CHECKPOINT 2

NMIX 4410
CAPSTONE

# FRANKLIN GPT
# UX MAP

GABI RIVERA
EMILY CARTER
MADELINE SMITH
CAROLINE PITFIELD
SAMHITA NARISETTY




Franklin College of
Arts and Sciences
UNIVERSITY OF GEORGIA

# PROJECT GOALS

**Who will use this application?**
This application will be used primarily by academic advisors who support students with course planning, policy interpretation, and degree progress questions. These advisors regularly need quick and accurate access to institutional information during live advising sessions. The chatbot is designed to assist advisors by providing immediate responses to common questions, reducing the time spent searching through documents or multiple systems. Secondary users may include advising staff or administrative personnel who support academic services.

**How will our application be used?**
The application will be used during advising sessions to help advisors quickly retrieve information about academic policies, course requirements, and eligibility rules. Advisors will log into the system and interact with the chatbot by typing questions or selecting frequently asked questions. The chatbot will return concise answers and, when necessary, provide links to official external resources for verification. This allows advisors to respond to student questions in real time, improve efficiency, and maintain accuracy while conducting advising meetings.

# PERSONAS



**Maya Moore (Student)**



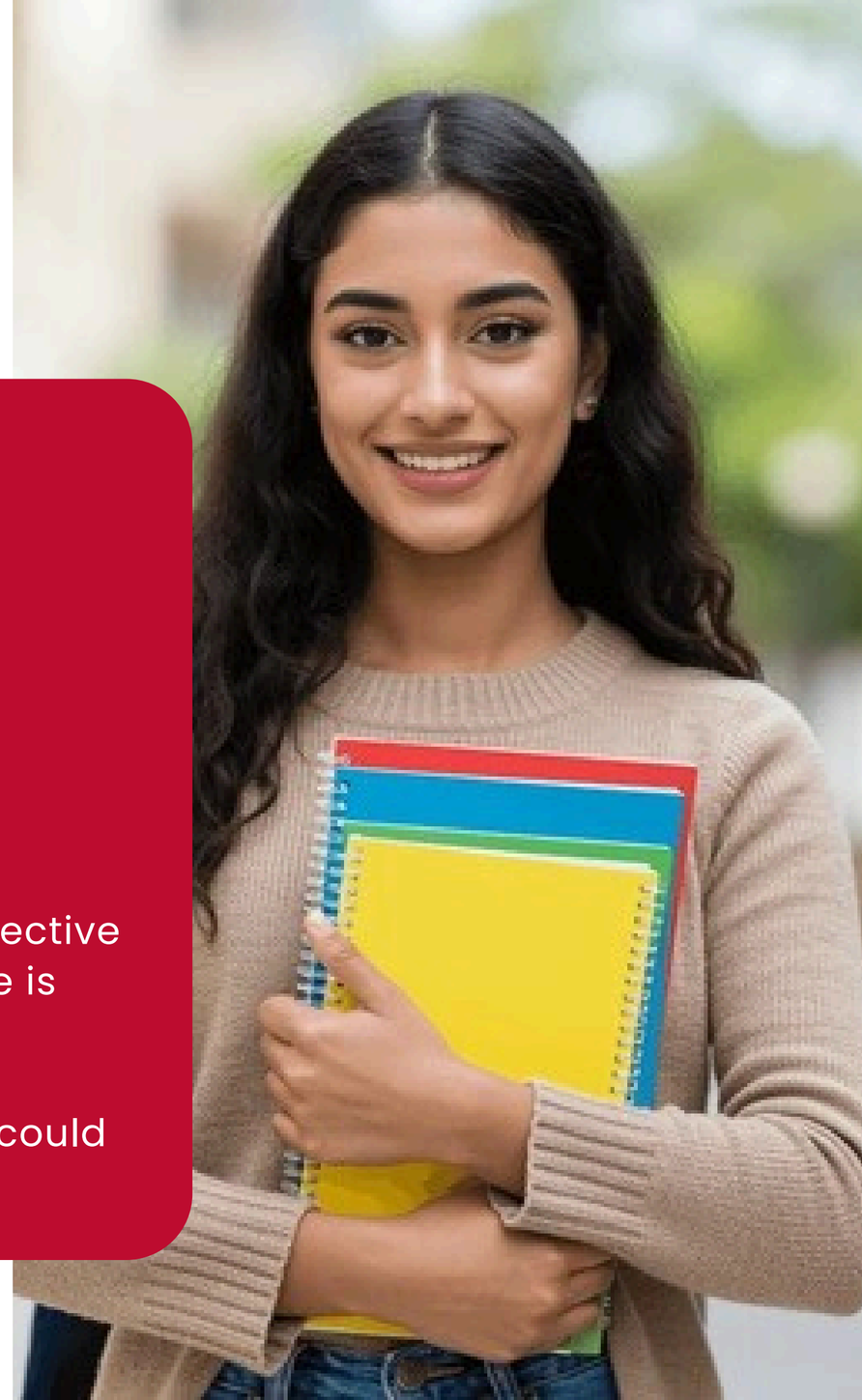
**Jordan Valez (Advisor)**

# PERSONA #1

**Maya Moore (Student)**

**Age:** 21
**Major:** Cognitive Science
**Year:** Junior
**Credits Completed:** 84
**Goal:** Graduate on time (Spring 2027)

***Background*:**
Maya is a driven Cognitive Science major currently in the process of registering for classes. She is highly motivated, but often feels overwhelmed navigating degree requirements, prerequisites, and elective pathways. She relies heavily on her academic advisor to confirm she is making the “right” decisions for graduation planning. Registration deadlines are approaching, and Maya now feels anxious waiting for clarification via email. She worries that choosing the wrong classes could delay graduation or put her below the required credit load.



