Question: How Might We Create Community for SMC Students Who Take the Majority of Their Classes Online?

Focus: Taking Online Classes

By Karissa Huey

Team Dogtown

Team Members: Beau Azuma
Kris Choi
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Marion Magnusson

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Introduction : Stakeholders

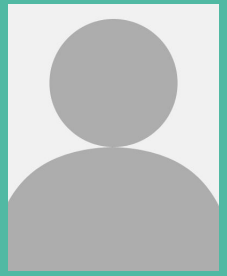
Brenda Benson

Ashley Eutsey

Erica Leblanc

Christine Miller

Steven Sedky



Tammara Whitaker

Insights from the Stakeholders' Interview

- *"Dig a little deeper."* Figure out why online students are still neglected, and understand what the students need from SMC to create an enjoyable and successful experience when taking online courses.
- Majority of students attending SMC are socially and economically disadvantaged and do not have access to important professional skills.
- The lack of teacher training plays a huge part in opposing teaching styles, and teacher training should be required and taken more seriously.

Primary Research: Netography

During our research we went on various online platforms and observed some common frustrations students had about taking online classes.

- **There is no consistency with student experiences with online classes.**
- **Teachers are not present or difficult to receive responses.**
- **Students feel unmotivated.**

Carly Theis ▸ Santa Monica College

Jan 4 · · I'm taking online winter classes and have heard nothing from the professors or how to begin the course. I even emailed them and have heard nothing. Does anyone else have this problem?

Posted by u/princess-kelly 5 months ago

Are Online Classes Supposed To Be This Bad?

USA

It's my first year of college and I have three in real life classes and two online. The second one hasn't started yet but the first is Intro to Psych. I took it as a class in high school and it was my favorite. Now, with the online class, our entire course is just reading the textbook. Genuinely my entire syllabus is every week we read a chapter of the textbook and summarize it. Then we have to reply to two other students summaries with some kind of response even though we're all describing the same thing. She'll occasionally throw in a three page essay on a 15 minute video like Little Albert. Are online classes supposed to be this horrible? I literally paid this teacher like 300$ to scan my summaries weekly and grade them.

Posted by u/oasisreverie 7 days ago

2

Online Class killing my Morale

I decided to sign up for three online classes this semester. Due to health issues I wasn't able to take classes on campus this semester.

However, I'm regretting picking an archaeology class. The professor assigned us a 200 point exam this week. Yet, up until this point we only had two assignments, which weren't worth very many points in comparison. I know I failed the exam because I didn't answer the difficult essay questions. I am lost when it comes to stratigraphy and dating artifacts.

I should have taken this class on campus or skipped it. Unfortunately it's too late to drop.

Any advice on how to work my way up to a passing grade after I failed this test? I have a C but after this test I will be failing. :(

Link to complete Netography:
https://docs.google.com/spreadsheets/d/1EoHSjkaO9u61ajdrWsU91IE3vESYHtDqDka3GY5mi2A/edit?usp=sharing

Primary Research: The Interview

Nadia

- Full-time online student
- Works full-time
- About to finish her last semester at SMC

Interview Insights

- Students look at online classes as a ***"chore"*** with ***no intention*** on making any lasting connections.
- Students who ***work full-time do not have the time*** to take classes on-campus, so ***online classes are the only option*** to further their education.
- Nadia experienced the most ***sense of community and harmony*** when her Linguistics professor provided extra credit to students who upload videos for explaining their answers.

Primary Research: Concept Development

With all of our research up to this point, my team and I began to ***develop our concept*** using ***three processes***:

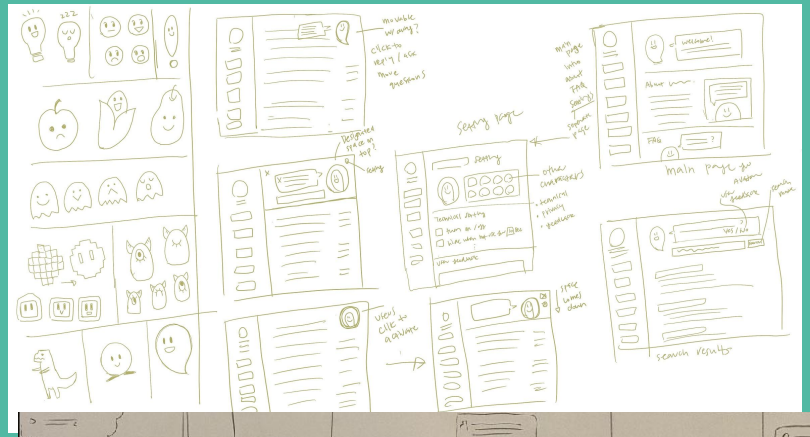
- **Thumbnails**
- **Concept Poster**
- **Storyboards**

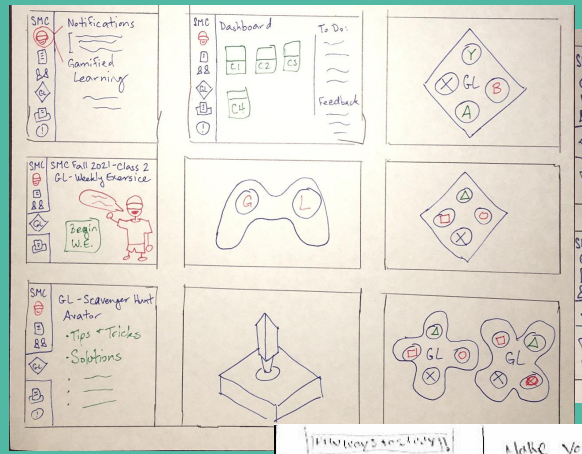
The next four slides document my team's journey during our concept development.

