

# TIMETABLE — PLANNER — WEBSITE

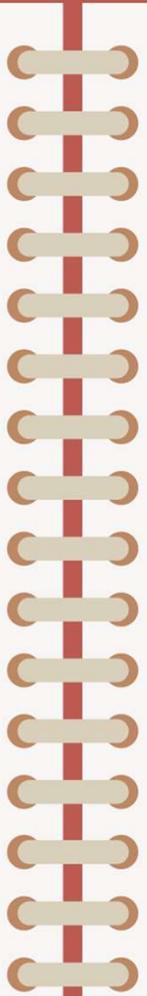
User Need  
Finding

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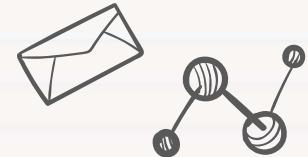
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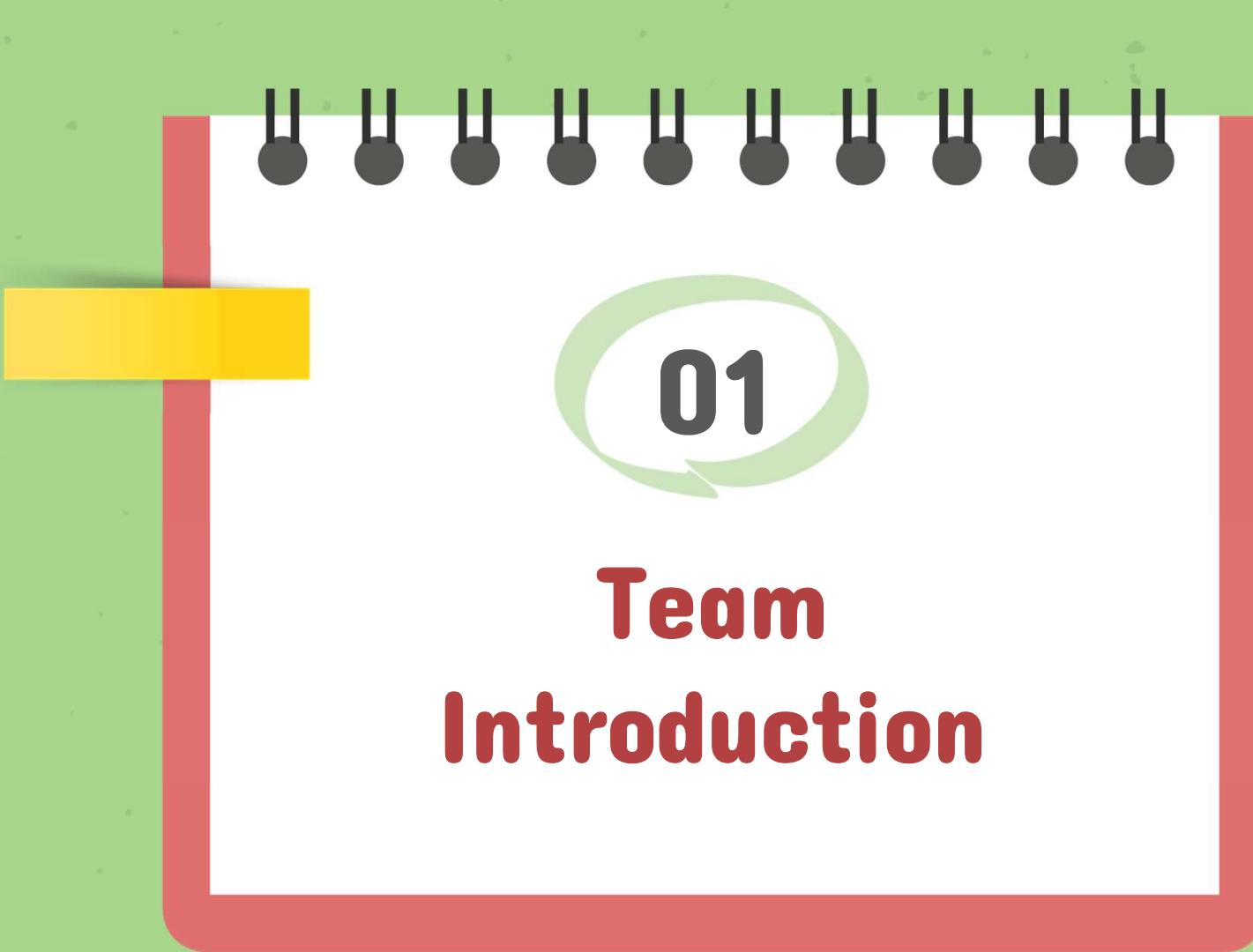
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Summary



Also Included:  
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01

# Team Introduction



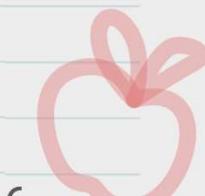
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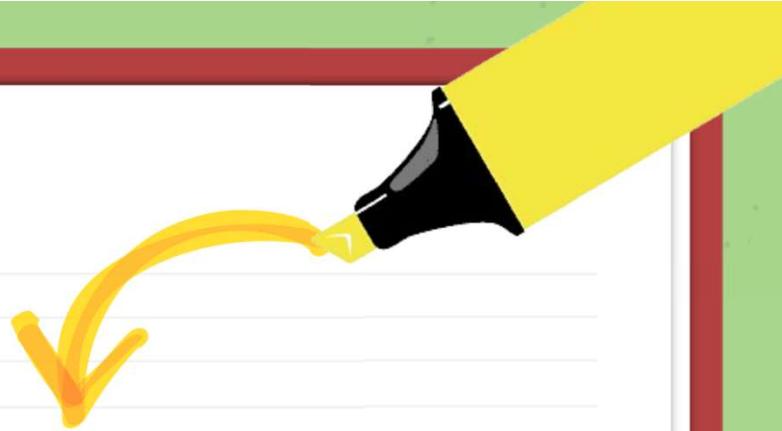
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## Domain and Keywords

- Education Technology
- Student Scheduling
- Time Management



- Timetable Visualization
- Course Registration
- Online Education Tools
- Academic Planning
- Customizable Timetables





02

## Methodology

## Target Participants

- Current HUST students.
- Students from other schools/universities.

