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Chapter 1

Introduction

1.1 Motivation

The Science and Technology Entry Program (STEP), is a pre-collegiate preparation program under the New York State Education Department (NYSED). Its purpose is to help prepare minorities, historically underrepresented, or economically disadvantaged secondary school students for entry into postsecondary degree programs in scientific, technical, health-related, and the licensed professions [?].

Recently, STEP released a request for proposals in which it outlined a set of program priorities. An institute looking to receive funding through STEP would be given a high precedence should they propose to provide one or more of those program priorities. Paraphrased, these priorities are for institutions to provide programs and services to improve:

1. The recruitment and retention of male participants;
2. The recruitment and retention of Hispanic/Latino and American Indian participants;
3. Eighth grade students' NYS Math and Science Assessment examination scores [2].

Additionally, STEP created a set of service and data requirements which its participating institutions must provide in an annual report for to continue to receive funding. The underlying themes of these requirements are that there should be increased collaboration

between the awarded institution, the local educators, students, and parents as well as providing students with assistance in gaining skills needed to succeed in learning and pursuing STEM (Science, Technology, Engineering, and Mathematics) fields [2].

Data published in numerous studies [?, ?] show that American 8th grade students perform consistently below those in many other countries around the world. School Districts in Northern New York can substantiate the STEP priorities and requirements. NYS Mathematics test data from 2010 revealed that 56% of the school districts in St. Lawrence County had below average proficiency levels for 8th grade [?]. At the Salmon River School District, where there is a majority American Indian demographic, 54% of students scored below acceptable proficiency levels on the 8th Mathematics assessment [4]. It is clear that STEP identified these troubling facts and is now pushing institutes of higher education to try to solve these issues.

IMPETUS (Integrated Mathematics and Physics for Entry To Undergraduate STEM), for Career Success is a STEP program resulting from the collaboration between St. Lawrence-Lewis County BOCES and Clarkson University. Its primary goal is to improve and increase opportunities for underrepresented minorities and students from economically disadvantaged rural areas to realize their potential for college entry as STEM majors and for eventual career success in technically oriented professions.

Traditionally, this collaboration has been accomplished via in-person meetings between various combinations of the relevant parties. St. Lawrence County is the largest county by area in not only Northern New York, but in the whole state, yet has a population density of only 41/mi.², whereas the state average is 355/mi.². The region of Northern New York constitutes nearly 20% of the state's land area, yet only 2% of its population and a mear 0.2% of the state's received federal funding. In a region of these attributes, it should not be surprising that the presence of traditional STEM learning venues such as museums, aquariums, science centers, and high-tech industries are basically non-existent. Combined,

these circumstances do not create an environment suited towards an efficient and effective exchange of information [4].

IMPETUS has proposed the creation of a Web-based Collaborative Environment that will satisfy the STEP criteria by combining different technologies into a unified solution while increasing the convenience and accessibility of collaboration. Students who are in need of assistance, when meeting in-person is not possible, will be able to engage in web-based cooperative learning with Clarkson University students and web-based self learning using state-standard founded materials. Educators will be able to survey and receive feedback from targets regardless of their location and parents will have access to their children’s data and program information.

This effort is in alignment with a national need for computer literacy in education. In 2008, the National Science Foundation (NSF) created a Cyberlearning Task Force that was charged with, amongst other objectives, determining what the key research topics were surrounding cyberlearning [1]. In a subsequent NSF publication, it was determined that one of these topics should be collecting, analyzing, and managing data about how individuals use a given cyberlearning system [3].

Due to STEP’s data logging requirement and the fact that the NSF has deemed cyberlearning data collection to be an area of research interest, the IMPETUS Web-based Collaborative Environment (IWCE) will collect an extensive amount of data about not only the individuals using it, but also how they are using it.

1.2 Research Objectives

expand:

- Propose a web-based collaborative environment as a solution to overcoming the challenges in operating STEM outreach programs in geographically isolated, rural areas.

- Multiple users with varying interests – need a better understanding of how to measure functionality and user-satisfaction
- Flexible enough for subsequent administrators to make significant modifications
- Open Source for possible use elsewhere

1.3 Related Work

The proposed IMPETUS Collaborative Environment (hereafter referred to as simply the “Collaborative Environment”) can be categorized as a Cyberlearning System (CLS). There are two classes of existing VLSs: the traditional, such as WebCT [?] (which has since been bought and renamed by Blackboard, Inc. [?]) and Moodle [?], and the specialized, such as Khan Academy [?].

Traditional CLSs provide access to educational resources in addition to user and course management features. Teachers can manage multiple courses, make documents available to their students, create quizzes for the students to take, and are overall very robust pieces of software, but this does not mean they are without their drawbacks. WebCT is a proprietary and licensed piece of software meaning that one is not able to create novel features that interact with the existing system, but rather one only has access to what Blackboard, Inc. provides. Moodle, being free and open source software, does allow for the creation of novel features in the form of plug-ins. Unfortunately, due to time constraints, fully exploring having the Collaborative Environment be a Moodle plug-in could not be done and the stock version of Moodle does not provide all essential functionality.

A specialized CLS is a provider of educational resources and user management features. Khan Academy provides people with educational videos and associated exercises. If someone wants to track their exercise scores or details about the videos they have watched, they must

register for an account on the Khan Academy website. While this is perhaps the easiest CLS to start using, it does not allow for any flexibility, just as the proprietary WebCT, and does not provide all of the essential features that the Collaborative Environment needs.

The Khan Academy website is entirely open source, including their exercise framework. During the planning for the Collaborative Environment we initially reasoned that we could use this exercise framework as a drop-in solution for allowing the creation of quizzes in the Collaborative Environment, but upon further investigation creating an exercise was not a task that could be accomplished by any type of user. Creating exercises using the Khan Academy software requires extensive use of HTML and JavaScript. In order to meet our objective of having a system that is accessible to many types of users, a technical wall such as this is unsatisfactory. This notion was the primary motivating factor behind the creation of WebCT, that all users should be able to utilize web-based learning environments, not just those with a technical background [?].

In terms of a CLSs being relevant research tools, many papers have been written that offer conclusions indicating that the future of education will almost definitely include online components [?] and that, on average, students perform equally or better academically with online learning as with in-class learning [?]. But, they follow with the notion that these “conclusions” are in need of more confidence via further research [?].

To summarize, the factors motivating the creation of a new CLS, the Collaborative Environment, are that it needs to be free and open source, accessible by users of technical and non-technical backgrounds, and provide a set of functionality not wholly available in an existing solution. Additionally, because it is evident that there is a need for further CLS research [?, ?], the data-logging objective of the Collaborative Environment makes it a prime candidate.

1.4 Methodology

Creating the Collaborative Environment will be done following a modified waterfall model of software engineering: Requirements, Design, Implementation, and Verification; the modification being that feedback will be readily incorporated into the phases allowing progress to go “up” the waterfall. Being that there is only one developer on the the project, it is the most basic model to follow.

As modules become ready for verification, usability tests will be done to get feedback on their usefulness and design. This will require the creation of surveys and the user studies gauge how effective the interface is at allowing a user to accomplish goals.

Chapter 2

Software Overview

2.1 Goals

The primary motivations behind the creation of the Collaborative Environment are the need for increased collaboration and the need for data logging. The Collaborative Environment will be targeted at a variety of different user types (user classes), it follows that each will be permitted access to a different set of features and data. This means, that while an increase in collaboration is an overall goal for all user classes, specific collaborative goals vary based on how much access each class has:

- All users should have read access to announcements and an event calendar.
- All users should have access to an internal messaging system for one-to-one and one-to-many communication.
- All users should be able to answer surveys that are available to them.
- Students should be able to answer quizzes that are available to them.
- Students should have access to an availability schedule for teaching assistants.
- Students should have access to external educational resources.
- Teaching assistants should be able to create their own availability schedule.

- Teaching assistants should be able to create quizzes and surveys.
- Teachers should be able to create announcements and events for the calendar.

The next set of goals correspond to data logging. There is the possibility of some conceptual overlap between whether a goal is collaborative or data logging related, so the line has been drawn at whether or not the collaborative aspect is simply incidental to having to log data. If that is the case, then the goal will be categorized under data logging.

- Parents should have access to their children's data.
- Students should have access to their own data.
- Teaching assistants should have access to the students that they are assisting.
- Teachers should be able to be able to view reports for the students that are available to them.
- Teachers should be able to edit data for the students that are available to them.
- Administrators should be able to create and access the entities by which data is stored.
- Administrators should be able to access user tracking data.

In the above list, there are two terms which require definition: *data* and *entities*. *Data* is defined as all personal information, survey results, and quiz results for the user it is in reference to, whereas *entities* are the fundamental objects that provide the basis for all relationships in the user data.

2.2 Features

The features of the Collaborative Environment are designed and implemented to accomplish the goals outlined in §2.1. The following provide a high-level overview of each of the major

features of the Collaborative Environment and describe which goals they aid in accomplishing. More specific details regarding each can be found in §3.2.

Academic Year

The Collaborative Environment will be used for multiple academic years, each of which have their own data that is dependent on it. For example, different quizzes might be given each year and students are usually in a different grade and classes. To give users access to a previous year's data, there is a simple interface to switch between them on-the-fly. This is a necessity for a robust data logging tool.

User Management

In order to keep track of data about individuals, each must have an account. Users that are registered as students will have data such as their gender and ethnicity, standardized test performance, and quiz results stored in this system.

District Management

Teachers, teaching assistants, and students are all associated with a district to better organize their data for analysis and to control access to private student data.

Quiz System

Survey System

Messaging

Analytics

2.3 User Classes

In the Collaborative Environment, there exists a hierarchy of roles where each user will be a member of a particular level. These roles naturally correspond to the type of user that they

describe and are listed in order of least access to most (also note that any level's access to features is a proper superset of its preceding level's features). Further, there is a distinction between non-privileged and privileged classes: users of a non-privileged class have access to zero or one user's data (typically their own or their child's) whereas users of a privileged class have access to zero or more users data (typically all of their students).

Non-privileged

Anonymous

An anonymous user is any user that has not presented any authentication credentials. They have read access to announcements, calendars, and schedules.

Parent

Has access only to their student's educational data, quiz results, and attendance. They are able to participate in surveys and send messages to any user.

Student

May participate in quizzes and view their own various attempts at quizzes.

Privileged

Teaching Assistant

For any district that they are enrolled as an assistant for, they may view any Student's data. They may also create surveys and quizzes.

Teacher

May read and write student data for only those that belong to the same district as themselves. This data includes survey results, quiz results, and detailed student educational information. A Teacher may also enroll a new Teaching Assistant into their district and create new Students and Parents.

Administrator

Responsible for creating the fundamental Entities which all other users interact with and have access to all user data and reports. They may create new academic years and districts, as well as the specific student activities, courses, and exams that may be tracked. They may also create a user of any role and assign Teachers to their respective districts.

Chapter 3

Software Design and Implementation

3.1 Background

This section will provide details of the existing software and services that are leveraged to create the Collaborative Environment. For each, we provide the reasoning for its use as well as a technical description.

3.1.1 Symfony

The Collaborative Environment is built using Symfony Standard Edition, an open-source, object-oriented PHP framework designed around the Model-View-Controller (MVC) software architecture. Using Symfony to create the Collaborative Environment encourages the use of design patterns that are well understood and allows for more of the development time to focus on application features rather than reimplementing standard components of web applications.

