

September 5, 2025



# Forms that Matter: Needfinding in the Student Form Process

► CMPS3141 Human Computer Interface



# Meet the Team



**Andres Hung**



**Jennessa Sierra**



**Tysha Daniels**



## Problem Domain

### Scope:

- Student forms are the dialogue between UB and its students across the academic journey

### Core Problem:

- Involving many parties creates friction, showing the need for clearer communication and feedback

# Needfinding Methodology

## Interviewees



**Nestor Valle**  
Student  
UB School of Medicine



**Dr. Martin Cuellar**  
Dean of Student Affairs  
University of Belize



**Ms. Concepcion Castro**  
Assistant Registrar,  
Records Department  
University of Belize



# Questions Asked

**Nestor Valle**

- ▶ Which forms do you find yourself using most often, and why?
- ▶ What difficulties do you face when finding, filling, or submitting these forms?
- ▶ How do you usually get help if you don't understand part of a form?
- ▶ How do you pay or verify payments tied to a form?
- ▶ If you could change one thing about the form process, what would it be?
- ▶ Do you prefer in-person interactions or email/online processes, and what makes one better for you?



# Questions Asked

Dr. Cuellar

- ▶ How do you currently communicate requirements and deadlines to students?
- ▶ Do you think the current system supports students well, or does it add unnecessary stress?
- ▶ From your perspective, what are the most common challenges students face when handling graduation forms?
- ▶ If we can only fix three things this semester, which ones and why?
- ▶ In your experience, what mistakes do students make most often when completing forms?
- ▶ How do you coordinate with the Records/Accounts Receivable Office to ensure forms are processed correctly and on time?



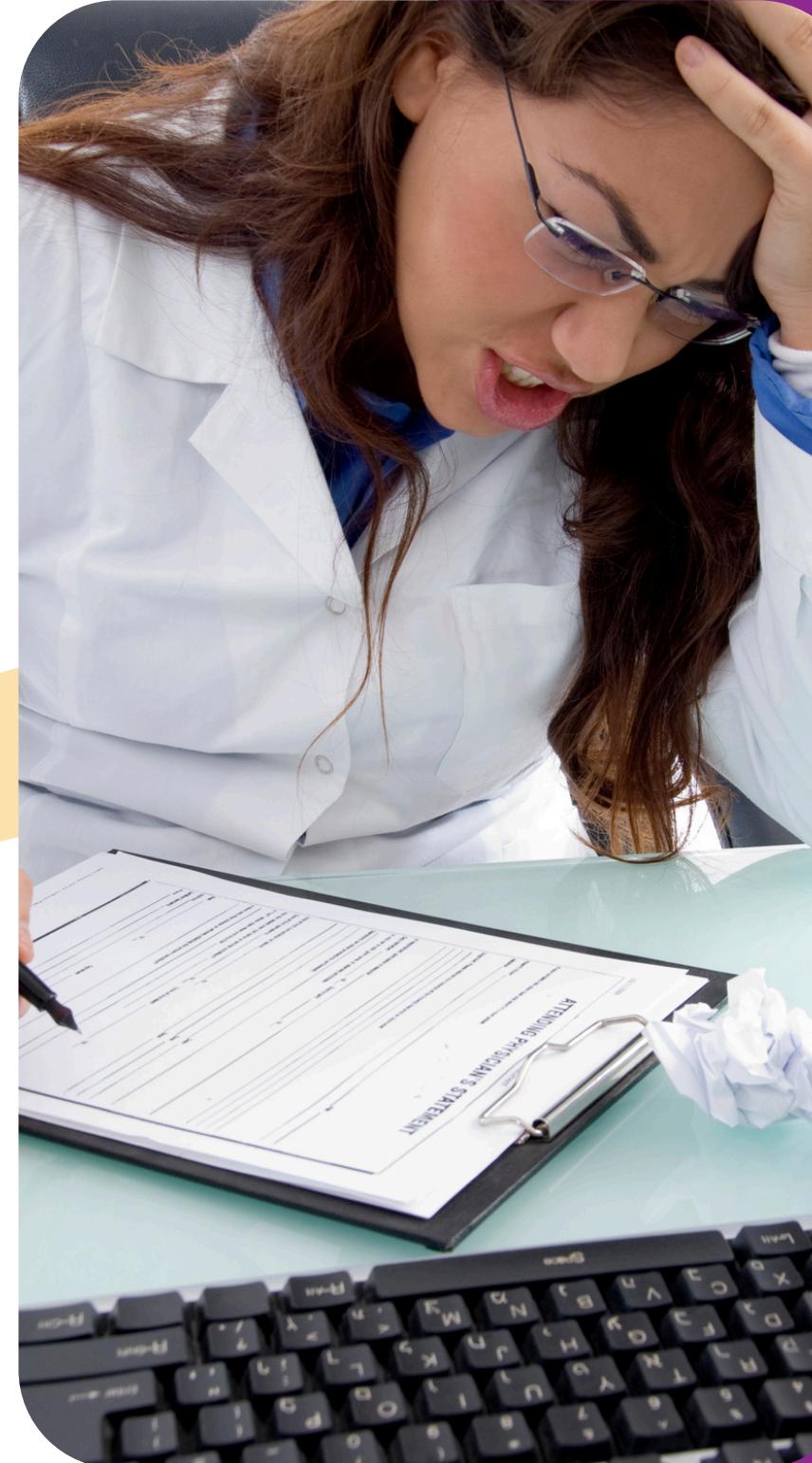
# Questions Asked

**Ms. Castro**

- ▶ What is your role, and which forms do you handle most often?
- ▶ Is there a particular form or process that is especially time-consuming for you?
- ▶ How do you handle situations where forms are delayed or incorrectly submitted?
- ▶ Do you feel the current system is efficient for staff as well as students?
- ▶ If you could automate or redesign part of the process, what would you change first?
- ▶ When do forms need approval from other offices (Student Affairs, Finance, Faculty)? Where do handoffs stall?



