

March 2023

OFFICE OURS PROJECT PROPOSAL

Presented by AD Co.

PROJECT ASSETS



AGENDA



- 1 Introduction
- 2 User Research
- 3 Design Requirements
- 4 Use Case Diagram
- 5 UX Documentation
- 6 Mockups
- 7 Next Steps

MEET THE TEAM



MADDY BAKER

PROJECT MANAGER



ABBY PIPER

LEAD DEVELOPER



DEVIN ROCHE

LEAD DEVELOPER



ALEX CYBYK

DATABASE ADMINISTRATOR



NEVILLE PATEL

SYSTEM ANALYST



RYAN CUNNINGHAM

DEVELOPER

MEET THE TEAM



JOE WORMAN

DEVELOPER



MATIAS DIEGUEZ

DEVELOPER



BRADY VACCA

DEVELOPER



MADELINE MILLER

CO UX DESIGNER/ DEVELOPER



LYNDSAY CRISCITELLO

CO UX DESIGNER/ DEVELOPER



PROBLEM STATEMENT

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?

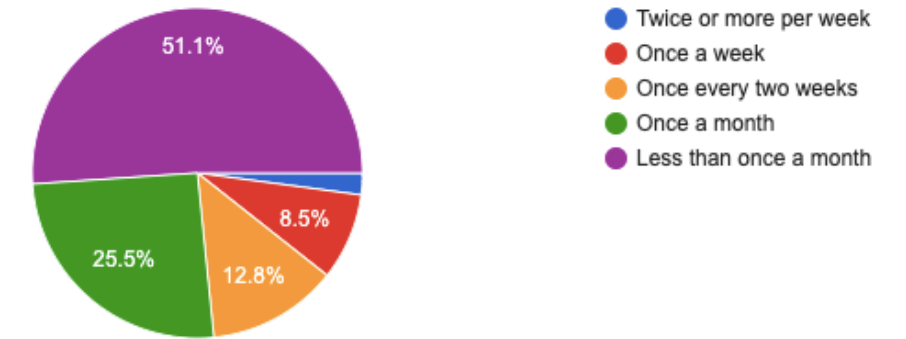


USER RESEARCH

- Online survey received 47 responses from college students aged 19–23 years old.
- Survey aimed to understand students' experience with scheduling office hours with professors and how an app could make the process easier.
- Majority of respondents schedule office hours less than once a month.
- The biggest challenge for students was finding a mutually convenient time for both the student and professor.
- Most common reasons for attending office hours were to get help with course content or test preparation, followed by personalized feedback and additional help with assignments.
- Respondents would like to see an easily navigable interface, ability to view professors' schedules and availability, a shared calendar, and a notification system for reminders.
- Real-time availability of professors during scheduling was considered important.
- Email was the preferred method of communication with professors for most students.
- Reminders before scheduled appointments and the ability to reschedule appointments through the app were considered important.
- Responses varied for appropriate penalties for missing a scheduled appointment.

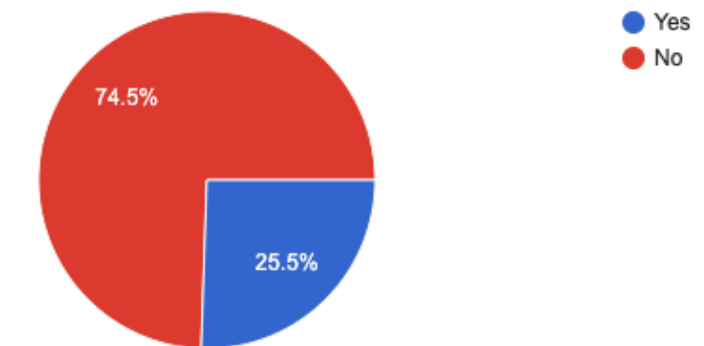
How frequently do you schedule office hours with your professors?

47 responses



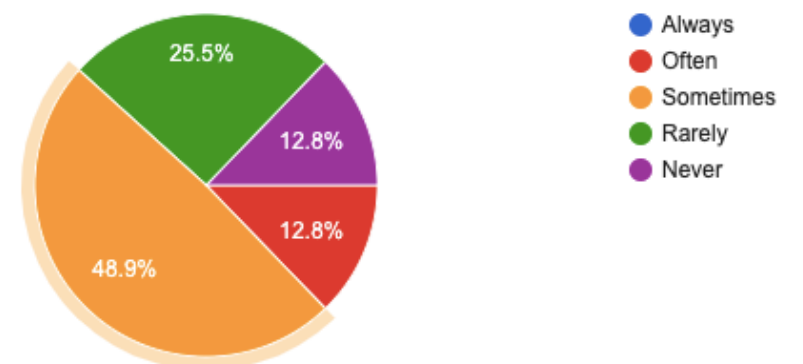
Have you ever missed an office hours appointment due to scheduling conflicts?

