

# Improving CCTB's Student Portal Experience

**My role:**  
User research, Interface design, Prototyping, and Usability testing

**Goal:**  
The redesign aims to simplify academic management by allowing students to access their courses, submit documents, and receive real-time notifications in a single, intuitive platform. It focuses on streamlining navigation, clarifying interactions, and reducing stress, making the portal both efficient and user-friendly.

**Tools:**  
Figma

**Solution:**  
The redesigned portal delivered a significantly improved student experience. By consolidating redundant elements, clarifying interactions, and improving mobile responsiveness, students can now navigate the portal intuitively and complete tasks efficiently. Real-time notifications and a visually clear dashboard reduce stress, improve engagement, and support students in managing their academic responsibilities seamlessly.

## Overview

That Student Portal is a centralized platform designed to help students efficiently manage their academic activities, submit required documents, and access key information related to their courses and academic progress. The portal provides features such as electronic document signing, real-time updates on academic status, access to course details, and notifications regarding important school communications, such as admission letters and compliance updates.

The purpose of redesigning this interface was to improve usability, streamline navigation, and ensure that students could interact with the portal intuitively, without confusion or friction.

## Problem

The previous version of the portal had several usability issues that negatively affected the student experience. Having both "Messages" and "Notifications" buttons serving the same function caused confusion, while non-functional buttons gave the illusion of interactivity, frustrating users. Text alignment problems and content overflow led to critical information being hidden, such as the download function at the bottom of certain documents.

These issues highlighted a need for a more streamlined, user-friendly interface that aligned with modern digital document management trends and improved clarity and accessibility.

## Research & Insights

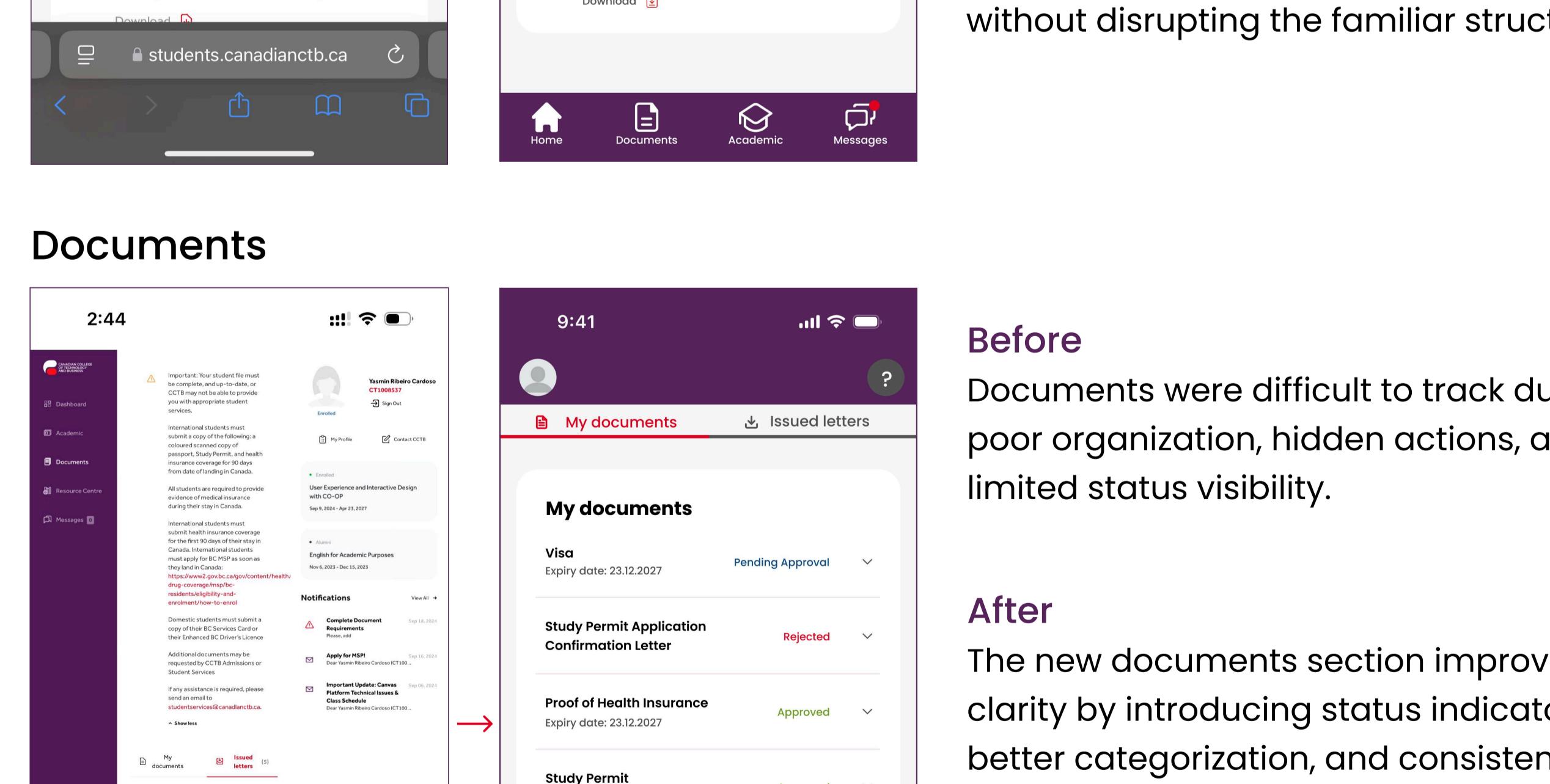
Students rely heavily on digital platforms to manage academic responsibilities. Through user evaluation and analysis, key expectations were identified:

- Clear and accessible document submission
- Real-time updates and notifications
- Easy access to academic records and compliance status
- A streamlined and intuitive interface

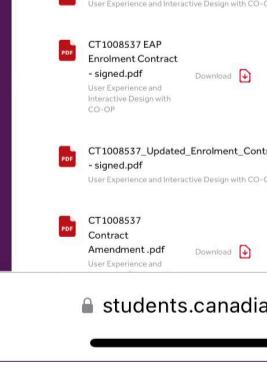
Users needed efficiency and transparency when completing administrative tasks.

## Key Problems Identified

- Duplicate buttons ("Messages" and "Notifications") created confusion
- Non-functional buttons misled users, creating a sense of false interactivity
- Text misalignment and content overflow hid essential features, such as file download options
- Overall interface felt outdated and inconsistent with modern web usability standards



## UX Process



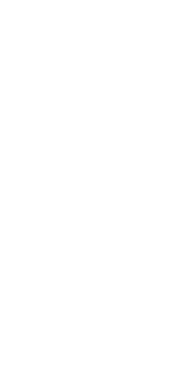
### Discover

- Conducted initial research to identify usability challenges.
- Analyzed user behaviors and key frustrations.



### Define

- Created user personas profiles
- Performed competitive analysis comparisons



### Ideate

- Designed a user flow to simplify navigation.
- Structured the information architecture for better content organization.



### Design

- Built prototypes.
- Prepared interactive designs for testing.

## Redesign Strategy

### 1. Simplified Navigation

Merged redundant sections into a single, clearly structured communication area to reduce confusion and cognitive load.

### 2. Improved Functional Clarity

Removed misleading button styling and standardized interactive elements to prevent false affordances.

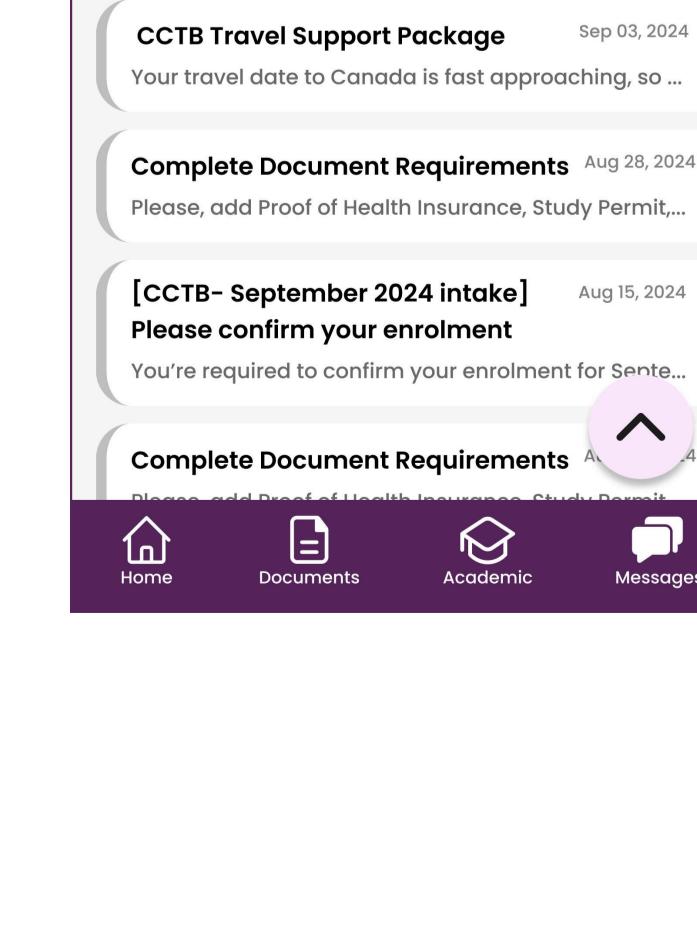
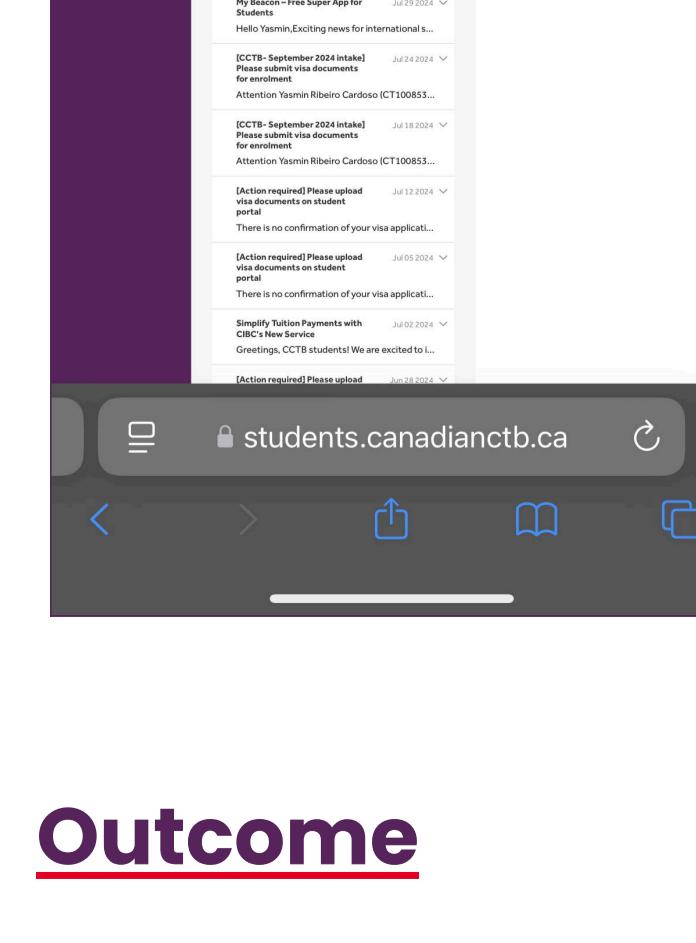
### 3. Responsive Optimization

