



# UNIVERSITY OF BELIZE FORMFLOW

Low-Fi Prototyping

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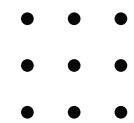
# OUR MISSION & VALUE PROPOSITION

- Enhancing the form experience for students at the University of Belize, whether new or familiar.
- UB FormFlow – Your forms. On-time. Hassle-free.

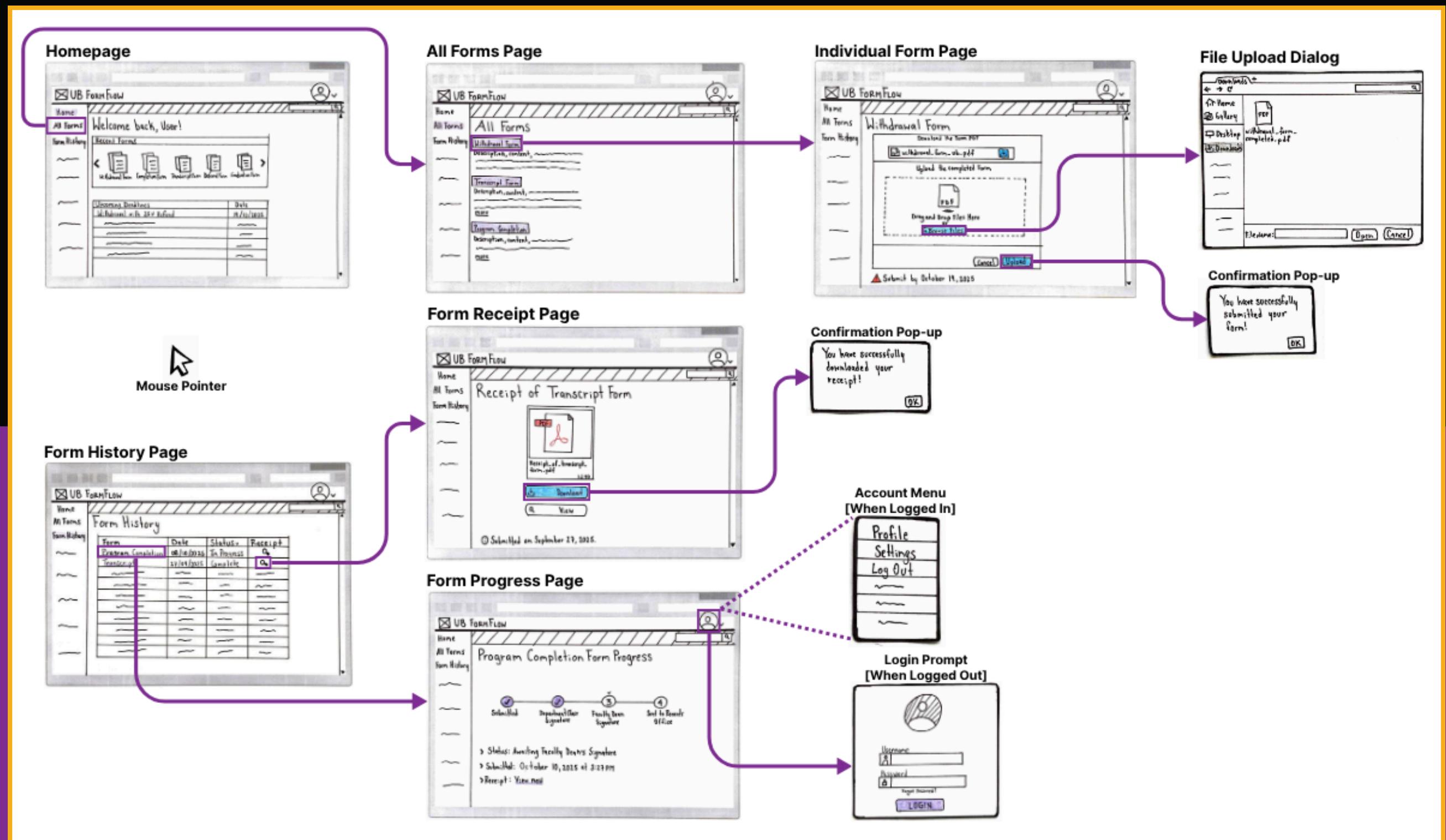
# SELECTED INTERFACE & RATIONALE

## **Web Application: Dashboard**

The interface is overall more familiar and encountered more than the Tabbed version, making it the better choice.