47 responses



How often do you experience long wait times or delays during your office hours appointments?

47 responses



USER NEEDS

EFFICIENT SCHEDULING

STUDENTS NEED AN APP THAT ALLOWS THEM TO SCHEDULE OFFICE HOURS APPOINTMENTS WITH THEIR INSTRUCTORS IN A QUICK AND EASY MANNER, ELIMINATING THE NEED FOR BACK-AND-FORTH EMAILS OR WAITING FOR HOURS TO SEE THEM.

ACCURATE INFORMATION

PROFESSORS NEED AN APP THAT ALLOWS STUDENTS TO PROVIDE THEM WITH ALL THE NECESSARY INFORMATION LIKE THE PURPOSE FOR THEIR VISIT, SO THEY CAN BE BETTER PREPARED FOR THE MEETING AND PROVIDE TARGETED ASSISTANCE.

ANALYTICS & REPORTING

PROFESSORS NEED AN APP THAT COLLECTS DATA ON WAIT TIMES, MEETING TIMES, AND TRAFFIC PATTERNS, SO THEY CAN IDENTIFY AREAS FOR IMPROVEMENT AND OPTIMIZE THEIR OFFICE HOURS SCHEDULE FOR MAXIMUM EFFICIENCY AND EFFECTIVENESS.

TRANSPARENT WAIT TIMES

STUDENTS WANT AN APP THAT LETS THEM KNOW HOW LONG THEY CAN EXPECT TO WAIT FOR THEIR TURN, SO THEY CAN MANAGE THEIR TIME EFFECTIVELY AND PLAN THEIR SCHEDULE AROUND THEIR APPOINTMENT.

TARGET AUDIENCE



PRIMARY

The primary audience for this application is students who need to schedule appointments with their instructors during office hours.



SECONDARY

The secondary audience is the instructors who will be using the app to manage their office hours.



PROJECT GOALS

1

Notifications

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.

2

Prioritize Users

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.

3

Alternative tutoring times

As a professor, I want the application to provide alternative tutoring hours for students if the waiting time exceeds 30 minutes, so that students have the option to meet with a tutor instead of waiting for me.

PROJECT GOALS

4

Accurate meeting times

As a student, I want to be able to pick the purpose for my visit from a drop-down menu so that the instructor can prepare for our meeting and allocate the appropriate amount of time.

