

# **CS731 Project Group 4**

**MVP PHASE II**

# FEATURES

Here are the features available for each persona in this phase.

## Student

- Guided tour
  - Turn off guided tour for all pages
  - Turn on guided tour for all pages
  - Automatically select based on system theme on first load
- Dark Mode
  - Light Mode
- Forum
  - Create Discussion
  - Delete Discussion (Only those created by the student)
  - Create Comment
  - Delete comment (Only those created by the student)
- Edit Profile
  - Edit first and last name

## Instructor

- Guided tour
  - Turn off guided tour for all pages
  - Turn on guided tour for all pages
  - Automatically select based on system theme on first load
- Dark Mode
  - Light Mode
- Forum
  - Create Discussion
  - Delete Discussion (No restrictions)
  - Create Comment
  - Delete comment (No restrictions)
- Edit Profile
  - Edit first and last name

# PERSONAS

For this phase, we used the student persona (**Felix Cruz**) and instructor persona (**Ellen Kirch**) from our Assignment 1.

Using these personas allowed us to work on the second phase by simply adding new goals to our personas.

**ABOUT ME – Instructor**

**Ellen Kirch**

Instructor of Mathematics  
Department

*"I want to foster collaboration with  
and between my students"*

**ABOUT ME – Student**

**Felix Cruz**

3rd Year Kinesiology student

*"I want to deal with less eye strain  
and easily complete activities on  
the platform"*

## **FEATURE 1: GUIDED TOUR**

## Problem Statement

Considering that our user base has a wide range of technical skill sets varying from novice to expert, the speed of adopting new features will also be very varied. This can lead to a problem with feature adoption.

## Hypotheses

We believe that implementing guided tours for new users on the course management platform will improve the onboarding experience and reduce the learning curve.

This will achieve a higher level of user satisfaction.

We will have demonstrated this when we can measure a reduction in the current rate of contacting IT support during onboarding by 30%.

We believe that providing the user with a guided tour is helpful to both first time and existing users.

This will achieve a higher rate of feature adoption and user satisfaction.

We will have demonstrated this when we can measure an improvement in the current user satisfaction rate by 20%.

We will have demonstrated this when we can measure a 20% increase in the use of advanced features within the first month of sign-up and improved user satisfaction scores in surveys by 15%.

## Scenarios

### Scenario 1 - Felix Cruz (Student)

Felix receives an email notification that there was a new feature added on the platform. He decides to login to the platform to see what was so important they had to send an email.

On the course details page, he is greeted with a popup window. This window greets him personally using his name, making him feel like it was personalized for him (Identity) and walks him through the tour of the redesigned page. He decides to click through it. It basically shows him what he knows but he finds this new addition to the platform quite interesting. When he is done, he navigates to the forum tab.

On the forum list page, he is taken through the guided tour again and after completing it, he opens the course forum page. On this page, he is taken through the tour once more and this time, he is happy that he doesn't have to worry about the details of the new feature (Learning Delta).

He goes on to view the other pages, each time, grateful for the guided tour that takes him through all the actions he can take on that page. He thinks to himself that this way, he doesn't always have to worry about reading the usage instructions sent to his email and can find his way around any activity with the help of the guided tour (Hassle Factor).

### Scenario 2 - Ellen Kirch (Instructor)

Ellen receives an email notifying her that there was a new feature added to the platform and she decides to quickly try it out before she heads for her next class.

After logging in, she is met with the modal window greeting her but she feels annoyed by it. She tries opening the page containing the new feature but she is greeted by another guided tour.

Feeling that she is tech savvy enough to find her way without any help, she decides to completely turn off the guided tour for all pages which she

easily accomplishes when she finds the button to do so under her profile menu (Hassle Factor).

