

Exer 1:

Project Title & Subtitle

ONLINE STUDENT APPOINTMENT CLINIC SYSTEM

The ONLINE STUDENT APPOINTMENT CLINIC SYSTEM, known as (OSACS), is a cutting-edge online scheduling platform designed to revolutionize healthcare access for individuals residing in PSUs in every COLLEGE OF SCIENCES Organization. The scope of this case study requires the user to sign up and provide essential Information such as the College Department, Organization, ID No., Full name, Contact Number, and Corporate Email. We need to do this to create a personalized and safe protocol in our society standard, allowing the citizens in the scheduling process for their medical check-ups. due to the constant suffering of patients in long waits and long queues. The objective of the system in this case study is to help ease the lives of every student who is struggling.

Client/Company/Project type

- University, College staff, and Organization students
- College of Sciences
- Website

Project date

This research proposal started on the 1st semester Oct 02, 2023, since it was given by our supervisor Sir. Demy Dizon on the subject of UI/UX and will continue until the completion of this case study and those that will be revised.

Exer 2:

Your role

I am a UI/UX designer who can blend creativity, empathy, and practicality to create a transformative experience for our College Department and community. By infusing the ONLINE STUDENT APPOINTMENT CLINIC SYSTEM (OSACS) platform, we aspire to contribute to a healthier, happier, and more connected society.

Project Summary/About this Project

The ONLINE STUDENT APPOINTMENT CLINIC SYSTEM (OSACS) initiative is a breakthrough in healthcare accessibility tailored for school campuses. This innovative online scheduling system is designed to drastically improve the efficiency of medical check-ups. The ultimate goal of OSACS is to simplify healthcare procedures, mitigate long wait times, and enhance the overall healthcare experience. The interface is carefully designed to be intuitive, making the appointment scheduling process straightforward for users. In this platform, creating a user account by providing essential Information such as the College Department, Organization, ID No., Full name, Contact Number, and Corporate Email is required. This ensures the security and personalization of each user's account. Once the registration process is complete, users can effortlessly schedule their health check-ups using the platform. The good thing about this scheduling feature not only optimizes the healthcare journey but also significantly reduces the time spent waiting in lengthy queues. Addressing the common challenges faced by our College Department and students, such as extended wait times.

Exer 3: The

challenge

- **Problem Statement**

In traditional personal check-ups, patience is a golden path, the long waiting times and long queues in our community are very common, and that is the main reason UI/UX designers create an innovative way to reduce the hassle that our community experiences. The researcher used Google Forms to survey to gather information.

- **User Interviews**

The researcher used Google Forms to survey and gave questions digitally to collect data. The respondents are students of Bachelor of Sciences in Information Technology at Palawan State University. The researcher provided a questionnaire to gather information about this to show the current situation that our students and staff are suffering in the system of our clinic.

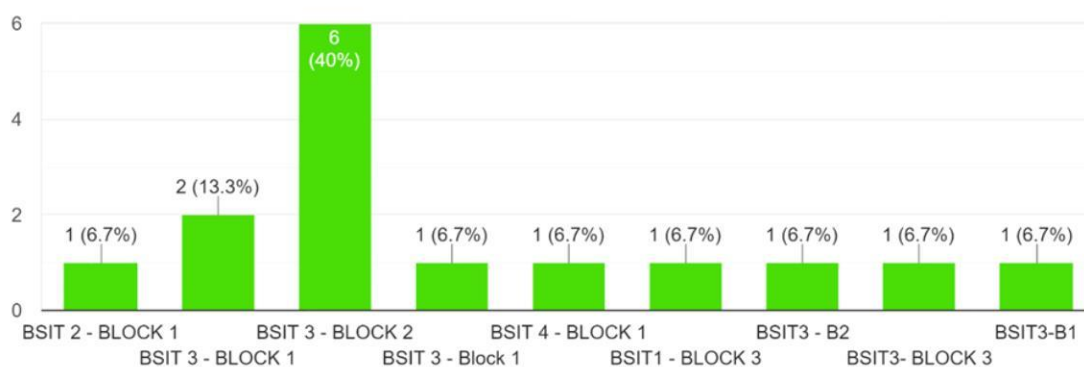
ONLINE STUDENT APPOINTMENT CLINIC SYSTEM (OSACS)

ONLINE STUDENT APPOINTMENT CLINIC SYSTEM (OSACS)

By submitting this form, I hereby consent to the use of my information for the purpose of gathering data for the Online Student Appointment Clinic System Survey, conducted by Reodel Calilung, a BSIT student.