# PERSONA #2

**Jordan Valez (Advisor)**

**Age:** 38
**Role:** Academic Advisor, College of Arts & Sciences
**Experience:** 9 years in Advising
**Advising Load:** Around 300 assigned students
**Primary Tools:** Degreeworks, Internal Policy Database, Slack, Email, Departmental Contacts

***Background*:**
Jordan is an Academic Advisor to majors across the Franklin College of Arts & Sciences who works closely with students navigating degree requirements, substitutions, and graduation timelines. He prides himself on being thorough and responsive. However, institutional policies constantly change, and substitution approvals often depend on department-specific rules that vary by location. He regularly toggles between Slack, Degreeworks, and university policy websites just to answer a single student question.



# Cover Page

The cover page serves as the entry point to the Frank web application and is designed to provide a simple and welcoming introduction for academic advisors. It displays the message “Welcome to Frank” along with a login button that allows the advisor to proceed into the system. This page helps confirm that the advisor is accessing the correct tool and reduces cognitive load by presenting only one primary action.



# Login Page

The login page allows advisors to securely authenticate before accessing the chatbot. This page includes the Frank logo, fields for entering a username and password, a sign-in button, and a back button that returns the user to the cover page. Once the advisor enters valid credentials and selects sign in, the system verifies the information and transitions to the chatbot interface. This step ensures that only authorized users can access the system and protects sensitive academic information.



