

CalQ

Rachel Lin and Laney Fong



UI/UX Design

Overview

Duration - March 2023 (2 weeks)

The team - Rachel Lin and Laney Fong

My role - UI/UX Designer

Tools - Figma

The Problem

Through observations and complaints, UC Berkeley students often spend unnecessary time waiting in line for the gym or looking for seats in an overcrowded library. This leads to my project challenge: **how might we make it more convenient and less time-costly for a UC Berkeley student when going to the gym or library?**

The Goal

Propose a solution to improve UC Berkeley students' experience at gyms and libraries by reducing waiting times.

Research

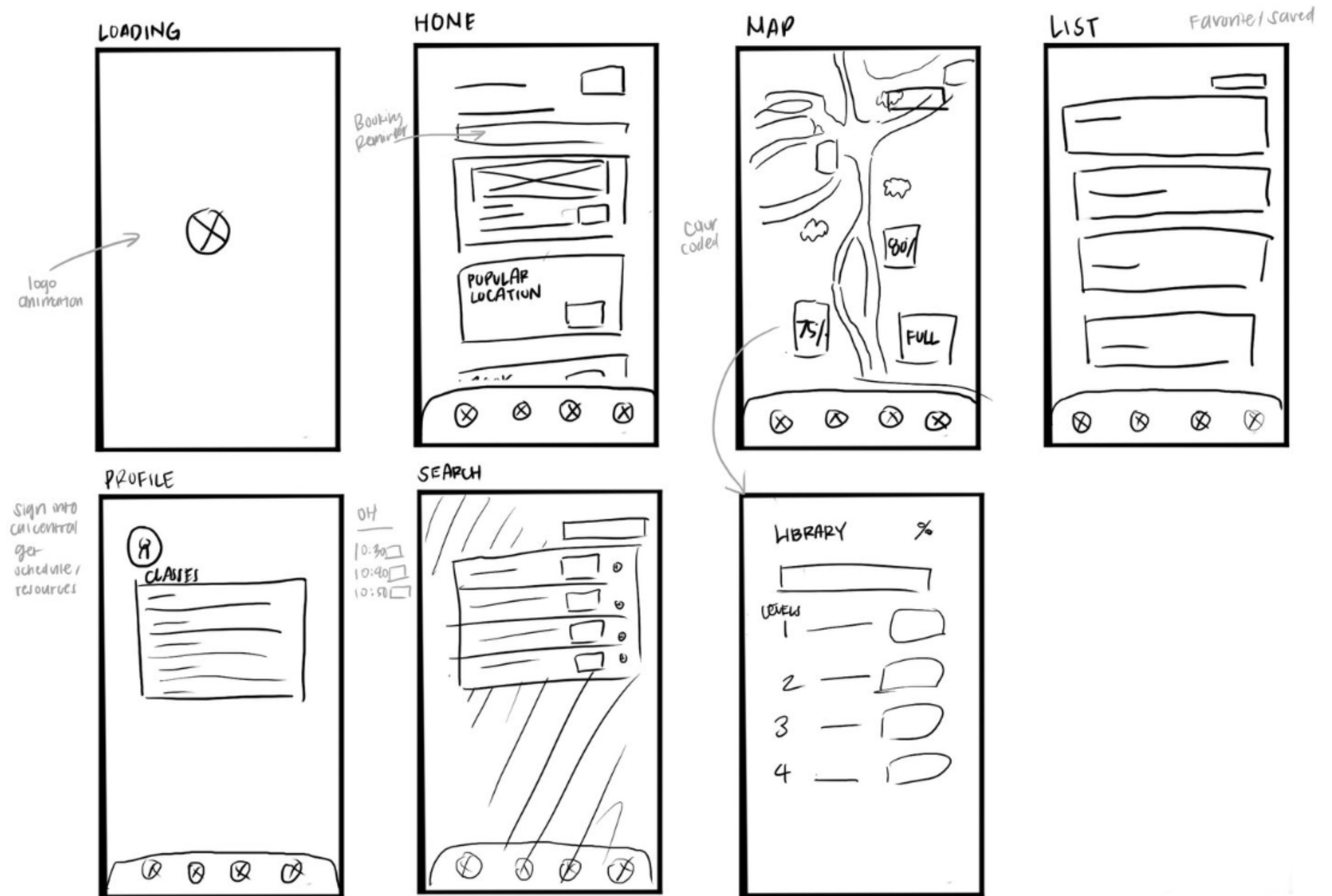
Due to the shortage of time, for this project we utilized observational studies to obtain our qualitative research. We observed that students can spend **up to 35 minutes** waiting in line just to enter the weight room when the recreational sports facility (RSF) was at max capacity. For libraries, we observed that students can spend **up to 10 minutes** to find a seat at a table during busier times. In addition, the time spent among students increase if they are trying to find seats as a group due to limited seating, which builds up more frustration.

