Building of a Lifelong ‘Ohana: Evaluating an online resource site for LTEC online master’s program students

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Presentation Outline

- Background
- Project Design
- Usability Study
- Findings
Background
Background

- Online LTEC Master’s Program
- Compulsory 3 Days in person orientation
Audience Poll
Have you been to any in person orientation that is over 3 hours?

A. Yes! For sure!
B. Nope!

Type your answer in the chat box
Audience Poll
How much do you remember a day after the orientation?

A. More than 80%
B. 50%
C. 30%
D. 10%...?

Type your answer in the chat box
Background

- Online LTEC Master’s Program
- Compulsory 3 Days in person orientation
- Too little time, too much to know!
Why did I choose this project?

- Locus of control
- Need
- Content experts
Project Purpose and Goals

- Develop an online orientational resource site for new OTEC students
- Evaluate the site by conducting a usability study
- Improve the resource site based on user feedback
Target Audience
Project Design
Content

- Background
- Project Design
- Usability Study
- Findings

- Research Journal
- Student FAQ
- SME Survey
- Experience
Topics

1. Introduction to LTEC O’hana
2. Online Registration
3. Online Learning Skills & Teamwork Skills
4. Basic Technology Requirements & Tools
Platform

- Canvas by Instructure
  - Free!
  - Explore LMS in a risk-free environment
  - Easy to use / configure
  - Assess control
New OTEC Students Resource Site

E Komo Mai - Welcome!

Picture: Home of Department of Learning Design & Technology, College of Education

The goal of this resource site is to prepare new Online in Master’s Learning Design and Technology (OTEC) students to be academically successful by providing important information and resources, to help them gain important knowledge and skills to survive some of the challenges they will be facing during their post graduate studies journey.

Resource Site Content

- Introduction to the OTEC ‘Ohana
- Online Registration (Traditional & Tuition Waiver)
- Online Learning Skills & Teamwork Skills
- Basic Technology Requirements and Tools
Background · Project Design · Usability Study · Findings

(TUITION WAIVER STUDENT SCROLL DOWN TO THE NEXT SECTION)

LTEC students are advised to standby for invitation to Register alert through the UH gmal intray messages from the department chair / LTEC department. Once you have received the email, you can begin the registration process!

To register, you need the following tools:

- [UH login](#)
- [UH Class Availability](#)
- [Registration Dates](#)
- [STAR GPS](#)
- [Error Message Guide](#)

When you have all your tools ready, check out the Step by Step Online Registration Video Tutorial and Online Registration Guide below:

CLICK HERE FOR WRITTEN STEP BY STEP [Spring 2018 Registration Guide](#)
Usability Study
Usability Design

- 30 - 45 minutes in-person or virtual
- Three rounds
- Pre-questionnaire
  - Demographics & Online Resource Experience
- Consent Form

Background · Project Design · Usability Study · Findings
Usability Design

- Protocol - Steve Krug’s *Rocket Surgery Made Easy*
  - Concurrent Think Aloud
  - 5 tasks
- Post-questionnaire
  - Design & Layout
  - Navigation
  - Usefulness
Test Population

- 10 Participants, LTEC current or alumni students

Demographics:
- 60% Male
- 40% Female

Age Distribution:
- 30-39: 3
- 20-29: 2
- 40-49: 1
- 50-59: 2
- 60 or older: 2
Test Population
Evaluation Methodology

Jakob Neilsen’s Severity Rating for Usability Problems

0 = I don't agree that this is a usability problem at all
1 = Cosmetic problem only: need not be fixed unless extra time is available on project
2 = Minor usability problem: fixing this should be given low priority
3 = Major usability problem: important to fix, so should be given high priority
4 = Usability catastrophe: imperative to fix this before product can be released
Testing Round 1

- General aesthetics and content usefulness
  - Inconsistancy font sizes and color: 1 - cosmetic
  - Reduce redundancy: 3 - major
  - Navigation issue: 3 - major
Background · Project Design · Usability Study · Findings

Before

Online in Master’s Learning Design and Technology Resource Site

The goal of this resource site is to prepare new Online in Master’s Learning Design and Technology (OTEC) students to be academically successful by providing important information and resources, to help them gain important knowledge and skills to survive some of the challenges they will be facing during their post graduate studies journey.

Site Content:
1. Introduction to the OTEC Office and OTEC Ohana
2. Online Registration and Troubleshooting
3. Online Learning Skills

After

New OTEC Students Resource Site

E Komo Mai - Welcome!

