



Student Hub

UX Final Report

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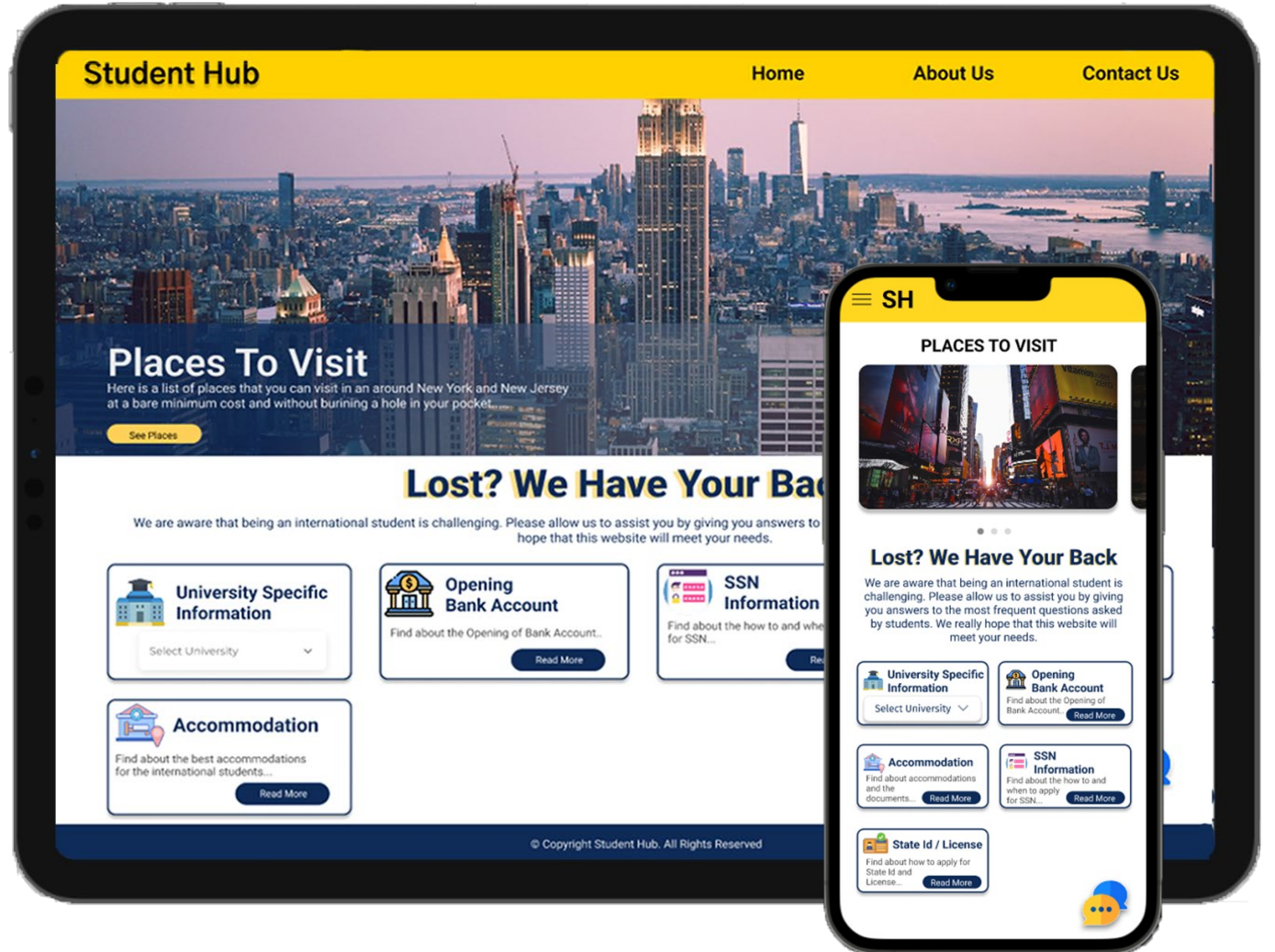
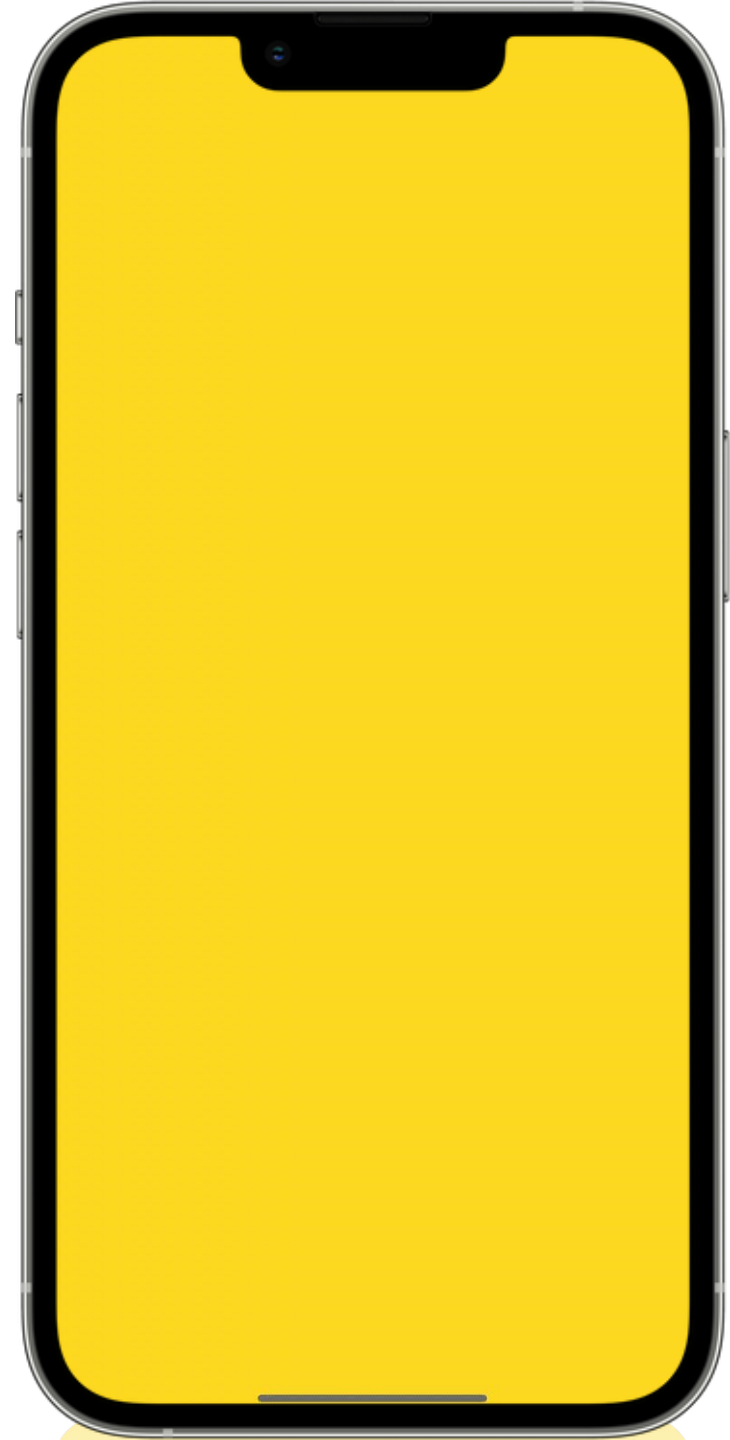


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Student Hub Overview

- ✓ Student Hub is a web application to help **cater needs of International students**.
- ✓ Through this application we try and answer the **most common questions** and **doubts** people have in relation to various things.
- ✓ It is divided into **two main categories** that are **University centric** and **Non-University Centric** sections.



“Don’t waste your pain, use it to help others.” – Rick Warren

When designing UI mock-ups for the application, it was critical that we first understood the problem, empathized with users and their pain points, and designed an intuitive, user-centered interface and experience that encouraged minimal thinking and anticipated user needs.

THE MISSION

With Student Hub we want to make it simple for the upcoming international students, so that they do not have to go through all the hardships that one faces and if they must face it, they always have someone to help them.

BUSINESS CHALLENGE

Create user interface for the app that makes it easy for students to use. Provide with a design that appeals to the target students.

TARGET AUDIENCE

Current and Incoming international students.

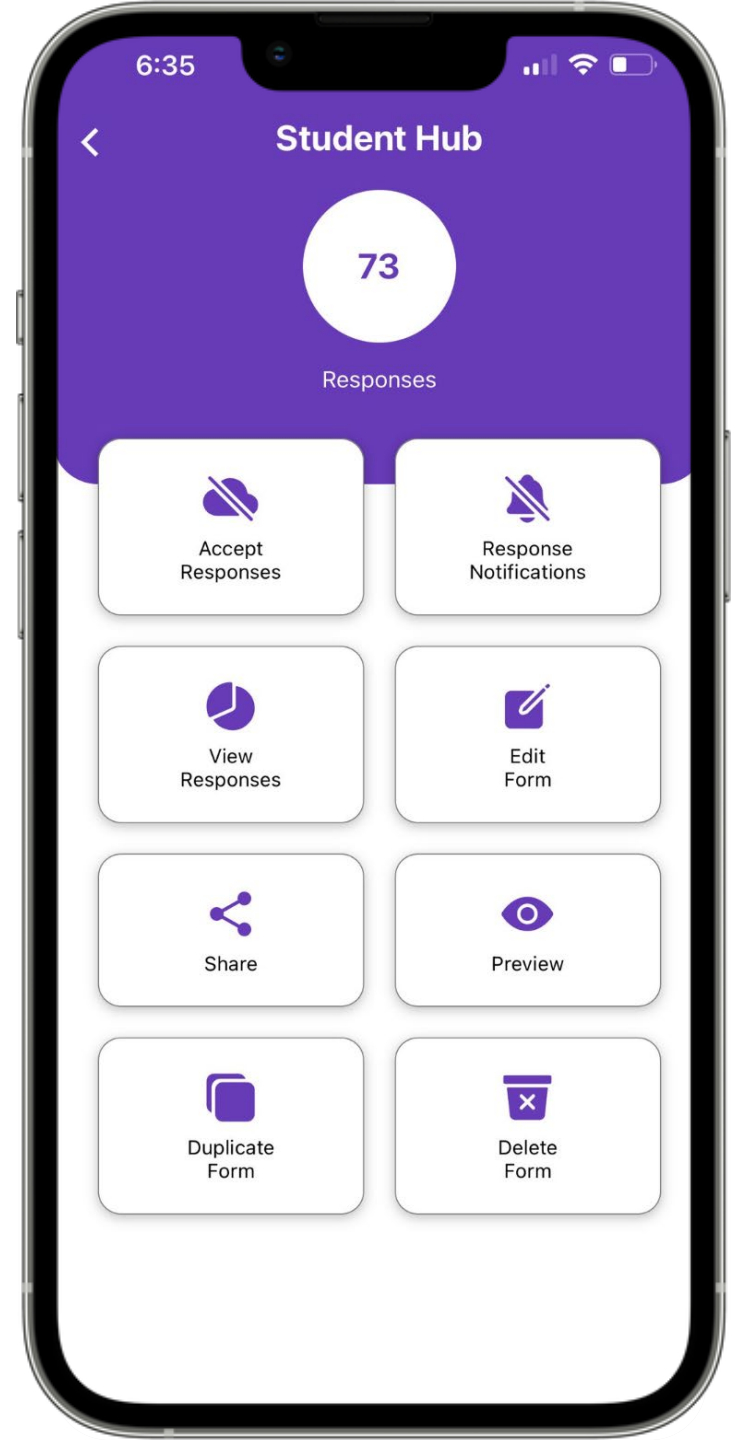
User Research

User Research

We collected **quantitative** and **qualitative** data that will help us determine the scope of our project and rank the existing needs of international students. We choose to use two research techniques:

1. Survey
2. Interview

- ✓ For survey we created **Google form** and shared the link using **WhatsApp** and **messages** to upcoming and current students.
- ✓ We received a total of **73 candidate's** responses.
- ✓ We interviewed **4 upcoming students** and **2 current students**.
- ✓ We **used moderated in-person interviews** for current students and **Zoom calls** for **upcoming students**.



Interview

The research approach we choose is decided by the research question we were trying to solve. Interviews were chosen because they allowed us to see what people were thinking and why they were thinking it in real time, as well as dig down further by asking follow-up questions.

Few Questions from the Interview

1. Is your visa approved yet?
2. What are the challenges that you are facing before coming to USA?
3. Are you aware about the documents / Exams requirements?
4. What are the current challenges that you are facing?
5. Did you face any challenges coming to US as an international student? (open ended question)(current students)
6. Are you aware about the Insurance other than the one provided by the university?

Survey

Goal of this survey is to focus on the stress points that every international student faces when in home country and after arriving to the United States. This survey is New Jersey and New York university centric.

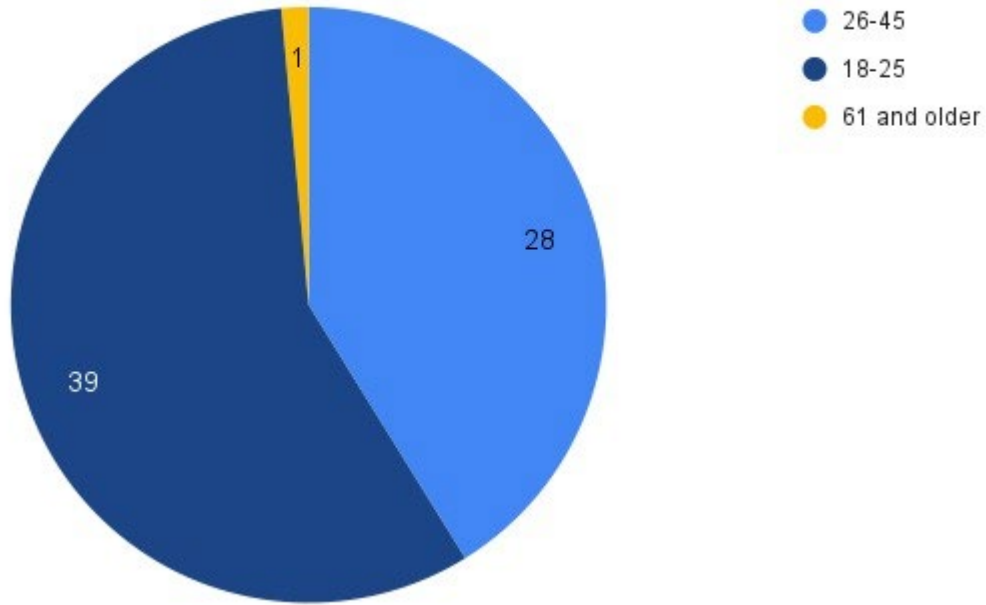
Few Questions from the Survey

1. Are you an international student? Conditional question to which if the answer was no then No
(Note: You will be redirected to the end of the form, as this survey is only intended towards international students)
2. Are you currently studying in the university or an upcoming student?
3. What are the current challenges that you are facing?
4. What are the challenges after coming to the USA? (open ended question)(current students)
5. How would you rank the importance of the features listed below
(1: low, 5: high priority) These are some of the stress factors faced by International students after coming to USA.
 1. What other feature than the ones listed above would you like to see in the application?
 2. How important is the mentorship program page in the application? (Each universities have mentors for international students to look after their needs)

Survey Demographics

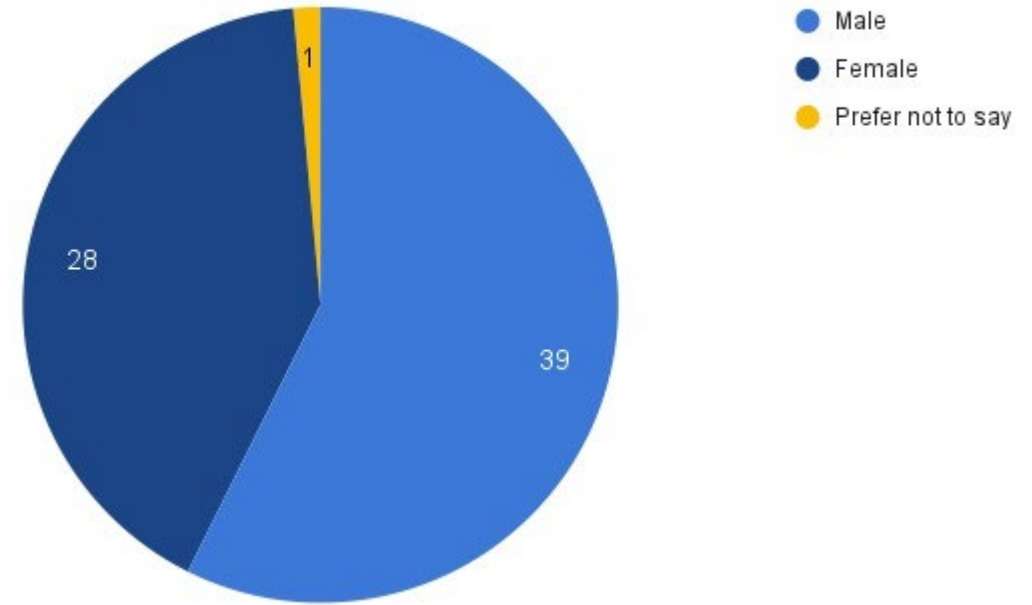
Which age group defines you the best?

Age Group



What is your gender?

