



Equipment Checkout. Simplified.

Designed by Jennifer Hess

What is Mquip?



College can be complicated, getting the things you need for college shouldn't be - that's what Mquip is for. Mquip is a smartphone application that facilitates equipment rental at the University of Michigan-Flint. The application makes checking out equipment as simple as possible. Students are able to see available items with the tap of the button. With all paperwork completed upon sign-up there is no longer need to fill out the same waiver everytime equipment is needed. Students can correspond with the equipment manager quickly within the no-hassel Mquip application, eliminating the chances of an e-mail going unseen. All of the troubles students and faculty once had with equipment rental are eliminated with this simple, efficient, no-hassel app.



CHEQROOM

Cheqroom:

Cloud based Mobile/ Desktop Software that allows for equipment to be managed and inventoried with the use of bar codes.

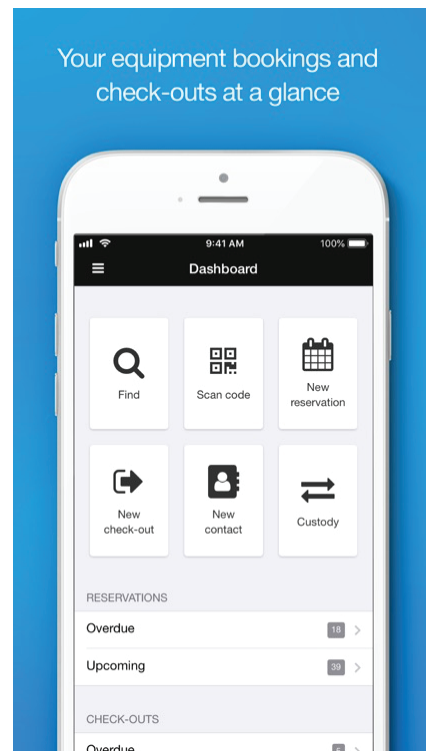
Apple App Store Rating: 3.3/5 Stars

Reviews:

3/5, "Certain steps could be more efficient."

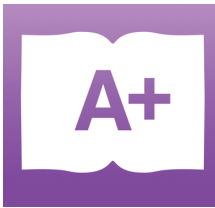
2.5/5, "The mobile software of this tool is quite coarse and tedious to handle, because it is very slow compared to the desktop."

5/5, "Although it does just about everything we "really" need, there are a lot of little "would be nice" things that it doesn't have. They have been improving a lot so they are working on it."



Summary: Cheqroom is one of the only equipment management apps available in the marketplace. It is generally liked for its desktop capabilities and seems to be lacking in the mobile aspects of the program. This application follows the same basic idea of Mquip allowing for paperless agreements, barcode scanning, and easy inventory management with calendar functions. Mquip is tailor to student and faculty users and will offer a more communication driven experience in order to facilitate the needs of individuals in the university setting.





Classroom Checkout

An application which facilitates inventory for classroom libraries in schools. This app allows children to scan barcodes to checkout books. Teachers are able to see inventory of checked-out and available books

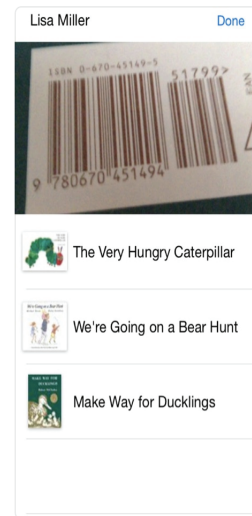
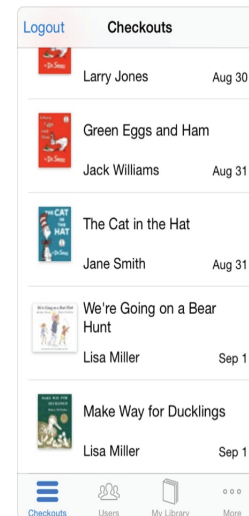
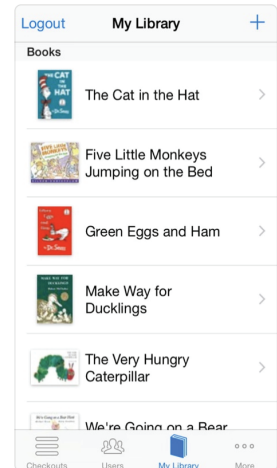
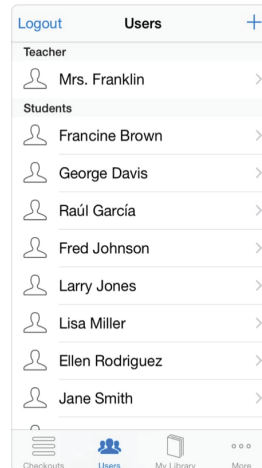
Apple App Store Rating: 3.8/5 Stars

Reviews:

3/5, "However, there are a few key features that I was surprised to see aren't on the app. Books are organized alphabetically by title, and that's the only option."