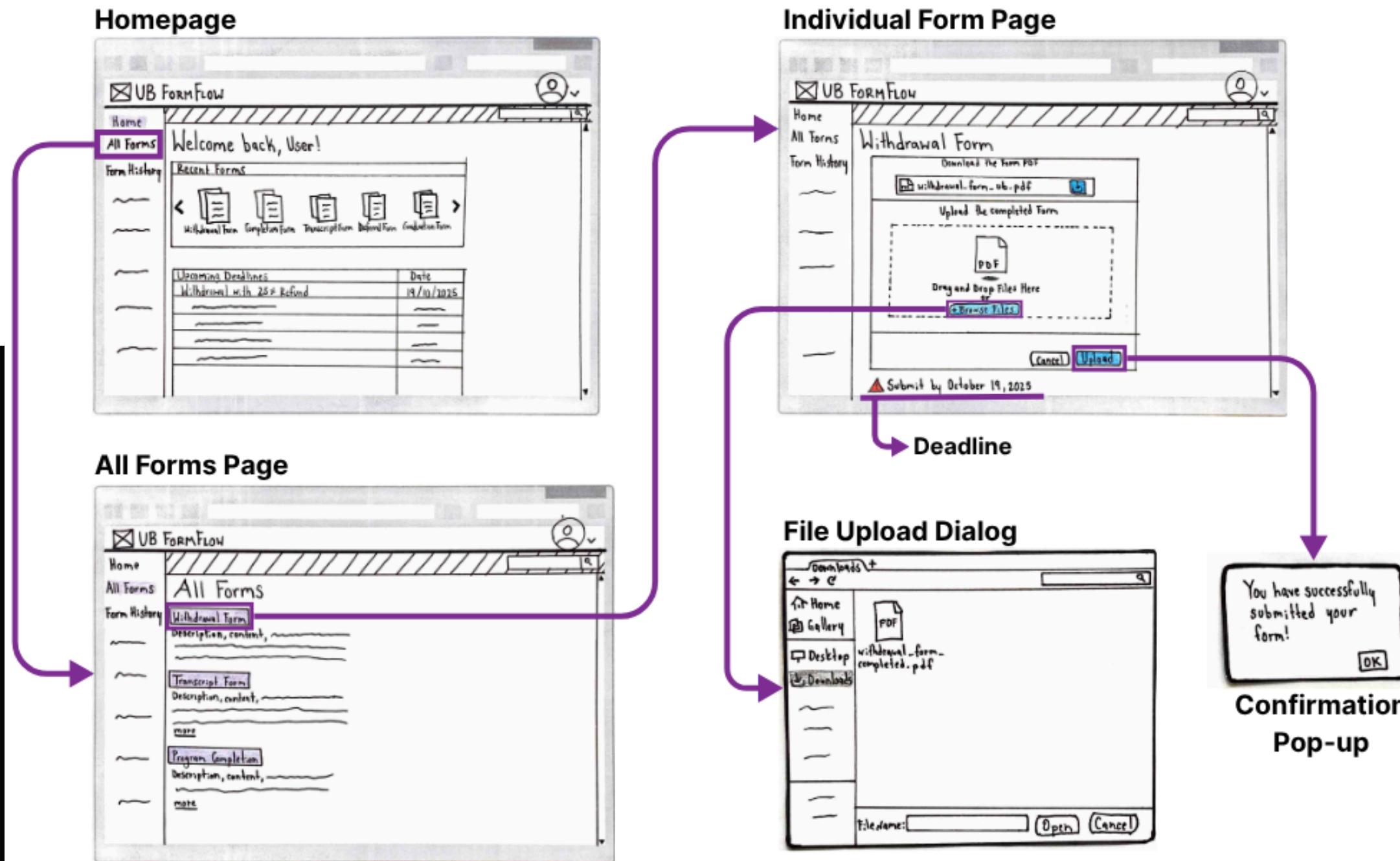


# LOW-FI PROTOTYPE STRUCTURE



# 3 CORE TASKS & HOW USERS PERFORMED

Submit a withdrawal form that has an upcoming deadline

