

# Assignment 3: Concept Video

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Team 2: Seamus, Fred,  
Jailia, Ashton



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Problem +  
Solution

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Project Name  
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Proposition

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# Our Team

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**Seamus**

Public Policy



**Fred**

Economics



**Jailia**

Computer Science



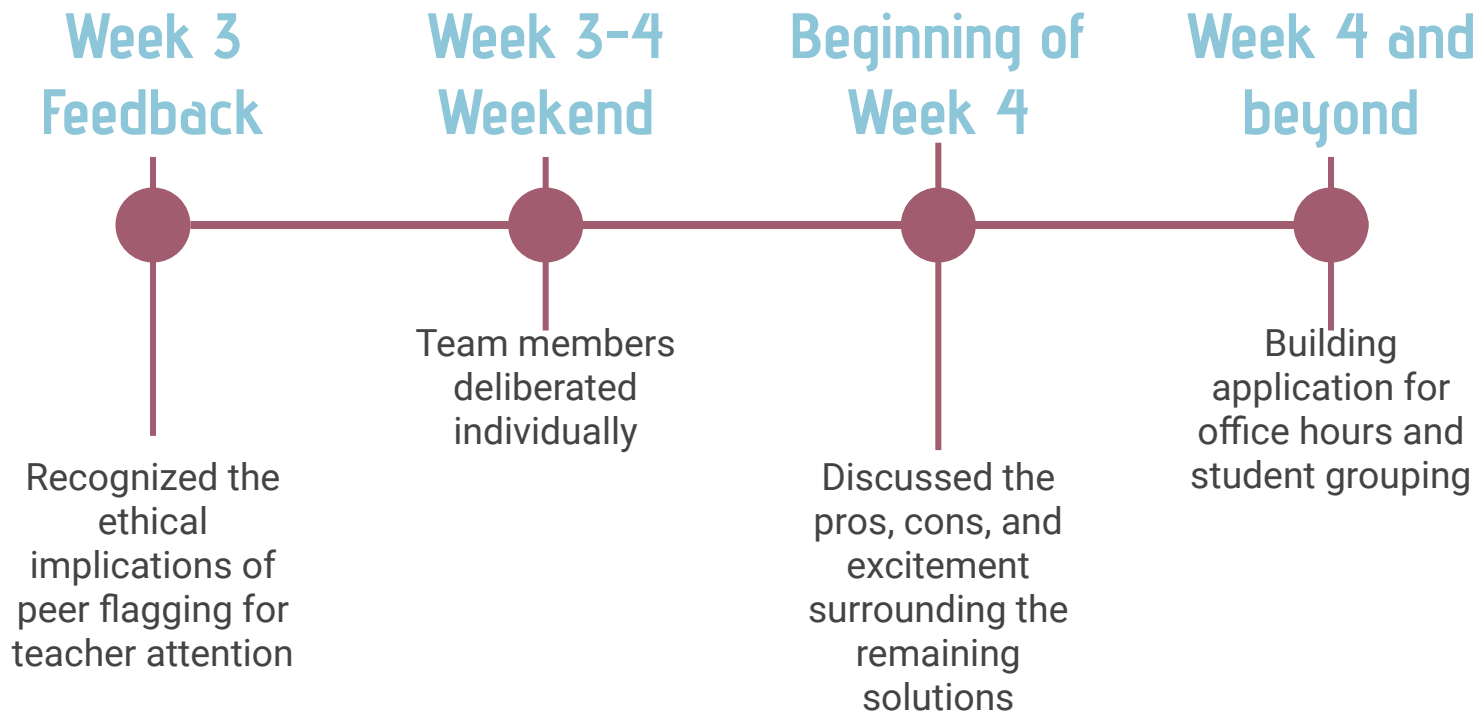
**Ashton**

Computer Science

# Project Overview

# Going Forward

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# Experience Prototype Takeaways

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Three questions:

## **Are long wait times a problem?**

Yes. All students interviewed had been waiting for a long time. *Removing the wait could be game-changing.*

## **Did many students have the same question?**

Yes. All students interviewed had a question in common. *Ensuring the TA could speak to them all at once could be game-changing.*

## **Were students able to collaborate to solve their mutual questions?**

Yes. The students interviewed were already working together. *Our app probably needs to facilitate Teacher-Student interactions, not Student-Student interactions.*

# Problem and Solution

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## **PROBLEM:**

Wait times for office hours are frequently long across all levels of education. Teachers wind up managing long queues and answering the same question over and over again.



