

**MICHIGAN STATE**  

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**UNIVERSITY**

# Beta Presentation

## Member Digital Help Center

The Capstone Experience

Team MSUFCU

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*From Students...  
...to Professionals*

Department of Computer Science and Engineering  
Michigan State University

Fall 2020

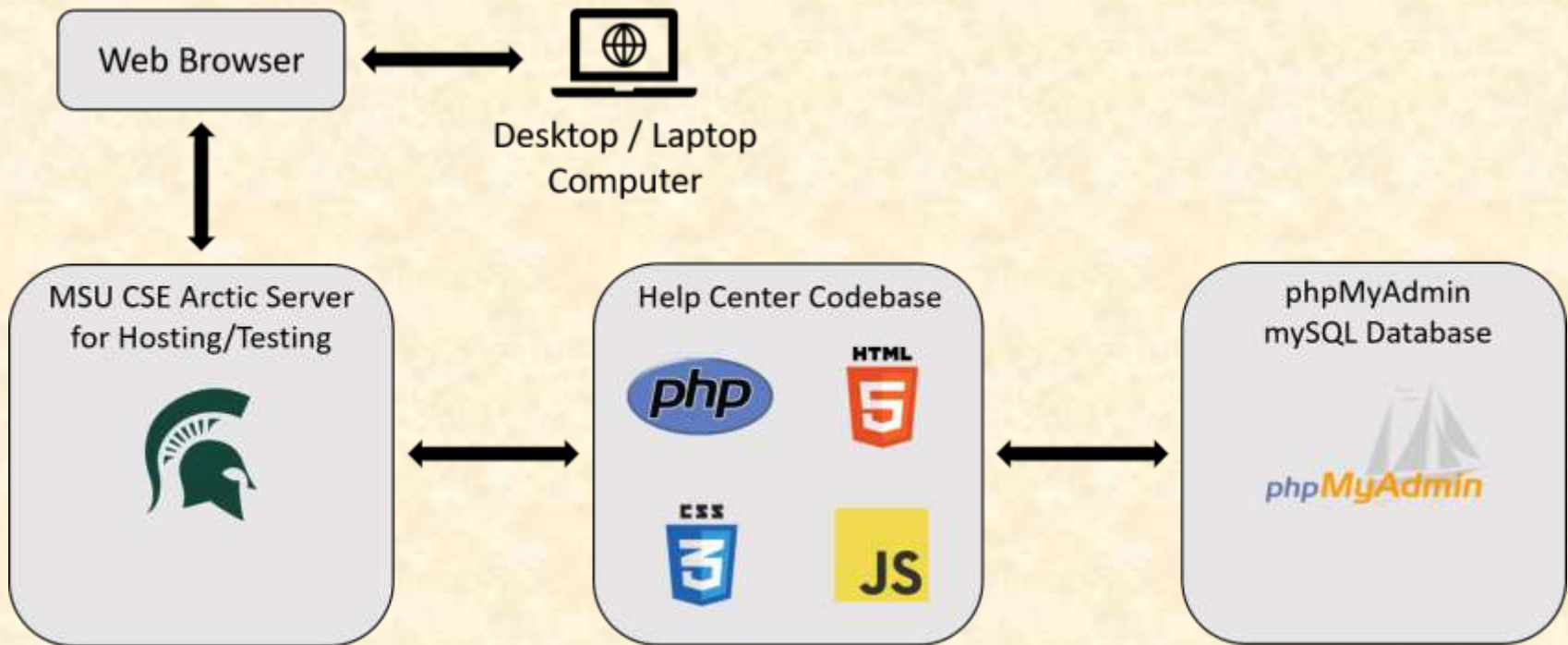
# Project Overview

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- Create an online help center for MSUFCU members
- The help center will serve as a single access point for the various help resources MSUFCU offers
- Improve the search functionality to return the most relevant and helpful results
- Add ability for users to filter results
- Improve the customer experience with self-service



# System Architecture



# Help Center Home

MSUFCU Help Center

webdev.cde.msu.edu/~mgames/msufcu/help-center.php

LOANS ACCOUNTS SERVICES BUSINESS RESOURCES RATES

Help Center Home  
Browse by Category:

- General

Account

- General
- Access
- Management
- Services

Loans

- General
- Vehicle
- Home
- Business
- Personal

Visa

- General
- Credit
- Debit

## MSUFCU Help Center

Welcome! What can we help you with today?

