
STUDENT HEALTH SERVICE PORTAL

I would like to...



Schedule Appointment



Messages



Immunizations



Lab Results

Conditions of Use

Welcome to the Student Health Services Portal

Bach Xuan Phan - 934553922

Nikhil Kumar Gattu - 934615235

Saketh Reddy Kommareddy - 934619859

Swathi Gangi - 934612263

INTRODUCTION:



Project Goal: Redesign the student health portal for a more intuitive and user-friendly experience.



Target User: Students.



Key Features: Easy appointment scheduling, communication with healthcare providers, and access to medical records.

SCENARIO:



- **User Goal:** Abi wants to schedule a medical appointment for a sore throat and cough.



- **Usability Issue:** The appointment scheduling process is long, multi-step, and lacks clear guidance, making it frustrating for users.

BUG 1: ENHANCING LIST OF APPOINTMENTS BY DECLUTTERING



CURRENT DESIGN



Home

Profile

Medical Clearances

Health History

Appointments

Referrals

Handouts 2 Unread

Messages

Letters

Appointments for Bach Xuan Phan

Schedule an Appointment

Online appointment scheduling is limited. For full availability call 541-737-9355.

If you are **having a medical emergency dial 9-1-1 immediately.**

PLEASE DO NOT SELF-SCHEDULE if you are experiencing any of the following symptoms:

- Chest pain with difficulty breathing, severe pain or pressure
- Severe stomach pain lasting more than 2 hours
- Fainting/Loss of consciousness
- Head Injury with severe headache or loss of consciousness
- Fever, pelvic pain, worsening sores/blisters, severe bleeding (bleeding through your pad or tampon every 1-2 hours)
- Work related injury

CURRENT DESIGN

Insurance Card

Surveys & Questionnaires

Medical Records

Personal Records


Currently scheduled appointments

Refresh

- **Monday, June 9, 2025 9:00 AM with GOLDNER, ALEXANDER PA-C**
for a PC visit at Orange Floor - Health Center
Pre-visit questionnaire has been completed: Saturday, May 31, 2025 5:39 PM

Cancel Appointment

REDESIGN



Oregon State University

Home

Profile

Medical Clearances

Health History

Appointments

Referrals

Handouts 2 Unread

Messages

Letters

Downloadable Forms

Insurance Card

Surveys & Questionnaires

Medical Records

Personal Records

List of appointments

Schedule an Appointment

Appointment at 3:00pm
Reason: Cold
Student Health Clinic
850 SW 26th Street - May 9th 2025
Dr. Alexander Goldner

Reschedule

Cancel

Appointment at 1:30pm
Reason: Ingrown Toenail
Student Health Clinic
850 SW 26th Street - May 17th 2025
Dr. Alexander Goldner

