

Initial user brief

In this task i made an initial user brief based on all the information and knowledge I have gathered and got about the users of the target audience and their use of Fronter.

From this task I learnt how to prepare and make user research.

BUSINESS GOALS BASED ON TODAY'S WORK AND INFORMATION

Users goals: graduate this education, get a job right after graduation, be rich

Business goal of kea - MMDS graduate and get a job after graduation

THE CLIENT'S ASSUMPTIONS ABOUT THE TARGET AUDIENCE AND THEIR ACTIONS

Frederikke: teachers and administration: being able to check the curriculum, see the students activity

main focus on Students and their actions: check schedule, submitting exercises, getting information, going back to previous semesters

Focus on target group: Students - young people, with an interest in technology and design, wanting to learn new things, develop new skills.

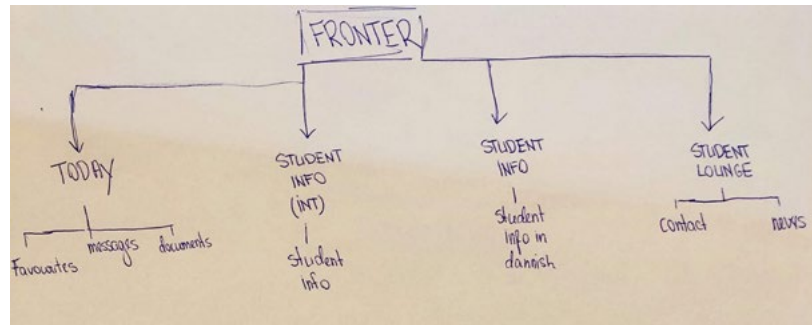
FRONTER'S FUNCTIONALITIES AND SITEMAP

1. find information about education
2. find all presentations and other materials;
3. to deliver submissions;
4. to follow schedule;
5. find teachers and classmates contact information.

What do they need that fronter can not give them?

Possible communication with group members and teachers, 1 to 1 communication, easy access on multiply devices(PHONE!), see schedule on the phone, better and fast feedback

SITEMAP



USER JOURNEY

User goals:

1. Make friends
2. Finish first semester
3. Integrate into danish culture

1. MAKE FRIENDS - Emma wants to get new friends from school. She is international student and she don't have friends yet.

BEFORE

A Emma is home alone and really bored. It is friday, she wants to have a fun.

DURING

B Turns on PC. Log in Fronter.

C Start looking for her course members contacts.

D Click student info

E Change language

F Click student lounge (int) and find only school contacts

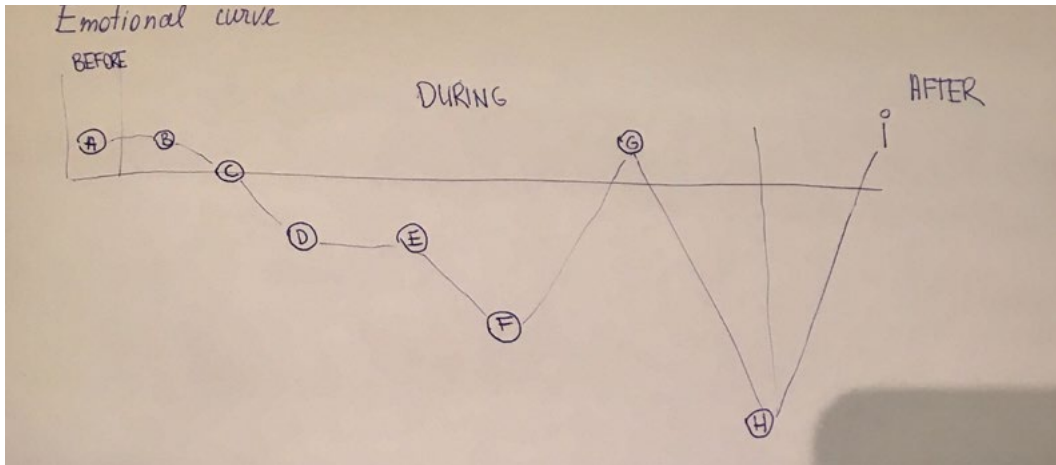
G Click tool-contacts, write her classmate.