Search the Help Center

### Top FAQs

- What is Guaranteed Auto Protection (GAP)?
- Can I open an account if I'm not 18?
- How do I check my account history?
- Can I use my Visa card abroad?
- Are there checking account fees?
- When I use bill payment, is the money withdrawn immediately?

### Calculators

Loans

- Loan Payments
- MSU Summer Pay
- Interest Savings
- Student Loan Payments
- Debit Rebate vs. Lower Interest Rate
- Debt Consolidation

Mortgage

- Mortgage Payments
- Fixed vs. Variable Mortgage
- Additional Mortgage Payments
- Refinance Mortgage
- Mortgage Amount

Credit Card

- Pay Off Credit Card



# Search Results

The screenshot shows a web browser window displaying the MSUFCU website. The address bar shows the URL [webdev.cba.msu.edu/~imgames/mdufcu/search.php](http://webdev.cba.msu.edu/~imgames/mdufcu/search.php). The page features a dark green navigation bar with the following menu items: LOANS, ACCOUNTS, SERVICES, BUSINESS, RESOURCES, and RATES. A search bar is located in the top right corner of the navigation bar, with a magnifying glass icon. Below the navigation bar, the page content is organized into a sidebar on the left and a main content area on the right. The sidebar includes links for 'Help Center Home', 'Browse by Category:', 'General', 'Account', 'Loans', and 'Visa', each with sub-links. The main content area shows the search results for the query 'loans'. It includes a search bar with the text 'loans' and a 'Search' button. Below the search bar, there are radio button options for 'Category' (All, Account, General, Loan, Visa), 'Type' (All, Education, FAQ), and 'Subcategory' (All). The search results are titled '7 results found for 'loans'' and list several categories: 'Education (1)', 'Credit Card Payoff Calculator', 'FAQ (6)', and 'Which loans can I use Skip-A-Pay with?'. Each category has a brief description. At the bottom of the page, there is a dark green footer with the text 'Need to contact us?' and four buttons: 'Text Chat', 'Video Chat', 'Ask Fran', and 'Call or Visit'.

Search Portal

webdev.cba.msu.edu/~imgames/mdufcu/search.php

Swift Code: MSUCUS44

LOANS ACCOUNTS SERVICES BUSINESS RESOURCES RATES

Help Center Home

Browse by Category:

General

Account

Loans

Visa

General

Access

Management

Services

General

Vehicle

Home

Business

Personal

General

Credit

Debit

loans

Search

Category  All  Account  General  Loan  Visa

Type  All  Education  FAQ

Subcategory  All

7 results found for 'loans'

**Education (1)**

**Credit Card Payoff Calculator**

A simple calculator that determines how long it would take to pay off your credit card.

**FAQ (6)**

**Which loans can I use Skip-A-Pay with?**

Skip-A-Pay can be used for auto loans, RV loans, boat loans, motorsport vehicle loans, Home improvement loans, computer loans, personal loans, Instant Cash, and Visa Credit Cards. Skip-A-Pay cannot be used for first mortgages, Home Equity loans, leases, flex loans, or business loans. If you've been impacted by Coronavirus (COVID-19) and need our support, we're here to help.

**If I live out of state, can I still get a loan?**

Yes, all consumer loans are available to our members who live and work in the U.S. However, mortgages and Home Equity Loans are limited to property located in Michigan.

**What states does MSUFCU do mortgage loans in?**

Michigan is the only state in which we can offer mortgages or home equity lines/loans.

