

Design Document

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Part 2: User Research Findings

Detailed notes & questions of 8 interviews are located in the [Appendix](#)

Part 2a: PhD student key findings:

1. The most frequently mentioned keyword is “Talking with professors and faculties during the visit day”, we found that the main focus of PhD students for attending school visit day is to build connections because Networking can lead to potential collaborations, job opportunities, or support in future academic or professional endeavors.
2. Currently all of our interviewees mentioned that the event coordinator contacted them using emails only. They also admitted that email is not a good way for urgent communication.
3. Some interviewees prefer push notifications, while others prefer email notifications. The reason for the latter preference is that they can always go back and check the notifications in their email inbox. Push notifications, on the other hand, might disappear, causing students to worry about missing important information.

Part 2b: Administrator findings:

1. From the administrator interviews, we learned that communication on expectations was very crucial. As a lot of transportation, housing and food was provided, they wanted to express where participants needed to be and when.
2. There was a master schedule that was applicable for everyone and individual schedules applicable to specific users. Administrators didn't keep track of any individual schedules but it was helpful for them to create this to get an overview of people's days.

3. Additionally they found value in a private schedule with participants' travel schedule to keep them on top of their attendees and check-in with them as needed. Some participants called administrators when they had landed at inconvenient hours so a space for participants to update their individual travel plans could be helpful for emergencies.
4. Reimbursement was a big undertaking for many administrators. The process is ever-changing and is often difficult to communicate to participants. They want an easy way to distribute and teach this information. Handling the amount of reimbursement forms can be overwhelming for the administrator.
5. They found that communication to participants could be tough and it was very valuable when participants could talk to each other.

Part 3: User Groups & Their Goals

Part 4a: PhD Student User Group & Their Goals

Prospective Cornell information science PhD students attending the visit day to learn more about the program, faculty, current students, and Cornell to ultimately decide if they want to accept their offer.

- (1) Individual schedule: Each student wants to access and review their personalized schedule for the visit day. This allows them to plan their time effectively and make the most of the various activities and sessions offered.
- (2) Gathering program information: Prospective students are eager to learn general information about the information science program, the department, faculty, current research initiatives, and current students.

- (3) Reimbursement program: Understanding the reimbursement program is essential for admitted PhD students, as they seek financial support for their travel expenses. They aim to access clear information about the program, its eligibility criteria, and application procedures.
- (4) Navigating the campus: Being able to navigate efficiently throughout the campus is crucial for students to attend various sessions and events. They need accessible information to help them find their way.
- (5) Urgent announcements and emergency contact: Prospective students rely on the app to stay informed about any urgent announcements or changes to the schedule. Additionally, having easy access to emergency contact information provides them with a sense of support during their visit.

Part 4b: Administrator User Group & Their Goals

Administrators: Information Science Staff responsible for coordinating events or graduate student programs. They want to create a positive impression of the PhD program by giving accurate program information, developing an organized visit day, and impressing the students.

- (1) Providing comprehensive program information: Administrators strive to offer accurate and detailed information about the Cornell information science program, ensuring that prospective students have a clear understanding of the program's structure, curriculum, and opportunities.
- (2) Managing the schedule: Administrators handle the distribution and creation of the master/main schedule, which includes updates to individual schedules. They ensure that participants receive up-to-date and well-organized schedules for the visit day.
- (3) Communicating urgent announcements: Administrators utilize the app to publish important announcements and updates to all participants. This ensures that prospective students are informed promptly about any changes or additional information relevant to the PhD visit day.

(4) Reimbursement guidance: Administrators provide clear and concise information about the reimbursement program. They aim to streamline the reimbursement process and minimize the workload for prospective students, addressing any questions or concerns they may have.

Part 4: Personas

Part 4a: PhD Student Persona



Image Source: unsplash.com

Jennifer (24 years old) from California who did her undergraduate and masters degree in HCI and Health Technology at University of Southern California at Berkeley, respectively. She is deciding between two PhD programs and wants to determine if this is the right fit for her. She wants to find potential advisors in Health Technology and hear from current PhD students about their experience. She knows Cornell will reimburse for some of her trip and she wants to make sure he does not have to pay out of pocket.

Part 4b: Administrator Persona



Image Source: unsplash.com

John (37 years old) from Texas, who is currently working as Events Coordinator for the Information Science Department at Cornell. He wants to ensure that the itinerary is communicated to students and make a good impression on them. If there's any changes to the schedule, he wants an easy way to update students about it. The reimbursement process is tedious for him and he wants to make things as easy as possible for him.

Part 5: Task Scenarios

Part 5a: PhD Student Task Scenarios

You are a prospective Information Science PhD student who is visiting Cornell University to help you make a decision if you would like to attend the program. You previously went to University of California at Berkeley where you did your undergraduate degree on Human Computer Interaction (HCI) and Masters working on-body interfaces and health technology. You want to take this opportunity to speak to professors, students, and researchers to help you decide who to work with before you accept the position.

Scenario 1:

You're interested in visiting the labs and having a conversation with the PhD students from the fields of Behavioral HCI and Human-Robot Interaction. As you want to know more about the program, you plan to attend the PhD visit day scheduled on March 13, 2023. Find the exact time when you can join the lab tour for the Behavioral HCI and Human-Robot Interaction.

Explanation: As a prospective Information Science PhD student visiting Cornell University, the app supports your goal of joining the lab tour for Behavioral HCI and Human-Robot Interaction during the PhD visit day. By navigating to the calendar page, you can easily find the exact time for the tour, allowing you to plan your schedule and make sure you don't miss this valuable opportunity to explore the labs and engage with fellow students.

Scenario 2:

When you applied to the program you remember that the Hybrid Body Craft work was directly related to your Masters thesis. You are interested in setting up meetings with a professor involved in on-body

interfaces and a PhD student involved in health technology. Draft an email to both of them to set up a meeting with them.

Explanation: The app assists you in setting up meetings with a professor involved in on-body interfaces and a PhD student working on health technology. By accessing the directory or contact page, you can quickly find their contact information using the search bar and draft emails to arrange meetings. This seamless process facilitates effective communication, enabling you to connect with potential advisors and research collaborators to further explore your academic interests.

Scenario 3

In the middle of the day, you have some free time. You decided to walk around the campus individually. After 20 minutes, you realized that you got lost on campus. Find the administrators' contact information.

Explanation: When you find yourself lost on campus during your free time, the app provides a solution by offering easy access to the administrators' contact information.

Scenario 4

As a student coming from California, you have trip costs after getting back home. You spend \$300 on round flight tickets, \$60 for uber, \$120 on dinner and lunch outside the campus, and \$70 on purchasing gifts at Cornell store. Find out what fees can be reimbursed, and the total amount that can be reimbursed.

Explanation: To understand which fees can be reimbursed and the total amount eligible for reimbursement, the app's reimbursement page is designed to assist you. By accessing clear reimbursement guidelines and information about eligible expenses, you can make informed decisions.

Scenario 5

You have attended the PhD Visit Day event at Cornell Bowers CIS Information Science Department and want to initiate your reimbursement request. Use the app to find the reimbursement form, download it, fill it out, and upload it. Ensure that you are submitting your request within the deadline.

Explanation: After attending the PhD Visit Day event, the app streamlines the reimbursement request process for you. With easy access to the reimbursement page, you can quickly locate and download the reimbursement form. By filling out the form and uploading the required receipts, you can initiate your reimbursement request hassle-free. The app also emphasizes the importance of submitting the request within the deadline, ensuring a smooth and timely reimbursement process.

Part 5b: Administrator Task Scenarios

You are the Events Coordinator for the Information Science Department at Cornell and you are planning the Information Science PhD Visit Day. There is a new app that incoming PhD students will use to aid them in their visit day. The admin password is [AdminEdit](#) and you can use your netid.

Scenario 1

Because of the snow storm, you want to cancel the campus tour on Tuesday, March 14, 2023.

Login and change the title “Cornell Campus Tour” to “Canceled” from 10:30AM - 11AM Tuesday, March 14, 2023 itinerary.

Explanation: Administrators can easily change the itinerary by logging in and editing the calendar.

Scenario 2

You just received an email that the Tuesday 8:30 AM breakfast location has been changed to Duffield Atrium. Please edit the location of the event.

Explanation: This allows administrators to edit the location of particular events.

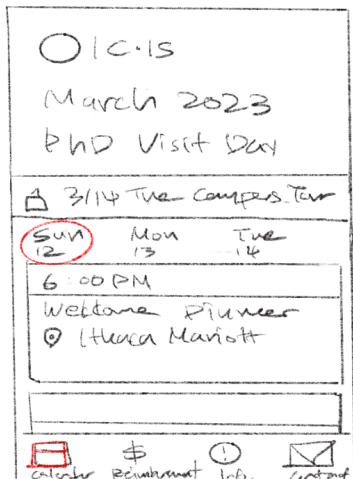
Part 6: Final Design Sketches

Overall, we would have 4 main features: Calendar, Information, Reimbursement, and the Contact. Iterations of the design sketches are located in the Appendix section: [Sketch Iterations & Brainstorming](#).

