



HIBERNIA
COLLEGE

Understanding adjunct faculty needs in a student-focused VLE - a user-centred design approach.

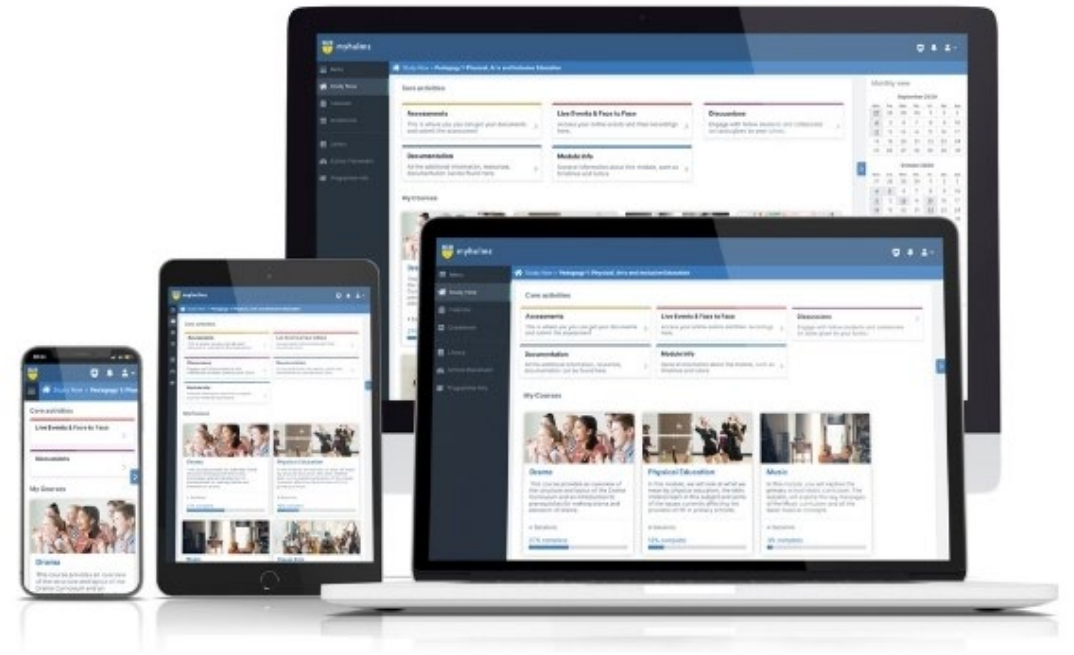
John Lenehan,
Research and Technology Lead,
Digital Learning Department,
Hibernia College

@hiberniacollege
hiberniacollege.com



Context

- Customised our VLE for students
- Focusing on other user groups
 - Research Supervisors
 - Placement Tutors
 - Academic Tutors



Design approach

- User-centred design
- Design thinking
- Activity-focused design

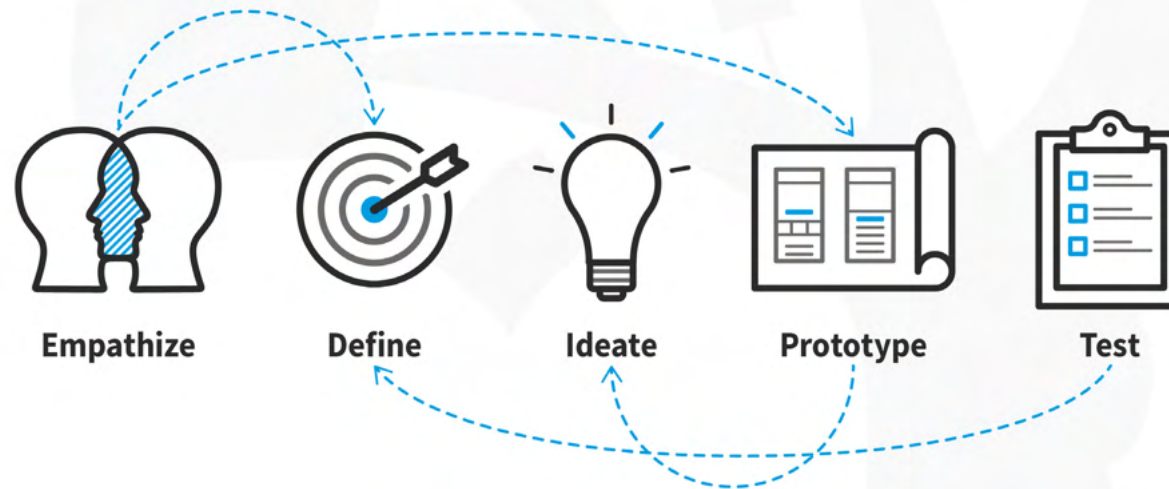


User-centred design?

