

# Theme Documentation

04.04.02

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MMD - 1 semester 2018

KEA

## Basic UX theme documentation by Júlía Baldvinsdóttir

From week 48 to week 51 we have been working with basic UX, from doing user research, design sprints to working on mobile web prototype and then with a native app.

### Goals

Main goal was to improve the learning management system experience for KEA and its students.

### Specifications

KEA's learning management system that is called Fronter is really not user friendly according to Frederikke Bender the client. Fronter is a intranet where teachers, students and administrators communicate, also it is a storage for lectures, students assignments and etc. The goal would be to improve Fronter, make it more user friendly, online courses, chat between students, teachers and administration. Improving the online system, make it more easier for the user.

## Week 48: User research and user brief

Click the link below if you would like to see the initial user brief and the user research full research:

[Link to user brief and research for week 48](#)

To sum up this week;

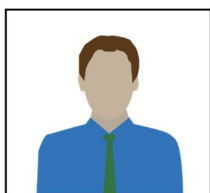
The main goal for this week was to research into our client's concern about Fronter the learning management system that KEA uses for students and staff. According to Frederikke Bender, the client, the system needs improve and the goal would be to make it more user friendly, improving the online system and make it more easier for the user.

What the brief stated is that the users of Fronter (LMS) need is a common ground where they could see lectures online, chat to teachers and other students and to see what's going on in KEA.

The user goal and what the client would like Fronter to be is a LMS where communication is back and forth between teacher, staff and students. Online lectures, storage and maybe outside communications like with former students, companies for internships etc.

We mapped out three user journeys for these weeks just to have a clear mind on what our goal would be when we would start designing the new/improved Fronter.

**In my user journey map I made up three characters how all use Fronter for a different reason - the goals where all real things about Fronter and problems that can be fixed.**

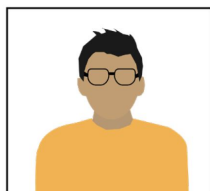


**Bruce**

Is 26 years old, he comes from USA and he is studing computer science at KEA.

His motivation is to see where he/she is doing in they're studies by looking through teachers comments and grades given to his/her assignments.

His goal and motivations is to finish his studies and get a job.

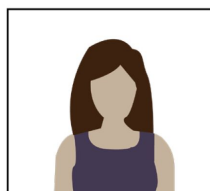


**Michael**

Is 21 years old, he comes from Spain and he is a student in multi-media design in KEA.

His motivation is that she/he are having trouble to navigate Fronter because the language keeps changing and not staying on the language the persona choose for Fronter.

His goal is making new friends and finish some studies.



**Diana**

She is 20 years old and comes from UK and she is studing business, economic and IT at KEA.

Her motivation is to improve there studies and wanting to find old lectures and courses to read and study better.

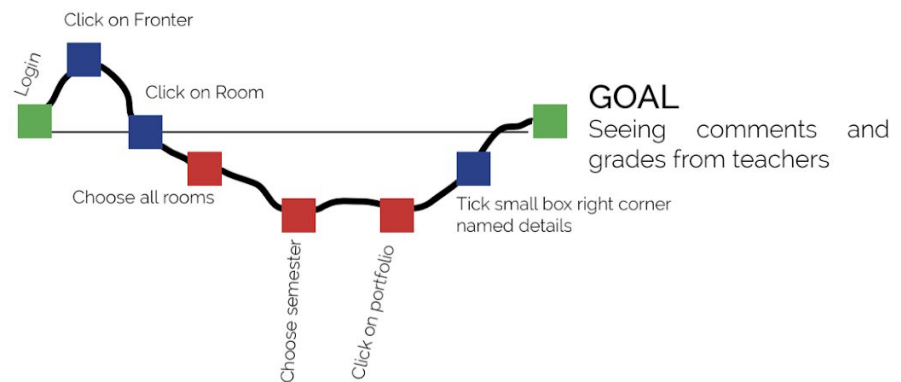
Her goal and motivation is to graduate from KEA with good grades and honors.

## User journey maps

### NEED

#### Find comments/grades from teachers

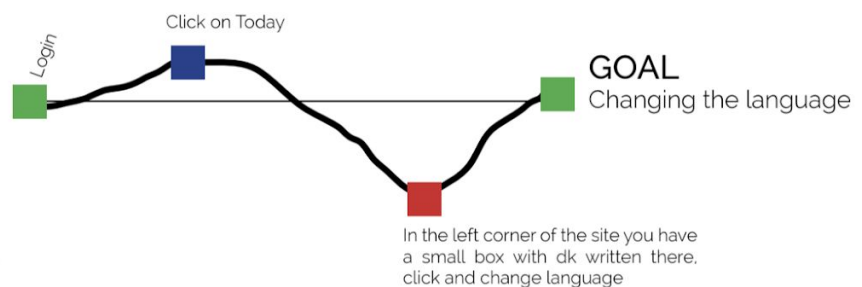
Bruce need is to find his grades/comments from teachers. So he can see where he stands in his studies for him to graduate.



