

User Brief

The user test is designed rigidly.
Room for suggestions; conversation is left at the end
The questions in the interview are always the same to make it easier to build a persona of student of KEA
By asking simple questions I want my interviewers to relax and describe their feeling about mistakes on fronter website and hopefully some insights on those problems
User Test is performed using thinking aloud method
I also collected not recorded data and insight from other students I written it as bulletpoints of what we know about fronter what we need it for what we'd like to use it for

I collected some insightful input about fronter and found out that despite it's faults it generally serves it's purpose to most of the users. The students use it everyday so they got to know how to work with it. Maybe they adapted to it so quickly simply because they didn't have choice.

Questions

when did yo come to Copehagen?

what do you study at KEA?

what digital tools do you use to for study related information and communication ?

How often do you log in to those platforms? How would you contact one of your teammates? How often do you have problems with login? Do you have any other problems?

Tasks

find tte first presentation you had on KEA.

find information about passible erasmus destina- tion for you.

given tasks are ought to find out how different people use fronter and how good do they know it

students will be doing those type of tasks when building portfolio and looking for internship, erasmus programme soon

the optimal route to both of the tasks is 3 clicks and maximum time should be 4 minutes

the task find the first presentation was changed to find first presentation that was presented to you because the former one was not precise enough.

rest of them were straight forward and finding erasmus destinations was not an easy task even for experienced users.

Most of the tasks executions took more then 7-8 clicks.

Ask questions one by one
Wait till the person says it all
Don't Interrupt
Don't steer their answers
Don't help during tasks
Try to stay objective and not suggest anything Match interviewer and interviewee.
Don't share questions in advance if at all possible Ask permission to record.
Record Carefully

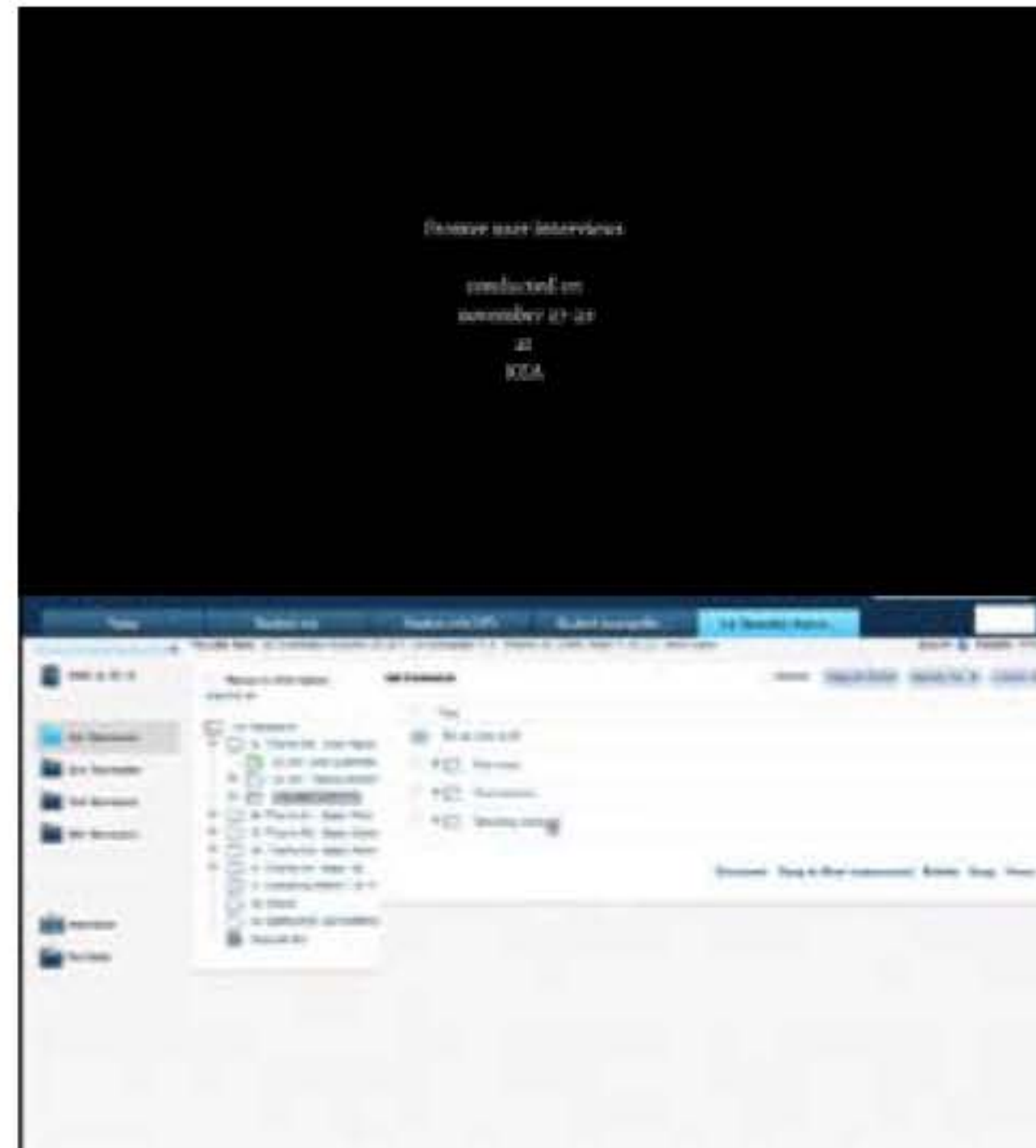
I tried to follow this guidelines and i think it went pretty well.

Description of test participants

Test participants are students at KEA Their age ranges from 19-25
Their nationality is varied
Their computer background also varies They use fronter since
about 3 months They use it pretty much on daily basis
They use also messenger and google drive
to communicate and share work within school

Test participants backgrounds matched my initial assumptions.

<https://youtu.be/NIBZazZE6kU>



Video presenting three user flows by fellow students.

I took some insight from the videos but the side notes gave me more detailed information then the screen footage.

The video interviews are sometimes hard to follow and might be a struggle to get something out of it if you have not made enough notes. In my opinion they should be treated as a backup.

Collected group research - insights



knows:
how to find
-hand in
-timeline
-presentations
-news
-mails to teachers
-reading list

fronter serves it's purpose for it's
client
but should be simpler and more
clear

unknowns:
layout
custom settings
changing language

users don't know how to :
message with teacher
bookmark
check for grades

what users really don't know

It is hard to find information on
fronter

Sometimes the layout and
bookmarks change or disappear



“Competitor” research (inspiration)

Google

google’s drive office package and messages are necessary tools to collaborate in groups

although not officially needed to study it’s the biggest competitor and is widely used by students

Facebook

Used for group communication making events; chats sharing important information

Google’s calendar messages and drive are far more effective than frontier.

Sharing documents with classmates and working on them online is also essential for group work.

Sending files to colleagues is also possible and way easier than on frontier.

Other app that a lot of students brought up was linkedin which with few adjustments could replace frontier although it’s lacking good calendar/event system.

Through few last weeks we found out how powerful and flexible GitHub is and I think it’s worth considering as it’s structure and roughness is similar to frontier.

User Research

Business Goals

Suplementing students with info about studies
Giving teachers tools to share task description presentations and receive submissions
Generally platform for communication

Clients Assumptions

Make it easier for students to get good grades
make place to look for internships and jobs
make it easier for teachers to do their job
make connection simpler

As we found out later a lot of students would like fronter to have some networking functionalities and suplement external companies with a database of students for internships and jobs.

Making fronter more like for example linkedin could benefit both students and kea.
Potentially it could expand number of users tandwe could new business opportunities.

User goals

finding study materials such as teachers presentations
task descriptions
reading lists
going to erasmus programme
getting SU
attending KEA events
communicating with colleagues
find inspiration
researching future education
looking for internships
learning facilities
submitting tasks
getting good grades
finishing education
getting a job
being happy
explore possibilities

Companies searching students for internships, part-time jobs
and vice versa

Being up to date with what is going on in school.

Making online profile and portfolio that is sharable with people
outside of frontier.

Those features could potentially make students work harder
and pay more attention to their hand-ins as they would be
treated as their portfolio.

They should have choice which of projects they want to make
public.

Who is user of the site?

Students of KEA
but also teachers and administration

What is fronter for them?

Main source of information regarding their studies week plan
assignment hand-in
message platform

What functionalities is it lacking?

