

Case Study on UWaterloo's Quest

7/17/2019

CS 846

Presented by: Yilun Bai

Master's student in Computer Science



UNIVERSITY OF WATERLOO
FACULTY OF MATHEMATICS



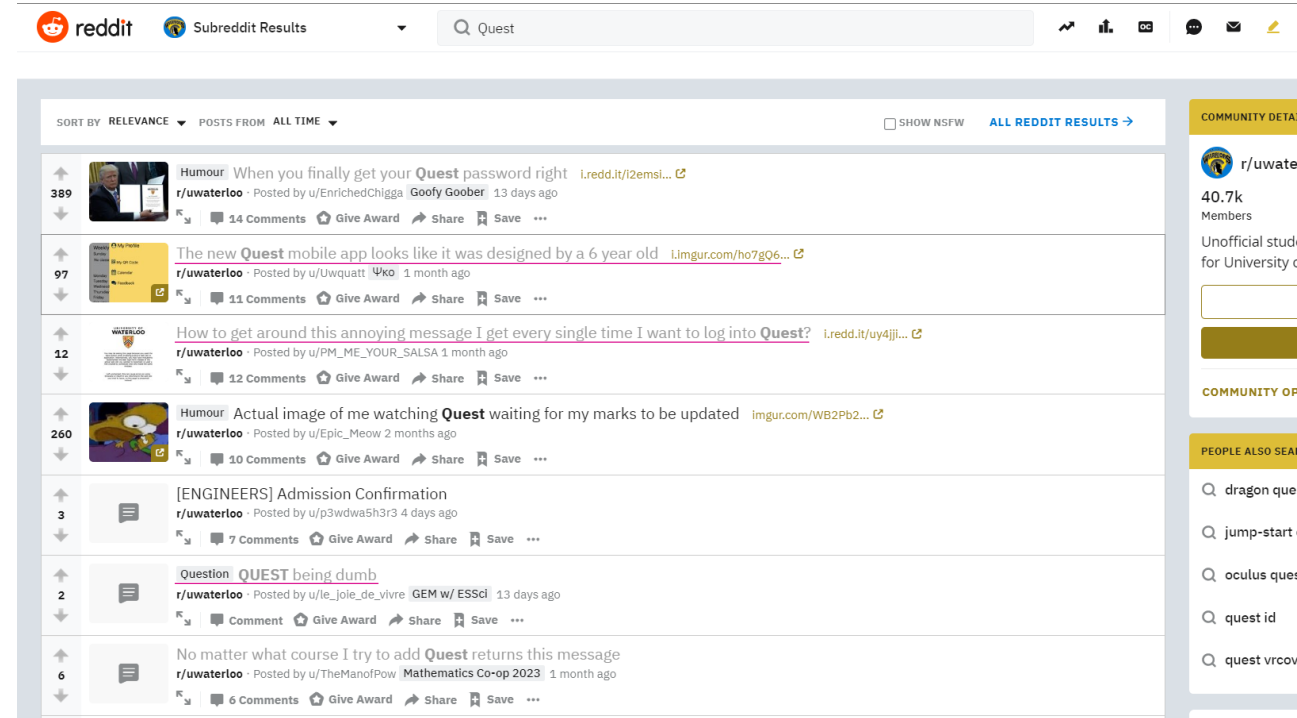
Outline

- Motivation
- Goal
- About Quest
 - Features
 - “New” look
- Case study on Quest
 - Email conversation with Quest people
 - Navigation - Click testing (sort of)
 - UI design – vision, free spacing
- Problems with Quest
- Suggestions & Solutions
- Conclusion



Motivation

- We're all students at UWaterloo and we all have struggled with Quest more or less
- Undergrad -> Grad MyUW -> Quest Feels outdated
- Search "Quest" on Reddit – r/uwaterloo
 - "... designed by a 6 year old..."
 - "... annoying message upon log in..."
 - "... being dumb..."
 - more
- Let's make Quest better, shall we?



Goal of the case study

- Talk with the Quest people to see why things are they way they are
- Identifying the problems with Quest
- Suggest some solutions to address the problems
- Send feedback to the Quest people to help improve the system



About Quest – from official Quest page at <https://uwaterloo.ca/quest/>

- Quest is the University of Waterloo's student information system.
- User Groups:
 - Undergrad/Grad Applicants; (Future Students) – I wonder how many applicants turned down the offer just because of the poor application experience on Quest.
 - Undergrad/**Grad students; (Current Students)**
 - Faculty and Staff;
- Access: Mobile devices/**Desktop computer**



About Quest – from official Quest page at <https://uwaterloo.ca/quest/>

- Features:

What can you do with Quest on a mobile device?

Future students can view personal contact information, application status, transcripts, and undergraduate test scores.

Current students can enrol in courses, change personal contact information, and view your class schedule, tuition fees, tuition account summaries, tuition tax receipts, financial aid, and student record information.

What can you do with Quest on a desktop computer?

Future students can view personal contact information, application status, transcripts, and undergraduate test scores.

Current students can enrol in courses, change personal contact information, and view your class schedule, tuition fees, financial aid, and student record information.



About Quest – new look on Feb. 25, 2019

Registrar's Office » News » 2019 » January »

Quest navigation to get a new look

TUESDAY, JANUARY 22, 2019

During the February 2019 Reading Week, Quest will be updated to provide clients with a new navigation experience.

The tile-based navigation structure (like the mobile view now) offers students, faculty, and staff a modernized, user-friendly experience. And while the initial style of the page and how you navigate the tiles will be different, the actual site content and how you use those pages will remain the same.

These usability improvements are the result of a user engagement survey that was conducted in fall 2018 and offer clients:

- An improved work flow
- Enhanced navigation options
- Reduced clicking
- A modern look and feel
- Easier access to help resources
- An experience that aligns with that of Quest Mobile

This update also brings new background technology that will allow for greater adaptability and support during future deployments.

Be sure check back for updates on this work.

- From now on,
 - Old Quest – Quest before the update in Feb. 2019
 - New Quest – Quest after the update in Feb. 2019



UNIVERSITY OF WATERLOO
FACULTY OF MATHEMATICS

About Quest – new look on Feb. 25, 2019

Old – Student center page

Yilun's Student Center

▼ **Academics**

My Academics
Search for Classes
Enroll

other academic... ▾ ⓧ

▼ **Finances**

My Account

Account Inquiry
Tax Receipts
Promissory Note
Manage My Bank Account

Financial Aid

View Financial Aid

▼ **Personal Information**

Demographic Data
Emergency Contact
Names

other personal... ▾ ⓧ

Contact Information

Home	Mailing
258B Sunview Street Unit 279 Waterloo Ontario N2L 0H7	258B Sunview Street Unit 279 Waterloo Ontario N2L 0H7
Home Phone	Campus Email
None	y69bai@uwaterloo.ca

▼ **Admissions**

▼ **Holds**

No Holds.

▼ **Finance Information**

Student Awards & Financial Aid
Grad Studies Awards & Funding
Student Financial Services