5

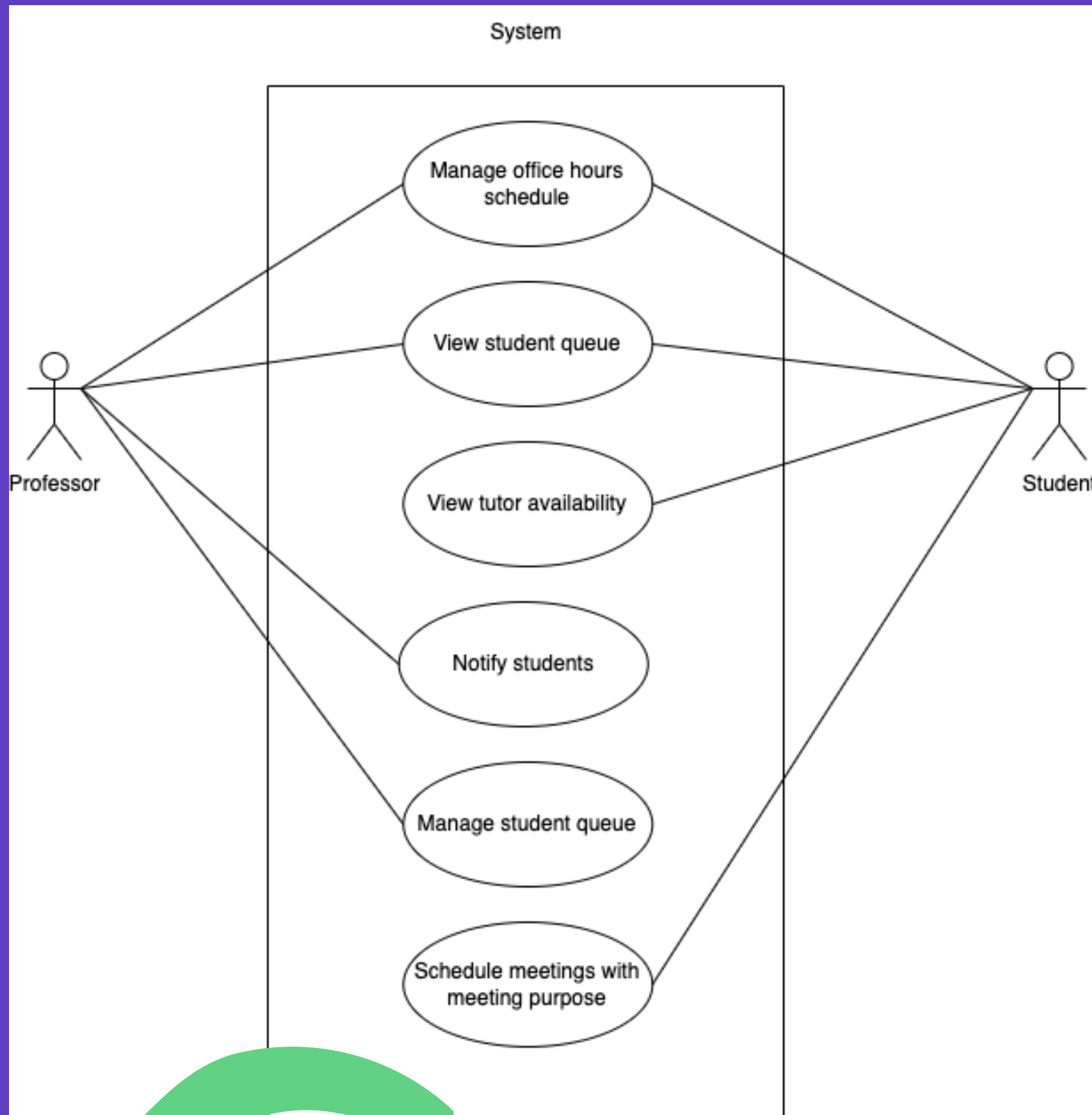
Waiting Time

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.

6

Organization

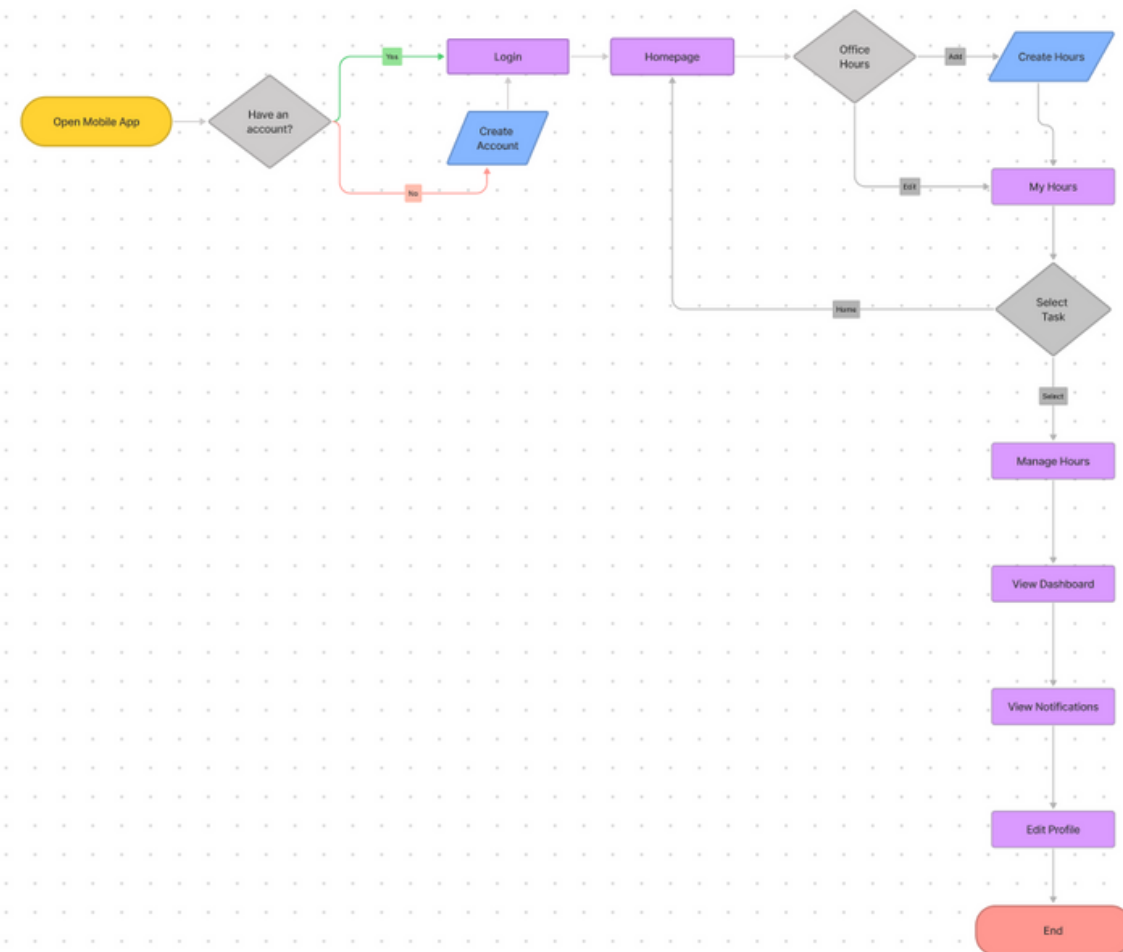
As a student, I want to be able to check the queue for multiple classes so that I can strategically plan my visits and avoid missing any meetings.



