UI and UX Case Study

Project Title: RegistrarGo: Fully Online

Subtitle: Implementation of Fully Online Credential Request in Palawan State University Registrar

Client/ Company/ Project Type:

This conceptual project includes the involvement of the students, professors or anyone that needs a student information request as a "client" with confidentiality and the permission of the owner.

Project Date: September 2023 – August 2024

The stated date is based on the how many people will be working on the said case study. For a group, the estimated duration might be 5-6 months on doing so. On the other hand, if the case study is only operated by an individual then the expected duration will be longer than a group can do, 8 months - 1 year starting to this month.

Your role

For this case study to be implemented, there are certain role to occupy. As this is an individual case study, the researcher will be working by itself. Certain qualities the researcher have for this case study is that, the researcher is critical thinker, as one of the qualities a researcher should have. Critical thinking is finding deep solutions and not settling for shallow solutions because shallow solution means shallow result. The researcher is also the developer of this system, and it has a major strength for the researcher knows "where is the problem" to "how to fix?" as the researcher is the mind of this case study. The researcher has a creative mind needed in this case study, making it not just to give a functional solution but to provide a "user-friendly" User Interface (UI), "how it is presented to the users," button placing, the information messages and the User Experience (UX) inside the system give the 100% experience to the users. Looking for possible problems inside the system to solve, and specially thinking beyond what is presented for future-proofing, "what else is there that can be improve" as this study is expected to have future plans or be future-ready is also part of the researcher's job. Be an open book to take opinions, what might other people say and take that as a strength. The researcher is eager to learn programming skills to make this case study possible and be ready to be implemented, attaining knowledge help the researcher solve the problem and provide a functional solution.

Project Summary/About this Project:

In today's time, making solution that can save your time and effort is highly at its vast. The researcher aims to contribute to that concept. In school, we do request about the student's

credentials (like the Transcripts of Records, Copy of Grades, Certificate of Registration etc.) for personal use like for students who still study, for applying on scholarships, or work or to keep track to their grades and academic achievements as this is one of the responsibility as a college student, you initiate to check and keep track so that by the end of the school year, the student will not rattle to chase the incomplete grades.

Included in the system is that, the admin access, and a student access, where the student will serve as the client and ask for request while the admin access is where the server is and will provide what the student had requested. The "admin access" is the one who manages the student credentials. The "admin access" has the privilege to use the CRUD or the create, retrieve, update, and delete inside the system. On the other hand, the "student access" is the one who can request and ask for the credentials without going on-site to receive it as the system is aiming it to be a "Fully Online." Every student has a unique identification, the researcher will use that as a unique id in the student's information as well so you, only you can access your own personal information.

This system provides you a convenient, time and effort saving to go on site, wait on long queue lines to get what papers you need, "Future problems, future solutions" as the researcher aims to achieve using this system.

THE CHALLENGE

Problem Statement

Making a solution that may save your time and effort is of the utmost importance in today's world. The problem stated is based on the experiences of the researcher as the researcher intends to contribute to that concept, in requesting student's credentials (such as Transcripts of Records, Grade Copies, Certificates of Registration, and so on) the school failed to give an immediate action and the common grounds of the students is that during requesting on-site, the student will not be excused in class that burdensome most of the students. Aside from that, a long queue line needs you to be there all the time, your presence should be there and without assurance if the cutting of line will reach you, if you are lucky enough you will get the papers but if not, you wasted your time. Also, the updating process weather when and what time you can get the paper you requested. When it comes on updating, they will not initiate to give an update unless the student come ad annoy the staff.

User Interviews

This section shows the method use by the researcher in getting the insight of the students/possible users to add up in the Implementing the "Fully Online" registrar system.

Figure 1. User Interview (Google Forms)

This are the question included in the method: survey the researcher conducted.

- Have you tried requesting credential papers in our Palawan State University Registrar? If no, you can proceed to the last question.

- If yes, state what kind of credential paper did you requested?

- Does it take a lot time to receive what you requested?

- How many days does it take before you received it?

- (If more than 2 days) What do you thing is causing this delay?

- Aside from that, what challenges did you encounter while and during requesting?

- What do you think of the idea of making it "Fully Online," where every process is effortless and time saving. (Feel free to express your thoughts)

Pain Points

This part of the case study shows the challenges might encountered by the user while using the system. The challenges listed are assumption by the researcher and are also based on the opinion of the fellow students visualizing the system.

- The researcher is aiming for a "fully online" and most of the encounter an interruption on the internet connection.

- Making it "fully online" can be challenging as it still need the presence of the student when paying the requested credential like the Transcript of Records (TOR) because they have a specified amount that needed to be paid.

- Since the system is online, one of the challenges the user encounter is that they cannot keep track on the request they made.

Affinity Mapping

This section shows the Affinity Mapping the researcher use to gather information, to analyze the problem the system might encounter and the solutions is them to make the RegistrarGo fully online come to be implemented in the school.

PROBLEM

RegistrarGo: Fully Online

- long queue
- slow proccesing
- lack of working personnels
- lack of knowledge oin our innovating technology
- slow action
- it takes a lot of time to receive what you requested.

ANALYSIS

- student might find it difficult in using the system because there might be an internet interruptions.
- the student might still go on-site for paying the requested papers.