Starting the Design

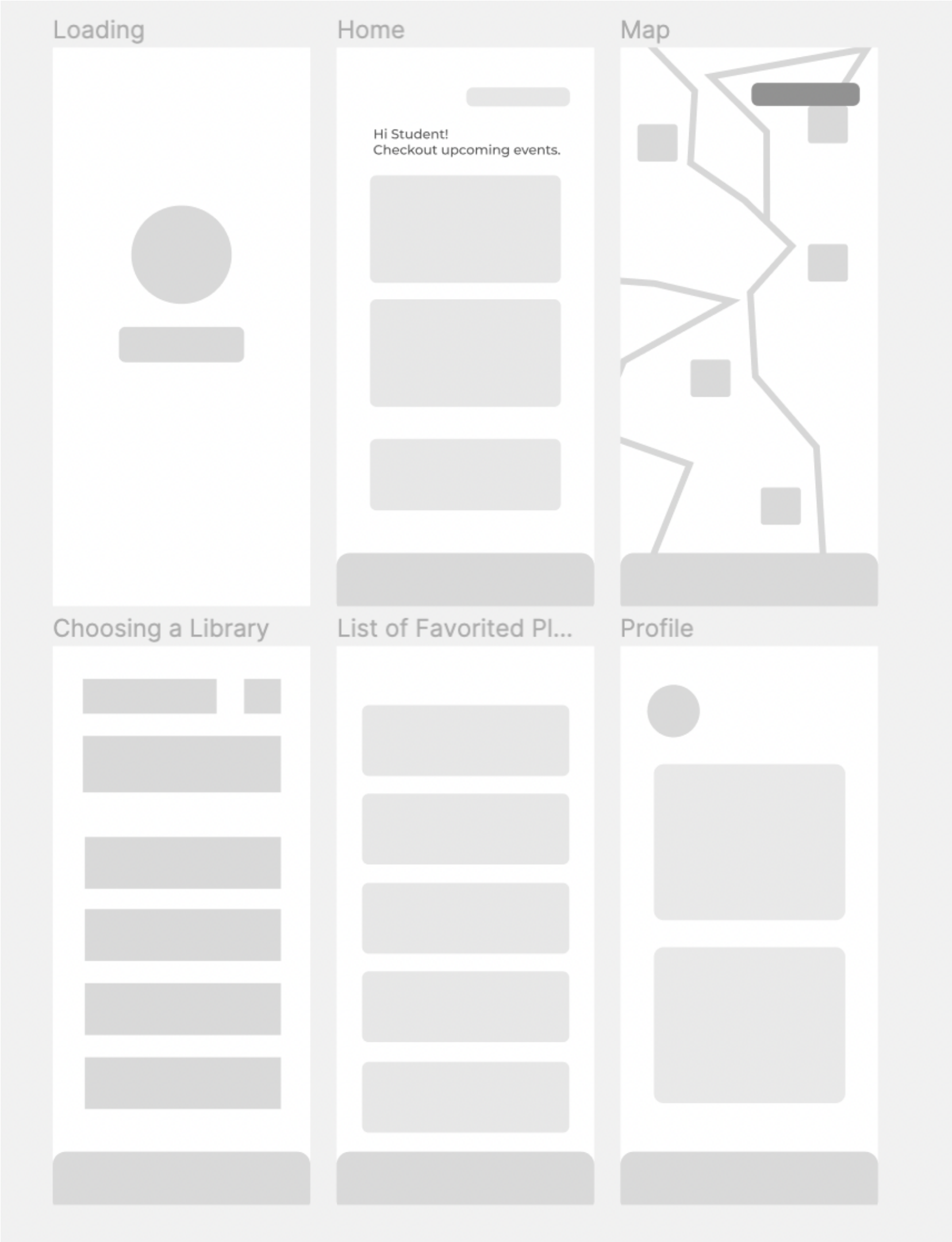
In order to reduce the majority of user frustrations, we wanted to mitigate the frustration of spending unnecessary time waiting in line or looking for seats. After brainstorming, we decided that a queue time app which reports an activity level percentage would allow students to avoid busy facilities and save their time.

After signing into the app with their Cal Central account, students will start on the home page which displays upcoming important events. There is a map page so students can easily view which facility is busier and avoid it if they want to save time. We then added the starred page in case students wanted to view their top visited facilities to avoid scrolling on the map. Finally, the my account page would include the student's schedule, class resources for help such as office hours, and settings.

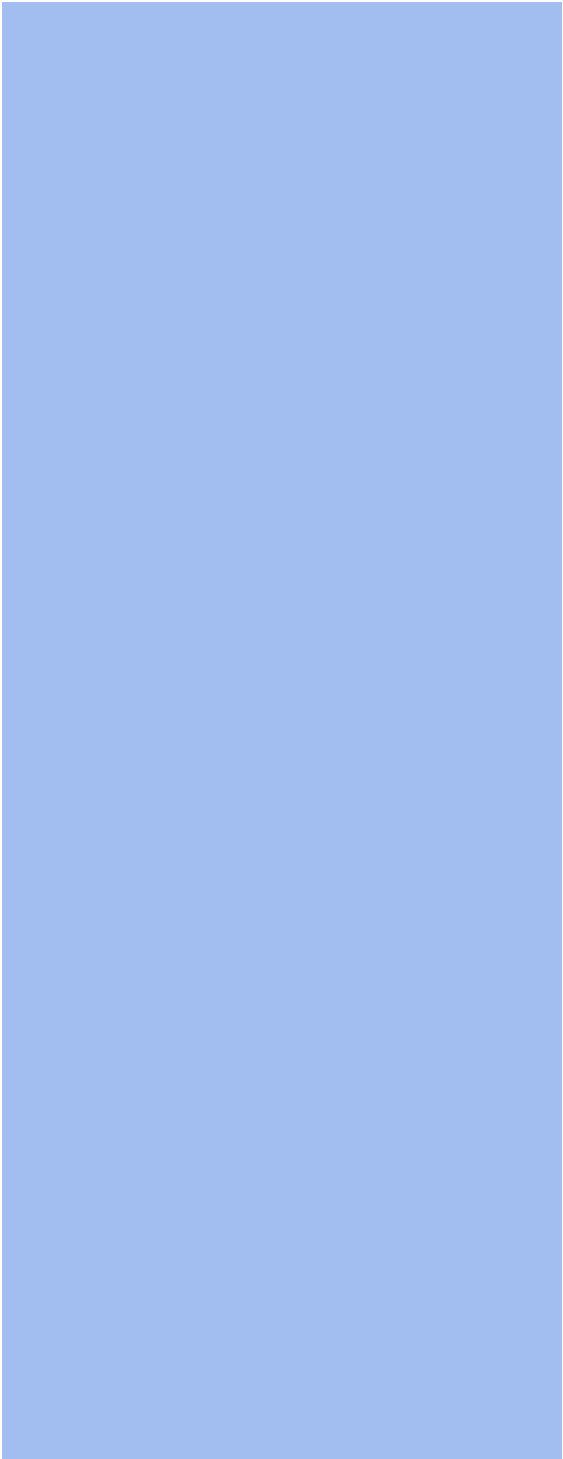
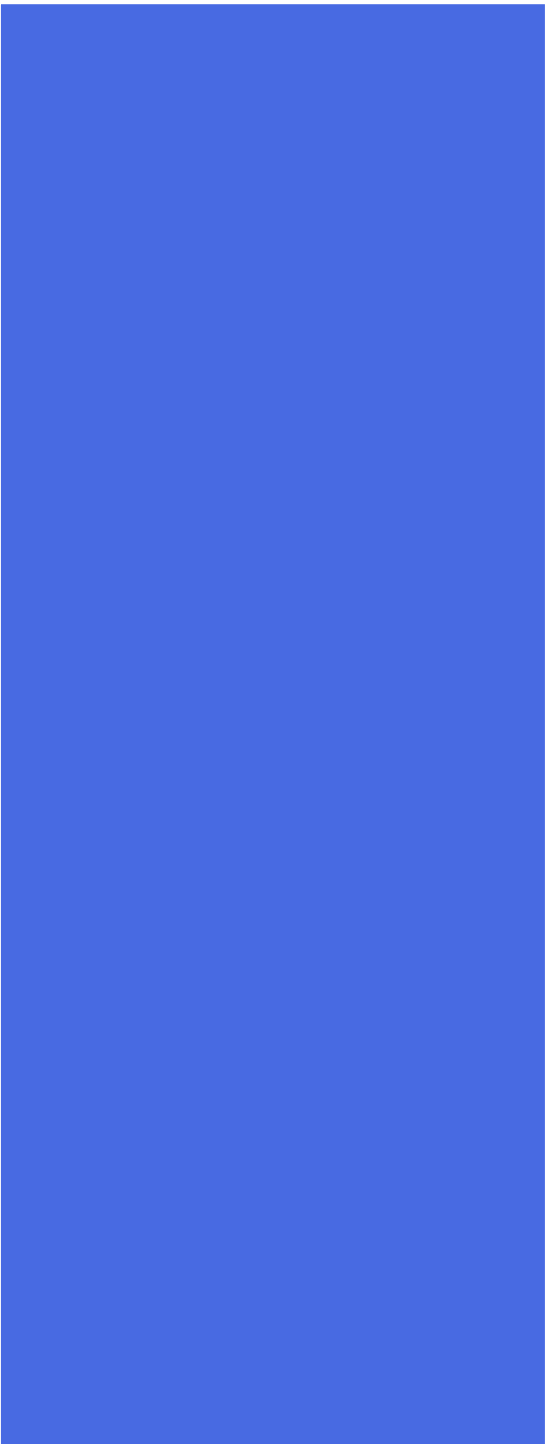
Ideation



