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## **Project 2, Assignment 2: User Research**

Tuesday, March 31, 2020

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### **Research Objective:**

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The objective of our research is to understand how to best redesign the online course selection and registration process at Rutgers to improve its usability and usefulness on mobile devices. At a minimum this would require a reworking of the current interface to a responsive design, but we hope also, through interviewing potential users, to discover unmet needs and areas in which functionality may be improved or added to make for a better all around experience.

### **Interview Questions:**

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1. What is your process for choosing and registering for classes at the beginning of a semester?
2. How do you keep track of which required classes you've already taken and which you need to take?
3. What is the most frustrating part of the course registration process? What is the easiest?
4. What would you say are the most important pieces of information in a course listing? What information is not there that you would add?
5. How do you deal with special permission requirements, courses that are closed or courses that you are undecided on?