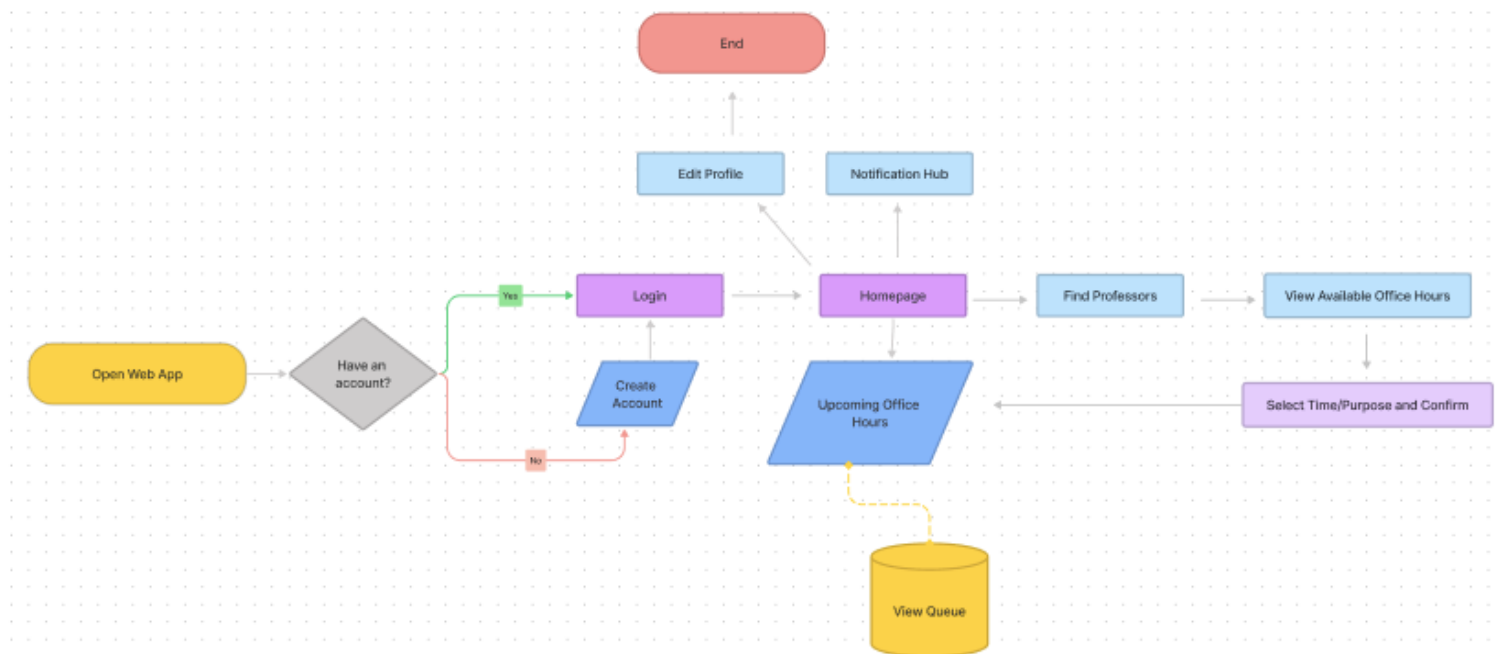
USE CASE DIAGRAM

USER FLOWS

PROFESSOR:



STUDENT:



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.

