

For this assignment, I'll focus on the CLIP interface and I'll show how would I improve it.

First of all, I should make the disclaimer that this document is not written as a destructive critic, but as a constructive one.

As a new student on this university, I was impressed by the lack of intuitiveness that the design of the “virtual campus” shows, as it's the most used application by every member of the university, including students, teachers and anyone that is related to the academic field.

The following picture is a screenshot of the first thing you see when entering *clip.fct.unl.pt*, the login screen. There is not that much to complain about it, except that there is no “Remember me” button (and if there is, I haven't found it in 1 month of usage so it's as useful as if it didn't exist). We could talk about the graphic design too but the application wouldn't earn the efficiency and intuitiveness that it actually needs just by upgrading the visual design.



Figure 1: login screen

After login in, this is the next thing you see:

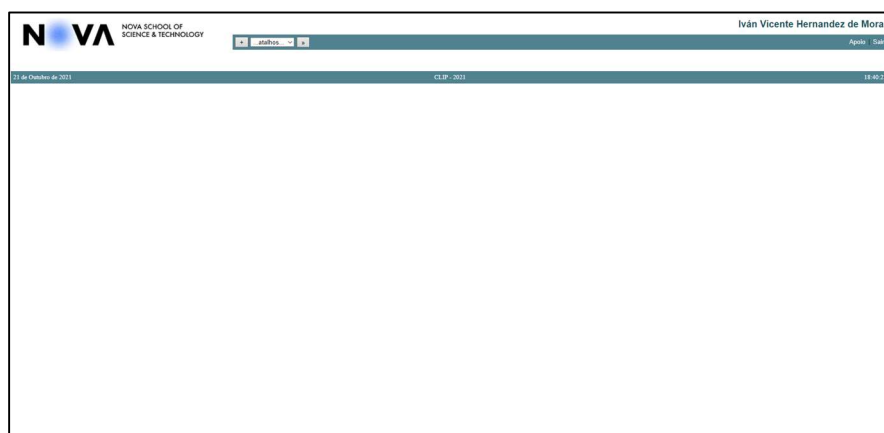


Figure 2: ???

That's it. Nothing. When I first logged in, I couldn't help but chuckle. It just seemed funny. After laughing for a while, I tried to click anywhere that seemed clickable until I discovered that if you click on your name in the upper-right corner, you could continue to the next screen.

Before going any further, I would like to remark the “atalhos” or “shortcuts” feature. It took some time to figure out how it worked but after making my first one it seemed like some help to this bad design.

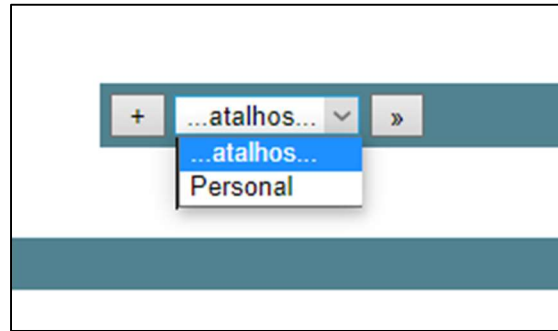


Figure 3: Shortcut feature

Let's go on. After clicking your name, you get to what looks like the main screen (although it isn't). There doesn't seem to be any translate button but as I'm spanish I didn't have much trouble understanding what did it say (however, some words are confusing because they are spelled almost the same as spanish but they mean different things). Also, we've found a logo change, on the upper-left corner, but that isn't a problem at all.



Figure 4: “User screen”

After messing around clicking anything that looked like a hyperlink, you discover that it isn't the main menu neither where your subjects are. You have to click on your student number to get to the main menu, which is shown in the next page.

