Milestone 3: DocuMed

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Narrative Walkthroughs

Key elements: Top bar buttons, Dashboard dependency, Popup document reader
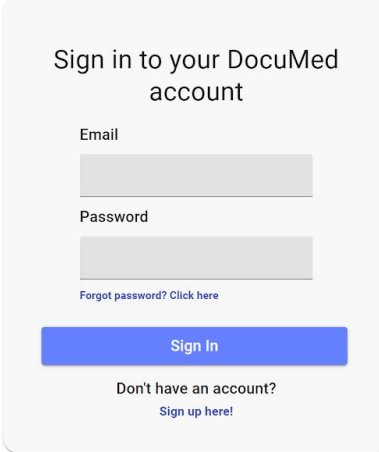
1.1 Sign Up (Landing) Page:

The landing page provides a short description of DocuMed, as well as a sign-up form that new participants can utilize in order to create a new DocuMed account. Alternatively, returning participants can click "or sign in" to navigate to the sign in page.

Welcome to DocuMed

Sign in to your DocuMed
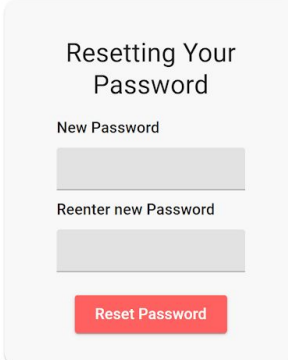account

Email

Password

Forgot password? Click here

Sign In

Don't have an account?
Sign up here!

1.2 Sign In Page:

The sign in page allows for returning participants to access their account. If new participants accidentally click the sign in option or somehow navigate to the sign in page, they can click the "Don't have an account? Sign up here" dialogue to return to the landing page.

Welcome to DocuMed

Resetting Your
Password

New Password

Reenter new Password

Reset Password

1.2.1 Forgot Password Page:

The forgot password page allows participants to reset their password after potentially receiving a link in their email. The participant will simply be prompted to enter a new password, and re-enter their new password.

DocuMed

Dashboard

Dashboard	**Welcome to your DocuMed portal,**
MyDocs	John Doe
Upload Docs	
Contact Doctor	
Contact DSS	

Alerts	Date
You have 3 new documents in MyDocs	10/15/20
You have 6 new accommodations in MyDocs	10/15/20
Your doctors note was rejected.	10/18/20
You uploaded 3 new documents to MyDocs	11/15/20

1.3 Dashboard:

The dashboard in this design is the hub for everything that the participant does. It can navigate to all other pages of the site with a single click. The participant can check their documents, upload new documents, contact their doctor, contact DSS, access settings, and sign out.

1.3.1 Documents & Accommodations:

The Documents & Accommodations page allows the participant to access all of the doctors notes sent to the participant by his or her doctor (left panel) as well as all accommodations that the participant has been granted, by which doctor, and when the accommodations were added.
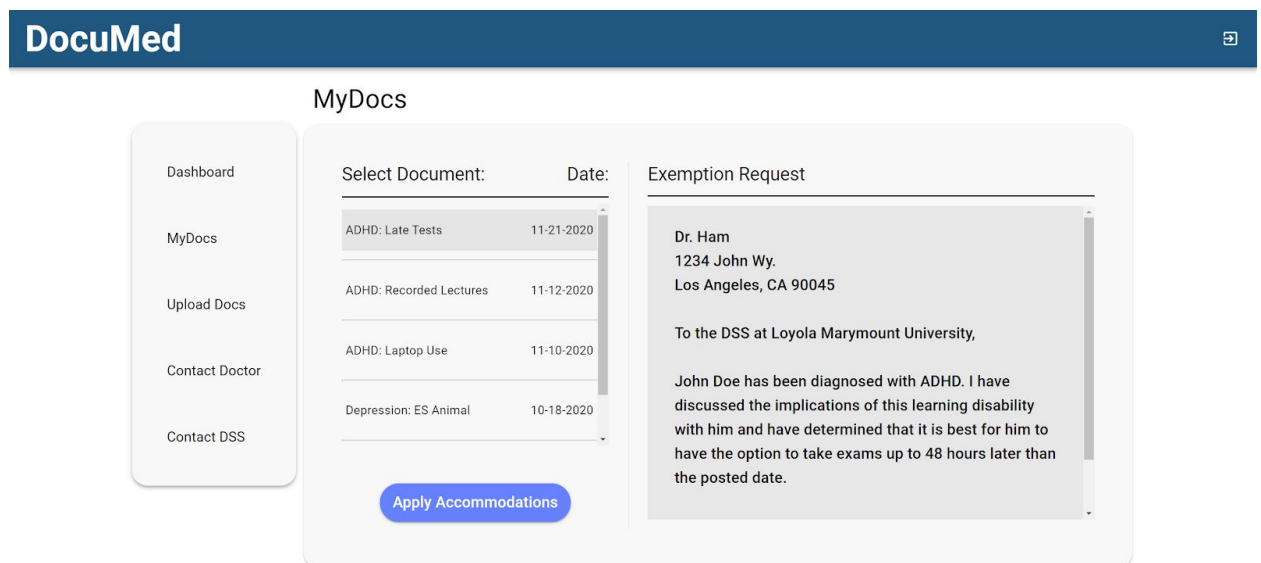
Apply Accommodations Feature: This button serves as a link to a subsection of our MyDocs page. Instead of creating an entirely new tab in our sidebar. **Scrollbar Feature:** This scroll bar was implemented to avoid resizing of text or the window itself with the addition of documents and longer doctors notes to display. Any number of documents can be added very easily and the participant can navigate through the finder on the left hand side which is conveniently ordered by date in descending order.