### NEED

#### Change language on Fronter

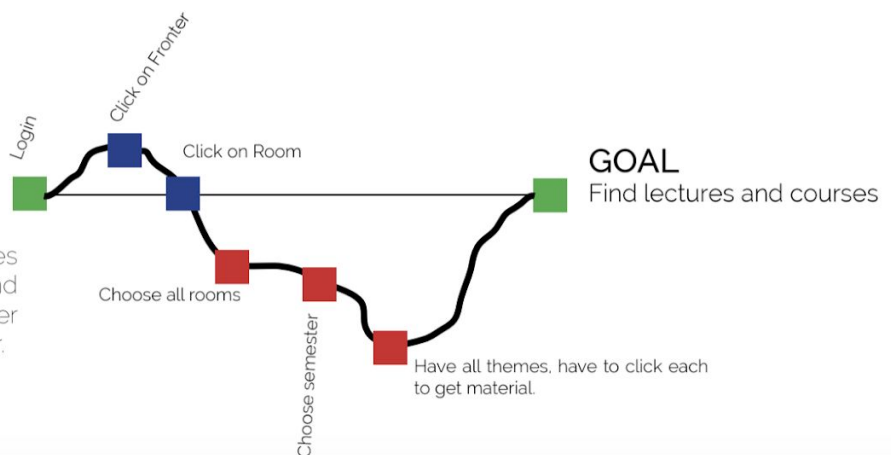
Michael has difficulty changing the language on Fronter from danish to english to understand it better.



### NEED

#### Improve hers studies

Diana want's to improv her studies and pass the exams. Needs to find old courses and lectures from her studies to learn more and go over.



## User research

Next was the user research, there we tested Fronter the learning management system on fellow students.

We used different kind of user tests to see what we would like to change, improv and what we would think could work for the new learning management system.

## Tests

**Thinking Aloud** - test where you have the participants taking the test and simply verbalizing their thoughts as they move through the user interface.

When I conducted the think aloud test I used screencast recording of the participants.

[Link to watch the test](#)

**Interview** - Asking the participants questions about themselves and thoughts of the learning management system.

[Link to hear the interviews](#)

**If you click the link that is on page 3 there you can see in detail more about the tests I did.**

## Conclusion

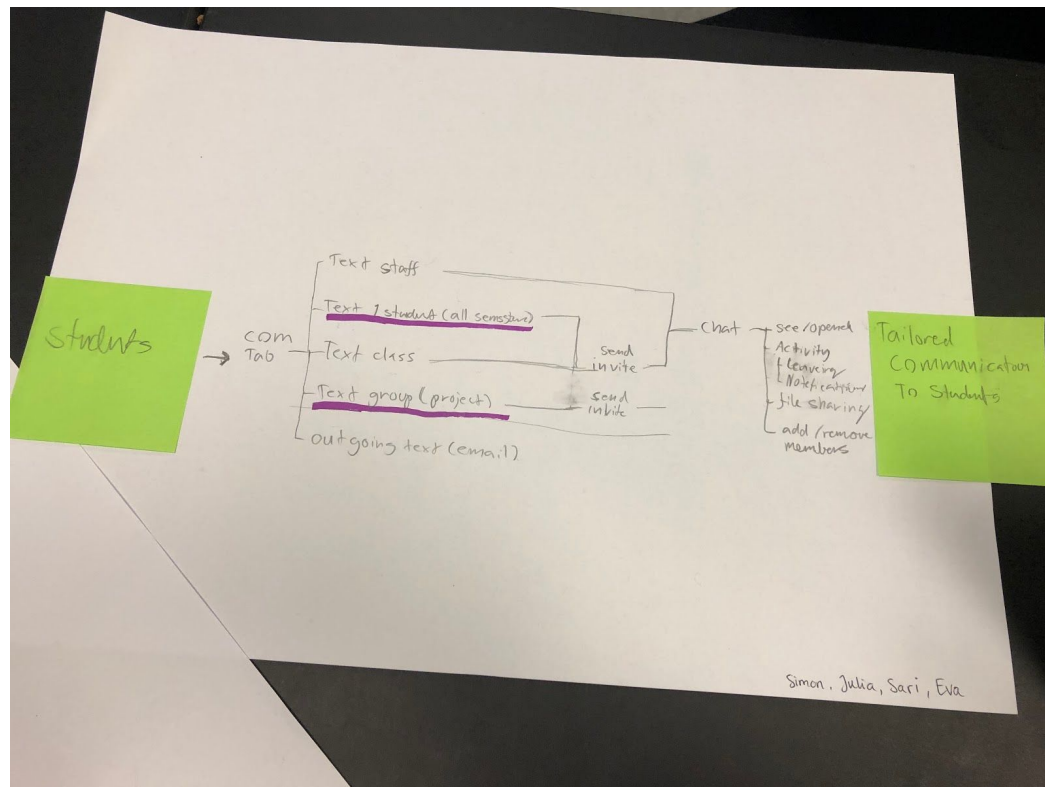
What I gathered in my research was that Fronter (LMS) is confusing for students and it takes time to navigate the system. What my experience is that students of KEA tend to learn they're basic way around Fronter and just use it for that. Also that Fronter is missing this communication system.

