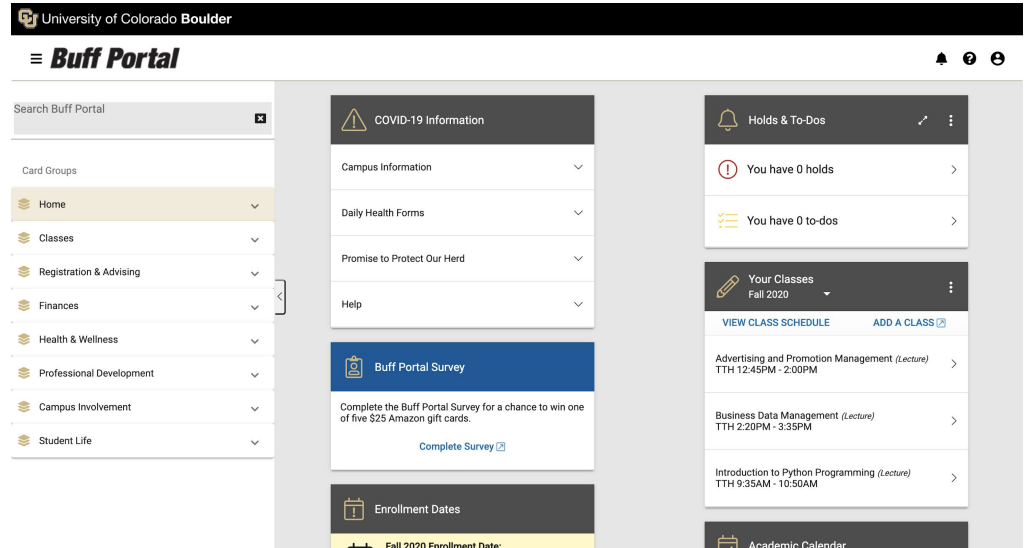# Buff Portal Showcase

Amara Filochowski, Erica Hung, Lukas Voemel, Kyra Moran, Madison Lolicata

Project Overview

★ BuffPortal, new and developing platform for students

★ Goal: "One stop shop" for CU Boulder students

★ Undergraduate Education wanted to implement tutoring into the Buff Portal, partnered with Office of Information Technology

★ Students are not aware of all the tutoring resources available to them

Identify

IDENTIFY

Identify
Immerse
Reframe
Ideate
Build
Test

What is Identify?

Define targeted problem spaces you will tackle to focus future research.

DESIGN *for* **AMERICA**

How can we improve the user experience in the Buff Portal, especially accessibility to tutoring resources?

First iteration of our "How can we statement?"

Identify

★ OIT told us that when a user logs into portal, it knows everything about you (major, financials, in state or out of state, year, international....)

★ Came up with assumptions that students might have about tutoring
  ○ Students don't know about the resources that are available
  ○ Stigma related to tutoring
  ○ Don't want to go through the process of finding tutor, inconvenient

★ Realized we needed more knowledge...

Assumptions

Tutors are reliable	People dont know about it
Uncertainity with helpfulness	Time management/ availlability
Big hassle to meet with tutor	Look for tutoring when struggling (not before that usually)
Tutoring will be helpful	Too many options/ confused by options
How to start the process	Sutdents don't know if tutoring is free or not

Identify

★ Created questions to ask tutoring users and tutoring services about the tutoring experience
  ○ Disclaimer: COVID
  ○ Not so random sample size (aka our friends)
  ○ Also random, because we all have different school backgrounds (different majors)
★ Used the tutoring webpage to view all of the available services and who can use these services
  ○ Only access location about tutoring services is **one** website

Immerse

Research and Interviews

What is Immerse?

Gather data from research and further understand

DESIGN *for* **AMERICA**

Immerse

★ Asked students about their knowledge on tutoring

★ The following are found commonalities:
  ○ Only seek tutor if struggling in class
  ○ Word of mouth
  ○ Prefer TA's
  ○ Tutors didn't always know answer
  ○ Didn't know services were always free

★ Based on the answers of users we decided on which tutoring services to interview

★ Wanted to meet with services that covered a wide spectrum of student types (different schools/majors, on-campus/off-campus)

DESIGN *for* AMERICA

Immerse

ASAP Tutoring

- Specific to first year and students living on campus
- Long term mentor approach
- Penji to sign up for tutoring

BOLD Center

- Only open to students in the College of Engineering and Applied Sciences and TAM majors
- Use is required for BOLD Scholars
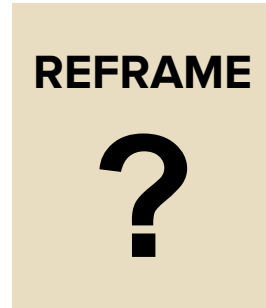- Calendly to sign up for tutoring

Writing Center

- Available to everyone and is also recommended for writing courses
- Resumes, cover letters, lab reports, essays, etc.
- Mywconline to signup

DESIGN *for* **AMERICA**

Reframe

REFRAME

?

Identify
Immerse
Reframe
Ideate
Build
Test

What is Reframe?

