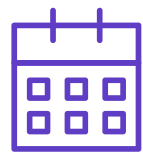


March 30, 2023



# OFFICEOURS.

## Sprint 2 Digital Documentation

BY AD CO.

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Presented to

**Professor Shawn Lough  
& Dr. Elham Torabi**

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# Project Overview

In this project, AD Co. will create a user-friendly and effective Office Hours Queue Management System, streamlining the tedious and confusing process for both student and faculty stakeholders. The website will be securely hosted on an Amazon Web Services instance, also in a local environment, and developed using C#, HTML, and CSS. This system will provide users the ability to manage their office hours slots, view live queues, access student information, and notify students when professors are ready for them easily and effectively through different pages. UX/UI Engineers will create visually appealing pages that fit the client's needs and preferences. Throughout the development of this product, AD Co. will work closely with various stakeholders through frequent interviews and user tests to receive feedback on design, functionality, and other needs, which will be implemented to deliver the best solution for our clients.

# Design Question

How can we improve the experience of college students and professors scheduling office hours through an interface that allows them to monitor queues in real-time and get notified when they're ready to be seen?

## Goals / Approach

Our overall goal with the Office Hours Queue Management System project was to create an efficient and user-friendly platform that simplifies the process of joining virtual queues for both students and faculty members. Our team's approach to solving user interface problems involved several steps.

First, we conducted user research to identify the pain points that users faced when trying to schedule appointments or join virtual queues. This helped us to understand the specific challenges that users were experiencing and allowed us to design a system that addressed those challenges.

Next, we created wireframes and prototypes to test different design concepts and user flows. This helped us to identify any usability issues early on and make changes before investing too much time in development.

## Goals / Approach

As we developed the system, we worked closely with stakeholders to gather feedback and make iterative improvements to the user interface. We incorporated user feedback into our designs and made changes based on usability testing.

In addition, we focused on creating a visually appealing user interface that was easy to navigate and intuitive to use. We used a consistent design language throughout the platform, making it easy for users to understand how to interact with different parts of the system.

Overall, our team's approach to solving user interface problems involved a combination of user research, iterative design, and close collaboration with stakeholders. We were able to create a system that simplifies the process of joining virtual queues and provides a user-friendly experience for both students and faculty members.

# Illustrated User Narrative

The screenshots show the following steps:

- Step 1:** The professor logs into the system and is taken to their home screen. They see a dropdown in the main navigation called "office hours" and select "create new" from the options.
- Step 2:** The professor is taken to a page where they can set the details for the new office hours slot. They select the date, start and end time, and location. The professor also checks the "make this a recurring slot" box so he can be set for the semester. They click the "Save" button to save the new slot.
- Step 3:** The professor goes back to their home screen, where they see the new office hours slot added to their list of upcoming office hours. They can view, edit or delete the slot as needed.
- Step 4:** When the time of the office hours slot arrives, the professor can navigate to the "Live Queue" tab on the system's dashboard. They see a list of all students who have joined the queue for their office hours slot, along with their position in the queue and their reason for the meeting. The professor clicks "View" to see more information on the student.
- Step 5:** The professor can view more information about the student including estimated meeting time, reason for meeting, and important student data.

1

2

3

4

5

# Personas

## USER PROFILE

### JENNIFER MILES



Gender : Female  
Age : 42  
Education : Bachelor's degree  
Occupation : Professor  
Address : James Madison University

## BIOGRAPHY

Jennifer is an accommodating instructor who values an application that streamlines the process of scheduling office hours. She appreciates being able to see who is in the queue and the average wait time, which allows her to plan her time effectively. The ability to message individual students in the waiting room helps her communicate with students who may need additional assistance, while the ability to reschedule office hours times and alert individuals in the queue makes her job easier.

## GOALS

- Respond to student office hour appointments
- High-quality support to each student
- Follow up with students
- Optimize her time during office hours

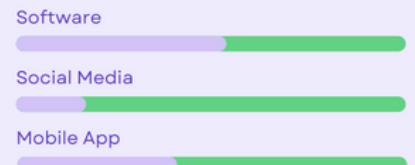
## FRUSTRATIONS

- Students who miss their appointments
- Unclear information provided by students
- Not knowing who's waiting to see her
- Students who do not come prepared

## PERSONALITY



## TECHNOLOGY



# Personas

## USER PROFILE

# EMILY JENKS



Gender : Female  
Age : 21  
Education : High School Diploma  
Major : Marketing  
Address : James Madison University

## BIOGRAPHY

Emily is a detail-oriented undergraduate student who likes to stay on top of her academic schedule. She frequently uses her smartphone to access class materials and organize her coursework. She values an efficient and reliable way to sign up for office hours with her professors, and appreciates being able to plan ahead and strategize her visit with the ability to check the queue for multiple classes.