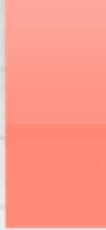
## User Groups

- Normal Users (3): Basic tools/methods for scheduling.
- Expert Users (1): Advanced knowledge of the systems.
- Extreme Users (1): Unique/advanced scheduling behaviors.

## Interview Method

- HUST students: Offline interviews, face-to-face at school (5-10, max 20 mins).
- Other students: Online interviews (Zoom, Messenger, etc.) (5-10, max 20 mins).





"How do you usually arrange your timetable? (Do you use any tools, like Excel, paper and pen, or websites?)"

"Are there any concerns you have when using these tools?"

"How do you feel when arranging your schedule for a new semester? Do you feel stressed when selecting courses or organizing them?"

"Have you ever needed to share your timetable with friends or professors? If so, do you think sharing your schedule would be a useful feature?"

"What do you think of the interface of the current system? Do you wish it would change in any way?"

Tools/Methods

User Experience

Feelings and Emotions

Difficulties and Solutions

Questions

Customizability and Features



## Participants



**Minh\***

Expert User



**Tai, Rose, Son, NMinh**

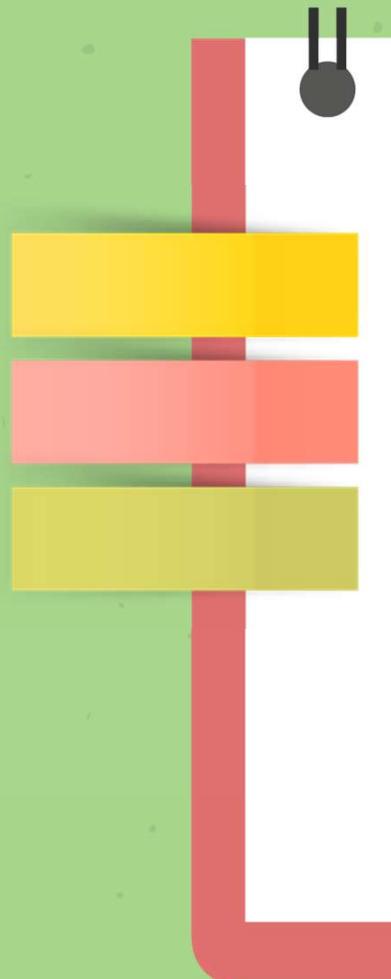
Normal Users



**Linh\***

Extreme User

\*: pseudonym



03

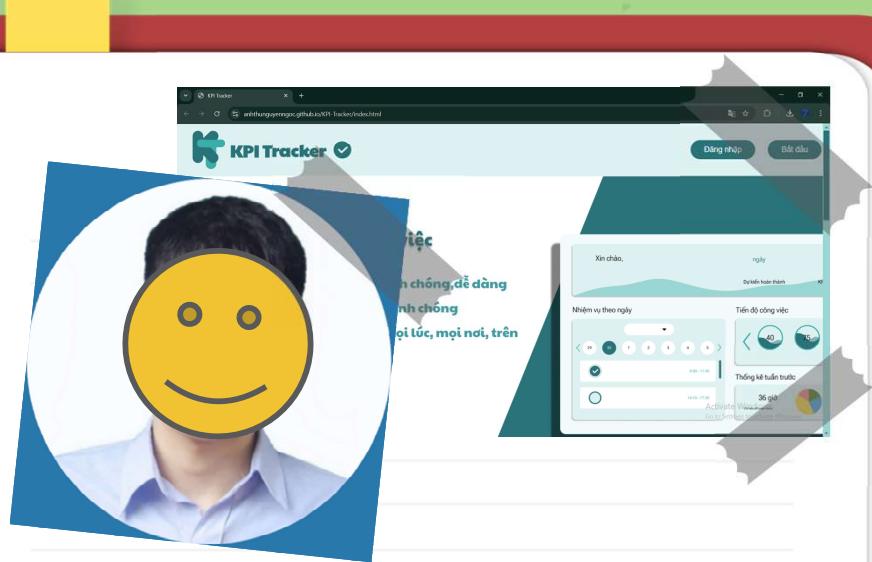
# Interview Result

*"Registering for classes is always a tough competition."*

*"Organizing a timetable online is really essential because it's more convenient than traditional methods."*

*"Different sessions of the same class are shown as if they are different classes."*

*"Both front-end and back-end optimizations are important."*



## Minh\* (20)

- 4<sup>th</sup> year student from SOICT, HUST
- Expert User (has experience in planner web development)
- Offline Interview

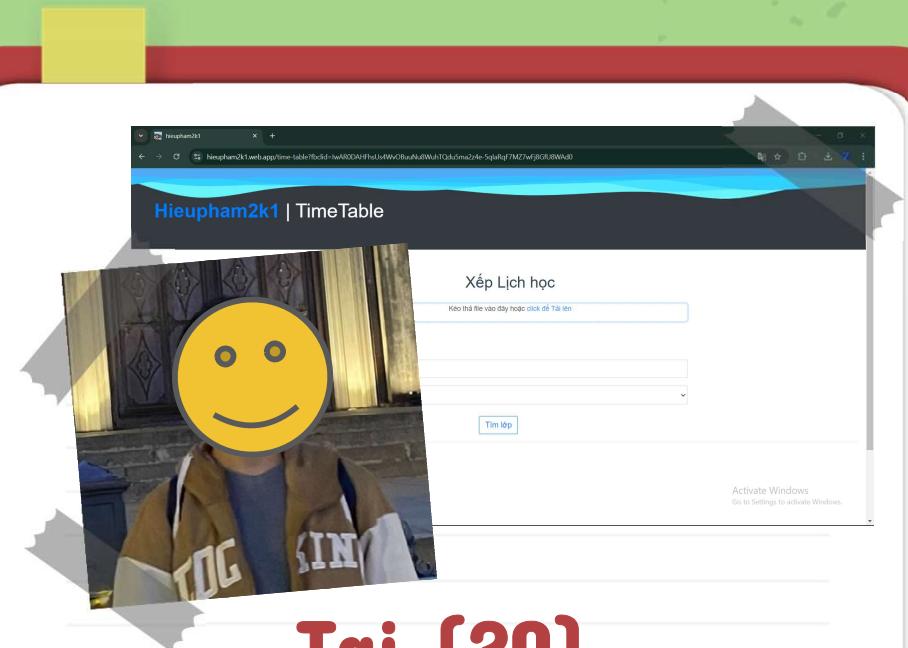


*"I find online tools for scheduling timetables very useful... They save me a lot of time compared to traditional methods."*

