

Fontys Student App



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TABLE OF CONTENTS

<u>Cycle 1:</u>	3
Part 1: User study	3
Topic	3
Target Users	3
Personas	3
Survey	5
Interview	5
Data analysis	6
Summary	9
Part 2: Design	9
Card sorting	9
Paper prototype	10
Interactive design	10
Part 3: User testing	10
 <u>Cycle 2:</u>	 11
Part 1: User study	11
Topic	12
Target Users	12
Personas	12
Survey	13
Interview	14
Data analysis	14
Summary	14
Part 2: Design	17
Card sorting	17
Paper prototype	18
Interactive design	19
Part 3: User testing	19

Cycle1:

Part 1: User study

Topic

Our team came up with an idea of making a better version of an already existing Fontys App. We found that the Fontys App we used now is not international student-friendly because the interface is in dutch. What's more, the software features are not convenient enough for users. Sometimes it shows a white page and some buttons suddenly don't work. Our team is interested in improving functions for the Fontys App and improving the experience of students to be better than the existing app.

Target Users

The target users for this specific Fontys application consists of all Fontys students with different professions. These users are students who would like to use an app to view their schedules, plan meetings and see details of school activities.

Personas



Aleksandar Stognov

Age 23 years old

Nationality Bulgarian

Field of study Electrical Engineering

Background info Aleksandar is an electrical engineering student at Fontys. He has been studying at school for three years. Unfortunately, although he already worked hard, he failed a lot of subjects. In order to catch up, he always needs to go to different classrooms to attend classes from different grades. Sometimes teachers will change

the time of the classes so he has to check the schedule everyday. He is really confused by the information on the Fontys App because he cannot understand Dutch.

Motivation Accessibility, Clarity,

Goals View schedule, view grades

Erika Stasionytė

Age 22 years old

Nationality Lithuanian

Field of study International Business

Background info Erika is a business student from Lithuania. She wanted to go to the Fontys because it's the school her cousin graduated from. She is an avid user of mobile apps and spends a lot of time on her phone. She is a good student and likes sending her grades to her grandma in Lithuania. When she graduates from the Fontys she wants to work at an international company and travel the world.

Motivation ambition, accomplishments

Goals View grades, view EC's, easy useable app



Bao Khanh Đỗ

Age 27 years old

Nationality Vietnamese

Field of study Mechanical Engineering

Background info Bao is a busy student at Fontys. He is involved not only in obligatory, but also in different activities in Fontys like events. He needs to plan a lot of things ahead, that's why he's really interested in developing better Fontys student application.

Motivation hard-work ethic, impact in different aspects of life

Goals planning, organise big events, being involved in student life.

Survey

1. On the scale from one to ten, how much do you like the current fontys app's efficiency?
2. How often do you use the fontys app ?
3. Have you encountered some problems in current fontys mobile application?
4. Would you like to use fontys schedule in your mobile phone?
5. Would you like the application to have a function to schedule meetings?
6. Do you like the application to have different language options?

Interview

Questions:

1. Do you use the Fontys Student App?
 - a) People answer yes.
 - b) People answer no.

Questions for scenario A:

1. What do you like about the app?
2. What do you dislike about the app?
3. Have you encountered any bugs in the app?
4. Is there something missing in the app?
5. Would you like it if the app had a function that would make it easier to schedule meetings?

Questions for scenario B:

1. Would you like to have easy-accessible Fontys schedule on your phone?
2. Would you like to schedule meetings on your Fontys calendar?
3. Is there anything which may improve the app? If so, what changes would you suggest?

