

1. User Interviews

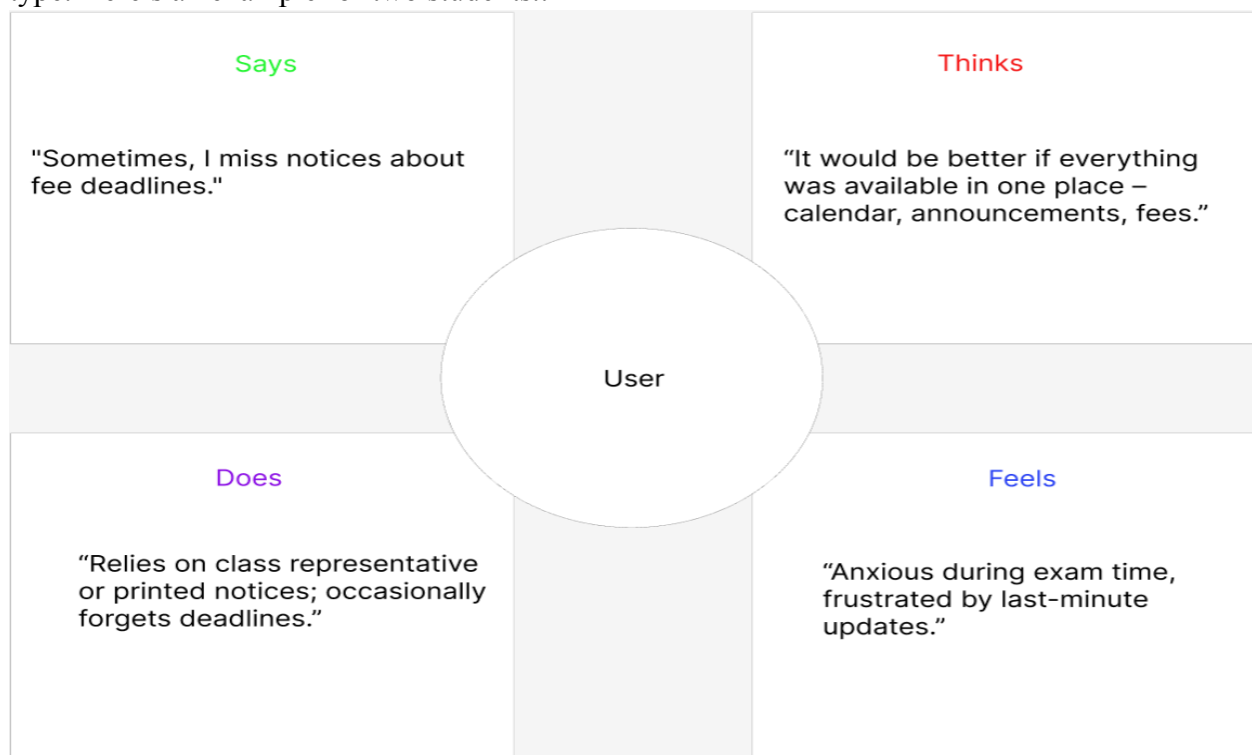
User interviews are crucial in UI/UX design as they provide direct insights from real users. For the **School Management System**, interviews with students, parents, and school staff helped uncover key pain points.