The MVC architecture separates an application's business logic, that is, all of the algorithms which process the exchange of data between an interface and a database, from its user interfaces. The *model* consists of object representations of application data (Entities) and a persistence layer, which will store and retrieve entities via a databases management system. The *view* will render a model object into a user interface, such as a web page. The

controller is what mediates transactions between the user and the application. The typical control flow of a basic MVC application is:

1. Client makes a request
2. Controller receives the request and transforms it into a manipulation of the Model
3. The updated Model is saved to the database by the persistence layer from the Controller
4. A View is generated by the Controller which makes the changes to the Model visible
5. The Controller responds to the Client's request with the generated View.

Symfony Standard Edition comes with many software bundles which extend the core Symfony framework to provide an enterprise-grade application skeleton. Three of the key bundles included are the Security, Doctrine, and Twig bundles, which provide user-rights management, an object-relational mapper, and a template engine respectively.

Security

Security in Symfony is handled by a two-step process: authentication and authorization. The authentication step identifies a user and is typically accomplished by having a user first visit the website, at which point they are authenticated as an anonymous user, and then having them provide a set of credentials to authenticate them as a specific user. Authorization occurs when a user attempts to access a resource of an application. Symfony allows for a set of user roles to be defined, of which each user has a set of, as well as an access control list, to determine exactly what resources any given user has access to.

Controllers are aware of what the current user's authentication is and, as such, can be configured to only allow processing to occur if and only if the current user has a given role. While an Entity will generically describe all instances of a piece of data in an application, if the currently authenticated user should only have access to an exact instance of an entity, an entry can be added to an access control list for that particular user-entity instance pair.

These features provide the Collaborative Environment with a powerful and robust mechanism that is essential to securing the Student data being tracked.

Doctrine

In a dynamic web application, Entities are constantly being created, read, update, and deleted. To keep track of these changes, it is natural to consider using a database management system (DBMS) such as MySQL or PostgreSQL. In an object-oriented program, these Entities often contain non-scalar data (e.g. lists, arrays) that must be persisted by a DBMS, which can be problematic because a DBMS can often only store scalar data (e.g. strings, integers). Using an object-relational mapper (ORM), such as Doctrine, solves this problem by managing the transformation to and from scalars/non-scalars when persisting an object.

As an example of how an ORM operates, let's consider an object-oriented system where a Student is enrolled in a set of Courses. Naturally, we would have two Entity objects, Student and Course. The fields of the Student entity could be an ID, a name, and a list of Courses that they're enrolled in (consider this to be a many-to-many relationship). The fields of the Course Entity could be a name and number. When a new Student has been created and they are enrolled in, perhaps, two different Courses and the ORM is told to persist this data, it will store the scalar data in the DBMS as its native types (names map to varchar, IDs and numbers map to integer), but for the Student's list of enrolled courses, since we established that there is a many-to-many relationship, the ORM will manage a Student ID-Course number tuple (Student 1 is enrolled in Course 1, Student 1 is enrolled in Course 2). Of course, when this data is requested from the DBMS, the ORM will convert the data back into Entity objects.

Twig

When a Controller has to return a new response, it is common for the View to be defined as a template that will be rendered through an engine, such as Twig, rather than explicitly crafted in the desired output format. For example, this could be accomplished by designing a Twig template that will output specific Model Entity variables and have it be processed into HTML by the Twig engine instead of just writing a mixture of HTML and PHP directly.

There are many benefits to using a template engine, such as:

Template inheritance Defining a parent or a layout template that can be inherited from children allowing for a consistent theme across an application.

Syntax Provides numerous shortcuts for applying common patterns to variables such as escaping output and modifying control flow.

Speed After compiling a template, the result will be optimized and low-overhead PHP when compared to freehand coding.

3.1.2 Khan Academy

The Khan Academy is a nonprofit organization that aims to better global education by providing free, high-quality resources to anyone anywhere. [?] On their website, they provide in excess of 2700 videos that teach varying topics in STEM fields. The organization has been provided with the financial support and public accolades of large entities such as The Bill & Melinda Gates Foundation and Google [?] indicating that they produce noteworthy content. The videos that Khan Academy hosts are all created by Salman Khan who holds an MBA from Harvard and three science degrees from MIT. Each is produced in a fairly consistent manner using a software whiteboard, a screen capture program, and a microphone while typically lasting about 10 minutes.

As stated in §2.1 and §2.2, students using the Collaborative Environment should have access to supplemental learning resources and will have the ability to take quizzes given by their teachers and teaching assistants. The Khan Academy videos are ideal for this use as they are concise and short enough to be associated with individual quizzes that are created in the Collaborative Environment. If a student, while taking a quiz, feels that they are in need of some assistance, a link to the an appropriate Khan Academy video will be readily available to them.

3.2 Features

We now describe the main features of the Collaborative Environment as previously outlined in §2.2. Each subsection henceforth provides the concept, design, and implementation of an individual feature. They have been arranged in such a way that each successive feature will build on the previously introduced ones.

3.2.1 Academic Year

In a traditional document-based teaching environment, student data is stored in numerous grade books or spreadsheets which are held by many different people in many different places. Each teacher, for instance, would have their own set of student records and a district will have a permanent record for each student containing information such as their standardized test scores. If an administrator managed to collect all of this data into a single place, however frustrating that may be, the next thing they would have to do to it, before any type of analysis, would be to group it all by what year the record corresponds to.

As the Collaborative Environment will be collecting data year after year, an Academic Year entity is required. Teachers, Teaching Assistants, and Students all have data associated with them that can change on an annual basis. Students will be taking different classes, have

taken different standardized tests, and participated in different activities as well as be in a different grade altogether or have graduated. Each year can also bring with it a different round of quizzes and surveys and even new Teachers or Teaching Assistants.

Design

The Year entity is really very simple, just a primary key identifier, *id*, and the year itself as an integer, *year*. Explicitly storing the years that the Collaborative Environment will be tracking in a table allows consistency throughout the entire application and customization by an administrator. An alternative implicit design would have been to keep a *date* column in each entity that was going to have time-sensitive content added to it and the server would be responsible for getting the current year from the operating system, but problems arise if the system's time and date are not correct.

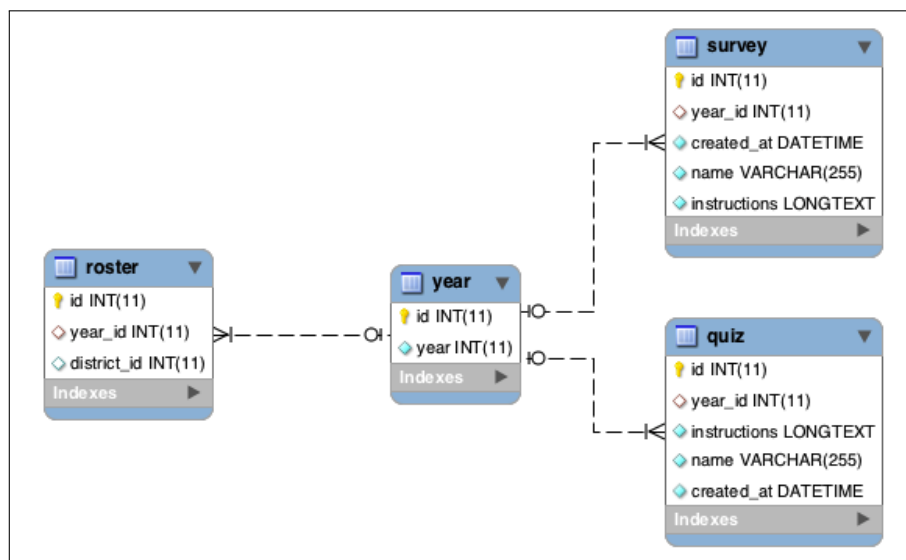


Figure 3.1: Year Enhanced Entity-Relationship (EER) Diagram

We see in Figure 3.1, that the year entity appropriately maintains a one-to-many relationship with each of the tables that reference it. In an EER diagram such as this, each box represents a table in a database and each row in a box corresponds to a column in that

table. A connecting line indicates that a relationship exists between its connected tables. If we take the relationship between the year and survey tables as an example, the line, which is drawn using Crow's Foot notation, indicates that a survey can be given during one year and that a year can have many surveys given during it. This diagram additionally indicates that many quizzes (see §3.2.5) and many rosters (see §3.2.3) can also only be associated with only one year.

The user's choice of which year they want to have as their current context for data viewing and manipulation will have to persist between each page of the Collaborative Environment. Having to constantly select what year to interact . Therefore, once a user initially visits the web site, a PHP session variable will be established that tracks the year they select which will then be used by subsequent SQL queries to retrieve the requested data.

Implementation

As established in the previous section, the selected year must be persisted from page-to-page as well as be accessible in such a way that it will not require a user to constantly have to interact with a selector.

This was implemented by having a year selector list appear in the upper-right corner of each page in the Collaborate Environment, as shown in Figure 3.2. The list is populated by making an asynchronous HTTP GET request to the URL `/year` which will both provide all available academic years that have been configured and indicate which is the current year as selected by the user.

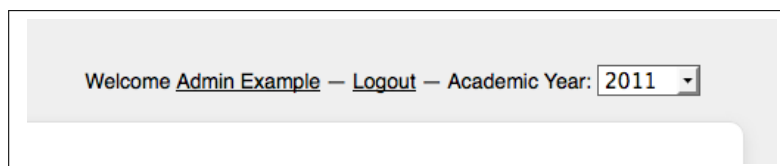


Figure 3.2: Year Selector Highlight

Upon choosing a year from the selection, if it differs from the currently selected year, then an HTTP POST request will be sent to `/year/change/selected-year`. This will cause the year PHP session variable to be updated to *selected-year*. If the server responds with a success message, then the current web page will be refreshed and any changes to the data that are dependent on the year will be reflected.

3.2.2 User Management

A User entity is perhaps the most fundamental object in the Collaborative Environment. Users of each class, as defined in §2.3, with the exception of anonymous, will be required to have an account with this system, and that account is what the User entity represents. The set of users minus anonymous will be referred to as “registered users”.

This entity facilitates the fulfillment of the Collaborative Environment’s goal of logging user data by allowing the storage of a student’s personal data such as gender, ethnicity, if they’ve graduated, and what college they are attending, in addition to student educational data such as standardized test scores, courses enrolled in, and after-school activities.

The collaborative functionality of the system also requires a User entity. Quiz attempts, survey submissions, and messaging need a way of differentiating one user from another.

Design

The Collaborative Environment internally refers to the set of user classes as “roles”. Roles are easily stored in the database by using a role table such that its *name* is stored in a column. The User entity, as modeled in Figure 3.3 stores two types of data: required information that applies to all registered users and personal/educational data that applies strictly to students. Required information consists of a user’s *username*, *password*, *salt*, *firstName*, and *lastName*.