Calendar Page

- Announcements & updates
- Full Itinerary
 - Overview
 - Detail page
- Descriptions of events
 - Date
 - Time
 - Event name
 - Location

	C.I.S	Schedule Reimbursement Information Contact
March 2023 PhD Visit Day		
Sun 12 6:00 PM	Mon 13 8:30 AM	Tue 14 8:30 AM
Welcome dinner at the Ithaca Marriott	~~~~~ ~~~~~ ~~~~~	~~~~~ ~~~~~ ~~~~~
	9:30 AM	9:30 AM
	~~~~~ ~~~~~	~~~~~ ~~~~~



### Rationale for the final sketch of calendar page:

According to the user interviews of Ph.D. students and administrators, urgent announcements are normally communicated through emails. The website does not include the updated information so users face difficulties going back to the email every time. The administrator also stated that communication on expectations was very important as a lot of transportation, housing and food was provided so they wanted to express where participants needed to be and when.

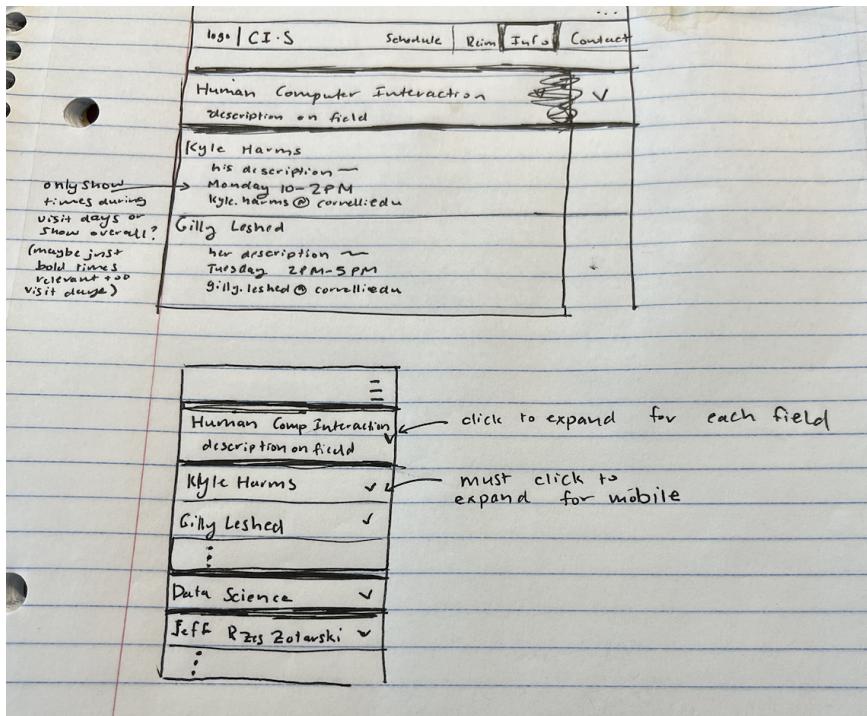
To keep the design consistent across all the pages, our team uses the same navigation bar which includes, schedule, reimbursement, information, and contact. The iterations of the

navigation menu and homepage can be seen in the [appendix](#). Users can view the itineraries when they click or tap on the “schedule” tab from the navigation bar. The calendar page includes all the details of the itineraries, including the date, time, location, title, and description of particular events. The announcements and updates are placed next to the calendar. The calendar is placed horizontally so the users can view the whole schedule at a glance. Users can scroll down the schedule to view the itineraries of each day on the desktop and laptop screens. Users can tap on a specific day to check the schedule on mobile devices. The selected day is highlighted with a primary color.

Announcements and updates are placed next to the schedule on desktop and laptop versions and they are placed on the top of the page on the mobile version so the users can quickly check the recent updates on the schedule. In order to address the issue of viewing the email several times for checking updates, our team decided to place the announcements panel where the administrator can easily make updates and the users can quickly view the changes.

## Information Page

- Professors
  - Bio, Description & their research interests
  - Contact
  - Office Hours
- Students
  - Bio, Description & their research interests
  - Contact



### Rational for final sketch of information page:

The information page addresses the user goal of meeting and learning about professors and current students. Our user interviews showed the value accepted students have in talking to others in order to make the decision and potentially find an advisor. A lot of students struggled with having professors respond to them through cold-emailing and we wanted to provide a space for students to easily access contact information and availability.

We display each professor and current student's names, field, availability, image and link to their website when pressed; as our interviews showed that these were the most important concerns for students. There are a lot of different ways to display this information and we played with a couple iterations on how to show it.

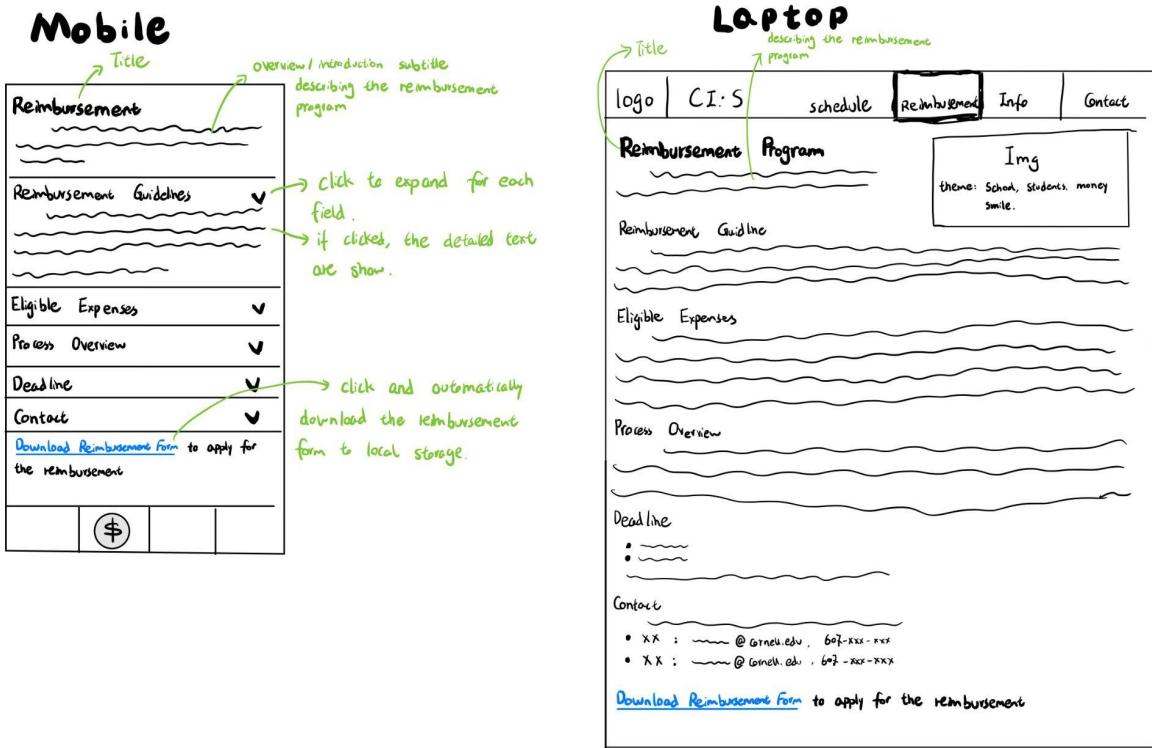
Some of our iterations included displaying profile pictures and a variety of ways to organize each professor's information. More iterations of the information page can be seen in the [appendix](#). We decided that using images was unlikely to meet the user's goals and decided a list

format without pictures would be better. We decided to not include program information as there are so many professors and the visual clutter might be too high. Additionally, our user interviews did not identify learning about the program as a large need by users so this was removed.

For the Mobile version, we toyed with the idea of making the user click to expand each professor because with less screen space, it might be difficult to scroll through all of the professors, but this also poses a challenge because it forces the user to click on each professor individually. Our final design features information on professors' fields, description, availability and a link to their website. Each entry is organized by field.

## Reimbursement Page

- Title, Overview/Subtitle
- Reimbursement Guideline
- Eligible Expenses
- Process Overview
- Deadline
- Contact for reimbursement questions
- Download the PDF reimbursement form



### Rationale for the final sketch of reimbursement page:

The reimbursement page aims to provide a consistent design and user experience throughout the app. We have adopted a dropdown design pattern to present additional information effectively to the student users. Based on user interviews, we discovered that potential users preferred not to have a login feature as it could potentially complicate the process. Therefore, we decided to present the reimbursement program information without requiring user authentication. The reimbursement page features five main sections that are expandable: Reimbursement guidelines, Eligible Expenses, Process Overview, Deadline, and Contact. By organizing the content in this manner, we ensure that students can easily access specific information they are seeking, promoting clarity and ease of use. To make the reimbursement form easily accessible and distinguishable, we have included a clickable link at the bottom of the page for users to download the form directly to their device. This important feature is highlighted

using blue text color and an underline to draw attention to it. Considering the user interviews, we found that the process of submitting the reimbursement form did not generate many complaints. Therefore, we have decided to maintain the traditional approach of students submitting the completed form to the PhD day administrators. To facilitate this, we have included the contact information (emails and phone) of the reimbursement officers in the contact section. Overall, our design for the reimbursement page prioritizes simplicity and clarity. By providing straightforward information and a prominent download link for the reimbursement form, we ensure that students can easily understand the reimbursement process and complete the necessary steps.

## Contact Page

- Profs
- Current students
- Reimbursement questions
- PhD program director
- Administrators
- App developers & Accessibility

Second.

The image contains two wireframe sketches of a contact page. The top sketch is a detailed form with fields for 'PhD Program Director' (with a placeholder 'Larry Blaine'), 'Area', 'Email', 'Office', 'Professors' (with a placeholder 'John Doe'), 'Area', 'Email', 'Office', and 'Administrators' (with a placeholder 'Email', 'Office'). A blue arrow points from the text 'Add a search bar to locate professors easily.' to the 'Professors' field. The bottom sketch is a simplified version with a header featuring buttons for 'Logo', 'CI-S', 'Schedule', 'Reimbursement', 'Info', and 'Contact'. Below the header is a summary of contact information: 'PhD Program Director: Larry Blaine - Area: Email: Office:'. This is followed by sections for 'Professors' (listing 'Anna Jessie' and three other names) and 'Administrators' (listing two names). A blue arrow points from the 'Info' button in the header to the 'Professors' section.

#### Rational for final sketch of Contact page:

Referring to the previous interviews, the contact with the professors is important for PhD candidates on PhD Visit Day because the discussion with the POI is the most crucial factor for them to decide which university to attend. The contact information includes the office location and email addresses. In the final design for the contact page, three parts are the most important: director, professors and administrators, which are for enquiring the general information of the PhD program, specific questions on research and professors, and reimbursement. We omitted

developer and accessibility part because it is not important as mentioned by some interviewees in the previous user interviews. Users can directly click or press the hyperlink of the email to jump into the outside mail app. We also added a search bar to let the users locate the POI more conveniently.

