

# DOCUMENTATION - UX

## Initial User Brief Client- Frederikke Bender

### Business goals based on today's work and information

MMDS students graduate and get a job  
Fronter to support direct communication to reach students and inform, finding materials for education in order to study and graduate  
That students could connect and collaborate with other students from different semesters and graduates.  
To store videos, large digital learning stuff.

### Users goals

Graduate the best scores, get a job right after studies, get knowledge, integrate into danish culture, pass all exams, submit all assignments on time, be on time every morning.

### The client's assumptions about the target audience and their actions

Teachers, staff and administration: being able to check the curriculum, schedule, see the students activity, contacts.

Students: check schedule and read the curriculum and teachers presentations, going back to previous semesters, delivering exercises, reading messages from teachers, reading student council news, getting teachers and classmate contacts.

### What is fronter to them?

It is a platform where they can connect with other students or teachers, it is a big detail in their learning process where they can read information about semester curriculum and where they can hand in their work. For teachers: uploading information, presentations, task descriptions for students.

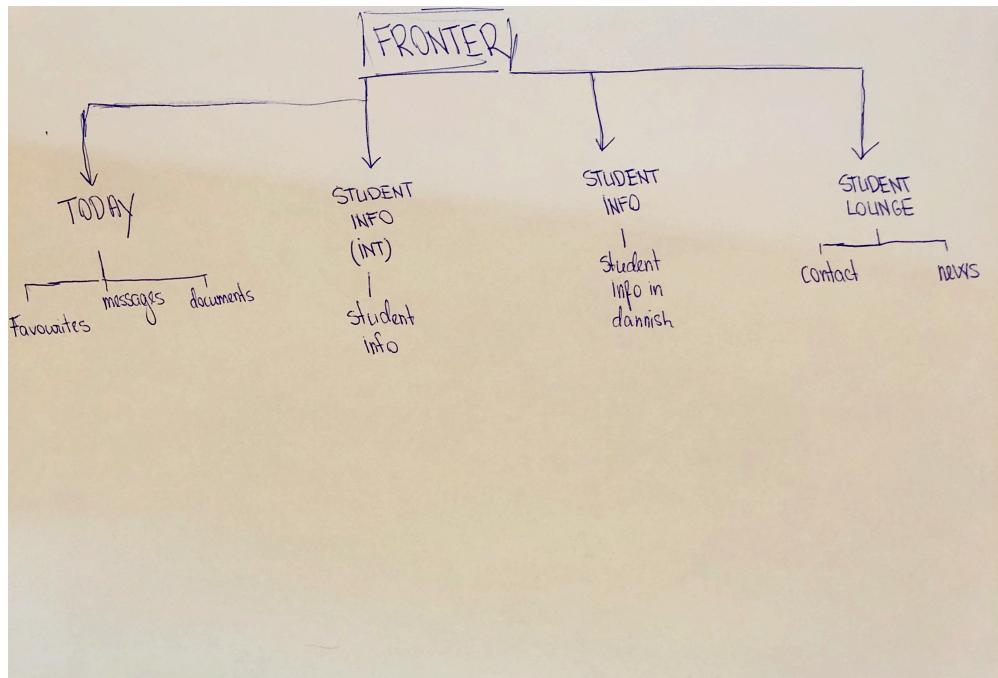
### What do they need that fronter can not give them?

Being able to send messages, 1 to 1 communication, seeing schedule on the phone, maybe they should make a phone application.

Teachers: in traffic check fronter easily and fast, message students.

## List of functionalities of Fronter

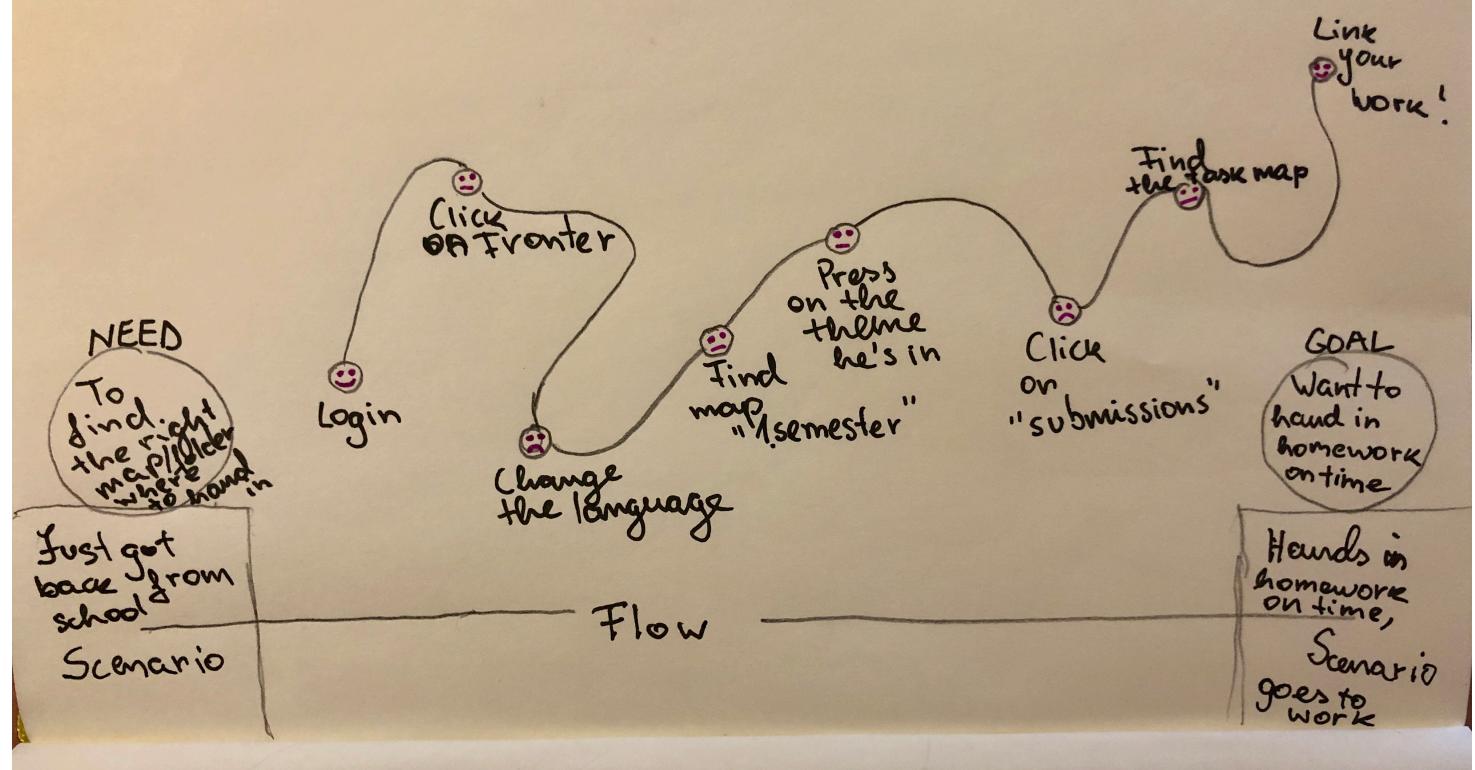
- Checking your semester plan, information and your curriculum.
- Seeing teacher presentations, documents and task descriptions.
- Handing in your work and your group work
- Search for classmate and teachers e-mails, telephone numbers.
- You can see messages from administration, teachers and student council.
- You can read student info- about internship, student lounge and have contacts.