*"I don't usually feel stressed when setting up my timetable for a new semester."*

*"Yes, I've already introduced the website to some friends for course registration."*

*"I think everyone's schedule is private and personal."*



## Tai (20)

- 3<sup>rd</sup> year student from SEEE, HUST
- Normal User (has experience in using planner website)
- Offline Interview

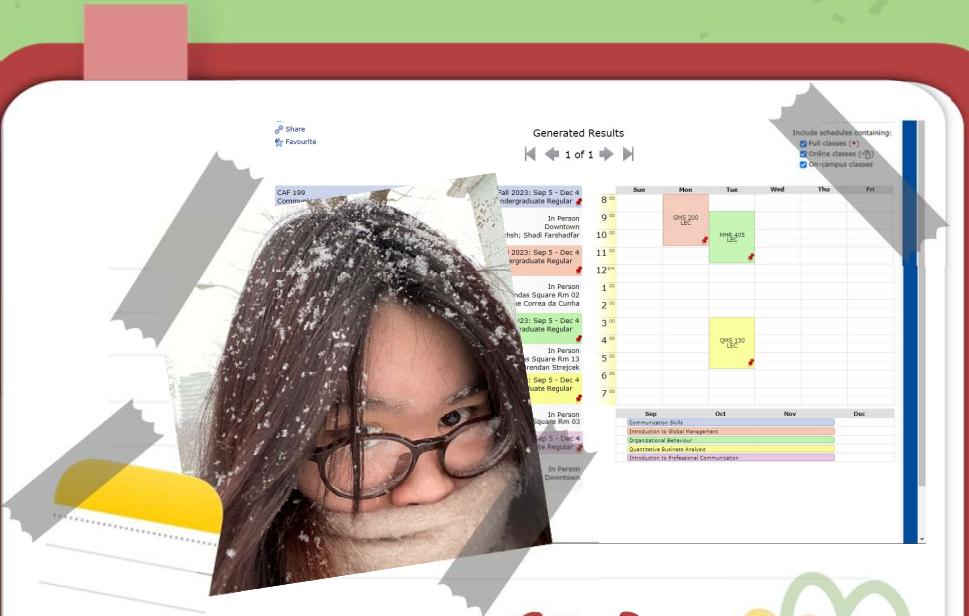


*"I would definitely tell anyone that it's a solid tool if they were to ask."*

*"Every enrollment period feels like a battle... there's a lot of pressure to make sure you get into the classes you need."*

*"The scheduling tool automatically prevents you from enrolling in classes that overlap."*

*"It's useful when I need to send my schedule to my job... having a built-in feature to share would be really helpful."*



## Rose (21)

- Student from Toronto Metropolitan University in Ontario, Canada
- Normal User (has experience in using Notes on iPhone + Visual Schedule Builder)
- Online Interview



*"Online tools are really useful... they simplify the process of organizing everything in one place."*

*"Organizing my schedule isn't really a stressful process."*

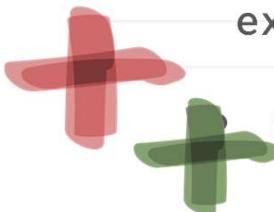
*"I really appreciate the app's speed and the overall smooth experience."*

*"I'm satisfied with the current interface... but I'd probably want more customization options."*



## Son (21)

- 4<sup>th</sup> year student from HNUC
- Normal User (has experience in using planner app)
- Online Interview



*"I find it pretty easy... the website has made the process straightforward and quick."*

*"The university's official system... has quite a few issues with the layout."*

*"I don't usually have any issues with scheduling, thanks to the website I use."*

*"I don't feel the need to customize my timetable."*

Hieupham2k1 | TimeTable

Thời khóa biểu dự kiến

Tải file Excel TKB tại đây

Tên hoặc Mã HP

CT CHI TIẾT

e  
HUST

NMinh (21)

- 4<sup>th</sup> year student from SEEE, HUST
  - Normal User (has experience in using planner website + apps)
  - Online Interview

✓

*"I haven't come across any specific applications yet, so I don't have any personal impressions about them."*

*"The thought of automating that process sounds incredibly appealing."*

*"I worry that it might be more complicated than I expect and that I might encounter a learning curve."*

*"I'm drawn to visually appealing designs... a cute and attractive interface would motivate me."*