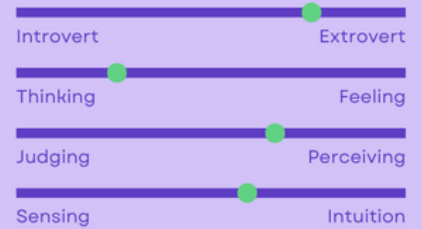
## GOALS

- Being able to plan her visits ahead
- Set specific goals for each meeting
- Monitor wait times and plan her visit
- prepare targeted questions ahead of time

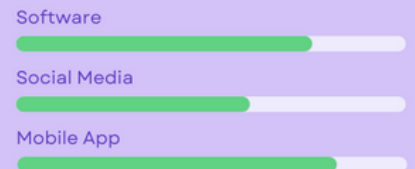
## FRUSTRATIONS

- difficulty finding a time slot that fits schedule
- unavailable professors
- people cutting in line to see the professor
- having to plan multiple meetings

## PERSONALITY



## TECHNOLOGY





# Personas

## USER PROFILE

### MIKE HURRELL



Gender : Male  
Age : 18  
Education : High School Diploma  
Major : Communications  
Address : James Madison University

## BIOGRAPHY

Mike is a first-year undergraduate student who is new to the university experience. He often feels anxious about approaching her professors, and values an application that provides a structured way to sign up for office hours. The drop-down menu for indicating the purpose of the visit helps him prepare for the meeting and feel more confident. The text confirmation also reassures him that the appointment is confirmed.

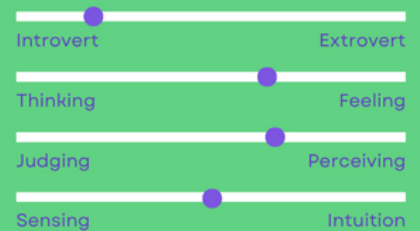
## GOALS

- Develop relationships with his professors
- Meet with at least one professor every week
- Prepare for each meeting ahead of time
- Book a meeting for every major assignment

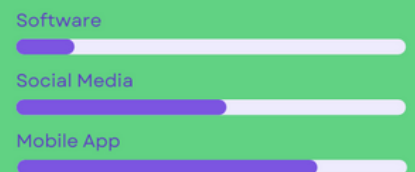
## FRUSTRATIONS

- Limited availability of office hours
- Unreachable professors
- Being able to plan her visits ahead
- Lack of guidance on how to prepare

## PERSONALITY



## TECHNOLOGY



# User Stories

As a professor, I want a notification to go to the student when I am ready to meet, and give them 5 minutes to arrive so that the meetings are efficient and on time.

As a professor, I want to implement a priority system that will allow me to "over-ride" the priority order and prioritize students with urgent needs or emergencies.

As a professor, I want my students to be able to pick the purpose for the visit from a drop-down menu so I can plan accordingly and maximize my time.

As a student, I want to be able to see how many are in the queue before me or where I am in the queue so that I can plan my visit accordingly and minimize my waiting time.

As a student, I want to be able to search by my professors name to easily find them and their available office hours.

# Value Proposition

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VALUE	DESCRIPTION
<b>IMPROVED EFFICIENCY</b>	The OfficeOURS Queue Management System can automate the process of managing appointments and queues, resulting in less time and effort required from staff and improved operational efficiency.
<b>REDUCED WAIT TIMES</b>	With OfficeOURS, customers can book appointments in advance and receive real-time updates on wait times, reducing the amount of time they spend waiting in line.
<b>ENHANCED CUSTOMER EXPERIENCE</b>	The OfficeOURS application can provide customers with a seamless experience from start to finish, including appointment booking, check-in, and notifications. This can lead to increased customer satisfaction and loyalty.
<b>IMPROVED COMMUNICATION</b>	The OfficeOURS application can improve communication between staff and customers, providing real-time updates and alerts about appointments and wait times. This can help to avoid misunderstandings and ensure that customers are kept informed throughout the process.
<b>DATA ANALYTICS</b>	The OfficeOURS application can provide valuable data insights, such as peak times, average wait times, and customer behavior. This information can be used to optimize staffing levels, improve service offerings, and make data-driven decisions.

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# User Narrative

Dr. Smith is a busy professor who regularly holds office hours to provide academic support to his students. He has a lot of students who come to his office hours, but having so many students waiting outside his office can be overwhelming and make it difficult to know who's up next and who's been seen already and leaves some kids to not be seen at all. Dr. Smith has heard about a queue management system called OfficeOurs, that can help him manage his office hours more efficiently, so he decides to give it a try.

He navigates to the website, creates an account, and is impressed with how easy it is to set up his office hours schedule. He can easily choose the days and times he wants to hold office hours, and the app automatically generates appointment slots for him.

When students want to join his office hours, they simply enter the queue for "Dr. Smith" and wait somewhere nearby to be notified via email he is ready.

