Fall Milestone Presentation

12/09/2010

Overview

- Immersion Experience
- Project Initiation Phase
- Analysis Phase
- Research Plan/Execution
- Research Results
- Recommendations
- High Level Design
- Next Phases
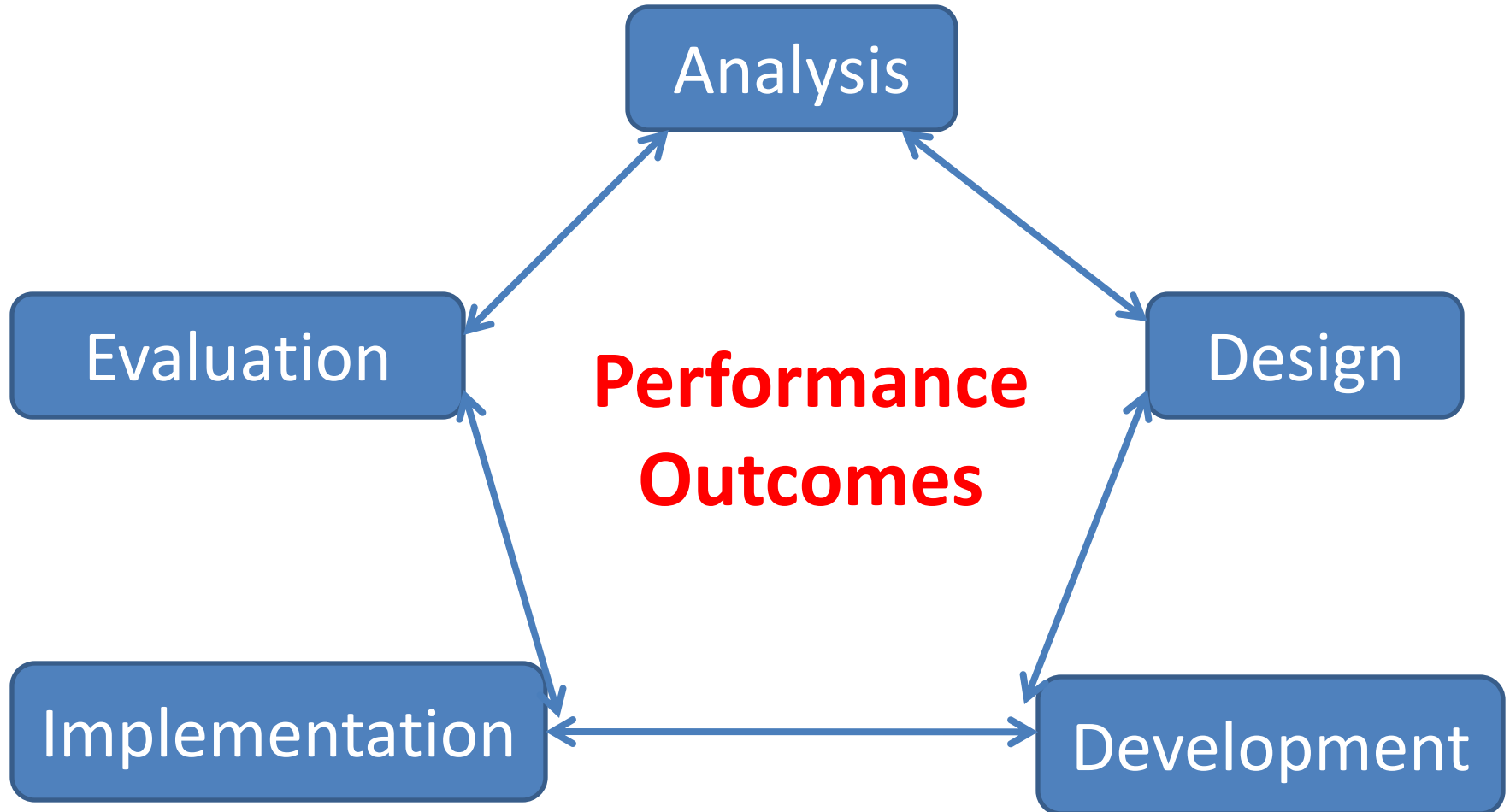
Overview

