FEEDBACK AS A DIALOGUE

SOFIA ANDERSSON - Cycle 3 Presention- ID4250 Exploring Interactions - 2016/2017

DESIGN GOAL

Provide large lecture courses at IDE with a feedback system that both teachers and students have enough confidence in to use.

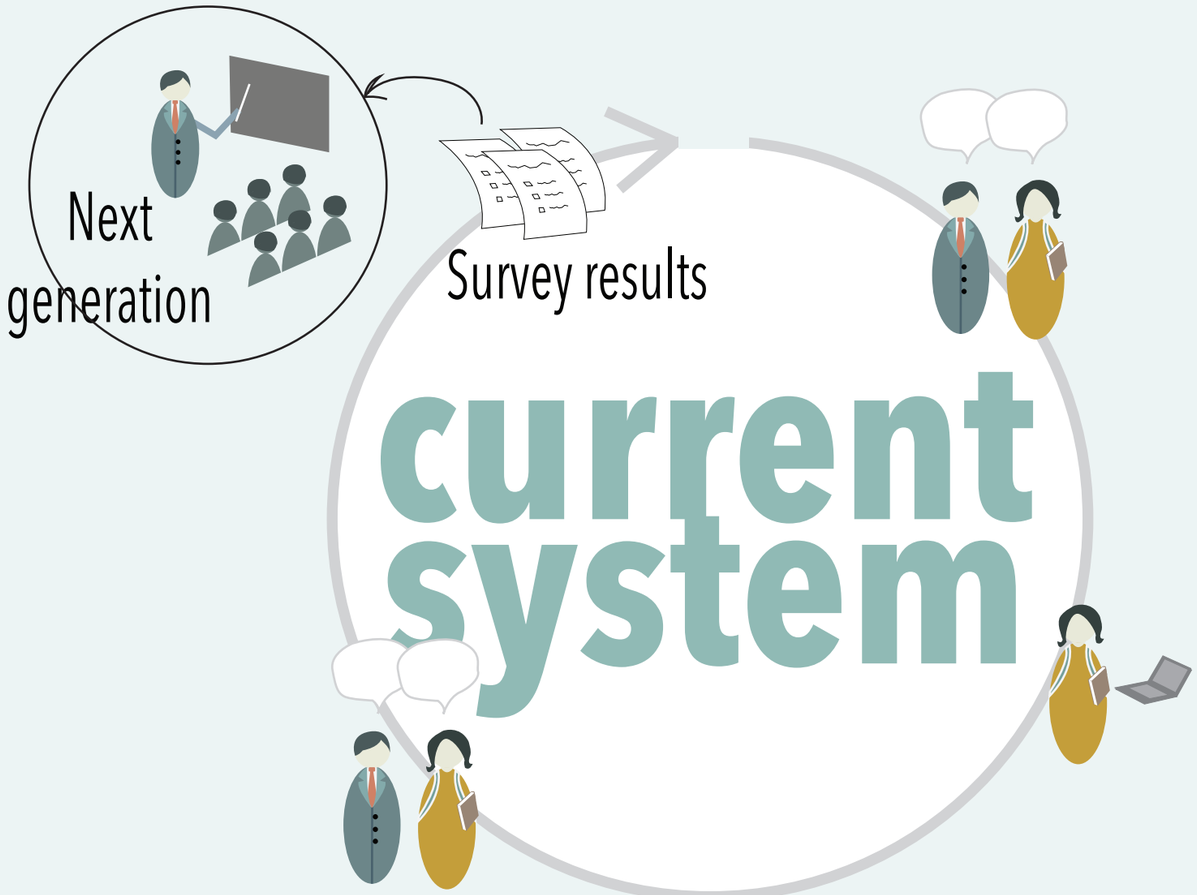
INTERACTION VISION

Like picking up a dropped pen for someone else.

