A BETTER MYSTEVENS PORTAL (MYSTEVENS2)

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- Sharath Chandra Palacherla
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- First iteration prototype link
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Project Description

- **Project Goal:**
  - Enhance the current myStevens portal by providing better accessibility and usability especially for new students
  - As a current student of Stevens we identified some of the flaws of myStevens portal and tried to re-design myStevens portal in such way that is easy to use and less time consuming

- **Target E:**
  - Easy to Learn

- **Measures of improved E:**
  - Time taken to complete a task
  - User feedback

- **Target Population:**
  - Prospective students of Stevens Institute of Technology

- **Modules we focused:**
  - Student & faculty module
  - Home page
Functionality added and changed to achieve target E:

1. Provided **GETTING STARTED** link on login page:
   - Added a link on the main page that redirects user to information that helps them to understand the portal modules as well as guide on how to use myStevens portal. This feature is very helpful for new students. This will make portal not only easy to learn and less time consuming.

2. Added coursework and assignment deadlines on main page:
   - In current portal, the only to access the assignment deadlines and course content is Main page -> moodle/canvas -> course -> assignments -> select assignment -> upload. We felt that this is very time consuming process and added the feature on main page that will show assignment deadlines for current week and redirects to the assignment upload page just in one click.
3. Added Menu bar on portal:
   - In current portal, there is no differentiation between modules and campus services. We have added a menu bar for all important modules to portal interactive and easy navigation.

4. Library redirection:
   - Library links points to the library database page instead of book search page. We have redirected the library module to the book search as that is the page which students use frequently

5. Combine campus services tools and added CPC to portal:
   - In current design, some services are as links where some are as icon. It would be very difficult for students to understand what services are important and what functionalities are secondary. We have categorized all services based on their functionalities and labeled them. So it would be easier for new students to understand what functionalities belong to which area.
   - CPC is very important module as it provides opportunities to students for applying for internships. In current design, CPC module is not available and as a result many students do not have any idea about it and missed good opportunities to involve in interviews. We felt that this is an important issue that we can solve by adding CPC to new design.
6. Made DuckSync and WCC modules more visible:
   - DuckSync and WCC modules are available in current portal but by adding it to personal development section we made it more visible and easily accessible for students who are interested in extra-curricular activities.

7. Provided selection functionality for events:
   - In current design, events section provides list of events that are not much useful and some of the events are not related to interest of user. We have added selection functionality for the events so user can save events based on their preferences and easily look for other events available from drop down menu.

8. New design for student / faculty services page:
   - Created a new design for students /faculty module. The new design is very similar to social networking site interface so it would be easier for students to use it. New portal design is more interactive and eliminates a need of multiple clicks. We have also provided term selection functionality to only those modules that requires term information such as courses, grades etc.
9. New design for campus services quicklinks:
   - In current design, when you hover on campus quicklinks image it will show links of important offices and services. To get the important information of offices such as contact numbers, email addresses, hours etc. students have to go through external websites. We have creates a new page that list contact details about important documents and shows some important forms that students need throughout their graduate studies.

10. Categorized FAQs based on page and module information
   - Categorized questions based on page as well as modules. So students will easily get the information they need quickly.
Industry Data

- [http://www.stevens.edu/sit/admissions/student/fastfacts.cfm](http://www.stevens.edu/sit/admissions/student/fastfacts.cfm)
- [http://www.stevens.edu/provost/oire/fast-facts](http://www.stevens.edu/provost/oire/fast-facts)
- [http://www.westga.edu/~distance/ojdla/fall143/meyer_jones143.html](http://www.westga.edu/~distance/ojdla/fall143/meyer_jones143.html)
Electronic Media Used

- **Team Discussion**: Whatsapp, Google hangout
- **Document Sharing**: BOX, Google docs
- **Questionnaire and Survey**: Google form, Gmail, Facebook, Moodle and Canvas
- **Prototyping Tool**: Mouqups
- **Portal design**: Photoshop
- **Portal development**: HTML, CSS, JavaScript
### PROJECT PLAN