- Immersion Experience
- Project Initiation Phase
- Analysis Phase
- Research Plan/Execution
- Research Results
- Recommendations
- High Level Design
- Next Phases

The Immersion Experience

- Graduate students in teams
- Project-based
- Real-world client
- Learning while doing Instructional Design

Instructional Design – An Iterative Process

Analysis

Evaluation

Performance Outcomes

Design

Implementation

Development

Source: Piskurich, 2006

Overview

- Immersion Experience
- Project Initiation Phase
- Analysis Phase
- Research Plan/Execution
- Research Results
- Recommendations
- High Level Design
- Next Phases

Review Project Charter Approved by Virginia Department of Education (VDOE)

- Leverage T/TAC Online to create T/TAC Online for Parents

- Examine current T/TAC Online site

- Identify valuable content elements

- Design and develop, and go "live" with prototype
  - based on stakeholder feedback

Assumptions and Constraints

- Utilize same technology as current T/TAC Online site

- Complete scope by May 2011

- Access to products and human resources as documented in project plan

Key Stakeholders

Executive Sponsor
Prof. Michael Behrmann/Principal Investigator, Region 4 Training and Technical Assistance Center/George Mason University

T/TAC Online Sponsor
John Eisenberg, Director Instructional Support and Related Services
Virginia Department of Education

Gloria Dalton, Parent Specialist, Instructional Support and Related Services
Virginia Department of Education

Faculty Project Manager
Dr. Shahron Williams van Rooij/Assistant Professor/George Mason University

Collaborating Faculty
Dr. Kevin Clark/Associate Professor/George Mason University

Subject Matter Experts
Cherie Takemoto/George Mason University
Kristine Neuber/George Mason University

Organization of the Team

- Team building exercises
- Team roles and responsibilities
- Set team mission, vision, norms and goals

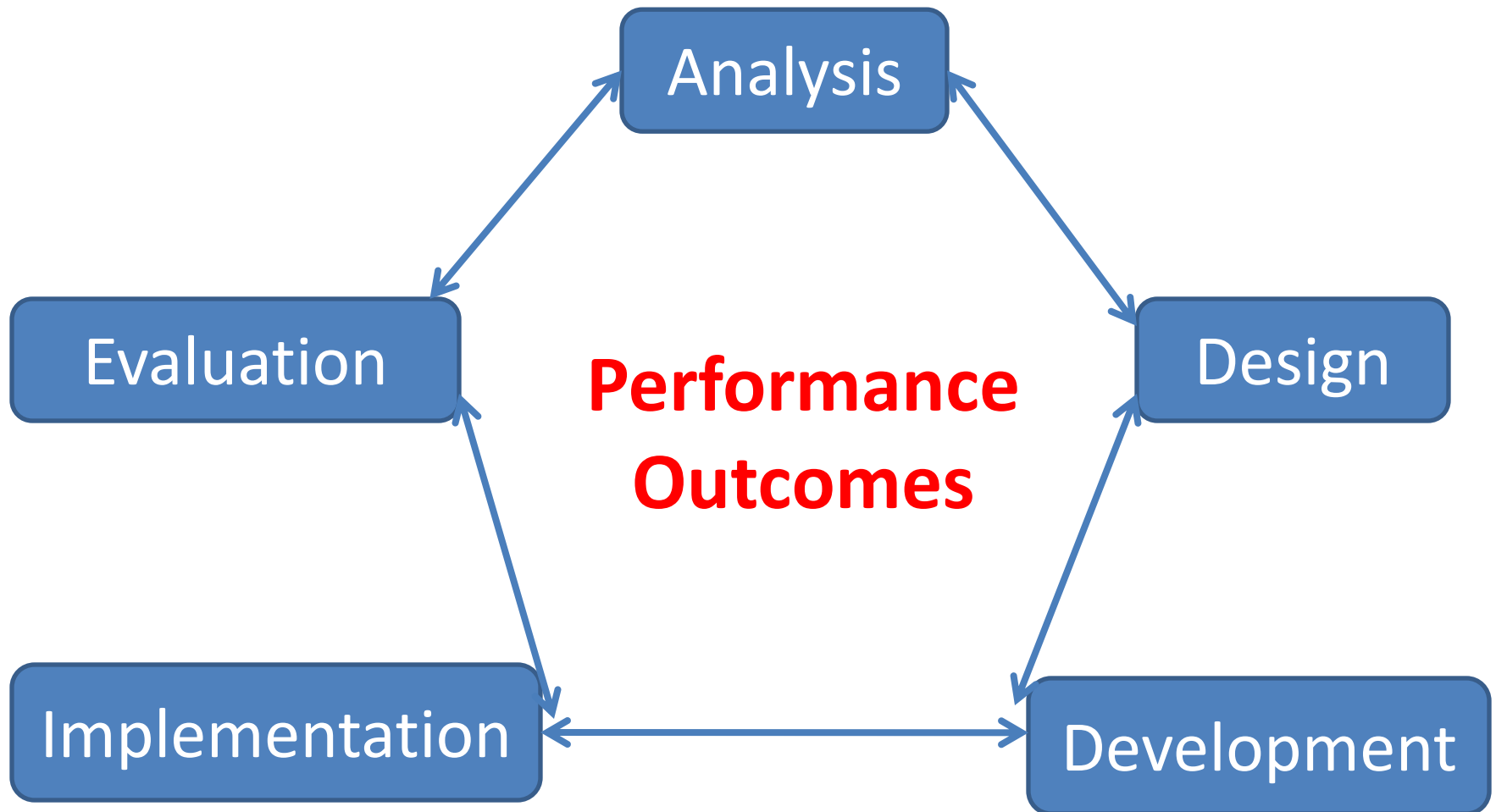Photo courtesy of www.skillsconverged.com