“human-centred design is an approach to interactive systems that aims to make systems **usable and useful** by **focusing on the users, their needs and requirements**, and by applying human factors/ergonomics, and usability knowledge and techniques”.

Design Thinking

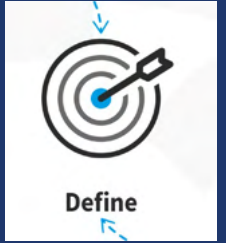
Design Thinking: A 5-Stage Process



Interaction Design Foundation
interaction-design.org

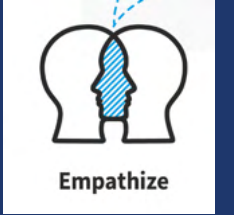
<https://www.interaction-design.org/literature/topics/design-thinking>

Activity-focused design



“Activity-focused design centers on the actions people need or want to take in order to reach a goal.”

Study



- Five members of each group of adjunct faculty
- 30 min Zoom interview
- Wide experience range
- Demonstrated via screen share
- Recorded for detailed analysis

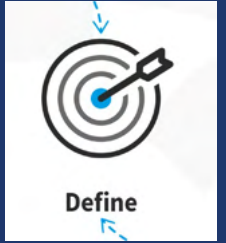
Interview data



The figure displays four interviews related to the development of the MyMELMS system, arranged in a 2x2 grid. Each interview includes a transcript snippet on the left and a screenshot of the system interface on the right.

- Interview 1 (School Placement Team):** Discusses placement dates, document uploads, and the importance of having all documents ready by a deadline. The screenshot shows a 'SUBMISSIONS' page with a table listing students and their submission status.
- Interview 2 (School Placement Team):** Focuses on the submission process, including the need for a unique identifier (UID) and the importance of having all documents ready by a deadline. The screenshot shows a 'SUBMISSIONS' page with a table listing students and their submission status.
- Interview 3 (School Placement Team):** Discusses the submission process, including the need for a unique identifier (UID) and the importance of having all documents ready by a deadline. The screenshot shows a 'SUBMISSIONS' page with a table listing students and their submission status.
- Interview 4 (MELM Manager):** Discusses the submission process, including the need for a unique identifier (UID) and the importance of having all documents ready by a deadline. The screenshot shows a 'SUBMISSIONS' page with a table listing students and their submission status.

Reported issues



1. Navigation paths in Moodle for teachers were long and difficult to remember ¹
 - Presented with 85 options
 - Paths are 6-7 steps long
2. Inconsistent breadcrumbs and language ¹



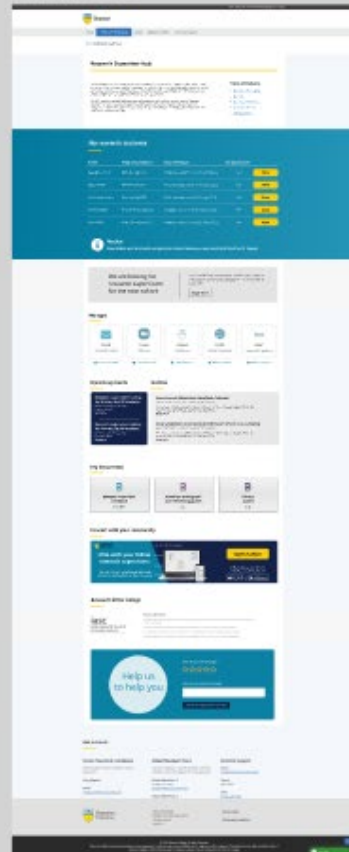
1. John Lenehan, PMEPP Academic Tutor User Experience Study, 2023

Effects of poor UI/UX

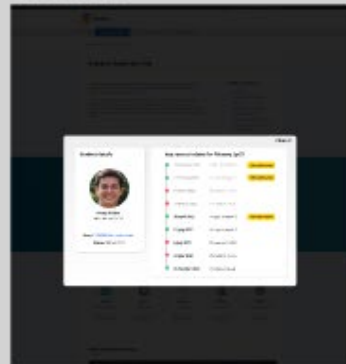
- Slow task processing
- Increased errors
- Slower onboarding
- Higher training costs
- Excessive help desk queries
- Low morale
- High staff turnover