## Week 49: Design sprint

The main goal in week 49 was to create a solution after the user research we as researchers had all the tools and maybe some idea what could be the new Fronter. For this assignment we worked as a group making a design sprint and in the end we each made our own prototype and tested it.

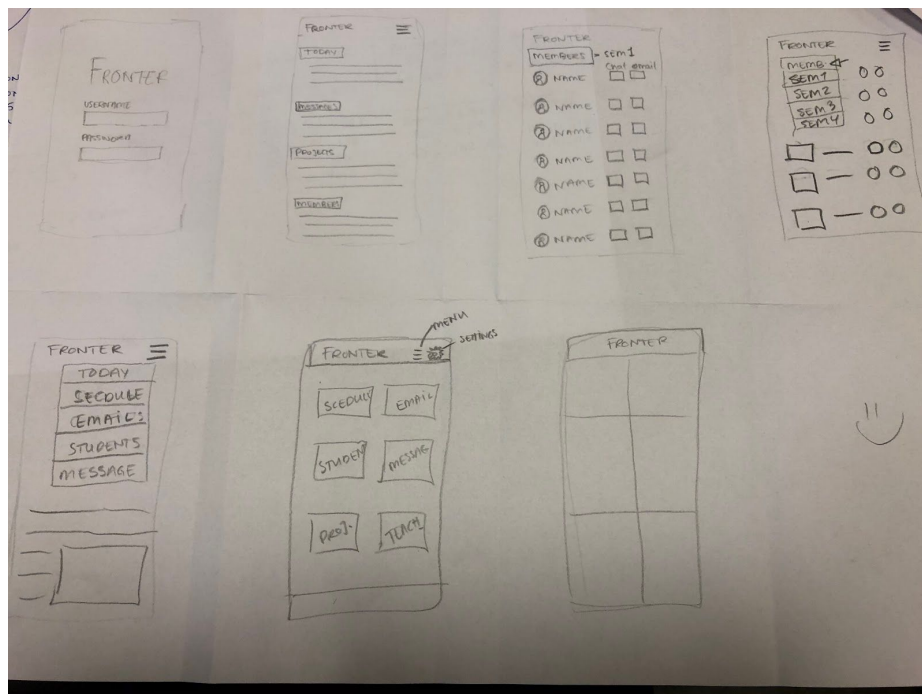
My group decided to make a user journey where the students where the focus group and our goal was tailored communication to students. Where students could reach out to other students, the class, make group chats, emails and reach teachers/staff. We decided to focus on chat between students and group chats. So the map was built:

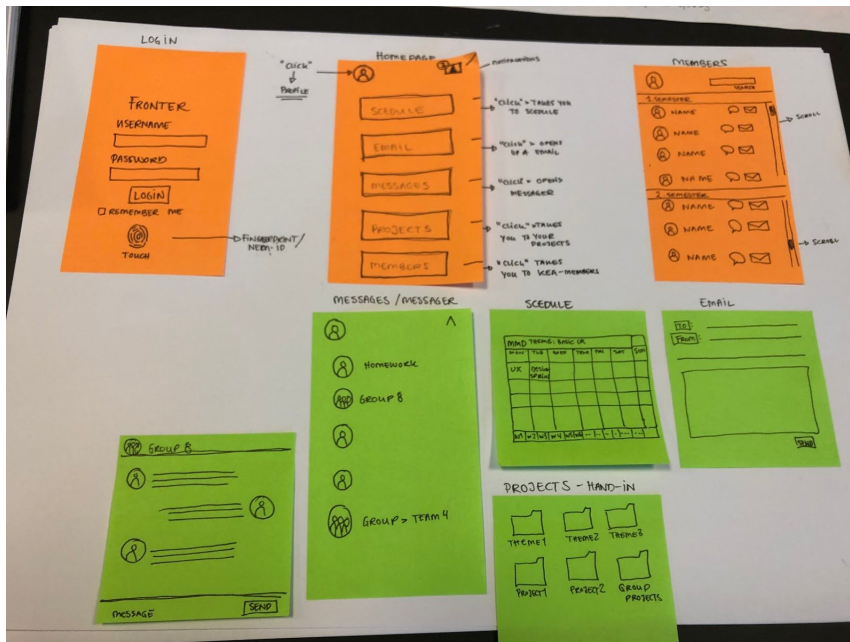
## The map / user journey for this week.



