Milestone 2

Bright Solutions

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Many students, both undergraduates and graduates, utilize the Disability Resource Center's (DRC) web portal to schedule exams for their classes. Unfortunately, the layout of the portal makes it difficult to get to the test scheduling form. This is due in part to the cluster of information on the home page that takes up space and draws the user's attention away from the links they would actually need to access on the side bar in order to get to the schedule a test form. Bright Solutions has come up with three different design alternatives to the current web portal to better assist students trying to schedule exams outside of their regular classroom due to their disability.
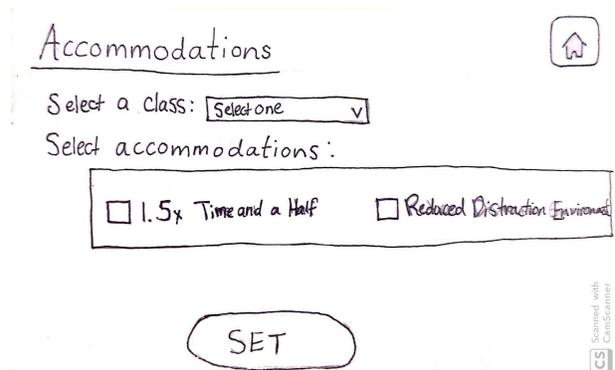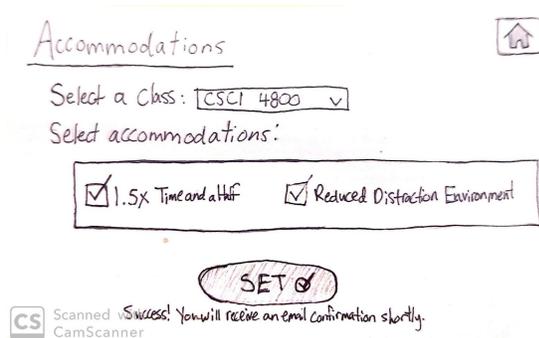
Design 1: Button Menu
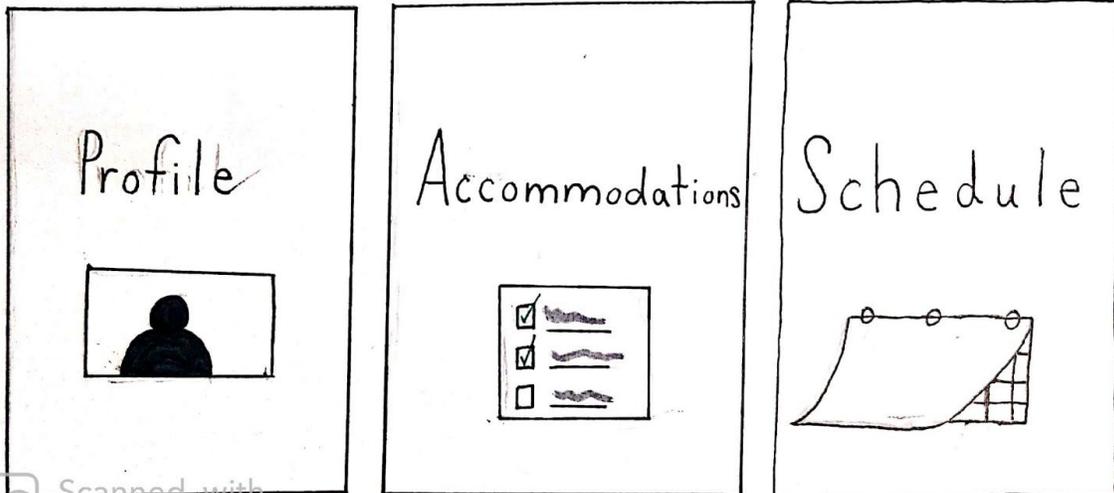
The Storyboard:

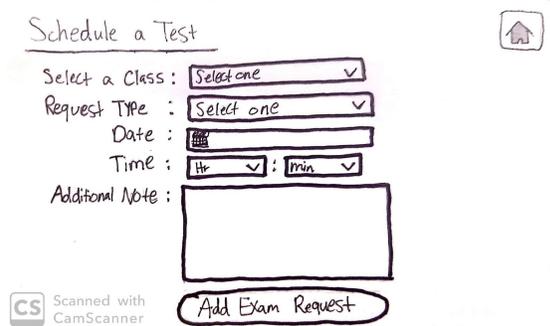Screen 1: Home screen, click on accommodations.

