

PLUSME

Role | UX Researcher, UI Designer
Tool | Research, wireframes, visual design



Problem

Students often encounter problem with their school life, such as class selection, forming study groups in an unfamiliar department, or sometimes forgetting about a test or homework. However, most of these information come sporadically from the media, making it difficult to obtain them at same time.

Solution

PLUSME integrates several features that students need in school. With the app, students can see their upcoming events, such as assignment deadlines or approaching tests. Moreover, they can explore their peers' summaries and experiences in specific classes, and make comparisons against similar classes. In addition, they can chat with others in the same class through the app, and form groups if needed.

Design Process

- **Persona & Storyboard**
Defined the problem and scenario.
- **Define Features**
- **UI flow & Wireframe**
- **Evaluation**
Focused on flow and features.
- **High-fidelity prototype**
- **Usability Test**
When subjects use the app, I measure time and record their problems. After the experiment, they should fill in a questionnaire, assessing usability.
- **Concept Video**
Used Lego species to demonstrate scenario and interfaces.

Persona

Katherine / 19 years old

Background

A freshman who majors in engineer but also is interested in literature.



Personality

Shy, hardworking, independent

Pain

She cannot find summaries or experiences about literature classes. Also, she need to finish group assignments, but she does not know anyone in the class.

Jason / 20 years old

Background

A sophomore who majors in science and is busy with extracurricular activities.



Personality

Energetic, ambitious, friendly

Pain

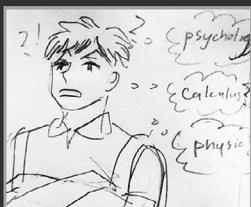
He participates in many extracurricular activities. However, as a computer science student, he is usually busy with assignments and tests, and find it difficult to memorize all of his deadlines.

Storyboard

Scenario 1



Every semester, students select their own classes



Although students read course information, they do not know if they should take the classes or not.



They may ask senior students or classmates about their experience in specific classes.

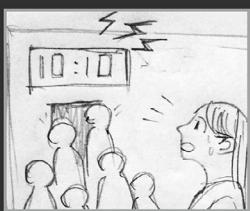


Yet, their opinions sometimes are not reliable.



Finally, students still do not know which class they should take.

Scenario 2



Students sometimes forget their own classroom or course information when a new semester starts.



Moreover, they may forget their tests or assignments.



It is difficult to memorize all of their schedules.

Scenario 3



When students take classes in other departments, they are usually unfamiliar with students in the classes.



Usually they find it very hard to start a conversation with strangers.



However, they have to form groups and finish group assignments.



Even if they ask other students, they still cannot join any group.



They do not know how to deal with the problem.