## Part 7: Evaluation

The screenshot shows a website for Cornell Bowers CIS. At the top left is the Cornell seal and the text "Cornell Bowers CIS College of Computing and Information Science". At the top right are links for "Calendar", "Contact", "Directory", "Reimbursement", and a red "Admin Login" button. The main title is "Ph.D. Visit Day Itinerary". Below it is a message: "Hello! PhD Visit Day is right around the corner. Below are some specific events we would love for you to attend." A yellow box contains a "Notifications" section with the message "Tuesday, March 14, 2023 Campus Tour Cancelled" and the note "Due to snow storm, the campus tour has been cancelled." The date "Last updated: 2023-03-12 12:00:00" is also shown. The itinerary table below has three columns: "Sunday, March 12, 2023", "Monday, March 13, 2023", and "Tuesday, March 14, 2023". Each column lists events with times and descriptions.

Sunday, March 12, 2023	Monday, March 13, 2023	Tuesday, March 14, 2023
4:00 PM Ithaca Marriot Downtown Visitors Arrival at the Ithaca Marriott Downtown on the Commons.	7:45 AM Shuttle Shuttle visitors to Gates Hall.	7:45 AM Shuttle Shuttle visitors to Gates Hall.
6:00 PM Ithaca Marriot Downtown Welcome Dinner at the Ithaca Marriott Downtown on the Commons. Current PhD, Faculty and Visitors invited.	8:30 AM Gates 122 Breakfast for visitors only in Gates 122.	8:30 AM Gates 122 Breakfast for visitors only in Gates 122.
	9:30 AM Gates 122 Welcome/Introduction with Sue Fussell and David Williamson that will be Zoomed.	9:30-10:00 AM First-Year Space Tour of First-Year space.

To evaluate the usability of the app, we recruited four participants consisting of one administrator and three Ph.D. students. Before we conducted user testing, we asked for their consent. For each participant, we randomized the order of the task scenarios and asked them to complete the assigned tasks. To gain insights into their thought processes, we employed the think-aloud method and encouraged them to verbalize their actions as they interacted with the app. We also conducted follow-up interviews with the participants to identify any issues they encountered during the task completion process.

Through the administrator testing, Kelsey Shreiber, a research specialist in the Dyson School of Business who has previously coordinated a week-long conference where 14 research fellows from various African and Asian countries were brought to Cornell to work and learn with researchers here. We examined the usability of editing the calendar through two task scenarios where she was asked to edit the schedule and banner. She was fairly confused when she pressed the login button because there was no feedback that she had signed in and continued to other parts of the page. She also began to examine the three little dots and extensions portion and seemed confused on where she was supposed to do it. At this point, she asked for help and was told that she could not be given help. She went through other pages on the website until she went back to the calendar page and discovered that she could edit the page. After discovering how to edit the calendar, she was successful in editing both the calendar and banner page.

These user testing revealed that we must implement feedback for the administrator to know that they are logged into the page. Without a login the administrator has no knowledge that they are able to edit and can get frustrated.

The first student user is Yuchong Geng, a first-year ECE PhD student who attended the PhD Visit Day last year. He firstly looked at the top of the default page, and noticed the part of CIS logo was hidden. He scrolled down the calendar and discovered the content was not in the middle as well. Then he pressed the contact and scrolled down. Then he pressed the directory. When he pressed read more, he felt strange that the button was still “read more”. He finally felt confused about the admin login button. This user test reveals that our CSS styling needs improvement.

Through the student user testing, Saehan Jo, a fifth-year Computer Science Ph.D. student who attended the Ph.D. Visit Day before, we identified several areas of frictions in our

application. Overall, we examined that he did not prefer to scroll through pages to locate specific information. While he acknowledged that the text sizes and colors helped him in distinguishing different sections of information, he still experienced difficulty in locating certain items such as itineraries, professor details, and reimbursement information. For the calendar page, he mentioned that the layout is clean and easily legible, but he wanted to view the time, event name, and event details in separate columns. For the directory page, he said that the colors in names made it easy for him to find specific professors. However, he thought the buttons were taking too much space on the page so he wanted to see them as an accordion format. For the contact page, he mentioned that it was difficult to find the emergency information since it is located at the bottom of the page. Additionally, there was an issue with the search bar, as typing the word “emergency” did not direct the user to the section of emergency contact information. For the reimbursement page, he wanted the information to be in an accordion format in order to minimize the time of scrolling. He also mentioned that the button for the form is easy to find, but he found it difficult to spot the upload button. Through the user testing, we identified some layout issues for searching specific information and styling issues.

For the last user testing, Zhengqian Li provided valuable feedback. In scenario 1, he successfully located the lab tour time by scrolling up and down the calendar page and appreciated the bolded text. However, he suggested improving the design of empty space within the calendar sections. He also compared the app's information with an email he received in the past and recommended using different colors or bold/italic text to make the information stand out. In scenario 2, Zhengqian navigates between the "Contact" and "Directory" pages to find an email address. He used command+f to look for the keyword “hybrid body” and found the email address he was looking for; he also appreciated the option to send an email directly to a

professor. He also quickly found the emergency contact in scenario 3. In scenario 4, Zhengqian suggested presenting a list of eligible expenses instead of a paragraph to enhance readability. Additionally, he expressed uncertainty about whether dining fees are reimbursable if incurred outside of the school. Lastly, during the final scenario, there was an issue downloading the reimbursement form, resulting in a 404 error. We acknowledge this bug and plan to address it promptly. Zhengqian found the app easy to navigate and lightweight, but emphasized the importance of consistent interface design.

## Part 8: Team Members Contributions

**Each member interviewed 2 users. In our team meeting we collaborated on PhD user goals, 3 personas, and all 4 task scenarios. We all talked and collaborated on this part of Milestone 2 and Milestone 3.**

1. **Medha Bulumulla:** PhD interview, administrator interview, write administrator finding summary, goals, and administrator persona; organize document; 2 interviews & work in a team to write milestone 2
2. **Guo (Cecilia) Chen:** PhD student key finding summary; organize document; 2 PhD students interviews & work in a team to write milestone 2; The reimbursement part Design and Rationale; work in a team to write milestone 3.
3. **Zhihui Liu:** 2 PhD student interviews & work in a team to write milestone 2;The contact page iterations and final design; rationale for sketches; work in a team to write milestone 3, 1 user test

4. **Yejoon Yoo:** 2 PhD student interviews & work in a team to write milestone 2; The calendar page iterations and final design; student persona and task scenarios; Calendar page design and rationale; work in a team to write milestone 3; organize document.

## Appendix

### User Interview Questions Scripts

**Introduction:** *Thank you for meeting with me today. We are masters students enrolled in INFO 5440: App Design & Prototyping. We are working on developing an app to improve the PhD Visit Day experience for prospective students.*

### PhD student Questions

1. Can you tell me a little bit about yourself (field, year at school, when/where you visited a visit day(s), previous institution(s))
2. Can you tell me about your prospective student day at Cornell? Can you tell me about the last physical prospective student event you attended?
3. What resources did you seek out that the institution did not provide?