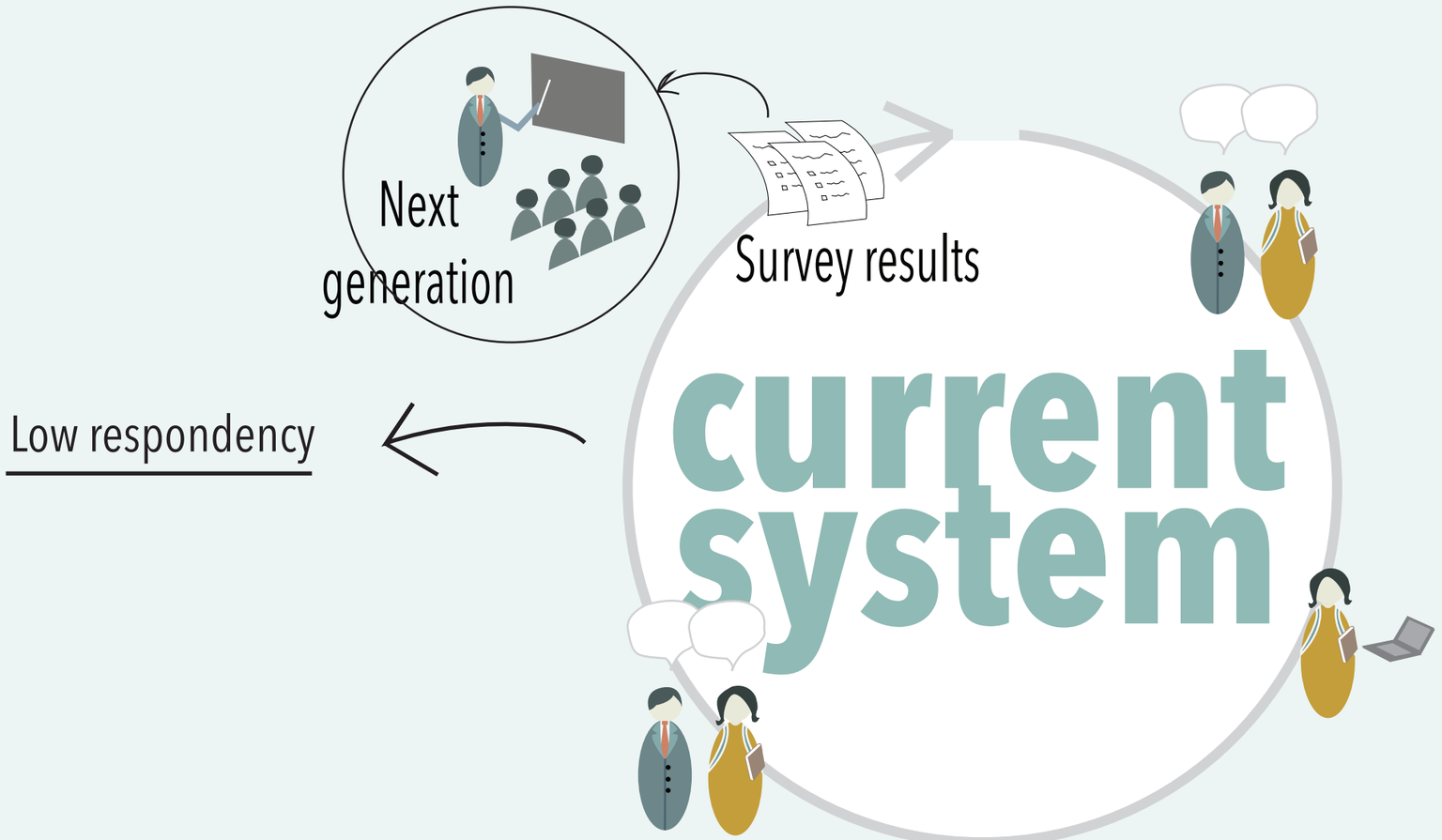
Qualities of Interaction:

Transparent
Helpful
Effortless

MAIN INSIGHTS



MAIN INSIGHTS



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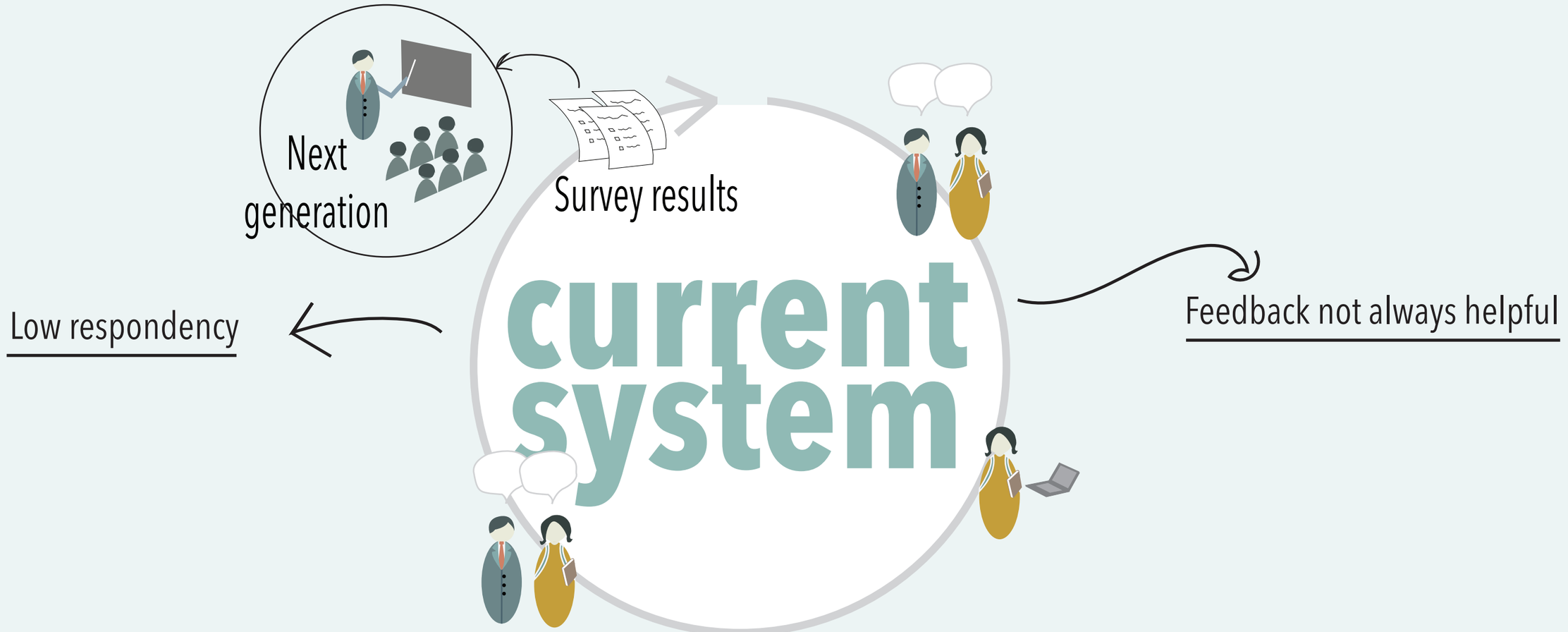