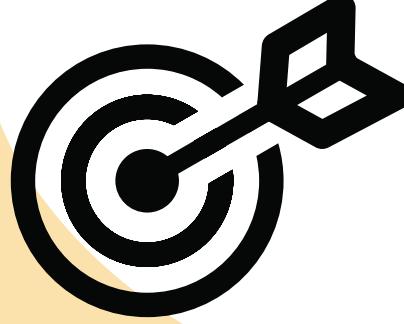
# Interview Results



## Tensions

- **Digital vs. Physical:** Students want online ease, but signatures still force printing, scanning, and manual steps
- **Convenience vs. Certainty:** Students like the ease of online submission, but trust in-person more
- **Staff vs. Students:** Staff frame issues as student forgetfulness; students report unclear wording, submission paths, and deadlines

***"In person: there's little that can go wrong."***  
– Nestor Valle



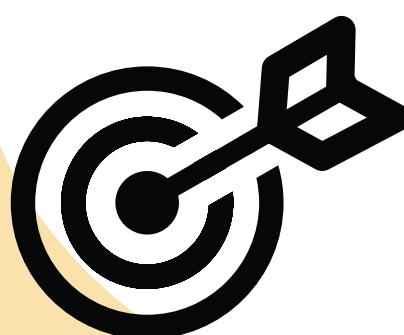
# Interview Results



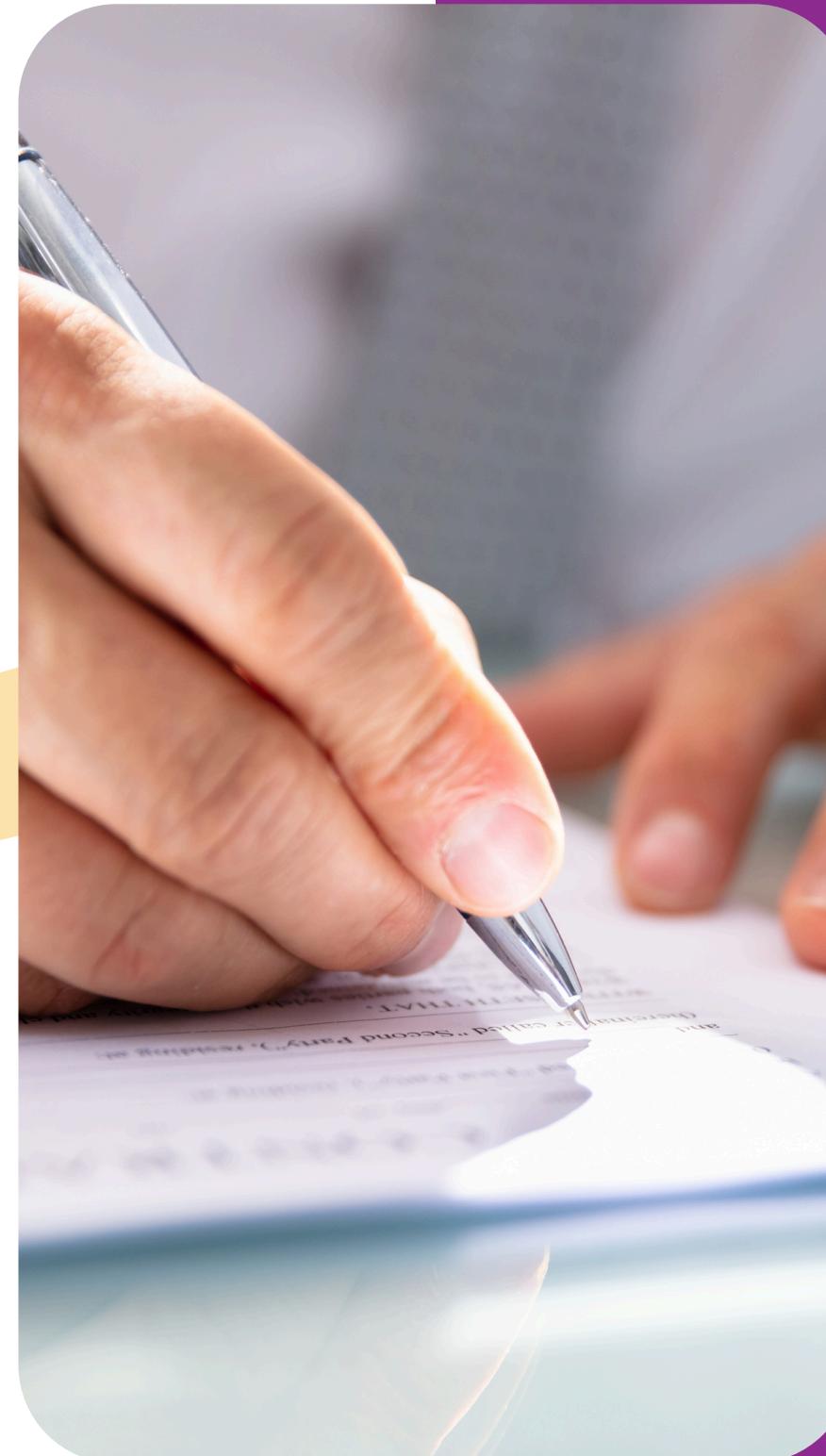