4. How did you research and prepare for school visit days? What tools or resources did you use?
5. What are some pain points or challenges you've faced during previous school visits?  
How do you think an app could help address these challenges?
6. Can you tell me about the payments for lodging, food, and transportation for your visit day?

7. What activities did you do during your PhD visit day? Please indicate if they were structured (institution provided) or unstructured (you planned this)?
8. Which activities were most valuable or that you cared the most about?
9. How would you prefer to receive event updates and announcements (e.g., push notifications, email, in-app messages)?
10. How important is social interaction or networking during the PhD school visit day for you? How have you facilitated this social interaction in the past? What problems have you encountered?
11. How did you navigate to different events?
12. How important is accessibility and inclusivity to you in an app for a PhD school visit day? Are there any specific features you'd like to see to accommodate users with different needs?
13. How likely are you to use an app for a PhD school visit day if it were available? What factors would influence your decision? (Are there any concerns or hesitations you have about using an app during a PhD school visit day?)
14. Can you provide any examples of apps or digital tools you've used for similar events that you found particularly helpful/not helpful, enjoyable/not enjoyable? Why? What features stood out to you?

## Administrator Questions

1. What are your primary responsibilities as an event administrator during the PhD school visit day?
2. Can you tell me about the last time you organized a visit for external individuals? (Visit days, conferences)

3. How did you communicate the structured activities to the participants? Were there any obstacles to this?
4. Were there unstructured activities or opportunities for participants to choose their own activities? Could you tell me how this was communicated to participants and any obstacles you faced?
5. Did you cover or reimburse any funding of the experience? How did you communicate the requirements for this?
6. Were there any last-minute changes to the event (this can include weather, travel delays, etc.)? How did you communicate this to the participants?
7. Are there specific analytics or reporting features that you wish you would have known? For example, attendance tracking, session feedback, or user engagement data.
8. How do you manage registration and check-in for attendees? Were there obstacles that you faced in this process? (through this question we can see if there are ways an app can help registration but it's not a good idea to ask them that)
9. What information regarding these events is public and who has access to it? What are your expectations in terms of app security and data privacy for both attendees and event administrators?
10. How would you like to manage user roles and permissions within the app (e.g., different levels of access for various administrators, presenters, or attendees)?
11. Are there any specific features or integrations you would like to see in the app to support the promotion and marketing of the PhD school visit day? If it's necessary?

12. Are there any examples of apps or digital tools you've used for similar events that you found particularly useful or effective? Or not helpful and ineffective? What features stood out to you?
13. How willing would you be to adopt an app for managing and organizing a PhD school visit day? What factors would influence your decision?
14. Would you prefer to use the app on your smartphone, tablet or computer? Why?

## Notes from 10 Interviews

### Ru - PhD student

5th year PhD candidate who focuses on HCI. He worked on HCI for 8 years before starting. He attended University of Rochester for his undergraduate degree. Interview was conducted with a group of students, these notes are collected by Medha.

- Personal statement listed 3 people he was interested in working with, before coming he researched faculty so knew who he wanted to talk to
- His undergrad advisor also told him suggestions on people to talk to
- He cold emailed them which wasn't successful so his undergrad advisor had to facilitate conversation
- Also visited UC San Diego and decided not to go there because of funding
  - But he spoke about how he had to fly there & was less familiar with the environment
  - They did all the planning for him, students leading him places, grad students had a budget to spend dinner on them
- He drove from University of Rochester (2 hours) was reimbursed for gas, stayed somewhere in the commons (doesn't remember so not that important)

- Heavy snow storm didn't affect his travel but lots of people couldn't come
- NYC -> needed ID to get into building
- Itinerary was emailed to him
  - No input on their itinerary, they just worked on their own
- Showed all labs (even if you weren't interested in those) but found it valuable to see what other things are happening and research areas to explore
- Meet friends
  - Went to san diego: met 3 students that were also visiting cornell
- Spontaneous talks with professors and other students throughout the day
- Used their phone throughout visit
- Wanted to talk more to faculty

## Janeen Orr - Events Coordinator for Information Science Department

Wants to create a service for prospective Information Science PhD students that could later be used for the CS department. The visit day is Sunday-Thursday with time split between the Ithaca and NYC campus.

Interview was conducted with a group of students, these notes are collected by Medha.

- Right now there's multiple platforms to disseminate information
- Want to show local restaurants in NYC & Ithaca for the Sunday meal
- Want to show subway schedule for NYC travel
- Want to allow students to explore on their own
- Students book their own transportation so what to provide links for uber & lyft
  - Reimbursement forms: procurement gateway:iwantdoc: fillable pdf that the person has to sign; has name, address, business purpose, travel dates, expenses: \$600 reimbursement
  - Per diem rate for meals

- Provide sunday dinner; monday all meals provided, tuesday breakfast is provided and box lunch, tuesday dinner at nyc, wednesday breakfast
- Hotels & bus to NYC
  - Department books this
  - 25-30 students for IS
  - 100 students for CS - they have to charter 2 buses to Tech
- Meetings with Project department
- Want reminders that they need to move rooms for new events
- Provide itinerary and students should be able to change their own schedule
  - Personal meetings; admins could know who or where they are meeting
- Weather is relevant for exploring
  - Think about snow day
  - Provide a place for announcements
  - Quickly needs to know updated schedules
- Department webpages to see research groups, faculty, etc.
- Requirements: Bowers cis logo; is and cs logo
- Admin site requirements
  - Make changes anytime
  - Being able to upload/add relevant documents (pdfs) for prospective students
  - multiple people making changes at multiple times

Zixia Huang

(meeting on Thursday 3/23 at 5:00PM): current MS student in Applied Economics and Management interviewed by Medha. He will be starting his first year of his PhD program next

year and he is currently deciding between programs at Cornell University and University of California at Davis.

1. Can you tell me a little bit about your experience during your PhD visit days? Where did you go and when?

Cornell: 1.5 hr Zoom Session that provided department history, research agenda

Davis: Very organized; they sent information with all the schedules through email.

Thursday: students arrive, get to hotel around 5PM, current graduate students host potluck at night

Friday: (official open day) starts with breakfast with faculty in morning, then students guide them to library where they invited one faculty from each field, Lunch with faculty & staff; afternoon has breakout sessions & presentations of current students; they give 2 hours for 15 min 1-1 meetings with faculty; 6PM dinner at faculty house

2. What was funded in your visit (food, lodging, transportation)? How did this process go?

Hasn't done the reimbursement process yet(not top of mind) but there's a google doc with detailed information -> hesitant to start because he's never done that and it'll take awhile  
Reimbursed \$500 for transport, \$150 for uber/bus.

3. How was the information (itinerary, funding, etc.) distributed to you?