The map / user journey for this week.

## Sketching - building blocks for our prototype





We individually sketched an idea for the prototype, we sat down and used the "crazy 8" method. So of the ideas/sketches made it to the XD prototype and by sketching it and using your imagination provided great solutions and designs. After the sketching and discussions we made our storyboard it was a bit of a mess and when I think about it we should have made it more clear so when somebody that was not in our group came to it he/she could make it to a prototype without thinking.







## Prototypes

### Sari

[https://xd.adobe.com/view/1583c508-613d-4da9-581a-46d4630a41b8-63b2/?fbclid=IwAR1FvCdmJI9RKESAcInhjYFz\\_y3JgYyA7-tPqKS20-8nww7n6XbDOt7y\\_E&fullscreen&hints=off](https://xd.adobe.com/view/1583c508-613d-4da9-581a-46d4630a41b8-63b2/?fbclid=IwAR1FvCdmJI9RKESAcInhjYFz_y3JgYyA7-tPqKS20-8nww7n6XbDOt7y_E&fullscreen&hints=off)

### Simon

<https://xd.adobe.com/view/fbb6648d-605e-47b7-5ae1-ecdef1e659ad-8d87/?fbclid=IwAR1puqzGnPrHv5iXfba2gGT38ur6cC2a6gGSKRu4pEunVjIDb-oSWtnlt-k&fullscreen>

### Patrick

[https://xd.adobe.com/view/4c17ce53-6b3a-47b9-5b9b-168fba888706-3a26/?fbclid=IwAR3DX6s26FY8wuVFI\\_4D4\\_8CKsBNAToJ8oik4PZDIcwFOViY1Ecfr6mcPtc](https://xd.adobe.com/view/4c17ce53-6b3a-47b9-5b9b-168fba888706-3a26/?fbclid=IwAR3DX6s26FY8wuVFI_4D4_8CKsBNAToJ8oik4PZDIcwFOViY1Ecfr6mcPtc)

### Eva

<https://xd.adobe.com/view/fb6f59bc-9a31-4476-4bda-6d1fb367dadd-8d5e/?fbclid=IwAR0bilQ4kYhQQGmGrAmsLawbLGTqslQPd6zejV6MB1YnnajHLX3ZWF2CUF8>

### Luzia

<https://xd.adobe.com/view/9572ea1d-77c7-4604-65e9-f1be4b791acb-e343/?fbclid=IwAR3ns0o4HSFI1aaB6MVjo73PgRVaXqr5FOW2jp6B2rx3wYMZA79kfaGYmxk>

### Júlia

<https://xd.adobe.com/view/56882325-04bb-4127-4ee2-c3116c54531b-20b9/?fullscreen>

## Testing:

We voted to test just one site because we all had the same/similar concept, so we vote what site we would use in the testing. Eva site was used for the testing, but when I think back on it maybe we should have tested our site individually because we made our web prototype solo.

We were only two left to do the testing so we decided to do a think aloud test;

We had some tasks and then questions to ask, we wanted to know if the participants could find there way around the prototype easy and see if the messenger would be easy and user friendly.

**Conclusion:** what we found out was that prototype was useful, like the colors but needed some more work on the chat/messenger interface. Participants not sure where to write the message. What I would have liked to do is test all sited or just my own then I would have gotten a feedback on my own prototype to work with for week 50.