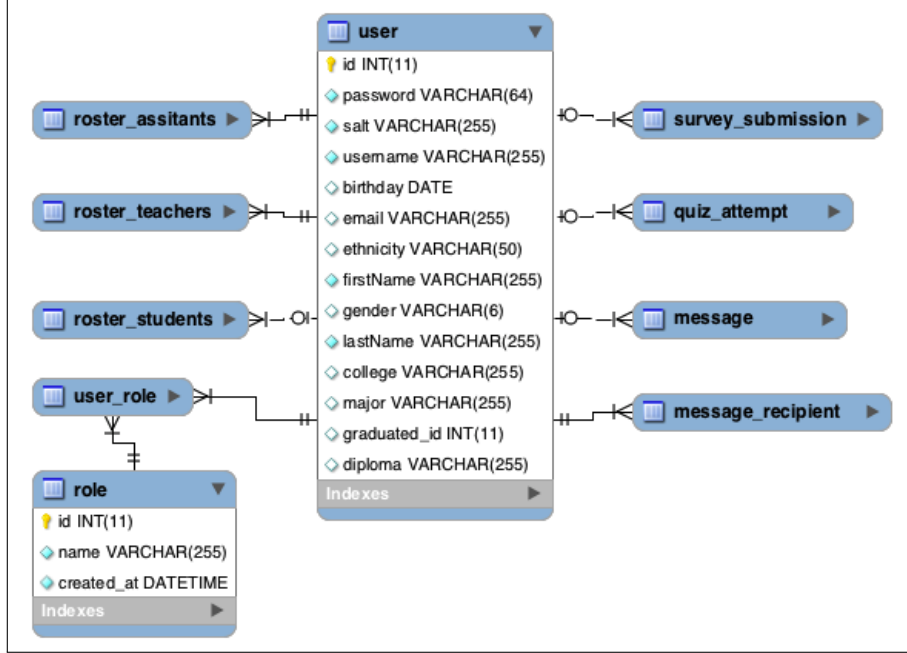


Figure 3.3: User and Role EER Diagram

Each of these attributes has an obvious use except, perhaps, for *salt* which is a precautionary security measure. All user passwords are hashed using the SHA-256 cryptographic hash function. This means that if two users had the same password, then they would obviously result in identical hashes. This fact can be used exploited by people that have large masses of precomputed hashes. A salt, which is a randomly generated string, is append to the plaintext of a password before it is hashed. Now, even if the user’s password is something common, what is hashed is, most likely, something unique.

For the sake of simplicity, we decided that the personal/education attributes *birthday*, *email*, *ethnicity*, *gender*, *college*, *major*, *diploma*, and *graduated* as year-independent data. This means that if and when these attributes have a value, that it will not vary based on what academic year the client has selected to be the current year; their values will persist through all years. On the other hand, there is strictly educational data that we do treat as year-dependent: activities, courses, exams, and grade level.

Figure 3.4, outlines the general model to achieve a year-dependent relationship between

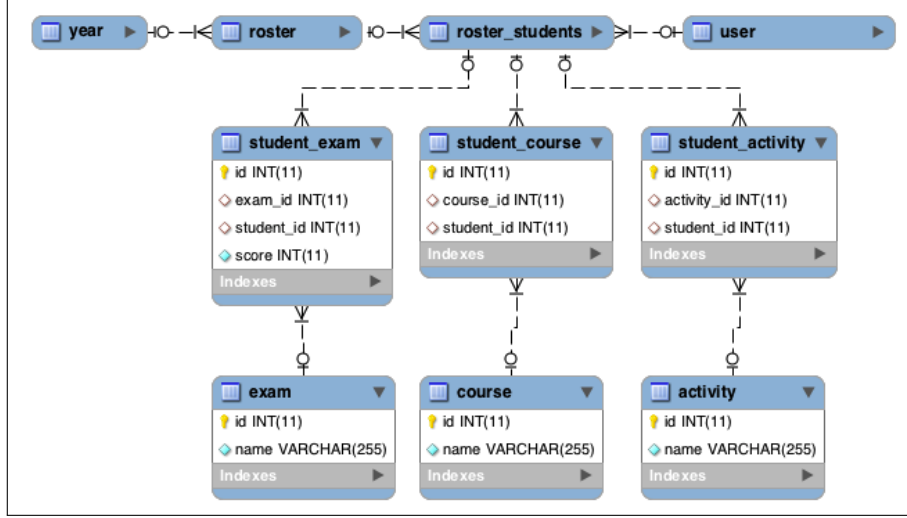


Figure 3.4: Student user EER Diagram

a student and their educational data and will be explained in depth in §3.2.3. Any given year is associated with many rosters, each of which contain a set of students in varying grade levels. Each student in a roster can then be associated with many exams, courses, and activities.

Implementation

User management is broken up into three processes: creation, updating, and reading. As an interface to each of these processes, privileged users have access to a user management interface seen in Figure 3.5. This interface will only display the users that the currently authenticated user has access to. For administrators, this will be all users, whereas a teacher or a teaching assistant will only see the students that belong to the district that themselves belong to. For example, if a teacher is listed as being a teacher in the district “Public School #1” for the year 2011, then the user list will only show students that also enrolled at the district during that year.

This idea of teachers and teaching assistants only having access to the students that are on the same roster as them is persistent throughout the application. The details regarding

districts, rosters, and permissions will be explained in §3.2.3.

With this data now being tracked by the Collaborative Environment, trends and reports will be able to be generated. Tracking student participation in activities, courses, and exams is now possible for the set of all students or even subsets such as minorities, males, or females.

User	Role	Actions
Example, Admin	Admin	Edit
Example, Student	Student	Edit
Example, Teacher	Teacher	Edit
Lewis, Ryan	Admin	Edit
sadf, asdf	Student	Edit
Student, New	Student	Edit
Taargus, Marcus	Student	Edit
Teacher, Tommy	Teacher	Edit
Test1, Test1	Student	Edit

Figure 3.5: A privileged user’s view of all the system’s users.

When a privileged user must add or edit a user, the interface appears as it does in Figure 3.6, except all of the fields are simply blank in the case of adding a new user. The interface has been split horizontally into two sections, the top is for personal/educational data whereas the bottom is for strictly educational data. In the top half, input fields have been grouped into sets of required and supplemental (optional). This allows the user to readily identify which fields they must have a value for and not have to wait for the program to return an error.

The supplemental fields for *ethnicity*, *diploma*, and *major*, provide the user with a limited selection of options rather than a freely fillable text input because this will allow for consistent data analysis. If users were able to enter whatever they wanted for these, it would become

IMPETUS Cooperative Learning Welcome [Admin Example](#) — [Logout](#) — Academic Year: 2011

Home
Quiz
Survey
Messaging
Users
Districts
Analytics

Edit User

Required

Username

Password

First Name

Last Name

Email

User Role
☐ ROLE_TEACHER
☐ ROLE_TA
☐ ROLE_MENTOR
☒ ROLE_STUDENT

Supplemental

Gender

Birthday
 - -

Ethnicity

Graduated

Diploma

College

Major

Activities

— [Remove](#)

[Add Activity](#)

Courses

— [Remove](#)

[Add Course](#)

Standardized Exams

— Score: — [Remove](#)

— Score: — [Remove](#)

— Score: — [Remove](#)

[Add Exam](#)

[Save User](#)

Figure 3.6: A privileged user editing a student’s account.

difficult to use that data to generate accurate reports. For example, if one person were to enter that a student was going to major in “Mathematics” and another were to enter “Math”.

Since the bottom half of the screen only applies to students, where strictly educational data is entered, it will only appear if the user is assigned the Student role. As stated in the Implementation section, *activities*, *courses*, and *exams* are year-dependent. This means that if a user were to choose different academic years while editing a student’s data, they would see these fields change appropriately. A student can be associated with as many year-dependent fields as necessary by clicking the Add button for the appropriate section.

Lastly, viewing user data in a more organized fashion is shown in Figure 3.7. This simply provides an view into the data stored for a user. Just as the add/edit screen would update its data when the current academic year is changed, so will the view screen.

The screenshot shows a web application titled "IMPETUS Cooperative Learning". At the top right, it says "Welcome Admin Example — Logout — Academic Year: 2011". On the left is a sidebar menu with links: Home, Quiz, Survey, Messaging, Users (highlighted), Districts, and Analytics. The main content area displays the profile for "Student Example (student)". It includes a placeholder for a "No Avatar" and the student's name, school, and email. Below this are two sections: "Personal" and "Education", each containing a table of attributes.

Personal	
Birthdate	1993-01-01
Ethnicity	Black or African American
Gender	Male

Education	
Academic Term	Grade 12 at Central School District
Activities	Roller Coaster Camp
Courses	Physics
Standardized Exams	SAT Math: 750 SAT Reading: 700 SAT Writing: 720
Graduated	2011
College	Clarkson University
Major	Mathematics and Statistics

Figure 3.7: A privileged user’s view of a student’s profile.

3.2.3 District Management

In order to more accurately group the Collaborative Environment’s users together and to control access to private student data, a district entity is necessary. If a district was to only ever have the same users associated with it, then a district entity alone would be sufficient, but this is not true; a district’s relationship with its teachers, teaching assistants, and students is year-dependent. To allow for this, we introduce the idea of a roster entity where a district can have many rosters such that each roster is associated with a single year.

Using this grouping, it is now also possible to allow access to data based upon which roster a user belongs to. For instance, teachers could be given access to only the students in

the roster that they themselves are apart of for a given year, thus they would not be allowed to see student performance in another district. Having a district associated with a student for any given also allows for a wider range of data analysis as it becomes possible to, for instance, compare student performance between districts.

Design

Using the concept of a roster, it becomes a join table (a table which links common attributes between two or more tables, in this case *year_id* and *district_id*) for the district's many-to-many relationship with a year. In other words, a district will be associated with many years because it will have a different set of users each year. Likewise, a year will be associated with many districts because each academic year, the Collaborative Environment will be tracking multiple school districts.