Communication via messages between students it should be available
but fronter has so many functionalities that maybe I did not find that
option

Companies searching students for internships, part-time jobs
and vice versa

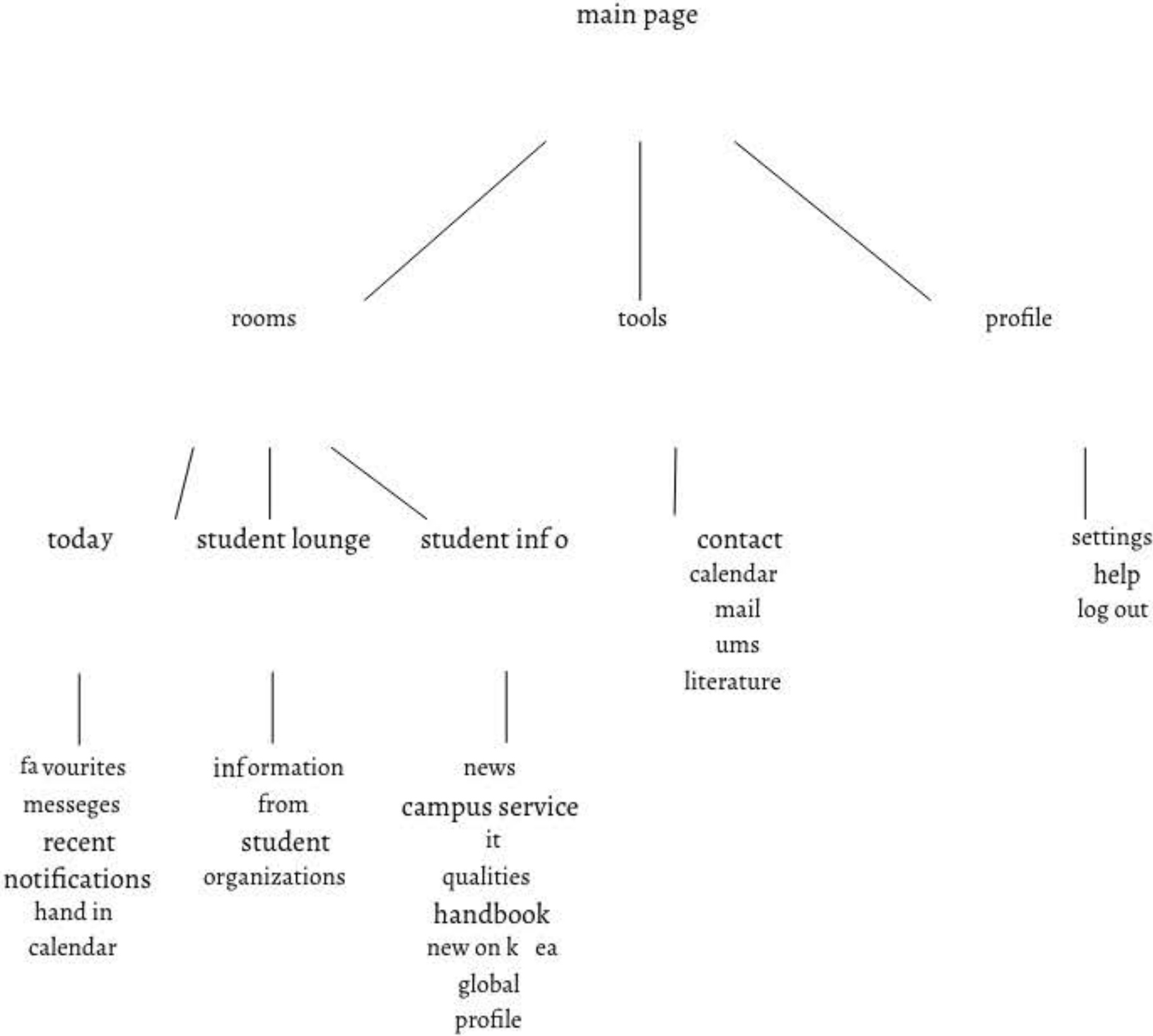
Being up to date with what is going on in school.

Making online profile and portfolio that is sharable with people
outside of fronter.

Those features could potentially make students work harder
and pay more attention to their hand-ins as they would be
treated as their portfolio.

They should have choice which of projects they want to make
public.

Site Map



Site map is probably the most confusing part about fronter.

The way to access it sometimes requires going to random branch that pops-up on main site(recent or active folder) and navigating to desired place.

The bookmarks don't make the task easier as they are changing on a daily basis.

Gathered Experiences

+

thing that makes it all easier to comprehend is student and today panels
you can also bookmark other rooms

we get news by the bell notifications which is easy to notice

uploading the files to submit work is great but it is sometimes hard to find
the right folder

fronter serves it's purpose of keeping up with material and hand-ins

-

the page lacks clarity

it's not easy to navigate between rooms

some info is in more then one place which is not necessarily a bad thing

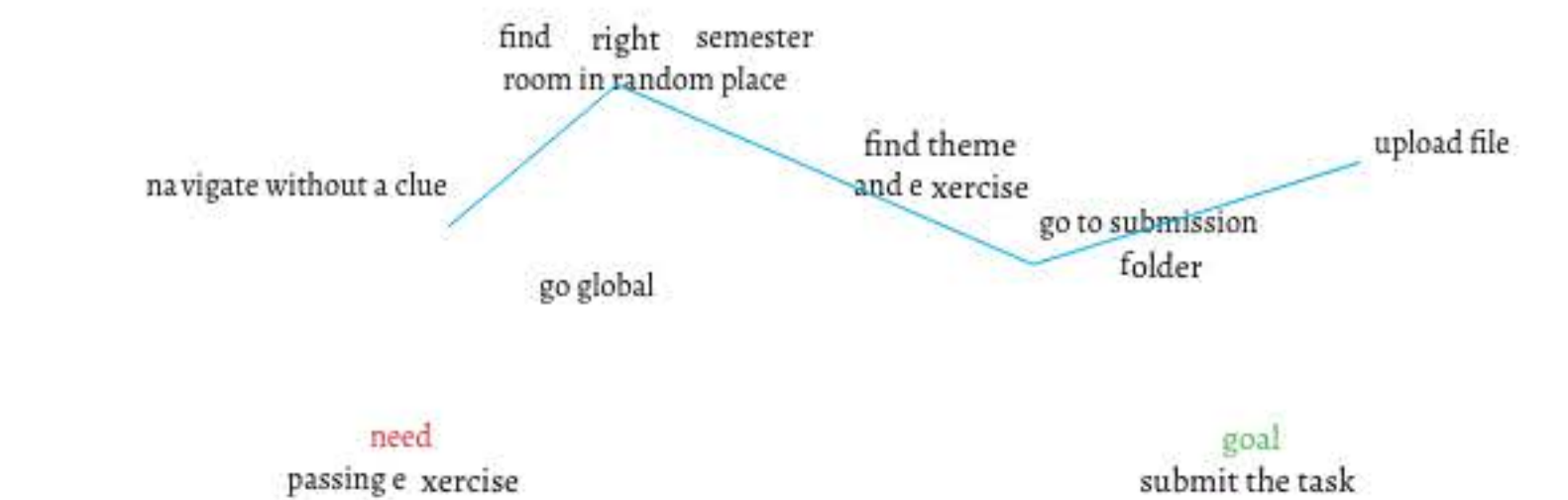
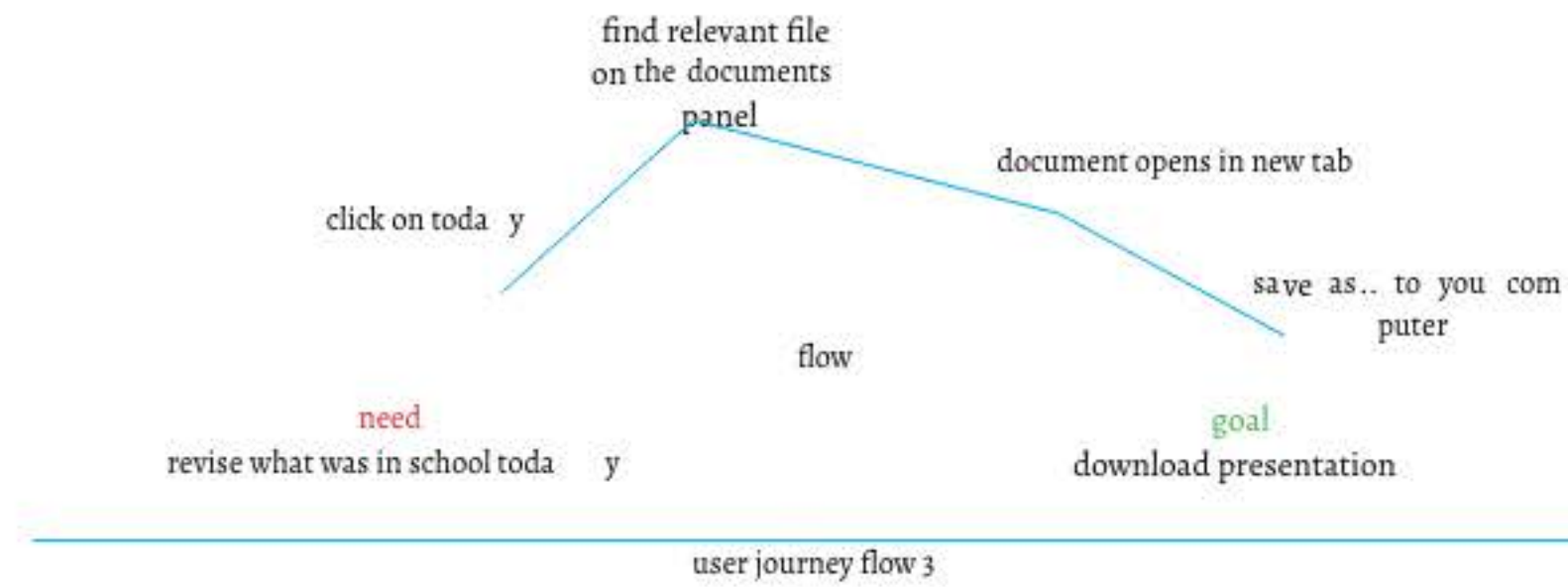
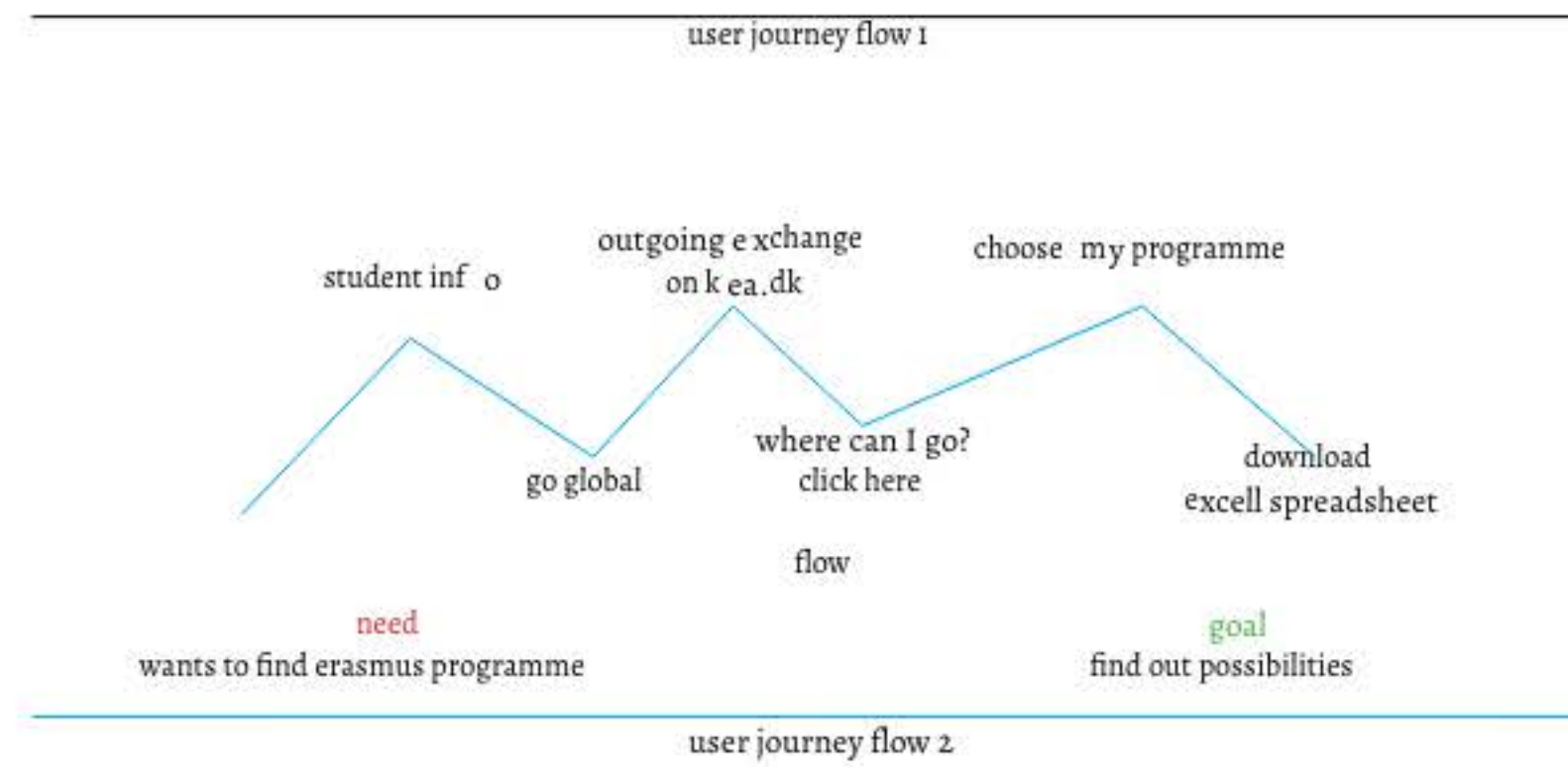
the pattenr of travelling through site takes lot of clicks there are a lot of
folders inside of folders