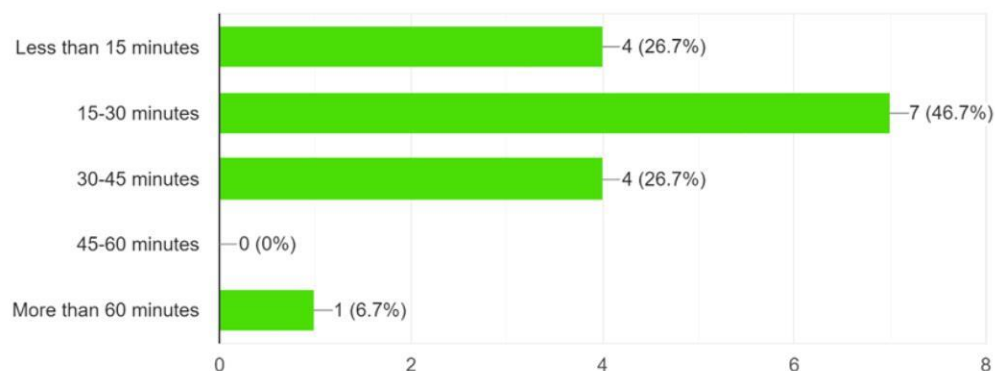
Course, Year and Block (Ex. BSIT 4 - BLOCK 2)

15 responses



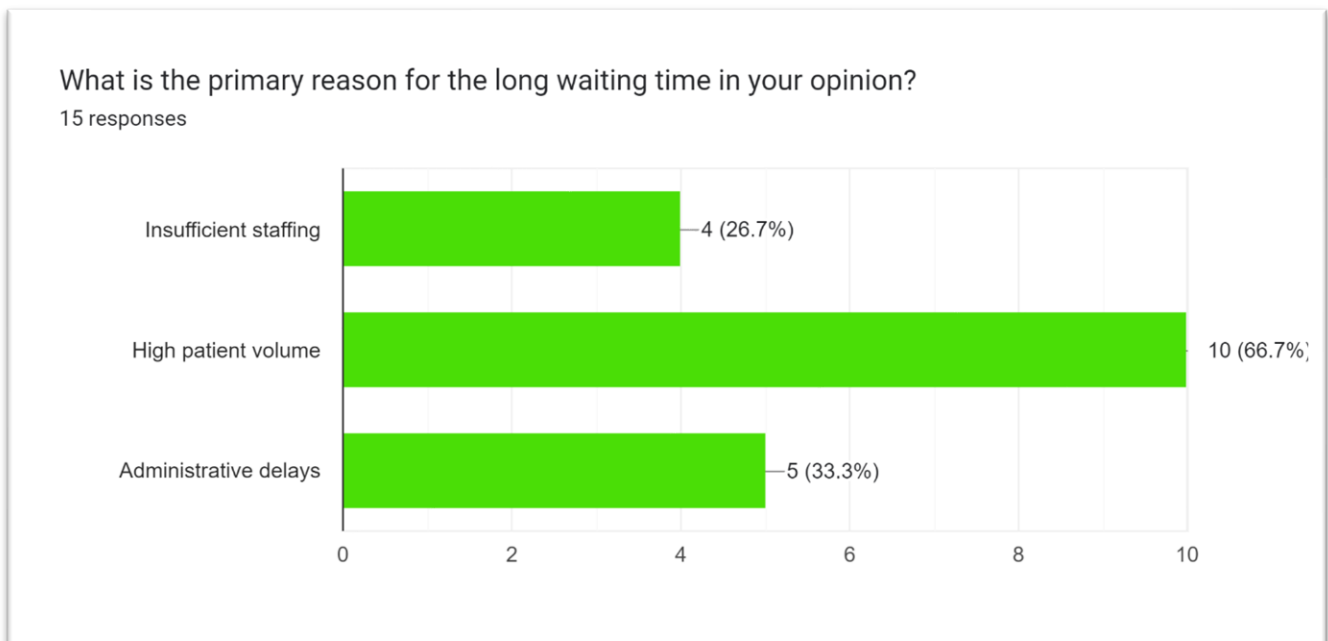
On average, how long do you wait for your turn at the university clinic? (in minutes)

