



Milestone 1 Presentation

By [Bright Solutions](#)

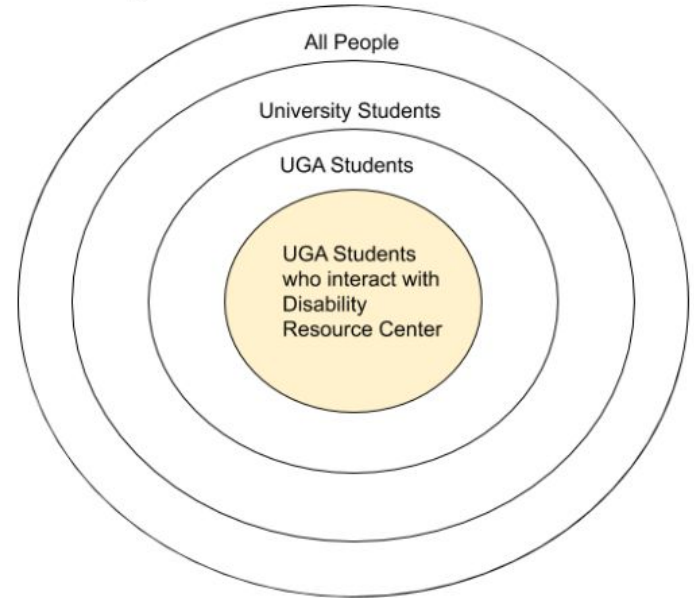


Problem

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**
 - Could be from 15-70



Persona

Disability Resource Center User Persona



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

Introvert

Intelligent

Curious

Bio

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

The screenshot shows the user interface of the Disability Resource Center. At the top, there is a navigation bar with the university logo and name, and user account information. Below this is a sidebar menu with categories like 'Home', 'My Accommodations', and 'My Dashboard'. The main content area is titled 'OVERVIEW' and contains several sections: 'IMPORTANT MESSAGE(S)', 'PRINTING FACULTY NOTIFICATION LETTER IN PDF', 'Select Accommodations for Your Class', and 'LIST ACCOMMODATIONS FOR SPRING 2020'. The 'Select Accommodations' section shows a list of courses with checkboxes for selection. The 'LIST ACCOMMODATIONS' section shows a table with columns for 'Previous Term', 'Term', and 'Next Term'. The table contains one entry for 'CSCI 3030.0 - Csci - Computer Science (CRN: 24497)' for the 'Spring 2020' term. Below the table, there is a section for 'Request Status' and 'Notification Letter' with a green checkmark indicating approval.

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

Welcome Connor Dooley

My Profile My Mailbox (Sent E-Mails) My Accommodations

Disability Resource Center

Student Affairs
UNIVERSITY OF GEORGIA

My Dashboard

Home » My Dashboard » Alternative Testing

ALTERNATIVE TESTING

Status: OFF
Update Preference

Home

- My Dashboard
- My Profile
- SMS (Text Messaging)
- My Mailbox (Sent E-Mails)

My Accommodations

- Information Release Consents
- List Accommodations
- Course Syllabus
- Alternative Testing
- My E-Form Agreements

Any questions or concerns?
Use the following contact information:

Primary Advisor
Name: Faye Fleming
Phone: (706) 542-8719
Send Email

TERMS AND CONDITIONS OF REQUESTING EXAM WITHOUT ALTERNATIVE TESTING AGREEMENT

Please read carefully the following terms and conditions of scheduling alternative testing in DRC:

- Your alternative testing accommodation allows you to request the following type of exam(s):
 - View Exam Schedule Availability
- Schedule at the class time**
 - All exams **MUST** be scheduled to take place during the same date and time as the class, unless otherwise specified by your instructor. If you need to take your exam at a different time, please talk with your instructor and have them send us their approval to drc@uga.edu.
 - Schedule all exams at the beginning of the semester**
- In order to guarantee a testing appointment, please schedule at **least ONE WEEK** in advance. Any request made within one week of the exam will be considered late and reviewed on a case-by-case basis.
- Please treat appointments with our office like you would testing in the class: arrive on time and bring all required materials** (pens/pencils, calculator, etc.).
- You may start up to 10 minutes early for your exam. If you arrive 10 or more minutes late, you may not be able to take your exam. You may not use exam time to study.
- Review all Testing Office policies before scheduling your exams.
- This is a placeholder only. Entering exams temporarily in placeholder does not mean that the alternative testing agreement is no longer required. Your instructor will still be required to enter an Alternative Testing Agreement. If your professor has not filled in the contract yet, please remind them to do so.

Exam Detail

Select Class #:

Request Type #:

Date #:

Note: Enter date in the following format Month/Day/Year (i.e. 12/31/2010).

Time #:

Services Requested (As Applicable): Reduced Distraction Environment

Additional Note:

Questions? Contact Us!

Please contact our office if you have any questions regarding alternative testing request.

Testing Accommodations Office
Phone: (706) 542-7721
Fax: (706) 542-8499
Email: drc@uga.edu

NEED HELP? DISABILITY RESOURCE CENTER

Access Tutorials University of Georgia
Contact Our Office 825 South Lumpkin Street Website: <http://www.drc.uga.edu> Phone: (706) 542-8719
Read Disclaimer Athens, GA 30602-9338 Email Us: drc@uga.edu Fax: (706) 542-7719

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The Current Design

“Error” box part 3: this time it’s personal

No accessibility options!

Welcome Connor Dooley

My Profile My Mailbox (Sent E-Mails) My Accommodations

Disability Resource Center
Student Affairs
UNIVERSITY OF GEORGIA

My Dashboard

Home » My Dashboard » My Profile

SMS (Text Messaging)

Status: OFF [Update Preference](#) [Back to My Dashboard](#)

MY PROFILE

Important Note

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).
System does not push your changes with your school main database.

Personal Information

First Name: Connor
Last Name: Dooley
Middle Name: Michael
Optional Preferred Name: Connor
School ID: [REDACTED]
Birth Date: 03/19/1996
Gender: Male

Contact Information

Cell Phone Number: (404) 797-2370
Land Line Phone Number: Not Specified
Email Address: cnd4221@uga.edu

User's Local Address

Address: 400 Timothy Road Unit 503
City: Athens
State: Georgia
Zipcode: 30606

User's Permanent Address

Address: 465 Chebea Circle NE
City: Atlanta
State: Georgia
Zipcode: 30307

Important Note

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).
System does not push your changes with your school main database.

[Back to My Dashboard](#)

Primary Address
Name: Fay Fleming
Phone: (706) 542-8719
[Send Email](#)

Any questions or concerns?
Use the following contact information:

NEED HELP?

DISABILITY RESOURCE CENTER

Access: Telenet
Contact Our Office
Read Disclaimer!

University of Georgia
825 South Lumpkin Street
Athens, GA 30602-3338

Website: <http://www.drc.uga.edu>
Email Us: drc@uga.edu

Phone: (706) 542-8719
Fax: (706) 542-7719

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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):

- New User: 1-2-3-4-5-6-7
- Returning User: 1-4-5-6-7

➤ **0: Schedule and take an exam with the DRC**

- **1: Log on to AIM portal**
 - ↳ 1.1: Navigate to AIM website
 - ↳ 1.2: Type in username & password
 - ↳ 1.3: Click “login”
- **2: Select Accommodations (one time per semester)**
 - ↳ 2.1: Scroll to “Select Accommodations for Your Class”
 - ↳ 2.2: Select which course to set accommodation preferences for
 - ↳ 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 [Website](#)