

Building to Student Needs



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Our app vision

- to modernise the Student Digital Experience
- improve the student journey
- deliver maximum value during their time at Cardiff
- ‘killer’ time and location based features
- must be student led
- continuous conversation

Understanding our customers

Born
2000



Age 0:



Age 3:



Age 6:



Age 9:



Age 10:



Gathering requirements

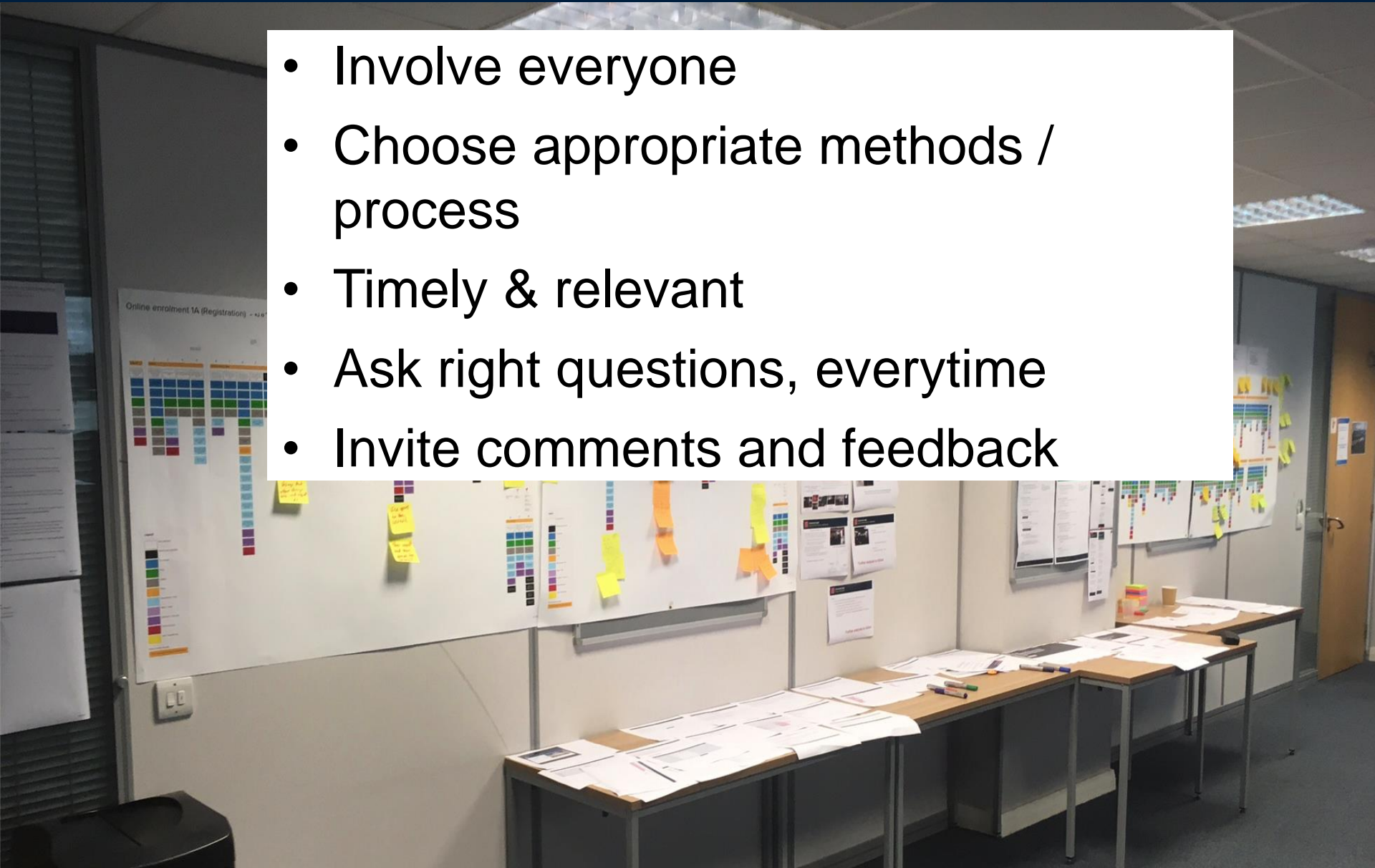
- Reviewed other university apps
- Visited and spoke to other universities
- Student Popups
- We asked students what services were important to them
- We asked them to rate potential features in order of importance
- We mapped out common themes and put together a road map for the app