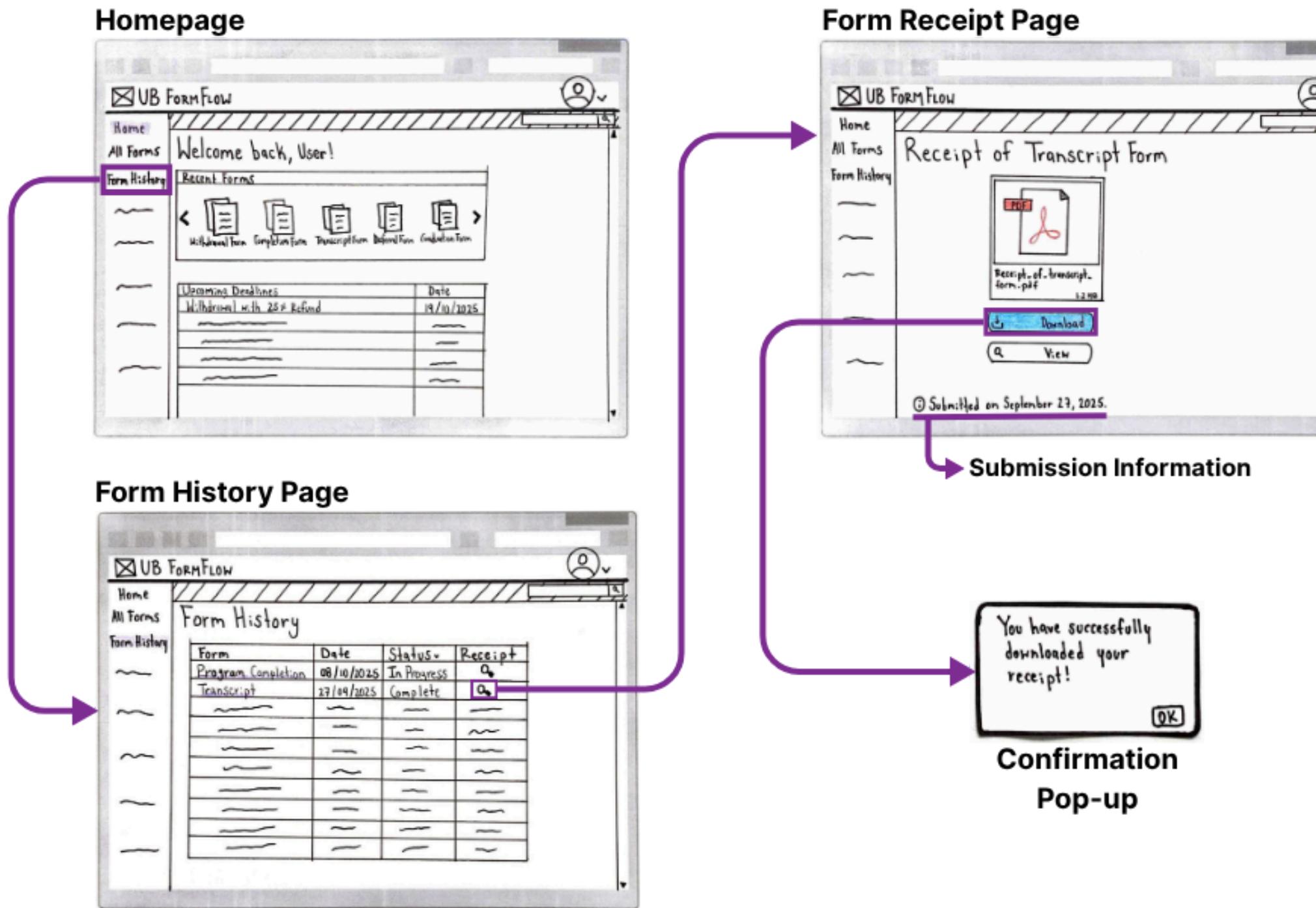


## Simple Task Flow

Participants barely faced any friction; it was completed in a reasonable and timely manner.

