



NOVA SCHOOL OF
SCIENCE & TECHNOLOGY

Interação Pessoa-Máquina
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Nova Booking

Stage n: 2



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Problem Description

The goal of our application is to solve some problems students and professors face at FCT. Some of the tasks are currently impossible to accomplish with the current tools, and others are possible, but the tools used are very incomplete and not well designed.

- If the user is looking to rent an individual office at the library, CLIP is the only option available. However, it's not very user-friendly and has an unintuitive interface. To rent an office, users have to navigate through numerous menus, which can be confusing and overwhelming. Additionally, if the user doesn't know what office number is associated with an office, it can be difficult to locate the physical office.
- In case the user wants to rent a book from the library, they have no online option. The process must be completed in person. However, our application will help make it easier for the user to locate the necessary equipment on campus. Despite this, the user will still need to physically go to the campus to obtain the book.
- If a user wishes to rent a classroom or lab (outside of the library), there is currently no available option. However, our application aims to assist students and professors in renting the many classrooms and labs on campus, providing information on the location and allotted time for each rented space.
- In case a user wants to rent materials, there is currently no available option, which can be problematic for students who want to expand their learning outside of class but lack the necessary equipment. Our application aims to solve this issue by providing rental options for select materials within each department.
- It is difficult for new students to navigate the campus due to the lack of a clear and organized campus map that can show where the user is and how to go to where they need to go.

User Analysis

Age: The target population consists of students and professors where the ages usually stand between 17 and 66, both male and female.

Training: In a university, people tend to have a higher level of education compared to the global population and it is expected for them to have a basic understanding of browsing the web since they need it to work every day. New students and teachers might struggle with the map since they still don't know the campus yet, but it's inevitable.

User classes: Students, teachers.

Task Analysis

1. Login

Users are exclusively associated with NOVA, so a login is required and as such when pressing the login button they will be redirected to the CLIPs login page and if it succeeds it redirects them back to the website and the user is in.

2. Book classrooms

Users can book a classroom for whatever activity they intend to do, like give a presentation, host an event, host a competition, etc. They can do this by selecting the building on the map, then the floor and finally the classroom, and its time period if it's available.

3. Borrow material/books

Users can borrow material for whatever activity they intend to do, like a personal project with an arduino or a science experiment with an erlenmeyer flask, a beaker and a stirring rod. They can do this by selecting the building on the map, going to the material tab and searching for what they need and book it by choosing the starting time and for how long. If the intent is book requesting, the library must be chosen, next the book section and finally its day of pick up and for how long.

4. Book rooms in the library

Users can book rooms in the library like the auditorium, a group project office, an individual work office, the "preguiçodromo" and the multipurpose room. They can do this by selecting the library in the map, then the type of room and a floor map will be shown to visually aid and show availability, finally the time stamp must be set.

5. View the campus' map

Users can have the goal of simply looking up the location of a certain classroom or building and in order to do that they can use our campus map to search for the intended location.

Scenario Design

“Say I, a student, want to find the classroom 2.119 for my class. I don’t remember which building is number 2, much less where room 119 is. The campus’ map on Google Maps is too cluttered and I always struggle to find what I want. I don’t understand why every marker has to be shown when I only want to know where my next class is.”

“Say I, a student, want to rent a book from the campus’ library. I know the book’s author and title. I don’t remember where that book’s section is, so I need to go look for it. Then the books may not be in alphabetical order so I need to check them individually to know if it is the book I am looking for. It can take a lot of time, some sections might be huge. In the end I can’t find the book I am looking for.”

“Say I, a student, want to rent a private room to study. I may take a minute or two through the process due to CLIP’s slow loading times. When on the reservation screen, the rooms do not follow the order of the list (the left-most room, from the user’s perspective, is the room with the highest number. Some rooms have outlets, some don’t. There is even a room without any doors! I may want to know what my last rented room was because I may have really liked that one.”

Interviews Summary:

Students: Some students don't even know that you can make a study room reservation in the library, others know that you can make one but don't know where in "Clip", some know where in "CLIP" but complain about the rooms always being taken and needing to make a reservation 2 days in advance, because of the 3 only time stamps you can choose from and also were annoyed that they can't see where the room are located. All students would like to view and search easily all the books available in the library, instead of going there physically going shelf after shelf in each room and floor.

Teacher: It's very difficult or almost impossible for a teacher to change classrooms at the moment of a class because of a projector malfunction for example. They need to make a request and it takes time to be accepted by a person and usually it's only made for permanent changes.