

The Intention to Use Mobile Student Portal: A Mobile Human Computer Interaction Study in a University Context in Egypt

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Abstract

Mobile devices are increasingly being used as platforms for interactive services. However, factors affecting adoption of mobile services in some specific contexts, such as student portals, are still underresearched. This paper reports thematic analyses of semistructured interviews conducted with 52 undergraduate users of mobile student portal in a developing country. The results uncover design features affecting the use of mobile student portals, such as (1) Content Sharing, comprising an Integrative Design to share posts from the mobile portal to social media, (2) Personalized Content and Notification, for personalized notification based on student's academic status, (3) Location-Aware notification, providing location-based updates, (4) User Control, allowing to choose content formats and details level, and (5) Context Switching and Interrupted Behavior, leading to the need for displaying content in small, meaningful chunks to help pick up after interruptions of messages and calls. The findings suggest design recommendations for mobile student portal, in specific.

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