Interview videos:

https://drive.google.com/file/d/1csR8VrGTk-9ZywEI4_bFvojNnYSUfEJi/view?usp=sharing

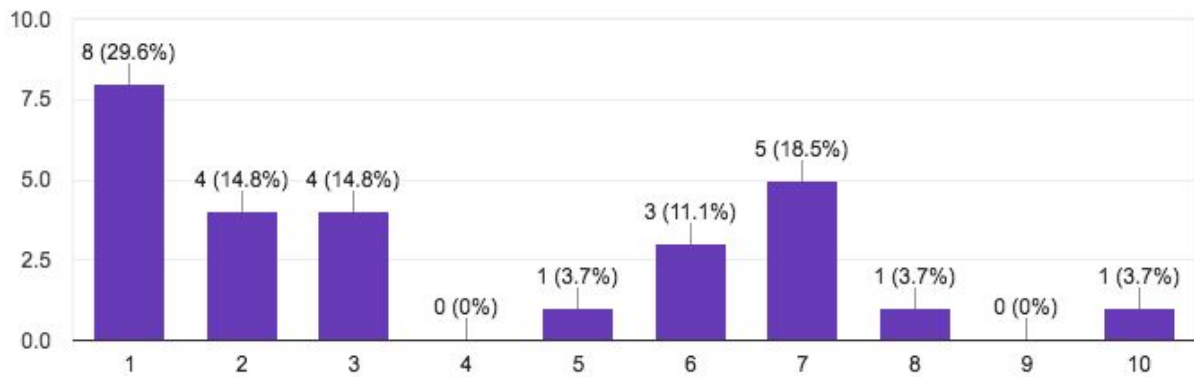
<https://drive.google.com/file/d/1uljf39cHSJEzruYZqgUyKc559PYcXN6K/view?usp=sharing>

https://drive.google.com/file/d/1zH4Pf0NYgQum9zdseWzoNK2_e-B9WAGL/view?usp=sharing

Data analysis

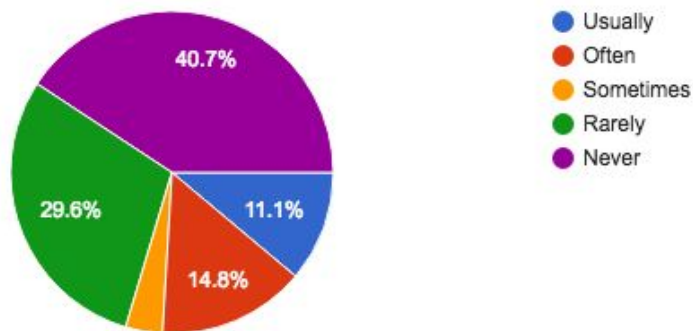
On the scale of 1 to 10, how much do you like the current Fontys app design?

27 responses



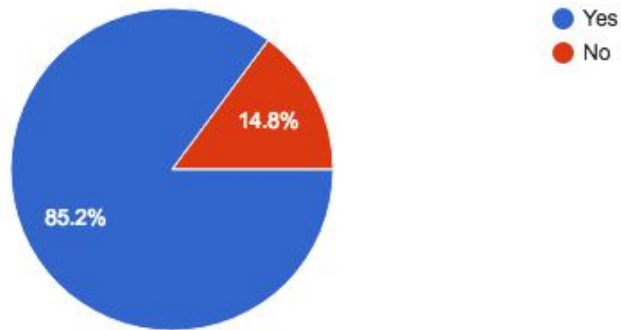
How often do you use the Fontys app?

27 responses



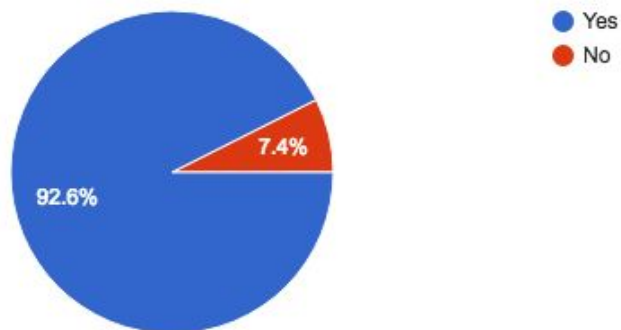
Would you like to use easy-accessible Fontys on your phone?

