

Milestone 3

Bright Solutions

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DRC Testing Portal

List of Features

Homepage:

- **Profile Button** - This navigates users to the Profile page for setting up profile settings.
- **Accommodations Button** - This navigates user to Accommodations page for setting up testing accommodations.
- **Schedule Button** - This navigates users to the Test Scheduling Form.
- **Home Button** - This button can be used to go back to the home screen.

Profile Page:

- **Personal Information** - This section provides users information about them regarding their first and last name, middle name, preferred name, school ID, date of birth, and gender.
- **Permanent Address** - This section displays where a user lives and can be Reached indefinitely.
- **Contact Information** - This section provides information on how to contact a user including their email, phone number, and their preferred way of contact.
- **Local Address** - This section is to indicate where an individual lives currently and locally if they need to be reached.
- **Home Button** - This button can be used to go back to the home screen.
- **Accessibility Settings - Provides two options for users to adjust portal settings to accommodate their disabilities and includes:**
 - **High Contrast** - Gives the user the opportunity to change the color scheme of the page to accommodate for color blindness or any visual disabilities an individual may have.
 - **Large Text** - Gives the user the option to increase text and font size to better aid them when using the site.

Accommodations Page:

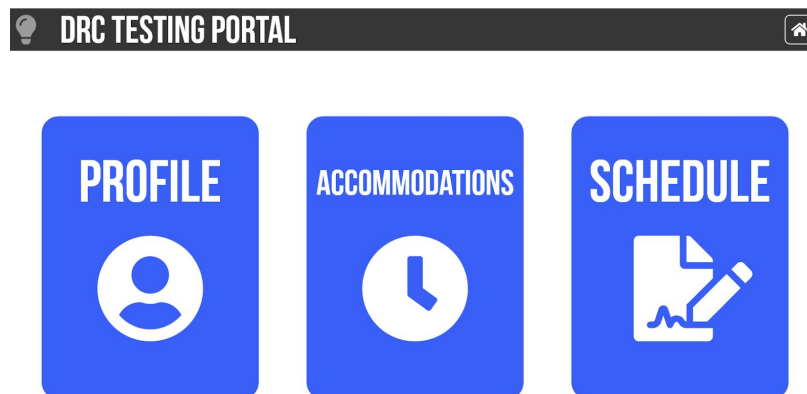
- **Class Dropdown** - Lets users select the class they're making accommodations for.
- **1.5x Time Checkbox** - Lets users request to have an extra 1 and a half hours time to take the tests they schedule with the disability resource center.
- **Reduced Distraction Environment Checkbox** - Lets users request to take tests in an environment with reduced distractions.

- **Set Button** - Users would then press the Set button to apply the requests they have selected and receive a message that indicates that their accommodations have been set as well as a confirmation email. They would then be asked to return to the home screen.
- **Home Button** - This button can be used to go back to the home screen.

Schedule Page:

- **Select Class Dropdown** - Lets users select the class they're scheduling a makeup for.
- **Request Type Dropdown** - Lets users select what type of exam they will be taking (a regular exam or a final exam).
- **Date Dropdown** - Lets users select the date they want to take their test.
- **Time Dropdown** - Lets users select the time they wish to take their test at.
- **Add Exam Request Button** - After filling out the form to schedule a test, users would then press the Add Exam Request Button to finish scheduling their test. Users would then be notified that they will receive an email notification soon verifying their request and asked to return to the home screen.
- **Home button** - This button can be used to go back to the home screen.

Screenshots & Narrative of System in Action



This is the homepage of our prototype. The homepage has three buttons a user can utilize to view their profile settings, to set up their testing accommodations for when they take exams at the DRC, and to schedule tests to be taken at the DRC. If a student wanted to access their profile, they would go to the profile button.

Accessibility Settings

High Contrast
 Large Text

Personal Information

First Name: John
Last Name: Smith
Middle Name: Ron
Preferred Name (optional): Johnny
School ID: 123456789
Date of Birth: 01/21/1990
Gender: Male

Note: This information is taken from your school's database. If you need to update the information, please use your school portal

Contact Information

Cell Phone Number: (555) 345-9876
Land Line Phone Number: Not Specified
Email Address: jsmith@school.edu
Preferred Contact: Email



Permanent Address

Street Address: 555 Fifth Road
City: Atlanta
State: GA
ZIP Code: 30066

Local Address

Street Address: 777 Seven Street
City: Athens
State: GA
ZIP Code: 30605

This is an example of what a student's profile page would look like. Here, a student can view their personal information as well as their living addresses and contact information. Instead of making a student fill out their private information after logging into their DRC portal, the portal simply looks at the student's Athena account, and students would edit such information on Athena. The profile page also provides students the option to change the settings of the portal to accommodate for their disabilities, specifically visual impairments. Two options are provided: High Contrast and Large Text modes.