Low-Fidelity

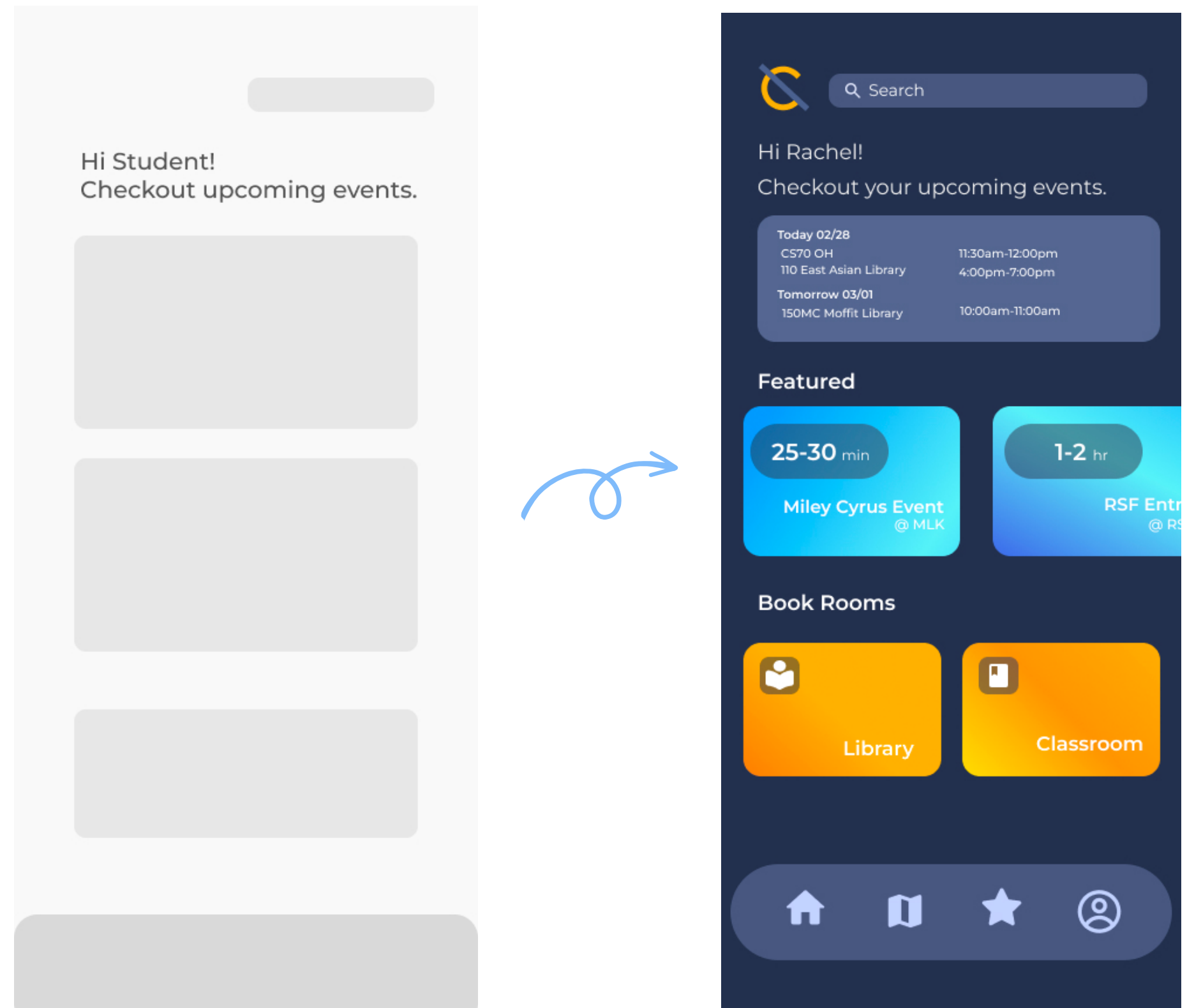


Color Palette



Iterations

After creating our wireframes, we made several changes to improve the app interactivity with users. For example for the home page, rather than a vertical scroll the featured events could be viewed with a horizontal scroll. We also included helpful features that would improve a UC Berkeley student's experience with the campus such as booking rooms at libraries or classrooms.



