Use Case Workshop
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Objectives

• By the end of this workshop, you will have:
  – Generated a detailed user story for a relevant persona
  – Identified relevant data points
  – Identified barriers or problems
  – Designed a visualisation, dashboard or publication aligned to the user story
Caliper Metric Profiles

1. Annotation Profile
2. Assessment Profile
3. Assignable Profile
4. Forum Profile
5. Grading Profile
6. Media Profile
7. Reading Profile
8. Session Profile
9. Tool Use Profile

Data User Stories

"As a Department Head, I need to know how much time Distance Learning students are spending in the LMS so that I can identify and intervene with disengaged students in order to improve retention rates".

As a [Stakeholder], I need to know [Question], so that I can [Action], in order to [Goal].

Related data points:
- Time spent
- Last accessed date
- Comparison to average

Problems:
- How to identify DL students?
- What threshold for action?
Challenge 1: Generate a User Story

- Split into 4 groups
- Discuss the different reporting needs at your institution
- Write one user story on the flipchart paper
- For each user story, write down related data points that would meet the user story
- Write down any anticipated issues at the bottom of your flipchart paper

As a [Stakeholder], I need to know [Question], so that I can [Action], in order to [Goal].
Challenge 2: Design an Interface

Design an interface that would meet your stakeholder’s requirements on your flipchart paper. Consider:

- **Delivery method**
  - On Demand: Report or Dashboard
  - Scheduled: Publication
  - Data-triggered: Email alert

- **Visual representation**
  - Data-rich: Table
  - Summary/Trend: Chart

- **Filtering**
  - Level: Faculty, Department etc.
  - Time: Term or Date-based

- **Formatting**
  - Data labels
  - Conditional formatting
Challenge 3: Present your Findings

• Choose a **spokesperson** for your group

• **Present** your conclusions
  – User story
  – Related data points
  – Interface
  – Problems