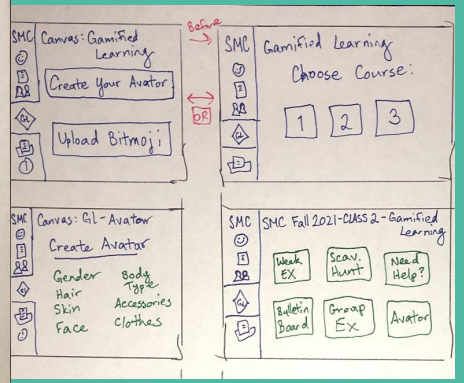
Insights:

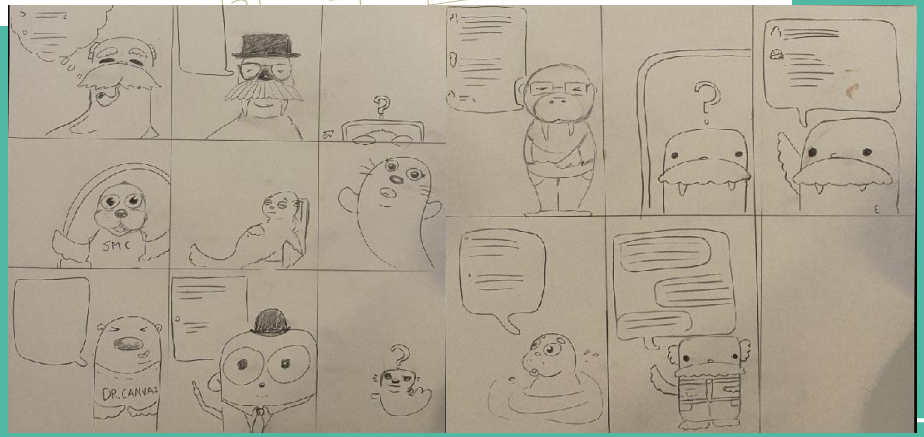
- Our focus, *Taking Online Classes*, felt very broad, so we had ***difficulty narrowing down our options.***
- We were able to narrow it down to two themes:
  - ***Gamified Learning***
  - ***Avatar/Chat Bot***
- We concluded that ***Gamified Learning was not feasible*** due to the money constraint and functionality within Canvas.
- We eventually pivoted our focus to the ***Avatar/Chat Bot*** concept.