## **SOLUTION:**

A comprehensive office hours tool that groups together students with the same question and notifies them all when the teacher is ready to meet.

# Name, One-liner, Value Proposition

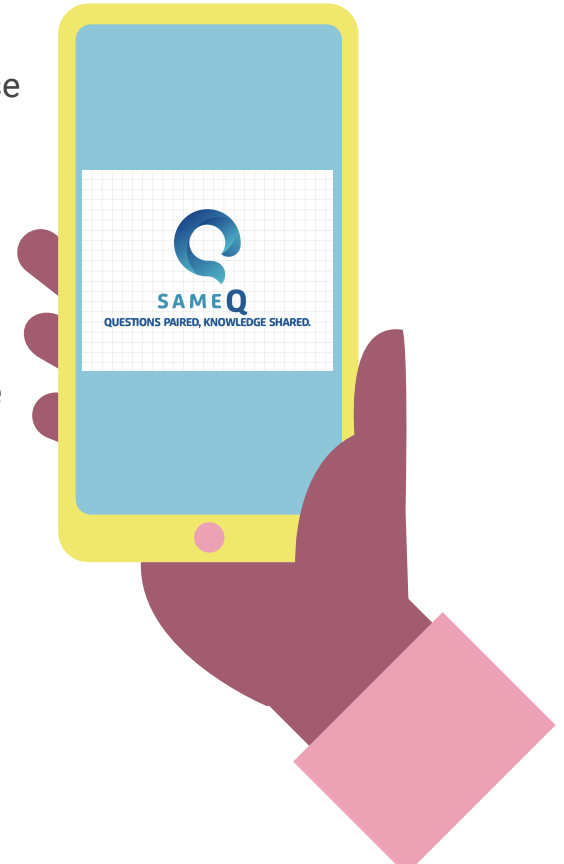
**sameQ**

We chose this name with the aim of immediately conveying the app's purpose to users. The "Q" represents both questions and queues that users may share.

**"Questions paired,  
knowledge shared."**

We crafted this one-liner to succinctly communicate the app's capabilities of promoting collaboration and productive use of waiting time during office hours.

**Unlock the potential of collaborative learning and efficient office hours with sameQ. Empowering educators to offer flexible office hours and enabling students to seamlessly book individual or group slots while facilitating connections with peers, sameQ helps to foster a vibrant learning community and enhanced academic success.**



# Market Research

# QueueStatus



QueueStatus

Jailia Yang Explore Queues Create Queue Help Log Out Blog

Show Active Servers

### Sign Up

Archini Nayak 6:47 PM 7:17 PM Server: Benson Kung	<b>Balram Kandoria</b> 6:14 PM In Process Server: Warren Xia	<b>Patrick James Walsh</b> 6:27 PM In Process Server: Benson Kung	Isaias Martinez 6:30 PM Up Next
Xingxin He 6:46 PM 27 mins	Jasraj Kripalani 6:46 PM 21 mins	Hamidou Guechtouli 6:38 PM 15 mins	Max Luis Rodriguez 6:34 PM 9 mins
Liam Chandra 6:50 PM 33 mins	Angela Yueran Jia 6:54 PM 38 mins	Liane Ozoemelum 6:59 PM 44 mins	Yasmin Kotb 7:05 PM 50 mins
Alice Zhu 7:19 PM 1 hour, 7 mins	Nico Stewart Zezza 7:18 PM 1 hour, 2 mins	Eren Tufekcioglu 7:08 PM 56 mins	

### Announcements

There are currently no announcements.

### Chat

Warren Xia Oct 19, 5:17 PM  
Hi liane where you in Huang

Liane Ozoemelum Oct 19, 5:18 PM  
We are all at the Latex wall from the last OH

Reva Agashe Oct 19, 5:23 PM  
Christi are you in Huang?

Zoe Lakkis Oct 19, 5:42 PM  
I am heading to the table!