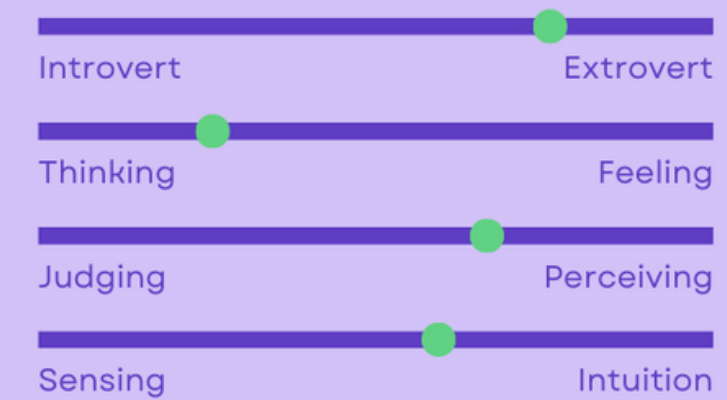
GOALS

- 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

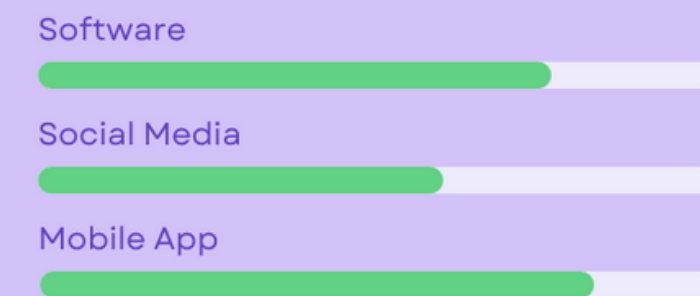
FRUSTRATIONS

- 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

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.

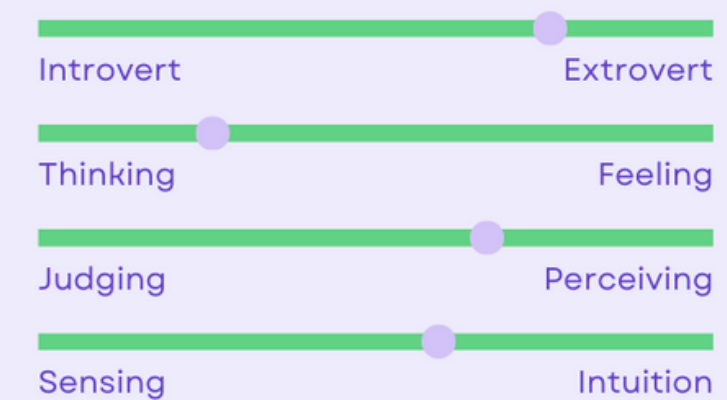
GOALS

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

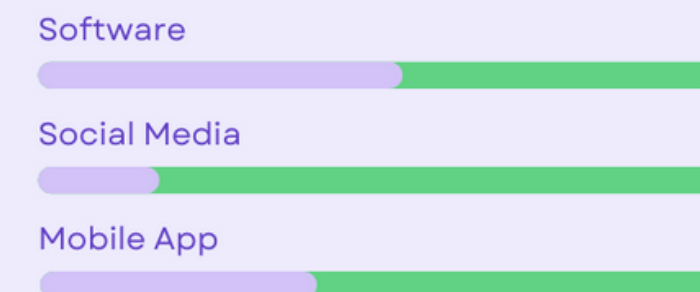
FRUSTRATIONS

- 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

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.

