Ethnographic Research

Uninitialized Local Team: Kez May, Ian Dudder, Jason Dekema, Hailey Schauman, Kaveh Buenaventura, Angela Ferro Capera

Theme 1: Remote Learning and Teamwork

Remote Learning Challenges

dannela 🍓
@danne1a

online school culture is constantly wondering if there's a sneaky little assignment u missed.... is it tucked under modules or assignments or heaven forbid, announcements? who's to say?

extremely loud and incredibly niche
@erinproct

me every time I have a recurring class on zoom and conveniently lose track of the email with the link:

I am once again asking for the zoom link pls

7:19 AM · Nov 12, 2020

24   Share this Tweet

Source: Twitter

Pain Point: Students struggle to keep up with all the different resources they need to manage while taking remote classes.

Takeaway: Having all the resources needed for online classes in a single place would help students prepare better for classes, and exams.

Organization Challenges

Source: Pinterest

Pain Point: Students struggle to get organized for online classes.

Takeaway: Online classes offer students the freedom to take them wherever they want. Yet, it is important to give the students some type of structure to help them organize and succeed in classes.

Basically Becca Sue

HELPING COLLEGE WOMEN FIND CONFIDENCE IN THE EVERYDAY STRUGGLES

COLLEGE

How To Get Organized For Online Classes: A Guide For The Overwhelmed Student

JANUARY 10, 2018

Now that the new semester is starting, college students everywhere are scrambling to prepare for classes. One of the most exciting things about a new semester to me is the fresh start we are given. It is hard enough to find an organizational plan that works for traditional classes, but add an online class into the mix and things start to get a little crazy. It takes time to get organized for online classes, but I have done the work for you!

HEY THERE!

Tips for Successful Group Projects

9 My Tips for Successful Group Work. Others?

I feel bad seeing students stress over group work. So I always give them these tips.

Do they listen? NO. And I posted something similar to this on r/college trying to help all those stressed students out, and... NO RESPONSE!

Now we know why they fail on group projects. They don't listen to helpful advice on group projects! But I digress. Here are my tips:

1-**Use an easy-to-use project management app**. Trello is what most of my successful students use. It's based on cards & Kanban, and has interlinked web & phone apps.

2-**Plan using an agile method like SCRUM** for developing the pieces of your project

3-**Write using a collaborative document system**, e.g., GoogleDocs

4-**Communicate using a chat app like GroupMe or Facebook chat**, which allows sharing images & documents

Of course nothing beats choosing good, self-motivated team members.

Feel free to disagree. Any other tips I can pass along?

Source: Reddit :u/professor

Motivation: A professor trying to help students to be successful while working in a group.

Takeaway: Professors know of the different apps/tools students can use to manage their group projects. Having these apps/tools available for students and their teams will save them time and effort trying to look for the best apps/tools for team management.

Grades vs Contribution to Work

Professor Gives Student who did Absolutely No Work on a Group Project 60% (self.AskAcademia)
submitted 2 years ago by TheRollslapper

Hello, I'm a computer science/math junior in college. Recently, we did medium-sized group project in a databases class. I was pissed off because one of my 2 other group members did 0 work on the project. LITERALLY nothing. Didn't even write a single line of code. I complained to my professor when I turned it in, and never heard anything back about what he would do about the other student. A week goes by, and he posts an "assignment" on Canvas where we can write how much work we think the other students in our group did. "Great," I thought. I guess this is his response to my complaint?

Another week goes by and I get my grade back. My grade was good, but on Canvas you can see average scores and minimum scores. I see that the LOWEST score is a 60%. I don't know about other groups, but I know that at least my group had one person who did (literally) nothing. At all. And I told my professor about it, twice. So why should he get a 60% (at worst)?

Professors/teachers, is this normal? I feel like if he did absolutely 0 work he should get much lower than a D, right? Isn't he getting credit for work he didn't do? I feel like talking to my professor about it face-to-face, but I want to know if I should even be upset in the first place. Is this normal?