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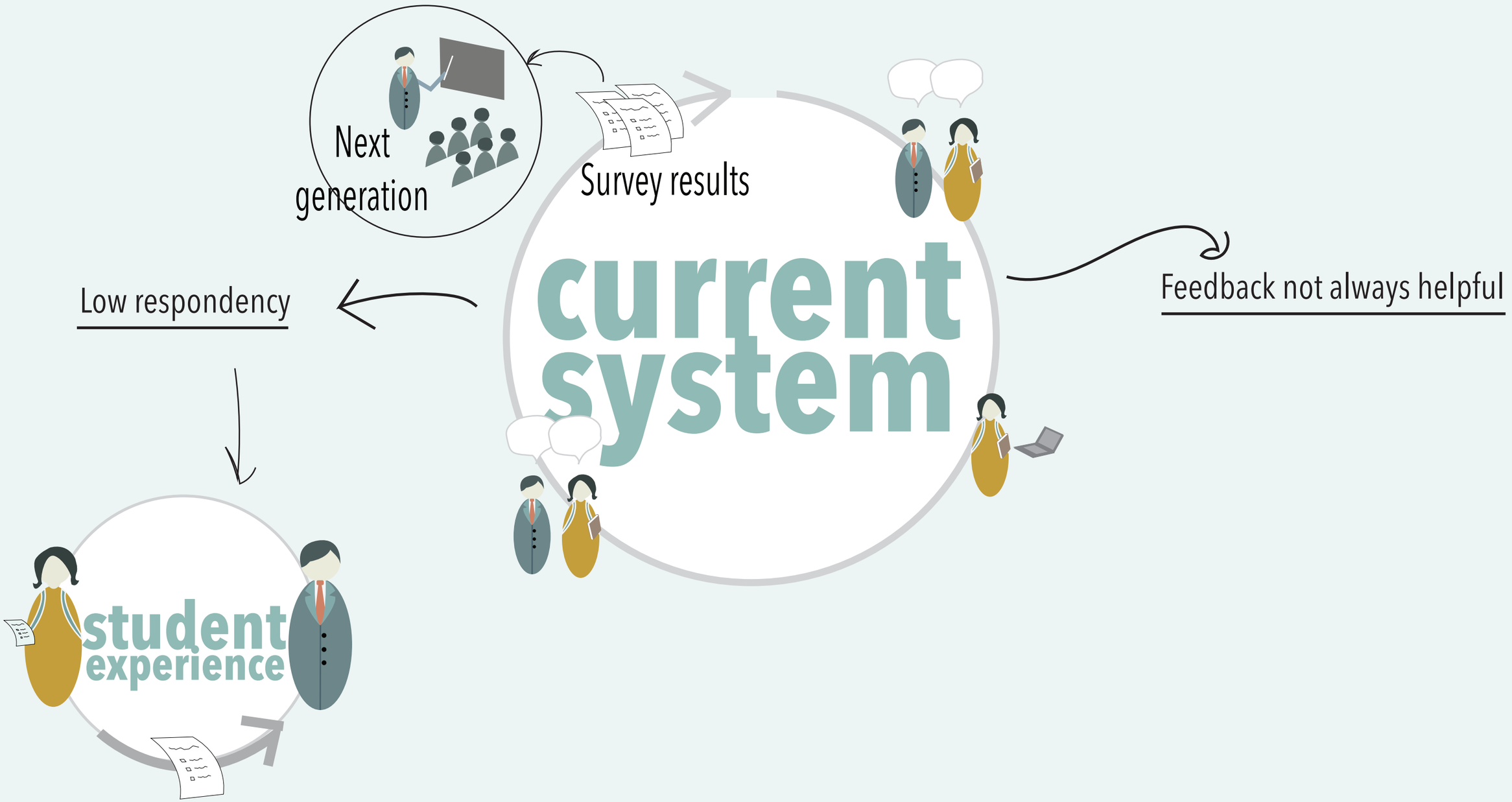