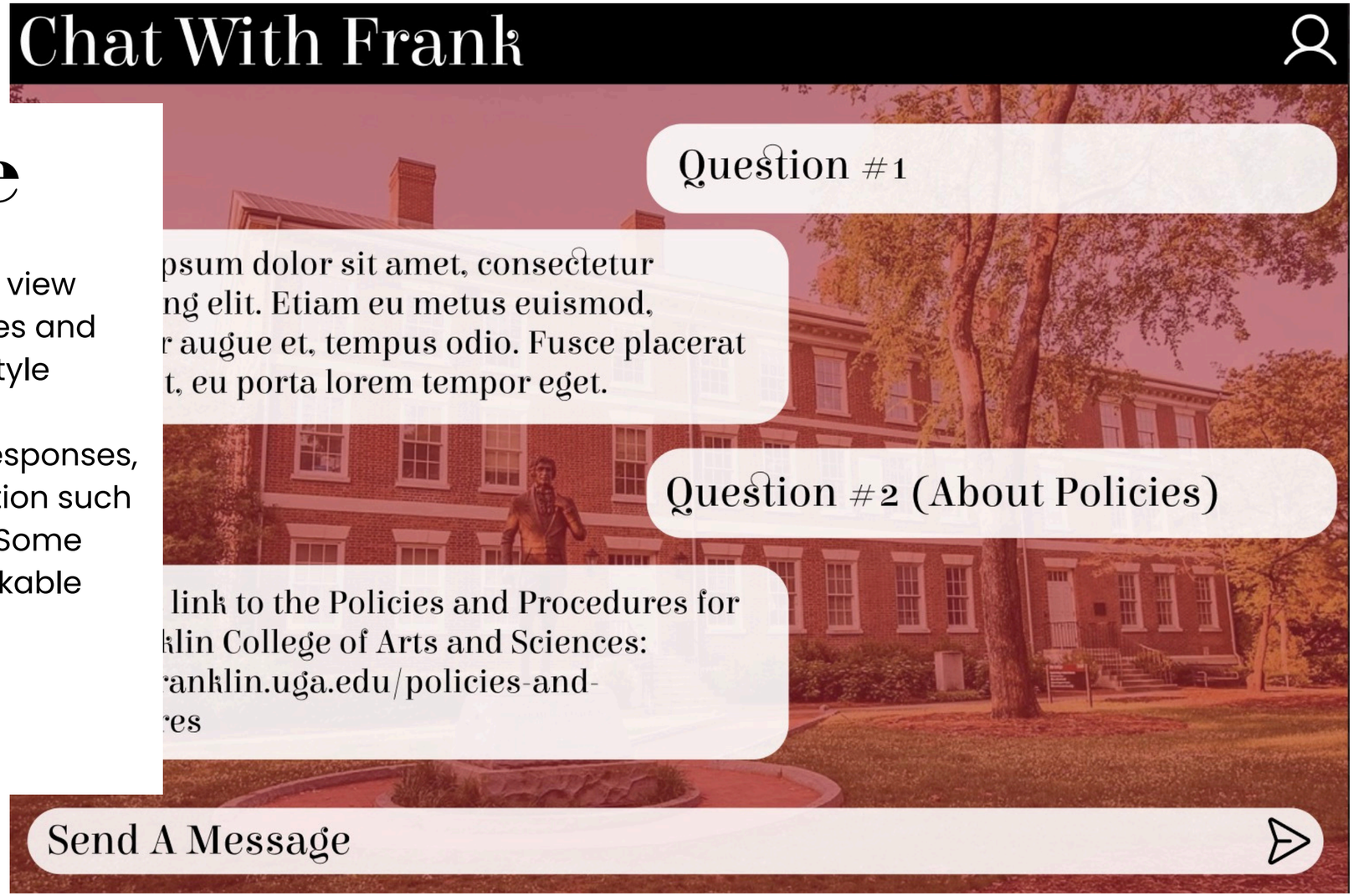
# Chat Page

After successful authentication, the advisor is taken to the chat home screen, which functions as the main interaction hub. At the top of the screen, a header displays “Chat with Frank” on the left, a personalized greeting such as “Welcome, Advisor Name” in the center, and a profile icon on the right. The central portion of the screen presents three frequently asked question shortcuts that allow advisors to quickly access common information without typing. At the bottom of the screen, a message input box labeled “Send a message” and a send button enable the advisor to enter custom questions for the chatbot.



