# RU MOBILE APP REDESIGN

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**1. Task Support Evaluation:**

**Task 1: Access a Digital Student ID** – Not Supported
A digital student ID system was proposed to replace physical cards. This could be used for campus access, library services, and dining center payments. Currently, the app does not support this functionality.

**Task 2: Add Wallet Balance and Enable Dining Payments** – Supported
Students can add funds to a digital wallet, but the integration with the student ID for direct dining payments is not evident. The interface is also basic and lacks a detailed transaction history.

**Task 3: Set Reminders from the Dining Menu** – Not Supported
We discussed adding a reminder or meal planning feature in the dining section, allowing users to view ingredients, filter out unhealthy options, and set alerts. This feature is not currently available.

**Task 4: Healthcare Access and Appointment Booking** – Not Supported
The app allows users to book healthcare appointments and view provider availability. However, features such as digital access to the insurance card and broader mental health or emergency support are limited or not clearly integrated.

**Task 5: Academic Dashboard Overview** – Supported
The app currently provides access to class schedules, grades, and student details. While functional, the layout and usability of the dashboard could be improved for better clarity and engagement.

**2. Usability Issues Identified:**

1. **No Digital Student ID**
   The current app does not offer a digital student ID, which limits convenience for students needing access to facilities or to make campus payments without carrying a physical card.
2. **Healthcare Access is Limited**
   The current app does not offer any system to book healthcare appointments. Additionally, there is no access to a digital insurance card or guidance for emergency and off-campus mental health support, making healthcare services difficult to navigate for students.
3. **Overcrowded and Unorganized Home Screen**
   The home screen lacks clear structure and prioritization. Important student tasks such as viewing class schedules, accessing grades, or managing wallet balance are not prominently featured. Introducing a unified dashboard that summarizes key academic and financial information would improve overall navigation and user experience.
4. **No Reminder Feature in Dining Menu**
   The dining section does not offer the ability to set reminders for preferred meals. This limits students' ability to plan ahead or be notified when specific meals are available.

### 3. New Features to Build:

- Digital Student ID with QR code functionality for campus access, library, and dining payments.

- Appointment booking system for health services, including mental health and emergency support.

- Meal reminder option in the dining menu to notify students about preferred or healthy meal options.

- Centralized academic dashboard to view class schedules, grades, and important alerts in one place.

### Existing Features to Improve:

- Home screen layout to better prioritize frequently used features like academics, payments, and support services.
- Wallet interface to include a clearer UI for adding funds and to support integration with the new digital student ID for seamless dining payments.

**Redesign Strategy Summary:**
The overall redesign strategy focuses on improving usability and streamlining access to essential student services. The app will adopt a task-oriented layout where frequently used actions—such as checking grades, viewing alerts and dues, managing finances, adding funds, and booking healthcare appointments—are easily accessible. Visual hierarchy, simplified navigation, and contextual feedback will be implemented to reduce confusion and enhance user engagement. By introducing meaningful features like a digital student ID and healthcare access, and enhancing the dining menu with a reminder system, as well as improving academic tracking, the redesigned app aims to provide comprehensive support for students both on and off campus.

Prototype Demonstration:

https://www.figma.com/proto/xM2A1idqh5Fdm9F8hy2Fzx/Untitled?node-id=0-1&t=9CKIoogteuBIilfr-1

Reference:

OpenAI. (2025, May 4). *Conversation with ChatGPT about app redesign evaluation and usability improvements* [Large language model]. ChatGPT.