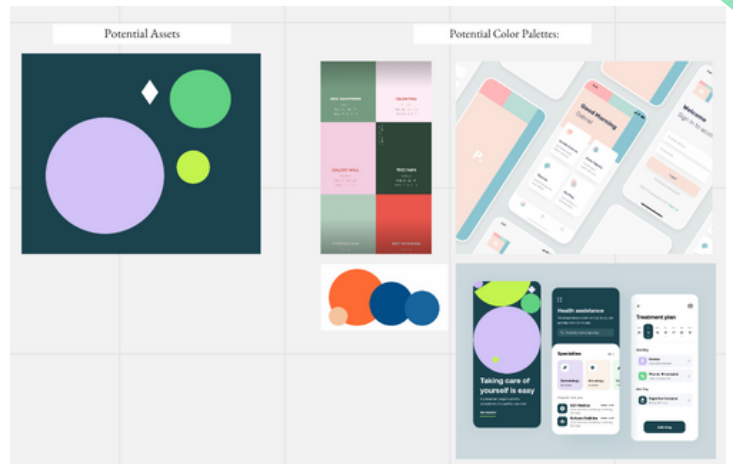
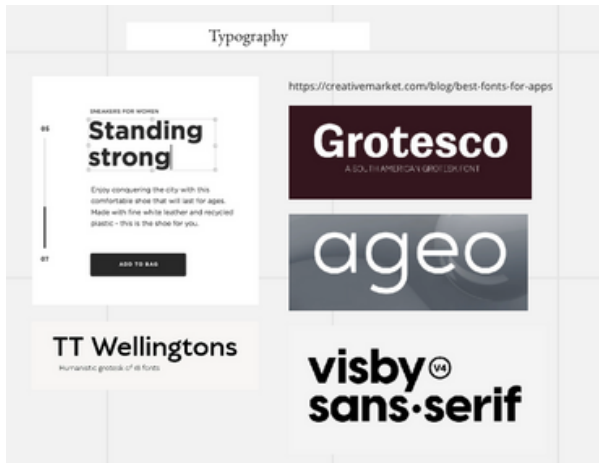
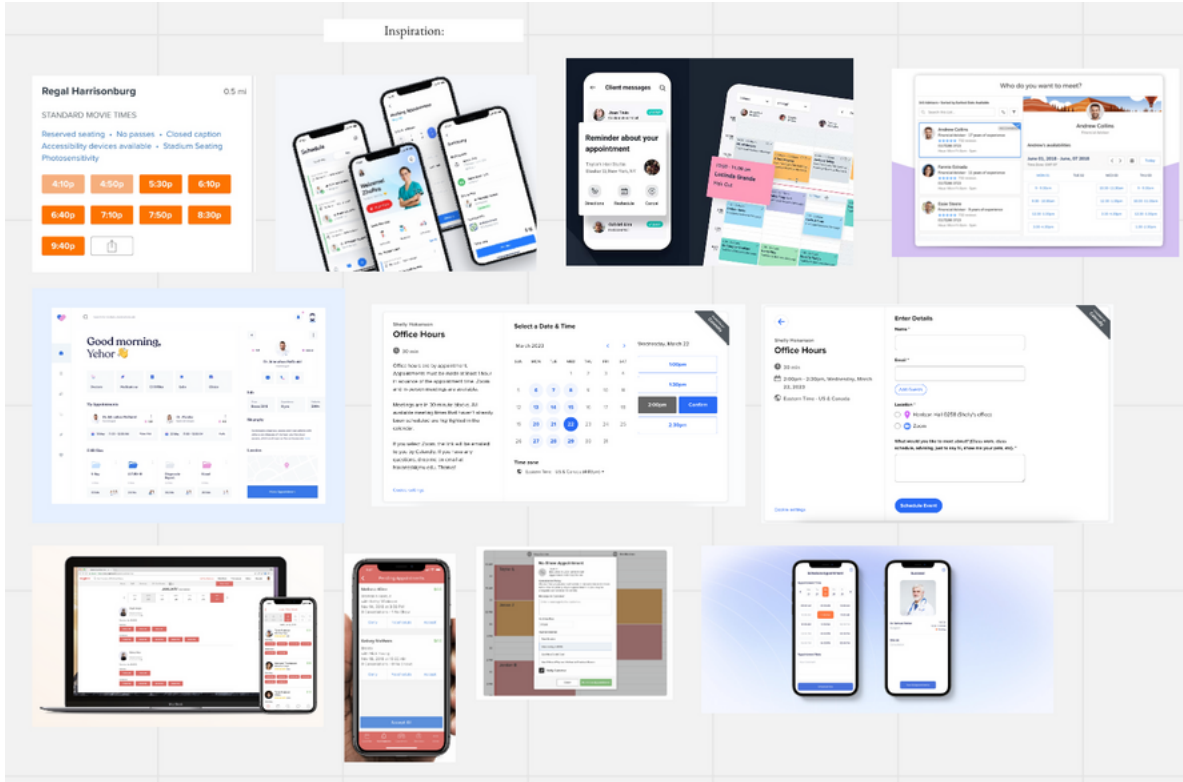
## User Narrative

On the day of his office hours, Dr. Smith logs into the app and visits his Live Queue that shows all the students who are currently in the queue. He is also able to grant priority to certain students by choosing who he sees next.