5/5, "Well worth the money, and easy to use! Love it!"

4/5, "I love this app, And the kids do also. It is a way to keep track of my library and the kids love the independence of checking out their own books."



Summary: Classroom Checkout has a similar basis of functionality as Mquip as it used in educational settings and facilitates ease of checkout with barcode scanning. The app however, only brushes the surface of capabilities within Mquip. This app is only used for books belonging to a personal library of a teacher. The app is generally well received but typically does not fit the specific desired capabilities of each user.



KAITLIN SMITH

AGE 20

OCCUPATION Student

STATUS Single

LOCATION Flint, Michigan

TIER Required Consumer

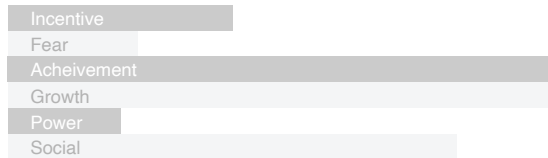
ARCHETYPE Go-Getter

Motivated Creative Outgoing



"If I didn't have to buy so many things for my art classes I would be able to work less hours at the restaurant and focus more on my studies."

MOTIVATIONS



GOALS

- Obtaining a BFA in Photography
- Build a photography portfolio
- Get good grades

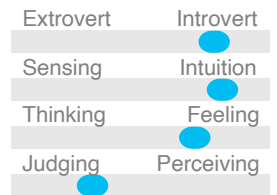
FRUSTRATIONS

- Slow smartphone apps
- Poor communications with school faculty
- Very busy schedule

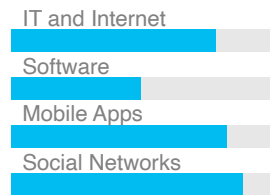
BIO

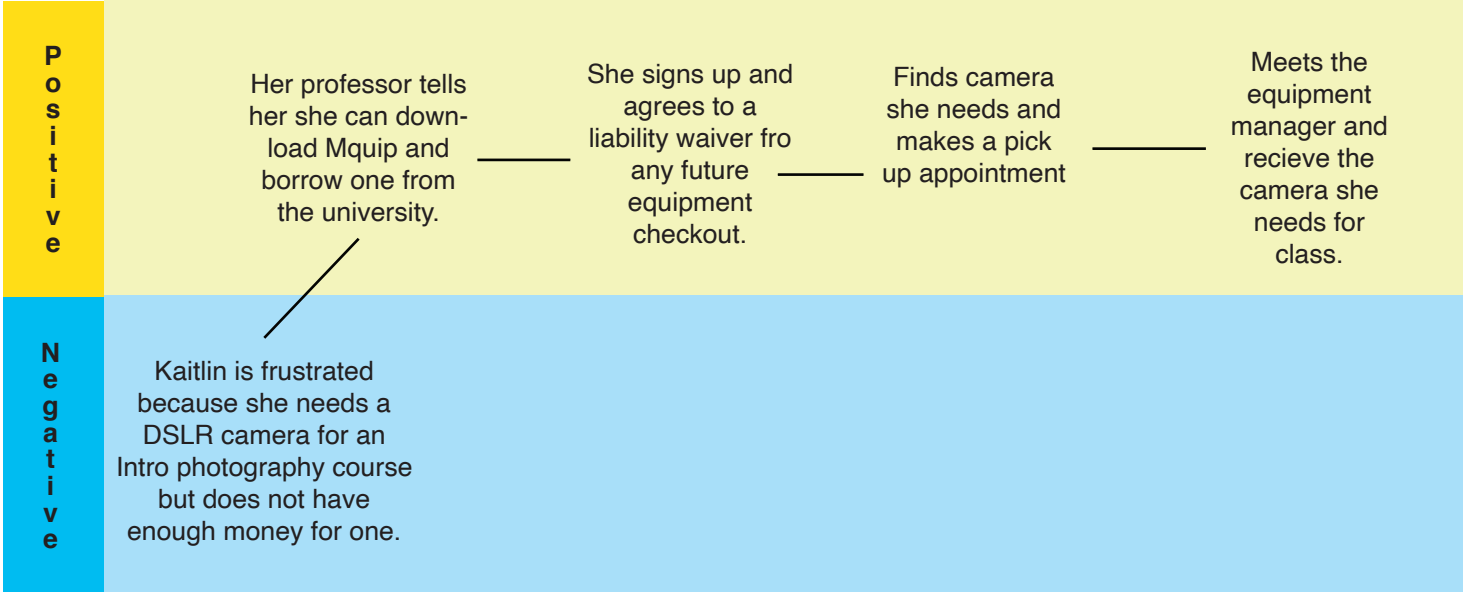
Kaitlin is a student at the University of Michigan-Flint and is studying photography. She works part-time at a local restaurant while taking 12 credits. She is very motivated in her creative studies and stays very busy studying during the school year. It is her second year of studies and her first semester of taking classes within the art dept. She wasn't aware of all of the expenses that come with taking fine art classes and is nervous to take on so much financial responsibility.