▼ **Academic Information**

Registrar's Office
Grad Studies & Postdoc Affairs
How Do I? Instructions

▼ **Other Useful Links**

Co-op Ed & Career Action
OSAP
The Student Portal

New – Student center page

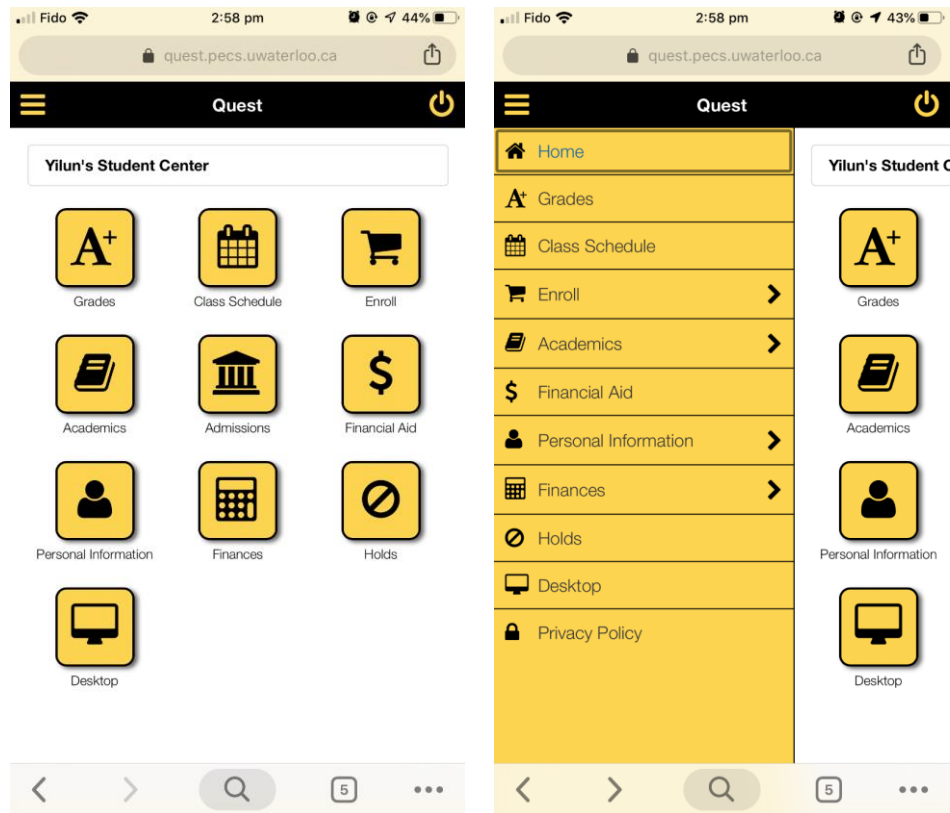
Quest Student Center Homepage

The new interface features a grid of eight yellow icons on a dark background. The icons represent: Grades (letter A), Class Schedule (calendar), Enroll (shopping cart), Academics (book), Financial Aid (dollar sign), Personal Information (person), Finances (calculator), and Holds (prohibited sign). The top navigation bar includes the Quest logo, a dropdown menu for 'Student Center Homepage', and home and refresh icons. A small 'C' icon is visible in the bottom right corner.

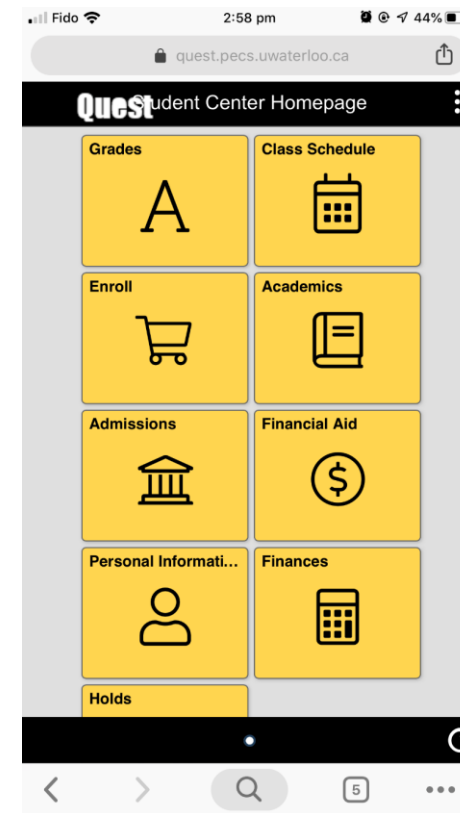


About Quest – new look on Feb. 25, 2019

Mobile Quest



Desktop Quest on Mobile



About Quest – new look on Feb. 25, 2019

Old – Add classes page

New

Yilun Bai

My Academics Search for Classes Enroll

My Class Schedule Shopping Cart Add Drop Swap Edit Exam Information

Add Classes

1. Select classes to add

To select classes for another term, select the term and select Change. When you are satisfied with your class selections, proceed to step 2 of 3.

Spring 2019 | Graduate | University of Waterloo

Open Closed

Spring 2019 Shopping Cart						
Delete	Class	Days/Times	Room	Instructor	Units	Status
<input type="checkbox"/>	CS 686-002 (3899)	MW 8:30AM - 9:50AM	MC 2034	A. Gao	0.50	<input checked="" type="radio"/>
<input type="checkbox"/>	CS 686-003 (5424)	MW 1:00PM - 2:20PM	MC 2038	A. Gao	0.50	<input type="radio"/>
<input type="checkbox"/>	CS 846-001 (3978)	TTh 3:00PM - 4:20PM	DC 2568	P. Alencar	0.50	<input checked="" type="radio"/>
<input type="checkbox"/>	CS 889-001 (4909)	MW 10:00AM - 12:20PM	DC 2568	E. Lank	0.50	<input type="radio"/>

Proceed to Step 2 of 3

My Spring 2019 Class Schedule

Enrolled Dropped

Class	Description	Days/Times	Room	Instructor	Units	Status
CS 649-001 (4101)	Human-Computer Interaction (LEC)	MWF 2:30PM - 3:20PM	MC 4063	A. Kuzminykh, E. Lank	0.50	<input checked="" type="checkbox"/>
CS 846-002 (4044)	Adv Tpcs in Software Eng (SEM)	TTh 1:00PM - 2:50PM	DC 2568	D. Berry	0.50	<input checked="" type="checkbox"/>

Student Center Homepage Enroll

Yilun Bai

My Academics Search for Classes Enroll

My Class Schedule Shopping Cart Add Drop Swap Edit Exam Information

Add Classes

1. Select classes to add

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<input type="checkbox"/>	CS 846-001 (3978)	TTh 3:00PM - 4:20PM	DC 2568	P. Alencar	0.50	<input checked="" type="radio"/>
<input type="checkbox"/>	CS 889-001 (4909)	MW 10:00AM - 12:20PM	DC 2568	E. Lank	0.50	<input type="radio"/>

Proceed to Step 2 of 3

My Spring 2019 Class Schedule

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Quest – Student Information System Program

- The University of Waterloo’s Student Information System Program manages our student data, and is called Quest.
- The team manages the maintenance and development of Quest as it relates to:
 - Admissions processing
 - Student course enrolment and grades
 - Course builds and scheduling
 - Awards and financial aid
 - Tuition assessment
- Steering Committee

Student Information Systems Program home

About Student Information Systems Program

Steering Committee

What we're working on

Achievements

News

Interesting facts

Student Information Systems Program » About Student Information Systems Program »

Steering Committee

The Steering Committee meets regularly to review priorities relating to the Student Information Systems program with an emphasis on serving the needs fo campus. These are the current members of the Steering Committee.

Steering Committee

<i>Name</i>	<i>Title</i>
Bruce Campbell	Chief Information Officer (CIO)
Cathy Newell Kelly	Registrar, Registrar's Office
Daryl Dore	Director, Enterprise Resource Planning
Patricia Hancock	Controller, Finance
David Kibble	Director, Portfolio Management
Jeff Casello	Associate Vice-President, Graduate Studies and Postdoctoral Affairs



Begin my Case study – email to the Quest People

- Dear Quest people
 - Doing a case study on Quest
 - The new look starting in Feb.
 - Any Software Requirement Specification(SRS) document for Quest?



Yilun Bai

Yesterday, 5:16 PM

Bruce Campbell; Daryl Dore; David Kibble

Reply all

Dear Bruce, Daryl, and David,

I found your names in the Steering Committee of the Student Information System Program which manages Quest. I'm currently a CS graduate student taking a CS 846 - Requirement Engineering course. For the project of this course, I choose to do a case study on the UWaterloo Quest. I'm looking at where Quest is not doing a good job and figure out what it should be doing instead. And I'm trying to find out why things are the way they are. I noticed that back in Feb. 2019, Quest gets a new look. I wonder if there are any Software Requirement Specification documents on the design/redesign of Quest for me to look at? Or is there any requirement engineering related insight on Quest that may be helpful?

Thank you,

Yilun Bai, Master's
Faculty of Mathematics
David R. Cheriton School of Computer Science
University of Waterloo



Email Response from Daryl

- Quest – Oracle PeopleSoft Campus solutions
- Update in Feb. – Adopting the Fluid UI from Oracle
- Based on the agile nature, the University has no documentation detailed requirements for changes on the interface
- Consulted each user group to understand the optimal tile layout for the home screen
- Prototypes and changes were implemented based upon feedback

Case Study on UWaterloo's Quest



Daryl Dore

Today, 8:53 AM
Yilun Bai

Reply all

Hi Yilun,

The system that we call Quest is Oracle [PeopleSoft Campus Solutions](#) which is a packaged application used by thousands of other schools as well. It was originally implemented at the University of Waterloo almost 20 years ago and has evolved based upon new features added by Oracle and the changing requirements of the university. The update that you reference in February was to begin using the [Fluid Interface](#) that Oracle has standardized across their products. Oracle explains their reasoning and I believe that might be the best source to help you understand how it was designed.