Gender



Interview Demographics

We conducted 2 interviews in-person for the current students and 4 through messages and zoom calls for upcoming students.

Upcoming Students

Amala Natu	
Age	24
Hometown	Mumbai

Vrushali More	
Age	25
Hometown	Mumbai

Yash Patel	
Age	23
Hometown	Mumbai

Mehul Jikadra	
Age	34
Hometown	Mumbai

Current Students

Tushar Verma	
Age	27
Hometown	Thane, Mumbai

Alexander Kamenev	
Age	25
Hometown	Bulgaria

Participants Original Words

Mehul Jikadra

"The very first challenge was to take a call to move to US for studies, later comes the preparation like exams, **visa process**, traveling there and mainly **staying away from family** is a very big thing but the thought of moving out of the box and doing something for yourself and making parents proud, brings up the motivation and helps in tackling all the situations."

Amala Natu

"I know there are many insurances pre-approved by universities **but I didn't know** the name of them **other than ISO.**"

Vrushali More

"It was a huge decision for me for doing my master's in US with **no one to guide** but **google** helped me alot with the research and the process became a bit easy for me."

Khushbu

"USA has **strict deadlines** related to their application process and it is highly important for them to receive all the documents before the deadline and most of the universities have application fees that range from \$30 to \$100. It was very difficult to get all of my documents before time. "

Tushar Verma

"We had **temporary accomodation** for just 9 days when I and my roommate landed in USA and it was very difficult to find one with agents and **different policies everywhere**. Whom to trust and getting the **bank account done**"

Survey Results

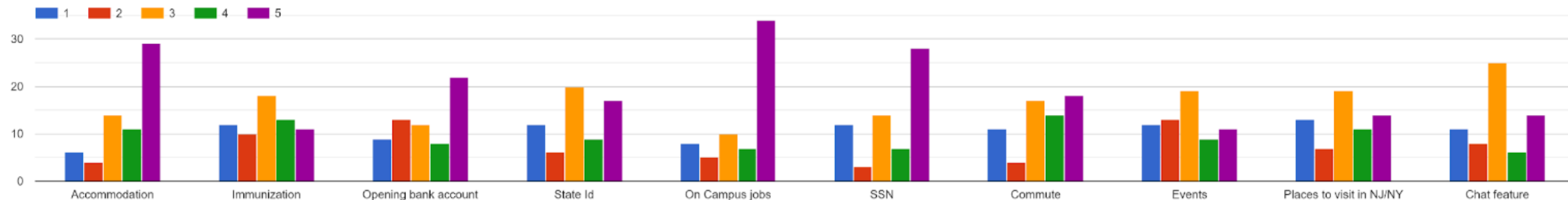
High Priority Features (5)

Mentorship program page	37
On Campus Job	34
Accommodation	29
SSN	28
Opening Bank Account	22

Mid Priority Features (3)

Chat feature	25
State Id / License	20
Places to visit	19
Events	19
Immunization	18

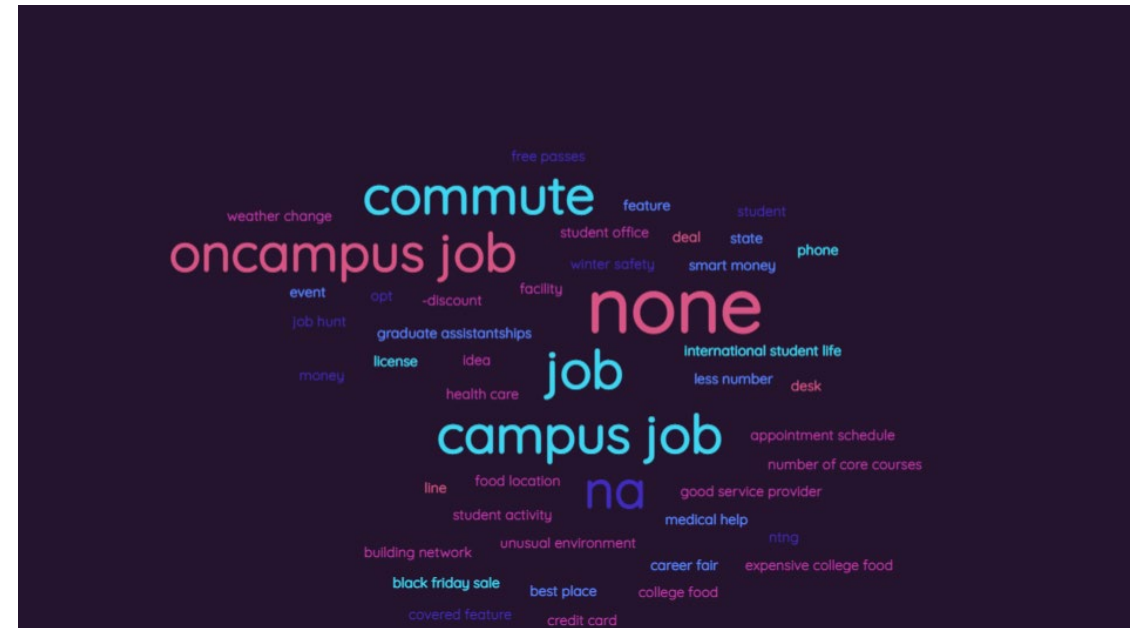
On the scale of 1-5 How would you rank the importance of the features listed below (1: low, 5: high priority) These are some of the stress factors faced by International students after coming to USA



What are the challenges after coming to the USA?



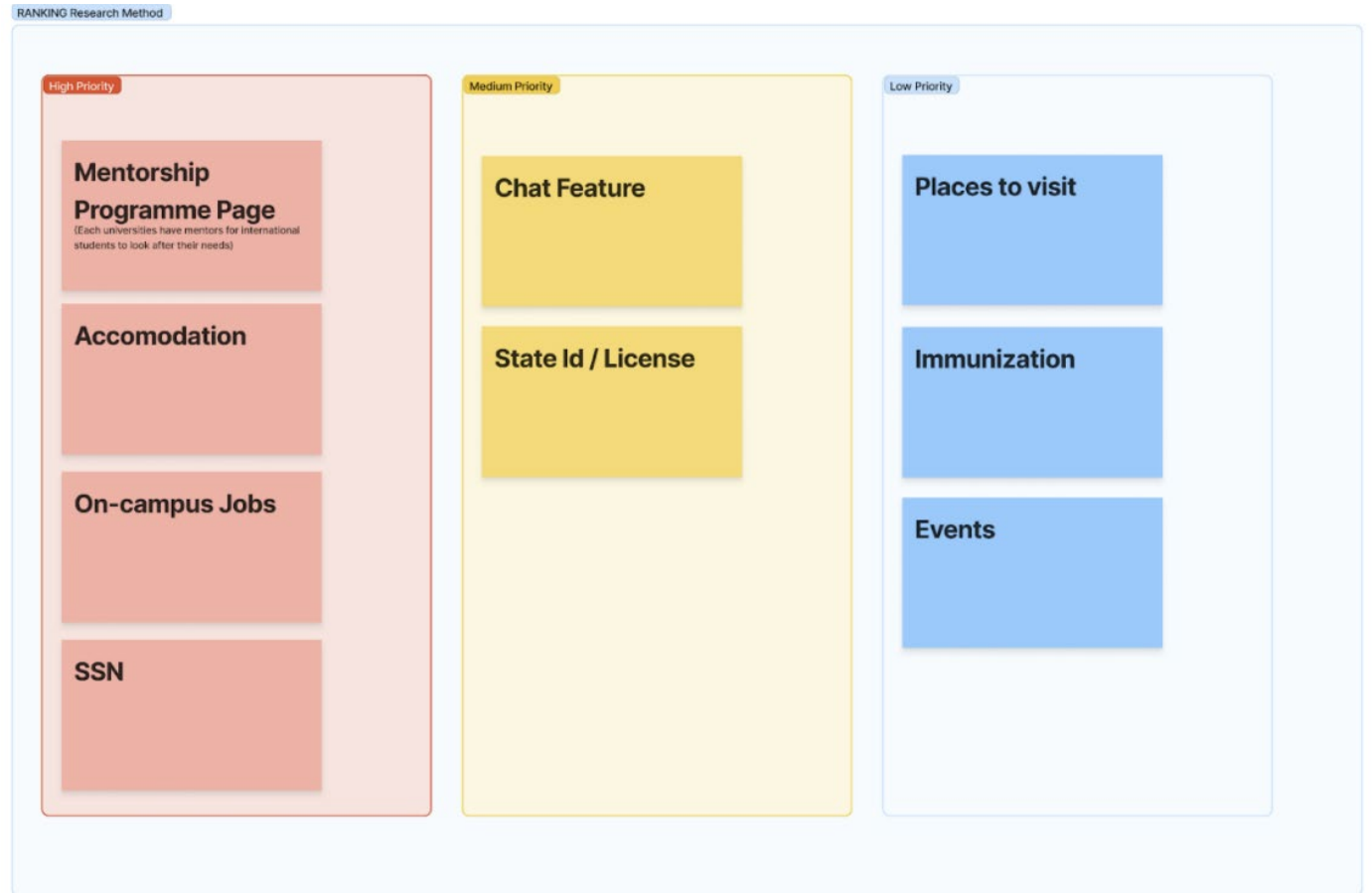
What other features than the ones listed above would you like to see in the application that you think is important?



Ranking Research Method

We were able to prioritize user requirements for the application based on feedback from surveys and interviews, and we used the ranking research approach to classify the necessary features into three categories:

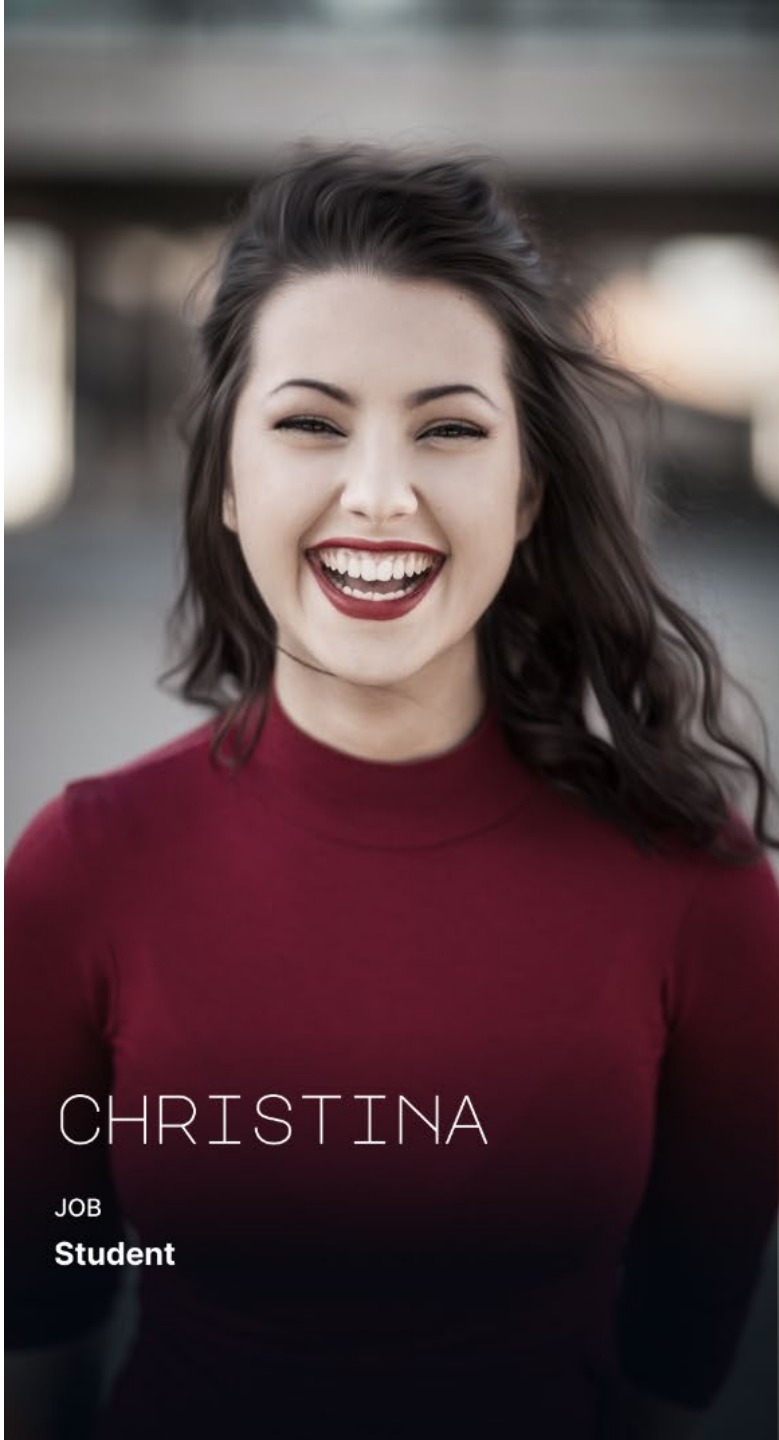
- ✓ High Priority
- ✓ Medium Priority
- ✓ Low Priority



Key Insights

- ✓ More than **90 percent** of those we spoke with stated they'd like to **utilize this app** to and would love to have it all under one roof.(Whatsapp groups did help)
- ✓ By conduction Interviews and doing surveys, we were able to **finalise** and **prioritise** on the key pain points encountered by the students.
- ✓ We were able to learn more insights like "**Loan procedure**," and other features that they needed by using open-ended questions.
- ✓ We were happy that we included the **events section** and **places to visit section**, as many expressed homesickness and networking issues.
- ✓ **Ranking Research Method** helped us prioritise the needs.





CHRISTINA

JOB
Student

Current Student - "Will I get on-campus job and Internship"

Christina Hill

Age: 25 Education: Psychology Student
Status: Single Location: New Jersey

Background

Christina Hill lives in Newport, New Jersey. She is in her second semester at Pace University, New York. She is very welcoming and outgoing person. She likes adventure sports and trekking. In her free time, she likes to try out different cuisines and to travel new places on a budget.

Goals

- Finding OnCampus job to cover educational and living expenses.
- To go to nearby places and events on a budget.
- Finding internship that provides sponsorships.

Fraustration

- Getting onCampus job.
- Rejection from job applications.
- Commuting through subway.
- Managing expenses.

Frequently Used Apps





MEHUL

JOB

Automation Tester

Upcoming Student - "Will I get accomodation near to college"

Mehul Jikadra

Age: 32 Education: Masters

Status: Single Location: India

Background

Mehul lives in Mumbai with his family. He works as an automation tester in an IT firm. He is upcoming student at St. Peter's University for masters in computer science. He is pure vegetarian and likes to make new friends. He likes to keep his area neat and clean. He also likes to travel and explore new places and tryout new cusines.

Goals

- Getting apartment near to college
- Finding OnCampus job to cover educational and living expenses.
- Getting insurance that covers all university requirements and is cheap.
- Bank with good rates for students.

Fraustration

- Best way to search for accomodation.
- Time difference for important communications.
- Loan process.
- Selecting proper subjects to match specialisation.

Frequently Used Apps



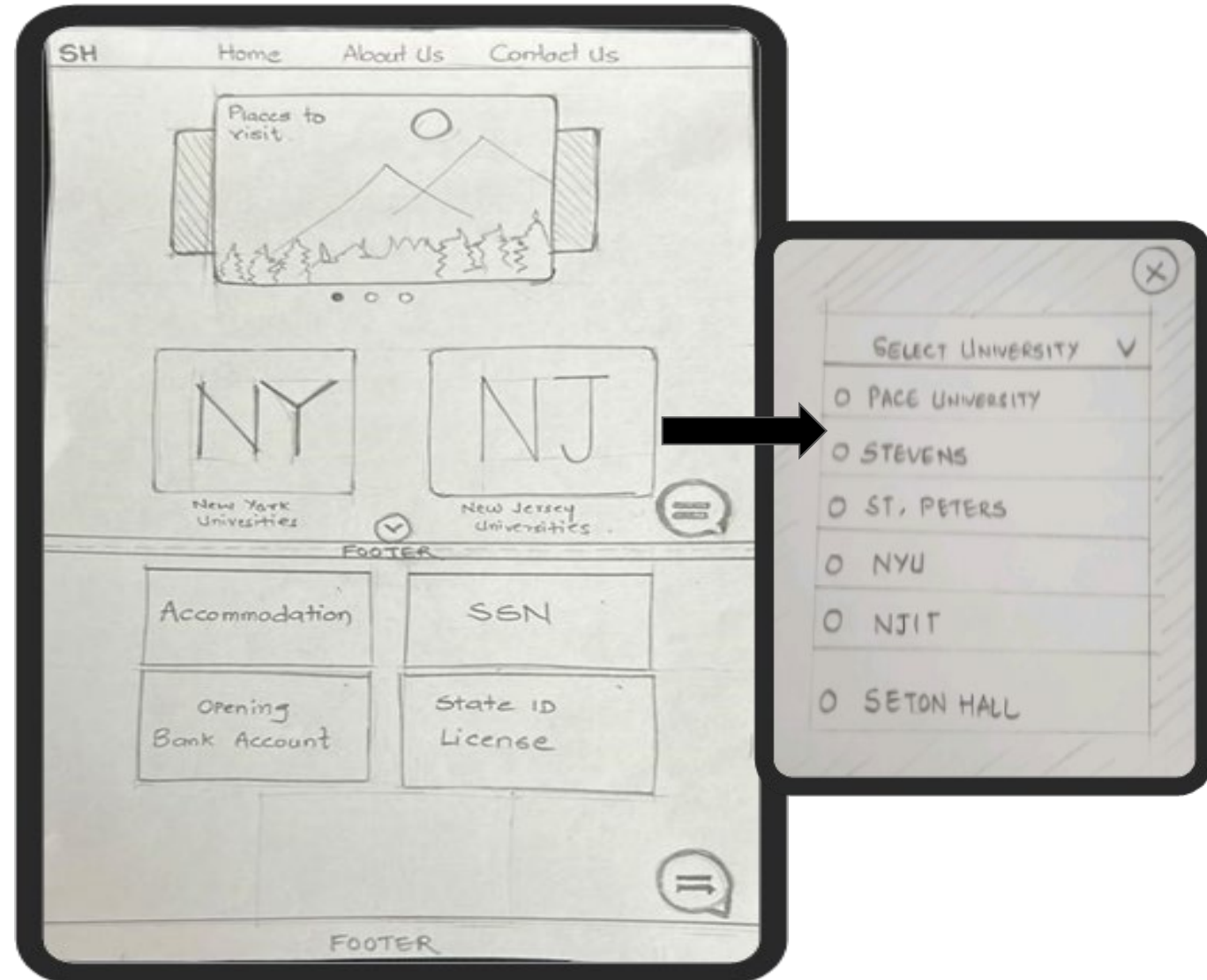
Sketches

Pencil Sketches

See the interactive paper sketches [here](#).