# 3 CORE TASKS & HOW USERS PERFORMED

Download a submitted transcript form's receipt

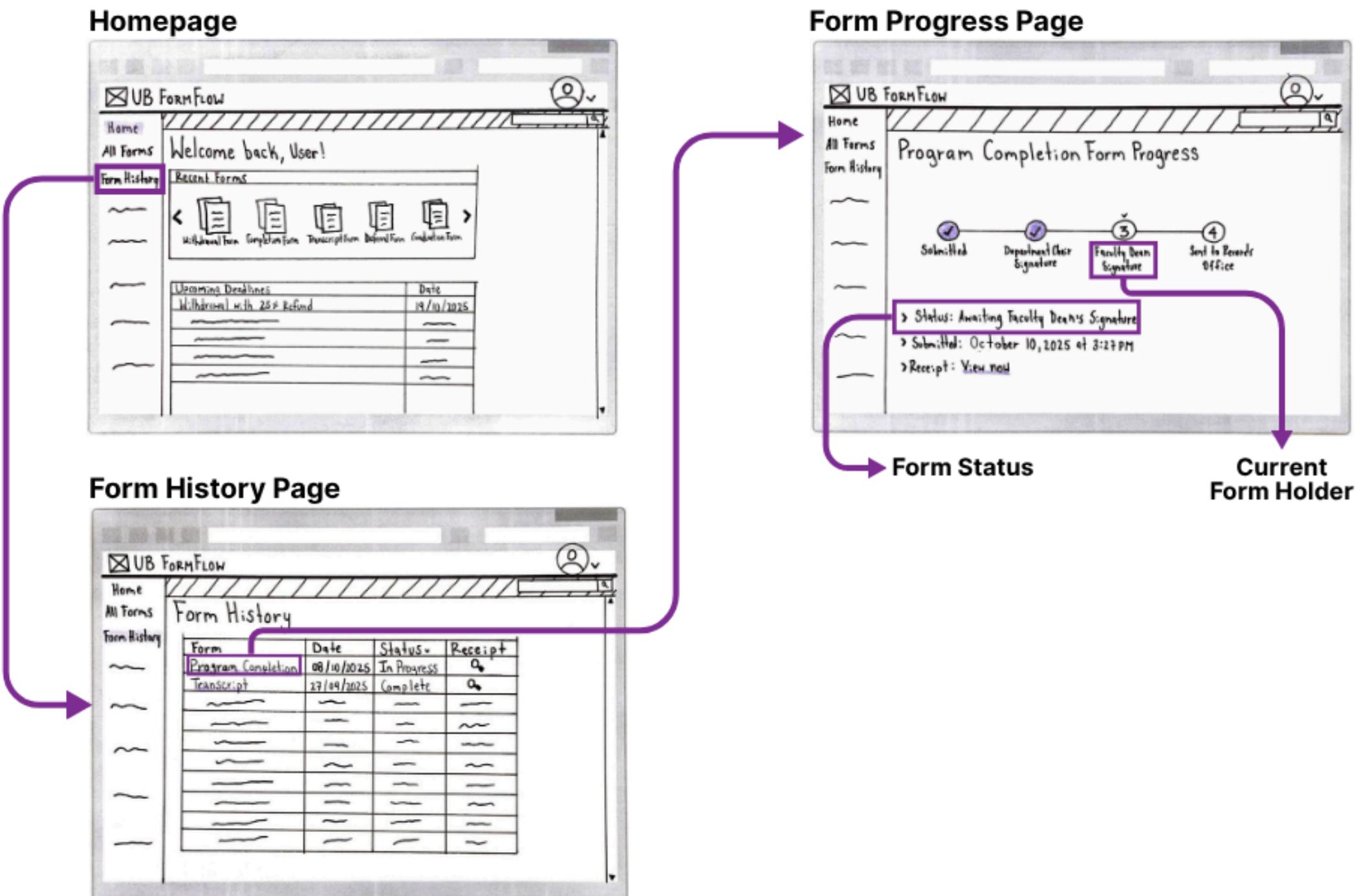


## Moderate Task Flow

Participants were able to view and download their receipt without much of a hitch.

# 3 CORE TASKS & HOW USERS PERFORMED

Investigate the status of a program completion form



## Complex Task Flow

Participants were able to view their form's progress quite easily.

# EXPERIMENTAL METHOD

## Participants

Three non-IT major participants were chosen.

## Environment

Empty Jag-U2 Classroom  
(Individually)

## Test Measures

Time spent & number of errors were recorded per participant to determine any critical usability issues.

