UX Academy
Group Crit Registration

Report

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Overview

I conducted 2 surveys, (one for UXA Students, one for UXA Group Crit Facilitators), a Tools Comparison Chart and an Affinity Map to try to understand the needs of both Students and Facilitators with regards to their needs for the Group Crit Registration process.

I received 5 responses to my student survey and 4 follow-up question responses

I received 1 response to my facilitator survey

These are my findings

Major Takeaways

Three Major Observations

- Students want all of the group crit information (sign-up, attendance history, sessions registered for, cancel a session, etc.) centralized in one location.

- Students want a streamlined process, 1-2 clicks.

- Majority of students surveyed chose their session based on their schedule, followed by facilitator preference. Students were flexible with their sessions, but typically chose the same times to attend sessions.

Recommendation

Therefore, a registration system, that would benefit students, would be a flexible system, where users can, all in one place and in only a few interactions, organize their sessions under the constraints of their individual schedules.

Group Crit Facilitators

need only the ability to check registration in advance and record

Student Survey

Participants

"J", Part-Time, Xenois Cohort
"K", Part-Time, Bass Cohort
"C", Part-Time, Chwast Cohort
"S", Full-Time, Chwast Cohort
"K", Part-Time, Dwiggins Cohort

Survey Observations

- All students surveyed attended sessions at the same or similar time slots, and would register for as many sessions as possible.

- All students chose their sessions based on the facilitator.

- 2/5 attended the same time slot every week for that specific facilitator.

- 3/5 would mix up the sessions based on various facilitators, thus attending similar time slots weekly, but not the same one.

- All students rated their group crit registration experience as being 3 or lower

- Students complaints were all focused on (a.) too many steps to register for or cancel a session and (b.) wanting all the information centralized in one location rather than track across multiple places

Follow Up Survey Observations

- 4/5 students were part-time, which indicates the time commitment to the course doesn't appear to have an effect on the decision.
- The two students who always chose the same session were Male, and always chose the session of the same facilitator.
- Those two students differed however, Student "S" (full-time) chose primarily because of their schedule but also chose the same facilitator during that block. Student "J" (part-time), always chose because of the facilitator.
- Only Part-Time students students reported saying they *"mix it up between specific facilitators"* and *"generally try to attend similar time slots"*
- Part-Time students seemed to have more flexibility in choices due to managing their schedules.

Charts

Does your experience registering for group crits match your expectations of a registration process?

5 responses
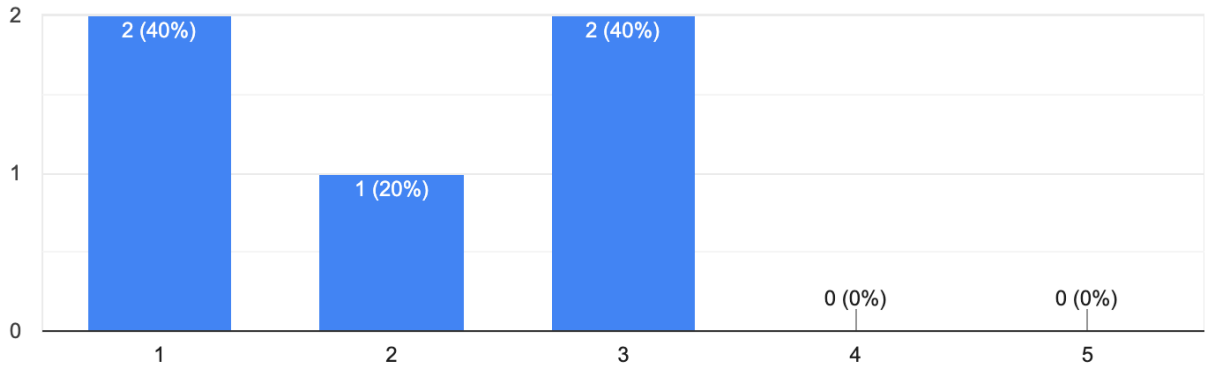
Strongly Disagree | Disagree | Neither Agree not Disagree | Agree | Strongly Agree

How often do you register for group crit sessions?