## Linh\* (18)

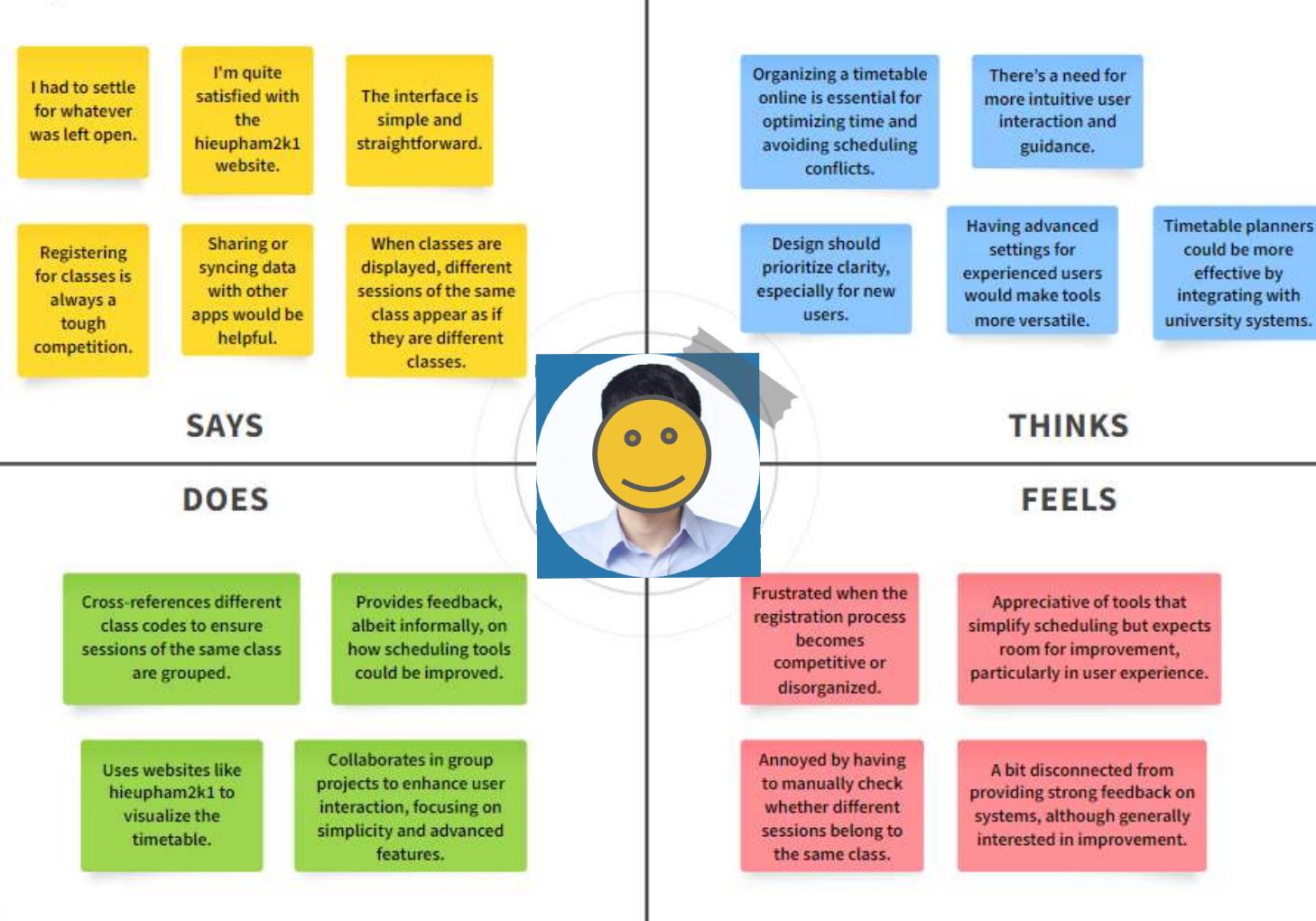
- 1<sup>st</sup> year student from RMIT, Hanoi
- Extreme User (manually plans timetable with helps from Notes on iPhone)
- Offline Interview



04

## Analysis

## Empathy Map Using Timetable Planner Tools



Minh\*

## Needs

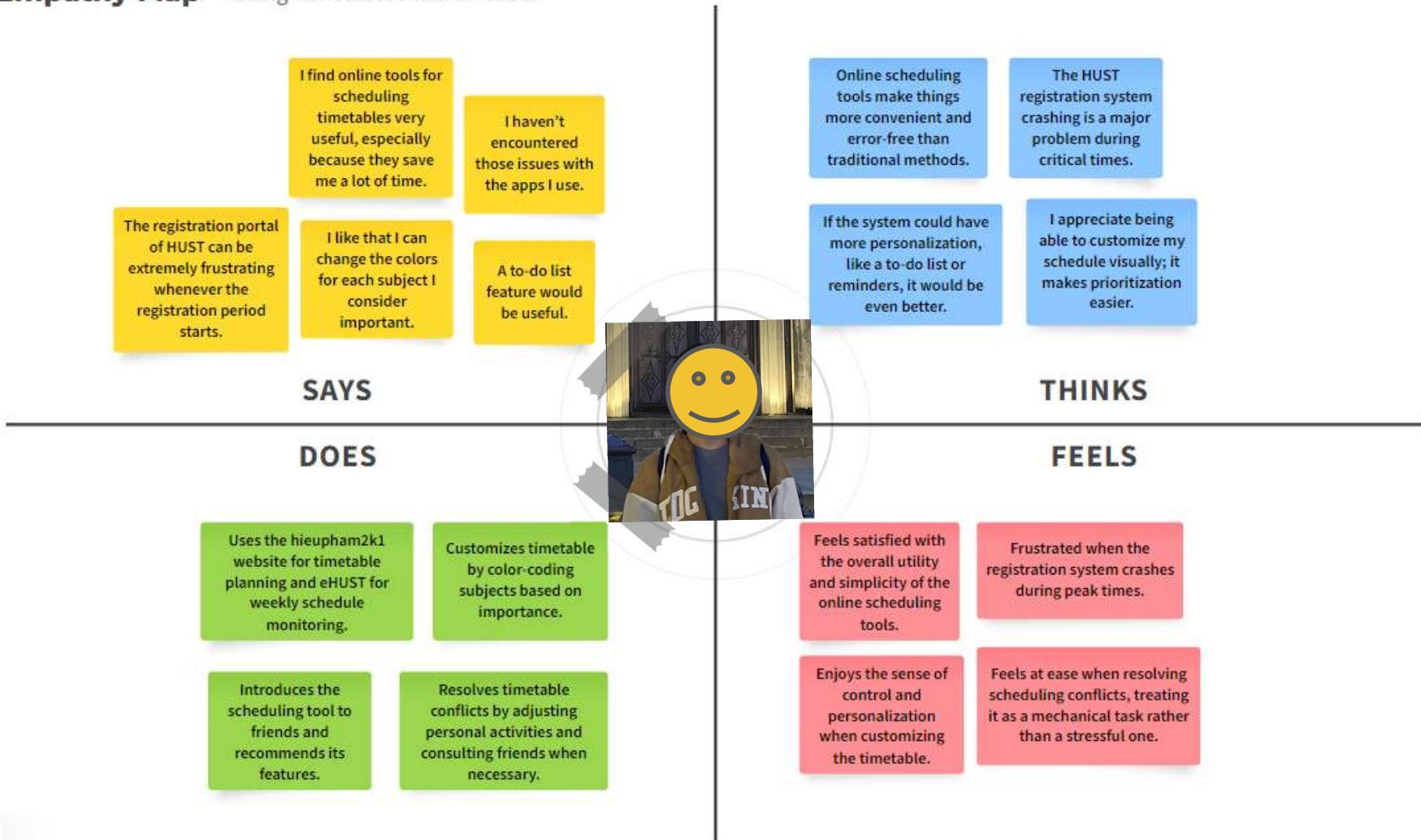
- **Efficient Scheduling:** Quick, clear course management.
- **Data Integration:** Sync with university systems to avoid conflicts.
- **Simple Interface:** Easy to use, with advanced options for experts.
- **Customization:** Instructor filters, sync with external apps.

## Insights

- **Automation is Key:** Syncing saves time and reduces errors.
- **Visual Clarity:** Unified views prevent confusion.
- **Balance:** Users want simplicity with flexible, advanced features.