At the university we did not document detailed requirements because the interface is a standard offering and there are limited abilities to customize the interface. It is highly beneficial to stay with delivered functionality for packaged applications so the choices were largely about order of tiles, icons and applying branding. The primary effort for that initiative was consulting with each user group (students, staff, faculty) to understand the optimal tile layout for their home screen. These consultations reviewed prototypes and changes were implemented based upon feedback. Given the agile nature, unfortunately I don't have documentation to share with you.

Please let me know if you have further questions and good luck with your studies.

Thanks,
Daryl Dore
Director, ERP and Data Systems
Information Systems & Technology
University of Waterloo
519-888-4567, ext. 40099



PeopleSoft Fluid UX Standards

Contents x

ORACLE

PeopleSoft Fluid UX Standards

Fluid UX Standards contain information about using key PeopleSoft functionality to create highly usable, efficient, and productive experiences for Oracle customers.

- Home
 - Activity Guide
 - Banners and Footers
 - Buttons
 - Group Boxes
 - Grids
 - Icons
 - Messages
 - Navigation
 - Navigation Collection Page
 - Other Fluid Page Elements
 - Panel Layout
 - Related Actions
 - Required Fields
 - Tiles

Audience

Designers and Developers.

Purpose

This site provides Designers and Developers guidance on PeopleSoft Fluid Standards to create usable and consistent applications.

Applies To

PeopleSoft Enterprise PT PeopleTools Information in this document applies to any platform.

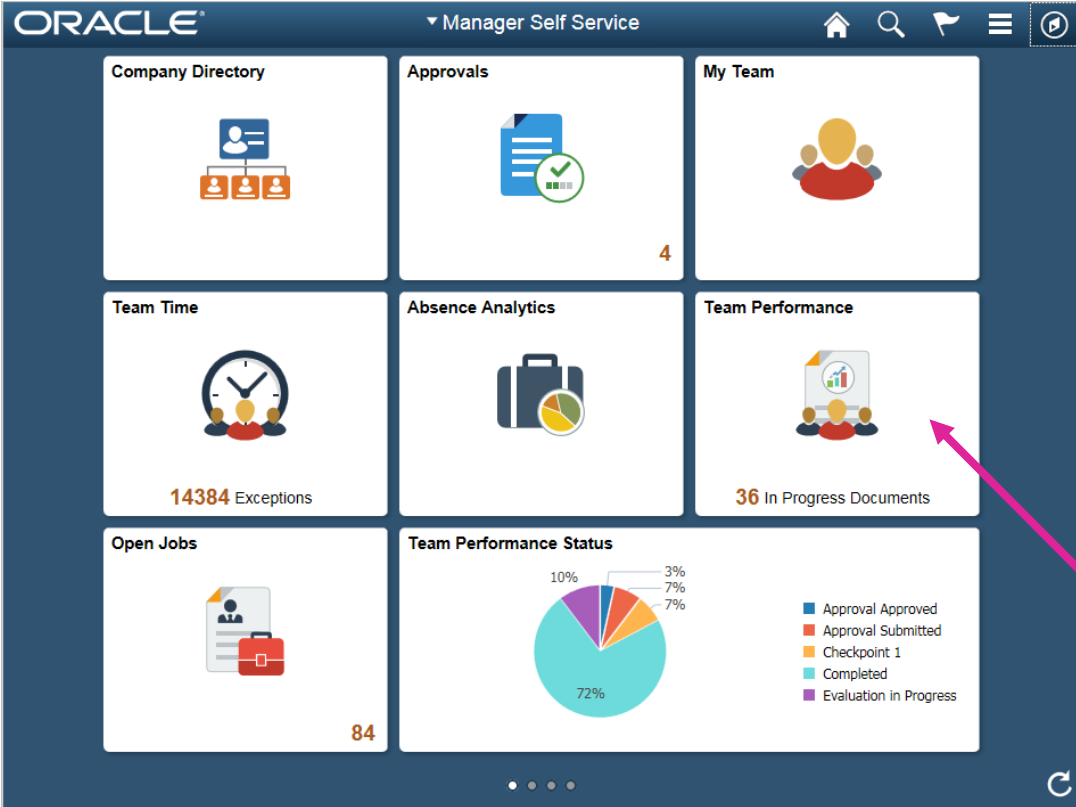
Details

Fluid user interface provides the ability to access PeopleSoft applications across a variety of form factors from smart phones to tablets to desktops/laptops. Fluid