Over email got general structure(dates) 3 weeks prior to visit

Detailed itinerary provided 1 week prior

4. What information did you seek out that was not provided to you?

Davis: No extra information, personal information, potluck to interact with students; pretty informed; found it helpful to hear information

Cornell: general and history, open day doesn't give much information on specific information of the staff, mostly focused on interaction, didn't hear faculty talking about their own experience

5. How did you navigate to different events?

Davis: graduate students had vans to pick up them up; Printed out yellow schedule; they also have the information one week ahead

6. Which activities were most valuable or that you cared the most about?

Davis: Interaction with faculty, one-to-one meetings with faculty; potluck also; always surrounded by 2 graduate students being cared by a lot of people

Cornell: virtual event not impressive

7. Did you have unstructured time, if so, how did you decide to spend it?

Friday lunch break; after one-one-meetings had 1 hour break continued to talk to faculty and hang with new friends but did not have much down time

8. Did you reach out to any faculty beforehand, can you walk me through this experience?

Davis One-to-one meetings: sign-in sheet tells availability of each faculty member, if they can't make it, those that couldn't be there at that time, detailed: was still occupied during break and was meaningful

Some people were not at the open day were hard to access, big name in the field had to reach out to another person

Cornell: had to email them to see if they talk to them, everyone responded

9. Can you provide any examples of apps or digital tools you've used for similar events that you found particularly helpful/not helpful, enjoyable/not enjoyable? Why? What features stood out to you?

Email

**Summary:** Professor's research interests, availability and contact information was most important to him. There wasn't much down time that restaurants and things to do nearby seemed useful. The reimbursement process is not top of mind but seems daunting so he has procrastinated it.

## Kelsey Schreiber

(meeting on Monday 3/27 at 10:30): research Specialist for an Development Economics Research Group at Cornell University interviewed by Medha. She organized a week-long conference where 14 research fellows from various African and Asian countries were brought to Cornell to work and learn with researchers here.

1. Can you tell me about the preparation you did before the STAARS fellows arrived? What were your primary responsibilities?
  - Prep started early for international visas, reach out to fellows & give overview of how they are going to help them with the application process, what costs were covered (can book flights, reserve rooms), but there's other costs they must be reimbursed for, expectations for reimbursement requirements, saves for follow-up questions for financial
  - Schedule meeting with each of them to discuss their goals for visit
  - Hosted for 3 weeks, a little programs scheduled, seminars, lots of open time
  - Give them pages, trainings, faculty, resources to look for, up to them to find out what would be beneficial for them over email

- Offer making connections if cold emails were difficult
  - Book hotels, building manager to get rooms for them to work, common area can be hard to do work in
  - Give bus passes, welcome packages - campus map, downtown guide (commons guide)
2. Did they have an itinerary? How was this distributed to them? Were there any challenges with this?
- Some fellows used individual schedule more than others: if people had questions about timing & location just referred them to that
  - Provided general spreadsheet that only admin people (chris, kelsey, kaitlyn) could edit, main events were printed out but not practical for the whole 3 weeks
    - Private schedule with more information that no one else could see with travel information
  - Individual Spreadsheet fellows could edit on own
  - Then created individual spreadsheets that they could the edit and the master's edits would update theirs; but she didn't check it
3. Were there unstructured activities or opportunities for participants to choose their own activities? Could you tell me how this was communicated to participants and any obstacles you faced?
- Sent out in email: Included in itinerary schedule for a part in resources to look into -> she's associating schedule and resources as they work together

4. Can you tell me about the reimbursement for travel or food expenses worked for the fellows? What did you have to do on your side? How did you communicate this to the fellows? Did you face any obstacles in this process?

- Worked with someone in their admin process for reimbursement, growing pains  
-> ever-changing system
- Forms that fellow needs to fill out -> electronically filled out was better than physical
- Private Box link for receipts (electronically submitted) that needs to include date (if another country, conversion rate for those specific)
- Travel reimbursement process, get wire-transferred money
- Try to get 1 month after visit, gave hard deadline 2 weeks after you get home
- Paper copy -> walked them through the process in a group and followed up on email; spear-headed by financial process\
- Helped with batch of them but Kaityln did mostly, was a lot of work so wanted to lighten the load

5. Were there any last-minute changes to the event (this can include weather, travel delays, etc.)? How did you communicate this to the participants?

(I know there were problems with Visas, preventing some fellows from coming, how did you handle this? Were there any changes that needed to be made? How did you communicate these changes?)

- Last minute changes: speaker orders, virtual participants included, added sessions but core set unchanged.

- Offered presentations at end not initially on calendar, circulated flier & reserved room
  - Communication on changes
    - constantly together; whatsapp group to quickly send updates to tell them you have to be at warren hall, tell them the daily bus schedule; some people didn't have whatsapp so had to follow up with email (seemed difficult and like a pain point)
    - End in-person sessions with announcements of the day and what was coming up
    - There were people that didn't check whatsapp & email
      - People called and said they got lost, can't control if people can't come; didn't do anything to prevent that
  - If you're sponsored to be here, we expect you to come but didn't control if people didn't come to structured activities
6. How do you manage registration and check-in for attendees? Were there obstacles that you faced in this process? (through this question we can see if there are ways an app can help registration but it's not a good idea to ask them that)
- Administrators had everyone's flight information because flights booked through travel agency
  - Chris & Kelsey (administrators) showed up at hotel to make sure settled & give cash upfront
  - Picked people up from airport, list of students willing to pick them up, mentors could pick them up

- If at convenient times she picked them up from airport
  - She got calls at midnight when participants arrived which was annoying
7. What information regarding these events is public and who has access to it? What are your expectations in terms of app security and data privacy for both attendees and event administrators?
- Travel information was private (flights) unless people were traveling at the same time & place and informed them and gave contact information
  - Draft session closed because it required people to read & disseminate research drafts
  - Public wise: certain sessions were open events, showed on tv monitors, dyson newsletter, regular email lists, give breakfast & snacks for incentivize public sessions, circulate with faculty
8. Are there any examples of apps or digital tools you've used for similar events that you found particularly useful or effective? Or not helpful and ineffective? What features stood out to you?
- Only Zoom Webinar for hybrid seminars, told fellows that they could attend through there
  - EventBrite: University of Suffix for online registration to deal with the meals
    - She didn't handle that relevant planning and it wasn't necessary for their event
  - Dinner: spreadsheet of attendees
9. Would you prefer to use the app on your smartphone, tablet or computer? Why?
- Whatsapp messaging on her phone

