

JMU Office time

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Project overview



The product:

A scheduling website for college students, through which its users can book appointments with their instructors.



Project duration:

3/1/23-3/22/23, three weeks

The screenshot displays a web interface for a scheduling system at JMU. At the top, there is a search bar and a search button. Below this, the page is divided into several sections:

- Upcoming appointments:** A list of appointments with options to confirm or cancel. The appointments listed are:
 - Slade Wilson - @3:52-4:23
 - ☐ Confirm Appointment
 - ☐ Cancel Appointment
 - Edward Nygma - @2:53-4:24
 - ☐ Confirm Appointment
 - ☐ Cancel Appointment
 - Oswald Cobblepot - @3:25-4:25
 - ☐ Confirm Appointment
 - ☐ Cancel Appointment
- Your Calendar:** A section featuring a large calendar icon with the number 31, a text prompt "Click below to access your calendar", and a "Check Calendar" button.
- Active Queue's:** A list of queue names with "Join Queue" buttons. The queues listed are:
 - Albus Dumbledore
 - Filius Flitwick
 - Rubeus Hagrid
- Announcements & Updates:** A section containing placeholder text (Lorem ipsum).
- Your Courses & Professors:** A list of courses and professors with "Schedule Appointment" buttons. The entries are:
 - Minerva McGonagall, SMAD308
 - Sybil Trelawney, SMAD 317
 - Severus Snape, SMAD 417

Project overview



The problem:

Office time is a appointment scheduling portal, which needs a user interface.



The goal:

To create a clean, intuitive, and easy to use user interface for the student end of the website.

Project overview



My role:

Lead UX designer



Responsibilities:

User research, wire frame, prototyping,
creating Hi fidelity prototype.

Understanding the user

- User research
- Personas
- Problem statements
- User journey maps

User research: Questionnaire



To better empathize and understand user needs I used a questionnaire. The users were asked the following questions

- Are you a freshmen, sophomore, Junior, or senior.
- How often do you schedule office hours with your instructor.
- How do you currently schedule or attend office hours?
- What features are most important to you in an office hours app?
- What are the biggest challenges you face when scheduling or attending office hours currently?

User research: summary



The user research consisted of a competitive analysis and a survey amongst college students. Research showed scheduling office hours was most common among juniors, seniors, and least frequent amongst freshmen. Frequent users showed they normally schedule their appointments online; nevertheless, amongst students who don't schedule office hours, it did show they still talk to their instructors in a one on one setting, but just not managing to schedule office hours due to time crunches or technology despair. Most users wanted a intuitive interface with not a huge learning curve. In addition to that many users said they would prefer to see wait times in queue and would like to receive updates on the appointments.

User research: pain points

1

Pain point

Scheduling appointments.

2

Pain point

Learning curve and technological despair.

3

Pain point

Long wait times.

4

Pain point

Accessibility issues.

User Persona

Charlie

Age: 21

Education: Associates degree

Hometown: Arlington, VA

Family: Single

Occupation: Student

Problem Statement: Charlie is a Sophomore in college, who needs to talk to their instructor's , To receive feedback on their work.

"I am tired of waiting in line"

Goals

- They would like to talk to their instructors one on one.

Frustrations

- Scheduling issues and technological despair

They need feedback from their professor, but always have difficulties talking to them after class and they don't know how to schedule a appointment online.