there are rooms with no information at all

the page works only on desktop(no mobile version)

page does not save custom settings such as language, bookmarks etc.

User Journeys



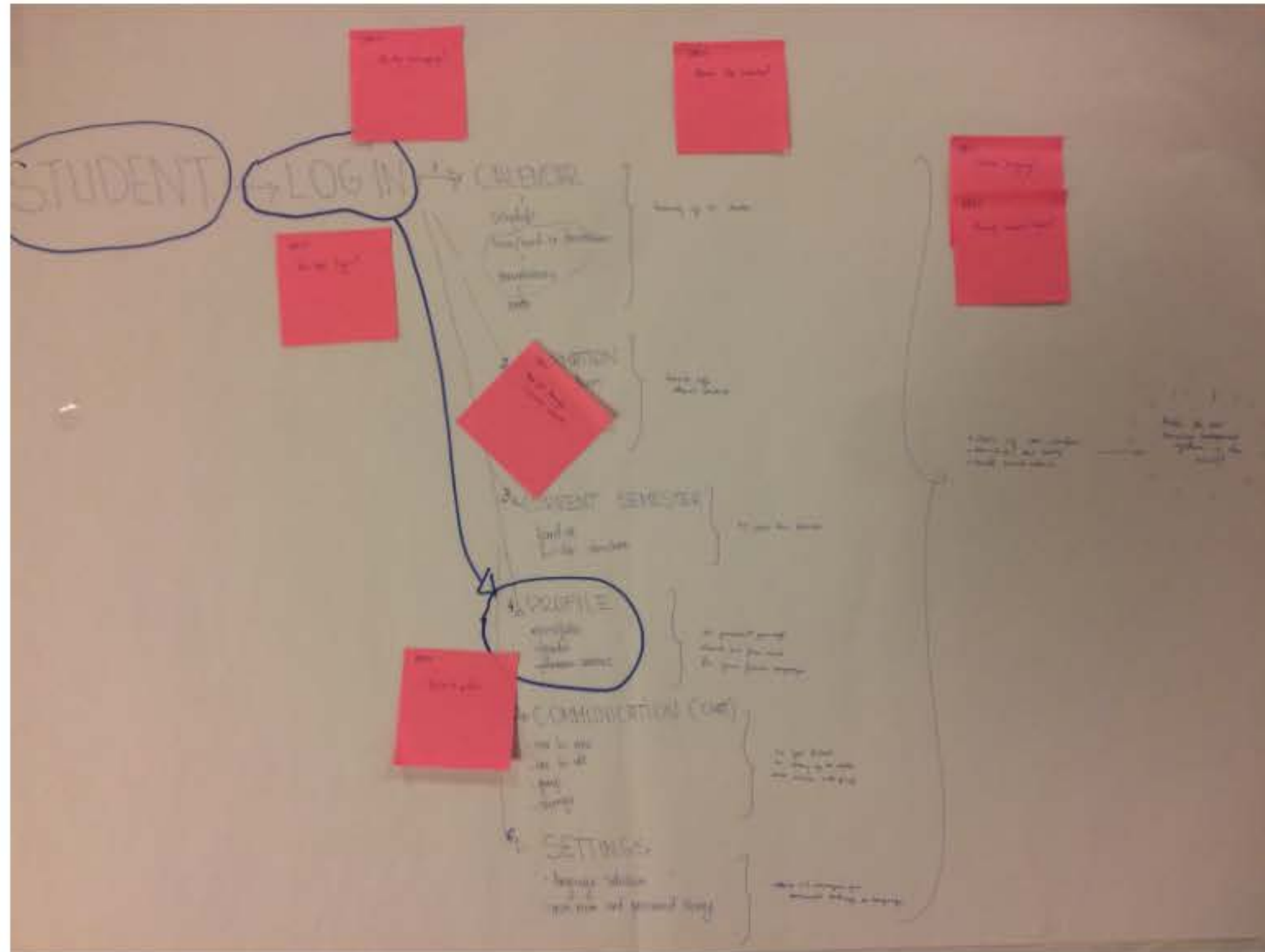
user journeys exposed that every student has his own way of navigating through fronter

there is no standard way of going to one place or another as every information is hidden somewhere