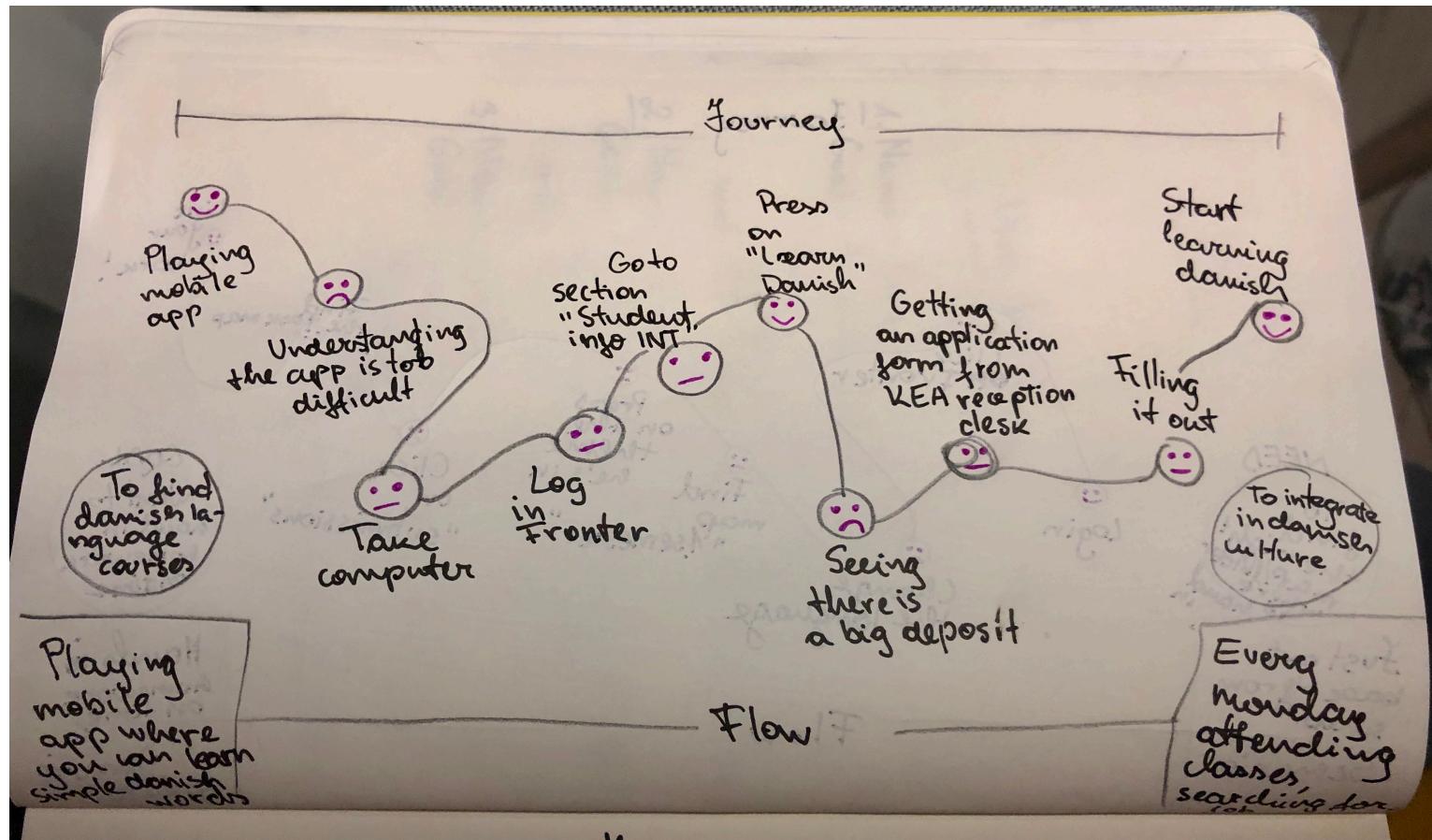
## User journey for goals

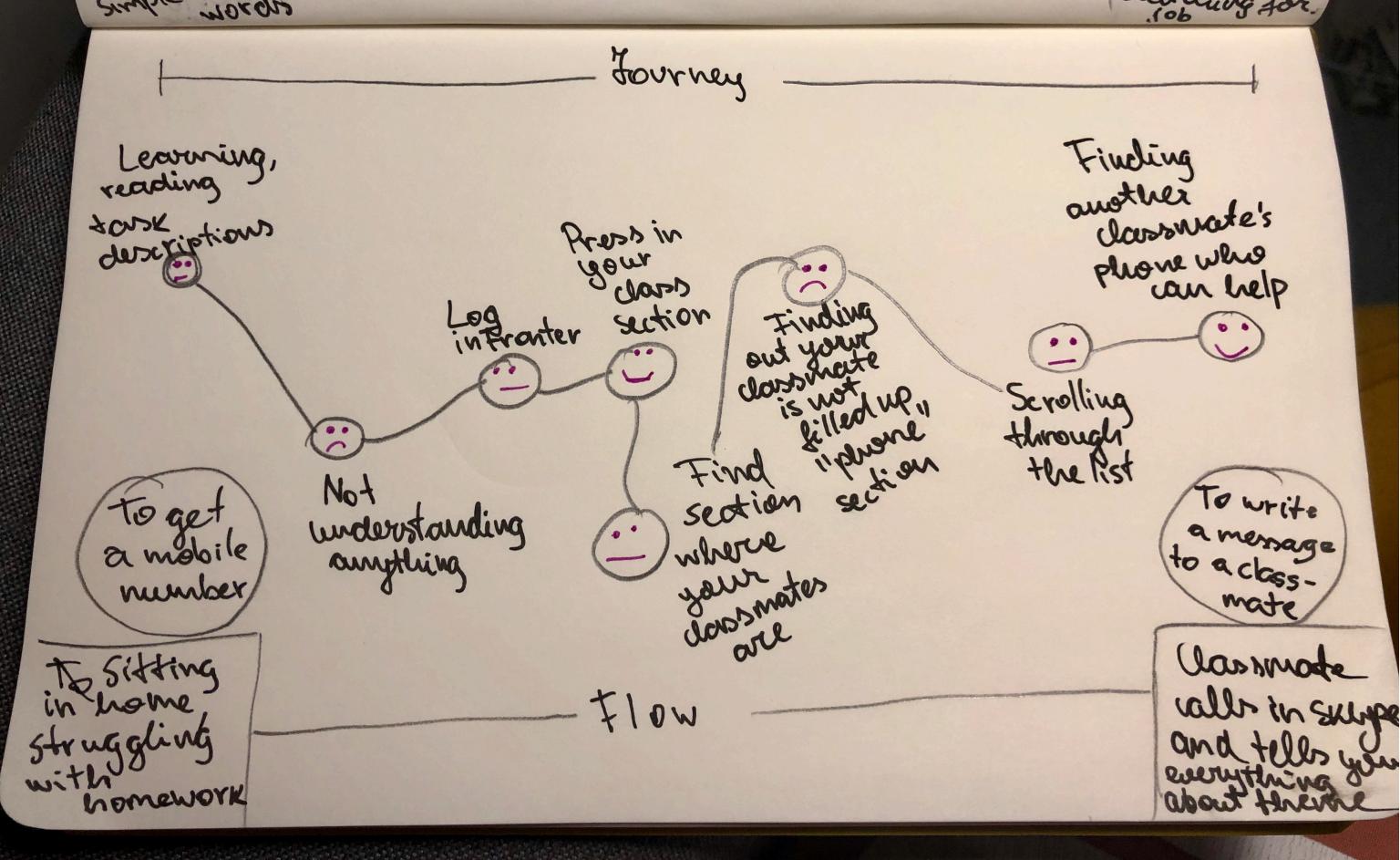
1. Name - Johan  
Goal - to finally not miss the time to hand in the assignment and to learn need - the right way to hand in.
2. Name - Anna  
Goal - to integrate in danish culture and to start learning need - danish language
3. Name - Ruta  
Goal - to write a message to a classmate.  
need - get a telephone number.

## Journey



## Journey





## Conclusion

Student motivation was about education. Their goals are to find job in Denmark, feel safe in fronter, know where is the information they need and want to get.

Fronter is a pretty much difficult platform, it feels like you need a person sitting with you or classmate who knows it very well. It has problems like switching always the languages or missing information.

## 04.01.02 USER RESEARCH

### User test design (Chapter 9 of the Usability book)

I did the **Think-Aloud User Testing**, before the interviews I had written the questions in my notebook. I had them divided in two sections. The talkative and the practical ones.

It was quite important to make a silent and calm environment so the participant could feel relaxed. The first interview I did in my apartment with Robert. It was evening and we chatted a little bit before the interview. We sat on couch to feel comfy. With others with sat out of the classroom to feel not disturbed, on couch too. I tried to be very polite, ask questions to bring the student to a conclusion and answer.

I did not made notes during the interviews so I could remember expressions and emotions user had.

### List of questions and tasks

- What is your name and how old are you?
  - What are you learning here and in which semester are you?
  - How many times do you check Fronter daily?
  - What is your main goal after these studies?
  - Have you ever read information about student activities/ events in Fronter?
- 

1. Can you find a list with your classmate's contacts?
2. Where can you find information about learning danish? (for international students).
3. Where can you change students?
4. Can you show me 1.September schedule?
5. How do you feel after visiting Fronter?
6. Would you like to have a mobile application for Fronter?

## Interview guide for one-to-one interview with user from the target audience

I started with basic and simple questions, easy to answer, for example- what is your name and how old are you , what are you studying so the student could feel more comfortable talking to me. Then I started to ask questions about the student's goal and daily activities- how often he uses Fronter or check student events there.

Then I had some tasks for the student to show me how fast and easy he can navigate through the webpage.

Yes/No questions closes an interview so I ended all interviews with question "Would you like to have a mobile application for Fronter, so the participant could answer with yes or no.

## Description of test participants

1. **Robert (21)** - he is latvian, KEA student who studies "Architectural technology and construction management" and he is in 4th.semester, besides studies he works at food delivery.
2. **Tabea(23)** - she is german, KEA student who studies "Multimedia design and Communication" and she is in 1.semester, besides studies she works as a blogger.
3. **Simon(31)** - he is danish, KEA student who studies "Multimedia design and Communication" and he is in 1.semester, he likes to code and make a lot of animations and illustrations.