USER FEEDBACK

I sent the CalQ prototype to a few UC Berkeley students and recorded their feedback after briefing them on the the project problem. Most users found the prototype very straightforward to use and thought it would improve their campus life.

One user commented, "I would definitely use this. I love how the app tells you the wait time for the gym so I can now go when it's less busy without praying the line is not too long. Might be kind of difficult to accurately track the activity level for libraries though..."

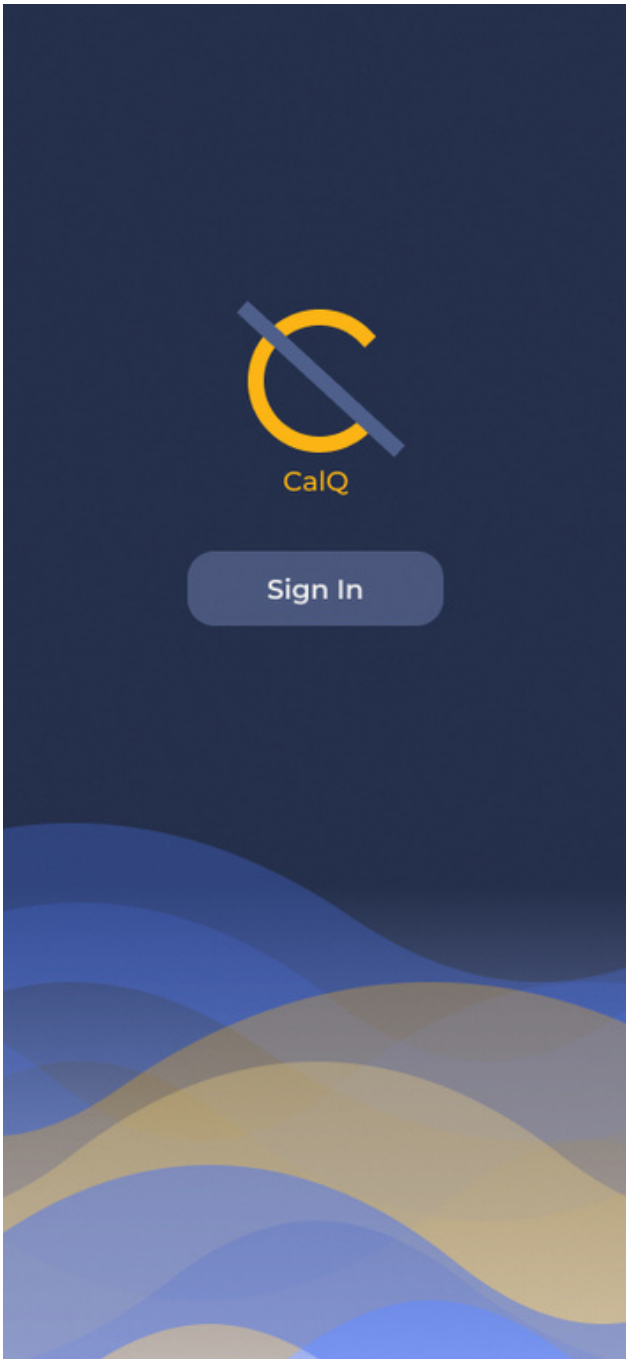




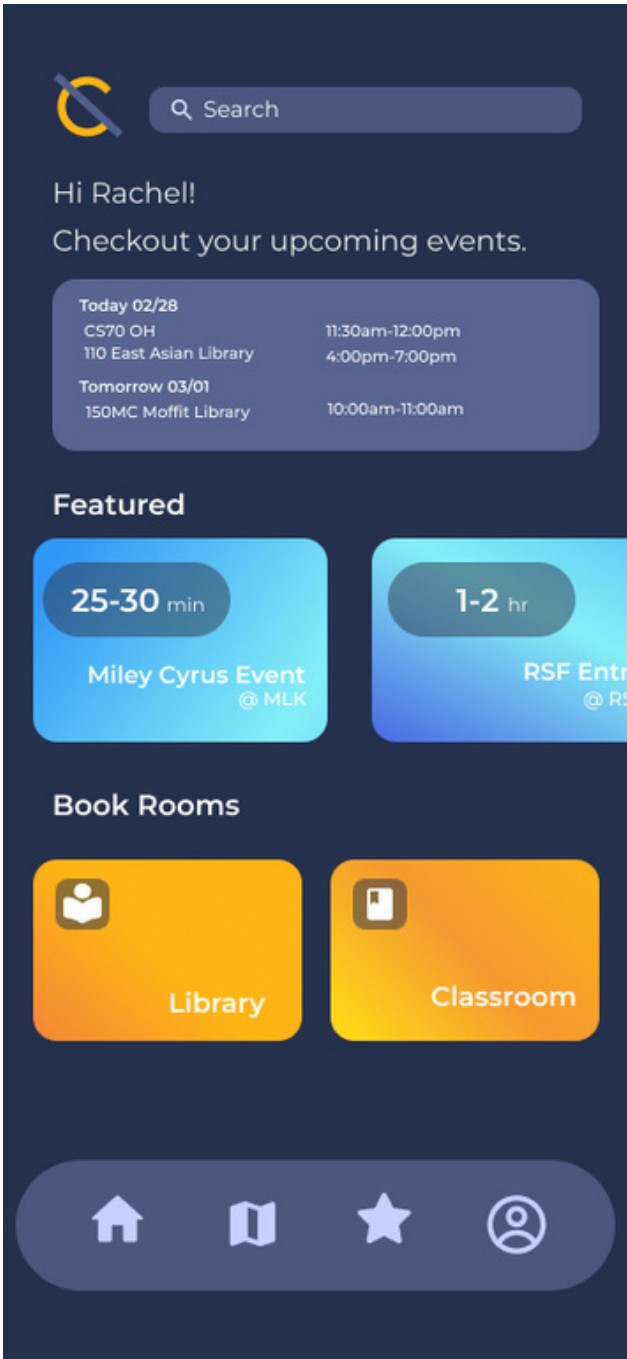
Hi-Fidelity

Through several iterations of user feedback, I made the appropriate changes and finalized the project. To address the issue of accurately tracking the activity level for libraries, a proposed solution is that employees working at the specific library can make an estimate every 30 minutes on the number of seats available which would then be updated on the app immediately.

