

The Use of Interaction Design in the Digitalisation of PLAR at the University of Oldenburg

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Contents

1. The aim of our project
 2. The problems that we faced
 3. The solutions / what we did
- Sorry, no live presentation of the recognition platform

The Idea: Digitalisation of the Portfolio

- So far, a paper-only version of the portfolio has been used.
- The portfolio consists of:
 - forms that the students fill out,
 - texts that the students write and
 - evidence that the students compile.
- The aim of the project was to develop a structured online platform where students can create their portfolios.



The Problem of Access Rights

- The question arose as to how the completed online portfolio should be passed on.
- For this purpose different access rights had to be granted for
 - the advisors in the PLAR service,
 - the Examination Office,
 - the lecturers who decide on recognition.
- In addition, it must be possible for the involved parties to communicate about the portfolio.

Consequence: Digitalisation of the entire recognition process

- It became clear that digitalisation of the portfolio is not enough.
- Instead the entire recognition process has to be digitalised.
- This required the various roles in the recognition process to be described and access rights and communication options to be defined accordingly.
- A small project became a larger project.

Participants in the Development

- The developers (computer scientists)
- The PLAR Service (advisors, counsellors, recognition experts)
- The Examination Office (administration)
- Lecturers (the crediting decision-makers, subject experts)
- Kompetenzbereich Anrechnung (education scientists)



Challenges: A multitude of requirements for the platform

- An initial collection resulted in hundreds of requirements for the system.
- The requirements of the parties involved were partly contradictory.
- The requirements described what was desired, but not how it could be realised.
- In some cases the effort to realise the requirements would be too high.

Challenges: Complex ways of forwarding the portfolios

- There is a standard way of passing on the portfolio:

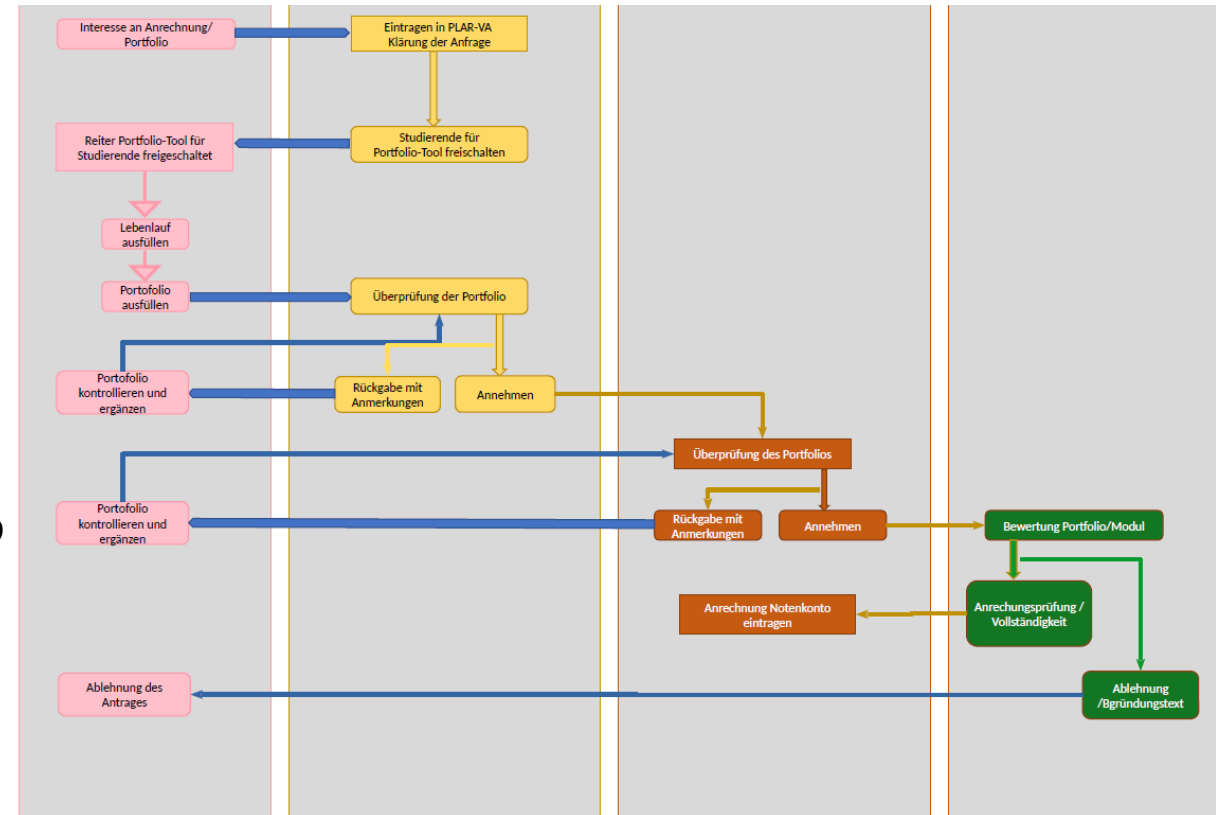
Student → PLAR-Service →
→ Examination Office →
→ Subject Representative →
→ Examination Office

- However, there may be deviations from this route, e.g.:

Subject representative returns portfolio to PLAR Service because documents are missing →

→ PLAR Service returns the portfolio to the student

→ Student submits revised portfolio



What we did: Cooperation between developers and users

- Close co-operation with users (PLAR service, examination office, lecturers) in the development process
- A researcher as a "translator" between users and programmers.
- A lot of time was spent explaining the reasons behind the requirements to the programmers.