Primary Research: Thumbnails

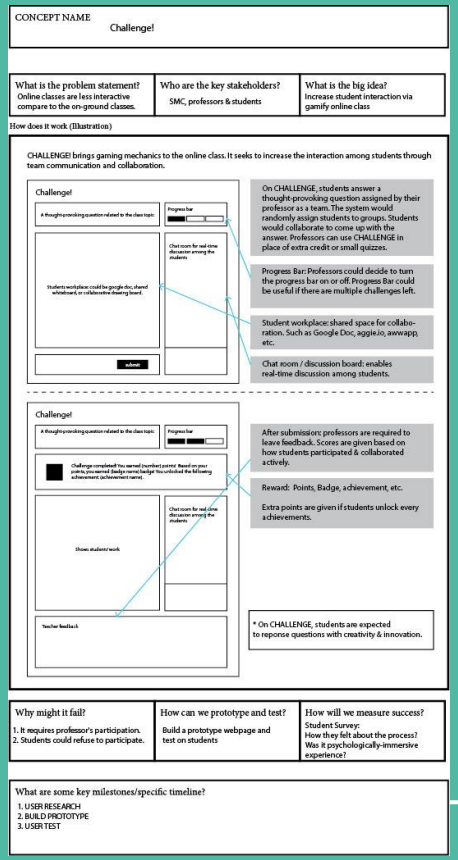


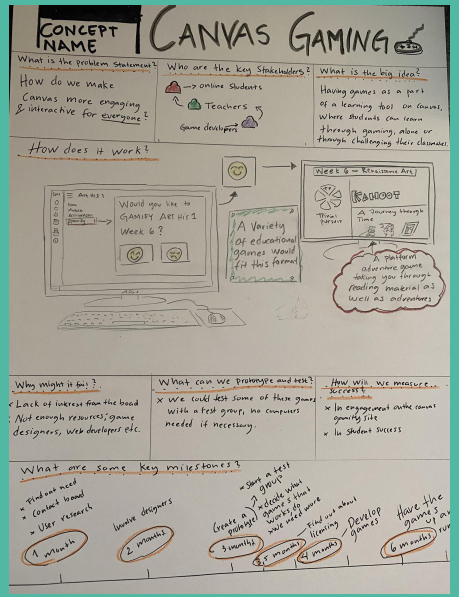


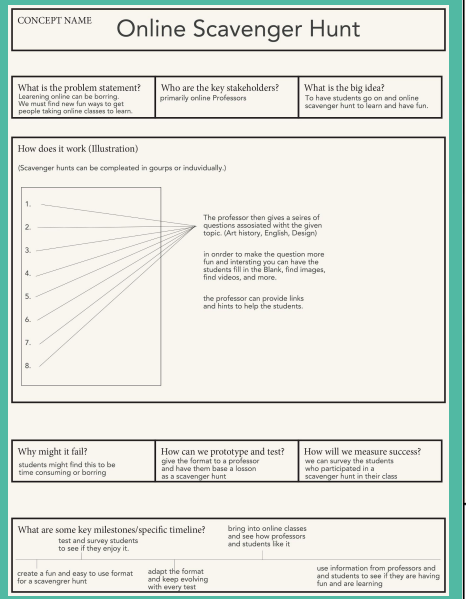


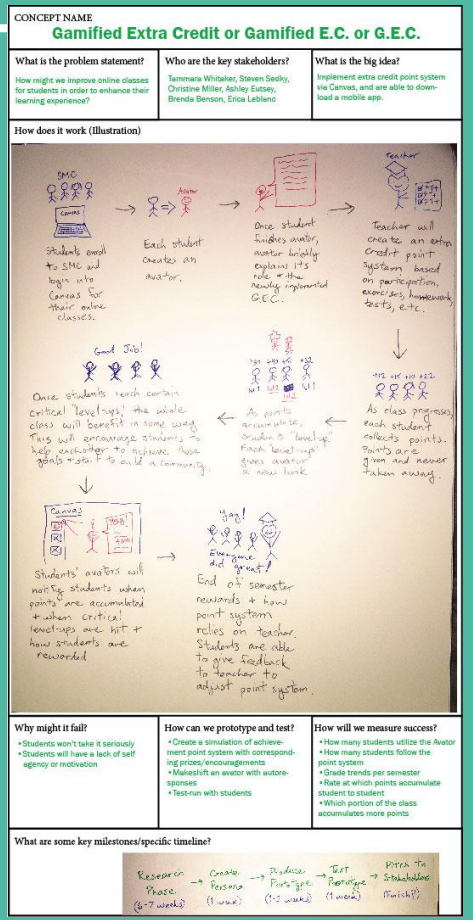


Primary Research: Concept Posters

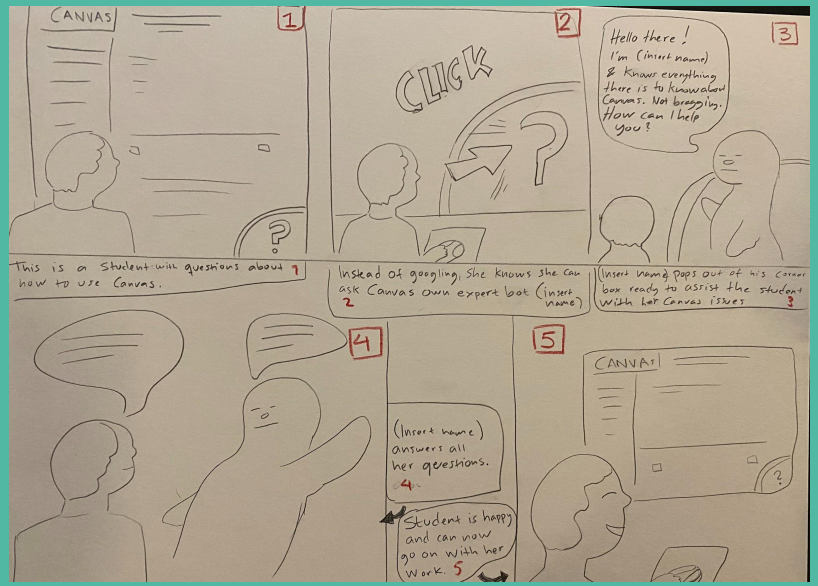


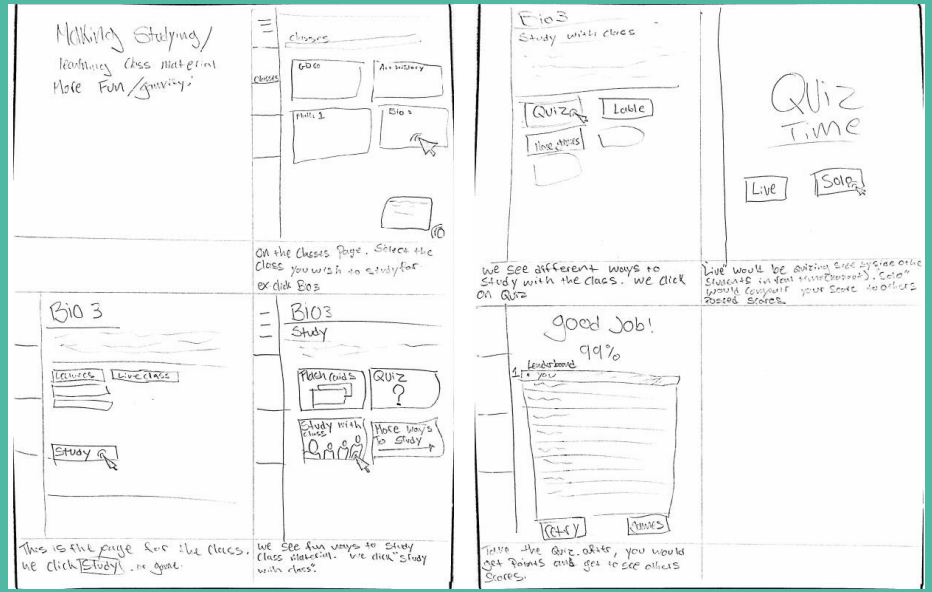