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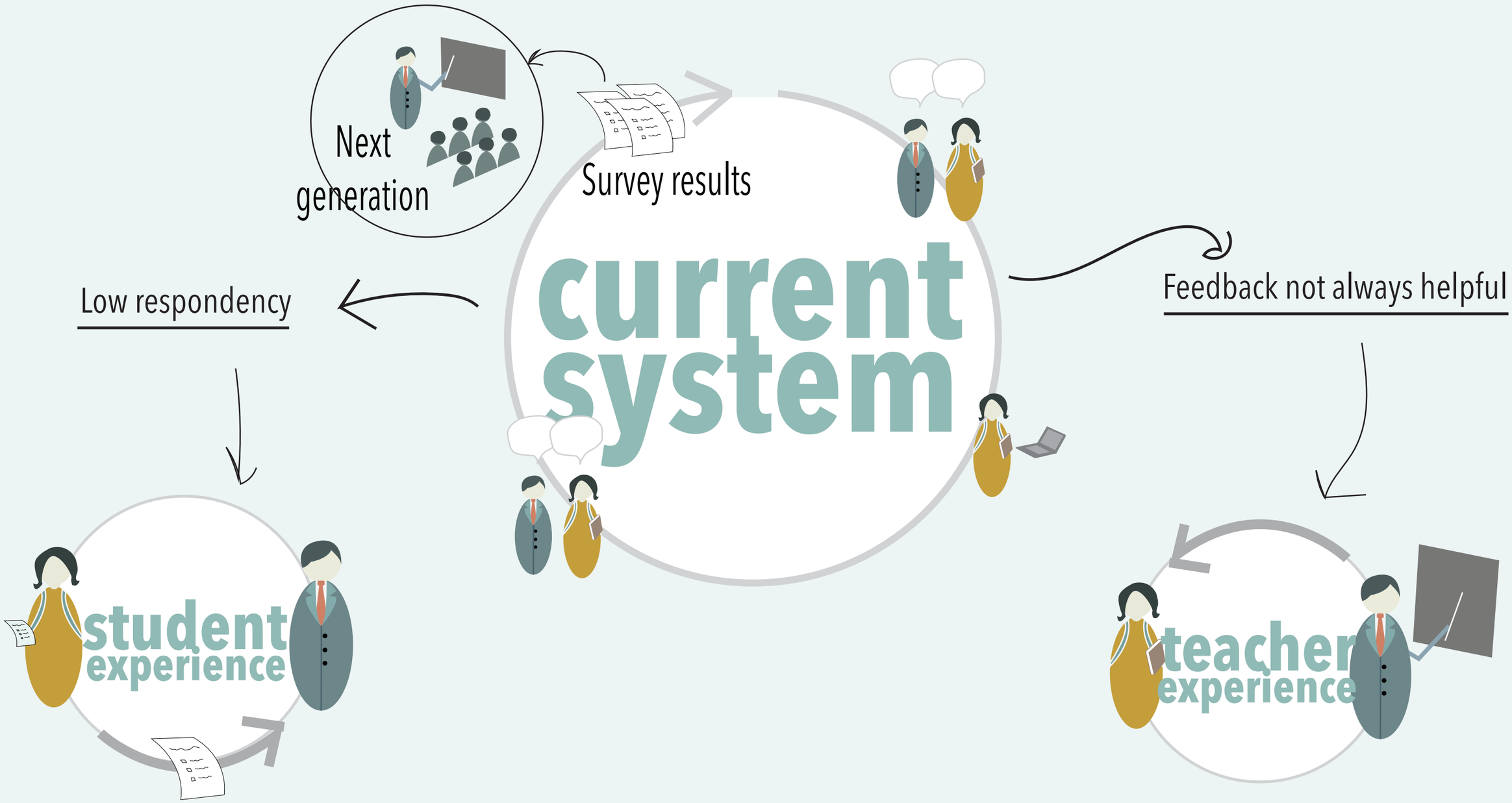


