# Fuda PHS school sign in commuting wechat small program user use survey report

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## 1. Introduction:

## In order to optimize the user experience of the wechat small program, we conducted a comprehensive user use survey. The survey aims to understand users' satisfaction and needs for functions such as location check-in, venue reservation, course inquiry and campus consultation, so as to better meet the actual needs of teachers and students.

1. Survey and design:

## We used a combination of an online questionnaire and user interviews. The questionnaire covers the basic information of users, use frequency, satisfaction with each function and other aspects, while user interviews provide an in-depth understanding of the use of some users in specific scenarios.

1. Audience description:

## The respondents mainly included students from Fuzhou University and some faculty members who were willing to participate in the software test. For some ways that are not involved, such as the site management staff and campus consulting staff by the test personnel and volunteers to simulate.

1. Survey results:

## Through questionnaires and user interviews, we received valuable feedback from about 100 users. Here are some of the key findings:

## Satisfaction: 78% of users are satisfied or very satisfied with the small program as a whole. Most of the evaluations made by the satisfied ones are relatively satisfied with the site reservation module, while the non-satisfied users are mostly about the error evaluation of the positioning system.

## Main needs: users most expect the small program to provide more convenient location check-in methods, as well as more flexible notification of schedule changes.

1. User requirements analysis:

## Students prefer the simpler sign-in process, while staff focus on the efficiency of the venue reservation system. Some users hope that the small program can provide more practical information about the course and the campus consultation.

1. Problems and challenges:

## With user feedback in some indoor areas, the accuracy of location check-in needs to be improved. In addition, some users said that the venue reservation system was not being used smoothly enough during peak hours. And the change of the course schedule also exist not timely display and other problems.

1. Opportunities and advantages:

## Users generally appreciate the convenient check-in method provided by the small program, and also highly evaluate the flexibility of the venue reservation. Users like the real-time information provided to them by the campus consultation module.

1. Suggestions for improvement:

## Based on user feedback, we plan to optimize the location check-in algorithm to improve the accuracy of indoor check-in. In addition, we will further optimize the site reservation system to improve the system stability during peak hours. At the same time, we will consider adding practical functions of course inquiry and campus consultation module to meet user needs more comprehensively.

1. Summary:

Through this survey, we know more about the user for the use of wechat small program use and demand. We will make full use of these suggestions, committed to constantly improve the small programs, to provide more convenient and practical campus services for school teachers and students.