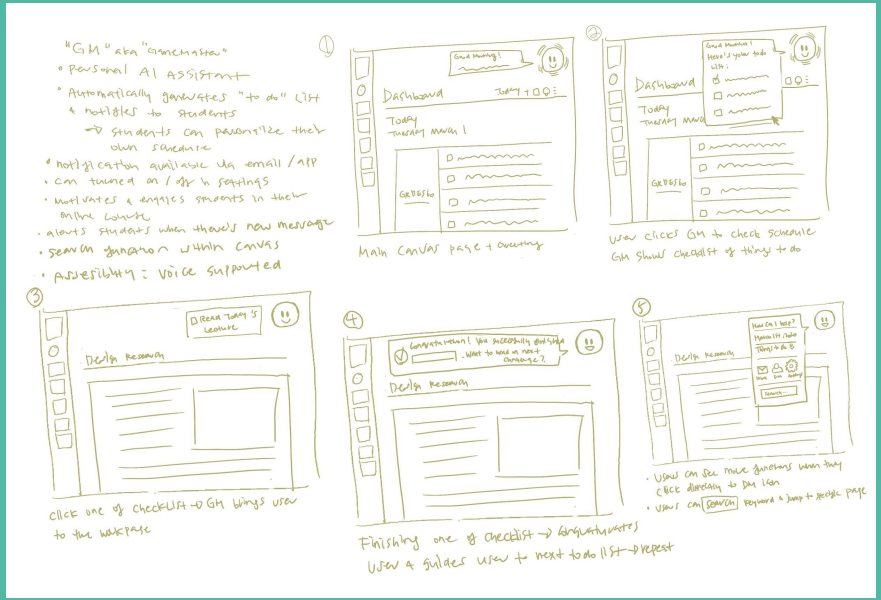


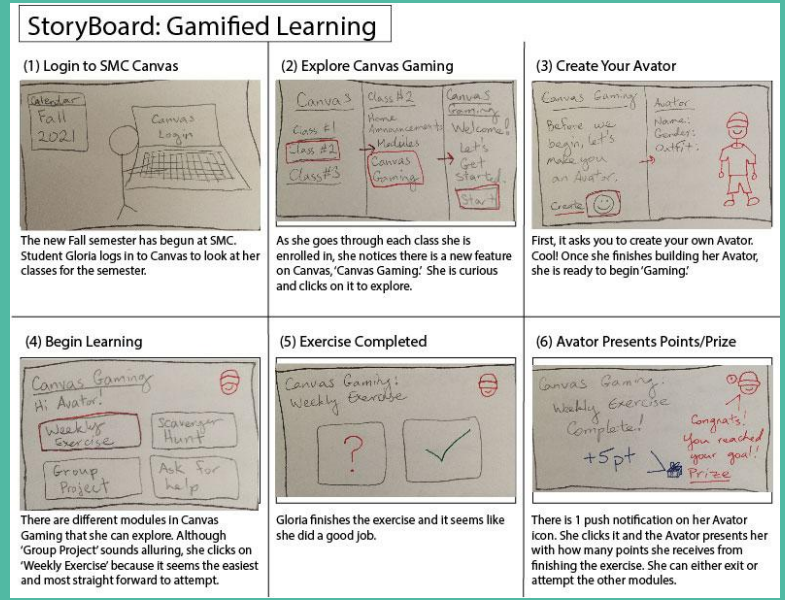
Primary Research: Storyboards





Primary Research: Storyboards

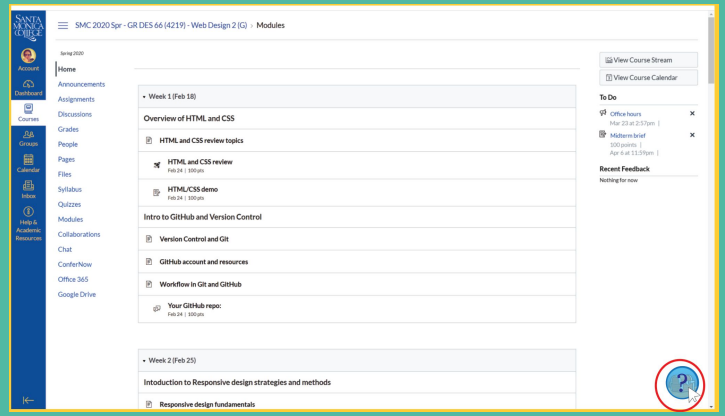


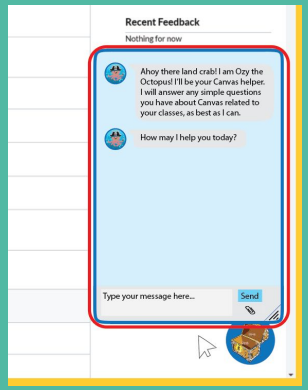


Prototype: Ozybot

Meet Ozy the Octopus, the Canvas chatbot!