Don't get anything back
Can't see what happens with feedback

Feedback too generic
Don't get helpful feedback on lectures

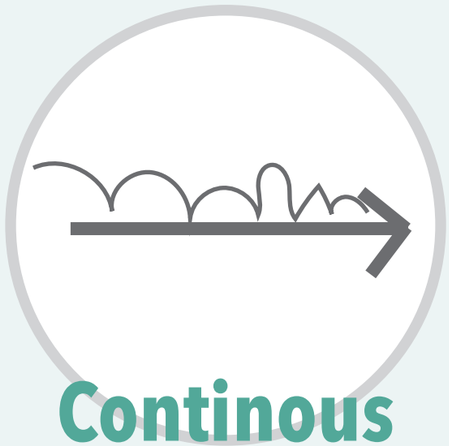
DESIGN DECISIONS

Two-Way Communication

+

Transparency

+



Continous Feedback

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DIALOGUE
The feedback app

CYCLE 3 EXPLORATIONS

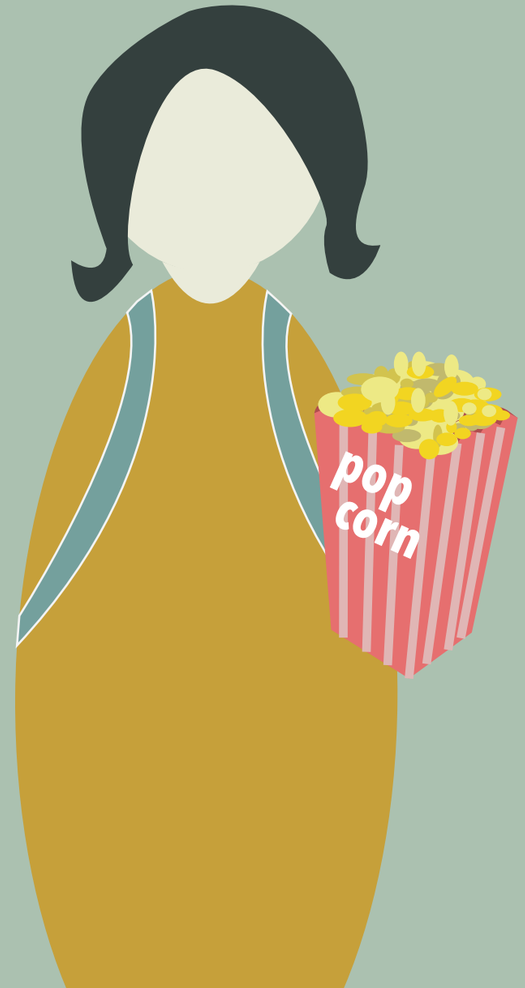
TEST

EVALUATE

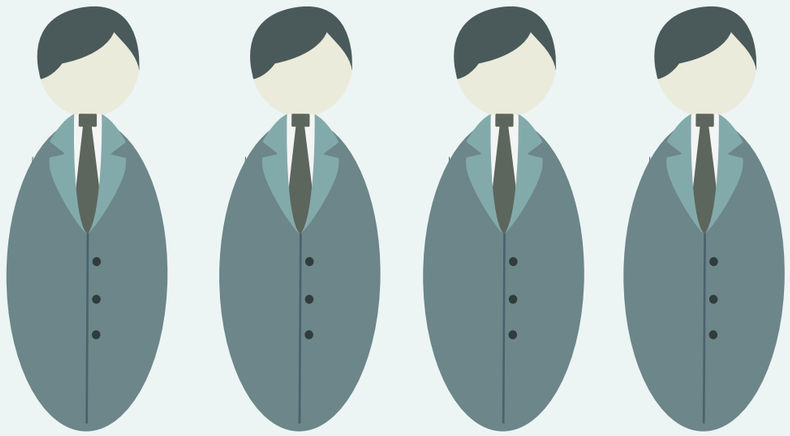
IMPROVE

Presenting:

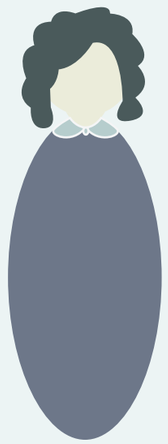
DIALOGUE - The Feedback App



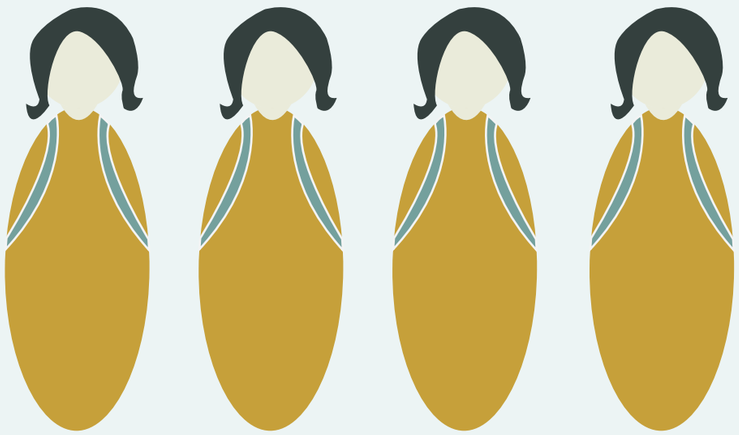
FINAL USER TEST Participants



4 teachers



1 IDE representative



4 students

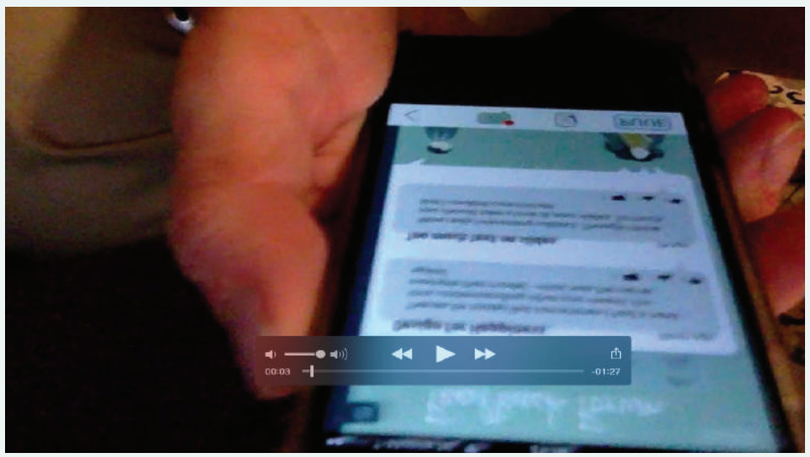
FINAL USER TEST Setup

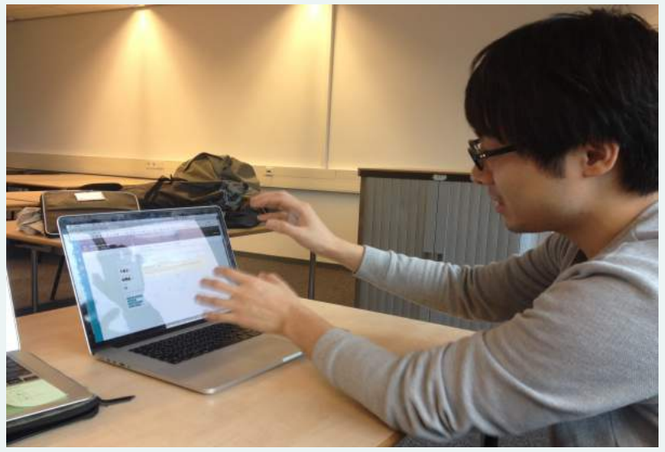
1 Tested prototype at home

Instruction sheets
Scenarios
Tasks
Documentation

2 Evaluation meeting

Did tasks again
Interview
Evaluated DG & IV





FINAL USER TEST Results

"That survey thing is very useful for me [...] Nice that you get instant feed-back on your lectures."

teacher experience

"Much quicker to do it on the phone."

student experience

FINAL USER TEST Evaluation of qualities

Transparent — Opaque

Helpful — Unhelpful

Effortless — Effortful

teacher experience

Transparent — Opaque

Helpful — Unhelpful

Effortless — Effortful

student experience

FINAL USER TEST

DESIGN GOAL

Provide large lecture courses at IDE with a feedback system that both teachers and students have enough confidence in to use.

"I would definately use it if it was available."

teacher experience

"The app would work if the teacher is cooperative."

student experience

Thank you!

Any questions?