to find something on fronter you have to know where to look for it

none of the users used search or knew that you could send messages

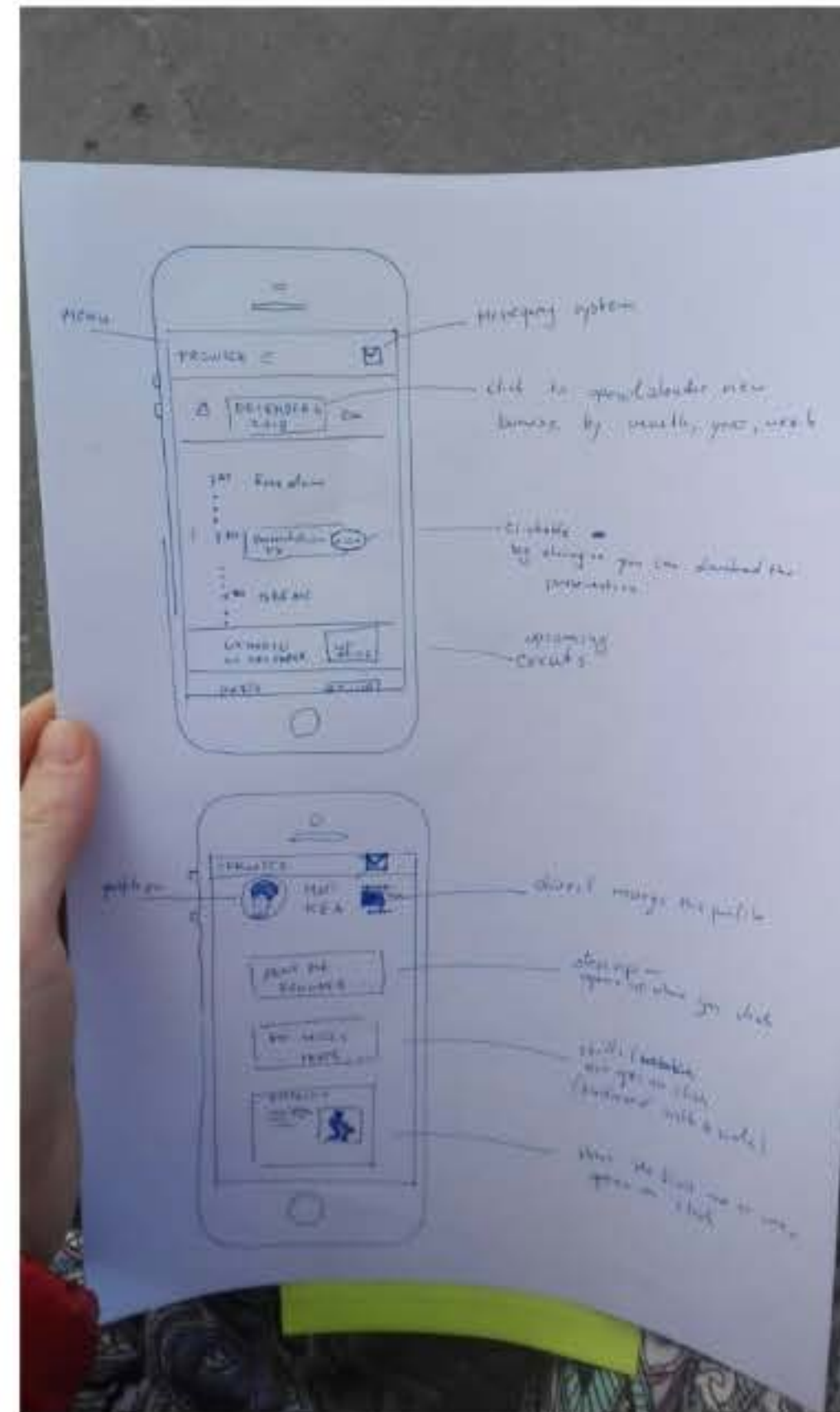
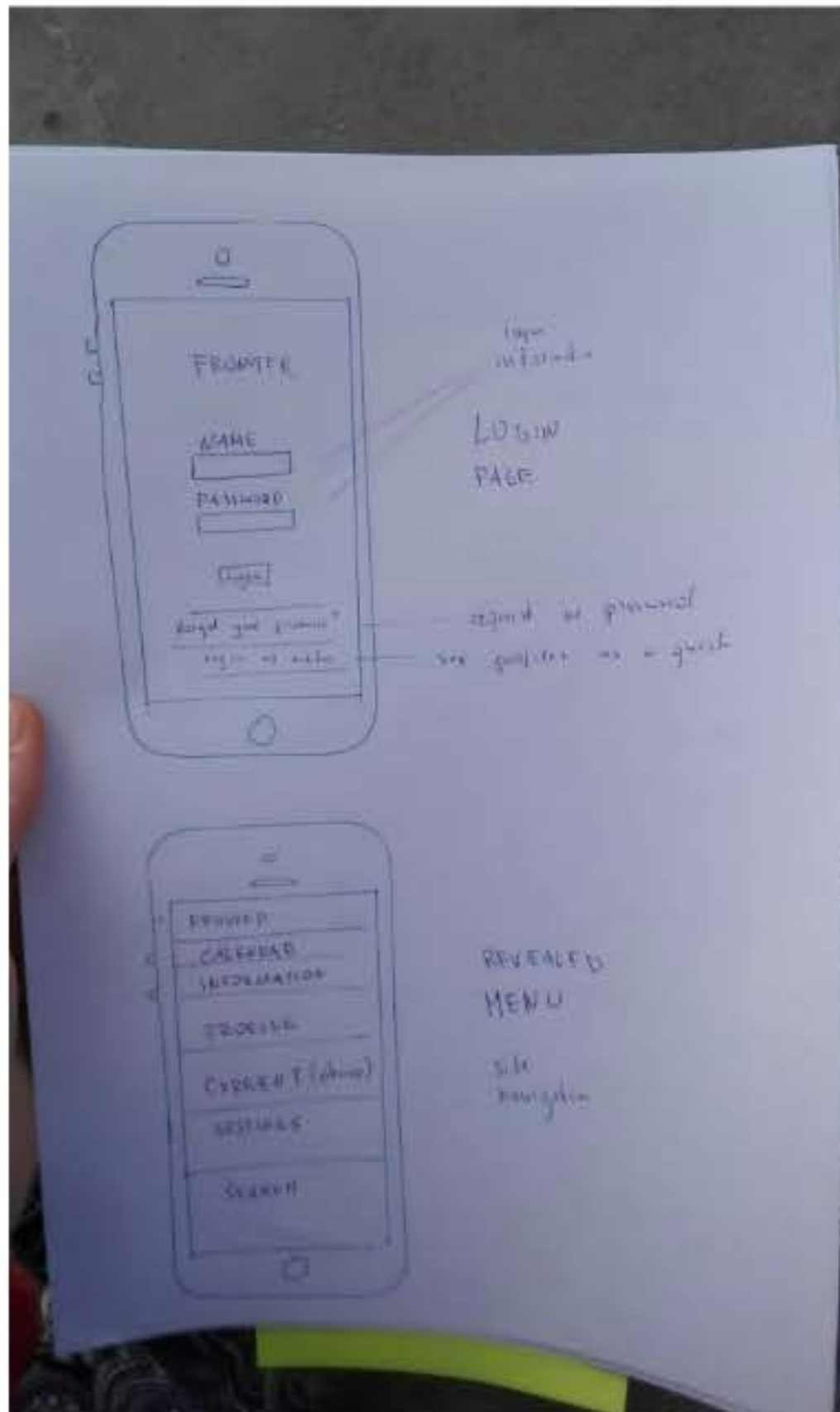
Design Sprint



After making map of thought, good and bad sides of fronter, our assumptions and fears. We thought that our way to improve fronter would be to redesign it from scratch and make it best learning tool on the market.

The goal itself may seem big but from our point of view structure of fronter was the single thing that needed the most attention and changing it meant changing everything.

So we decided to make a blank learning tool that could be used by students as well as external companies. We were not following kea design guidelines as our application was supposed to be customisable and made for various types of people and institutions.



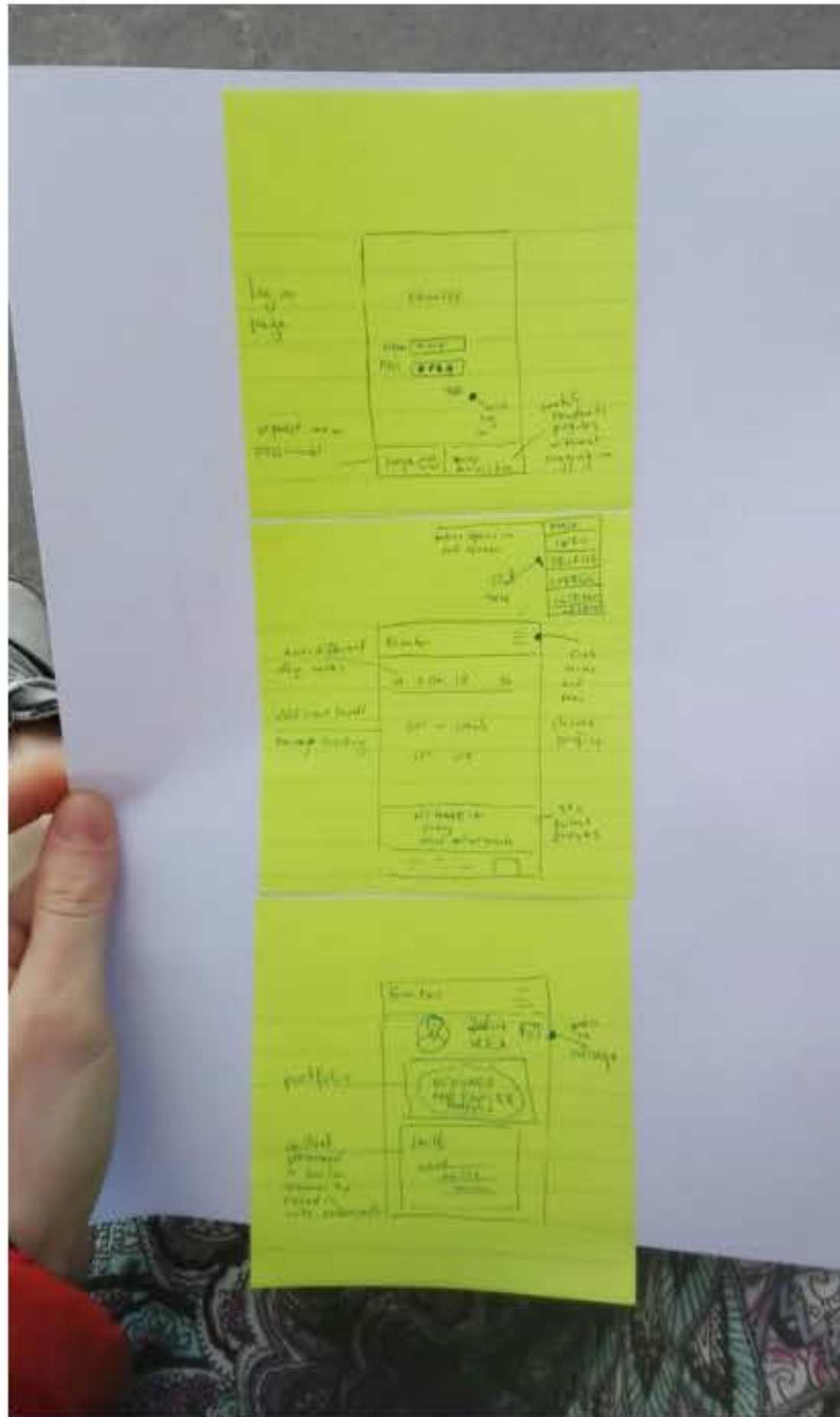
Although we pretty much decide what we want through comparison with other existing solutions such as Instagram, messenger, Google Calendar and LinkedIn all of us made separate sketches.

There were minor differences in layouts and sizes.

