

Progression and Revision of Prototype: Tech TA Mobile Application

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Background

In the fall of 2017, we began a User Centered Design approach to research and analyze the needs of the George Mason University staff, focusing on the use of technology in the classrooms. We identified two areas of user needs. First, simplify the use and implementation of technical equipment in the classroom. Second, provide Mason staff with support and resources to further develop pedagogical education and technical training to fully leverage the technology resources available to them. Following user centered design practices, we developed a prototype of a mobile application on the MockingBot platform.

Informal User Testing

Following the development of the initial prototype in MockingBot, team members performed initial internal testing. We identified and addressed minor issues prior to releasing the app for formative testing.

In December of 2017, four full-time and adjunct faculty, all of whom had been interviewed during the Contextual Inquiry phase, were asked to give feedback on the prototype. Users tested the app using the prototype and were provided a questionnaire to collect their feedback.

Informal User Testing Findings

Overall, the feedback received was very positive. Testers appreciated having resources consolidated to one location for simple navigation. Most thought the design was easy to use, but there were areas for improvement as well.

Areas identified for further development:

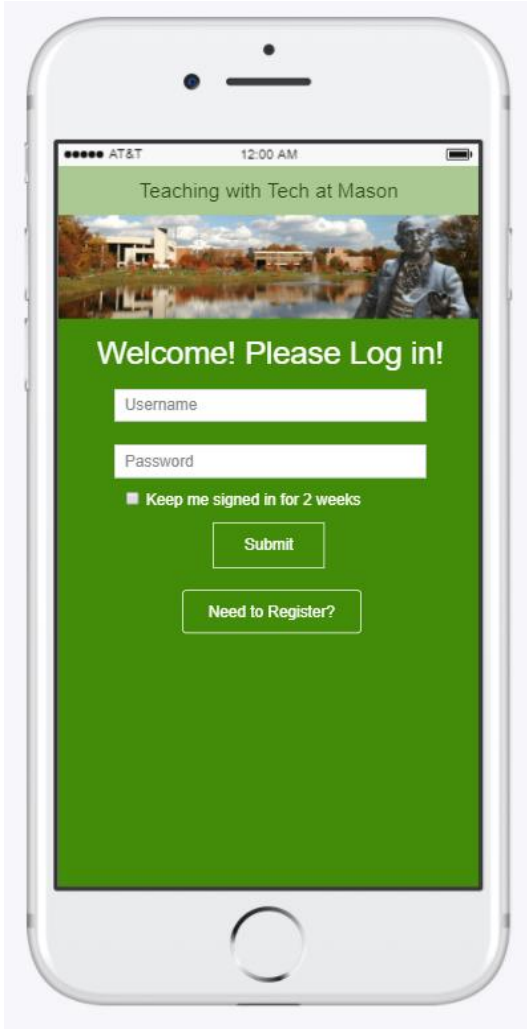

- Use of colors/branding
- Login process
- Button size/layout
- Access to frequently visited sites
- Device responsiveness

Prototype Changes Made

To address the feedback received through informal testing, we made changes to our prototype.