27 responses



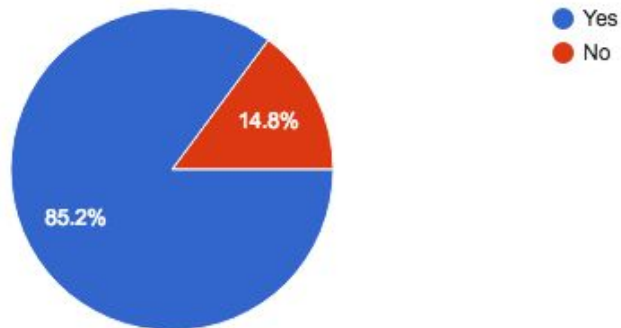
Would you like a application have a function to make it easier to schedule meetings?

27 responses



Do you like the application to have different language options?

27 responses



Have you encountered some problems in current Fontys mobile application? If yes, what kind of problems is that?

18 responses

lag
bad design
best app ever
Screen freezes and buttons do not work
Sometimes the app shows white page and no button works...
Yes, I couldn't see my schedule, only blank page
hard to login
I have Nokia phone
no
They do not support thiendia.com
The language is the biggest barrier ;-;
Usually crash (40% of the time)

Some options don't show any information

I have to log in everytime I open the app. it is eventually fixed but the user interface quite bad

The app has no function that allow user to change the language.

it doesn't have English

Không có tiếng Việt.

No

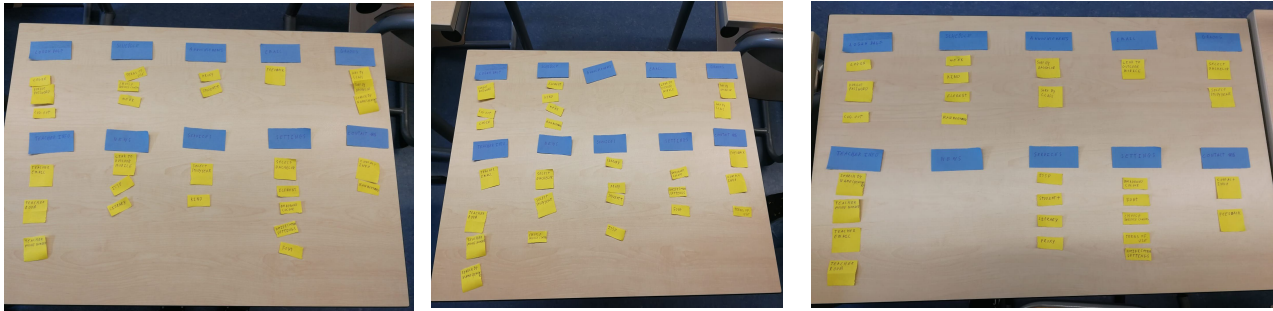
Summary

Based on a preliminary analysis of the results of our questionnaire and interviews, we came to the conclusion that most students do not like the existing Fontys App because of the bad design. And most of them also want to have a new Fontys App that can help their campus life more convenient. What is more, since there is many people who weren't using Fontys App, we believe that there might be a lot of improvements for us to make a better version, in order to attract new users.

Part 2: Design

Card sorting

Introduction: For the cardsorting we first tried to find which pages and functions we were going to put on the app. After this, we let three users of our target group sort the cards for us in the way that seemed most logical to them. We did this to find out what the best structure would be for users that want to use our app. Afterwards we evaluated the results and chose the structure that we were going to use.



Card sorting video:

<https://drive.google.com/file/d/1-TXb4oMp5yJqkUV6JModOzKp9k9p2xCy/view?usp=sharing>

Paper prototype

Introduction: For paper prototype, we made a good video to explain how our app basically works and what features we have.

