

# ▶ Hello IIITD

(Group 2, Project 2)

[Link to Figma prototype](#)

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Need rickshaws?  
Need mess coupons?  
Need to navigate through college?

Do it all in one  
app.

HELLO IIIT DELHI



# PROBLEM STATEMENT

Life at IIIT Delhi isn't perfect. There are some problems: No proper map of college or buildings is available.

Rickshaws are sometimes not available outside. Canteen menu isn't available online. Purchasing mess coupons is an inconvenient process. Everyday, there are too many emails to read and too many Google forms to fill. It's very easy to miss events. These are few of the many practical problems that we face which make life overwhelming.

# SOLUTION STATEMENT

To fix inconvenient and inefficient ways of doing things, we propose an app that combines every aspect of IIIT Delhi into one. From maps, rickshaws, time-tables, laundry, room-cleaning, mess coupons, events which are going on in the college, library catalog and book-issuing etc. - and many other things that we haven't thought of yet.

From every little thing to all the big things, we aim to combine them all in one app. We will create an app that will make life here easier, simpler and more convenient.

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# ► MOTIVATION

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Our personal experiences at IIIT Delhi are the motivation behind this app. Since we've come here, life has been amazing - but with problems/stressful moments here and there. To help the batches that come after us, and with immense motivation to do something for our college; we have decided to work on this app.

# Persona 1: Naman Singh

## Naman Singh

*Naman is looking for a platform or app which depicts the proper mapping of campus.*



### Brief Description

Naman Singh is one of the freshers of IIT'D batch of 2026.

He is from CSAM branch. He is a day scholar.

### Main Goal

Naman's main goal is to study hard and most importantly reach classes on time. He needs an app which will help him in navigating in the college, until he is aware of all areas of college.

### Needs

Naman needs an application which shows all the area and map of college with all classrooms listed with their room numbers. Also, the app should have a feature that shows the shortest and appropriate path to any classroom by just entering the room number in search box. The app should show all entry and exit gates. It is very difficult for a fresher to navigate in the college and find classes, washrooms, offices etc.

### Frustrations

1. Really got frustated by searching for classrooms in the whole campus.
2. Even got late for classes sometimes due to no navigation facility.
3. Not able to properly explore all places of campus.



# Persona 2: Sulabh Kumar

## Sulabh Kaur



*Sulabh is looking for a digital IIITD app that can update the canteen menu daily and take orders of students.*

### Brief Description

Sulabh is a 42 year old, father of two. He is the lead operator at the IIIT Delhi canteen. His job is to take orders at the counter and pass them on to the kitchen. He also has to update the food availability board every day.

### Main Goal

Sulabh's main goal is to provide the best service to the students by improving the efficiency of the canteen. He also wants to provide wholeheartedly for the education and growth of his children.

### Needs

Sulabh wants to improve the inefficient techniques used in the canteen such as changing the food availability board every day and manual typing of bills. He also wants digital verification of online payments as not all students show him their payment screens after ordering. He believes digital daily menus, online billing and online payment all in one app is the best way to lead the canteen in this digital age.

### Frustrations

Sulabh is technically inept and doesn't have any contacts to build an app for the canteen's needs. He has also asked the IT department for help but they don't want to create an app for canteen needs specifically, they would instead support an all in one IIITD app (for all college-related needs).

# Persona 3: Julia Yvonne

## Julia Yvonne



*Julia is looking for an application/webpage that can filter out college emails based on her needs.*

### Brief Description

Julia Yvonne is a 20 year old IIT Delhi student. She is currently in first year of her B.Tech program. She is devoted towards competitive programming, as she finds it very exciting.

### Main Goal

Julia's main goal is to succeed in competitive programming, for which she wants to attend all programming-related events. She also doesn't want to miss any deadlines of any course.

### Needs

She wishes to have a technology (an app) that can filter out important emails from the many emails that she receives. If the filtering can be done based on the criteria that she wants, it would be amazing.  
An application that pops notification and reminds her according to her criteria would be very useful as well.

### Frustrations

Amidst the academic load and her daily life, she is not able to check her institute emails. As a result, she ends up missing important events and even deadlines sometimes. She had searched for different apps that filter out emails, but neither of them gave her the features that she was looking for.

# Problem Understanding

This page refers to the problem corresponding to persona #1

## Proposed Solution

- Our app, “Hello IIITD” would have a section solely dedicated to this.
- It will show the map of the whole campus area including all the paths, entry gates and exit gates.
- Way to different classrooms, library location, location of student affairs office, R&D block etc.
- It should have a navigating feature which allows one to get the map or path to a specific classroom by simply typing the room number in the app.
- There should be a search bar to search for any location.

## Target Users

- Freshers of the college.
- External people who haven’t visited the college before, such as officials for some event/organizers etc.
- Anybody who is not used to the campus can be an active user.

## Requirements Fulfilled

- Navigation throughout the college made easy.
- Less hassle for people visiting for the first time.
- Less overwhelming for new students who have recently started attending classes, tutorials, labs.

# Problem Understanding

This page refers to the problem corresponding to persona #2

## Proposed Solution

The 'Hello IIITD' app would provide a platform for the canteen and mess of IIITD to be more digitally accessible to its students. The daily changes to the menu can be easily seen by the students from the screens of their mobile phones and laptops. Verified payments can be made instantly by the students while purchasing mess coupons or canteen food items without the need for manual billing.

## Target Users

- Canteen and Mess operators
- Students and faculty members dining at canteen or mess

## Requirements Fulfilled

- Easily accessible day to day menu
- More efficient form of billing and payment
- Tracking of payment after purchase
- Online feedback/review of food items
- Online purchase of mess coupons (through app itself)



# Problem Understanding

This page refers to the problem corresponding to persona #3

## Proposed Solution

The app will have a section where important emails, deadlines, updates, and events will be filtered out and shared. What is shown and what is not shown can also be specified by the user.

## Target Users

- All students of IIT Delhi.
- Professors of our college.
- Anybody working at IIT Delhi that receives information through emails.

## Requirements Fulfilled

- Saving time and effort of students and faculty.
- Relevant information is filtered out and displayed.
- Provides personalized experience to the user and is customisable (he/she can choose emails received from which email addresses, and on what topics are filtered out).

# Requirement Gathering

## Stakeholder #1: Students

The most important stakeholders are students themselves. The app's very purpose is to serve students - solve their problems, listen to their issues and make life for them more convenient. They are the very backbone of this app, and are to be included throughout the design and development process.

## Their Roles:

They are stakeholders in two senses - they are the ones who face the problems, but they are also the ones who are building this app and the solutions. They are the owners, and the users. That makes a perfect combination, as those who are making the app have experienced the problems themselves.

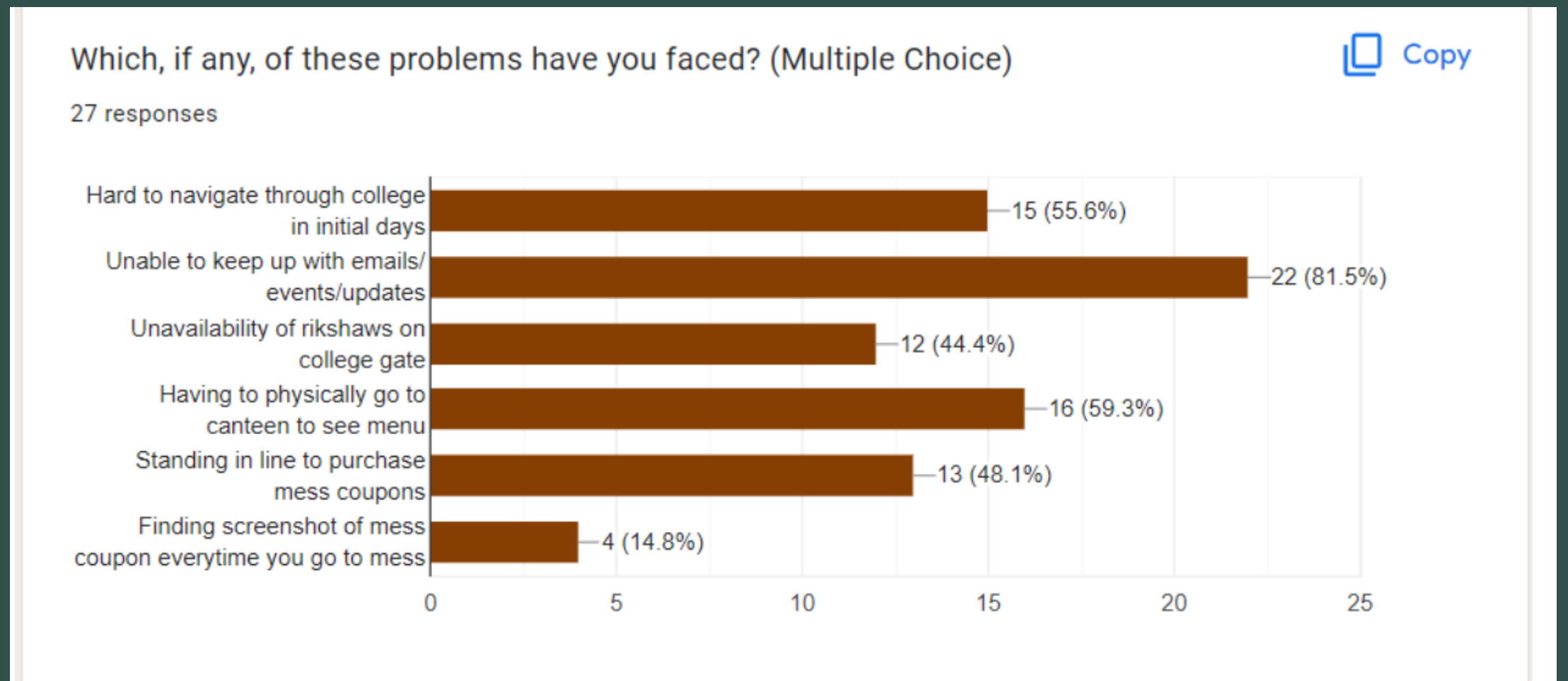
# Requirement Gathering

## Survey Results

After coming up with our idea, we took a survey and asked students (both online and offline) what problems they've faced after coming to IIIT Delhi. Here is a quick sight into the results of the online survey.