## Contradictions

- **Responsibility:** Cuellar suggests students often miss details; Castro highlights systemic errors (old forms, unclear routing)
- **Communication:** UB floods students with emails and posts, yet deadlines and instructions still get missed
- **Services:** Marketed as fast, but Castro admits that transcript express requests often face delays or refunds

***"Express is not really express..."***  
- Ms. Castro



# Interview Results



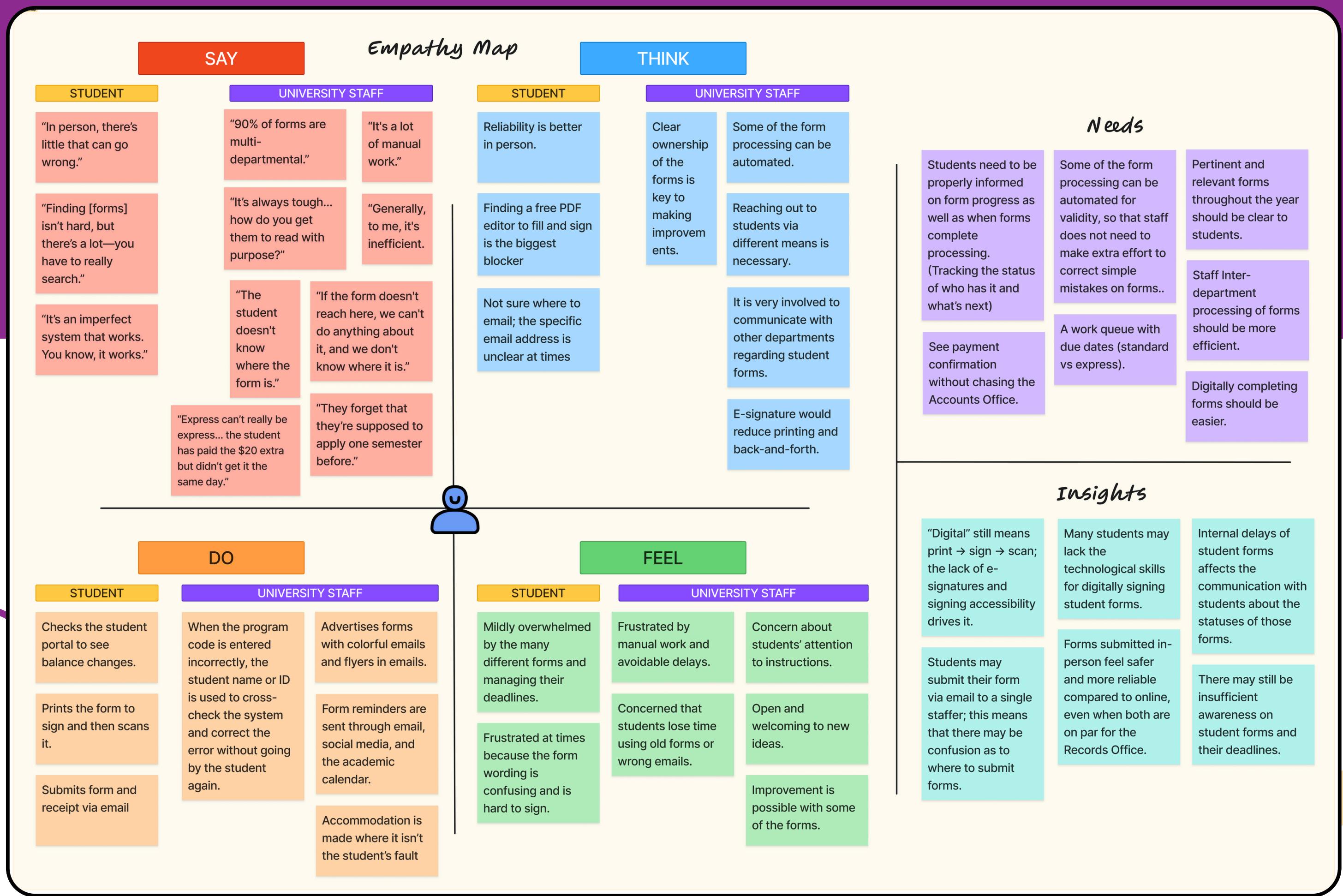
## Surprises

- **Student workarounds:** Printing, scanning, using parents' bank transfers, and phone apps just to submit forms
- **Complexity:** ~90% of forms cross multiple departments
- **Oversight:** Withdrawal forms often fail if lecturers don't forward them