H Emma finds the contact, but it doesnt have a phone number attached.

AFTER

I She register in Facebook and finds necessary contact. Yey.

Emotional curve



2. FINISH FIRST SEMESTER - he is struggling with coding, that's why he wants to find information about exam earlier. He wants to start making his portfolio website now, but he needs information about requirements.

BEFORE

A Jānis wants to begin his exam project earlier. That means that he needs to know the requirements of the exam.

DURING

B He turns on PC. Logs in Fronter.

C Starts looking about info about 1 sem exam.

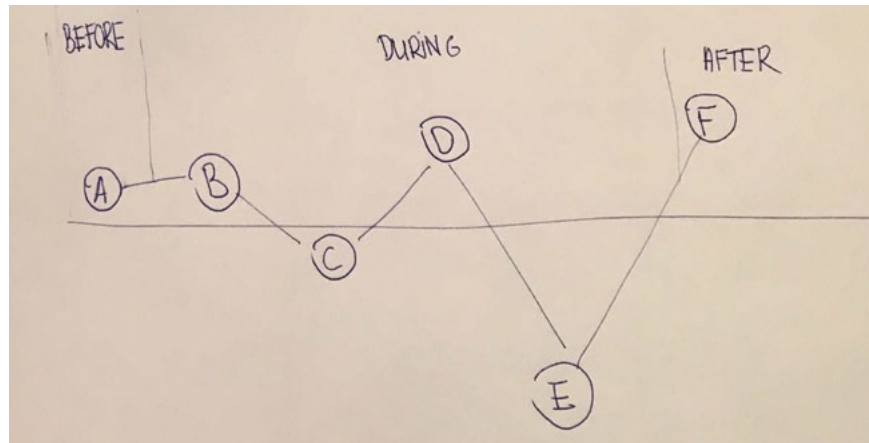
D He finds exam folder

E Exam folder is empty. Information about the exam has not yet been posted.

AFTER

F Next day he asks the teacher about the exam and the teacher tells him.

Emotional curve



3. INTEGRATE INTO DANISH CULTURE - Anna is from Latvia. she came to Denmark to study. since she plans to spend some time here for several years. she wants to know more about Danish culture. to attend some events. maybe the school is organizing something?

BEFORE

A She wants to find free events organized by the school

DURING

B She click student info

C She finds out that everything is in Danish

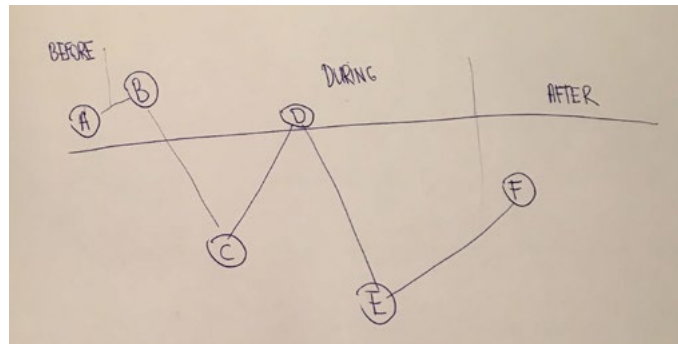
D She change language

E she understands that changing the language does not change the language of the description of the content of the event.

AFTER

F she copies the text and translates it with “google translate”, but still she don’t understand, whether these events are for Danish students only

Emotional curve



CONCLUSIONS

It is clear that fronter does not perform all the necessary functions. The navigation system, content problems should be changed. Also, the structure and design are very low.

Renate Meimere
MMD
21.11.18

USER TEST DESIGN (CHAPTER 9 OF THE USABILITY BOOK)

I survey students at school. In free atmosphere. User needed to use website (Fronter) to find information and perform my tasks. I use “think aloud” method, user just said all thoughts aloud while being tested.

This test used to discover and understand where the user experience issues are when using the Fronter.

LIST OF QUESTIONS AND TASKS

Questions

1. What is your name?
2. How old are you?
3. What are you studying?
4. What is your main goal for these studies?
5. How do you feel, when you use Fronter?
6. How often do you use Fronter?