## Recording of tests and interviews (link to video/audio)

**Robert-** <https://www.youtube.com/watch?v=VeoEJrHII-U>

**Tabea-** [https://www.youtube.com/watch?v=f7-\\_kBk7gIA](https://www.youtube.com/watch?v=f7-_kBk7gIA)

**Simon-** <https://youtu.be/rGBJrvSbJzQ>

## Documentation of collected user research - insights

- Usually the students open Fronter to check schedule, task descriptions or presentations that teachers upload. They do not check it when its holidays, only if there is a hand in those days.
- Their main goals are to find a job in their study field(what are they studying right now).
- None of them had never read student news feed or events, they only check the information in facebook.
- All of them said that it is quite hard to communicate through this platform, a lot of students don't have a mobile number or mail written there. They would use facebook to actually contact and write to them.
- The biggest struggle that they had was to find the place where you can apply and read info about learning danish. If I said:"It is for international students" , they understood that they need to check the tab "Student information (INT)". But everyone checked the page at least 1,30min. They wanted to see a picture, illustration in the middle where all the general information is. Tabea and Roberts wondered that maybe the information is above 1.semester or in the classroom's page.
- They all said that at the beginning it was really hard to find out where you can change the language. Simon find it out by accident. It could be improved by a little flag illustration under your profile settings and definitely it could be nice if the system would remember the language settings.

## “Competitor” research (inspiration)



My biggest competitor was a Latvian platform for students. You can check schedule, time your lessons starts and ends. You can easily find your classmates and teachers names, write to them in 1 to 1 communication. It feels like messenger.

A screenshot of the KLASE website homepage. The header includes the KLASE logo, the date 'Piektdiena, 2018. gada 30. novembrs', the author's name 'Andrejs, Andrievs, Andris', and social media links for Twitter, Facebook, and LinkedIn. The main content area has sections for 'Aktuāli' (News), 'Svarīgākās ziņas' (Important News), and 'Pieslēdzies E-klasei' (Joined E-class). Each section contains news articles with images, titles, and publication dates. A sidebar on the right provides options to log in or register.

(front page, not signed in)

And you can read all the news about educational system in Latvia, it is quite interesting you can use this platform as a news portal too.

27.01.2015, otrdiena					
Nr.	Priekšmets	Telpa	Stundas tēma	Mājas darba uzdevums	Vērt.
0.	Ģeogrāfija	A - 107		MG 106.-111.lpp.	10
1.	Kīmija	A - 104		nosaukt gaisā esošās gāzes, zināt to tilpumdaļu, raksturot izmantošanu un nozīmi dabā zināt oksidēšanās veidus, nosaukt tiem piemērus, tiem, kas nebija stundā - DL pielikumā <a href="#">MD.doc (66,0 kB)</a>	10
2.	Sociālās zinības	B - 210			
3.		A - 203			
4.	Latvijas vēsture	C - 231			
5.	Krievu valoda	C - 227		zināt frāzes m.g. lpp. 50. uzd. 16. - pārbaude.	
6.	Matemātika	B -			

(schedule, signed in)

The thing I like about the schedule is that it remembers and updates the week you are in, there is no need to change the week or calculate how far you need to search it.

## A revised version of Monday's user brief (changes / corrections / additions)

### PERSONAS

**Name :** Johan

**Descriptor:** He is young 23 year old guy who studies Multimedia design and Communication. He's from Denmark and he has passion for fashion and photography. Johan is very kind but shy, he is friendly to those who are communicative to him.

**Quotes:** “It is never too late for a cup of coffee and editing pictures”.

“With silence you can tell more than sound”.

**Goals:** Johan’s goals are find out who he really is, is the hobbies are meant for him. He is kinda stressed out that he is already 23 years old but he doesn’t have a good job. Money is not the biggest goal for him but living good, with ability to buy new camera lens, go to coffee shops and to be dressed in nice clothing.

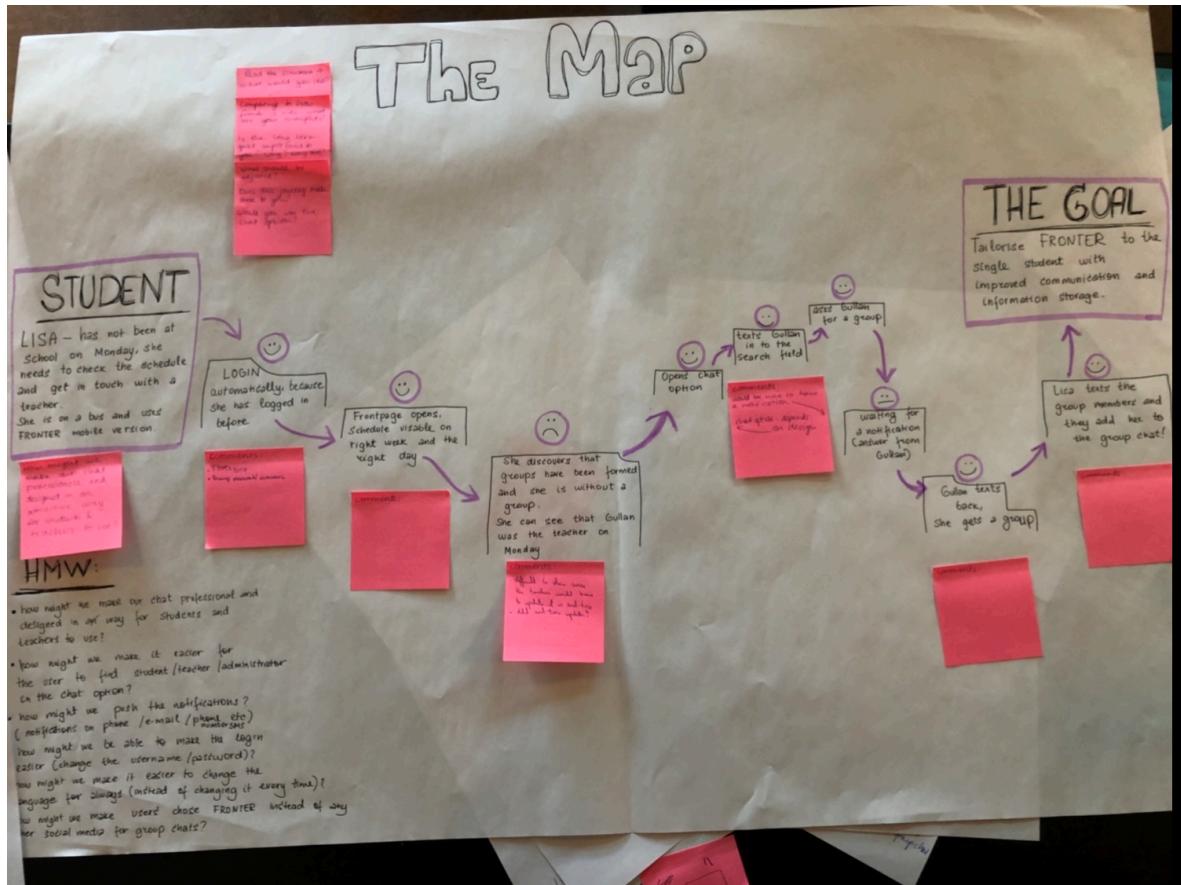
He wants to become a graphic designer and make posters combining them with his pictures. His goal is to be creative every day and not become lazy with his desires.

**Attitude:** Johan visits Fronter because he likes to know everything that is happening around him- news, teacher’s messages... He thinks everyone should follow schedules and be very interested in communication with others so he could integrate in this environment.