Screen 2: Accommodations screen, set accommodations and press "set."

Screen 3: Accommodations set! Click on the home menu tab on the upper right corner.

Screen 4: Returned to home screen, click schedule option.

Screen 5: Navigated to schedule a test screen. Success!

Design 1 Storyboard Functionality:

Design 1 would simplify the current DRC homepage to three buttons that users would be able to use. The first design's storyboard considers the situation where a student is setting their exam accommodations for the first time, usually done at the beginning of the semester in order to make scheduling tests throughout the semester a smooth process. A student would first set their testing accommodations by clicking the "Accommodations," button which would direct them to the accommodations page where they can now set their accommodation preferences. Once a student clicks the set button it will turn green with a checkmark and provide a confirmation message on screen to indicate to the user the process has been completed. The student will also receive an email confirmation of their testing accommodations as well. Now that a student's testing accommodations are set, they can now schedule tests for their classes. To get to the test scheduling page the user would press the home button in the top right corner of the page to return to the homepage and then select the "Schedule" button to move to the test scheduling page. Once on this page, students will be able to input their class information as well as the date and time they would like to take their test at the DRC using the test scheduling form.

Design 1 Justification:

The idea for design 1 was to make the home page or dashboard of the current web portal to be less cluttered, since as of now it contains a plethora of information that students do not necessarily need to view upon logging into their DRC student account. The first design simplifies the home page upon signing in so that users are presented with just the necessary functions: setting accommodations, scheduling tests, and changing one's profile. This design eliminates any extraneous detail that could distract the user while providing a very easy interface for most people to use as well as the visually impaired or those using a screen reader. To maximize simplicity, we eschew a home menu button at the upper right corner, as each feature of the design is only one click away from the homepage if say a user were on the accommodations page. We wanted a design for the homepage that would be simple yet straightforward so that users would have easy access to anything that they needed to do or get to. The original design that was in mind did include having three button options on the home screen to direct users to wherever they needed to get to, but it was not completely clear what the three options would be on the home screen. We wanted to have the option to schedule tests an easy click away for users, but then what would be the other two options? We finalized the last two buttons to cater to setting testing accommodations and changing the user profile or personal information as these were the next two most important things a student would need to be able to on the web portal.

Design 2: Simple Information Specific Dashboard

Welcome, Student Name

Edit Account

Text Reminders

Schedule a Test | Check Reminders

Contact Us

Phone #: (706)-542-8719

Email: dstest@uga.edu
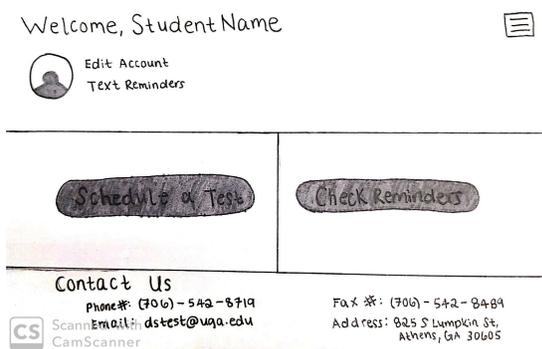
Fax #: (706)-542-8489

Address: 825 S Lumpkin St, Athens, GA 30605
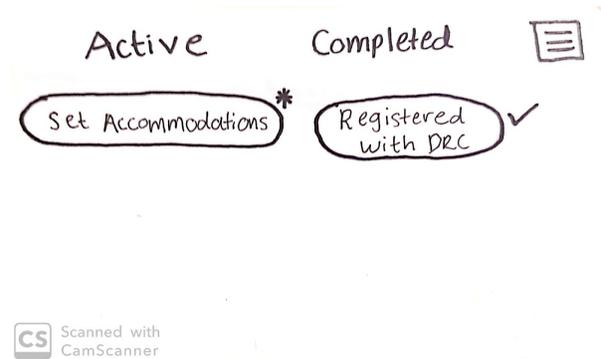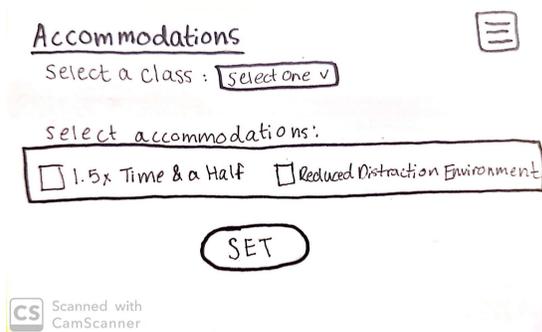
The Storyboard:

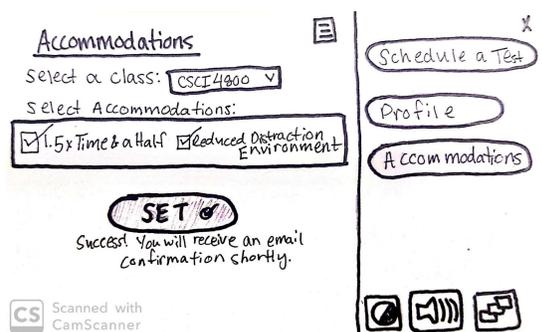Screen 1: Home screen, click on check reminders.

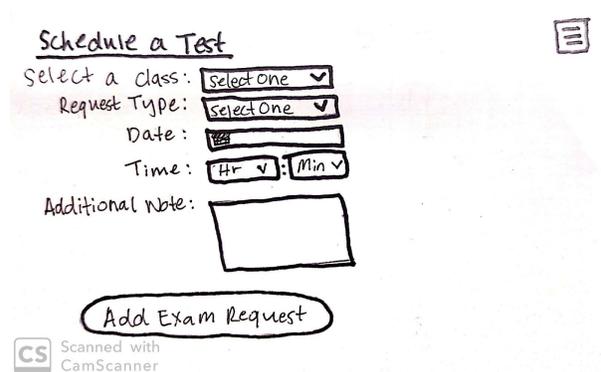Screen 2: Under active reminders, click "Set Accommodations."

Screen 3: Reaches accommodations screen, set accommodations and press "set."

Screen 4: Accommodations set! Click on the hamburger menu on the upper right corner.

Screen 5: In the hamburger menu, click "Schedule a Test."

Screen 6: Navigated to testing screen, fill out form and click "Add Exam Request."

Design 2 Storyboard Functionality:

The second design, similar to the first design, considers the situation where a student has not set their testing accommodations. To set testing accommodations, the user should first check their reminders. After clicking the "Check Reminders" button, a user would be directed to a page detailing what tasks they have completed and have yet to complete. Under the active column of reminders that a user has (if they have active tasks and reminders) a user can see that there will be a "Set Accommodations" button option in the case they have not set their testing accommodations. The user would click on this task and on the following page set their accommodations and click "Set." The set button will turn green with a check mark, and there will be a confirmation message as well as an email confirmation the user will receive. The user would then go to the hamburger menu option on the upper right corner of the page and select "Schedule a Test" to transport themself to the test scheduling page and fill out the test scheduling form.

Design 2 Justification:

The DRC homepage does have useful information, but it's difficult to find due to a large amount of unnecessary information clustered on the page in an unorganized manner. The second design keeps the useful information from the current design but in a better format that is easier to understand and access. The current DRC homepage notifies users of things they may have forgotten to do as well as other reminders, but the way these notifications are presented to the user simply takes up too much space at the top of the DRC homepage after signing in. These notifications are also displayed as if they are some error message even if they are meant to be important information for the user. Taking the reminders into account, we decided that we wanted to deviate away from what design 1 was and provide users with the option to include a user picture as well as another way to edit their personal account settings along with whether or not they wanted to get text reminders via their cellular device. Besides that, we centered the homepage on having two options: Schedule a Test and Check Reminders. With the "Check Reminders" button, students can view whatever notifications or tasks they have pending instead of those things cluttering the main page. Once again, users are given a direct and easy way to access the form to schedule a test as well by clicking the "Schedule a Test" button. This design makes sure to incorporate the current DRC's function of providing users with reminders in a better presented way whilst keeping the main function of scheduling a test on the home screen in a way that is more accessible and easier to view for users.