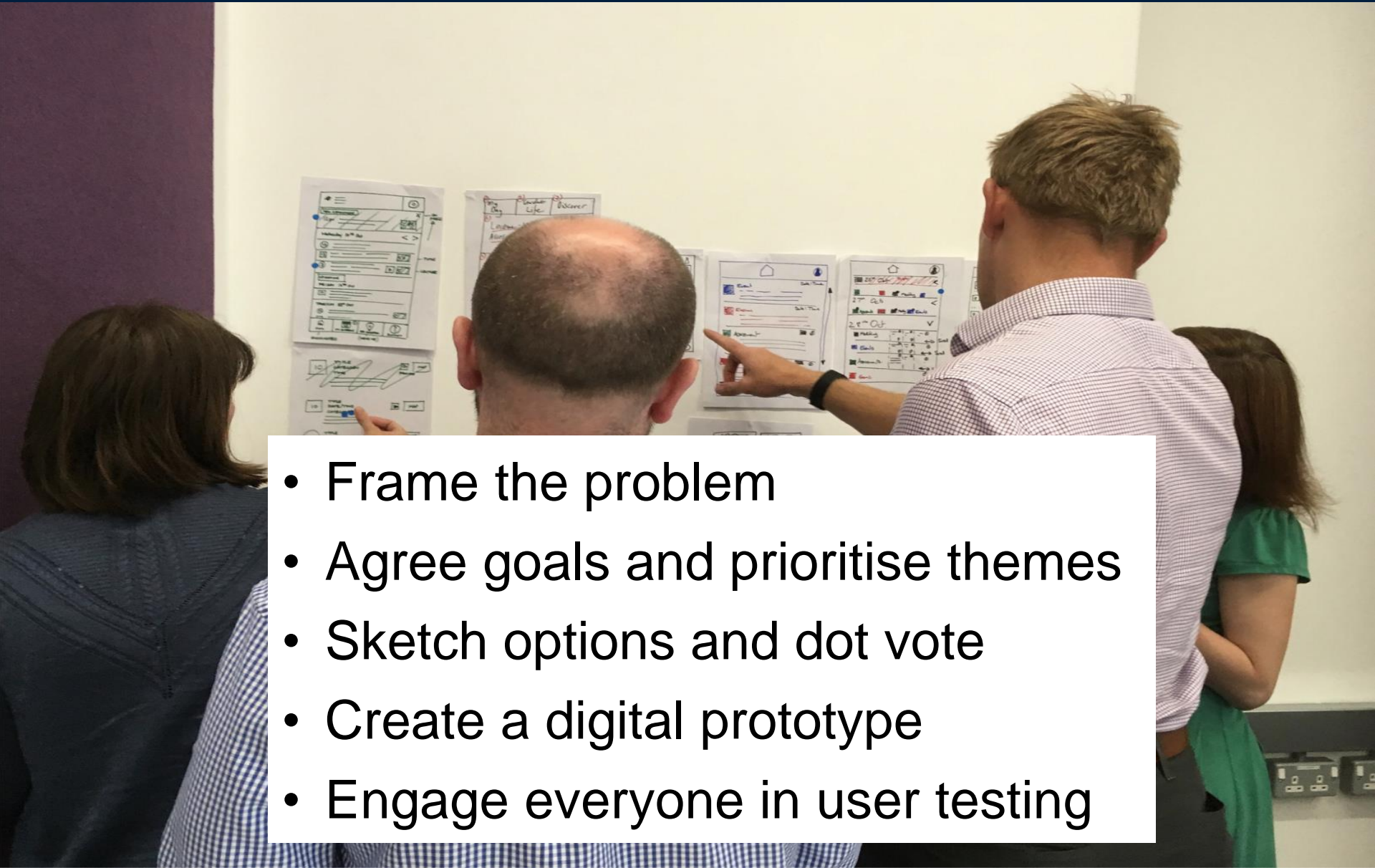
Integrations

- CampusM offered integrations for the more requested items such as Timetable and Library
- We then had to figure out which services were available to us and how we could utilize these to develop the desired features

