

SpeedGrader Workflow and Functionality
5/21-6/20
Research Team and Courseware

Background

- StrongMind will be launching new Courseware with new components which includes SpeedGrader. Teachers have indicated that when grading student submission, their experience feels slower and less intuitive than the integrated system. Past studies have indicated that SpeedGrader is navigationally isolated and switching between grading different assignments is convoluted. The Courseware team wants to get a better understanding of teacher's grading processes and workflow to acquire insightful design recommendations for SpeedGrader.

Project Members

Product Team

- Alex Bowen – Product Owner
- Dayne Petera – UI/UX Designer
- Sarah Albinda – UI/UX Designer
- Rawya Husain – Product Engineer
- John Van Buskirk – Product Engineer

UX Team

- Rusty Brandt – Director of Learner-Centered Design
- Tammy McKeown- Research Scientist
- Josh Chin – LX Researcher
- Kyleigh Rahm – UX Research Intern
- Shannon Brown – Research Coordinator

Research Objectives

- Identify teacher workflows for grading student submissions within SpeedGrader
 - When do teacher know to grade something?
 - What do teachers do after they know they have to grade something?
 - How do they decide what to grade?
 - How do they grade?
 - What do they do when they are finished grading?
- Identify teacher task goals when they are grading a student submission
 - What are teachers goals when grading?
 - Where do these goals come from? or how were they formed?
 - Why are these their goals?

Methodology

Approach

- An informal task analysis will be the best method for this study. Teachers will be interviewed about grading task goals, and workflow. An informal task analysis will allow us to identify teachers grading task goals, how they achieve these goals, what information they need to achieve these goals, and understand the grading task process/flow.

Testing Materials/Design

- Moderator guide
- Moderator note taking guide
- Screener Criteria and Survey
 - Must be a teacher that works for one of our clients
 - Must be a teacher that has taught multiple students (more than 5) or have experience grading multiple student assignments.
 - *Ex. A teacher could be teaching a course with multiple students or they could be teaching multiple courses with one student in each course. Therefore, grading multiple student submissions throughout the course.*
 - They must be willing to complete a full testing session without interruptions
 - Teachers of any discipline are able to participate if they meet the criteria above.
 - Rate your level of agreement towards these statements (1 Strongly Disagree, 7 Strongly Agree)
 - My grading process is very similar to my colleagues.
 - My grading process is efficient.
 - My grading process has not changed in the past 6 months.
 - Typically, how much time do you spend grading per day?
 - Slider 0%-100%
 - I am interested in changing my grading process
 - I am willing to consider changing my grading process.
- Courseware “dummy account”
- Integrative “dummy account”

Participants

- 5 teachers
 - Variety of teacher that work for our clients (Compass, Primavera, iSucceed, etc.)
 - Do not send study rejection email. We might need 1 or 2 more teacher interviews.
- 40-minute session for 45\$ gift card

Schedule

- 5/25: Study documents reviewed, edited and approved first by Research Team
- 5/25: Study documents reviewed, edited and approved second by Courseware team
- 5/28: Participant recruitment begins
- 6/5: Pilot test
- 6/6-6/7: Schedule Interviews
- 6/8: Research debrief
- 6/14: Formal report/presentation

Team Observation

- The Courseware team will observe testing in the Innovation Lab Observation Room. The Product Owner, or appointed team member, will be present for each session and act as a point of contact with the observation team. The point of contact will observe from the test room.

Analysis

- The UX/LX Research team will analyze and interpret findings.

Deliverables

- The development team will have enough information to make any necessary changes to SpeedGrader
- Provide the development team with information about what features are enabling teachers to effectively and efficiently grade student submissions