## Week 50: Web prototype

Web prototype:

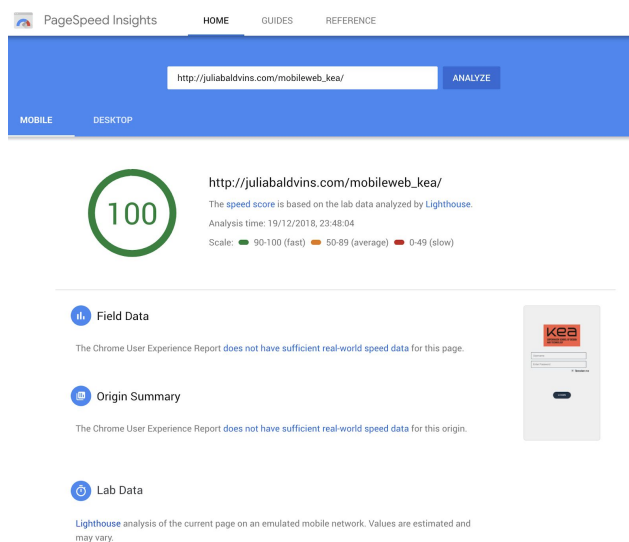
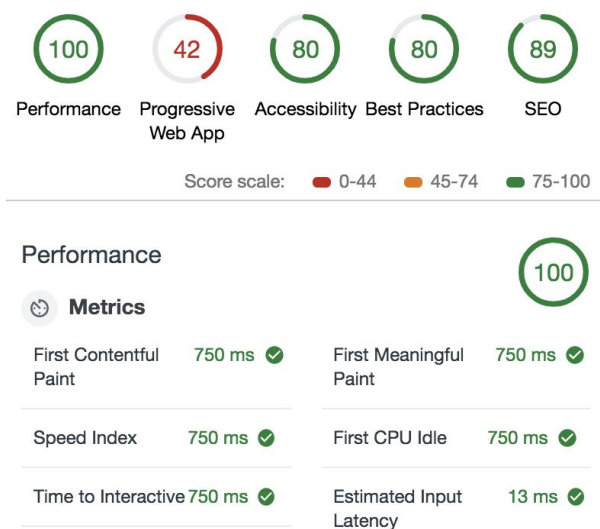
[http://juliabaldvins.com/mobileweb\\_kea/](http://juliabaldvins.com/mobileweb_kea/)

Code (link to GitHub repository):

<https://github.com/juliabaldvins/mobilefirst>

Technical (validation & performance) tests:

Lighthouse results/ PageSpeed Insight results:

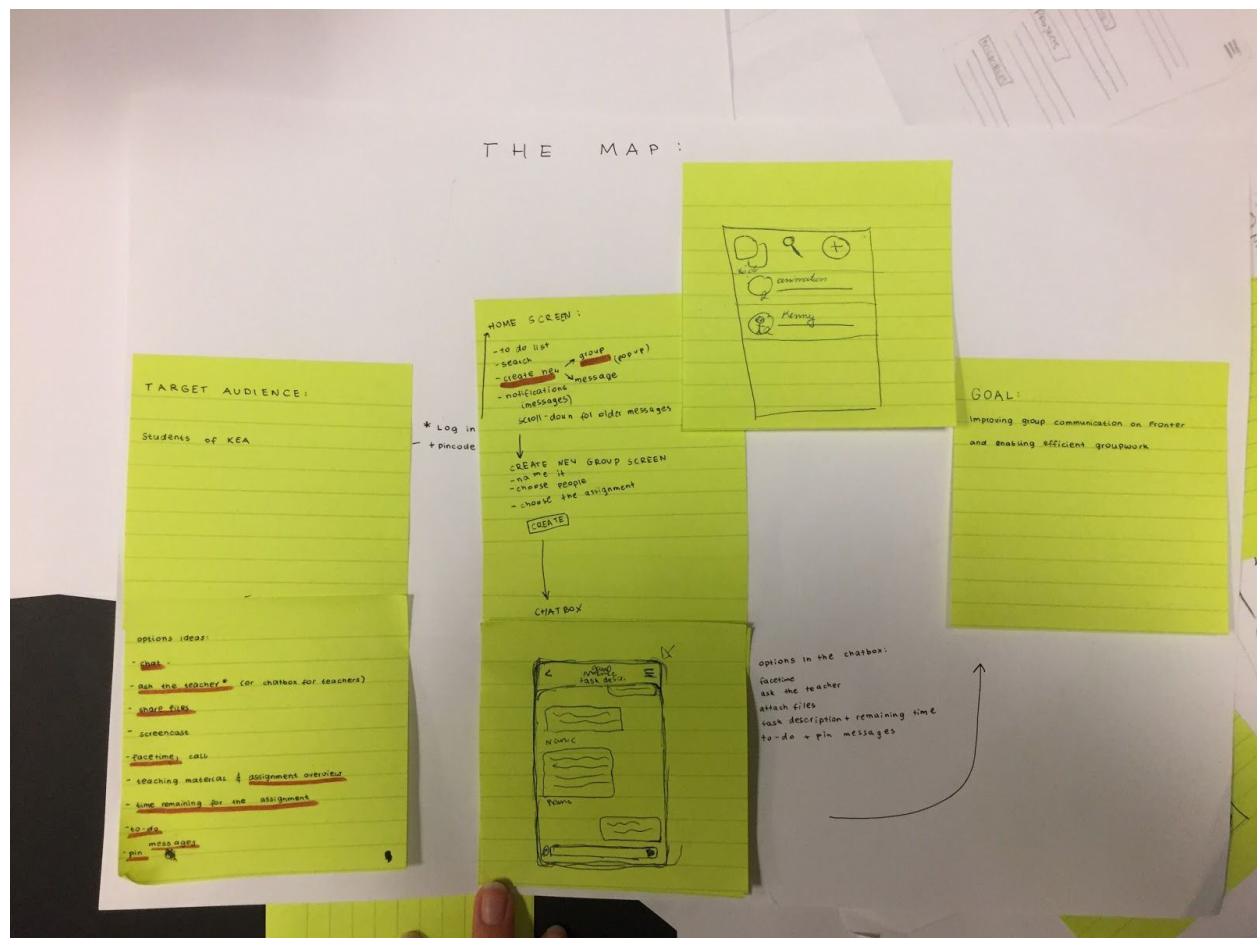


## Week 51: Design Sprint: Native App

Design sprint: Native app:

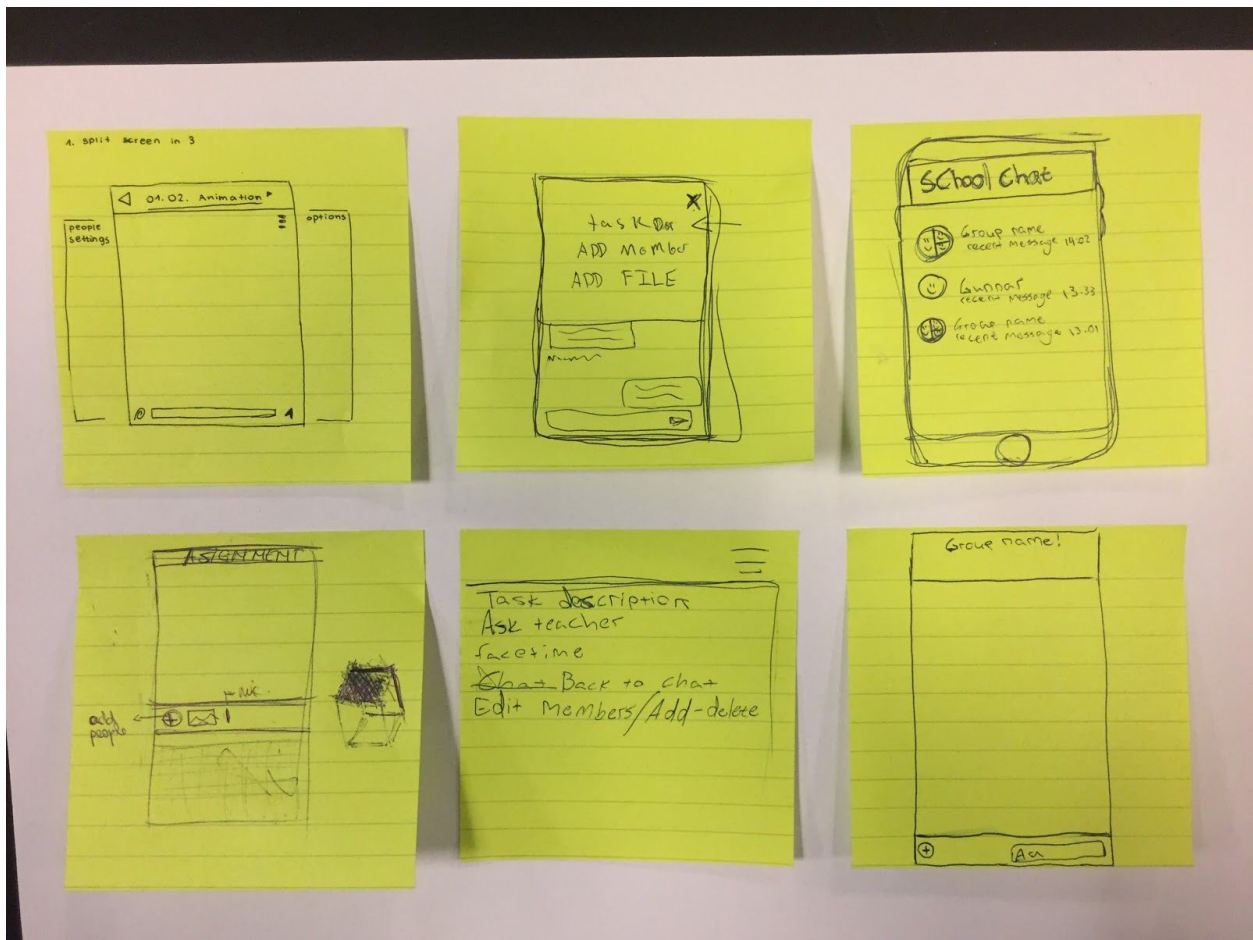
<https://xd.adobe.com/view/97ef2887-e649-430d-6425-c33fe93ed44c-e1de/>