The goal of this resource site is to prepare new Online in Master’s Learning Design and Technology (OTEC) students to be academically successful by providing important information and resources, to help them gain important knowledge and skills to survive some of the challenges they will be facing during their post graduate studies journey.

Resource Site Content
1. Introduction to the OTEC ‘Ohana
2. Online Registration (Traditional & Tuition Waiver)
3. Online Learning Skills & Teamwork Skills
4. Basic Technology Requirements and Tools
Testing Round 2

- Videos dimensions & links: 2 - minor
- Graphics: 2 - minor
- ‘Okina and kahako: 2 - minor
- Faculty & Staff Profiles: 3 - major
Background · Project Design · Usability Study · Findings

Learning Skills for Online Learning

These articles and videos provide industry experts' insight into the soft skills online learners need to face unique challenges in an online platform.

- Are You Ready to Learn Online? Five Need-to-Have Skills for Online Students
- How Students Develop Online Learning Skills
- Penguin professor Online Classes: Tips for SUCCESS

Video Link: Online Classes: Tips for SUCCESS

BEFORE

Readings and Videos

Online Learning Skills

These articles and videos provide industry experts' insight into the soft skills online learners need.

- Are You Ready to Learn Online? Five Need-to-Have Skills for Online Students
- How Students Develop Online Learning Skills
- Penguin professor Online Classes: Tips for SUCCESS

Video Link: Online Classes: Tips for SUCCESS

AFTER

- How to Manage Time, Reduce Stress and Increase Happiness

Video Link: How to Manage Time, Reduce Stress and Increase Happiness
Background · Project Design · Usability Study · Findings

Meet the Faculty & Staff

Curtis R. Ho
Chair and Professor
Ariana Ehrichbarner
Associate Specialist
Catherine P. Fulford
Professor
Peter Leang
Associate Professor
Mary Ellen Geiger
Associate Professor
Paul McElwain
Director & Professor
Michael P. Menchaca
Professor
Sasaphak Pukk
Associate Professor
Christine Irving
Professor
Kitty Hino
Institutional Support
Johnny Zhou
Student Assistant
Krysstal Zang
Graduate Assistant

Meet the Staff

Curtis R. Ho - Department Chair and Professor

Kitty Hino - Office Manager

Marilou Zang - Graduate Assistant
Testing Round 3

- Icons: 2 - minor
- Graphics sizes: 3 - major
- “Benefits”: 3 - major
- College of Education Information: 3 - major
Background · Project Design · Usability Study · Findings

About Department of Learning Design and Technology (LTEC) - Meet the LTEC Ohana

LTEC prides itself on establishing ‘ohana (hawaiian for extended family) that creates a social island feeling to relationships among faculty, students, networking as one of their best memories of the program when asked on follow-up surveys. Check out our Faculty and Student profiles and see Join our Social Network and Connect with the Ohana!

We have our own social network used for faculty, current and alumni students to stay in touch, make sure to join and be a part of the LTEC Ohana.

About Office of Learning Design and Technology

Join our Social Network and connect with the ‘Ohana!

We have our own social network used for faculty, current and alumni students to stay in touch, make

About Office of Learning Design and Technology

Findings
Findings and Conclusion
Findings and Conclusion

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### Post-Questionnaire User Ratings

<table>
<thead>
<tr>
<th>Usability Questions</th>
<th>Mean Score</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Iteration 1</td>
</tr>
<tr>
<td><strong>Design and Layout</strong></td>
<td></td>
</tr>
<tr>
<td>D1. The webpages are easy to understand</td>
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<td>D2. The text on the site is clear and easy to read.</td>
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<td>D4. The website itself is visually appealing.</td>
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<tr>
<td>D5. The organization of the site is logical and easy to follow.</td>
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<tr>
<td><strong>Navigation</strong></td>
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</tr>
<tr>
<td>N1. The website was easy to navigate.</td>
<td>4.00</td>
</tr>
<tr>
<td>N2. The theme and structure of the pages are consistent.</td>
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</tr>
<tr>
<td>N3. The labels for buttons or pages are clear and concise.</td>
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# Post-Questionnaire User Ratings

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- Project Design
- Usability Study

**Findings**

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Moving Forward

- Pilot testing resource site
- Seek continual feedback
- Further expand on site content
Big Mahalo!

- LTEC Faculty
- Critical Friends
- Family & Friends
- Coffee!
Questions?