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 had 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

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

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

- Planned introduction of the platform in winter semester 2024
Thank you for your kind attention!
Contact

Kompetenzbereich Anrechnung

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