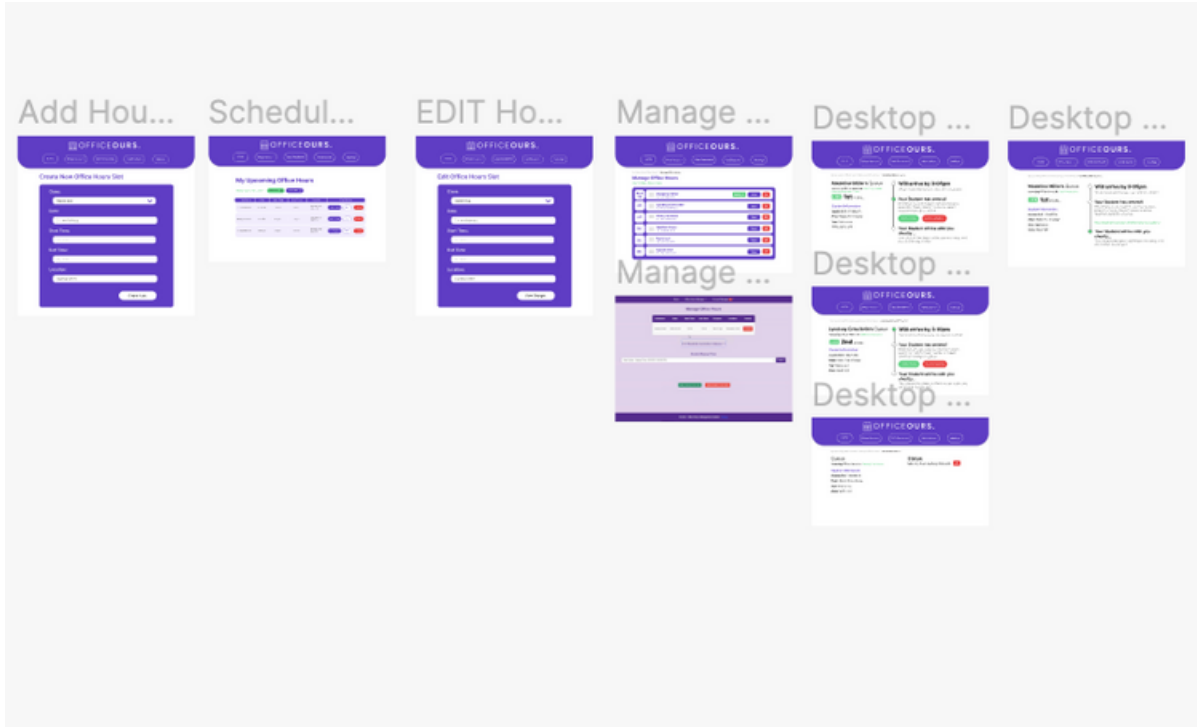
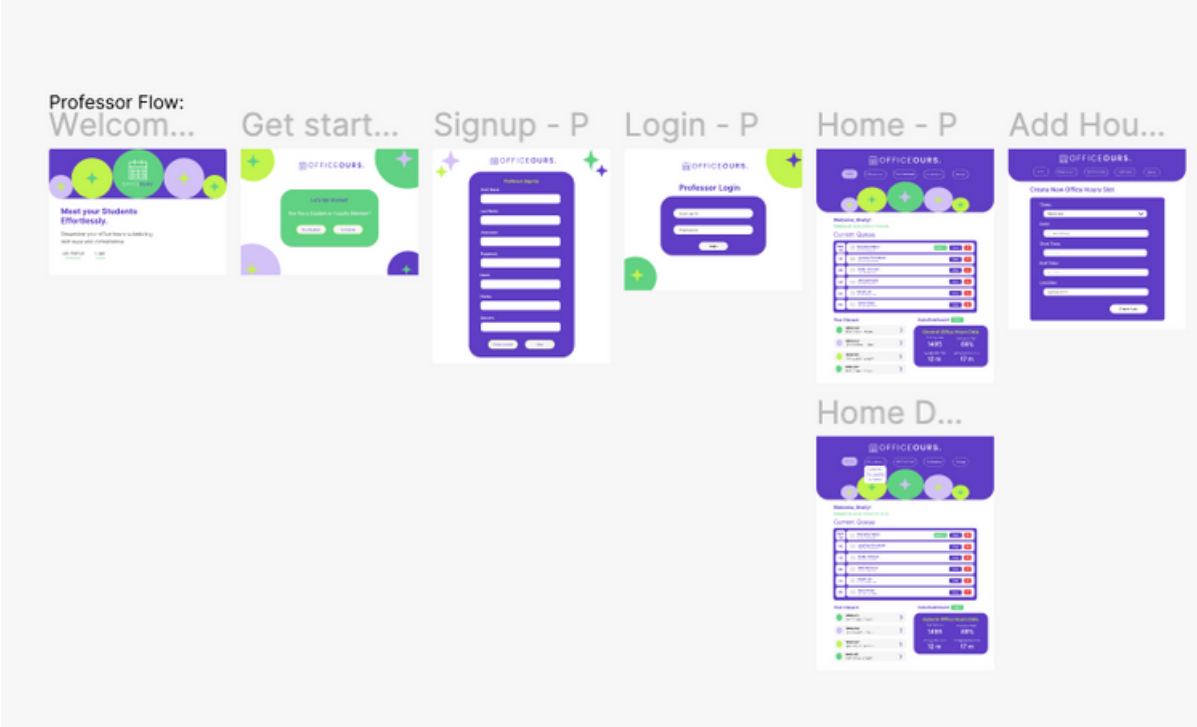
If a Dr. Smith can't make it to his Office Hours, he can quickly edit or delete the appointment slot directly from his home screen. He can also easily set up recurring office hours slots, making it simple to manage his schedule for the whole semester.