- For visitors: reliable way to know bus schedule, in future require download bus schedule, app, or google maps: had to create the bus schedule and navigation system; for those without whatsapp it was very difficult; connecting with people is easy; hard for pictures to get sent if not on whatsapp
- Appreciated communication between participants useful, less pressure for it

**Summary:** She communicated most of the prior information through email and set up calls with participants. Urgent information was spread through WhatsApp. They had a master/main schedule that had all events on it and individual schedules for each fellow. The individual schedules would update when the master schedules were changed. The administrators also had private schedules with travel information so they could keep track of where the fellows were and pick them up if necessary. Some fellows felt the need to call administrators when they landed which seemed like a pain point. Additionally the reimbursement process was time consuming as they had to sort through the forms to ensure the required information was present. Announcements were often communicated in-person or through whatsapp.

Lily Zhu

(meeting on Friday 3/24 at 10:30pm): 1st year PhD student interviewed by Cecilia

1. Can you tell me a little bit about yourself (field, year at school, when/where you visited a visit day(s), previous institution(s))

first year phd student studying Quantitative and Computational Biology. I finished my undergrad at UCSD.

2. What resources did you seek out that the institution did not provide?

NA

3. How did you research and prepare for school visit days? What tools or resources did you use?

reached out to current students and asked for more detailed information about the program. I found them mainly on the program website, and also linkedin

4. What are some pain points or challenges you've faced during previous school visits?

How do you think an app could help address these challenges?

Need improvements on communication. If even time/location changes, it is not very convenient to communicate through email. Manager gave his phone number to me, and had an emergency, but I couldn't reach him on that day. It could have been better if there was an app.

5. Can you tell me about the payments for lodging, food, and transportation for your visit day?

Reimbursement program pretty much included everything, including meals and hotels, and reimbursed my flight ticket. Would also provide a gas fee if I drive.

6. What activities did you do during your PhD visit day? Please indicate if they were structured (institution provided) or unstructured (you planned this)?

Structured, including research talks from professors, lunch, poster session from current students, walk around campus, bowling and dinner at night.

7. Which activities were most valuable or that you cared the most about?

The research talks, because we have to select the labs we want to rotate at within the first 2 weeks, so it's a really good opportunity to learn more about different professor's current research.

8. How would you prefer to receive event updates and announcements (e.g., push notifications, email, in-app messages)?

Push notifications about urgent/time sensitive information, email for others.

9. How important is social interaction or networking during the PhD school visit day for you? How have you facilitated this social interaction in the past? What problems have you encountered?

Networking was extremely important. I wanted to leave a good impression on those senior students, because they might provide me some useful information in the future. Didn't encounter many problems. All the phd students had name cards that day, but current students and faculty did not have name cards, and since I had to meet a lot of people on visit day, it was hard to remember their names.

10. How did you navigate to different events?

For us, everything was in one building, so I didn't have to navigate much.

11. How important is accessibility and inclusivity to you in an app for a PhD school visit day? Are there any specific features you'd like to see to accommodate users with different needs?

Umm not important for me

12. How likely are you to use an app for a PhD school visit day if it were available? What factors would influence your decision? (Are there any concerns or hesitations you have about using an app during a PhD school visit day?)

Very likely, but it will depend on how the program I'm applying for promotes this app to me. If I downloaded the app but there is not much information about the program I'm applying for, I would say it's meaningless.

13. Can you provide any examples of apps or digital tools you've used for similar events that you found particularly helpful/not helpful, enjoyable/not enjoyable? Why? What features stood out to you?

I only used email, it seems like I did not use any other app.

Siyu

(meeting on Saturday night 3/25): 2nd year Cornell PhD student interviewed by Cecilia

1. Can you tell me a little bit about yourself (field, year at school, when/where you visited a visit day(s), previous institution(s))

My name is Siyu, a PhD student in Operations Research, admitted in 2021, I had a virtual visit day in April 2021

Previous institution: The University of Hong Kong (undergraduate)

2. What resources did you seek out that the institution did not provide?

In our year, pretty much a good experience: overall introduction; individual talk with professors; there was a virtual map that you can walk around and socialize with different people.

3. How did you research and prepare for school visit days? What tools or resources did you use?

I think the most efficient way is to have individual talks with current students and professors. In our department, we have a one-to-one pairing system, current PhD students are assigned to contact one prospective student with similar background. If they have specific problems about the school, it may help to explain efficiently.

4. What are some pain points or challenges you've faced during previous school visits?

How do you think an app could help address these challenges?

An app may help better arrange the agenda of the school visits and help to make notification.

5. Can you tell me about the payments for lodging, food, and transportation for your visit day?

In our department, I think the lodging, food and transportation are all covered by the department. Not sure how much it cost...

6. What activities did you do during your PhD visit day? Please indicate if they were structured (institution provided) or unstructured (you planned this)?

Reception; Talk with professors; PhD panel session; Campus visit; Climbing; Wine hour in Regent Lounge; Dinner with PhD students; Bar event at night

All planned by staff and students in the department.

7. Which activities were most valuable or that you cared the most about?

Talk with professors; Campus visit; Social event with current PhD students.

8. What features would you like to see on a PhD visiting day app?

Information about the timeline; contact information of important staff and students.

Introduction about the school and program

9. How would you prefer to receive event updates and announcements (e.g., push notifications, email, in-app messages)?

Notifications would be more efficient for the most important event, but not want it all the time. For less important events, email might be good.

10. How important is social interaction or networking during the PhD school visit day for you? How have you facilitated this social interaction in the past? What problems have you encountered?

This is one of the most important parts of visiting day. I think the most efficient way is to create some environment to accommodate all people together, and they can have casual conversation.

Also there is a tradition in our department that we have one dinner only for students, no professors. Then it might be a good way to have more closed conversations.

11. How did you navigate to different events?

Our department offered a bus for all students.

12. How important is accessibility and inclusivity to you in an app for a PhD school visit day? Are there any specific features you'd like to see to accommodate users with different needs?

This is not that important to me, I think an app is more like a supplementary tool, it would definitely help if it is easier to access.

