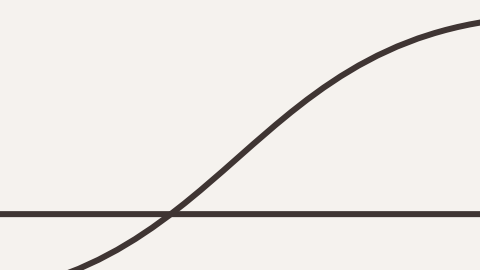




COM 421 Project

Group 5

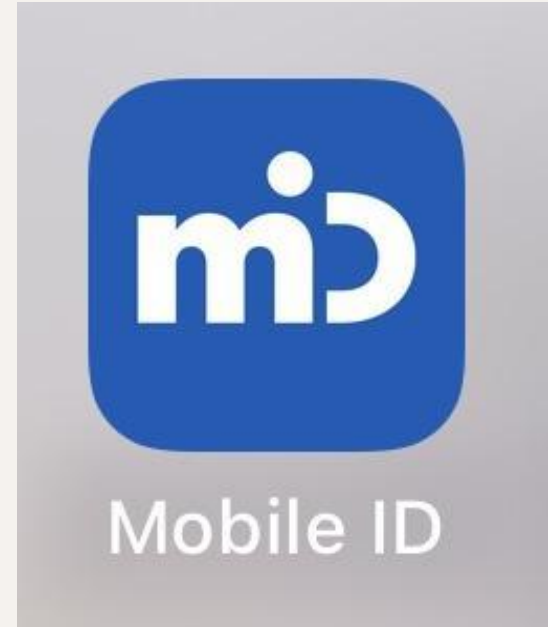
Len Washington III, Garbo Chen, Alexander Garcia, Dulce Gomez



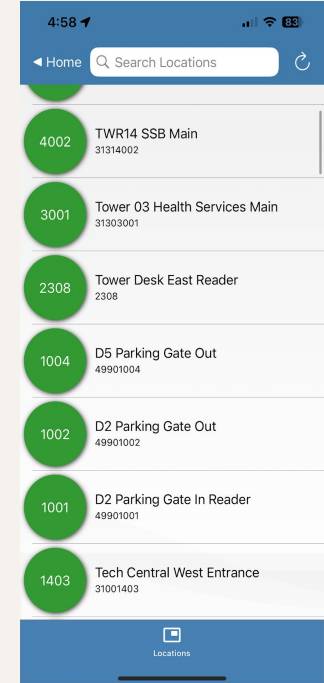
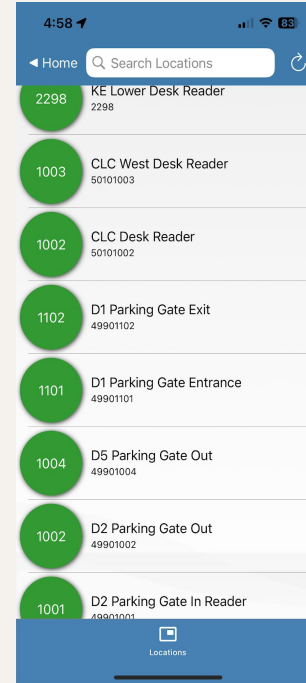
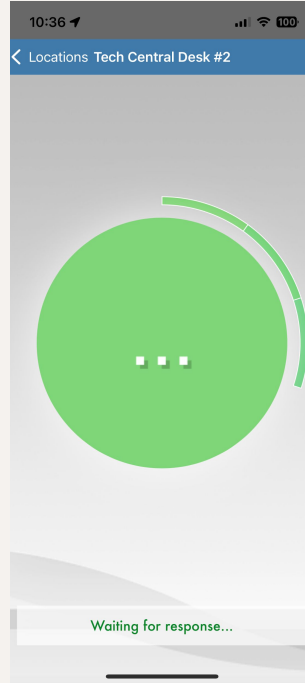
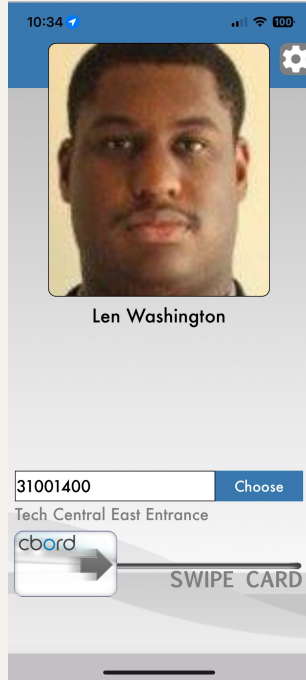
Mobile ID

Introduction

The application with the problematic UI is IIT's Mobile ID app, which allows users to access locked areas without their IDs.



*Software actual interface



Approach of achieving:

To gather user feedback, we distributed a survey to some students to understand their experiences and opinions about this software.