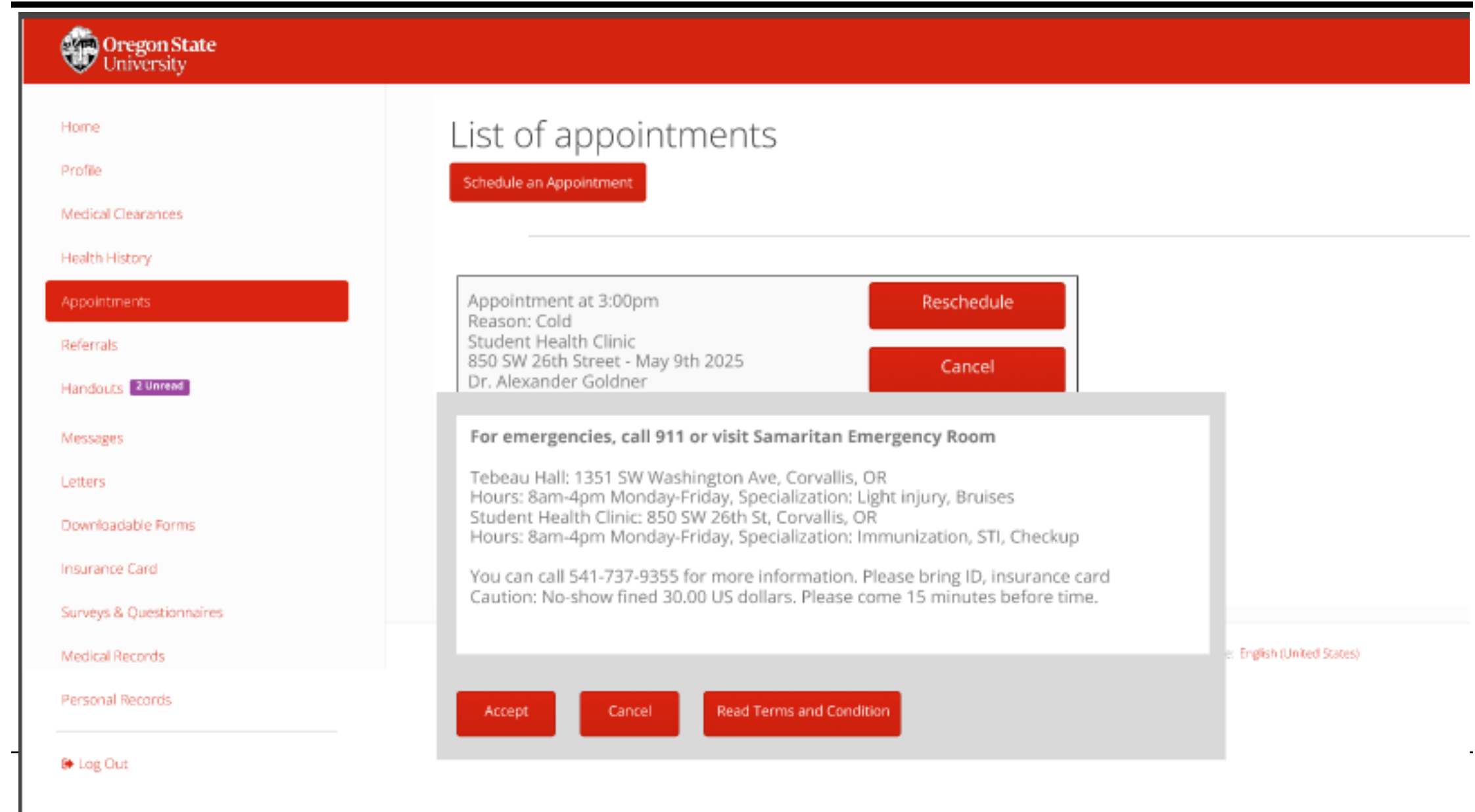
Reschedule

Cancel

Powered by Point and Click Solutions © 2025
Oregon State University
Corvallis: 541-737-9355
Cascade: 541-322-3100

Language: English (United States)

REDESIGN



BUG 2: SELECTING MULTIPLE SYMPTOMS



CURRENT DESIGN



Home

Profile

Medical Clearances

Health History

Appointments

Referrals

Handouts

Messages

Letters

Downloadable Forms

Insurance Card

Surveys & Questionnaires

Medical Records

Personal Records

➔ Log Out

Select the type of appointment you would like to schedule:

Student Appointments

☒ **Rapid Care @ Tebeau for Minor Illness or Injury**

- Cold/Flu Symptoms
- Seasonal Allergies
- Bladder/Urinary Tract Infection
- Pink Eye
- Earache or Ear Infection
- Skin Irritation or Rash
- Minor Sprain/Strain

☐ **Health Clinic (by Reser Stadium) or Telehealth Appointment**

- Minor Illness or Injury
- HIV Prevention/PrEP/PEP
- Reproductive or Sexual Health Concern
- STI Testing
- Gender Affirming Care
- Annual Wellness or Physical Exam
- Mental Health
- Other Medical Concerns

☐ **Immunization/Vaccine Appointment**

☐ **Nutrition Consult**

Online Services

☐ **Emergency Contraception**

Continue

Cancel

CURRENT DESIGN

[Home](#)[Profile](#)[Medical Clearances](#)[Health History](#)[Appointments](#)[Referrals](#)[Handouts](#)[Messages](#)[Letters](#)[Downloadable Forms](#)[Insurance Card](#)[Surveys & Questionnaires](#)[Medical Records](#)[Personal Records](#)[Immunizations](#)[🔗 Log Out](#)