Here is the link:

<https://drive.google.com/file/d/1VZPI3tUsUrvk9tiV-UviTNW62o44I7A0/view?usp=sharing>

Interactive design

For interactive design we used Adobe XD application. You can preview the design prototype on the web by pressing [here](#).

Part 3: User testing

We let three random students in school use our app and give us some suggestions. The girl thought that our app is already simple to use and she has no advice to give us. But two guys gave us some suggestions on functions, for example, one of them wanted to have multiple languages in the app.

User testing videos:

<https://drive.google.com/file/d/1COeAwBXxTTFw-xW7uOmYQtr3qWHZYE87/view?usp=sharing>

<https://drive.google.com/file/d/1VHCdQXc4H6PTx9lgDstZCllmXZvFI6rG/view?usp=sharing>

https://drive.google.com/file/d/186fzMBvjVHwMH-AWW9m0-DzKUug6_4Ow/view?usp=sharing

Summary:

The first user wanted to be able to slide the screen to go a page back and a different design for the main menu. He thought the functions of the application were sufficient. The second user wanted to be able to use the app in different languages. The third user found the app simple and easy to use.

Cycle 2:

Part 1: User study

Topic

As we already did the user testing, we get some feedback from the random users in school. Some students gave us advice about functions and others are already happy with the interaction.

Target Users

The target users for this specific Fontys application are still consists of all Fontys students with different professions,same as the first circle.These users are students who would like to use an app to view their schedules,plan meetings and see details of school activities.

Personas



Stoyan Georgiev

Age: 21

Nationality: Bulgarian

Field of study: Mechatronics (English Stream)

Background info:

Stoyan is a third-year mechatronics student at Fontys. Since a young boy he has been interested in physics and mathematics, as well as electronics. He was searching for a study program which will offer knowledge and experience in these fields and he found that Fontys offers a Mechatronics program. In his free time he likes to play football and travel.

Motivation: Knowledge, Innovation

Goals: View announcements, view items to borrow from ISSD

Femke van Jaarsveld

Age 19 years old

Nationality Dutch

Field of study Accountancy

Background info Femke is a student following the dutch study accountancy. She chose this study because she is good with



facts and figures and wants to get a high paying job. She is a hardworking student that also likes pursuing accountancy related hobbies in her spare time. She recently bought her first smartphone and is still not very familiar with it. She would like to use apps that are easy to use and informative.

Motivation ambition, information

Goals Get information, App that's easy to use



Weiting Chen

Age 24

Nationality Chinese

Field of study Mechanical engineering

Background info Weiting is a smart student that doesn't have to work too hard for his grades. He prefers to spend time with his friends and only puts in minimal effort. Although he is smart, he is very forgetful and always forgets which classes he is supposed to go to. He usually writes important information in his notebook but would like an easier solution. Every month he sends his parents a list with the grades he has

gotten that month. When he finishes his study he wants to work at a small company in the Netherlands which is run by his uncle.

Motivation Forgetfulness, convenience

Goals Getting his diploma, having fun with friends

Survey

1. Would you find useful if Fontys app had a list of borrowable items?
2. What periods would you like to check your grades for?
3. Would you like announcements to have more sorting types than by bachelor and by class?
4. What do you think of the interface and design?
5. Do you want to be able to go back to a previous page by sliding?
6. Would you like to be able to reserve and view library books with the app?

Interview

Questions:

1. Do you find something hard to find in the Fontys app?
2. Did you know that you can find a list of ISSD borrowable items? Do you find it useful in the Fontys mobile app?
3. Would you like to be able to reserve and view library books with the app?
4. What is the most important thing for you in the Fontys app?
5. What's more important for you, an app with a lot of functionality or an app that's easy to use?
6. Is there anything you think we can improve?
7. Do you have any suggestions for new app functionalities?