She goes on ahead to try out the new features but finds herself a bit confused with the process of completing her activity. Eventually, she gives up and goes back to reactivate the guided tour for all pages and walks through it with a lot more patience. She is happy that she is able to walk through the guided tour again (Sensation) and relieved that she would not have to go back to read through the instructions all over again (Hassle Factor).

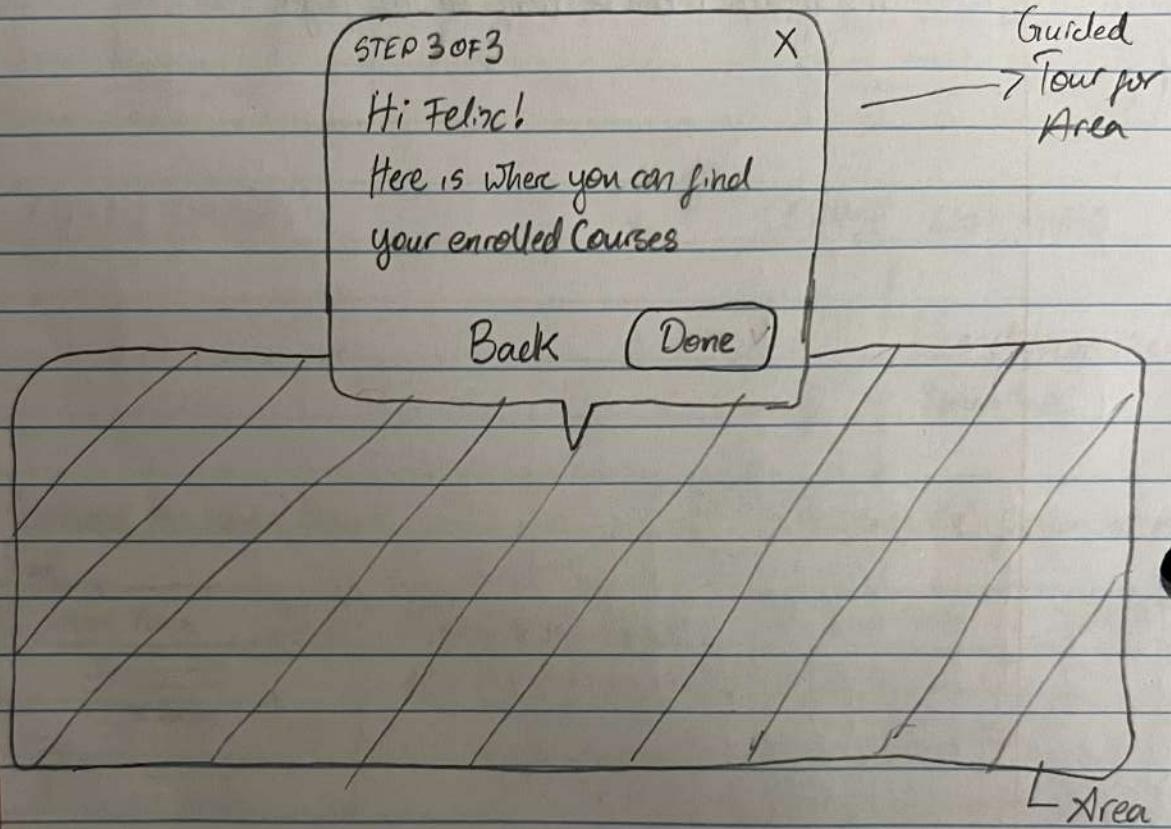
After walking through the guided tour, she realizes what she had missed and feels like she could have saved herself the time if she had followed the tour the first time (Learning Delta).