PERSONALITY



TECHNOLOGY





Summary: Kaitlin has a very good knowledge of using mobile applications. Being able to do things on her phone is preferable. Mquip takes a lot of frustration out of the equipment checkout process for her because she is very busy. Due to the simplicity and speed of using Mquip, Kaitlin doesn't have to take a lot of time out of her busy schedule in order to checkout the camera for her class. Overall, Kaitlin has a positive experience with Mquip.



KAREN BERNSTEIN

AGE 49

OCCUPATION Student

STATUS Married

LOCATION Owosso, Michigan

TIER Required Consumer

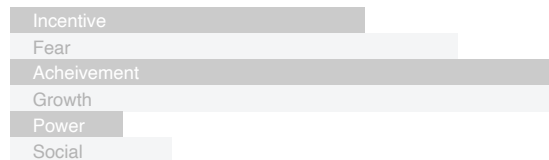
ARCHETYPE Learner

Motivated

Practical

Reserves

MOTIVATIONS



GOALS

- Getting a College Degree
- Raising her 3 children
- Learn how to use Adobe CC suite

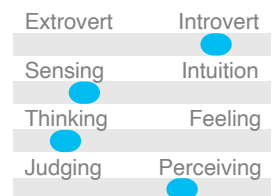
FRUSTRATIONS

- Mac Computers
- Balancing family and school
- keeping up with technology

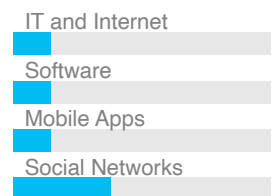
BIO

Karen is married and has 3 children aged 7-15. She returned to school in order to pursue a new career after working as a medical assistant for 20 years. She enjoys art and wants to become a graphic designer in order to give her the flexibility of doing freelance work from home. Karen fears that her age and her lack of knowledge may be an obstacle for her in her education, but she is very motivated to tackle it.

