Web

Grade Platform

Revamp

The revamped platform reduces the time and challenges of the grading process and enables graders to focus on providing detailed remarks.

It is also used in rearranging a large pool of learners in multiple cohorts, checking for plagiarism and publishing scores.

Designer | PM | 4 months (2021)

The Challenge

Grade platform was built using technologies in 2016 and no major update has happened after that. Upgrad has grown many-fold today and the platform has become slow to handle the load and current features don't fully support today's business needs. This is resulting in performance and scalability issues.

My role
Product Designer

Timeline
4 months

Deliverables
Research insights
Concept development
UX Flows
UI Designs

Team
Hari Prasad (Product manager)
Lokesh Garg (Engineering Manager)

What were the main pain points?

We deconstructed the previous grading platform experience and found some issues in the overall user experience.
An open ended user research was also conducted with graders and grader admins to know about their pain points.

Admins

- Problem statement not visible along with rubrics
- Can't differentiate between pending assignments and allocated assignments
- No notification when deadline is near
- Confusing navigation
- Lot of dependency on ui at various steps

Graders

- Previous remarks not visible in case of re-evaluation
- No details about the assignment, cohort
- No clarity in rubrics
- Not much scope for customized marks
- Have to download every student submission individually and evaluate offline and provide rubric scores in the system.

Understanding User Needs

Insights drawn from user research (graders, admins, delivery team)

Research done with: 10 users

Interview Method: Zoom call

Assignments visibility
- Grader should be able to view assignments pending and open on a page screen
- *History of the evaluation is an important step.*

Penalties
- Flexible scope is a concerned of the details of grading.
- Backward calculation is complex

Communication
- Remarks for evaluations
- Clarity commenting and remarks.
- Students should know the flow of their work in evaluations

User Experience
- Unsuitable navigation within the platform
- Statistics to be provided for grading statistics and students
- Reduce dependency on admins
- Bring features on the platform for reducing dependencies

Key Aspects

Visibility
Visibility of relevant information in one platform

Time-management
Automating the system to reduce time of the grading process

Easy to use
Graders should be able to grade with full context in the platform

Brief Journey

The goal was to make the user journey simple & seamless through all steps to fit current as well as new features. In phase 1, we focused on assignments and grading process for both Graders and Admins.

Visual Direction

A grading platform where all the functions are added in one place. Incorporated easy to use features so that users don't have to depend on external factors to get the work done. Designs were made for both Grader and Admin side.

Graders

Overview for a quick overview

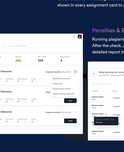
Type of assignment tag for better identification

Assignments page

Graders can sort the assignments by due date. Statistics are shown in every assignment card to get an overview.

Penalties & Exceptions

Running plagiarism check before grading. After the check, graders can view the detailed report in a separate tab.

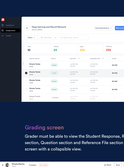


Actions related to the assignments depend on status of assignment

Can download submissions in portions for better overload

Students Submission page

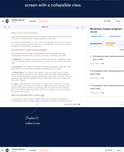
This page shows the overview of individual student's assignment.



Take to the grading page

Grading screen

Grader must be able to view the Student Response, Rubrics section, Question section and Reference File section on single screen with a collapsible view.



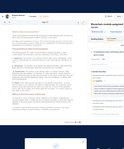
Grader can see the learner comments. They can also provide feedback for the grade through inner icon.

Dropdown of grading of the submissions.

Grader can adjust the width of the solution and rubrics section with the mouse.

Auto-save actions

Student's submissions



Grader can provide scores and feedback at the leaf node and summation of leaf node scores will be shown on top node.

Must be overloaded with rubrics and scores

Guidelines for grading

Adding comment for better clarity

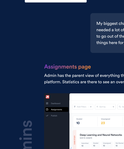
Once the grading is completed, user must mark the submission as graded after which no changes can be done unless the student asks for re-evaluation.

My biggest challenge was to design the grading screen as graders needed a lot of elements to grade a submission. I didn't want them to go out of the platform at any step, so I incorporated all relevant things here for better experience and context.

Admins

Assignments page

Admin has the parent view of everything that is going on in the grade platform. Statistics are there to see an overall view of graders

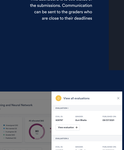


Submission page

This dashboard is to see status of the submissions. Communication can be sent to the graders who are close to their deadlines

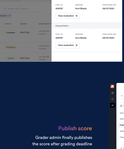
Re-evaluations

If a learner has requested for a re-evaluation, it is again assigned to a grader for evaluation
Evaluation history can be seen by clicking on view CTA.



Admin - Publish score

Grader admin finally publishes the score after grading deadline



Instant feedback to users

One of the issues reported by the users was the absence of attention-grabbing feedback in case of success and failure of any event. Through toast message, users get the feedback with recovery option if available.

Discovery → Feedback → Action → Recovery

This project is still under development.
Fabricate Insights includes offboarding problems for students systematically and placements process.