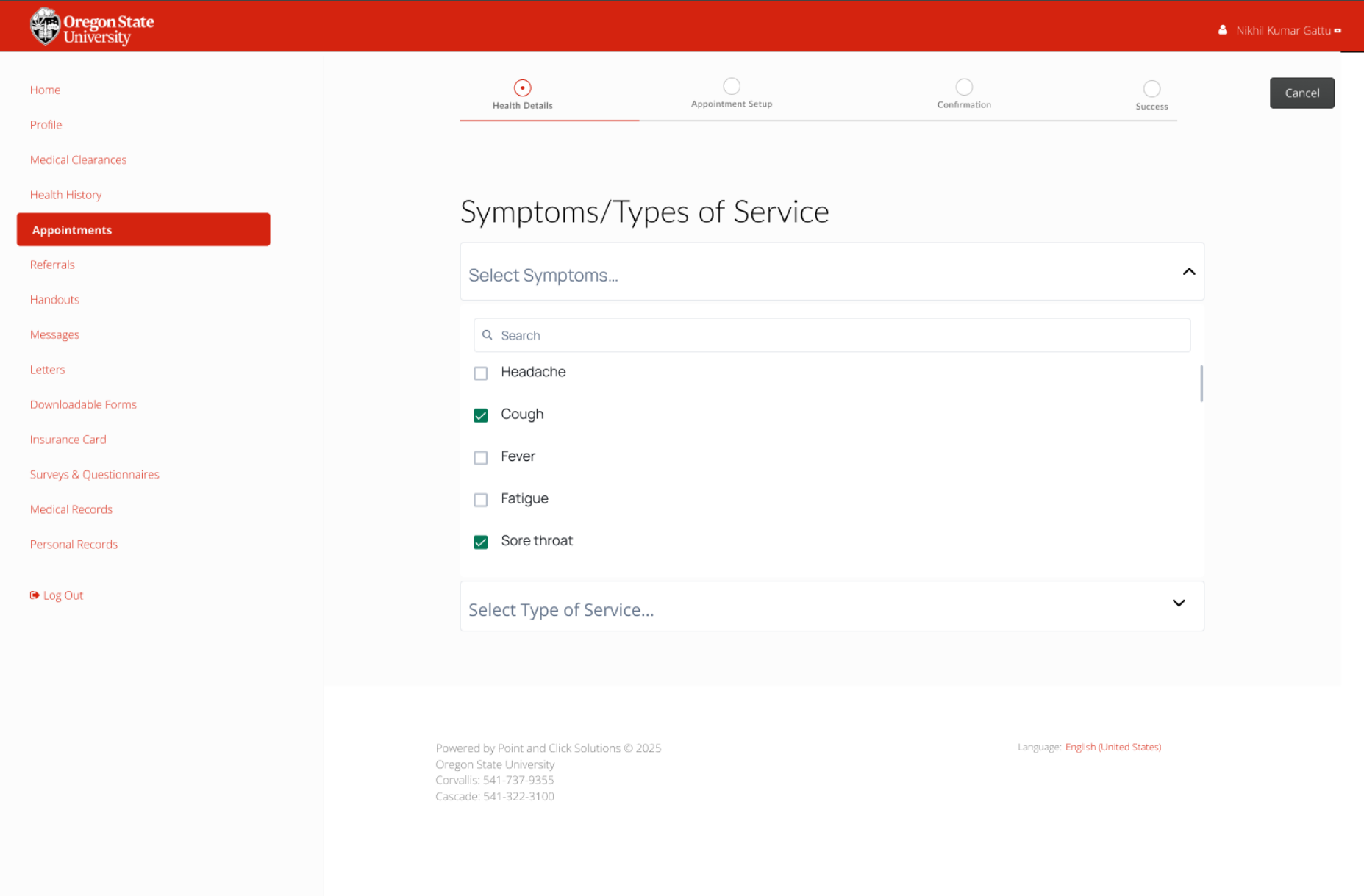
Specify Appointment Reason

Use the menu to select a reason for your visit:

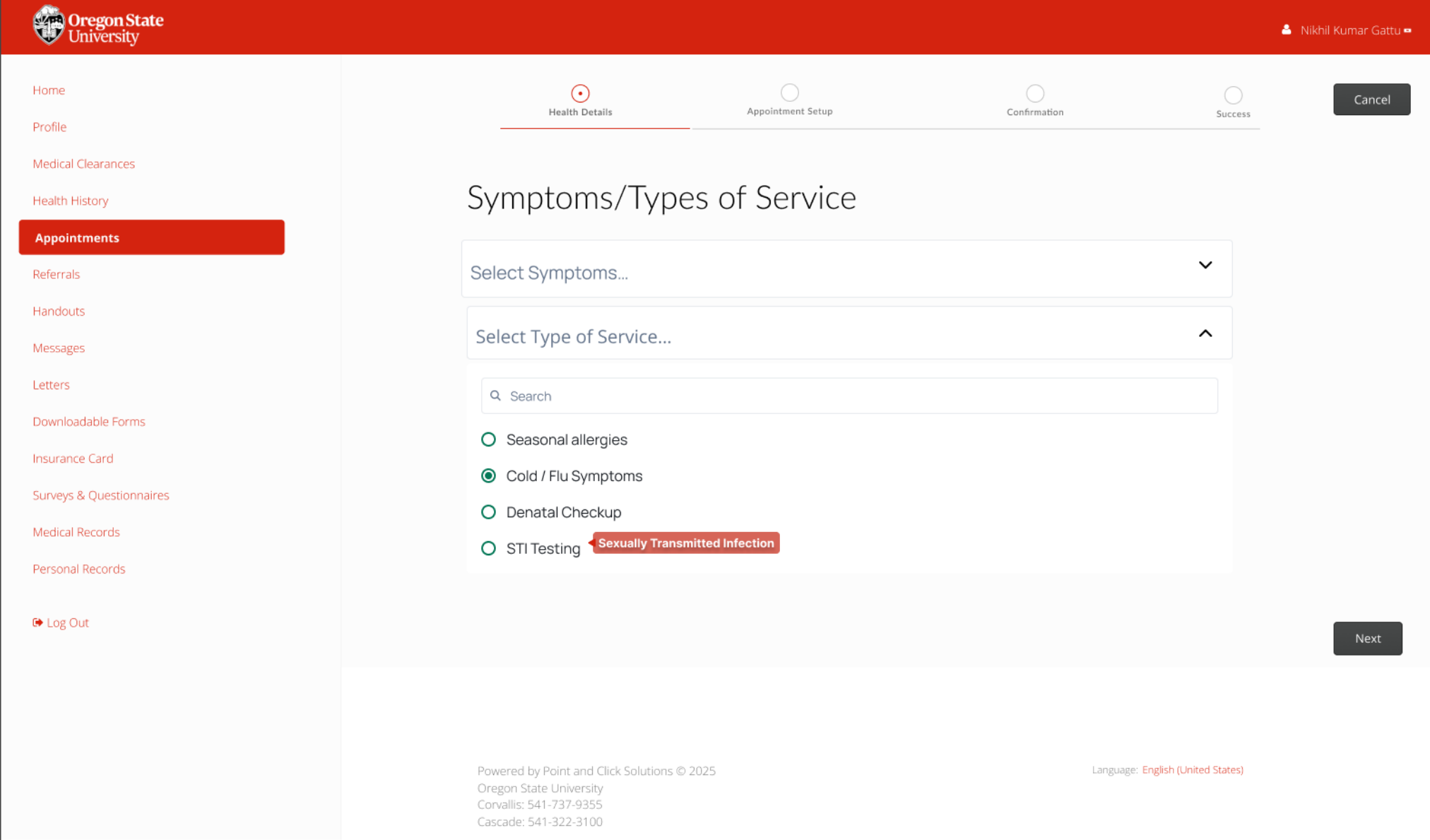
- ☐ Bite, Insect
- ☐ Burn
- ☐ Cough
- ☐ Dental Pain
- ☐ Ear Problem
- ☐ Minor Sprain/Strain
- ☐ Nasal Congestion
- ☐ Pink Eye
- ☐ Pregnancy Test
- ☐ Rash
- ☐ Return to Activity Note
- ☐ Seasonal Allergy Symptoms
- ☒ Sore Throat
- ☐ Urinary Symptoms

[Continue](#)[Cancel](#)

REDESIGN



REDESIGN



**BUG 3:
ENHANCING USER
EXPERIENCE
THROUGH IMPROVED
VISUAL CUES**



CURRENT DESIGN



Nikhil Kumar Gattu ▾

Home

Profile

Medical Clearances

Health History

Appointments

Referrals

Handouts

Messages

Letters

Downloadable Forms

Insurance Card

Surveys & Questionnaires

Medical Records

Personal Records

Immunizations

Log Out

Almost There.....

Please confirm the appointment date and time:

Date/Time: **Thursday, June 12, 2025 2:30 PM**
With: **GOLDNER, ALEXANDER PA-C**
Location: **Orange Floor - Health Center**
Reason Code: **Ingrown Toenail Eval**
Callback Number: **34573353**

You must arrive at your check-in time. If you do not arrive at this time, you will be rescheduled.

For in person appointments, check in at the registration desk on the first floor.

Your check in time is:
-5 minutes before appointment time at Health Center
-10 minutes before appointment time at Tebeau
-At the appointment time for telehealth

Confirm

Confirm the selected appointment.
Proceed to Clinical Questionnaire

Retry

Return to the previous page
and select another appointment.

Cancel

Cancel selection of this appointment
and return to your appointment listing.

You must complete a clinical questionnaire prior to your appointment.

Please fill out the questionnaire at this time.

REDESIGN



Nikhil Kumar Gattu

Home

Profile

Medical Clearances

Health History

Appointments

Referrals

Handouts

Messages

Letters

Downloadable Forms

Insurance Card

Surveys & Questionnaires

Medical Records

Personal Records

Log Out



Health Details



Appointment Setup



Confirmation



Success

Cancel

Almost There.....