\*\* No storyboards as the flow of the completion of an activity is not changed by this feature

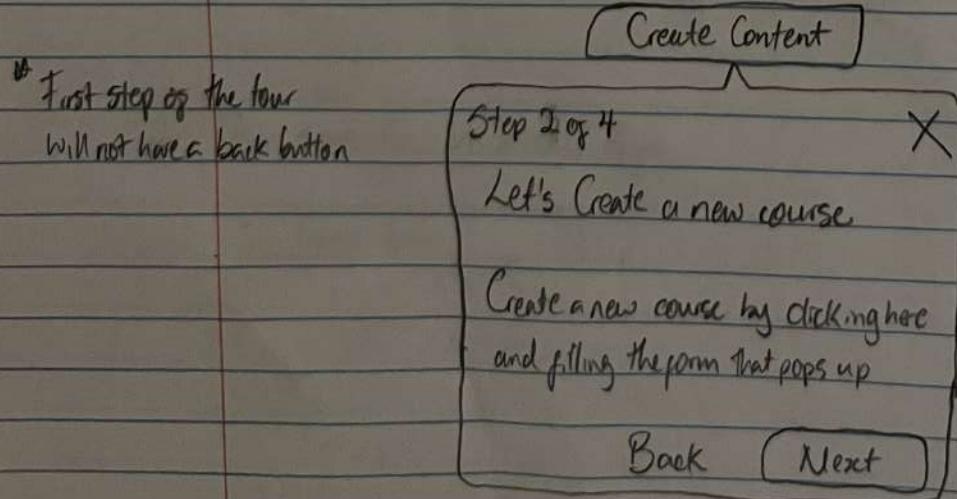
## GUIDED TOUR

\* Popup windows highlighting an action or an area

For an area,



For a button,



- \* For Guided tours, tours start from top to bottom, moving left to right
- \* Allow users to turn off all guides or turn it back on in profile menu
  - ↳ This means it can be done on all pages

## **FEATURE 2: DARK MODE**

## Problem Statement

Because a lot of our users spend a lot of time staring at screens daily, the strain can result in eye problems which could be aggravated when they have to stare at bright/light themed interfaces for extended periods of time.

## Hypotheses

We believe that enabling people to choose between dark mode and light mode can improve the usability and accessibility of the interface for users that are highly sensitive to light and bright colors.

This will achieve lower eye strain complaints and increased usage time.

We will have demonstrated this when we can measure an increase in the average session duration by 25% and a decrease in the user complaints relating to eye strain by 30%.

We believe that providing a dark mode option for the course management platform will enhance user satisfaction and reduce eye strain during extended usage.

This will achieve higher user satisfaction and longer usage duration.

We will have demonstrated this when we can measure an improvement in user satisfaction ratings by 25% and an increase in average session duration by 25%.

## Scenario

### Scenario - Felix Cruz (Student)

Felix just got back from the ophthalmologist and following the doctor's advice, he proceeds to switch all the devices he uses from light mode to their default dark mode. On his computer, Felix decides to do the same for all the platforms he also uses.

In the process, Felix gets an email notifying him that the course management platform now has a dark mode feature. He decides to try it out. When trying to login, the brightness of the display hurts his eyes, so he picks up his new glasses to help him cope with the sharpness of the light.

After logging in, he easily finds the switch from light mode to dark mode. After switching to dark mode, he takes off his glasses and finds the platform much less painful to use (Sensation).

He navigates around and tries out all the other pages, to be sure it all works well. He feels relieved that he will be able to spend more time on the platform as before, he could not due to his eye's sensitivity to light (Sensation).

\*\* No Storyboard as the completion of any activity follows the same flow with or without dark mode enabled

\*\* No Sketches as the design of each page does not change with this feature. Rather, the colors of the page which cannot be represented in a sketch will be the focus of this feature

## **FEATURE 3: FORUM**

## Problem Statement

To truly make this platform more than just about the basics, we need to provide our users with some way to build a connection or community with other people. Denying people this opportunity could pose a risk of seeking alternatives to the platform.

## Hypotheses

We believe that adding a forum for students and instructors to interact will foster a sense of community and enhance collaborative learning on the course management platform.

This will achieve increased user engagement.

We will have demonstrated this when we can measure a 30% increase in active user participation over six months.