## Challenges

They are stakeholders in two senses - they are the ones who face the problems, but they are also the ones who are building this app and the solutions. They are the owners, and the users. That makes a perfect combination, as those who are making the app have experienced the problems themselves.



# Requirement Gathering

## Stakeholder #2: College Management

An immense collaboration of college management would be required for the app to function, so they are very important stakeholders as well. This is important to them as well since they're invested in students and want their college life to be as convenient as possible.

### Their Roles:

Their role is to work with us (who are making the app), and help us understand the existing systems (such as mess-coupon system, library management system). It's also necessary that they give us the permission to integrate these systems in our app, otherwise it won't be possible. They need to work with us as it's created.

### Challenges:

Their biggest challenge would be trust. The way the mess functions is a very important system, and to trust a part of the system to us is hard. Taking time out of their busy schedule to work on something extra (i.e. help us with our app) would also be difficult.

# Requirement Gathering

## Stakeholder #3: Canteen Committee

A very important stakeholder are those who work at the main canteen (below mess), and especially the canteen owner. Having an app can make their life easier and might help their revenue grow as well.

## Their Roles:

Their role is to work and coordinate with us. Share all of their problems with us and what we can include in our app. It's also necessary that they learn how to manage the app, take orders from it, update the menu within it, and any new features that we might add in the future.

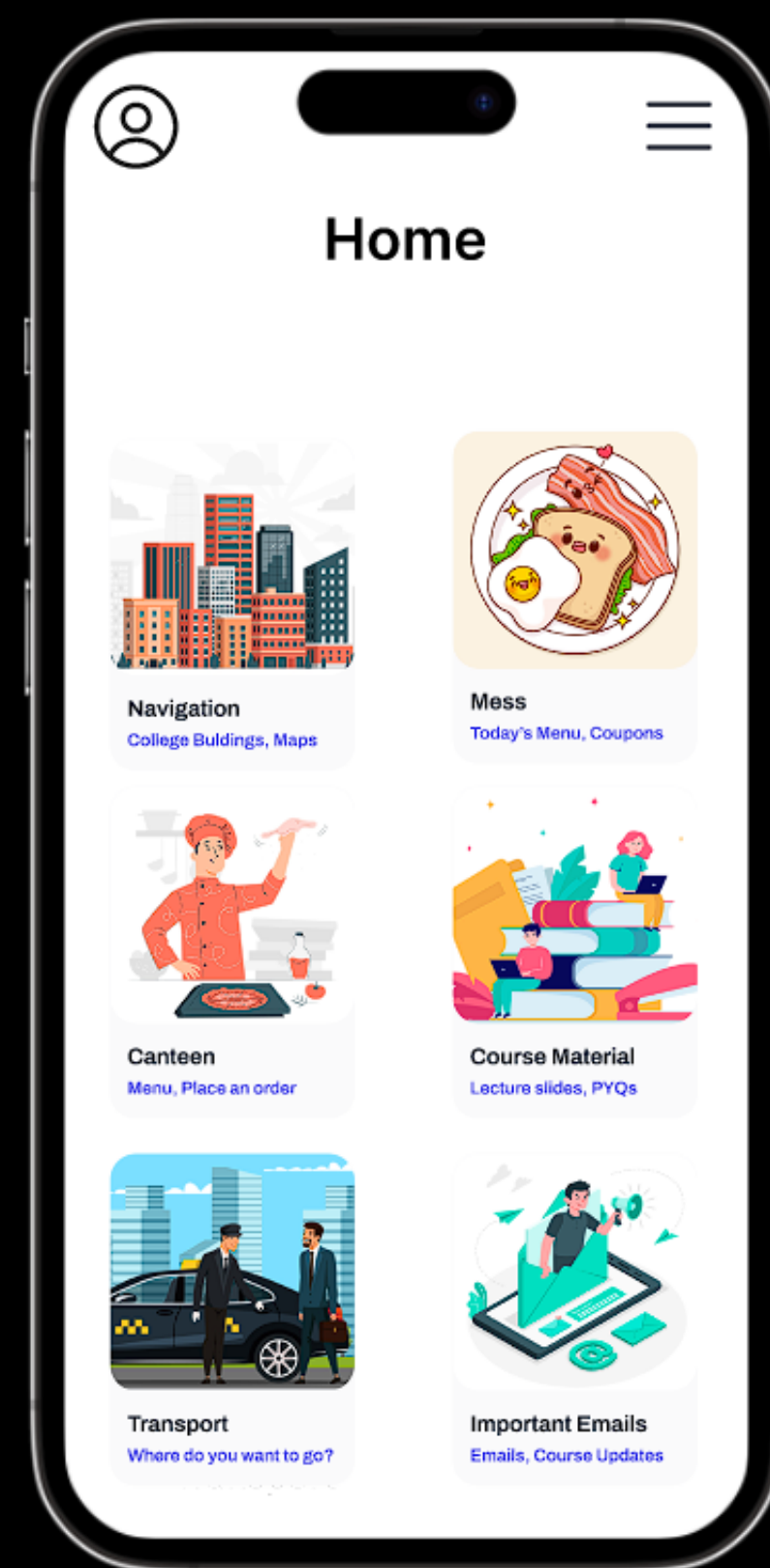
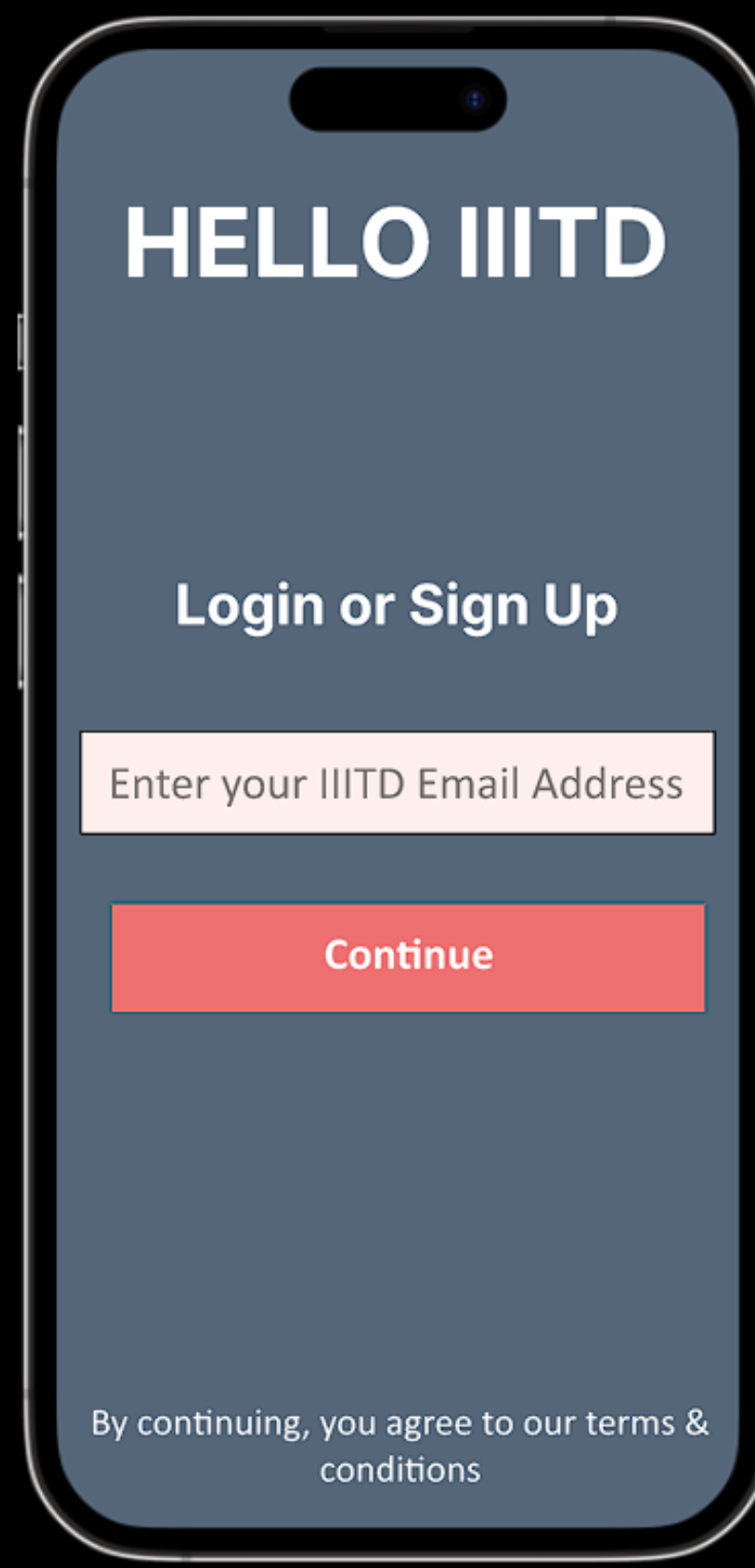
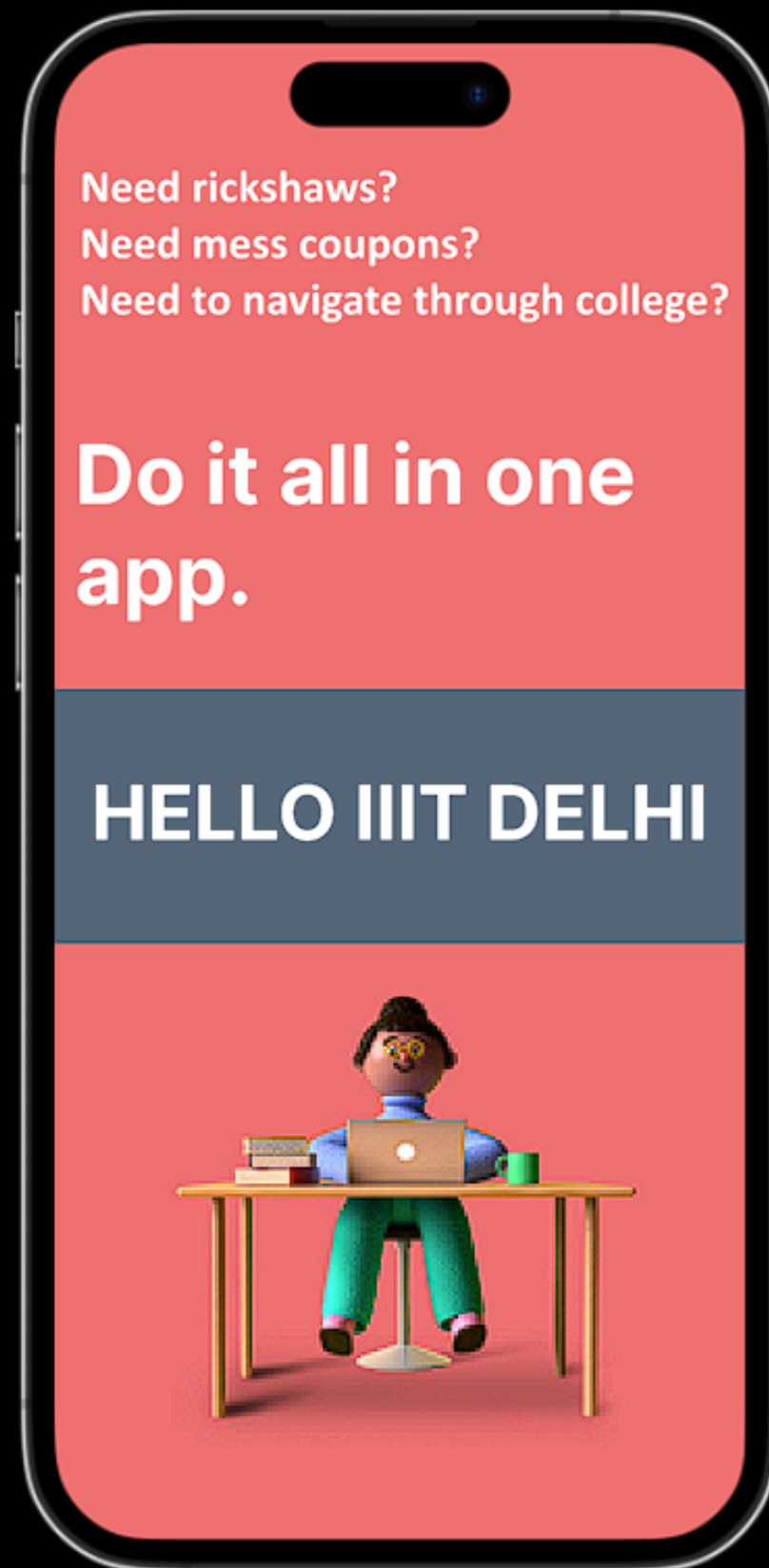
## Challenges:

The challenges include having to update the menu every time it's changed (multiple times a day), having somebody always available for delivery in case that feature is added. Learning how to manage the app is a challenge in itself.

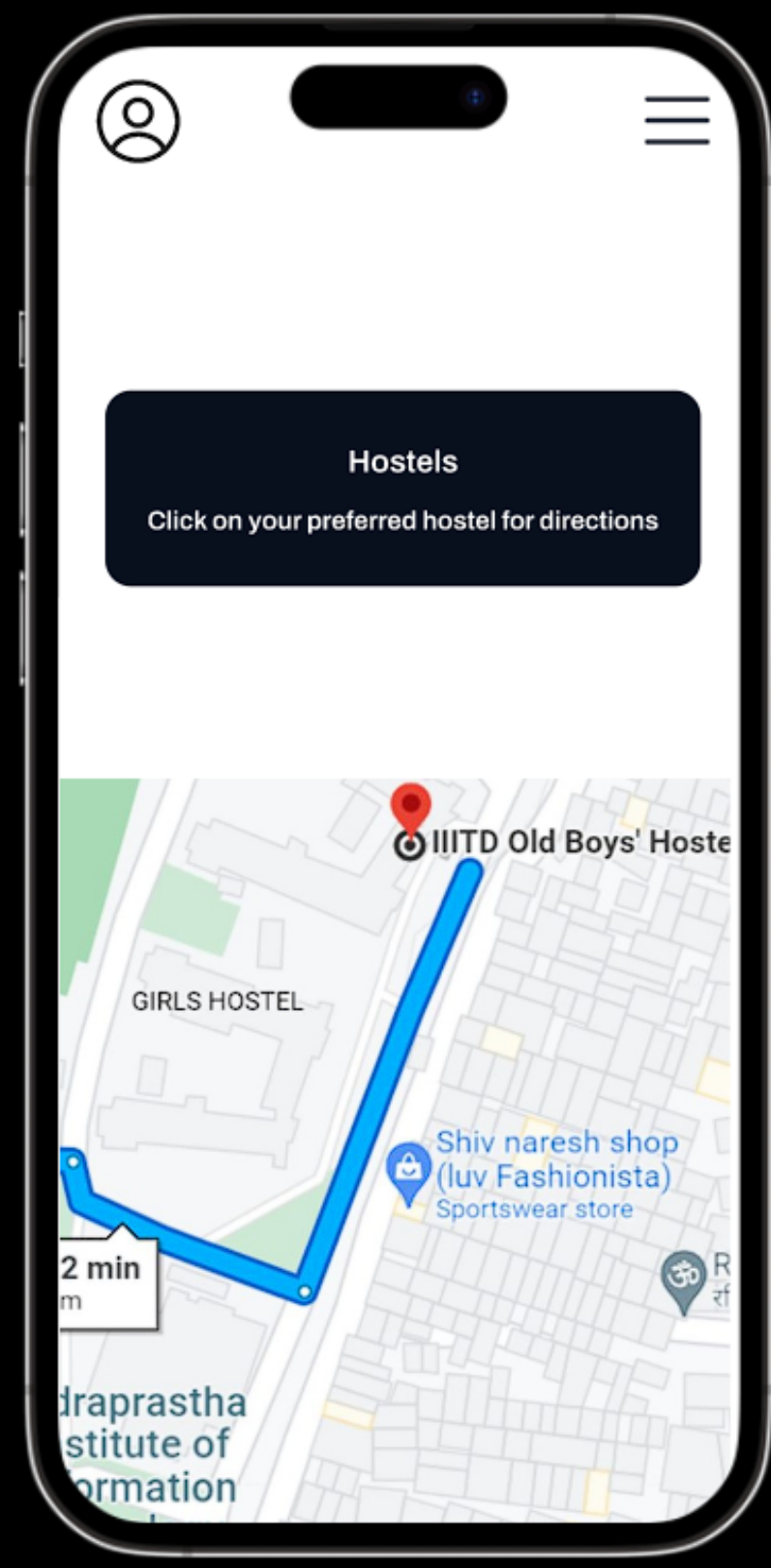
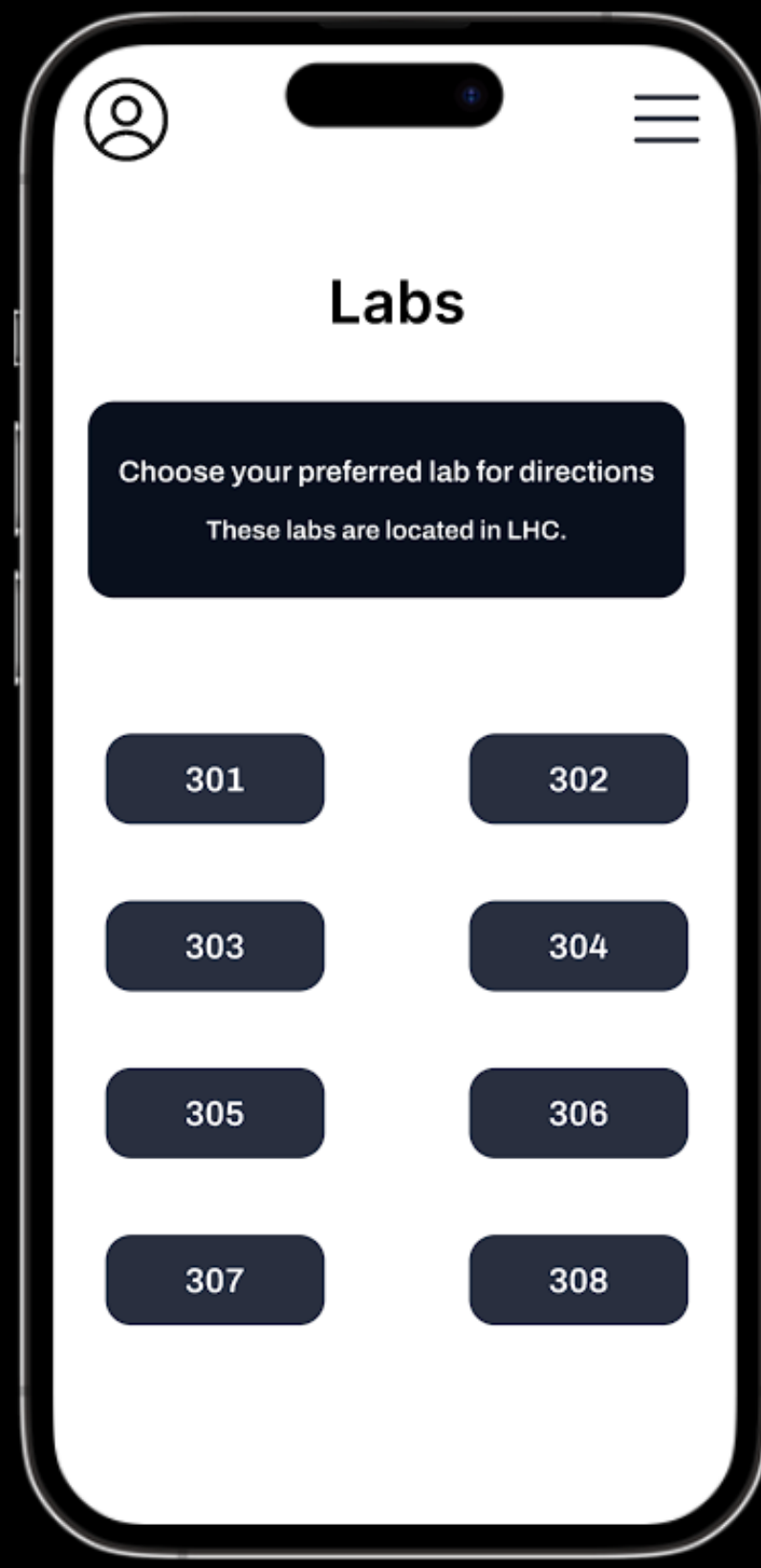
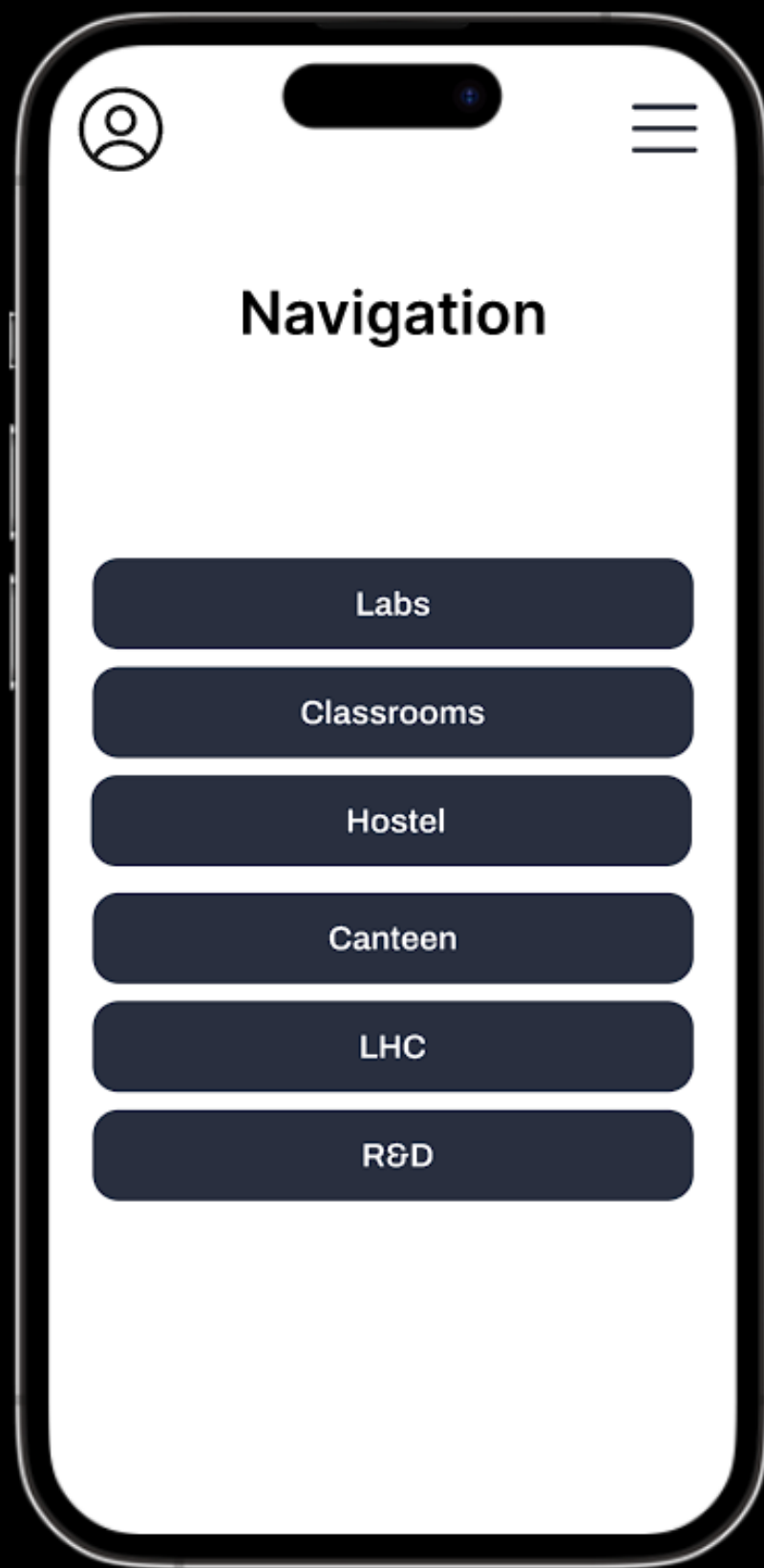
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