Prototypes designed in Figma

Frame 36



Frame 39



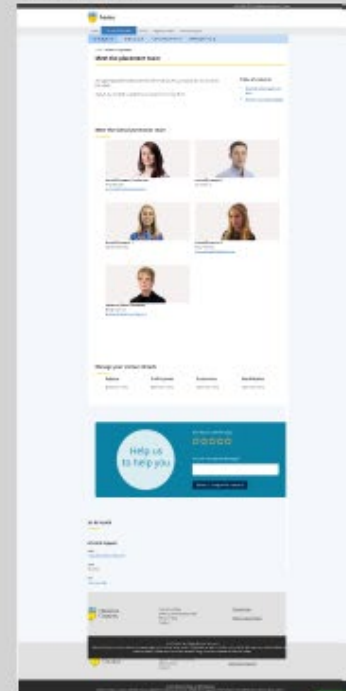
Frame ...



Frame 42



Frame 43

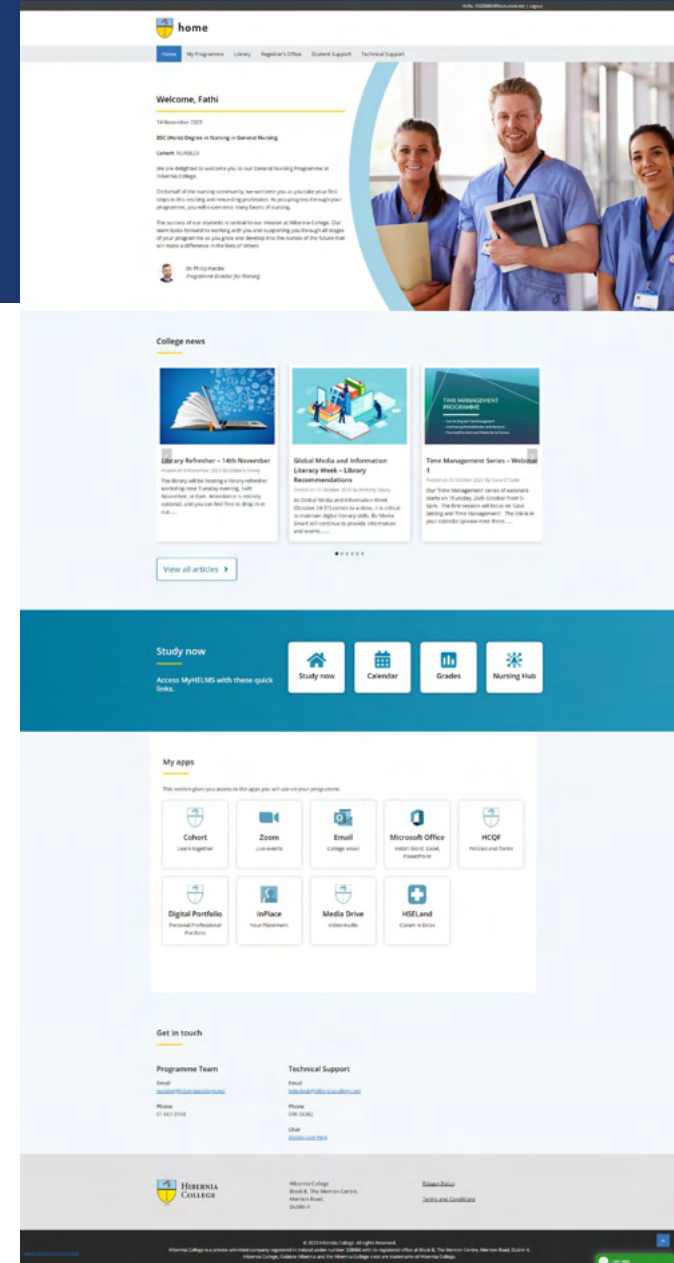


Frame 44

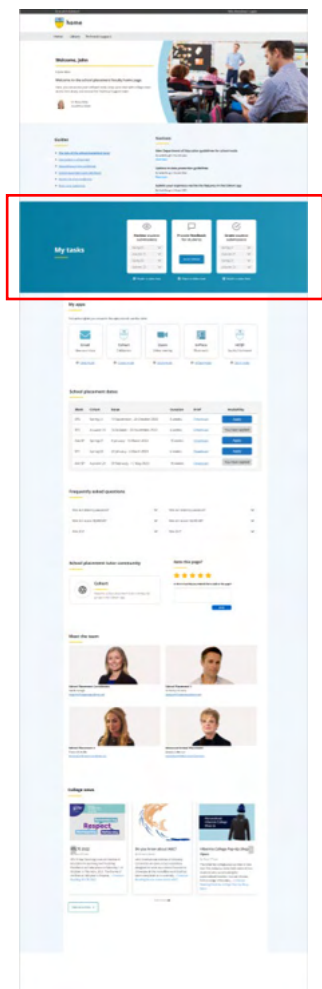
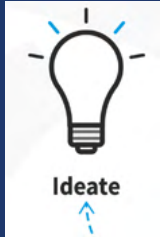