 **PROFILE** 

Accessibility Settings

High Contrast
 Large Text

Personal Information

First Name: John
Last Name: Smith
Middle Name: Ron
Preferred Name (optional): Johnny
School ID: 123456789
Date of Birth: 01/21/1990
Gender: Male

Note: This information is taken from your school's database. If you need to update the information, please use your school portal

Contact Information

Cell Phone Number: (555) 345-9876
Land Line Phone Number: Not Specified
Email Address: jsmith@school.edu
Preferred Contact: Email

Permanent Address

Street Address: 555 Fifth Road
City: Atlanta
State: GA
ZIP Code: 30066

Local Address

Street Address: 777 Seven Street
City: Athens
State: GA
ZIP Code: 30605

The high contrast mode is there for students who need to change the color settings of the page to better view what is on the page. It is also helpful for those that are color blind as can be seen above.

PROFILE

Accessibility Settings

High Contrast
 Large Text

Note: This information is taken from your school's database. If you need to update the information, please use your school portal

Personal Information

First Name: John
Last Name: Smith
Middle Name: Ron
Preferred Name (Optional): Johnny
School ID: 1234567890
Date of Birth: 01/21/1990
Gender: Male

Contact Information

Cell Phone Number: (555) 345-9876
Home Phone Number: Not Specified
Email Address: jsmith@school.edu
Preferred Contact: Email

Permanent Address

Street Address: 555 Fifth Road
City: Atlanta
State: GA
ZIP Code: 30066

Local Address

Street Address: 777 Seven Street
City: Athens
State: GA
ZIP Code: 30605

If a student was having a hard time reading the text of the page, all they would need to do is to check the Large Text option to make the portal more legible for them as can be seen above.

Accessibility Settings

- High Contrast
- Large Text

Note: This information is taken from your school's database. If you need to update the information, please use your school portal

Personal Information

First Name: John
Last Name: Smith
Middle Name: Ron
Preferred Name (Optional): Johnny
School ID: 1234567890
Date of Birth: 01/21/1990
Gender: Male

Contact Information

Cell Phone Number: (555) 345-9876
Home Phone Number: Not Specified
Email Address: jsmith@school.edu
Preferred Contact: Email

Permanent Address

Street Address: 555 Fifth Road
City: Atlanta
State: GA
ZIP Code: 30066

Local Address

Street Address: 777 Seven Street
City: Athens
State: GA
ZIP Code: 30605

If a student required both accessibility options, then this is what the page would look like with both options selected as can be seen above.

Accessibility Settings

- High Contrast
- Large Text

Personal Information

First Name: John
Last Name: Smith
Middle Name: Ron
Preferred Name (optional): Johnny
School ID: 123456789
Date of Birth: 01/21/1990
Gender: Male

Note: This information is taken from your school's database. If you need to update the information, please use your school portal

Contact Information

Cell Phone Number: (555) 345-9876
Land Line Phone Number: Not Specified
Email Address: jsmith@school.edu
Preferred Contact: Email

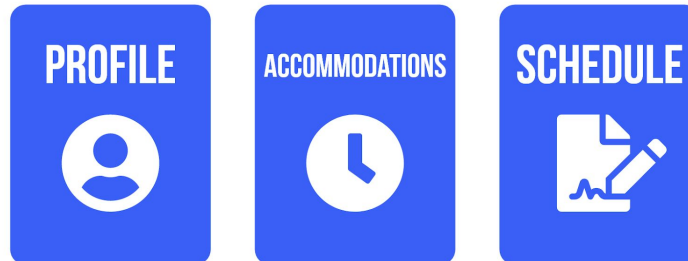
Permanent Address

Street Address: 555 Fifth Road
City: Atlanta
State: GA
ZIP Code: 30066

Local Address

Street Address: 777 Seven Street
City: Athens
State: GA
ZIP Code: 30605

Of course, if a student did not want these settings applied to the portal, they would just have to unselect both options to get the previous settings, like the screen shot above. To get back to the home page, you would click on the home icon in the top right corner of the page.