User journey map

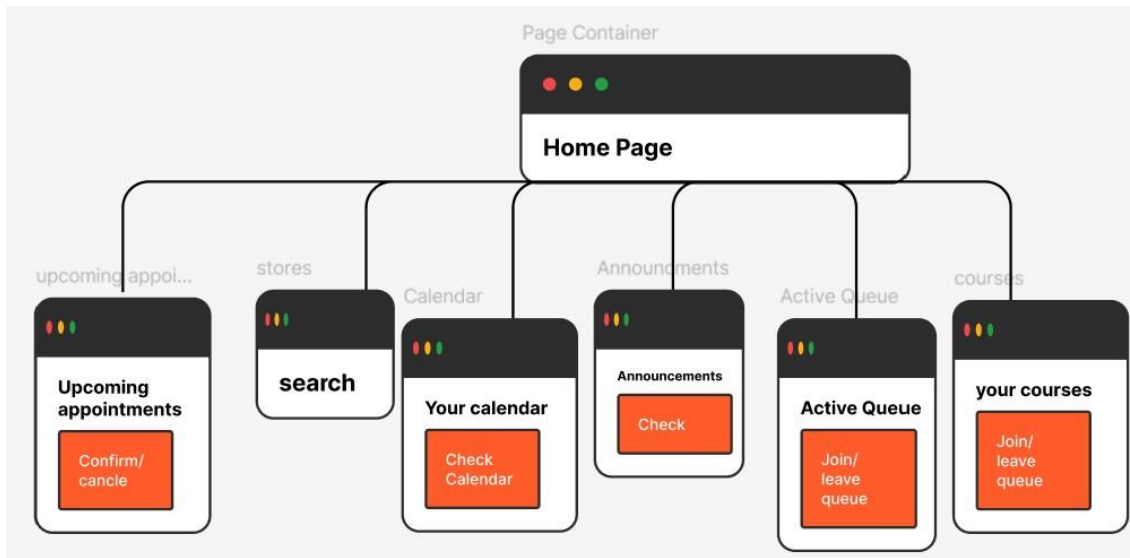
ACTION	Access Portal	Look for instructor availability	Schedule Appointment	Wait in queue	Join appointment
TASK LIST	Tasks A. go to the website B. login with username and password	Tasks A. search for instructor B. Check availability	Tasks A. Find a good availability B. book appointment C. confirm appointment	Tasks A. waiting for your appointment	Tasks A. access portal or go to instructors office B. Join meeting virtually or physically
FEELING ADJECTIVE	User emotions Content Slight frustration	User emotions Content Slight frustration	User emotions Joy relaxed	User emotions Frustration impatience	User emotions Nervous Fatigue Impatience frustration
IMPROVEMENT OPPORTUNITIES	Reduce screen load times	Not have to look for instructor	Suggest ideal time.	Receive updates	Reduce tech issues

Starting the design

- Site map
- Paper wireframes
- Digital wireframes

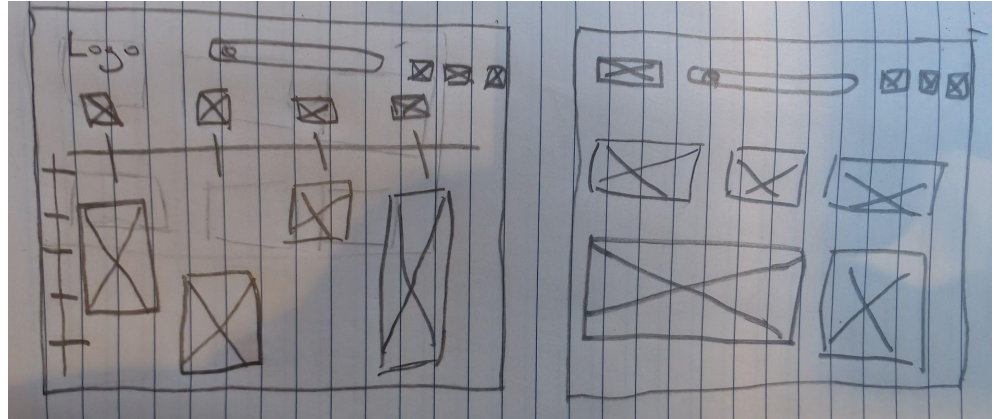
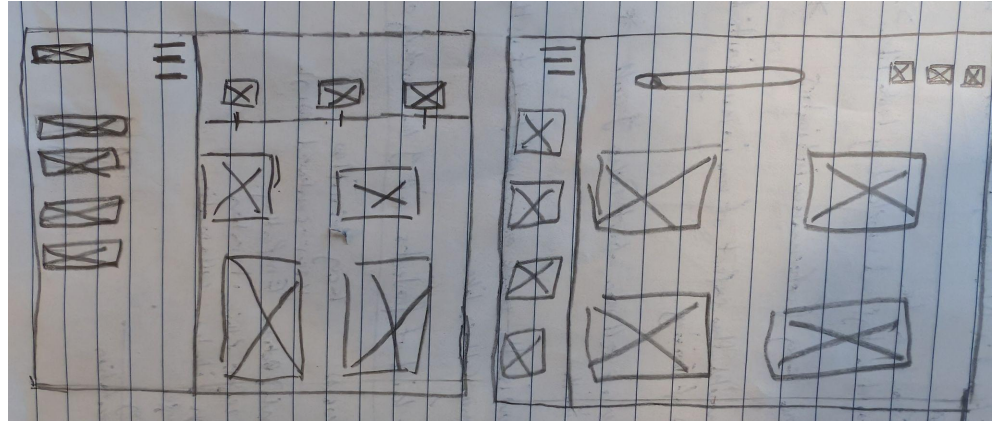
Site Map

Before creating the wireframes, I created a site map to get a good outlook on the site layout.