Figma to the web


- Open source, it does not look modern
- Expensive to customise
- WordPress –
home.hiberniacollege.com
 - Gutenberg UI editor
 - Single-sign-on



Task-based solution 1





My tasks




View your placement students


Go to InPlace


 Video overview





Review student uploads

Spring '22 

Autumn '22 


Spring '23 


 Video overview




Provide feedback for students


Go to InPlace


 Video overview



Grade student visits

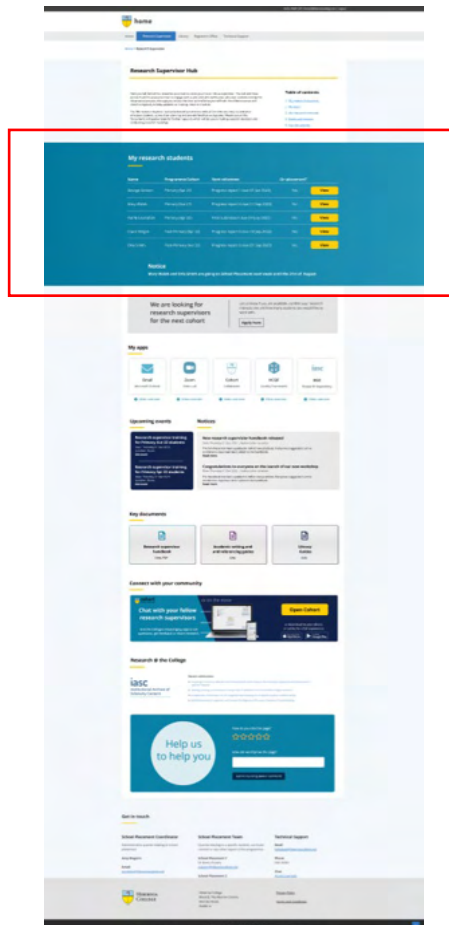
Spring '22 

Autumn '22 

 Video overview

Links to student cohorts will display above when they are available.

Task-based solution 2



My research students

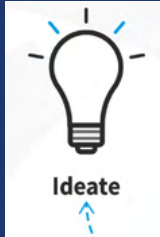
Update (03 October 2023)

Cohorts PMEPAUT21 and PMEPPAUT21 have been removed with the exception of those students who are repeating. Any repeating students are highlighted in the table below.

| Name | Submission dates/links | Next dissertation stage | Is student currently on placement? | Research methods hub link |
|--|------------------------|-----------------------------------|--|---------------------------|
| Barry, Brian Primary (PMEPSPR22) 40025227@hcstudent.net | View | Final thesis due 17 April 2024 | No Starting Adv. SEPP start on the 8 January 2024 | Open |
| Chen, Zhen Primary (PMEPSPR22) 40025347@hcstudent.net | View | Final thesis due 17 April 2024 | No Starting Adv. SEPP start on the 8 January 2024 | Open |
| Chen, Zhen Primary (PMEPSPR22) 40025579@hcstudent.net | View | Final thesis due 17 April 2024 | No Starting Adv. SEPP start on the 8 January 2024 | Open |
| Chen, Zhen Primary (PMEPSPR22) 40027632@hcstudent.net | View | Final thesis due 17 April 2024 | No Starting Adv. SEPP start on the 8 January 2024 | Open |

[Report an issue](#)

Task-based solution 2.1



My research s

Update (03 October 2023)
Cohorts PMEPAUT21 and P
the table below.

| Name |
|--|
| Barry Chan Primary (PMEPSPR22) 40025227@hcstudent.ne |
| Claire Nic Suibhne Primary (PMEPSPR22) 40025347@hcstudent.ne |
| Daniel Ryan Primary (PMEPSPR22) 40025579@hcstudent.ne |
| Danielle Archbold Primary (PMEPSPR22) 40027632@hcstudent.ne |