15 responses

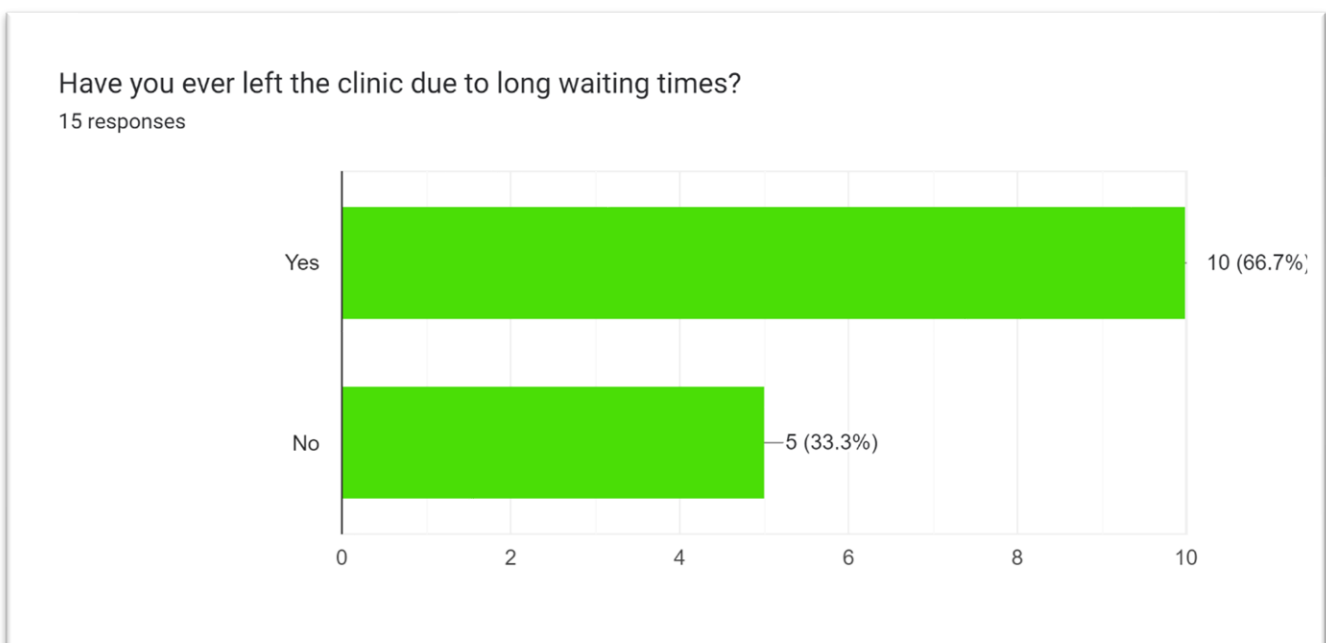


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On average, Question Number One. The data shows that most of the students answer in 15 responses 15 to 30 minutes long waiting



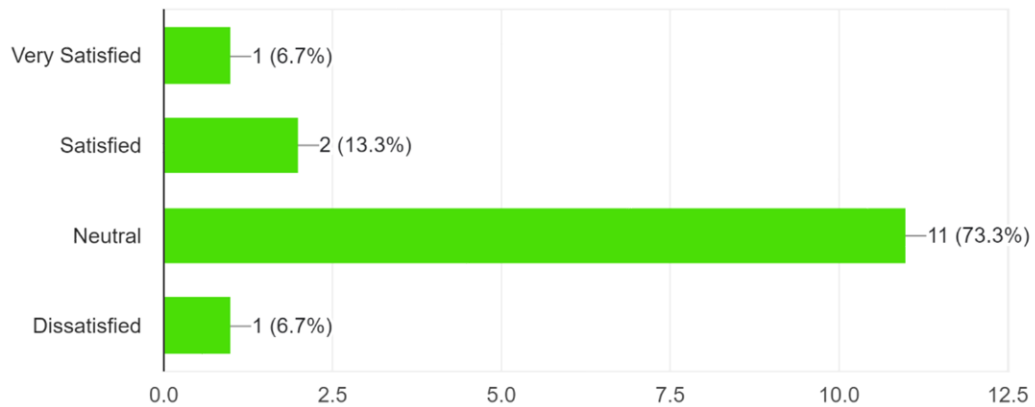
Question Number Two asks what is the primary reason for the long wait and the answer of the students is High patient volume in 10 responses and the other one is administrative delay.



Question Number 3 asks if they ever left the clinic due to long waiting times and based on the data provided above the 10 responses say YES while 5 of the responses said NO.

How would you rate your overall satisfaction with the waiting time and queue management at the university clinic?