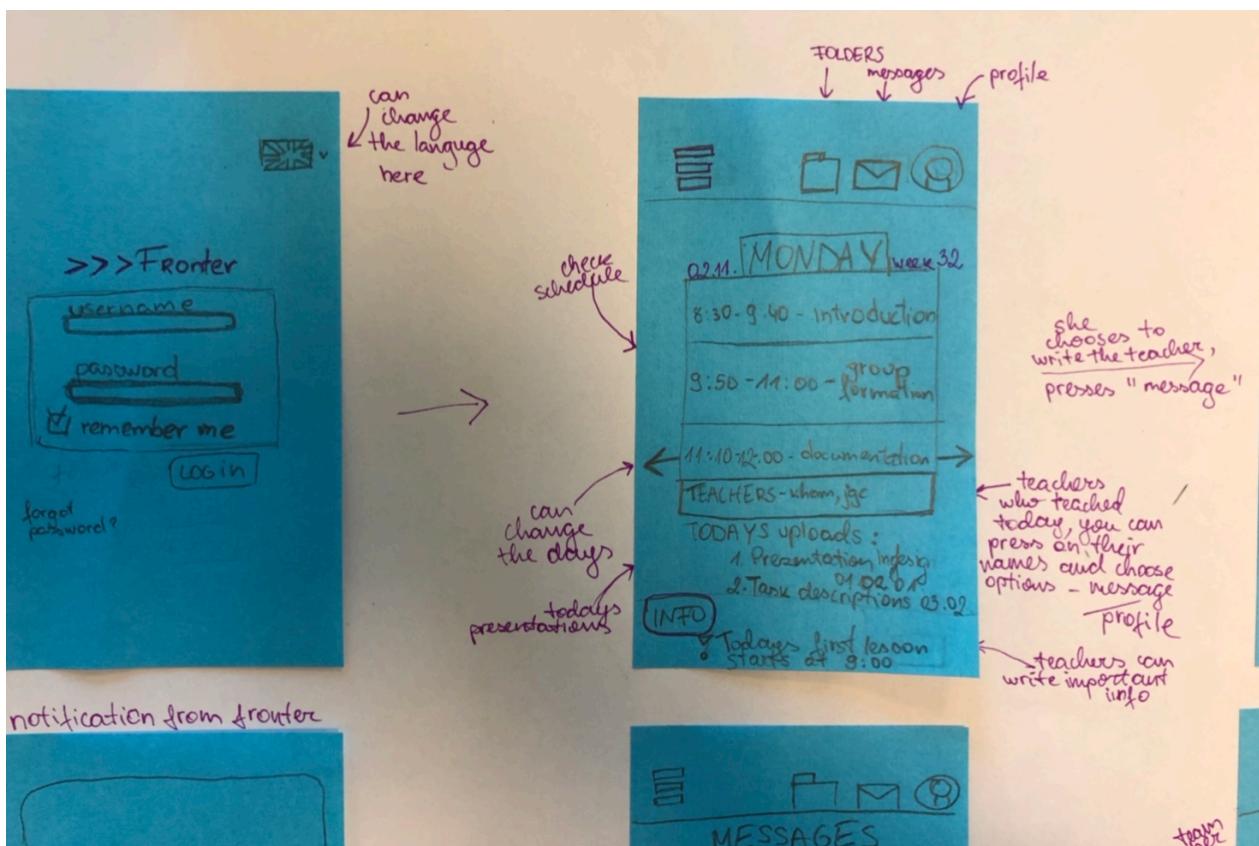
**Behaviour:** He makes fast decisions visiting Fronter because he navigates very well through it. The first days he got Fronter’s password he already checked options he can make and see in this webpage. Website’s design is really bad he thinks, everything looks old, that’s why he never checks contacts if he needs to communicate with his classmates. He goes to facebook because that platform is more modern.

# DESIGN SPRINT

## the map



## sketches



**TEACHERS - whom, jsc**

TODAY'S uploads:

1. Presentation info/s 01.02.6.1
2. Task descriptions 03.02

**INFO**

Todays first lesson starts at 9:00

can change the days presentations

who taught today, you can press on their names and choose options - message profile

teachers can write important info

**MESSAGES**

**TABEA**

Liza: Hey girl! We are in the same group right now!

TABEA: Oh! Well good you, girl!

**TYPE** **SEND**

she presses on the notification

team member photos

Tabea adds her to the group chat!

**MESSAGES**

**Group chat "Team 5"**

You have been added to group

HEY

Hag girl!

Lizza!!

**TYPE** **SEND**

>>> Fronter

username  
password  
 remember me  
**LOGIN**

Forgot password?

can change the language here

**MONDAY** week 32

8:30-9:40 - introduction

9:50-11:00 - group formation

11:10-12:00 - documentation

**TEACHERS - whom, jsc**

TODAY'S uploads:

1. Presentation info/s 01.02.6.1
2. Task descriptions 03.02

**INFO**

Todays first lesson starts at 9:00

can change the days presentations

check schedule

teachers who taught today, you can press on their names and choose options - message profile

teachers can write important info

**MESSAGES**

**Gullan Strom**

Hello! Can you please tell me more about our group?

Gullan: Hello! You are in the same group with Tabea!

**TYPE** **SEND**

notification from fronter

17:00

Fronter Gullan has sent you a message!

she presses on the notification

team member photos

Tabea adds her to the group chat!

**MESSAGES**

**TABEA**

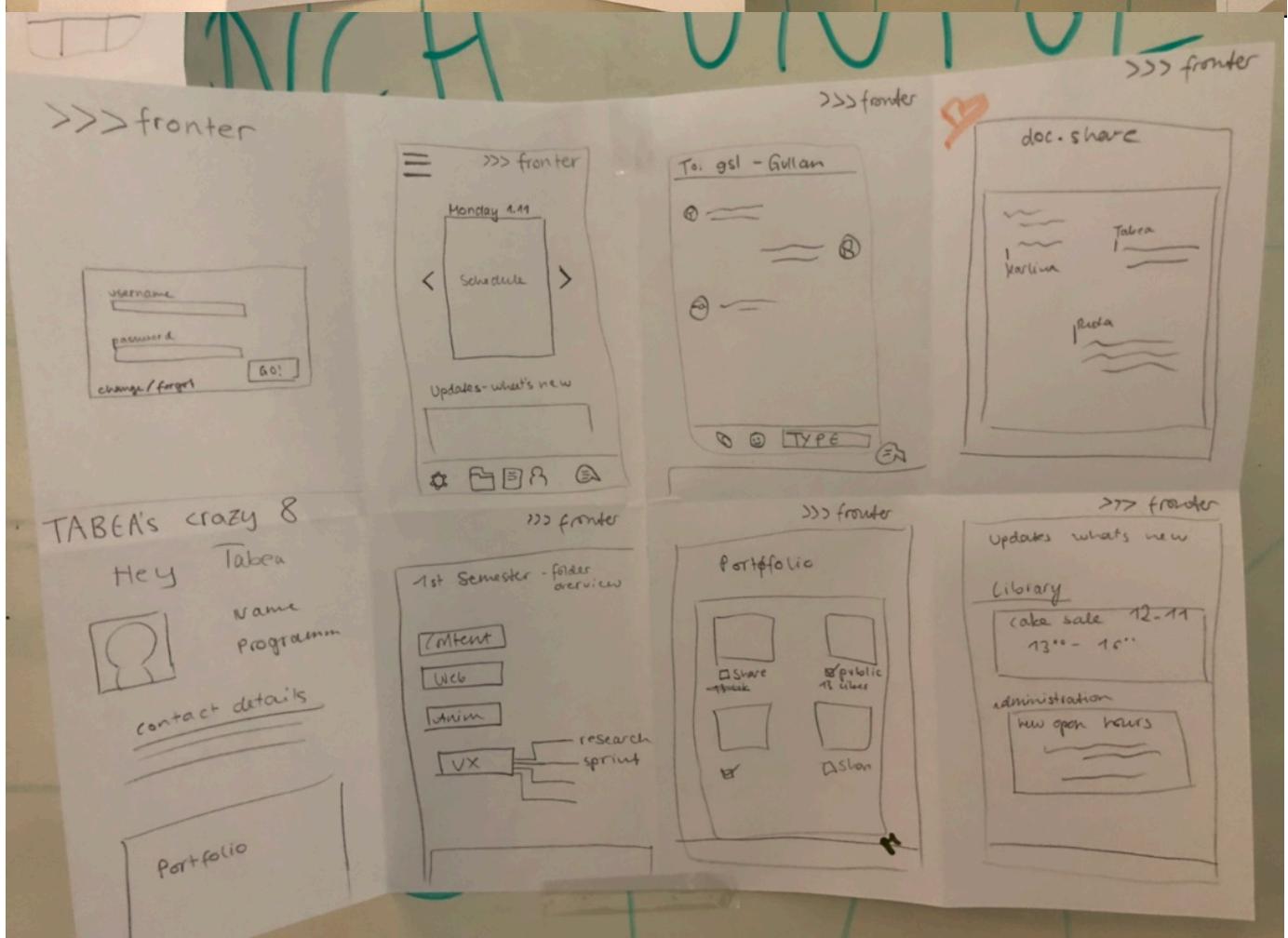
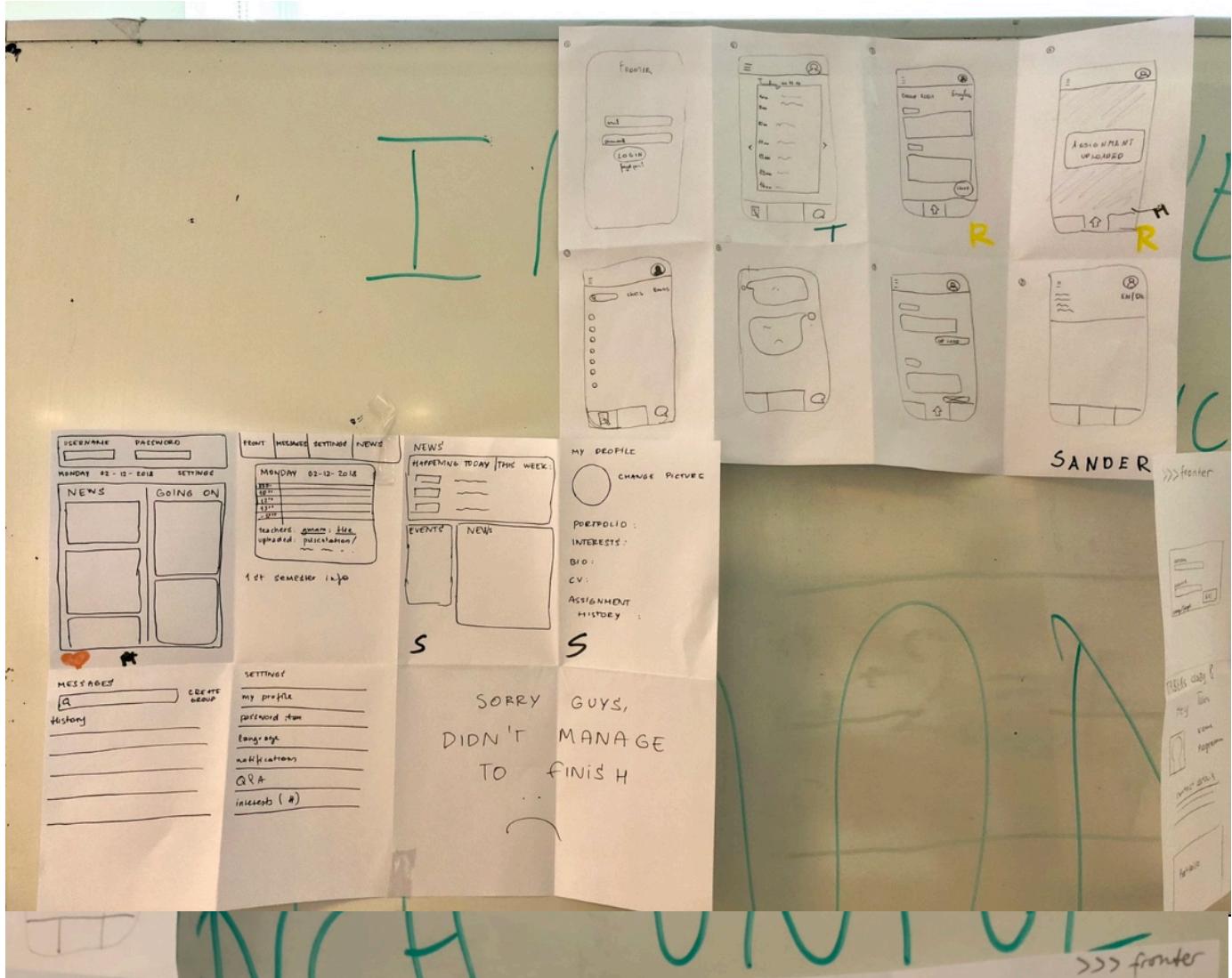
Liza: Hey girl! We are in the same group right now!