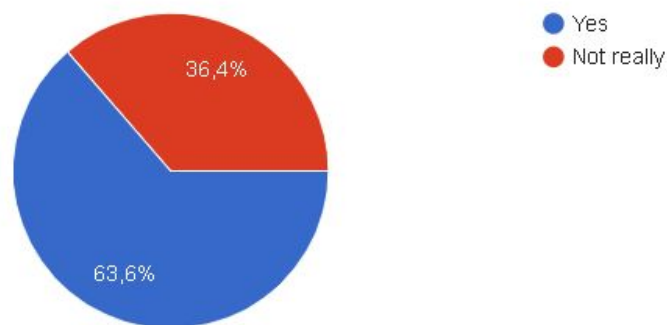
Here are three interview videos:

<https://drive.google.com/drive/folders/1m6gzTKbGFPcNn1N2das4u-rOMDwSzwDp?usp=sharing>

Data analysis

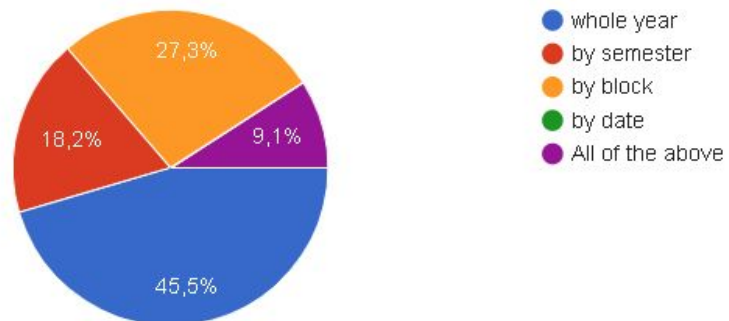
Would you find useful if Fontys app had a list of borrowable items?

11 atsakymų



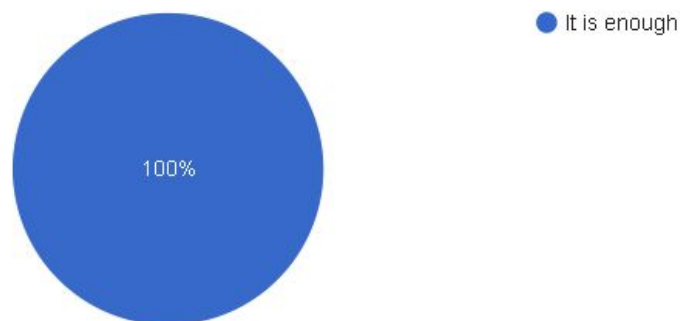
In what periods would you like to check your grades?

11 atsakymų



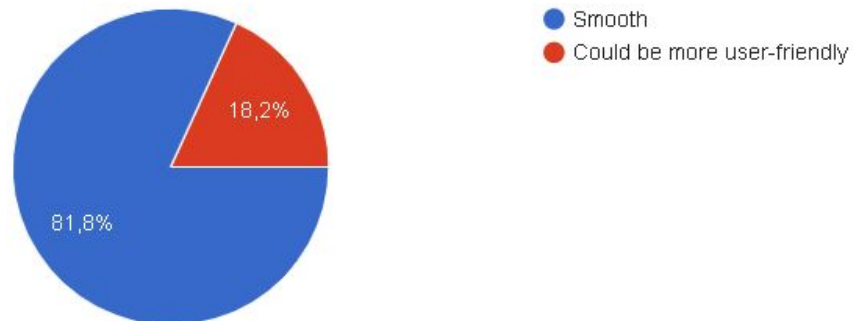
Would you like announcements to have more sorting types than by bachelor and by class?