Tasks

1. How you can find 1st Semester folder?
2. Can you show me how to find your classmates contacts?
3. How to can change the language in Fronter?
4. Please show me schedule for 1st November..

INTERVIEW GUIDE FOR ONE-TO-ONE INTERVIEW WITH USER FROM THE TARGET AUDIENCE

I asked 6 questions to understand user.

First three questions are really simple and easy - name, age, education.

Next three question are a bit more specialized. They need to say their main goal, how they feel using Fronter and how often they use it.

After questions, I asked users four tasks. They needed to show me 1st semester folder, classmates contacts, how to change language and 1st november schedule. I think these are basic things which everyone should find easily.

Description of test participants

- Test participants are KEA students.
- They are in the same age group (23years old)
- Two womens and one man.
- Two of test participants study Multimedia design and third participant study architectural technology and construction management.
- All of them use fronter almost every day.
- They are international students

RECORDING OF TESTS AND INTERVIEWS (LINK TO VIDEO/AUDIO)

<https://www.youtube.com/watch?v=6R7AaEQyWh8>

DOCUMENTATION OF COLLECTED USER RESEARCH - INSIGHTS

1. In the beginning of semester it was really difficult to users who participated my interview, because they didn't know how to use Fronter.
2. At the moment they know where to go for the main information
3. They use Fronter every weekday and sometimes on weekends too, when they need to submit assignments;
4. To all students it was difficult to find 1st semester folder;
5. Students found a contact section, but there are not all student contacts. for example, there dont appear main Aneles contact information (email and telephone number). And there you can see only your programs classmates contacts not all school contacts.
6. Students need to change language every time when they sign up in Fronter
7. It is difficult to find schedule for a specific date. Because you can see only weeks, which does not say much.
8. Fronter is different in each faculty. and it is very difficult to fulfill the tasks I have given to a student who have different Fronter.
9. a student from another faculty could not find the schedule in the multimedia program fronter

“Competitor” research (inspiration)

A lot of features that are missing on fronter can be found on social media, especially on the Facebook messenger.

It would be nice to have a chat opportunity where you can decide the members, share content and keep each other updated.

At the same time it works for 1 to 1 communication which students at kea could use to write with teachers, administration or pair-work.

My previous university has the same type of page - “ORTUS”. Only it is much more advanced. For example, the start page is easier to understand, because there is only one place to log in not like fronter - two



RTU Identity

Please enter your username and password

User Name:

Password:

[Sign in](#)

[Obtain or renew RTU password!](#)

If user support center e-mail: it@rtu.lv, phone: 07939889
Rīga Technical University, 1 Kalkū street, Rīga LV-1008, Latvia



>> **fronter**

Københavns Erhvervsakademi /
Copenhagen School of Design
and Technology

[Link til UNI•Login](#)

Brugernavn

Password

Sprog
Dansk

[Log ind](#)

Glemst adgangskode?

“Competitor” research (inspiration)

The screenshot shows a university website with a green header bar containing navigation links: Home, For Students, Valorisation, Library, and Support. Below this is a secondary navigation bar with links: E-Learning, Schedule, Studies, Student Parliament, Career, Study Courses, and Survey. The 'E-Learning' link is highlighted with a 'CUSTOMIZE' button. On the right of the header is an 'Add Tab' button. The main content area is divided into two columns. The left column, titled 'E-LEARNING COURSES', contains a message about previous semesters' courses and a list of courses for the 2018 fall semester, including 'Basics of Russian(1) (VIV151)', 'Commercial Calculus in Property Management(1) (IBO476)', 'Consultations (18/19-R)', 'Estimation of the Construction Operations(1) (IBO705)', 'Estimation of the Operation Costs of the Administration and Management(1) (IBO704)', 'Estimation of the Service Lines Operations Costs(1) (IBO706)', 'European Law(1) (IBO432)', 'Innovations in Building Construction(1) (IBO522)', 'Marketing Psychology in Real Estate Transactions(1) (IBO456)', 'Planning and Organization of Building Construction(1) (IBO458)', and 'The Financial Aspects of Real Estate Dealings(1) (IBO454)'. The right column, titled 'KONSULTĀCIJAS', contains a message about selecting a lecturer for consultation and a section for 'Consultations' with the text 'You don't have any active consultation' and 'Apply for consultations'.