The idea was to base the front end around calendar and messages. The previous folder structure would be preserved and would be used as a wireframe for portfolio, profile and to keep old users.

All front-end functions could be accessed through the calendar and when logging in the user could easily see ongoing lectures, hand-ins, events and more.

We were also thinking about making widgets.



Decider in our group had a tough choice as most of the sketches looked similar but after going through them all in detail she was finally able to decide.




Our user journey consisted of 4 steps. After logging in the today's calendar page is being displayed from where we open menu and choose profile.

Our goal was for student to see his portfolio which we located directly on his profile. That profile in our vision could be shared with potential employers, parents or anyone else.

Prototype

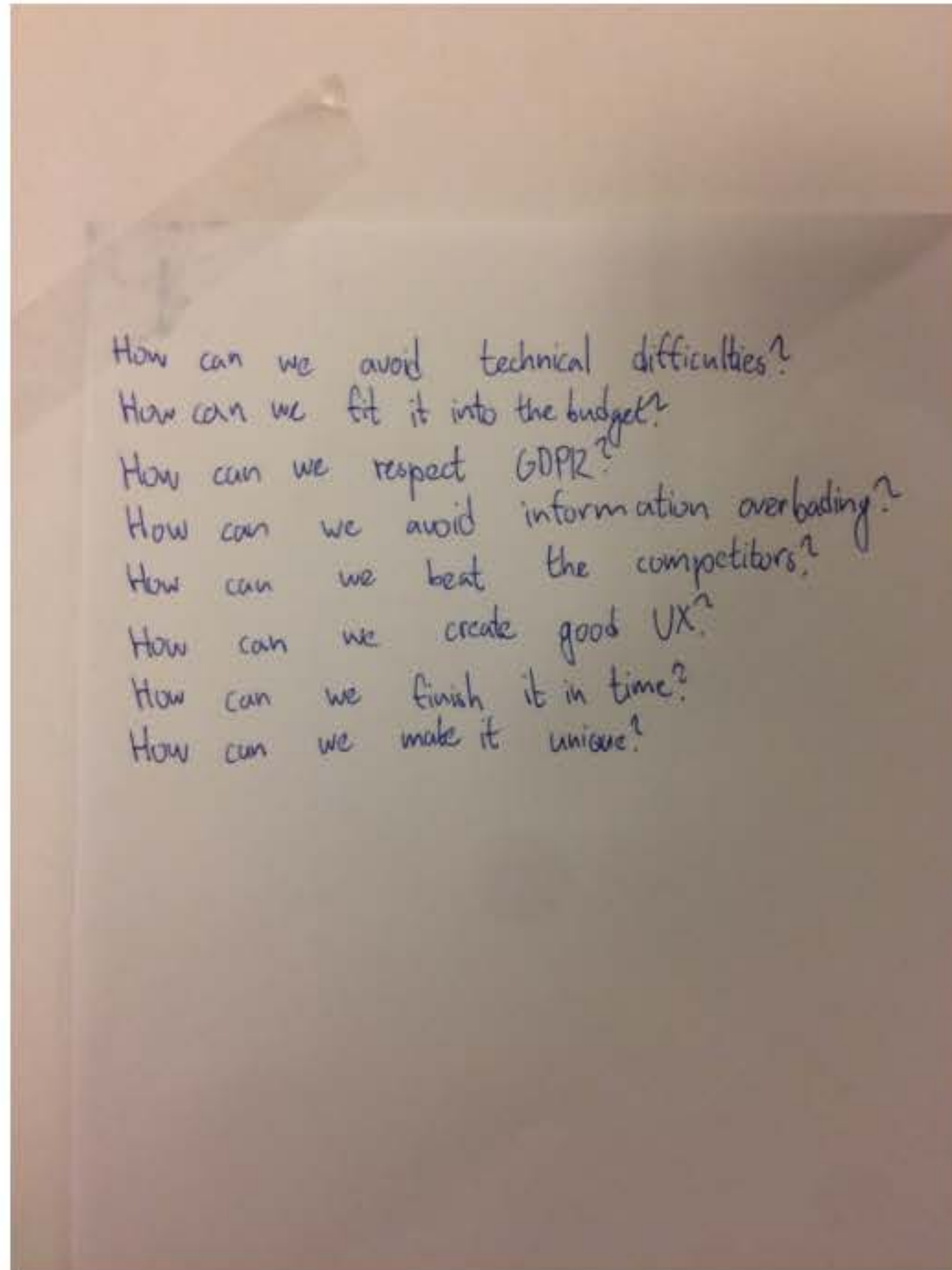
FRONTER		menu
<div>◀ 4 december 2018 ▶</div>		
12:05	<div>◦ Break!</div>	
12:30	<div>◦ ◦ ◦</div> <div>Basic UX link to presentation</div>	
14:30	<div>◦ ◦</div> <div>Work on group project</div>	
upcoming events next assignment hand-in in 3 days		
FRIDAY 7 december 18 at 20:00 KEA MOON BAR NERD PARTY Lygten 16		

FRONTER	menu
calendar	
profile	
messages	
information	
site map	
settings	
current semester	
search fronter	<div><div></div></div>

FRONTER		menu
Stacy		
KEA		
About:	designer passionate about making innovative web solutions enjoy international, diverse, creative environments	
Skills	Photoshop Illustrator	Trained Trained
CV	link to cv	
Portfolio		school project exploring WebGL
		show about video games hosted on yt

The sketches I made where supposed to be template that every student could modificate to his own needs.

All of us made quite similar prototypes but it didn't take us long to decide that Tomas made the best one. It was flat design reminiscent of Apple's iOS so we proceeded to conduct our user tests using it.



After three user tests we were told that we should get rid of some colours and rename sections but other than that everyone really liked our solution.

We fixed those mistakes and continued to make user tests which went surprisingly well.

One thing we got from them was that students depend on colours more than we thought. They also thought that calendar was a great idea.

Web Prototype

Code

```
1  <!DOCTYPE html>
2  <html lang="en">
3
4
5
6  <head>
7      <meta charset="utf-8">
8      <meta name="viewport" content="width=device-width, initial-scale=1.0">
9      <link href="style2.css" rel="stylesheet">
10
11      <title>menu</title>
12
13
14 </head>
15
16 <body>
17
18
19
20 <div class="grid-container">
21
22 <div class="yo">
23     <a>FRONTER</a>
24 </div>
25
26
27
28 <div class="item5"><a href="profile.html">profile</a></div>
29 <div class="item6">calendar</div>
30     <div class="item7"><a href="message.html">messages</a></div>
31 <div class="item8">information</div>
32 <div class="item9">site map</div>
33     <div class="item11">current semester</div>
34     <div class="item10">settings</div>
35
36
37 <div class="item14">
38     <button type="button" class="searchbtn"><a href="form.html">search</a></button>
39     <input id="search" type="search" placeholder="search anything" name="searchbar">
40 </div>
41     <div class="item12"><a href="login.html">log out</a></div>
42 <div class="item13"></div>
43
44 </div>
45
46 <footer>fronter for learning fronter for people fronter for life</footer>
47     <script src="script.js"></script>
48 </body>
49
50
51 </html>
```

My aim was to code the site in a simple way. Using 1 column grid that in some rows splits into 3 columns.

I was using HTML, CSS and some JS to make this prototype. On the left I present my code for the menu page of my website. I named div containers as“item” with number and each of them has the same properties and different kea colours. There are some exceptions to that rule and I gave them other names.

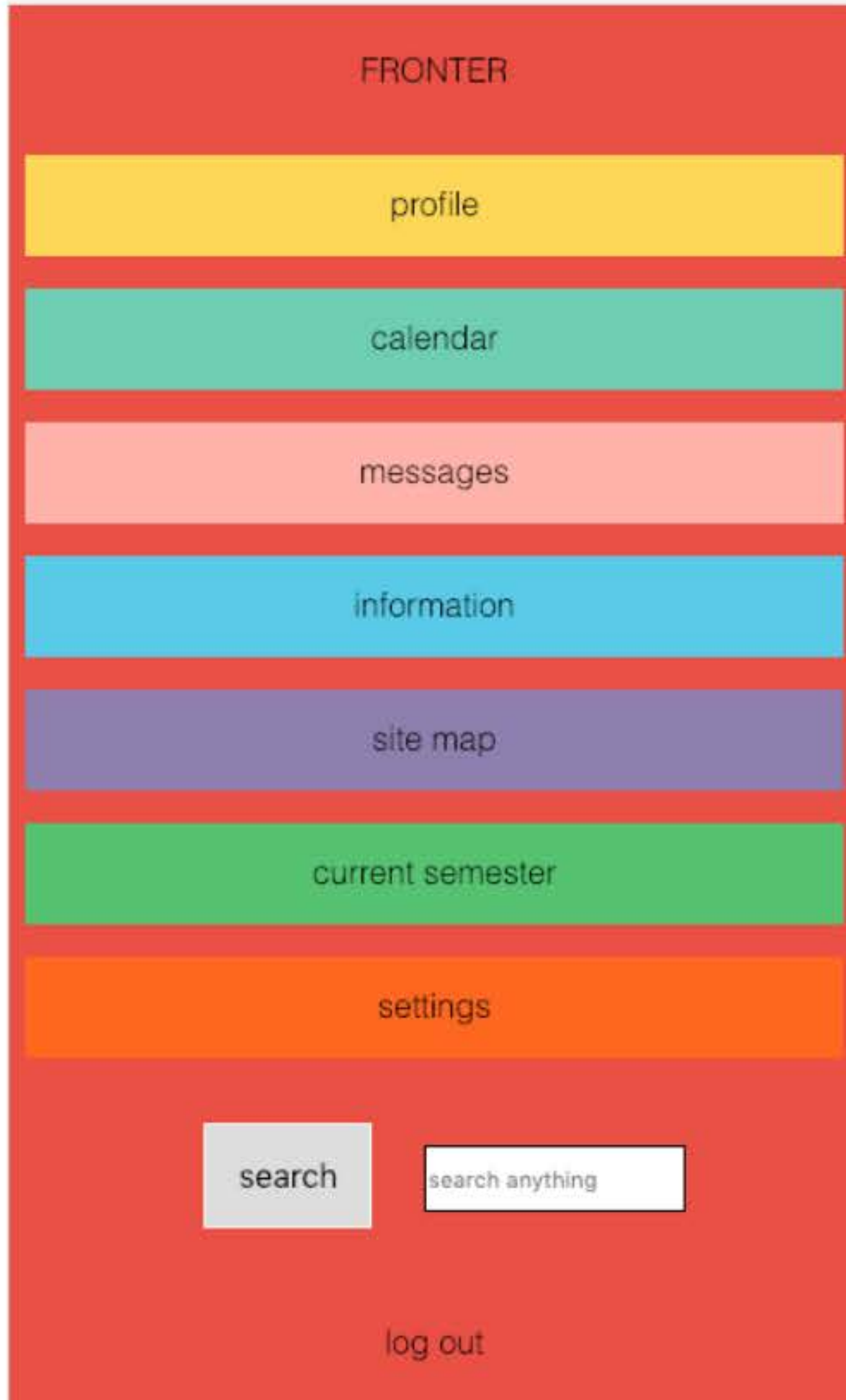
The design is mobile first and the grid makes it semi-responsive. I made very simple UI animations which make the rigid grid move and indicate the user flow.