Project Goals

- Create T/TAC Online for Parents
  - Integrate current T/TAC Online content
  - Add parent specific new content
- Ensure a positive user experience
- On time project delivery
- Section 508/ADA compliance

Overview

- Immersion Experience
- Project Initiation Phase
- Analysis Phase
- Research Plan/Execution
- Research Results
- Recommendations
- High Level Design
- Next Phases

The Instructional Design Framework

Source: Piskurich, 2006

Timeline

	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
Project Initiation Phase	███	███								
Analysis Phase		███	███	███	███	▨▨▨	▨▨▨	▨▨▨		
Performance Analysis		███	███							
Content Inventories		███	███							
Focus Groups			███							
T/TAC Online Site Walk Through				███						
Research-Based Portraits				███						
Needs Analysis				███						
Performance Analysis/Needs Assessment Report and Client Presentation with Recommendations					███					
Design Phase						███	███	███	███	
Preliminary Task Analysis & Objectives						███	███			
Site Mapping						███				
Flowcharts/Wireframes/Storyboard						███	███			
Prototype Development Phase							███	███	███	
Prototype Implementation Phase									███	███
Usability Test Planning & Execution									███	███
Completed	███									
Ongoing	▨▨▨									
Pending	███									
Delivered to VDOE	███									

First Steps

- Content analysis of current T/TAC Website

- Consultation with SMEs

- Review previous T/TAC immersion projects

Target Audience

- Parents of children with the following special needs:
  - Speech/Language Learning Disability/ADD & ADHD
  - Autism
  - Intellectual Disability & Developmental Delay/MRID
  - Emotional Disability/ED
  - Sensory (Hearing Impaired/Sight Impaired)
  - Homeschooled students with special needs

Research Driven

- To determine **from parents:**
  - Where and how information about special education currently obtained
  - Specific information sought
  - Best delivery method of information

Overview

- Immersion Experience
- Project Initiation Phase
- Analysis Phase
- Research Plan/Execution
- Research Results
- Recommendations
- High Level Design
- Next Phases

Research Objectives

- Gain understanding of information needs
- Must come from the source
- Fill the data gaps

Research Questions

What Parents are Currently Doing?	What is the Value of Existing T/TAC?
How do the parents articulate needs?	Which sections of the site are valuable?
Which pieces are important?	Why are they valuable?
How do parents find information they need?	Does the site structure provide the desired experience?
Why do they search in the way they do?	
What is missing in terms of content?	
What is the importance of missing information?	

