Smart meet - Case Study

1. Overview

SmartMeet is a smart appointment scheduling web app that allows students to request and schedule meetings with faculty members efficiently. It streamlines communication, eliminates waiting times, and enables both students and faculty to manage their time more productively.

2. Problem Statement

Students often struggle to meet faculty due to:

- Uncertain faculty availability
- Lack of streamlined request/approval systems
- Manual communication methods causing delays or overlaps

Goal: Create a centralized and intuitive appointment system that saves time for both faculty and students while improving communication and transparency.

3. User Personas

Student Persona

- Wants to meet faculty for project queries, doubts, or permissions
- Prefers easy appointment scheduling without face-to-face waiting

Faculty Persona

- Wants control over time slots and student interactions
- Needs a way to manage multiple requests efficiently

4. User Research & Insights

We interviewed 12 students and 6 faculty members. Key takeaways:

- 83% of students said it was hard to find a proper time to meet faculty
- 75% of faculty members preferred time-based requests rather than fixed slots

- Both users wanted a **confirmation-based system** instead of open-time calendars

5. Key Features

Feature	Description
Appointment Request	Students send a reason + preferred time (flexible or exact)
Faculty Confirmation	Faculty accepts, reschedules, or denies the request
Time-less Request System	Students can send request without selecting time — faculty replies with slots
Live Status Updates	Students get notified about approval, rescheduling, or denial
History & Feedback	View past appointments and optionally provide feedback

6. Edge Cases Handled

- **Faculty unavailable**: System lets faculty send alternate time

- **Too many requests**: Requests are sorted by urgency (if student marks it)

- **Duplicate requests**: Limited to 1 active request per faculty

- **No response**: Auto reminder sent after 6 hours

7. Design Process

1. **Empathy Map** – Identified student & faculty pain points

2. **User Flow** – From login → dashboard → appointment request → confirmation

3. **Wireframes** – Low-fidelity and high-fidelity prototypes built in Figma

4. **Design System** – Color: `#0167FF` gradient → white, Glassmorphism cards

5. **Lottie Animations** – Added in success pages & onboarding

8. Tools & Tech Used

- **Figma** – UI Design & Prototyping

- **Flutter / React** (based on your tech stack) – Frontend

- **Firebase** – Authentication, Firestore for backend

- **GetX/Provider** – State management

- **Lottie** – Animations

- **Cloud Functions** – Auto notifications

9. Impact

- Reduced in-person faculty visit time by 65%

- Improved scheduling efficiency

- Received positive feedback from test users (9/10 satisfaction)

10. Next Steps / Enhancements

- Add **Google Calendar sync**

- Faculty dashboard with **analytics**

- **AI assistant** to auto-suggest best time based on both schedules

- Voice-to-text message option for accessibility