# User Experience for Faculty

- BearFacts' Retirement

- Field Work and Interviews

- Experience Map

- Recommendations

Happy Trails, Old Friend!

Bear Facts

The SIS will pick up where you leave off … Fall 2016!

# CONTEXT

- **Overall goal:** Feature parity with BearFacts

- **First semester to require faculty features:** Fall 2016

- **Examples of features:**

  - **Enrollment:** Add, Drop, Waitlist, Pre-requisites

  - **Roster:** Photos, name, email

  - **Concurrent Students:** Background, approval, seat count,  other institutions

  - **Others:** GSIs, delegation

  - **Grades:** Mid point, curves, provisional, validation, approval
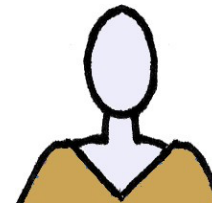
# POPULATIONS

**Target Population:**

Instructors

- Faculty

- Lecturers

- Post-Docs

- GSIs
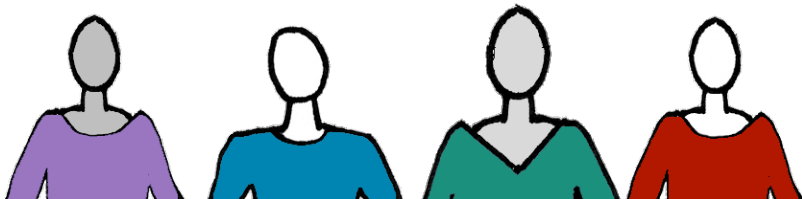
**Not Explicitly Included:**

- Department Scheduler/ Enrollment Managers

  ○ They will use

  Campus  Solutions.

# SIS SPEC

**Spec ID SISRP-2266:**
External File Load of Grades

**SIS Team:**
Student Records

**Lasted edited:**
August 12, 2015

- **Self-service Grade Roster:** Add the ability to upload a CSV from an external source.

- **This requirement needs to be reviewed again in Spring of 2016:**

  - Grading page may be provided by **Oracle** in Fluid.

  - **Fit-gap** needed

  - **Assumption:** new Fluid grading page would need updating.

# F I E L D W O R K

SIS UX team conducted **24 individual interviews** with **instructors**

- 12 ladder faculty
- 3 lecturers

- 1 post doc

- 8 GSIs

- *And 1 scheduler*

**Topics** included the tools, processes and people used to accomplish typical semester tasks such as roster management, midpoint grades, final grades, etc.

# COLLEGES

| College / Dept | Faculty | Lecturers | Post Docs | GSIs | Schedulers |
|---|---|---|---|---|---|
| CED | 1 | | | | |
| Chemistry | | 1 | | | |
| CNR | 2 | | | | |
| Engineering | 4 | | | | 1 |
| English | | 1 | | | |
| Information | 1 | | 1 | 8 | |
| Law | 1 | | | | |
| L&S: Economics | 1 | | | | |
| L&S: IB/MCB | | 1 | | | |
| L&S: Rhetoric | 1 | | | | |
| L&S: Sociology | 1 | | | | |
| **Total** | **12** | **3** | **1** | **8** | **1** |

Some faculty are part of one department / college but teach in another.

Berkeley | Student Information Systems Project

## QUOTES: bCourses
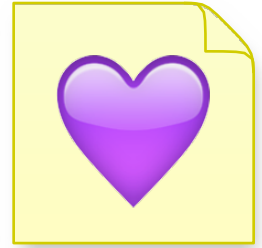
**Most instructors use bCourses.  Most had very positive comments.**

- "I use bCourses for every class. **I love it.**"

- "I've asked the bCourses team for help a couple of times. **They are GOOD!**"

- "Canvas has made active learning **possible.**"

- "**bCourses works really well** — much better than the  primitive systems we used to have."

- "The #1 great thing about bCourses is **SpeedGrader.**"

## QUOTES:   BearFacts

**Instructors like BearFacts' simplicity and reliability**

- "I love BearFacts … At the start and end of the semester, I am on BearFacts 20 minutes a day. It's **always worked**. It's **very simple**."

- "I only use BearFacts once a semester, to submit grades. As long  as it is secure and **easy to use**, that's fine."

- "I **trust the information** … in BearFacts."

- "BearFacts is **frustrating** because when students drop or are let in  on the waitlist, I am not informed. When I look at the lists, **I** also  **don't know if it's updated**. It would be great to be notified when  students are dropped from class."