How do you tell your Prof that a part of her class is a total mess? (self.AskAcademia)
submitted 1 year ago by KimLizLaw
36 comments source share save hide give award report crosspost

Online class, mid-semester, prof wants feedback.
A section of her class is an online group project and it's a total disaster.
She doesn't oversee any of the work.
1/4 of the group has literally done nothing but turn in the work everyone else did, 1/2 just says "yeah" and "I agree", the final 1/4 works but can't agree on anything and most wait until the very last minute to do anything, leaving everyone scrambling on Sunday night to try to figure out work that was assigned weeks prior. We've had 3 due dates so far and despite the weeks worth of time we have to do it 1-3 people participate prior to the day it is due and prof hasn't stepped in at all.
Some members of our group don't understand concepts they should have known 3 pre-req. classes prior and it has now fallen on the few working members of the group to try and teach them remedial information.
The project is set up where the first 1/2 is group work and the second 1/2 is individual work. Together is counts for 1/3 of our total grade. At this point, I'm fairly sure my group's lazy work is setting me up to lose lots of points on my individual work because they've failed to complete the work the right way.
I cannot figure out why on earth the prof is letting this go on without saying a single word or helping at all!
I've stressed and cried about this stupid assignment too much.
There are 1000 reasons I need an A in the class, but mostly, I shouldn't have to take a lower grade based on the work of others.
Without any sort of communication or clarification on this assignment (yes I've reached out to her multiple times) I have no idea how my grade will work out.
How do I tell my professor "anonymously" that this project has been awful?
She previously asked us to explain the project back to her so she would know if she needed to change the wording of the original assignment. That makes me think this is a new thing she is trying.
I don't want to come off like I'm being rude or telling her she isn't doing a good enough job, but I don't really know a delicate way to say all this in a way that won't risk offending her.
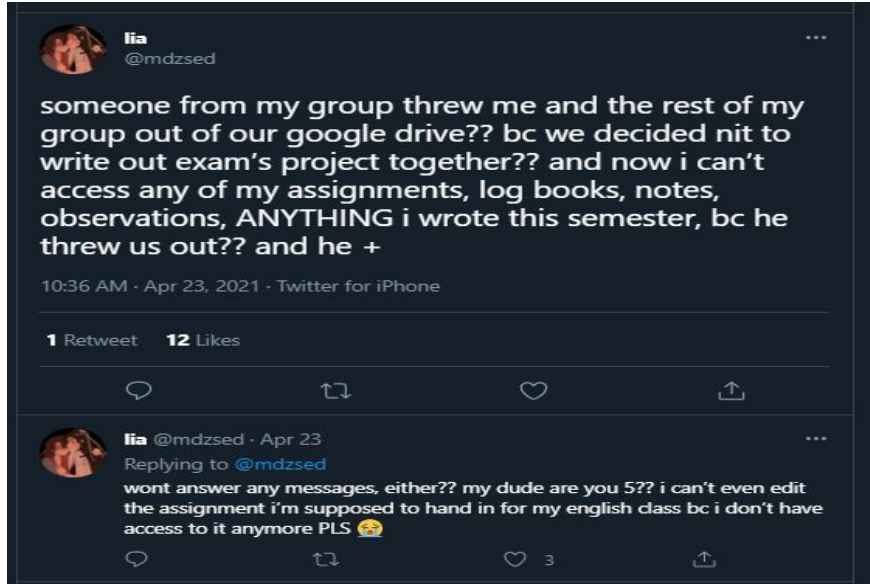
Source: r/AskAcademia

Pain Point: Students get annoyed when their grades are negatively impacted by the work (or sometimes, the lack *of* work) done by other students.

Takeaway: Teachers need an easier way to check how much each student is actually contributing, besides simply the words of the students themselves.
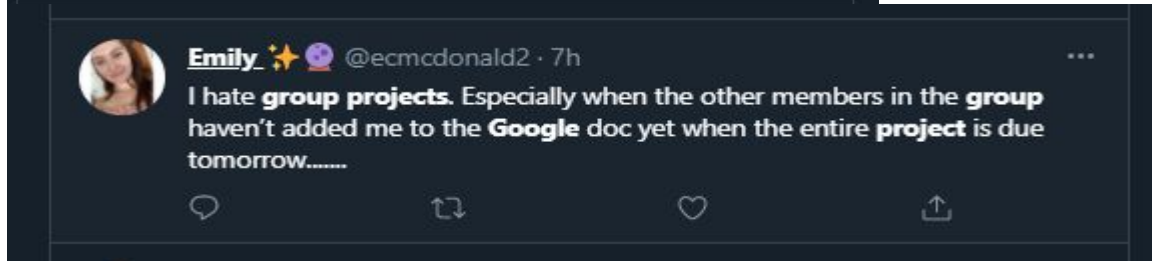
Theme 2: Online Collaboration

Access to Group Work

Source: Twitter

Pain Point: Putting control over file permissions necessary for group collaboration in the hands of students can lead to issues with accessibility.