Landing Page

- ✓ The Non – University centric page consists of the Navbar and features of selecting NY Universities, and NJ Universities which will direct you to the selected university page.
- ✓ Accommodation, SSN, Opening Bank Account, and State ID / License which are directly linked to their pages.
- ✓ It also consists of a chat feature at the bottom right of the page.



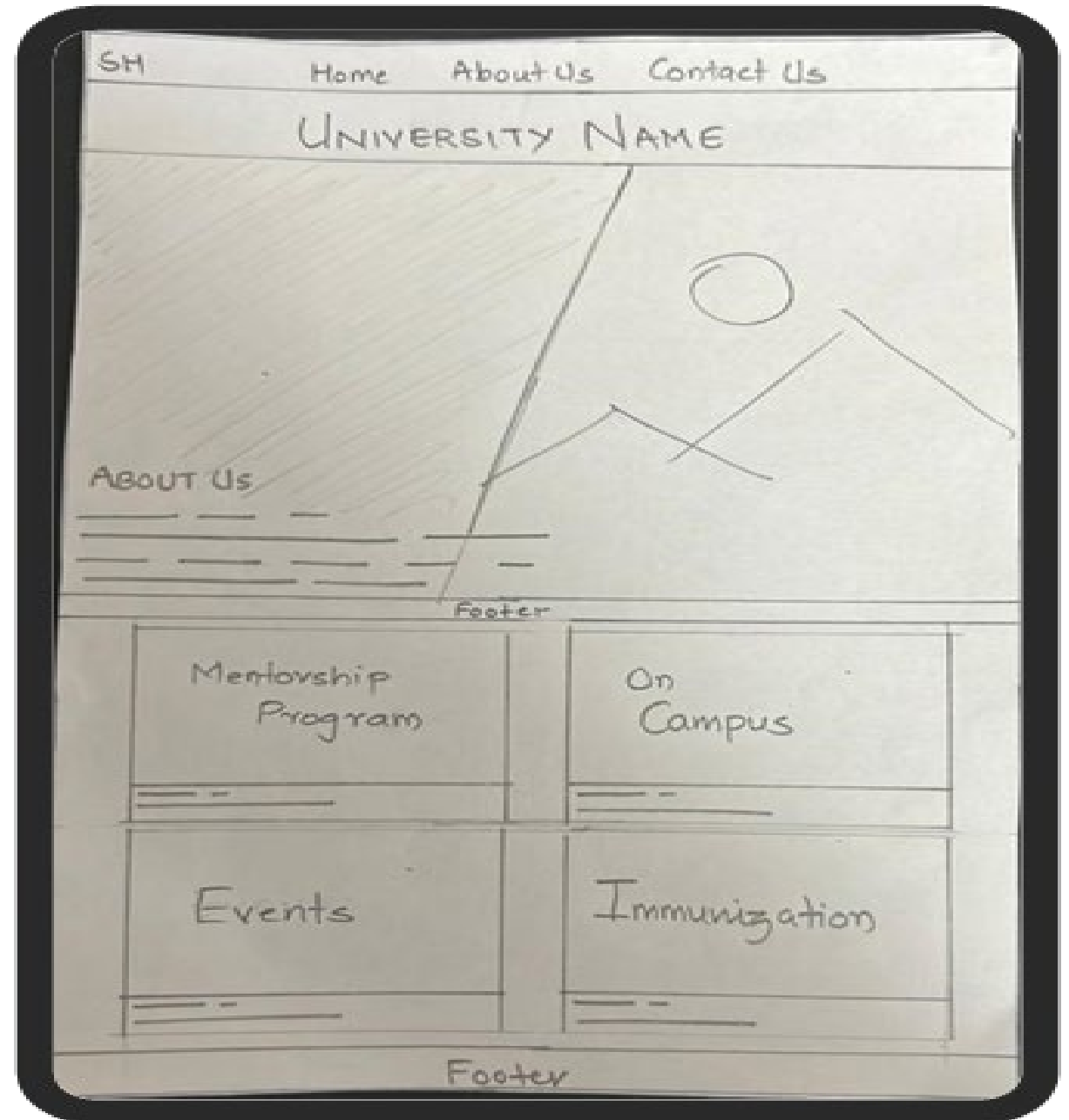
Pencil Sketches

University-Centric Page

Once the user selects a particular university the redirected page displays the features according to the university selected.

The features available on the page are

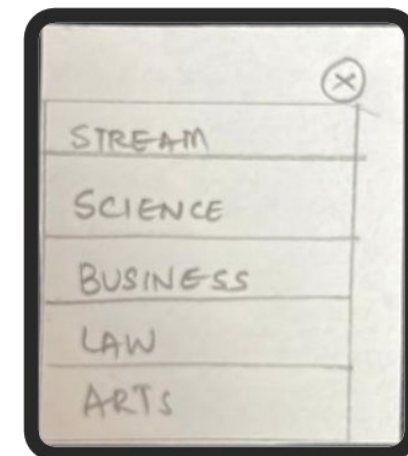
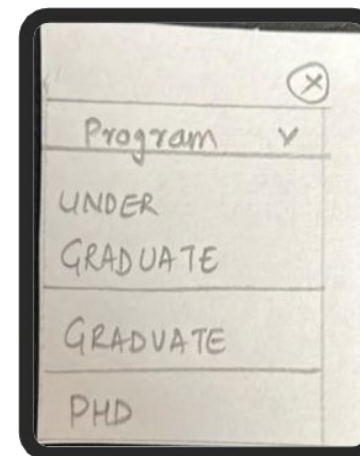
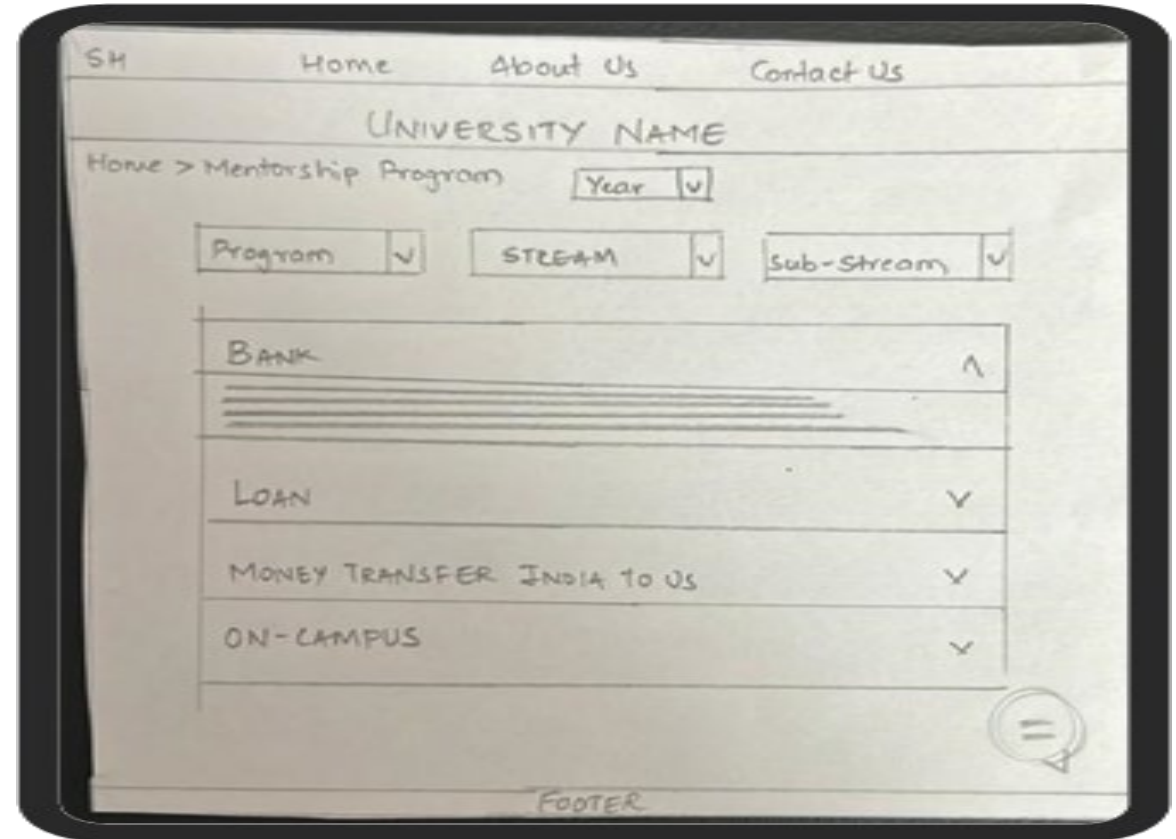
- ✓ Mentorship program
- ✓ On-campus
- ✓ Events
- ✓ Immunization



Pencil Sketches

Mentorship Page

- ✓ Each and every college has this new concept of allotting a Buddy to few group of students, who will cater to their needs and help them in their journey.
- ✓ So we have tried incorporating it, in our application where student will select program and stream and then the mentors name and email id will be displayed.
- ✓ Page also displays information regarding all the important stress points a student might have for quick and easy access.



Pencil Sketches

Events Page

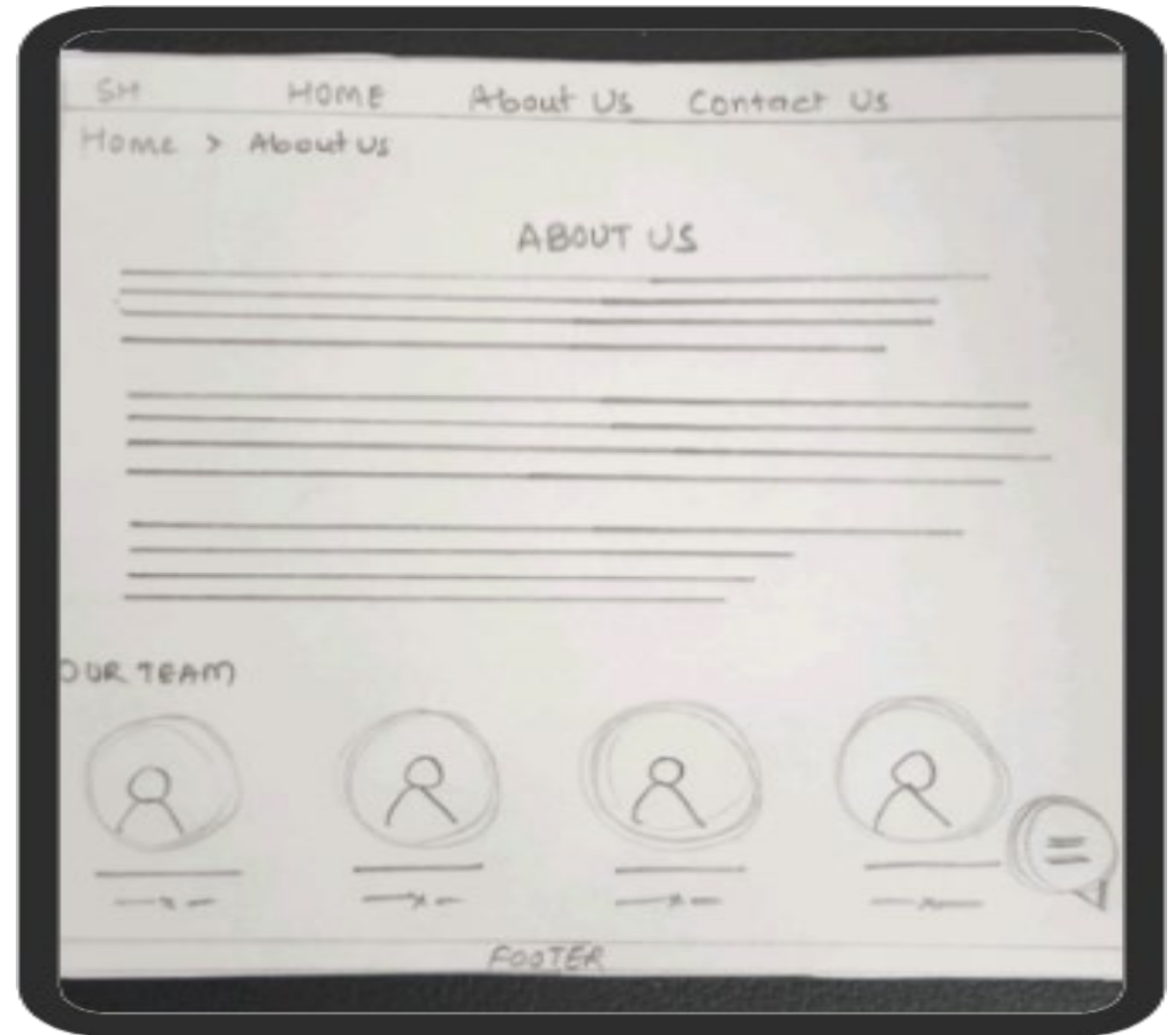
- ✓ The Event page is one of the University-centric features that gives you information about the upcoming events happening in the university and the links from where you can reserve your seat if needed.
- ✓ It also shows you images and information about the past events that happened in the University which were a great success.



Pencil Sketches

About Us Page

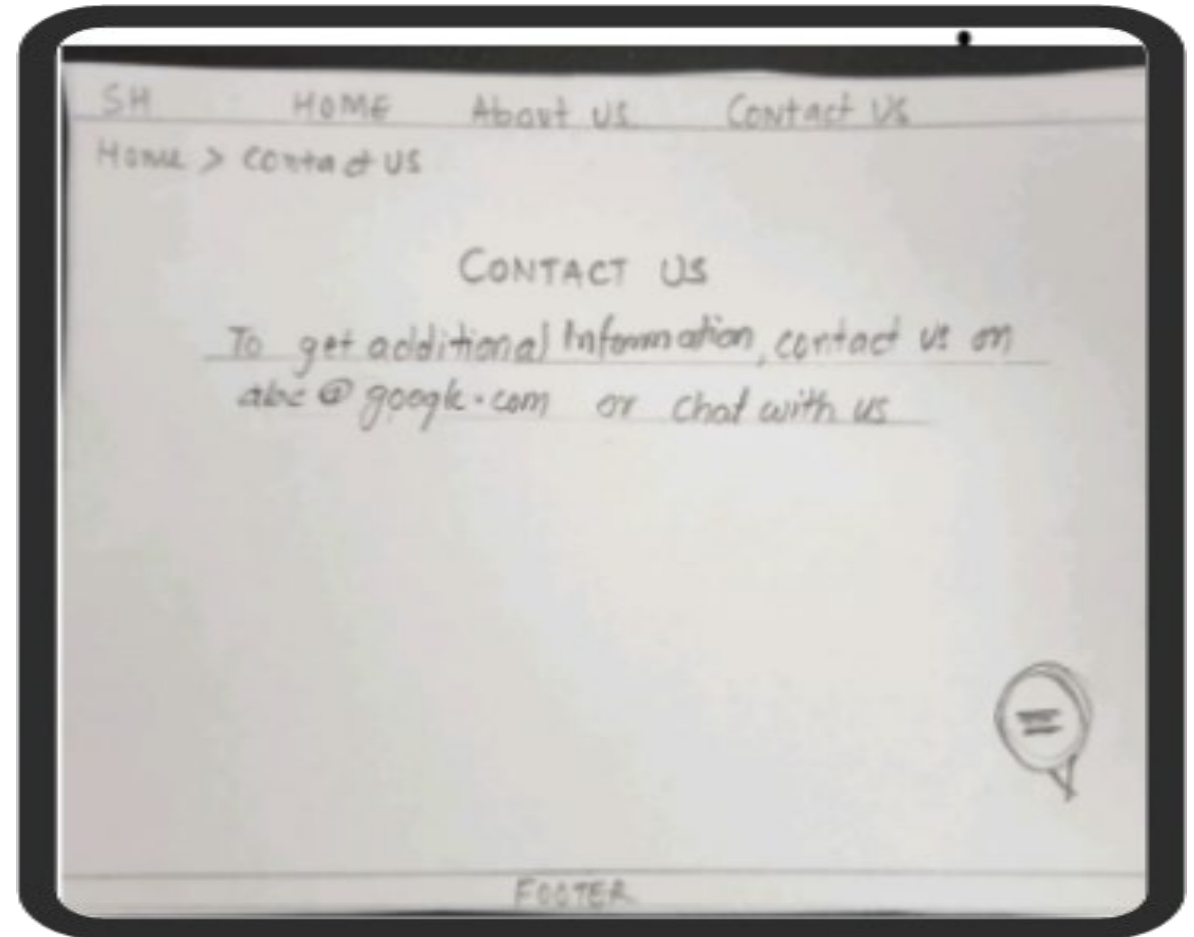
- ✓ The About Us page talks about the inception of Student Hub and also our Mission and Vision behind creating this application.
- ✓ We also have section for displaying the founding members of the application with the email id's, so that students can reach out to us when in need.