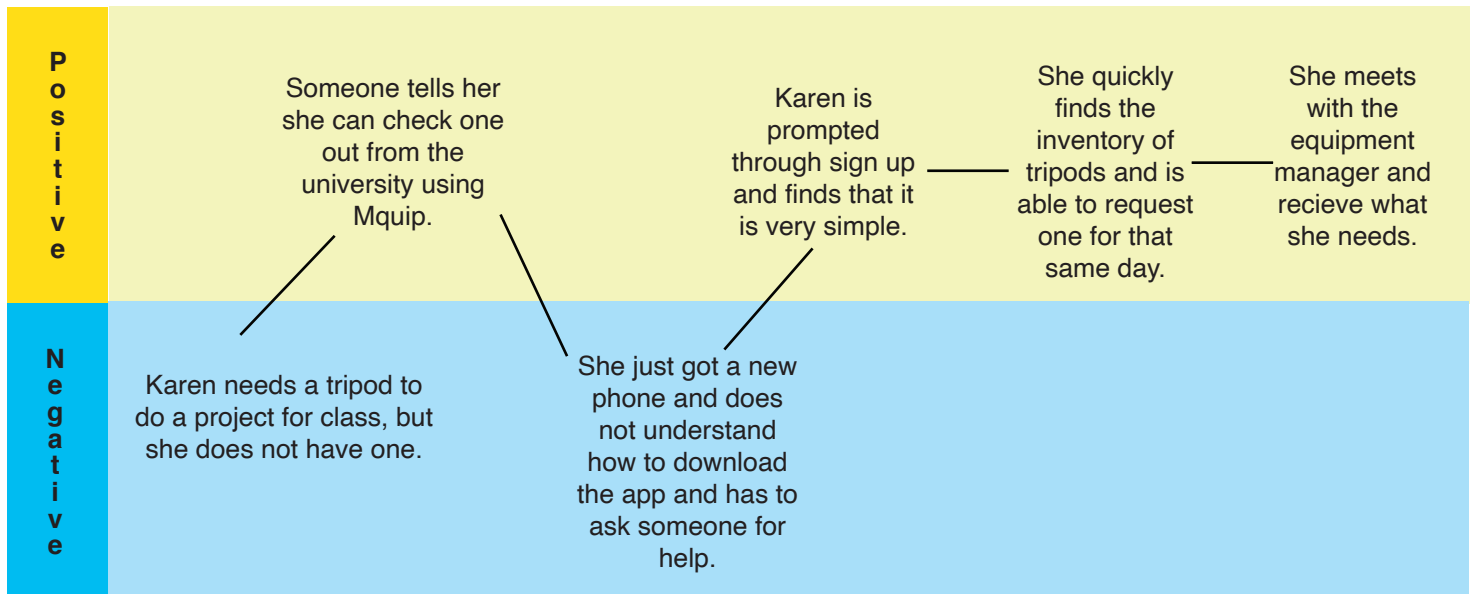
PERSONALITY



TECHNOLOGY



"My kids are my best tutor these days. They know everything about computers and I feel like such a novice."



Summary: Karen is not as tech-savvy as most of her younger classmates. She is happy that the university offers equipment for checkout but she is frustrated that she must download an app to her phone. Once she downloads the app she realizes that it is very simple to understand. Though, Karen was apprehensive in the beginning, her experience with Mquip turns out to be a positive one.

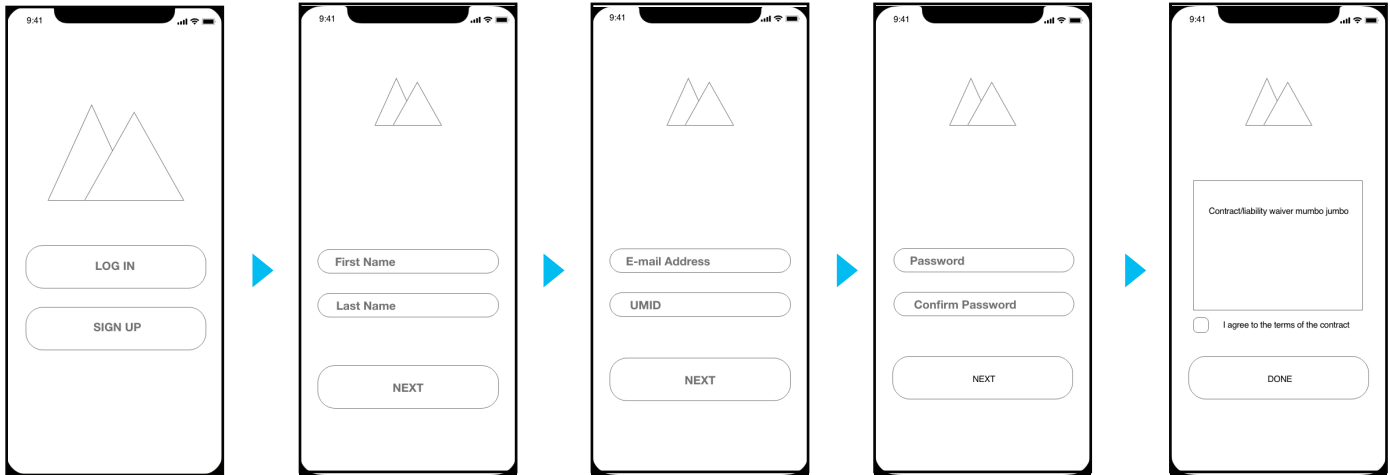


Challenges	Solutions
<p>The University of Michigan - Flint Art Department does not currently have the infrastructure to allow for self-serve checkout of equipment. This means students are required to acquire equipment directly from the equipment manager.</p>	<p>Mquip will allow for the equipment manager to set specific days and times, based on their availability, in which students can pick up and return equipment. The student will make a request and the equipment manager will be prompted to approve or deny the request in order to carry out check out as an appointment based system.</p>
<p>The student body is very diverse at UM-Flint. Meaning that not all students are as tech savvy as others. Some older students may not be comfortable with using mobile apps.</p>	<p>The Mquip interface is specifically designed to be as simple as possible. The app includes only necessary functions as well as a simplified sign up to ensure ease of use from the broad range of users.</p>
<p>The equipment manager does not work every day and does not always have availability that is accessible for the very busy students that need to checkout equipment.</p>	<p>Mquip has a messaging function in order to allow students with any specific, unique needs to quickly correspond with the manager. This will allow students to arrange alternative pick up options that fit their busy schedule.</p>