Conversations everyone can take part in

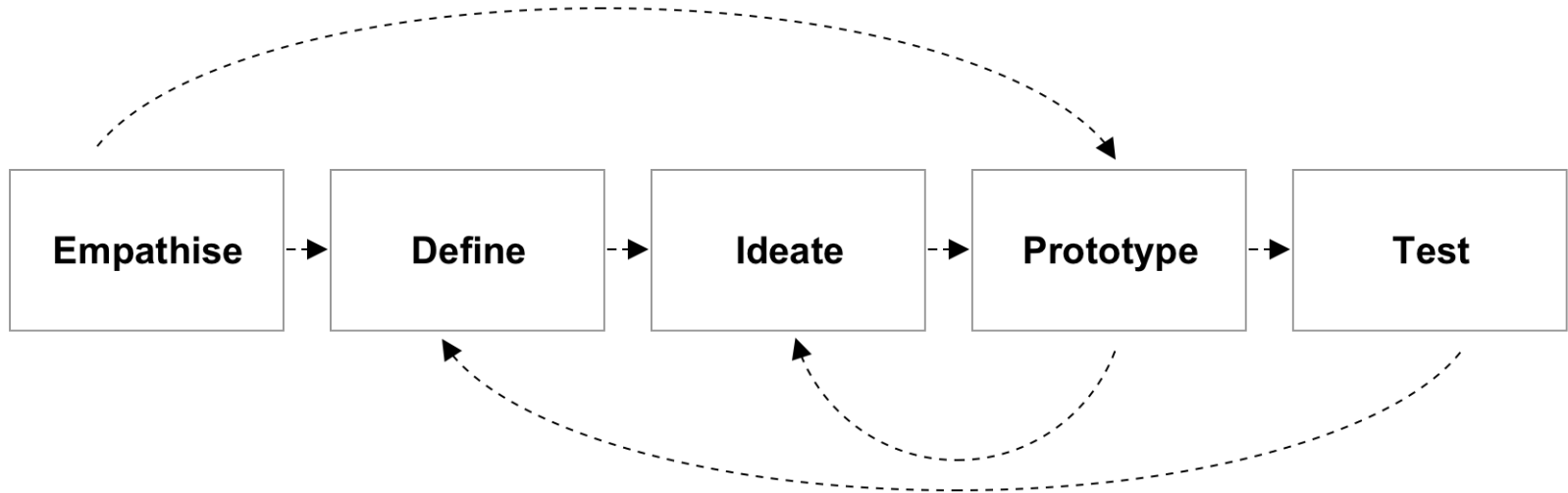
- Involve everyone
- Choose appropriate methods / process
- Timely & relevant
- Ask right questions, everytime
- Invite comments and feedback



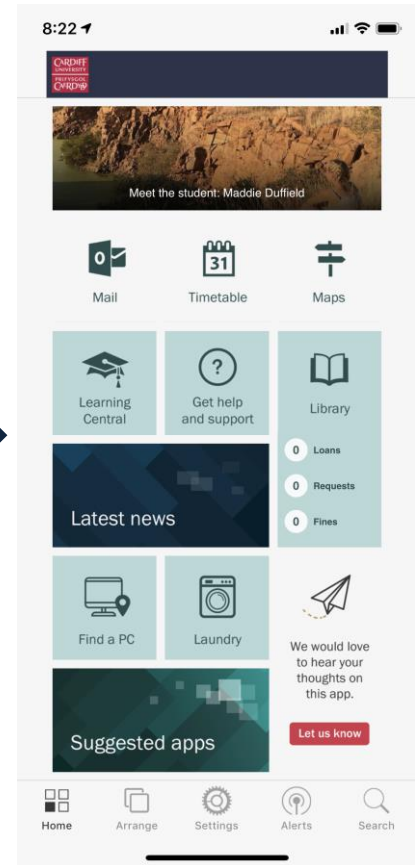
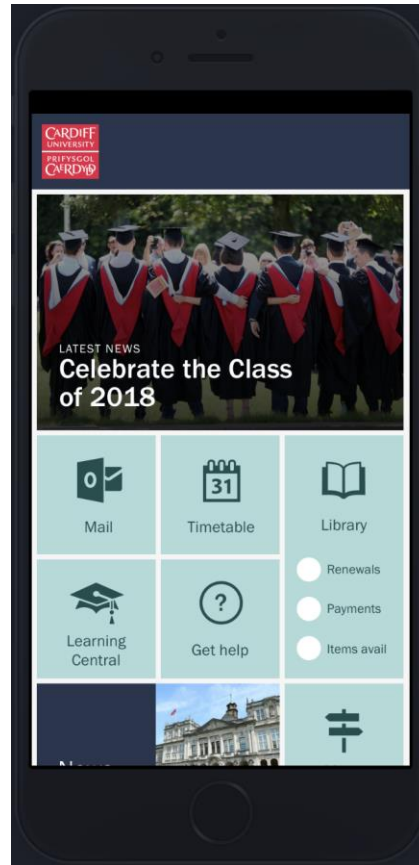
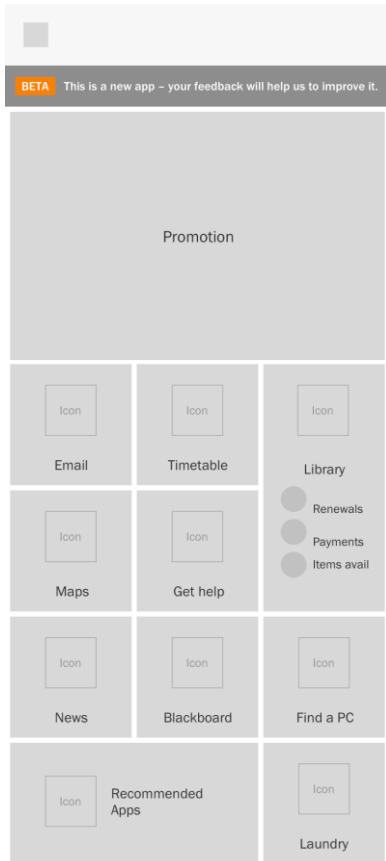