Takeaway: Online courses need a place for students to create and share files, where no one student has complete authority over the files.

Guide to "Surviving" Online Group Work

Understand the Assignment Requirements

Will you be required to use specific tools? When is the project due? Can you get feedback on drafts before turning in the final product? A good group assignment is a well-organized assignment. Your professor should provide instructions and expectations for what is required.

Try to look for checklists, rubrics, schedules, and other details on your course site and in the syllabus. Once you've worked with your group members to locate all the available information, you can develop a list of questions your group has about the project to ask your instructor.

Source: https://www.bestcolleges.com/blog/group-projects-online-college-class/

Pain Point: For online classes, it can be hard to understand everything that a project requires, since different professors could put the details anywhere.

Takeaway: Students desire an easy way to check all of a project's requirements, rough schedule, and any required tools.

Collaborating with Drawings
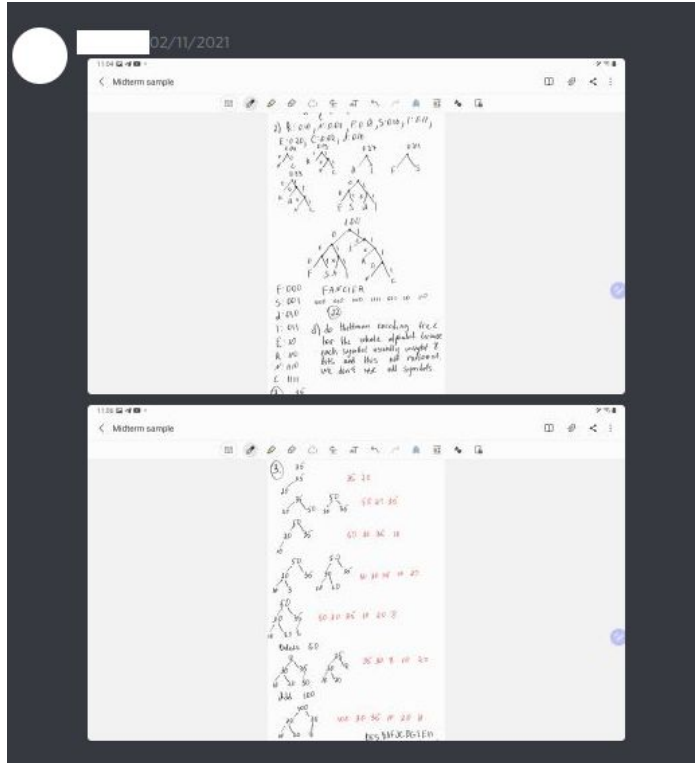
Source: UW Bothell Discord channel.

Pain Point: Trying to share drawings by drawing in a separate application and screenshotting their work to post in Discord. Involves too many steps.

Takeaway: Students need some sort of markup/drawing tool in our app to share their drawn work more conveniently.

Working Together in Layers

Oh here's a problem I was coming across actually just this quarter. So basically there's this program called Rhino that is a 3d design software, designed for people making products or object like chairs, tables, bowls, silverware, like literally any three dimensional object, but has kind of been adopted by the architecture world even though it was never specifically meant for that. Anyways, it's really hard to collaborate with other people as a group on the same project, you have to basically do all of your part, then send the whole file to someone else for them to add on top of what you've done. Or you have to all start with a base model and add your stuff to it and then try and combine all the files into one. It would be really helpful if it was possible to have a multiuser file, where everyone was able to jump into the same file and update it in real time, even if others were also on the file, kind of like google docs or google drive. Because you could each be working on

A separate layer that the other people couldn't see, and then turn on or "publish" the layer once you're done for others to see. Or they could just turn on the layer on their computer and see what you are doing in real time.