Pencil Sketches

Contact Us Page

The Contact Us page displays the form to contact us by inputting your email and message so that we can get back to you as soon as possible.



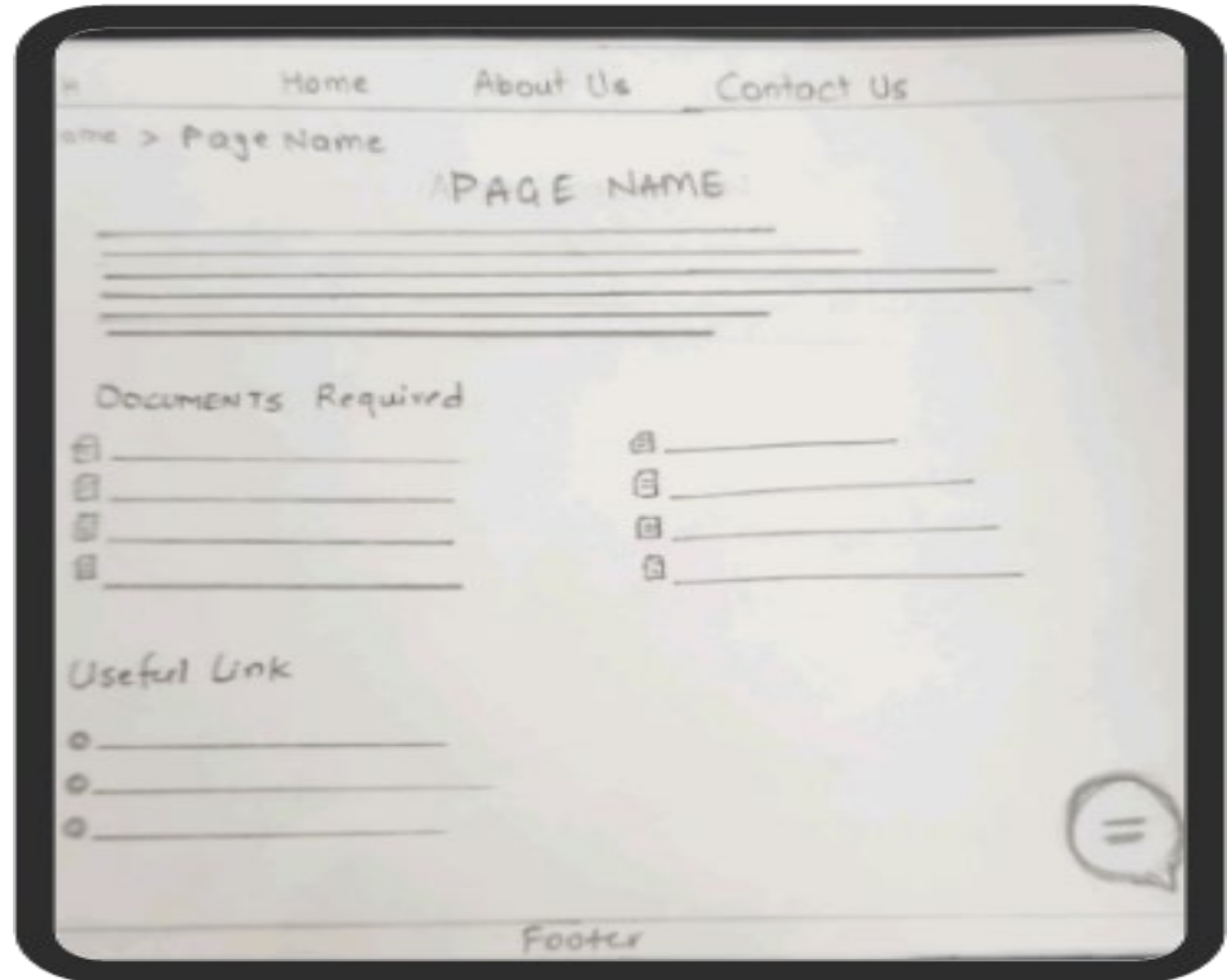
Pencil Sketches

Feature Page

The feature page design is common for

- ✓ SSN
- ✓ Accommodation
- ✓ On-campus
- ✓ immunization
- ✓ State Id/license
- ✓ opening bank account.

It displays information about the feature with important details and the links related to it.

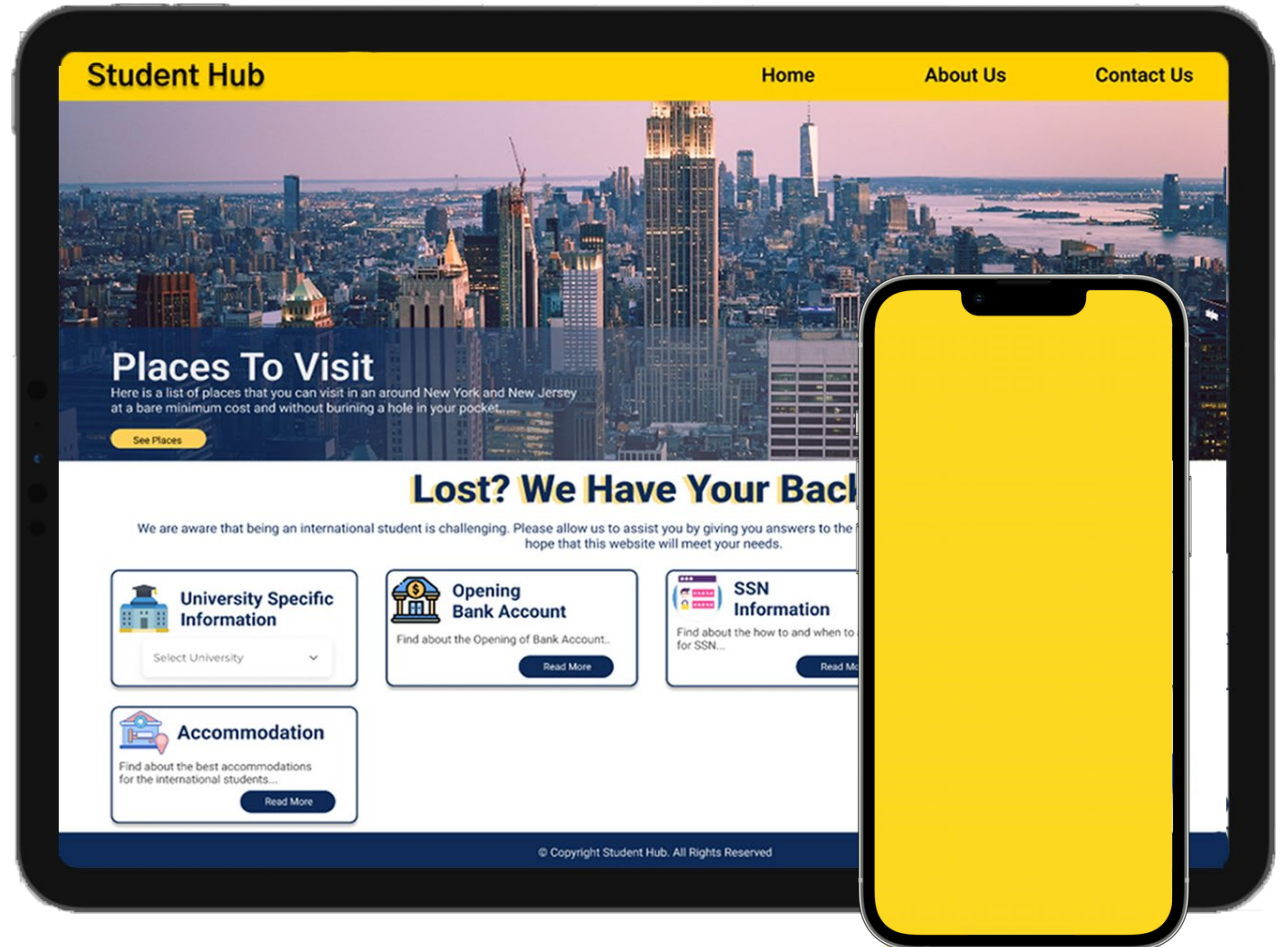


Wireframes / Prototypes

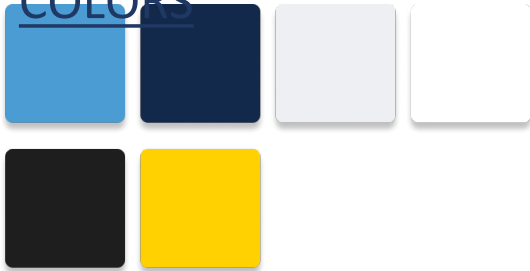
Figma Prototype

See the Figma prototype [here](#).

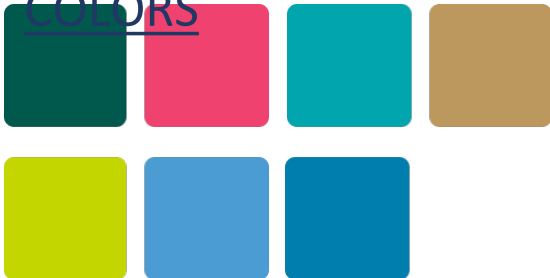
- ✓ Our goal was to make the web application **interactive** and **easy to use**. This is the reason why we decided to go with two main categories that are **University centric** and **Non-University centric**.
- ✓ Our landing page is Non – University centric which consists of sub-categories such as **Select University** which will take you to the specific university-centric page, **Opening a bank account**, **SSN**, **State id/ License**, and **Accommodation**.
- ✓ Our University Centric page consists of the **Mentorship program**, **on-campus**, **Events**, and **Immunization**.



PRIMARY COLORS



SECONDARY COLORS




WEBSITE FONTS

Aa Aa
Roboto Open Sans

BUTTON DESIGN





State Id / License

Find about how to apply for State Id and License at DMV...

Read More

CARD DESIGN



Exchange Place 3.5
THE SKY IS NOT THE LIMIT.
IT'S JUST THE BEGINNING.

Read More

CHATBOT DESIGN

How Can I Help you Today?
Hello, welcome to Student Hub. Let the individual bubbles guide you to detail you seek


Loan Process SSN

Documents Required For Accomodation

Budget Friendly Places Avoid Spams


License Account

Didn't find what you were looking for?
Write to us and we will get back to you within 48hrs

Type something... 

Non University Centric Layout

Student Hub Home About Us Contact Us




Places To Visit

Here is a list of places that you can visit in an around New York and New Jersey at a bare minimum cost and without burning a hole in your pocket.

[See Places](#)


Lost? We Have Your Back

We are aware that being an international student is challenging. Please allow us to assist you by giving you answers to the most frequent questions asked by students. We really hope that this website will meet your needs.



University Specific Information


Select University



Opening Bank Account

Find about the Opening of Bank Account...


[Read More](#)



SSN Information

Find about the how to and when to apply for SSN...


[Read More](#)



State Id / License

Find about how to apply for State Id and License at DMV...


[Read More](#)



Accommodation

Find about the best accommodations for the international students...

[Read More](#)


Still lost?
Let chatbot assist you 

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University Centric Layout


Student Hub Home About Us Contact Us

Pace University



About Us


Pace is where your interests become career goals. And your goals become your future. Get an education customized for you, with courses shaped by industry needs. Get real-world experiences that prime you for your next step. Jumpstart your future.



Mentorship Program

Find about the best accommodations for the international students...


[Read More](#)



On Campus

Find about the best accommodations for the international students...


[Read More](#)



Events

Find about the best accommodations for the international students...

[Read More](#)



Immunization

Find about the best accommodations for the international students...

[Read More](#)

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Student Hub Homepage

- ✓ On the homepage we have tried accommodating all the important features selected after Interviews and Survey.
- ✓ The page has links to About us page, Contact Us page.
- ✓ Selecting the university.
- ✓ It also has links to common features like
 - Accommodation
 - SSN
 - Opening Bank Account and
 - State Id and License
- ✓ The Page also has Chat feature, which acts as a bot and if the answers are not available then one can leave a message and it will be then answered within a TAT of 48 hrs.

Student Hub Home About Us Contact Us

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Find about the Opening of Bank Account...

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Accommodation

Find about the best accommodations for the international students...

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University Page

- ✓ On the University page we have tried accommodating the important features selected after Interviews and Survey
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- ✓ It also has links to common features like
 - Mentorship Program, On Campus, Events, Immunization
- ✓ The Page also has Chat feature, which acts as a bot and if the answers are not available then one can leave a message and it will be then answered within a TAT of 48 hrs.

Student Hub Home About Us Contact Us

Pace University

About Us

Pace is where your interests become career goals. And your goals become your future. Get an education customized for you, with courses shaped by industry needs. Get real-world experiences that prime you for your next step. Jumpstart your future.

P A C E U N I V E R S I T Y

- Mentorship Program**
Find about the best accommodations for the international students,...
- On Campus**
Find about the best accommodations for the international students,...
- Events**
Find about the best accommodations for the international students,...
- Immunization**
Find about the best accommodations for the international students,...

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Opening Bank Account Page

- ✓ First thing one needs to do after renting an apartment, is opening bank account, this page guides students to the respective banks checking account for students.
- ✓ Links are provided, so that the latest offers and students schemes is received by the users, in this case the students.
- ✓ The page also talks about the general document requirement to open bank account

Student Hub

Home About Us Contact Us

Home > Opening Bank Account

OPENING BANK ACCOUNT

Some of the banks offering student discount and zero balance account to international students are as mentioned below:


- > [Bank Of America](#)
- > [Chase](#)
- > [TD Bank](#)
- > [PNC Bank](#)

Documents Required

Some of the basic documents that are required by the landlords or the owners are mentioned below:

- 📄 Passport
- 📄 Lease Agreement
- 📄 I20
- 📄 Address Proof
- 📄 Visa

*Initial deposit in cash (usually a minimum of \$25)



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Social Security Number Page

- ✓ Social Security Number (SSN) Page talks about Who, When, How and Eligibility to obtain it.
- ✓ It also talks about steps to take when one misplaces the SSN.
- ✓ SSN is required by all the international students to legally work in the United States.

Student Hub Home About Us Contact Us

Home > SSN

Social Security Number (SSN)

A Social Security Number (SSN) is a unique, 9-digit number used for taxpayer identification, income reporting, and record-keeping purposes. Once issued, the number is valid for life. Keep it safe and provide only as needed to U.S. government agencies or credible financial institutions. The SSN is required in order to be paid for any work done in the U.S. whether on-campus employment or off-campus internship (practical training).

Eligibility

International students holding a non-immigrant F-1 or J-1 student visa who have secured a paid position in the U.S. are eligible for a SSN.

Who Can Apply?

- F-1 and J-1 students who are working on-campus.
- F-1 students authorized for Curricular Practical Training, Optional Practical Training
- J-1 students authorized for Academic Training.

When to Apply?

- The application for a SSN must be made before your on-campus job begins.
- You may not apply earlier than 30 days before your work begin date if you are doing
- Once you've submitted your application you should receive your SSN within 2-4 weeks
- OPT applicants have the option to apply for a SSN at the same time they apply for E

How To Apply?

COVID-19 UPDATE

Even though SSA offices are closed for the public, they continue working remotely. You can call your local SSA office to request an appointment. The local office contact information can be found on

How Can I Help you Today?
Hello, welcome to Student Hub. Let the individual bubbles guide you to detail you seek

Loan Process SSN
Documents Required For Accomodation
Budget Friendly Places Avoid Spams
License Account

Didn't find what you were looking for?
Write to us and we will get back to you within 48hrs
Type something...

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Places To Visit Page

- ✓ Places to Visit detail page provides details of a particular location that student wants to know about.
- ✓ The idea for this page is to provide all the information related to the location and also tell students if they can avail any discounts and also how to reach the destination.

The screenshot shows a website interface for 'Student Hub'. At the top, there is a yellow navigation bar with 'Student Hub' on the left and 'Home', 'About Us', and 'Contact Us' on the right. Below this is a dark blue header with 'Home > Places To Visit' and 'PLACES TO VISIT'. The main content area features a white text box with a paragraph about NYC attractions. Below this are two buttons: 'New York' (white) and 'New Jersey' (dark blue). Underneath are four cards, each with an image, a title, a rating, and a quote. The cards are: 'Exchange Place' (3.5 rating, skyline image), 'Hard Rock Cafe' (4.5 rating, red neon sign), 'Jersey Mills' (4.5 rating, modern building), and 'Six Flags' (roller coaster image). A footer at the bottom contains the copyright notice: '© Copyright Student Hub. All Rights Reserved'.