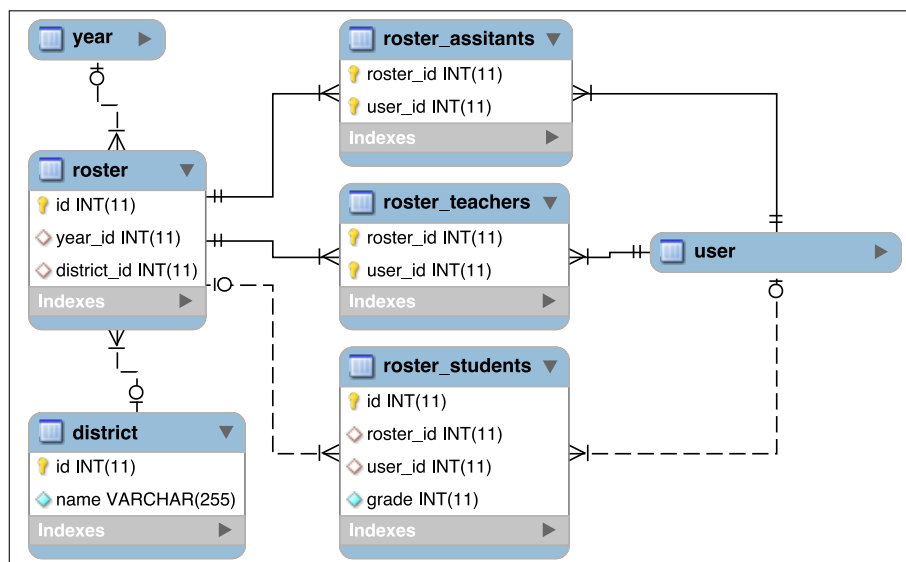


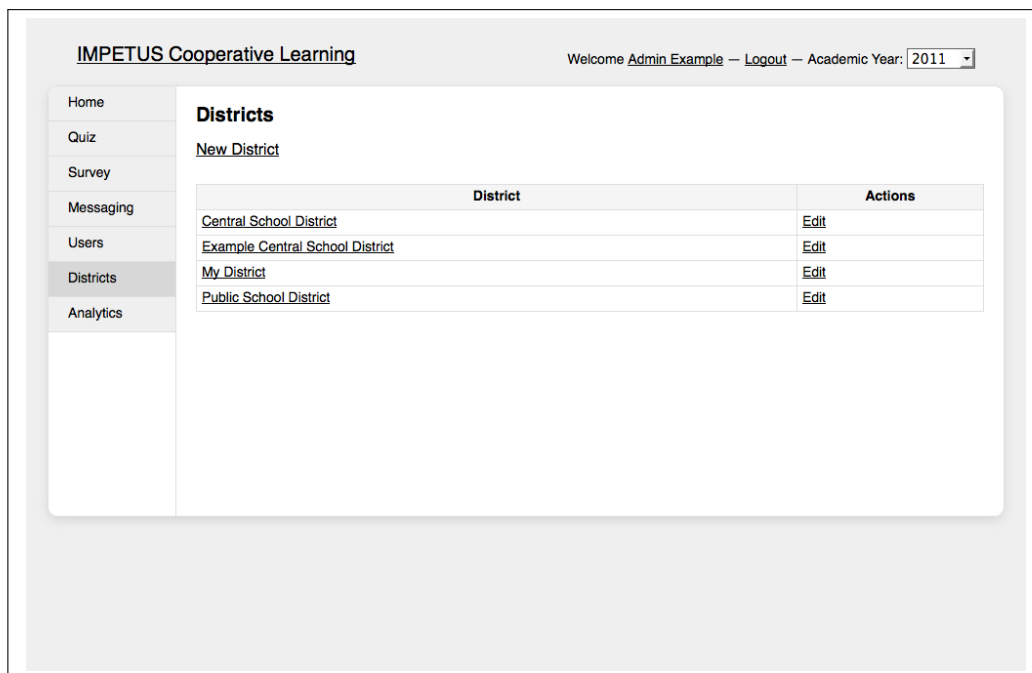
Figure 3.8: District and Roster EER

Figure 3.8 shows the many-to-many relationship between district and year via roster. In addition to being a join table, roster must be uniquely identifiable itself since it must be in a many-to-many relationship with the user table, therefore it has its own *id*. To keep

track of a district's three groups of users for a given year (teaches, teaching assistants, and students), its roster maintains three different relationships with the user table. If a user is a teacher and is to be in a district's roster for a given year, then they will be added to the roster teacher table. The same logic applies to assistants and students, except a student can additionally have a *grade* associated with them (e.g. grade 9, grade 10).

Implementation

Privileged users have access to the a list of the districts, as show in Figure 3.9, which they are in the rosters of for the currently selected year where they can a. An exception to this is for administrators, which have access to all districts. From this list, privileged users can edit any district in the list and administrators have the additional ability to create a new district.



The screenshot shows the 'IMPETUS Cooperative Learning' web application. At the top, there is a navigation bar with the title 'IMPETUS Cooperative Learning' on the left and a user welcome message 'Welcome Admin Example — Logout — Academic Year: 2011' on the right. On the left side, there is a vertical menu with links: Home, Quiz, Survey, Messaging, Users, Districts (which is highlighted), and Analytics. The main content area is titled 'Districts' and includes a link 'New District'. Below this is a table with two columns: 'District' and 'Actions'.

District	Actions
Central School District	Edit
Example Central School District	Edit
My District	Edit
Public School District	Edit

Figure 3.9: An administrator's view of all the system's districts.

When editing or adding a district, the user will use the interface displayed in Figure

3.10. One is able to add users of different classes to the roster by searching for their name in the appropriate search boxes. In this initial implementation, there is a constraint such that teachers and students can only be in one district's roster for a given year. This was set because, in most cases, teachers and students generally do not need to be associated with multiple districts. Due to this limitation, users that are already in a different roster for the current year will not appear in the search results for a user.

IMPETUS Cooperative Learning

Welcome [Admin Example](#) — [Logout](#) — Academic Year: 2011

Home

Quiz

Survey

Messaging

Users

Districts

Analytics

Edit District

Name

Central School District

[Save District Details](#)

Roster

Teachers

[Search for a teacher to add...](#)

[Teacher Example](#) [Remove](#)

Assistants

[Search for an assistant to add...](#)

No assistants

Students

[Search for a student to add...](#)

[Test1 Test1](#) — Grade: 12 [Remove](#)

[Student Example](#) — Grade: 12 [Remove](#)

Actions

- [Import Roster from Previous Academic Year](#)

Figure 3.10: A privileged user editing a district.

Each new academic year, a roster will need to be created that ties the districts to that new year. This can be a tiresome activity, especially if a district has a lot of users that need to be associated with it. To try to ease this process, there is an import feature which will simply look at the previous year's roster for the current district and copy it to the current year's roster. It will also automatically increment the student's grades by one; this is due to the assumption that a majority of students will advance to the next grade.

3.2.4 Learning Pathway

test

Design

test

Implementation

test

3.2.5 Quiz System

A system by which teachers and teaching assistants can create assessments of their student's knowledge is one of the key collaborative goals of this system. By allowing teachers and teaching assistants to create quizzes quickly and easily, it will allow them to get valuable feedback from their students. From the student's perspective, they'll have access to a means of studying and brushing up on topics that they might feel they are struggling with. A quiz can be made about any topic, but when used in conjunction with the learning pathway, as described in §3.2.4, it creates a rich means of showing students the topics they need to know (based on state standards) while providing them with the resources to succeed.

Design

A quiz in the Collaborative Environment can be broken up into two sets of relationships: 1) a quiz, its questions, and its question's answers; and 2) a student, their attempt at a quiz, and how they performed on each question during that attempt. Figure 3.11 shows that one quiz may have multiple questions and that a question may have multiple answers. This approach allows for two different types of questions to be used in a quiz: short answer and

multiple choice. If a quiz question only has one answer, then it is a short answer, whereas if it has multiple answers then it is clearly a multiple choice question.

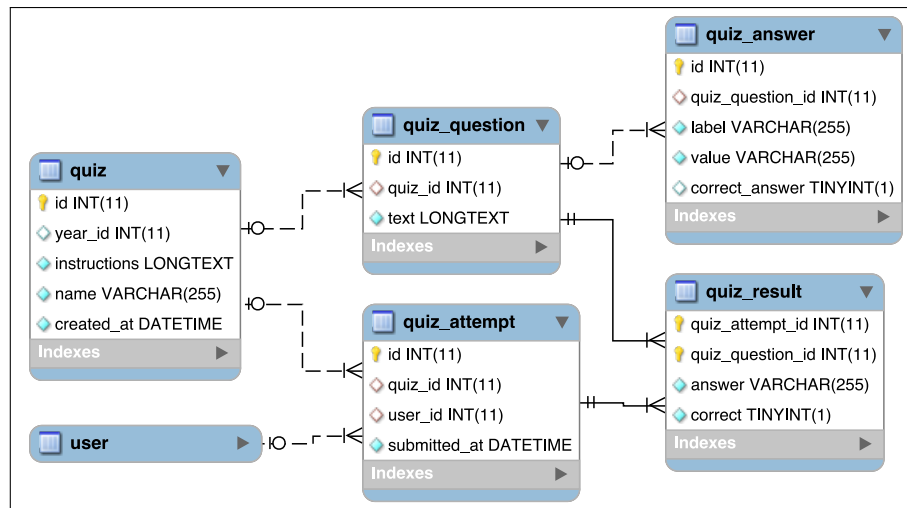


Figure 3.11: Quiz and Quiz Result EER

To allow students the ability to learn from their mistakes, quizzes may have multiple attempts made at them to achieve a perfect score. This requires that a user have a many-to-many relationship with a quiz itself via an attempts join table. To be able to store exactly which questions a student got correct or incorrect along with their actual answer, every quiz attempt has a many-to-many relationship with a quiz's questions called result. The idea is that an individual attempt at a quiz is comprised of a series of results, or a result of answering each quiz question. Each result is able to store the exact answer that a student gave along with if it was correct.

Implementation

When a privileged user wants to create a quiz, they will be presented with the interface seen in Figure 3.12. First, the creator must choose a name for the quiz and may enter instructions for the student to follow. Next, the creator may add as many problems to the quiz as they must, each of which they may add one or more answers to.

IMPETUS Cooperative Learning
Welcome [Teacher Example](#) — [Logout](#) — Academic Year: 2011

Home
Quiz
Survey
Messaging
Users
Districts

New Quiz

Name
Linear Equations 2

Instructions
For each problem, solve for x.

Problem

Question
\[\n2x+8=16\n\]

Text Label
x =

Answer
4

Correct?
☒

Remove Answer

Add Answer

Problem

Question
10+3x=31

Text Label
x = 5

Answer
5

Correct?
☐

Remove Answer

Text Label
x = 6

Answer
6

Correct?
☐

Remove Answer

Text Label
x = 7

Answer
7

Correct?
☒

Remove Answer

Add Answer

Add Problem

Save Quiz

Figure 3.12: A privileged user creating a quiz.

31

When adding the text for the question, the creator may opt to use the \LaTeX displayed math shorthand (i.e. $\backslash[\dots \backslash]$). Should they choose to, then their question will be rendered by a JavaScript library called MathJax that displays equations in \LaTeX markup in all web browsers. [?]. If they choose not to, then whatever is entered will simply appear as the question. An example of each can be seen in the questions in Figure 3.12.

As stated in the design section, a question can have one or more answers associated with it. If it has only one answer, it makes it a short answer question allowing the student and freely type in an answer. The creator must include a “text label” for the answer which is what will appear before the text input when attempting the quiz (e.x. “ $x =$ ”). If the question has multiple answers (making it a multiple choice question), then this same text label becomes the visible text identifying one answer from another.

Switching to the perspective of a logged in student, they would see the interface show in Figure 3.13 which displays the available quizzes, some of which the student has attempted and one of which that they have not.

The screenshot shows a web interface for 'IMPETUS Cooperative Learning'. At the top, it says 'Welcome Student Example' with links for 'Logout' and 'Academic Year: 2011'. On the left is a sidebar with links: Home, Quiz, Survey, and Messaging. The main content area is titled 'Quiz List' and contains a table with the following data:

Quiz	Created	Last Attempted	Score
Linear Equations 2	Dec 5, 2011	No attempts	- / -
Nobody Take This Quiz	Nov 14, 2011	Dec 5, 2011	1 / 1
Addition 1	Nov 14, 2011	Nov 21, 2011	1 / 1
Linear Equations	Nov 13, 2011	Nov 15, 2011	2 / 2

Figure 3.13: A student’s list of available quizzes.

If the student were to attempt the “Linear Equations 2” quiz, they would then they would be presented with what is shown in Figure 3.14; a rendered version of what was being constructed in Figure 3.12. One can see that “Problem 1” has a styling that looks identical to what one would expect to see in L^AT_EX rendered document as well as a plaintext question in “Problem 2”. “Problem 1” is a demonstration of a short answer question and allows the user to freely type in an answer whereas “Problem 2” is clearly a multiple choice question.

IMPETUS Cooperative Learning Welcome [Student Example](#) — [Logout](#) — Academic Year: 2011

Home
Quiz
Survey
Messaging

Quiz: Linear Equations 2

Instructions

For each problem, solve for x.

Problem 1

$2x + 8 = 16$ $x =$

Problem 2

$10 + 3x = 31$ ☐ $x = 5$
☐ $x = 6$
☐ $x = 7$

[Grade Quiz](#)

Figure 3.14: A student attempts a new quiz.

When a student enters their answers for the quiz, the system will simply compare their answers to answers that were set during quiz creation. This implementation can only exactly compare a student’s input to the values that were given during a quiz’s creation (e.g. it can not round or reduce answers). The results of submitting a quiz for grading can be seen in Figure 3.15.

