

# STAFFISH

INFORMATION SCIENCES AND  
TECHNOLOGY BUILDING



PennState

# OUR TEAM

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# USER GROUP

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Who is our user group?

- Definition: “employees of any organization”
- Focused on staff members at Penn State in the College of Information Sciences and Technology
  - Examples: academic advisors, career advisors, IT desk services, etc.

What makes the user group unique?

- Not educators
- Communicate a lot between their team



# STRUCTURED INTERVIEWS

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## Interviewed

- Anthony, IT Service Desk Employee
- Kristina Bryan, IST Advisor

## Key Findings

- Use variety of programs like Microsoft Teams and Penn State applications
  - Want one integrated system
- Microsoft can be overrun with messages
  - Users need better communication

# UNSTRUCTURED INTERVIEWS

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## Interviewed

- Rita Griffith, Assistant Director in College of IST
- Jordan Carpin, IT Service Desk Employee

## Key Findings

- Poor communication between different colleges
  - Access to all employees
- Lack of updating among applications
  - Feedback needs to be implemented

# Persona/Scenario #1

# PERSONA

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## Gabriella Hartford

- Job: College of IST Advisor
- Age/Gender: 40/Female
- Education: BS in Consulting
- Family: Two children (Few hours available outside of work)
- Goals:
  - Be able to fluently communicate with other staff/students
  - Be able to view her schedule for the upcoming weeks
- Fears:
  - System will be too difficult to navigate, reducing functionality
    - Too time consuming



# INTRODUCTION - SCENARIO A

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Goal #1: “Be able to view her schedule for the upcoming weeks”

Scenario: A student has scheduled a meeting to meet with an IST advisor. Gabriella wants to see her upcoming meetings on the calendar page.



# SCENARIO A FEEDBACK

APRIL						
M	T	W	T	F	S	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			
Meeting's in April						
Friday April 10th @ 1pm						
Wednesday April 15th @ 1pm						
Friday April 17th @ 1pm						

- Would like to see more information for meetings

←  
Please select a time and date that works best for you.

Wednesday May 18th  
@12:00

Thursday May 19th  
@12:30


Tuesday May 24th  
@10:00

Your meeting has been scheduled!

- Home/back buttons were not clear and consistent



 Login

 Messages

 Appointments

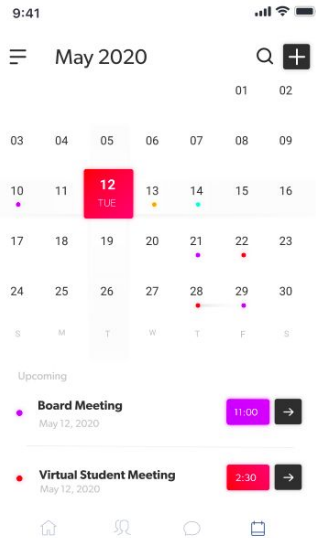
 Calendar

- Home screen was disorganized
- Staff/student option wasn't clear

# HEURISTICS - SCENARIO A

## 1. Consistency/Standards

- Created clear navigation, removed back buttons

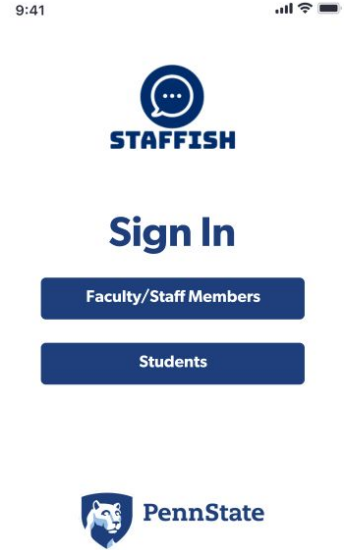
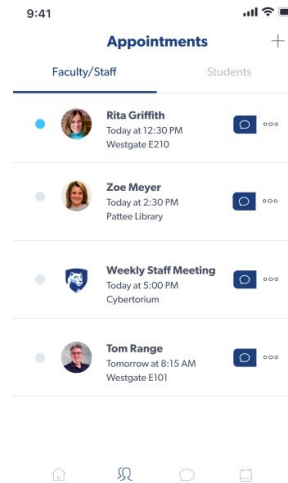


## 2. Aesthetic and minimalist design

- Also fixed login screen issues

## 3. Flexibility/Efficiency

- Provided more information for meetings



# ANIMATION - SCENARIO A

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# Scenario#2

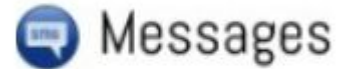
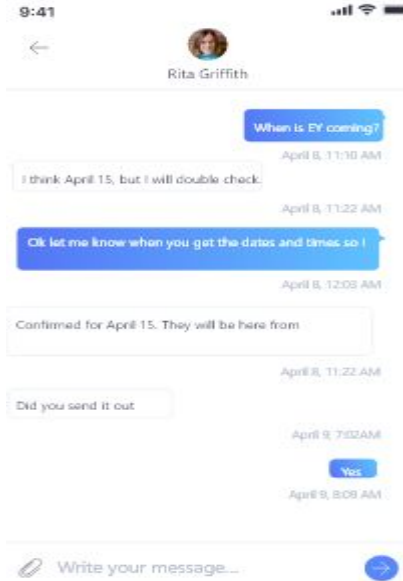
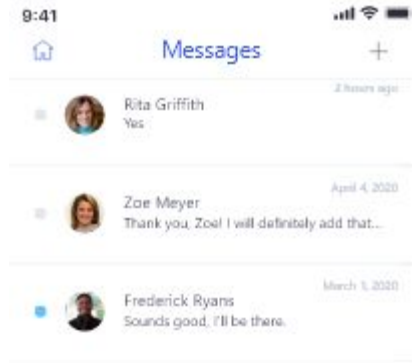
# INTRODUCTION - SCENARIO B

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Goal #2: “Be able to use the in-app chat to talk to someone to a student or another staff member”

Scenario: A staff member has a question for an IST advisor. Gabriella wants to answer her question in the in-app chat.