SOLUTION

- Making it fully online.
- For security, there is a text confirmation for verify the users.
- for the payment, the researcher can allow online payment, or the system will give them a queue number.
- the problem about internet connectivity is not the researchers part.
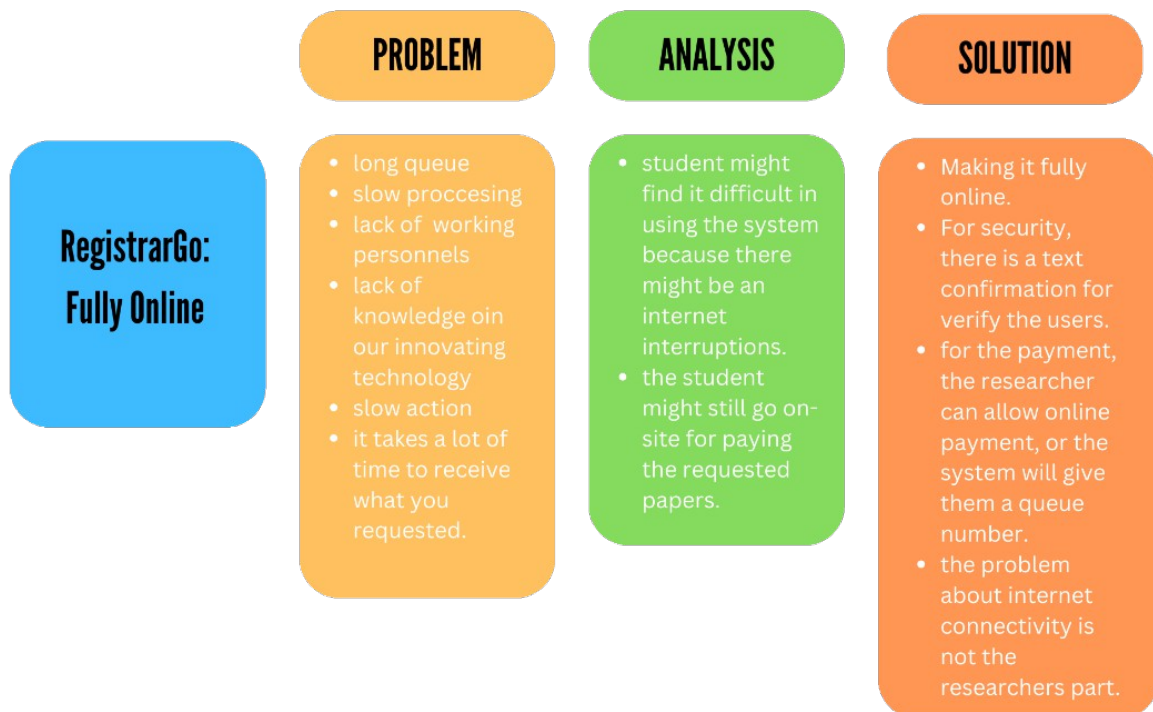
Figure 2: Affinity Mapping

Personas

Persona: Ron

Name: Ron Agum

Demographics:

- Age: 21 years old

- Gender: Male

- Educational Background: 3rd year BS Information Technology student

Goal and Objectives

Mr. Agum experienced requesting credentials in our Palawan State University Registrar, she struggles from getting it right away because of the said challenges stated above. She hopes that someday, somehow there will be a way that the challenges she encountered cannot happen in the coming years and receive the credential requested with assurance and without the long period of time waiting.

Challenges and Pain Points

During the requesting she encountered that there is long queue in doing so, also, she notices that the process is too slow and cannot be done in a day. She also encountered that since you cannot excuse yourself from class going to the registrar just to be there. It takes a lot of time and effort going back and forth just to get the credentials she requested.

Needs and Preferences

Since we are living where the innovation of the technology is rapid, she hopes to give this a solution by the idea of making it online "fully." She saw the possibilities on making it "fully online" and she eagers to make it happen.

Quote

"With technology, anything can be possible to happen"

