## JMU Office time

Puru Patel

### Project overview



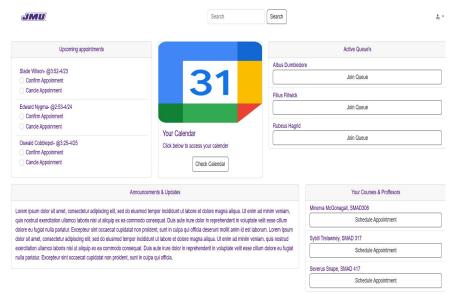
#### The product:

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





## 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, wife 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



Pain point

Scheduling appointments.

2

Pain point

Learning curve and technological despair.

3

Pain point

Long wait times.



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

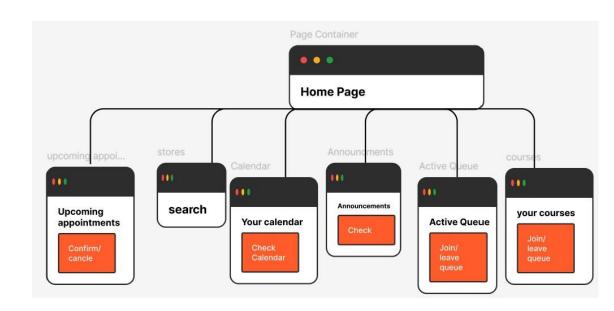
ACTION	Access Portal	Look for instructor availability	Schedule Appointment	Wait in queue	Join appointment
TASK LIST	Tasks  A. go to the website B. login with username and password	Tasks  A. search for instructor B. Check availability	Tasks  A. Find a good availability B. book appointment C. confirm appointment	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
IMPROVEMEN' OPPORTUNITIE		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

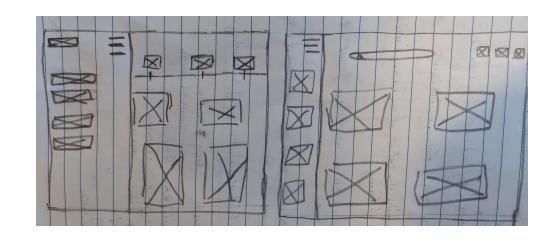
Before creating the wireframes, I created a site map to get a good outlook on the site layout.

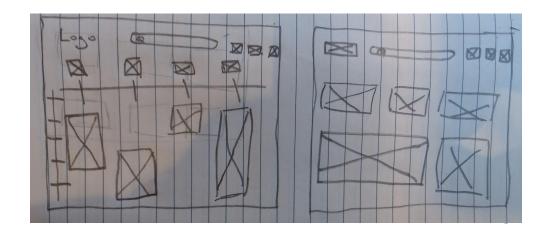




## Paper wireframes

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

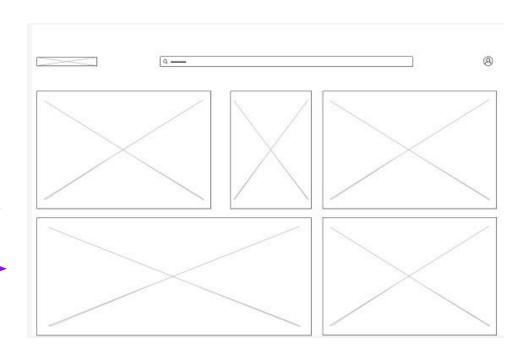




## Digital wireframes

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.i o/Index.html/home.html

JIMU Search Search Upcoming appointments Active Queue's Albus Dumbledore Slade Wilson- @3:52-4/23 Join Queue Confirm Appoinment Cancle Appoinment Filius Flitwick Edward Nygma- @2:53-4/24 Join Queue Confirm Appoinment Cancle Appoinment Rubeus Hagrid Your Calendar Join Queue Oswald Cobblepot- @3:25-4/25 Click below to access your calender O Confirm Appoinment Cancle Appoinment Check Calendar Announcements & Updates Your Courses & Proffesors Minerva McGonagall, SMAD308 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 Schedule Appointment dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum. Lorem ipsum Sybill Trelawney, SMAD 317 dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud

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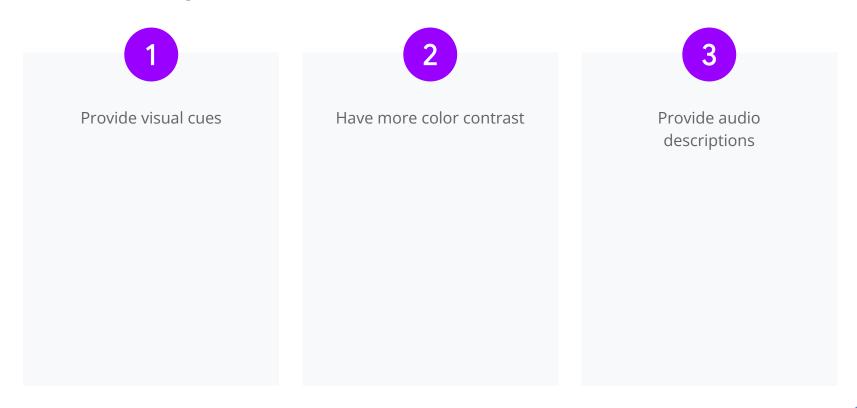


Schedule Appointment

Schedule Appointment

Severus Snape, SMAD 417

## Accessibility considerations





## 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!

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