

UQ Club Hub

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Domain

Active Communities

UQ Club Hub fits within the domain of Active Communities. It aims to promote a sense of community within the University of Queensland, and bring people together through participation in events, conversations, and membership. In summary, the application will aim to:

- Connect like minded people
- Coordinate action around activities
- Provide constant interaction
 - Noting that membership dynamics may change yearly, as this is the time period membership generally spans
- Allow for management of membership by executives
 - By exerting management permissions as part of the community

Social Technology

UQ Club Hub is a social technology. It facilitates communication and action between members of the UQ community who have decided to join a specific club or society. It also promotes social activity by providing a platform for locating clubs and societies within the university, and finding out more information about what they do, a function which is currently limited to an alphabetised list or physically seeking out the club.

The application will fit within the broader context of social technology. It will facilitate communication between individuals and groups, along with facilitating human in-person interaction (for example through the provisions for organising physical events at an agreed location).

Problem Space

Challenge

Current systems employed by clubs at the University of Queensland have no central repository for information, and each club utilises their own choice of methods for management, member communication, and event organisation. Clubs are overseen by the UQ Union, however, there is no online system short of an alphabetised list of club names to gain information from or communicate with clubs. A requirements gathering survey of 45 current members or executives of clubs and societies within the University found the following:

- Facebook (97.8%), Slack (28.9%), and Email/Mailing Lists (55.6%) were the primary methods of communication used by clubs
- The effectiveness of using these methods for the majority of club operations is in question, with 28.9% of respondents stating they had missed out on information about a club with these methods being used; and 48.9% having missed out on an event because they do not use the primary form of communication adopted by the club (e.g. the member does not have Facebook, and the club primarily communicates through a Facebook group)
- A common theme within responses from club executives was that utilising platforms such as Facebook to communicate with their members was becoming problematic, as the reach of their posts is continually decreasing.
- Another problem mentioned was that Facebook is considered an informal response platform, and gauging attendance numbers for events is unreliable at best.

Ideal Solution

Our ideal solution aims to overcome the limitations, and combat the negative experiences of current systems employed by clubs at the University. It is an in-situ community (within The University of Queensland) which will coordinate membership, information, and one-stop management and interaction with clubs and societies at The University of Queensland. It proposes to consist of the following features:

- Browse clubs (search for particular clubs/type of club)
- Join a club (each club would have something similar to a Slack server)
- Allow membership payments
- Event notifications/calendar/feed (for clubs the user is a member of)
- Custom Permissions - Member/Public/Executive/Admin (for UQ Union)
- BBQ roster (Would be located within Executive area)
- Create events (For executives - or anyone they grant permissions to)

Ideally, the application will take the benefits of platforms currently in use, for example, the collaborative nature of platforms such as Google Drive, the communicative nature of Slack, and the egocentric nature of Facebook; and combine these into one purpose built solution.



Communicate



Collaborate



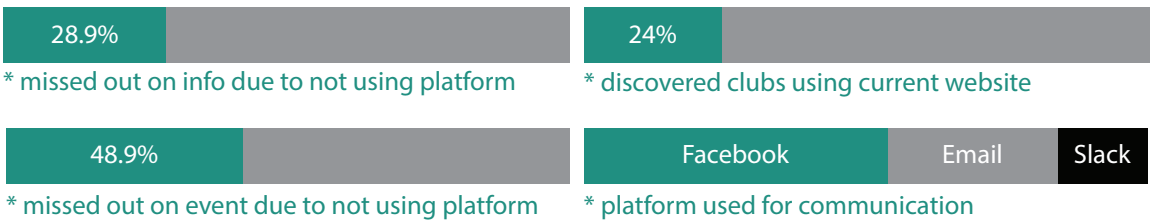
Connect

Process

Research

Our research into the problem space took place via the following methods:

- Academic Research
 - Into social theory, and the use of social media platforms
- Interviews
 - With current members of the UQ community who are club members/executives
 - This uncovered pain points associated with current systems from an organisational perspective
- Questionnaire
 - 45 Respondents:



Design Process

The design process has consisted of three iterations consisting of requirements gathering, development and user testing. It has followed the below process:



Academic Research



Questionnaire



Initial Mockup/User Tests



Interviews with Executives



Attempted Contact with Union



User Testing/ Additional Questionnaire

Summary

Current State

The current prototype has the majority of major features implemented. Users are able to browse clubs, join a club, and view events for that club. Permissions have been set up so that different levels of access can be provided depending on the user's role within clubs. User's can view events they want to attend through the implementation of the Google Calendar API. Users are able to register with the website, and sign in using their chosen credentials, providing they register using a University of Queensland assigned student email.

Future Work

Some features are not yet fully implemented due to the application still being within its prototype phase of development. Future sprints should see the implementation of a payment system for each club, so that users can sign up for membership. Each club would have their own payment details. The calendar application should be implemented as a native calendar, unique to each club, rather than the current generic Google Calendar. Additionally, security features need to be set up, as permissions are currently hard coded.