Customer Journey Mapping

This section talks about how the system will take the user to the journey on how the system works and see how the work is done.

```
Process
Request

                    Admin
                    Access
START    Sign In /
         Log in
                    Student/user
                    Access

                    Ask Request
```

```
Provide          END
Request

Process
Request

Ask Request

        Received
        Request

            Proceeds to      END
            payment
```
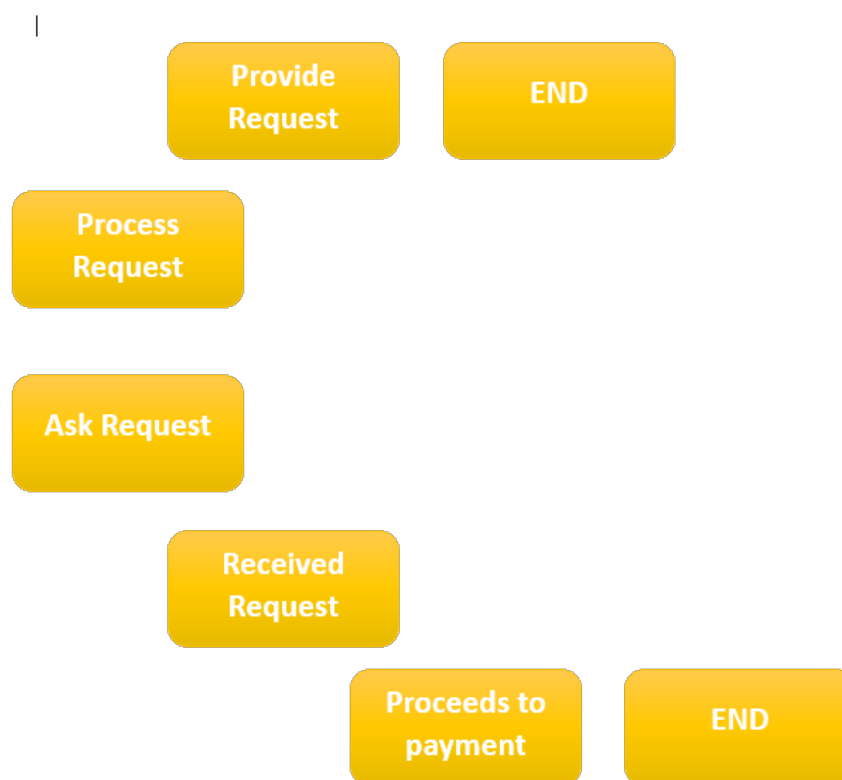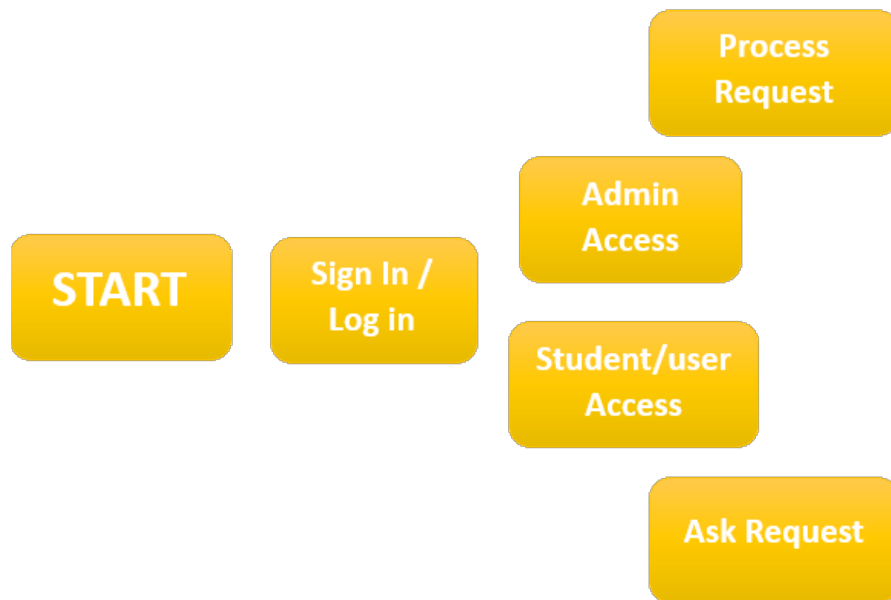
THE SOLUTION

Design Solution

In this part of the case study shows a *design solution* is a plan or strategy for resolving a particular issue pain points encountered in doing this case study which includes pain points description, analysis, idea creation, creating the design, implementation planning, and implementing the solution. The purpose is to provide a practical, user-centered solution that satisfies the case study's goals.

- **Internet Connection** can be a problem in implementing this system, since the researcher aims to make it fully online. Nowadays, the internet is unstable because of the weather and other circumstances but not all the time the internet is slow. The researcher thinks that, the registrar can have a data base store in data storage and by the help of a system inside the computer you can access the data inside without the use of the internet.
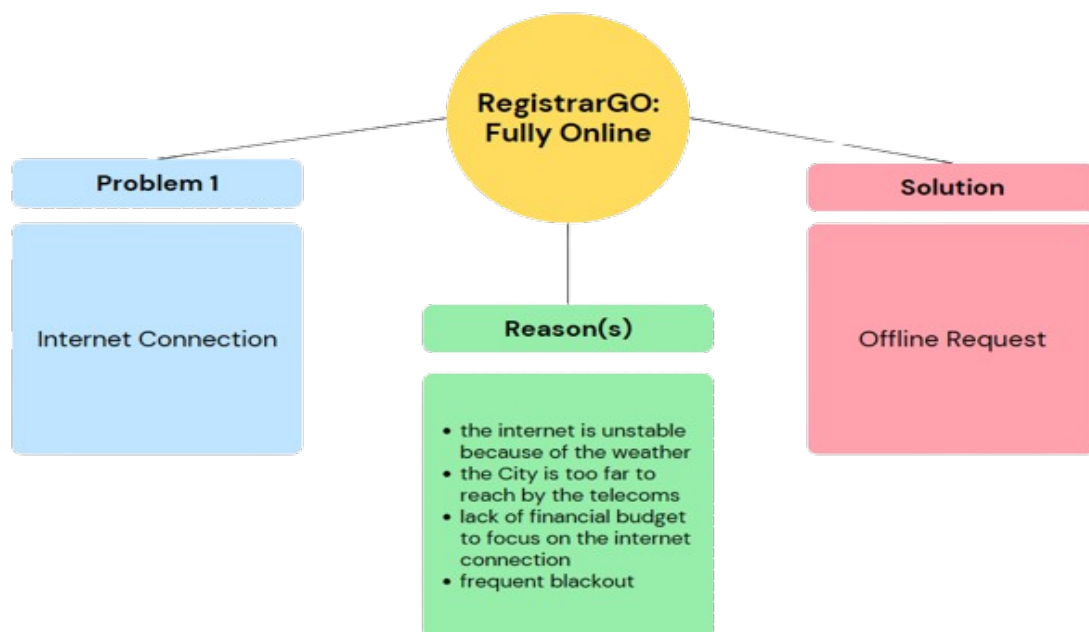
Figure 5: Problem 1: Internet Connection