5 responses
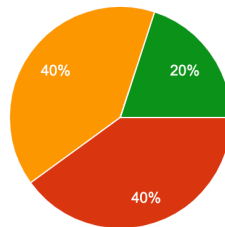
- I sign-up for a session the week of
- I sign up for a month's worth of sessions at a time
- I sign up for as many sessions as I can
- I sign up for 2-3 in advance

Do you choose your group crit session based on facilitator?

5 responses
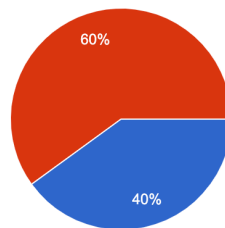
- Yes, I always choose the session of a specific facilitator
- Yes, I mix it up between select, preferred, facilitators
- No, I choose whoever is available

When do you try to schedule your group crit session for?

5 responses
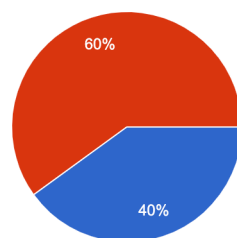
- I attend the same session every week
- I generally try to attend similar time slots
- I take what I can get

Facilitator Survey

Participants

"Mary", Group Crits Facilitator

Observations

- Observed: students seem to typically attend the same time slots
- Observed: Students seem to typically choose similar facilitators
- Facilitator was previously a UXA student. As a student, Mary would attend a session of a specific facilitator and on a specific day
- The student registration system doesn't affect them as a facilitator.
- Needs to know in advance number of students expected for the session and be able to record attendance.

UX Academy Group Crit Facilitator Survey

| Timestamp	From your observation, when do students seem to schedule their Group Crit sessions for?	From your observation, do students seem to register for Group Crit sessions based on the facilitator?	Were you ever been a UX Academy student?	What was your experience registering for Group Crits Like?	Since becoming a Group Crit Facilitator, has your understanding of the Group Crit registration system changed, based on seeing the process from the other side?	Please describe how your understanding of the Group Crit registration process has changed	Please describe how, if at all, the student portion of the group crit registration system affects you	Can you identify one specific change you'd like to see to the group crits registration process, if any?	What functionality is necessary for you to be able to manage your group crit sessions?	Are you willing to answer follow up questions, if any? If yes, please enter you name below
2021/02/20 9:29:32 AM PST	They generally seem to attend similar time slots	Unsure, students seem to register for sessions between a few specific facilitators	Yes	Early on, I found a crit leader that i really loved and so I attended her sessions regularly. It also worked out b/c hers were on a Saturday, so it was a convenient day/time for me. I would always sign up for her Saturday session asap, since those slots fill up quick!	Yes	I believe UXA is using a different software/scheduling service now as opposed to when I went through. But students still need to sign up in advance, and can only attend 1 per week, which hasn't changed.	It really doesn't affect me as a lead. I check attendance before I start so I know who is expected to show up! It is really helpful to know how many students I am expecting, so I can think about timing and everything.	Registration doesn't really affect me as a leader! As long as I know who is expected to show up, I'm good.	Air table to check and record attendance, Zoom, audio/video/ screen sharing, iPhone timer, coffee, pen and notebook for note taking	Sure! Mary

Affinity Map Details

Students
- K // Part-Time
- S // Full-Time
- K // Part-Time
- J // Part-Time
- C // Part-Time

Friction
- There are quite a few areas of friction
- The information is presented in an awkward way
- The software interface for group crits is the shittiest UX experience ever!
- the calendar in the modal that pops up is not updated
- The beginning of the process is frustrating.
- On the Group Crits page in our student dashboard, the main button to book my gro...
- I wish it could be more streamline.
- I have to keep the password saved somewhere because DL uses Airtable for a ...
- Could be made much less tedious in a number of ways,
- have to re-enter the date/time and your name to schedule the session seems ...