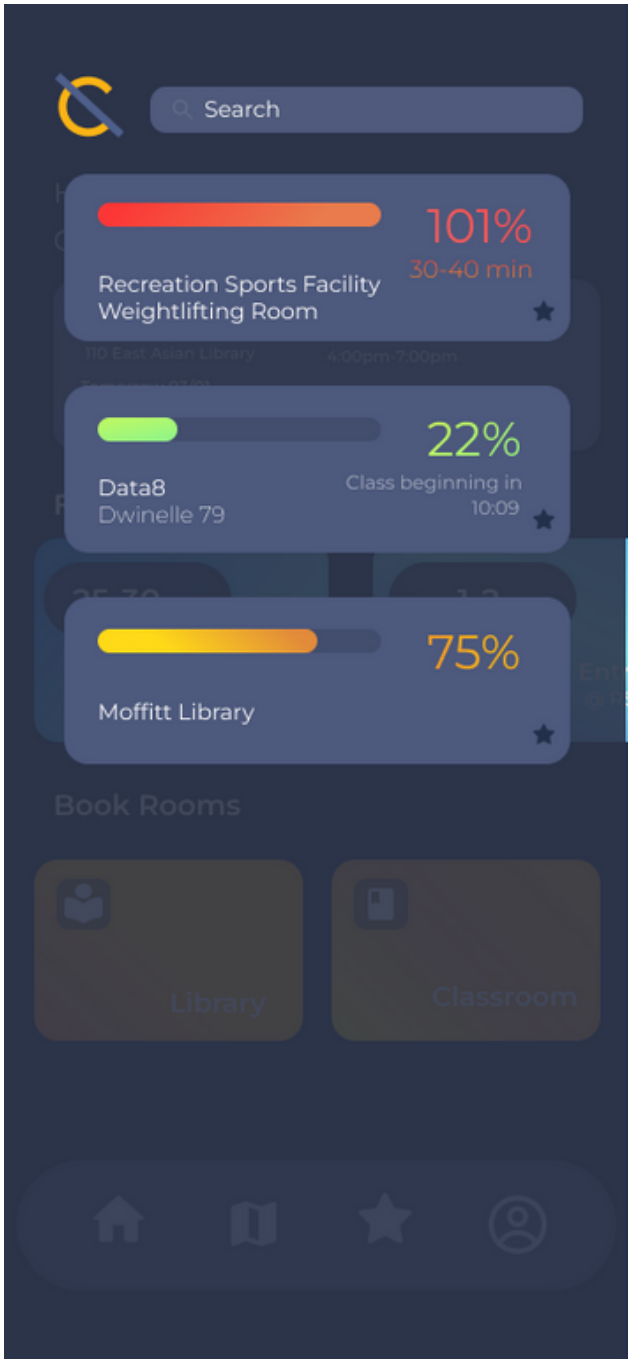
Signing In/Home Screen



Sign In



Home

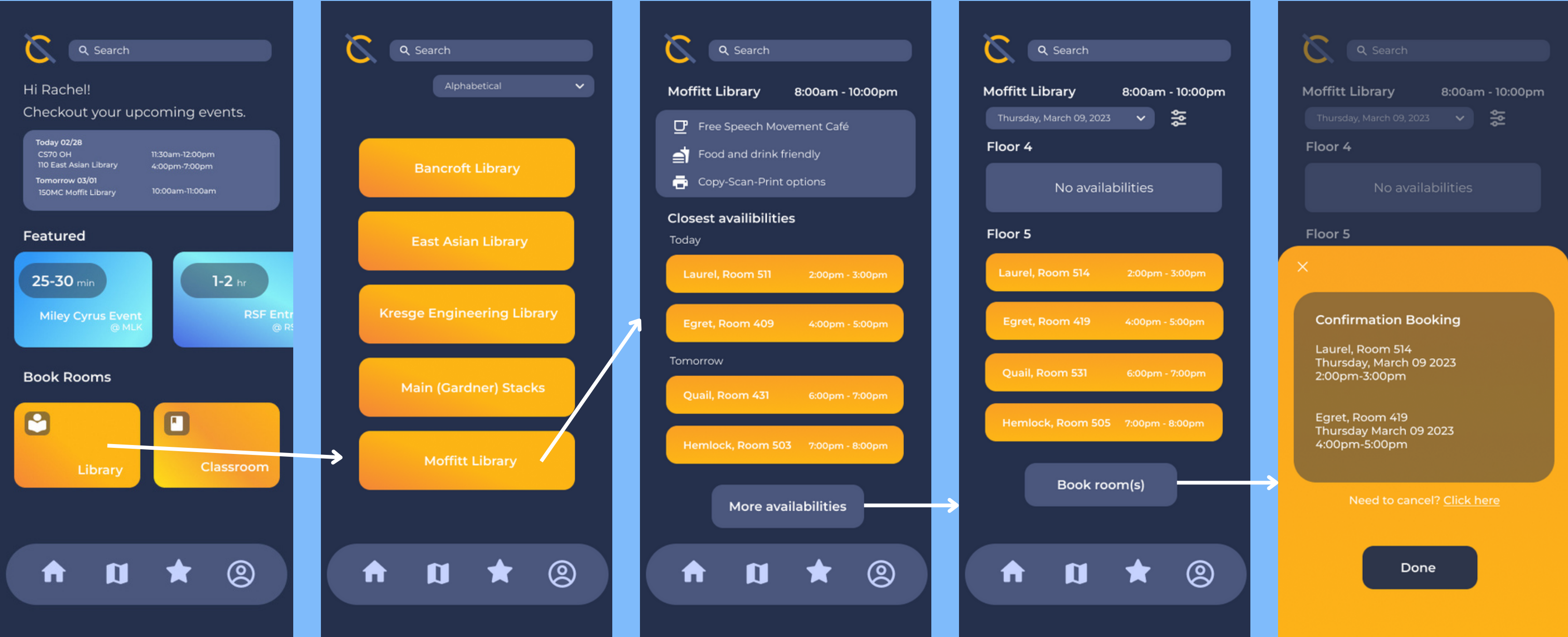


Home search



Featured events

Booking Classroom



Select book library option

Select a library

View availabilities

Select desired rooms

Booking confirmation

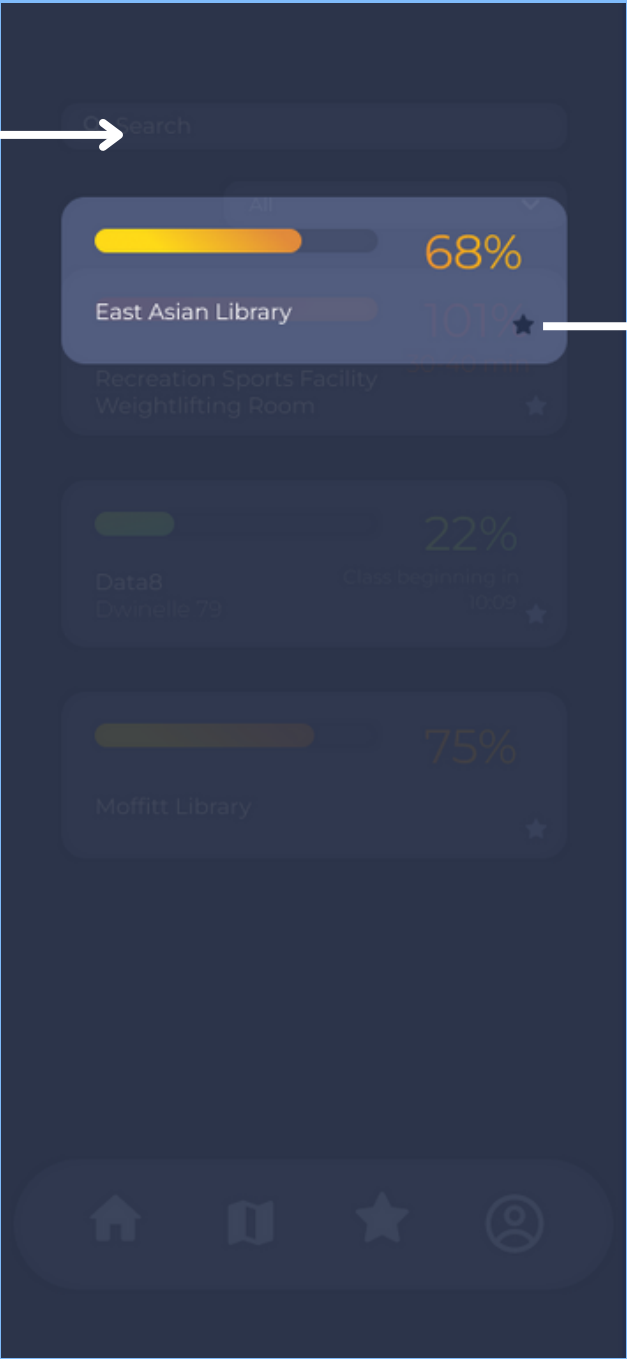
Other Taskbar Features