Mobile ID Satisfaction Survey

Mobile ID Satisfaction Survey

We're surveying Illinois Tech students and alumni about their experiences with the Mobile ID application, which grants them the ability to unlock certain locations without their HawkCard on hand.

gchen37@hawk.iit.edu [Switch account](#)

 Draft saved

* Indicates required question

Email *

☐ Record gchen37@hawk.iit.edu as the email to be included with my response

How many years have you been at Illinois Tech?

Your answer

What is your status? *

- ☐ Undergraduate
- ☐ Coterminal
- ☐ Graduate

Survey Questions:

- How many years have you been at Illinois Tech?
- What is your status?
- Have you heard of Mobile ID?
- Have you ever used the Mobile ID application?

Survey Results

- We received **18 responses** in total.
- The main findings are as follows:
 - Most students have been at the university for more than a year.
 - While more than half of the students have heard of Mobile ID, 22.2% said they were unaware of the software.
 - **Only 66.7% of respondents reported having used the software.**
It is worth noting that due to limited time, this proportion is for reference only.

Survey Questions:

[User Experience Part]

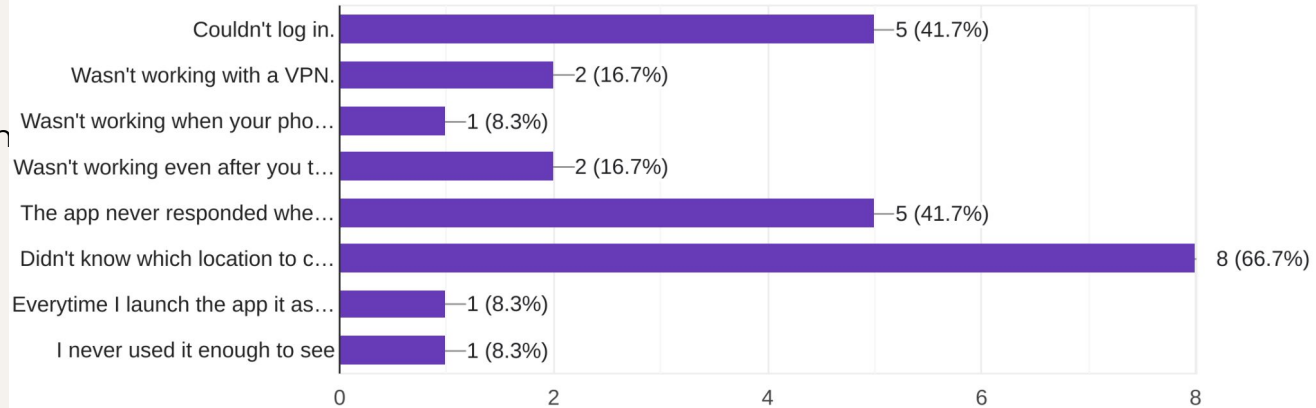
- **How often do you use Mobile ID?**
- **What locations do you unlock with Mobile ID?**
- **Have you experienced any glitches, bugs, or mishaps with Mobile ID?**
- Would you find it useful to have your ID's code saved in your phone's wallet, similar to a bank card in Apple Wallet? This would only need your facial recognition and would allow you to access scanners that are not physically bound to a place (like Common's ID scanners).
- Would you find it useful if Mobile ID had an in-app map that allowed you to see all scanner locations (in a similar way to the Ventra app allowing you to see nearby buses and trains)?
- Do you have any other complaints about Mobile ID?

Survey Results

- We received **12 responses** about user experience, with feedback focusing mainly on the following issues:
 - “Didn't know which location to choose.” was the most common problem.
- Other common issues included:
 - “The app never responded when you tried to open a door.”
 - “Couldn't log in.”

Have you experienced any glitches, bugs, or mishaps with Mobile ID?

12 responses



Observations

Awareness: Some respondents were not aware of the Mobile ID app.

Usage: Usage varied significantly, from "rarely, if ever" to "a couple of times per month."

Locations: Commonly unlocked locations included dorm rooms, residence halls, and classrooms.

Issues:

- Login failures.
- Problems with location services (e.g., VPN issues, being too far from scanners).
- App responsiveness.
- Confusion about which location to select in the app.

Desired Features:

- Wallet integration for easier scanner access.
- In-app map for scanner locations.

Proposed Updates



MobileID Mockup

2308	Tower Desk East Reader 2308
2424	Galvin East Exterior Rdr 2424
2425	Galvin Desk Reader 2425
1004	D5 Parking Gate Out 49901004
3621	D5 Parking Gate In 3621
1405	E1 North Entrance 20501405

Conclusion

Students are cautious to accept Mobile ID as a whole, but the current technical and user experience problems limit its promotion effect and practicality. If software stability can be optimized, interface design improved, and publicity enhanced, Mobile ID has the potential to become a more important tool in students' daily lives.



Thank you!!