As previously stated, students have the option of taking a quiz as many times as they see fit and the system will, in turn, keep track of those attempts. This allows for analyzing student performance on individual topics and for assessing the quality of quizzes. We see

IMPETUS Cooperative Learning
Welcome [Student Example](#) — [Logout](#) — Academic Year: 2011

Home
Quiz
Survey
Messaging

Quiz: Linear Equations 2

User: [Example_Student](#)
Submitted at: Mon, Dec 5, 2011 at 3:39AM

Instructions

For each problem, solve for x.

Problem 1

$2x + 8 = 16$

x =

Incorrect, try again.

Problem 2

$10+3x=31$

x = 5 ☐
x = 6 ☐
x = 7 ☒
Correct!

Figure 3.15: A student receives the results of their quiz attempt.

the list of attempts that was made on the “Linear Equations 2” quiz in Figure 3.16.

IMPETUS Cooperative Learning
Welcome [Student Example](#) — [Logout](#) — Academic Year: 2011

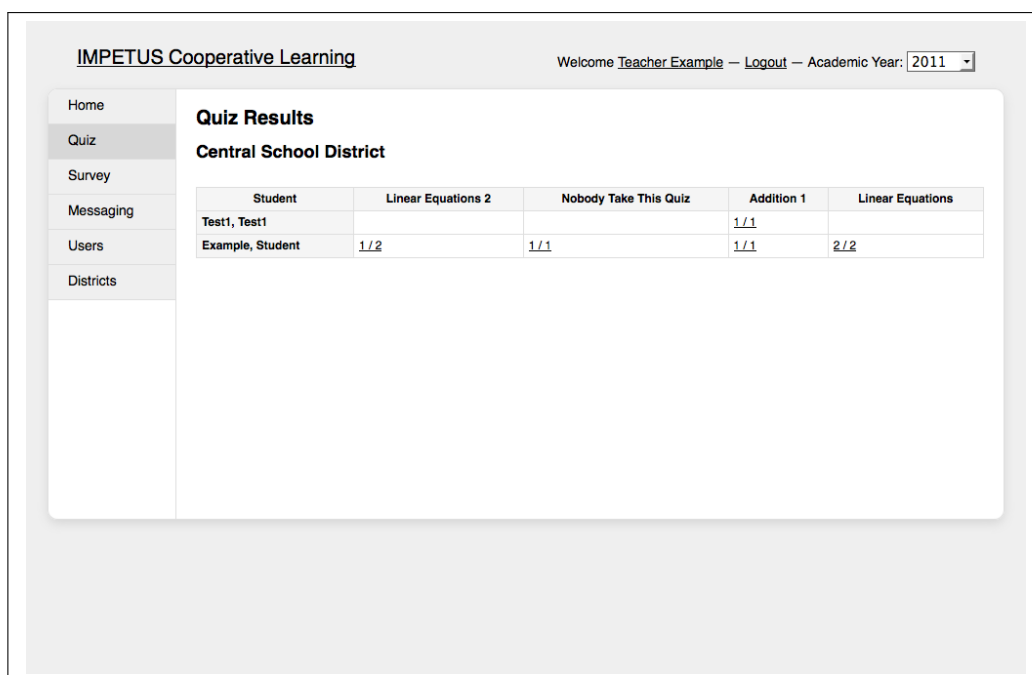
Home
Quiz
Survey
Messaging

Quiz Attempts: Linear Equations 2

Attempted	Score
Mon, Dec 5, 2011 at 3:39AM	1 / 2

Figure 3.16: A student views all of their attempts at a quiz.

Once students start answering quizzes, teachers and teaching assistants are able to see their progress on them from the results interface show in Figure 3.17. The viewing policy on quiz results is that teachers and teaching assistants may only see the students that are in the same district roster as them for the currently selected year (see §3.2.3 for details of the district and roster design).



IMPETUS Cooperative Learning Welcome [Teacher Example](#) — [Logout](#) — Academic Year: 2011

Quiz Results
Central School District

Student	Linear Equations 2	Nobody Take This Quiz	Addition 1	Linear Equations
Test1, Test1			1/1	
Example, Student	1/2	1/1	1/1	2/2

Figure 3.17: A teacher views the quiz results of the students in their district.

3.2.6 Survey System

Having an integrated survey system as part of the Collaborative Environment is critical not only for the collection of data, but also for tracking student participation. If a student is not actively participating, then this can be treated as an early intervention indicator thus allowing them to receive more attention. Having surveys be integrated with the rest of the Collaborative Environment, as opposed to outsourcing this functionality to another service (e.g. Google Docs Spreadsheet forms), allows for all centralization of student data. Had this

data been available in several spots, it would then require aggregation which might result in a loss of data.

Design

A survey is designed in a nearly identical fashion to that of a quiz. The only difference being that a survey is not allowed to have multiple submissions by the same user (whereas with quizzes, a single user may attempt the same quiz numerous times). Surveys can also be broken up into two sets of relationships: 1) a survey, its questions, and its question's answers; and 2) a user, their submission of a survey, and what they answered for each question in that submission.

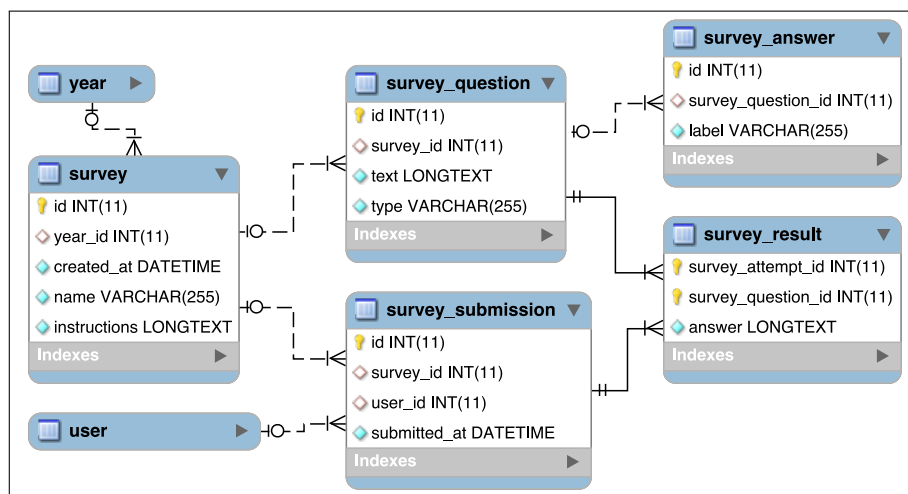


Figure 3.18: Survey and Survey Submission EER

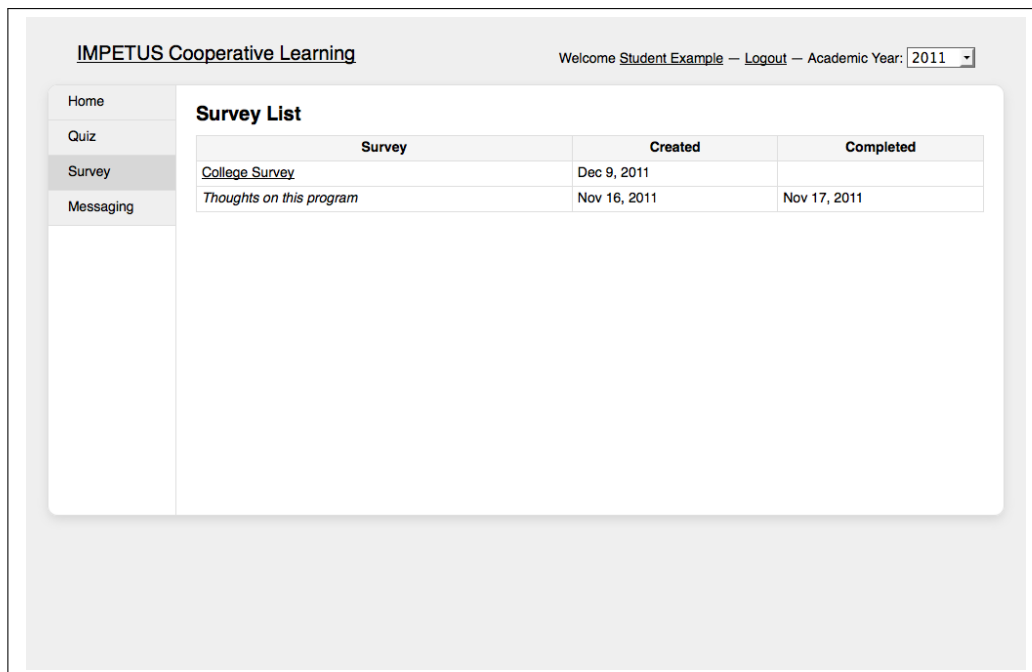
Figure 3.18 shows that one survey may have multiple questions and that a question may have multiple answers. A survey question may be one of three types: multiple choice, short answer, and a likert scale. A likert scale question is a shorthand for making a multiple choice question with these answers: “disagree strongly”, “disagree”, “disagree somewhat”, “no opinion”, “agree”, “agree somewhat”, and “agree strongly”.

Storing what each user’s answers for a particular question in a survey requires that there

exist a many-to-many relationship between a survey submission and a survey question called result. Each result is able to store the answer a user provided.

Implementation

Privileged users are permitted to create surveys and do so using the interface seen in Figure 3.20. The creator must supply a name for the survey and, optionally, instructions for the survey participants to follow. Following this, they may add as many of the three possible question types (multiple choice, short answer, and scale) as are necessary.



The screenshot shows a web interface for 'IMPETUS Cooperative Learning'. At the top, there is a navigation bar with 'Welcome Student Example', a 'Logout' link, and an 'Academic Year' dropdown menu set to '2011'. On the left, there is a sidebar with links for 'Home', 'Quiz', 'Survey' (which is highlighted), and 'Messaging'. The main content area is titled 'Survey List' and contains a table with three columns: 'Survey', 'Created', and 'Completed'.

Survey	Created	Completed
College Survey	Dec 9, 2011	
<i>Thoughts on this program</i>	Nov 16, 2011	Nov 17, 2011

Figure 3.19: A student views a list of incomplete and completed surveys.

The first question in Figure 3.20 is a multiple choice question. Once the text is added, the creator may add as many possible answers as necessary to the question. The next question is a short answer, allowing a participant to freely type in an answer. Lastly, there is a scale question. The agreement scale will automatically be output when someone views the survey.

IMPETUS Cooperative Learning
Welcome [Teacher Example](#) — [Logout](#) — Academic Year: 2011

Home
Quiz
Survey
Messaging
Users
Districts
Analytics

New Survey

Name
College Survey

Instructions
Please answer all of the questions.

Multiple Choice Question

Question
Did you apply to college?

Label
Yes
Remove Answer

Label
No
Remove Answer

Add Answer

[Remove Question](#)

Short-Answer Question

Question
What are you plans after graduating?

[Remove Question](#)

Scale Question

Question
The IMPETUS program helped me with the college decision process.

[Remove Question](#)

[Add Multiple Choice Question](#) — [Add Short Answer Question](#) — [Add Scale Question](#)

[Save Survey](#)

Figure 3.20: A teacher creates a new survey.

As a student that is interested in participating in a survey, they would first encounter a list of surveys organized by their completion state. A survey can only be completed once so the list of italicized entries is just to act as proof of submission. In Figure 3.19, the survey being created in Figure 3.20, “College Survey”, is now available to completed.