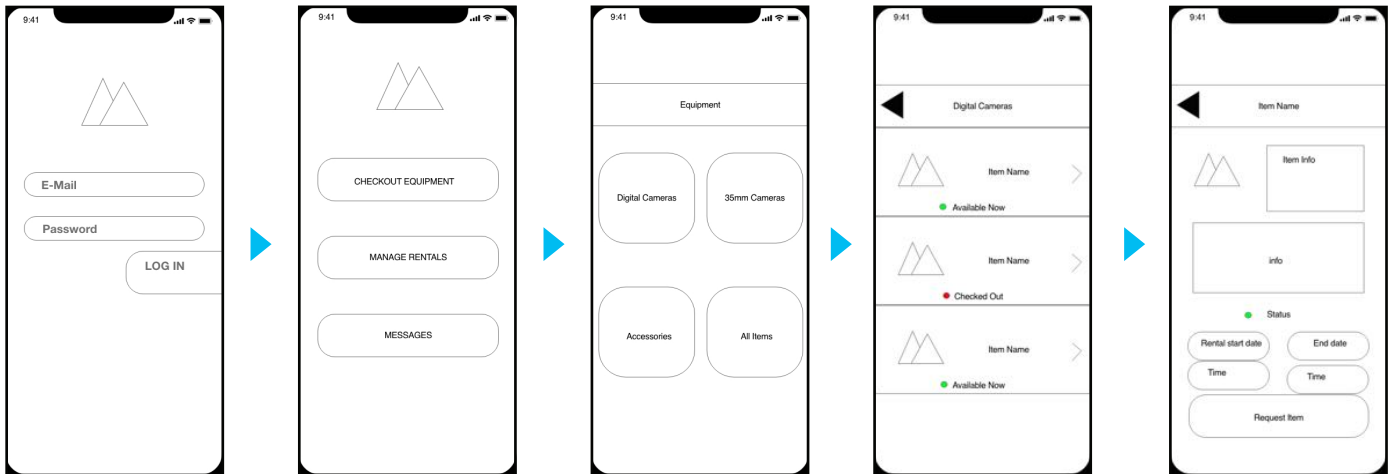


Mquip Design: Medium-fi Wireframes

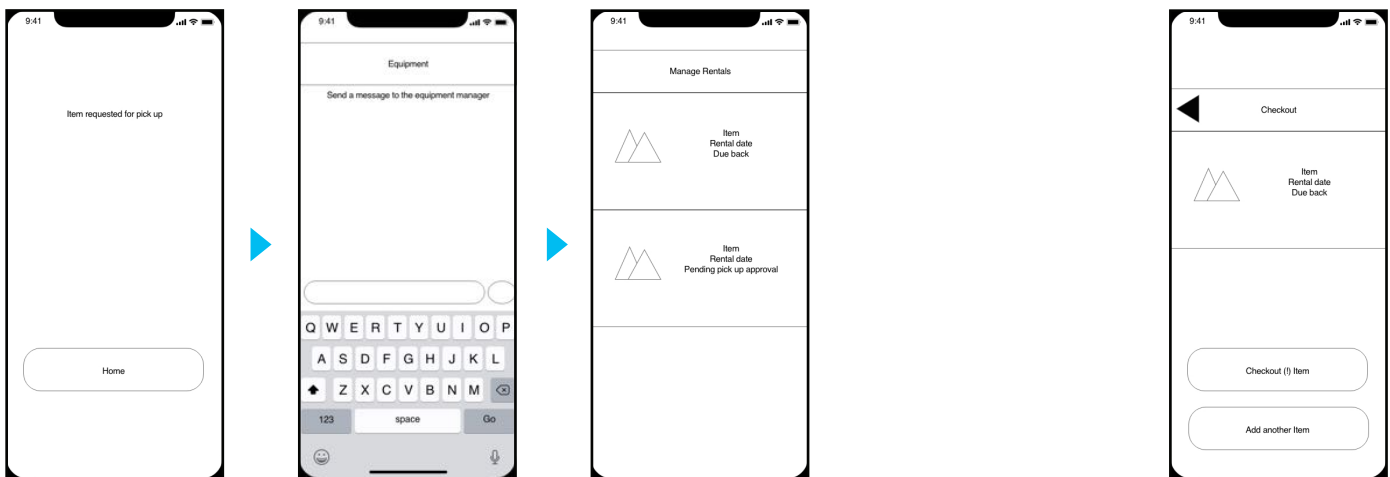
Simple, one time sign up & waiver agreement