Here is a “career” section that I really like. Easy to understand navigation. It’s easy to find information for all subjects

And Pressing the schedule for the semester, next to schedule, you can also see a schedule of holidays, which is very important, especially for international students.

A REVISED VERSION OF MONDAY'S USER BRIEF (CHANGES / CORRECTIONS / ADDITIONS)

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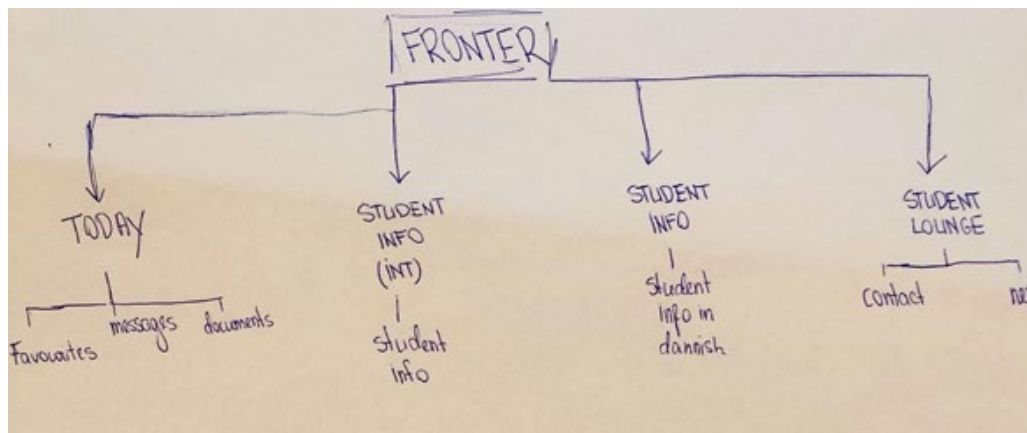