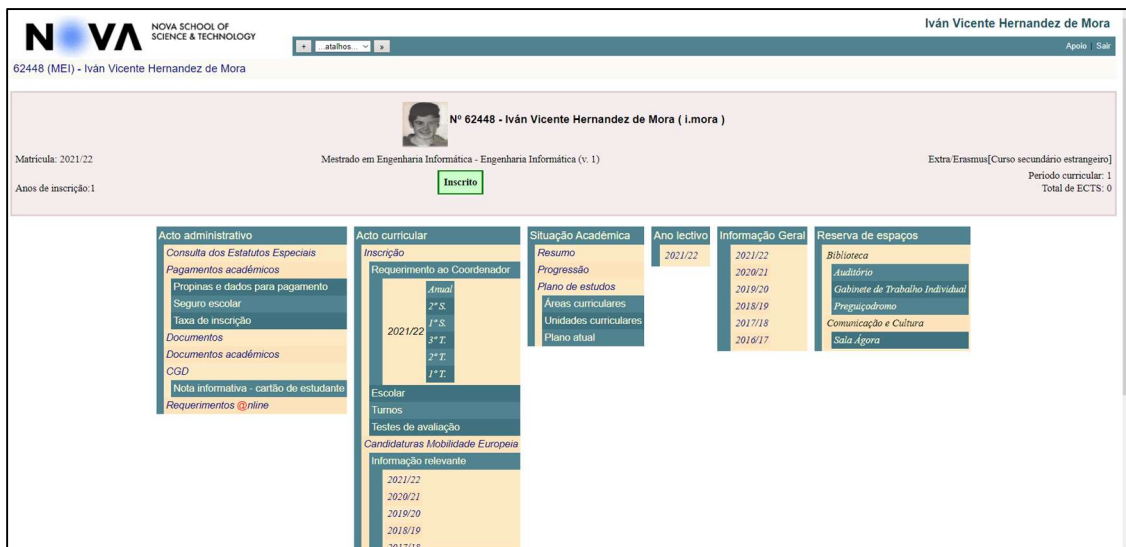


Figure 5: Main menu

First thought: Too much information. Really, too much at once. There's so much information that it couldn't be captured all in one screenshot, and most of it is irrelevant in ~80% of the times that you are going to enter this website, as if you are a student usually the only thing you are looking for is your subjects and their pages and documents and stuff. Well, we're still halfway to get to the information you want and need.

If it's the first time you are using the application, either you spend half an hour figuring out where do you have to click to get to the subjects and stuff or you just ask someone who has used it before, which you may not know yet because it's your first day at this university.

After a while discovering all the things that this main screen offers you, you click on the "2021/22" button (the one below "Ano lectivo", as there are another four appearances of this specific text in the main screen and 2 of them are hyperlinks to totally different places) and you get to the things you actually need, as shown below.



Figure 6: Subjects and relevant information

Finally, looks like we've found our subjects! Let's click on the IPM page, as it doesn't really matter which one we choose because the design for each one is the same.

NOVA SCHOOL OF
SCIENCE & TECHNOLOGY

62448 (MEI) - Iván Vicente Hernandez de Mora
2021/22

atalhos

Apoio | Sair

Unidades curriculares

Acto administrativo

Acto curricular

Situação Académica

2021/22

2021/22

Reserva de espaços

Ficha curricular

Caracterização

Identidade

Descrição geral

Objetivos

Requisitos

Competências

Programa (detalhe)

Bibliografia (A3ES)

Objetivos de aprendizagem (A3ES)

Demonstração da coerência dos conteúdos programáticos (A3ES)

Programa (A3ES)

Funcionamento

Responsabilidade

Trabalho do aluno

Métodos de ensino

Métodos de avaliação

Metodologias de ensino (A3ES)

Demonstração da coerência das metodologias de ensino (A3ES)

Classificações

Escala de comparabilidade

Organização

Turnos

Calendário / Horário

Aulas

Exames

(10796) Interação Pessoa-Máquina (IPM)

6 ECTS

Regente: Teresa Isabel Lopes Romão (tir@fct.unl.pt)

Responsável: Teresa Isabel Lopes Romão (tir@fct.unl.pt)