## Empathy Map Using Timetable Planner Tools



Tai

## Needs

- **Stability:** Reliable, crash-free system, especially during registration.
- **Customization:** Personalize with colors and reminders.
- **Efficient Organization:** Easy, clear scheduling without overlaps.
- **Simple Interface:** Intuitive and easy to use, with helpful features.

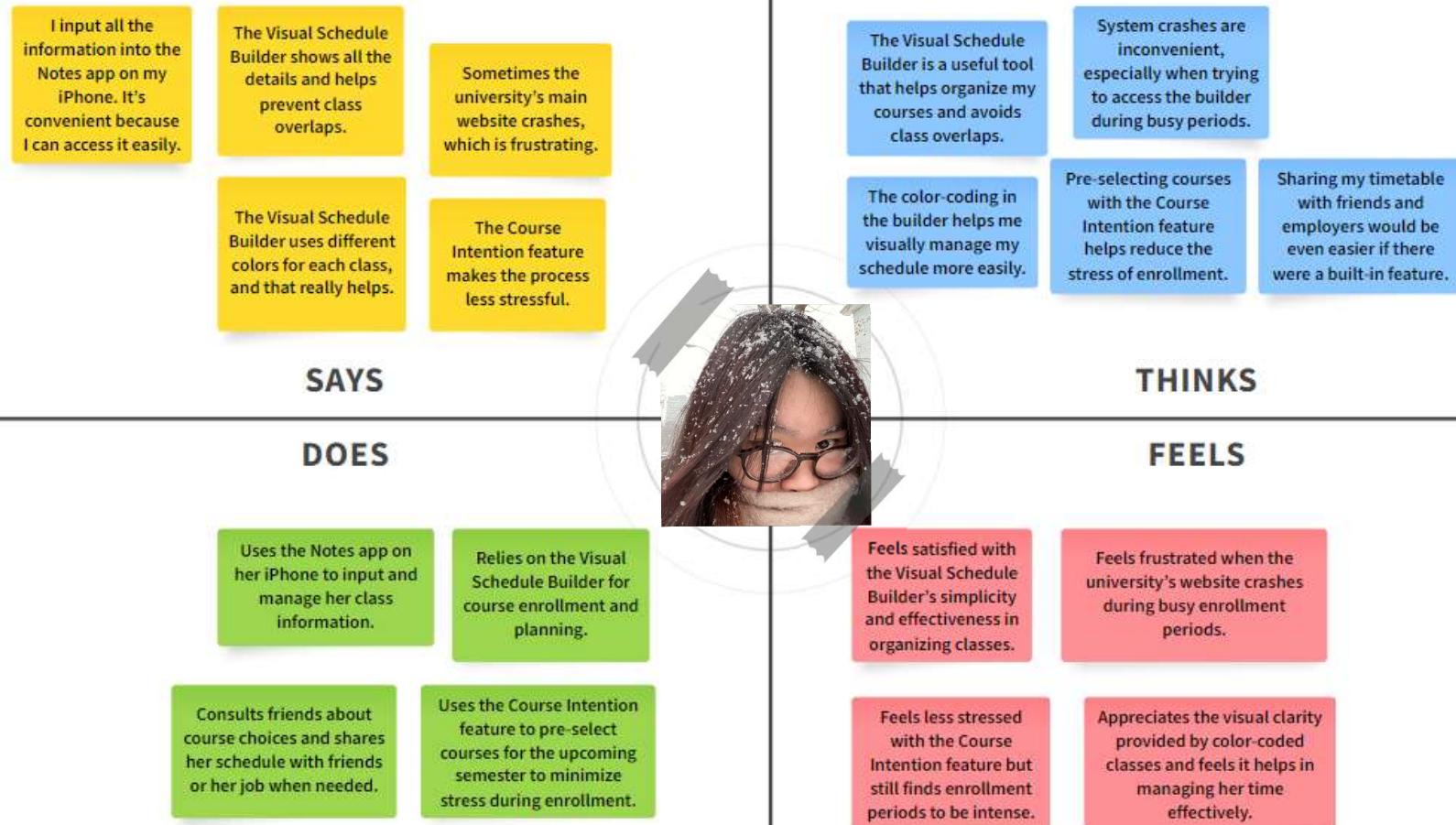


## Insights

- **Convenience:** Online tools save time and effort.
- **Reliability:** Stable performance is critical during registration.
- **Personalization:** Custom options enhance control and satisfaction.
- **Low Stress:** Users prefer simple, efficient tools, with extras as bonuses.



## Empathy Map Using Timetable Planner Tools



Rose

## Needs

- **Reliability:** Stable site during enrollment.
- **Customization:** Simple tools with color-coding and clear layout.
- **Stress Relief:** Pre-select courses to reduce anxiety.
- **Sharing:** Easy schedule sharing for planning.