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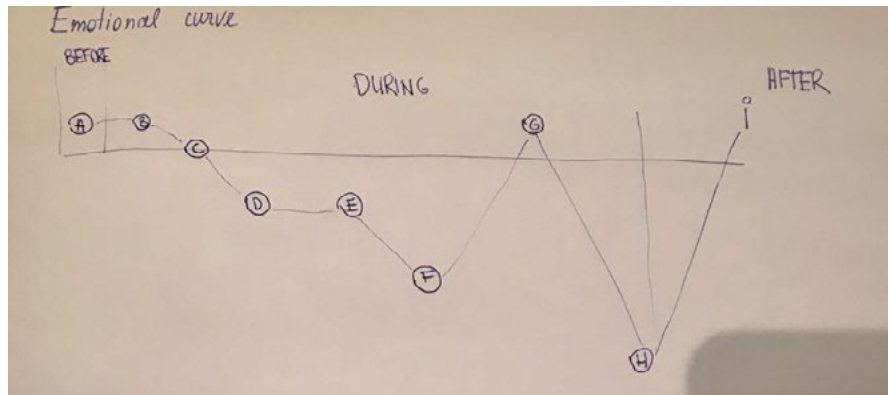
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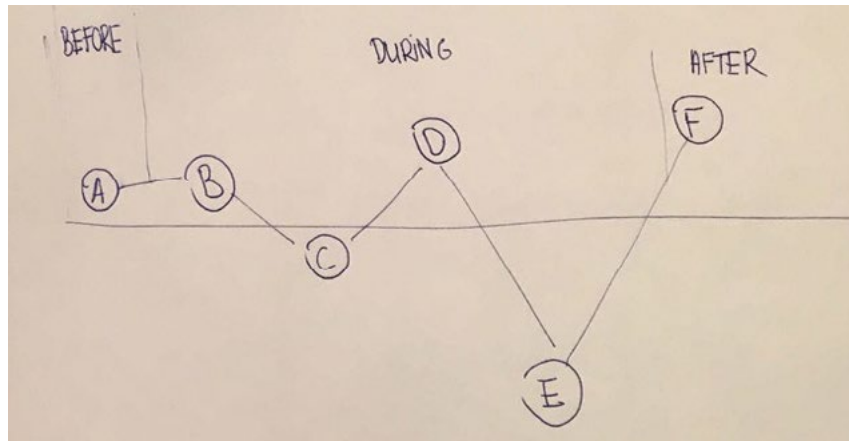
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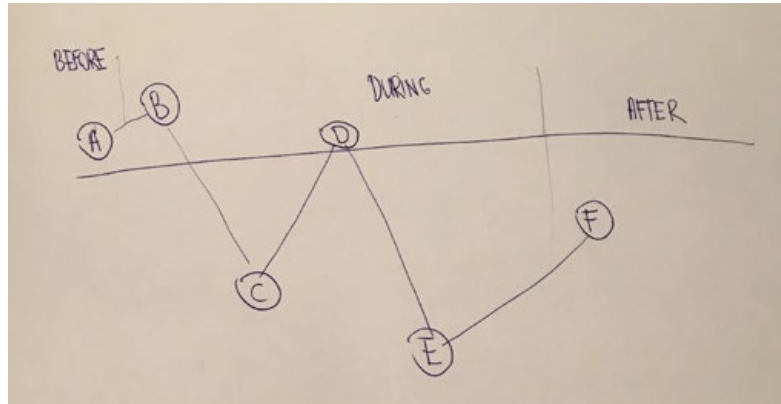
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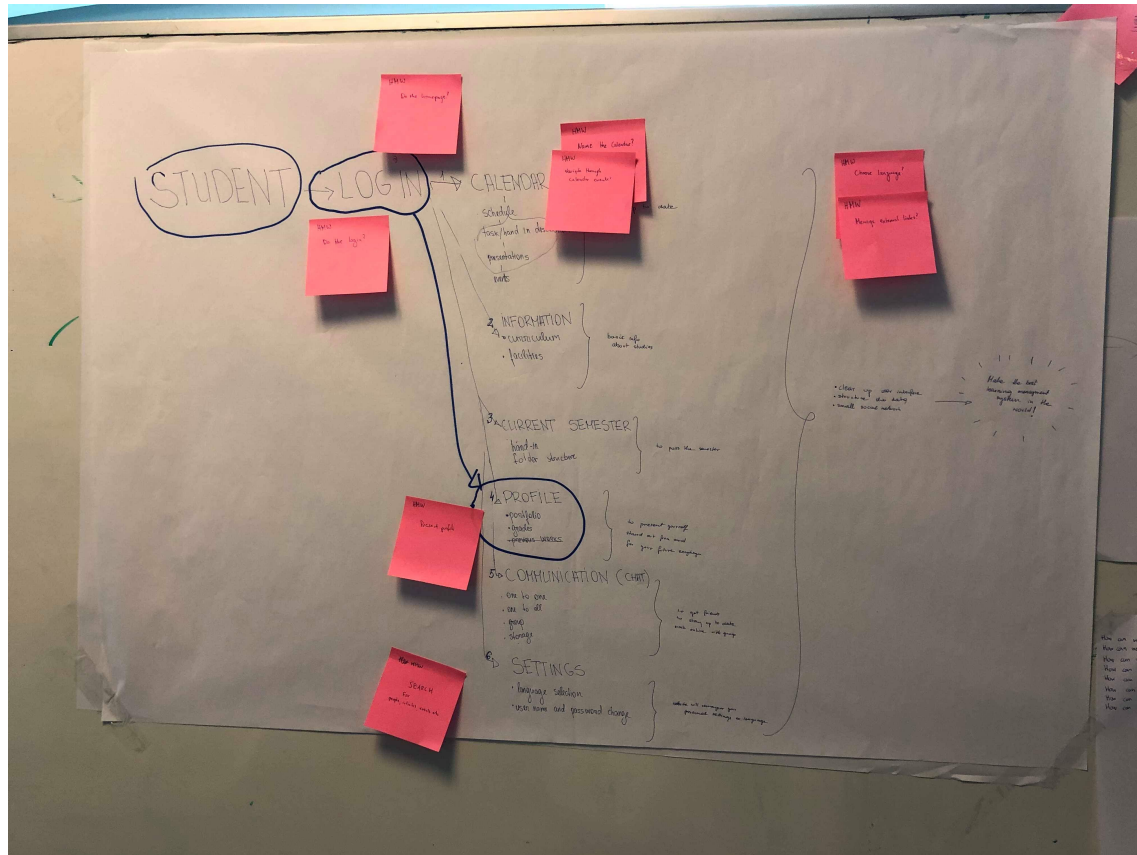
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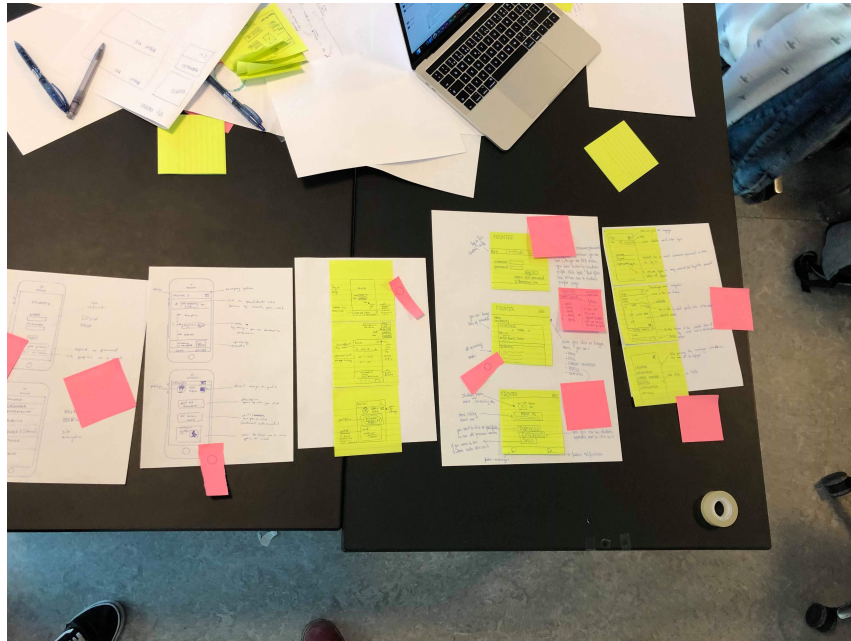