Student Hub Home About Us Contact Us

Home > Places To Visit

PLACES TO VISIT

Make the most of your time in the city that never sleeps on a guided tour of NYC's top attractions. Travel by both the Staten Island Ferry and bus as you swing by the 9/11 Memorial, Central Park, Rockefeller Center and more. Then hop aboard a one-trip Ferry ride for a sightseeing cruise past the Statue of Liberty and Ellis Island, complete with stunning views of the world-famous skyline and Brooklyn Bridge.

New York **New Jersey**

Exchange Place 3.5
THE SKY IS NOT THE LIMIT.
IT'S JUST THE BEGINNING.

Hard Rock Cafe 4.5
THE SKY IS NOT THE LIMIT.
IT'S JUST THE BEGINNING.

Jersey Mills 4.5
THE SKY IS NOT THE LIMIT.
IT'S JUST THE BEGINNING.

Six Flags
THE SKY IS NOT THE LIMIT.
IT'S JUST THE BEGINNING.

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Immunization Page

- ✓ The Immunization page provides details about the Immunization requirements for the particular University which are compulsory for entering the University and attending the lectures. It also has the link where you can upload the documents.

Student Hub Home About Us Contact Us

Pace University

Home > Pace University > Immunization

Immunization

Immunization is very important for International students and needs to be submitted on the university website so as to attend the lectures On Campus.

Beginning the fall 2021 semester, Pace University will also require all students who will be on campus (e.g., residential, commuter, and online students who plan to use University facilities) to receive, and to provide proof of having received, a COVID-19 vaccine approved for use emergency use by the the US Food and Drug Administration or the World Health Organization. Students who fail to provide such documentation are not permitted to physically access Pace campuses.

Proof of Immunization

All students that will physically access campus must submit proof of vaccination through the **University Health Care Patient Portal**.

REQUIRED VACCINES:

MMR VACCINATION

Acceptable proof of immunization must include one or more of the following:
Record of vaccination documenting:

- Two (2) doses of measles given after your first birthday and at least 28 days apart (the first dose is considered Day 0)
- Mumps: 1 dose after first birthday
- Rubella: 1 dose after first birthday

OR

A report of the results of a blood antibody titer test, for immunity for measles, mumps and rubella. All students must provide exact dates of receiving the MMR vaccine or a copy of the immune titer.

MENINGITIS CERTIFICATION

Students must document that they either have received the meningitis vaccine within the last 5 years or have declined to receive it. Students that decline the vaccine must complete and submit a meningitis waiver signed by the student or student's parent or guardian, via the University Health Care Patient Portal. The meningitis waiver can be found on the University Health Care Patient Portal under "forms."

COVID-19 VACCINATION

COVID-19 Vaccination and Booster Requirements

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Pace University

[Home](#) > [Pace University](#) > [On - Campus](#)

On -Campus



When students fix on the University they are pursuing their Masters the task which they work along with their visa procedure and other tasks is finding an On - Campus job opportunity which is difficult to find due to high volume of admissions and skill sets.

There are various types of job opportunities available on-campus

The main two types of job opportunities are:

- 1: Paid opportunity
- 2: Unpaid opportunity

Student can work as a Teaching Assistant, Graduate Assistant or there are many other opportunities such as working in library cafeteria, tutor and many more.

The links to apply to this jobs opportunities can be found below:

- 1: Graduate Assistantship: [Graduate Assistantship Application \(pace.edu\)](#)
- 2: Other Job Opportunities: [Pace University Portal | Home](#)

On-campus Page

- ✓ The On- campus page consist of details on what are various types of job opportunities available and how can students apply to them. What are the prerequisites to obtain the On Campus jobs and proper channels to apply.

Events Page

- ✓ The Events page gives details about the upcoming events happening in the University.
- ✓ It also displays the past events with memories in form of Images, to provide that personal touch of how a particular event is celebrated in a particular university.


Student Hub Home About Us Contact Us

Pace University

Home > Pace University > Events

EVENTS

Upcoming Events



Fall Rock Painting Event

Pace University has more than 20 clubs which organize various events, meetings. Pace University have events every week which are fun, learning and the events to meet new people. The University not only offers events related to entertainment or networking events but also to various cultural from many countries such as Diwali event, Holi and many more.


Below is the link to find the upcoming events and register for it:

- 1: **Pace Events Page:** [Events | Pace University New York](#)
- 2: **Corq:** Download today on the Google and Apple app stores. CORQ is your go-to campus engagement app! You can browse and join clubs and organizations, view and RSVP to upcoming events, and download your campus event pass which is used to check you in at all events!

PAST EVENTS


E Sport Event

Pace University unveiled its first dedicated gaming arena in celebration of the Athletic Department's newest and 15th varsity sport—Esports. The announcement comes as Pace University's Esports program enters its second official season after a successful inaugural year in Spring 2022.....



Diwali Event

Diwali, Dewali, Divali, or Deepavali, also known as the Festival of Lights, related to Jain Diwali, Bandi Chhor Divas, Tihar, Swanti, Sohrai, and Bandna, is a Dharmic religious festival and one of the most important festivals within Hinduism.



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About Us Page

- ✓ About Us Page talks about the idea behind creating this web application.
- ✓ It also talks about the Mission and Vision behind the web application.
- ✓ Lastly it showcases the thinkers (creators) of the web application

ABOUT US

For international students, moving to a foreign country and starting over is never easy.

Everything in the application is conceptualized and included based on our individual experiences and feedback from those on a similar path. This is how we can support current students and assist them in their education while fostering a sense of community.

Mission

We want this web application to be agnostic and one stop solution that caters to all the needs and requirements of International students.

Vision

Team



Prashant Shinde



Vidisha Sawant



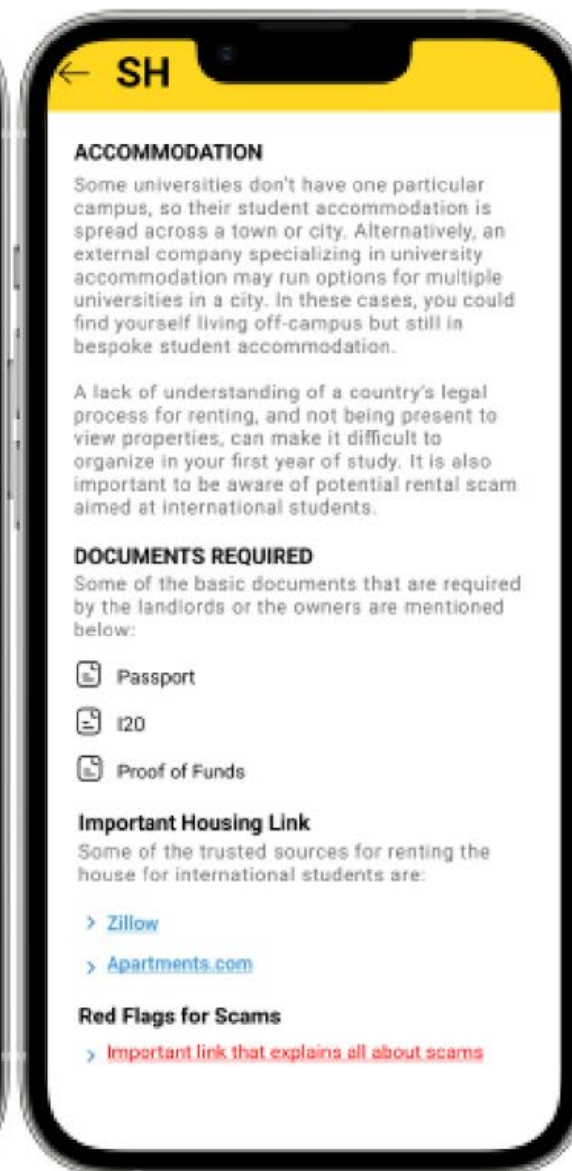
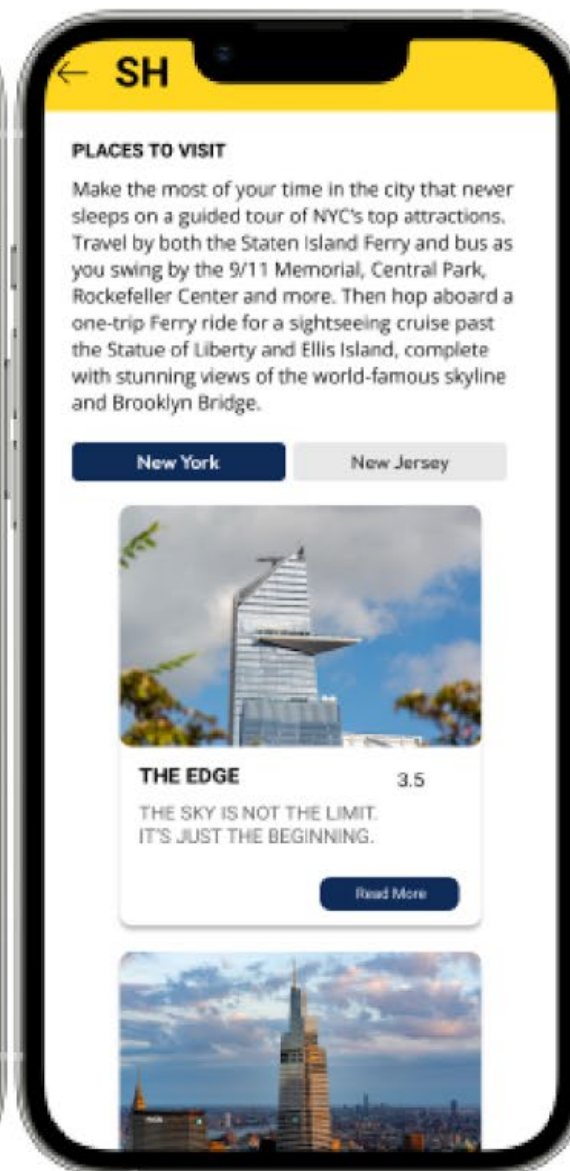
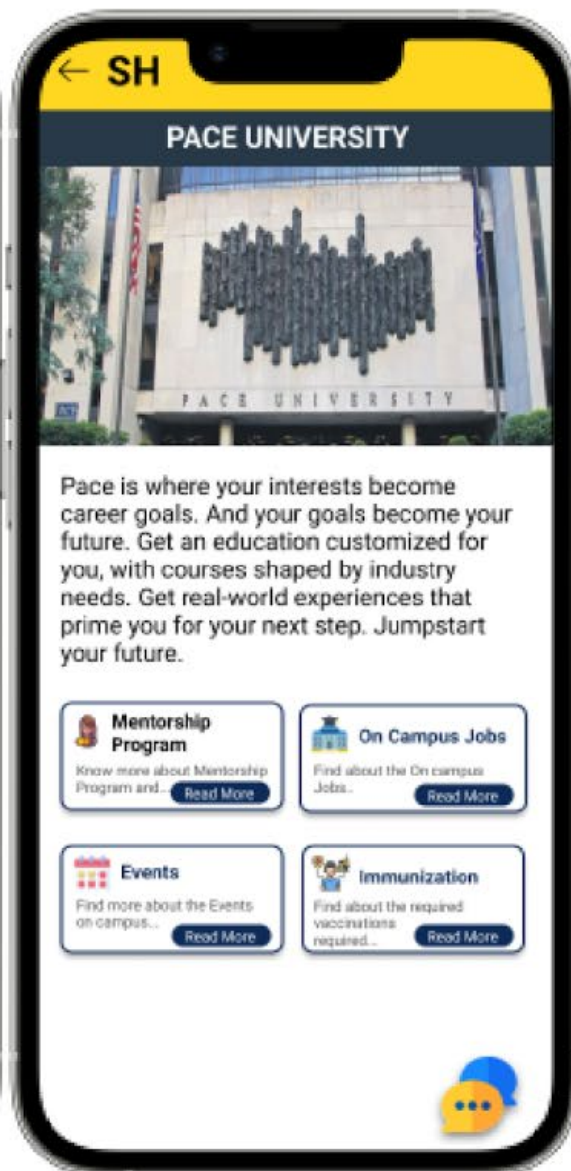
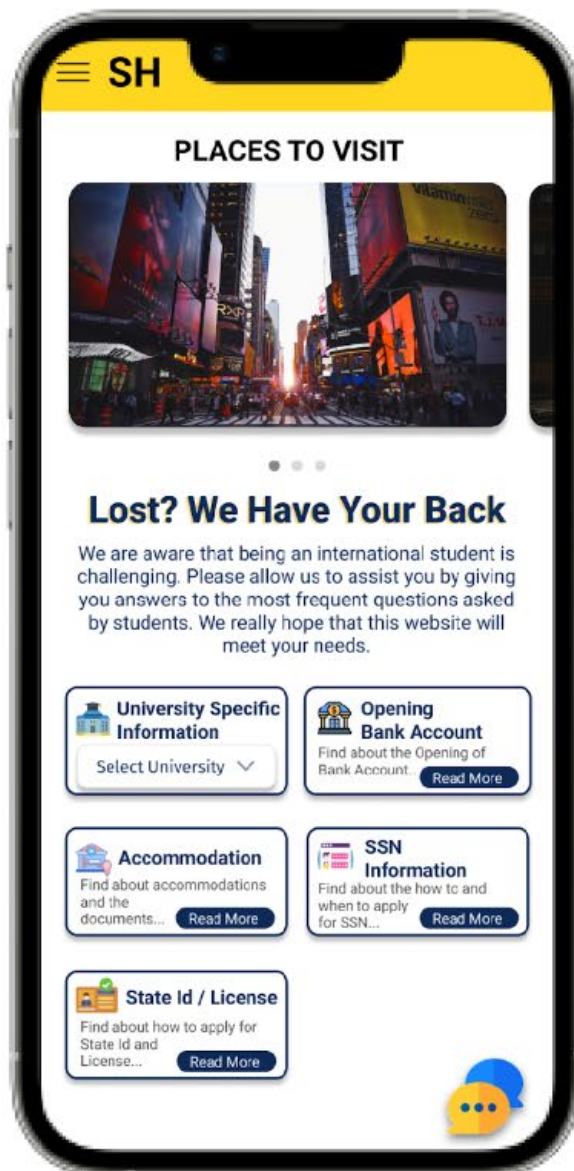
Raj Mehta



Neerav Poriya



Mobile View



Usability Evaluation

Evaluation Process

- ✓ We conducted the **interview via Zoom** for the **incoming students** and **on Campus interviews** for the **students who are already here** in a moderated way.
- ✓ We provided our users to perform **4 core tasks** to evaluate our design.
- ✓ For **quantitative data**, we used the **SUS questionnaire** where users can score on a scale of 1 – 5 where 1 being strongly disagree to 5 being strongly agree.



Interview Questions

General information and contextual questions

- ✓ 1. How do you usually search for information about studies abroad?
- ✓ 2. Are you able to find the information you are looking for each time?
- ✓ 3. According to you, how do you categorize the information related to studying abroad?
- ✓ 4. How do you feel about sharing your experience with us about you moving to the US for your master's?

Usability Questions

- ✓ 1. Scenario: starting from the homepage – Walk me through what you see on this page?
- ✓ 2. Scenario: starting from the university homepage – Walk me through what you see on this page?
- ✓ 3. Look at the top navigation bar, what do you think you would see on those buttons?
- ✓ 4. What do you expect to find on the mentorship program page?
- ✓ 5. What do you expect to find in a chatbot?
- ✓ 6. On the scale of 1 to 5 how would you rate the chatbot feature?

Questions related to Task

- ✓ 1. Scenario: Mentor details for CS graduate program – As a first task, can you find the details of the mentor for CS graduate program?
- ✓ Measure how much time it takes to complete the task.
- ✓ 2. Why did you take this path?

In Coming Users (Zoom)

Kshitij Sharma	Time Taken Website	Time Taken Mobile	False Steps	Errors
How will you find Mentor details related to the CS stream for the Graduate Program?	00:50	00:20	None	Mentorship program?
How do I get details about red flags related to accommodation?	00:10	00:07	None	
Where can I get details about Exchange Place which is very famous among Tourists?	00:15	00:06	None	
How will you find link to apply for on Campus jobs for Pace University?	00:15	00:12	None	

Feedbacks and Comments:

✓ What is mentorship program?

We explained the user what mentorship program ment and the user was quite happy with the feature and was unaware about it.

✓ I believe mobile and website can have different looks till the time it is functional and doing the work accurately.

We have incorporated the same look and feel based on feedback from 5% users and changes are in the upcoming slides.

In Coming Users (Zoom)

Aishwarya Nair	Time Taken Website	Time Taken Mobile	False Steps	Errors
How will you find Mentor details related to the CS stream for the Graduate Program?	01:00	00:22	None	
How do I get details about red flags related to accommodation?	00:15	00:06	None	What do we mean by red flag?
Where can I get details about Exchange Place which is very famous among Tourists?	00:22	00:10	None	
How will you find link to apply for on Campus jobs for Pace University?	00:15	00:09	None	

Feedbacks and Comments:

✓ Why do we have this chatbot feature when we have same bubbles outside.

On explaining, that chatbot will also have non prominent features and bubbles that are not already covered and if you feel like we missed something, you can convey the same to us agreed the use of it.

✓ I believe mobile and website should look the same, yes less information to display on mobile upfront but design wise they should be same

Incorporated in the new design and changes can be seen in the upcoming slides.