Thanks to the queue management app, Dr. Smith is able to manage his office hours more efficiently and spend more time focusing on providing academic support to his students.

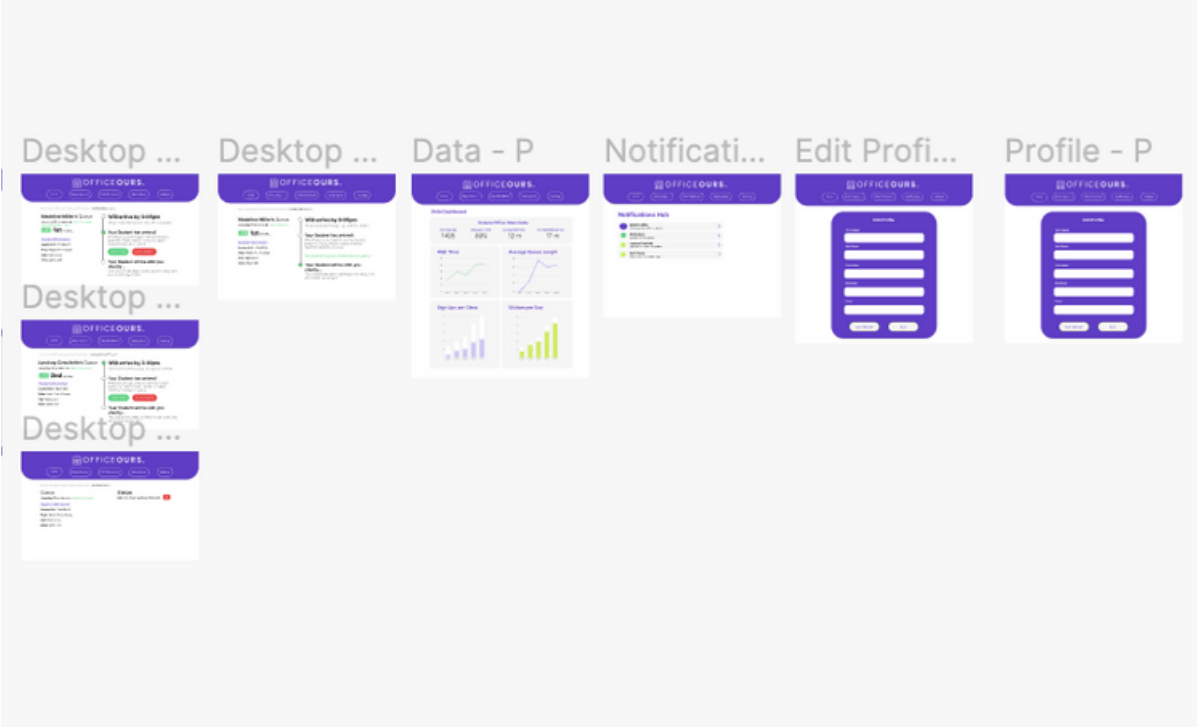
