

UX Empathy Research - Smartmeet

SmartMeet UX Research – Student Survey.csv

Analysis of User Responses

Pain Points Identified:

1. Faculty Availability Issues:

- Users struggle to find faculty members when they need them.
- Faculty are not always available when students seek them.

2. Inefficient Scheduling Process:

- Many students either have to search for faculty physically or call them.
- Some rely on prior permission, which can be cumbersome.

3. Unclear Communication:

- Some students face issues in effectively communicating their need to meet faculty.

4. Unstructured Meeting Requests:

- No structured way to book appointments, leading to uncertainty.

Feature Suggestions:

1. Appointment Booking System:

- An app or website to book appointments with faculty in advance.

2. Real-time Faculty Availability & Location Tracking:

- A feature to show if faculty are available and their current location.

3. Faculty Details Display:

- Information on where faculty members are at a given time.

Persona Construction

Student Persona:

- **Name:** Hessa
- **Age:** 20
- **Course:** BE in Computer Science Engineering
- **Tech Proficiency:** Moderate (Comfortable using apps/websites)
- **Pain Points:**
 - Finds it difficult to locate faculty members when needed.
 - Sometimes faculty are unavailable, leading to wasted effort.
 - Wants a structured way to request meetings instead of physically searching.
- **Goals:**
 - Efficiently schedule meetings with faculty for academic doubts and project discussions.
 - Save time by knowing faculty availability before attempting to meet them.
- **Preferred Features:**
 - An easy-to-use appointment booking system.
 - Live location tracking or faculty availability status.
 - A dashboard listing faculty details and schedules.

Features Available

For Student

- Request Meetings
- View Request status
- Know details about particular meeting

- View Meeting history
- Manage profile

For Faculty

- View meeting details
- Update meeting details
- View meeting history
- Manage profile
- Perform Actions on students (Warning and Temporary Access Ban)
- Viewing Actions on students