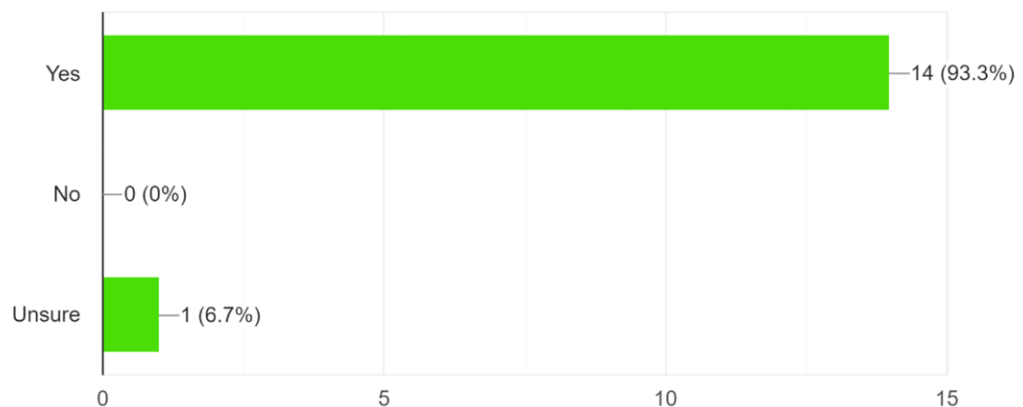
15 responses



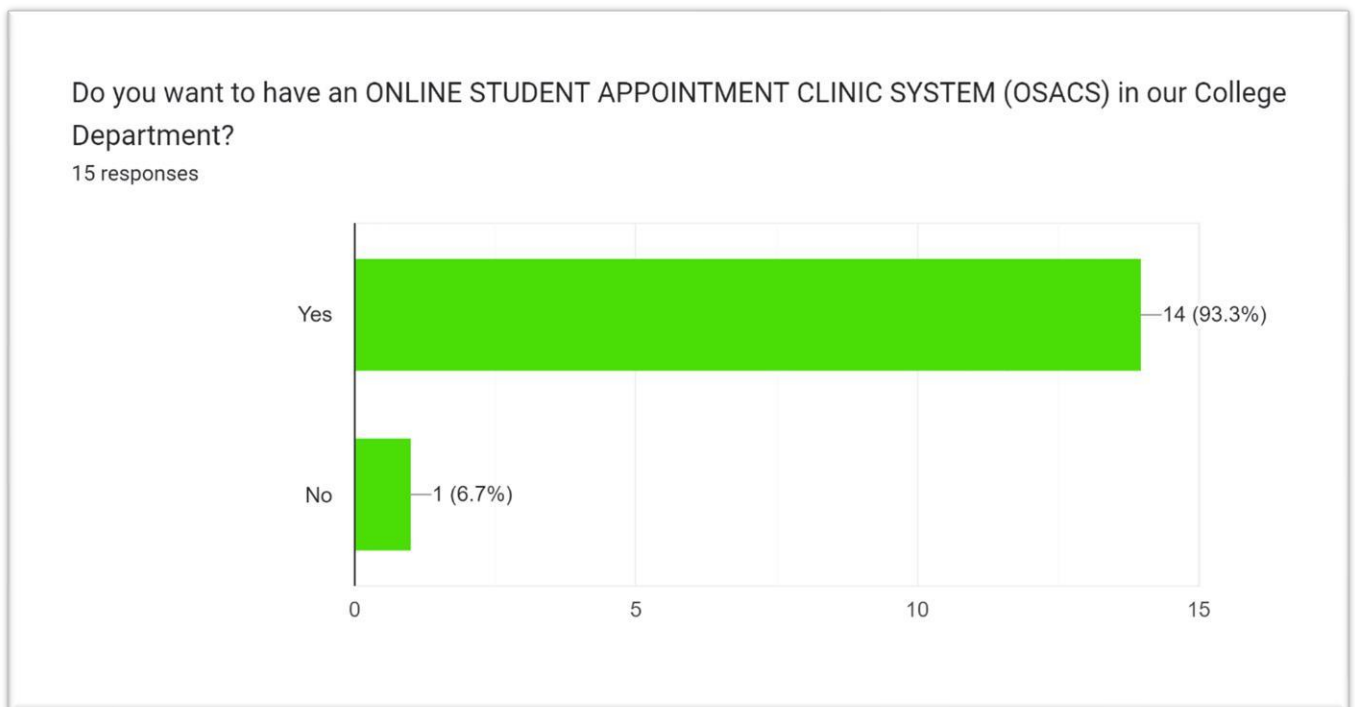
Question Number Four, how would you rate your overall satisfaction with the waiting time and queue management at the university clinic? The 11 respondents answered Neutral.

Would you be open to utilizing an Online Students Appointment Scheduling System for the clinic to reduce waiting times?

15 responses



Number Five question. Would you be open to utilizing an Online Students Appointment Scheduling System for the clinic to reduce waiting times? The 14 of the responses answered the YES.



The six questions. Do you want to have an ONLINE STUDENT APPOINTMENT CLINIC SYSTEM (OSACS) in our College Department? 14 of the responses YES want to have (OSACS)

- **Pain Points**

Here are the identified areas of difficulty as determined by the researcher, derived from their previous observations and experience with the given scenario:

- **Limited Availability and Scheduling Challenges:** The most challenging in this system sometimes finding suitable time slots for appointments due to limited availability or conflicting schedules of the staff and students.
- **Lack of Prompt Communication and Updates:** The delayed or inadequate communication regarding appointment confirmations, cancellations, or changes that conflict with when you have the appointment but because of other priorities of the Staff and university permit or request of other coaches in the college department you can't manage the process well for the user appointment in the clinic.
- **Difficulty in Accessing Relevant Information:** The challenges in finding essential information about available services of the clinic and users may struggle to locate details about specific

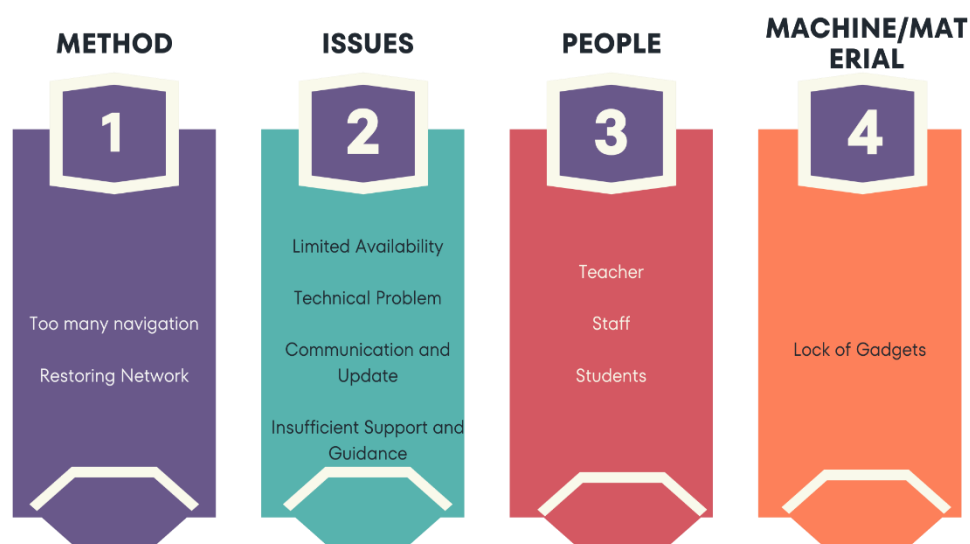
services, healthcare professionals available, or types of appointments offered, leading to confusion and potential delays in seeking appropriate assistance for the user's appointment.

