Discovery Research and Exploratory Storyboards

Contributions

Rajan Grewal
- Provided themes
- Insights for themes
- Research questions
- Calendar design scenario and wireframe

Brandon Ha
- Provided themes
- Assignment design scenario
- Assignment storyboard wireframes

Daniel Jelenici
- Discussion design scenario
- Discussion storyboard wireframes

Rashid Barket
- User questions
- Provided themes
- Dashboard design scenario
- Dashboard storyboard wireframes

Research questions

1. What is the user's favourite feature?
2. Where does the user go to check assignments?
3. What information can you see on the dashboard?
4. Why does the user post on a discussion thread?
5. How frequently does the user use the calendar feature?
6. How does a user fix a mistake?

Thematic Analysis

- Customization
- Visibility of Information
- Oversimplified version of computer app

Customization (make user's lives easier e.g. shortcuts)
- Overly complex paths or unordered tasks to reach a particular module. They want to be able to have shortcuts to select what they primarily want to view.
- Dashboard is very oversimplified and doesn't show enough relevant information. User should be able to see quick, relevant pieces of info on the dashboard

- Discussion posts lack editing and draft options which limits the user's choices when writing the post.
- Users cannot move or delete tasks within the calendar

<u>Visibility of Information</u>
- When a user receives a notification about a new activity, there is no icon badge or any indicator that they received the notification
- Users are unable to edit/delete To Do tasks in the calendar even if they do not want to see them anymore
- Added tasks within the calendar do not show up in the to do feature causing confusion for the users
- Users are unable to see the discussion post or other comments when replying to discussions
- Students frequently find it hard to find professor's information and assignment deadlines

<u>Oversimplified version of computer app</u>
- Users are unable to edit or delete their discussion posts on the app but can do so on the computer
- Users are able to delete items from the calendar on the computer app, but not the mobile app
- Users have the option to sort assignments by date or type on the computer app, yet the mobile app only sorts it by type
- On the computer app, users can bookmark and search for discussion posts whereas neither of these options are available on the mobile app

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Design Scenarios
- Using calendar
  Jim wants to complete a portion of his assignment two days from now. Jim adds a new to-do on his calendar for the completion of this portion, due two days from now. This way, he is able to easily and reliably track his assignment progress. Jim realizes he forgot a detail in the note about his assignment and edits the note to include this detail.

- Finding upcoming assignment deadlines
  George, a Computer Science student, needs to work on his upcoming assignments before their deadlines. He wants to quickly go over the details of each assignment that he needs to complete in the next two weeks. He navigates to the assignment page so that he can see the details of each of the assignments and prioritize what he needs to complete first.

- Discussions
  Bob has a pending question for an upcoming assignment and as instructed by his professor all questions are asked through the discussion forum. Bob begins to write his

question but his phone dies. After recharging his phone he goes back and resumes typing his question. Bob finishes the question and posts it to the discussion page.

- Dashboard
  Amy is a student at SFU who is currently working on an assignment. Her professor has directed her to talk on a discussion forum instead of emailing the professor directly for anything assignment related. She opens the app and quickly jumps to the assignment information and realizes she has a question about the assignment. She goes back to the home page and jumps to the discussion forum to post her question.

Storyboards
Balsamiq must be installed to view the full document.
Storyboard 1.pdf

Self-Assessment
      Usability - 9/10
      Usefulness - 8/10
      Desirability - 9/10

Appendix
1. https://apps.apple.com/ca/app/canvas-student/id480883488#see-all/reviews
   Themes
2. https://www.xingluyao.com/canvas
3. https://megantaylor.me/posts/canvas-redesign/