Please confirm the appointment date and time:

Date/Time: **Thursday, June 12, 2025 11:30 AM**
With doctor: **ALEXANDER**
Location: **Health Center**
Reason: **Ingrown Toenail Eval**
Callback Number: **541 234 5839**

You must arrive at your check-in time. If you do not arrive at this time, you will be rescheduled.

For in person appointments, check in at the registration desk on the first floor.

Your check in time is:
-5 minutes before appointment time at Health Center
-10 minutes before appointment time at Tebeau
-At the appointment time for telehealth

Confirm

Confirm the selected appointment.
Proceed to Clinical Questionnaire


Retry

Return to the previous page
and select another appointment.

BUG 4: LACK OF USER CONTROL



CURRENT DESIGN

Oregon State University

Home

Profile

Medical Clearances

Health History

Appointments

Referrals

Handouts

Messages

Letters

Downloadable Forms

Insurance Card

Surveys & Questionnaires

Medical Records

Personal Records

Log Out

Schedule Appointment

Appointment Search Criteria

Visit Type: PC VISIT

System will search from the start date to the 7 days following

Start Date

05/31/2025

Location

Select Location...

Time Range:

9:00 AM

to

6:00 PM

Days/Times:

☐ Su

☒ M

☒ T

☒ W

☒ Th

☒ F

☐ S

☒ AM

☒ PM

Search for appointments

You are eligible for appointments [09/01/2024 to --] and [03/23/2025 to 06/23/2025]

These appointments are available in two locations. Update the location in the search criteria and if it does not match your availability, check the other location. Call 541-737-9355 for full availability.

Cancel

Online appointment availability is limited. If you are unable to find a time that works with your schedule, please contact the main Health Center at 541-737-9355 so we can assist you.

CURRENT DESIGN



Nikhil Kumar Gattu ▾

Home

Profile

Medical Clearances

Health History

Appointments

Referrals

Handouts

Messages

Letters

Downloadable Forms

Insurance Card

Surveys & Questionnaires

Medical Records

Personal Records

Log Out

Schedule Appointment

Appointment Search Criteria

Expand

You are eligible for appointments [09/01/2024 to --] and [03/23/2025 to 06/23/2025]

These appointments are available in two locations. Update the location in the search criteria and if it does not match your availability, check the other location. Call 541-737-9355 for full availability.

Continue

Cancel

GOLDNER, ALEXANDER PA-C

Wednesday, June 11, 2025 at Orange Floor - Health Center

9:30 AM

Thursday, June 12, 2025 at Orange Floor - Health Center

11:30 AM

2:00 PM

2:30 PM


3:00 PM

Continue

Cancel

Online appointment availability is limited. If you are unable to find a time that works with your schedule, please contact the main Health Center at 541-737-9355 so we can assist you.

REDESIGN



Home

Profile

Medical Clearances

Health History

Appointments

Referrals

Handouts

Messages

Letters

Downloadable Forms

Insurance Card

Surveys & Questionnaires

Medical Records

Personal Records

Log Out

Health Details

Appointment Setup

Confirmation

Success

Cancel

Schedule Appointment

TodayLast 8 daysLast month

Su	Mo	Tu	We	Th	Fr	Sa	
27	28	1	2	3	4	5	Jun
6	7	8	9	10	11	12	May
13	14	15	16	17	18	19	Apr
20	21	22	23	24	25	26	Mar
27	28	29	30	31	1	2	Feb
							Jan
							Dec
							Nov

ClearApply

Available slots

No slots

Selected slot

Location: Tebeau

Time Slots

1:50 PM2:10 PM3:30 PM3:50 PM4:10 PM

Confirmation

March 14th, 3:30 pm | Tebeau

PrevNext

Powered by Point and Click Solutions © 2025

Oregon State University

Corvallis: 541-737-9355

Cascade: 541-322-3100

Language: English (United States)

RESULTS



Reduced 50% of screens
(In current website there are in total 12 screens
(12 steps) and we reduced it to 6 screens
including popup.



In total we have fixed 8+ bugs



Learned best practices of UI/UX design
principles.

DEMO

- <https://www.figma.com/proto/VZSh0yHYq4ETOGUStwcEyO/Schedule-appointment?node-id=69-56&p=f&t=JTU3EQP5uAxwiXjU-0&scaling=scale-down&content-scaling=fixed&page-id=0%3A1&starting-point-node-id=69%3A56&show-proto-sidebar=1>