On Campus Interviews

Neha Chudekar	Time Taken Website	Time Taken Mobile	False Steps	Errors
How will you find Mentor details related to the CS stream for the Graduate Program?	00:25	00:20	None	
How do I get details about red flags related to accommodation?	00:10	00:07	None	
Where can I get details about Exchange Place which is very famous among Tourists?	00:15	00:06	None	
How will you find link to apply for on Campus jobs for Pace University?	00:15	00:12	None	

Feedbacks and Comments:

- ✓ Felt that major points were covered.
- ✓ Would like to have the loan feature bubble prominent.
Incorporated in the new design. Page changes are provided in the upcoming slides.

On Campus Interviews

Aishwarya Suresh	Time Taken Website	Time Taken Mobile	False Steps	Errors
How will you find Mentor details related to the CS stream for the Graduate Program?	00:20	00:18	None	
How do I get details about red flags related to accommodation?	00:15	00:11	None	
Where can I get details about Exchange Place which is very famous among Tourists?	00:25	00:10	None	
How will you find link to apply for on Campus jobs for Pace University?	00:20	00:15	None	

Feedbacks and Comments:

- ✓ Felt that major points were covered.
- ✓ Wanted transfer money to India feature bubble.
Will be incorporated in the future roadmap, as it requires research.
- ✓ Wanted paying money to university feature.
Will be incorporated in the future roadmap, as it requires research.

System Usability Scale (SUS)

Access to SUS questions [here](#).

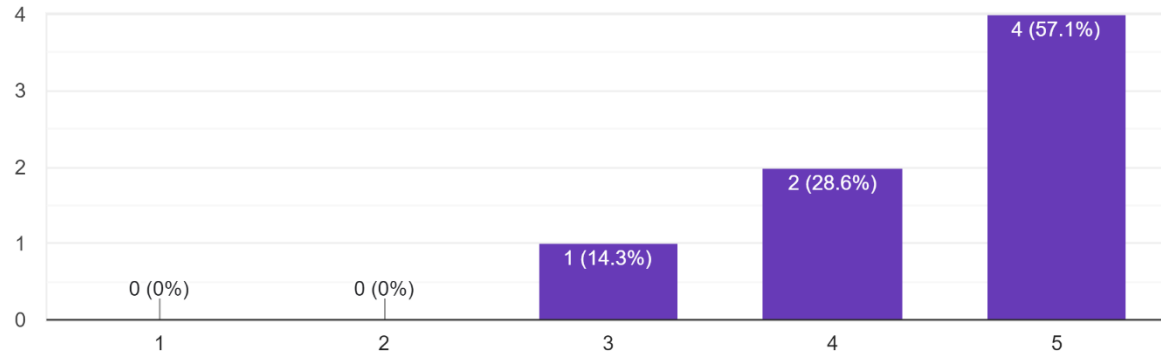
The SUS score was calculated by the matrix of

- ✓ For every odd-numbered question, subtract 1 from the score ($X-1$)
- ✓ For every even-numbered question, subtract the score from 5 ($5-X$)
- ✓ Sum the scores from even and odd-numbered questions. Then multiply the total with 2.5



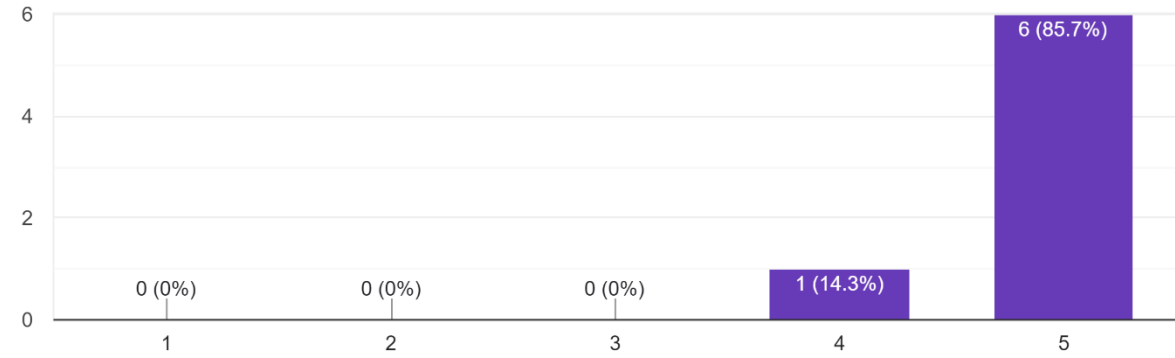
I think I would like to use this website and mobile application frequently.

7 responses



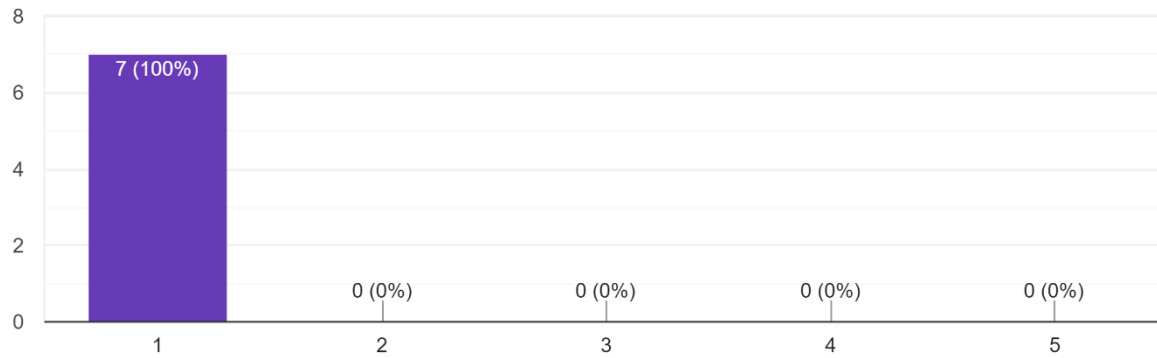
I thought the website and mobile application were easy to use.

7 responses



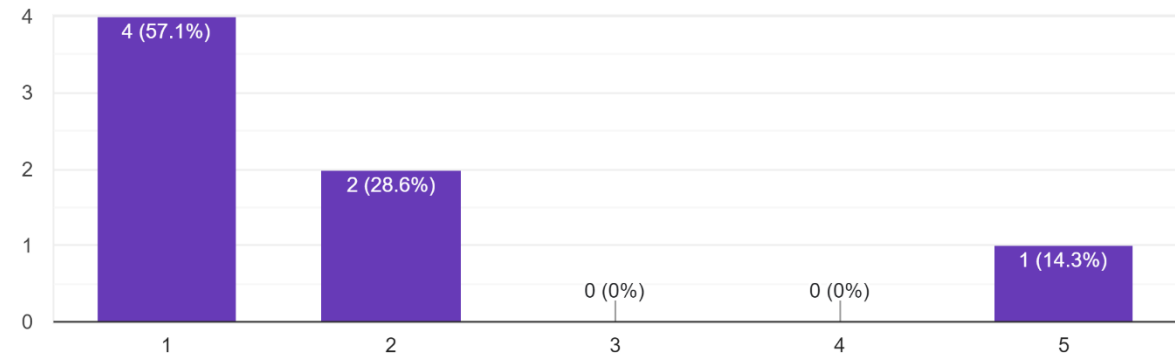
I found the website and mobile application unnecessarily complex.

7 responses



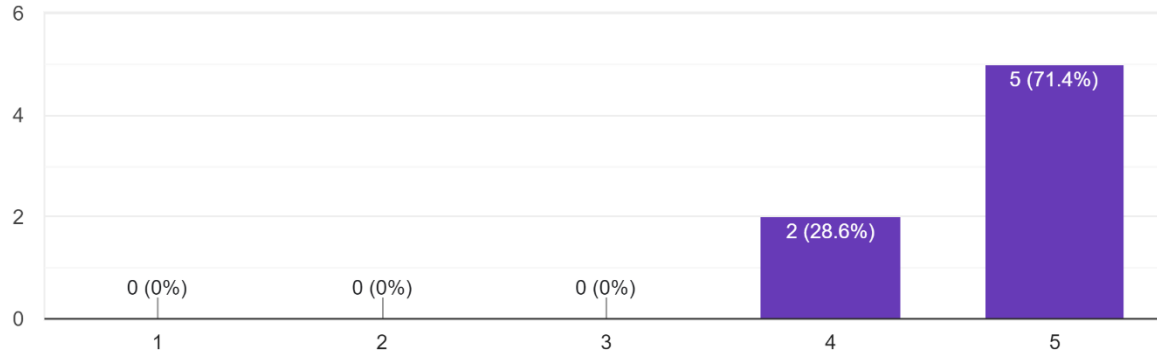
I think that I would need the support from seniors to be able to use this system.

7 responses



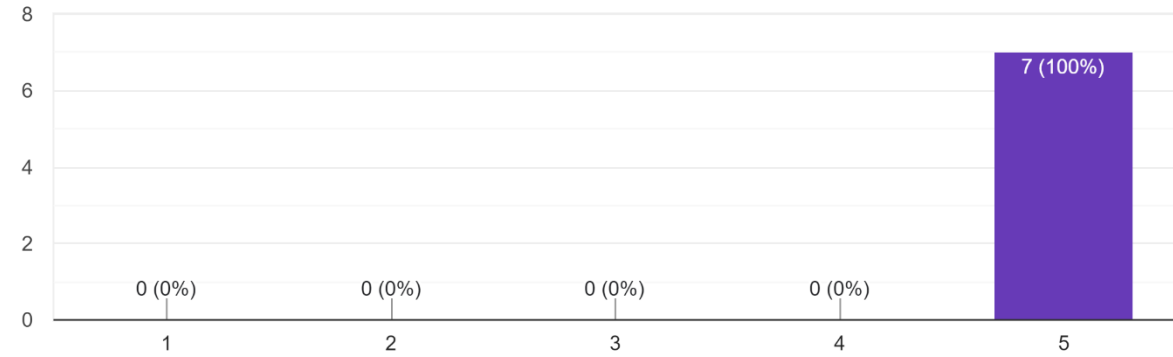
I found the various functions in this website and mobile application were well integrated.

7 responses



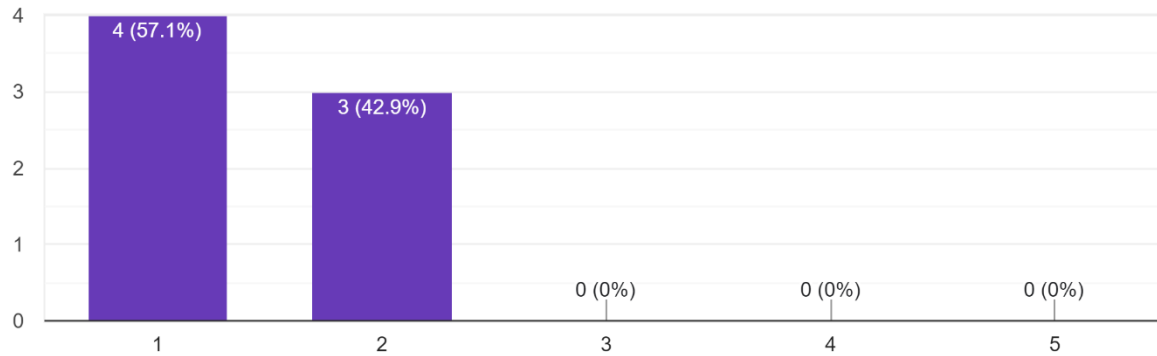
I would imagine that most people would learn to use this website and mobile application very quickly.

7 responses



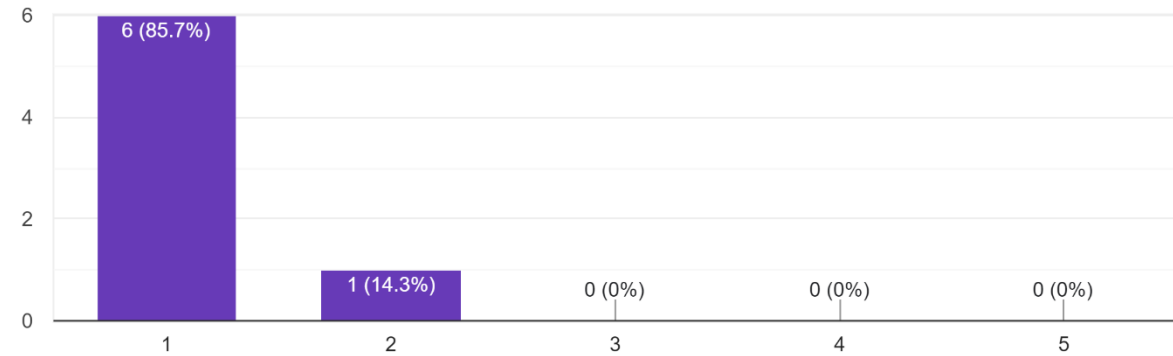
I thought there was too much inconsistency in this website and mobile application.

7 responses



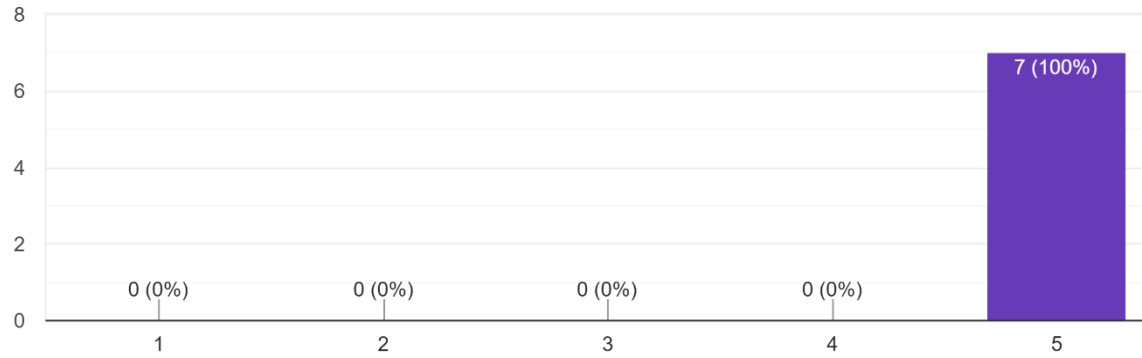
I found the website and mobile application very cumbersome to use.

7 responses



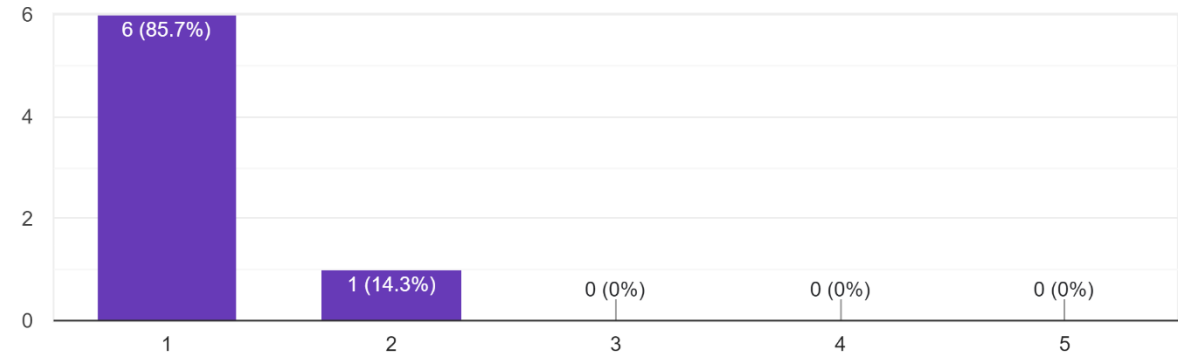
I felt very confident using the website and mobile application.

7 responses



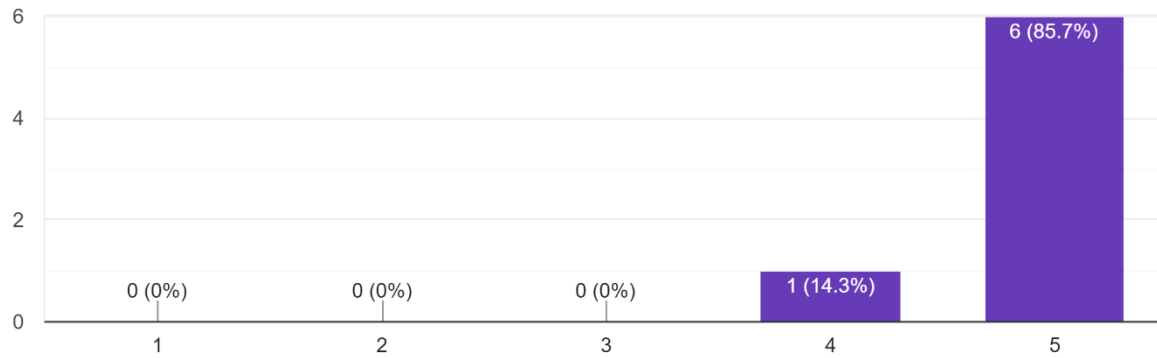
I needed to learn a lot of things before I could get going with this website and mobile application.

7 responses



How likely are you to recommend this website application to others?

7 responses



SUS Score

According to [Usability.gov](https://www.usability.gov), a **SUS score above a 68 is considered average**, and anything below is considered below average. You could also group the number of scores you receive to determine what percentage of respondents gave you a high or low score.