- Provides a ***friendly and informative learning experience, accessible to students with learning impairments.***
- Functions as a Canvas assistant, ***helping students with simple inquiries*** relating to classes.
- ***Hyperlinks*** students to files and folders within Canvas that students are having trouble finding.

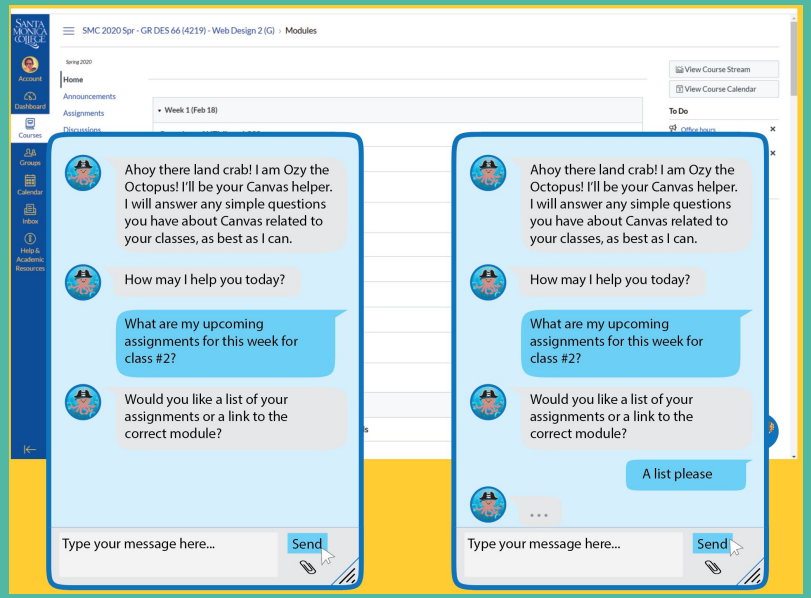




Prototype: Ozybot

Audience should...

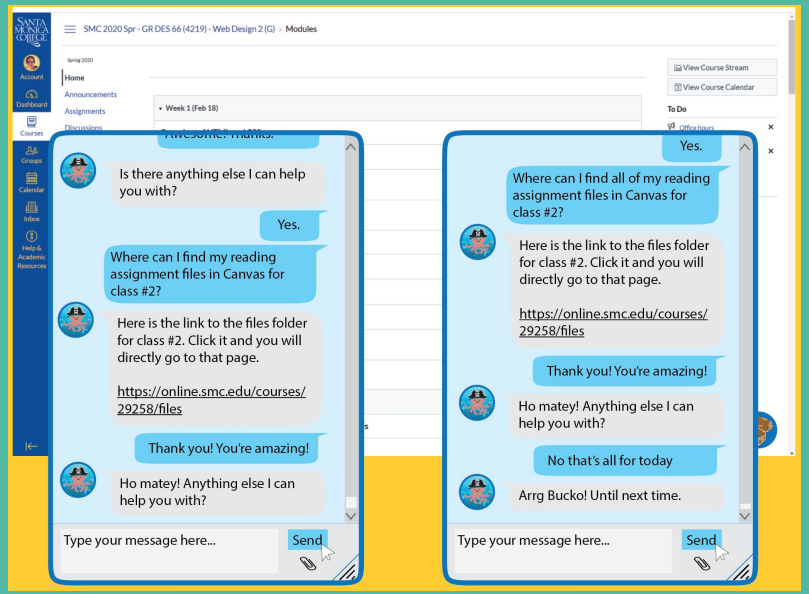
- ***Think*** Ozy is very helpful and intuitive.
- ***Feel*** less detached with the presence of Ozy because he will always be available and accessible.
- ***Utilize*** Ozy for simple and quick Canvas tasks, especially when the teacher cannot be reached.



Prototype: Ozybot

Budget

- The approximate cost that comes for development Ozy chatbot will range from $50-$500/month, depending on which service you will use.
- The cost range includes the design, development, and integration part of the whole Ozy chatbot development process.



Reflections (Part 1)

What Worked

- The personality of Ozy was appealing to stakeholders.
- The idea of a bot, or some sort of helper, to assist students was appreciated.

What Didn't Worked

- There might be confusion with SMC chatbot Pearl.
- The project will be too big and too expensive
- Ozybot is suited for Canvas and not SMC.

The Next Step...