Sector: Departamento de Informática

Cursos: Mestrado em Engenharia Informática - 1 (2021) (Opcional)

Mestrado Integrado em Engenharia Informática - 2 (2015) (Opcional)

Mestrado Integrado em Engenharia Informática - 3 [Transição] (2021) (Opcional)

Outras edições: 2021/22 - 1º Semestre

Activar notificações

- Exame Teste

- Evento

- Aula planeada

Outubro 2021

Seg.	Ter.	Qua.	Sex.	Sáb.	Dom.
				1	2
				3	
4	F	6	7	8	9
11	12	13	14	15	16
18	19	20	21	22	23
25	26	27	28	29	30
				31	

Figure 7: Subject's screen

The right-hand side is not that bad, kinda old graphical design, but the left-hand side is totally screwed because of the default interface for each and every subject on CLIP.

The buttons on the left side by now are not that useless, but it's more like the "burocratic" kind of information. You need to scroll down to get to the things you need almost every time you will be using the application, which are the slides, the exam dates, the results, and so on.

Organização

Turnos

Calendário / Horário

Aulas

Exames

Testes

Eventos

Atendimento docente

Ficha EUR-ACE

Ficha das atividades complementares (EUR-ACE)

Actividade

Planeamento

Avaliação contínua

Inscritos

Sumários

Avisos

Inscritos

Turnos

Resultados

Estatística

Inquérito curricular

Documentação de apoio

Acetatos (3)

Problemas (0)

Protocolos (0)

Seminários (0)

Exames (0)

Testes (0)

Textos de Apoio (0)

Outros (0)

Mensagens

Informação adicional

Figure 8: The most needed information, following the bottom of the previous figure

We could go even deeper, but I think the message is already clear.

For the most common scenario, which is *“A student searches for the subject slides and relevant information”*, we’ve needed around 6 clicks and that’s if you know where to click. Taking in account that each click moves us to a different page and those pages have a load time which is not instantly, and usually is a long time for what it should be.

This is not efficient in many ways we could explain further, but only the fact that more than **one click** is needed to get to a subject’s information is enough to discard this design.

Also, it is clearly seen that it is anything but intuitive, neither fast, neither visual or accessible, so we could calify this as bad design. It works as is intended, but it could be much better.

- How could we improve this?

Perhaps we could do different views, one for students, another one for teachers, administration... each view designed specifically for the needs of their users. So, the student’s view should have their subjects, events, exams, calendar and a button to get to the “burocratic stuff” as the first thing they see when they log in. I’m taking my home university virtual campus as an example:

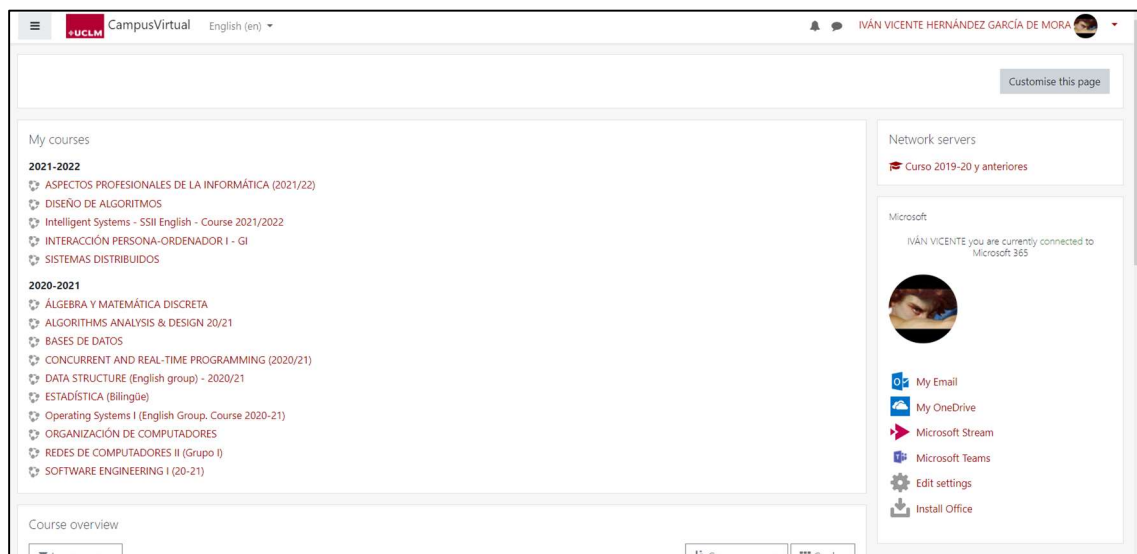


Figure 9: Moodle for UCLM (Universidad de Castilla - La Mancha)

If you are already logged in (because you previously checked the “Remember me” box), this is literally the first thing you see when entering the virtual campus: your subjects.

As things we could remark, there is the translating button beside the UCLM logo, a hyperlink to your user page at the upper-right screen and below that a “Customise this page” button, so that you can choose which thing do you want to see here and which thing you don’t, as well as in which colours and other stuff. I’ve never used this feature because I never had the need to, so this is the default view.

If we scroll down, we have a more visual view for the subjects we are enrolled in, and we can filter them if we have too many. We also can choose which ones we want to be shown there and which ones we don't.

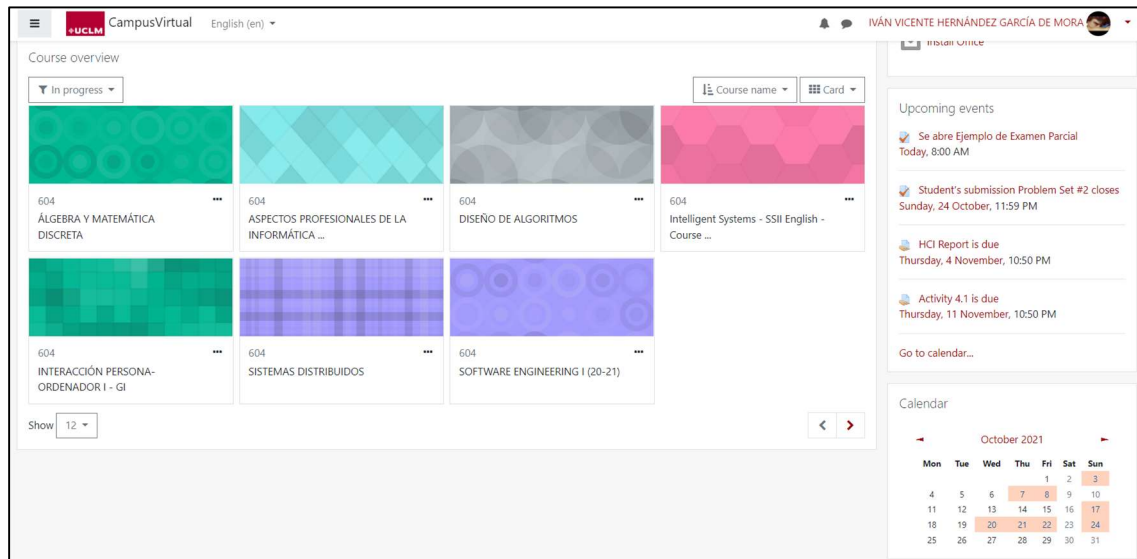


Figure 10: Scrolling-down of the previous screenshot

At the right-hand side, we can check our upcoming events, such as exams, or assignments, or deliveries... and also the calendar with all the dates where there's a delivery marked.

I'm totally sure this is not the best design, but I objectively think it's a good one, and I think it even more after having to deal with the CLIP design.

As I said in the disclaimer at the beginning of this document, this is not a destructive critic, but more like a constructive analysis, and I would be very proud if it could serve as an initiative for a new CLIP design, which would make the work of every member of this university easier, as well as probably reducing costs per year of the servers.