# SCENARIO B FEEDBACK



- The home button icon isn't uniform

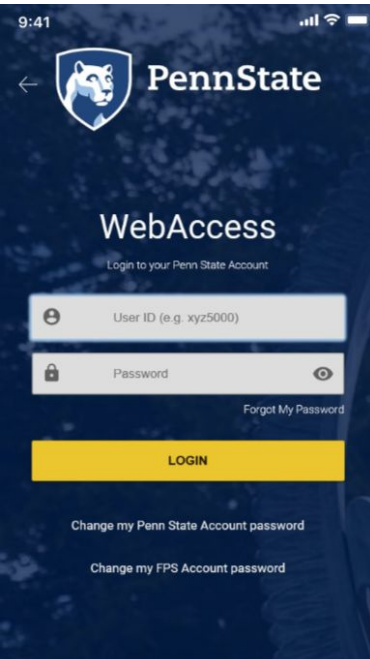
- There should be more consistency with what back buttons are across the application

- There should be more in regards to whether or not you're a student or a faculty member.

# HEURISTICS - SCENARIO B

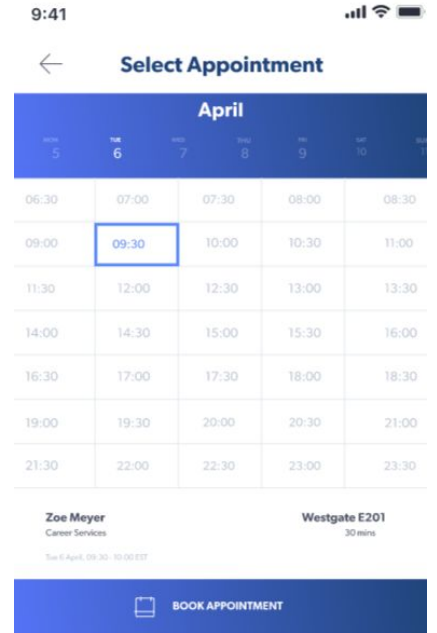
## 1. Security

- Created better security system to distinguish between students and staff



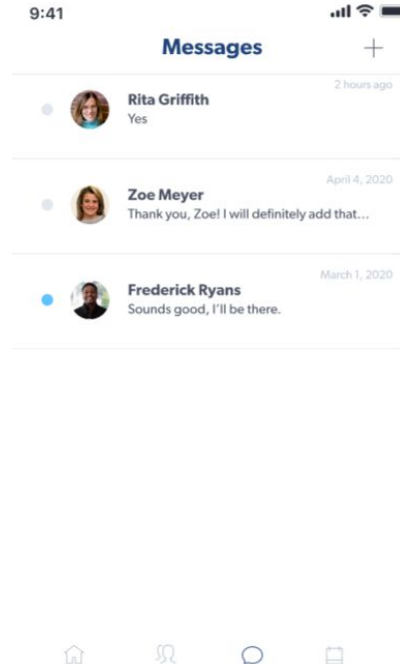
## 2. Aesthetic and minimalist design

- Additionally added location where meetings will take place



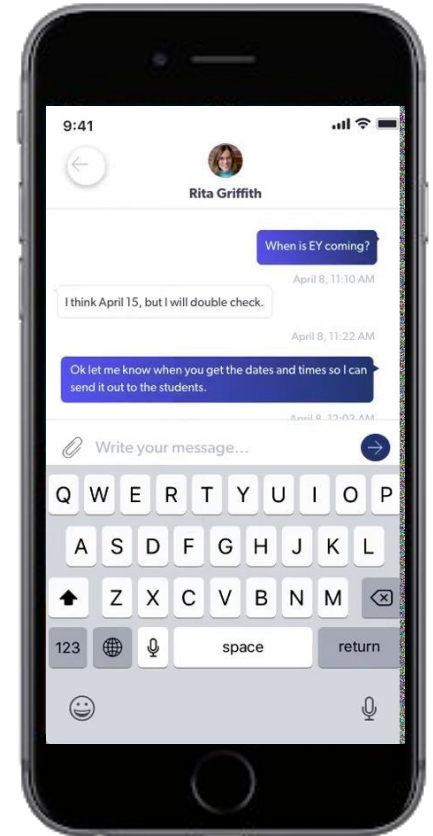
## 3. Flexibility/Efficiency

- Provided more options for flexibility within the in-app chat



# ANIMATION - SCENARIO B

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# FINAL TAKEAWAYS

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What we learned:

- Consistency is very important
- Making something look like the original prototype is not as important as making something look nice.
- Minimalist designs are best leaving less complexity to the user

**Thank**

**You**

**/Credits**