

Project: College of Education Application Station

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THREE IMAGINARY USERS

User: Bella Swank

Ms. Swank is a recently-accepted UMW freshman who cannot wait to attend the school and learn all of the things. She is looking forward to becoming a teacher so that she can teach all of the things. She will be enrolling in the CoE Education program. She uses her computer once a night for Facebook and nothing else because of accumulated “viruses”, so she would need a user interface that is discernable and intuitive. She will be using the College of Education Application Station to upload applicant forms to the UMW student teaching program. When arriving at the website, she will see an option to either login or register for an account. She is able to do this by using her umw email. Once logged in as a student user, she can interact with her dashboard. This dashboard should be intuitive to anyone with basic computer literacy. Ms. Swank tends to be on the forgetful side, so she should have an option to view submitted forms.

User: Ms. Professor

Ms. Professor, otherwise known as Education Professor, is a member of the UMW faculty with the College of Education. She has been gifted with the privilege of being one of the

Administrators of the College of Education Application Station. She uses her computer only for work. She uses excel for all of her database-type actions and isn't comfortable with learning something entirely new. The user interface should allow for intuitive navigation, and not feature anything obscure that needs to be learned or is otherwise nonobvious. Since she is comfortable with excel, the applications should be easy to export to a .csv file format. She likes to be in control of the Student Teaching process, so the user interface will not allow any sort of automation. Her biggest pet peeve with students and humans in general is their tendency to miss deadlines. So with the click of a button, she can extend the deadline of application submissions. She won't be solving human nature, but she will be helping more students turn in their forms "on time".

User: Arnold

Arnold is a textbook overachiever. He's juggling numerous majors, kids and jobs. He wants to be an instructor of Computer Science, and is studying that field in addition to educational things. He is very computer literate, as he uses his computer 10 hours a day for work and research. The thing with Arnold is he is busy busy. He drops responsibilities just as often as he undertakes them. He should be able to edit any submitted form that he has already submitted in order to reflect any pertinent changes to his applications. Arnold likes to talk in verbose detail about which schools he attends. Unfortunately for him, input in the user interface will be designed with restrictive in mind. He will not be able to input anything more than a text boxes in most cases, and he'll just have to deal with it because this will make Ms. Professor's life so much easier.

COLLEGE OF EDUCATION APPLICATION STATION FUNCTIONALITY AND GOALS

We are creating this web application to be easy to use for both faculty of the UMW College of Education and the students in the student teaching program. Students shall be able to fill out and submit 3 different applications related to their standing in the program, and faculty should be able to filter these submissions and export them into an excel-ready file format for further use. There shall be student and faculty registration processes for an account that should allow both user types to log back to fill out or edit additional forms during their participation in the program. It is specifically being created for Dr. McCall, an education professor at UMW who oversees this program.

The primary function that I talked with my focus group about is the admin UI dashboard. When the admin logs in, they will be brought to their dashboard. There they will have the opportunity to do admin things, which are listed below in the prioritized feature list. My group seemed to be in agreement on several ideas. Most importantly, that the user interface should be simple. Nothing about it should be complicated. Separating the different sections of admin functionality into tabs was suggested a few times, and seems like a natural way to go about organizing the dash. One of my people told me that she likes visual feedback, something that tells her that she is in the right section. This is why she suggested the tabs, as they provide natural response to the user. Something that was brought up that I hadn't previously considered was separating being able to filter data from being able to delete it. This led to the idea of having

a section for filtering data and a section for modifying/deleting. Some sort of “Are you sure you want to delete” indication is preferred. An important suggested feature of the interface is to logout the user if they are inactive. Lastly, when filtering the users/submissions it is important to display what filters are selected on the same screen as the results.

SUMMARIZED USER MODEL

This user model is based upon the comments gathered in the previous section. First and foremost, the user interface for the admin dashboard will be simple. Every function the admin has available will be discernable as to its function and organized into separate tabs. Since the admin is able to delete data in the database, it should be extremely clear to the user that that is what they are doing. Modifying/deleting data entries will be done in a separate tab section than simply filtering or exporting the data. If the admin does want to delete a user from the website, they will be able to confirm that they really want to delete that user. The results from a filtered search will be displayed on the same screen as selected filters. This ties in with a general design idea: everything the user does, whether it is simply navigating the interface or exporting submissions to excel, shall provide clear visual feedback.