- Frame the problem
- Agree goals and prioritise themes
- Sketch options and dot vote
- Create a digital prototype
- Engage everyone in user testing

BA / UX Design cycle



UX Design - homescreen



Theme identified – find printing, find study spaces and find a PC

- ‘Find a PC’ already available on student intranet = data and resources existed
- Planned to implement a ‘Find a PC’ tile

Delivering:

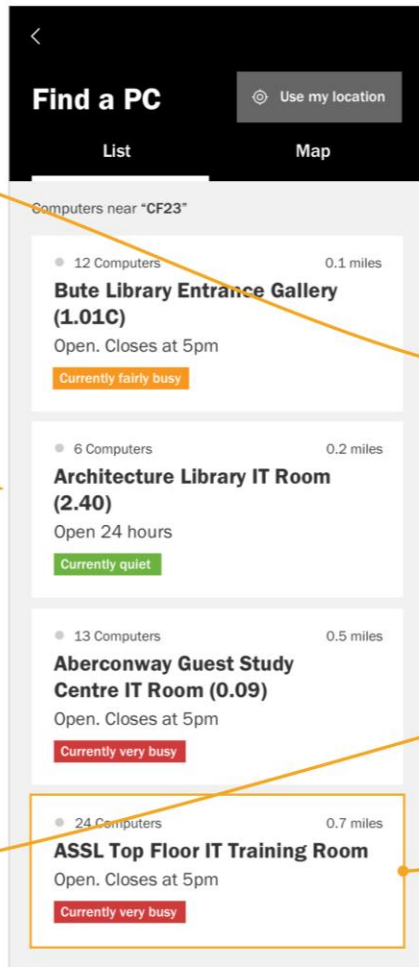
- View PCs locations across the University
- View what additional facilities are available at each location
- Check availability at each location
- Click for directions to the selected location using Google Maps

Location	Avail PCs
ASSL Ground Floor	12 o
ASSL Lower Ground Floor eLounge	15 o
ASSL Top Floor	15 o
ASSL Top Floor IT Training Room	12 o
Aberconway Guest Study Centre IT Room (0.09)	13 o
Aberconway Library Link Corridor East	3 of
Aberconway Library Link Corridor West	13 o
Aberconway Library Mezzanine area	4 of