13. How likely are you to use an app for a PhD school visit day if it were available? What factors would influence your decision? (Are there any concerns or hesitations you have about using an app during a PhD school visit day?)

I think I am not really going to use apps a lot. Since visit day is only a 2–3-day event, and I cannot remember to use the app often... But definitely it would help when I have some specific concerns and I don't know who to ask about.

14. Can you provide any examples of apps or digital tools you've used for similar events that you found particularly helpful/not helpful, enjoyable/not enjoyable? Why? What features stood out to you?

When I took the ICCOPT conference, they also offered an app, which specifies each event, with their locations, title, and time, and is helpful for me.

Jiahe Chen

(meeting on Friday 3/24 at 3:00PM): 4th year ECE PhD student interviewed by Zhihui

1. Can you tell me about your prospective student day at Cornell? Can you tell me about the last physical prospective student event you attended?

Can only remember the discussion with the potential advisors

2. What resources did you seek out that the institution did not provide?

The transportation was not convenient. If shuttle provided, it would be better

3. How did you research and prepare for school visit days? What tools or resources did you use?

Prepare the itinerary.

4. What are some pain points or challenges you've faced during previous school visits?

How do you think an app could help address these challenges?

No challenges.

1. Can you tell me about the payments for lodging, food, and transportation for your visit day?

Send receipt via email. Could be convenient for reimbursement using the app.

2. What activities did you do during your PhD visit day? Please indicate if they were structured (institution provided) or unstructured (you planned this)?

It is intensely structured.

3. Which activities were most valuable or that you cared the most about?

Talking with potential advisors.

4. How would you prefer to receive event updates and announcements (e.g., push notifications, email, in-app messages)?

Both.

5. How important is social interaction or networking during the PhD school visit day for you? How have you facilitated this social interaction in the past? What problems have you encountered?

Pretty important. No. No.

6. How did you navigate to different events?

On foot.

7. How important is accessibility and inclusivity to you in an app for a PhD school visit day? Are there any specific features you'd like to see to accommodate users with different needs?

Not important.

8. How likely are you to use an app for a PhD school visit day if it were available? What factors would influence your decision? (Are there any concerns or hesitations you have about using an app during a PhD school visit day?)

Very likely.

9. Can you provide any examples of apps or digital tools you've used for similar events that you found particularly helpful/not helpful, enjoyable/not enjoyable? Why? What features stood out to you?

Yes. A conference app. Only helpful for checking the schedule.

**Summary: The reimbursement feature is important because it is convenient to scan and upload the receipt immediately before it is lost.**

Yuchong Geng

(meeting on Friday 3/24 at 1:00PM): 1st year ECE PhD student interviewed by Zhihui

1. Can you tell me about your prospective student day at Cornell? Can you tell me about the last physical prospective student event you attended?

The visit day I attended was largely about introducing the program, talking with potential advisors and networking with fellow students. The last event was a dinner event at Statler Hotel where faculty and current students were also invited.

2. What resources did you seek out that the institution did not provide?

Honestly, I think the whole event was quite informative and I have got everything I wanted from the program director.

3. How did you research and prepare for school visit days? What tools or resources did you use?

Since I had already been a student here back then, I was quite familiar with Cornell as well as our school so I did not do any additional research.

4. What are some pain points or challenges you've faced during previous school visits?

How do you think an app could help address these challenges?

One thing I could imagine would be helpful is a navigation function. Though I wasn't lost in Cornell, I did find it challenging to navigate a new campus from other visits.

5. Can you tell me about the payments for lodging, food, and transportation for your visit day?

The school took care of every expense related to the visit day.

6. What activities did you do during your PhD visit day? Please indicate if they were structured (institution provided) or unstructured (you planned this)?

Most events were planned by my school. The schedule was quite full with events running from morning to night.

7. Which activities were most valuable or that you cared the most about?

Talking with potential advisors was the most valuable thing for me.

8. What features would you like to see on a PhD visiting day app?

As stated earlier, a built-in navigation function would be useful.

9. How would you prefer to receive event updates and announcements (e.g., push notifications, email, in-app messages)?

Email because I could always go back and check if I missed anything.

10. How important is social interaction or networking during the PhD school visit day for you? How have you facilitated this social interaction in the past? What problems have you encountered?

It was nice to talk with peers.

11. How did you navigate to different events?

We were mostly guided.

12. How important is accessibility and inclusivity to you in an app for a PhD school visit day? Are there any specific features you'd like to see to accommodate users with different needs?

I think accessibility and inclusivity are very important. Especially when I was in a new environment.

13. How likely are you to use an app for a PhD school visit day if it were available? What factors would influence your decision? (Are there any concerns or hesitations you have about using an app during a PhD school visit day?)

An app would definitely be useful. But if using the app requires login, authentication etc, I may be less likely to use it and would prefer emails instead.

14. Can you provide any examples of apps or digital tools you've used for similar events that you found particularly helpful/not helpful, enjoyable/not enjoyable? Why? What features stood out to you?

Not really any apps for specific events. But I remembered using my university's own app when I was a freshman. The app has a lot of information such as bus schedule, dining commons' hours, calling for safe rides, etc. It was quite useful when I was not familiar with my university.

**Summary:**

**The talk with the potential advisor and map are important.**

Hyunju Kim

(Saturday 3/25 at 5:00PM): current 1st Year PhD student in Information Science interviewed by  
Yejoon

1. Can you briefly describe what your PhD visit day was like?

It was during COVID, there was a virtual visit day. We met the professors and learned what they were focusing on in information science. Instead of talking much about their papers, they explained the program. The grad students also told us about the direction of the program and how they approach topics. It was not only interesting to hear about information science, but also the atmosphere of the lab - how professors and grad students interact with each other.

2. What resources did you seek out that the institution did not provide?

Five core topics were shared during the visit day and I was able to hear from the professor and current students who were conducting research on specific topics.

3. Which activities were most valuable or that you cared the most about?

They have a system that connects students with mentor students but they're often connected based on their gender, nationality, and major, instead of research focus. In my case, I was connected with a buddy who was focusing on computational social science although my focus was human-robot interaction. When I was the mentor student this year, I got a student who was focusing on educational computation. I wish this system had a survey that asks what my interests are and connect me with the mentor who has a similar focus area.

4. What information do you need or ask the most?