Features

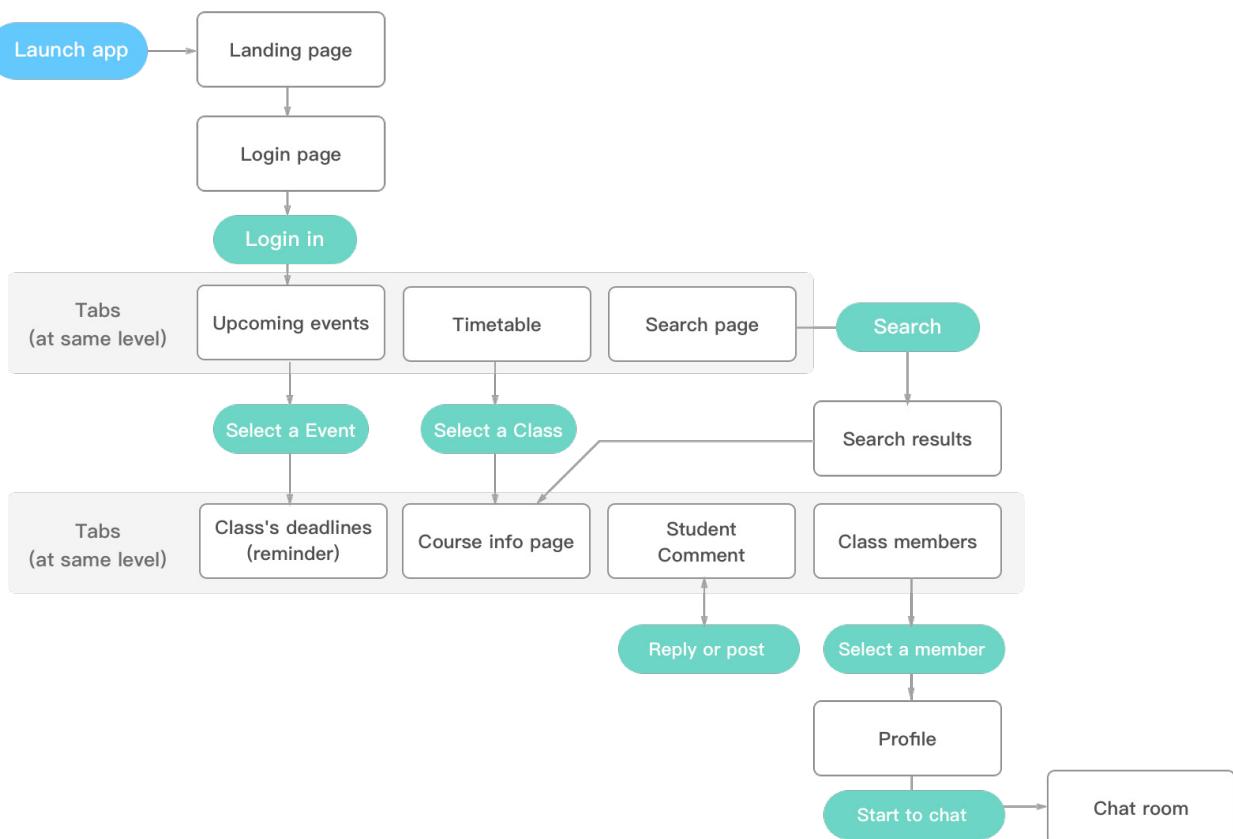
This project is based on a smart school website, NCTU Plus, for which I served as designer and developer. On NCTU Plus, students can find course information and comments provided by former students. I created PLUSME and focused on user experience in mobile device, integrating timetable, real-time events, and chat room features into the app.