We believe that adding a forum feature for course discussions will increase user interaction and collaborative learning.

This will achieve a higher level of user engagement and course completion rates.

We will have demonstrated this when we can measure an improvement in user engagement metrics by 35% over six months.

We believe that introducing a forum to the platform would foster a sense of connection between students and also their instructors.

This will achieve a higher frequency of user logins and longer session durations in discussions.

We will have demonstrated this when we can measure a 40% increase in daily logins and a 25% increase in the average session duration within the first three months.

## Scenarios

### Scenario 1 - Felix Cruz (Student)

Felix receives an email that a feature was newly added to the platform to foster collaboration and communication within students and also instructors as well.

Felix logs in to the platform and immediately notices the new forum tab next to the courses tab on the navigation bar. He clicks on it and is immediately taken to the forum list page.

Here, he is surprised as the forum list page looks just like the course list page (Design language consistency) but he notices that on this page, the courses show the number of discussions instead of the course description. He thinks to himself how nice that is since he can tell the number of discussions in each course at a single glance.

He clicks on a course and is immediately taken to the course's forum page. He is greeted with the rules at the top which he reads through and scrolls down to find that the course forum has a few discussions created.

He decides to try creating a discussion for a confusion he had about what was taught in class earlier that day. After successfully creating the discussion, he sees the discussion created on the list of discussions with his name next to it (Accomplishment & Identity). Then, he tries giving further explanation in a comment and submits the comment.

After submitting, he realizes he made the comment on the wrong discussion page so he hurriedly tries to delete the comment. He notices the delete button by the right of the comment he made and quickly deletes the comment. He breathes a sigh of relief because he was able to quickly solve his problem without requiring external assistance or help (Sensation & Learning delta).

He moves on to the right discussion and makes a comment there. Not too long after, he receives more comments under his discussion and smiles to himself, happy that he can now easily communicate with his fellow students and instructor (Connection).

## Scenario 2 - Ellen Kirch (Instructor)

Ellen is working on adding some new course content to one of her courses when she receives an email that the platform was just updated with a new feature added to the platform to foster collaboration and communication within students and also instructors as well.

She goes back to her course detail page and reloads the page. On reloading the page, she sees the new forum button on the page and clicks on it, wondering if this new feature would truly help her solve her biggest problem.

Ellen is taken to the forum page for that course and is immediately greeted with the rules for the discussion and is glad that there are rules. She decides to create the first discussion to add some more rules guiding interaction in the forum. After successfully creating the discussion, she sees the discussion created on the list of discussions with her name next to it (Accomplishment & Identity).

She goes ahead to add the rules as comments and submits them. Satisfied with this (Accomplishment), she navigates back to the course forum page and sees that some students have created discussions for some topics. This makes her happy to see that her students are interacting with each other and she can join them if she wishes (Connection).

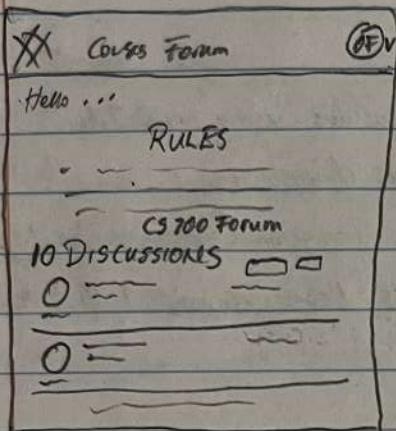
She opens one of the discussions and notices a student using inappropriate language and she wonders how she can take down this comment. She looks to the right and sees a delete button next to the comment title and clicks on it. After successfully deleting the comment, she sees that the comment is gone (Accomplishment) and feels happy that she was able to easily complete it without having to contact the IT support team.

She spends the next few minutes going through the different discussions and deleting comments that are inappropriate. After a while, she notices a new discussion titled "Someone help me with links to how to make a homemade gun". She promptly deletes this discussion as it is not academic and neither is it related to that course.