Log-in and quickly view equipment



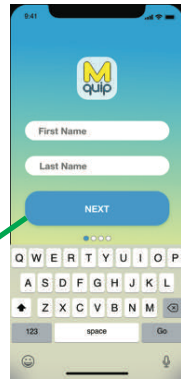
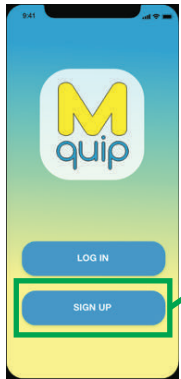
Easily view rental status and correspond with the quipment manager



User Flow - Sign up + Log in

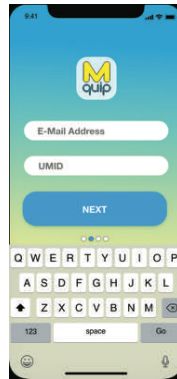
Initial setup: Upon opening Mquip for the first time, the user selects "sign up" and is prompted through a quick, one time, sign up process.

Landing Page

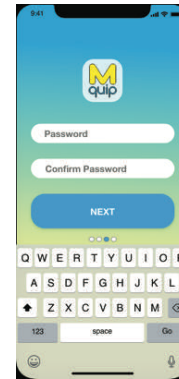


Step 1 : Name

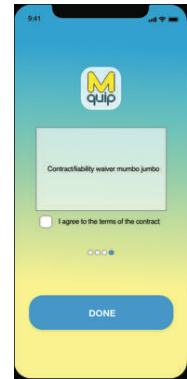
Sign-up Sequence



Step 2: E-mail and student number to verify student status



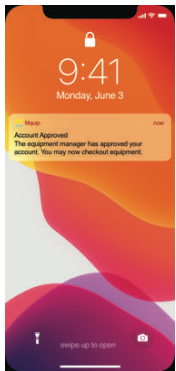
Step 3: Password creation



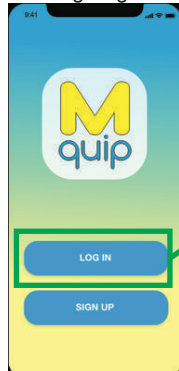
Step 4: Liability agreement.

Log-in: Once the user has successfully set up an account, they will be notified by push notification, and within app messaging that the administrator has approved their account of equipment checkout.

Push Notification

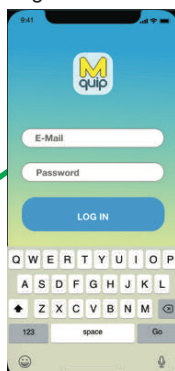


Landing Page



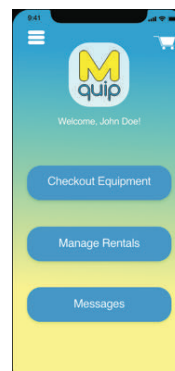
The user can now select log in from the landing page.

Log-in



The user will log in with the e-mail and password created at sign up.

Main Menu

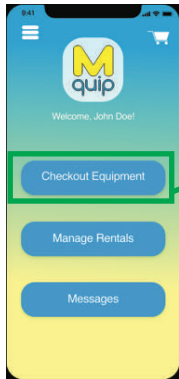


The user can choose from the basic options on the main menu in order to checkout equipment, see current rental status, or correspond with the equipment manager.

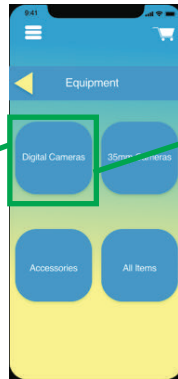
User Flow - Equipment Checkout + Rental Management

Viewing and checking out equipment: The user can select equipment checkout from the main menu.

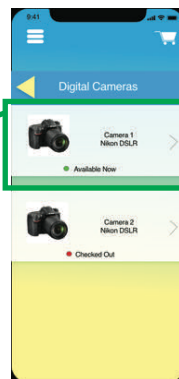
Main Menu



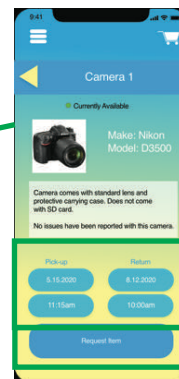
Equipment Menu



Item List



Item Profile



The dates will appear in a drop down menu, the user will only be able to choose pick up and drop off times and dates based on availability set by the equipment manager.