- **Payment** during this method, the researcher saw that during this process the cashier needed to ensure the security of the client's money, the third-party system or the online banking, and payment that will be collaborating with are those once that are verified, and

trust worthy. Also, there are cases happened in the cashier when they need the signature attachments of the client and receiving the official receipt which cannot happen online.
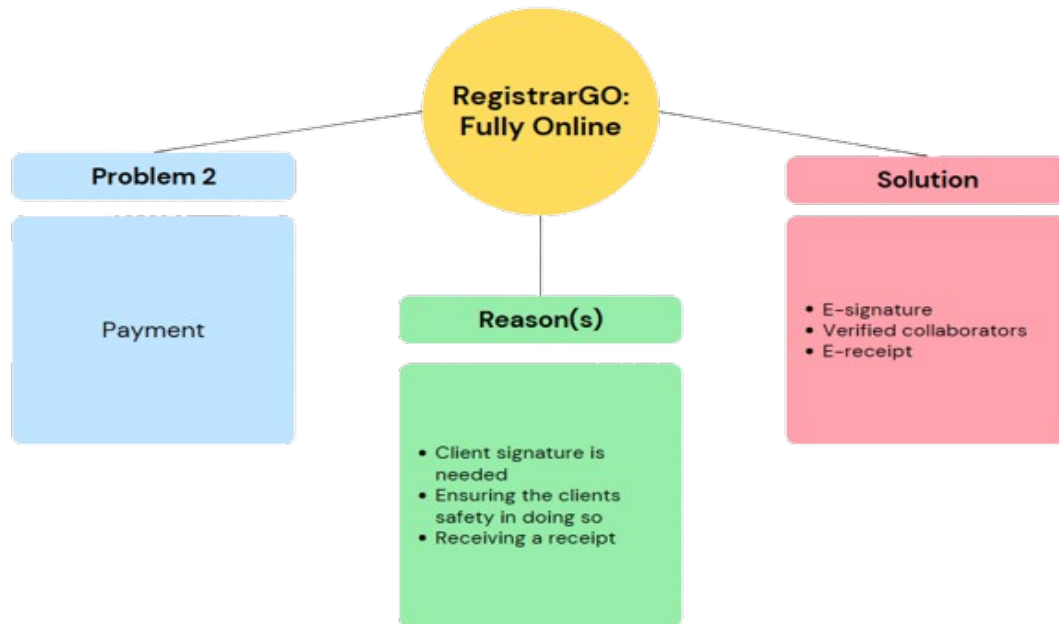
Figure 6: Problem 2: Payment

- **Tracking the progress,** during the request the client wishes to be updated on the request they make, if it making progress or not. This problem shows the researcher a possible solution and satisfy the need of the client. Keep tracking the process of the paper you requested can be helpful to determine when are you going to receive the paper you request on the registrar and this also helps to solve the problem on long queue as this helps the system to achieve its goals.
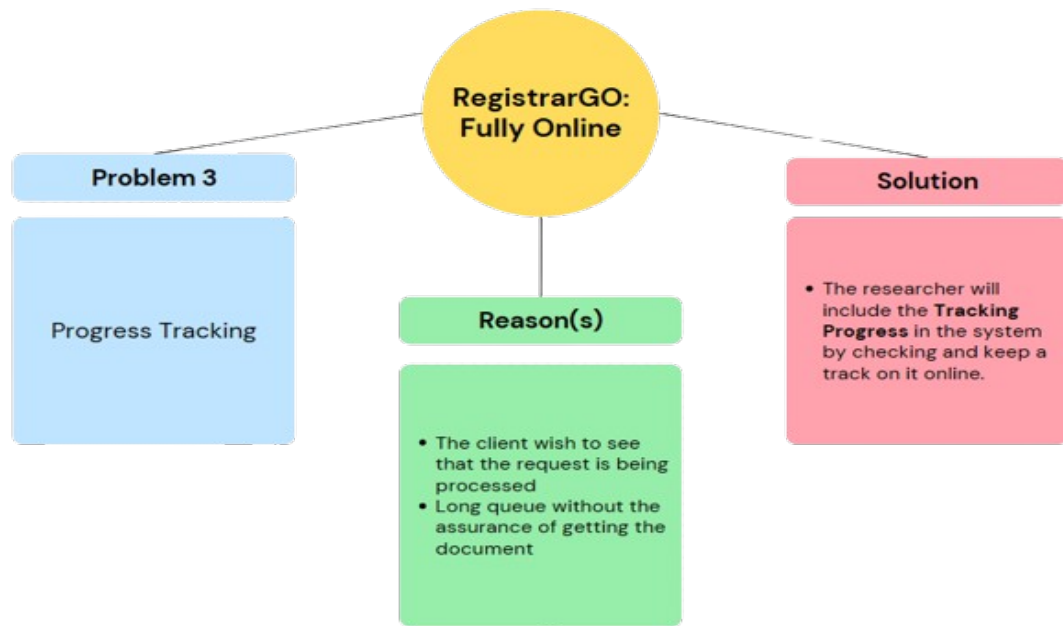
Figure 7: Problem 3: Progress Tracking