- Moving forward, my team and I decided to ***re-access our research and interview to think of a different strategy and concept.***
- Ozybot was an attempt to answer the "what" questions but not the "why" questions.
- We asked ourselves:

"What are we missing?"

Secondary Research: Netography (continued…)

- We went back to Facebook and Reddit forums, and we framed our secondary research around one main question:

"What do you wish you knew before you took your first online class?"

Insights:

- **Many students do not understand the concept of time management.**
- **There is nothing set up to clarify what the difference is between online and oncampus classes.**

"I wish I knew that ***it wasn't going to be as easy as people made it out to be.*** It's still a college-level class just purely online. ***It will have the same amount of work, hours you need to put in, etc.***"

-Student 1, Facebook SMC unofficial

"I wish I had known that each ***teacher formats and runs their online classes differently***. Some have weekly due dates, and some just want it all done by the end of the semester."

-Student 2, Facebook SMC unofficial

"***I wish I knew how to manage my time better***, especially when also taking in class classes."

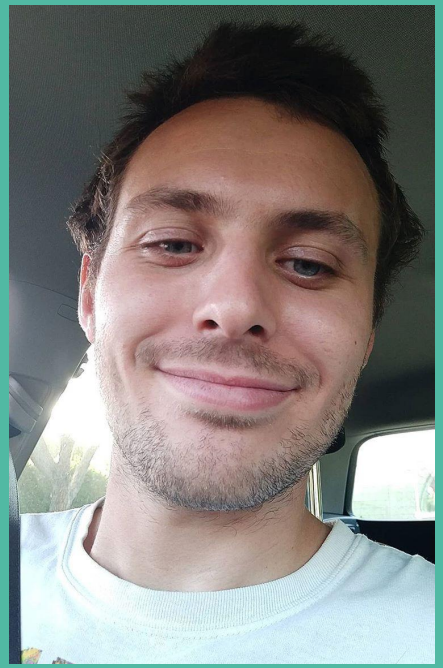
-Student 3, Facebook SMC unofficial

Link to complete Forum Questions: https://docs.google.com/document/d/1DZkg2RXcLRy69qvE1EGq3keRmd-UNst8DQX_bqMRaf8/edit?usp=sharing

Secondary Research: Secondary Interviews

Interview Insights

- ***Studying at home can be very distracting***, so Forrest prefers taking on-campus classes.
- ***He wish he knew how remote or distant online learning would be***; he expected a more involved online learning experience.
- ***He does enjoy not being bound*** to the physical class, so ***he can be a little more free*** where he's going and when.



Forrest

- Full-time student; photography
- Finishing his 3rd semester at SMC
- First semester online learner

Secondary Research: Secondary Interviews

Carly

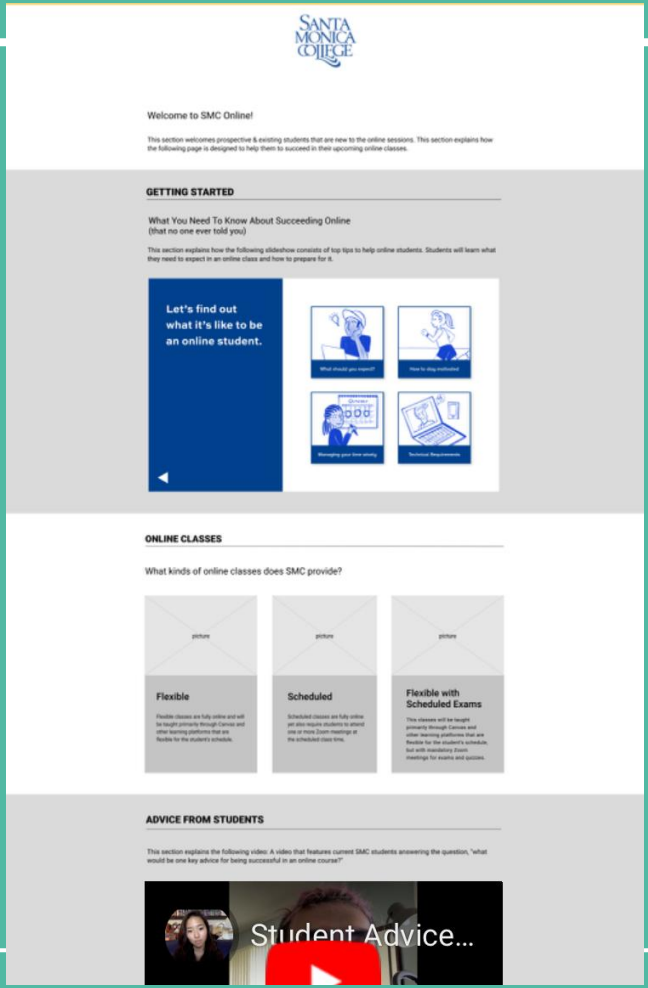
- Full-time student
- Works full-time
- Studies Graphic Design

Interview Insights

- Carly ***prefers taking online classes*** because she believes getting ready for school, commuting, and sitting through a lecture is ***time wasted***.
- She has found ***peer reviews very helpful***. You ***learn by seeing other students' work and their process***, and it ***creates a sense of community*** within the online class.
- She finds ***motivation through self care***, knowing ***whatever she does will affect her future self***.