PRIORITIZED FEATURE LIST

Essential:

Student

- Register for Student Account
- Fill out each of the 3 forms and submit them
- Edit submitted forms

Admin

- Export submissions to .csv file format
- Filter user submissions by name, email, type of form
- View student application submissions on the website
- Archive/clear database of application submissions at the end of a semester
- Delete application submissions

Both

- Login to account

Less Essential:

Student

- Validate user with UMW email

Admin

- Delete inactive users
- Extend timeframe of application submissions
- Register an additional admin account
- Filter student users by last login date
- Delete inactive student accounts

Both

- Reset/change password

The above are loosely ranked based on what I feel is most important to the basic functionality of the website. The website features are shared between essential and less essential. Less essential items are still important to the project, but not as important as those items listed under essential. The top three bullets are the most important under student essential because you can't do anything with the software until you are logged in. Features such as validating student account and resetting password are both clearly important, but not fundamental to the working website, so these are listed under less essential. The same could be said for every item listed under less essential.

ADMIN DASHBOARD INTERFACE PROTOTYPE

Note: I could only preview one tab at a time. The real interface will obviously include all tabs at all times and you will be able to switch between them. This led to some confusion.

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Admin Home

[View/Export Submissions](#)

[Modify Submissions](#)

[Modify Users](#)

[Manage Database](#)

[Account Settings](#)

Welcome back, name!

To do x, goto y

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[Account Settings](#)[View/Export Submissions](#)[Modify Submissions](#)[Modify Users](#)[Manage Database](#)

Account Settings

[Reset Password](#)

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[View/Export Submissions](#)
[Modify Submissions](#)
[Modify Users](#)
[Manage Database](#)

View/Export Submissions

To view a form, click on its link in the table below. You can select any or all of the submissions to export into .csv files.

search by [first name, last name, email, type of form, date submitted]▼

Search...

First name	Last Name	Email	Type of Form	Date Submitted	Link
Alec	Carlyle	acarlyle@mail.umw.edu	GRAD	3-15-17	<href>

☐ Select All

Export to .csv

^^^ Here you will select rows by either hovering and clicking or clicking a checkbox next to each item.

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Modify Submissions

Modify Users

Manage Database

Modify Submissions

To edit a form, click on its link in the table below. You can select any or all of the submissions to delete. This cannot be undone.

search by [first name, last name, email, type of form, date submitted]▼

Search...

First name	Last Name	Email	Type of Form	Date Submitted	Edit Link
Alec	Carlyle	acarlyle@mail.umw.edu	GRAD	3-15-17	<href>

☐ Select All

Delete Form

^^^ Users will be warned with a popup screen if they are sure they want to delete. It may very well be that deleting forms will be a removed feature as it seems too accident prone. Or at least remove the select all option of deletion before you click delete.

College of Education Application Station

Modify Users

Manage Database

Modify Users

You may select any user to delete. This cannot be undone.

search by (first name, last name, email, email, last login date)*

Search...

First Name	Last Name	Email	Last Login Date
Alec	Carlyle	acarlyle@mail.umw.edu	3-15-17

Delete User

Add an Admin Account

Email

Password

Password (repeat)

Register

^^^ Above is a rough version of how this tab's ui will be laid out.

The last tab, Manage Database, will allow the admin to archive the database (with the press of a button), clear the database of submissions (with the press of a button) and extend the allowed time period for submissions of applications (with the press of a button and dropdown selection of 1-5 days).



^^^ One thing I didn't mention in the previous screengrabs is sorting by column, which is easily implemented in bootstrap by simply clicking on the column name.

COMMENTS ON PROTOTYPE

For the tab interface, the navigation came across as intuitive. The Account Settings was understandable. For the view submissions tab, one person thought selecting individual lines to delete was confusing. Another thought that the search dropdown box had too many words. This is true. In the modify submissions tab, I got further feedback about selecting one line being too confusing. When I create the ui for real, I will use the bootstrap table with checkboxes. This should clear up all confusion about how you're supposed to interact with the table, since someone had reported that they wouldn't have known what to do if there were not checkboxes there. Bootstrap does support clicking on a row, but since that's not as intuitive as checkboxes I'll be sure to do the checkboxes. Someone had thought it was unclear that you could delete on the modify submissions tab, so I will rename it to modify/delete submissions. Also on modify submissions tab, someone didn't read the instructions and said that people won't so he didn't know you could edit the submissions, only delete them. I will change the name to edit/delete submissions in order to completely clear confusion. It's good to know some people won't read instructions at all, even if it's one line of text. People did understand what the ^ arrow on the small name screen shot does.

Overall, I feel like most of these are fair critiques that I will absolutely address when working on the final version of the user interface for Dr. McCall. I did have some frustrations trying to get every UI element clearly identifiable in a screenshot because I think that drawing a UI isn't going to help get good feedback. There were simply things I could not indicate with the html previewer I used. However, some comments were insightful on things I hadn't considered. I shall be changing:

- Remove filler words from search dropdown box
- Change Modify Submissions name to Edit/Delete Submissions
- Use a checkbox-based bootstrap table for displaying/filtering the users and submissions

I believe that these changes should place the system model more in line with the expected user model of my user interface, especially in regards to providing simple visual feedback.