11 atsakymų



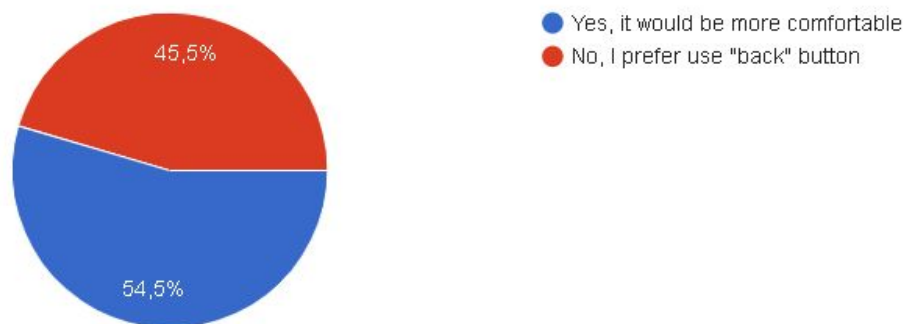
What do you think about an interface?

11 atsakymų



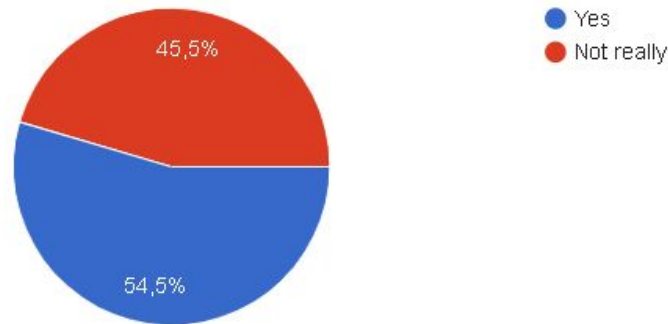
Do you want to be able to go back to a previous page by sliding?

11 atsakymų



Would you like to be able to reserve and view library books with the app?

11 atsakymų



Summary

Based on the results of our questionnaire and our interviews, we came to the conclusion that most students like the app we currently have. They wanted the app to have a list of borrowable items. The people had very different opinions on how the grade periods should be shown. The majority preferred the whole year. Our team decided to make it possible to sort by different periods. Everybody liked the announcement sorting system. Most people liked our interface. People were very divided on whether or not you should be able to go a page back by sliding. They were also very divided on the library functions. Some want to reserve and view library books on app, others do not really care about this. The result of our survey might be affected by the fact that we gave the survey to mainly ICT students who generally do not use the library.