TABEA: Oh! Well good you, girl!

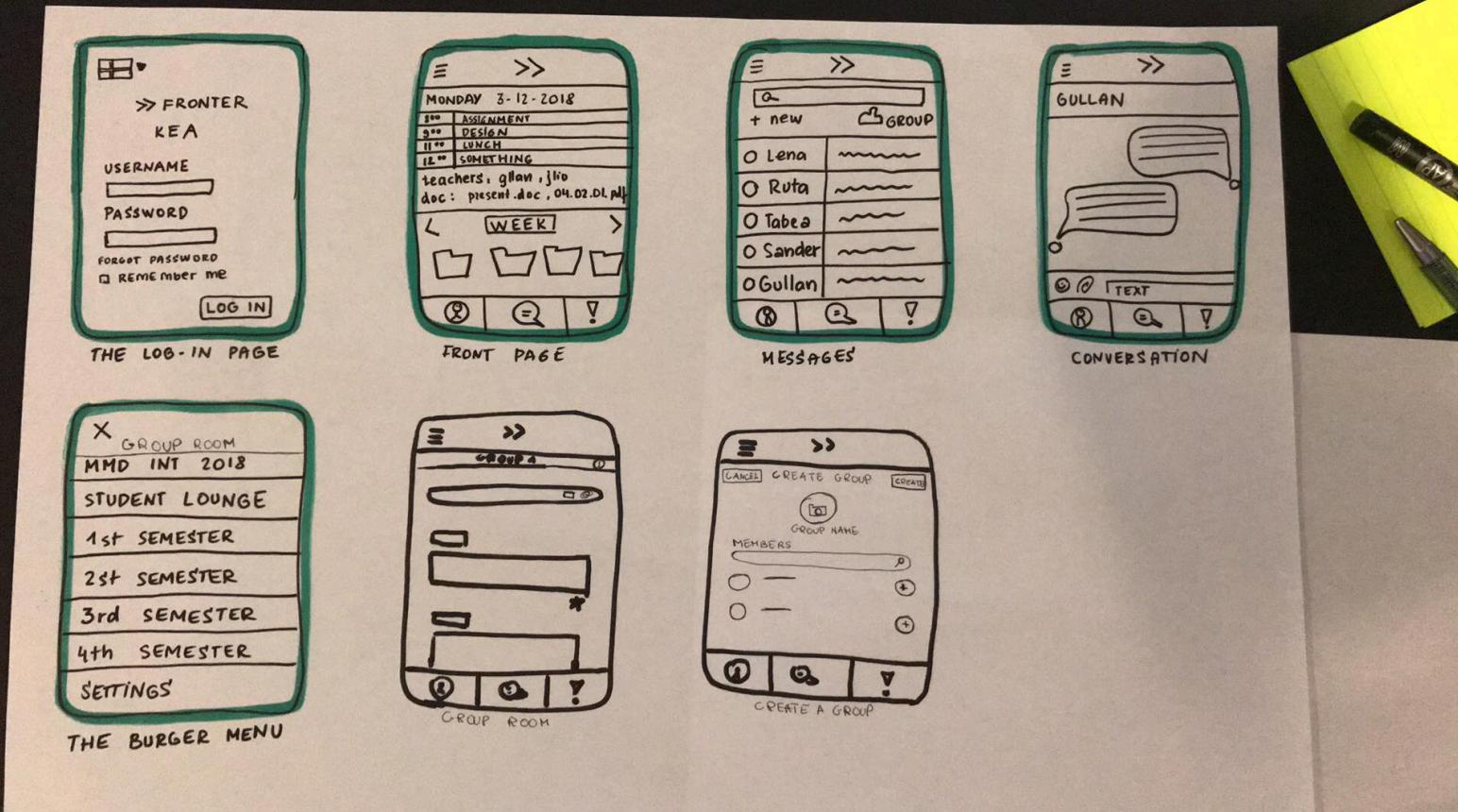
**TYPE** **SEND**

- karlina

# decide



# final



# prototype

<https://xd.adobe.com/view/1964fb4e-9a20-4261-599c-bc75d552203d-6f55/>

## test and learn

In group we did testing with 6 people total.

Two students ho was 22 and they said they really dont like the portfolio settings,that is really not usable .

one 44 guy said that messages are realy nice and interesting feature to include because then you dont need to use facebook and other social networks.

### Traffic on fronter

Login: 140 times

Uploads: 23 documents

### Portfolio

Moodboard Organic Style

share likes

XD Prototype Website

Design and process document

Mobile website lisahansen.com

### Gullan Strøm

Hey Gullan,  
I was sick during today and I saw on the Schedule the you have had group formation today. Is there still a group I can join to?

Hey,  
It is good that you texted me.  
Today we learned about SPRINT.  
You can join group nr. 5 with Hannah and Sander.



SEND

# WEB PROTOYPE

<https://github.com/karlinakluce/karlinaklucefronter>

## User test : Think aloud test

I did a test with Robert who is now studying in KEA too, 4th semester in Architecture and Technologies.

We were in KEA library and the atmosphere was really calm and nice. I asked a lot of questions like

1. Do you like the colors of the log in page, what do you think about burger menu- should there be Semesters or Settings?
2. Do you find Portfolio option usable?
3. What options on log in do you remember being already logged in?

His answers were short but interesting. For example-

1. I like that you have used two different KEA logo's, the black and the pink one.
2. Why do you have a Denmark flag in the login page if your all language here is english now? (I did not even notice that)
4. He liked the switch color button, maybe I could improve it by giving the chance to change the chat too.
5. He did not understand why the themes of the semester is in front page, there should be some news or teacher notifications.
6. He did not like the "write to Gullan" button in chat, because it was too recognizable as a button.
7. In the end he said everything is understandable and easy, minimalistic , maybe I should put gifs in the chat....