User Flow

The user experience (UX), in the opinion of psychologist Mihaly Csikszentmihalyi, focuses primarily on the mental state in which the user is completely engaged in what they are doing and the task they are attempting to accomplish. *User Flow* shows shapes and lines that are connecting one entity to another and this determines the journey of the user inside the system.

```
                              ( Start )
                                 │
                             ┌────────┐
                             │ PREVIEW│
                             └────────┘
                                 │
          YES          ◇ Do you have an ◇          NO
    ┌──────────────────  account?  ──────────────────┐
    ▼                                                 ▼
┌────────┐                                        ┌────────┐
│ Log-in │                                        │ Sign-up│
└────────┘                                        └────────┘
    │                                                 │
┌──────────────┐                              ┌──────────────────┐
│ Account      │                              │ User Information  │
│ confirmation │                              │ input             │
└──────────────┘                              └──────────────────┘
    │                                                 │
    ▼                                                 ▼
         NO   ◇ Do you confirm your ◇   YES  ┌──────────────┐  YES  ◇ Do you verify your ◇   NO
┌──────────────┐   account?  ◄─────────────  │ Account      │ ◄────     account?    ────►  ┌──────────────┐
│ Failed to    │                             │ Created!     │                              │ Failed to    │
│ confirm the  │                             └──────────────┘                              │ create an    │
│ account!     │                                                                           │ Account!     │
└──────────────┘                                                                           └──────────────┘
                        │ YES
                        ▼
                 ┌──────────────┐
                 │ Acount       │
                 │ Confirmed!   │
                 └──────────────┘
                        │
                 ┌──────────────┐
                 │ Student Profle│
                 │ Dashboard     │
                 └──────────────┘
```
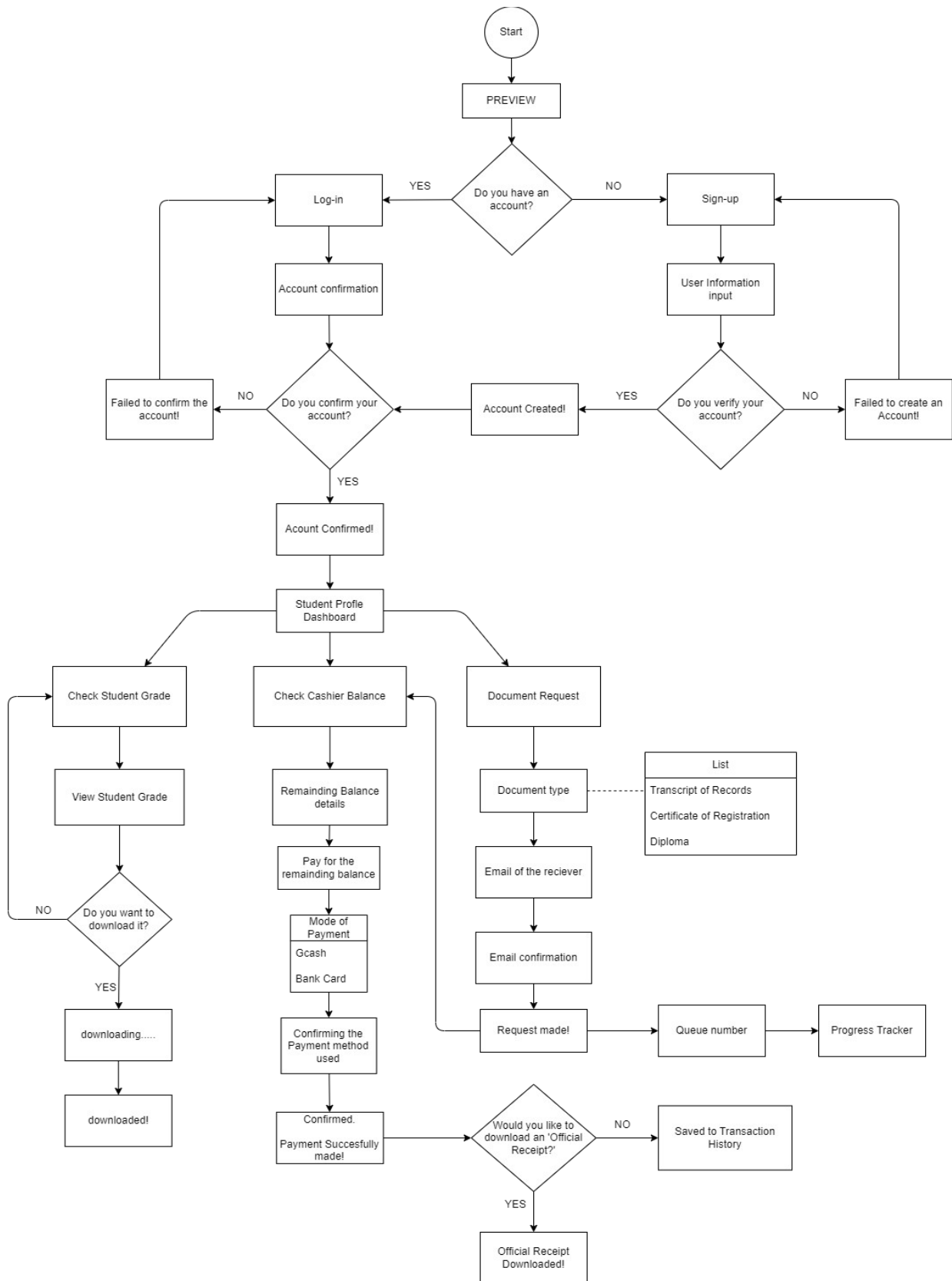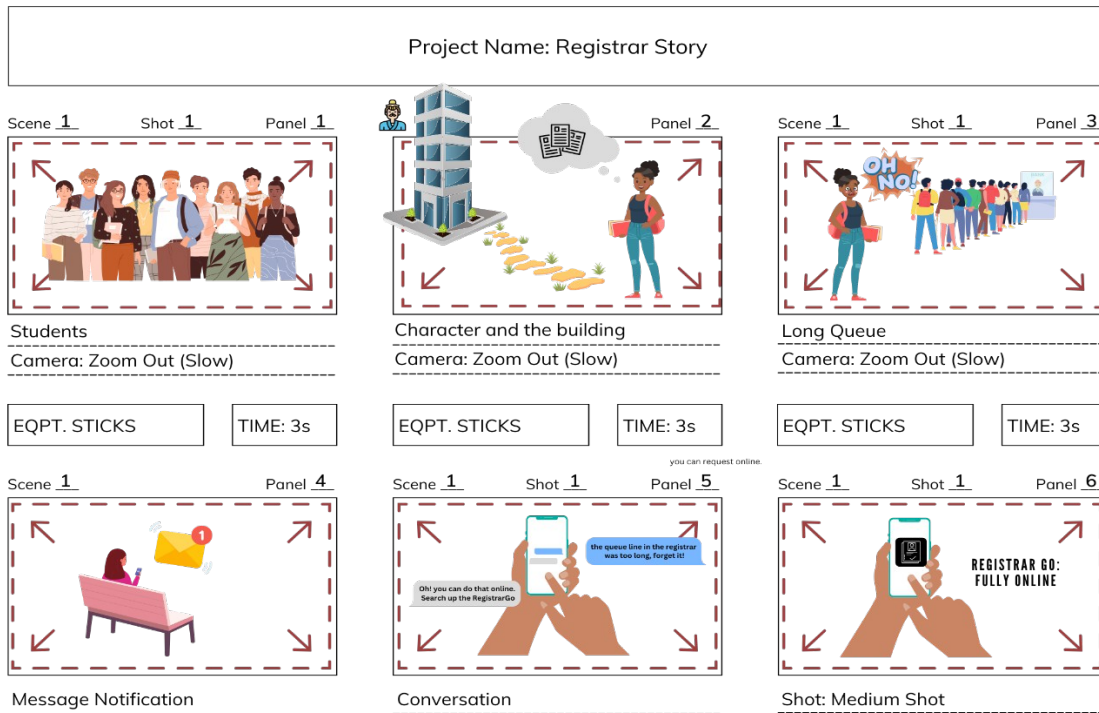
Student Profile Dashboard branches:

Branch 1 — Check Student Grade
- Check Student Grade
- View Student Grade
- ◇ Do you want to download it? — NO (loops back to Check Student Grade)
- YES → downloading.....
- downloaded!

Branch 2 — Check Cashier Balance
- Check Cashier Balance
- Remainding Balance details
- Pay for the remaining balance
- Mode of Payment
  - Gcash
  - Bank Card
- Confirming the Payment method used
- Confirmed. Payment Succesfully made!
- ◇ Would you like to download an 'Official Receipt?'
  - NO → Saved to Transaction History
  - YES → Official Receipt Downloaded!

Branch 3 — Document Request
- Document Request
- Document type ---- List
  - Transcript of Records
  - Certificate of Registration
  - Diploma
- Email of the reciever
- Email confirmation
- Request made! → Queue number → Progress Tracker

Figure 8: User Flow Diagram

Storyboards

This storyboard shows a visualization of one of the pain points of the user why the researcher came up on this case study and this shows the solution using the case study of the researcher. Storyboards helps a further understanding the system and what problem the researcher giving solutions.
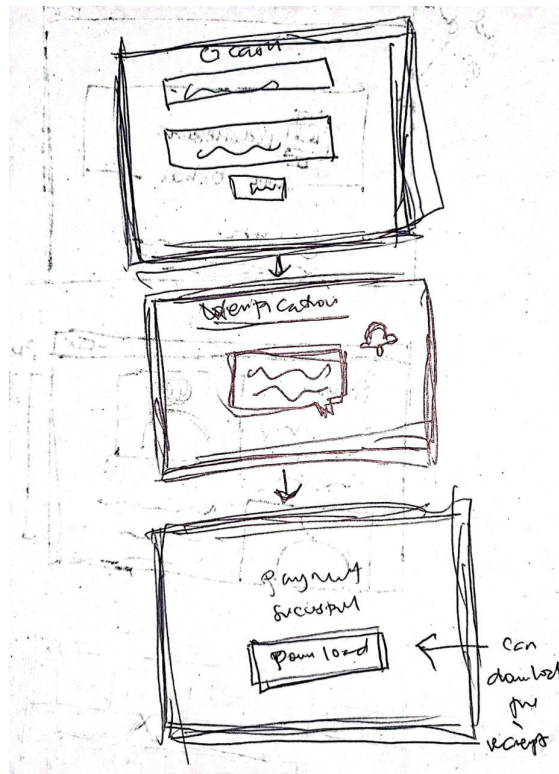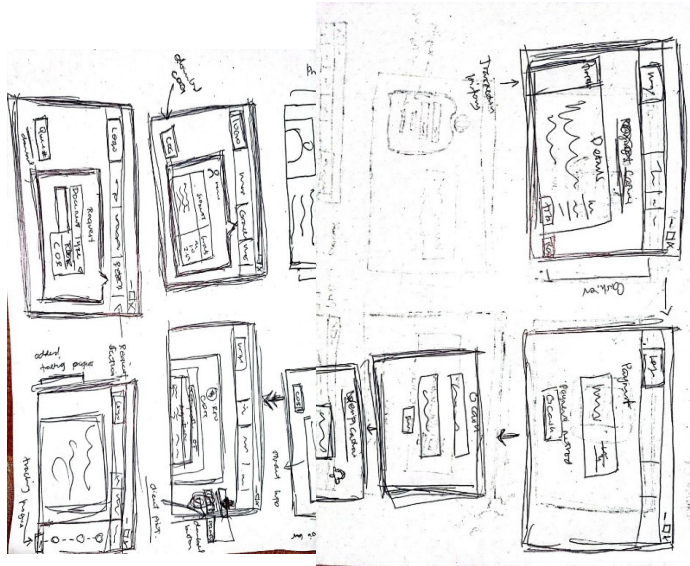