- **Technical Problem:** we know that digital experience technical issues, system downtimes, or slow processes because of blackout in Palawan all of which may cause system insufficient awareness.
- **Insufficient Support and Guidance for New Users:** The lack of clear guidance for new users who may not understand the navigation of the interface. lack of clear guidance.

- **Affinity Mapping**

To set the Affinity Diagram researchers have to set of concepts such as methods, people, Material/Machine, and issues. Researchers and administrators have been tasked with designing an interface for the Appointment Clinic System that will be used in their schools. Following the release of the specified link, this method will function once it is implemented. The goal is to give its prioritized constituents more attention and benefits.

GAP OF (OSACS)



- **Personas**

The creation of personas is essential to the development of our website system. Understanding your clients' needs, wants, and personalities is crucial for business success. we generated user personas. We created a persona by compiling the feedback from folks who reacted to our queries. It then gave us a thorough study of the problems and objectives that prompted us to develop this website.

The amount of time we spend learning about our clients, users, or personas will have a significant impact on the website we create. If we understand the personalities and the context, we will be able to decide whether or not this website is still practical and essential. users' demands and requirements. The researchers built a fake character named SARAH to reflect the desired audience. Name, Birthday, Gender, email, and address are examples of personal information.



• Customer Journey Mapping

This customer journey mapping will show the different stages visitors to our website will take to utilize the system. After taking into account their activities, we examined our aim, which was the main motivation behind creating this website. After that, we

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consider both their emotional reactions and the experiences they are likely to have while utilizing it. The user persona defines the types of users who could use the website during an appointment. It demonstrates how individuals think, why they use it, and the basis for their decisions. on their feelings and preferences.



