

Persona Janice Schmidt	Scenario Customize her dashboard by adding the quizzes box so that she can view her quiz metrics	User Expectations Able to view quizzes box in her dashboard	
Phase 1 Enter dashboard	Phase 2 Activate quizzes box	Phase 3 View simple quiz metrics in the dashboard	Phase 4 View more metrics on the quizzes
Doing <ul style="list-style-type: none"> Access dashboard from canvas Select a subject 	<ul style="list-style-type: none"> Navigate to customise page Enable the “quizzes” box 	<ul style="list-style-type: none"> Navigate to dashboard Home Locate quiz metrics box to view 	<ul style="list-style-type: none"> Click on quizzes box to view more detailed information
Thinking <ul style="list-style-type: none"> I want to find what I need quickly 	<ul style="list-style-type: none"> Wow, this is fancy I want to customize the dashboard 	<ul style="list-style-type: none"> I won’t miss out on any quizzes anymore 	<ul style="list-style-type: none"> I want to view everything that’s related to the quizzes
Feeling <ul style="list-style-type: none"> Motivated 	<ul style="list-style-type: none"> Easy to navigate Low maintenance 	<ul style="list-style-type: none"> Safe Motivated 	<ul style="list-style-type: none"> Informed Personalized Stressed
Insights <ol style="list-style-type: none"> To make it easy for the user to navigate around the dashboard To make it easy for the user to activate or deactivate the contents Make sure to save all the changes that the user did Display general information for user to gain an overall view Display detailed informations Diagrams for better understanding 			

Persona Mason Williams	Scenario Activate dashboards for students in the subject he teaches to promote learning.	User Expectations Students of the subject should all be to view their respective dashboards for the subject.	
Phase 1 Enter teacher Dashboard	Phase 2 Activate dashboard for the subject	Phase 3 Customise data to be displayed on students' dashboards	Phase 4 View all aggregate student metrics for the subject
Doing <ul style="list-style-type: none"> Enter Dashboard using canvas 	<ul style="list-style-type: none"> Navigate to the Settings page Activate Dashboard for the subject 	<ul style="list-style-type: none"> On the Settings page, select metrics to make available 	<ul style="list-style-type: none"> Navigate to Dashboard home Click on a specific metric to view detailed information
Thinking I wonder what these dashboards will look like!	I hope that these dashboards will improve students' experience in my subject!	Students should be able to view their learning metrics for lectures and tutorials only. We don't have quizzes in this subject.	The information provided by this dashboard is super helpful. I can use this to improve student outcomes in my subject.
Feeling EXCITED at being able to provide students with dashboards' to motivate them and enable them to take control of their learning	SATISFIED at how easy the Canvas Analytics makes it to add dashboards for students of the subject.	IMPRESSED with the customizability of the dashboard. HAPPY that redundant metrics will not be included.	EMPOWERED with information and insights to improve the student-subject experience.
Insights <ol style="list-style-type: none"> Continue to improve the functionality of the dashboards and explore metrics that can assist learning. Consider a study into whether Canvas Analytics dashboards lead to better outcomes (average grade, time spent on the subject) as it may further increase adoption of the product. It may be sensible for certain metrics to be turned off by default. For instance, if a subject does not have any quizzes listed/uploaded - then by default quizzes should be excluded rather than having to be explicitly de-selected by the lecturer. . A comparison between this week's subject engagement and the previous weeks may further assist lecturers in assessing their own performance. 			

Process to create user journey map

- We thought of the most likely personas that represent the average user of the application. These personas include: Janice, the postgraduate student, as she is more likely to use an analytics tool after several years of university experience compared to younger students; and Mason, who might represent a typical lecturer.
- Since the main functionality of our application is to display analytics, we tried to incorporate additional phases to add depth to each scenario before finally viewing the metrics. This would provide more insight into the actual use of the dashboard.
- For example, Janice's scenario to "customize her dashboard by adding the quizzes box so that she can view her quiz metrics" means that she must use other functionalities of the dashboard (i.e. customising the data displayed on her dashboard) before she can view her quiz metrics (the main functionality).
- By brainstorming the most likely scenarios, we hoped that our user journey maps would provide the most likely scenarios such that readers are able to perceive the main functionalities of the application.

Process to create user story map

- The functionality of our application is based mainly on (i) viewing the displayed analytics and (ii) customizing the dashboard so that students or teachers find it easier to view their analytics.
- There is a sequential ordering of features that can be implemented: some features can only be implemented after another is complete. Therefore, the earlier releases must include features that the later releases rely on. We created our release plan to accommodate for this sequential ordering.
- First, we thought that the general framework of the website must be created before any analytics can be created. In release 1, we incorporated user stories: navigate to home/settings/customize page such that there is some basic structure in the analytics dashboard.
- We wanted to break down some user stories as a large portion of our application is based on retrieving data from the Canvas API. Therefore, we need to know what data can be obtained from the API, and then to gather and preprocess the data in a systematic way such that the output of this can be displayed on the dashboard.
- After this, the remainder of the dashboard, customization settings and user interface can be constructed.

Process to create paper prototype

- We first reviewed the goal model to ensure that we prioritised the feelings we brainstormed in the goal model. These include a dashboard that includes: personalised, easy to navigate, informative, resourceful and relaxed.
- By looking at existing dashboards, we were able to gain inspiration into the elements that constitute a sound dashboard design. By discussing the positives and negatives of alternative designs, we were able to arrive at a design that best fit our use case.
- Additionally, we thought of ways to make a pleasing user interface that was easy to navigate. We incorporated:
 - A dashboard page which summarises the key metrics
 - Specific pages for each "category" (e.g. lectures/quizzes etc.) for an enhanced view of those metrics
- This was one way in which we could keep our application relatively intuitive whilst simultaneously being informative.

- Furthermore, we included settings and customized pages such that the user can personalise their dashboard and remove metrics that they deem irrelevant. This will allow users of the platform to achieve a level of personalisation and help simplify their experience on the application.

Links

- https://miro.com/app/board/o9J_lIT5VEI=/
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