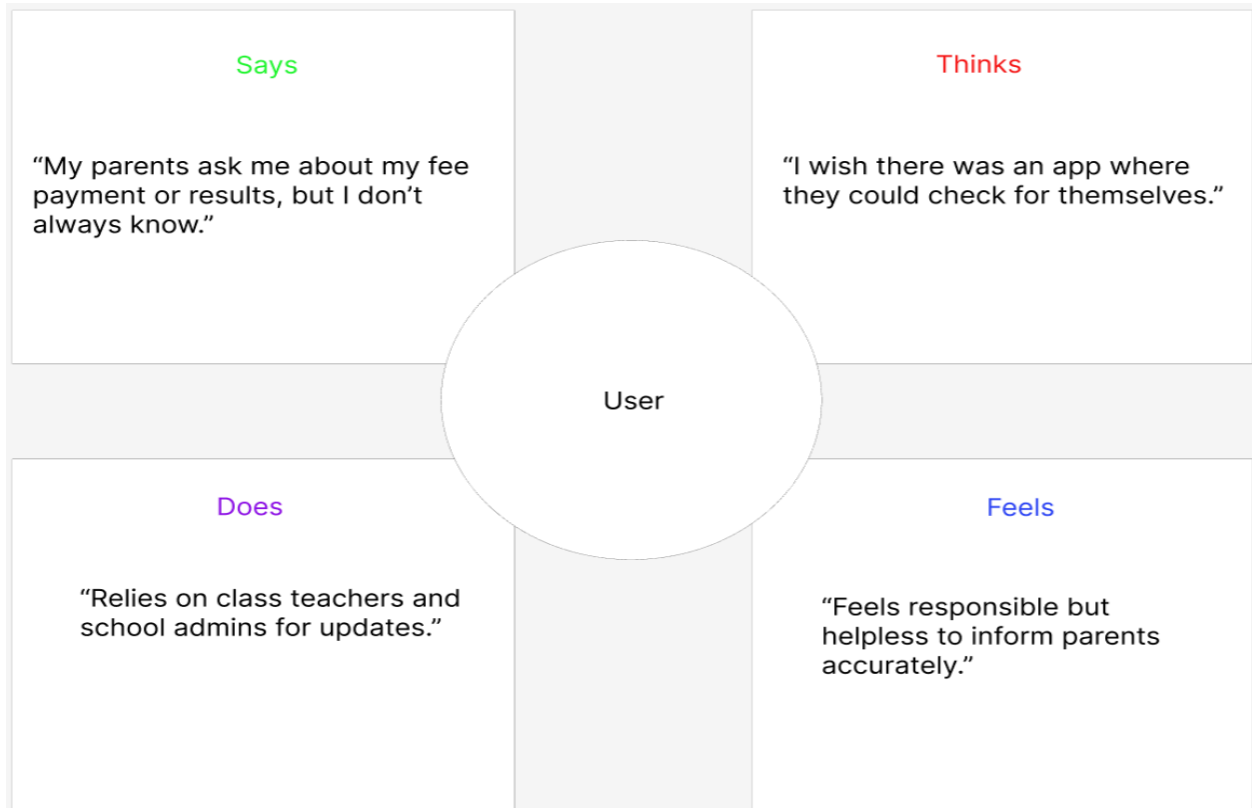
Why They Matter:

- **Understand User Needs** – To know what information and services users expect from the system.
- **Identify Challenges** – Uncover issues like delayed fee payments or communication gaps.
- **Get Clear Feedback** – Real conversations reveal struggles that surveys might overlook.
- **Design with Purpose** – Helps create a system that supports students, parents, and staff efficiently.

2. Empathy Map

After conducting interviews, insights were organized into empathy maps for each primary user type. Here's an example for two students.:





3. User Personas

After my empathy map now it's to move with User personas which is a fictional user who represent the needs, goals, and characteristics of larger groups:



Age: 24
Education: Degree
Hometown: Thimphu
Family: Lives with Friend
Occupation: Student

“Every student deserves a system that supports their success.”

Goals

- To access personal details.
- No need to remember everything.
- Easy to use.

Frustrations

- Difficulty to remember.
- Confusing with informations.
- Extra work for the class representative.

A hardworking student who juggles academics and extracurriculars. She relies on the school system for accessing timetables, grades, and notices efficiently.



Age: 24
Education: Degree
Hometown: Thimphu
Family: Live with student
Occupation: Student

“Student management isn’t just about records — it’s about unlocking potential.”

Goals

- Manageable.
- Timely information when needed.
- Accessible information.