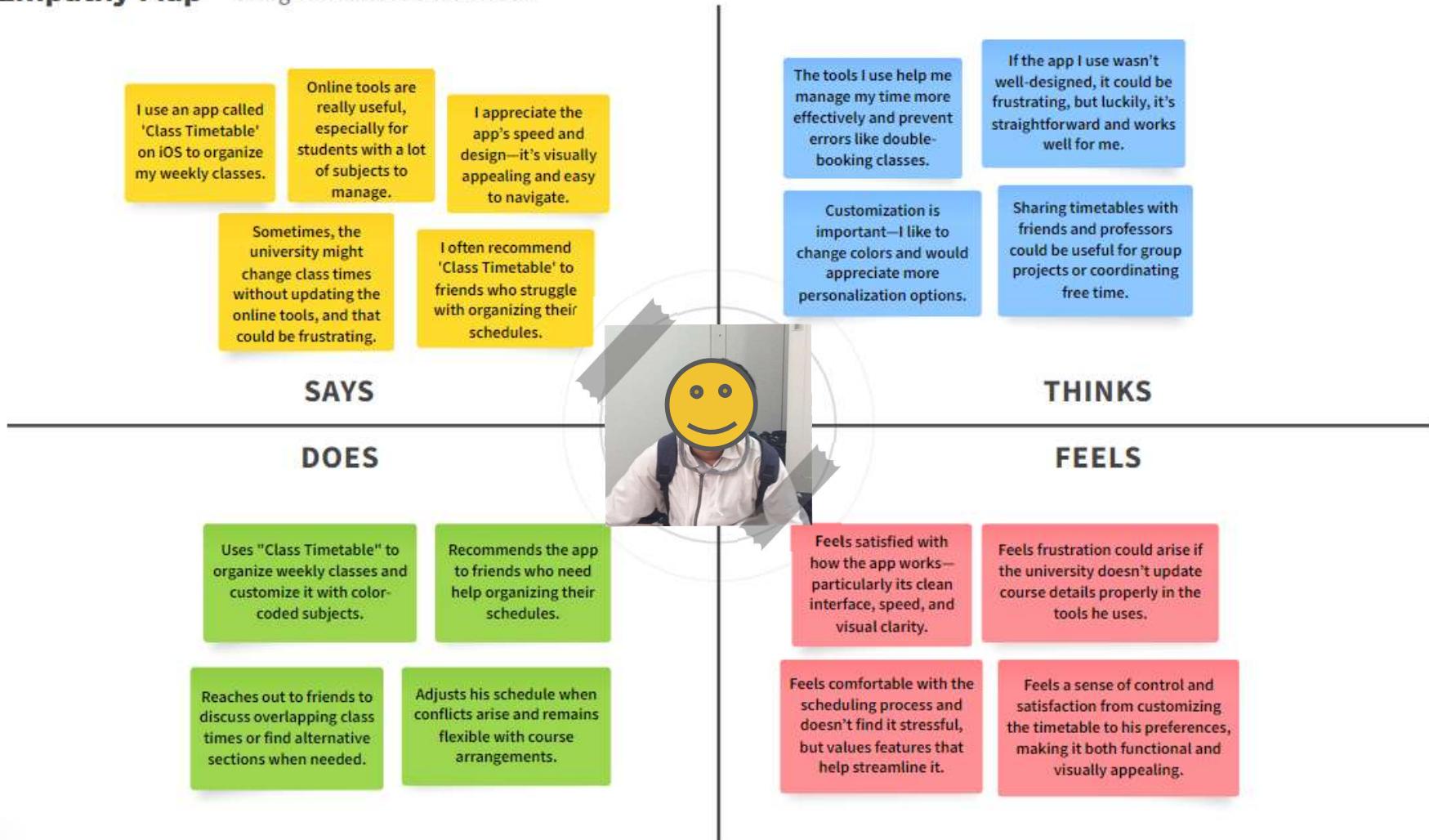


## Insights

- **Simplicity:** Straightforward tools prevent conflicts.
- **Efficiency:** Crashes during peak times cause frustration.
- **Visual Clarity:** Color-coding boosts usability.
- **Sharing:** Customizable sharing options needed.



## Empathy Map Using Timetable Planner Tools



Son

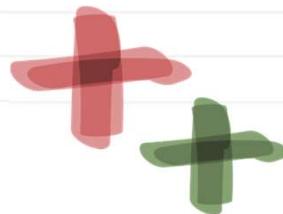
## Needs

- **Reliable Updates:** Timely info on class changes.
- **Customization:** Personalize timetables (colors, layouts).
- **Sharing Tools:** Easy sharing with peers and professors.
- **Error Prevention:** Avoid scheduling conflicts, flexible adjustments.

