

User Stories and Personas - Version 2

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Personas:

Dr. Jane Jonah

- 40 years old, female
- Statistic Professor at a large university
- Speaks English natively
- Not proficient in programming languages, but can get around using a computer without problems
- Really cares about teaching, wants to modify and customize the learning experience to suit students and her needs
- Willing to put in the effort to learn new software, but often simply doesn't have the time (busy person)
- Mostly teaches first year courses
- Student engagement is typically low in her courses, and wants to improve it
- Knows LaTeX, and would like to use math notation in the software she uses
- Currently uses WebWork, but finds it unintuitive at times and finds it too rigid
- Courses she teaches have weekly graded assignments with very strict and consistent deadlines (e.g. every Monday at 1:00 pm)
- Usually gives short multiple choice assignments which do not vary significantly in format

Dr. George Gina

- 68 years old, male
- Math Professor at a large university
- Knows LaTeX, and knows how to use a computer proficiently

- Speaks Greek fluently, knows English as a second language
- Doesn't have time to learn new software – prefers simpler intuitive programs to complex but powerful ones
- Teaches all levels of students (from 1st year to Master students)
- Has no issues with student engagement in his courses but would like something which eases the assignment distribution and marking process
- Wants software to take care of deadline related matters
- Currently doesn't use WebWork, but would like an easier solution than paper-graded assignments
- Spends 2 hours every day commuting without internet access
- Is colorblind (monochromatic)
- Wants to spend minimal time grading assignments
- Would like to see analytics on students at a glance
- Courses taught by him typically have few assignments, and not all are graded
- Likes to give assignments containing complex multi-part questions with open ended answers

Amal

- 24 years old, female
- Graduate Math student at UTSC
- Exchange student from Syria.
- Does not speak English Fluently, but knows Arabic well
- No knowledge of programming languages
- Has tight schedule due to studies, would like to complete assignments early but often ends up doing them piece by piece throughout the week
- Very concerned with academic standing and would like to know what grade she got as soon as possible
- Only uses default settings of programs to stay safe and not mess anything up
- Prefers paper and pen assignments, but will use software if required by course
- Very busy with graduate studies, not much time for hobbies
- Likes receiving prompt feedback on assignments to know what she did right or wrong in person as opposed to an automated message.

Johnson

- 19 years old, male
- History student at UTSC who is taking statistics electives
- Speaks English fluently as a native language
- No knowledge of programming
- Procrastinator; tends not to start an assignment until nearly the day it is due all at once
- Part time student, currently only taking two courses and works at a local store most weekdays
- Easygoing person; is likely to give up or avoid using programs which he finds too unintuitive or tedious to use
- Prefers courses which allow/require students to submit their work online rather than in person
- Really cares about technical aspects of software. Modifies and customizes default settings to enhance his experience with the program
- Not too concerned with academic standing in his electives and in general seeks to do only the minimum required work for those courses
- Wants to know 'at-a-glance' what he did right and wrong on an assignment
- Tends to ignore feedback if it is too long or technical

User Stories:

As Jane, a professor, I would like to create a Homework question set comprised of a sequence of questions containing only simple text

As Amal, a student, I would like to be presented with a list of all homework question sets

As Johnson, a student, I want to be able to select a Homework question set from a list, and then be presented with the sequence of questions created for that set, one-by-one

As Johnson, a student, I want to be able to answer a Homework question I have been presented with by selecting one of many pre selected answers given to me and then submitting this answer

As Amal, a student, I want to be prompted to retake an entire Homework question set upon completing it so that I can practice more and improve my grade

As Amal, a student, I want to be able to save my progress in a question set so that I can later on resume the question set from the same state as when it was saved

As Amal, a student, I want to be able to receive textual feedback from the application if I answer a question incorrectly which concisely explains why my answer was wrong and what the correct answer was

As Johnson, a student, I want to be able to see additional information (number of questions, due date, highest mark, and status) in a question set

As George, a professor, I would like to be able specify a deadline date and time for a Homework question set which prevents students from taking or resuming a question set on dates past the deadline

As Jane, a professor, I would like to be able to randomize certain numerical values.