PLUSME ▶ Upcoming Events Course Information and Comments Timetable Chat Room

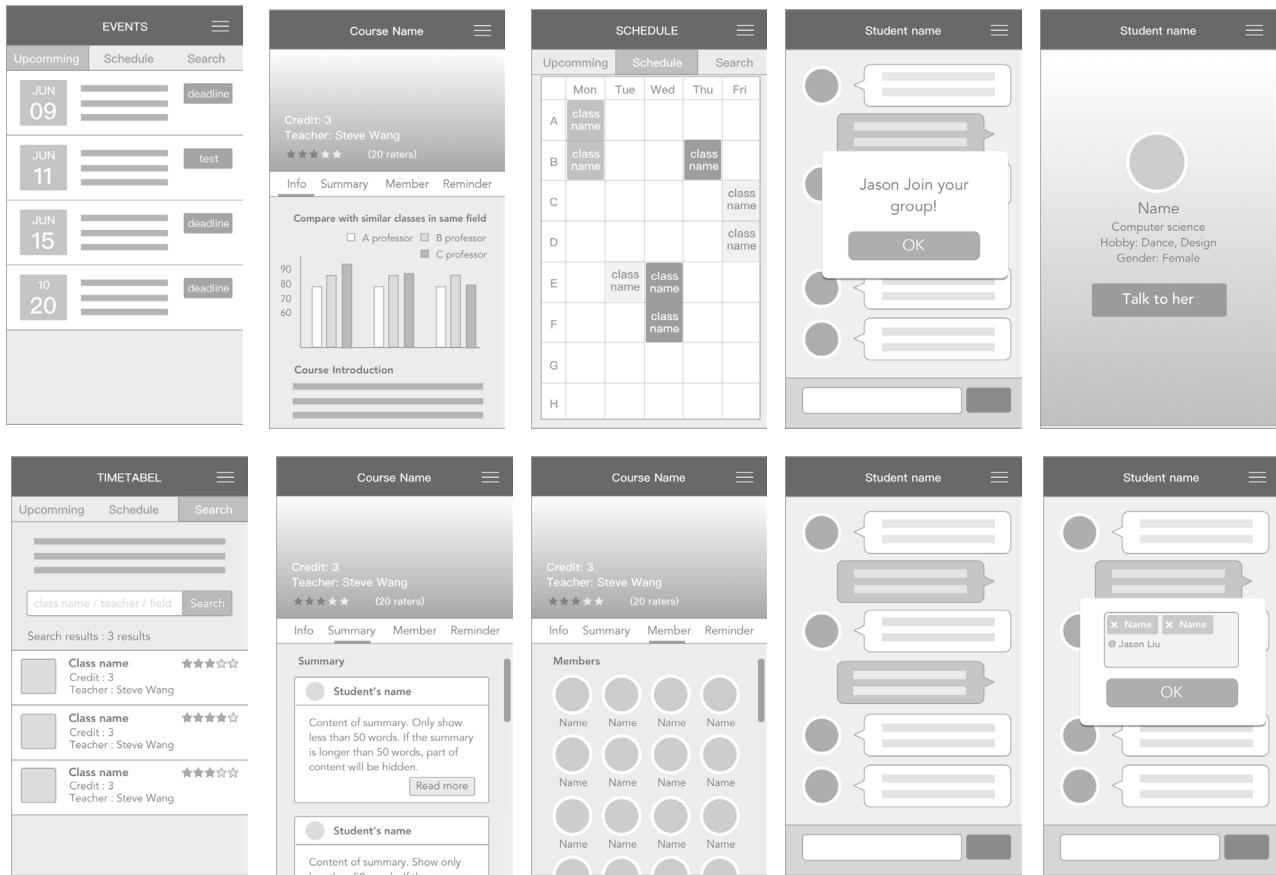
UI flow

I use a UI flow chart to organize information architecture.



Wireframes

I use Sketch and Illustrator to create wireframes

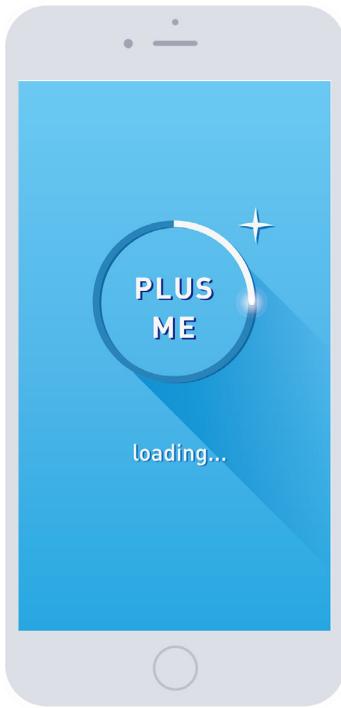


Evaluate Functions and Flow

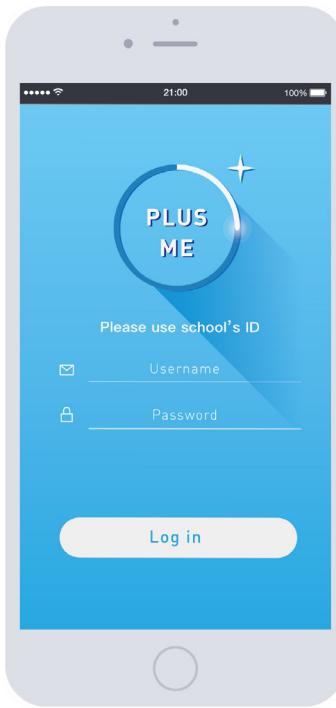
After I finished wireframes, I use POP to transform the wireframes into a real working prototype. I selected 3 tasks and 2 users to be tested in order to identify usability problems, during which the user is probed to explain their expectations and problems. Following that, I found that the chat room's interface was a little confusing so I simplified the interface after considerable evaluation.