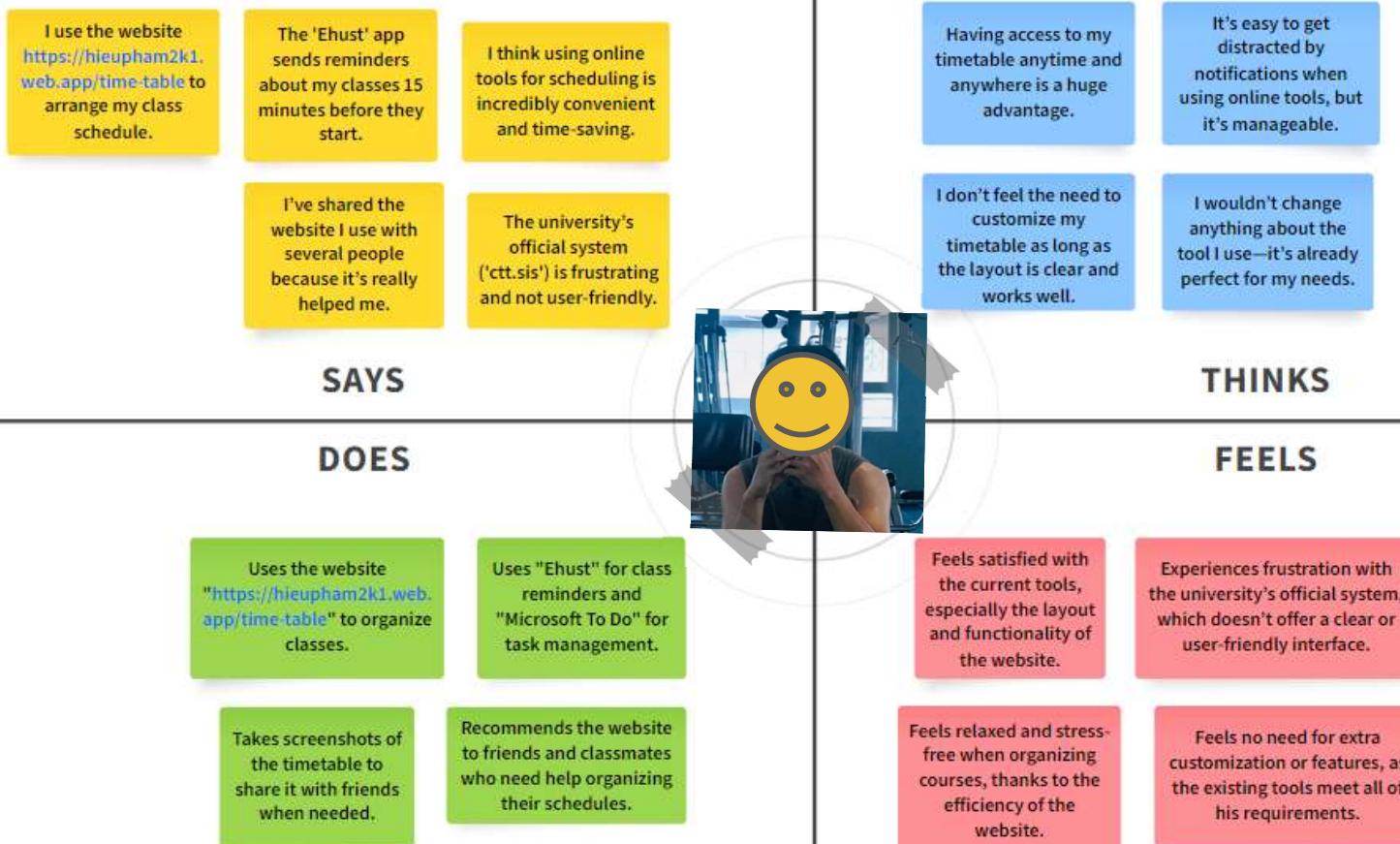


## Insights

- **User-Friendly:** Simple, fast tools ease organization.
- **Engagement Through Customization:** Color-coding aids usability; more options would boost engagement.
- **Critical Consistency:** Reliable university info is essential.
- **Future Sharing Needs:** Easy sharing features benefit group coordination.



## Empathy Map Using Timetable Planner Tools



NMinh

## Needs

- **Easy Access:** Simple, clear, and mobile-friendly tools.
- **Timely Reminders:** Notifications to track schedules.
- **Conflict Prevention:** Tools to avoid overlaps and show complete schedules.
- **Sharing Options:** Easy sharing features for collaboration.



## Insights

- **Prefer Simplicity:** Functionality over customization.
- **Convenient Access:** Mobile access reduces stress.
- **Frustration with University Tools:** Third-party apps are often better.
- **Collaboration Needs:** Sharing features are beneficial for group work.



## Empathy Map Using Timetable Planner Tools

I typically organize my timetable by writing down tasks and categorizing them based on urgency.

I use the Notes app on my phone because it's convenient.

I haven't come across any specific timetable apps yet, so I haven't used one.

I haven't explored apps for timetable organization, but if I find one that suits my style, I'd consider it.

If an app could automate organizing my timetable, I'd definitely find that useful!

### SAYS

### DOES

Uses the Notes app to manually organize her timetable and color-codes notes for clarity.

Plans her weekly schedule in advance, prioritizes tasks, and adjusts as needed.

Occasionally considers switching to an app but has not yet researched any options.

Remains open to exploring new methods of scheduling but sticks to familiar tools for now.



I like my manual method because it's comfortable and familiar, but using an app could be more efficient.

I haven't had major problems like class overlaps, but automating would save me time.

Transitioning to an app might have a learning curve, and I don't want to be overly dependent on it.

Having a visually appealing, customizable app would motivate me to use it more consistently.

### THINKS

### FEELS

Comfortable and in control with her current method of manual organization.

Slightly hesitant about trying new apps due to concerns about complexity or dependency.

Intrigued by the potential of automating schedule management and how it could save time.

Excited by the idea of a customizable, visually appealing app that could offer more efficiency and convenience.

Linh\*

## Needs

- **Familiar Tool:** Wants an intuitive app that feels familiar.
- **Automated Efficiency:** Seeks automation while keeping control.
- **Customizable Options:** Values personalization for engagement.
- **Control Assurance:** Prefers to avoid dependency on technology.



## Insights

- **Open to Digital:** Will switch if it suits habits.
- **Customization Matters:** Needs visual appeal to stay engaged.
- **Efficiency with Control:** Wants to save time but maintain oversight.
- **Skeptical but Open:** Interested in free apps with clear benefits.



## Tensions and Contradictions

### Simplicity vs. Customization

Need for straightforward tools vs. desire for personalization; extremes feel overwhelmed, normals feel restricted.



### Technological Hesitance vs. Digital Acceptance

Demand for reliable systems during peak times vs. need for flexible schedule management; crashes cause frustration.



### Reliability vs. Flexibility

Extreme users are skeptical; normals and experts embrace technology.



## Surprises

### Simplicity vs. Customization

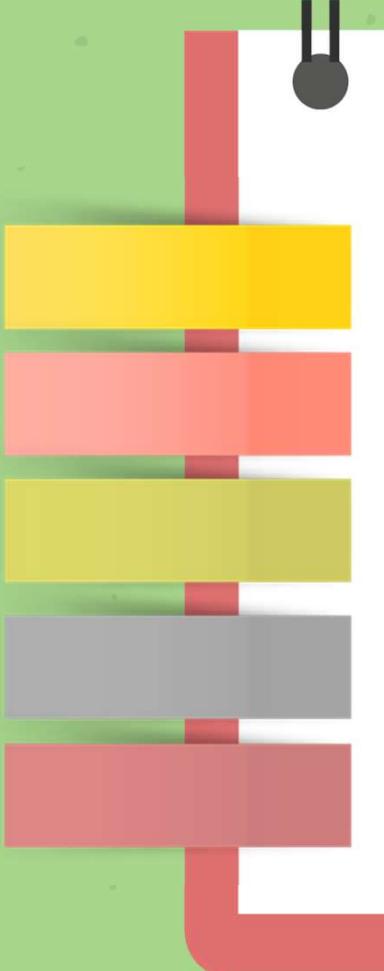
Normals prefer third-party tools, highlighting gaps in university offerings.



### Importance of Visual Design

Visual appeal boosts usability and engagement more than expected.





05

## Summary

# Summary



## Common Needs

Users want simplicity, reliability, and collaboration.