<table>
<thead>
<tr>
<th>Weeks</th>
<th>Activities Performed</th>
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| 1:    | - Formed a team of 5 students to work on our Project – A better myStevens portal  
      - Discussed problems that we faced with myStevens portal during our three semesters  
      - Discussed possible solutions of the problems and features that we would like to see in new design of portal. |
| 2:    | - Studied all links and services provided on current main page of Stevens portal and identified how we can combine / group the modules and decided additional features that we can incorporate in the new portal.  
      - Look for industry data and decided target E and target population |
| 3:    | - Read articles on how to prepare effective questionnaires and created our first questionnaire by using Google forms to collect the feedback from our users.  
      - Emailed survey link to around 100 students and collected results from them. |
| 4:    | - Analyzed the feedback from students and noted down the points to be incorporated in the proto-typing. |
| 5:    | - Created paper prototyping and then converted it to working prototype by using prototyping tool moqups. |
| 6:    | - Continued prototyping designs  
      - Discussed questions for next survey |
| 7:    | - Prepared questionnaire2 to collect feedback for first iteration prototype and emailed it to students for collecting feedback |
| 8:    | - Analyzed results of questionnaire  
      - Created second iteration of prototype based on user feedback |
| 9:    | - Implemented webpages from prototype |
| 10:   | - Heuristic Evaluation  
      - PAR review  
      - Powerpoint presentation |
Questionnaire1 - Initial Survey

- [https://docs.google.com/forms/d/120ilqEy8959gfY-pEokLMvO1CQmuVJzbD3ClkkZ70l0/viewform](https://docs.google.com/forms/d/120ilqEy8959gfY-pEokLMvO1CQmuVJzbD3ClkkZ70l0/viewform)
73 responses

View all responses  Publish analytics

Summary

1. When you first started using myStevens portal, how would you rate the complexity of it?

- Easy: 12 (16%)
- Moderate: 45 (62%)
- Difficult: 16 (22%)

2. Which option do you think best describes myStevens portal in terms of design?

- Easy to navigate: 21 (29%)
- Difficult to navigate: 14 (19%)
- Requires improvements: 44 (60%)
- No need of improvements: 1 (1%)
- Other: 0 (0%)

3. Which option do you think best describes Stevens Portal in terms of functionality?

- Easy to navigate: 21 (29%)
- Difficult to navigate: 14 (19%)
- Requires improvements: 44 (60%)
- No need of improvements: 1 (1%)
- Other: 0 (0%)
NewStevens

4. How much time it takes for you to see your information such as grades, subjects, personal info etc.? (including session expired and re-login)

- About 30 seconds: 17 (23%)
- About 50 seconds: 40 (55%)
- More than 1 minute: 16 (22%)

5. How do you rate placement of links provided for help?

- Takes time: 49
- Easy to find: 9
- Difficult to find: 15
Easy to find help for what I am searching for  
Takes time to find out where help links are placed  
Difficult to navigate through links

<table>
<thead>
<tr>
<th>Option</th>
<th>Count</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Yes</td>
<td>63</td>
<td>86%</td>
</tr>
<tr>
<td>No</td>
<td>10</td>
<td>14%</td>
</tr>
</tbody>
</table>

NewStevens

6. Do you feel that assignment deadline notifications should also be the part of myStevens main page with moodle for quick review of deadlines?