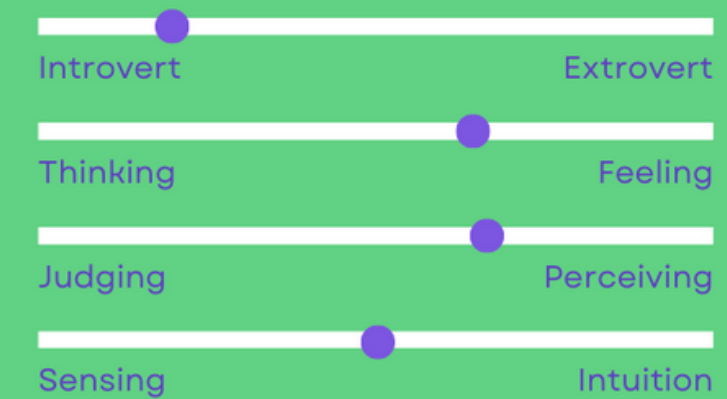
GOALS

- 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

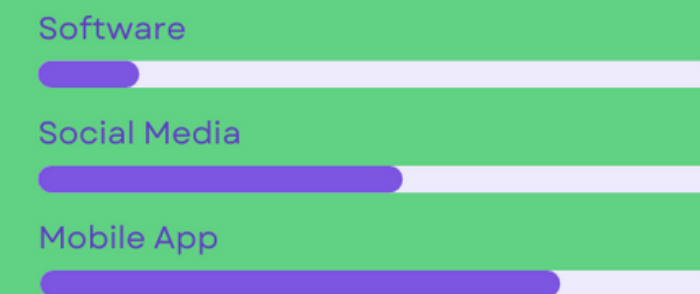
FRUSTRATIONS

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

PERSONALITY

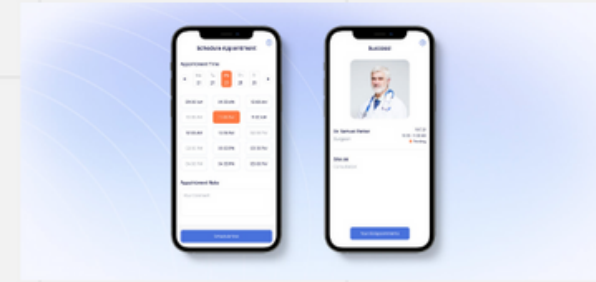
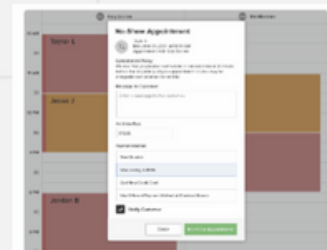
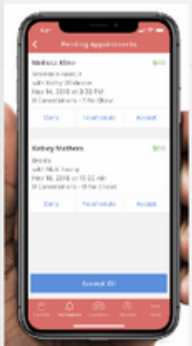
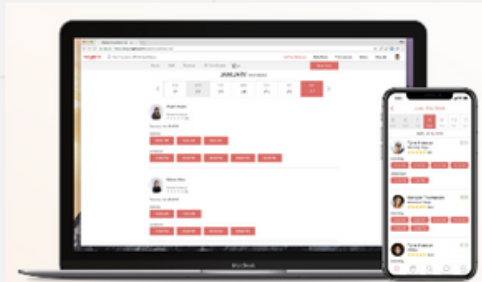
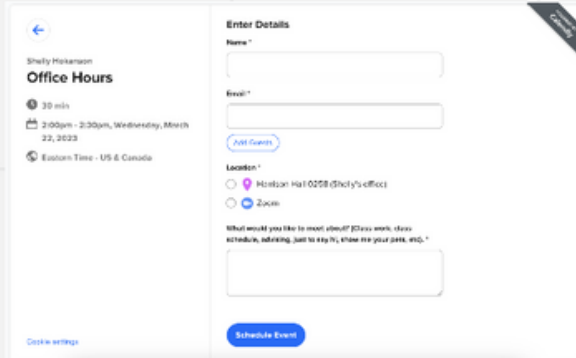
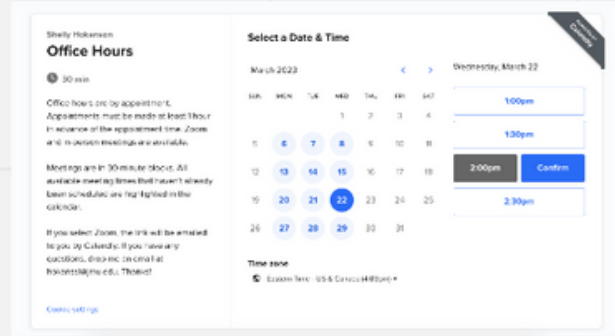
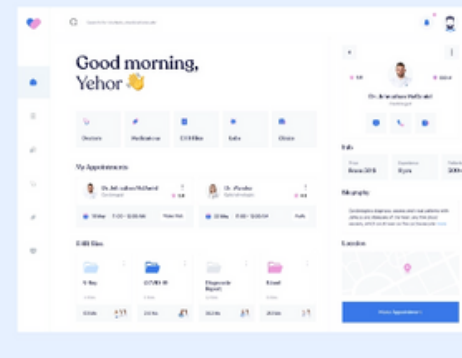
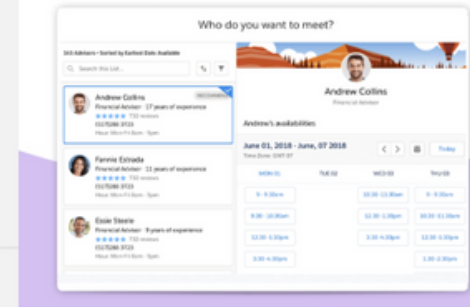
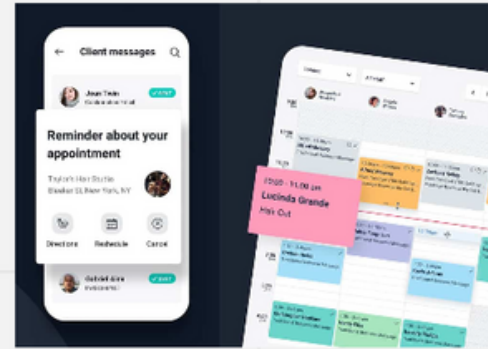
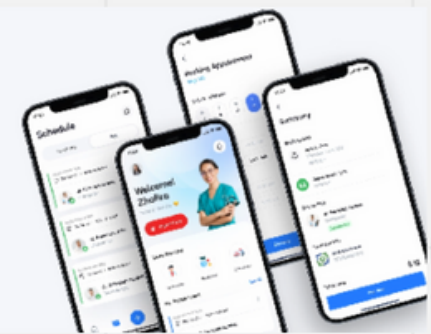
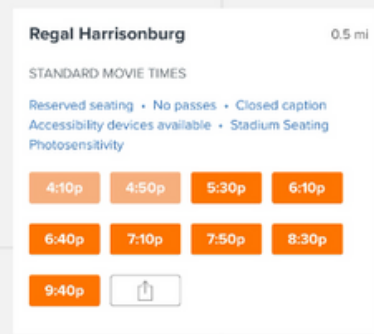