## Tasks

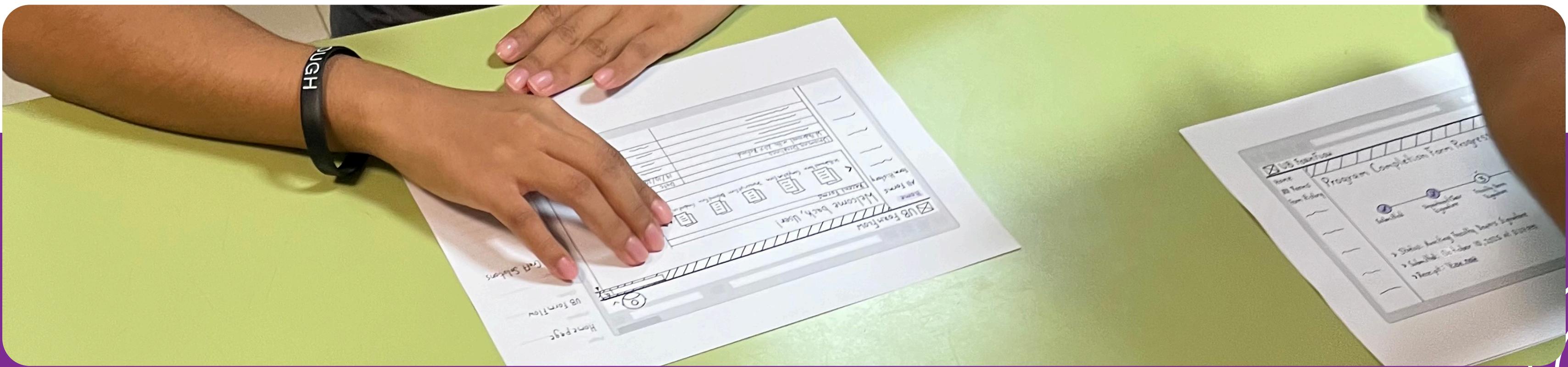
Gave participants a low, moderate, & complex task (with 3 subtasks each)

## Procedures

A set of instructions were followed for each participant.

## Team Member Roles

Tysha: Facilitator  
Jennessa: Computer  
Andres: Observer



# EXPERIMENTAL RESULTS

SIMPLE TASK			
Submit a withdrawal form that has an upcoming deadline.			
Subtask	Log in to the interface.		
	Time Spent (sec)	Number of Errors	Completed
Participant 1	60	1	Yes
Participant 2	15	1	Yes
Participant 3	35	0	Yes
Average	36.667	0.667	3/3
Subtask	Find the withdrawal form.		
	Time Spent (sec)	Number of Errors	Completed
Participant 1	67	0	Yes
Participant 2	20	0	Yes
Participant 3	15	0	Yes
Average	34.000	0.000	3/3
Subtask	Determine the deadline for submitting the form.		
	Time Spent (sec)	Number of Errors	Completed
Participant 1	1	0	Yes
Participant 2	30	1	Yes
Participant 3	35	2	Yes
Average	22.000	1.000	3/3
Subtask	Submit a completed form.		
	Time Spent (sec)	Number of Errors	Completed
Participant 1	10	0	Yes
Participant 2	10	1	Yes
Participant 3	30	0	Yes
Average	16.667	0.333	3/3

SIMPLE TASK - CRITICAL INCIDENTS	
Incident	Severity Rating
"Login is hard to see."	3
"I like that the form is highlighted."	0
"Good location there."	0
"I thought the login page would be separate."	1
"All forms isn't my recent forms?"	2
"Do I physically submit my form?"	2

# EXPERIMENTAL RESULTS

MODERATE TASK			
Download a submitted transcript form's receipt.			
Subtask	Navigate to form history.		
	Time Spent (sec)	Number of Errors	Completed
Participant 1	20	0	Yes
Participant 2	20	1	Yes
Participant 3	16	0	Yes
Average	18.667	0.333	3/3
Subtask	Interact with the form history interface.		
	Time Spent (sec)	Number of Errors	Completed
Participant 1	50	0	Yes
Participant 2	90	0	Yes
Participant 3	60	0	Yes
Average	66.667	0.000	3/3
Subtask	Download the receipt.		
	Time Spent (sec)	Number of Errors	Completed
Participant 1	30	0	Yes
Participant 2	10	0	Yes
Participant 3	5	1	Yes
Average	15.000	0.333	3/3