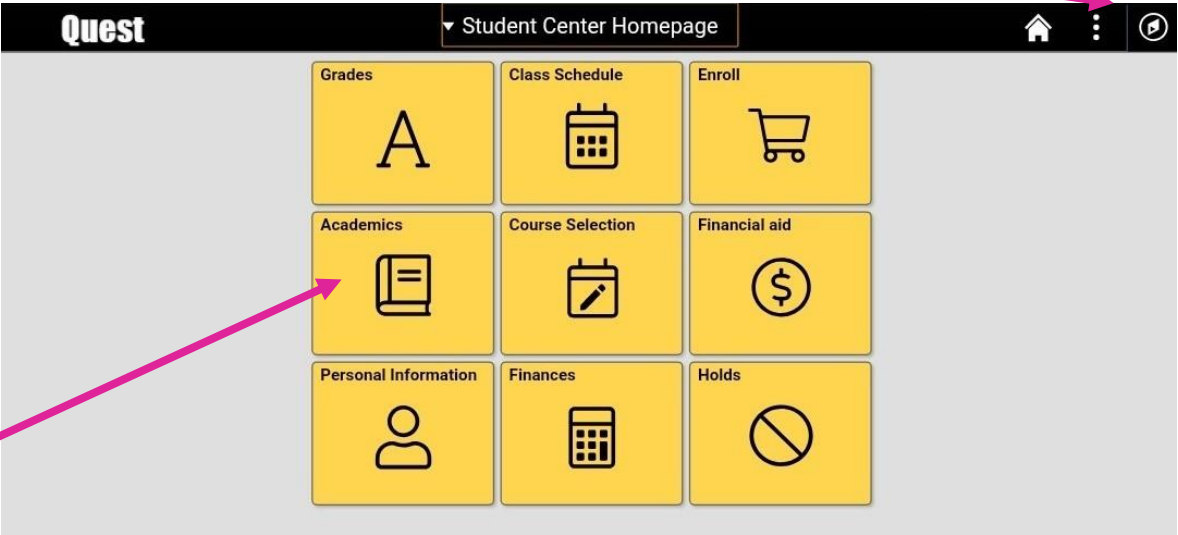


Oracle – Peoplesoft UI: Fluid VS Quest

Oracle – Fluid example

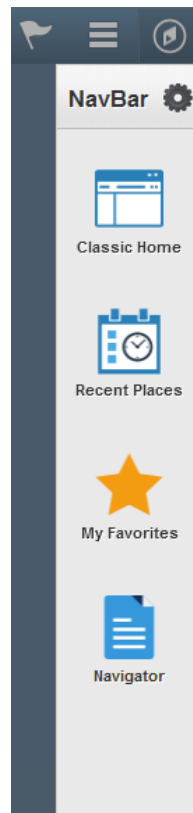


UWaterloo – Quest homepage

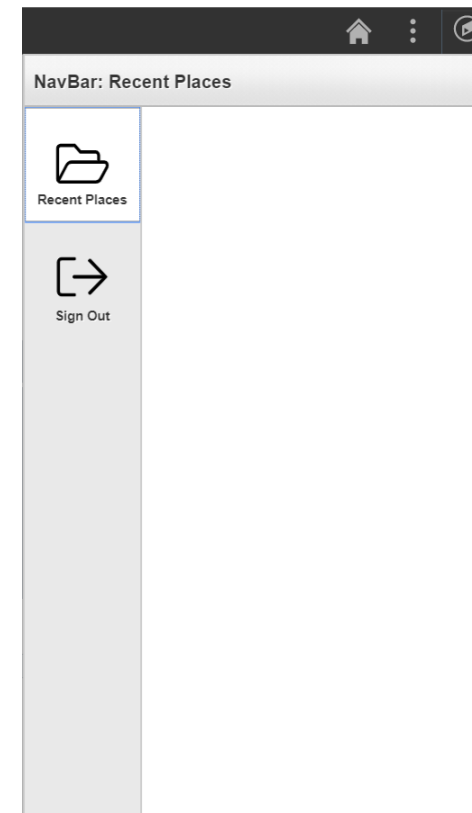


Oracle – Peoplesoft UI: Fluid VS Quest

Fluid – NavBar

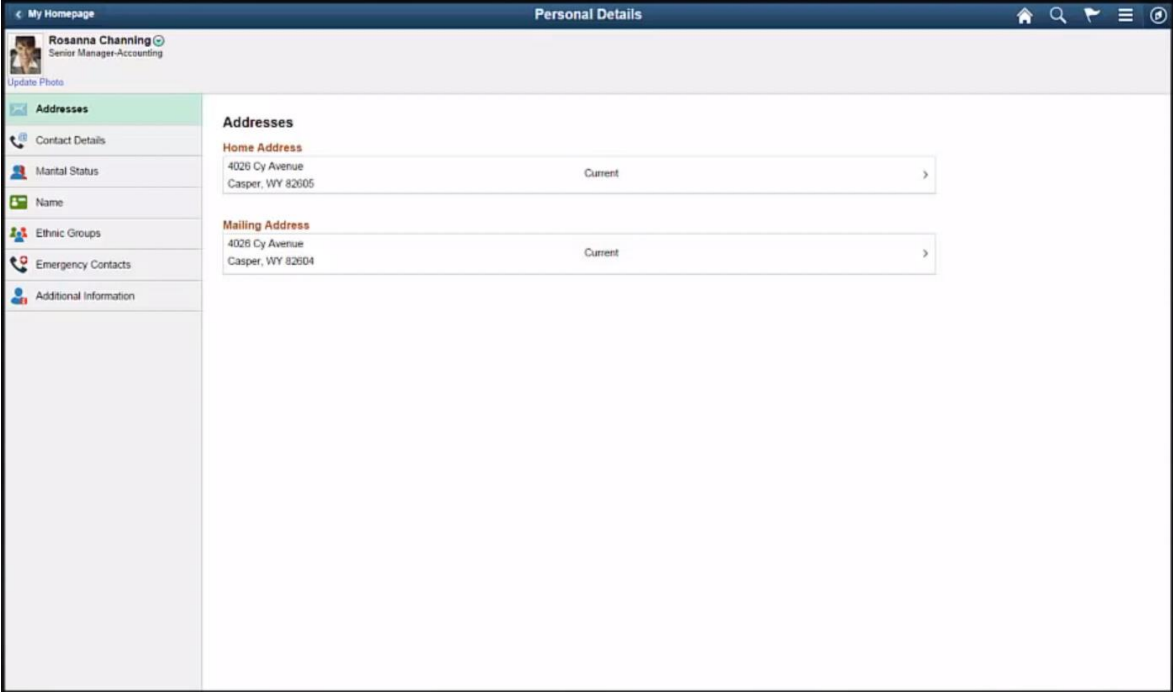


Quest – NavBar

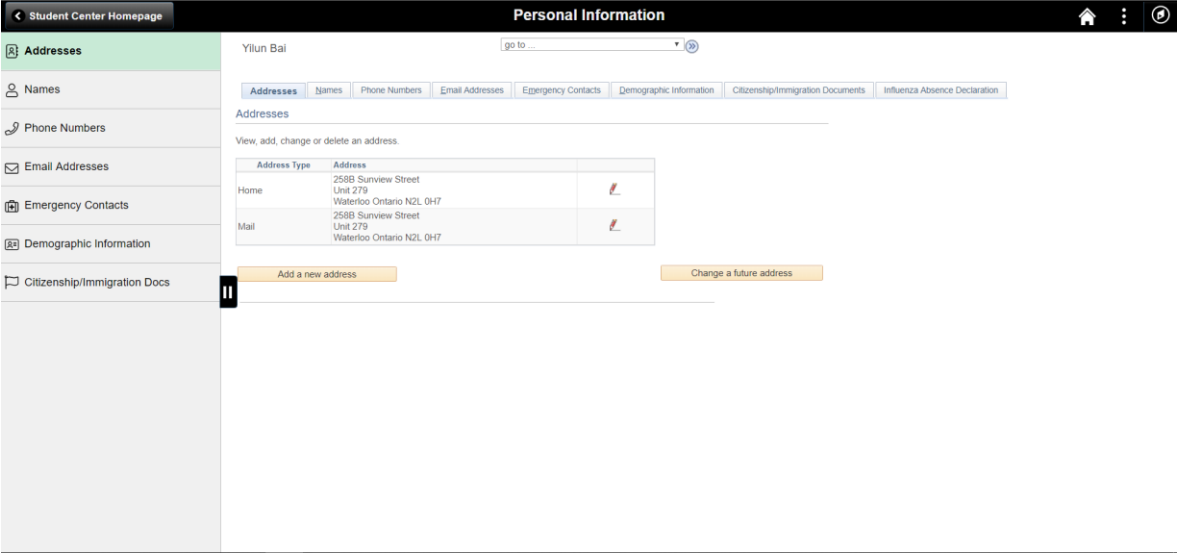


Oracle – Peoplesoft UI: Fluid VS Quest

Fluid – Personal Detail



Quest – Personal Information



However...

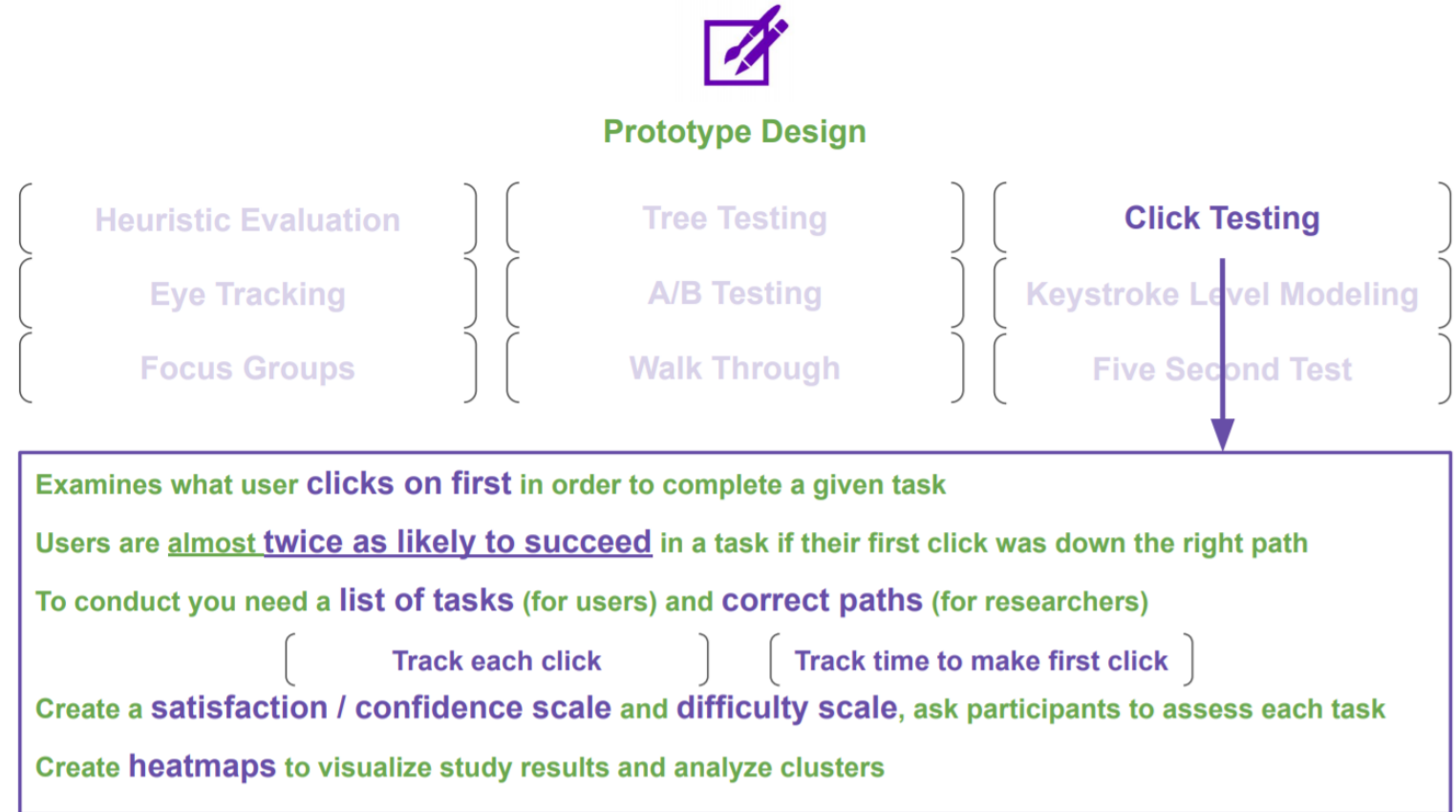
- The updated Quest is more like a hybrid child birthed by Fluid UI and the previous version of Quest
- Only the Homepage and the navigation around the pages are changed
- There are no extra features or feature function improvements since the internal pages remains the same