Centralize
- Have it all centralized!
- It would also be nice if it could be integrated into the Designlab website to keep everything ...
- I need to go to another third-party calendar (Airtable) to see open spots
- I have to use another separate link to actually book the spot.
- I think it's odd to have the attendance tracker, scheduling, canceling, group crit info all in ...
- I'd like to be able to see all group crit related things at one place like see the available time...
- Keep it all on DL's dashboard, if possible.
- Having a dashboard where you can see what you've signed up for and directly cancel/regist...
- It's annoying to have to track different things on different platforms.
- User should easily be able to see what sessions they are scheduled for, with ...

Session Registration
- I generally try to attend similar time slots
- I generally try to attend similar time slots
- I generally try to attend similar time slots
- I attend the same session every week
- I attend the same session every week
- I sign up for a month's worth of sessions at a time
- I sign up for as many sessions as I can
- I sign up for as many sessions as I can
- I sign up for a month's worth of sessions at a time
- I also tend to book as many as I can at a time (which is about a month's worth), so
- I sign up for 2-3 in advance

Time Zones
- If the facilitator lives somewhere else, then the time zone for the session i attended ...
- I would want the time zone to be switched to my timezone when viewing completed ...

Calendar UI
- Once in the calendar, viewing the sessions is very simple and easy to understand.
- Show all open sessions in a calendar format.

Registration Experience
- Does your experience match your expectations of a registration process? – 3
- Does your experience match your expectations of a registration process? – 1
- Does your experience match your expectations of a registration process? – 1
- Does your experience match your expectations of a registration process? – 2
- Does your experience match your expectations of a registration process? – 3

Facilitator Choice
- Yes, I mix it up between select, preferred, facilitators
- Yes, I mix it up between select, preferred, facilitators
- Yes, I always choose the session of a specific facilitator
- Yes, I mix it up between select, preferred, facilitators
- Yes, I always choose the session of a specific facilitator

Educational Track
- Part-Time
- Part-Time
- Part-Time
- Part-Time
- Full-Time

Stressful
- It's also really stressful if I miss one because I wasn't sure if I was going to be able t...
- I worry I'll miss the Slack announcement when the next month's group crits are open ...

Facilitator vs Schedule
- Session determined primarily by schedule, though liked the facilitator who ran the
- Session choice determined primarily by schedule
- Session choice is determined by both facilitator & schedule
- Session choice determined by facilitator

Simplify
- I'd love to be able to click just once or twice to sign up.
- Having to click so many times to get to the calendar seems like it could be easily fixed ...
- Allow user to click on session and quickly confirm or cancel sessions.

Observations

These are new observations after examining the longer form answers from the students. Primarily, the comments and observations from the students towards the registration system were negative.

Observations

- *Friction*
  - Lots of points of friction
  - The information presented is awkward, inaccurate, frustrating and not-streamlined
  - Have to re-enter information many times
  - "The shittiest UX Experience ever!"

- *Centralized*

  - Integrate the registration process in to DesignLabs' dashboard
  - Present all information - available sessions, registered sessions, attendance tracker - in one place

- *Simplified*

  - Want a 1-2 click process for registration or cancelation

- *Stressful*

  - Stressful to have to reschedule a session. Student says, "afraid wouldn't be able to make up a missed session", because of availability.
  - Worry they'll miss the Slack announcement when new sessions are available.

- *Time Zones*

  - Want the time zones for sessions displayed to show local time zone, specific/ personalized to the person looking.
  - Student should see their local time zone when they access their records, not the time zone of the facilitator.

- *Calendar*

  - Students like a calendar UI for displaying available sessions.