Design 3: Schedule a Test Form

Schedule a Test
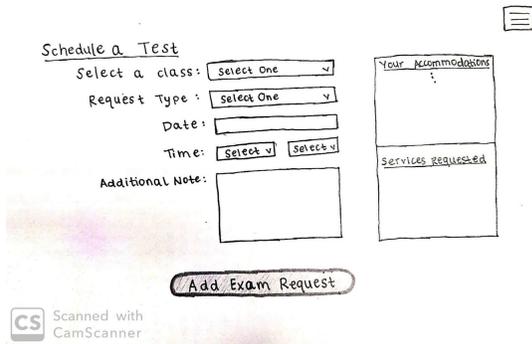
Select a class: [Select One ⌄]

Request Type: [Select One ⌄]

Date: [ ]

Time: [Select ⌄] [Select ⌄]

Additional Note: [ ]

(Add Exam Request)

Your Accommodations
:

Services Requested
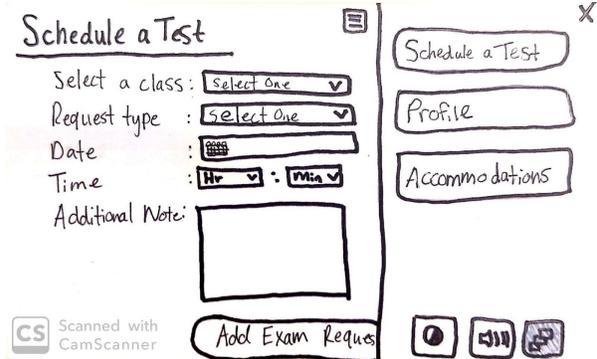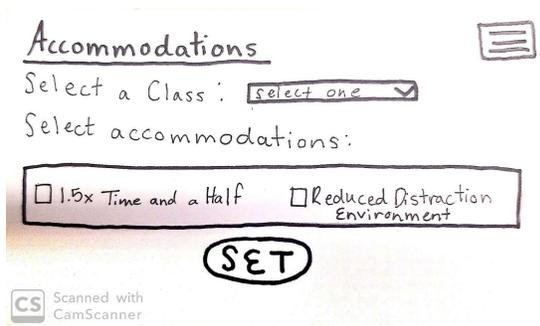
The Storyboard:

Screen 1: Home screen, click on the hamburger menu in the upper right corner.

Screen 2: In the hamburger menu, click "Accommodations."

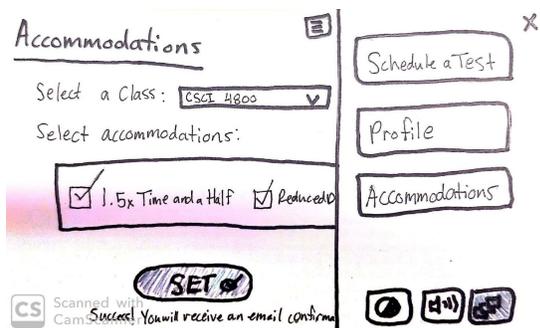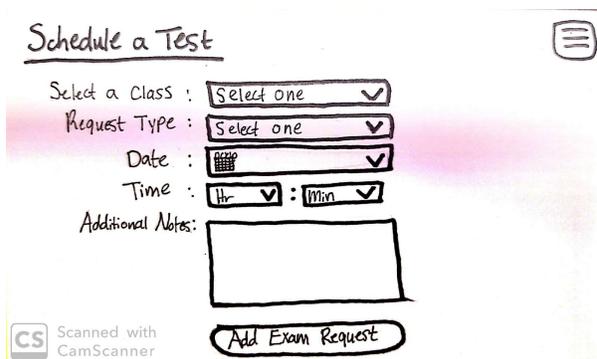Screen 3: Accommodations screen, set accommodations and press "Set".
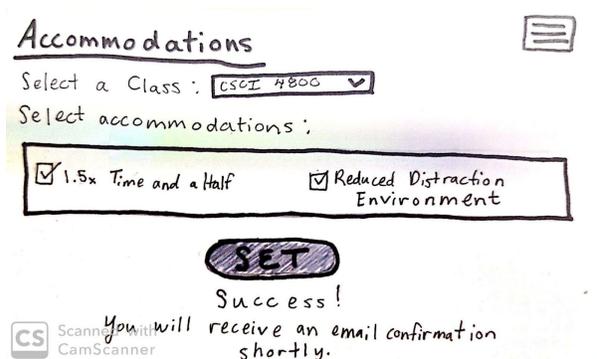
Screen 4: Accommodations set! Click on the hamburger menu in the upper right corner.