Project Name: Registrar Story

Scene 1 · Shot 1 · Panel 1
Students
Camera: Zoom Out (Slow)
EQPT. STICKS · TIME: 3s

Panel 2
Character and the building
Camera: Zoom Out (Slow)
EQPT. STICKS · TIME: 3s

Scene 1 · Shot 1 · Panel 3
Long Queue
Camera: Zoom Out (Slow)
EQPT. STICKS · TIME: 3s

Scene 1 · Panel 4
Message Notification

Scene 1 · Shot 1 · Panel 5
you can request online.
the queue line in the registrar was too long, forget it!
Oh! you can do that online. Search up the RegistrarGo
Conversation

Scene 1 · Shot 1 · Panel 6
REGISTRAR GO: FULLY ONLINE
Shot: Medium Shot

Figure 9: Storyboard

Sketchers

A sketch in a case study is an illustration of a successful project you have wanted to achieve. The accurate case study structure might vary widely based on your sketches, style, and preferences, but it should normally summarize the problem or task and explain the solution to the problems you are trying to solve. This covers concepts, possible interface designs for your system, or what the user should expect in terms of interface design.

Figure 10: Sketches

Wireframes

The most effective way for designers to foresee how users will interact with the interface is through wireframing. Before adding visual components like color, or graphics or the visual of the webpage. They serve as an outline to get the company on the same page immediately if there are different people working on the visual of the webpage.
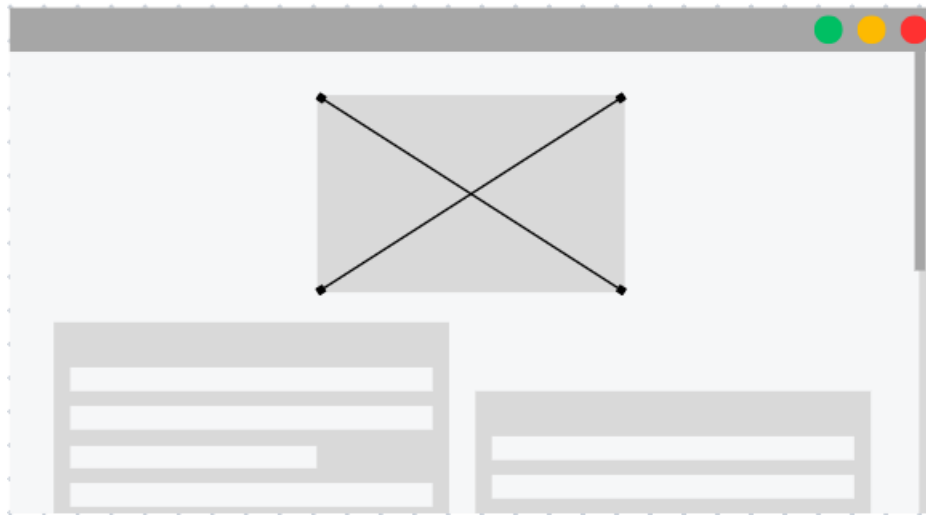
Figure 11: Wireframe – Preview Page