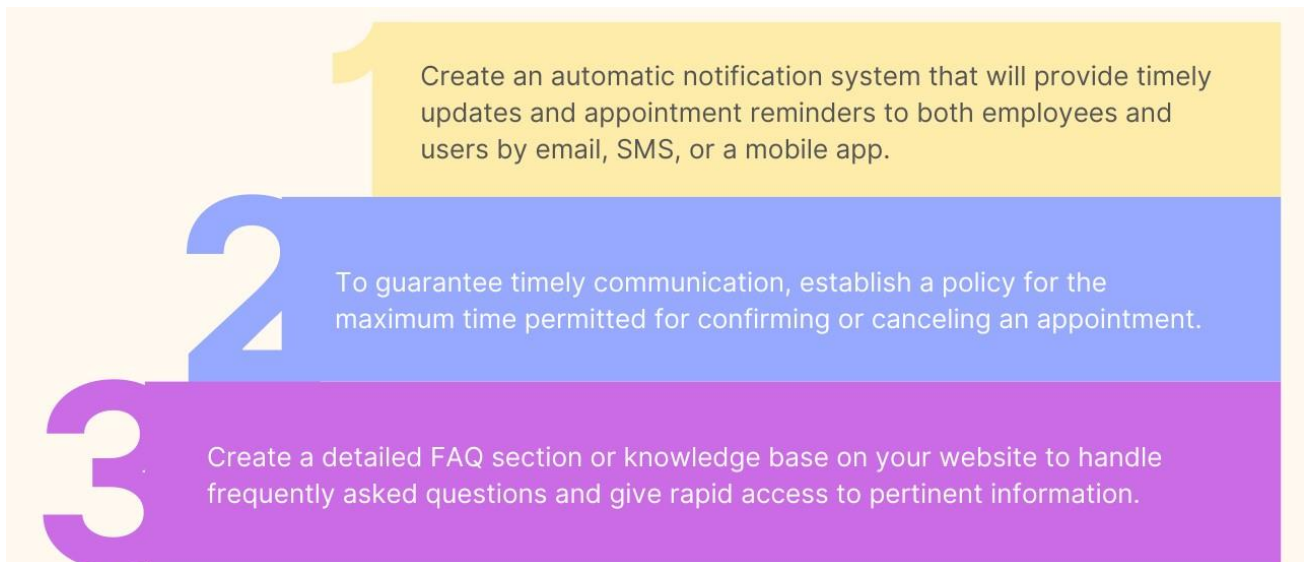
COSTUMER JOURNEY MAP

	Awareness	Consideration	User	Retention
Activities	PROVIDING USERS WITH UPDATE AND CHANGES	HAVING NOTIFICATION OR EMAIL	ALL USERS THAT COVERED BY THIS SYSTEM REQUIRED TO REGISTER	IT IS ESSENTIAL TO HAVE A NETWORK AND ADMIN TO MONITOR
Goal	INFORM THE STUDENTS ABOUT THE WEBSITE WHERE THEY CAN HAVE APPOINTMENT BOOKING.	PROVIDE GOOD AND QUALITY	YOU CAN EASILY ACCESS IF YOU ARE REGISTERED	NO INTERNET
Emotioon	ALERT	HAPPY	SYSTEM APPLICABLE AT ANY DEVICES IT USER FRIENDLY	Alarm
Experience	USER MUST BE AWARE AND RESPONSIBLE ON SCHEDULING	USER EXPERIENCE FAST PROCESSING AND GOOD SERVICE.	MORE AND PRO	MORE APPEALING TO USERS AND INTERACTING WITH PROPER WEBSITE USE.

Exer 4: Solution *(What method/process was used to solve a specific problem, the user needs, business requirements, and/or pain points? How did features address the objectives?)*

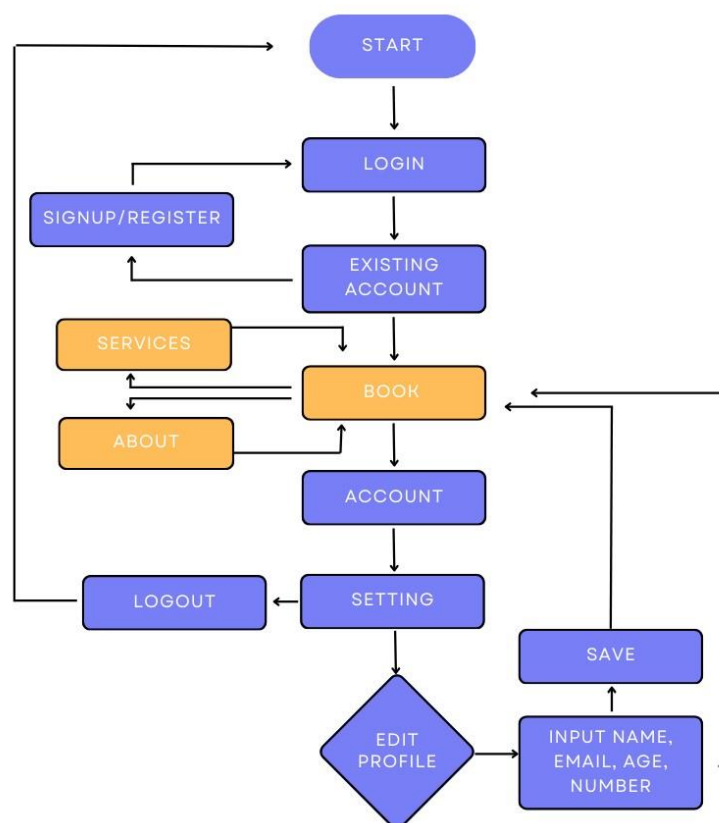
- **Design Solutions**

Giving solutions when they reach a pain point, according to the prioritization matrix. Users get a message or update on the changes, as well as a FAQ for any unanswered questions concerning navigation and a reminder. This can benefit users and administrators by reducing queries and negative remarks about the project.



- **User Flow**

These are also required when conveying a design to marketing experts, shareholders, and developers. The user flows provide a high-level overview of the product. When working in groups, it's easy to get caught up in features, technical jargon, or particular passions, leaving the user out of the picture. The goal of user flow is to assist your website in creating an in-built user experience by allowing users to traverse the platform quickly and give consumers an easy path. Furthermore, user flow charts aid in understanding what is and isn't working when the user navigates the site.