The detailed information about the program. The itineraries were shared as documents via email and were presented on the website. There were a lot of people asking how information science was different from computer science. I wish I had more information like this on the site. The grad students also talked about the diversity in Cornell.

5. What was funded during the event? How was the reimbursement process?

The food, transportation, and other stuff were funded during the event. There was an email that had a doc explaining about the reimbursement process.

6. Can you tell me about the problems you faced from the PhD visit day?

The site didn't update the itineraries even though they were changed due to weather condition. For instance, for this year, the campus tour was canceled due to a snowstorm. We got the update from email but the site still presented the original schedule.

7. How did you navigate to different events?

We were in a group with the other PhD students and we easily moved to different events together.

8. Where do you find the information about a PhD visit the day after the event?

There were recorded zoom meetings.

9. How would you prefer to receive event updates and announcements (e.g., push notifications, email, in-app messages)?

I would like to receive event updates and announcements via email and I would like to see the updates on the website as well.

**Summary:**

Students seek detailed information about the department and the lab during the PhD visit day.

Saehan Jo

(Saturday 3/25 at 6:00PM): current 5th Year PhD student in Computer Science interviewed by  
Yejoon

1. Can you briefly describe what your PhD visit day was like?

I met the professors and the fellow students in the lab. Students asked the questions during the events and I was able to learn more about the department and research focus areas.

2. What resources did you seek out that the institution did not provide?

I wanted to know more about the department. I read the research papers published by the labs but it was difficult to find information about the work style and research opportunities.

3. Which activities were most valuable or that you cared the most about?

It was helpful to know about different focus areas and connect with the professors during the event.

4. What information do you need or ask the most?

The work-life balance, course requirements from the departments, and qualification exam. The work style of the lab professors and the other fellow students in the lab. The social events in the department.

5. What was funded during the event? How was the reimbursement process?

The food, hotel, and transportation was funded. I followed through the guideline and got the reimbursement.

6. Can you tell me about the problems you faced from the PhD visit day?

The website doesn't really provide important information about the labs. It just mainly shows the itineraries.

7. How did you navigate to different events?

The events were mostly held at Gates so I didn't really have problems navigating to different events.

8. Where do you find the information about a PhD visit the day after the event?

I emailed the professor when I had questions about the research and the lab.

9. How would you prefer to receive event updates and announcements (e.g., push notifications, email, in-app messages)?

I would like to receive them through emails since I could miss the updates from the website.

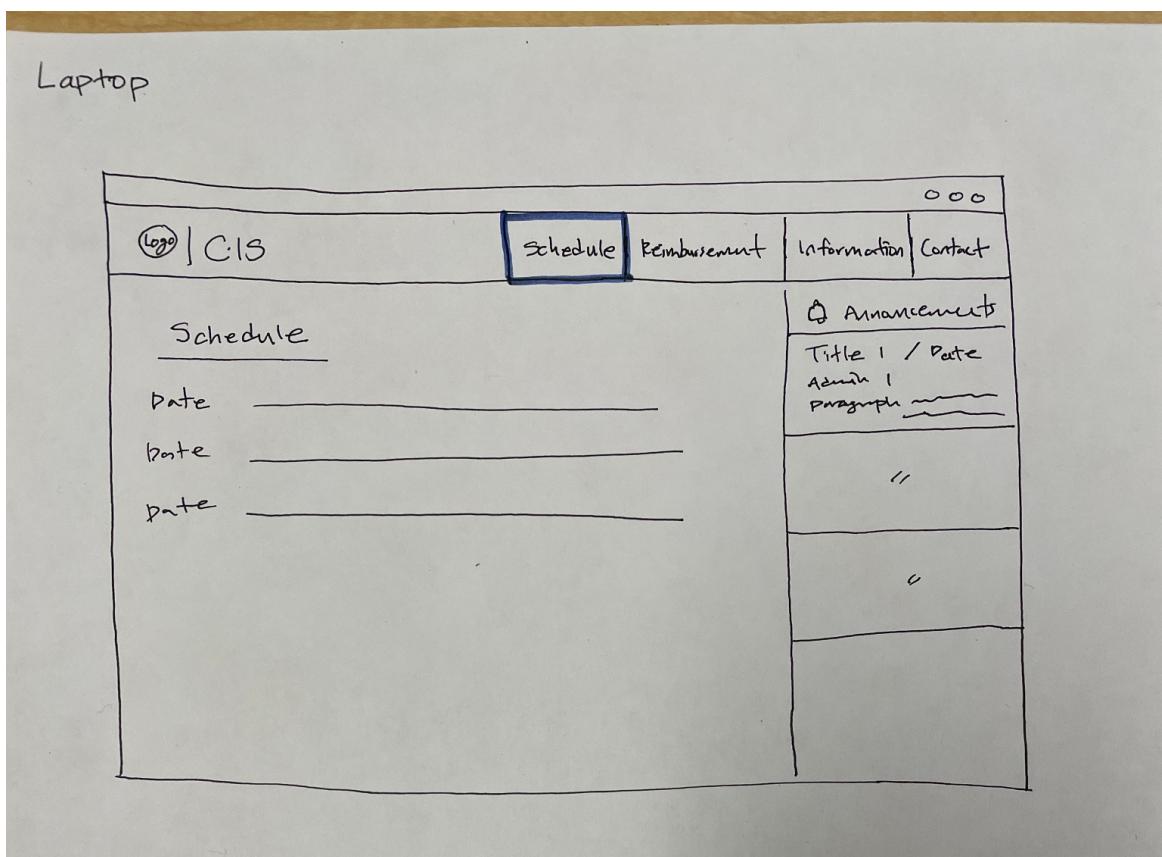
### **Summary:**

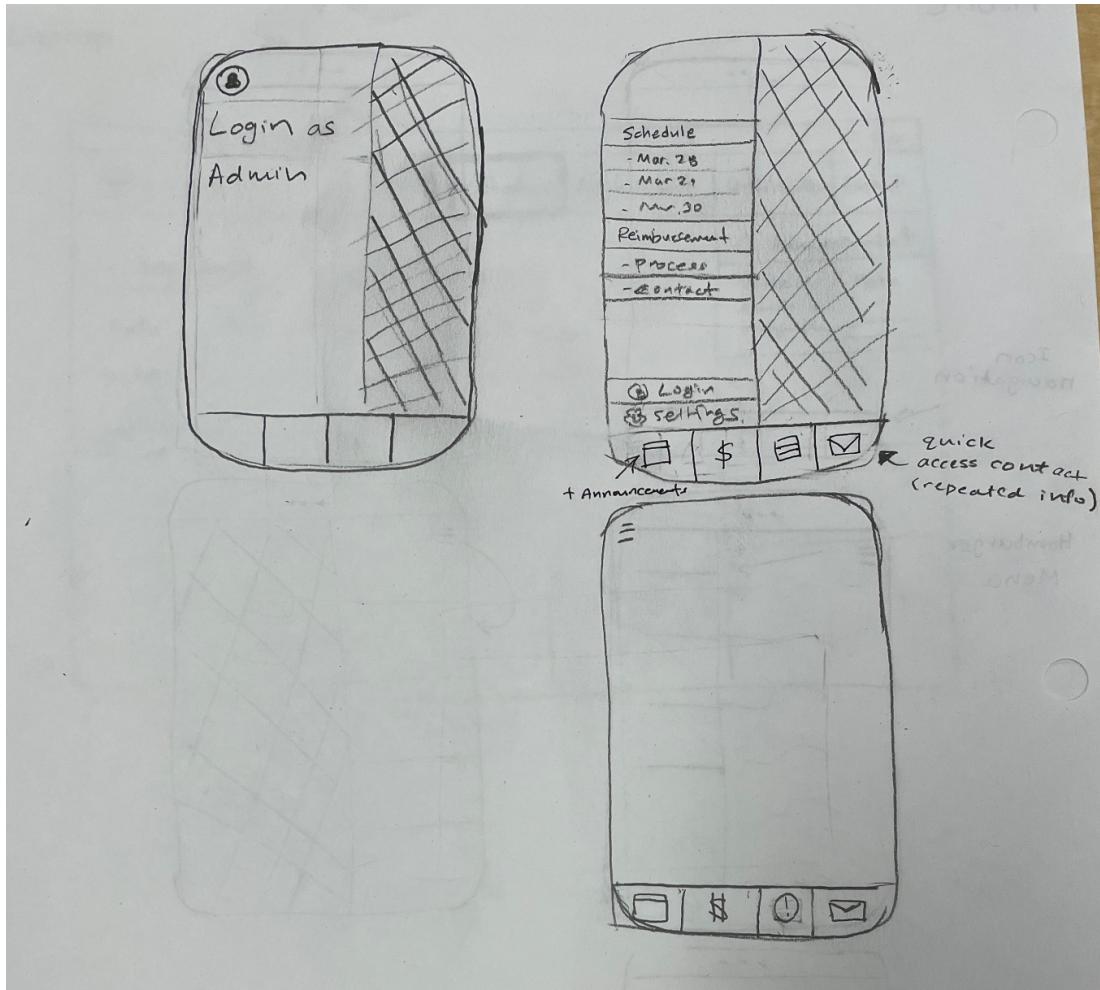
Students seek information about the work-life balance, course requirements from the departments, and qualification exam.

# Sketch Iterations & Brainstorming

## Iterations of Calendar Page

- Announcements & updates
- Full Itinerary
  - Overview
  - Detail page
- Descriptions of events
  - Date
  - Time
  - Event name
  - Location





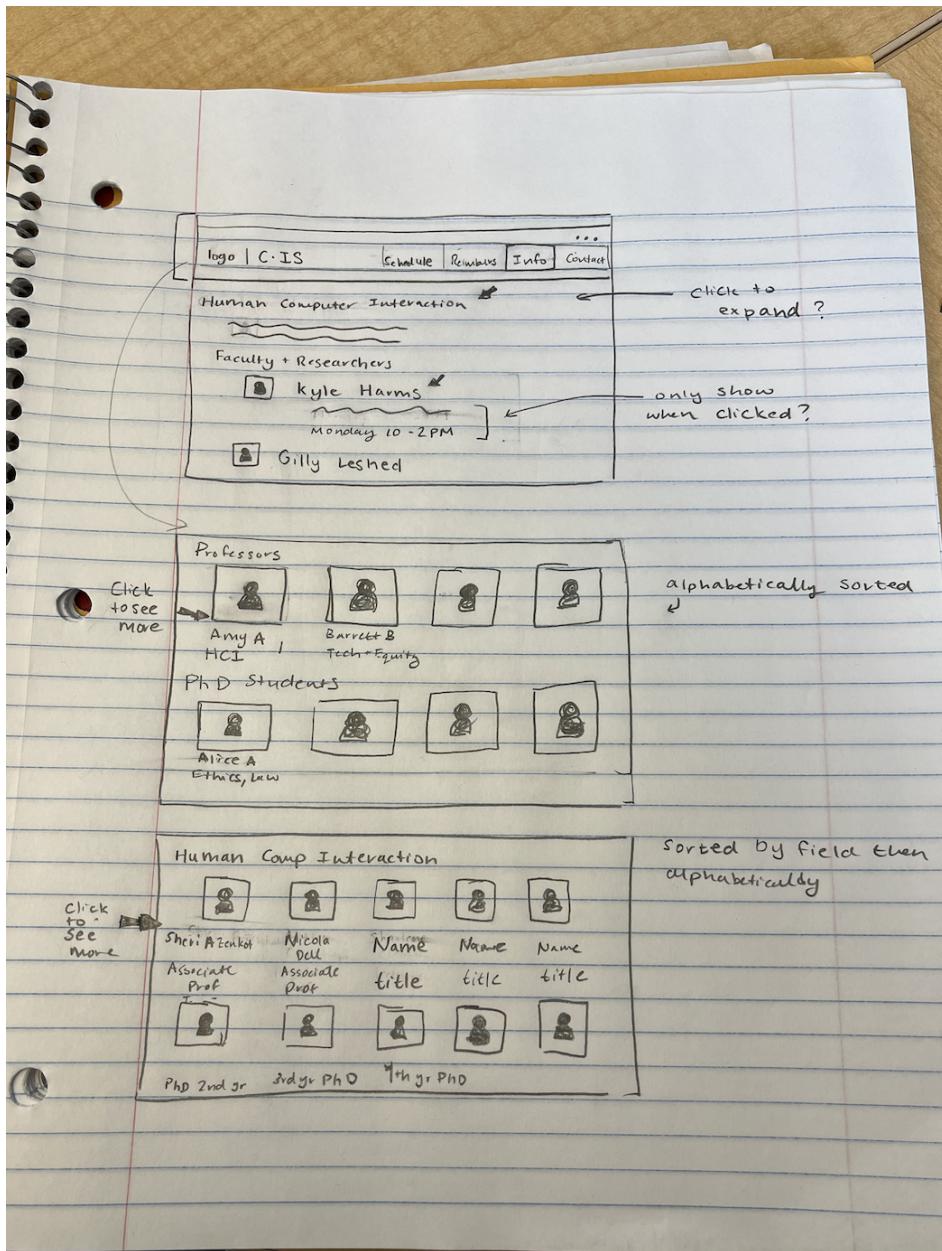
In order to keep the design consistency of the app, our team narrowed down the content for the navigation menu. After creating several iterations, we decided to keep the schedule, reimbursement, information, and contact pages based on the user interviews. The navigation bar is placed on top of the page so users can easily navigate through different menus. The navigation bar is placed at the bottom of the page on mobile devices so it does not interrupt the users they try to view the itineraries for a specific day. This version also has the side menu that expands from the left side, but we decided to only keep the bottom navigation as they have the same content.

## Iterations of Information Page

- Research Labs
  - Professors
    - Bio, Description & their research interests
    - Contact
    - Office Hours
  - Students

- Bio, Description & their research interests
- Contact
- Research Publications
- Program Information

First 3 Desktop Information View Sketch Design Iteration



4th Desktop & Mobile Information View Sketch Design Iteration

Logo / CIS      Schedule      Rim Info      Contact

Human Computer Interaction      ✓

Description on field

Kyle Harms  
his description ~  
Monday 10-2PM  
kyle.harms@cornell.edu

Gilly Leshed  
her description ~  
Tuesday 2PM-5PM  
gilly.leshed@cornell.edu

only show times during visit days or show overall?  
(maybe just bold times relevant to visit days)

Human Comp Interaction  
description on field

Kyle Harms      ✓  
Gilly Leshed      ✓  
⋮

Data Science      ✓  
Jeff Rzisz Zatorski      ✓  
⋮

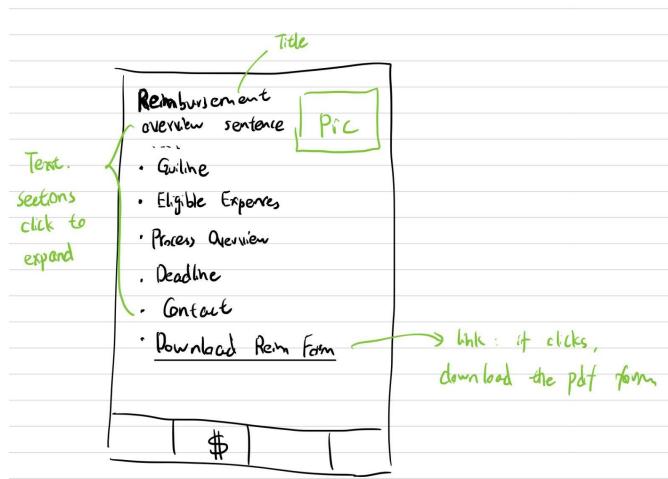
click to expand for each field

must click to expand for mobile

The information page addresses the user goal of meeting and learning about professors and current students. Our user interviews showed the value accepted students have in talking to others in order to make the decision and potentially find an advisor. A lot of students struggled with having professors respond to them through cold-emailing and we wanted to provide a space for students to easily access contact information and availability. We display each professor and current student's names, field, availability, image and link to their website when pressed; as our interviews showed that these were the most important concerns for students. There are a lot of different ways to display this information and we played with a couple iterations on how to show it. First we showed the information in a list format where the name of the professor was the boldest, description of their research or work and then their availability. Each entry is sorted by field, so the user must expand the field to gain information on the professors in their field. Next we explored using images as the larger icon with names and fields below that are sorted alphabetically. In this iteration, it might be more difficult for the user to find professors that they want to talk to but it is a good way to get an overview and get familiar with the faculty. Next we used a similar format with smaller images and sorted content by field and then alphabetically. We decided that using images was unlikely to meet the user's goals and decided a list format without pictures would be better. For the Mobile version, we toyed with the idea of making the user click to expand each professor because with less screen space, it might be difficult to scroll through all of the professors, but this also poses a challenge because it forces the user to click on each professor individually.

## Iterations of Reimbursement Page

- Reimbursement program introduction
- Eligible Expenses
- Process Overview
- Deadline
- Contact for reimbursement questions
- Download the PDF reimbursement form



## Iterations of Contact Page

- Profs
- Current students
- Reimbursement questions
- PhD program director
- Administrators
- App developers & Accessibility

First.

PhD Program Director			
Larry Blane			
Area:		Email:	
Office:			
Professors			
Suzi Ade			
Area:		Email:	
Office:			
Administrators			
Area:		Email:	
Office:			
			<input checked="" type="checkbox"/>

We need to have PhD program Director, Professors and administrators on contact to enquire the email and office info conveniently.

Logo	CI-S	Schedule	Reimbursement	Info	Contact
PhD Program Director					
Larry Blane					
Area:					
Email:					
Office:					
Professors					
Anna Jessie					
Administrators					

In the final design for the contact page, three parts are the most important: director, professors and administrators. We omitted developer and accessibility part because it is not important as mentioned by some interviewees in the previous user interviews. For the professors, area of interests, email and office are included to let the user contact the POI more conveniently.