<table>
<thead>
<tr>
<th>Option</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>63</td>
<td>86%</td>
</tr>
<tr>
<td>No</td>
<td>10</td>
<td>14%</td>
</tr>
</tbody>
</table>

7. Would it be better if the library module link redirects to the book search instead of the library catalog?

<table>
<thead>
<tr>
<th>Option</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>64</td>
<td>88%</td>
</tr>
<tr>
<td>No</td>
<td>9</td>
<td>12%</td>
</tr>
</tbody>
</table>

8. Please provide comments regarding Students & Faculty information and library module, if you have any.

- Need more time before login expires. Library module isn't that easy to navigate.
- Would prefer If the first page is more specific and clear
- it would be better if there was a demo video for the first years
- Dont waste time on survey..do some tech work
- The session expired fast.
- None
- Students and faculty information module requires many unnecessary clicks that should be avoided
- After clicking on students and faculty information link, we always need to enter the term
for each and every activity. Moreover, while registering a course, glossary or help option is not available which creates confusion regarding certain keywords like the building's name (P,K,BC) and the names of the days like R refers to thursday.

I think it doesn't require much changes apart from Student/Faculty Web Self Services and Ducktime.

Number of daily responses
Prototyping – First iteration

- **Prototyping tool used**: Moqups

- **Url**: [https://moqups.com/dgandhi/Y2uORZ2n/p:a12573011](https://moqups.com/dgandhi/Y2uORZ2n/p:a12573011)
Design feedback – First iteration

- https://docs.google.com/forms/d/1g-P1DWM3VkBzILlwmt0Z6BXVPpbt9K-x7NiOQaTX70/viewform?c=0&w=1
23 responses

View all responses

Summary

Home Page [Please rate the following according to your experience with the redesigned myStevens portal.]

- Easy: 14 (61%)
- Moderate: 7 (30%)
- Difficult: 0 (0%)

Ease of Navigation [Please rate the following according to your experience with the redesigned myStevens portal.]

- Easy: 12 (52%)
- Moderate: 8 (35%)
- Difficult: 1 (4%)

My Information Page  [Please rate the following according to your experience with the redesigned myStevens portal.]

- Easy: 14 (61%)
- Moderate: 7 (30%)
- Difficult: 0 (0%)

Are you satisfied with the way the assignment deadline notifications is provided on the home page in the new design?
What do you think of our idea of categorizing the campus services tools in the new home page?

- Helpful: 20 (87%)
- Not Helpful: 3 (13%)

How do you like My Information page as compared to the Student/Faculty Web Services page of original design?

- Bad: 1 (4%)
- Good: 14 (61%)
- Better: 8 (35%)

Do you feel the redirection of the library module to the book search provides a better navigation experience?

- Yes: 21 (91%)
- No: 2 (9%)

In our new design, we have created a page for Campus Quick Links, that has contact details of Stevens services. How do you rate the usefulness of the page?
Organization of Information [How would you rate the overall redesigned myStevens portal with respect to :

- Below Expectation: 1 (4%)
- Meets Expectation: 16 (70%)
- Exceeds Expectation: 6 (26%)

Ease of Use [How would you rate the overall redesigned myStevens portal with respect to :

- Below Expectation: 0 (0%)
- Meets Expectation: 18 (78%)
- Exceeds Expectation: 5 (22%)

Search for Required Information [How would you rate the overall redesigned myStevens portal with respect to :

- Below Expectation: 2 (9%)
- Meets Expectation: 11 (48%)
- Exceeds Expectation: 10 (43%)

Visually Pleasing [How would you rate the overall redesigned myStevens portal with respect to :

- Below Expectation: 3 (13%)
- Meets Expectation: 8 (35%)
- Exceeds Expectation: 10 (43%)
We are working hard to provide a better user experience to prospective students of Stevens. Please provide us your valuable feedback to make myStevens portal better and easy to learn.

It should me more interactive.

A great initiative, however i noticed that the course selections tab is being skipped. Don't really know whether you are working on that or it was done on purpose. Otherwise, 5 stars!

the quick links on the home page.. seems like few are unnecessary.. forgot password and change password can be combined,because even change password should have email verification process..makes it more secure.. you can change it to "Forgot/Change password" or something like that, and in the 3rd link dont feel like there is a need for mentioning "initial" there.. overall .. seems pretty good to me :)  

N/A

more pictures, less text. Face book is good example.

no words at all! good job.