*"Actually, 90% of forms are multi-departmental."*

**- Ms. Castro**

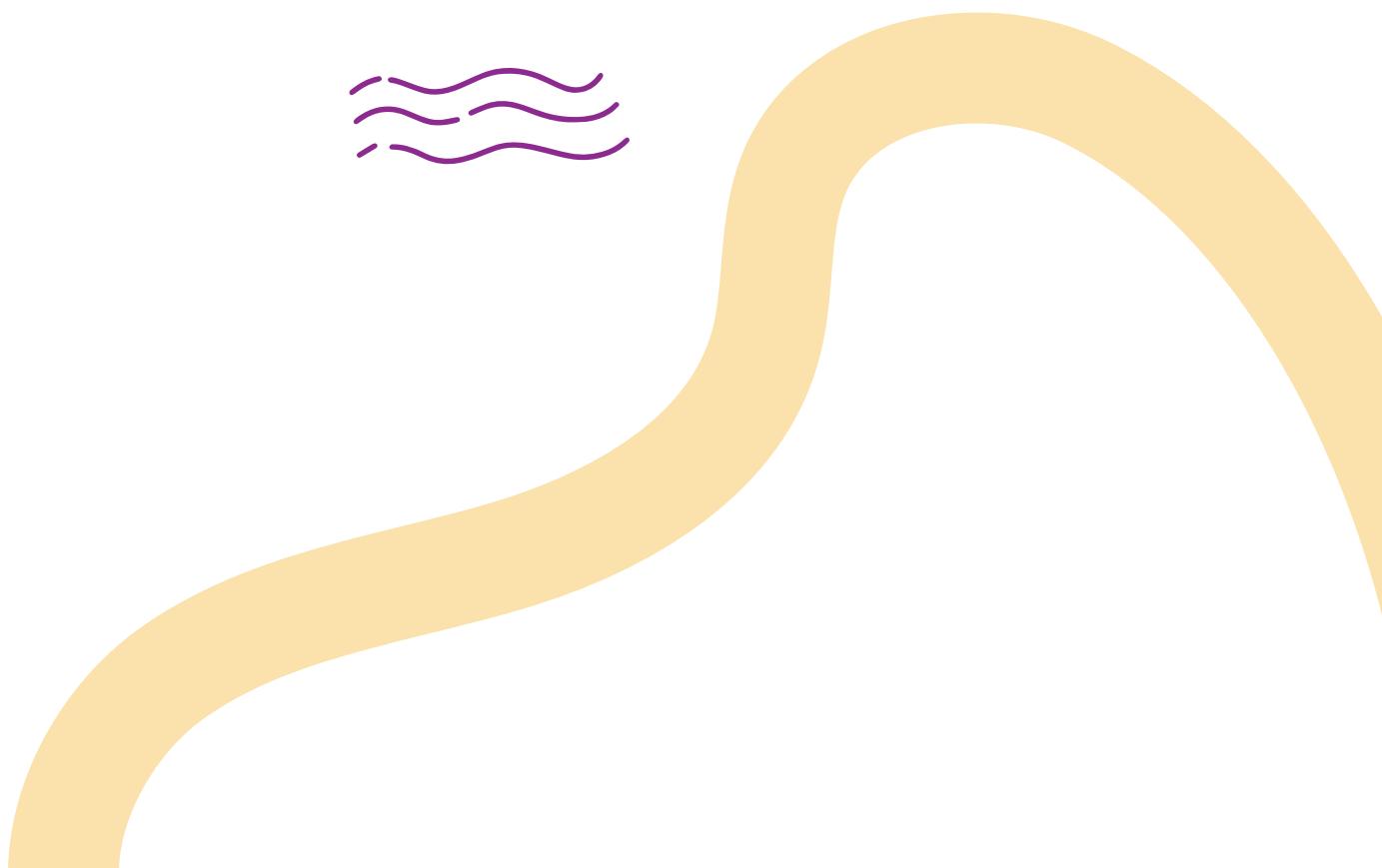
# Empathy Map Overview



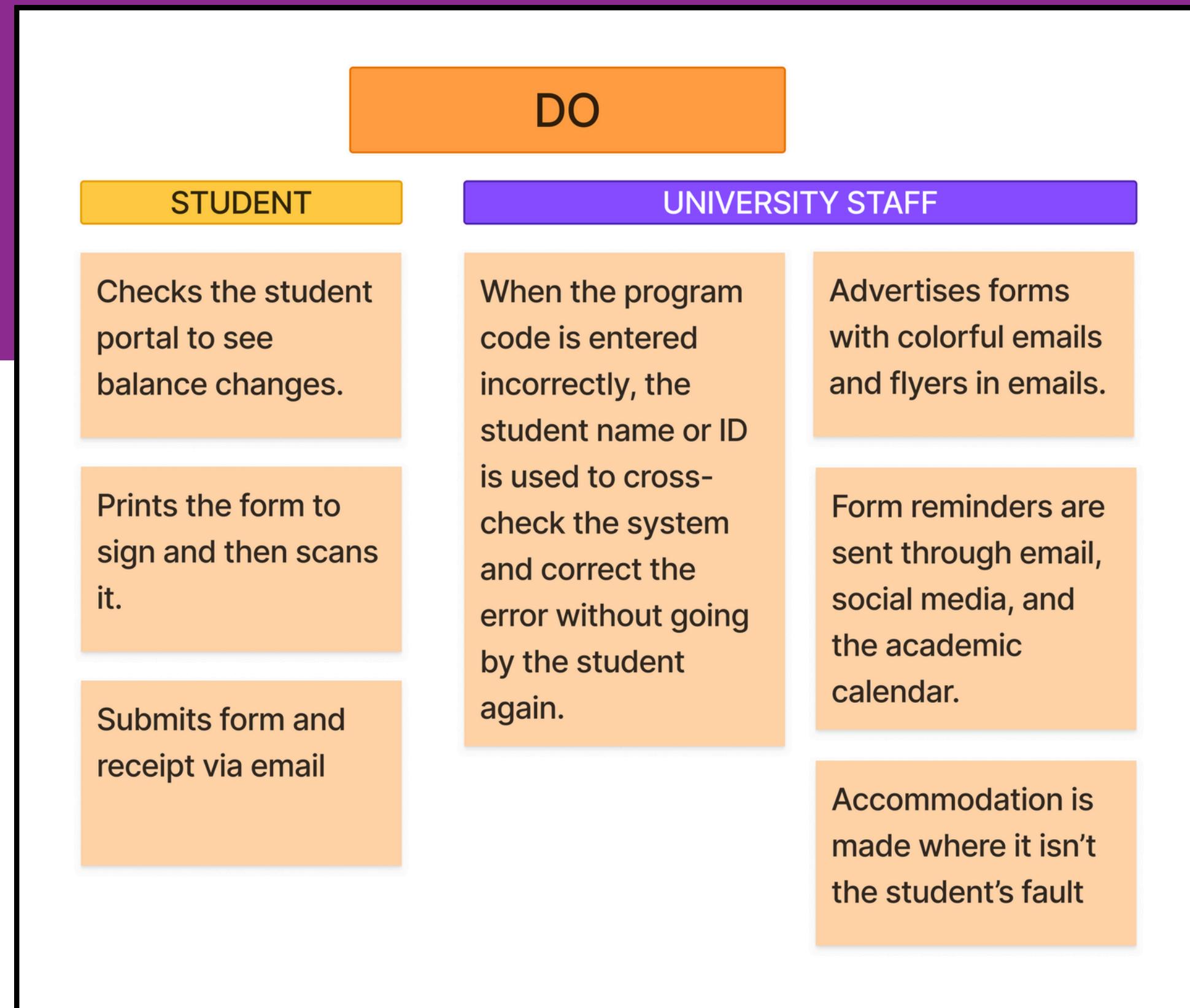
# Empathy Map



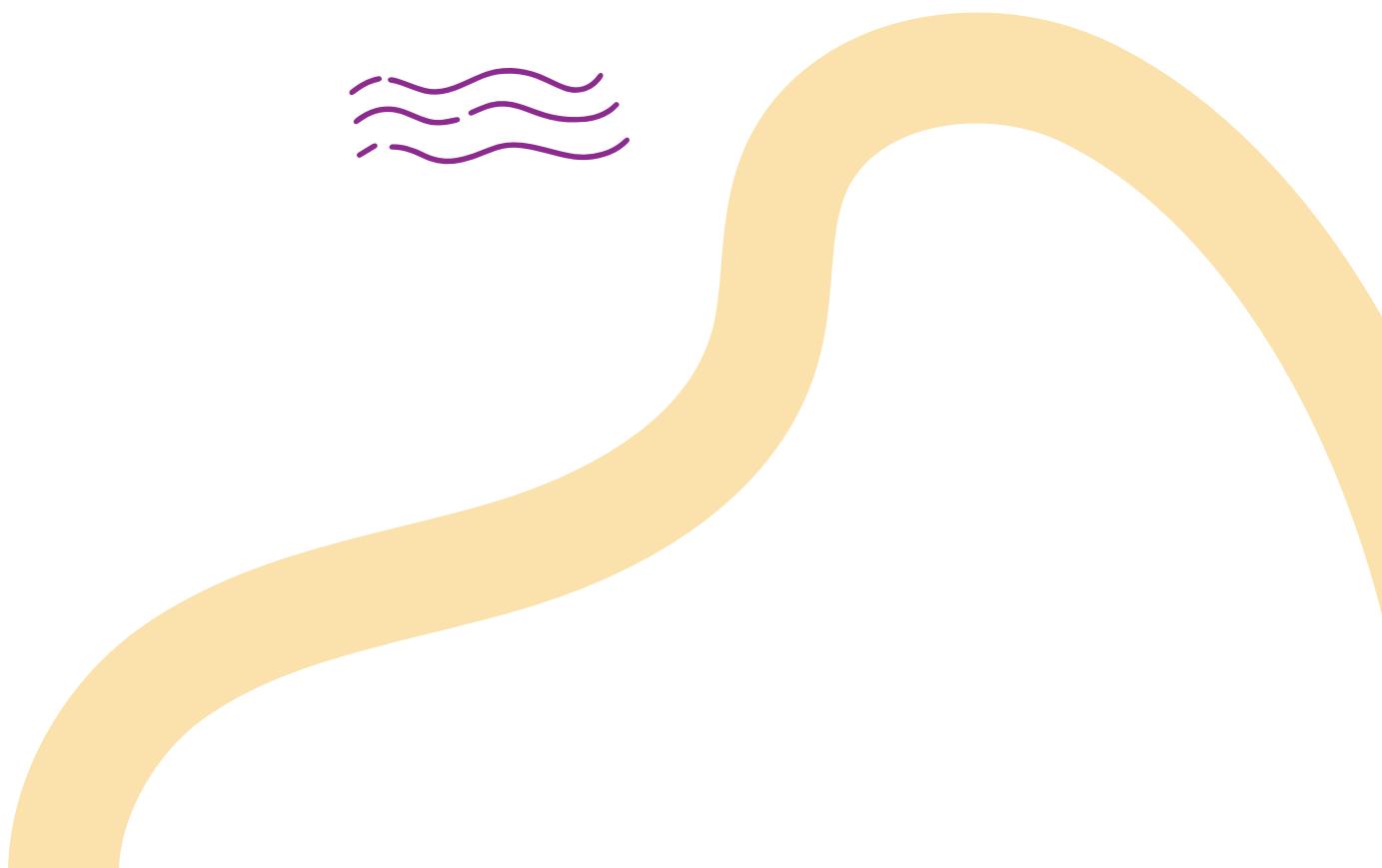