Figure 12: Wireframe – Log-In / Sign-Up
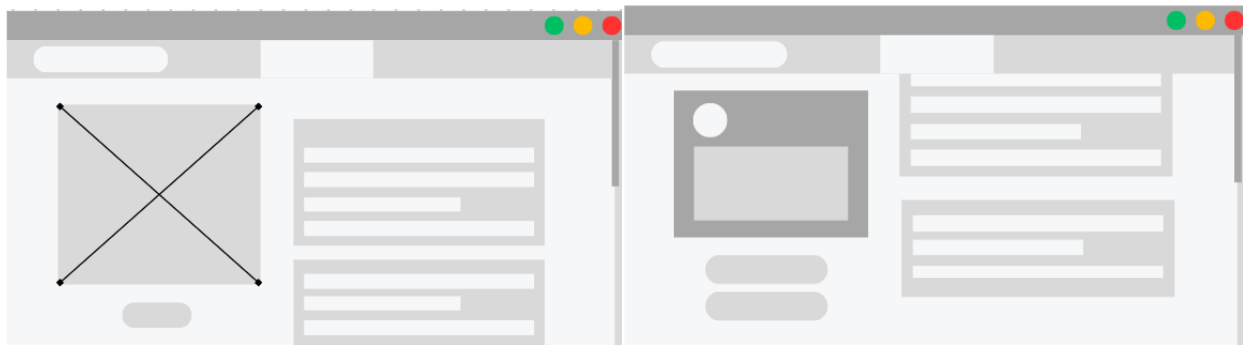
Figure 13: Wireframe – Student Profile Tab
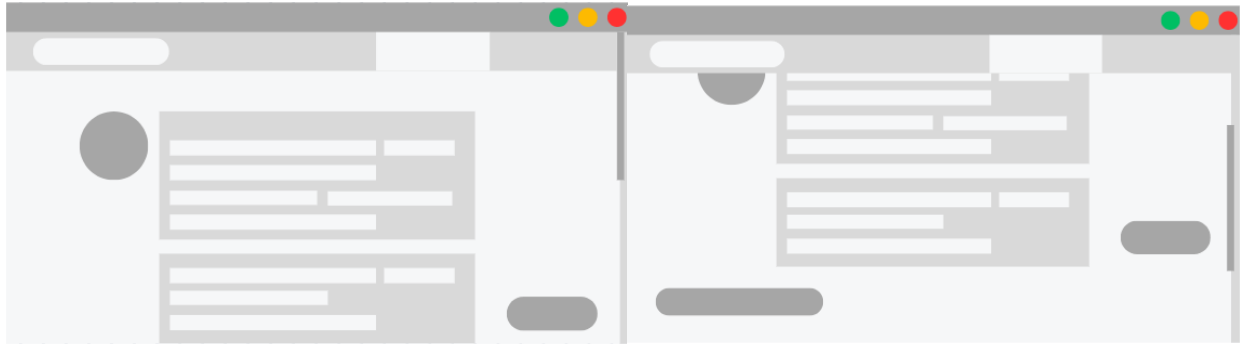
Figure 13: Wireframe – Cashier Tab
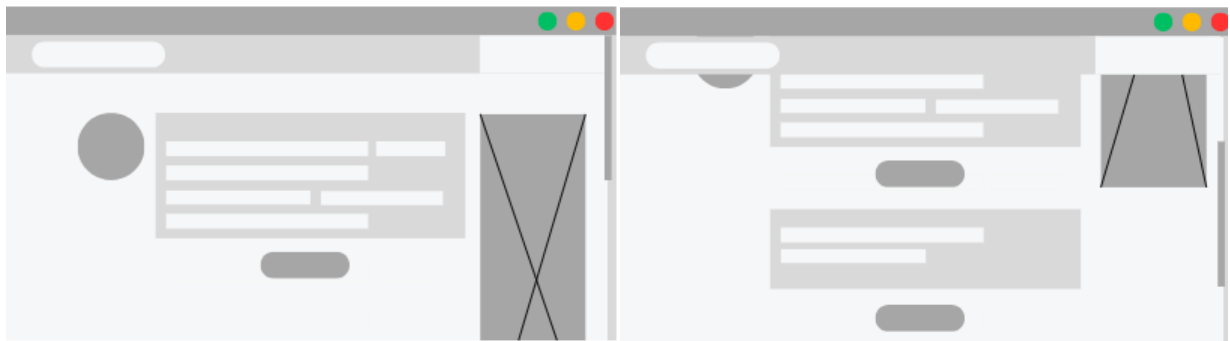
Figure 14: Wireframes – Payment Page(part 1)

Figure 14: Wireframes – Payment Page (Part 2)

Visual UI Design

This part of the case study shows the visual representation of the system the researcher is working on. This includes the color schemes, typography, imagery, icons, graphics etc. that keeps the aesthetic of the webpage. This shows how the webpage is presented to the user and make an experience that make them want to interact with it more.

Figure 15: Visual Design - Preview

Figure 16: Visual Design – Login

Part II.

Comments/ Suggestions

     This section of the case study demonstrates how you and your groupmates worked together and compare your research, stating the things that are possible problems during the developing of the system. This helps the researcher to point the weaknesses the main researcher failed to see as his discusses the comments and suggestions of other people to the system and by the comments and the suggestions so that the researcher will come up to a workable solution.

Groupmate 1: Carl

Review: *"It might be a good idea, very convenient for the students as it can be accessed through online"* this statement shows that Carl find this a facinating idea and is looking forward for this to be implemented.

Groupmate 2: Audrey

Review: As Audrey stated that *"this is going to be helpful for the students line me who goes into queue lines and wait for hours"* Audrey stated one of the pain points the user experienced and making it the strength of the researcher to be solved by this case study.

Groupmate 3: Nicus

Review: According to Nicus, this case study is a good idea, as it is *"effortless and time saving"* and also looking forward that this might be implemented by the school because iacoording to him, it will be a great help for the students like him you experienced some circumtances during the transcation he made in the registrar office.

Groupmate 4: Keven

Review: "Online request for credentials would be a big help to me." as keven stated. The main purpose of this study is to implement a efforless and time saving credential request for the students. "Making it fully online would lessen a big burden in the whole process of requesting" which became the main problem to solve that the researcher saw and experienced it itself.

Results / Conclusion

This part give the summarization, results and the conclusion of this case study that the reearcher encounter, foresee, predicted and giving solution in.

The rearcher come up on this concept are based on the experiences of the fellow students, the experienced they had in the office of registrar is the strength this study has. Requesting credential papers sure take a long of time, from the long queue to another long queue for receiving the paper after waiting on week/s, months and even year(based on the stories they have). Most people need the credential papers, they consider it a necesity for they need it for appliaction for work so they take their time to receive it. During the making of this case study, there are challenges the researcher encountered. The idea of making it "fully" online can be challenging conceptualization. There are times that, the client still need to go onsite for signing some document before it will be released and the researcher took that oppurtunity to implement the E-signature. One of the challenges is the long queue which this case study is solving. The researcher thought that it might be possible to implement a number queue for the client who requested and by the system they are able to track the progress made by the registrar on the paper they requested.

To sum this up, every experienced you go through can be a raging technological innovating, see it for yourself, experience it, anlyze and find a solution out of your problems and solve everything.