What we did: Analysis of the existing Recognition Process

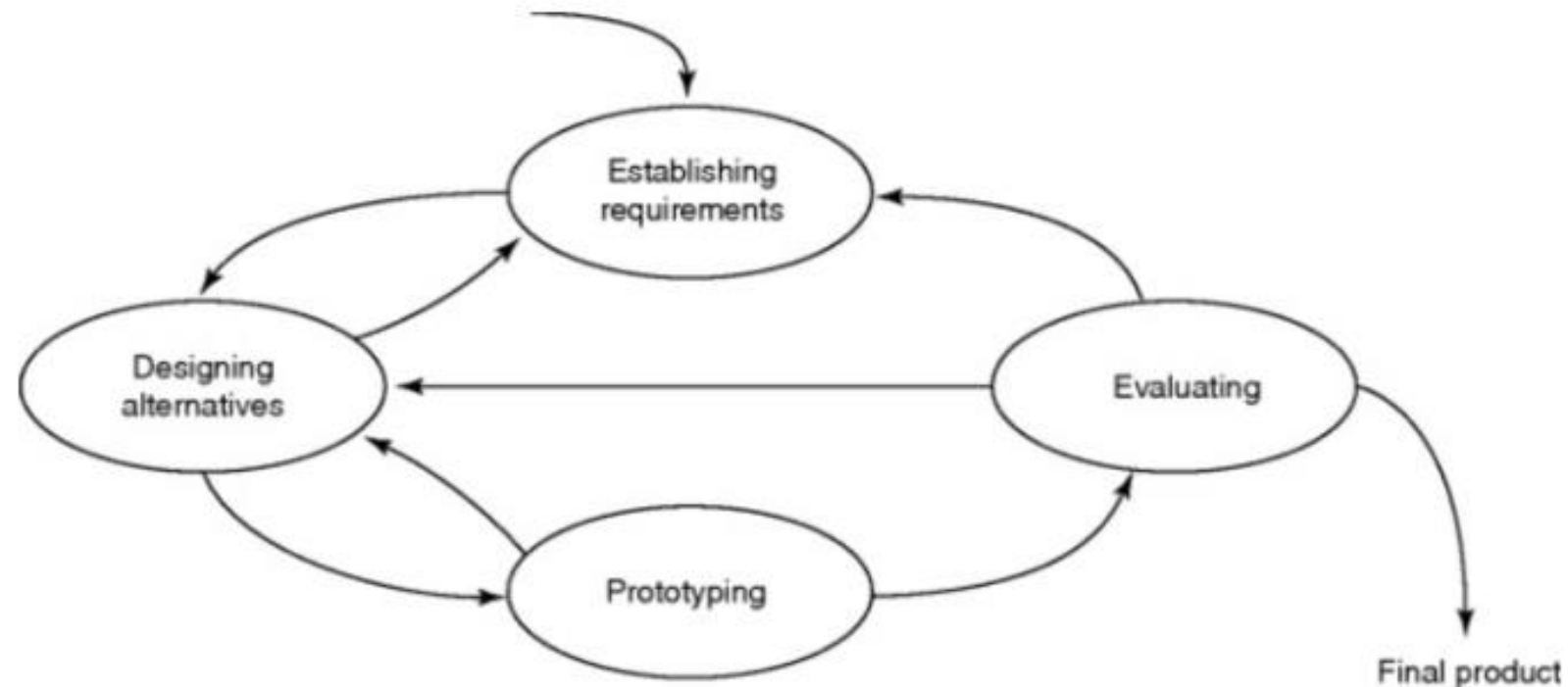
- In order to digitalise a process, you first need to know the process.
- The existing recognition process first had to be analysed and documented.
- Informal knowledge of those involved in the process had to be made explicit.
- Inconsistent workflows needed to be standardised.

What we did: Working with Mockups and Plattform-Increments

- Mockups: Non-functional prototypes as the basis for a discussion about the interface design.
- Platform increments: Operational versions of the recognition platform that have been successively evaluated by users and revised by programmers.



Working with the Interaction Design Lifecycle-Model



- Quelle: Sharp H., Rogers, Y. & Preece J. (2019). Interaction Design – Beyond Human-Computer Interaction (5 th.). Indianapolis: Wiley.

What we did: Focus Groups



- Regular focus groups with all users and programmers
- Presentation of the current platform increments
- Discussion of controversial design features
- Resolving disagreements between the various users

The Development Status

What already works	What is not yet working
Students can create a portfolio	Connection to existing database
Access rights for the portfolio	Print and save the portfolios
Assessment of the portfolio	Explanatory texts partly not yet complete
Communication between all parties involved	Evaluation of the platform by students (applicants)

- Planned introduction of the platform in winter semester 2024

Thank you for your kind attention!



Contact

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