Document Reader:

The document reader is a page that opens when the participant selects a document to read. The left half shows the finder for all documents stored on the participant's account and the right half shows the full text of the document. The participant can also press "Apply Accommodations" at the bottom left side of the screen to be taken to the Apply Accommodations page.

DocuMed

MyDocs > Accommodations

Dashboard	Select Class:	Select Accommodations:
	CMSI 485	☐ 1.5x Time on Exams
MyDocs		☐ Frequent Breaks
	CMSI 370	☐ Recorded Lectures
Upload Docs		☐ Emotional Support Animal
	CMSI 385	
Contact Doctor	CMSI 386	
Contact DSS	CMSI 482	

Cancel   Done

a. **Accommodation Selection:**
   The accommodation selection page allows the participant to select which accommodations are applied to which classes. The left panel allows the participant to select one or multiple classes, and the right panel allows the participant to select one or multiple accommodations to apply to the selected classes.

DocuMed

Contact Doctor

To:

Dashboard

I'd like to request a document for the accommodations we discussed.

MyDocs

Upload Docs

Contact Doctor

Contact DSS

SEND

Send Message Feature: When a message is sent, a confirmation message will replace the space of the message and dropdown menu to tell the participant that the message has been properly sent, which then prompts the participant to return to the dashboard.

DocuMed

Contact DSS

Dashboard

MyDocs

Upload Docs

Contact Doctor

Contact DSS

Your message has been sent!
Return to dashboard

1.3.2 Doctor Contact:

The doctor contact page allows for the participant to easily contact their doctor(s) to request documents pertaining to their learning disorder(s), as well as request notes for accommodations.

DocuMed

Contact DSS

Dashboard

MyDocs

Upload Docs

Contact Doctor

Contact DSS

To:

I uploaded a document to my profile and applied it to several classes.

Open Grammarly

SEND

1.3.3 DSS Contact:

The DSS contact page allows for the participant to easily contact members of their college's department of student services for any questions, concerns, or requests. The send message feature applies to both.

DocuMed

Upload Documents

Dashboard

MyDocs

Upload Docs

Contact Doctor

Contact DSS

Drag and drop a file here or click

All uploaded documents can be found in MyDocs

Cancel   Done

1.3.4 Document Upload:

The document upload page allows for the participant to upload external documents to DocuMed. This is in case the participant has gotten a physical note from a doctor pertaining to the participant's learning disabilities that needs to be uploaded to DocuMed.

DocuMed

You have successfully signed out.

Sign back in

1.4 Log Out:

Once logged out, the participant will get a dialogue screen indicating the session has been terminated and the participant has been safely logged out.

Features

- Create your own DocuMed account
  - Using your name, email, school, and password
- Reset your password if needed
  - It's very easy!
- Access doctors notes that have been sent to you via DocuMed
  - You can read through any document that your doctor has sent you via DocuMed using the MyDocs document reader.
- Upload PDF/docx/doc files of doctors notes that you have in physical form
  - This can be done via the upload page.
- Apply accommodations directly to each class you have
  - Our accommodations page allows you to select a document that contains accommodations, and then for each class, you can select which accommodations from that document that you want applied to said class.
- Contact your doctors or your school's DSS directly from DocuMed
  - DocuMed allows you to easily send messages to both DSS and your very own doctors using the contact pages in DocuMed.
- Securely log out
  - It's secure! We said so! (We sell your data)

Usability Specification

Attribute	Measurement	Value	Applies To	Preconditions
Initial Performance	Finding a Doc	Time, clicks	All participants	Start at the dashboard
	Requesting an accommodation			Start at the dashboard
	Contacting DSS			Start at the dashboard
	Signing Up	Time		Start on sign-in page
	Logging out			Start on sign-in page
Impact	Side-By-Side test			Start with requesting a doctors note
Satisfaction	Questionnaire	Scale		Having used the standard system AND DocuMed

Benchmark Tasks:
1. Have the participant sign up for an account.
2. Have the participant sign into their account.
3. Have the participant try to request a new password
4. Have the participant contact a member of DSS and send a message
5. Have the participant contact a doctor and send a message
6. Have the participant access a document via MyDocs
7. Have the participant upload a document
8. Have the participant upload a document, then find it in MyDocs
9. Have the participant select a MyDocs document, and apply one accommodation per class
10. Have the participant log out

Subjective Questionnaire Questions:

We would use a mixture of the Likert Scale and multiple choice questions:

1. On a scale of 1-10, how much did you enjoy the color scheme?
2. On a scale of 1-10, how difficult was it to navigate the interface, with 1 being very difficult and 10 being very easy?
3. What was the most enjoyable process?
4. What was the most difficult process?
5. Do you think DocuMed is easier or more difficult to use than the current process of requesting accommodations?

Interview Questions to ask before a participant uses the system:

1. How many times a week do you use a computer?
2. How do you feel about the current system of acquiring accommodations for medical issues for school?
3. Have you ever had to acquire accommodations for school?
4. Have you ever had any difficulty obtaining doctor's notes to approve accommodations you were seeking?
5. Do you think that a fully online system for obtaining doctors notes and applying accommodations for each of your classes would be a more ideal setup?

Interview Questions to ask after a participant uses the system:

1. How likely would you be to use this service?
2. How likely would you be to recommend this service to a friend?
3. At any point, did you run into issues with the system or feel unsure about how to navigate your account?
4. In one word, how would you describe the way the design made you feel?
5. Do you believe that using this system could make it easier to communicate with your doctors and professors?

Other evaluation techniques and why it was or wasn't appropriate to use them:

1. Broad randomized surveying: This method was inappropriate because it would include an audience that did not need DocuMed.
2. Within-subjects: This method is inappropriate because many of our participants would not have adequate access to LMU's or similar school's accommodations and document handling services.