, drop, bills, etc)?**

**Ans: Informal communication with friends and emails.**

**7.** **What are some services you’ve used from Seidenberg (i.e. tutoring, mentor, advisement)?**

**Ans: Didn’t use any.**

**8.** **How do you communicate with other students in Seidenberg?**

**Ans: I meet them in campus.**

**9.** **How do you communicate with professors in Seidenberg?**

**Ans: Through emails.**

**10.**  **Can you tell me about situations where you had to communicate with academic advisors?**

**Ans: I met them to register for a course which was outside my curriculum.**

**11.**  **What do you use the Pace mobile app for?**

**Ans: To see my grades and find contact information.**

**12.** **Is there anything else you would like to add or let me know regarding your experience with Seidenberg technology?**

**Ans: Blackboard, Handshake and pace portal crashes a lot while using it on mobile.**

**Interview-3**

**1.** **What are some reasons why you come to Seidenberg?**

**Ans: To meet the community, to study, to meet friends and meet academic advisors.**

**2.** **What were the activities you took part in with Seidenberg for the past year?**

**Ans: I was a tutor during summer camp, worked as a student researcher under Dr. Hill and manage ping-pong events.**

**3.** **How do you currently find out about events that are taking place?**

**Ans: Through the notice board, word of mouth and emails.**

**4.** **Can you tell me about some of the tasks you do on the Seidenberg website?**

**Ans: Manage my courses, bill payments and browsing white pages for information.**

**5.** **Can you tell me about the last time you missed a deadline (i.e. registration, drop, bills, etc.)?**

**Ans: Never.**

**6.** **How do you stay up to date with notices or deadlines (i.e. registration, drop, bills, etc.)?**

**Ans: For the courses through blackboards, through professors. For other deadlines by emails.**

**7.** **What are some services you’ve used from Seidenberg (i.e. tutoring, mentor, advisement)?**

**Ans: Career services, HR, OSA**

**8.** **How do you communicate with other students in Seidenberg?**

**Ans: In person and through calls & messages. Also emails for work related communication as everything gets documented.**

**9.** **How do you communicate with professors in Seidenberg?**

**Ans: Take appointment via emails and in class.**

**10.**  **Can you tell me about situations where you had to communicate with academic advisors?**

**Ans: There was this one time before joining school, I asked the counselor for waiving my core subjects.**

**11.**  **What do you use the Pace mobile app for?**

**Ans: To check the courses, grades and track classroom.**

**12.** **Is there anything else you would like to add or let me know regarding your experience with Seidenberg community?**

**Ans: I think we lack a public portal for students to post at regarding non academic things like pictures, stories etc.**

**Interview-4**

**1.** **What are some reasons why you come to Seidenberg?**

**Ans: To interact with seniors, to study, to meet friends.**

**2.** **What were the activities you took part in with Seidenberg for the past year?**

**Ans: I worked as a tutor for data mining.**

**3.** **How do you currently find out about events that are taking place?**

**Ans: Handshake and posters in the lounge.**

**4.** **Can you tell me about some of the tasks you do on the Seidenberg website?**

**Ans: Accessing blackboard, registering for courses, downloading tools and research about professors.**

**5.** **Can you tell me about the last time you missed a deadline (i.e. registration, drop, bills, etc)?**

**Ans: Never**

**6.** **How do you stay up to date with notices or deadlines (i.e. registration, drop, bills, etc)?**

**Ans: Pace emails, Handshake notifications and notifications from academic advisors.**

**7.** **What are some services you’ve used from Seidenberg (i.e. tutoring, mentor, advisement)?**

**Ans: Career services, workshops and counseling center & OSA.**

**8.** **How do you communicate with other students in Seidenberg?**

**Ans: Emails, phone calls and social media.**

**9.** **How do you communicate with professors in Seidenberg?**

**Ans: Emails and meeting them during visiting hours.**

**10.**  **Can you tell me about situations where you had to communicate with academic advisors?**

**Ans: To drop my course.**

**11.**  **What do you use the Pace mobile app for?**

**Ans: Daily updates, announcements and grades.**

**12.** **Is there anything else you would like to add or let me know regarding your experience with Seidenberg community?**