Research Approach

- Collect preliminary data/information
  - Liaise with parent organizations
  - Organizations (Northern Virginia first)
    - Arc of NoVA
    - PEATC
    - Parent Resource Center
- Begin primary data collection
  - Focus Groups
  - Walk-throughs

Focus Groups

- **Methodology**
  - Recruitment of parents
  - Conducted October 2010
  - Total of 19 Participants
  - Deep probing by facilitator
  - Full review of audio tapes/notes
  - Identification of common themes

Focus Group Discussion Topics

- Experiences in addressing special education needs

- Sources of special education information

- Satisfaction with current sources

- Missing elements

- "Ideal" information scenarios

Focus Group Results

Themes	
Mixed experiences	No separation between medical and educational
Early intervention	Overview of federal, state, and local policy
Research is time intensive	Challenges for non-native speakers of English
A road map	

Research-Based Portraits

- Method of Creating
- Current Portraits
  - Diane
  - Mary
  - Jan

http://technomarketer.typepad.com/technomarketer/2008/04/developing-pers.html

Walk-throughs

- Measure users' perceptions and impressions of T/TAC Online

- Measure functionality/value and navigation of site based on parents' reviews

Photos courtesy of www.usertesting.com

Walk-throughs (cont'd)

- **Methodology**
  - Recruitment of parents
  - Conducted November 2010
  - Total of 9 Participants
  - Provide users with scenarios
  - Observe and take notes on participants' behavior and questions
  - Analyze written responses from the scenario question forms
  - Identify common themes and behaviors

Valuable Items on TTAC Online

- Information in the "Check it Out" box on TTAC Online home page
- List of activities
- TTAC Online User Guide on home page
- Virginia Assessments
- Standards of Learning
- Online training resources

Missing Items on T/TAC Online

- Definitions of the various special needs
- Standard assessments , only alternative assessments
- Age specific resources
- Available government funding
- Links to community and specialist resources
- Incomplete and out of date list of events

Navigation Challenges

- Difficulty using search engine

- Small fonts in tool bar

- Tool bar "view by disability" not on all pages

- No access to home page after entering the site

- Long and heavy content presentations

Consolidated Research Results

1. What do parents want?

- A "roadmap" from time of diagnosis to expectations over time
- Help transition child from one stage to another
- One stop shopping
- State and local level
- Legal information
- Consistent information/procedures

- Currency of time sensitive information
- Language options
- A human factor
- Reliability and validity of resources
- Guidance on interacting with educators
- Current research
- Help in mainstreaming

Consolidated Research Results (cont'd)

2. Extent to which current T/TAC Online addresses parents' needs & wants:

I.   Valuable content - current TTAC Online = 70%

II. New content - current TTAC Online = 30%

- Legal information
- Policy information
- Human interaction
- Age-specific information
- Current events and workshops
- More direct access to current research

Consolidated Results (cont'd)

III. Challenges

- Navigation problems

- No language options

- Consistency of Toolbar (size and appearance)

- Search engine functionality

- Layout of pages

- Maintenance of pages (broken links, blank pages, mislabeled links)

Overview

- Immersion Experience
- Project Initiation Phase
- Analysis Phase
- Research Plan/Execution
- Research Results
- Recommendations
- High Level Design
- Next Phases

Must-Haves

- A roadmap for expectations
- One stop shop
- Chunk display of information
- Better functioning search engine
- Up to date information
- A personal look and feel
- Interaction opportunities with other parents
- Language options (Spanish at a minimum)

Nice-to-Haves

- A bookmarking/ tagging system

- Content ratings

- T/TAC- based interaction venue/ mechanism

- Language options beyond Spanish

- More local resources

Overview

- Immersion Experience
- Project Initiation Phase
- Analysis Phase
- Research Plan/Execution
- Research Results
- Recommendations
- High Level Design
- Next Phases

Overview

- Immersion Experience
- Project Initiation Phase
- Analysis Phase
- Research Plan/Execution
- Research Results
- Recommendations
- High Level Design
- Next Phases

Research Panels

- Experts Panel
  - Six to eight experts
  - Validating approaches, concepts and confirming content
  - From January to March
  - Two hours per month
  - A minimum of 3 web conferences

- Parents Panel
  - Sixteen parents, two from each region
  - Validating usability of prototype
  - From January to April
  - Three hours per month
  - A web conference kick off, followed by asynchronous contacts

VDOE Assistance

Questions/Discussion