## QUOTES: CalCentral

**Most instructors are not familiar with CalCentral.**

**Here is one use case.**

• "I had a colleague who told me about CalCentral so that's when I started using it. So I go to CalCentral and I click on the course [to get to my **bCourses site**]."

*This is as expected, because at this point there are no essential features for faculty.*

## QUOTES: Other Tech

**Instructors had mixed views of campus technology.**

- "Electronic tools at Berkeley could be very good, but when they are  not it's an expensive use of faculty's time. Things are on the right  track and the **tools are getting better**."

- "The goals of simplifying and unify are good but the results are not always good. …  bCourses.  That one I like. We want something that is **simple and easy**."

- "I hate the current [add/drop] system. **The department admin knows if there is space and I don't.** It takes up a lot of time and energy on my part and my GSIs. They do not have real time information. It gets really frustrating for them."

# Some Good News

**Some features requested by instructors are already in progress or in place.**

*CalCentral*

- **Roster:** CalCentral already has rosters with photos.
- **Sections:** The rosters are broken into sections.

*SIS*

- **Real-time data:** The SIS will deliver real-time enrollment data.
- **Department Schedulers:** Will be associated with classes.

*bMail and groups*

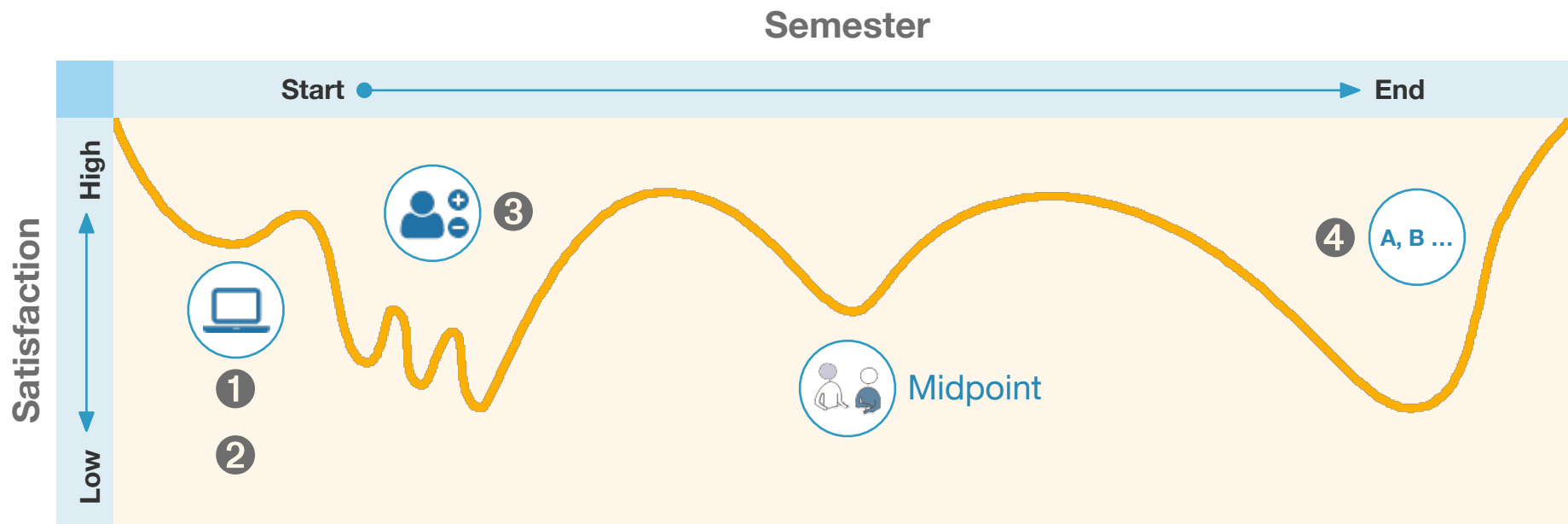- New features may be ready in time for integration.

# More Good News

**Several features requested by instructors will be easy to implement as part of bringing enrollment to CalCentral.**

*Example*

- **Email addresses, majors and level** are already used in  CalCentral.