Screen 5: In the hamburger menu, click "Schedule a Test."

Screen 6: Navigated to testing screen, fill out the test scheduling form and click "Add Exam Request."

Design 3 Storyboard Functionality:

The third design just like the other two designs takes into account the situation where a student has not set up their testing accommodations. To set their testing accommodations, the user would navigate to the accommodations page by clicking on "Accommodations" under the hamburger menu in the top-right corner. The user will be directed to the accommodations page and should be able to set their testing accommodations and click the "Set" button. The set button will turn green with a check mark, and there will be a confirmation message as well as an email confirmation sent to the user. The user would then select "Schedule a Test" from the hamburger menu option in the upper right corner to transport themself to the test scheduling page to fill out the test scheduling form and click the "Add Exam Request" button.

Design 3 Justification:

The main reason that a student uses the DRC portal is for scheduling tests, and with the current DRC portal, users would have to click on the "Alternative Testing" link under the My Accommodations section on the sidebar. The phrase "Alternative Testing" is vague and does not sufficiently indicate to users that the link is used for scheduling a test as it is not straightforward enough. We then decided to further simplify the process of scheduling a test and getting to the test scheduling form by making it the very first thing a student would see after logging into their student DRC account. With this design, students would be able to go onto the portal and schedule a test within a much shorter time frame than they would with the current DRC scheduling format. Having such a direct and dynamic option for scheduling tests could be beneficial to a student especially after we went through the first two designs and wanted the homepage to be less cluttered and simple as possible to avoid any distractions or confusions users would encounter on the current DRC portal. It was then decided to completely eliminate anything that had nothing to do with the test scheduling form to make the homepage very simplistic and straight to the point while maintaining the other functionalities of the site like setting test accommodations in the hamburger menu.

Evaluating the Designs

The first design simplifies the home screen of the DRC portal to make it easier for users to access the test scheduling form or the accommodations page. This is to address the fact that the current homepage does not focus on making navigation the most important function at first glance. The home screen takes into account Gestalt's Theory of proximity as well by placing the three button options relatively nearby each other as one row. The main drawback of the first design would be that it does not give users information such as reminders in case they forgot to do something like the current DRC portal does. This design also does not implement the hamburger on the homepage, though it does on other pages. This is because we thought that having the hamburger menu on such a simple page, whose only purpose is navigation, would be redundant.

The second design also tries to simplify the home screen, but unlike the first design it includes a little bit more information like the contact information of the DRC and provides users with reminders through which they can remember to finish any tasks. The current design of the DRC portal provides a lot of information to the user, but it is not very well organized, nor is all of the information actually important enough to warrant this placement. This design removes the unnecessary information and compartmentalizes the useful information so that the page is easier to parse at a glance. The second design incorporates the rule of proximity as well where the options for scheduling a test and checking for reminders are relatively close to one another but as separate columns. This same idea is used to make distinctions between user information, user activities like scheduling a test, and DRC contact information.

The third design is the most direct by providing users with the test scheduling form immediately upon signing in. This is the most accessible design out of the three in getting to the scheduling form, but it lacks certain information like setting accommodations or receiving notifications that the other two designs include on the home screen. This design applies the rule of proximity by placing the input fields with their labels within the form, and having a greater amount of space between each line. There are two notable columns as well to separate the accommodations a student has from the actual form.

Despite how different the home screens of all three designs are, they have some similarities as well. They all have the accommodations page as well as the test schedule form. The designs also make it clear what a button is versus textual input from a user. They all maintain similarity by having some sort of hamburger menu in the top right corner to provide further information and access to different aspects of the portal. Each of them apply the Gestalt rule of proximity too. Once the hamburger menu is selected, the page is divided into two separate columns which further supports the rule of proximity by making distinctions between what is

part of the navigation and what is on the actual screen of the current page. The most important similarity between all the designs is how they each make it easier to access the test scheduling form.