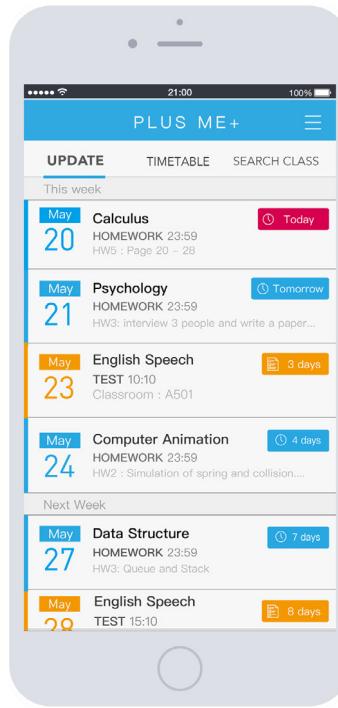
High-fidelity Prototype



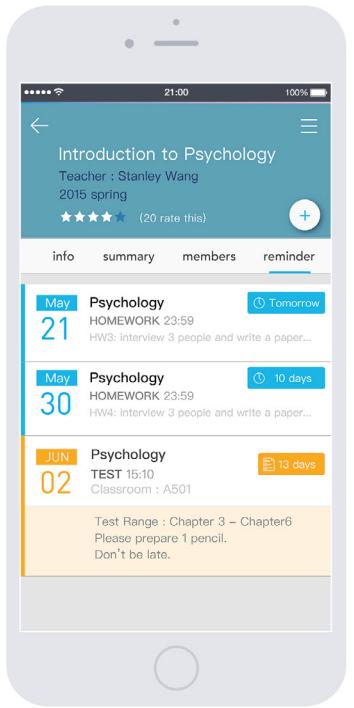
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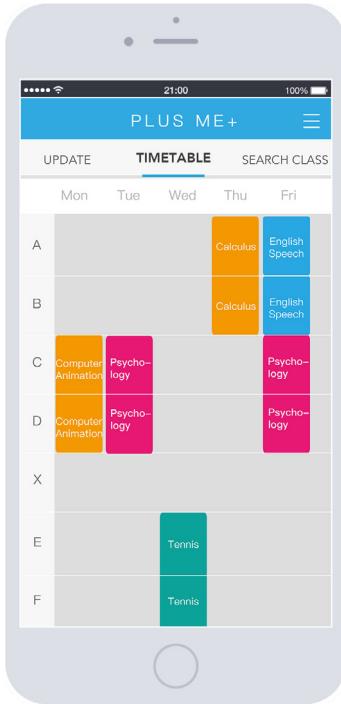
Login Page



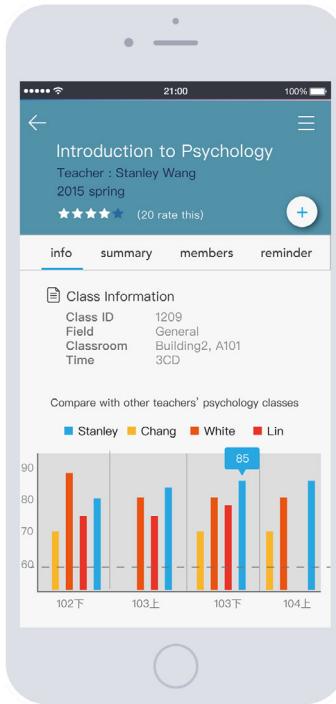
Main Page: Upcoming Deadlines and Tests



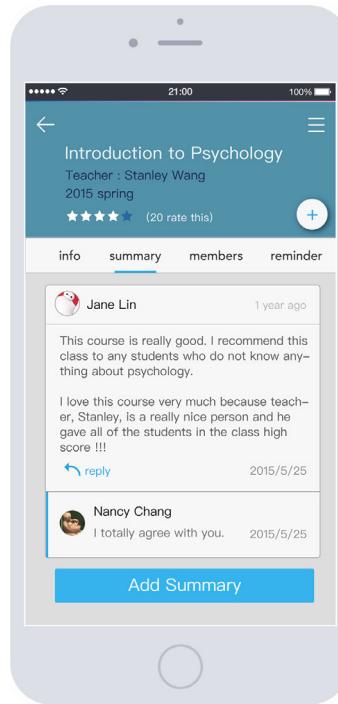
After clicking on an upcoming event, the user is directed to a course reminder