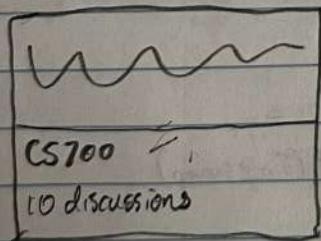
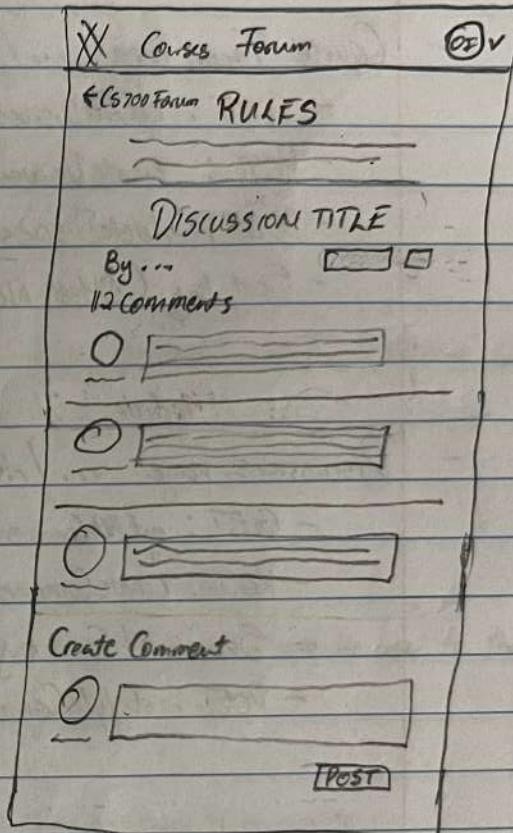
\*\* Both Storyboards can work for both student and instructor

# Basic Sketches

## Forum Page



## Discussions Page



## COURSE FORUM PAGE

X Courses Forum

OFF V

## RULES

## CS700 FORUM

3 Discussions

+ New Discussion

(JD) Module 1: Introduction to mathematics.  
John Doe

10 days ago

(AL) Module 1: Addition and Subtraction  
Abraham Lincoln

11 days ago

(SS) How to Sing well  
Sam Smith

20 days ago

+ Create New Discussion

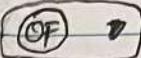
\* Not the final design

If there is no discussion

## DISCUSSIONS PAGE

X Courses Forum

← CS700 Forum



### RULES

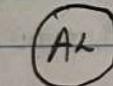
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### Module 1: Addition and Subtraction

By Abraham Lincoln  
7 days ago

Forums | Create | + New Comment

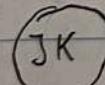
12 Comments



Abraham Lincoln

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1 hour ago

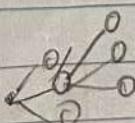


John Ken

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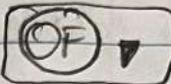
3 hours ago

(+ Add new comment)



## FORUM LIST PAGE

~~Courses~~ Forum



Hello Ellen!

### My Forums (2)

|                |
|----------------|
| CS 731 - HCI   |
| 12 discussions |

|               |
|---------------|
| CS 700 - C++  |
| 3 discussions |

\* Same view for instructor and student

# ALTERNATIVE OPTION SKETCH

## COURSE DETAILS PAGE

XX Courses Forum OF ▾



CS 700 - C++  
Short description

Students Ed. Course

|                |       |
|----------------|-------|
| Course Content | Forum |
| RULES          |       |
|                |       |