Once back on the home page, if a student wanted to set up testing accommodations, they would click on the Accommodations button.

The screenshot shows the top of the 'ACCOMMODATIONS' form. At the top is a dark header with a clock icon, the word 'ACCOMMODATIONS' in white, and a home icon. Below the header is a 'Select a Class' dropdown menu. Underneath is the 'Select Accommodations' section, which contains two checkboxes: 'Time and a Half (1.5x Testing Time)' and 'Reduced Distraction Environment'. At the bottom of the form is a black 'SET' button.

This is the accommodations form. Using the form, a student can select the class they wish to set up accommodations for.

This screenshot is similar to the first one, but the 'Select a Class' dropdown menu is open, displaying a list of classes: CSCI 1301, STAT 2000, SPAN 2001, and ENGL 1102. The 'Time and a Half (1.5x Testing Time)' checkbox is selected. The 'Reduced Distraction Environment' checkbox is not selected. The 'SET' button is at the bottom.

The Select a Class dropdown will display all the classes a student is taking. This information is also taken from the student's Athena account to make it easier on the student to set up testing accommodations.

This screenshot shows the 'ACCOMMODATIONS' form with 'CSCI 1301' selected in the 'Select a Class' dropdown. The 'Time and a Half (1.5x Testing Time)' checkbox is selected, and the 'Reduced Distraction Environment' checkbox is not selected. The 'SET' button is at the bottom.

After selecting the desired class (in this example, CSCI 1301), students will be presented with two testing accommodations they can choose to include while they take their exams.

ACCOMMODATIONS

Select a Class

Select Accommodations

Time and a Half
(1.5x Testing Time)

Reduced Distraction
Environment

SET

Students can choose to have an extra hour and a half of time applied when taking their tests.

ACCOMMODATIONS

Select a Class

Select Accommodations

Time and a Half
(1.5x Testing Time)

Reduced Distraction
Environment

SET

Students can also choose to have a reduced distraction environment for their test.

ACCOMMODATIONS

Select a Class

Select Accommodations

Time and a Half
(1.5x Testing Time)

Reduced Distraction
Environment

SET

In this case, we will apply both accommodations and click the set button.

ACCOMMODATIONS

Select a Class

Select Accommodations

Time and a Half
(1.5x Testing Time)

Reduced Distraction
Environment

SET

Success! You will receive a confirmation email shortly. Please return to Home screen.

A short message will appear to notify the student that they have successfully applied accommodations for their class. They will also receive a confirmation email and are asked to return to the home screen.

DRC TESTING PORTAL



After going back to the home page, a student could then schedule an exam for their class by clicking on the Schedule button.

SCHEDULE AN EXAM

Select a Class	Date
<input type="text"/>	<input type="text"/>
Request Type	Time
<input type="text"/>	<input type="text"/>

ADD EXAM REQUEST

They would then be taken directly to the test scheduling form. Here they can select which class they would like to schedule an exam for.



Select a Class

▲
CSCI 1301
STAT 2000
SPAN 2001
ENGL 1102

Date

Time

ADD EXAM REQUEST

Similar to the accommodations form, the Select a Class dropdown will display all the classes a student is taking.



Select a Class

Date

Request Type

Time

ADD EXAM REQUEST

In this example, we will choose CSCI 1301. After picking the class to schedule an exam for, students would then be prompted to choose what type of exam they will be taking.



Select a Class

Date

Request Type

▲
Exam
Final Exam

Time

ADD EXAM REQUEST

There are two different types of exams students may take at the DRC: a regular class exam or a final exam.



Select a Class: CSCI 1301
Date:
Request Type: Exam
Time:

ADD EXAM REQUEST

We will go with the regular exam option. Once that is done, students will need to set the date they would like to take their exam.



Select a Class: CSCI 1301
Date:
Request Type: Exam
Time:

S	M	T	W	T	F	S
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2

ADD EXAM REQUEST

The dropdown for the date will display a calendar with dates students can pick from. In our example, we will go with April 17.



Select a Class: CSCI 1301
Date: April 17, 2020
Request Type: Exam
Time:

ADD EXAM REQUEST

After choosing a date, the date input box will automatically display the date a student wants to take their exam.

Request Type
Exam

Time

8:00AM
9:30AM
11:00AM
12:30PM
2:00PM
3:30PM
5:00PM
6:30PM
8:00PM

ADD EXAM REQUEST

All that is left to fill out is the time a student would like to take their test at. Different time slots will be shown according to classes that occur on the days the class selected is usually held along with the time of the class. We will go choose 8 am.