- Does the update make Quest easier to use?
- Let's test it...



Method – Click testing (sort of)

- Lesson learned from CS649 – HCI
- Given a task, count the # of clicks to perform certain task
- Tasks are selected based on the features listed on the official Quest website and commonly used



Task – Check Grade

Old:

The screenshot shows the 'Yilun's Student Center' interface. The 'Academics' section is highlighted with a red box. A pink arrow points from this box to the 'View My Grades' link in the navigation menu. Another pink arrow points from the 'Continue' button in the 'Select a term then select Continue.' table to the 'Class Grades - Spring 2019' section of the final screenshot.

Term	Career	Institution
Spring 2019	Graduate	University of Waterloo
Winter 2019	Graduate	University of Waterloo
Fall 2018	Graduate	University of Waterloo

New:

The screenshot shows the 'Student Center Homepage' with a grid of eight yellow icons. The 'Grades' icon, which is a large letter 'A', is highlighted with a red box. A pink arrow points from this box to the 'View My Grades' link in the old interface screenshot.

2 vs 2
Draw



Task – View Class Schedule

Old:

The screenshot shows the 'Yilun's Student Center' interface. The navigation path to view the class schedule is: Academics > My Academics > View My Grades > Select a term then select Continue. The 'My Academics' link is highlighted with a red box and a red question mark. A pink arrow points from this box to the 'View My Grades' link in the second screenshot. Another pink arrow points from the 'View My Grades' link to the 'My Academics' link in the third screenshot. The third screenshot shows the 'Class Schedule' page with a red question mark above the 'My Academics' link. A red text box on the right says 'I'm Lost :('. The 'My Program' section shows: Institution - University of Waterloo, Career - Graduate, Program - Mathematics Master's, Master of Mathematic - Computer Science coursework.

New:

The screenshot shows the 'Student Center Homepage' with a grid of icons: Grades (A), Class Schedule (calendar), Enroll (shopping cart), Academics (book), Financial Aid (\$), Personal Information (person), Finances (calculator), and Holds (no entry sign). The 'Class Schedule' icon is highlighted with a red box and a pink arrow points to the 'Class Schedule' page in the next screenshot.

The screenshot shows the 'Class Schedule' page for Yilun Bai. The navigation path is: Student Center Homepage > Class Schedule > My Class Schedule. The 'Class Schedule' link is highlighted with a green box. The page shows 'Spring 2019 | Graduate | University of Waterloo' and 'Class Schedule Filter Options' with checkboxes for 'Show Enrolled Classes', 'Show Dropped Classes', and 'Show Waitlisted Classes'. Below are sections for 'CS 649 - Human-Computer Interaction' and 'CS 846 - Adv Tpcs in Software Eng' with details on status, units, grading, and deadlines.

? vs 1
New Win



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FACULTY OF MATHEMATICS

Task – Check my unofficial transcript

Old:

The screenshot shows the 'Old' version of the student center. The user is logged in as Yilun Bai. The navigation menu includes 'Academics', 'My Account', 'Financial Aid', 'Personal Information', and 'Admissions'. The 'Academics' dropdown menu is open, and 'Transcript View Unofficial' is highlighted. The 'View Unofficial Transcript' page is displayed, showing a form to select an institution and report type, and a 'View Report' button.

New:

The screenshot shows the 'New' version of the student center homepage. The homepage features a grid of icons for various services: Grades, Class Schedule, Enroll, Academics, Financial Aid, Personal Information, Finances, and Holds. The 'Academics' icon, which depicts a book with an equals sign, is highlighted with a red box.

The screenshot shows the 'New' version of the student center. The user is logged in as Yilun Bai. The navigation menu includes 'Academics', 'My Account', 'Financial Aid', 'Personal Information', and 'Admissions'. The 'Academics' dropdown menu is open, and 'Unofficial Transcript' is highlighted. The 'Request Proof Of Enrolment' page is displayed, showing a list of institutions and a 'Continue' button.

3/4 vs 2
New Win

OF WATERLOO
ATHEMATICS



Task – Change Phone Number

Yilun's Student Center

Old:

Academics

My Account

Financial Aid

Personal Information

Contact Information

Home 258B Sunview Street Unit 279 Waterloo, Ontario N2L 0H7	Mailing 258B Sunview Street Unit 279 Waterloo Ontario N2L 0H7 Campus Email y69bai@uwaterloo.ca
Home Phone None	

New:

Student Center Homepage

Grades

Class Schedule

Enroll

Academics

Financial Aid

Personal Information

Finances

Holds

Yilun Bai

Addresses | Names | **Phone Numbers** | Email Addresses | Emergency Contacts | Demographic Information | Citizenship/Immigration Documents | Influenza Absence Declaration

Phone Numbers

Enter your phone numbers below.

If multiple phone numbers are entered, specify your primary contact number by selecting the preferred checkbox.

*Phone Type	*Telephone	Ext	Country	Preferred
Cellular	226/978-0445		001	<input checked="" type="checkbox"/>

Add a Phone Number

Save

* Required Field

Student Center Homepage

Personal Information

Yilun Bai

Addresses | Names | **Phone Numbers** | Email Addresses | Emergency Contacts | Demographic Information | Citizenship/Immigration Documents | Influenza Absence Declaration

Addresses

View, add, change or delete an address.

Address Type	Address
Home	258B Sunview Street Unit 279 Waterloo Ontario N2L 0H7
Mail	258B Sunview Street Unit 279 Waterloo Ontario N2L 0H7

Add a new address

Change a future address

1 vs 2
Old Win



Task – Check Tuitions

Old:

Yilun's Student Center

Academics

My Academics
Search for Classes
Enroll

other academic... >>

Finances

My Account

Account Inquiry

Tax Receipts
Promissory Note
Manage My Bank Account

Financial Aid

View Financial Aid

Personal Information

Demographic Data
Emergency Contact
Names

other personal... >>

Contact Information

Home: 2588 Sunview Street, Unit 279, Waterloo Ontario N2L 0H7
Home Phone: None

Mailing: 2588 Sunview Street, Unit 279, Waterloo Ontario N2L 0H7
Campus Email: y69bai@uwaterloo.ca

Yilun Bai

ID: 20774926

go to ... >>

Account Summary

Term	Institution	Registration Status	Charge Balance
Spring 2019	University of Waterloo	Fees Arranged	0.00
Winter 2019	University of Waterloo	Fees Arranged	0.00
Fall 2018	University of Waterloo	Fees Arranged	0.00

Balance for all Accounts:

0.00

All amounts are in Canadian dollars.