# EXPERIENCE MAP

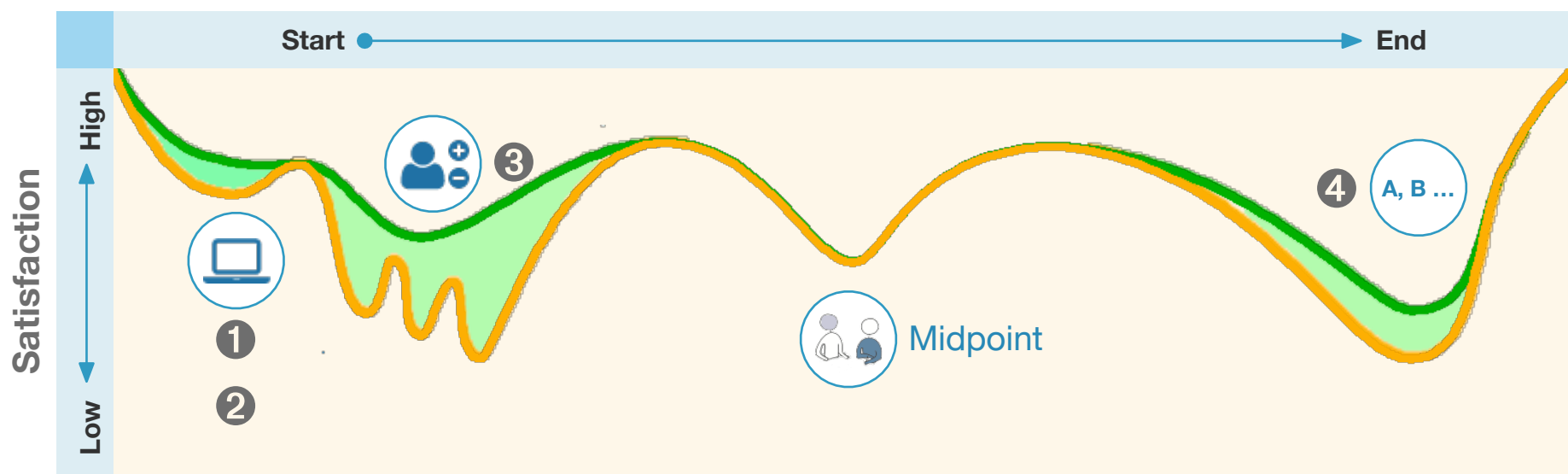**As Is**



**1** Set up class website(s)

**2** Communications

**3** Add/Drop

**4** Grading

# O P P O    I T I E S
# R   T   U   N

**As Is** | **Proposed** + **Opportunities**    Semester



❶ Set up class website(s)

❷ Communications

❸ Add/Drop

❹ Grading

# ⚠️ D I S C L A I M E R ⚠️

Opportunities on the following slides have **not been assessed for technical feasibility**, policy adherence, or other sensible concerns.

Please discuss and give constructive feedback.

# 1: Set Up Class Websites

**As Is**

- Instructors manually set up one or more class websites, including bCourses, independent informational sites,  etc.

- Instructors somehow inform students of the class site(s). Students who add the class later may not have an easy way to find these links.

# 1: Set Up Class Websites

**Opportunity**

*Short term*

- Instructors add website names and URLs to class page in CalCentral. Students can refer to and use these links at any time.

*Long term*

- Auto-provision a bCourses site for each class based on a  template defined by instructor.

# 1: Set Up Class Websites

## 2: Communications

**As Is**

- **BearFacts:** Group email via BCC to enrolled students.

- **BearFacts or CalCentral:** Export a CSV file of email addresses of enrolled students.

- **bCourses:** Internal communications tools to all "people" associated with a class.

- **@lists.berkeley.edu:** Create a list from a bCourses site.

- **Photo Challenge:** Students often change their appearance, yet their official campus photos stay the same. This can make it hard for instructors to recognize students.

## 2: Communications

**Opportunity**

*Short term*

- **Auto-provision** a list serve with archive for each class.

- Make sure **GSIs** are in CalCentral roster.

- Add **email addresses, majors and level** to CalCentral roster.

## 2: Communications

**Opportunity**

*Long term*

- **Separate list serves:** Everyone, GSIs, individual sections, etc.

- **Photos:** Allow students to upload current photos to roster. Allow instructor to choose from these photos.

- **ADA information:** Instructor should not know ADA status. Should only be shown to whoever assigns and administrates examination.