link to github repository with all the files I worked on

<https://github.com/matmieciek/webprototype>

link to prototype on hosting

<http://jakwoda.com/webprototype/>



Test Design

Test I used was 5 second test on which i presented users with differ nets parts of the site and asked them if they know what is this site, where they are and how to go to profile.

Then in think aloud test I asked them to find their portfolio and describe everything they think.

Findings

In the first test no one had problems with answering given questions. They thought design is clear, they can tell it's kea's tool.

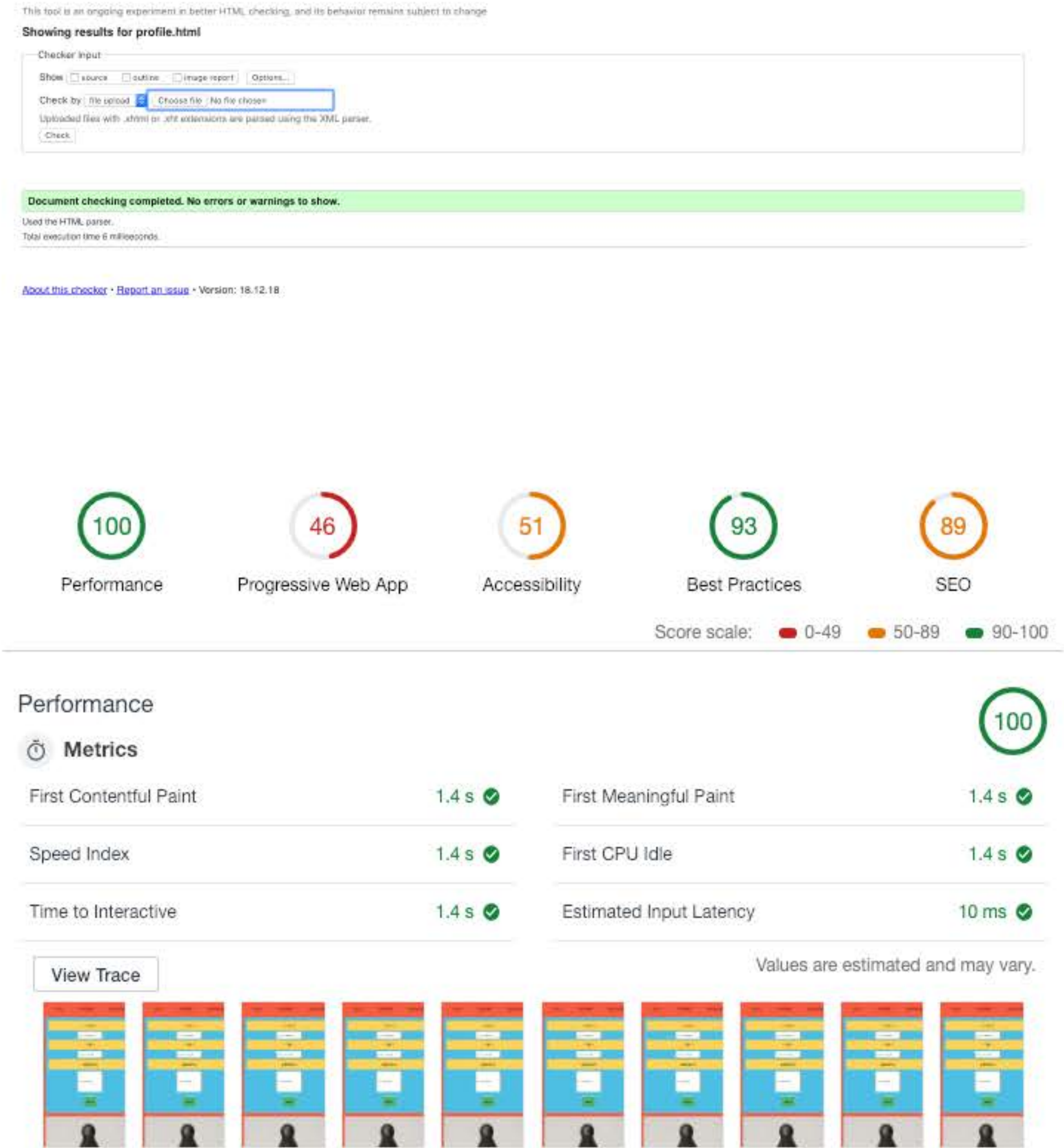
In the second test I got more insight into prototypes look and functionality.

I was told that the message and subject inputs are a bit to small compared to rest of the buttons.

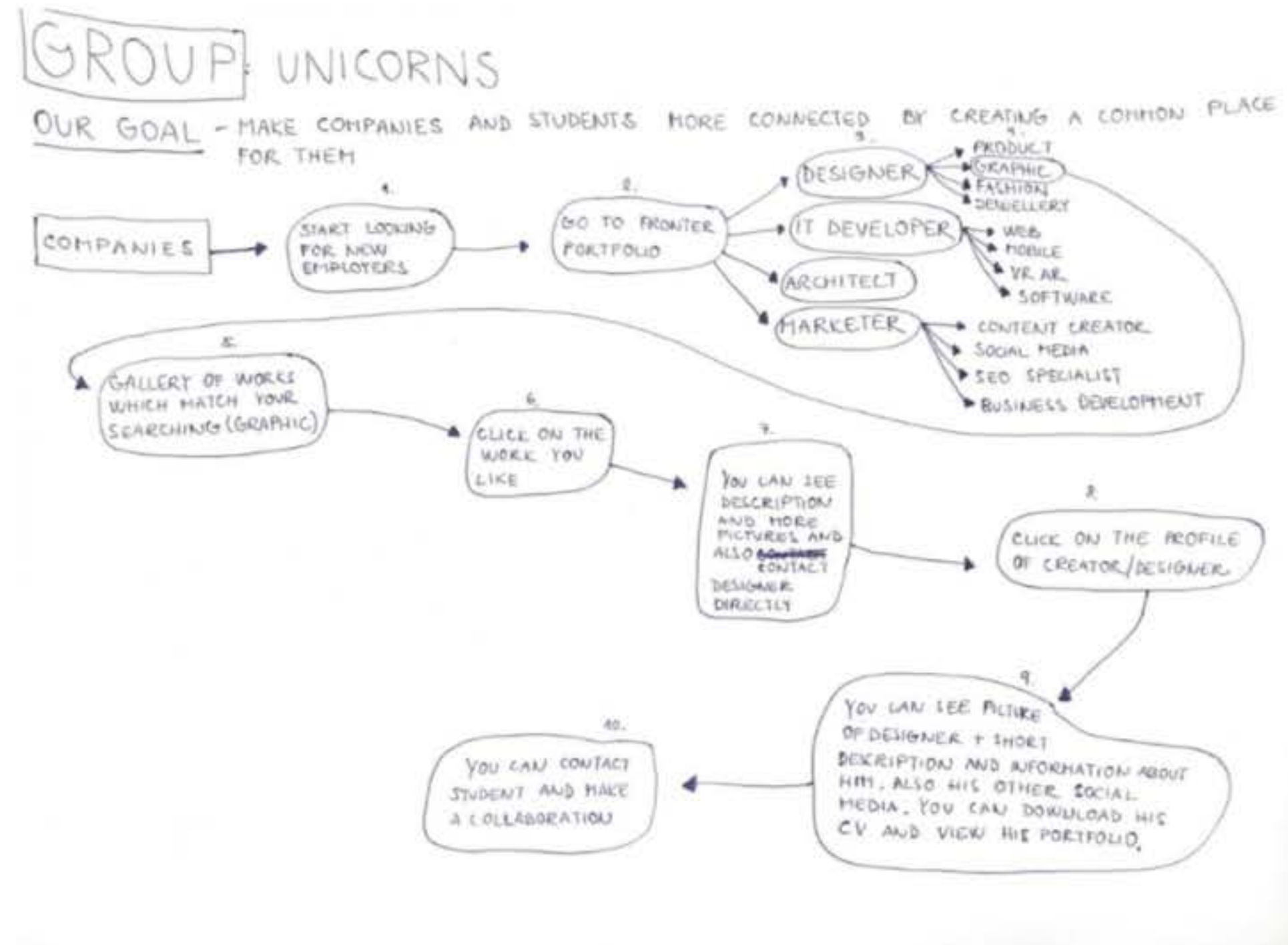
Image on login page is somewhat confusing as you can see only part of it and it acts as a footer.

sLogin goes straight to profile while it could go to menu. One user could not see that portfolio opened.