Source: Instagram Message

Pain Point: Working together on a 3D modeling project requires doing work separately and then merging it together later.

Takeaway: The student here presented the idea to have all students work in separate layers on the same project so their work does not interfere with each other, and yet is shared. Perhaps this can extend to more than just 3D modeling as well.

Conflicts with Live Collaboration

25

Companies that use Google drive, how do you handle the lack of conflicting edit detection?

We're just finishing evaluating the various cloud drive options, and we were set to go forward with google drive until we found out that when two users are inadvertently working on the same file simultaneously (e.g. A nutrition label in illustrator or a spreadsheet in excel) google drive will happily and silently update the file with edits from both users in a "last save wins" conflict resolution model.

Dropbox solves this problem with a collaboration badge and conflict detection. Sharepoint solves it with file locking. Google claims in their forums to solve it with "we keep both versions for 30 days" but even setting aside that you might not discover the problem for 30 days, failing silently here is just asking for trouble (e.g. sending the wrong nutrition label to the printer then having to do a recall, presenting the wrong financials to investors, spending the wrong amount on an ad campaign, placeholder text being printed on 20,000 boxes, etc).

I'm shocked that google calls a platform with pre 1990 style merge issues "enterprise ready"

To the people whove successfully deployed drive to wide audiences, how do you fix this problem? We'd be happy to pay for 3rd party tools.

Source: r/sysadmin (subreddit)

Pain Point: When sharing the same files and having the same privileges (reading, editing), there can be "merge conflicts" with what is written (e.g., deleting something that someone wrote).

Takeaway: When using Google Drive for collaboration, there is a chance that you may be deleting or editing what your team member wrote. While there were recommendations (see Figure 5) to resolve this issue, it may be beneficial to come up with a feature that prevents these types of conflicts for the members.

Theme 3: Project Management
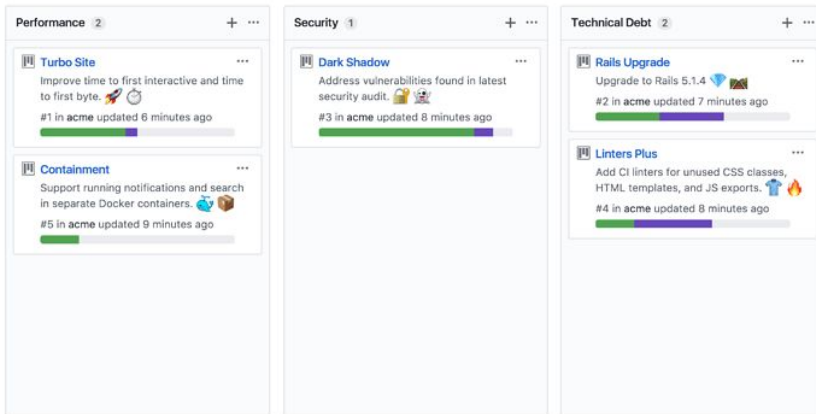
Layered Views of a Project

Source: Github Community Forum's Top 3 discussions about Github Project Boards.

Pain Point: Wants to have a progress view for multiple projects in one board (the projects are the cards), but doesn't know how.

Takeaway: Users want to view the progress of work they are involved in at various levels: task level, project level, and organization level for example. This desire should be anticipated and built into the design in an intuitive way.

Adding Tasks to be Completed

Source: Github Community Forum's [Top 3 discussions](#) about Github Project Boards.

Pain Point: User wants to add a card to a Kanban board, but it is not working as expected.

Takeaway: Adding a task to a project management system should be simple, and should do much of the work for you.

Workflow Progress-Tracking Automation

Project board To Do automation has stopped working

● GitHub Help ● GitHub Project Boards

J jayhouse-github   2 ✎   May '20

I have had automation set up for a couple of years now and it was working correctly, any new issue I created and added to a project would be automatically added, by automation, to the "to do" column of the project board. This is still set up and I have not changed the settings at all as evidenced by these screenshots.