Paper wireframes

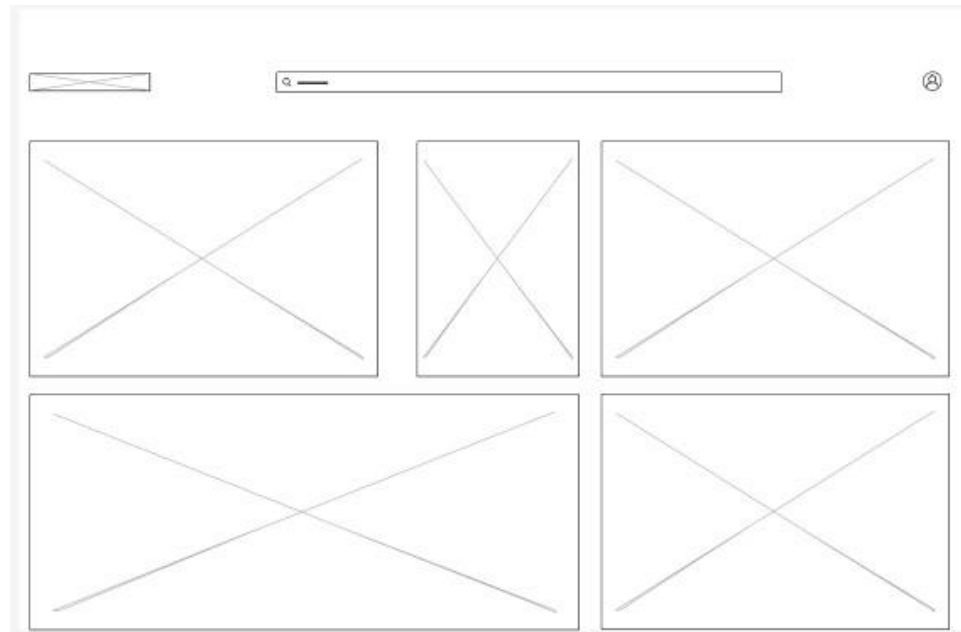
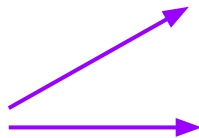
Initially had many ideas for the home page layout; nevertheless, these were the ones that made the cut.



Digital wireframes

This is the lay out I decided to go for based on the user/ competitive research; which showed users valued a more minimalistic and intuitive layout.

Modular design
for users to
find the
features
quicker.



Refining the design


- High-fidelity prototype
- Accessibility


High-fidelity prototype

Fully functional HTML

Hi-fidelity prototype.

<https://skinnyp22.github.io/Index.html/home.html>





Upcoming appointments

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☐ Confirm Appointment

☐ Cancel Appointment

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☐ Confirm Appointment

☐ Cancel Appointment

Oswald Cobblepot- @3:25-4/25

☐ Confirm Appointment

☐ Cancel Appointment



Your Calendar

Click below to access your calendar

Active Queue's

Albus Dumbledore

Filius Flitwick

Rubeus Hagrid

Announcements & Updates

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia.

Your Courses & Professors

Minerva McGonagall, SMAD308

Sybill Trelawney, SMAD 317

Severus Snape, SMAD 417

Accessibility considerations

1

Provide visual cues

2

Have more color contrast

3

Provide audio
descriptions

Going forward

- Takeaways
- Next steps

Takeaways



Impact:

We would like to make it easier for students to schedule office hours and not feel unmotivated to do so because the ordeal feels too difficult.



What I learned:

Communication is key when working separate teams to ensure the best final product.

Next steps

1

Convert the prototype to
a responsive website

2

Create UI for the
instructors end.

3

Add more accessibility
features

Let's connect!



If you are interested in checking out more of my work you can find it on my website via link listed below. If you want to reach out you can do so by using any of the contact information listed below.

Thanks for checking out my case study!

Linkedin: www.linkedin.com/in/purander-patel-994916267

Email: PuranderPatel@gmail.com

Website: PatelPk.link