## 2: Communications



MARTA
**AOCHI**
251613
Year 3 • CNR

SACHA
**BENOIT**
123459
Year 3 • CHEM

Link to email

Level and major

## 3: Add/Drop

**Overview**

Some instructors spend inordinate amounts of time managing rosters. This displaces time for teaching, and can **prevent students from enrolling** in needed classes, possibly extending their time at Berkeley. This further **affects the overall availability** of classes to all students.

**Factors for instructors** include:

1. Lack of real-time roster data
2. Lack of easy Add/Drop process
3. Lack of automatic screening for prerequisites
4. Cumbersome process for concurrent enrollment.

# 3: Add/Drop

**As Is**

- During the Add/Drop period, instructors **spend time each day** assessing attendance rolls, available seats, Add requests, and student fit (prior classes, pre-reqs, year in school, etc.)

- Instructors **send** Add/Drop requests to enrollment manager.

- When external students* are added, **available seats are not updated**, resulting in inaccurate student expectations. Instructors mitigate this by requesting an adjustment to the enrollment cap.

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*       Students from Extension (Concurrent Enrollment), GTU, other UC's, etc.

# 3: Add/Drop

**Opportunity**

*Short term*

Provide instructors more information and support in adding and dropping students, GSIs, guests, etc.

- Provide **real-time enrollment data** to instructors and  students.

- Show **external students** alongside the waitlist. Make it easy  to see their documentation.

- Add **email addresses, majors and level** to waitlist.

- Have availability reflect external students.

# 3: Add/Drop

**Opportunity**

*Short term (cont'd)*

- Allow instructors of record to grant delegate privileges to lecturers, GSIs, etc for their sections.

- Add instructor-facing functionality that send requests to enrollment manager:
  - Change to the waitlist (add/promote/demote/add to class)
  - Optional custom note such as request to increase or decrease enrollment cap.

- Keep instructor view as simple as possible.

# 3: Add/Drop

**Opportunity**

*Long term*

- Enforce pre-requisites.

  ◦ Allow instructor override.

- Standardized "fool proof" attendance tool to support auto-drop as needed.

# 3: Add/Drop



**Actionable lists of**

- External students
- Wait List
- Current enrollment
- Dropped students

Selecting students sends email request to department scheduler.

# 4: Grading

**As Is**

- Instructors export grades to a CSV file, and adjust curves there before either uploading to or manually entering in BearFacts.

# 4: Grading

**Opportunity**

*Short term*

- Explore ways of exporting grading information from the roster in CalCentral. Include **preferred** names.

- Create a CSV uploader and **validator** in CalCentral for grades that provides **real-time feedback**, possibly with some kind of summary.

# More Information Needed

- **Class options:** For options such as wait list-only enrollment    vs. open add, is this best handled by a discussion between    the enrollment manager and the instructor?

- **Course Entry Codes:** Can be handed out by instructors to allow specific students to add a class. Will they still be used? If so, how can the use of CEC be as efficient as possible?

- **Grading windows:** BearFacts has windows defined for submitting both midpoint and final grades. There are also Add/Drop windows. Will these change with the SIS? These will need to be defined for CalCentral.

- **Other unknown unknowns.**

# Partner Opportunities

- **iClickers:** Add iClickers to textbooks request, so that they appear in textbook list in CalCentral, with link to iClickers registration.

- **Web service:** Work with Law on a web service for grading:

  - Receive CCN + scores.

  - Evaluate fit to curve assigned to that class

  - Return text: OK | Not OK | Next steps

  - Link for requesting exceptions.

  - Law's grading window is different from campus.

- **Incomplete grades:** Convert to electronic process.

- **FERPA:** Consider increased emphasis in training.

## Training and Communications

**Opportunity**

- Faculty are **highly unlikely** to attend training sessions or view  training materials.

- Consider targeting faculty "**influencers**" such as lecturers, GSIs, department schedulers. Develop materials with them in mind.

# Risks

**Concerns**

- Grades are among the most **charged** aspect of teaching.

- Faculty are **likely to wait** until close to deadlines to enter  grades.

**Preparation**

- Test well in **advance**.

- Put messages and **smart links** in systems being retired,  where faculty will expect retiring functionality.

- Increase **support staff** before and during grading periods.

# Next Steps

- **Faculty focus groups:** Review field work results and identify  any remaining gaps.

- **Usability:**  Investigate  project  relevance,  technical feasibility,   and  policy  concerns.  Create  UX  sketches. Perform usability  testing with instructors.

- **Other Teams:** Identify systems being retired. Design interventions in those systems. Work with other teams to implement.