



Milestone 1 Presentation

By Bright Solutions



Problem

With the current online resources provided by the University of Georgia's Disability Resource Center, it is difficult for students with ADHD and other disorders to reschedule tests.

Who Are the Users?

- **Target Users:** UGA students who use the disability resource center portal to reschedule tests, includes and is not limited to students with the following:
 - ADHD
 - Visual Impairments
 - **Dyslexia**
- Target Age Range: 18-23
 - \circ Could be from 15-70



Persona

Disability Resource Center User Persona

Bio



Name: John Smith Age: 20 Year: 2nd Year Student Major: Computer Science Disability: ADHD

Introvert Intelligent Curious John is a second year computer science major at the University of Georgia. John has been diagnosed with ADHD as a child and has had dealt with his ADHD ever since. He loves coding and enjoys spending time on campus. He is frustrated with the DRC portal since he has to personally contact his professor for approval each time he wants to take a test outside of regular class time. If the DRC portal could give his professors an automatic update or notification whenever he has scheduled a test and needs approval, it would make the process smoother.

Some Programs John Uses:



Goals

- To schedule exams easily with accommodations.
- To set a date and time for a test and receive approval immediately.
- To have professors notified of exam taking changes automatically.

Frustrations

- Dashboard is too cluttered with information even though the same information can be accessed in the side bar.
- John has to notify his professor personally instead of the DRC website automatically sending a notification to his professor to get approval for a test.
- The DRC portal continuously asks for accommodation preferences even after already filling that information out.

Requirement Analysis

• Functional Requirements

• Provide an interface for students to efficiently reschedule their tests

• Nonfunctional Requirements

- Interface accessible to students with ADHD, Dyslexia, Visual Impairments, etc.
- Should not take long to make a appointment (under 5 minutes)

• Environmental

- Must be able to communicate with Athena or other scheduling program to find course times (organizational)
- Must only be accessed via login (social)

What is the Solution?

- Our Solution:
 - To redesign the website in a way that is built with user experience and accessibility in mind
- What will it do?
 - Streamline process of rescheduling tests
 - Focus the portal on the test rescheduling process
- Why is it needed?
 - The poor design of the current portal makes it difficult for students with disorders like ADHD to efficiently and reliably schedule their tests

The Current Design

The error box that's not an error box

The "Select Accommodations" box is generally only used once a semester

Scheduling a test is relegated to a single link in the sidebar menu

Complete lack of consistency

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The Current Design

The "error" box is back, and still not an error

The process of signing up for a test could be streamlined with some quality-of-life adjustments

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The Current Design

"Error" box part 3: this time it's personal

No accessibility options!

	Resource Center
Student Affairs UNIVERSITY	(OF GEORGIA
Dashboard	
e » My Dashboard » My Pro	
SMS (Text Messaging)	MY PROFILE
Status: OFF	Back to My Dashboard
Update Preference	M Important Note
lome	Important Note
Ay Dashboard	If any of the following information has changed or you need to update your contact information, please do not forget to update with your school portal (where you register your classes every term or semester).
Ay Profile	School portar (white you register your classes every term or semister). System does not push your changes with your school main database.
MS (Text Messaging)	
ly Mailbox (Sent E-Mails)	Personal Information
A Accommodations	First Name: Connor
nformation Release Consents	Last Name: Dooley
ty Eligibility	Middle Name: Michael
ist Accommodations	Optional: Preferred Name: Connor
ourse Syllabus	School ID:
Uternative Testing Ay E-Form Agreements	Birth Date: 03/19/1998
ny z rom repetitiono	Gender: Male
Any questions or concerns?	Gender: Male
Use the following contact information:	Contact Information
sary Advisor se: Faye Fleming	Cell Phone Number: (404) 797 - 2370
ne: (706) 542 - 8719 d Email	
	Land Line Phone Number: Not Specified
	Email Address: cmd42219@uga.edu
	User's Local Address
	Address: 400 Timothy Road Unit 503
	8
	City: Athens
	State: Georgia
	Zipcode: 30606
	User's Permanent Address
	Address: 465 Chelses Circle NE
	City: Atlanta
	State: Georgia
	Zipcode: 30307
	Important Note Instruction to the following information has charged or you need to update your contact information, please do not forget to update with your school portal (where you register your cleases every term or annexes). Syntam dises are update your charges and your cleade and and asses.
	Back to My Dashboard
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	iversity of Georgia
	5 South Lumpkin Street Website: http://www.dc.ugs.edu Phone: (706) 542 - 8719
Read Disclaimer Atl	wms, GA 30602-3338 Email Us: drc@uga.edu Fax: (706) 542 - 7719

Task Analysis

Users environment: Desktop

• Accessible from their personal computers while on/off campus.

Users location: Athens-Clarke County primarily

- Site can be accessed off campus for students who live off campus or who are taking online courses
- Geographical location will not impact the users

Core User Group Age Range: 18-28

• Implications: users are able to access a computer whenever they need to schedule testing accommodations and are currently an active student at the University

Task Analysis (cont)

Important Characteristics of Task Environment:

Pain Points of Current System:

- Distracting important "error" messages persisting throughout pages
 - Not an actual error, but error icon gives the wrong message to user
 - Placement at the top and the bottom for... dramatic effect?
- Continuously asks for accommodation preferences even if user entered their in previous session
- Convoluted layout makes it difficult to navigate to test accommodation scheduling page
- No direct way to schedule testing period outside of regular class meeting time

Task Analysis (cont)

Our Ideas for Improvement:

- Change the notice messages to look less like errors, and have the user agree that they've read them before scheduling a test
- Add "Schedule a Test" as a dashboard item so that it's easier to find
- Once accommodation preferences has been filled out, do not keep that persistent on the home page
 - Provide a link to change accommodations if needed, but should not appear every time you log in
- Change test accommodation time choice system
 - Current design is not optimal for scheduling times generally as well as outside of class time
 - Streamline process by automating the request process:
 - Prompt user to confirm that they want a test scheduled outside of the class period
 - Automatically send an email request to the professor for approval

Task Analysis (cont)

Simple Structured Task Analysis:

- Methods (Plans):
 - <u>New User</u>: 1-2-3-4-5-6-7
 - Returning User: 1-4-5-6-7

- O: Schedule and take an exam with the DRC
 - 1: Log on to AIM portal
 - ↓ 1.1: Navigate to AIM website
 - I.2: Type in username & password
 - ↓ 1.3: Click "login"
 - 2: Select Accommodations (one time per semester)
 - 9 2.1: Scroll to "Select Accommodations for Your Class"
 - ↓ 2.2: Select which course to set accommodation preferences for
 - 5 2.3: Select "Continue to Customize your Accommodation"
 - ↓ 2.4: Select accommodations for each class
 - 2.5 Click "Submit Your Accommodation Requests"
 - 3: Wait for professors to accept the accommodation requests (one time per semester)
 - → 3.1: Check email for confirmation from the DRC
 - *4: Select "Alternative Testing" from the sidebar menu*
 - 5: Schedule the exam
 - ▶ 5.1: Select which course to schedule an exam for
 - 5.2: Select the date on which you wish to take the exam
 - 5.3: Select the time at which you wish to take the exam
 - 5.4: Confirm exam scheduling details
- 6: Wait for exam time confirmation
 - ↓ 6.1: Check email for confirmation from the DRC
- 7: Take the exam
- ↓ 7.1: Arrive at the exam location at the scheduled time & date
- ↓ 7.2: Take the exam



Our <u>Website</u>