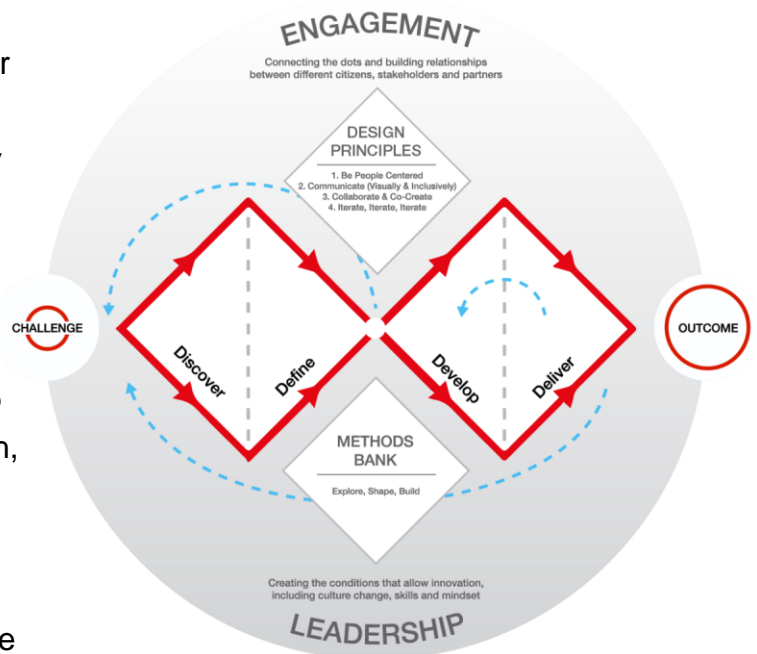


User Experience Research

User Experience Research for NYCU e-Portfolio

NYCU has established [NYCU e-Portfolio](#) to consolidate student learning-related records and plans to develop into a tailored learning journey platform for our university students. The [NYCU e-Portfolio](#) is student-centered. To ensure that subsequent planning and development align closely with user needs and maximize the platform's utility, CIRDA commissioned a professional team to conduct research on service needs. To address students' pain points in learning process and enhance their willingness to use the platform, a team of designers cooperated with field interns recruited on campus. Through methods such as desk research, stakeholder interviews, qualitative user interviews, and quantitative surveys, the team formulated service strategies for [NYCU e-portfolio](#).

To achieve effective digital transformation, it is crucial to emphasize service design and user experience, which have been less emphasized in the past. This study is a starting point to enhance the importance of user experience research within the university. We aim to continuously discover and solve problems from the bottom up through a design-thinking approach, seeking innovative solutions to optimize service processes and user experiences effectively, thereby shaping a culture of diverse innovative problem-solving.



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