

# 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



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## 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

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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



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## 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](#)

# REDESIGN



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## 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](#)

**For emergencies, call 911 or visit Samaritan Emergency Room**

Tebeau Hall: 1351 SW Washington Ave, Corvallis, OR  
Hours: 8am-4pm Monday-Friday, Specialization: Light injury, Bruises  
Student Health Clinic: 850 SW 26th St, Corvallis, OR  
Hours: 8am-4pm Monday-Friday, Specialization: Immunization, STI, Checkup

You can call 541-737-9355 for more information. Please bring ID, insurance card  
Caution: No-show fined 30.00 US dollars. Please come 15 minutes before time.

Language: English (United States)

[Accept](#)

[Cancel](#)

[Read Terms and Condition](#)

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# BUG 2: SELECTING MULTIPLE SYMPTOMS



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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**

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## 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](#)

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Nikhil Kumar Gattu

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Appointment Setup

Confirmation

Success

Cancel

## Symptoms/Types of Service

Select Symptoms...

Search

Headache

Cough

Fever

Fatigue

Sore throat

Select Type of Service...

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Cancel

Health Details

Appointment Setup

Confirmation

Success

## Symptoms/Types of Service

Select Symptoms...

Select Type of Service...

Search

- Seasonal allergies
- Cold / Flu Symptoms
- Dental Checkup
- STI Testing **Sexually Transmitted Infection**

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Oregon State University

Corvallis: 541-737-9355

Cascade: 541-322-3100

Language: English (United States)

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



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## 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.

Log Out

# REDESIGN



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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**



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## Schedule Appointment

Appointment Search Criteria

Visit Type: **PC VISIT**  
System will search from the start date to the 7 days following

Start Date:  Calendar icon

Location:

Time Range:  to

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.

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## 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.

[Log Out](#)

# REDESIGN

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Cancel

## Schedule Appointment

Today   Last 8 days   Last month

Su Mo Tu We Th Fr Sa

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

Jun Mai Apr Mar Feb Jan Dec Nov

Clear Apply

● Available slots  
○ No slots  
● Selected slot

**Location:** Tebeau

**Time Slots**

1:50 PM   2:10 PM   3:30 PM   3:50 PM   4:10 PM

**Confirmation**

March 14th, 3:30 pm | Tebeau

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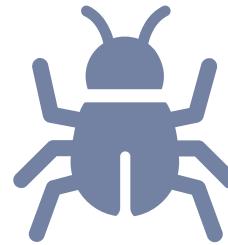
Language: English (United States)

# RESULTS

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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

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- <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>
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