Issue 1: Use of Colors/branding

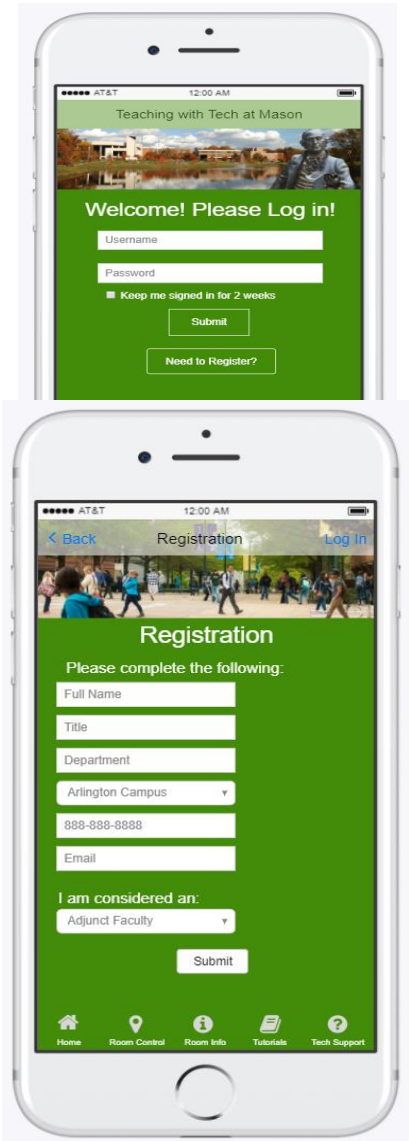
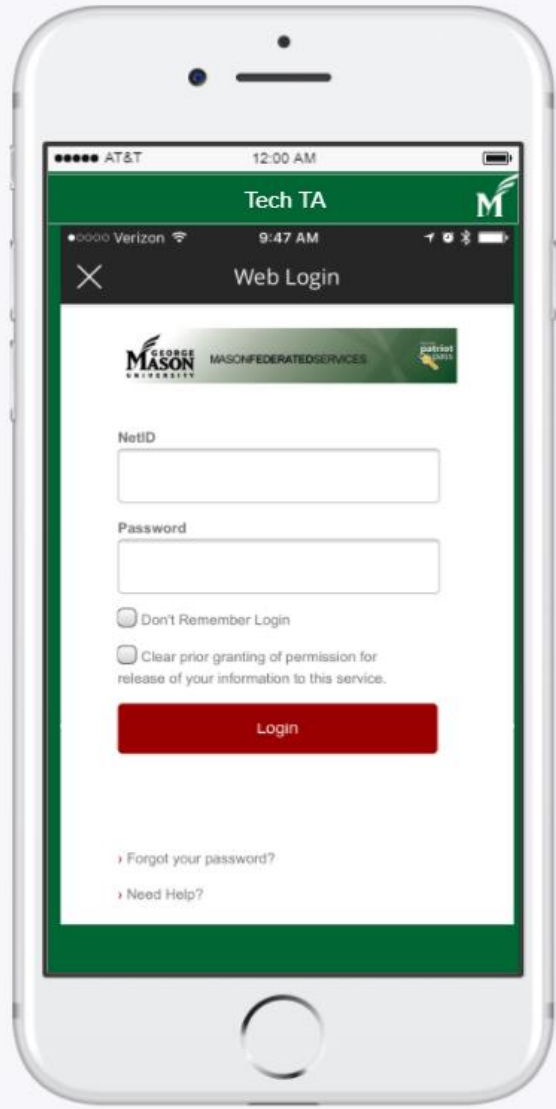
During the first iteration development a green base was used on multiple screens. In revising the prototype, the specific Mason branding standards that include the use of green and yellow colors are incorporated into the prototype. (<https://brand.gmu.edu/visual-identity-and-style/color/>). Additionally, Mason logos were incorporated into the landing page and the banner of each page.