# Moodboard



# Figma Prototype

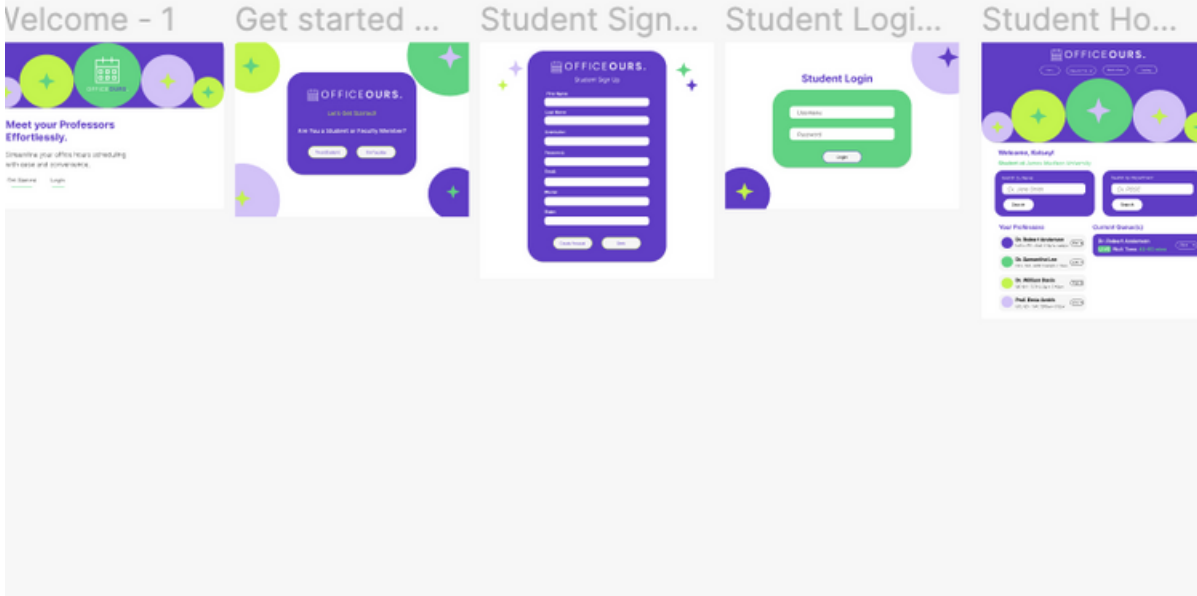


# Figma Prototype



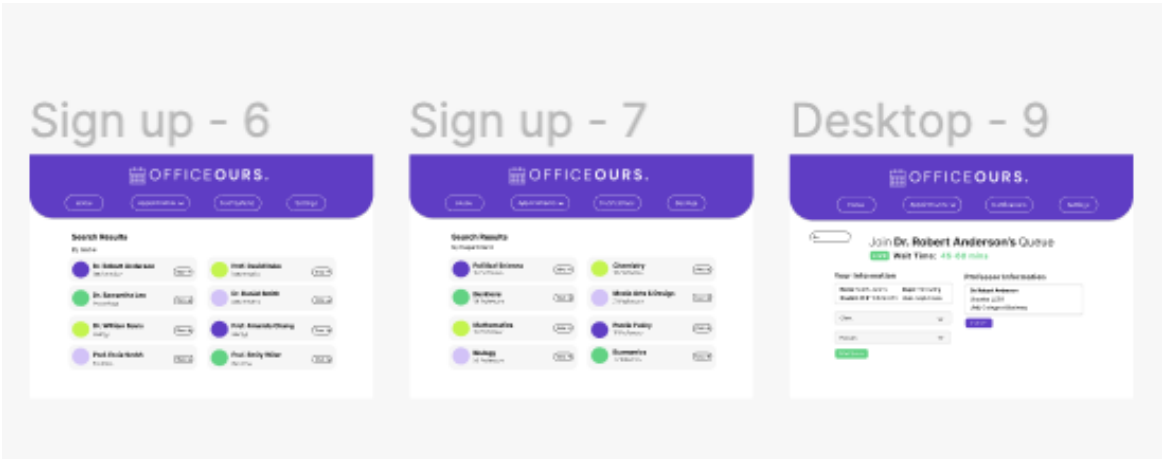
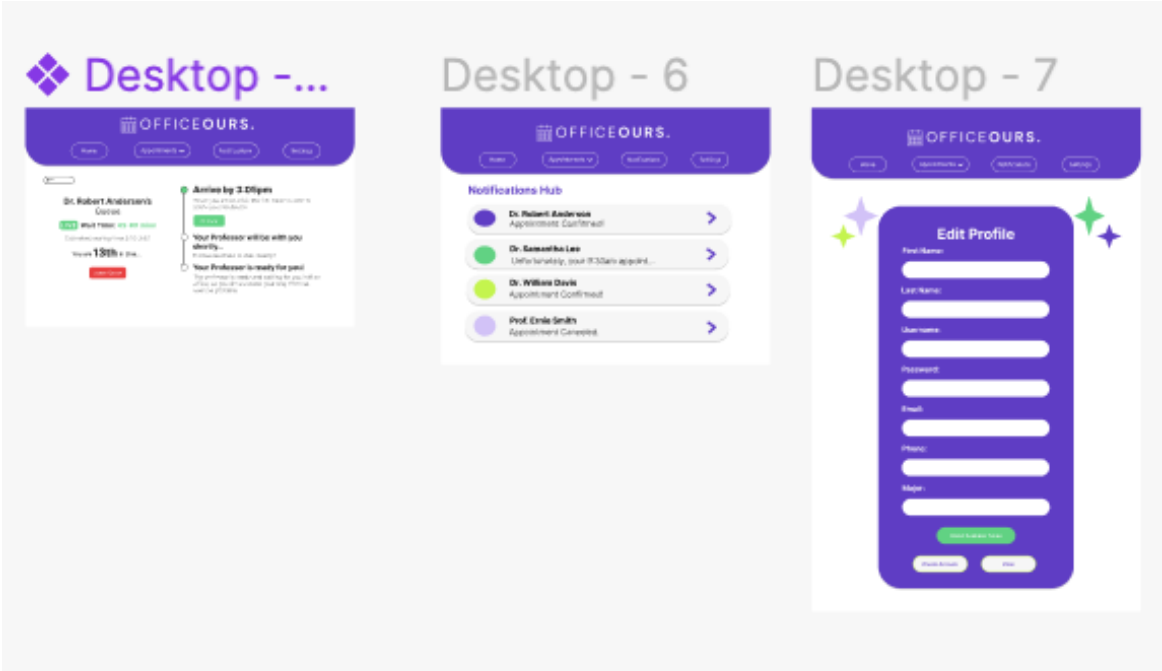
## Redesign:

Student Flow:





# Figma Prototype



Click [here](#) to view the Figma Prototype

# Front-End Development



### Office Hours, Made Effortless.

Introducing OfficeOurs, A web app that simplifies office hour scheduling for students and professors. OfficeOurs makes it easy for students to book appointments with their professors and helps professors efficiently manage their office hours. No more long lines or scheduling struggles – our service streamlines the process, making it effortless and stress-free. Say goodbye to office hour headaches and hello to a convenient, hassle-free experience with OfficeOurs.

[Get Started](#) [Log In](#)

[BACK TO WELCOME](#)



**Welcome Back!**

Are you a Student or Faculty?

[STUDENT](#)   [FACULTY](#)

[BACK TO ROLE SELECTION](#)



Log-in

Username:

Password:

[Log-in](#)   [Forgot Password?](#)

# Front-End Development



Hello, Professor!  
 Professor at James Madison University

### Upcoming Schedule

Professor	Location	Time Slot	View	Edit	Cancel
Dr. John Smith	Room 123	Monday 1-2pm	Select	Edit	Cancel
Dr. John Smith	Room 123	Monday 1-2pm	Select	Edit	Cancel
Dr. John Smith	Room 123	Monday 1-2pm	Select	Edit	Cancel



Hello, Professor!  
 Professor at James Madison University

### Upcoming Schedule

Professor	Location	Time Slot	View	Edit	Cancel
Dr. John Smith	Room 123	Monday 1-2pm	Select	Edit	Cancel
Dr. John Smith	Room 123	Monday 1-2pm	Select	Edit	Cancel
Dr. John Smith	Room 123	Monday 1-2pm	Select	Edit	Cancel

**Data Dashboard Preview**

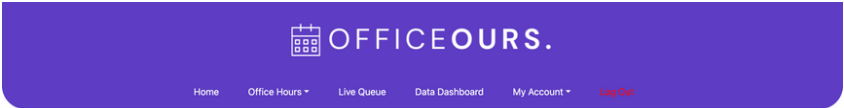
Total Sign-ups: 100  
 Attendance Rate: 85%  
 Average Wait Time: 2 minutes  
 Average Meeting Time: 30 minutes

[View Entire Dashboard](#)

**Class Information**

CIS 484  
 Class Time: 9:00am - 10:30am

[Edit](#)



### My Upcoming Office Hours:

Today, April 23rd 2023 [Select Date:](#) [Create New +](#)

**Schedule 1**

Professor John Doe	Date March 28, 2023	Start Time - End Time 10:00 AM - 11:30 AM	Location Hartman Hall 2021
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[View Queue](#)

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**Schedule 2**

Professor John Doe	Date March 28, 2023	Start Time - End Time 10:00 AM - 11:30 AM	Location Hartman Hall 2021
-----------------------	------------------------	--	-------------------------------

[View Queue](#)

# Front-End Development

OFFICEOURS.

Home Office Hours Live Queue Data Dashboard My Account Log Out

Office Hours Queue Overview

Total Sign Ups	Attendance Rate	Average Wait Time	Average Meeting Time
190	89%	12m	20m

Total Number of Students in Queue

17

Average Wait Time

20m

Student Information

100%

Student Queue Position

3m

OFFICEOURS.

Home Office Hours Live Queue Data Dashboard My Account Log Out

### Live Queue

for Professor X

Student Name Reason for Attending	Notify Ready	View	Decline
Student Name Reason for Attending	Notify Ready	View	Decline
Student Name Reason for Attending	Notify Ready	View	Decline
Student Name Reason for Attending	Notify Ready	View	Decline
Student Name	Notify Ready	View	Decline

OFFICEOURS.