MAP



[illegible]

DECIDE



PROTOTYPE

<https://xd.adobe.com/view/18bfc832-fdc9-4e9c-50ec-651fala32d40-6e8e/?fullscreen>

Test and Learn

need to :

1. change the color scheme
2. icon position

Web Prototype

Code (link to GitHub repository)

[https://github.com/renatemeimere/
theme4-fronter-prototype](https://github.com/renatemeimere/theme4-fronter-prototype)

User tests (test design & findings)

I made "think a loud test" with Sander. And he said that i should change colour scheme and he suggested me to change navigation a bit.

Technical (validation & performance) tests

Nu Html Checker

This tool is an ongoing experiment in better HTML checking, and its behavior remains subject to change

Showing results for uploaded file log-in.html

Checker Input

Show ☐ source ☐ outline ☐ image report

Check by no file selected

Uploaded files with .xhtml or .xht extensions are parsed using the XML parser.

Use the Message Filtering button below to hide/show particular messages, and to see total counts of errors and warnings.

1. **Warning** Section lacks heading. Consider using `h2` - `h6` elements to [add identifying headings to all sections](#).

From line 16, column 9; to line 16, column 31

`<section class="form">`

Showing results for uploaded file index.html

Checker Input

Show ☐ source ☐ outline ☐ image report

Check by no file selected

Uploaded files with .xhtml or .xht extensions are parsed using the XML parser.

Document checking completed. No errors or warnings to show.

Used the HTML parser.

Total execution time 10 milliseconds.

With this task i learn a lot things. For example how to make burger menu, how to make log in page. This was my favorite task, because coding i am learning from scratch and i feel huge growth after this task.