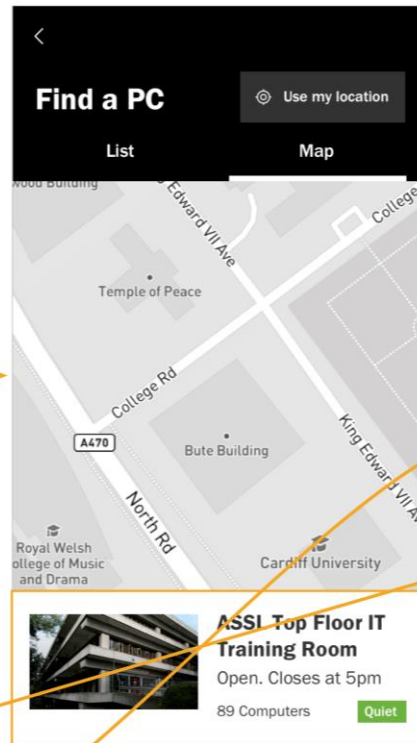
Find a PC wireframes

Our UX team wireframed the user flow and requirements for this feature

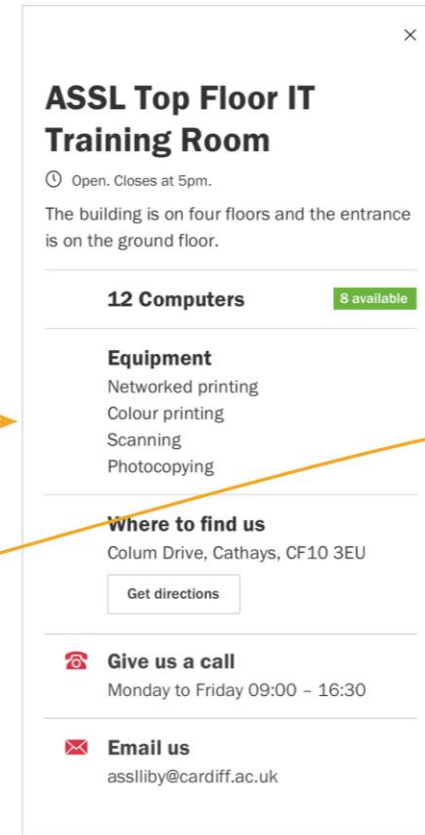
2: find a pc - location set



3: map view

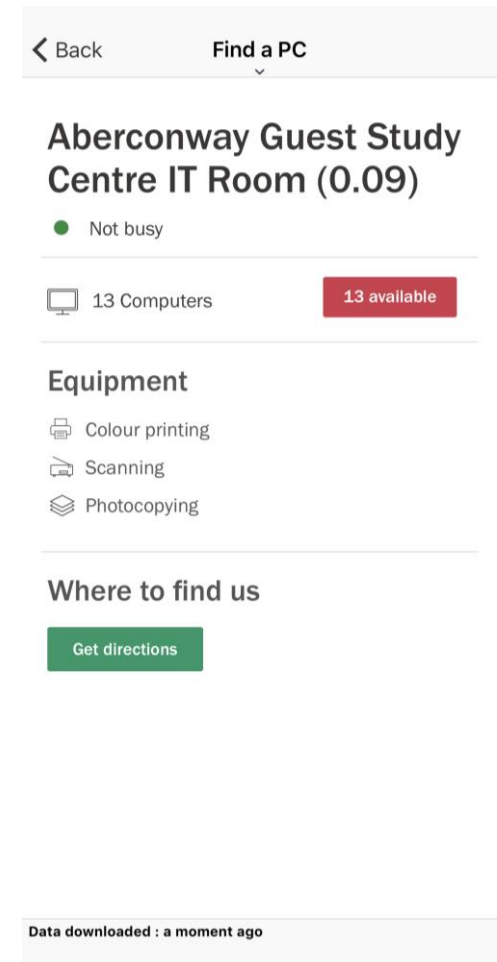
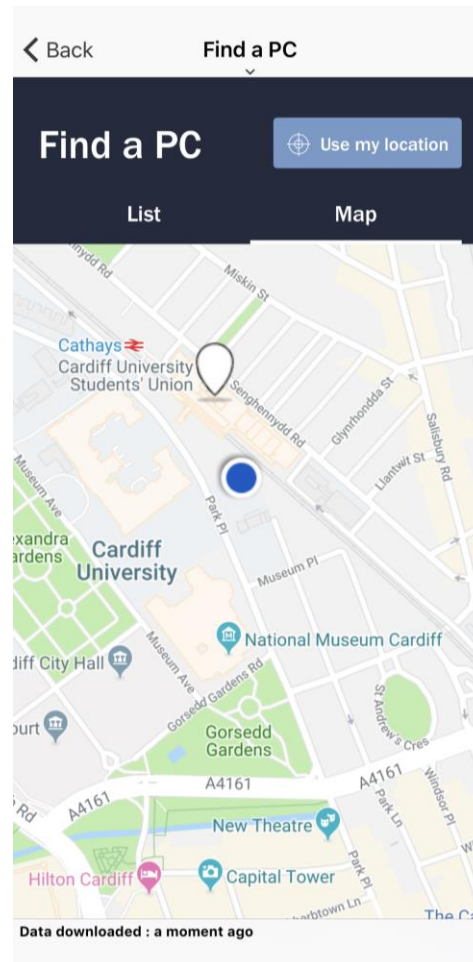
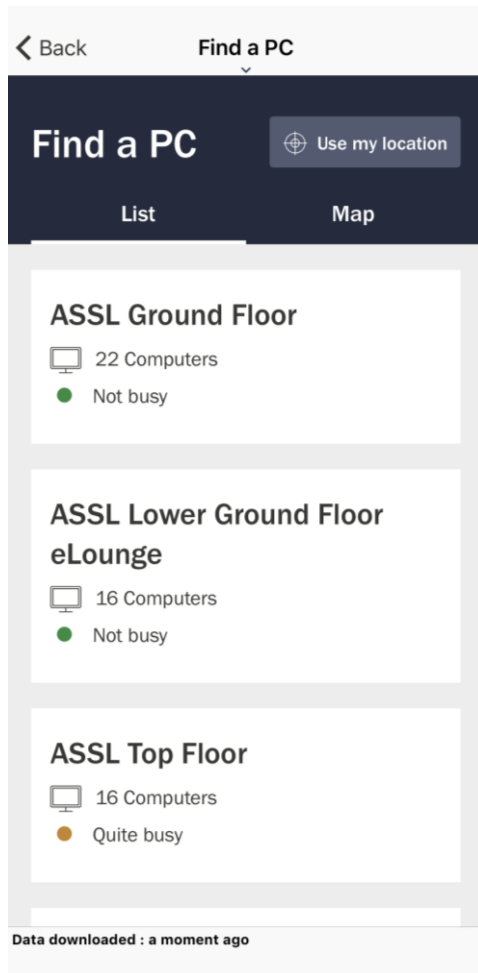