I tried to improve the site continuously.



Design Sprint



Our aim was to make app that makes it easier for external companies to find students suitable for them.

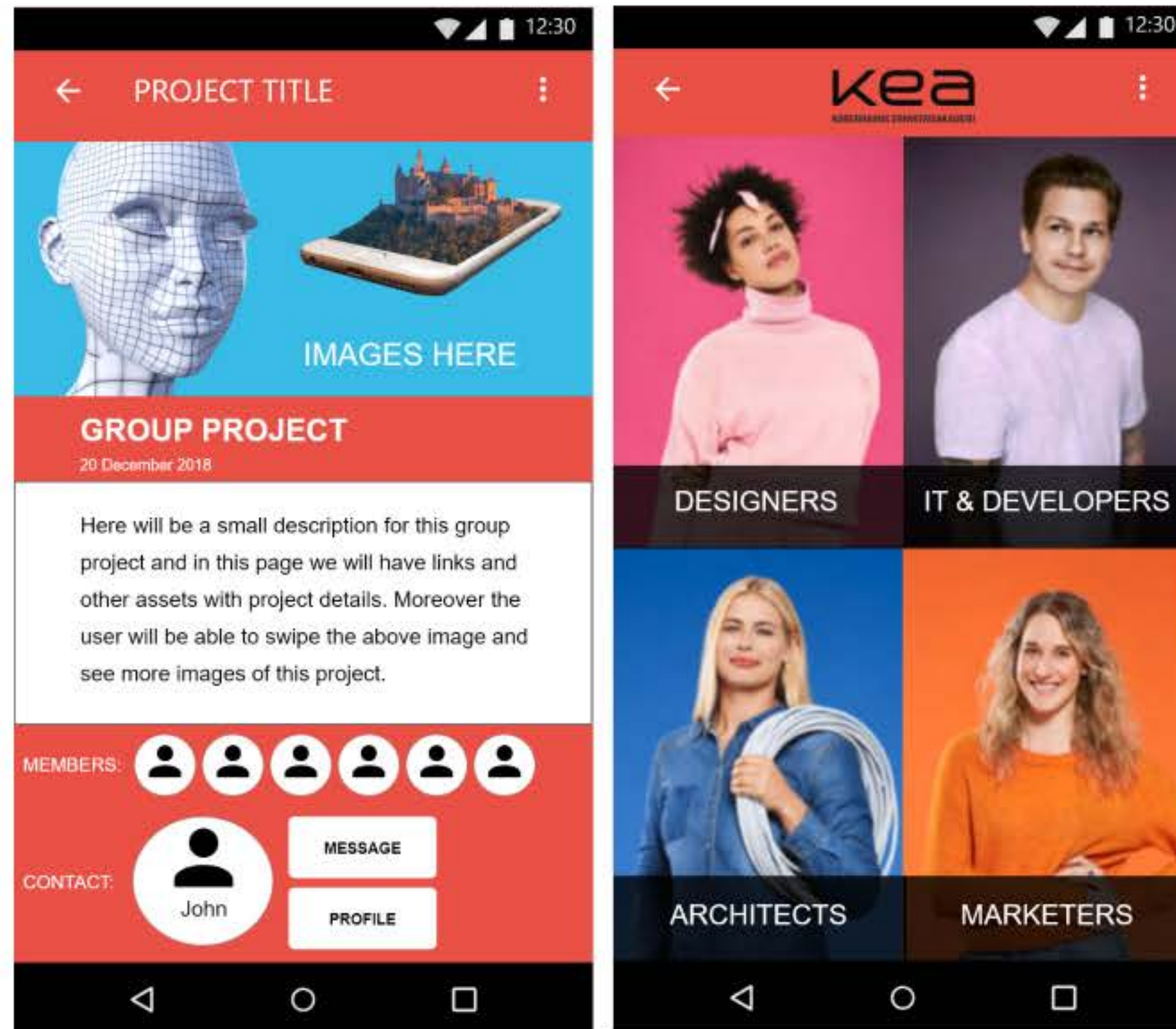
The search method was straight forward and through clicking few screens you could start to browse projects that match your criteria.

When you find one you really like you can see it in full with profiles of the contributors and message them easily.

The team decided to go on with this idea because we could not find a tool that had the same functionality, It is similar in functionality to behance or linkedin but our tool would be simple like instagram. We are convinced that such usability would encourage collaborators to find each other and browsing for new employees work would become addictive.

We started designing our application combined the needs of the companies & the needs of the students. We designed a place where companies can easily access the portfolio of KEA' s students, and connect directly with them.

We used both Material Design Principles, and KEA's Design Guidelines in our solution. We wanted to build a modern Android app with KEA's characteristics, and we achieved to a large extent, as our user tests shown us.



Test

First thing we did was to test paper prototype so that it's understandable and straight forward. We wanted to keep the elements big for it to be useful and easy even for users who are not used to using modern technology.

Then we quickly made first sketch of the app in XD and tested it against users. We want to see if this structure of the app is clear and friendly for the users. If for any reason you want to stop the test after we start, feel free to do it at any time. So during the test, please say aloud your ideas, what you are thinking and everything else you think is relevant.

We asked them to do the following tasks.

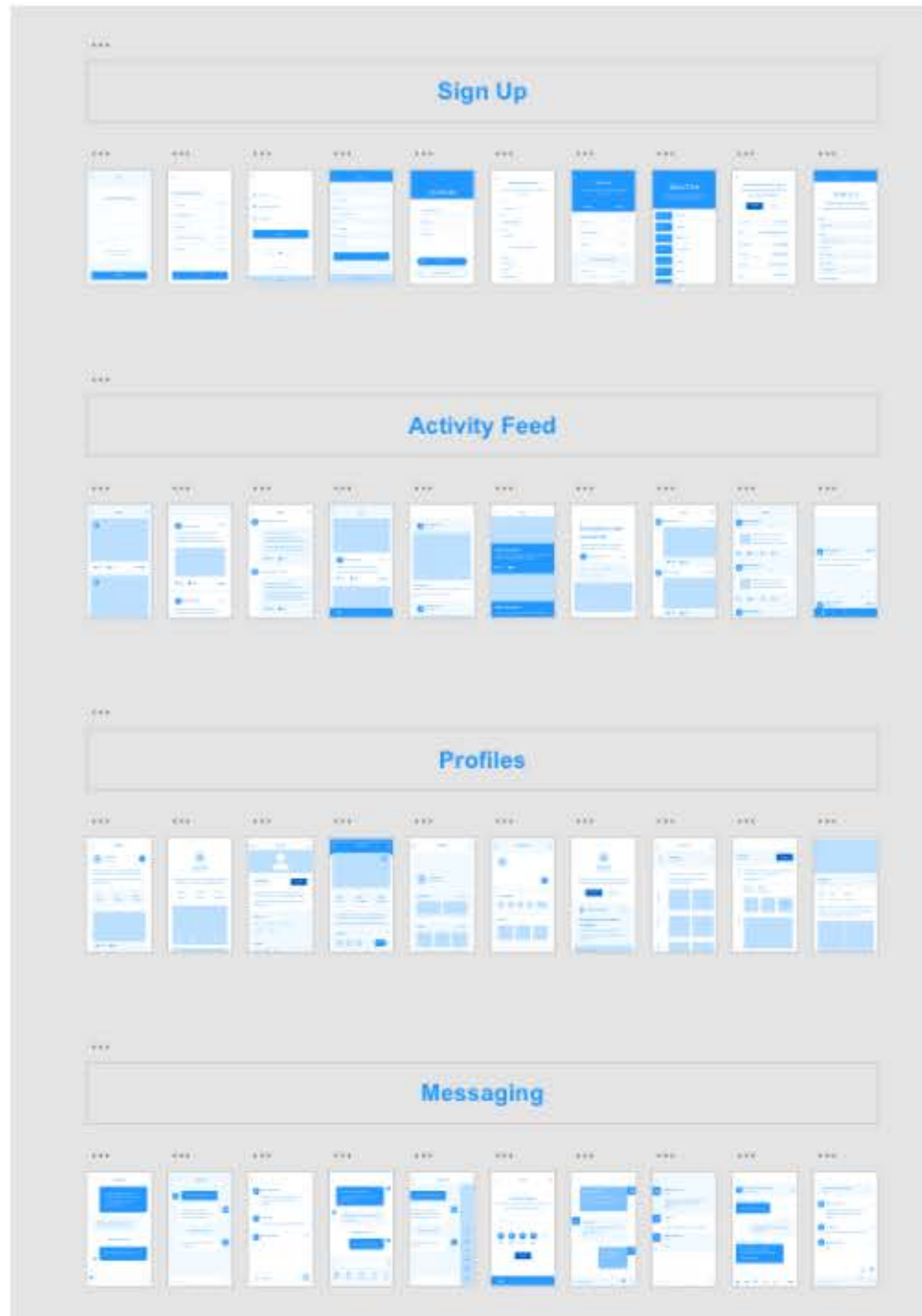
Find the Digital Designers and see their projects.

Find a project of a student of Web Development, open it and send a direct message.

Find a project of a Business Development Student, go to his profile and download his CV.