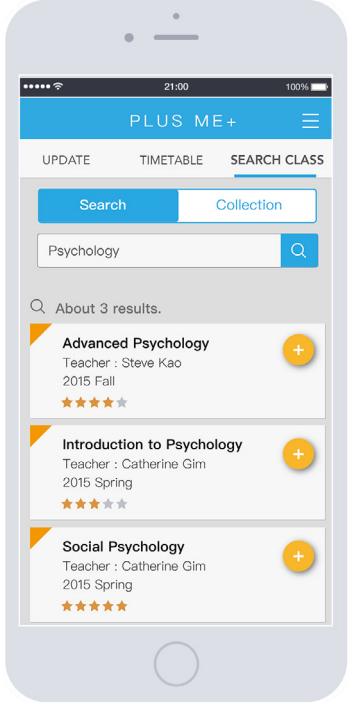
Course Timetable



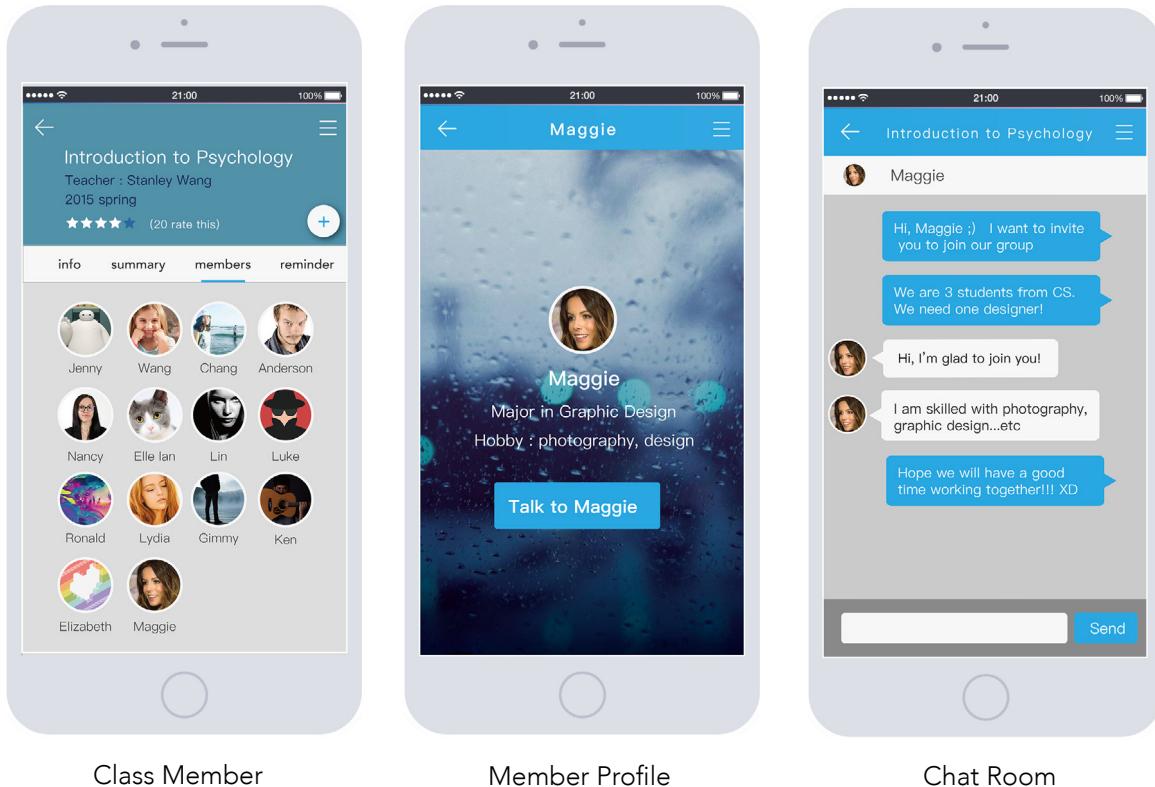
Course Information



Students' Summaries and Comments on the Class.



Search for classes



Class Member

Member Profile

Chat Room

Usability Test

I assess *learnability, satisfaction, and effectiveness* of PLUSME by making up 3 task-scenarios and asking 6 subjects to accomplish the tasks. I kept records of the problems they encountered while using the app and measured the time they spent on each tasks.

Task Scenario 1

It is a busy day with 7 classes on the schedule. You want to check your assignment deadlines for your psychology class. Also, you want to make sure when your final-exam is.

Use PLUSME to find out these information.

Task Scenario 2

You major in literature. You are also interested in business, but you know very few people in the department. You want to learn more about several classes in that department.

Use PLUSME to find out summaries and comments.

Task Scenario 3

You take a course in another department. You don't know anybody in the class, but the instructor asks you to complete a group assignment. Students who sit next to you have already established their teams.

Look for potential teammates for your assignment by using PLUSME.

Result ▶

From the evaluation, I discovered that most of the users can easily find out the upcomming events and course's summaries. However, since the members' list is at third level, one user spent double time on searching for the members' list.

Concept Video

I made a Lego animation to demonstrate scenarios and introduce the concept of PLUSME. To elaborate its features, I created 4 sub-stories.