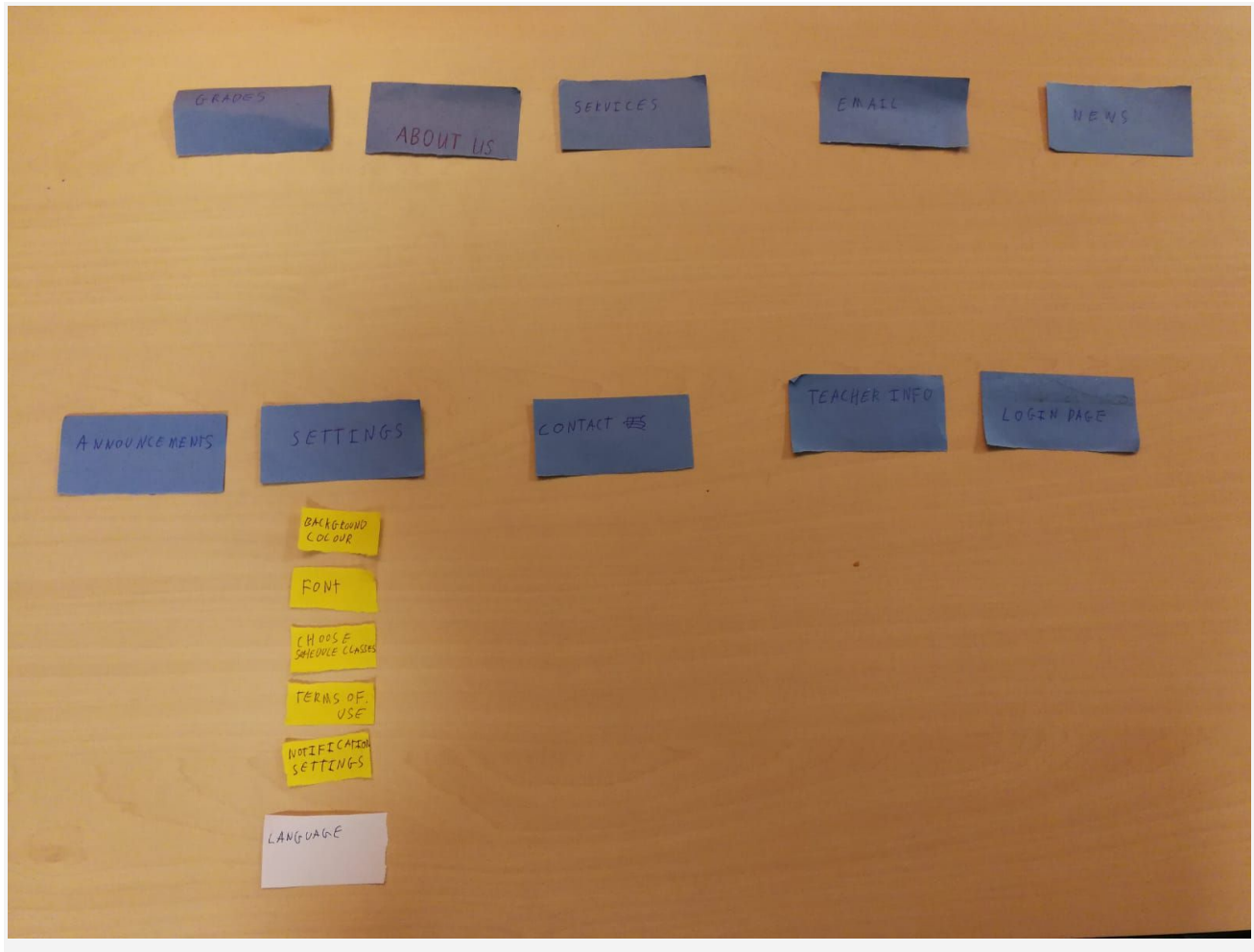
Part 2: Design

Card sorting

Introduction:

Depends on the result of the user testing, we added a language function to the settings page. For this function, students can choose the language for the app. We hope that

this function can be international students friendly and make it easier for them to use the app.



Paper prototype

Introduction: For paper prototype, we made a good video to explain how our app basically works and what features we have. And after interviews, we got a few feedbacks and made improvements for the app. In this video, we will show what we have improved with the app.

Here is the link:

https://drive.google.com/file/d/1LemADXH9sY0c06sFvFOheEydvG3RyYU6/view?usp=s_haring

Interactive design

We continued to improve our interactive design based on gathered data. We again worked with adobe XD app. Press [here](#) to see the preview of a new version on your web. The changes can be seen by comparing this version and the version from previous cycle. (There is also a link under previous cycle's "Interactive design" title.)

Part 3: User testing

This time for the user testing we decided to let the users perform a few tasks to see how easy it is to use the app . These are the tasks we chose:

- Log in
- Find info about ISSD
- Look at the schedule
- Change the background colour
- Find a teacher's schedule
- Find the announcements for your class
- Plan a meeting

User testing videos:

<https://drive.google.com/file/d/1bcs8m9Tegl2WJbzEYrY73iO2OKI5kPFo/view?usp=sharing>

<https://drive.google.com/file/d/1ImenDUuHGQzHX412i3c6FYPPFeIVbbDkm/view?usp=sharing>

https://drive.google.com/file/d/1UqNz7qehlUFm6lHi_DBLXpOZCrD8Z4z0/view?usp=sharing

Summary:

All 3 people said the prototype has a lot of relevant information. One person struggled to go to back page, by clicking the arrow button, which can be improved. However, people said that application was easy to use and all of them performed the given tasks without struggle. They said they liked the interface and overall application. In conclusion, our team thinks that our application is almost final because it only misses some minor fixes.