The user can select from different equipment categories to find what they need.

The user is then able to view a list of all equipment and see availability status.

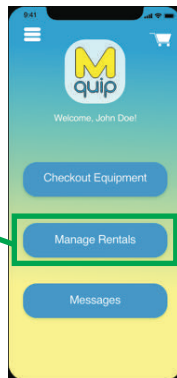
The user can tap different items to view the item profile, and proceed to requesting an item for checkout

Manage Rentals



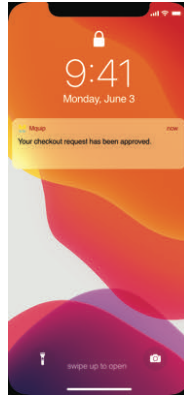
The user can use this function to keep track of any rentals and refer back to times and dates of pick up/drop off.

Main Menu



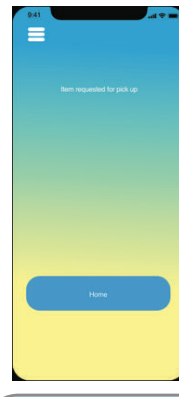
The user will then be able to view rentals and pick up / drop off times by accessing "manage rentals" from the main menu.

Push Notification



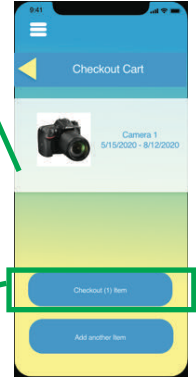
Once the equipment manager has reviewed the request the user will receive a notification if the request was approved or denied.