The screenshot shows a web application titled "IMPETUS Cooperative Learning". At the top right, it says "Welcome Student Example — Logout — Academic Year: 2011". On the left is a navigation menu with "Home", "Quiz", "Survey" (highlighted), and "Messaging". The main content area is titled "Survey: College Survey" and "Instructions". Below the instructions, there are three questions:

- Question 1:** "Did you apply to college?" with radio buttons for "Yes" (selected) and "No".
- Question 2:** "What are you plans after graduating?" with a text input field containing "Go to college and major in Computer Science."
- Question 3:** "The IMPETUS program helped me with the college decision process." with radio buttons for "Disagree Strongly", "Disagree", "Disagree Somewhat", "No Opinion", "Agree Somewhat", "Agree", and "Agree Strongly" (selected).

At the bottom of the survey area is a "Submit Survey" button.

Figure 3.21: A student attempts a new survey.

Upon choosing to participate in the “College Survey”, the student will complete it using the interface show in Figure 3.21. Once a submission occurs, a student will not be allowed to see either the results or what they submitted. This is reserved for privileged users.

At any time after a survey has been released, its live results can be viewed by privileged users via an interface such as the one seen in Figure 3.22. For each question in the survey, if

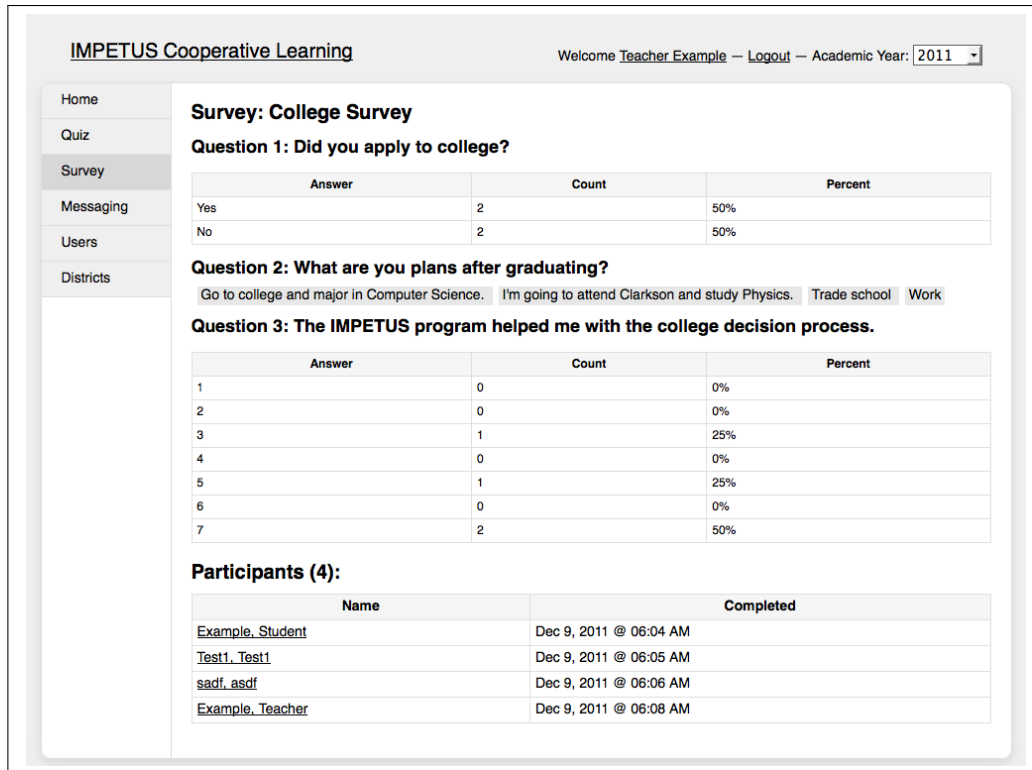


Figure 3.22: A teacher views the results of a survey.

the question was multiple choice or a scale, then the number and percentage of each answer is provided. If the question was a short answer, then an accumulation of the answers is provided. Additionally, a list and total number of participants is shown below the question data.

3.2.7 Messaging

To facilitate communication between all of these users, a messaging system was devised that would allow for a quick means of contacting either a user or a group of users. A problem that IMPETUS has continuously faced is that of organizing the contact information of all its associated people. There was no quick way to contact students and contacting teachers involved sorting through contact lists.

As a solution to this, the Collaborative Environment has a simple messaging system that

allows for contacting any of the systems registered users. One may send a message to just an individual, a group of individuals, or even an entire class of users quickly. The system keeps track of messages internally, but is capable of notifying a user of a new message via email if they have an email address associated with their account.

Design

The messaging system treats messages and their replies as a correspondence thread, that is, one message is a parent and then replies may be added after that parent. When a new message is created, a single instance of that message is stored in the message table (see Figure 3.23). All of the designated recipients are then added to the recipient table, including the sender themselves. This means that even though a message will be sent to at least two people, there is only ever one instance of the message itself and all recipients are basically given viewing rights to that message via the recipients table. When a user has opened a message or deletes it, their entry in the recipients table for that message is simply modified.

If a message is a reply to a parent, then its entry in the message table is marked as such and all the recipients of the parent message will then receive a copy of the reply.

Having a message system built like this allows for an archive of messages and reduces message text duplication in the database.

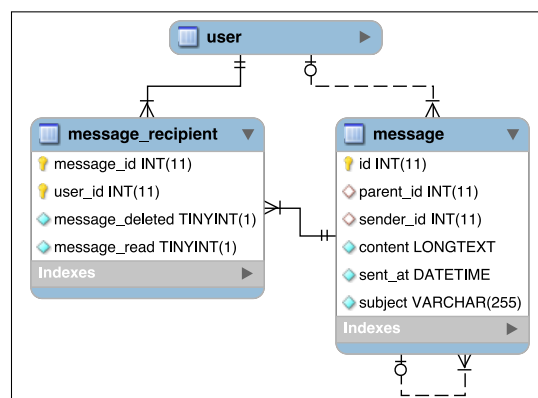
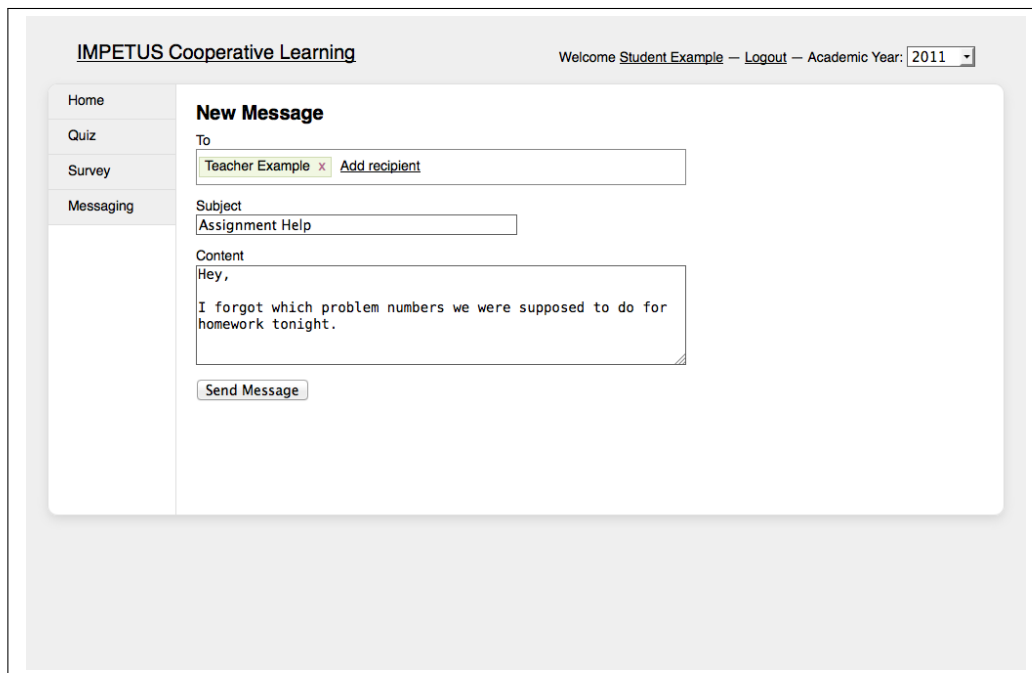


Figure 3.23: Message and Message Recipient EER

Implementation

As stated previously, any registered user in the system has access to the messaging feature and, as such, can message any other user in the system. In Figure 3.24, a student is sending their teacher a message regarding a homework assignment. The “To” field allows for any number of recipients to be added to it via an autocompleting search feature. Recipients can also be classes of users such as “Students” as a quick way of addressing all the users in the system that have the student role. Upon sending the message, it will appear in both the sender’s and the recipient’s message lists (but in the case of the sender, it will be marked as read). Additionally, if the recipients have an email address associated with their account, a copy of the message will be sent to that address along with a link to view the message in the Collaborate Environment. The message list acts as a combination of an inbox and an outbox.



The screenshot displays the 'IMPETUS Cooperative Learning' web application. At the top, a navigation bar includes the site name, a user greeting 'Welcome Student Example', a 'Logout' link, and a dropdown menu for the 'Academic Year' set to '2011'. On the left, a sidebar menu contains links for 'Home', 'Quiz', 'Survey', and 'Messaging'. The main content area is titled 'New Message' and contains the following fields: a 'To' field with 'Teacher Example' selected and an 'Add recipient' link; a 'Subject' field with 'Assignment Help'; and a 'Content' text area containing the text 'Hey, I forgot which problem numbers we were supposed to do for homework tonight.' Below these fields is a 'Send Message' button.

Figure 3.24: A student sends a new message to their teacher.

When the teacher that was marked as the recipient of the student’s message checks their

message list (Figure 3.25), they will see it at the top and highlighted as it is an unread message.

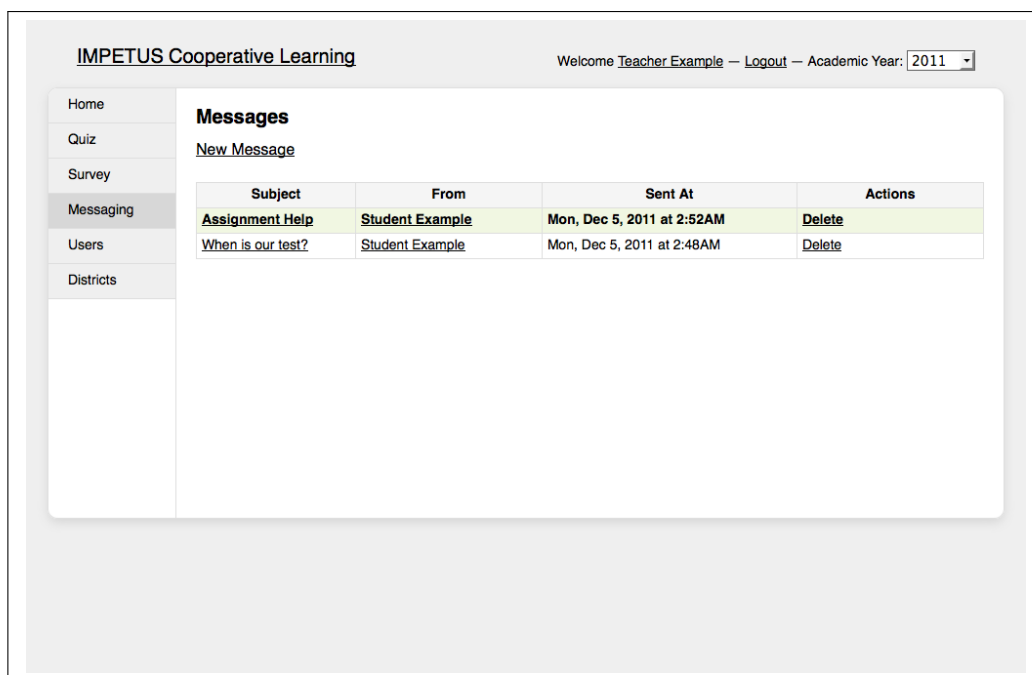


Figure 3.25: A teacher views their message list.