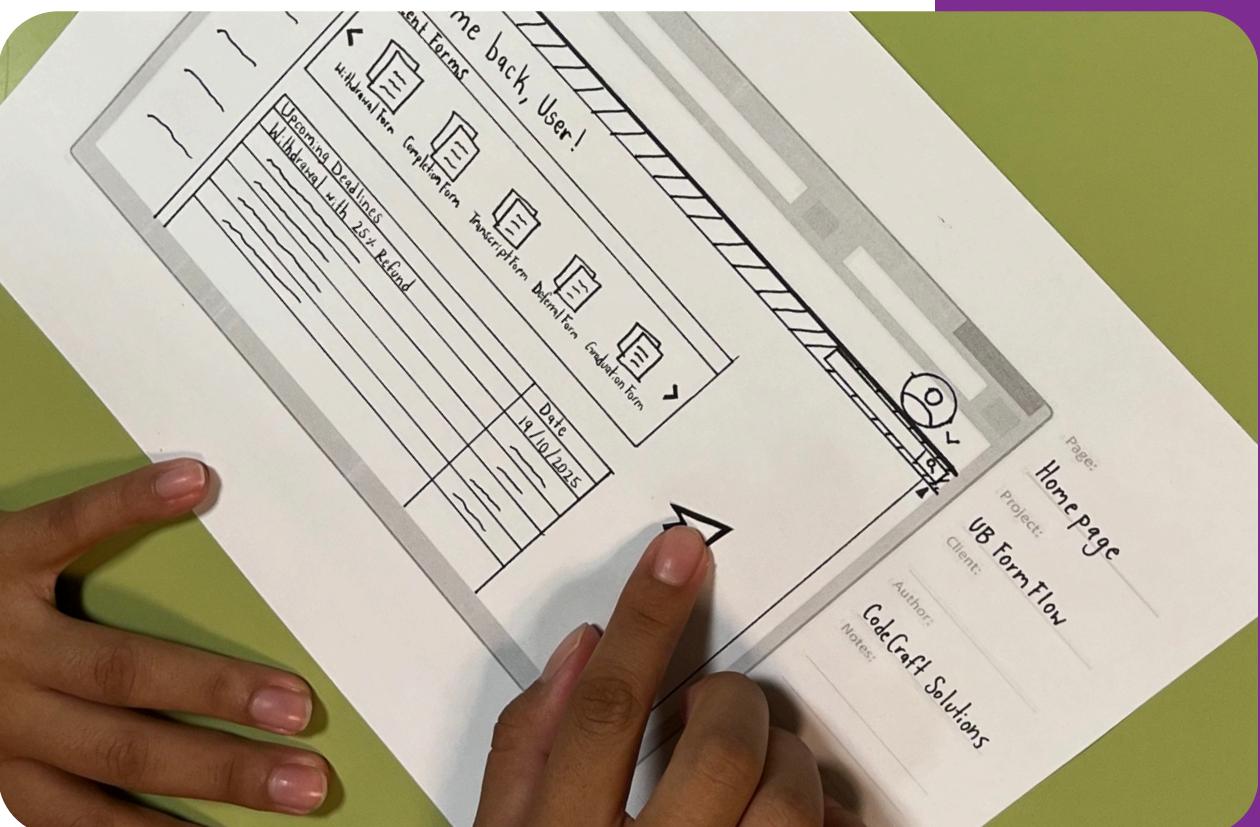
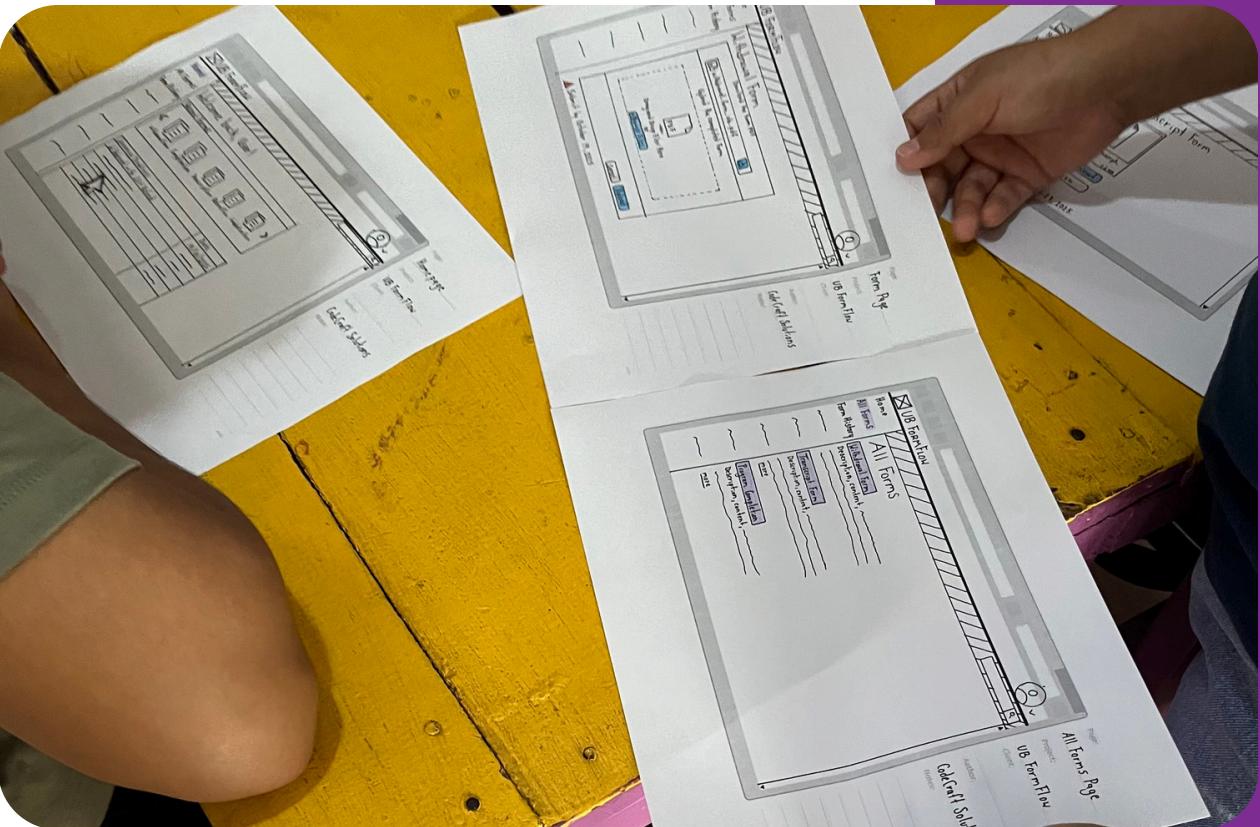
MODERATE TASK - CRITICAL INCIDENTS	
Incident	Severity Rating
"What does the date mean?"	2
"The color coding helps!"	0
"Helpful."	0
"What does the receipt button do?"	1