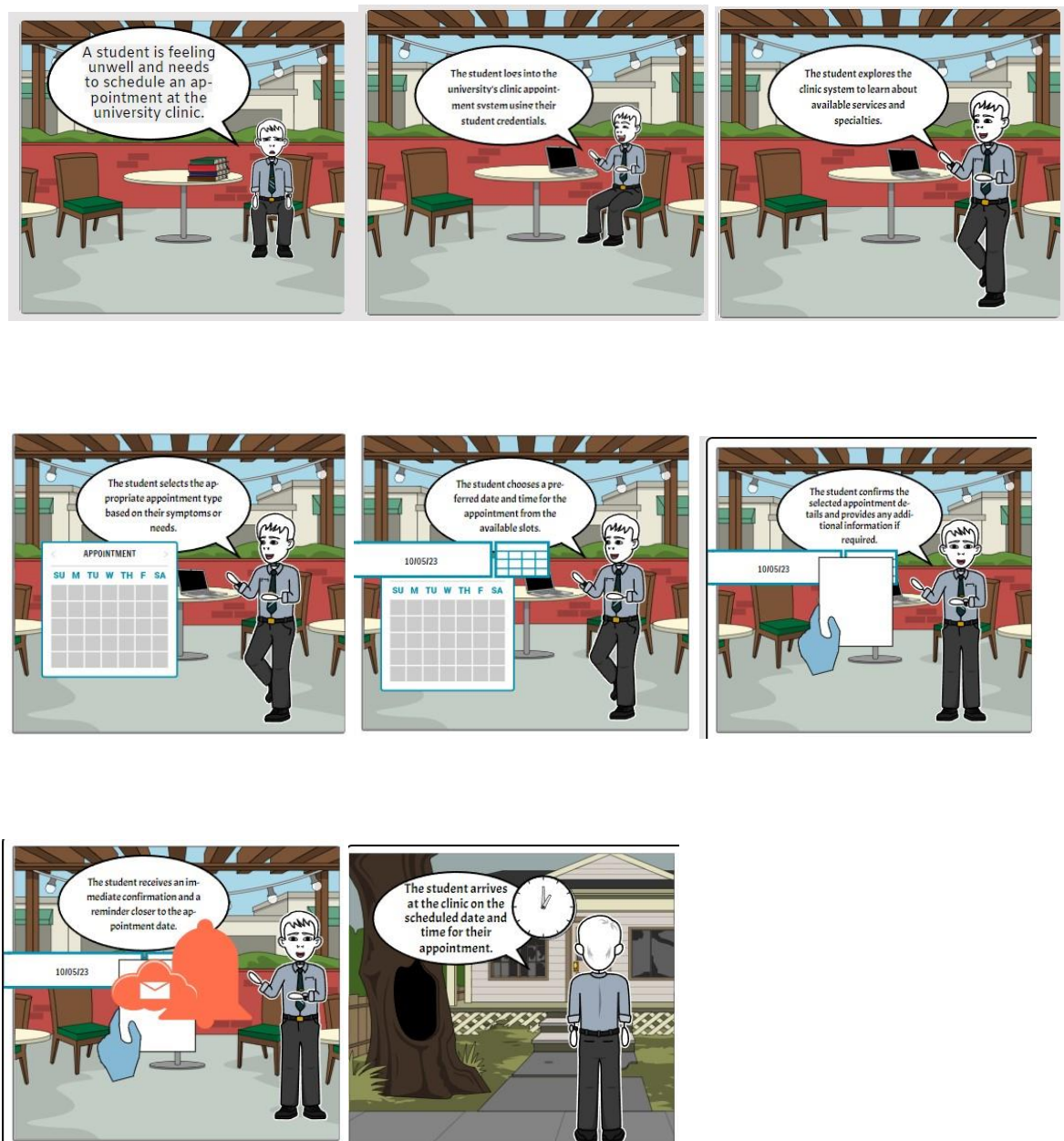


- **Storyboards**

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The storyboard is an essential component of the pre-production process because it describes how the plot will unfold and helps you understand how your systems will interact. You will be able to see possible problems in our campus community that we were previously unaware of. However, before the website's launch, we discovered that not all students have the extra time to wait in line. Most students are preoccupied with completing their courses and then working at night to pay for their education. In conclusion, I can say that the storyboard has a beneficial influence on the students and community of their college clinic, and they will no longer have issues

This storyboard depicts the stages involved in the process of a student scheduling and attending a medical visit using the university clinic's appointment system.

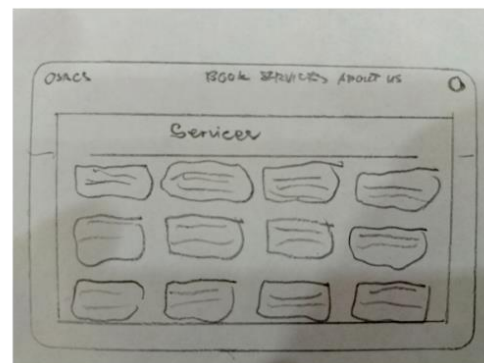
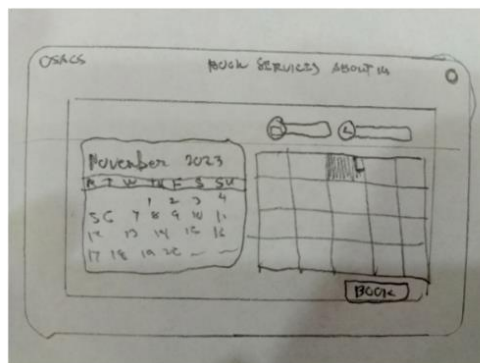
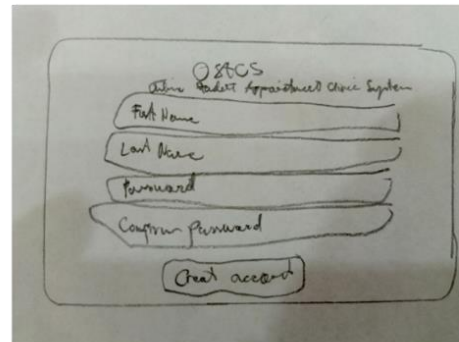
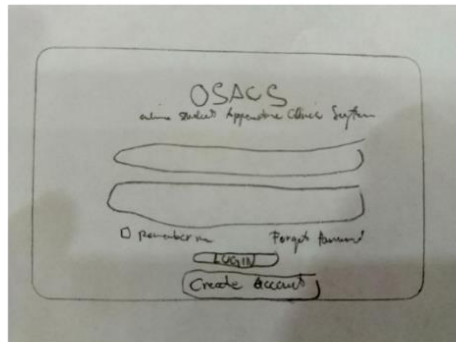