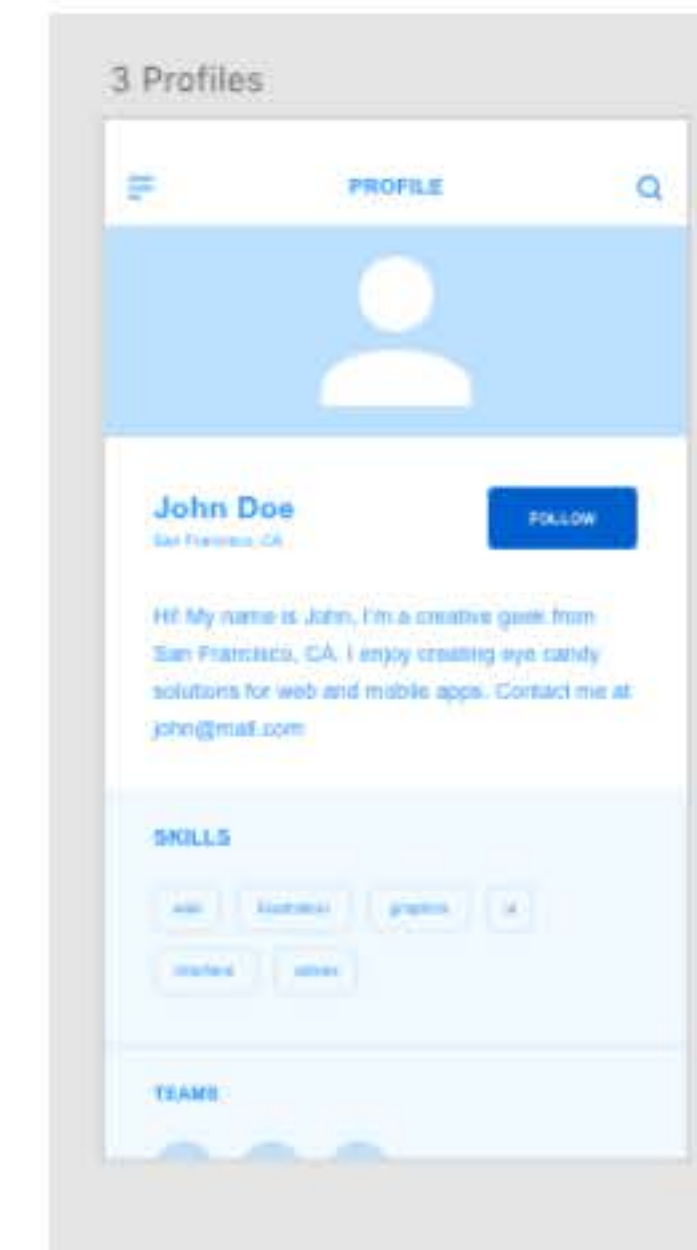
From what we got from users we shortened the number of clicks to go into profile.

UI Kits



Explain

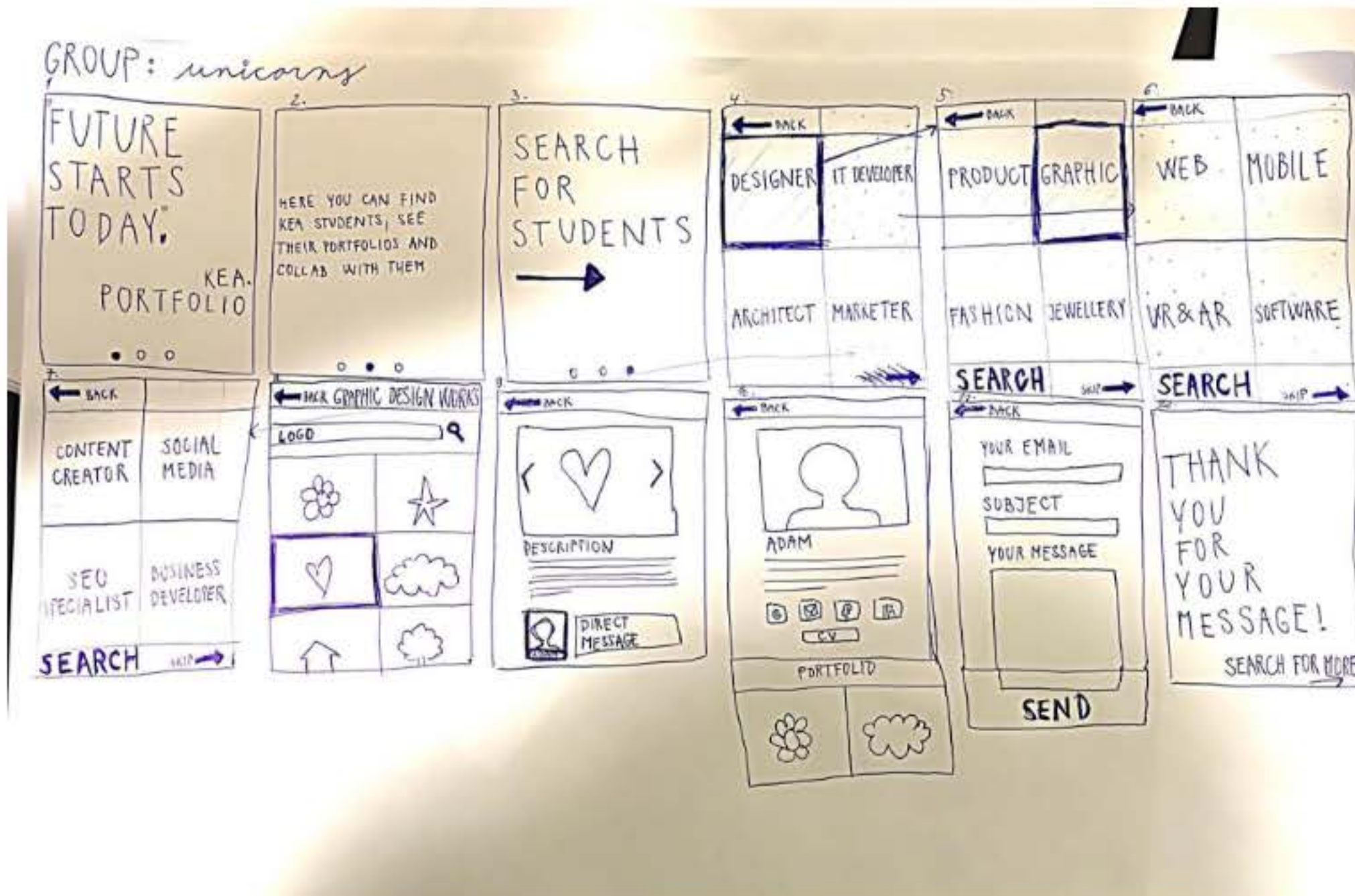
We used UI kits for icons, layouts and top panel to make it look like a mobile app. We even kept the font sizes as they were chosen correctly of that kind of use. Only layout that we could not find browsing screens that are split in four. We used one of activity feed wires to make that form.



Our profile is translated from this wireframe.

We found most of our sketches almost 1:1 versions in that files.

We changed the profile site into project site though.



Summarize

In the future we would like to make that app even simpler and work on more conventional search engine.

Features that we thought to developed are mainly social capabilities of the app e.g. messaging, followers, news feed.

The testers they found attractive the look & feel of the app, saying that it seems like a KEA's Android app, and they was clearly positive for the creation of a similar application.

They wanted, though, to see the student-flow inside the app, something that we could add to an improved iteration. Also, we could add more details to company's user-flow, especially inside the Projects Activity (Android Component), or Projects Page, because there it was clear that some testers wanted to see more details and interact more.

In conclusion, the tests of our XD prototype shown us that the "skeleton" of our app, seems to be in the right direction.

Team Canvas Basic

Most important things to agree on to kick off effective team project and get members to know each other better

Version 0.8 | theteamcanvas.com | hello@theteamcanvas.com

Team name **UNICORNS**

Date **17.11.2018**

<p>GOALS</p> <p>What are we trying to achieve as a group? What are our key goals and objectives? (What do we want to achieve?)</p> <p>APP for KEA PORTFOLIO → place where companies can find students, in their portfolios and collaborate with them</p> <p>What are our individual goals?</p> <p>→ learn to build interactive app → improve skills in XD → create a proof of concept</p>	<p>ROLES & SKILLS</p> <p>What are our members' roles and skills? (What are their strengths and weaknesses?)</p> <p>DAŠA → user testing / pitching ELIŠKA → design + prototyping KOSTAS → technical part of solution (CEO) ANDREA → design + storytelling STEFANIA → technical part of solution ANDREEA → pitching MATEUSZ → user testing</p>
<p>VALUES</p> <p>What are our team's values? (What are the qualities and characteristics that define our team?)</p> <p>① quality ② originality ③ responsibility ④ fun ⑤ trustworthy</p>	<p>RULES & ACTIVITIES</p> <p>What are our team's rules and activities? (What are the guidelines and procedures that govern our team's work?)</p> <p>→ communication via Facebook → flexible working hours (at least 2 hours a day) - using google drive → trying to reach consensus (otherwise voting)</p>

PURPOSE

→ make companies and students more connected by creating a common place for them

Documentation

In that team exercise we all worked on achieving our goals and we succeeded. From my point of view our work has good quality and it looks trustworthy. It was really hard to achieve originality as we saw so much iterations on this subject during last few weeks. We had some fun sketching those prototypes and brainstorming on ideas we are going to implement.

Our long term goal would be to connect kea students with each other, encourage them to share their projects and collaborate on new ones. We also want them to be discovered by people outside of kea and potentially employers. Platform like this has a lot of growing capabilities as e-learning is becoming a big thing. I think it should start with one good feature and react to user needs. In our case I would focus on connecting users on basis of their shared projects.