Development of design goals and defining success in the future

DESIGN *for* **AMERICA**

How can we use the structure of BuffPortal to promote **personalized** and **free tutoring information** to students so that **students are encouraged to take advantage** of these resources?

Second iteration of our "How can we statement?"

DESIGN *for* **AMERICA**

Design Concerns of Current Platform

★ Website is overwhelming

★ Ease of finding tutoring services and their missions

★ Multiple scheduling systems
  ○ Cohesiveness

★ Lacks clarity of what services are Free vs Paid

DESIGN *for* **AMERICA**

Design Goals for Buff Portal

★ Personalized
★ Reduce stigma around tutoring
    ○ Encouraging
    ○ Seek help earlier than later
★ Easy to find
★ Easy access to scheduling
★ Only promote free services
★ All-in-one information location
★ Educate students about tutoring options
★ Information about TA vs. Tutors

Design Goals for Buff Portal

- ★ Personalized
- ★ Reduce stigma around tutoring
  - ○ Encouraging
  - ○ Seek help earlier than later
- ★ Easy to find
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- ★ All-in-one information location
- ★ Educate students about tutoring options
- ★ Information about TA vs. Tutors

Prototypes

DESIGN *for* AMERICA

Tutoring Resources

Recommended for all students:
The Writing Center

Recommended for on campus students:
ASAP Tutoring

Recommended for Calculus 1:
Mathematics Academic Resource Center (MARC)

Recommended for Physics 1:
BOLD Center

More Resources:
https://www.colorado.edu/office-undergraduate-education/programs/cu-boulder-tutoring

Student-Specific Card located in **Classes**

Only includes tutoring services based off the following qualifications:

- Student Demographics Data
- Semester Courses

Displays how the services are:

- Free
- Specific to some courses

Section at the bottom following the FAQ layout of Buffportal

Academic Resources
Free Eligibility

The Writing Center   >

ASAP Tutoring   >
Related Courses: ECON1001

BOLD Center   >
Related Courses: PHYS 2011, CSCI 2320

Tutoring Services Basics   ⌄

DESIGN *for* **AMERICA**

Clicking on a tutoring service will display:

- Any related courses
- A description of the service that explains its purpose, how it can help students, how its works (one-on-one vs group, walk ins vs appointment)
- Contact info
- Location(s)
- Hours of operation
- A link to scheduling, if applicable

Academic Resources
Free Eligibility

< **ASAP Tutoring**

Related Courses: ECON1001

Description that includes its purpose

Contact:

Locations:

Hours:

Schedule an Appointment Here

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Homepage

University of Colorado **Boulder**
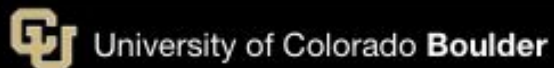
☰ *Buff Portal*

Tutoring Resources

Description about CU tutoring and how it works. Mention that it's FREE.
Learn More Here

General Tutoring

ASAP
Writing Center

Tutoring For You

ENVD First Year Studio Tutoring
Calculus 1 Tutoring
Beginning French Tutoring
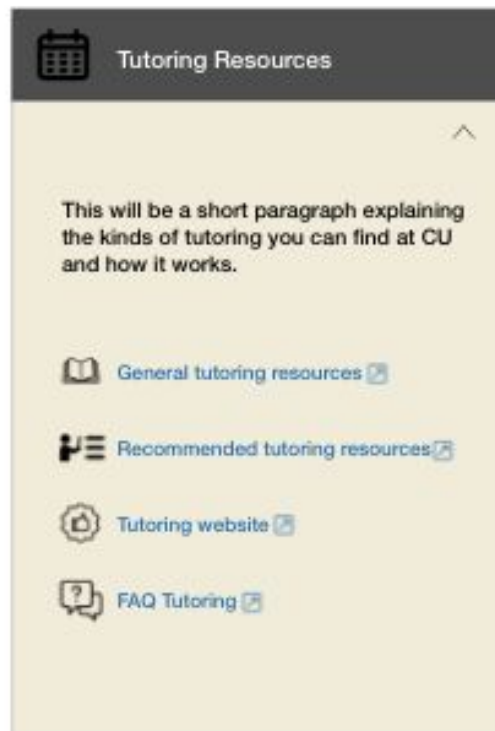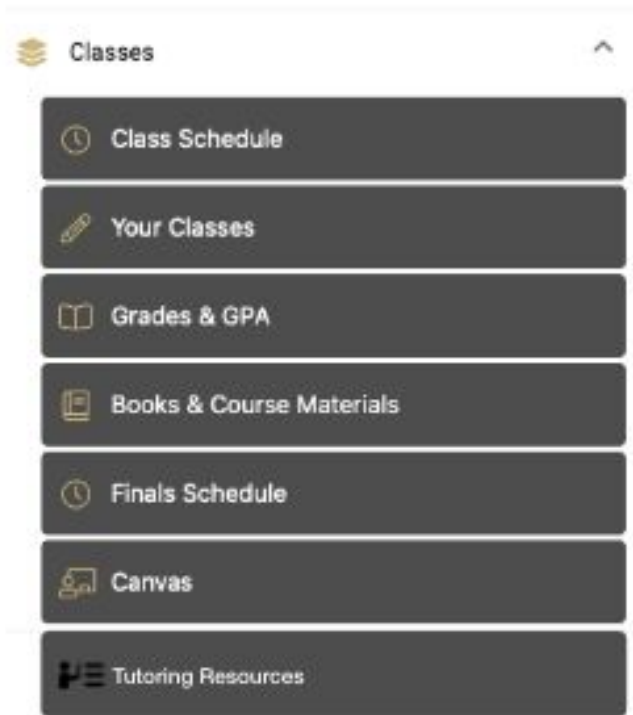
Other Resources