## Key Tensions

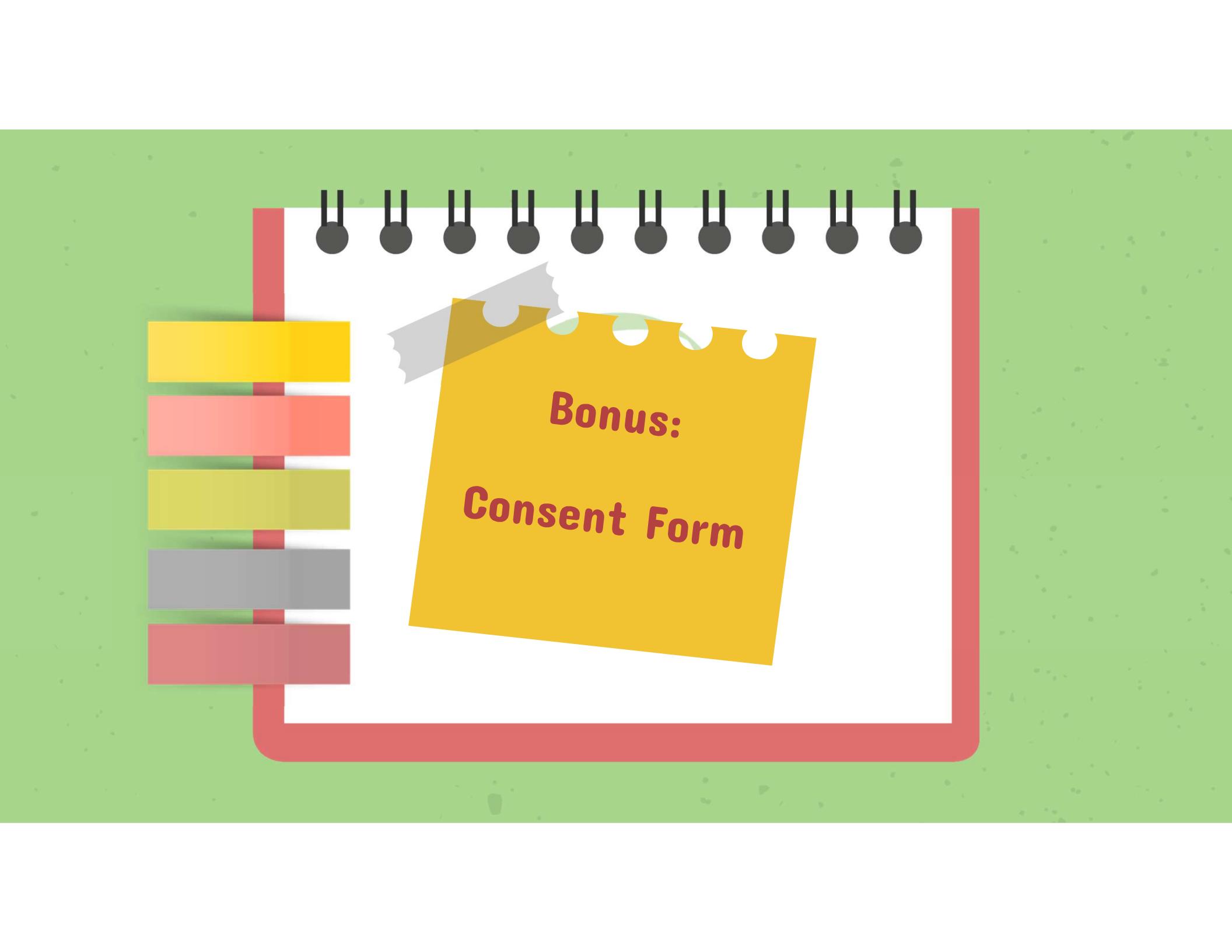
Balancing simplicity with customization and ensuring reliability without sacrificing flexibility.

## Development Insight

Address diverse user preferences while tackling shared challenges in scheduling.



Please  
remember  
before going  
to the next  
step! ☺



**Bonus:**  
**Consent Form**

<p><b>INTERVIEW CONSENT FORM</b></p> <p><b>Research</b> project title: <i>University Student Timetable Scheduling: User Needs Research</i></p> <p>Research investigators: Group 3, Class 152296, Human-Computer Interaction course, Hanoi University of Science and Technology (HUST)</p> <ul style="list-style-type: none"> <li>- Nguyễn Gia Bảo – 20210099</li> <li>- Nguyễn Đỗ Hoàng Minh – 20210591</li> <li>- Nguyễn Hữu Phong – 20210668</li> </ul> <p>Research participants name:</p> <p>Thank you for agreeing to be interviewed as part of this research project. This form ensures that you understand the purpose of your participation and the conditions involved. Please read the accompanying information and sign to confirm your agreement.</p> <ol style="list-style-type: none"> <li>1. The interview will be recorded, and a transcript will be produced.</li> <li>2. You will have the opportunity to review and correct any factual errors in the transcript.</li> <li>3. The interview transcript will be analyzed by our research group.</li> <li>4. Access to the transcript will be limited to the research team and academic collaborators.</li> <li>5. Any published content will be anonymized to protect your identity.</li> <li>6. The recording will be kept private.</li> <li>7. Changes to these conditions will require your explicit approval.</li> </ol> <p><b>QUOTATION AGREEMENT</b></p> <p>Please initial next to any statements you agree with:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 5px;">I wish to review the notes, transcripts, or data collected during my participation.</td> </tr> <tr> <td style="padding: 5px;">I agree to be quoted directly.</td> </tr> <tr> <td style="padding: 5px;">I agree to be quoted with a pseudonym.</td> </tr> <tr> <td style="padding: 5px;">I agree to the use of quotations from my interview in publications.</td> </tr> </table>	I wish to review the notes, transcripts, or data collected during my participation.	I agree to be quoted directly.	I agree to be quoted with a pseudonym.	I agree to the use of quotations from my interview in publications.	<p><b>CONSENT TO PARTICIPATION</b></p> <p>By signing this form, I agree that:</p> <ol style="list-style-type: none"> <li>1. I am voluntarily participating and can stop the interview at any time.</li> <li>2. The transcript or extracts from it may be used as described above.</li> <li>3. I have read the accompanying Information Sheet.</li> <li>4. I do not expect payment or benefits for my participation.</li> <li>5. I may request a copy of my transcript and make necessary edits for confidentiality.</li> <li>6. I can contact the researcher with any questions.</li> </ol> <p>Participant's Name: _____</p> <p>Participant's Signature: _____</p> <p>Researcher's Representative Signature: _____</p> <p>Date: _____</p> <p><b>CONTACT INFORMATION</b></p> <p>If you have any questions or need further information about this research project, please feel free to contact us at:</p> <p>Research Team: Group 3, Class 152296 – Room D8-103, Tuesdays from 12:30 PM to 2:55 PM</p> <p>Contact Person: Nguyễn Hữu Phong – 20210668 (Group leader) Email: phong.nh210668@sis.hust.edu.vn Phone: 0906240403</p> <p>We are happy to assist with any inquiries or concerns you may have regarding your participation.</p>
I wish to review the notes, transcripts, or data collected during my participation.					
I agree to be quoted directly.					
I agree to be quoted with a pseudonym.					
I agree to the use of quotations from my interview in publications.					

Thanks

Listening!

For

From:  
Group 3