

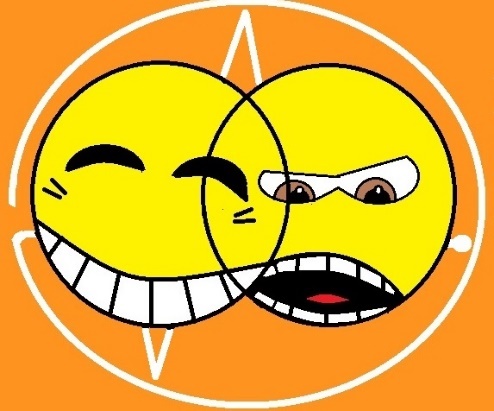
**User**

**MANUAL**

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**™ FMS**

July 2022



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| --- | --- |
|  | **User’s Manual**  **Authorization Memorandum** |

I have carefully assessed the User’s Manual for D2L’s Brightspace Pulse Feedback Management System (FMS). This document has been completed in accordance with the mechanisms of in-app feedback best practices.

MANAGEMENT CERTIFICATION - Please check the appropriate statement.

* The document is a working draft.
* The document has been drafted pending the changes noted.
* The document has been finalized.

We fully accept the changes as needed improvements. Based on our authority, the continued operation of this prototype is authorized.

A pair of glasses

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Javon Roberts\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ July 3, 2022\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

NAME DATE

FMS Project Leader

**USER'S MANUAL**

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**1.0 GENERAL INFORMATION**

# GENERAL INFORMATION

## 1.1 System Overview

The purpose of this manual is to assist you, the developer, with setting up and implementing this feedback mechanism to increase total mobile experience for the user. The APUS/Brightspace FMS Software Application is a feedback management tool that complements the D2L Brightspace Pulse App. It captures the users’ feedback around the clock. Once FMS has been embedded, it is made available when most convenient to the user, which means they are likely to share their experiences, identify problems, and communicate in-app with the Pulse Team. Our primary goal is to provide APUS students with a built-in user interface that is not only easy-to-use but timely and effective whilst improving overall user satisfaction:

1. A software system based on the ***Android 10 to 11 Operating System (OS)*** Smartphone Platform.
2. Random Access Memory ***(RAM) Requirements: 8-GB***
3. Mechanisms: FMS Dashboard, “End-of-Course" Survey Pop-Up, NPS Survey Tool, In-App polls, microphone (text-to-speech), accelerometer (“shake-to-send"), widget, bug reporting, GPS Location
4. Product name: ***Brightspace FMS***
5. Code/Programming Language: ***Java***
6. System category:
7. *Major application:* performs functions in a secure, multi-user environment which provides you with full privacy and control of third-party data.
8. *General support system:* provides Software Development Kit (SDK) with all-inclusive processes that save you the trouble of developing an Android Package Kit from scratch.
9. Operational status: ***Prototype/Under development***

## 1.2 Project References

References used in preparation of this document in order of relevance.

* The way it made me feel – Creating and evaluating an in-app feedback tool for mobile apps. (2022). *Journal of Ubiquitous Systems and Pervasive Networks*, *17*(1). <https://doi.org/10.5383/JUSPN.17.01.004>
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* Xamarin Developers. (2019, May 30). *In-App Feedback and Bug Reporting with Instabug | The Xamarin Show*. <https://www.youtube.com/watch?v=5vNK6ZTJ254>
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* *How do they create Android apps and launch it on Play Store?* (n.d.). Quora. Retrieved July 3, 2022, from <https://www.quora.com/How-do-they-create-Android-apps-and-launch-it-on-Play-Store>
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* Prabhakaran, J. (2022, January 13). *User Manual Guide: How to Create Online, Tools & Best Practices*. Document360. <https://document360.com/blog/creating-a-user-manual/>

## 1.3 Authorized Use Permission

D2L Corporation provides you with access to a variety of resources on their website (https://www.d2l.com/legal/terms/), including documentation and product information, which are subject to D2L Terms of Use ("TOU"), unless those items were provided you under more specific terms, in which case, those more specific terms will apply. D2L reserves the right to update the TOU at any time without notice to you. The most current version of the TOU can be reviewed by clicking on the hypertext link provided within this paragraph.

## 1.4 Points of Contact

[javon.roberts@mycampus.apus.edu](mailto:javon.roberts@mycampus.apus.edu)

## 1.5 Organization of the Manual

User’s Manual v0.01.