First Iteration	Revised Version
	

Issue 2: Login Process

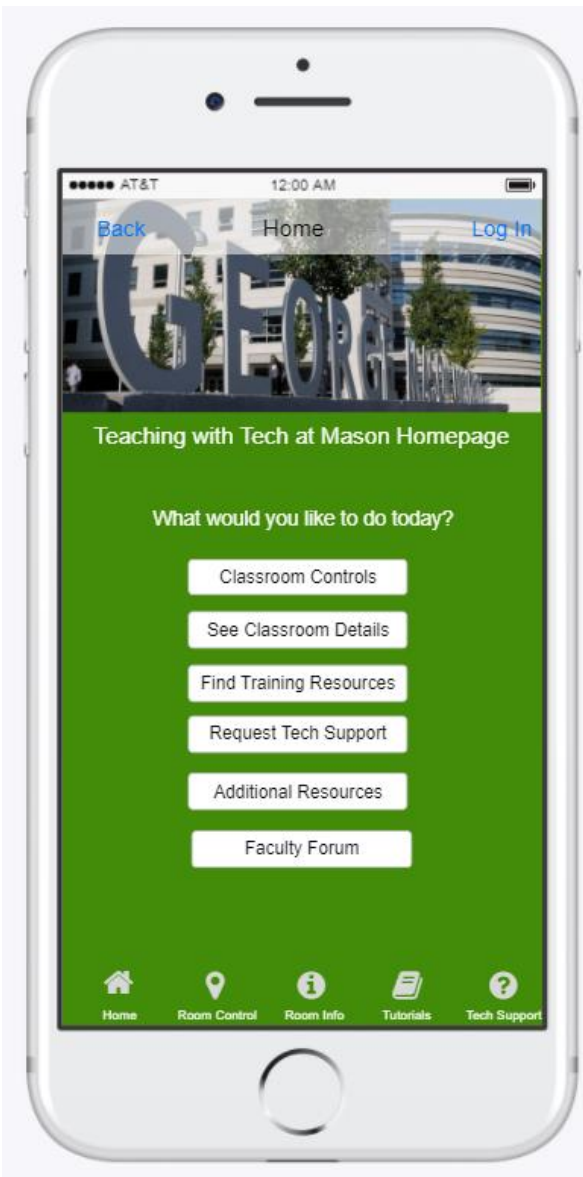
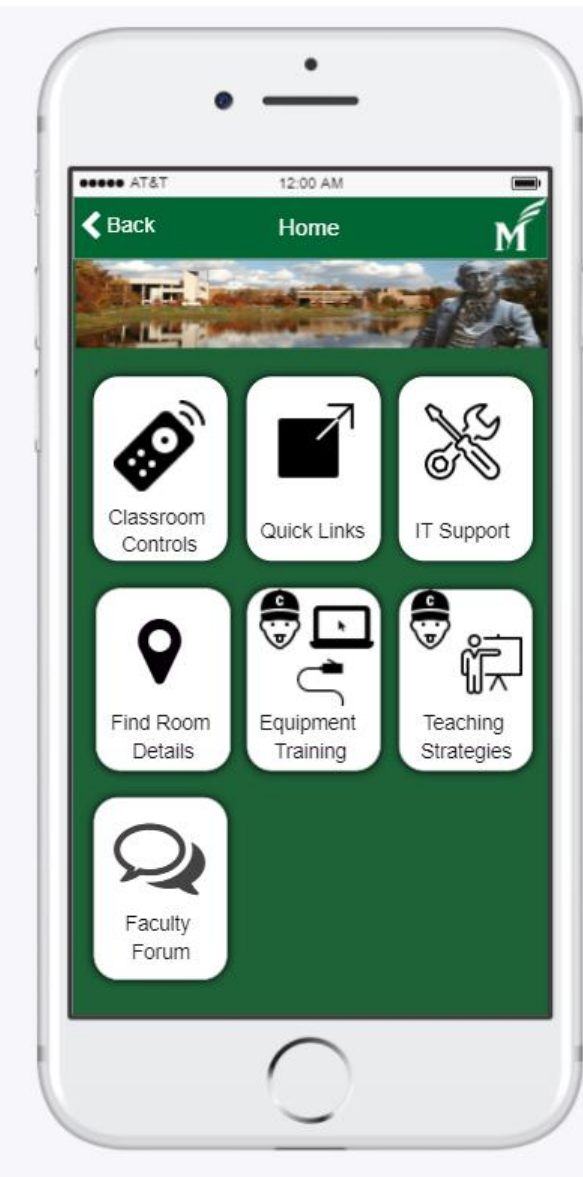
After learning that Blackboard, Lynda.com and Mobile Mason are now all accessed using the Patriot Pass Web login, we updated the Tech TA app to also be accessed through this login for consistency purposes.

To align with Mason's existing applications including Blackboard and Mobile Mason, we configured the login screen to utilize Mason's enterprise authentication.