# validation

## HTML Validator / Linter

Validates HTML files for compliance against the W3C standards and performs linting to assess code quality against best practices.

Find missing or unbalanced HTML tags in your documents, stray characters, duplicate IDs, missing or invalid attributes and other recommendations.

Supports HTML5, SVG 1.1, MathML 3.0, ITS 2.0, RDFa Lite 1.1. Implementation is based on [Validator.Nu](#).

### Option 1: Copy-paste your HTML document here

```
<!DOCTYPE html>
<html lang="en">

<head>
  <meta charset="UTF-8">
  <title> KEA FRONTER </title>
```

### Option 2: Or upload your HTML file

no file selected

UTF-8

## USB Digital Pattern Generator - Easy Setup, No Code to Write

16 DIO and 2 Analog - expandable in parallel. Enter digital states and analog voltages. [sequimtek.com](#)

The document is valid and conforms to best practices and standards. Good job!

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The W3C CSS Validation Service

W3C CSS Validator results for TextArea (CSS level 3 + SVG)

Jump to: [Warnings \(4\)](#) [Validated CSS](#)

### W3C CSS Validator results for TextArea (CSS level 3 + SVG)

Congratulations! No Error Found.

This document validates as [CSS level 3 + SVG](#) !

To show your readers that you've taken the care to create an interoperable Web page, you may display this icon on any page that validates. Here is the XHTML you could use to add this icon to your Web page:

```
<p>
  <a href="http://jigsaw.w3.org/css-validator/check/referer">
    
  </a>
</p>
```

```
<p>
  <a href="http://jigsaw.w3.org/css-validator/check/referer">
    
  </a>
</p>
```

(close the img tag with > instead of /> if using HTML <= 4.01)

# Design sprint: Native app

## BUTTER

### pitch

Our main goal is all in one solution, we made a simple mobile app where students can check schedule, message tutors , meet with them not only in wednesdays and see how time left is for submissions and read your feedback. No one reads the reading material on Fronter, thats why we have section "todays reads" because even when you are not in school , being sick you can download teaching material and read it on bus or in home. A lot of people don't like making groups on facebook all the time thats why we have chat option where you can contact teachers and your classmates. AND IT IS FOR FREE!

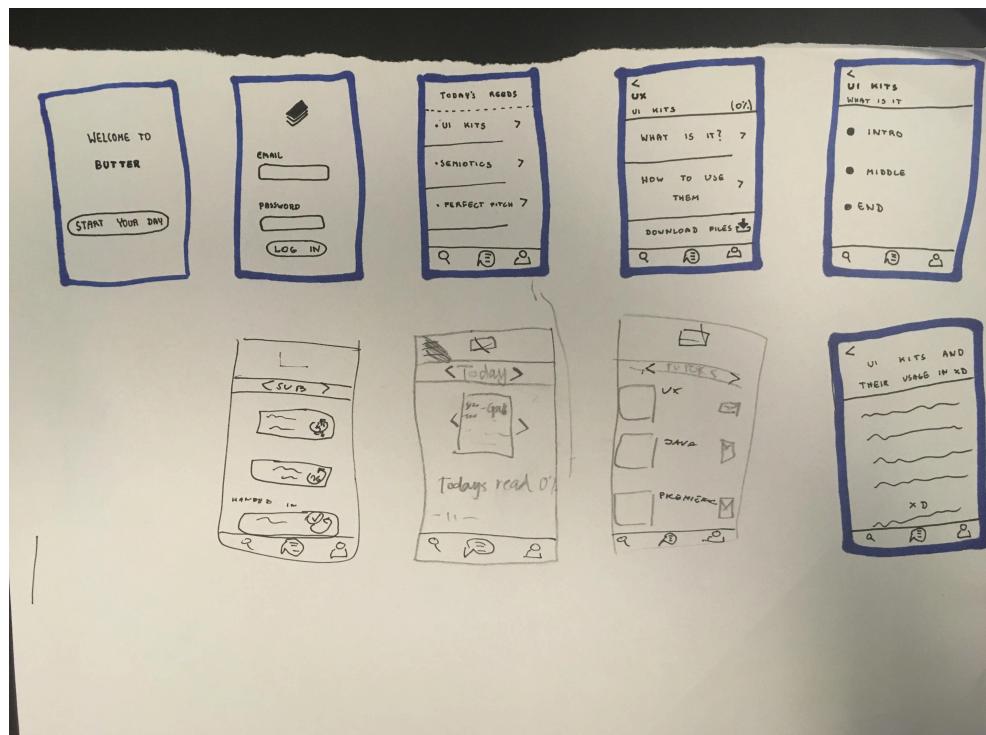
### prototype

<https://xd.adobe.com/view/aef25eb0-6499-41ac-5dfa-23850c161270-d8c3/>

### Testing

**Patriyk:** Good choice of colors, nice contrast. Login button is missing and confusing that it is not on the login page. I like the option of seeing how much time you have left for your submissions

**Katrina:** I like how simple you can see how % have you read and also the colors are interesting, not everything white and red like KEA colors.



# ui kits

We used those kits because they show easily that our prototype is mobile version and we liked their design. Those kits helped us with the task of building UIs for our applications.

UI kits typically include the user interface components that convey meaning and provide functionality to users – think buttons, widgets, checkboxes, progress bars, and navigation buttons. Some kits may also provide a framework to underpin your site or app's layout.