## 1.6 Acronyms and Abbreviations

BLE: Brightspace Learning Environment

DMG: Disk iMaGe

OS: Operating System

NPS: Net Promoter Score

RAM: Random Access Memory

SDK: Software Development Kit

**2.0 SYSTEM SUMMARY**

# SYSTEM SUMMARY

## 2.1 System Configuration

Android 10 to 11 OS Smartphone user’s will need to go to the Google Play App Store and download on their device. The icon should look like this:

A picture containing text, outdoor object

Description automatically generated

Users should search for **Brightspace Pulse Icon** in the store and tap the selection as it comes up. The icon should look like this:



## Users should tap install to download the App for their phone. They can learn more about Brightspace Pulse by swiping to their left/right. Otherwise, proceed by tapping Next. Users then tap Pick Your School. Once the user has input their BLE credentials, they should then tap Log In. To Log Out of Brightspace, tap the Menu icon from the navigation bar that looks like this:



The user then taps **Settings** followed by **Sign Out of All Accounts**. Additionally, the Brightspace Pulse Application Software features an interactive user interface with *Dark mode* adaptation. When enabled on the user’s Android device, dark mode will decrease eye strain and preserve battery power.

For inclusive information and complete interface overview of the Brightspace Pulse App, double-click the following PDF image:



Additionally, you can click the following hypertext link at <http://oakleaf3.brazosport.edu/bcdl/manuals/students/brightspace/Apps/Pulse_LearnerGuide.pdf>.

## 2.2 Requirements

You as the Android developer should download the most recent SDK from ***Android Studio’s*** *SDK Manager*. First, install Android Studio on your preferred OS at <https://developer.android.com/studio>. For **Windows**, we recommend downloading an .*exe* file. Launch it by double-clicking the file. Simply follow the setup wizard instructions and install the SDK. For **MAC**, download the Disk iMaGe (*DMG*), drag and drop Android Studio in your application’s folder, and launch it from there. The installation wizard takes you through the setup procedure. Lastly, if you’re using **Linux**, compress the *.zip* folder you downloaded to your profile any required properties if you’re using a 64-bit version. Open a terminal, navigate to *android-studio/bin* and execute *studio.sh* within the directory to launch. The installation wizard takes you through the setup procedure. For step-by-step video instruction for each OS, follow the hypertext link to <https://developer.android.com/studio/install>.

**3.0 GETTING STARTED**

# GETTING STARTED

## 3.1 Installation

Now it is time for your to set up your Android SDK. We highly recommend ***Android SDK Build-Tools 29*** (or higher) for **Android 10**. We highly recommend ***Android SDK Build-Tools 30*** (or higher) for **Android 11**.

1. Open **the latest version** of Android Studio and launch.
2. Click **Tools** > **SDK Manager**.
3. Click the **SDK Platforms** tab, select your respective Android OS (**10** to **11**).
4. In the **SDK Tools** tab, select **Android SDK Build-Tools** XX (**29, 30,** or **higher**).
5. Click **OK** to install.

## 3.2 Add Dependency

1. Add FMS dependency to build.gradle as follows:
   1. Dependencies < implementation group: ‘sdk.fms.io: fms: 0.01’
   2. You must initialize SDK within your applications onCreate() method. \*\*\* This is done to identify the App user and implement data collection measures.
2. Initialize onCreate() in the application software (Brightspace Pulse):
   1. String FMSAppKey = “<YOUR\_DASHBOARD\_APP\_KEY\_HERE>”;
   2. .setInvocationEvents (
      1. FMSInvocationEvent.FloatingButton,
      2. FMSInvocationEvent.Shake,
      3. FMSInvocationEvent.ScreenShot,
      4. FMSInvocationEvent.ScreenRecording,
      5. FMSInvocationEvent.TwoFingerSwipeLeft
      6. ) .build();

**Now that we have installed the required properties, we will now guide you through what you as the developer sees.**

## 3.3 Changing User ID and Password

You can opt to change your User ID and Password once you sign into the Web Interface. This is your Brightspace Pulse FMS Dashboard. This is where you will review, create, and adjust feedback mechanisms such as Net Promoter Score (NPS) Surveys, Polls, Error Messages reported by the user, Web Analytics/Metrics, and account settings. Adjust your User ID and Password as follows:

1. Click **Settings** at the top of the main page, and open the **Accounts and Import** tab.
2. Click on **Account settings**.
3. In the new window, click **Change password** under the personal information option.
4. Enter your current password and your new password.