- **Sketches**

Sketches may be a useful tool early in the development of a website or web-based application. They may help you prototype ideas fast and cheaply, communicate your vision to stakeholders, and get

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feedback before committing to a more complete design. It's critical to remember that drawings are just that: sketches. They are often used as a beginning point in the design process and are not meant to be final items. They should be tweaked and evolved further as the design process proceeds.



- **Wireframes**

Wireframes are essential while designing an application. This stage will define the specifics and functions of each display and button, which will help us with our development work. At this point, we'll be able to determine which features to add at the start of the process and which to label later, as well as how to arrange each component so that we can connect everything and make it flow more easily from beginning to end. We developers were able to emphasize the limitations of our work throughout this process. Because we were able to deploy a remedy as soon as we noticed these concerns, we were able to keep the system working smoothly. The sign-up and sign-in pages, which demand business email addresses, will be the first step in the construction of the online student appointment clinic system. New users, they will require should register using their university-provided corporate accounts to access the website. They will be taken to the home page news feed after logging in, which will function as the site's home page and contain all of its other features.



- **Visual UI Design**

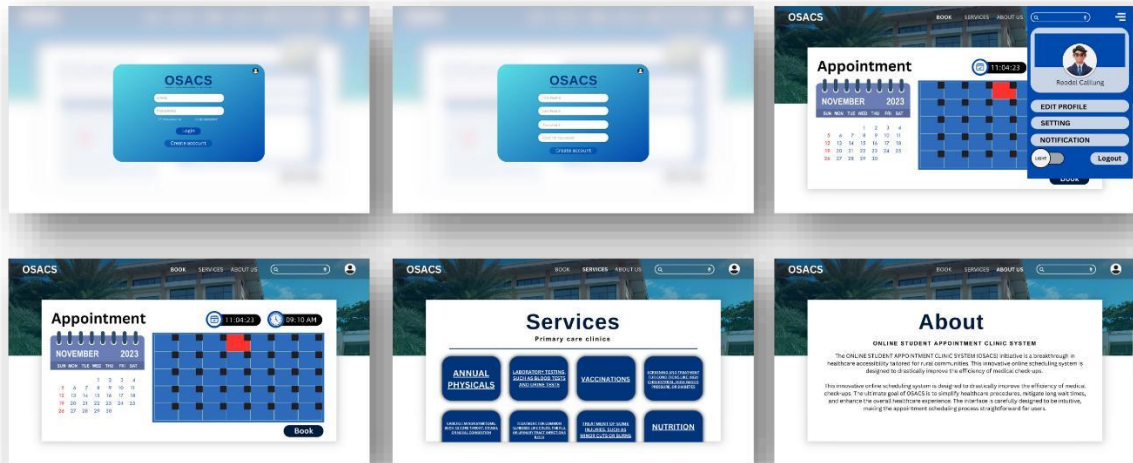
The website's primary hue is a soothing shade of blue, which is frequently linked to reliability, competence, and the medical field. The color blue expresses tranquility and relieves stress, especially in lighter tints. By addressing the potential annoyance brought on by restricted availability and competing schedules, this design decision strives to provide a calming environment for consumers while booking appointments. With blue accents and a thoroughly thought-out layout, the appointment booking form is simple for students to comprehend and use. For effective interaction, select appointment kinds and time slots using the labels and dropdowns that are clearly labeled.

The design decisions assist in creating a user-friendly and relaxing atmosphere that solves the pain points of restricted availability, communication delays, and lack of advice by focusing on the color blue and employing a simple font. Users are more likely to feel confident using the system and find making appointments simple, which ultimately enhances their whole clinic experience.

- **Prototype –**

<https://drive.google.com/file/d/1wfe3owLH2aTRVQq429XGGPaAoMqesHvx/view?usp=sharing>

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PART II

Comments/Suggestions (*Mention or share this study with your groupmates or project collaborators and encourage them as readers to leave feedback of their observations and learning towards your study.*)

This will be collaboration and comparisons of your study to your groupmates and come up with a concrete solution and final study for your thesis proposals.

Results /Conclusion (*Project success metrics, awards, reflections, project next steps and/or lessons learned*)

At the end of the case study, briefly summarize the journey that you just took the readers through. The critical last section concludes the case study by outlining any project success metrics that were achieved, what are the key learnings? Was there any particularly challenging step? What are the next steps for this project? In the case of a project that is not live, reflections and the project's next steps are sufficient to round up the case study. Try to share any lessons that you learned to demonstrate you are invested in both the project's life cycle and your career development.