04-04-01 Design sprint: Native app

This time we worked in a group of 7 people. Our task was to create a prototype of our dream learning mobile app. At first we had to create a group 'contract' and consider roles, goals, purpose, rules, strengths etc. Next we started to work at our long term goal and XD prototype. In the end we had to present and make a 7-minute pitch of your solution.

Pitch

In our pitch, we asked the audience a few rhetorical questions and tried to sell our 'product'.
Here they are:

Raise your hand if you use fronter?
Raise your hand if you are tired of using it?
And would you like to change something?

Imagine that you have access to ALL study knowledge just in one mobile device.
Imagine that you can learn while you are in public transport or waiting in a queue for a doctor.

Our app is a SOLUTION!
It's easy to use
it's available to everyone
And guess what - it's for free!!

If you need a tutor or you need a fast overview of schedule - just use this app.
We want to change your learning experience!
Our slogans:
Let's meet BUTTER / Butter is better / Learning as smooth as butter /Smooth learning

Link to our XD prototype:

https://xd.adobe.com/view/aef25eb0-6499-41ac-5dfa-23850c161270-d8c3/?fbclid=IwAR09ZdC8U576Y_xkHTQXAL8MgaPg4DvTDTFfng8BKGQoGtGCpMN8pS13DI

Long term goal:

Our long term goal was to create an app that gives the user access to the all study knowledge just in one mobile device. Which is easy and fast. Like our slogan - as smooth as butter!

UI kits

We used those kits because they show easily that our prototype is mobile version and we liked their design.

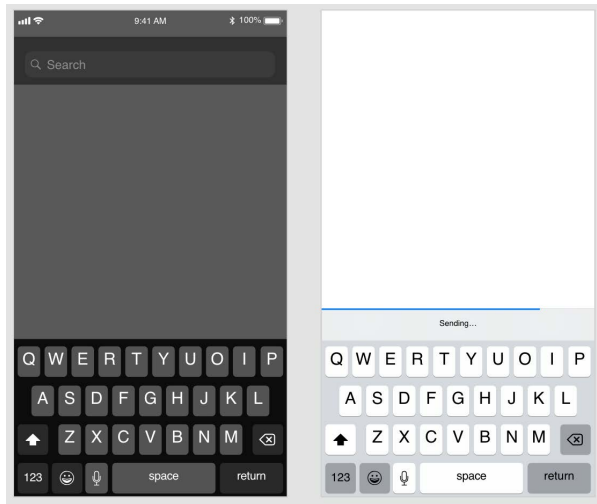
Those kits helped us with the task of building UIs for our applications.

UI kits typically include the user interface components that convey meaning and provide

functionality to users – think buttons, widgets, checkboxes, progress bars, and navigation

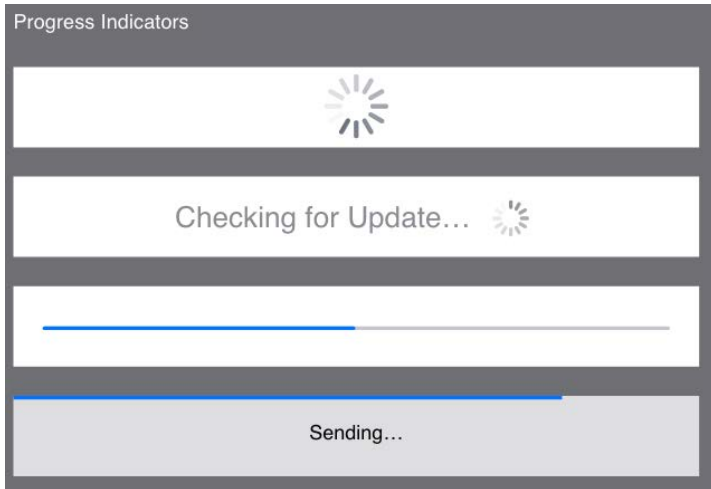
buttons. Some kits may also provide a framework to underpin site or app's layout.

=



keyboard

Progress Indicators



Status bars



Search bars



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.