**What documents are needed to apply for an MSUFCU Business Loan?**

• Print and complete the Business Loan Application Include the following supporting materials: • Personal Financial Statement (PFS) Complete a Personal Financial Statement form for each person owning 20% or more of the business along with anyone guaranteeing the loan. Both spouses must sign and date, if applicable. • Owner Documentation Signed personal Federal Tax Returns, with all schedules included, for the last three (3) years for all individuals who own 20% or more of the business. • Company Documentation Signed Corporate Federal Tax Return...

**When will I know if my loan has been approved?**

Loans can be approved in 5 minutes or less if processed over the phone or in person. ComputerLine® applications are generally processed within 1 business day.

more...

Need to contact us?

Text Chat

Video Chat

Ask Fran

Call or Visit



# Answer Page

The screenshot shows a web browser window displaying the MSUFCU Answer Page. The browser address bar shows the URL [webdev.cba.msu.edu/~imgames/mdufcu/answerpage.php](http://webdev.cba.msu.edu/~imgames/mdufcu/answerpage.php). The MSUFCU logo is in the top left, with the tagline "Building Dreams Together". Navigation links include "Locations", "Schedule Appointment", "Chat", and "Ask Fran". Buttons for "Open an Account" and "Sign In" are on the right. The routing number is 272479663 and the Swift Code is MSUCUS44. A dark green navigation bar contains "LOANS", "ACCOUNTS", "SERVICES", "BUSINESS", "RESOURCES", and "RATES".

**Help Center Home**  
Browse by Category:

- General**
- Account**
  - General
  - Access
  - Management
  - Services
- Loans**
  - General
  - Vehicle
  - Home
  - Business
  - Personal
- Visa**
  - General
  - Credit
  - Debit

**How do I increase my Visa credit limit?**

Increases to your Visa credit limit may be requested at any of our branch locations, by phone at 800-678-4968 or 517-333-2424, or by using the Loan Application located in ComputerLine®.

[Credit Card Myths](#)

[Credit Card Payoff Calculator](#)

Thank you for your response:

Thanks Up  Thanks Down

[Help Home](#) [Share](#)

**Recommendations**

- Can I use my Visa card abroad?
- How do I make a change to my existing Platinum Resource Visa?
- What is the limit on withdrawing money from the ATM?

**Need to contact us?**

- [Text Chat](#)
- [Video Chat](#)
- [Ask Fran](#)
- [Call or Visit](#)





# Answer Page (Video Embedded)

The screenshot shows a web browser window displaying the MSUFCU website. The browser's address bar shows the URL `webdev.cde.msu.edu/~mgjess/msufcu/nowepage.php`. The website header includes the MSUFCU logo with the tagline "Building Dreams Together" and the routing number "272479663" and Swift Code "MSUCUS44". A navigation menu contains links for "LOANS", "ACCOUNTS", "SERVICES", "BUSINESS", "RESOURCES", and "RATES".

The main content area features a "Help Center Home" section with a "Browse by Category:" dropdown menu. The "General" category is selected, showing sub-categories for "Account", "Loans", and "Visa". The "Account" sub-category is further expanded to show "General", "Access", "Management", and "Services".

The central focus is a video player titled "How-To with MSUFCU: Tap to Pay". The video thumbnail displays the MSUFCU logo and the text "Tap to Pay". Below the video player, there is a "Was this helpful?" section with "Thumbs Up" and "Thumbs Down" buttons. To the right of the video player, there are "Help Home" and "Share" buttons.

At the bottom of the page, a dark green footer contains the text "Need to contact us?" and four buttons for "Text Chat", "Video Chat", "Ask Fran", and "Call or Visit".



# What's left to do?

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- Thoroughly go through different scenarios to see if there are any bugs to fix
- Change certain layouts a bit to make pages look a bit more professional
- Refactoring code as appropriate





# Questions?

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