Source: Github Community Forum's Top 3 discussions about Github Project Boards.

Pain Point: User likes task automation when using a project management tool, but the automation does not work as expected or has bugs.

Takeaway: Users of project management tools enjoy a system that automatically manages their workflow.

Managing Multiple Accounts

"Toggle" between two separate Trello accounts

EE Emily Sorensen
Apr 19, 2017

Is there a way to "toggle" between two completely separate Trello accounts? For instance, I have one for Work and one for Personal. NOT separate boards, but actually separate accounts. I don't want the two to "talk" to eachother/be linked necessarily. I just want to be able to do something like click on my work user name at the top right and then select my personal user name to toggle to that trello account. Then be able to go back to my work one WITHOUT having to log out/in or use another tab/browser/incognito tab.
Is it currently possible?

Answer   👁 Watch • 👍 Like   59 people like this • 31967 views

Source: Trello Community Questions <u>top 3 liked questions</u> about Trello Project Management.

Pain Point: User likes managing projects for work and in their personal life. They don't see a way to easily toggle between their work account and personal account.

Takeaway: Users should be able to easily toggle between accounts for the full system and for linked accounts (if applicable) without having to log in or out or open a new window.

Managing Tasks Through Trello (Management)

I've used Trello for a couple different software projects, and I haven't been too thrilled with it.

I don't have any project management training, but I would prefer to have a fully integrated project/goal/report/code management solution, and this just can't do it.

I like that it's easy to create tasks and assign them to people. It's easy to categorize those tasks into overarching goals.

I would prefer an additional level of organization. For example, one top level of organization for completed, in progress, and planned. Then, one level for overarching goals: phase 1, phase 2, phase 3. Finally, a level for individual tasks.

Trello is good at emulating post-its on a whiteboard, but I want some more collaboration features and a bit more fluidity and options.

⬆ **5** ⬇   Share   Report   Save

Source: r/startups (subreddit)

Pain Point: To prioritize and manage tasks among team members can be complicated as there can be a lot of assignments and deadlines to account for.

Takeaway: Trello is good at dividing up tasks and illustrating what tasks need to be done, tasks that are getting done, and tasks that have been finished. However, more organization is needed - most likely at a management level - to be able to see objectives and milestones to be met.

Managing Tasks Through Kanban (Team member)

dapithapon 2 years ago

I'm having trouble implementing kanban, my team aged 21-23 and they think it's a waste of time going to Jira or trello to move their task. What works for them is they have their own to do list. But for management it's hard to track beacuse its more time consuming to meet every week to know the progress.

⬆ **2** ⬇   Share   Report   Save

Continue this thread →

Source: r/projectmanagement (subreddit)

Pain Point: Kanban boards are efficient with visually seeing tasks. However, it can become cumbersome or over complicated for some users.

Takeaway: Team members may not see the benefits of Kanban like a manager. They may be organizing their tasks in a different way that may be more efficient than Kanban. It is important to have a Kanban board that is tailored to all members - including management - to encourage everyone to use it.

Holding Team Members Accountable

lemonpeachhh · 81d

Sadly, group projects still exist online as well :/ what my groups and I have been doing is that we create a group chat, on whatsapp and communicate on there. We then usually create a Google doc and list whatever we need on there and do what we need to do. And yes, you can meet virtually. Some professors even give time during class.

Oh and...it does not work well or at least in most cases. When I say "we" I mean "me" LOL

I have been stuck with the worst people in projects this entire pandemic. People don't do shit and expect you to do everything. So I'd recommend to email the professor right when things start to go downhill.

It's great that you want to go back to school! Good luck, I wish you the best :)

··· ⊞ ↩ Reply ⬆ 11 ⬇

Suspicious_Tea4220 · 81d

I recommend creating an excel to document everything, who is responsible for what, what has to be done, the date it has to be delivered, who did it, etc. And share it in the drive, you can document any changes and hold everybody more accountable. It really help one of my projects go smoothly.

··· ⊞ ↩ ⬆ 1 ⬇

Source: r/college reddit reply

Pain Point: Students struggling to delegate tasks and document which team member should do (or should have done) each task.

Takeaway: Students need some way of keeping track of which team member is responsible for what so they can hold everyone accountable.