**Ans: The atmosphere is very friendly.**

**Interview-5**

**1.** **What are some reasons why you come to Seidenberg?**

**Ans: To attend classes, meet colleagues and sometimes library during exams to study**

**2.** **What were the activities you took part in with Seidenberg for the past year?**

**Ans: Attended the Diwali celebration, AI workshop**

**3.** **How do you currently find out about events that are taking place?**

**Ans: Emails and professors.**

**4.** **Can you tell me about some of the tasks you do on the Seidenberg website?**

**Ans: View my curriculum, immunization information, fee payment, pace portal to view grades, browse professors, apply for on campus jobs**

**5.** **Can you tell me about the last time you missed a deadline (i.e. registration, drop, bills, etc)?**

**Ans: I paid my spring fee late because of the fall exams the deadline slipped my mind.**

**6.** **How do you stay up to date with notices or deadlines (i.e. registration, drop, bills, etc)?**

**Ans: Via emails and checking blackboard.**

**7.** **What are some services you’ve used from Seidenberg (i.e. tutoring, mentor, advisement)?**

**Ans: Academic advisors for getting my resume reviewed.**

**8.** **How do you communicate with other students in Seidenberg?**

**Ans: Phone calls, in library, lounge, classes, social media.**

**9.** **How do you communicate with professors in Seidenberg?**

**Ans: Via emails and in class.**

**10.**  **Can you tell me about situations where you had to communicate with academic advisors?**

**Ans: Yes, for getting my resume approved.**

**11.**  **What do you use the Pace mobile app for?**

**Ans: To check roster, class number, grades.**

**12.** **Is there anything else you would like to add or let me know regarding your experience with Seidenberg community?**

**Ans: I’ve found them very helping.**

**MOSCOW Model**

**Must Have**

1. Classified Section for selling books, other things and house search
2. The home page must show today’s events
3. Students can add on the event if they’re “Going”, “Interested” or “Not Going” directly from the homepage fliers
4. Pop up notifications for deadlines or running texts over as footer or somewhere on the homepage
5. Profesor look up which contains their name, specialization and the classes they take

**Should have**

1. Section where you can schedule appointment with the academic advisors
2. Academic calendar and Bus Schedule
3. Section where students can share their stories, blogs, pictures etc..
4. ‘stories’ from events and lounge
5. Weather alert on top

**Could Have**

1. Campus maps and portal to register for campus tour
2. Library Books lookup
3. Database which contains all the classes, their timings, location, student roster and professor name
4. Push notifications suggesting if tutors or advisors have availability
5. Place a beacon at lounge entrance: Create a space where we display the name of the students present in the lounge at the moment and their time of entering the lounge

**Won’t Have**

**Scenarios/Tasks**

1. You are a seidenberg student and you are interested in viewing and signing up for an event.
2. You are at an event at the Seidenberg lounge and want to add a “story” (either video or photo) of the event for other students to see.
3. You are a Seidenberg student and you have some questions regarding the upcoming semester and want to make an appointment with an academic advisor.
4. You have an upcoming exam for java class and you want to know the tutoring hours for the java tutor.
5. The fall semester has just finished and you no longer need your textbook so you want to use the app to sell your Java textbook.
6. You noticed someone is attending an event that you are also interested in going to, and are interested in chatting with them.
7. While using the app over time you realized you use some things more frequently than others, so you want to customize the footer/navigation bar of the app.
8. You have some free time this semester so you are interested in volunteer opportunities available at Seidenberg and want to know more or sign up.

**Trends:**

1. Students think the corner box is a mail symbol when it is actually a profile photo. Must make it prominent in digital prototype.
2. Students believed that words on tutoring page and calendar were clickable. Particularly, when scrolling and clicking through tutors they believed it filtered the calendar to show that particular tutors hours.
3. Students were unable to understand what “threads” meant and became stumped when question 5 was mentioned or unable to continue. When changed to Classifieds/Threads they were able to pick it by guessing.
4. Students were confused between JOIN and POST after entering a thread.
5. Students believed when scrolling through the academic advisors that it would filter the calendar to show only the chosen advisors availability.
6. Students don’t use filters on the advisor calendar because they aren’t sure what it is even though they see it, or they believed clicking on advisor scroll would be good enough.
7. Students were not sure about the chat symbol (what it was) and went to friends profile to click chat instead of directly.
8. It took longer than 30 seconds for students to figure out how to customize the footer of the app. Need to make more prominent or obvious were their comments.
9. Half students were able to figure out how to edit widget but other half looked for a secondary option of having a settings page)
10. Students were unclear about symbols on chat next to friends (o, !!, filled in circle)