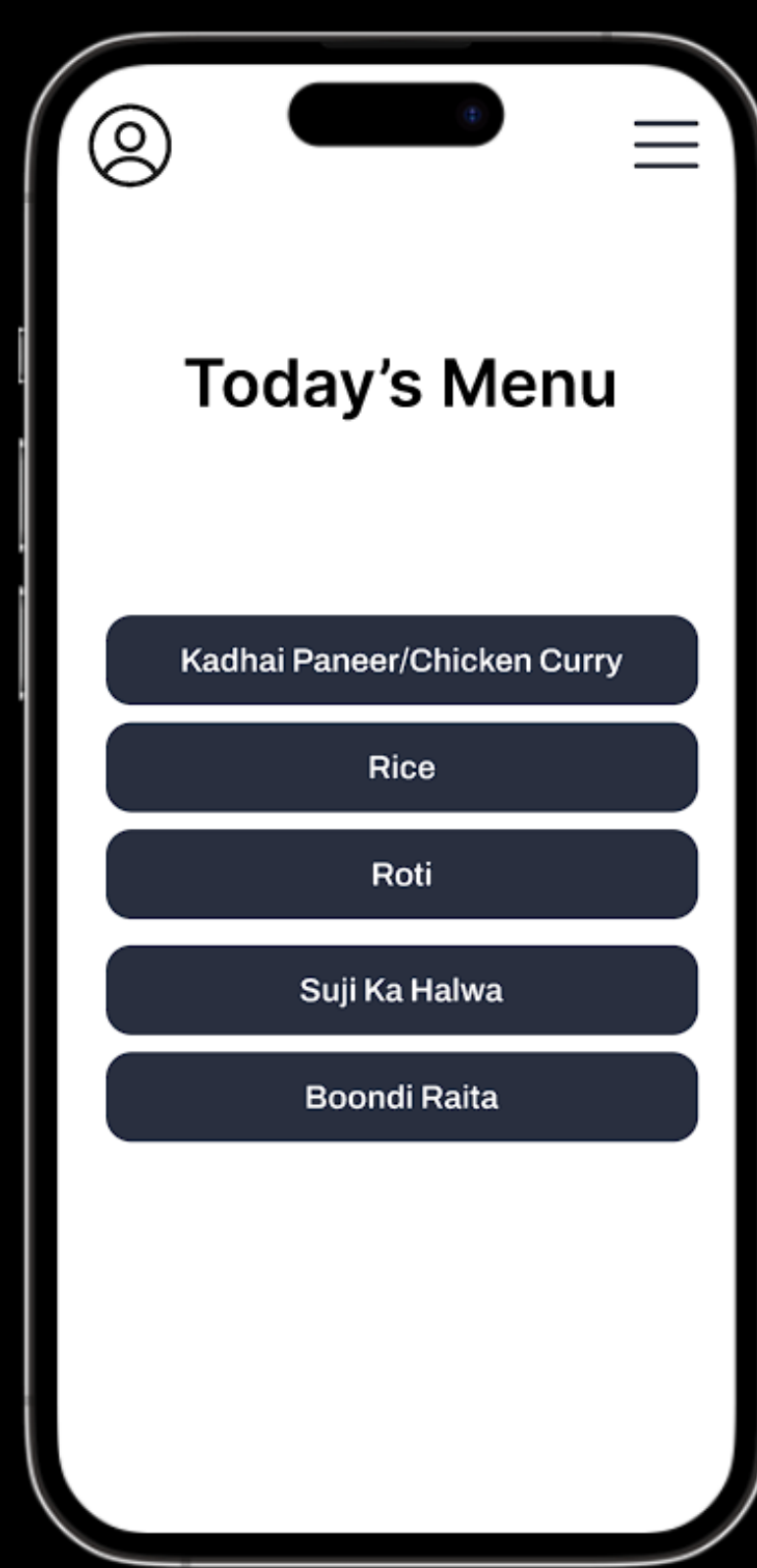
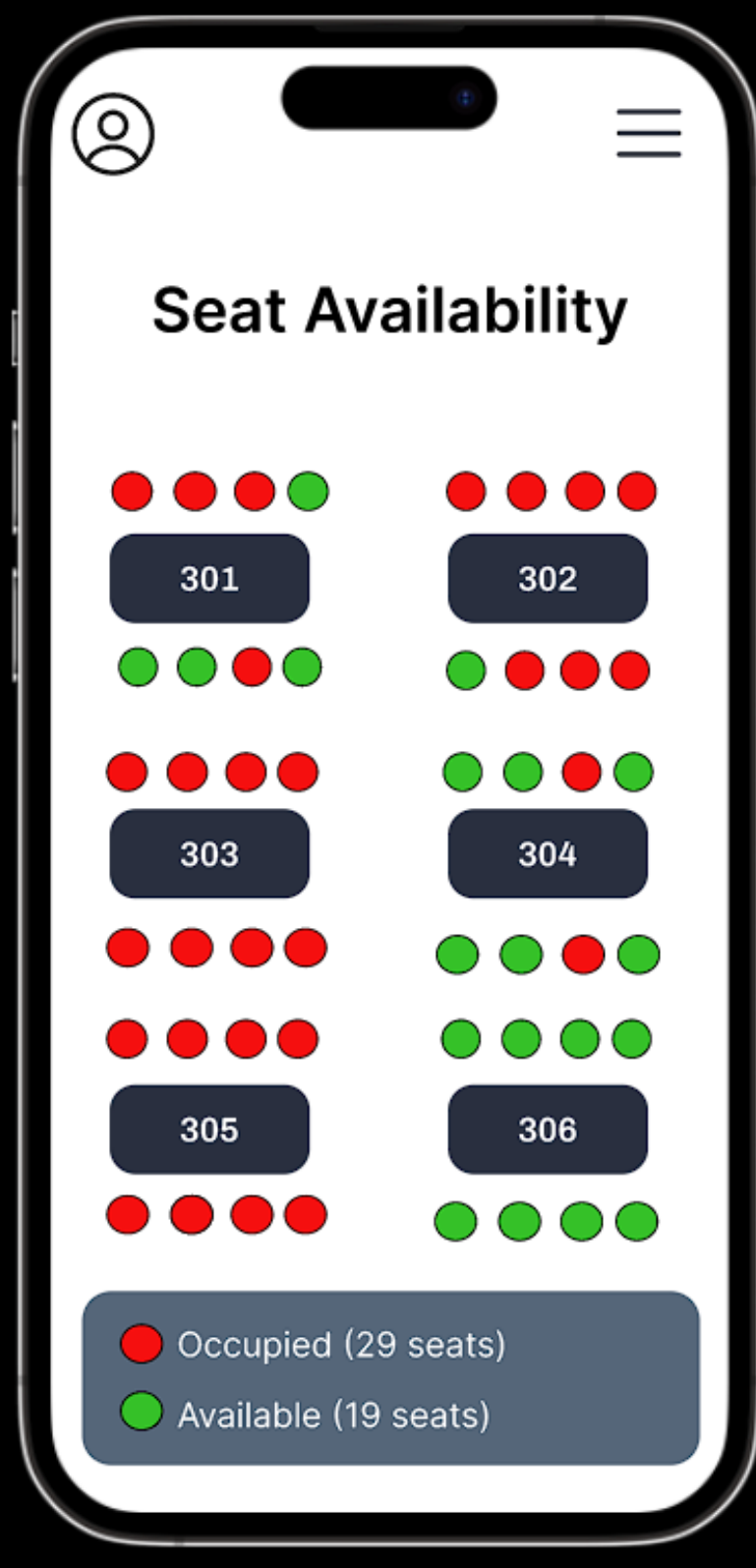
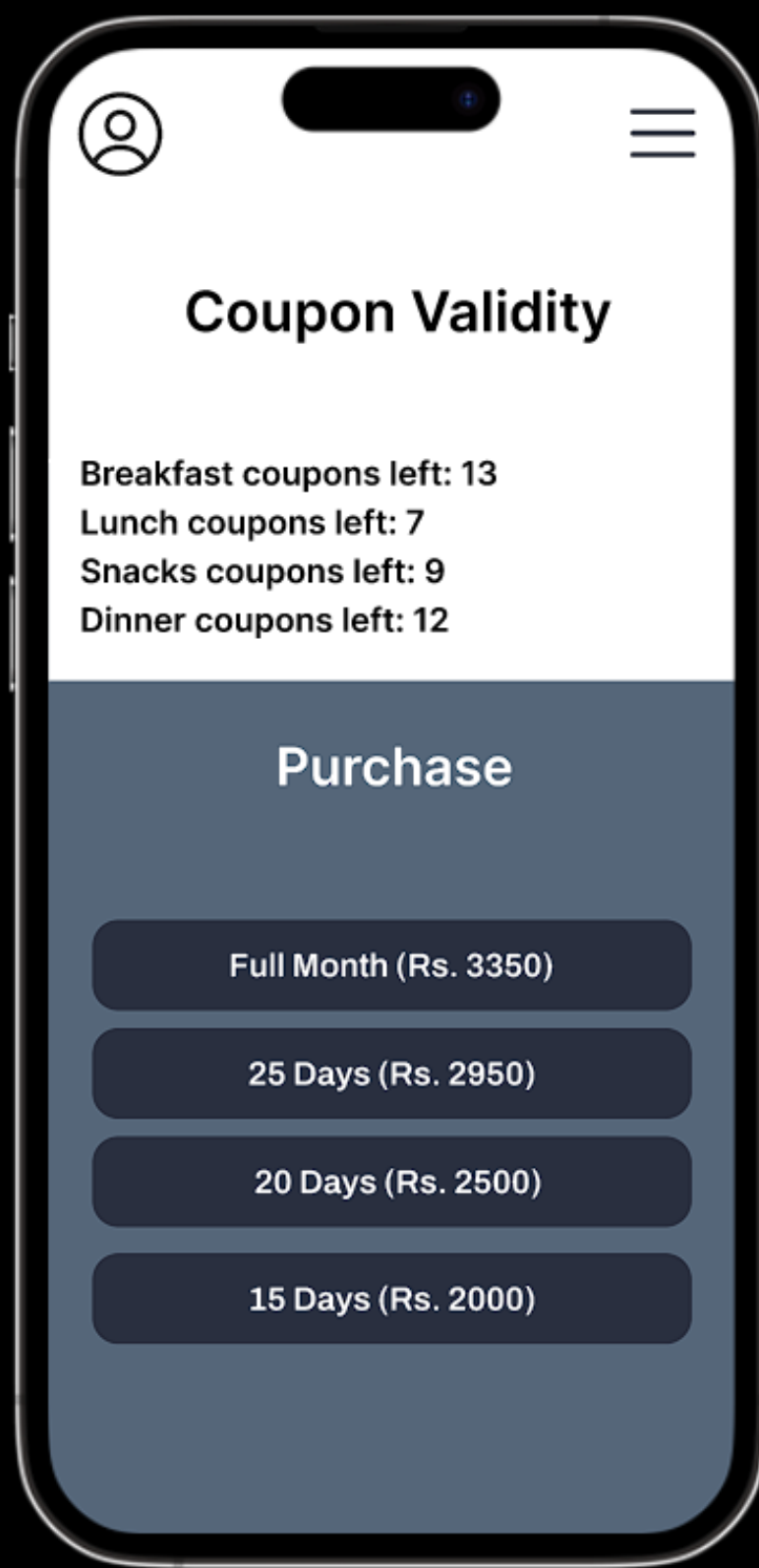
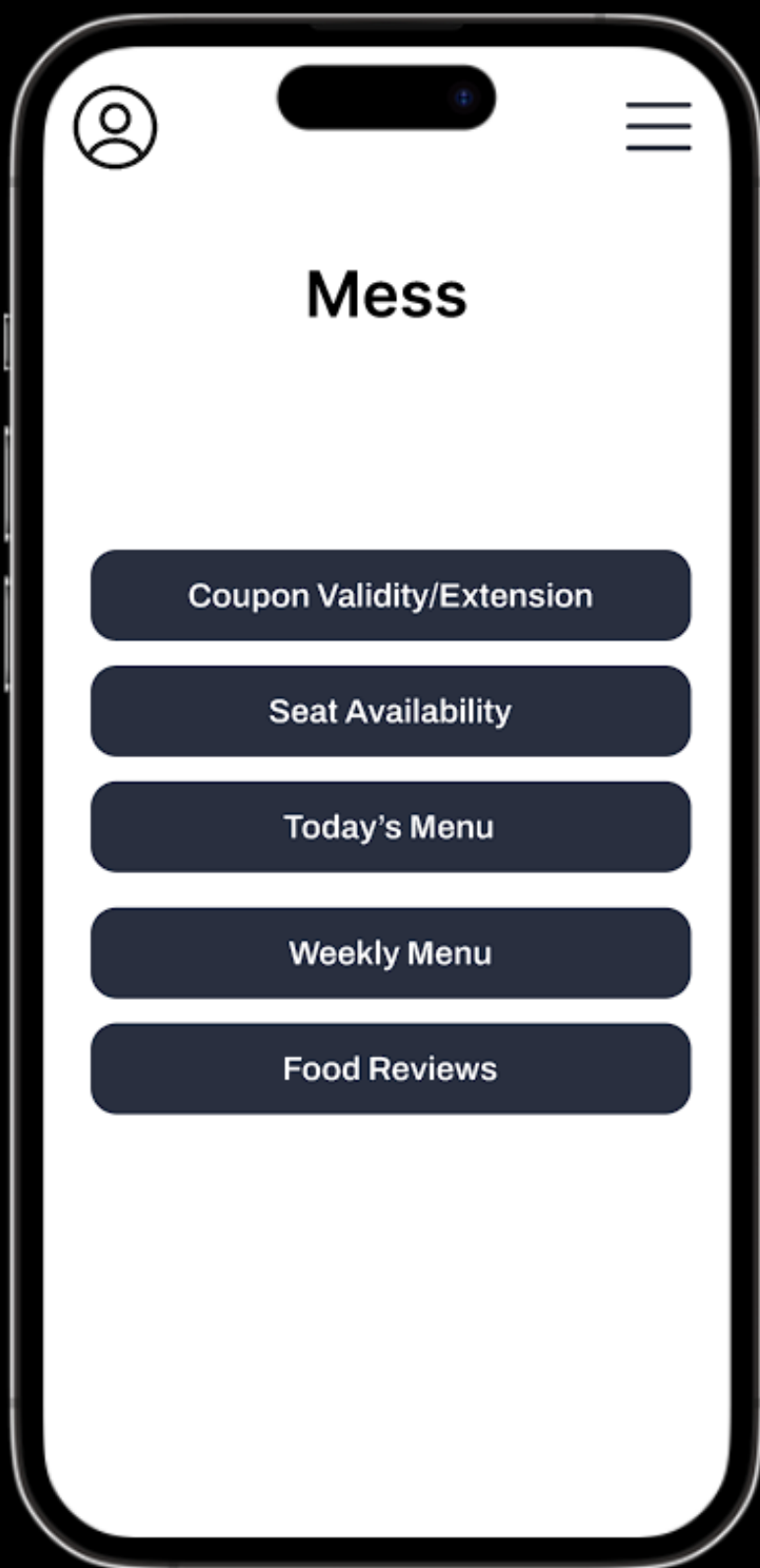
[Link to Figma](#)