Click on the term to view student account detail

New:

Student Center Homepage

Grades A	Class Schedule Calendar	Enroll Shopping Cart	Academics Book
Financial Aid Dollar Sign	Personal Information Person	Finances Calculator	Holds Prohibited

1 vs 1
Draw



UNIVERSITY OF WATERLOO
FACULTY OF MATHEMATICS

Task – Enroll – add courses

Old:

Yilun Bai

My Class Schedule | Shopping Cart | **Add** | Drop | Swap | Edit | Exam Information

My Class Schedule

Select Display Option List View Weekly Calendar View

Spring 2019 | Graduate | University of Waterloo

Class Schedule Filter Options

- Show Enrolled Classes
- Show Dropped Classes
- Show Waitlisted Classes

CS 649 - Human-Computer Interaction

Status	Units	Grading	Deadlines
Enrolled	0.50	Numeric Grading Basis	

Class Nbr	Section	Component	Days & Times	Room	Instructor	Start/End Date
4101	001	LEC	MWF 2:30PM - 3:20PM	MC 4063	Anastasia Kuzminykh, Edward Lank	05/06/2019 - 07/30/2019

CS 846 - Adv Tpcs in Software Eng

Status	Units	Grading	Deadlines
Enrolled	0.50	Numeric Grading Basis	

Yilun Bai

My Class Schedule | Shopping Cart | **Add** | Drop | Swap | Edit | Exam Information

Add Classes

1. Select classes to add

To select classes for another term, select the term and select Change. When you are satisfied with your class selections, proceed to step 2 of 3.

Spring 2019 | Graduate | University of Waterloo

Add to Cart

Enter Class Nbr

Find Classes

Class Search

Spring 2019 Shopping Cart

Delete	Class	Days/Times	Room	Instructor	Units	Status
<input type="button" value="X"/>	CS 686-002 (3899)	MW 8:30AM - 9:50AM	MC 2034	A. Gao	0.50	<input checked="" type="checkbox"/>
<input type="button" value="X"/>	CS 686-003 (5424)	MW 1:00PM - 2:20PM	MC 2038	A. Gao	0.50	<input type="checkbox"/>
<input type="button" value="X"/>	CS 846-001 (3978)	TTh 3:00PM - 4:20PM	DC 2568	P. Alencar	0.50	<input checked="" type="checkbox"/>
<input type="button" value="X"/>	CS 889-001 (4909)	MW 10:00AM - 12:20PM	DC 2568	E. Lank	0.50	<input type="checkbox"/>

My Spring 2019 Class Schedule

Enrolled Dropped

Class	Description	Days/Times	Room	Instructor	Units	Status
CS 649-001 (4101)	Human-Computer Interaction (LEC)	MWF 2:30PM - 3:20PM	MC 4063	A. Kuzminykh, E. Lank	0.50	<input checked="" type="checkbox"/>
CS 846-001 (3978)	Adv Tpcs in Software Eng	TTh 3:00PM - 4:20PM	DC 2568	P. Alencar	0.50	<input checked="" type="checkbox"/>

New:

Student Center Homepage

Grades A	Class Schedule Calendar	Enroll Shopping Cart	Academics Books
Financial Aid Dollar Sign	Personal Information Person	Finances Calculator	Holds Prohibited

2 vs 1
New Win



UNIVERSITY OF WATERLOO
FACULTY OF MATHEMATICS

What if, switch between pages in different categories

- Suppose from tuition page, we want to go the class schedule page
- Old:

Yilun Bai ID: 20774926

go to ...

Account Summary

Term	Institution	Registration Status	Charge Balance
Spring 2019	University of Waterloo	Fees Arranged	0.00
Winter 2019	University of Waterloo	Fees Arranged	0.00
Fall 2018	University of Waterloo	Fees Arranged	0.00

Balance for all Accounts: 0.00
All amounts are in Canadian dollars.

Click on the term to view student account detail

Yilun Bai go to ...

My Academics Search for Classes Enroll

My Class Schedule | Shopping Cart | Add | Drop | Swap | Edit | Exam Information

My Class Schedule

Select Display Option List View Weekly Calendar View

Spring 2019 | Graduate | University of Waterloo

Class Schedule Filter Options

- Show Enrolled Classes
- Show Dropped Classes
- Show Waitlisted Classes

Filter

CS 649 - Human-Computer Interaction

Status	Units	Grading	Deadlines
Enrolled	0.50	Numeric Grading Basis	

Class Nbr	Section	Component	Days & Times	Room	Instructor	Start/End Date
4101	001	LEC	MWF 2:30PM - 3:20PM	MC 4063	Anastasia Kuzminykh, Edward Lank	05/06/2019 - 07/30/2019

CS 846 - Adv Tpcs in Software Eng

Status	Units	Grading	Deadlines
		Numeric	

Yilun Bai ID: 20774926

go to ...

- My Academics
- Student Center
- go to ...

Account Summary

Term	Institution	Registration Status	Charge Balance
Spring 2019	University of Waterloo	Fees Arranged	0.00
Winter 2019	University of Waterloo	Fees Arranged	0.00
Fall 2018	University of Waterloo	Fees Arranged	0.00

Balance for all Accounts: 0.00
All amounts are in Canadian dollars.

Click on the term to view student account detail

Yilun Bai go to ...

My Academics Search for Classes Enroll

My Academics | View My Grades | My Advisors | Unofficial Transcript | Proof of Enrolment | Graduation | Grad Offer Letters | My Grad Program

My Academics

- Advisors View my advisors
- Transcript View my unofficial transcript
- Graduation Apply for graduation View my graduation status

My Program

- Institution - University of Waterloo
 - Career - Graduate
 - Program - Mathematics Master's
 - Master of Mathematic - Computer Science coursework



What if, switch between pages in different categories

- Suppose from tuition page, we want to go the class schedule page
- New:

Term	Institution	Registration Status	Charge Balance
Spring 2019	University of Waterloo	Fees Arranged	0.00
Winter 2019	University of Waterloo	Fees Arranged	0.00
Fall 2018	University of Waterloo	Fees Arranged	0.00

4 vs 2
New Win

Status	Units	Grading	Deadlines
Enrolled	0.50	Numeric Grading Basis	

Class Nbr	Section	Component	Days & Times	Room	Instructor	Start/End Date
4101	001	LEC	MTWTF 2:30PM - 3:20PM	MC 4063	Anastasia Kuzminykh, Edward Lank	05/06/2019 - 07/30/2019