Product Comparison

- There are lots of no-code tools. Broken into 3 types: Back-end, Front-end and Specific Interface

- Back-end, such as 8Base are no-code tools for storing databases

- Front-end, such as Internal & Retool, are tools that allow you to build full dashboards with multiple types of interface options.

- Specific Interface options are things like Formstack, Airtable, Calendly, where data input or interaction is limited for specific uses or forms (forms, tables or registration forms).

- Nearly every options offers a free tier with restrictions/ limitations.

- UXA currently uses AirTable, and Notion for their process. Previously used Calendly.

	No-Code Tool							
	8Base	**internal.io**	**Retool**	**Formstack**	**Calendly**	**AirTable**	**Awesome Table**	**Notion**
Description	Backend as a service. Manage data	Build tools and panels onto of existing databases, APIs, etc.	Use building blocks/ pre-built components to build UI for any purpose	Build custom forms for data collection	Automated Scheduling systems	"The power of a database with the familiarity of a spreadsheet" Allows you to create products that surface the data you need from your database	Customizable and actionable data tables displayed how you want.	An "All-in-one workspace". Example use-cases are Team Wiki, Project+Task Manager, and Notes/ Docs management.
URL	8Base	Internal	Retool	Formstack	Calendly	AirTable	Awesome Table	Notion
Use Cases	Back End	Front end/ dashboard creation.	Front End Dashboard for registration, user overview, connecting to existing data	Registration & Data Collection	Registration	Calendar and form entry	Embed data on any page. Can make a dashboard embedded on DL site.	
Users	Free: 1 dev/ 5 client app users Developer: 1 dav/ ∞ clients Professional: 5 dev/ ∞ clients	Starter: 5/ ∞ Google Sheets Essentials: 3 Data Sources Growth: 10 data Sources Enterprise: ∞ data sources	Any unique login = user. Each login is charged at the same rate monthly.	Bronze: 1 user/ 5 forms/ 700 submissions Silver: 1user/ 20 forms/ 1000 submissions Gold: 5 user/ 100 forms/ 10,000 submissions Platinum: 10 user/ 1,000 forms/ 100,000 submissions	Basic: 1 cal/ user Premium: 2 cals/ users Pro: 6 cals/ users			Free: 1 user/ 5 guests Personal Pro: 1 user/ ∞ guests Team: ∞ (charged per)
Restrictions			Free: editor mode only (no user view)		Basic: 1 event type	Free: 1 synced table/ base *(through Apr 2021)* Plus: 1 synced table/ base Pro: 20 synced tables/ base	Free: ltd to 500 views	
Cost	Free: $0/ mo Developer: $25/ mo Professional: $149/ mo Customize: $TBD	Starter: $0 x user/ mo Essentials: $25 x user/ mo Growth: $50 x user/ mo Enterprise: Contact	Free: $0 x user/ mo Startup: $10 x user/ mo Pro: $50 x user/ mo Enterprise: Contact	Bronze: $19/ mo Silver: $50/ mo Gold: $83/ mo Platinum: $208/ Mo	Basic: $0/ mo Premium: $8 x user/ mo Pro: $12 x user/ mo	Essential: $0 x user/ mo Plus: $10 x user/ mo Pro: $20 x user/ mo Enterprise: Contact	Free: Plus: $31/ mo Pro: $79/ mo Premium: $199/ mo	Free: $0/ mo Personal Pro: $4/mo Team: $8 x user/ mo Enterprise: Contact
Notes	Need to be paired with a front-end/ visual tool or service for user interaction.	Could be used to create a 1-page dashboard, for students to see available sessions, their registered sessions, attendance tracker, and to register for a session, embedded on the UXA Page	Could be used to create a 1-page dashboard, for students to see available sessions, their registered sessions, attendance tracker, and to register for a session, embedded on the UXA Page	Only forms, so better for collecting data. Not great at displaying the data recorded. Would need to be paired with another service	Previously used by UXA	Currently used by UXA		Currently used by UXA