

Title: Improving Accessibility and Usability of an Online Course Using a Lean A3 Method

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Issue: Students sending multiple emails about locating assignments.

In Scope:

Out of Scope:

Current State:

Open course homepage > scroll down to respective week > click to read week lesson plan > go back to course homepage > scroll down to respective week > open folder of resources > download resources > go back to course homepage > locate assignment folder at top of course homepage and open > click to open respective assignment folder > download files > go back to course homepage

Problem Analysis (Root causes):

Students sending multiple emails about locating assignments.

Why? Multiple students can't locate assignments.

Why? They don't see the assignment prompt.

Why? They get lost on the course site scrolling through pages.

Why? The assignment prompts are not in the weekly resources.

Why? They are only at the top of the course homepage.

Future State:

Students easily navigate through course without missing assignments or resources and only email questions regarding course content.

Tests of Change/Interventions:

Reduce number of times needed to click through pages by putting weekly overview on course homepage and put a copy of the assignment prompt in the respective week.

Metrics (process, outcome, and balancing)

Eliminate 99% of location queries during course.

Decrease "hits" on homepage assignment folder by 50%.

No complaints re: scrolling or difficulty locating in course evaluation.

<u>What</u>	<u>Who</u>	<u>When</u>
Change modules to collapsible format	NEK	11/2016
Duplicate CQI assignment folder	NEK	11/2016
Move duplicate to CQI modules	NEK	11/2016
Move weekly plan to homepage	NEK	11/2016

Follow Up Plan: NEK to perform learning analytics after course completion.
NEK and faculty review final course evaluation.

Process Owners:

NEK & JYC