The image below gives you a better snapshot of the range of scores and what they mean. In general:

- ✓ Scores below 50 are considered 'Not Acceptable'
- ✓ Scores between 51-70 are considered 'Marginal'
- ✓ Scores above 71 are considered 'Acceptable'

	1	2	3	4	5	6	7	8	9	10	SUS Raw Score	SUS Final Score
User 1	5	1	5	5	5	2	5	1	5	1	35	87.5
User 2	4	1	4	1	5	1	4	1	4	1	36	90
User 3	4	1	5	1	4	2	5	1	5	1	37	92.5
User 4	5	1	5	2	5	1	5	1	5	2	38	95
User 5	3	1	4	2	4	1	5	1	5	1	35	87.5
User 6	4	1	5	1	5	1	5	1	5	1	39	97.5

Overall Feedback

All the 6 participants found the **website quite intuitive** and **easy** to use and could figure out the assigned task. During the Task and after the walkthrough the prominent feedbacks that we received are as follows.

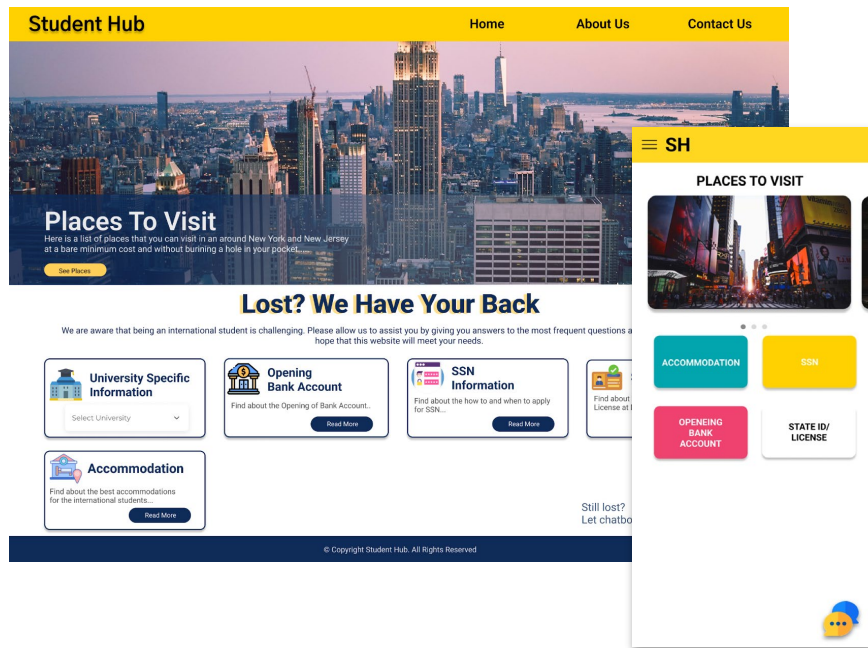
- ✓ Mobile and Website view should be **identical** (5 out of 6 users stressed on this point)
- ✓ More information is needed in the Opening of Bank Account section
 - ◆ Appointment slot booking.
 - ◆ Include personal experience of the students in the page.
- ✓ State Id / License page: Users would love to have a **tab feature** in the page design.
- ✓ 3 of the users **didn't find the chatbot feature that useful**, as the same information was available in the bubbles mentioned. After explaining the feature better they felt that it was ok to have it.
- ✓ User wanted **transferring money** to university details bubble to be added to main criteria of the bubbles.
- ✓ One user wanted **Loan process** feature to be prominent.

Conclusion

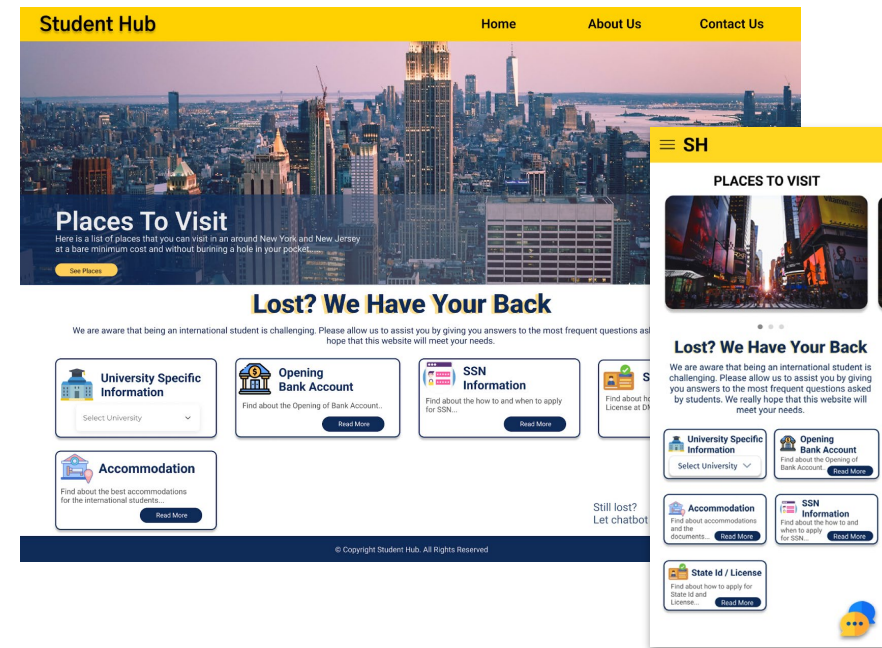
Overall Feedbacks after questioning and evaluation

- ✓ **Mobile and Website view should be identical** (5 out of 6 users stressed on this point), even though the functioning and content were properly placed but they **did notice** the design change and would like to have similar design carried in the mobile app as well.

Prior To Changes



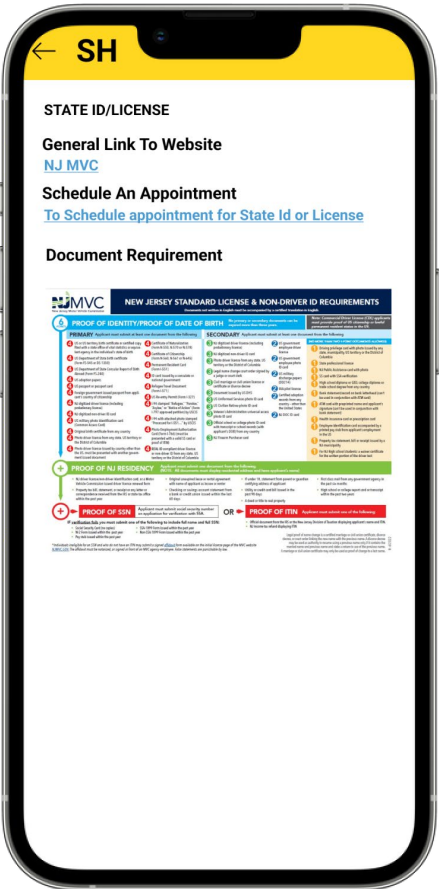
After Changes



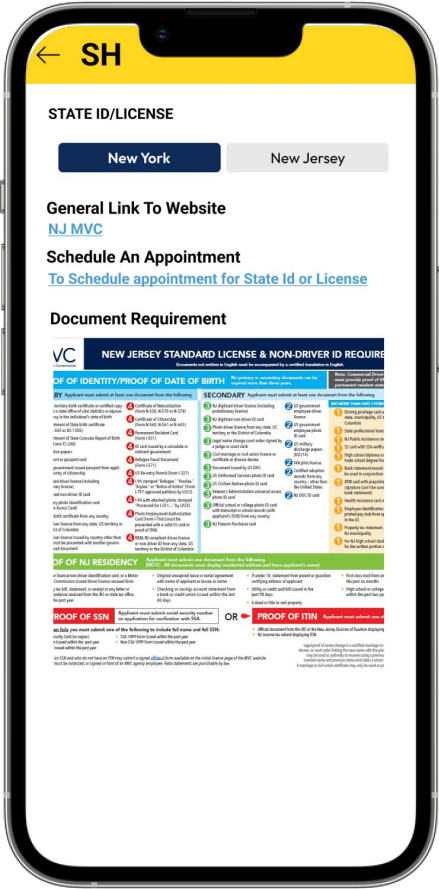
Overall Feedbacks after questioning and evaluation

- ✓ State Id / License page: 2 users said that they would love to have a tab feature to select between New Jersey and New York, instead of scrolling to find a particular information.

Prior To Changes



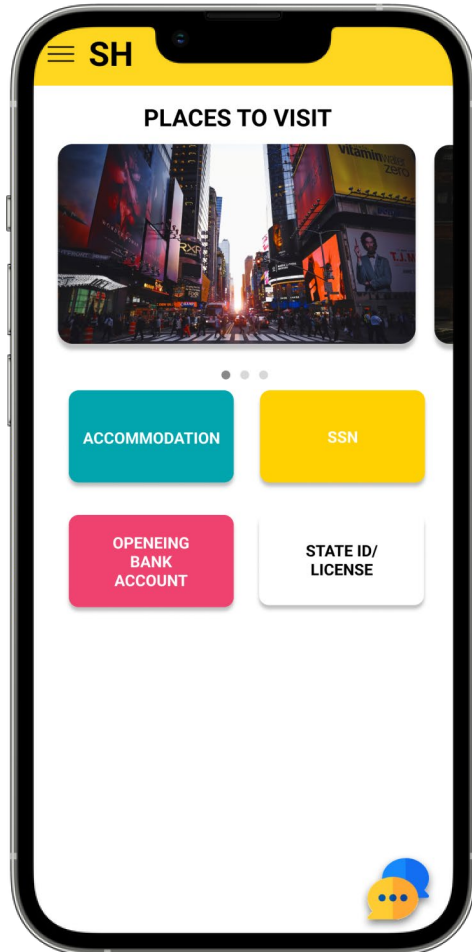
After Changes



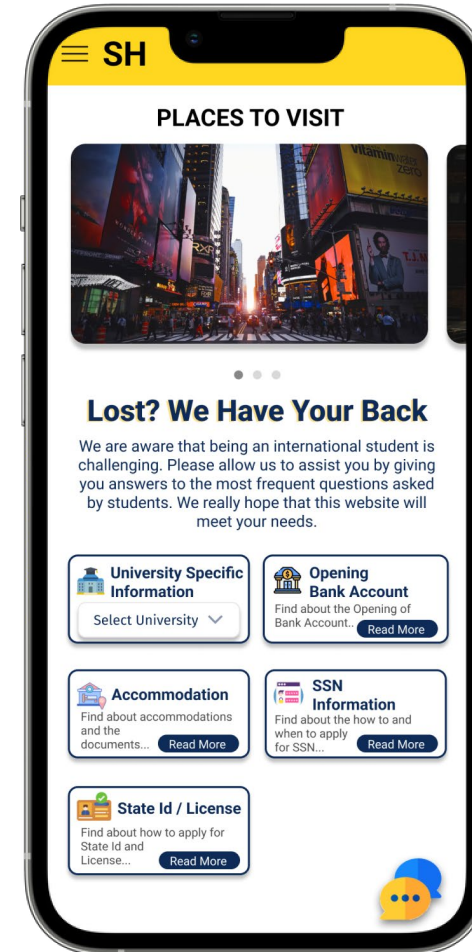
Overall Website Changes

✓ Mobile view changes

Prior To Changes



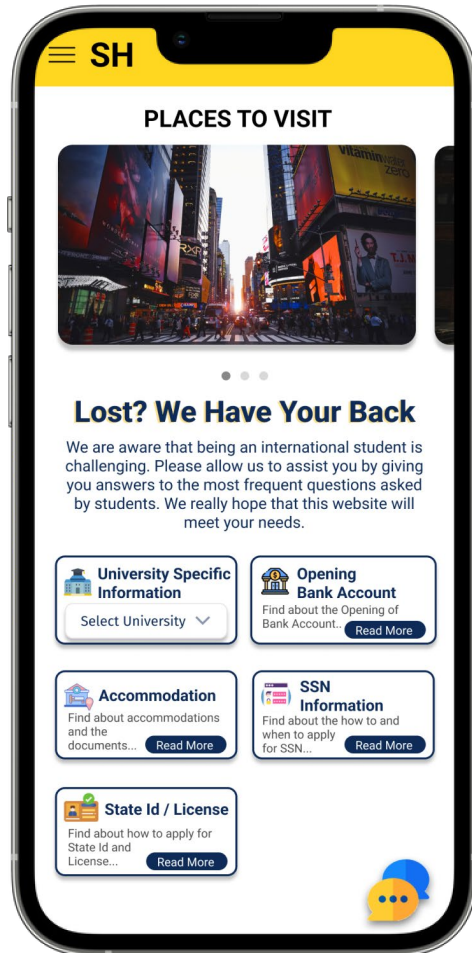
After Changes



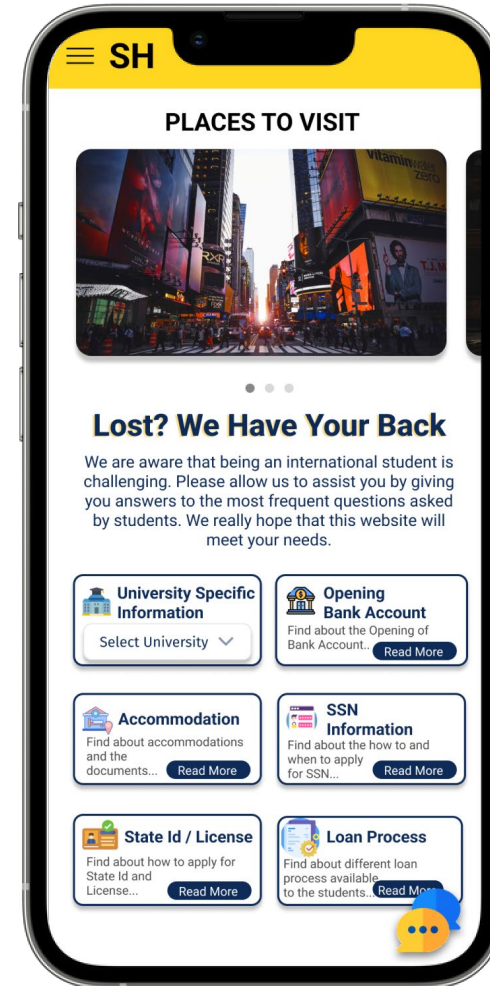
Overall Website Changes

- ✓ Mobile view change after usability evaluation. Added Loan Process tab.