Refined layout behavior across mobile and tablet devices, ensuring full visibility of essential actions such as document downloads.

### 4. Dashboard Reorganization

Redesigned the dashboard to prioritize key student tasks, improving visual hierarchy, spacing, and overall structure.

## Before X After



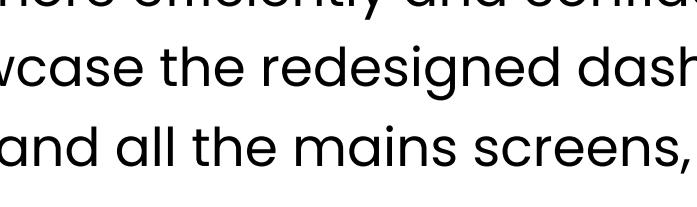
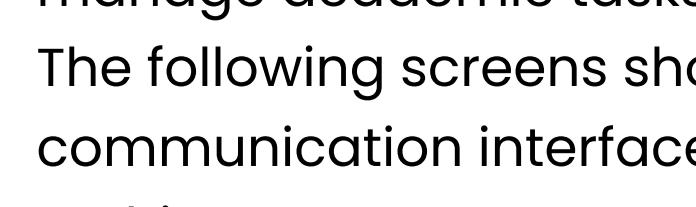
### Before

The home screen already presented a relatively structured layout compared to other sections. However, inconsistencies in spacing, content prioritization, and visual clarity reduced its overall efficiency.

### After

Rather than completely restructuring the dashboard, the redesign focused on optimizing hierarchy, removing unnecessary elements, and refining spacing and alignment. These adjustments enhanced clarity and improved task prioritization without disrupting the familiar structure.

## Documents



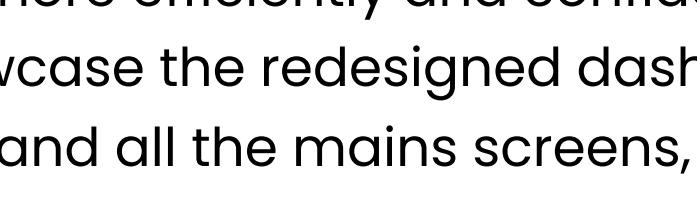
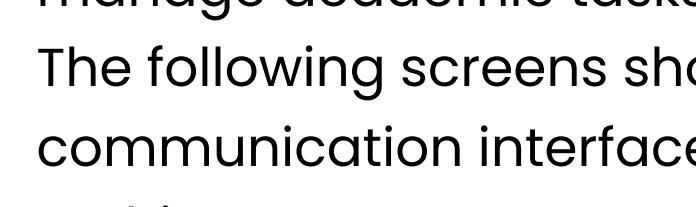
### Before

Documents were difficult to track due to poor organization, hidden actions, and limited status visibility.

### After

The new documents section improves clarity by introducing status indicators, better categorization, and consistent interaction patterns, allowing students to monitor their submissions more efficiently.

## Messages



### Before

The communication section felt cluttered and inconsistent, increasing cognitive load and making important updates harder to identify.

### After

The redesigned messages view simplifies content structure, improves readability, and highlights priority notifications to support faster information processing.

## Outcome

The final solution delivers a more structured and cohesive mobile experience. By simplifying navigation, clarifying interaction patterns, and improving visual hierarchy, the redesigned portal allows students to manage academic tasks more efficiently and confidently. The following screens showcase the redesigned dashboard, document management flow, communication interface, and all the main screens, reflecting a more intuitive and consistent system architecture.