Home Office Hours Live Queue Data Dashboard My Account Log Out

Settings

First Name:

Last Name:

Username:

Password:

Email:

Phone Number:

Save Cancel

# Front-End Development

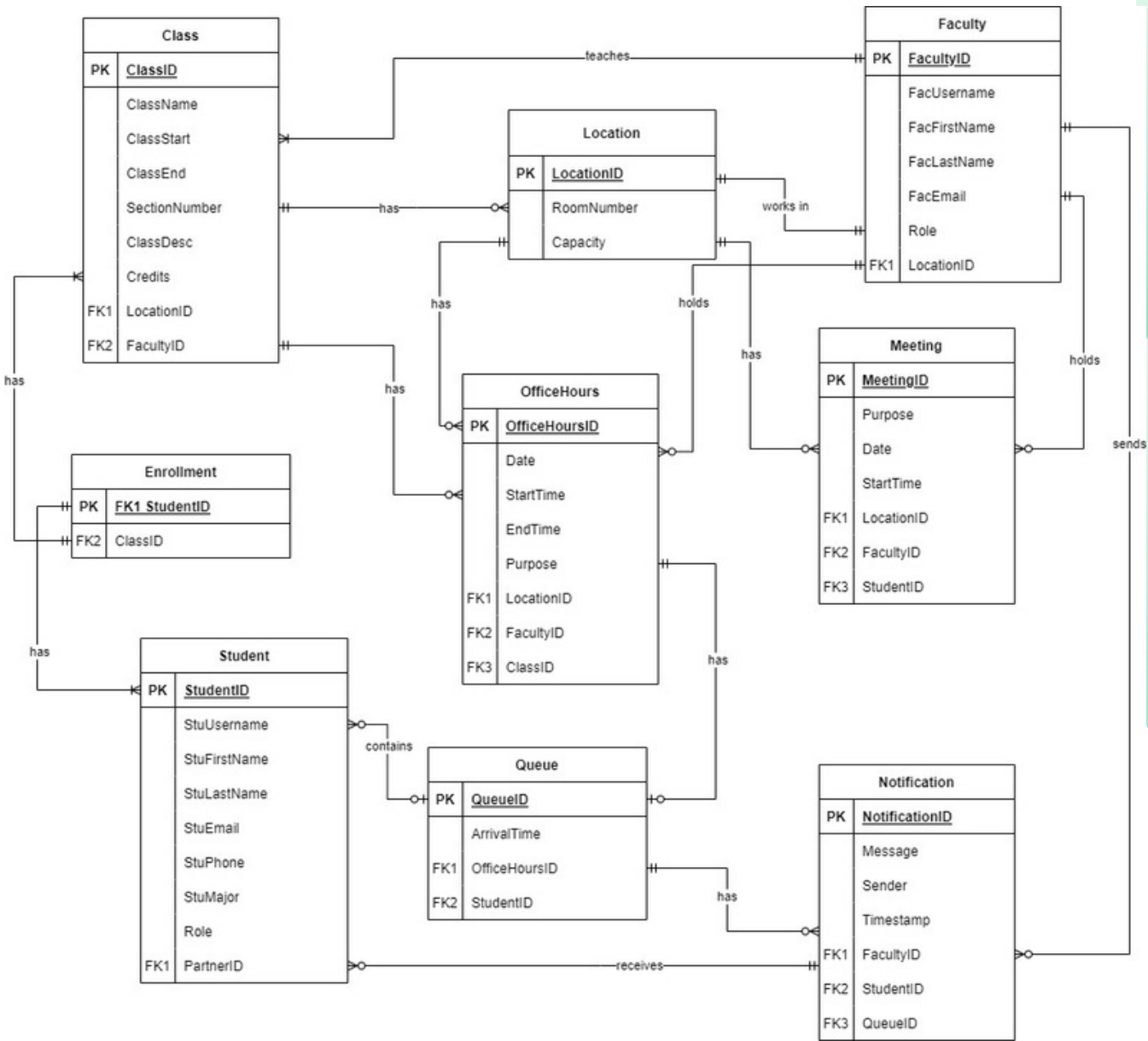
The screenshot shows the OFFICEOURS web application interface. At the top is a purple navigation bar with the OFFICEOURS logo and a menu containing: Home, Office Hours, Live Queue, Data Dashboard, My Account, and Log Out. Below the navigation bar is a section titled 'My Classes' which contains a table with the following data:

Class	Start Time	End Time	Section	Description	Location
CIS 331	9:00 AM	10:30 AM	001	Java Programming	Hartman 2046
CIS 330	11:00 AM	12:30 PM	002	Java Programming	Hartman 2046
CIS 484	1:00 PM	2:30 PM	003	Senior Capstone	Hartman 2046

Below the table is a green 'Add Class' button.

Click [here](#) to view the Github Walkthrough.

# ERD



# Use Case