Frustrations

- Sometimes a communication barrier.
- It is difficult to manage a information.

A tech-savvy student who prefers using mobile apps for school tasks. He often misses deadlines due to lack of timely updates and unclear task tracking.

4. User Journey Map

A user journey map is the series of experiences the user has as they try to achieve our goal. These maps showcase key pain points and areas for improvement that designers can address in their designs. This is how I have created for my **Project**:

User 1:

Action	Action 1	Action 2	Action 3	Action 4
Task List	A. Check the classroom notice board. B. Asks class teacher.	A. Confirms exam schedule. B. Asks friends for updates.	A. Sees printed fee notice. B. Forgets the due date.	A. Get a reminder at the last moment. B. Rushes to pay fees.
Emotion	Positive: Gets help from teachers. Negative: Misses details.	Positive: Confident with info. Negative: Confused if schedule changes.	Positive: Notices fee deadline. Negative: Overwhelmed by other tasks.	Positive: Pays fee on time. Negative: Stressed about deadlines.
Opportunities	Add calendar and reminders in the app.	Sync schedule updates with push notifications.	Show fee deadlines with alerts.	Allow online fee payment options.

User 2:

Action	Action 1	Action 2	Action 3	Action 4
Task List	A. Learn about fees from the class teacher. B. Write a letter home.	A. Tries to call parents via the warden's phone.	A. Waits for parents to respond.	A. Informs the teacher when the fee is paid.

Emotion	Positive: Learn quickly. Negative: Struggles with communication.	Positive: Talks to parents. Negative: Cannot explain well.	Positive: Gets response. Negative: Delay in confirmation.	Positive: Fee is paid. Negative: Confused if late.
Opportunities	Allow parents to track info via app.	Add parent-specific notifications.	Add message features for communication.	Auto-alert when payment is received.

5. Problem Statements

Sagar's Problem Statement:

Sagar, a RUB student preparing for board exams, often misses out on important updates like exam schedules or fee deadlines because there's no centralized platform. He needs a reliable system to access all school-related information in one place to reduce last-minute stress.

Dal's Problem Statement:

Dal, a boarding student in RUB, finds it hard to inform her parents about academic updates and fee payments due to limited communication. She needs a system where her parents can directly track her progress and payment details.

6. Hypothesis Statements

- **Sagar:**

If Sagar uses a centralized school management app, then he can stay updated on academic deadlines and reduce the risk of missing important events.

- **Dal Bdr:**

If Dal's parents have access to a parent portal, then they can monitor her academic and fee status without relying on her updates.

7. Goal Statements

- **Sagar's Goal Statement:**

Our school management system will provide real-time academic updates, fee deadlines, and alerts to students like Sagar. Effectiveness will be measured by reduced missed deadlines and increased on-time fee payments.

- **Dal's Goal Statement:**

The system will offer a parent portal allowing guardians to track their child's academic progress and fees. Success will be measured through increased parent logins and reduced school-parent communication delays.

8. User Interview link

<https://drive.google.com/file/d/1uOssjGrKwSjx4rsHp6440jABt7g821Sj/view?usp=sharing>

9. Competitive Audit Link

<https://drive.google.com/file/d/1T9ZwT7R8J63GXsNl3eD50o87ID-AGiMY/view?usp=sharing>

10. User Research link

<https://drive.google.com/file/d/1jmb70EEp72Rl7aOBKKxVLMndYGjEomPm/view?usp=sharing>

11. Low-Fi Wireframe link

<https://www.figma.com/design/Zbyga6Q5wrsqhOjQkhUPdX/School-Management?node-id=5-2&p=f&t=H0hBvYFca2mmIxxu-0>

12. High-Fi Prototype link

<https://www.figma.com/design/Zbyga6Q5wrsqhOjQkhUPdX/School-Management?node-id=0-1&p=f&t=H0hBvYFca2mmIxxu-0>