Map:

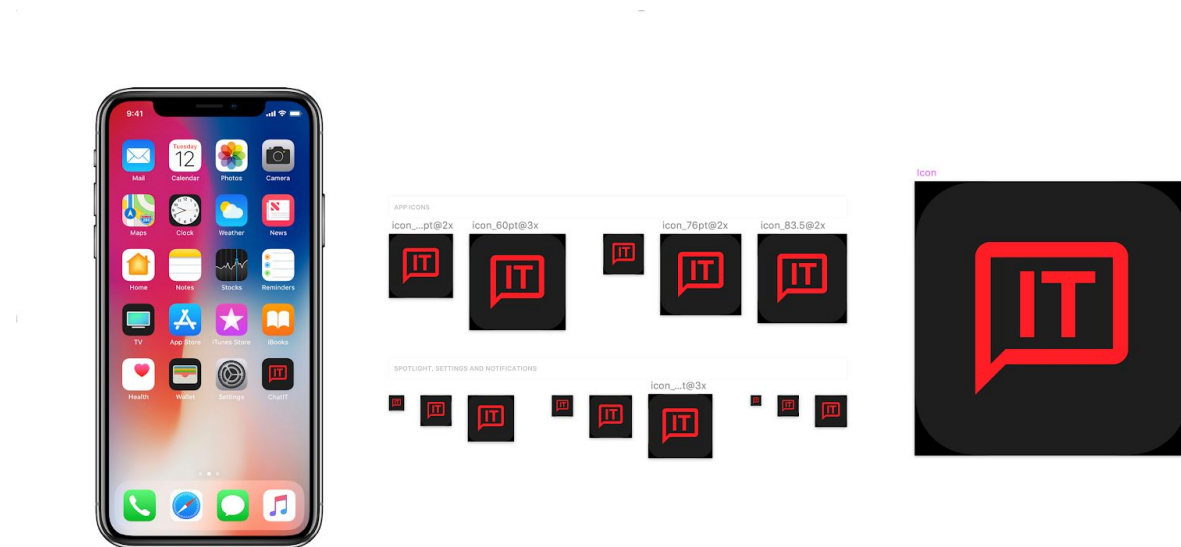


## Sketch:

Our initial ideas included swipe navigation, and other functions in the menu, e.g.: hand-in. However we realized that's not relevant for a mobile app.



## Pitch:



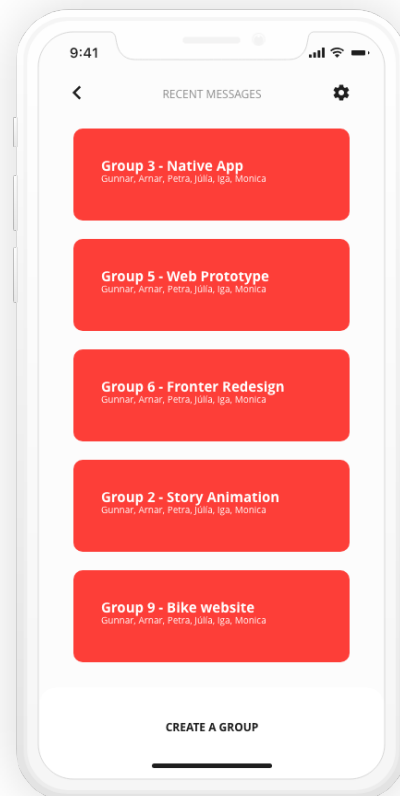
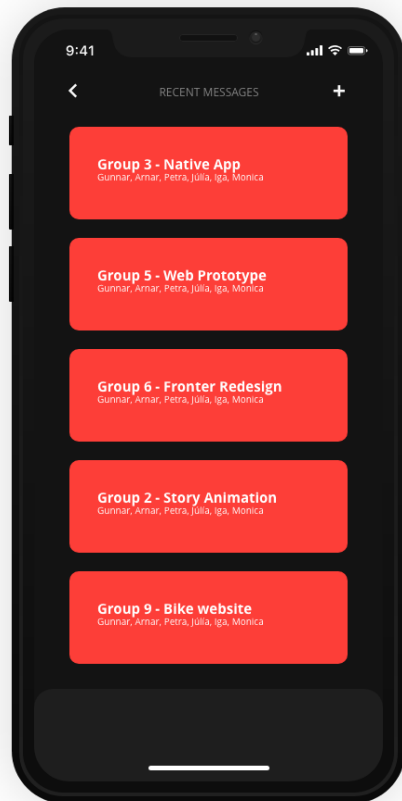
New app for KEA where groups can communicate we call it “ChatIt”.