Prototype: Onboarding Page

- Our **Onboarding Page** is ***equipped with resources and information*** students are looking for when taking online classes.
- It addresses **what to expect**, **how to find motivation**, and **how to deal** with time management.
- Our prototype ***focuses on the online student*** and how we can ***enhance their learning experience.***
- The **estimated budget** for this project would be **NOTHING.**



Link to Prototype: https://marvelapp.com/5982ija

Reflections (Part 2)

It Worked!

- The stakeholders seemed to truly appreciate our concept.
- An Onboarding page for online learning is much needed at SMC.
- If we move forward, our group will have to complete and fill in the placeholders in the prototype to full functionality.

Conclusion

- Our team started off rocky. Teamwork and team dynamics can be difficult and unexpected.
- No one really took the role of team leader and we were often indecisive and “too nice” when it was obvious we each had something to say.
- I felt like at one point we were all frustrated and out of our comfort zones.
- I am very proud we were able to find a balance and understanding within the team to put something together that we all truly believed in.

Documentation

Search in Drive

Shared with me > 03_Design Research (Wednesday) > 03_Project One > Dogtown

Name	Owner	Last modified	File size
00_Extra	me	Feb 26, 2020 me	–
01_Meeting_Notes	me	Feb 26, 2020 me	–
02_Data_Worksheets	me	Feb 26, 2020 me	–
03_Interviews	me	Mar 17, 2020 me	–
04_Concept_Posters	me	Mar 25, 2020 me	–
05_Prototypes	me	Mar 25, 2020 me	–
06_Presentation	me	Mar 31, 2020 me	–
07_Retrospective	me	Apr 22, 2020 me	–
08_Secondary_Research	me	May 17, 2020 me	–

- The organization of our Google Drive played a crucial part in how our team functioned.
- Not everyone knew how to use Google Drive, so we had to make sure it was consistent, accessible, and easy to follow.

Documentation

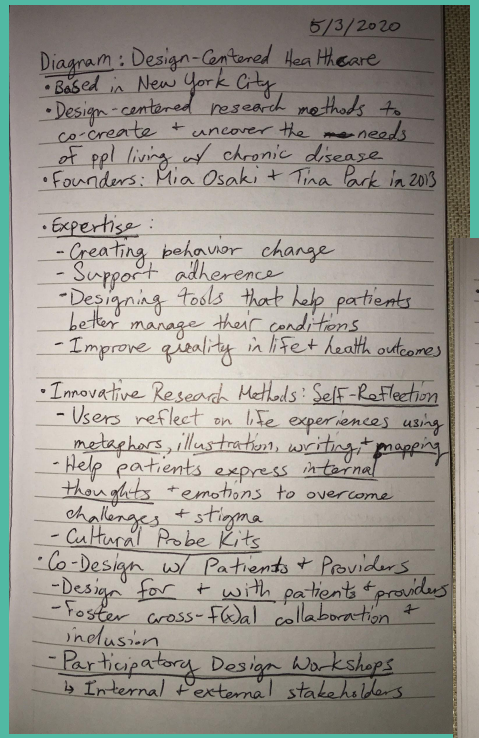
Miya Osaki

TIna Park

One thing that stood out to me was how well they worked together.

They both share the same passion when it comes to design, but they approach each concept at different angles.

It was inspiring because, even with all their experience, they still admit that the learning never ends.

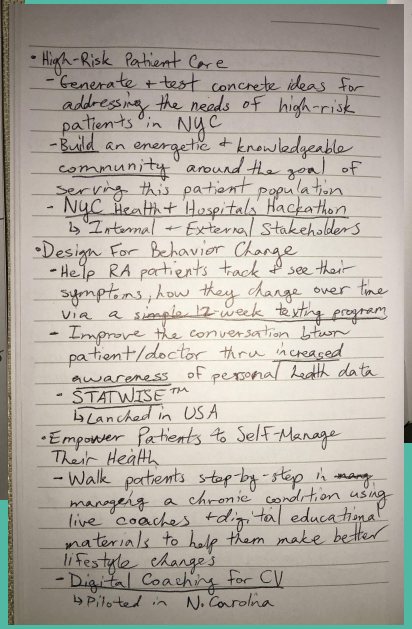


5/3/2020

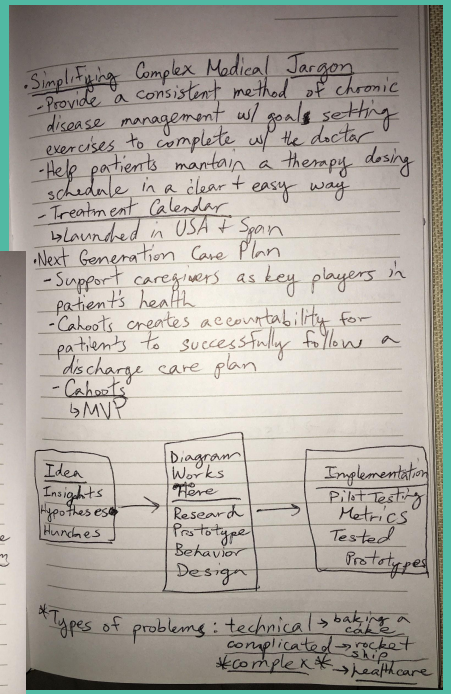
Diagram: Design-Centered Healthcare
- Based in New York City
- Design-centered research methods to co-create + uncover the ~~ma~~ needs of ppl living w/ chronic disease
- Founders: Mia Osaki + Tina Park in 2013