Prior To Changes



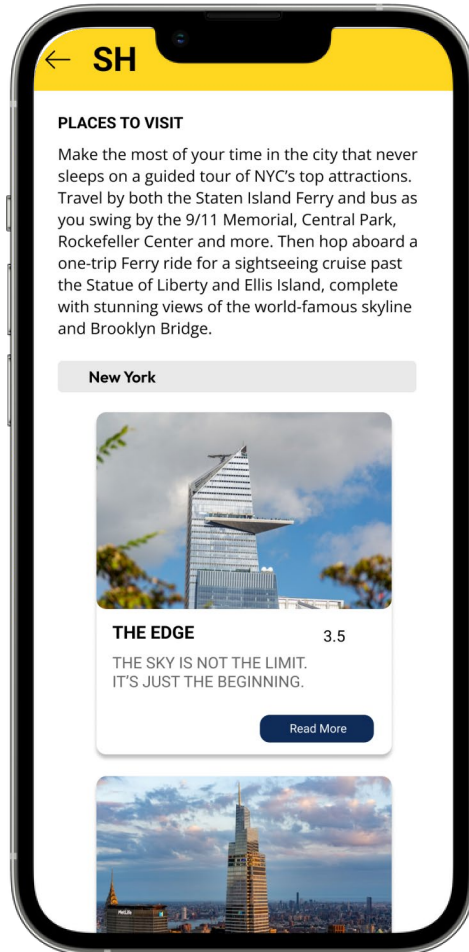
After Changes



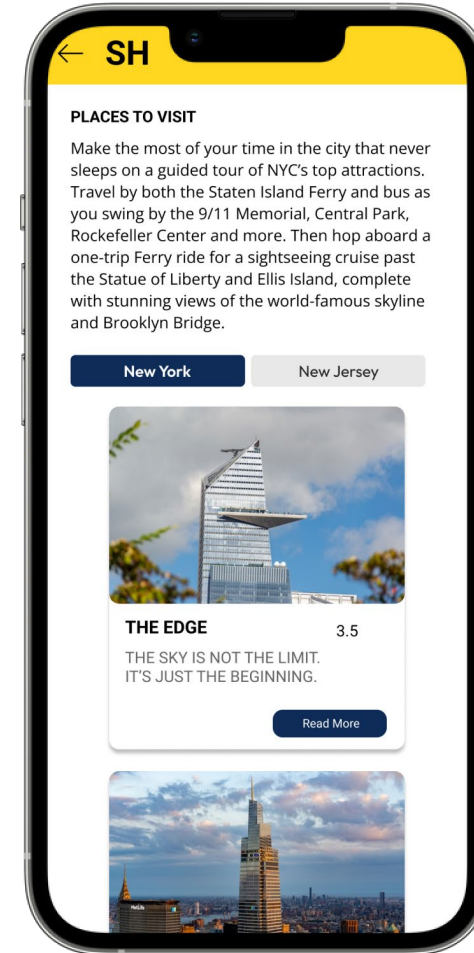
Overall Website Changes

✓ Mobile view changes

Prior To Changes



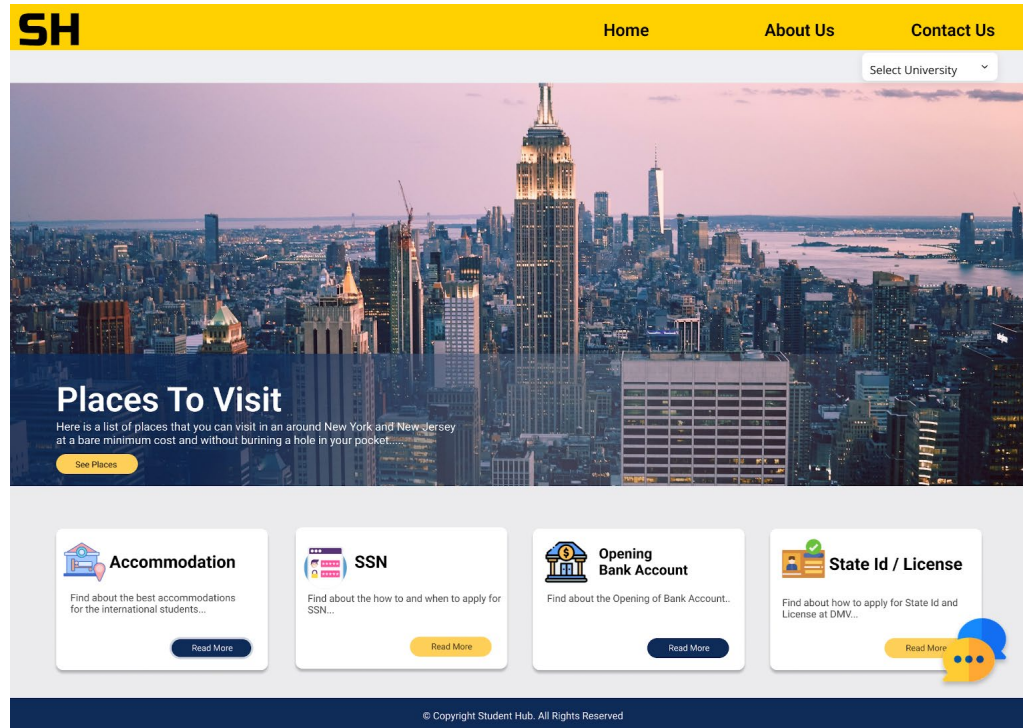
After Changes



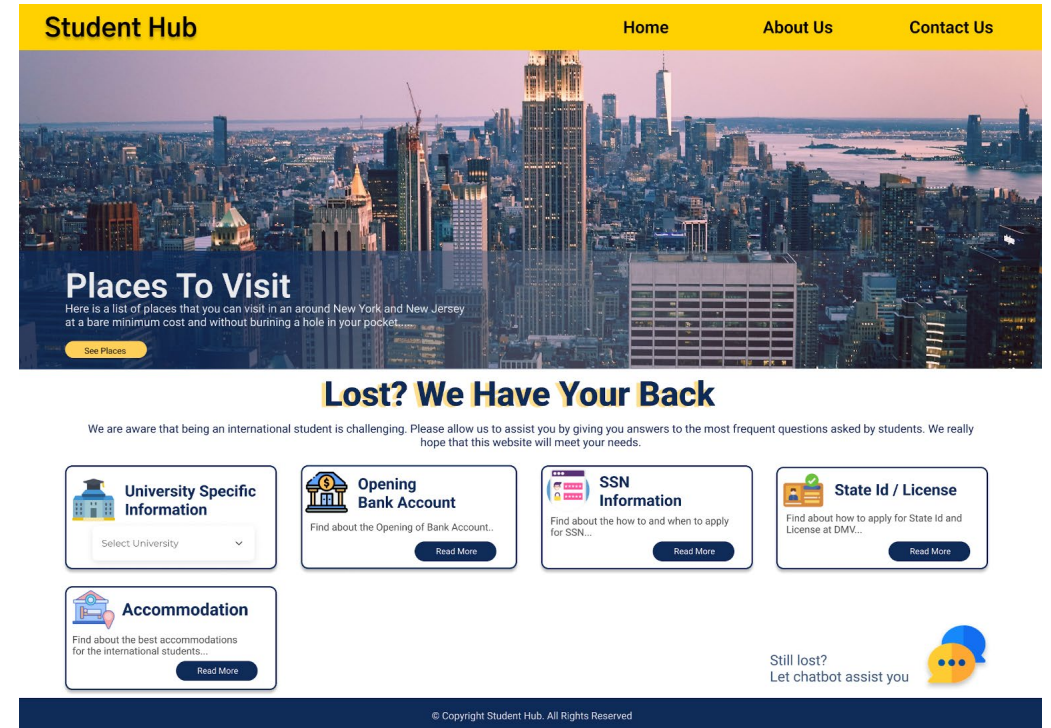
Overall Website Changes

- ✓ Website view changes

Prior To Changes



After Changes



Overall Website Changes

✓ Applying new changes after the feedback from usability evaluation. Loan Process tab is added.

Prior To Changes

The screenshot shows the 'Student Hub' website with a yellow navigation bar containing 'Home', 'About Us', and 'Contact Us'. Below the navigation bar is a large image of a city skyline with the text 'Places To Visit' and a 'See Places' button. The main content area features the heading 'Lost? We Have Your Back' followed by a paragraph: 'We are aware that being an international student is challenging. Please allow us to assist you by giving you answers to the most frequent questions asked by students. We really hope that this website will meet your needs.' Below this are five service cards: 'University Specific Information' (with a dropdown menu), 'Opening Bank Account', 'SSN Information', 'State Id / License', and 'Accommodation'. Each card has a 'Read More' button. At the bottom right, there is a chatbot icon and the text 'Still lost? Let chatbot assist you'. The footer contains the copyright notice: '© Copyright Student Hub. All Rights Reserved'.



After Changes

The screenshot shows the updated 'Student Hub' website. The navigation bar remains the same. The main content area now includes a new 'Loan Process' card, which has been added to the grid of service cards. The 'Accommodation' card is now positioned to the left of the 'Loan Process' card. The rest of the layout, including the 'Lost? We Have Your Back' heading, the introductory paragraph, the chatbot icon, and the footer, remains unchanged from the previous version.

Overall Website Changes

✓ Website view changes

Prior To Changes

Student Hub Home About Us Contact Us

Home > State Id / License

STATE ID / LICENSE

New Jersey

General Link To Website
[NJ MVC](#)

Schedule An Appointment
[To Schedule appointment for State Id or License](#)

Document Requirement



After Changes

Student Hub Home About Us Contact Us

Home > State Id / License

STATE ID / LICENSE

New York New Jersey

General Link To Website
[NJ MVC](#)

Schedule An Appointment
[To Schedule appointment for State Id or License](#)

Document Requirement

NJ MVC NEW JERSEY STANDARD LICENSE & NON-DRIVER ID REQUIREMENTS
Documents not written in English must be accompanied by a certified translation in English.

6 POINTS PROOF OF IDENTITY/PROOF OF DATE OF BIRTH

No primary or secondary documents can be expired more than three years.

Note: Commercial Driver License (CDL) applicants must provide proof of US citizenship or lawful permanent resident status in the US.

PRIMARY	SECONDARY	NO MORE THAN TWO 1-POINT DOCUMENTS ALLOWED:
<ul style="list-style-type: none">US or US territory birth certificate or certified copy filed with a state office of vital statistics or equivalent agency in the individual's state of birthUS Department of State birth certificate (Form FS-545 or DS-1350)US Department of State Consular Report of Birth Abroad (Form FS-240)US adoption papersUS passport or passport cardForeign government issued passport from applicant's country of citizenship	<ul style="list-style-type: none">NJ digitized driver license (including probationary license)NJ digitized non-driver ID cardPhoto driver license from any state, US territory or the District of ColumbiaLegal name change court order signed by a judge or court clerkCivil marriage or civil union license or certificate or divorce decreeDocument issued by US DHS	<ul style="list-style-type: none">US government employee driver licenseUS government employee photo ID cardUS military discharge papers (DD214)FAA pilot licenseCertified adoption records

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NJ MVC NEW JERSEY STANDARD LICENSE & NON-DRIVER ID REQUIREMENTS
Documents not written in English must be accompanied by a certified translation in English.

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PRIMARY	SECONDARY	NO MORE THAN TWO 1-POINT DOCUMENTS ALLOWED:
<ul style="list-style-type: none">US or US territory birth certificate or certified copy filed with a state office of vital statistics or equivalent agency in the individual's state of birthUS Department of State birth certificate (Form FS-545 or DS-1350)US Department of State Consular Report of Birth Abroad (Form FS-240)US adoption papersUS passport or passport cardForeign government issued passport from applicant's country of citizenship	<ul style="list-style-type: none">NJ digitized driver license (including probationary license)NJ digitized non-driver ID cardPhoto driver license from any state, US territory or the District of ColumbiaLegal name change court order signed by a judge or court clerkCivil marriage or civil union license or certificate or divorce decreeDocument issued by US DHS	<ul style="list-style-type: none">US government employee driver licenseUS government employee photo ID cardUS military discharge papers (DD214)FAA pilot licenseCertified adoption records

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Overall Website Changes

✓ Website view changes

Prior To Changes

The screenshot shows the 'Student Hub' website with a yellow header containing 'Home', 'About Us', and 'Contact Us'. Below the header is a dark blue navigation bar with 'Home > Places To Visit' and 'PLACES TO VISIT'. A white text box contains a paragraph about NYC attractions. Below this is a white button labeled 'New York'. Underneath are four attraction cards: 'THE EDGE' (3.5), 'The Summit' (4.5), 'Statue Of Liberty' (4.5), and 'The Vessel' (3.0). Each card features an image, a rating, and the slogan 'THE SKY IS NOT THE LIMIT. IT'S JUST THE BEGINNING.' A blue chat bubble icon is visible on the right side of the cards.



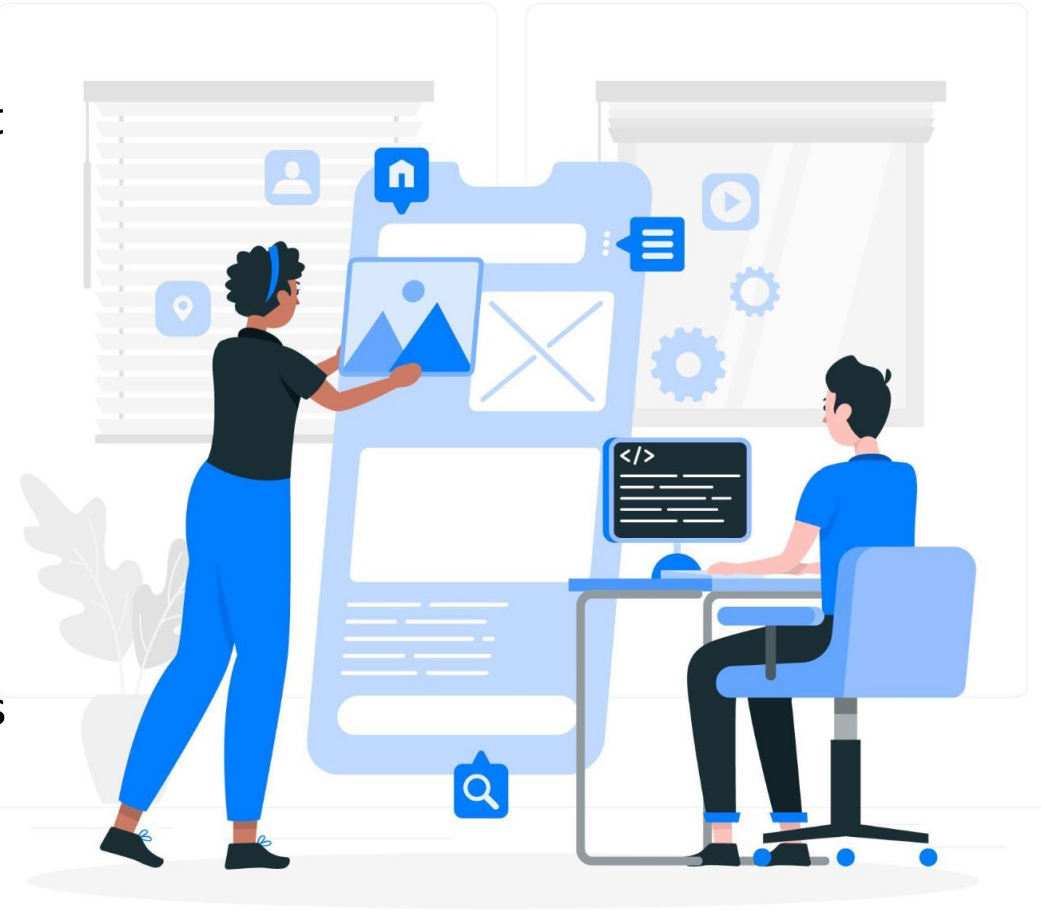
After Changes

The screenshot shows the updated 'Student Hub' website. The header and navigation bar are identical to the previous version. The white text box with the NYC attraction paragraph remains. Below it, there are two buttons: a white 'New York' button and a dark blue 'New Jersey' button. Underneath these buttons are four attraction cards: 'Exchange Place' (3.5), 'Hard Rock Cafe' (4.5), 'Jersey Mills' (4.5), and 'Six Flags' (3.0). Each card features an image, a rating, and the slogan 'THE SKY IS NOT THE LIMIT. IT'S JUST THE BEGINNING.' A blue chat bubble icon is visible on the right side of the cards.

Future Roadmap

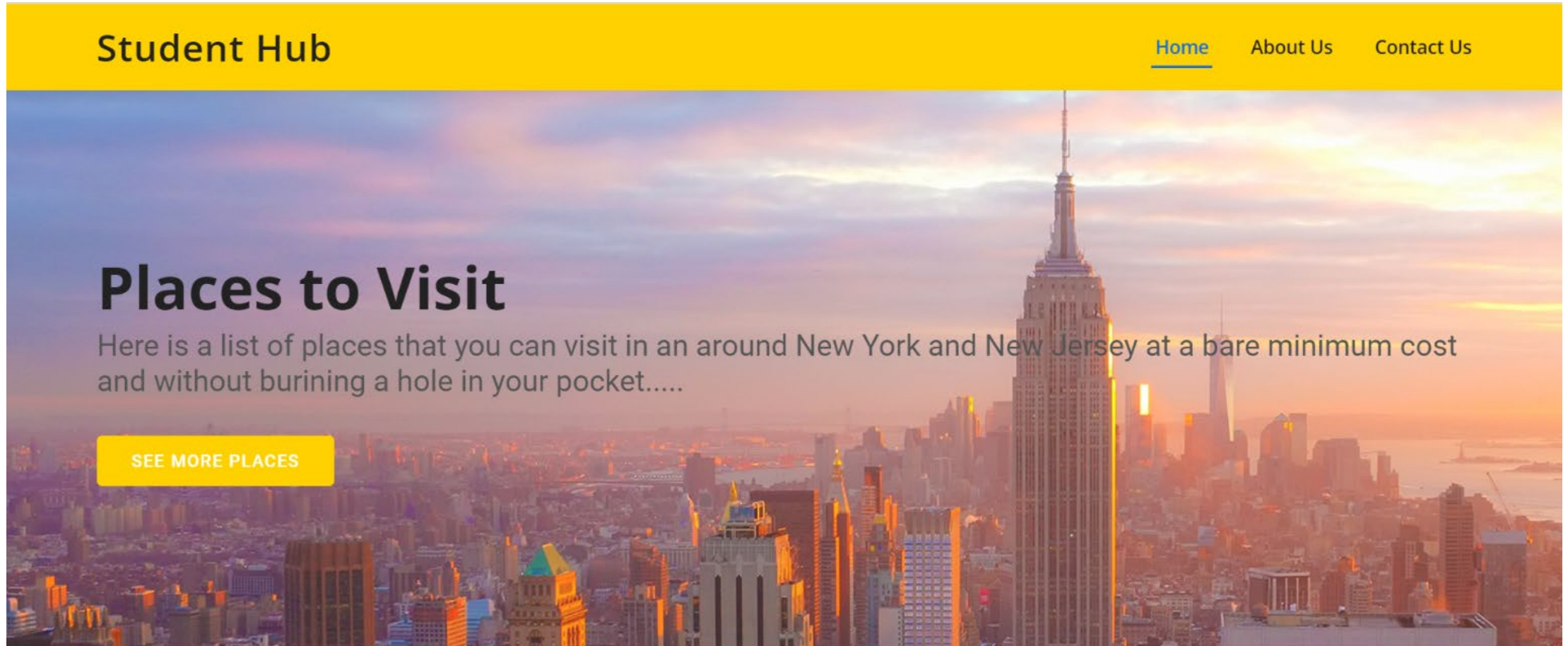
Future Roadmap

- ✓ **Opening of Bank Account Section** : More information to be provided in the page
 - ✓ personal touch of someone's experience of doing that thing will explain things in a better way.
 - ✓ Love to see appointment slot booking feature.
- ✓ **Transferring money to university page** to be added.
- ✓ **Loan process page** to be added.
- ✓ Users did enjoy the places to visit page and would love to see **personal touch** to it and **user stories**, of **how they travelled through different places**.
- ✓ **Accommodation**: Accommodation verification parameters to be added, to guide incoming students more accurately.
- ✓ **Enhancing** the pages with updated information.



Future Roadmap

Website Link that we are working on: [StudentHub Link](#)



Lost? We Have Your Back