Viewing a message will open the chain of messages with the parent at the top. In this case, since the student was the original sender, their message will appear at the top of the list and replies will be appended. The teacher responds the student's inquiry, as shown in Figure 3.26, and an email will be sent to the student, if appropriate, notifying them of the response. If the teacher were to return to their message list, the thread of messages will now be marked as unread.

3.2.8 Analytics

As stated in §1.1, a motivation behind creating the Collaborative Environment is to collect data about the individuals using it, in particular, the students. The methods that have been described for storing and organizing student personal data (§3.2.2), educational data (§3.2.2

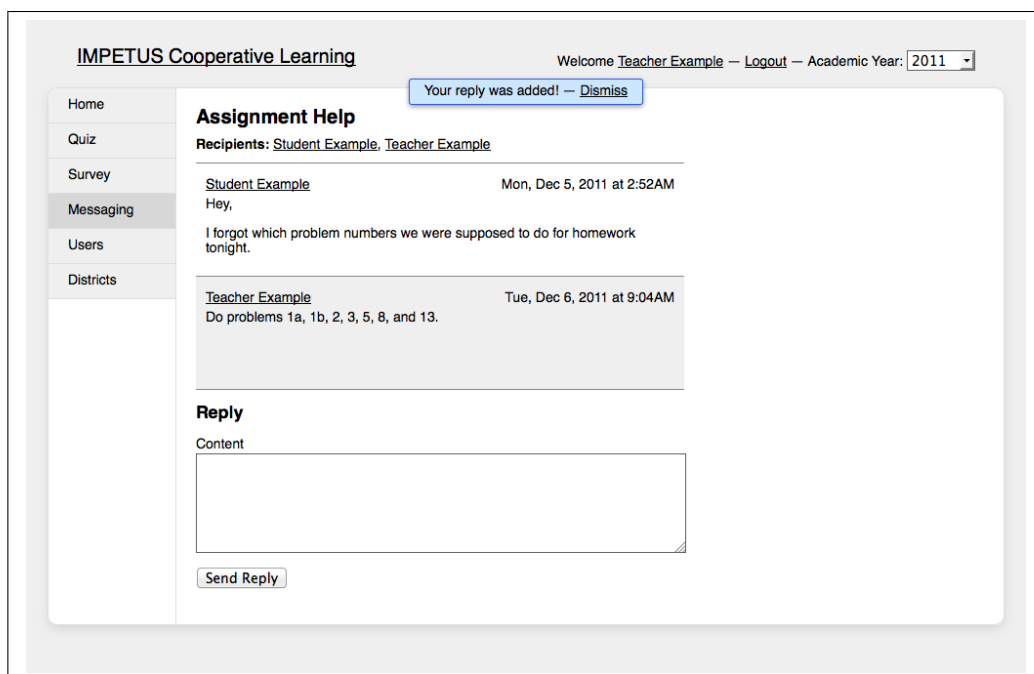


Figure 3.26: A teacher replies to a student's message.

and §3.2.3), and quiz results (§3.2.5) also need retrieval methods that will combine said data into more meaningful representations.

An organization funded by STEP must submit, each a year, a report to the Education Department that summarizes data about the participants, activities, program content, and outcomes. This summary data is required in a tabular form as specified by a master report form which the Education Department provides [?], examples of which are a participant roster, participating school roster, student assessment scores, SAT scores, and student graduate placement.

The Collaborative Environment uses the data it collects to output a web based version of the state-requested information in a format that matches what is expected by the annual report. Additionally, it will output the same data as a comma-separated value (CSV) file for manipulation and more advanced processing via a spreadsheet program.

Design

Gathering the data to output is a straightforward process when using the tables described in the previous sections, it is just a matter of constructing database queries to get the result you want. Once a result set of a data has been generated, outputting it depends on how it was requested.

A result set can be returned to the requesting user as either an HTML table on a webpage or as a CSV file to be downloaded. Both of these formats are basically tables, just one has all of its data wrapped by HTML tags and the other by commas. This is an ideal scenario for the use of abstraction which Figure 3.27 outlines.

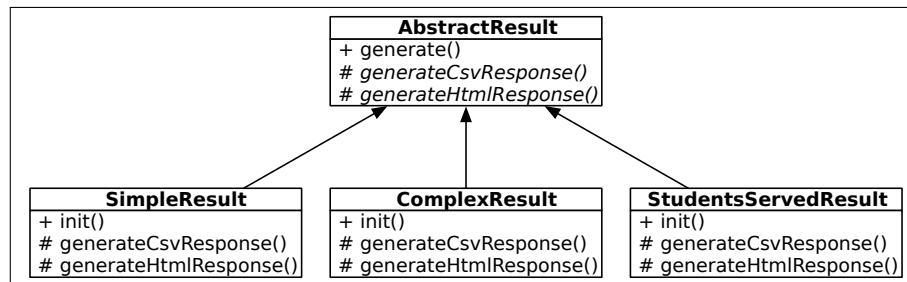


Figure 3.27: Analytics UML Object Diagram

Since all analytical queries will have a result set of data that is tabular in nature, we can abstract that notion into **AbstractResult**. It basically represents that idea that results will have to be outputted based on one of two formats, either HTML or CSV, but how exactly that is done is left up to a specific implementation (e.g. a table of participants in STEP will look and be implemented differently than from a table of how many males in each grade of each ethnicity participated in STEP for a given year).

The **SimpleResult** implementation is for outputting a result set where each row's cells are independent of each other (i.e. the value of one will not influence the value of another). An example of this would be outputting a list of user: the result set is just every row of the user table. On the other hand the **ComplexResult** implementation is used for outputting

a result set where some columns are dependent on others. For example, the Collaborative Environment keeps track of an arbitrary set of activities that student participation in will be tracked. If one were to query for how many participants are enrolled in each activity, that number is, obviously, dependent on the activity and, as such, two queries must occur: first for all activities, then for each activity, query for how many students participate in it.

Sometimes a result set must be generated that does not fit the simple or complex implementations, in which case a more specialized implementation is needed, as is the case with `StudentsServedResult`. In this case, it can handle outputting two result sets at once.

The abstract design allows for a lot of code reuse as well as the flexibility to handle unique circumstances.

Implementation

The current implementation of the Collaborative Environment only allows administrators to access the analytics menu, which can be seen in Figure 3.28. This list provides access to the current analytical tables HTML and CSV formats. Adding support for all of the tables that the Education Department requires be filled out annually is part of the project's future work. It is worth noting that all of data that will be outputted is year dependent and based on the currently selected academic year. Screenshots can be found in Appendix B.

3.3 Summary

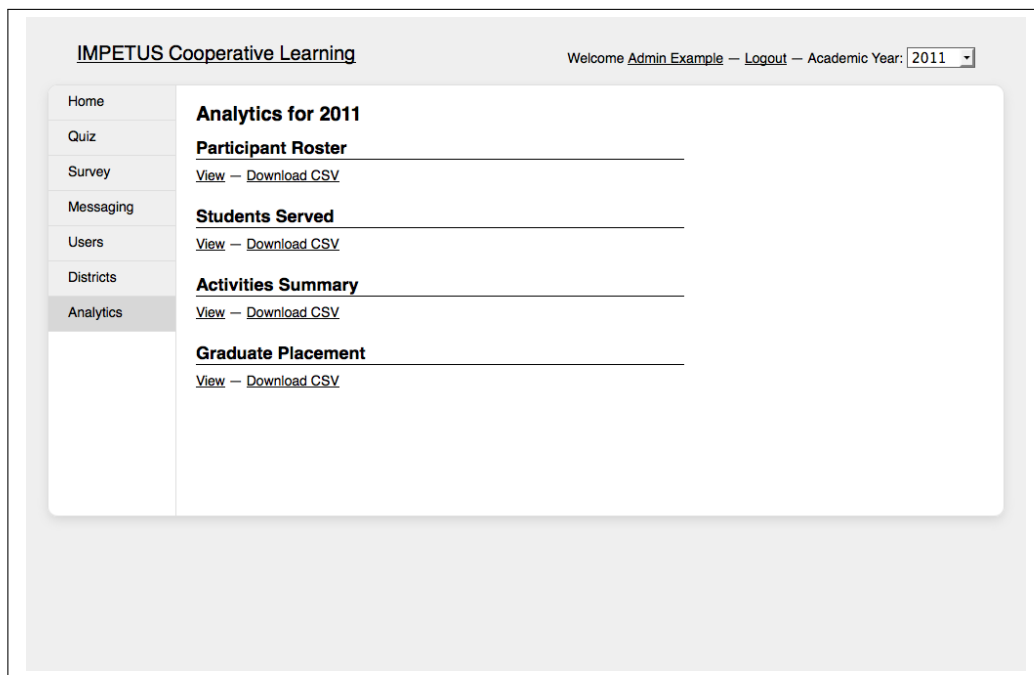


Figure 3.28: The currently implemented analytical tools available to an administrator.

Chapter 4

User Survey

In this chapter, the details and results of a user survey that was conducted are described.

4.1 Study Goals

As stated in §1.4, the Collaborative Environment is being developed using a modified water-fall model. This means that the verification stage can lead back to the requirements or design stage. The idea is that the feedback received while verifying very often leads to uncovering flaws in the design.

There are two motivations behind performing this study:

1. To gather an initial set of qualitative data for future quantification; and
2. To get comments and suggestions regarding the features.

Even though only one usability test was conducted, the answers to its qualitative questions should provide some insight into effectiveness of the Collaborative Environment.

4.2 Participants

IMPETUS administrators, teachers, and graduate fellows were given the opportunity to participate in this user study. These classes of users were chosen because they would have

access to the most breadth of implemented features in the Collaborative Environment. The candidates had not had any prior hand-on experience with this system and only knew of its development (i.e. there was no familiarity bias) and were asked to participate during an IMPETUS campus event hosted at Clarkson University. Participants were given a unique set of credentials at the start of the survey to use in the demo installation of the Collaborative Environment. This was to ensure that all participants would have access to an identical set of data in the system.

4.3 Procedure

The survey was created using a Google Docs Spreadsheet form and designed to be used as a guide through a series of typical interactions with the Collaborative Environment. In particular, the participants played the role of a teacher and, as the survey instructed them on what tasks to perform, it also acted as a way for them to leave feedback as they proceeded. To accomplish this, the participant needed the survey open in one browser tab/window and the Collaborative Environment open in a second then switch between them.

4.4 Responses

Throughout the survey, users faced four varieties of questions, each of which served a different purpose:

Likert Scale – Agreement

These opinion questions have the participant rate their own responses. They can provide fine grain insight into larger pieces of software, but are most valuable when compared to additional iterations of a survey. When comparing two sets of survey results it is possible to quantify the changes.

Likert Scale – Satisfaction

These broad questions allow for a generalization of opinion regarding a large system feature. When used in conjunction with a short answer question, those that are dissatisfied are able to say exactly why.

Short Answer

Gives the participant the flexibility to say whatever they would like.

Qualitative Multiple Choice

Questions of this type have a correct answer. They are like sanity checks and can be used to judge whether or not users are actually able to perform a task rather than just provide an opinion.