As Jane, a professor, I want to be able to give an existing Homework question set a customized name which I can type in and specify myself

As George, a professor, I would like for there to be system defined rules that prevent students from creating, deleting or modifying existing questions sets by requiring a login

As George, a professor, I would like be able to use the LaTeX system when writing Homework questions so that I can properly and easily represent mathematical symbols and notation

As Jane, a professor, I would like to take textual input instead of presenting preselected answers so that I can simulate more open ended questions

As Jane, a professor, I would like to be able to set certain question sets to be ungraded

As Jane, a professor, I would like to be able to view statistics about class participation which tell me what percentage of the class has taken a question set at a given time.

As Jane, a professor, I would like to be able to view the time that a student had the assignment open for attempt, and how long it take for a student to finish the assignment. Including the start and end dates.

Added User Stories

As Jane, a professor, I would like the application to randomize the ordering of answers for multiple choice questions

Added to distinguish randomization of question values to the ordering of multiple choice questions.

As Johnson, a student, I want the question set list to display whether or not I have taken a Homework set along with my previous and highest % marked attempts on that set

Added to break down a user story since it contained two features which means separate user stories

As George, a professor, I would like to be able to edit an existing question set, being able to delete, add or modify entire questions to this set so that I can revise a question set which already exists

Added as another feature for the convenience of the professor

As George, a professor, I would like for there to be system defined rules that prevent students from creating, deleting or modifying existing questions sets by requiring a login

Added as another feature

Deleted User Stories

As Johnson, a student, I would like to be able to save changes automatically during the time I write my homework, so that I don't need to worry about power loss.

Deleted because upon further thinking, it was redundant with the previous save and resume feature.

Modified User Stories

As Johnson, a student, I want to be able to see additional information (number of questions, due date, highest mark, and status) in a question set

Modified to encompass not just number of questions but other information about a certain question set

Needs Modification

As Jane, a professor, I would like to be able to view statistics about the number of times an individual question has been attempted by individual students.

Need to confirm with client for further info

Appendix: Client Interview log

Here is a log of the client interview that occurred on October 4th, 2017 which we used as a starting point for the Personas and User Stories.

Q: In what way would the questions be randomized?

- parameterized questions, for a simple example:

Find x in $n + 34 = x$

and the instructor would have the option to specify a range that n is allowed to be in for the randomization.

- potentially, we'd have to generate answers on the fly as well

- current webwork interface requires perl skills the client doesn't have, better interface would be through the UI and involve text boxes or dropdown elements

- So Q1 -> Q2 -> Q3, every Q1 is similar in layout but with a range of possible numbers. Afterwards Q2 and Q3 would have totally different question styles but still with certain randomized elements.

- essential feature to have; very important that we do the question randomization feature well

Q: How does retaking a problem set work ?

- Students CANNOT retake an individual problem, but CAN retake an entire problem set.

- Only the maximum of all scores on an individual problem SET they have taken is actually saved, BUT they are shown their %score each time they complete the set, along with a prompt to retry to try to motivate them to do the problems again.
- Unlimited problem SET tries until deadline i.e. they can refuse the prompt, but come back later as long as deadline is not yet reached.
(Do we kick them out if the deadline is reached in the middle?)

Q: Role of TA's

- Not essential, nice to have, but no real immediate use for them in this system

Q: Intended instructor usage?

- Most likely compsci/math/stats: very likely they all know and would like to use LaTeX but not all may know perl, so the system required for question randomization should be simpler and done through UI.
- End goal is to increase student engagement with 'gamified' homework practices

Q: Additional student-side features?

- hints on questions or explanations of why an answer is wrong - far future: leaderboards, high scores, etc.

Q: Features missing from webwork which would be nice?

- Ability to specify topic or name of a problem set
- CLEAR and intuitive way to modify a problem set from within the app itself (webwork requires a system of file uploading that supposes knowledge of perl)
- CLEAR way to collect student engagement/usership statistics – Feedback, Attempts, Answers