

## Analysis of the User Feedback

### Approach of achieving:

To gather user feedback, we distributed a survey to some students to understand their experiences and opinions about this software. (Note: This software primarily serves as a virtual key, partially replacing the functionality of the student ID card.)

### Mobile ID Satisfaction Survey

#### Survey Questions:

1. How many years have you been at Illinois Tech?
2. What is your status?
3. Have you heard of Mobile ID?
4. Have you ever used the Mobile ID application?

#### [User Experience Part]

1. How often do you use Mobile ID?
2. What locations do you unlock with Mobile ID?
3. Have you experienced any glitches, bugs, or mishaps with Mobile ID?
4. 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).
5. 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)?
6. Do you have any other complaints about Mobile ID?

#### Key Question to focus:

The purpose of the following three questions is to understand the frequency of students using the software and the common issues they encounter:

- 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?

### **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.

[User Experience Part] :

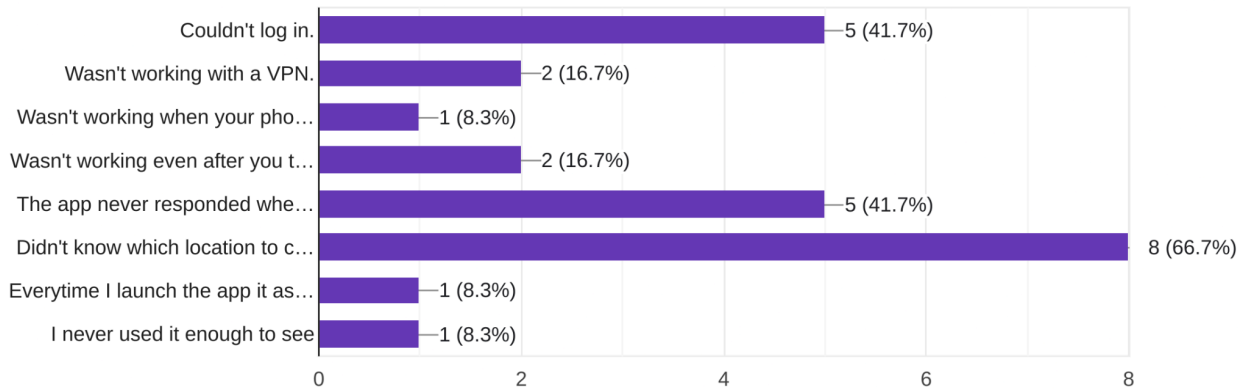
\*the graph and the question are in the next page

We received 12 responses about user experience, with feedback focusing mainly on the following issues:

1. "Didn't know which location to choose." was the most common problem.
2. Other common issues included:
  - a. "The app never responded when you tried to open a door."
  - b. "Couldn't log in."

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

12 responses



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

- ☐ Couldn't log in.
- ☐ Wasn't working with a VPN.
- ☐ Wasn't working when your phone's location services were off.
- ☐ Wasn't working even after you turned your phone's location services on.
- ☐ The app never responded when you tried to open a door.
- ☐ Didn't know which location to choose.
- ☐ Other...

**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.