5: location detail



Find a PC development

- We compacted and streamlined the experience on the student intranet by integrating wayfinding and “use my location” functionality

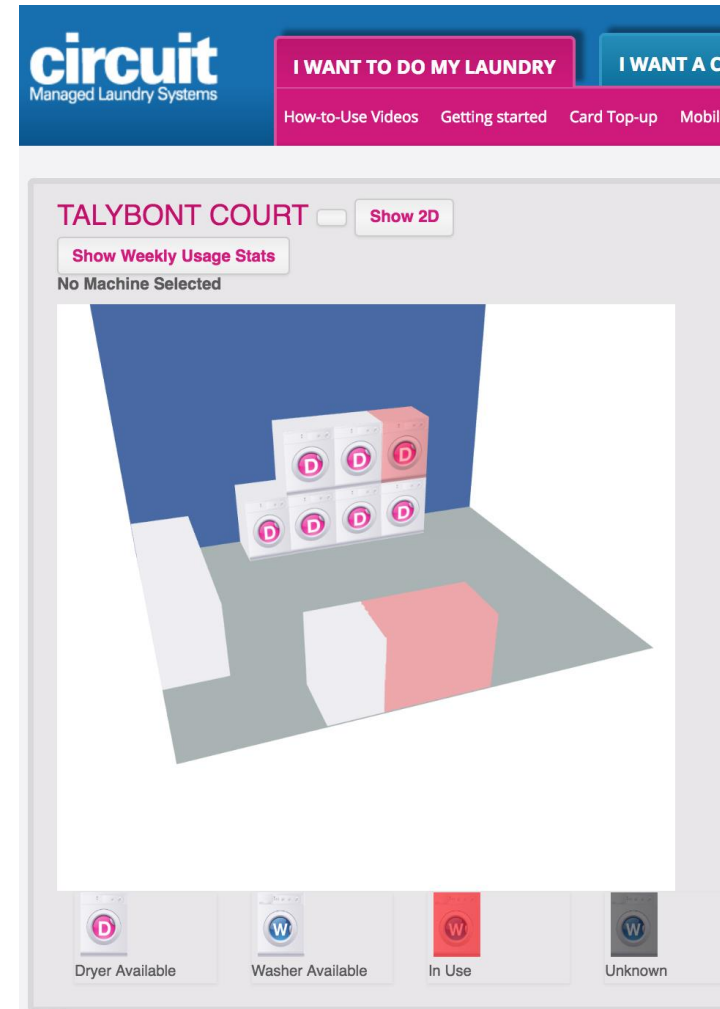


Feature – laundry facilities within University owned accommodation

- Circuit Laundry(CL) offer a web service for viewing availability
- Difficult interface to navigate, providing a poor user experience
- Integrated the CL API into our Enterprise Service Bus(ESB), surfacing dynamic data

Delivering:

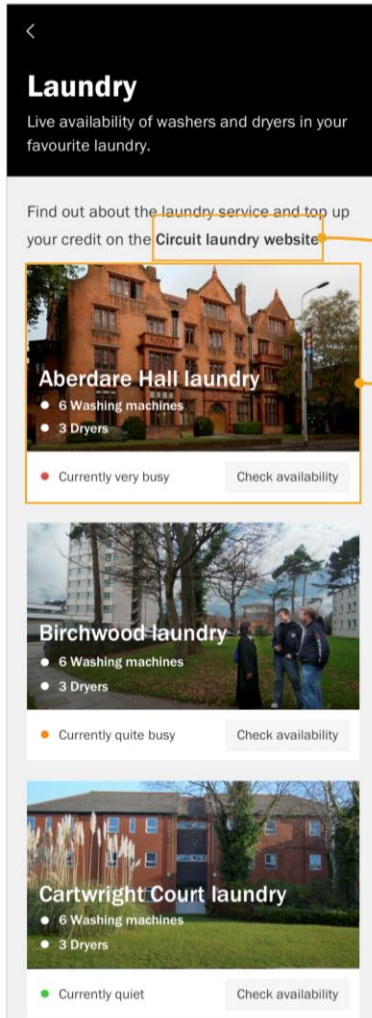
- View laundry locations
- Set a default laundry room
- Check the availability of washers and dryers at each location
- View remaining machine washing/drying times



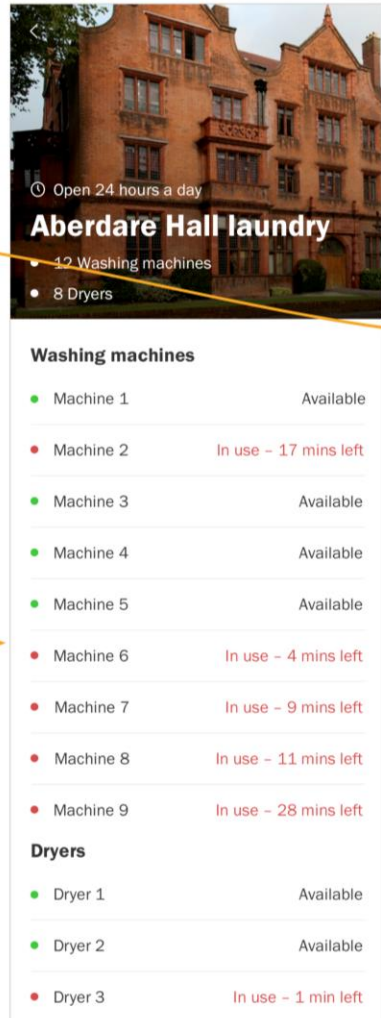
Laundry wireframes

Our UX team wireframed the user flow and requirements for this feature

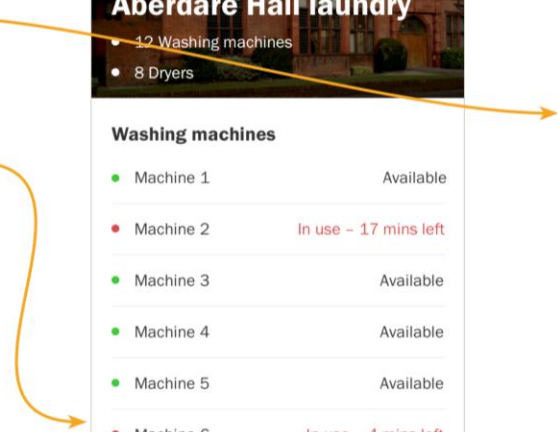
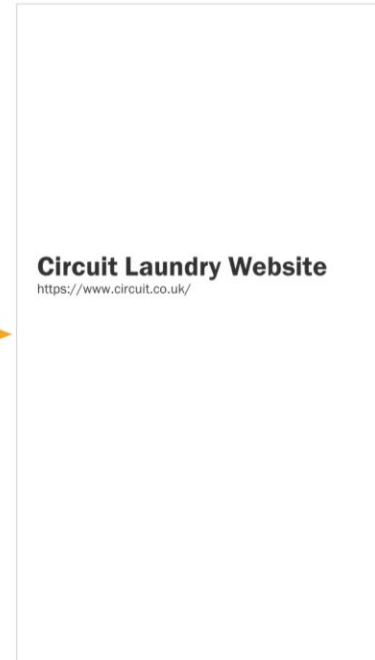
1: Laundry