- Expertise:
  - Creating behavior change
  - Support adherence
  - Designing tools that help patients better manage their conditions
  - Improve quality in life + health outcomes

- Innovative Research Methods: Self-Reflection
  - Users reflect on life experiences using metaphors, illustration, writing, + mapping
  - Help patients express internal thoughts + emotions to overcome challenges + stigma
  - Cultural Probe Kits
- Co-Design w/ Patients + Providers
  - Design for + with patients + providers
  - Foster cross-f(x)al collaboration + inclusion
  - Participatory Design Workshops
    ↳ Internal + external stakeholders



- High-Risk Patient Care
  - Generate + test concrete ideas for addressing the needs of high-risk patients in NYC
  - Build an energetic + knowledgeable community around the goal of serving this patient population
  - NYC Health + Hospitals Hackathon
    ↳ Internal + External Stakeholders
- Design For Behavior Change
  - Help RA patients track + see their symptoms, how they change over time via a ~~simple 12~~ week texting program
  - Improve the conversation btwn patient/doctor thru increased awareness of personal health data
  - STATWISE™
    ↳ Launched in USA
- Empower Patients to Self-Manage Their Health
  - Walk patients step-by-step in ~~many~~ managing a chronic condition using live coaches + digital educational materials to help them make better lifestyle changes
  - Digital Coaching for CV
    ↳ Piloted in N. Carolina

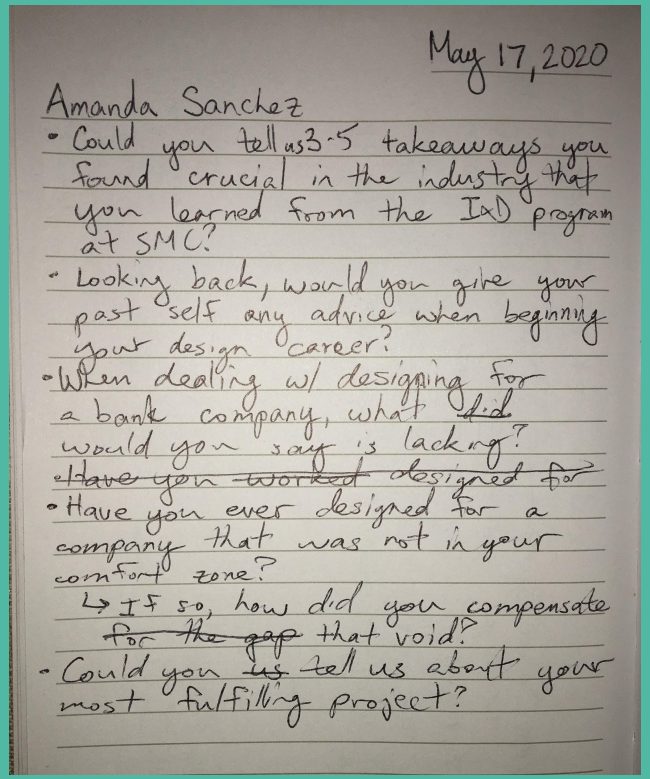


- Simplifying Complex Medical Jargon
  - Provide a consistent method of chronic disease management w/ goal setting exercises to complete w/ the doctor
  - Help patients maintain a therapy dosing schedule in a clear + easy way
  - Treatment Calendar
    ↳ Launched in USA + Spain
- Next Generation Care Plan
  - Support caregivers as key players in patient's health
  - Cahoots creates accountability for patients to successfully follow a discharge care plan
  - Cahoots
    ↳ MVP

Idea
Insights
Hypotheses
Hunches
→
Diagram
Works
Here
Research
Prototype
Behavior
Design
→
Implementation
Pilot Testing
Metrics
Tested
Prototypes

*Types of problems: technical → baking a cake
complicated → rocket ship
complex → healthcare

Documentation



May 17, 2020

Amanda Sanchez

- Could you tell us 3-5 takeaways you found crucial in the industry that you learned from the IxD program at SMC?
- Looking back, would you give your past self any advice when beginning your design career?
- When dealing w/ designing for a bank company, what did would you say is lacking?
- ~~Have you worked~~ designed for
- Have you ever designed for a company that was not in your comfort zone?
  - ↳ If so, how did you compensate ~~for the gap~~ that void?
- Could you ~~us~~ tell us about your most fulfilling project?

Amanda Sanchez

Hearing Amanda speak about her experiences and journey within her Graphic Design and UX/IxD career, and within SMC, was very relatable.

Seeing actual evidence that it is possible to succeed in the world of design gave me hope and motivation to apply for the IxD program.

Thank you for giving us the opportunity to experience the unique process of Design Research!

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