# EXPERIMENTAL RESULTS

COMPLEX TASK			
Investigate the status of a program completion form.			
Subtask	Navigate to the program completion form's status page.		
	Time Spent (sec)	Number of Errors	Completed
Participant 1	60	1	Yes
Participant 2	30	1	Yes
Participant 3	60	0	Yes
Average	50.000	0.667	3/3
Subtask	Find out about the form's current status.		
	Time Spent (sec)	Number of Errors	Completed
Participant 1	5	0	Yes
Participant 2	10	0	Yes
Participant 3	30	1	Yes
Average	15.000	0.000	3/3
Subtask	Find out which party currently holds the form.		
	Time Spent (sec)	Number of Errors	Completed
Participant 1	10	0	Yes
Participant 2	5	0	Yes
Participant 3	30	0	Yes
Average	15.000	0.000	3/3

COMPLEX TASK - CRITICAL INCIDENTS	
Incident	Severity Rating
"Status header on table not clickable."	2
"Actually very helpful."	0
"Very good."	0
"Recent forms are not my forms?"	1

# SUGGESTED UI CHANGES



- Alter the date & status columns in the form history with a clearer meaning
- Would prefer a simpler means of contacting people instead of the nudge feature on the form progress page; suggested a contact info
- Create a clearer indicator that recently uploaded/updated forms on the homepage aren't their recently filled out forms.



# CONCLUSION

Participants found the prototypes to be easy to navigate and found that it would make the form process here at UB much easier by giving them that sense of ease, accessibility, and security.



# THANK YOU FOR YOUR TIME!

**Any questions?**