Lack of Accountability/Unclear Roles

Source: r/college (subreddit)

Pain Point: Group members not doing adequate work/unbalanced workload for group projects.

Takeaway: There will be students that don't want to put in the work to make a great group project, but part of the reason for this could be that they just don't mesh with the splitting up tasks and do your part method. Having clearly defined roles in collaboration might mitigate these issues.

Theme 4: Communication

Communication Challenges
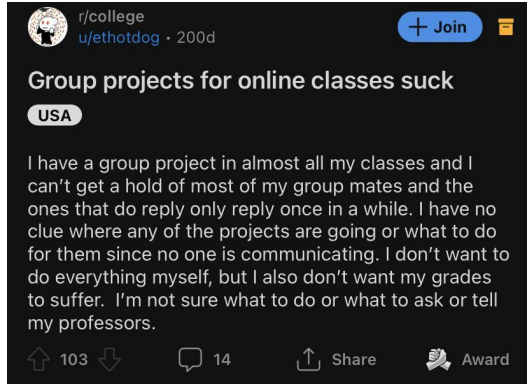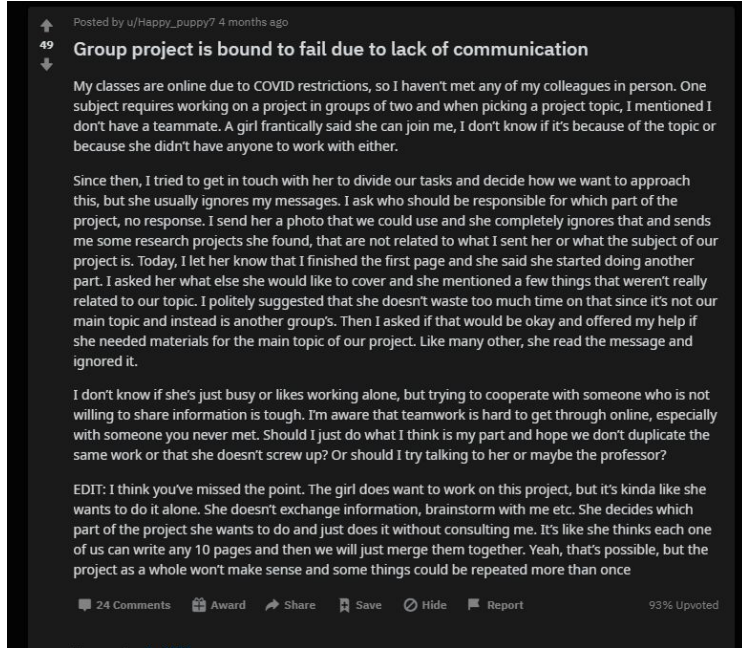
Source: r/college reddit reply

Pain Point: Finding some way of communicating with other members. Usually requires several different applications.
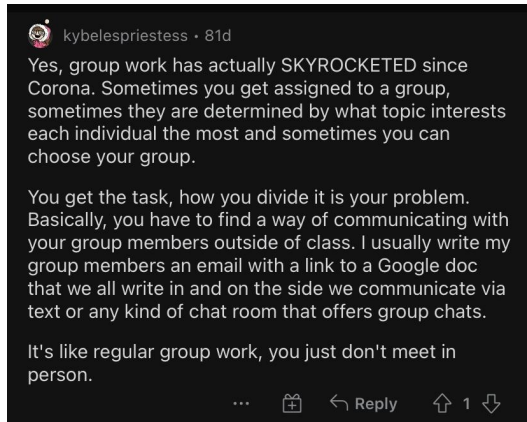
Takeaway: Students need some way of both sharing documents and communicating in the same application.

Lack of Communication

Source: r/college (subreddit)

Pain Point: Lack of communication found when working in online groups.

Takeaway: Students need to be more accountable/communicative with online group work. Online classes make that hard, but exploring different communication tools and being open to using such applications will help.