**SAY**



# Empathy Map



**DO**



# Empathy Map

THINK

STUDENT

Reliability is better in person.

Finding a free PDF editor to fill and sign is the biggest blocker

Not sure where to email; the specific email address is unclear at times

UNIVERSITY STAFF

Clear ownership of the forms is key to making improvements.

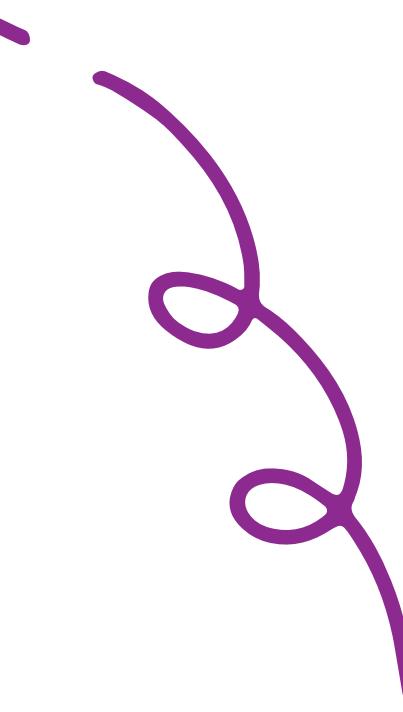
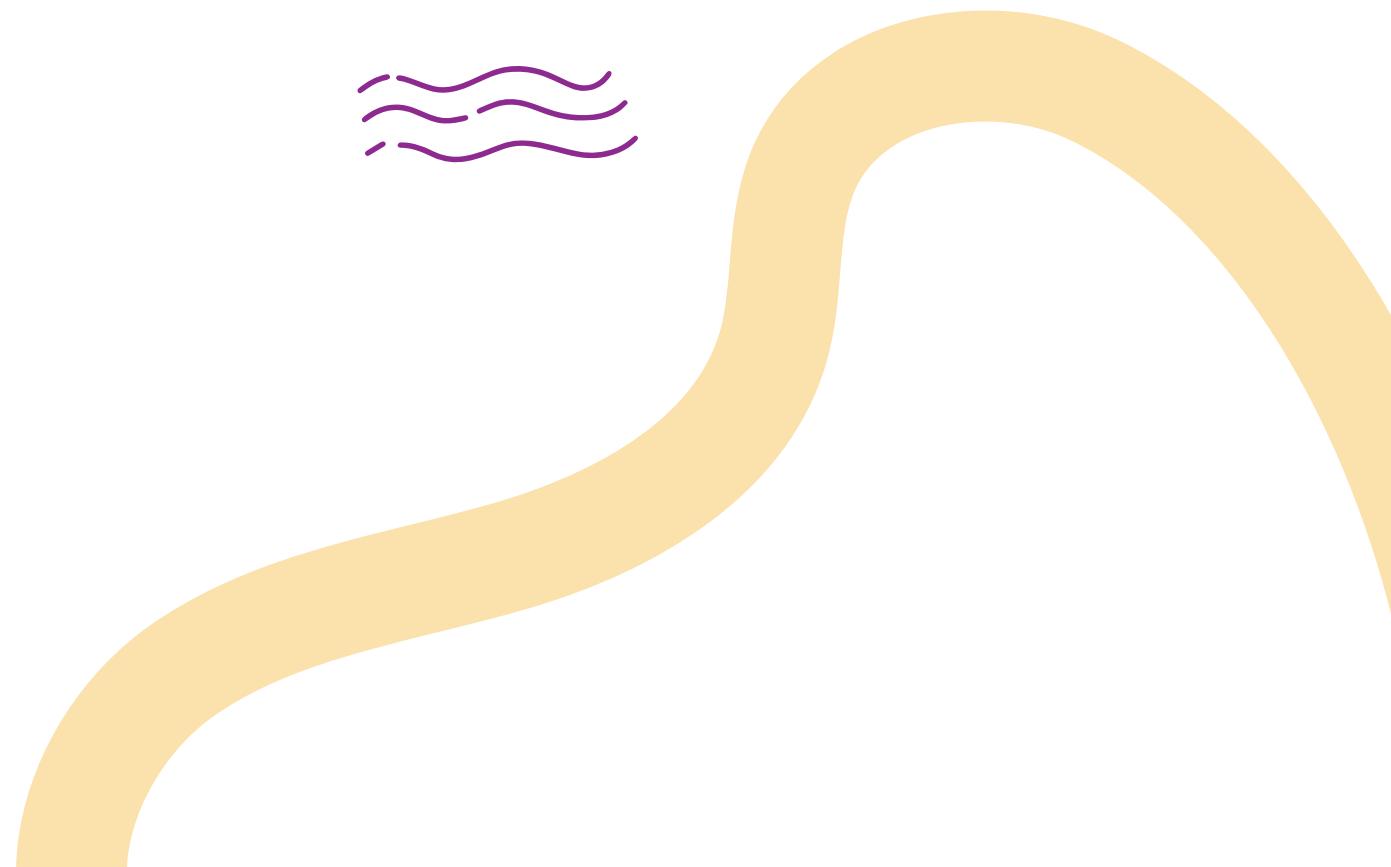
Some of the form processing can be automated.