## Status bar System

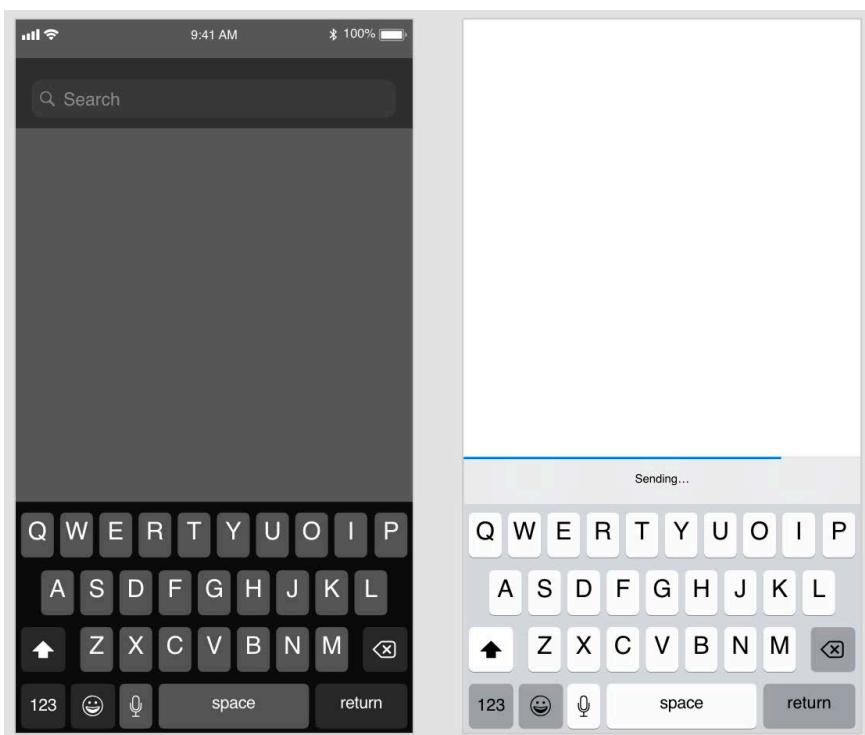
### - keyboard

### Controls

### Progress

### Indicators Status

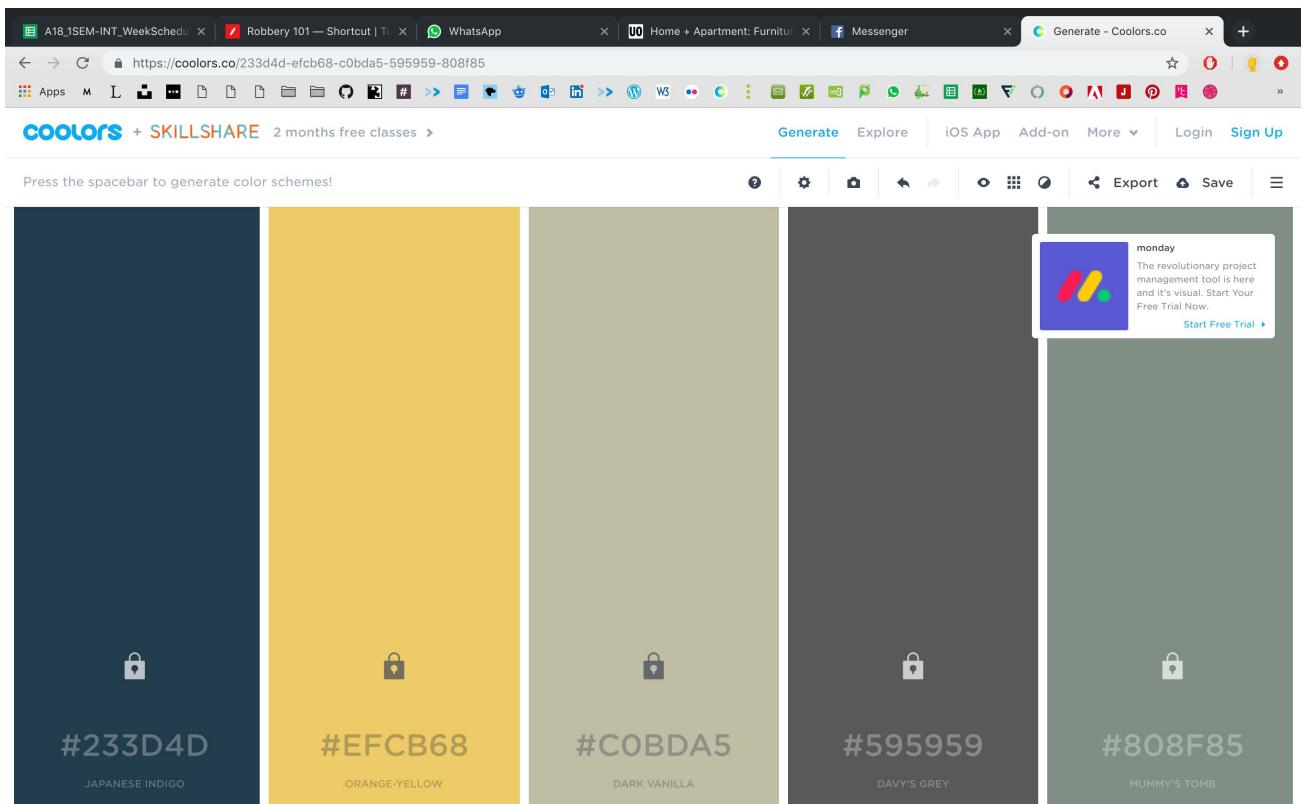
### Bar Search bar



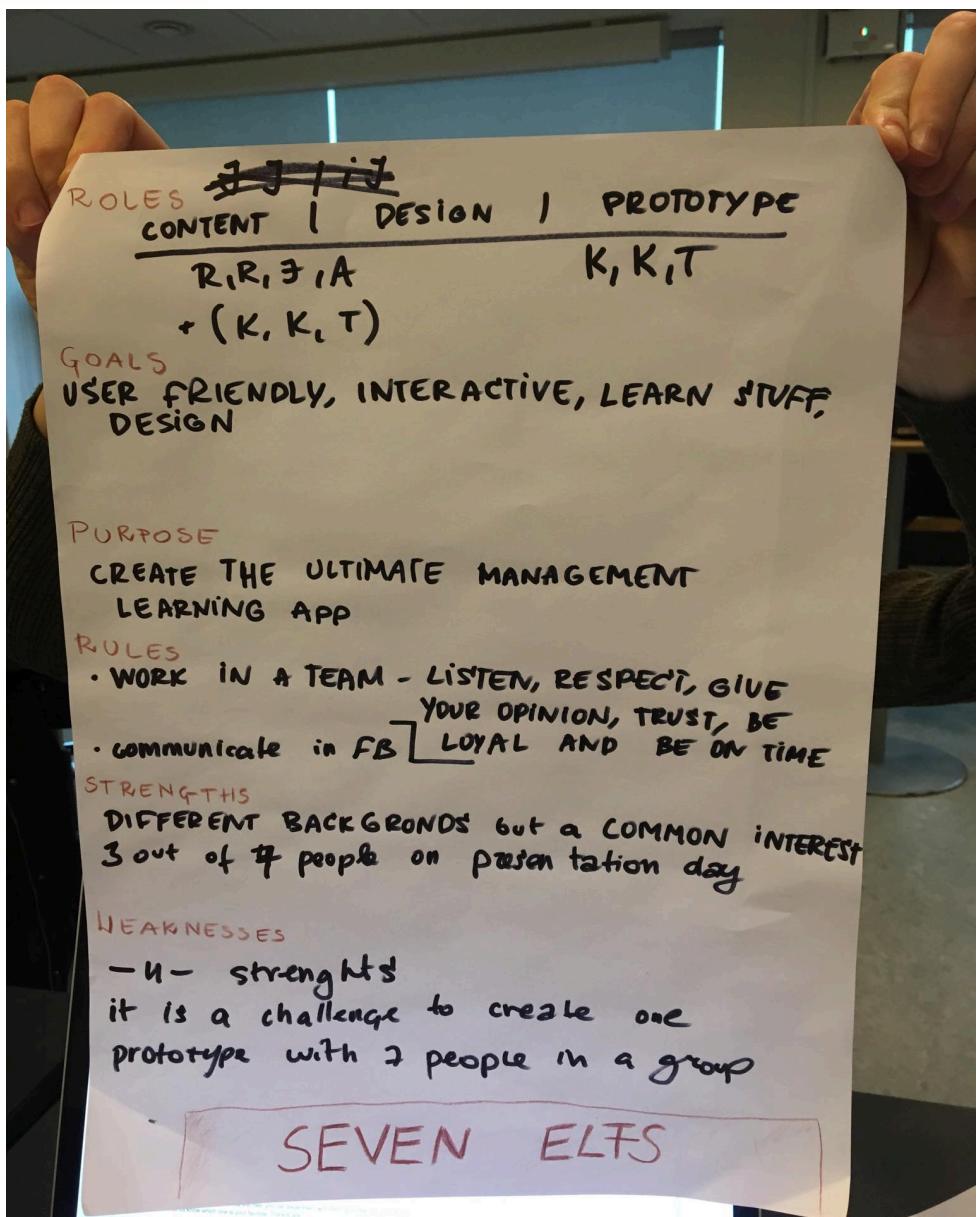
A user interface (UI) kit is a collection of graphic files (usually PSD) and resources that can help designers with the task of building UIs for their applications.

UI kits typically include the user interface components that convey meaning and provide functionality to users – think buttons, widgets, checkboxes, progress bars, and navigation buttons. Some kits may also provide a framework to underpin your site or app's layout. Generally speaking, the more you pay, the more extensive the library of UI elements included in the kit will be.