First Iteration	Revised Version
	

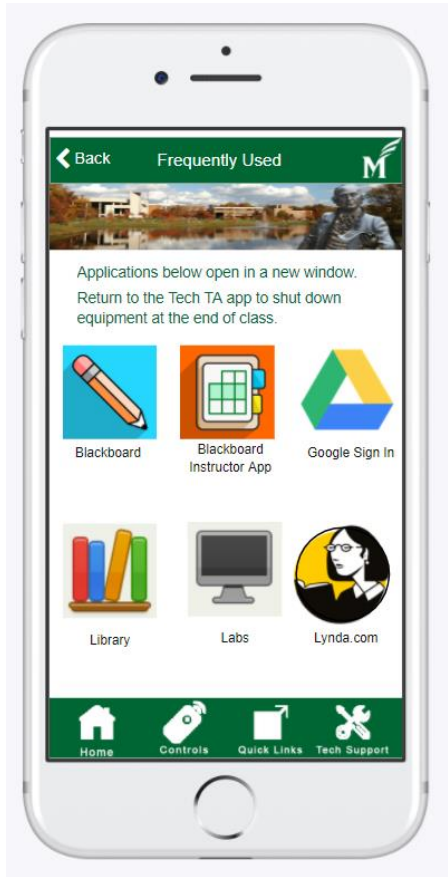
Issue 3: Button size/layout

All buttons throughout the app were increased in size, while the Home icons were enlarged and reconfigured into a grid pattern. The team also decided to incorporate visual symbols into this iteration, which will help staff identify areas quickly. This also allows users to become familiar with the features available in the app.

First Iteration	Revised Version
 The first iteration of the app interface is shown on a smartphone screen. At the top, there's a status bar with 'AT&T' and '12:00 AM'. Below that, a navigation bar has 'Back', 'Home', and 'Log In' links. The main content area has a large 'GEORGIA' graphic and the text 'Teaching with Tech at Mason Homepage'. Below this, a green section asks 'What would you like to do today?' and lists six options: 'Classroom Controls', 'See Classroom Details', 'Find Training Resources', 'Request Tech Support', 'Additional Resources', and 'Faculty Forum'. At the bottom, there's a tab bar with icons for 'Home', 'Room Control', 'Room Info', 'Tutorials', and 'Tech Support'.	 The revised version of the app interface is shown on a smartphone screen. At the top, there's a status bar with 'AT&T' and '12:00 AM'. Below that, a navigation bar has 'Back', 'Home', and a logo. The main content area has a large image of a building and a person. Below this, there's a grid of icons for 'Classroom Controls', 'Quick Links', 'IT Support', 'Find Room Details', 'Equipment Training', 'Teaching Strategies', and 'Faculty Forum'. At the bottom, there's a tab bar with icons for 'Home', 'Room Control', 'Room Info', 'Tutorials', and 'Tech Support'.

Issue 4: Access to frequently visited sites (i.e. Blackboard, YouTube, Library, Labs).


Additional situated observations by one of our team members who currently works as a Learning Space Design manager, led to this user need. Identifying this gap and adding this page before our next round of user testing, will enable us to determine if faculty find these links useful.

First Iteration	Revised Version
Not in the initial iteration	

Issue 5: Device responsiveness

Our goal is to provide an application that is device agnostic and will work on multiple platforms. During this iteration, the application will be located on the MockingBot platform which does not offer an integrated and automated device responsive feature to easily allow for use by multiple mobile platforms (i.e, iOS, Windows, etc...)

To provide a more responsive layout, we have kept the “frames” for the website pages to ensure the top bar with the return to home feature are available. We also replaced all static screen captures with links to the actual websites. While MockingBot is not consistent in its execution of these links, InVision does not allow live links at all. Ultimately, the plan is to shift the prototype to InVision to support both device responsiveness and user testing.

First Iteration	Revised Version
<p data-bbox="224 516 782 583">Static Screen captures were used in the first iteration.</p> 	<p data-bbox="850 516 1412 697">Live links were embedded into the MockingBot pages, though the site does not support all links, the ones it does, allow the device orientation to dictate the screen size displayed.</p> 