Grades | Class Schedule | Enroll | Academics

Financial Aid | Personal Information | Finances | Holds



On the UI design side

Lesson from CS649 – HCI – Types of vision

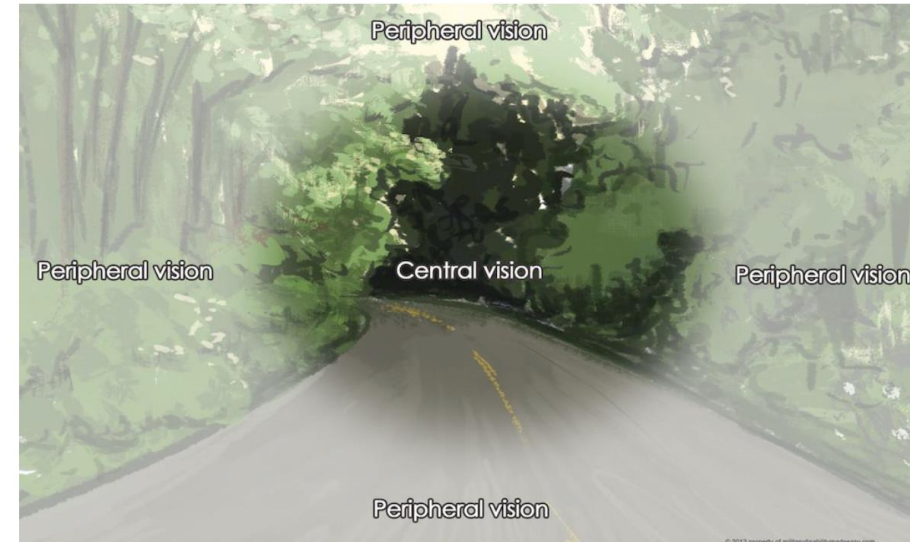
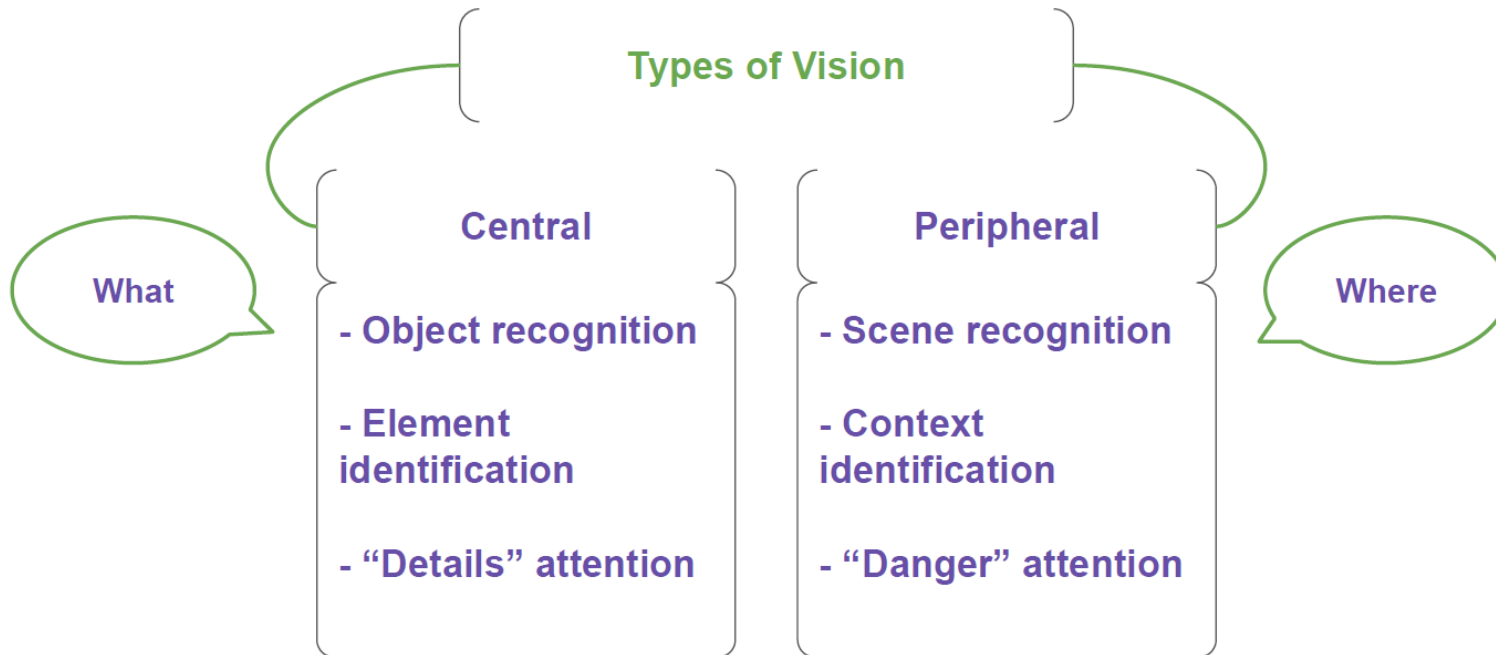


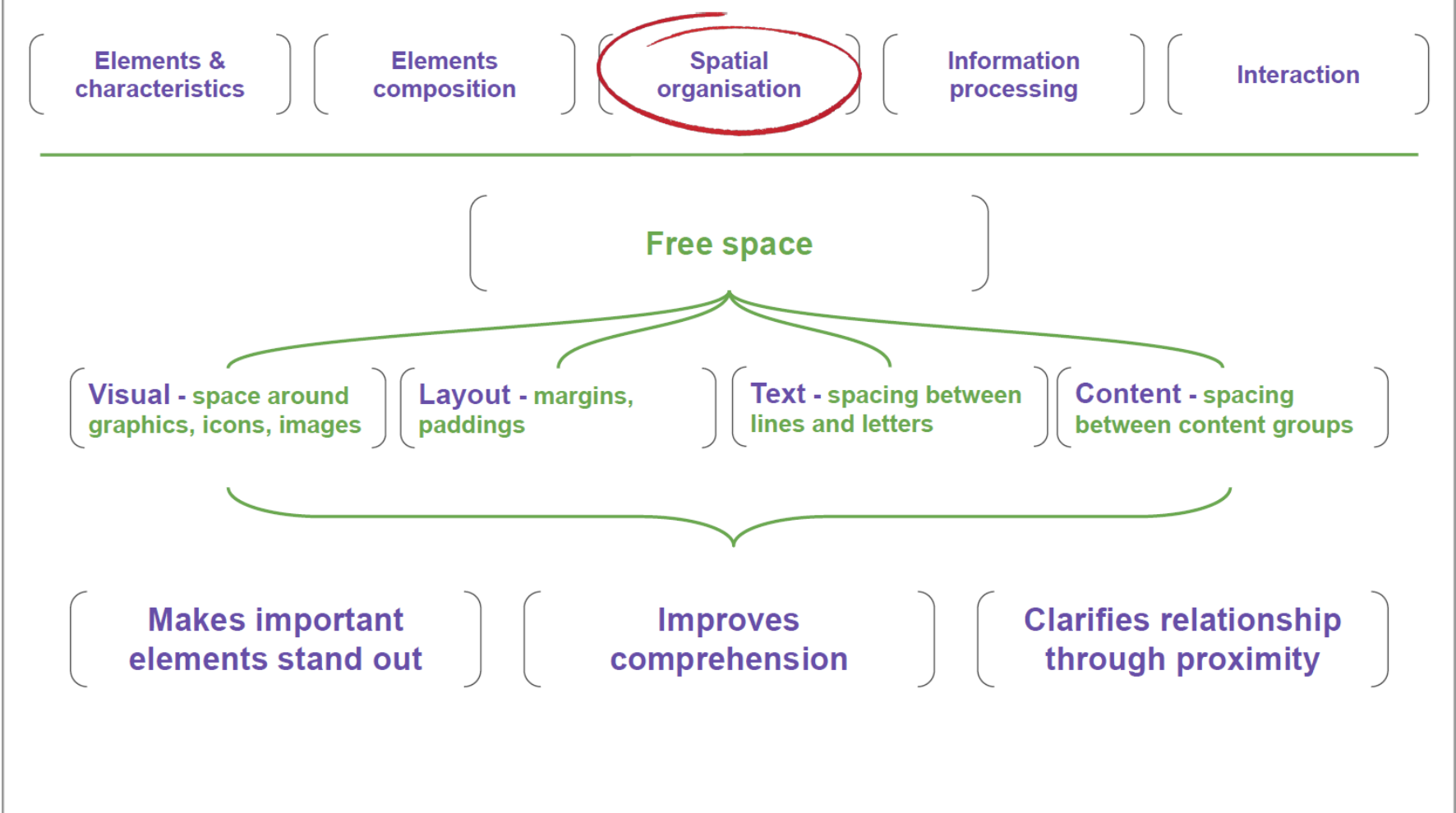
Image: <http://www.militarydisabilitymadeeasy.com/theeyes.html>



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On the UI design side (Continued)

Lesson from CS649 – HCI – Free Space



Another look at the Old Quest homepage

The image shows a screenshot of the 'Yilun's Student Center' homepage. The page is annotated with a large purple circle labeled 'Central Vision' and two large pink rectangular areas labeled 'Free Space'. The 'Free Space' areas are located in the upper-left and right-hand sections of the page. The 'Central Vision' circle is centered over the middle-left section, overlapping the 'Academics' and 'Finances' sections. The page content includes:

- Yilun's Student Center** header
- Academics** section with links: My Academics, Search for Classes, Enroll, and a search dropdown.
- Finances** section with sub-sections: My Account (Account Inquiry, Tax Receipts, Promissory Note, Manage My Bank Account), Financial Aid (View Financial Aid).
- Personal Information** section with Demographic Data, Emergency Contact Names, and a search dropdown.
- Contact Information** table:

Home	Mailing
258B Sunview Street	258B Sunview Street
Unit 279	Unit 279
Waterloo Ontario N2L 0H7	Waterloo Ontario N2L 0H7
Home Phone	Campus Email
None	y69bai@uwaterloo.ca
- Holds** section: No Holds.
- Finance Information** section: Student Awards & Financial Aid, Grad Studies Awards & Funding, Student Financial Services.
- Academic Information** section: Registrar's Office, Grad Studies & Postdoc Affairs, How Do I? Instructions.
- Useful Links** section: Co-op Ed & Career Action, OSAP, The Student Portal.
- Admissions** section (partially visible).