3: Laundry detail

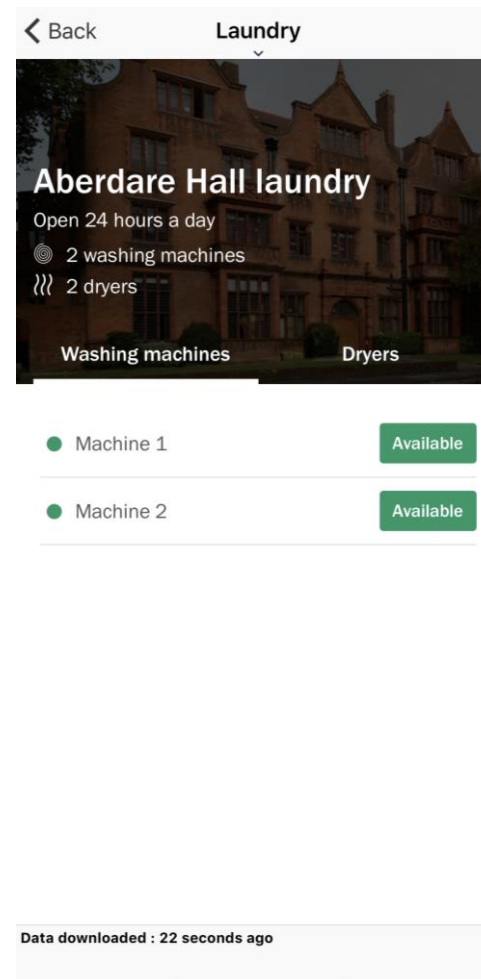
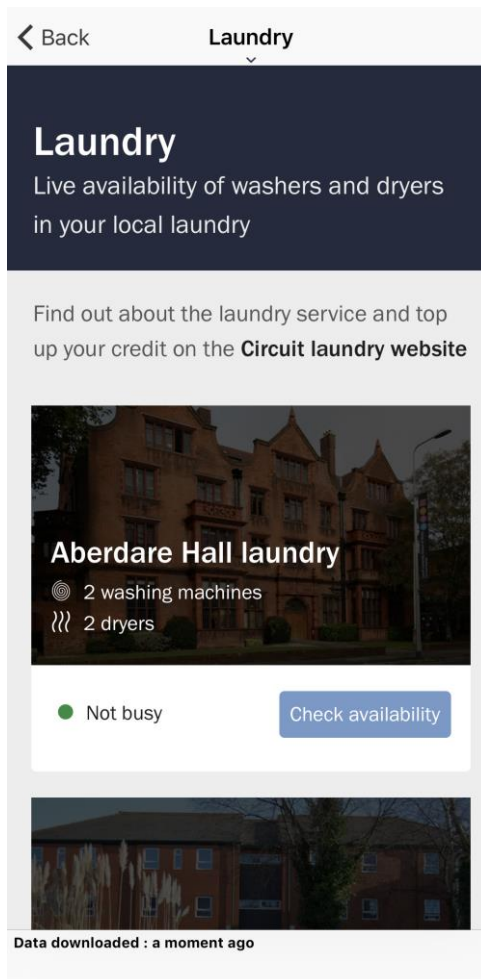


2: Circuit laundry website

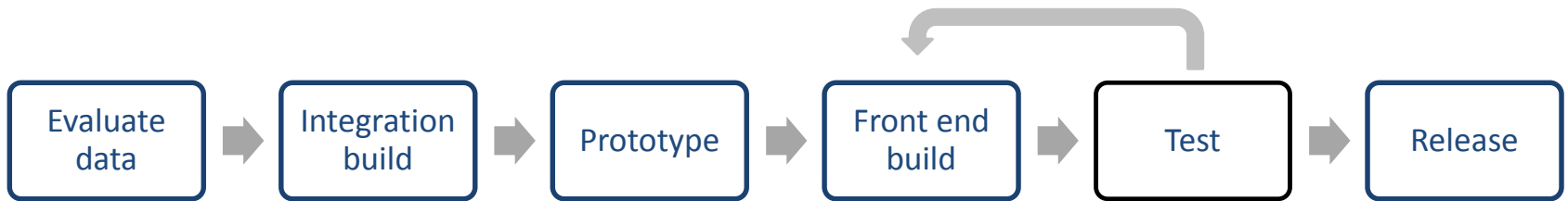


Laundry development

With the Circuit Laundry API, we were able to retrieve data for each laundry location, showing live availability and number of machines in each location



Development cycle



Any questions?