[Link to Figma prototype](#)

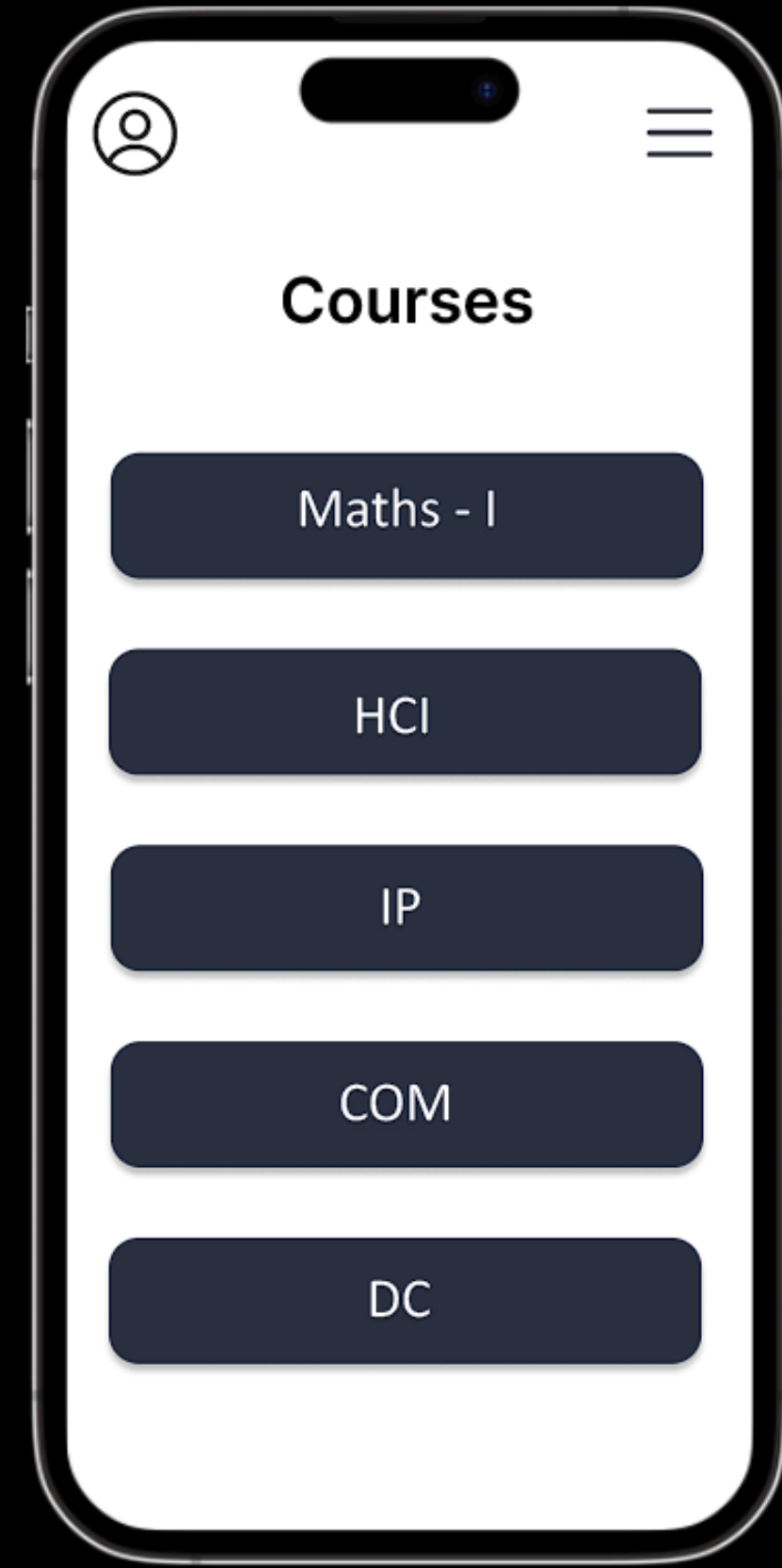
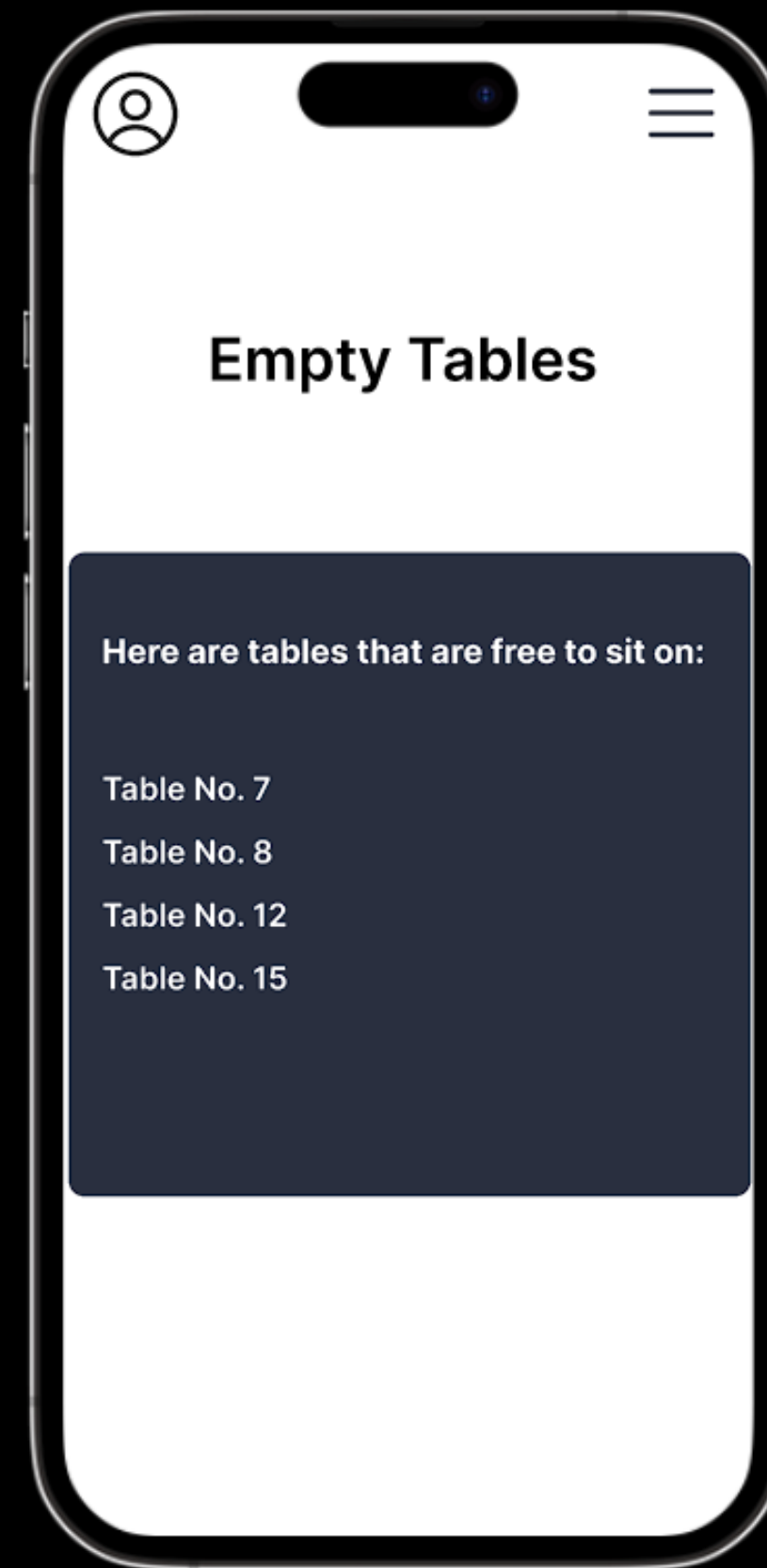
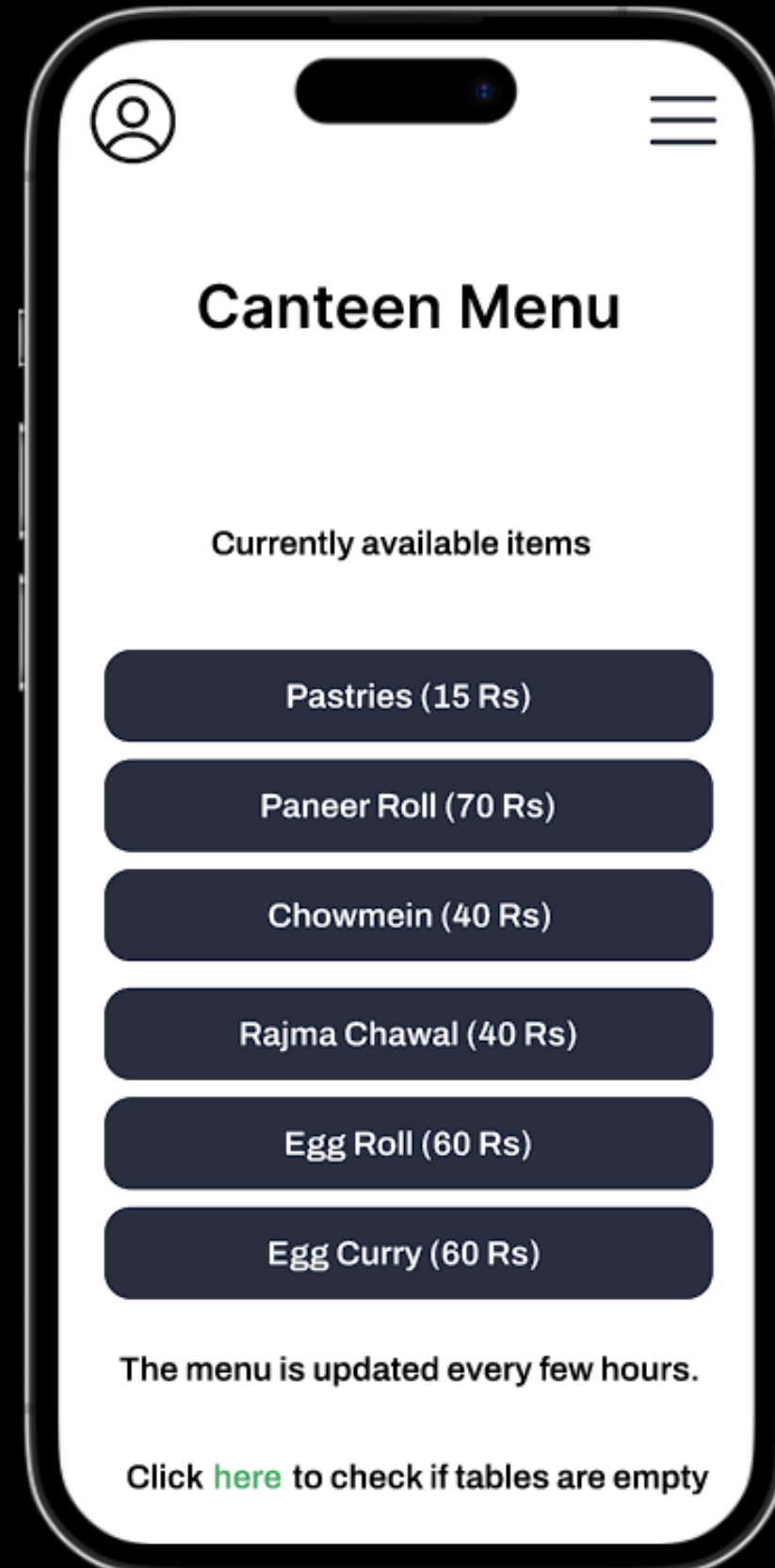
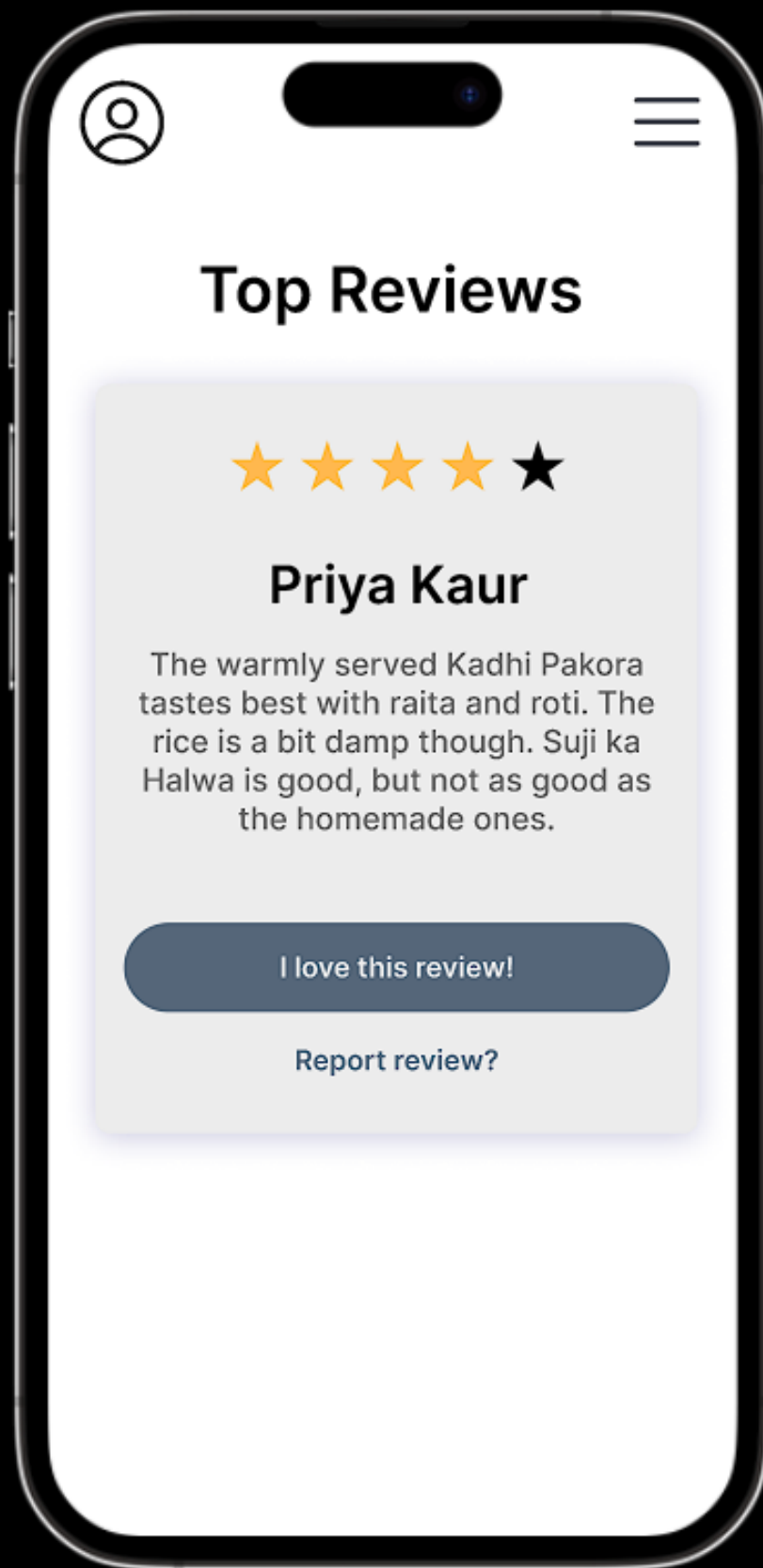