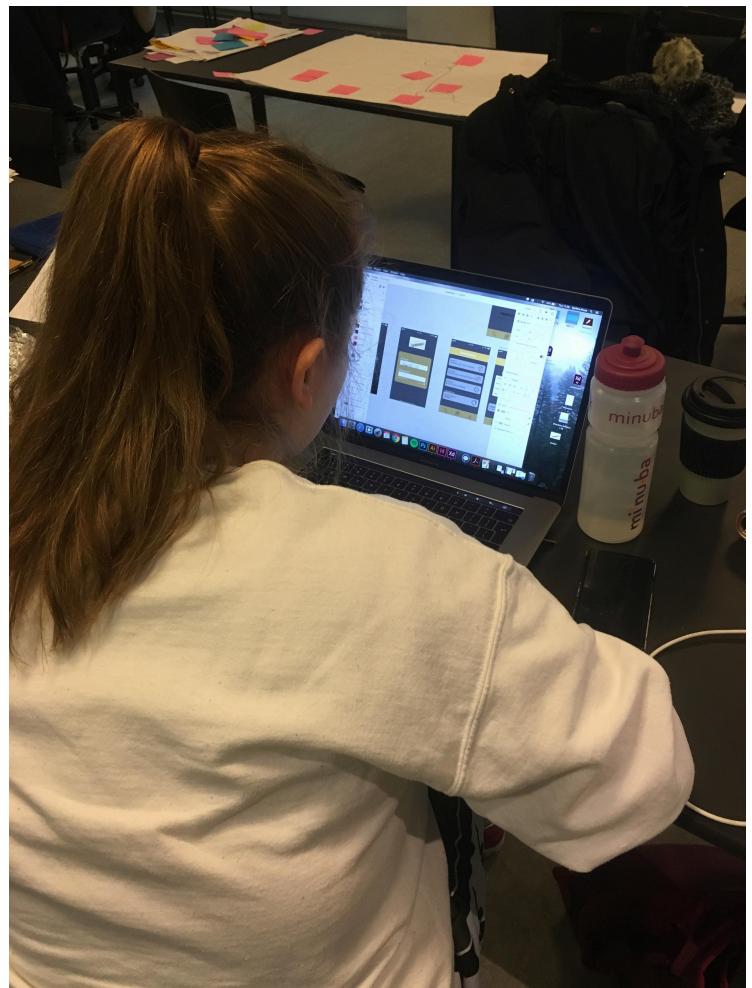
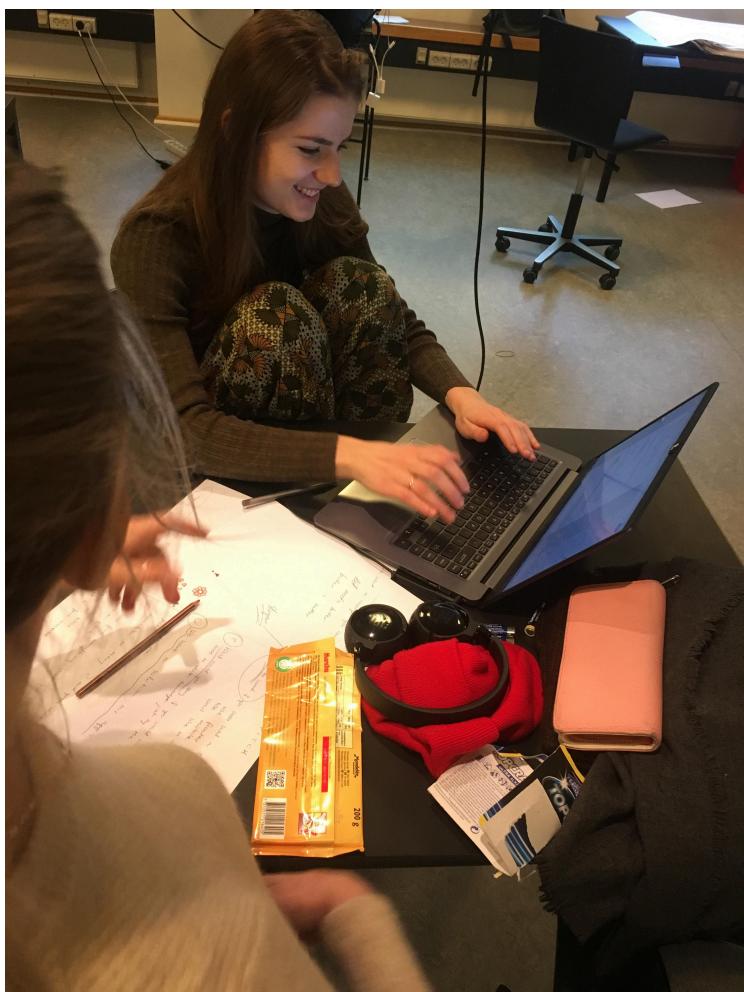
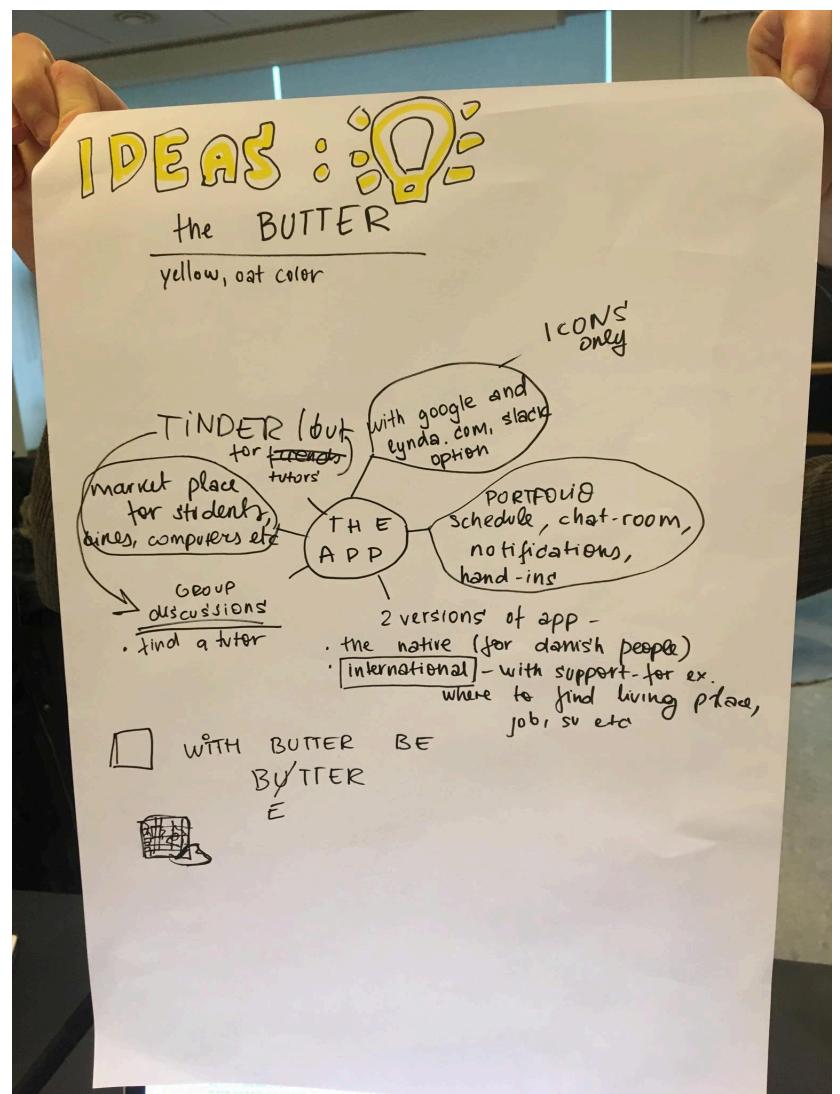
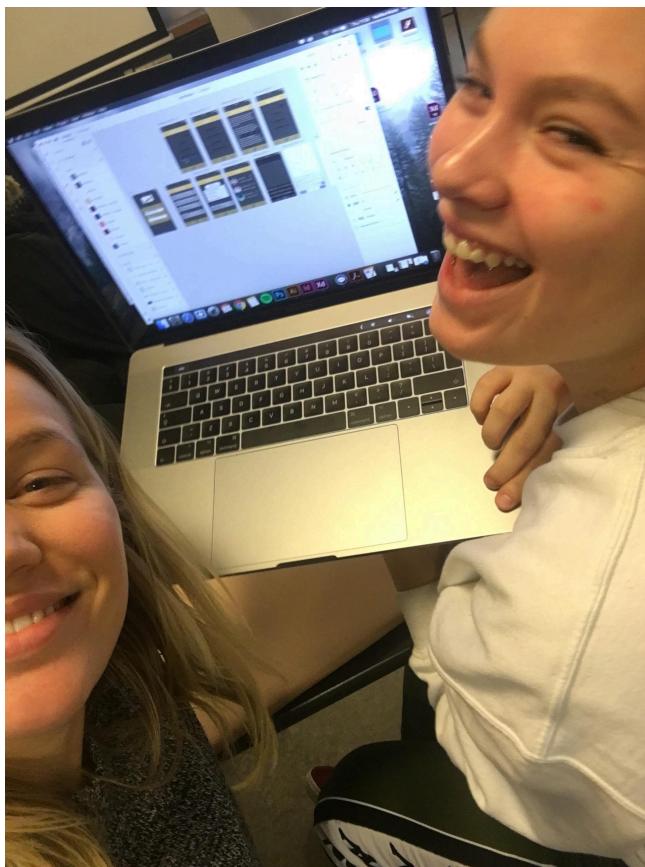
# colour scheme



# **our goals, rules, roles**



# our ideas



## **feedback**

Feedback from our pitch:

Teachers:

Very good presentation, first display the research and problems and then say what your solution is based on. It makes the audience understand the process. Also amazing you told us your long term goal.

Nice name and slogan for the app.

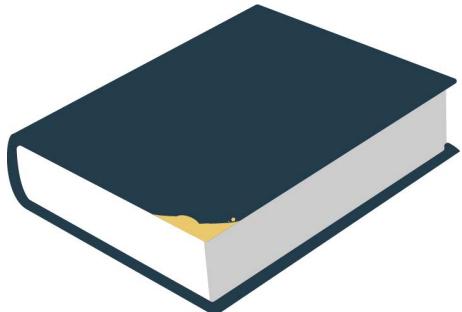
very good you said you have a chat option cause you want to keep the users on the app, no reason for them to use another one.

You need to think about your navigation options, its not so easy for users to understand, and it should be.

Angel: really nice design with butter, sometimes black font on green background is hard to read.

## **summarising**

**MAIN GOAL-** is to make everything easier and simplify options. Fronter is very difficult website because it has so many options and rooms. Our groups mission was to make an app what you can use in buses, in home - everywhere. For example, it is easy to just check feedback on our app from the teachers or see how much time is till submissions, you can't upload files from mobile phone but easily check time.



**OUR LOGO  
IDEAS**