Tutoring resources page

Holds & To-Dos

Enrollment Dates

Your Classes

ARCH 1130, Architecture Studio
9:00 am - 11:30 am

Calculus 1
12:30 am - 1:30 pm

Beginning French
2:30 am - 4:30 pm

PLAN 3100, Urban Planning Studio
10:30 am - 11:30 am

ENVD 2110, Ecological Systems in Design
6:05 pm - 6:30 pm

Tutoring Card in Classes

Test it here

Tutoring Resources within Class Schedule

Link to general tutoring website

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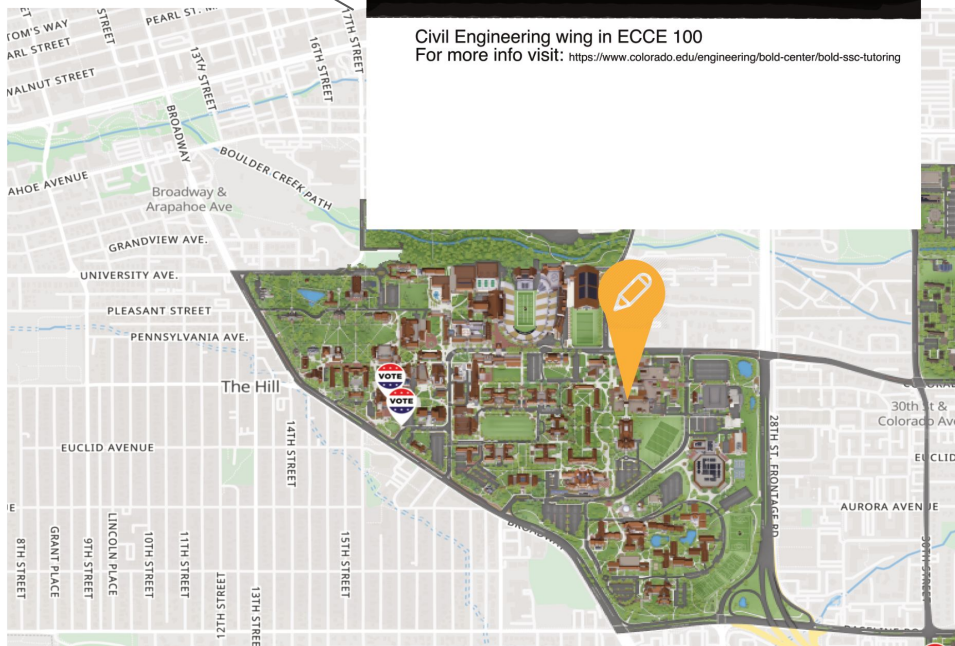Tutoring resources in specific class tabs   Links to specific tutoring next to class

Map

with tutoring locations

Asap Tutoring	>
Writing Center	>
Bold Center	>
Tutoring Locations	>

BOLD Center

Civil Engineering wing in ECCE 100
For more info visit: https://www.colorado.edu/engineering/bold-center/bold-ssc-tutoring

| Locations | Tours |

SORT: Default ▾   CLEAR

🗳 Voting Locations	>	✔
🏢 Buildings	>	☐
🚪 Room Details	>	✔
Ⓟ Parking	>	☐
⚙ Bus, Bikes, Car Share, Walking	>	☐
◈ Study Spaces & Outdoor Tents	>	☐
💻 Computer Labs	>	☐
✦ Services	>	☐
❗ Health & Safety	>	☐
🧗 Outdoor Recreation	>	☐
♿ Accessibility	>	☐
✎ Tutoring Locations	>	

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with tutoring locations

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Locations	Tours

SORT: Default   CLEAR

- Voting Locations > ✔
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- Outdoor Recreation >
- Accessibility >
- Tutoring Locations >

Office of Undergraduate Education Meeting

- Met with Beth Meyers in the Office of Undergraduate Education - 11/09/20
- Tutoring Center vs Academic Resource Center
- Incorporate all academic resources into design
  - Examples: Physics Help Room, MARC (TA help)
- Change language (not just tutoring)
- Business analysis don't have a database that updates information about the Academic Resource Centers in real time
  - Concerns with hard coding information rather than linking out to websites
- Brought up concerns with multiple scheduling services

Next Steps

- Continue project next semester
- Refine prototypes
- User testing

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