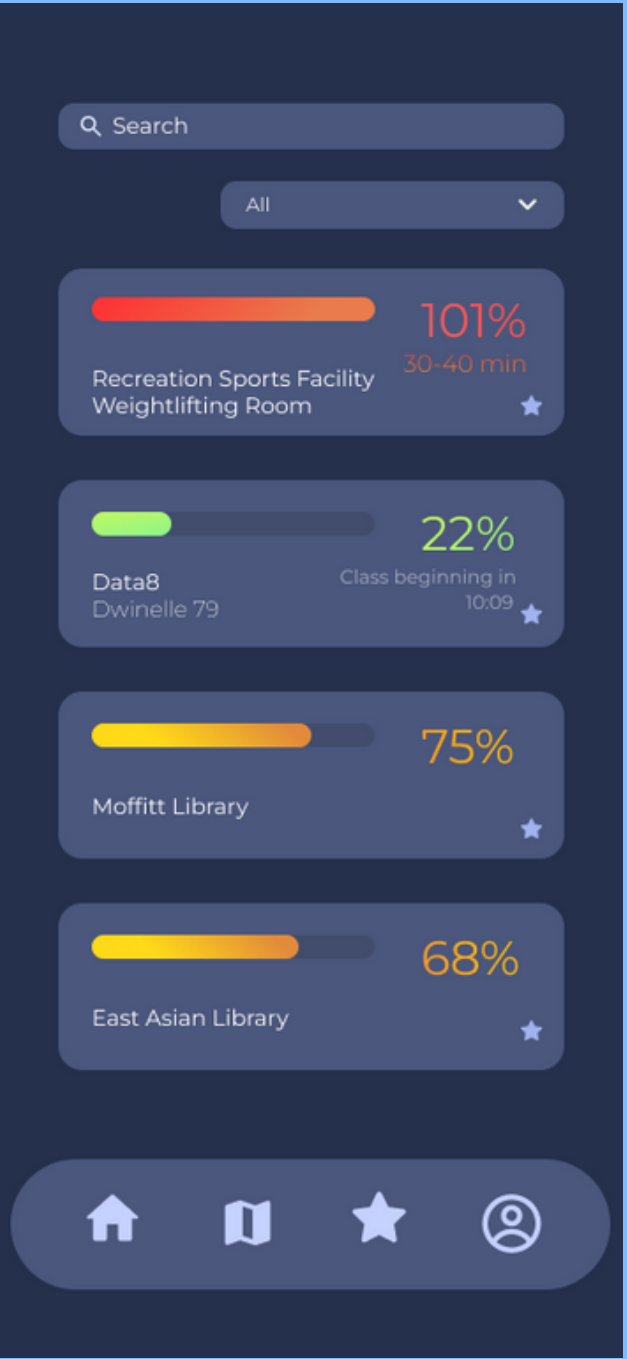
Map



Saved

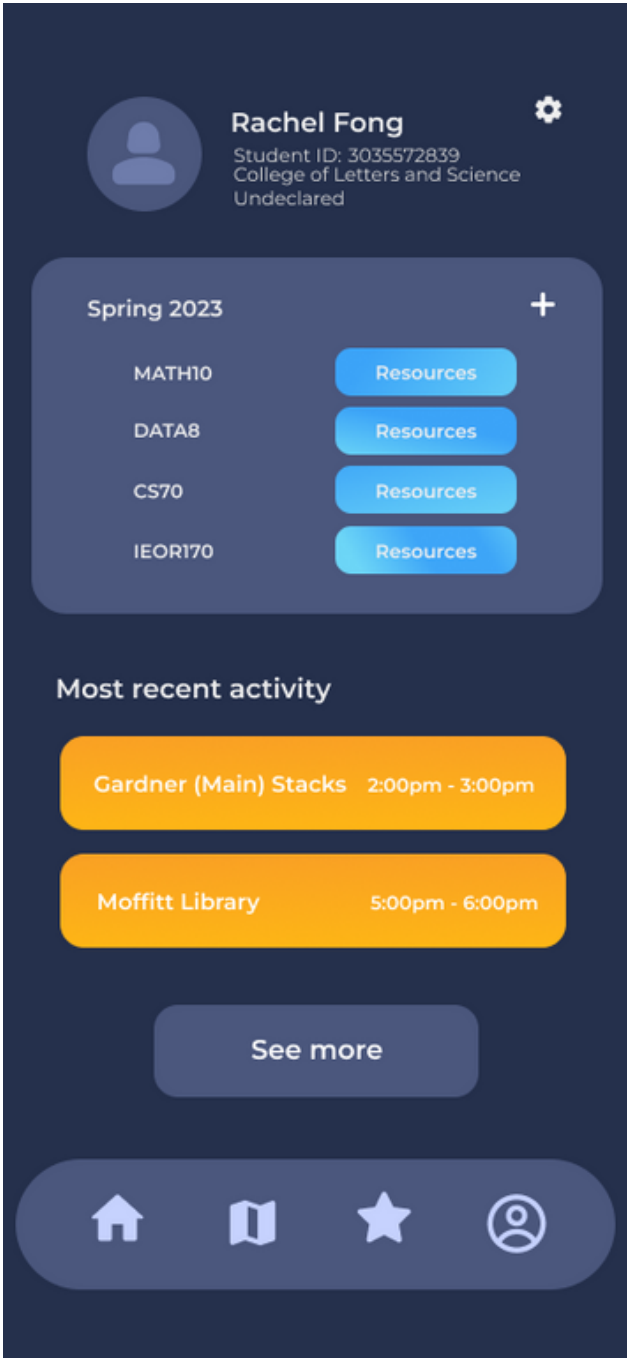


Searching up location in Saved

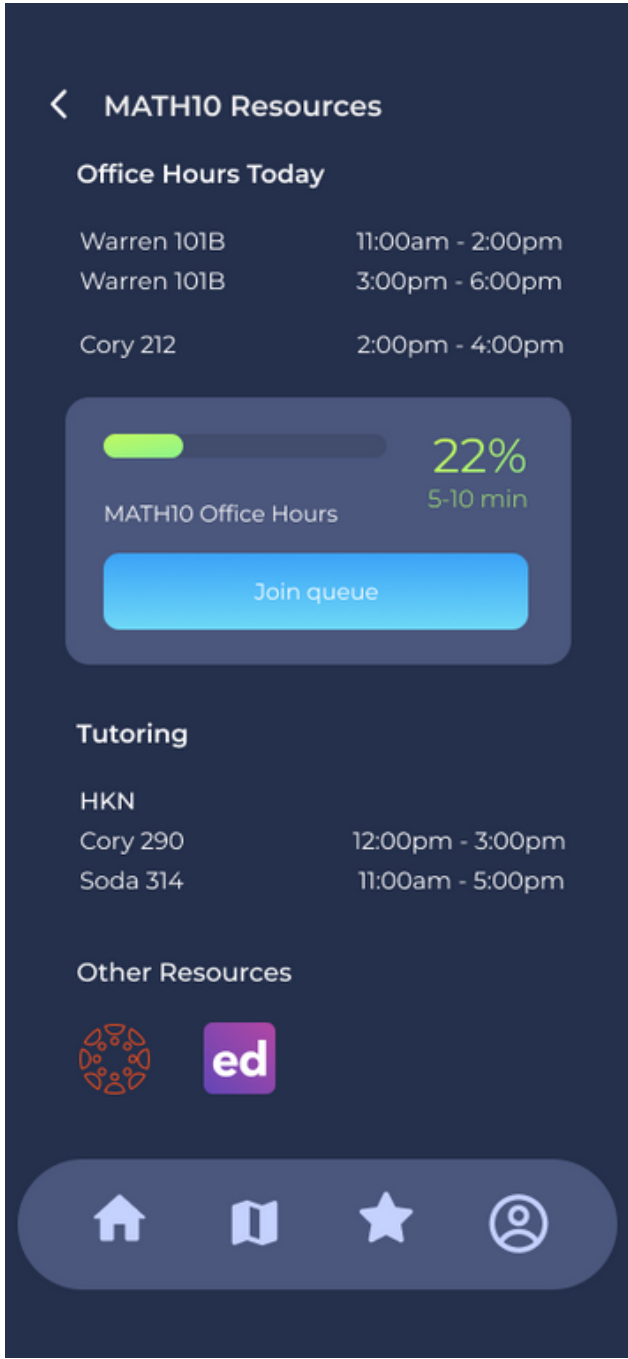


Saved new location

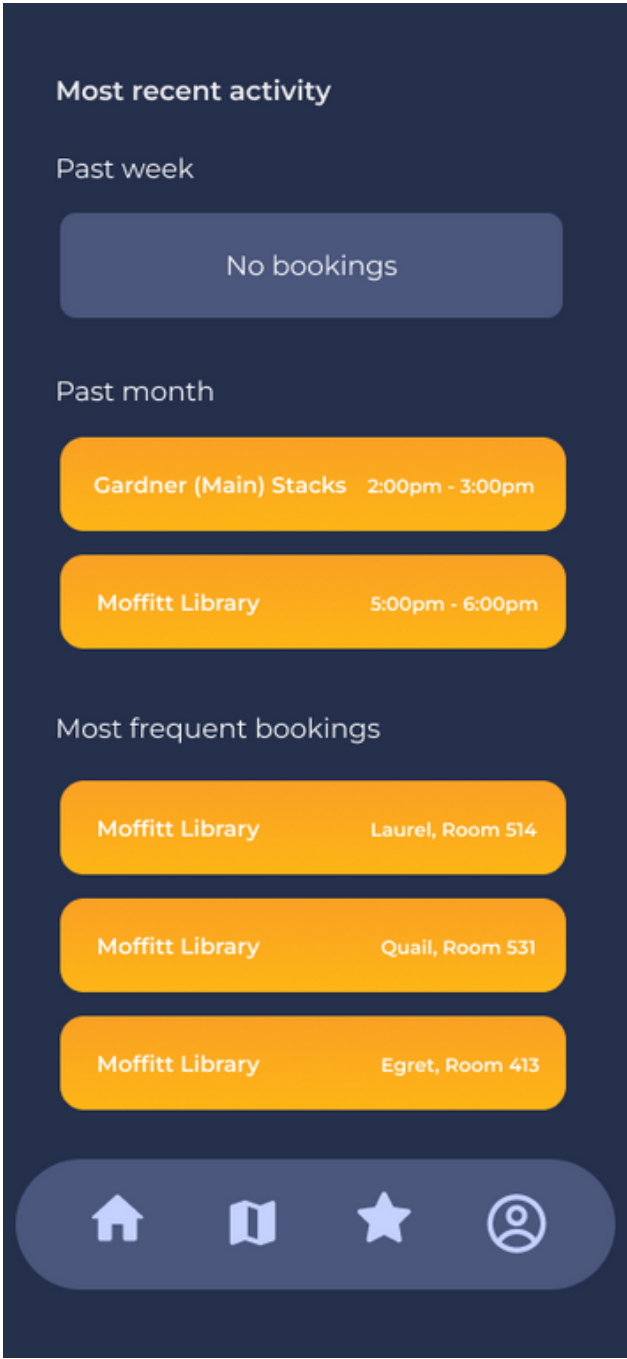
Profile



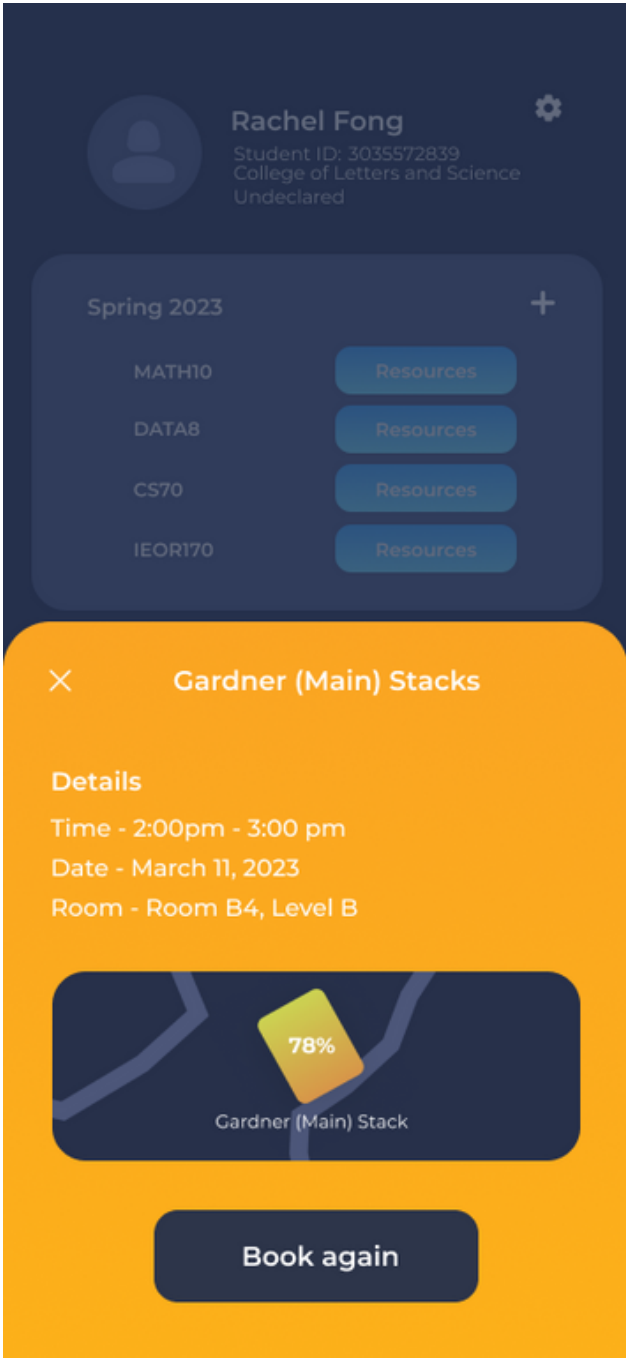
Profile



Selected class resources



Most recent activity



Book again

Reflection

This was my first project trying a dark UI style and working with app interactions on Figma, such as vertical or horizontal scrolling when prototyping. I grew a lot as a designer through this project as I spent a majority of the time improving the UI of the app, which was something I never focused on before as I spent the majority of my efforts on researching.

This project has the potential to aid many UC Berkeley students in **reducing frustration caused by packed facilities** as it allow students to avoid the crowded buildings through monitoring the activity level on the app. Due to time constraints, I did not have the opportunity to gather more quantitative data which would be helpful in figuring out the top pain points (could be attained through a survey).