## 3.4 Exit System

Click on Exit.

**4.0 USING THE SYSTEM (ONLINE)**

# USING the SYSTEM (ONline)

Diagram

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## 4.x FMS Dashboard

The preceding illustration is an overview of the FMS Dashboard, Survey and Announcements menu. The **Version Update** and **What’s New** tiles let your users know the latest version of software application and newest features. **\*\*\***Every line of code and invocation event is customizable and can be controlled using the FMS Dashboard without the need to add any more additional code. Just follow the preceding installation instructions and FMS will take care of the rest!

### 4.x.y In-App Surveys

Choose between four types of surveys in order from left to right: **Polls**, **Rate-Our-App**, **NPS Survey**, and **Custom Survey**.

* **Polls:** Simply add multiple choice questions, open-ended feedback requests, and yes/no responses that will facilitate higher response rates and qualitative feedback from your users. To the user, polls will be displayed as in-app messages whilst they are using the Brightspace Pulse App. Once you have logged in to the dashboard, select **Polls** < **Manage Polls**. To add a poll, select the poll type dropdown. There are **Multiple Choice**, **Yes/No**, and **Open Text** poll options to choose from. Click **Save** to finalize the details concerning your poll(s). Additionally, you have the option to integrate an optional *success message* upon poll submission on the user’s end.
* **Rate-Our-App:** For our happiest users (determined by analytical reports), ask that they “Rate-our-App!” The Brightspace user will see an alert pop-up. The alert will ask whether or not they are satisfied with the Brightspace Pulse App. Frankly, if the user answers **No**, it will prompt the user with a follow-on question to determine how the Brightspace Pulse App can improve. If answered with **Yes**, they will naturally be asked to the rate the App in the Google Play Store and be redirected automatically.
* **NPS Survey:** In the NPS Survey tile, the user will be prompted with a straightforward question such as “What is the likelihood that you would recommend this App to a friend or fellow student?” The user must reply on a scale of **1** (least) to **10** (definitely). Regardless of rating, the user will be asked for feedback on how to improve our services. However, users who rate our App the highest (**9** or **10**) will be asked to provide feedback. If they agree, they will automatically be redirected to the Play Store to rate the application.
* **Custom Survey:** You may create your own custom survey questions displayed to your users. The Custom Survey tile will include a selection of sample questions to “get the juices flowing.” Sample questions include: “*What features, if any, do you think the App needs but is missing*?” and “*Is there anything about the application design you would improve?”* and *“How would syncing your Google calendar with the course calendar be beneficial to you?”* Get creative!

## 4.2 Special Instructions for Error Correction

As a condition of your use of the Services, FMS will not be used for purposes that are unlawful or prohibited by any means. You may not use FMS Services in any manner that could damage, disable, or overburden, or the network(s), the server, or other third-party use and enjoyment of services. You may not attempt to hack or gain unauthorized access to FMS services through unlawful means. You may not obtain or attempt to obtain any materials or information through any means not intentionally made available through FMS Services.

**10.0 APPENDIX**

# Appendix

*Special Features:*

***How do you show FMS?***

*Graphical user interface, application

Description automatically generated*

***Floating Button?***

The below illustration is called a floating action button. It is displayed in front of all content on the screen. If a user experiences an issue, the user may either report the problem, suggest an improvement, or ask a follow-on question. The floating action button will appear as a circular icon in front of all screen content.

*Graphical user interface, text, application, chat or text message

Description automatically generated*

***Screenshot and Recording Feature?***

The below illustration are other convenient features that allow the user to both take a screenshot, and/or take a screen recording in order to report a perceived issue(s) to the Pulse Team. Users are encouraged to be as detailed as possible when describing the issue. With screen recording, the user can capture a screen record for up to 30 seconds. You can find the user’s screen recording on the FMS dashboard in the **What’s New** tile. An alert signifies a new action to the developer once the user submits it. With Screenshot, the user can use the phone’s screen capture and pull the image directly from their image gallery before submission. A user can attach up to four files of 5MB per image.

*Graphical user interface, application

Description automatically generated*

***For further information about the use of the Brightspace Pulse Feedback Management System software application, contact Javon Roberts:***

<javon.roberts@mycampus.apus.edu>