TECHNOLOGY



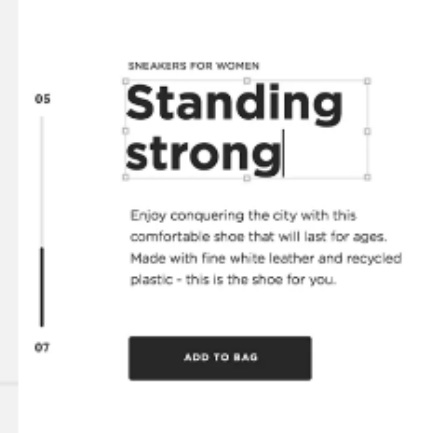
INSPIRATION

Inspiration:



Typography

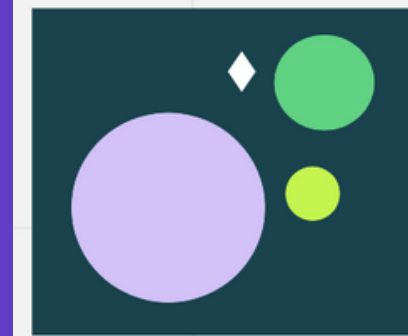
<https://creativemarket.com/blog/best-fonts-for-apps>



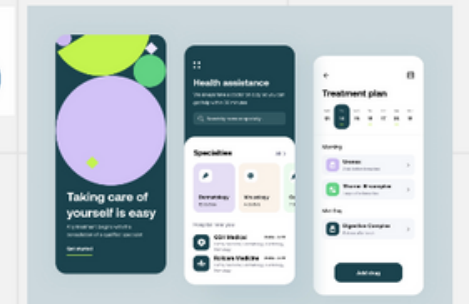
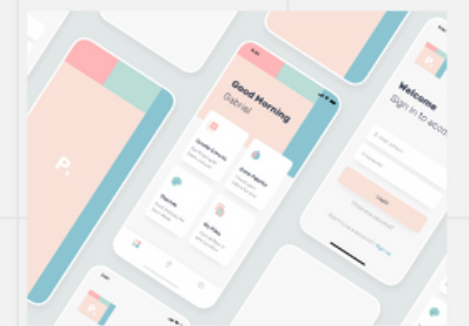
TT Wellingtons
Humanistic grotesk of 18 fonts

visby^{VA}
sans-serif


Potential Assets



Potential Color Palettes:



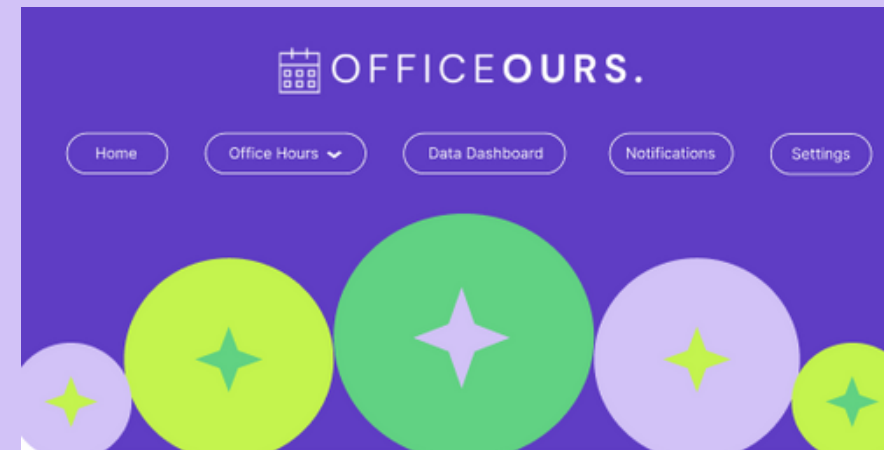
MOCKUPS



Meet your Professors Effortlessly.

Streamline your office hours scheduling with ease and convenience.

[Get Started](#) [Login](#)



OFFICEOURS.

Home Office Hours Data Dashboard Notifications Settings

Welcome, Shelly!