Select a Class
CSCI 1301

Date
April 17, 2020

Request Type
Exam

Time
8:00AM

ADD EXAM REQUEST

After filling out the form, students would then click the Add Exam Request button.



You have successfully scheduled an exam!

You will receive an email notification soon.

Please return to the home screen.

Once the form is submitted, a message will appear to notify the students that they have successfully scheduled an exam and will receive email confirmation. They are then asked to return to the home page. Our goal was to simplify the test scheduling process and provide easier access to the testing form, and we designed our prototype with that vision in mind.

Initial Usability Evaluation Plan

We will gather a group of participants for the evaluation. We will aim to select 20 students from UGA who have previously used the existing Disability Resource Center (DRC) test rescheduling platform, because (a) they are the primary audience for our web application, (b) participants will be able to compare the new test rescheduling platform against the existing DRC platform, and (c) the participants would be more likely to have various disabilities such as ADHD or visual impairments. Their feedback will be especially useful in making our platform as accessible as possible.

The students will be brought to an evaluation room. The evaluation room will have a one-way mirror, a desktop computer, and a microphone with a recorder. Inside the room will be a developer from our team talking with the participant, and on the other side of the one-sided glass another developer will be taking notes on what the participant says and does.

We will be using a within-subjects study design. This means that each subject will be administered to accomplish each task. Since a within-subjects study design requires less participants, and because we believe the average participant will be committed to helping create a better test rescheduling portal as it is an interface they confront frequently, we believe it is the optimal design for our study. Another evaluation technique we could use is a between-subjects study design. Instead of each participant conducting every task, only one user at a time would perform one task. This would be just as valid as the within-subjects design and would require more participants to test out each task individually. This would place less of a burden on each participant to complete a task and would make it a faster process as they are only conducting one task. We would rather go with the within-subjects study design as it removes any potential biases and differences participants might have since all of them will be doing the same tasks in varying orders.

The usability specifications our team plans to optimize are learnability (time to learn how to do specific tasks), efficiency (time it takes to complete specific tasks), and error-rate (errors per task). These usability specifications are tracked throughout the monitoring process and through the questionnaires given to the participants.

The tasks are the following:

- Change your preferred name to “Alex”
- Ask to have 1.5x time for tests
- Schedule your CSCI 1301 test for April 15

They will each be administered to participants in a random order, different for each participant. The participant will complete a questionnaire before and after they complete each task. The users will then complete all the tasks again, filling out additional after questionnaires for each one. While completing each task, the user is asked to vocalize their thought process. Also while completing each task, the developer behind the glass will take notes of their thought process, count critical incidents, and time how long it takes each participant to complete a task.

Before Questionnaire (taken once at the beginning)

Question	Answer
How long does it usually take you to complete the assigned task on the existing DRC platform?	___ minutes
Rate how frustrated you usually feel completing the assigned task on the existing DRC platform.	[not at all frustrated] 1 2 3 4 5 [very frustrated]

Before Questionnaire (taken before each task)

Question	Answer
How many times have you previously used the DRC platform?	Roughly _____ times
Rate how much you enjoy the aesthetic design of the existing DRC platform.	[I hate it] 1 2 3 4 5 [I love it]

After Questionnaire (taken after each task)

Question	Answer
How long did it take you to complete the assigned task?	___ minutes
Rate how frustrated you felt completing the assigned task.	[not at all frustrated] 1 2 3 4 5 [very frustrated]

After Questionnaire (taken once at the end)

Questions	Answers
How much do you enjoy the aesthetic design of this platform?	[I hate it] 1 2 3 4 5 [I love it]
How aware were you of what your status was while completing tasks?	[no clue where I am] 1 2 3 4 5 [know exactly where I am in the process]
How confident did you feel in navigating the platform?	[no confidence] 1 2 3 4 5 [totally confident]
How much more comfortable did you feel using the platform the second time you completed the task versus the first time?	[same level] 1 2 3 4 5 [way more comfortable]
How easily were you able to navigate away from the current task?	[very difficult] 1 2 3 4 5 [very easy]
How much did you feel you had to rely on your memory to help you complete tasks?	[not at all] 1 2 3 4 5 [very much so]
Overall, how would you rate your experience using this platform?	[terrible] 1 2 3 4 5 [fantastic]
Which platform would you prefer using?	Current DRC Portal or The New Prototype