NA

Pros: provided more information on home page cons: didn't feel innovation. Seems just added more columns and grouped some links overwhelming of information, I am not sure it will take me less time to find the information I need than old moodle.

Can you also play Infected Mushroom (or some techno) as a background music?

NONE

1) Assignment Deadline can go directly to specific assignment of that course. 2) Very nice design of course work section. 3) Other links is very useful. 4) Campus selection design looks very congested because of partitions, virtual boundary works better instead of separate tables.

Everything is good

I feel that the font needs a change and the home page needs to be a little more organized.

it's neat

Should have a simpler interface

The new design is perfect.

its awesome

Stevens portal can be made better n easier.

At the top left you have a picture of a generic user and "Welcome User." Maybe clicking on this picture should take you to the "My Information" screen. That's what I expected at least. Good to see you got rid of the stupid work order link and gave canvas and moodle equal billing (though I guess in the future you should expect to only have Canvas).

Please see if you can make course selection section better and appealing. Currently, the use interface for it is very dull.

Number of daily responses
Tidwell Patterns:

1. Safe Exploration:
   • People can explore easily explore the portal without getting lost by using menu bar provided on all pages. This provides smooth and easy navigation experience.

2. Satisficing:
   • Learning time is shortened with the help of prompt calls to action and appropriate information links and labels name.

3. Incremental Construction:
   • Created second iteration of design for changing things that needs to improve. The current design in done in two increments instead of one whole increment.

4. Other people’s advice:
   • We have listened and accepted advice given by other people to improve the user experience and functionalities of the portal.
Screenshots:

Login Page

Quick Links
- If you forget your password: Click here >>
- If you want to change your password: Click here >>
- If you do not know your initial username or password: Click here >>
- If you want to set Google apps direct password: Click here >>

Help Tutorial
To get started: Click here >>

Sign In to MyStevens
Please sign in using your Stevens credential

Username: [Enter username]
Password: [Enter password]

- [ ] Remember me
- [ ]
- [ ]

Sign In
Clear

⚠️ To Log out
Since logging out invalidates your identity to your browser session, you must completely quit/close your web browser.

⚠️ Do Not Bookmark This Page
You will not be able to successfully authenticate if this page is bookmarked. You may bookmark the desired application page after authentication.

If you have any questions or concerns, please contact the Information Technology Help Desk at 201-216-5500 or [www.stevens.edu/helpdesk](http://www.stevens.edu/helpdesk)

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Home Page
### Personal Details

- **Name on File:** Stevens User  
- **Permanent Address:** 1, Castle Point Terrace, Hoboken, NJ - 07053  
- **Temporary Address:** 1, Castle Point Terrace, Hoboken, NJ - 07053  
- **Contact Number 1:** (201)-216-5000  
- **Contact Number 2:** (201)-216-5000  
- **Email Address 1:** user@gmail.com  
- **Email Address 2:** user123@stevens.edu  
- **Marital Status:** Single  
- **Directory Release:** Release Directory Information  
- **Degree Release:** No Restriction  

### Emergency Contact Details

- **Name on File:** Stevens User
### View Grades from My information Page

#### Select Term:

<table>
<thead>
<tr>
<th>Term</th>
<th>Final Grades</th>
<th>Attempted Hours</th>
<th>Earned Hours</th>
<th>Quality Points</th>
<th>GPA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fall 2014</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fall 2014</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Summer 2014</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Spring 2014</td>
<td>-</td>
<td>3.00</td>
<td>3.00</td>
<td>9.00</td>
<td></td>
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<tr>
<td>Fall 2013</td>
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<td></td>
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<tr>
<td>CS-545 Human Computer Interaction</td>
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<tr>
<td>FE-520-A IntrotoPythonforFinancialApp</td>
<td>-</td>
<td>3.00</td>
<td>3.00</td>
<td>12.00</td>
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<tr>
<td>Current Term</td>
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<td>45.00</td>
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<tr>
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<td>23.00</td>
<td>90.00</td>
<td>3.80</td>
<td></td>
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# Campus Quicklinks