Professor at James Madison University

Scheduled Hours: [See All](#)

- M/W: 12:00pm - 1:00pm
- M/W: 3:30pm - 5:00pm
- T/Th: 3:30pm - 4:30pm

[Add](#) [Edit](#)

Data Dashboard:




[View Now](#)

Upcoming Appointments

- APR 24** **Madeline Miller**
12:40pm-1:00pm (20 min.)
For Test Preparation [Go to Queue](#)
- APR 24** **Lyndsay Criscitello**
3:30pm-4:10pm (40 min.)
For Coding Assistance [Go to Queue](#)

Your Classes

- SMAD 203**
M/W: 1:30pm - 2:45pm
- SMAD 404**
T/Th: 12:00pm - 1:15pm
- SMAD 307**
T/Th: 9:35am - 10:50am

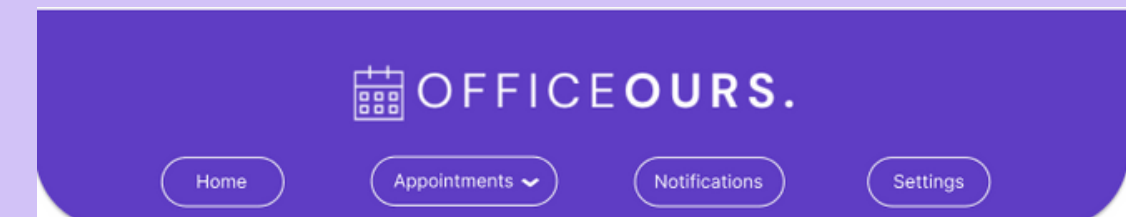


OFFICEOURS.

Let's Get Started!

Are You a Student or Faculty Member?

[I'm a Student](#) [I'm Faculty](#)



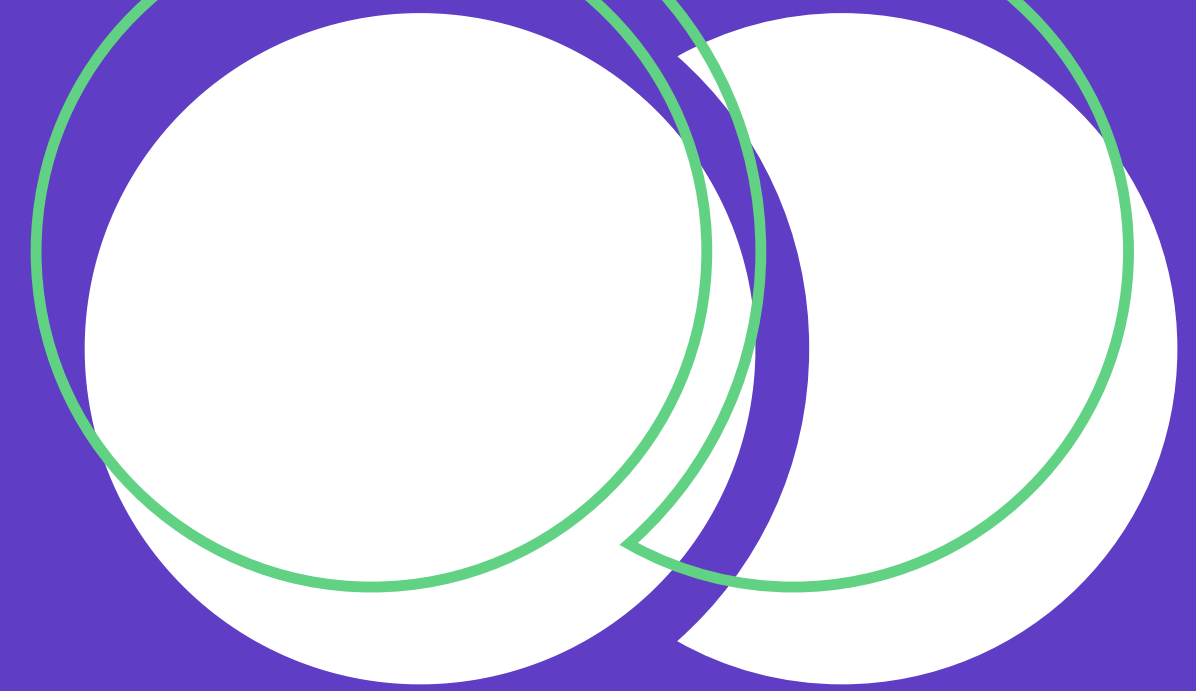
OFFICEOURS.

Home Appointments Notifications Settings

Notifications Hub

- Dr. Robert Anderson**
Appointment Confirmed!
- Dr. Samantha Lee**
Unfortunately, your 9:30am appoint...
- Dr. William Davis**
Appointment Confirmed!
- Prof. Ernie Smith**
Appointment Canceled.

NEXT STEPS



**FINAL USER
TESTING**



**DESIGN
REFINEMENT**



**IMPLEMENT
BOOTSTRAP**



THANK YOU

Any questions?