4.5 Results

test

test

test

Question		Disagree Strongly	Disagree Somewhat	Disagree	Neither	Agree	Agree Somewhat	Agree Strongly
Logging in is too complex.	67% (12)	11% (2)	6% (1)	11% (2)	6% (1)	-	-	
Switching between Academic Years is easy.	11% (2)	-	-	6% (1)	6% (1)	22% (4)	56% (10)	
Navigating to the User editor is easy.	6% (1)	-	-	22% (4)	6% (1)	22% (4)	44% (8)	
I intuitively knew how to add a Course and a Standardized Exam score to a User.	6% (1)	-	-	17% (3)	-	50% (9)	28% (5)	
Students can be added to the system easily.	6% (1)	-	-	11% (2)	11% (2)	22% (4)	50% (9)	
Students can easily be added to a District's roster.	6% (1)	-	6% (1)	22% (4)	22% (4)	11% (2)	33% (6)	
I find Districts to be confusing.	44% (8)	6% (1)	6% (1)	22% (4)	17% (3)	-	6% (1)	
It is easy to add recipients to a message	-	-	6% (1)	11% (2)	17% (3)	11% (2)	56% (10)	
The messaging system is intuitive.	-	-	6% (1)	17% (3)	6% (1)	22% (4)	50% (9)	
Creating a Survey is confusing.	39% (7)	17% (3)	33% (6)	6% (1)	6% (1)	-	-	
Creating a Quiz is confusing.	17% (3)	6% (1)	22% (4)	28% (5)	11% (2)	11% (2)	6% (1)	

Table 4.1: Likert Scale – Agreement: Questions and Results

Question	Grade 9	Grade 10	Grade 11	Grade 12	Unsure
What grade is Sally in during Academic Year 2010?	-	-	83% (15)	11% (2)	6% (1)

Table 4.2: Results of a test to see if year switching is accomplishable; Grade 11 is correct.

How satisfied are you with ... ?		Extremely dissatisfied	Dissatisfied	Neither	Satisfied	Extremely satisfied
The live user search feature	6% (1)	6% (1)	22% (4)	28% (5)	39% (7)	
The types of data that the Survey Results provides you with	-	11% (2)	17% (3)	56% (10)	17% (3)	
The types of data that the Quiz Results provides you with	-	6% (1)	50% (9)	33% (6)	11% (2)	
User creation	-	-	11% (2)	33% (6)	56% (10)	
User editing	-	-	11% (2)	33% (6)	56% (10)	
District editing	-	6% (1)	22% (4)	22% (4)	50% (9)	
Messaging	-	-	17% (3)	39% (7)	44% (8)	
Survey creation	-	-	17% (3)	56% (10)	28% (5)	
Survey results	-	-	17% (3)	44% (8)	39% (7)	
Quiz creation	-	11% (2)	33% (6)	33% (6)	22% (4)	
Quiz results	-	6% (1)	28% (5)	44% (8)	22% (4)	
Overall system	-	-	11% (2)	61% (11)	28% (5)	

Table 4.3: Likert Scale – Satisfaction: Questions and Results

Chapter 5

Summary and Conclusions

5.1 Conclusions

5.2 Future Work

Bibliography

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Appendix A

User Manual

Appendix B

Analytical Data Screenshots

The screenshot displays the IMPETUS Cooperative Learning web application. At the top, the header includes the application name 'IMPETUS Cooperative Learning' on the left, and user information 'Welcome Admin Example — Logout — Academic Year: 2011' on the right. A vertical sidebar on the left contains navigation links: Home, Quiz, Survey, Messaging, Users, Districts, and Analytics (which is highlighted). The main content area is titled 'Participant Roster for 2011' and contains a table with four columns: '#', 'Name (Last, First)', 'Class Level', and 'School'. The table lists three participants. Below the table is a link labeled 'Download CSV'.

#	Name (Last, First)	Class Level	School
1	Example, Student	12	Central School District
2	Student, New	10	Public School District
3	Test1, Test1	12	Central School District

[Download CSV](#)

Figure B.1: Sample listing of all STEP student participants.

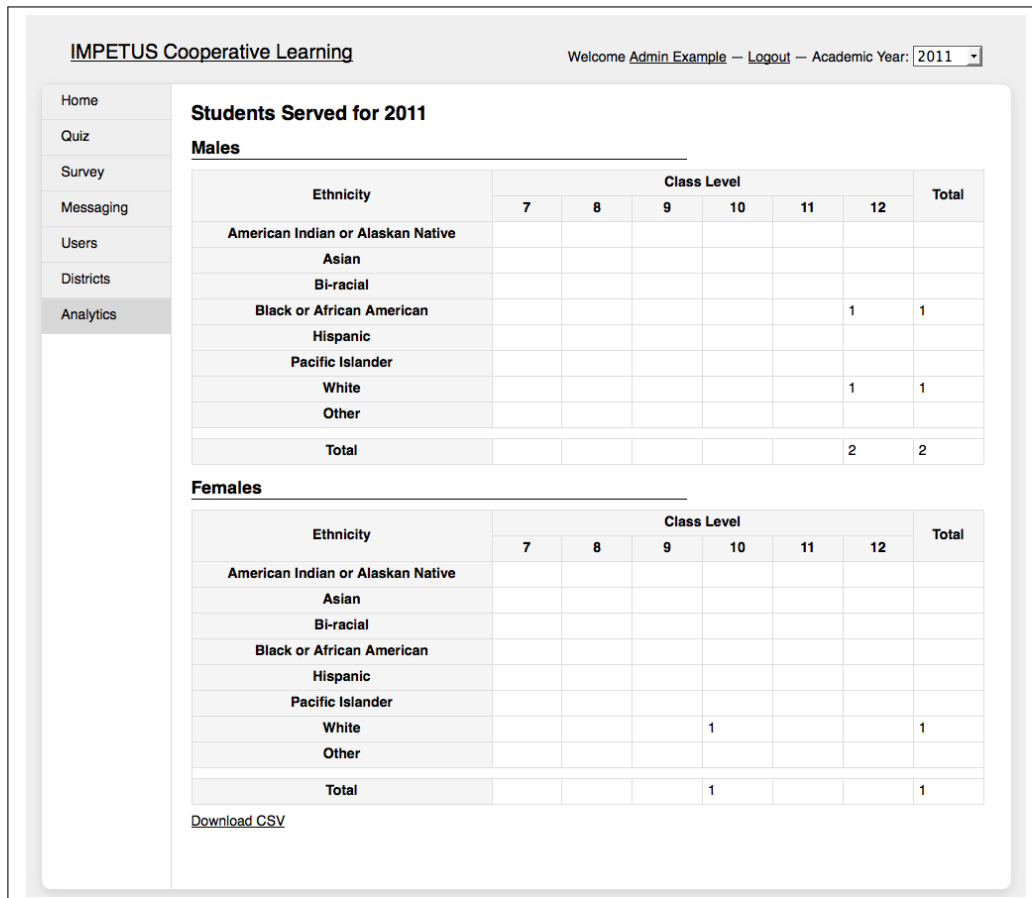


Figure B.2: Sample listing of the number of students of each ethnicity in grades 7-12 grouped by gender.

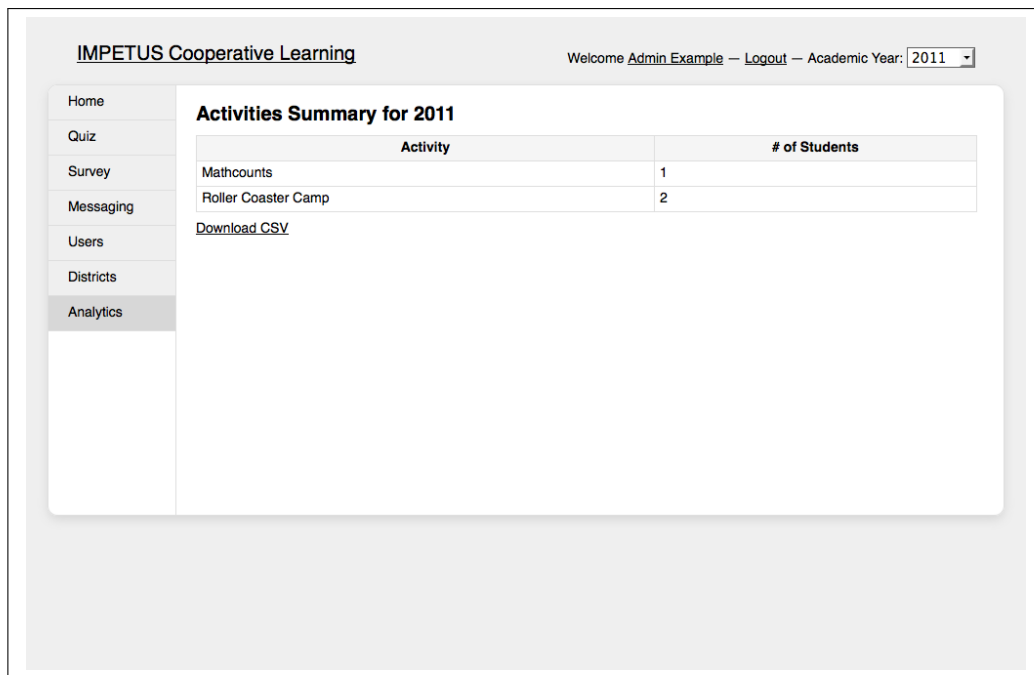


Figure B.3: Sample listing of the number of students participating in each activity.

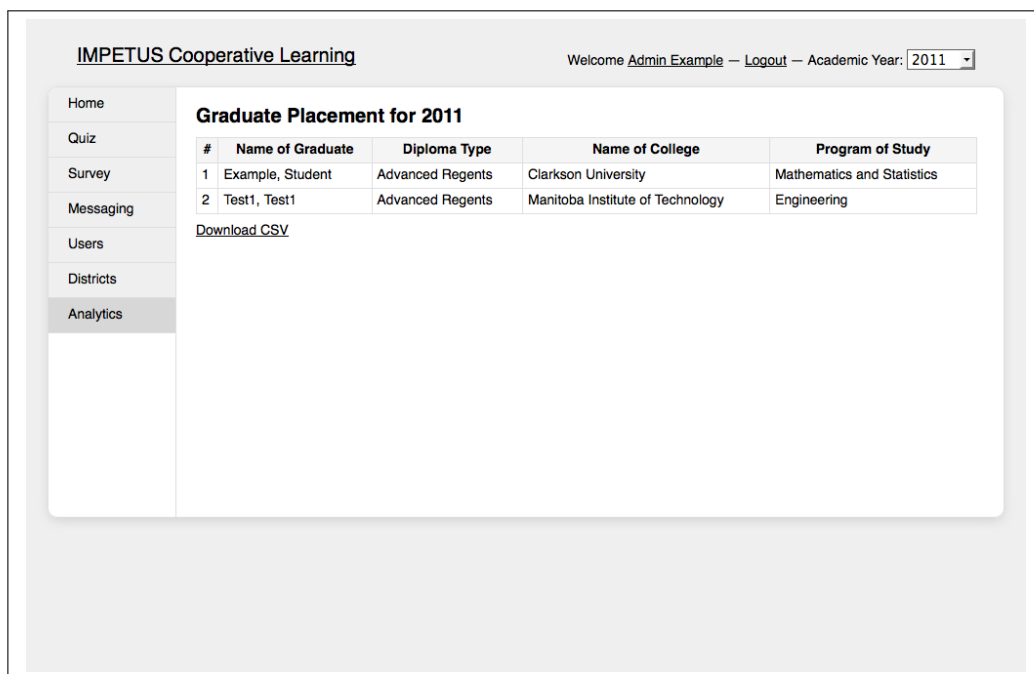


Figure B.4: Sample listing of each graduating student and details of the college they will attend.