Reaching out to students via different means is necessary.

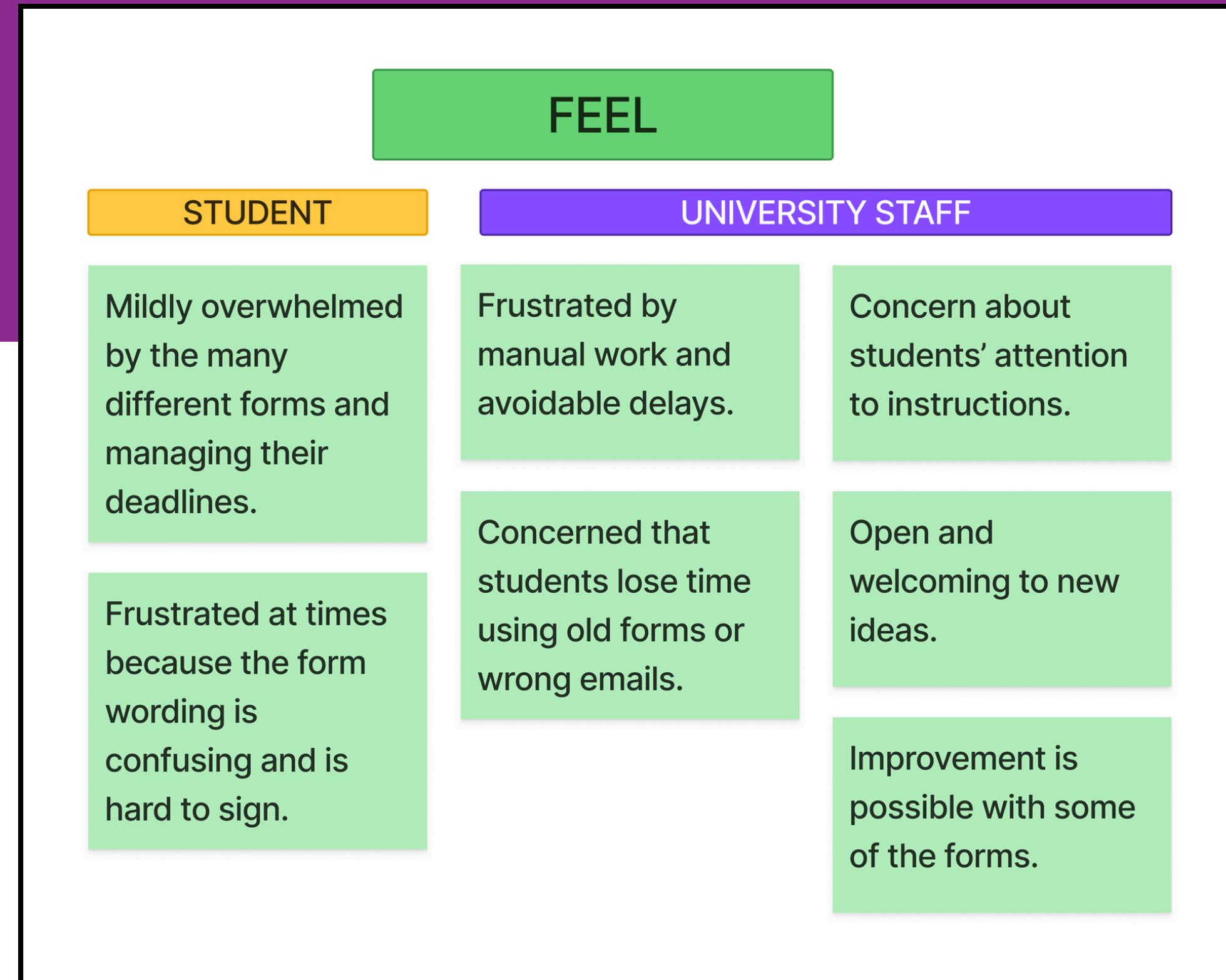
It is very involved to communicate with other departments regarding student forms.

E-signature would reduce printing and back-and-forth.

