

Research Document

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Introduction

This document is a summary of the research made during the Graduation Internship at Drieam. There is one main question/goal “How might we provide more tools to students to manage their evidence more easily?” that gives rise to the other three research questions (with their sub questions) guiding the internship. Each of the research questions gets a chapter and their sub questions are subchapters on this document. It is not a report but serves as part of the Graduation assignment deliverables. There are more parts of the internship that naturally required a little research, however, they did not have big impact on the final outcome thus were excluded from this report.

# Characteristics of a working portfolio software

In order to better understand the assignment, it is important to know what the portfolio software is and what features make it a useful tool for students and teachers alike. To better define the characteristics of a working portfolio software the student performed several LIBRARY and FIELD research methods.

## What functionalities other e-Portfolio products have built?

Some of the main competitors were already listed on company’s internal pages. The student made use of that to start the analysis but also needed to add or update some of the data. This led to updating the internal pages with the findings, thus benefiting the student and the company. The *Competitive Analysis* lists main competitors and the core features of their solutions, it is a separate document. By comparing the competitor products with Portflow we could identify some *Best* *Good and Bad Practices*.

The figure above summarizes core features of the competitors as being well or not well received by users. Most of the products were inaccessible for student due to being paid and/or part of the LMS, thus various online reviews and internal company *Document Analysis* came in handy. Student received access to some of the requirement and feedback from Drieam’s existing clients, which helped to better identify the Dream’s approach. It became clear that the company does not rush to deliver what client asks but tries to understand what is needed and why to be able to serve best the institutions and their students’ needs. Knowing why a feature is needed can help identify the best way to offer it.

Regarding the *Good and Bad Practices*, some of the good practices are already implemented one way or the other in Portflow. The Filtering and Rubric Scales are an ongoing process, to which the student will have an input.

How is the aggregated data managed by similar portfolio solutions?

Data aggregation is the process of collecting large amounts of information and organizing it into a more consumable and comprehensive medium. In the context of the assignment, it is the Evidence section of the portfolio where student can manage all their study evidence. It is used to summarize information and offer tools to manage it.

To gather inspiration on how best to design the Evidence dashboard the student reviewed existing Portfolio products as well as any similar file management tools and applications. In other words, an *Available product analysis* was carried out to get a better understanding of core aggregated data management features such as filtering, sorting, easy overview and clear interface. These are the features that are lacking in the current Evidence Section and the student will design and implement them. For this reason, a Design Document has been created where the student gathered insights and comparisons of other similar products.

The Available Product Analysis gave the following insights:

* File map can be used to show where the file is within the structure,
* Option to view by list, icons or info to add customization,
* Option to sort the contents by (size, name, date) within any view,
* Filtering by date, name, collection, type needs to be available via search field or buttons,
* Very convenient to have a preview section for a faster file management,
* Hovering over the file should display its information or details could be shown in a designated area within the Evidence section.

These are just some of the core insights that are worth looking into deeper and discussing with the UX designer and Product Owner within Drieam.

# The key needs of the target audience in the context of Portfolio Evidence page

The target audience of Portflow is students and educators, however the Evidence section is only for the use of the student owning the portfolio. To better answer this question the student gathered information via the FIELD, WORKSHOP, SHOWROOM research methods.

## What are the existing client requirements for Portflow Evidence management?

The company keeps track of the requirement received from clients at the different stages of collaboration, for example, initial expectations as well as later insights and feedback. Therefore, the student received access to these files and did a *Document analysis* of such notes to see how the Portflow has grown from a basic assignment submission section to an eportfolio with feedback requests, goals, templates and notifications.

Next to that the student had an opportunity to talk to peers and colleagues at Fontys university to receive insights directly from students and teachers that have just started using the Portflow in their semester. These insights were later shared and discussed with the development team and the product owner.

Lastly, the company already keeps track of user requirements for the Portflow product and the student *Explorer user requirements*.

All this has led to creating a separate document within the internship documentation called *Gathering Requirements* where the student lists out the core requirements of the evidence section. Green part represents features that are already implemented, the red is for those that still need to be developed.

## How could the user experience of Portflow Evidence section be improved?

<Review existing designs>

<Requirements prioritization>

<Prototyping>

<Pitch> or <Peer Review>

# The best practices to technically implement the design

LIBRARY, FIELD

## What other frameworks could serve the solution?

<Literature Study>

<Task analysis>

## How to quickly fetch the aggregated data?

<Literature Study>

TBD…

# Sources

**There are no sources in the current document.**