<table>
<thead>
<tr>
<th>Quicklink</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Registrar Office</strong></td>
<td>201-216-5033 or 201-216-8376</td>
</tr>
<tr>
<td></td>
<td>Mon-Fri: 09:00-05:00</td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:registrar@stevens.edu">registrar@stevens.edu</a></td>
</tr>
<tr>
<td><strong>ISSS</strong></td>
<td>201-216-5189</td>
</tr>
<tr>
<td></td>
<td>Mon-Fri: 09:00-05:00</td>
</tr>
<tr>
<td><strong>Student Service Center</strong></td>
<td>201-216-5555</td>
</tr>
<tr>
<td></td>
<td>Mon, Thu: 10:00-06:00</td>
</tr>
<tr>
<td></td>
<td>Tue, Wed: 10:00-04:30</td>
</tr>
<tr>
<td><strong>Library</strong></td>
<td>201-123-2321</td>
</tr>
<tr>
<td></td>
<td>Please Check Here</td>
</tr>
<tr>
<td><strong>Campus Dining Services</strong></td>
<td>201-216-5113</td>
</tr>
<tr>
<td><strong>Health Center</strong></td>
<td>201-216-5078</td>
</tr>
<tr>
<td></td>
<td>Mon-Wed, Fri: 09:00-04:00</td>
</tr>
<tr>
<td></td>
<td>Thu: 09:00-07:00</td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:studenthealthcenter@stevens.edu">studenthealthcenter@stevens.edu</a></td>
</tr>
<tr>
<td><strong>Campus Police</strong></td>
<td>201-216-5105</td>
</tr>
<tr>
<td></td>
<td>201-216-3911 (Emergency Contact)</td>
</tr>
<tr>
<td><strong>Campus Store</strong></td>
<td>Mon-Fri: 09:00-05:00</td>
</tr>
<tr>
<td></td>
<td>Sat: 11:00-04:00</td>
</tr>
<tr>
<td></td>
<td>Sun: CLOSED</td>
</tr>
<tr>
<td><strong>Academic Support Center</strong></td>
<td>201-216-8248</td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:ktamma@stevens.edu">ktamma@stevens.edu</a></td>
</tr>
<tr>
<td><strong>Registration Related Forms</strong></td>
<td></td>
</tr>
<tr>
<td><strong>OPT/CPT Request Forms</strong></td>
<td></td>
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<tr>
<td><strong>Travel Request Forms</strong></td>
<td></td>
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<tr>
<td><strong>Health Insurance Information</strong></td>
<td></td>
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<tr>
<td><strong>Grad Certificate Courses in CS</strong></td>
<td></td>
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<tr>
<td><strong>Final Exam Schedule</strong></td>
<td></td>
</tr>
<tr>
<td><strong>College of Arts and Letters</strong></td>
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<tr>
<td><strong>Environmental Health and Safety</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Payroll at Stevens</strong></td>
<td></td>
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<tr>
<td><strong>Give to Stevens</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Stevens A-Z</strong></td>
<td></td>
</tr>
</tbody>
</table>
FAQs

General Questions
What is my stevens
Username and Password
Logging out

My Daily Helper Services
What is the difference between myMail and GMail?
Can I forward emails to my personal email account?
What is moodle?
What is canvas?
How to use Duck time?

Campus Services
What is NJTransit Quicktik?
What is iShuttle?
What are Duckbills?
How to apply for oncampus jobs?
What is Castle Point Career (CPC)?
Conclusion:

From the user feedback and Heuristic evaluation we have came to the conclusion that we have improved an E with myStevens portal re-design and either meets or exceeds our user’s expectation for the portal.