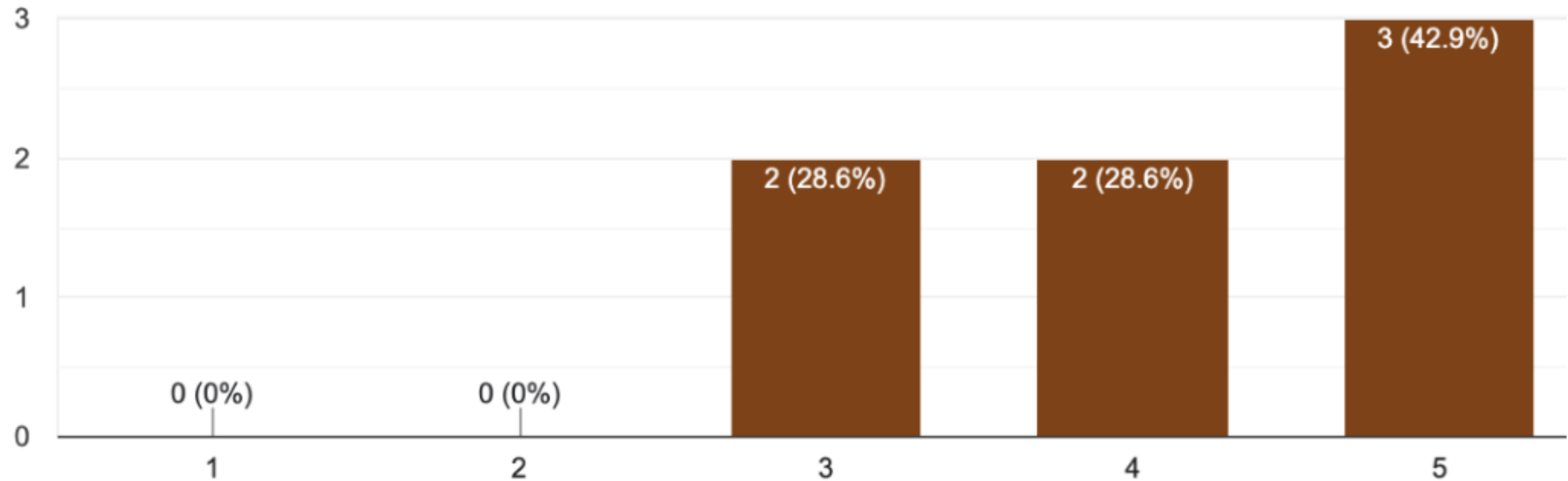


# User Evaluation

1) How easy was it for you to navigate the app's interface?



7 responses



Conclusion: The app is fairly easy to use.

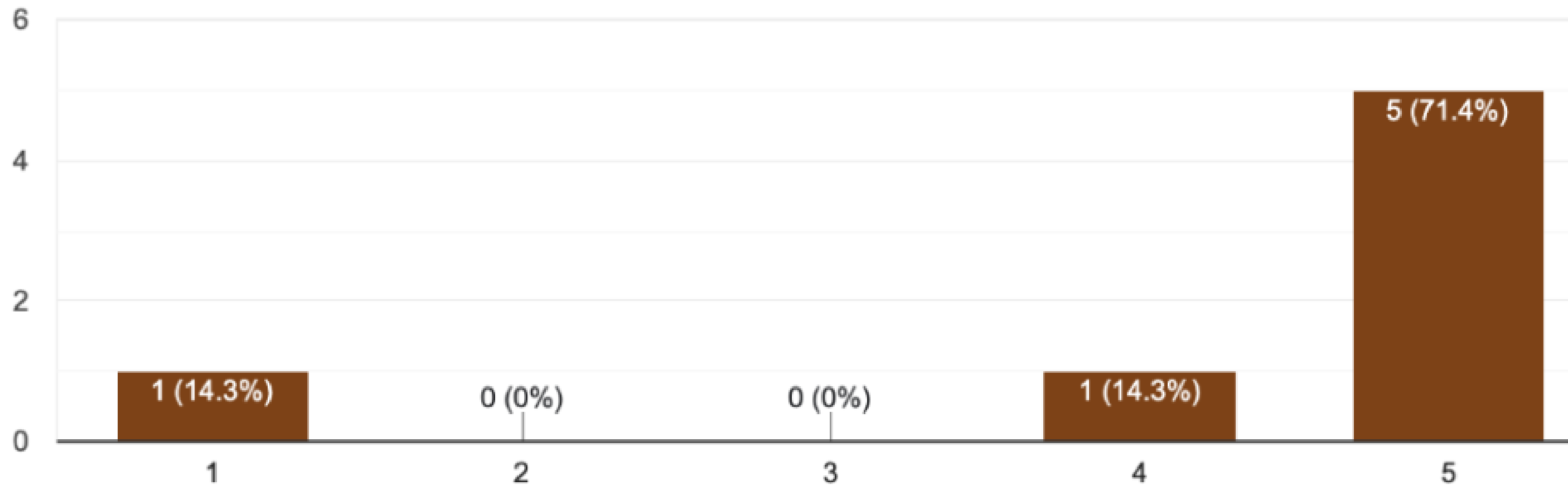


# User Evaluation

2) How satisfied are you with the overall design and layout of the app?