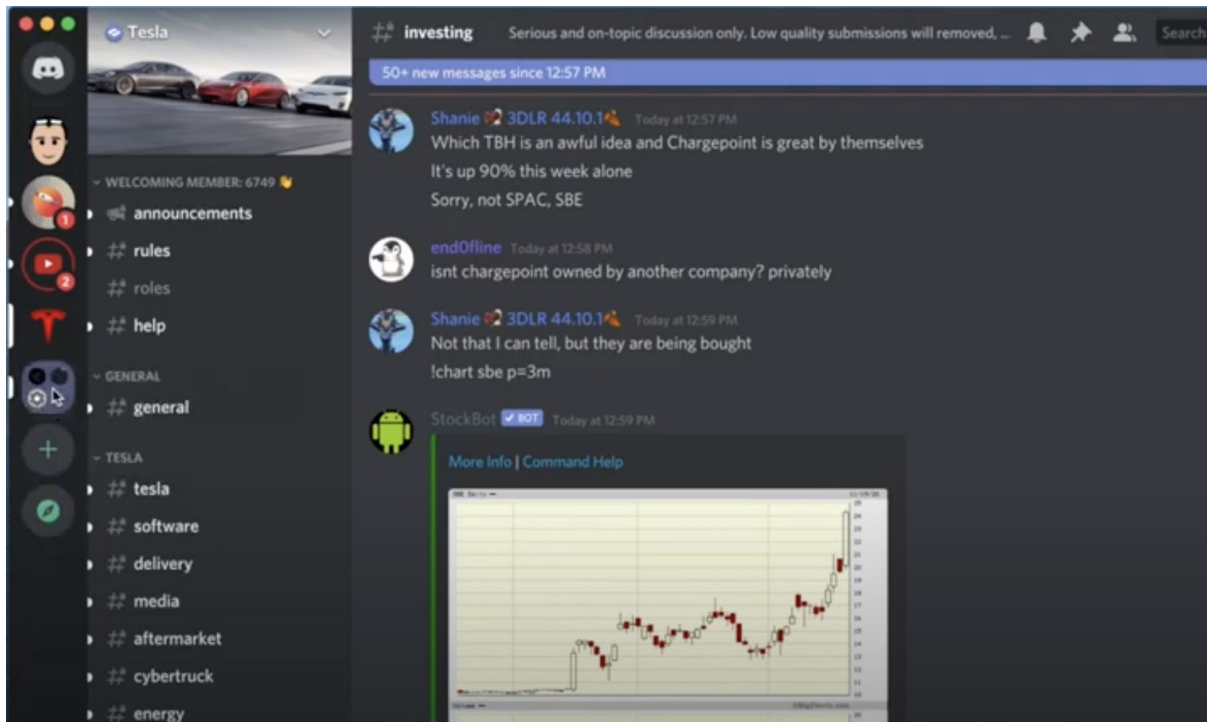# Difficulties Contacting Group Members

Source: Twitter

Pain Point: Hard to contact other group members online compared to in-person.

Takeaway: Online teaching platforms need some way to allow for contact between students in the same group.

Communication Channels

Source: Youtube video (https://www.youtube.com/watch?v=HusvAAfM0zg&t=98s)

Pain Point: Communication through a group chat or one chain can lead to miscommunication, missed messages, and task-related information that may be irrelevant to a team member.

Takeaway: Discord users create communities through servers. Using these servers, channels are created so that discussions are organized and tailored to a specific purpose.

Theme 5: Customization

Dark Mode

Source: Trello Community Questions [top 3 liked questions](#) about Trello Project Management.

Pain Point: User wants the option for a night-mode or dark-mode.

Takeaway: The software should have a dark mode feature.

Color-Coded Workflow Organization

Can I add more color label options to organize my cards?

Kearsten Lee
May 10, 2017

We have a fairly small editorial team for our organization's blog and we've been able to use a simple color-code system that allows us to easily see what each person is currently working on, completed, or published based on their specific color + color of status (yellow, green or red). However, as our team grows, we've run out of color options. Are there any power-ups or other ways to get more color options added to our board?

Answer · 👁 Watch · 👍 Like · 82 people like this · 39337 views

Source: Trello Community Questions top 3 liked questions about Trello Project Management.

Pain Point: User likes color-coded labels for organizing cards, but they ran out of colors for their organization system.

Takeaway: Users should be able to choose from the full range of colors when using color-coding features in a task management tool.