3 Discussions Sort By Search + New Discussion

JD Module 1: Introduction to mathematics  
John Doe 10 days ago

AL Module 2: Addition and Subtraction  
Abe Lincoln 14 days ago

SS How to Sing well  
Sam Smith 20 days ago

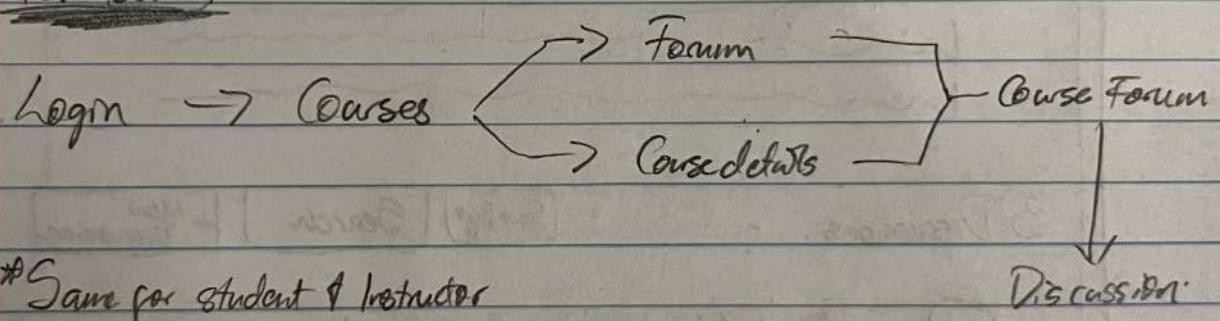
+ Create New Discussion

\* Similar view for instructor and student

\* This design was dropped

- Course Forum Rules ✓
- Anyone can create a discussion ✓
  - Respectful Communication ✓
    - Keep a respectful tone on all discussions ✓
    - Offensive language, Personal Attacks and any form of discrimination is not allowed ✓
  - Academic Relevance
    - Discussions should be focused on academic problems
    -

### For Forum



\* Same for student & instructor

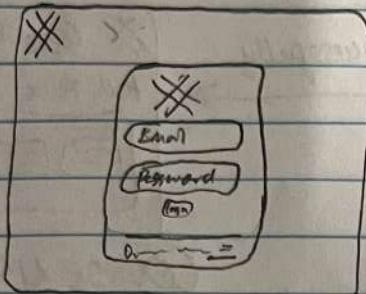
Scenario → All 3 features

Storyboard → Forum alone

Sketches → Forum and Guided tours

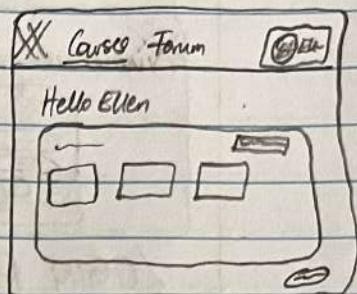
# STORYBOARD 1 → FORUM (INSTRUCTOR)

