

# Community Issue Reporting

## About

A college dormitory provides a variety of amenities and a dedicated staff is responsible for its maintenance. But there is not always an easy way for community members to report problems to management so they can be resolved quickly. In my case study I focused on this problem and tried to solve it through different design iterations.

## The challenge

- Build a system for a dormitory:
- Where students can report issues
- Where they can track their resolutions
- Which is easy to access & simple to use

## Team

Just me

## Timeline

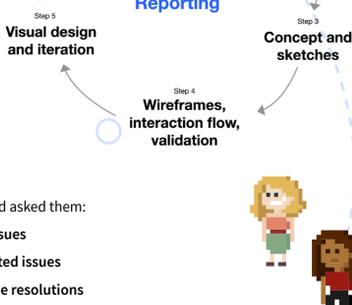
4 weeks

## Software

Adobe XD  
Balsamiq

## Design Process

Before I started I defined my design process and was able to proceed and work on it step by step.



## Interviews

I interviewed ten students and asked them:

- If they ever had reported issues
- If yes, how they have reported issues
- If it was possible to track the resolutions
- What kind of issues they had
- How they would like to create and track them



All ten participants were (former) students who lived in a dormitory and were between 21 and 30 years old:

- Seven have reported problems in the past and three have not.
- Six of them reported them by writing on some sheet of paper in the house floor. One of them called a hotline.
- None of them could track the issues and notifications were not possible.
- All people I asked preferred mobile use.

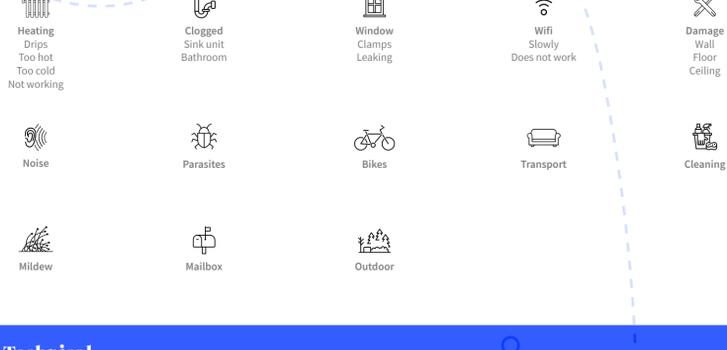
## Research

Besides the possible issues in a dormitory, I wanted to find out for what kind of service I need to find a solution.

*"Definitely mobile. But I don't want to download another app, which uses space and I probably will never need."*

Hannes B.

In my interviews I found a lot of issues that might occur:



## Technical

After the research I did, I decided to go with the approach of PWA! Why?

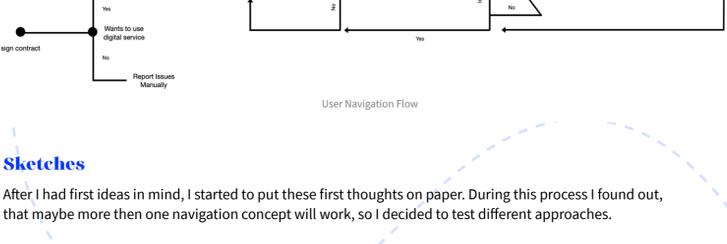
- Security
- Native app flexibility
- No app store needed
- Make adjustments fast
- Speed
- Offline access
- Reduced friction for users
- Less memory consumption

*"The possibilities you have as a user through a PWA sounds awesome, but I didn't know anything about it, especially how to get access."*

Anja N.

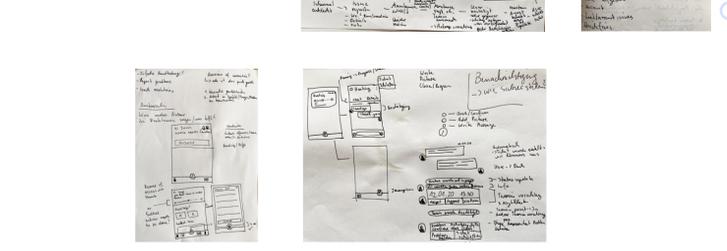
## Flow

So the onboarding process has to be very smooth and self-explaining:



## Sketches

After I had first ideas in mind, I started to put these first thoughts on paper. During this process I found out, that maybe more than one navigation concept will work, so I decided to test different approaches.



A small selection of sketches

## Design Principles

In my design I concentrated on following principles:

### Simple

The whole process from on-boarding to tracking should be simple and smooth, so you never lose the user at any point.

### Accessibility

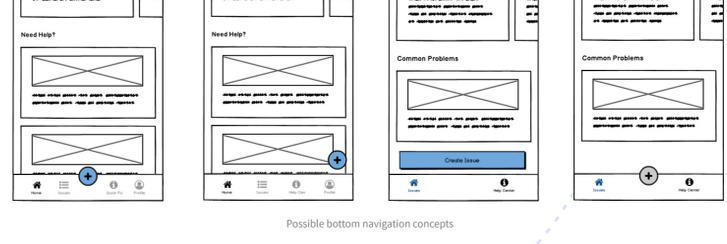
The design should be beneficial and accessible to the user. There should be no disturbances.

### Fun

Even this application is about reporting and tracking issues, it should be fun while using it or at least satisfy the user.

## Wireframes

As I mentioned before I wanted to find out which of the different bottom navigation concepts would be the most common one for the user, so I built several click dummies to get more insights on that.



Possible bottom navigation concepts



## Validation



First user testing with different probands

## Learnings

After the first testing I got some interesting insights which helped to advance the app (even more).

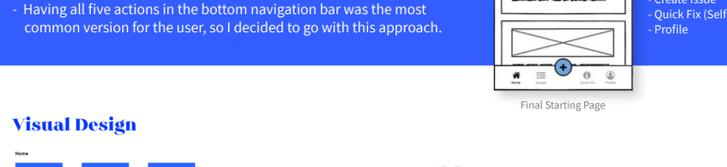
- Some wordings were not directly clear for the users, so I changed them.
- The status was too detailed, clear information was not directly visible, so I had to make it simpler.
- Having all five actions in the bottom navigation bar was the most common version for the user, so I decided to go with this approach.



Final Starting Page

- Structure**
  - Personal speech
  - Latest news from the maintenance service
  - Quickstart
- Main Navigation**
  - Home
  - Issues (Overview)
  - Create Issue
  - Quick Fix (Self-help)
  - Profile

## Visual Design



## Prototyping & testing



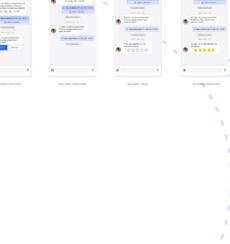
You can click on the pictures to watch the videos

## What I have learned

I was really impressed by the quality of the feedback and how quickly the users were able to adapt the functionality. It was also great to hear that the concept creates real added value in everyday life.

I have also been thinking about some future topics for this app, like:

- Language & cultural specifics
- Community platform
- Rating to improve service



Rate the service