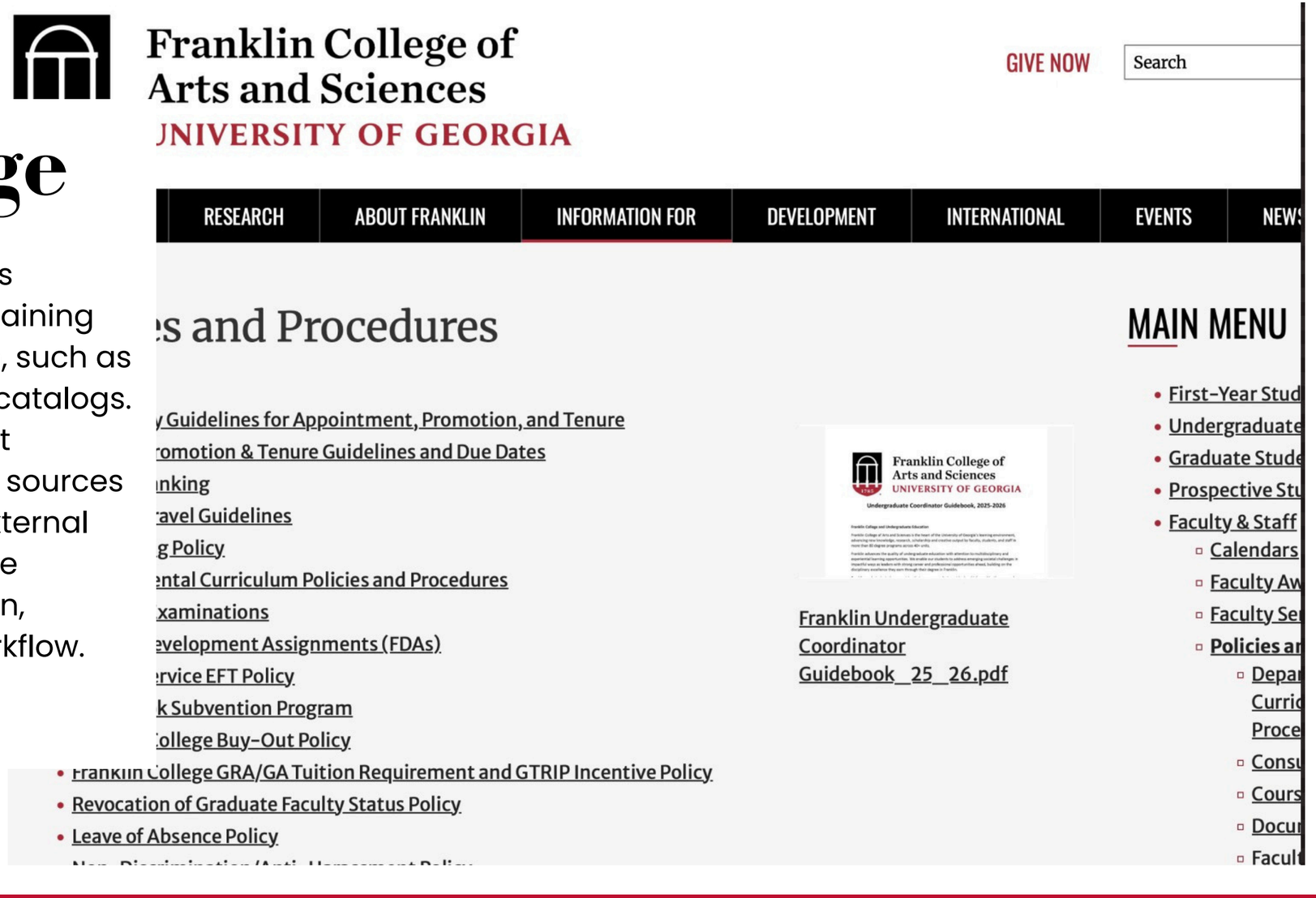
# Convo Page

During interaction, the conversation view displays both the advisor's messages and the chatbot's responses in a chat-style format. Advisors can ask follow-up questions, scroll through previous responses, and review highlighted key information such as policies or course requirements. Some chatbot responses may include clickable links to additional resources.



# External Page

When a link is selected, the advisor is directed to an external website containing official or more detailed information, such as institutional policy pages or course catalogs. This allows advisors to verify chatbot responses and access authoritative sources when needed. After reviewing the external content, the advisor can return to the chatbot to continue the conversation, supporting a seamless advising workflow.

