

CMPT363 Assignment 2 (Group)

1. Team member and Contribution

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Crated 3 Research questions, one theme, one Scenario, and the storyboard for my scenario as well as plan the team meeting.

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Crated 2 Research questions, one theme, one Scenario, and the storyboard for my scenario.

Yimin Yao 301326375

One theme, one scenario and storyboard for my scenario.

Luowen Zhu 301326420

One theme, one scenario and storyboard for my scenario.

2. Research questions:

1. What do students find most painful while they are using Canvas mobile app?
2. When are students using Canvas mobile app?
3. Why are students using Canvas mobile app?
4. What are students using Canvas mobile app for?
5. What external resources do students use with Canvas mobile app?

3. Thematic analysis

Themes:

- **Calendar**
- **To Do**
- **Assignments**
- **Discussion Simplification**

Calendar

- User is unable to edit or modify the calendar events that they had created.
- User finds that calendar is hard to use due to different design between Mobile app and desktop version.
- User finds the calendar feature is not too reliable. Such as, assignment due does not show as the calendar event, events on Canvas Desktop version do not synchronize with Canvas Mobile app.

To Do

- The To Do page can only show the next 7 days' schedules.
- In To Do page, once users click the Done button, the schedule will disappear permanently and users cannot undo this process.
- There is no search function or filter function in the To Do page.

Assignments

- The assignments list shows all the assignments from the oldest to the latest, which is inconvenient for users when they submit new assignments and find their latest submitted assignments.

- The assignment submission page does not allow users to submit assignments from Google Drive, which is allowed in the Canvas website.
- The assignment comments page does not show attached files by instructors or TAs.

Discussion Simplification

- User's own reply can't be positioned quickly.
- Users want to see some recommended replies rather than all replies.
- Users want to have the list which contains all the replies they marked so that they can check it next time when they back to this discussion.

4. Design scenarios

Scenario 1

Richard, an SFU student takes 4 course this semester. So, he needs to plan his assignments and projects efficiently. One day, he gets an email from the professor and it says one of the assignments gets extended for another week. Richard wants to modify the event that he had created for this assignment so that it matches with the new due date.

Scenario 2

Tommy is taking 3 courses in this semester, which are CMPT 363, CMPT 376 and CMPT310. He needs to have a clear understanding of all the assignments due date so that he does not miss any of them. At the beginning of the week, he wants to know what he needs to do in the next 2 weeks in order to arrange his schedule and complete all the task on time.

Scenario 3

A CMPT 363 student is doing his usability inspection assignment on Google Drive, because Google Drive can save his assignment automatically on the cloud, and will not lose the file due to any hardware issue. After he finished his assignment, he submitted it to the Canvas website from Google Drive. Before the due time, he realized that there were some problems with his assignment and had to make some changes to get higher marks. However, he is outside and does not have access to a computer. Therefore, he needs to edit his assignment, and submit the file on his iPhone's Canvas app from Google Drive.

Scenario 4

Allen, a CMPT 363 student, wants to add a new idea to his reply after he finishes the discussion. However, every time the discussion shows all replies ordered by date. He feels fretful because each time, he has to scroll every reply to find his reply. During the scrolling, he finds some interesting replies from others, but he can't mark it so that he can check it later.

5. Black and white scenario-based storyboards

In another attachment.

6. Self-assessment

Storyboards – Usability How easy is it to use?

08/10 - Very good

Storyboards – Usefulness How much value does it deliver?

07/10 - Good

Storyboards – Desirability How enjoyable and engaging is it to use?

08/10 - Very good

7. Appendix

<https://apps.apple.com/us/app/canvas-student/id480883488#see-all/reviews>

<https://community.canvaslms.com/places>

<https://www.toptal.com/designers/ux-research/thematic-analysis-for-ux> (Thematic analysis)