Designing a prototype of an app that we think could create good collaboration between students and groups.

## Presentation:

[https://docs.google.com/presentation/d/14cFufDiWPGwAQIjmr7oK13Vk0bkIc4MfTld1guZp6m8/edit#slide=id.gcb9a0b074\\_1\\_0](https://docs.google.com/presentation/d/14cFufDiWPGwAQIjmr7oK13Vk0bkIc4MfTld1guZp6m8/edit#slide=id.gcb9a0b074_1_0)

## Prototype:



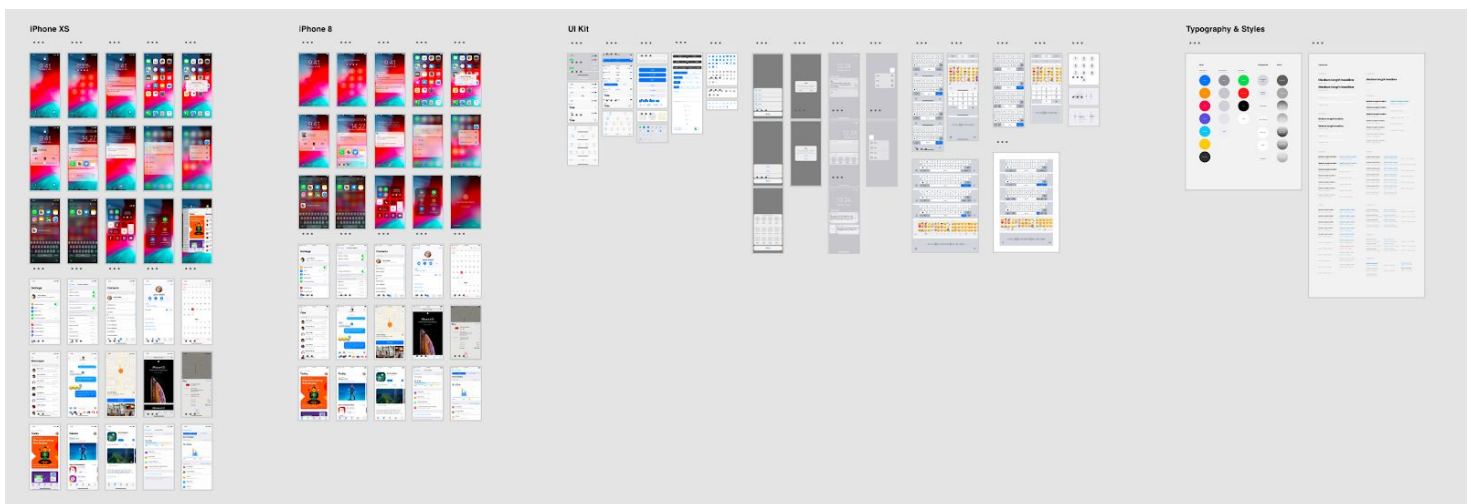




## UI Kits:

We used a iOS UI kit, we decided to go with iPhone X in the mockup, as it's most frequently used for that purpose.

The GUI elements we took are the keyboard, statusbar, homebar, and for the presentation, we used the mock-ups of an iPhone.



### Feedback (summarise and describe focus in the next and improved iteration):

We have tested our XD prototype on 3 users. We used the Think Aloud test. The feedback was positive, all the participants immediately recognised the purpose of the app and consider it useful. Every one of them, on the question about the navigation through the app, have answered that it is easy and intuitive. We've got a positive reaction to our logo as well. The options, like Ask The Teacher or Task Description were applauded, but the Facetime was a little bit confusing, so we decided to change the name to Video Chat. Not all participants were satisfied with the color palette we've chosen, some of them loved everything about it, but some weren't fans of the black background. The KEA red colour was approved by all of them. We were advised to add avatars to the people in the chat, some kind of informing the user who is now online, like a green dot by the avatar, and an "attachment" button by the keyboard in the chat box.

### The conclusion:

But for small additions we could take in to consideration, the overall impression of the app is very positive. The purpose of it is clear and the app is considered useful.

**Our long term goal is** improving the communication on Fronter and enabling efficient group work.