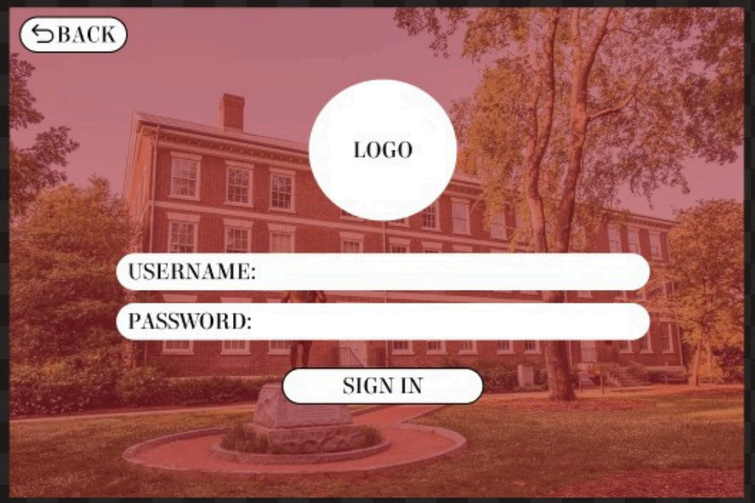


# WIREFRAME

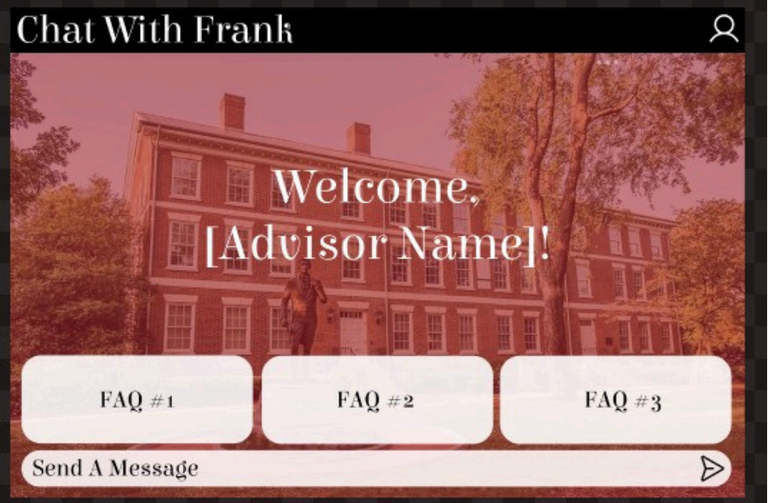
Wireframe - 1



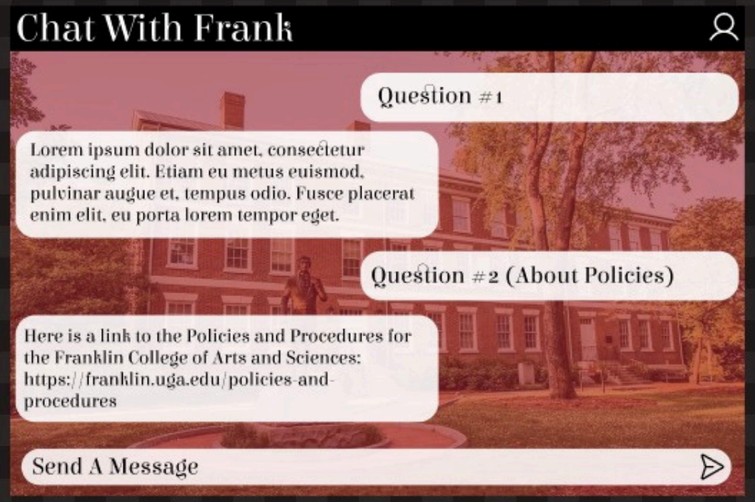

Wireframe - 2




Wireframe - 3




Wireframe - 4




Wireframe - 5