Report an issue

View

Key research dates for **332456c**

Programme/cohort: PMEPSPR22

| | | |
|-------------------|--------------------------------------|-------------------------------|
| 9 March 2022 | Preliminary Research Application due | Go to MyHELMS |
| 23 January 2023 | SEPP 1 start | |
| 3 March 2023 | SEPP 1 end | |
| 25 September 2023 | SEPP 2 start | |
| 20 October 2023 | SEPP 2 end | |
| 8 November 2023 | Ethics submission due | Go to MyHELMS |
| 8 January 2024 | Adv. SEPP start | |
| 15 March 2024 | Adv. SEPP end | |
| 17 April 2024 | Final thesis due | Go to MyHELMS |

Students are highlighted in

Research methods hub link

[Open](#)

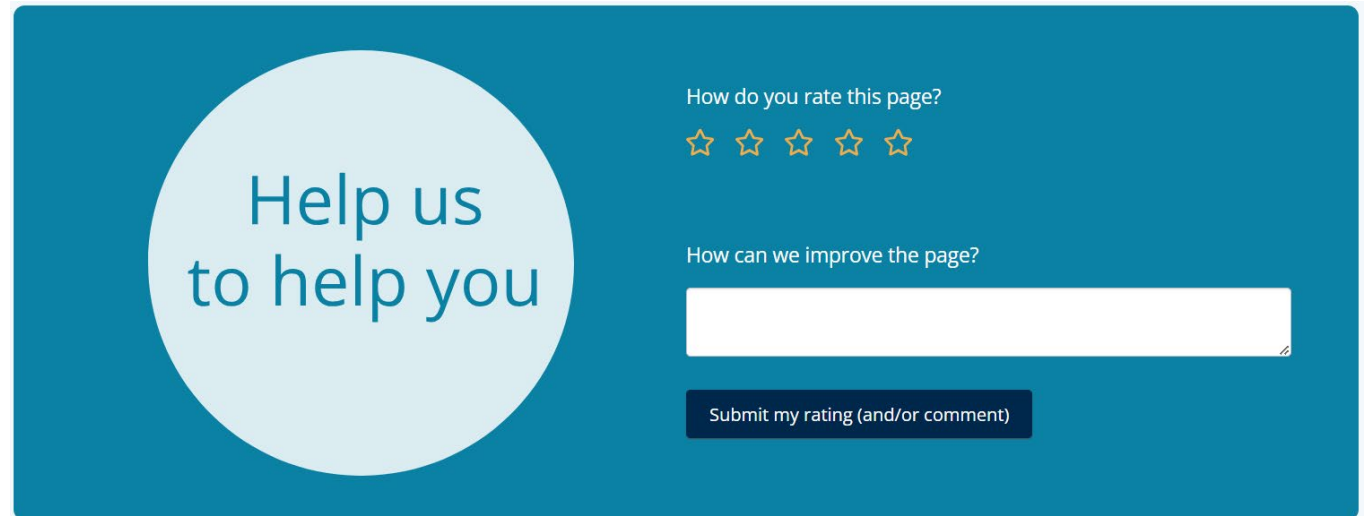
[Open](#)

[Open](#)

[Open](#)

Initial user feedback

- 32 entries
- Average rating of 5 stars



The image shows a user feedback form with a teal background. On the left, a light blue circle contains the text "Help us to help you". To the right, the form asks "How do you rate this page?" and displays five yellow stars. Below this, it asks "How can we improve the page?" and features a white text input field. At the bottom right, there is a dark blue button with the text "Submit my rating (and/or comment)".

Help us
to help you

How do you rate this page?

☆☆☆☆☆

How can we improve the page?

Submit my rating (and/or comment)

Feedback comments

“Truly bravo – this is great, so user-friendly and accessible – THANKYOU”

“Simply excellent and so easy to follow and find what I am looking for!”

“Very clear and neat workflow – thank you. Aoife”

Reflection

A user-centred design approach makes systems easier to use because they are focused on the needs of the end-users and not the systems team.

Benefits of good UI/UX¹

- Increased and faster user adoption
- Fewer errors
- Accelerated ROI
- A more engaged, satisfied workforce
- **Lower costs**

1. <https://www.forbes.com/sites/forbestechcouncil/2017/09/01/how-do-you-know-if-your-user-interface-is-good/>

Contact me

John Lenehan

Research and Technology Lead

Hibernia College

Digital Learning Department

Hibernia College



 <https://www.linkedin.com/in/johnlenehan42/>