Request Confirmation

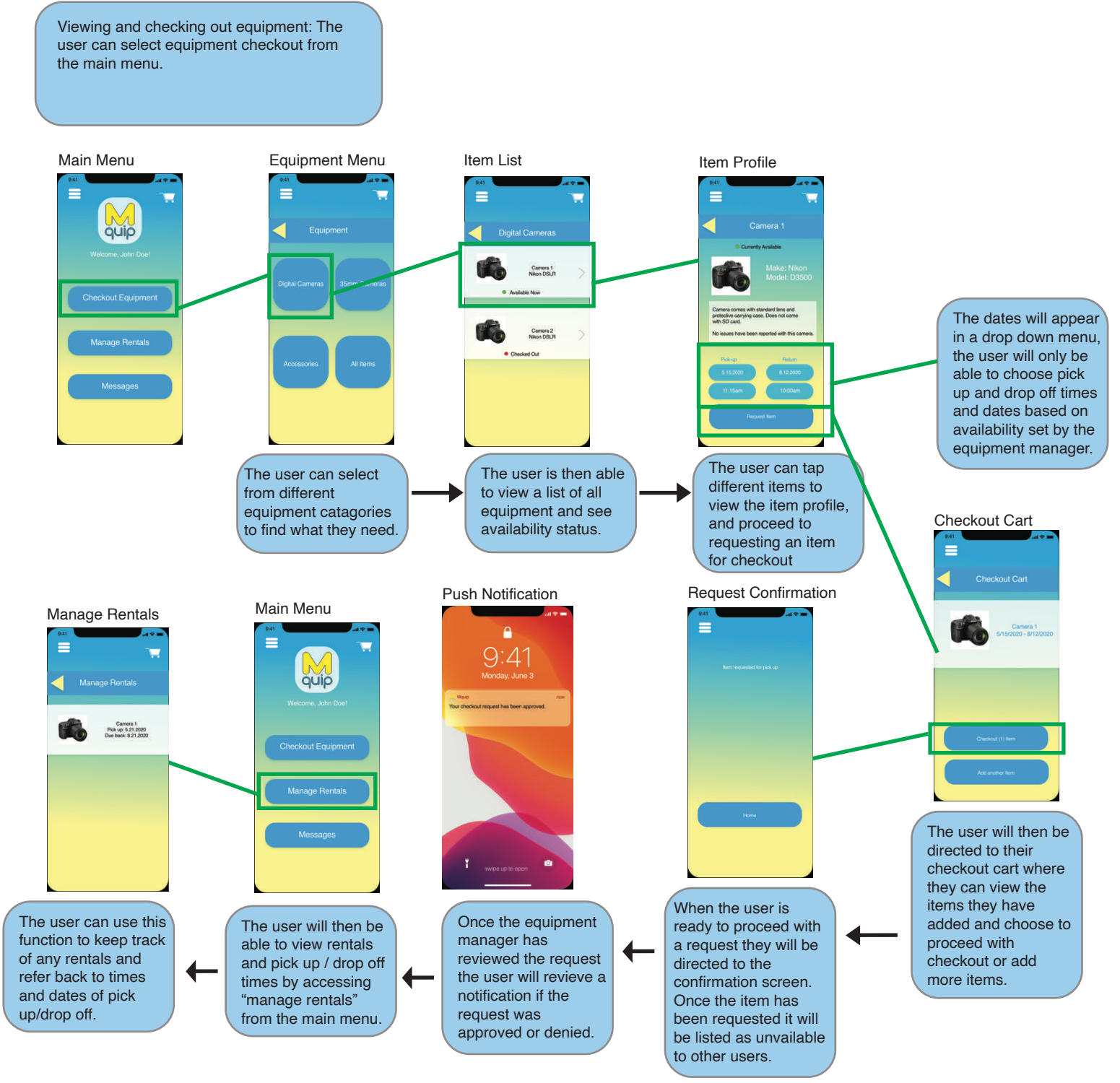


When the user is ready to proceed with a request they will be directed to the confirmation screen. Once the item has been requested it will be listed as unavailable to other users.

Checkout Cart

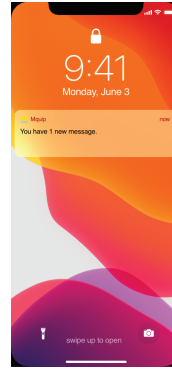
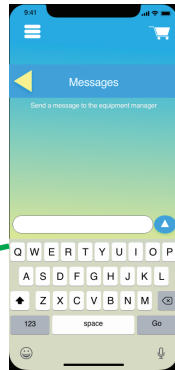
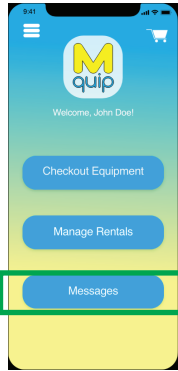


The user will then be directed to their checkout cart where they can view the items they have added and choose to proceed with checkout or add more items.



User Flow - Other Features

Messaging: The user can use the in-app instant messaging function to correspond with the equipment manager. This feature will allow for flexibility in the checkout process when needed.

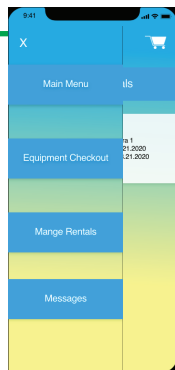
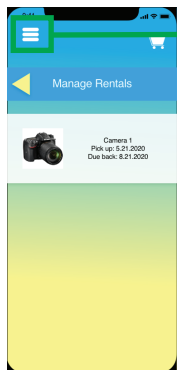


At anytime the user can select Messages from the main menu to be directed to the in-app messenger function

The user can use the messenger function to correspond quickly with the equipment manager about and unique needs or questions. Including rental cancellations, questions about equipment, early returns, and alternative scheduling options.

The user and the administrator will receive push notifications about any messages

Quick Access Menu: At any time, the user can tap the menu icon to quickly change locations without having to return to the main menu.

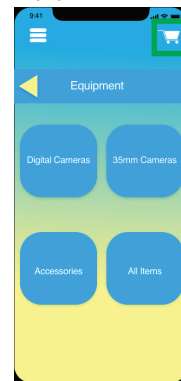


The quick access menu will appear as an overlay and can direct the user to any other function within the app.

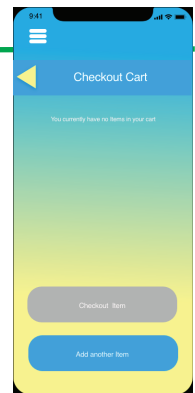
The user can choose to change to another location or exit the menu by tapping the x symbol and remain on the current page.

Checkout Cart Quick Access: At any time, the user can tap the cart icon to be directed to the checkout cart to view added items or proceed with checkout.

Equipment Menu



Checkout Cart



The cart icon allows for the user to continue looking for equipment and return to the checkout screen at anytime.

Any items added to the checkout cart will remain in the cart until the app is closed to allow for organized browsing. Having an item added to the cart does not secure the item to the user or list it as unavailable to other users.

The following URL will direct you to the Mquip Prototype.

<https://xd.adobe.com/view/7abb0705-3567-4366-5df7-9ef4f9f56981-0c8a/>