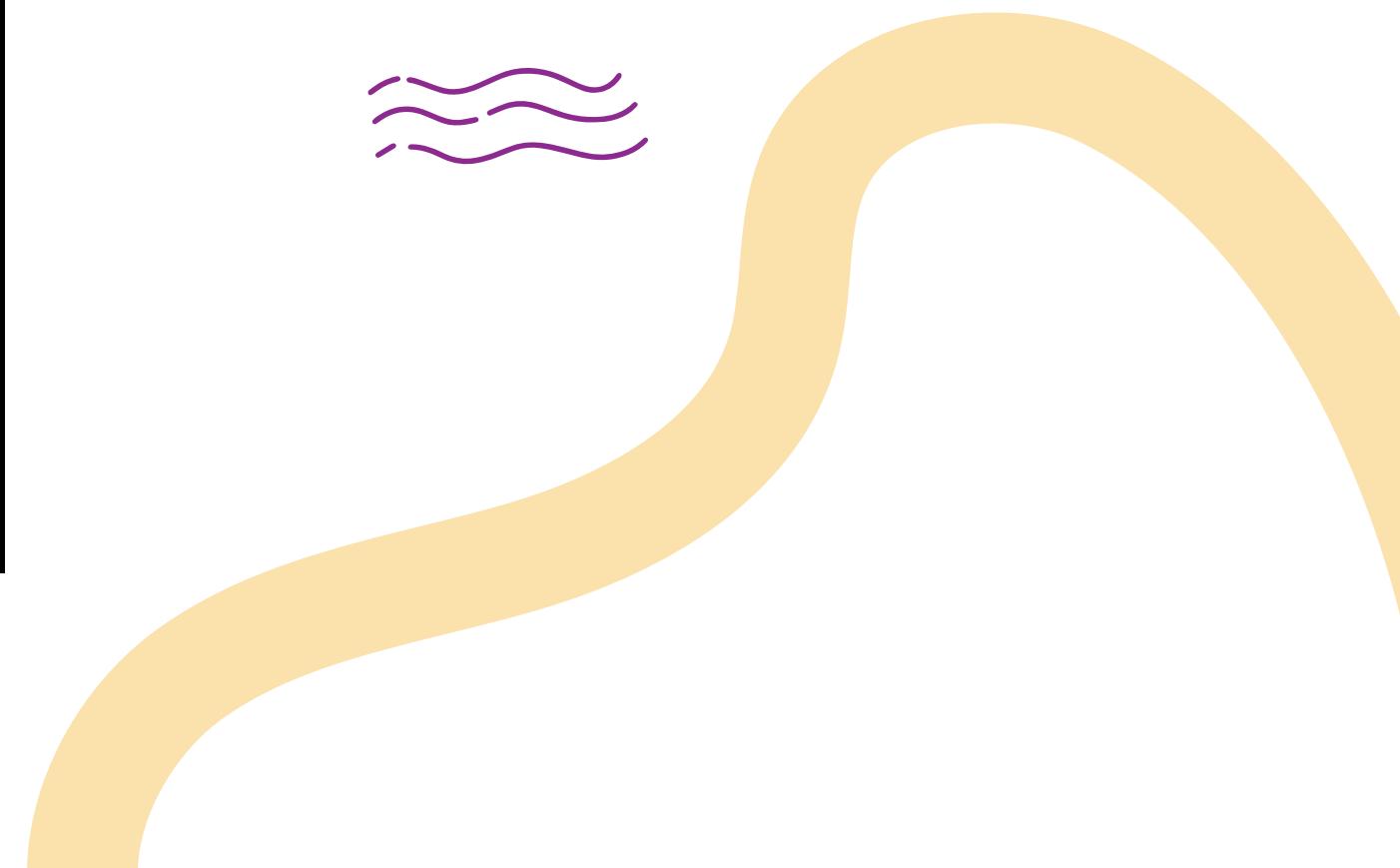
THINK



# Empathy Map



**FEEL**





# Initial Assessments

## Needs & Insights

“The student  
doesn't know where  
the form is.”

**QUOTE**

Students need to be  
properly informed  
on form progress as  
well as when forms  
complete  
processing.  
(Tracking the status  
of who has it and  
what's next)

**NEED**

Internal delays of  
student forms  
affects the  
communication with  
students about the  
statuses of those  
forms.

**INSIGHT**



# Initial Assessments

## Needs & Insights

“In person, there’s little that can go wrong.”

**QUOTE**

Digitally completing forms should be easier and more .

**NEED**

Forms submitted in-person feel safer and more reliable compared to online, even when both are on par for the Records Office.

**INSIGHT**



# Initial Assessments

## Needs & Insights

“It’s always tough...  
how do you get  
them to read with  
purpose?”

**QUOTE**

Pertinent and  
relevant forms  
throughout the year  
should be clear to  
students.

**NEED**

There may still be  
insufficient  
awareness on  
student forms and  
their deadlines.

**INSIGHT**



# Summary of Findings

Interviews & Analysis

## ► Inefficient Process

Forms are “digital” but still require print → sign → scan, creating unnecessary friction

## ► Trust Gap

Online submissions feel less reliable, leading students to prefer in-person submissions

## ► Lack of Transparency

Students cannot easily track form progress or confirm payments without chasing staff

## ► Skills/System Gap

Limited e-signature use, tech skill barriers, and interdepartment delays undermine efficiency



**Thank you!**  
Any questions?