1 User sees the login page



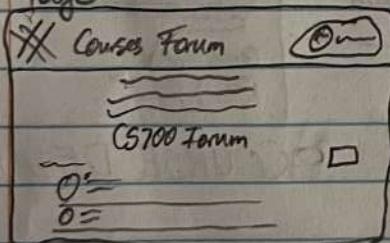
LOGIN PAGE

2 User sees the course list page



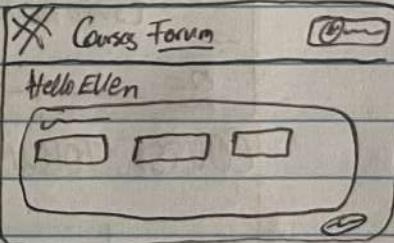
COURSE LIST PAGE

4 User sees the course forum page



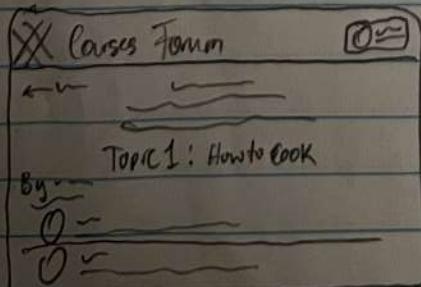
COURSE FORUM PAGE

3 User sees the forum list page



FORUM LIST PAGE

5 User sees the Discussions Page



DISCUSSIONS PAGE

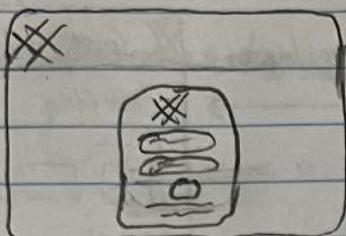
User clicks on a discussion

User clicks on a course

User clicks on the Forum tab

## STORYBOARD 2 → FORUM (Student)

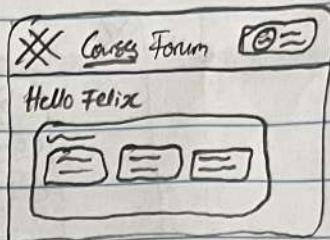
1 User sees the login page



LOGIN PAGE

User logs in successfully

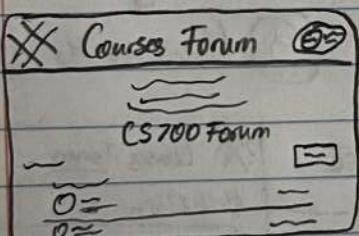
2 User sees course list page



COURSE LIST PAGE

User clicks on a course

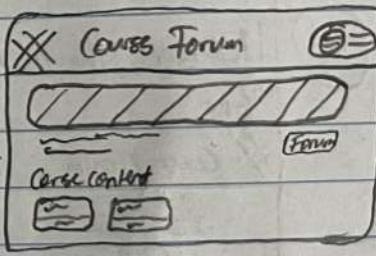
4 User sees course Forum Page



COURSE FORUM PAGE

User clicks on Forum

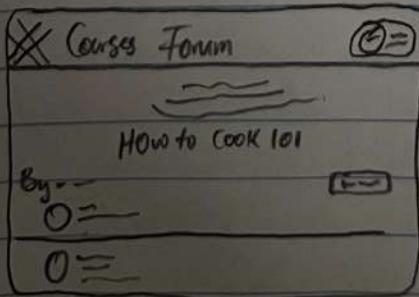
3 User sees the course details page



COURSE DETAILS PAGE

User clicks on  
a discussion

5 User sees Discussion Page



DISCUSSION PAGE

## **FEATURE 4: EDIT PROFILE**

## Problem Statement

With the ease of the signup process, it would be easy for a user to make an error when typing in their name. If they are not allowed to just as easily solve this problem, it could cause a major conflict.

## Hypotheses

We believe that allowing user to change their names would result in making it easier for users to correct errors made during signup

This will achieve reduced requests for support relating to Name errors.

We will have demonstrated this when we can measure a 50% reduction in requests for IT Support relating to changing names due to errors during signup.

## Scenario

### Scenario - Felix Cruz (Student)

Felix finds out and tries out the forum for the first time. He finds it to be exciting as it provides a new opportunity. After posting his first comment, Felix realizes that something is not quite right with the spelling of his name.

He decides to navigate to his profile page to find out what his full name is registered as on the platform. When he checks here, he sees that there is really an error with his name registered on the platform. He wonders to himself how long this would take if he had to reach out to IT support to help him fix the bug.

While still considering his options, he notices the new edit profile button on the popup window and clicks on it. When he clicks on it, he sees another window asking him to make changes to his name. On seeing this, he becomes happy and relieved (Sensation) that he does not have to wait for IT support to help him out but can resolve the problem on his own.

He proceeds to correct the error and submits the changes and goes back to the forum to check and is happy to see that his name has been changed successfully (Identity).

\*\*No Storyboard for this feature as it is available on all pages under the profile menu

# Edit Profile

Edit Profile X

First Name  
Felixx

Last Name  
Cruz

Cancel Save

Pop up window