Another look at the New Quest homepage



Another look at the New Quest Enroll page

Yilun Bai

Enroll

Student Center Homepage

My Academics Search for Classes Enroll

My Class Schedule Shopping Cart Add Drop Swap Exam Information

Add Classes

1. Select classes to add

To select classes for another term, select the term and select Change. When you are satisfied with your class selections, proceed to step 2 of 3.

Spring 2019 | Graduate | University of Waterloo

Open Closed

Spring 2019 Shopping Cart

Delete	Class	Days/Times	Room	Instructor	Units	Status
	CS 686-002 (3899)	MW 8:30AM - 9:50AM	MC 2034	A. Gao	0.50	●
	CS 686-003 (5424)	MW 1:00PM - 2:20PM	MC 2038	A. Gao	0.50	■
	CS 846-001 (3978)	TTh 3:00PM - 4:20PM	DC 2568	P. Alencar	0.50	●
	CS 889-001 (4909)	MW 10:00AM - 12:20PM	DC 2568	E. Lank	0.50	■

Proceed to Step 2 of 3

My Spring 2019 Class Schedule

Enrolled Dropped

Class	Description	Days/Times	Room	Instructor	Units	Status
CS 649-001 (4101)	Human-Computer Interaction (LEC)	MWF 2:30PM - 3:20PM	MC 4063	A. Kuzminykh, E. Lank	0.50	✓
CS 846-002 (4044)	Adv Tpcs in Software Eng (SEM)	TTh 1:00PM - 2:50PM	DC 2568	D. Berry	0.50	✓

Central Vision

Free Space

Sidebar moves the main content towards the middle of the screen



Results from the tests

- Click testing
 - New version of Quest wins 4 out of 7 tasks
 - Old version wins 1 out of 7 tasks
 - Draw happen 2 out of 7 tasks
- The new Quest puts important content more towards the middle of the screen compare to the old version
- But free spaces on the page are still massive

Overall, the updated Quest performs slightly better than the old version

Issues discovered during the tests:

- The page/section/tab hierarchy is a mess – e.g. Class Schedule can be viewed under Enroll, not My Academic
- The function of sidebar navigation and the original top bar page navigation are redundant; Some also not consistent
- Limited information displayed on the Homepage
- Both versions couldn't handle efficient transfer from subpage to another subpage without going back to the Homepage
- Large empty spaces on the right side of the page are wasted on basically every page



One big complaint – Class enrollment

- In the current Quest class Enroll process, users need to perform 3 steps:
 1. Select classes to add – put in the shopping cart
 2. Confirm classes
 3. Finish enrolling
- Often times we encounter failures due to time conflict with other courses. Need to go back to change the shopping cart and try again
- Especially for undergrad students who takes a lot of courses which have different section offerings
- Need users to manually check every time period.
- No visualization on the schedule for selected potential courses

The screenshot shows the 'Enroll' section of the Quest system. At the top, there are navigation tabs: 'My Academics', 'Search for Classes', and 'Enroll'. Below these are links for 'My Class Schedule', 'Shopping Cart', 'Add', 'Drop', 'Swap', 'Edit', and 'Exam Information'. The 'Add Classes' section is highlighted with a red box, showing a progress indicator with three steps: 1 (selected), 2, and 3. Below this, the text reads: '1. Select classes to add. To select classes for another term, select the term and select Change. When you are satisfied with your class selections, proceed to step 2 of 3.' The 'Spring 2019 | Graduate | University of Waterloo' section is also highlighted with a red box, showing a table of classes in the shopping cart. The table has columns for 'Delete', 'Class', 'Days/Times', 'Room', 'Instructor', 'Units', and 'Status'. The classes listed are CS 686-002 (3899), CS 686-003 (5424), CS 846-001 (3978), and CS 889-001 (4909). Below the table is a 'Proceed to Step 2 of 3' button, also highlighted with a red box. At the bottom, the 'My Spring 2019 Class Schedule' section is visible, showing a table with columns for 'Class', 'Description', 'Days/Times', 'Room', 'Instructor', 'Units', and 'Status'. The classes listed are CS 649-001 (4101) and CS 846-002 (4044).

Class	Description	Days/Times	Room	Instructor	Units	Status
CS 649-001 (4101)	Human-Computer Interaction (LEC)	MWF 2:30PM - 3:20PM	MC 4063	A. Kuzminykh, E. Lank	0.50	✓
CS 846-002 (4044)	Adv Tpcs in Software Eng (SEM)	TTh 1:00PM - 2:50PM	DC 2568	D. Berry	0.50	✓



Things that are not working well on Quest

- The page/section hierarchy is a mess, e.g. Search for classes is on the same hierarchy with Enroll, but also can be performed under Add in Enroll...
- The function of sidebar navigation and the original top bar page navigation are redundant; Some also not consistent
- Limited information displayed on the Homepage
- Both versions couldn't handle efficient transfer from subpage to another subpage without going back to the Homepage
- Large empty spaces on the right side of the page are wasted on basically every page
- Feature work flow is lengthy, i.e. class enrollment
- Overall UI lack of consistency – Black and Gold
- Toolbar & NavBar on top does basically nothing, e.g. Recent Places in NavBar
- The Sidebar and the top banner does not follow the changes of the pages if using the old “Go to” navigation instead of the SideBar
- ...



New features suggested

- Schedule builder – calendar views for each possible class arrangement
- Search functionality: search bar in the top banner for searching sites under UWaterloo
- Quick links widget on the right side of every page for easy changing between pages under different categories
- Automatic exam information update – Final exam schedule, date, location, seat...
- Critical information/Notification – important due date (tuition, class enrollment/drop), exam date approaching, etc.
- Customizable Homepage tiles, add/remove tiles
- Change password within Quest
- ...



Conclusion

- There are requirement engineering documents & specifications for building Quest properly, i.e. the [PeopleSoft Fluid UX Standards](#)
- But the Quest people decide not to implement Quest based on it completely. Why?
- Because they want to keep the familiar original site for easier user adoption and migration
- And the “New” Quest becomes the “hybrid child” of Fluid and the old Quest
- If it ain’t broke, don’t fix it. But Quest is “broke”.
- Bottom line, Quest actual site needs an overhaul either strictly following the [PeopleSoft Fluid UX Standards](#), or building from ground up completely

Quest navigation to get a new look

TUESDAY, JANUARY 22, 2019

During the February 2019 Reading Week, Quest will be updated to provide clients with a new navigation experience.

The tile-based navigation structure (like the mobile view now) offers students, faculty, and staff a modernized, user-friendly experience. And while the initial style of the page and how you navigate the tiles will be different, the actual site content and how you use those pages will remain the same.

These usability improvements are the result of a user engagement survey that was conducted in fall 2018 and offer clients:

- An improved work flow **Not at all, no feature improvement whatsoever**
- Enhanced navigation options **Sort of, but with issues**
- Reduced clicking **By a tiny bit**
- A modern look and feel **Not by 2019 standard**
- Easier access to help resources **Don’t know what this means**
- An experience that aligns with that of Quest Mobile **Not at all**

This update also brings new background technology that will allow for greater adaptability and support during future deployments.

Be sure check back for updates on this work.



One last thing...

- Anyone has any other struggles with Quest?
- What other features would you like to see in Quest?
- I'll submit the feedback and suggestions through the [Quest Feedback form](#), or you can do it on your own.
- Let's make UWaterloo Quest better!
maybe not for us but for future students ;)

Quest Feedback

This form is to provide feedback on user experience or features of Quest.

If you require **any type of help or support** using Quest, please see the contact options on our [help page](#) or the [how-to instructions \(by audience\)](#) on this website.

Information and privacy: questions regarding the collection of information on this form can be directed to the [form administrator](#).

What is your role? ***(required)**

- Student
- Applicant
- Faculty
- Staff
- Alumni
- Other

Email address

Please add your email address if you wish to be contacted regarding your feedback.

Type of feedback ***(required)**

- User experience
- Feature request
- Help / support
- Other...

Feedback ***(required)**

Please provide your feedback in the box below.

SUBMIT



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THANK YOU!