 Copy

7 responses



Conclusion: Majority thought that the design was very good, but it can be improved (according to 14.3% people).

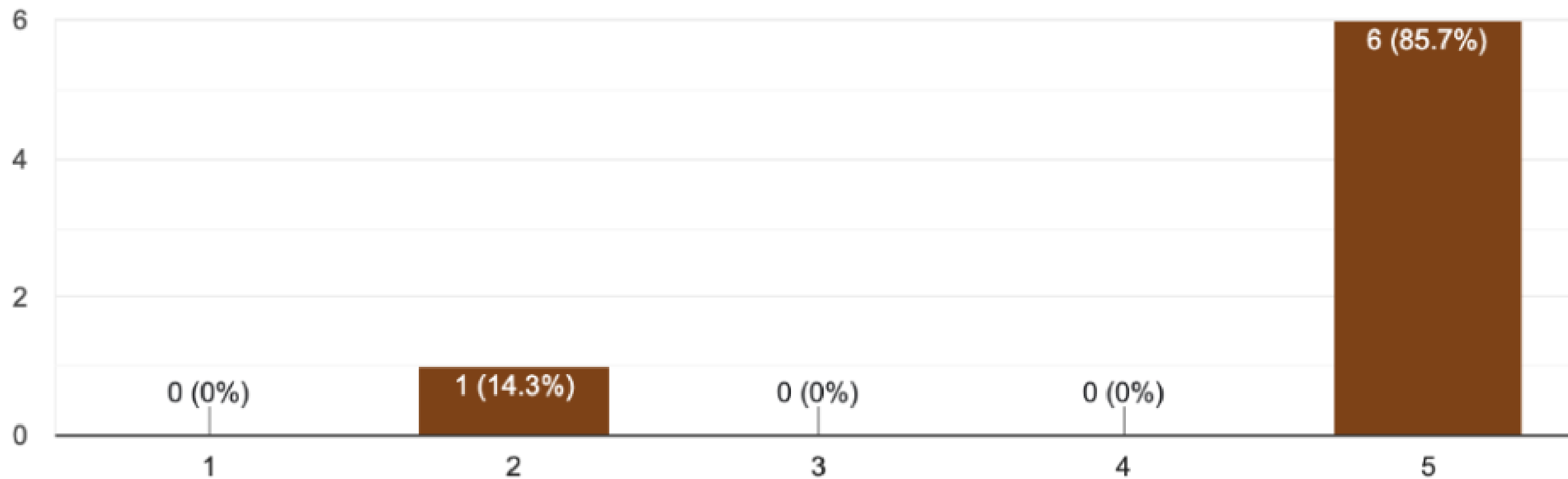


# User Evaluation

3) Were you able to complete the tasks that you set out to do within the app?



7 responses



Conclusion: According to most people, they were able to do what they wanted.

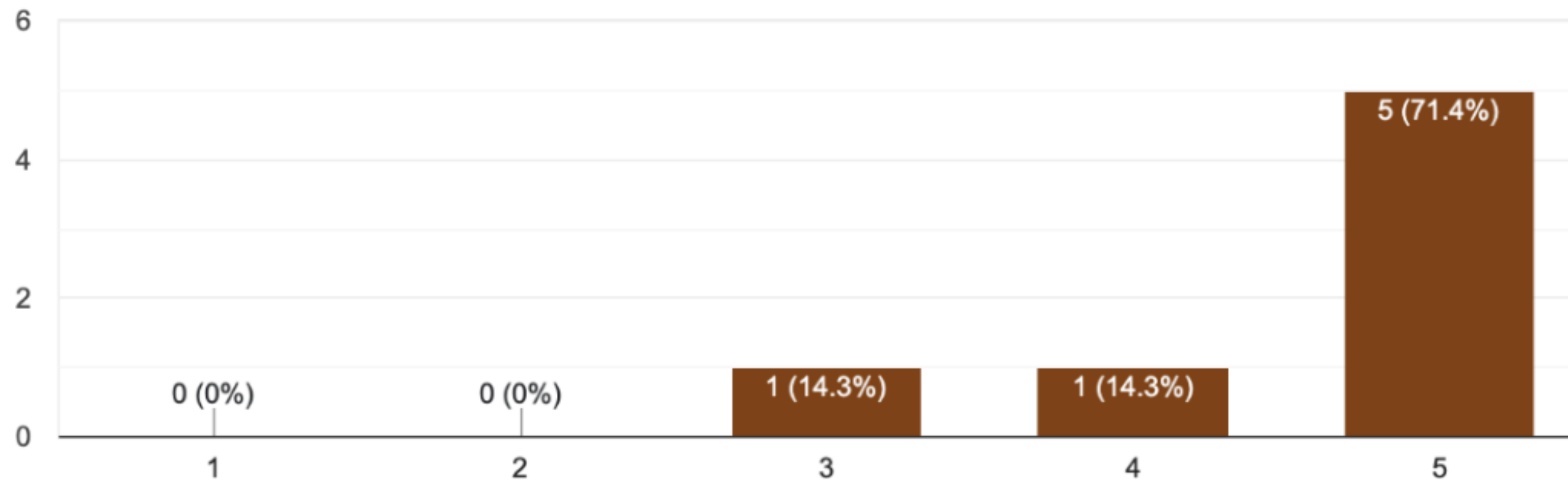


# User Evaluation

4) How responsive and fast did you find the app to be?



7 responses



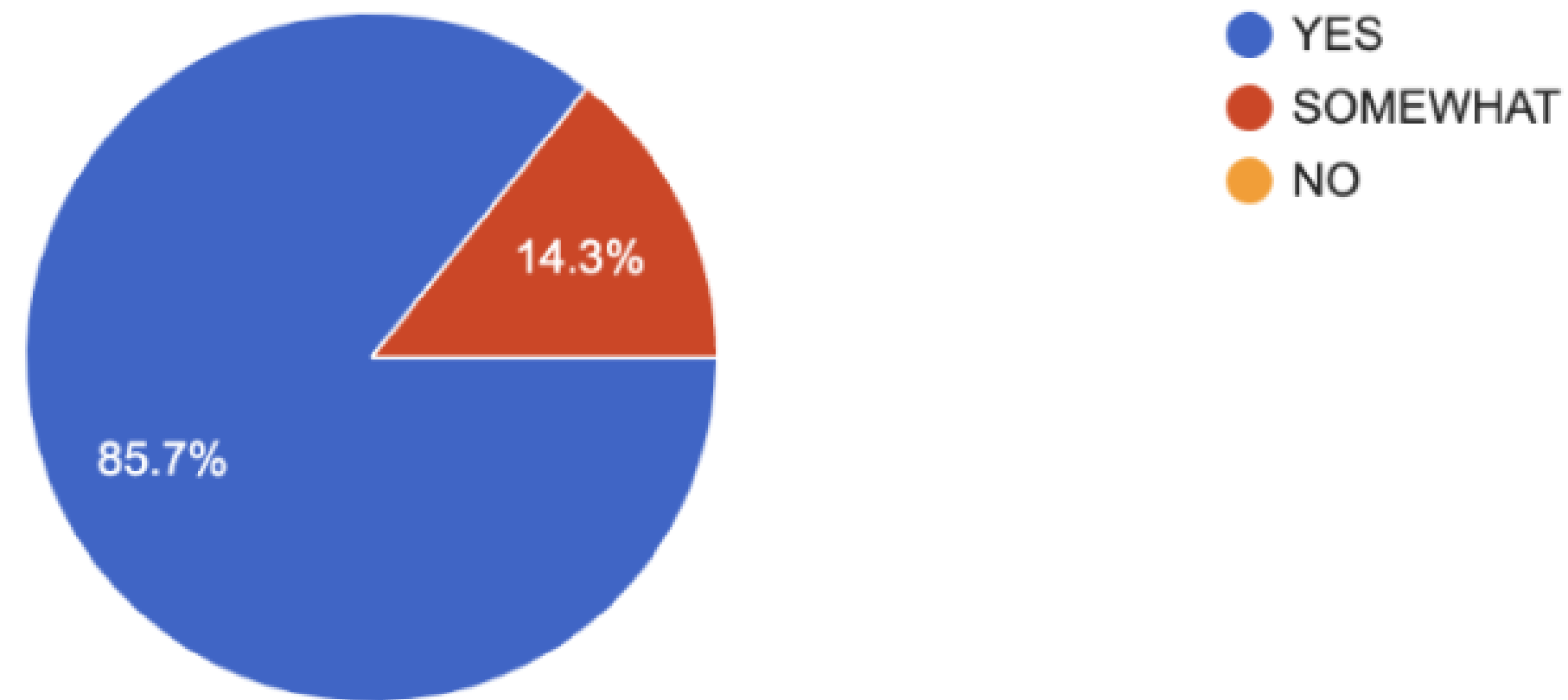
Conclusion: The app is decently responsive and quick.



# User Evaluation

5) Do you find the design consistent with design of other similar apps?

7 responses



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Conclusion: The design is consistent.

# Learnings & Reflections

- Learnt how to use a design tool like Figma for prototyping and testing.
- The importance of clear communication and collaboration among team members.
- The value of creating a detailed project plan before starting the design process.
- The need for regular check-ins and feedback sessions to ensure the design is on track.
- The need for flexibility and the ability to adapt to changes and feedback.
- Sticking to the same color scheme to maintain consistency in the design
- Equal distribution of work between different team members.
- The importance of understanding and utilizing design principles and best practices