Reva Agashe Oct 19, 5:56 PM  
Delali are you in Huang?

Benson Kung Oct 19, 6:28 PM

QueueStatus

Jailia Yang Explore Queues Create Queue Help Log Out Blog

Show Active Servers

### Queue Sign Up

Please fill in all menu items.

Full Name Jailia Yang

Sign up anonymously

What question(s) do you have? Please provide as much information as possible.

What steps have you taken to try and answer your question(s)? (e.g. "reviewing lecture slides" or "working through concrete examples")

Please come find us in Huang basement. If you have to step away, let us know when you'll be back in the chat.

I understand!

Add Me

### Announcements

There are currently no announcements.

### Chat

Warren Xia Oct 19, 5:17 PM  
Hi liane where you in Huang

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Delali are you in Huang?

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# QueueStatus

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## What's worked:

- Instructors able to post announcements to all students
- Students can sign-up anonymously
- Chat option for everyone to use

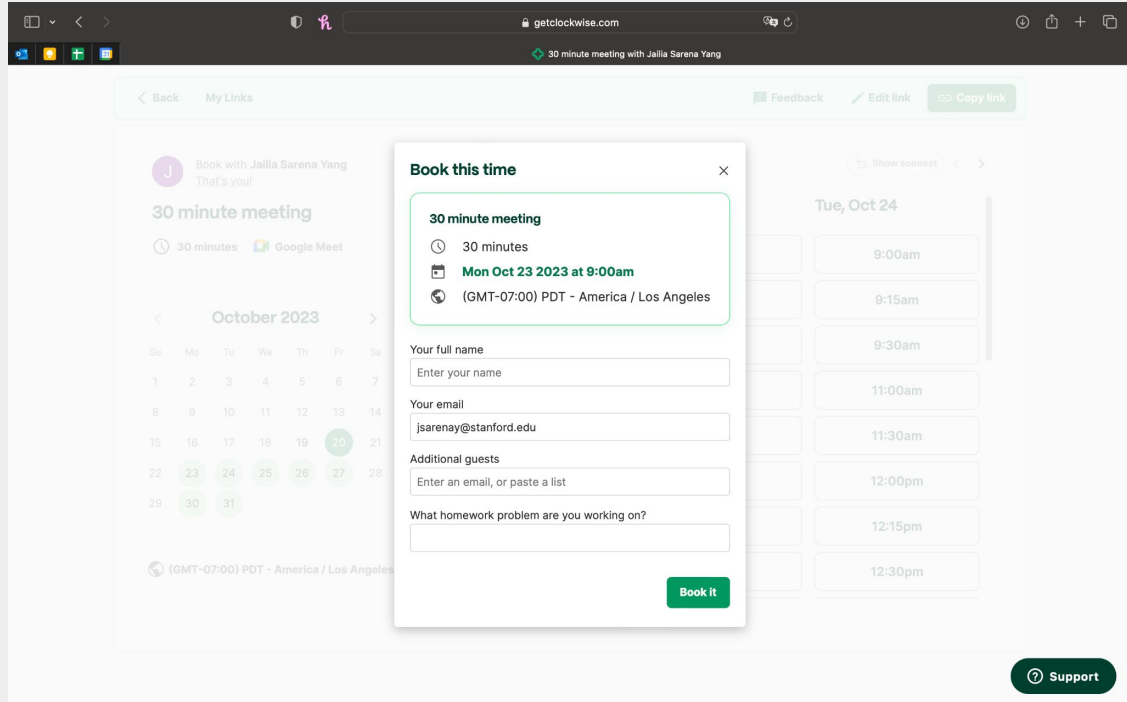
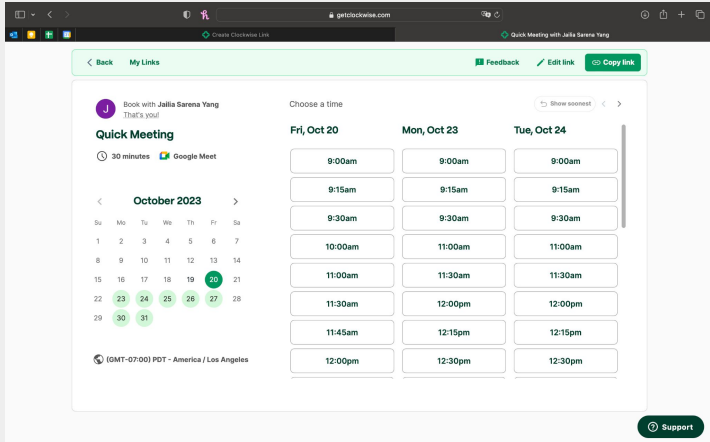
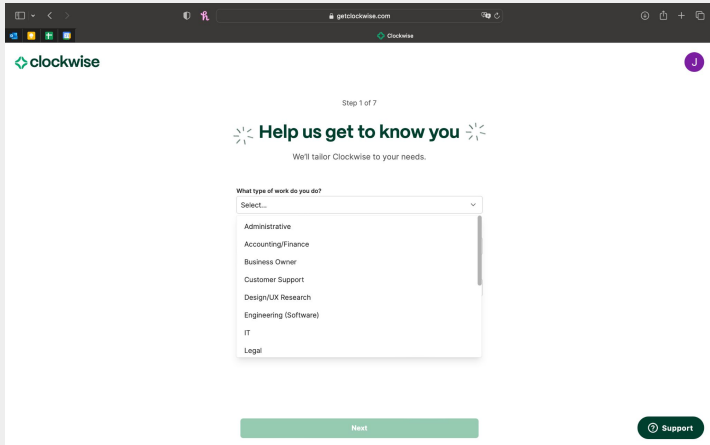
## What hasn't worked:

- Inconsistent notification settings
- No option for personal or group chats
- No mobile notifications limit convenience

## What makes sameQ unique:

sameQ allows students to sign-up for an office hours slot either individually or with a group. They can coordinate this by seeing who has the same question as them, or using the chat to send a direct or group message. It will also use mobile notifications for convenience.

# ClockWise



# ClockWise

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## What's worked:

- Simple UI/UX
- Instructors can add a personalized question during sign-up

## What hasn't worked:

- Unable to sign-up in groups
- Strictly an extension of Google Calendar
- No option to sign-up as educator or student

## What makes sameQ unique:

sameQ is not a browser extension, but rather an individual application that students and instructors can conveniently use from their mobile devices and tablets.

# Calendly

Jaillia Yang  
**HSU SHOPPEE MEETING 2**

🕒 1 hr  
 Web conferencing details provided upon confirmation.

Please also let me know, prior to our first meeting, what you'd like to work on → any specific questions, so I can come prepared.

Let me know if none of these times work for you, and we can figure something out!

[Cookie settings](#) [Report abuse](#) [Troubleshoot](#)

**Select a Date & Time**

October 2023 → Saturday, October 21

SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

**Time zone**  
📍 Pacific Time - US & Canada (7:22pm) ▾

9:00am  
9:30am  
10:00am  
12:00pm  
12:30pm  
1:00pm  
1:30pm  
2:00pm  
2:30pm

📄 **Comment**  
📄 **Calendar**

Home Integrations Help Account

Back

**Upgrade to Essentials to book with multiple attendees at once using group events and more!**

- ✓ Reduce no-shows with email reminders
- ✓ Stay in touch with email follow-ups
- ✓ Manage availability by connecting an additional calendar

[Compare All Plans](#) [Upgrade to Essentials](#)

**Round Robin**  
One rotating host with one invitee  
Good for: distributing incoming sales leads

More ways to meet

Getting started

# Calendly

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## What's worked:

- Integrated email and text message reservations into calendar
- Multiple booking types (1-on-1, round robin, group, etc.)

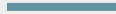
## What hasn't worked:

- Most features (like group scheduling) require payment
- Difficult UI/UX design
- Time-block-scheduling.

## What makes sameQ unique:

SameQ will feature straightforward configuration and user-friendly accessibility to ensure a seamless user experience. A queue rather than time block system will more easily fit with an environment where meetings frequently go short and long.

# Doodle



Monday.com

Don't trust your gut; Trust your data.

JY Jallia Yang is organizing

CS 147

- 15 minutes
- Zoom
- Yes (1 click)
- If need be (2 clicks)
- No
- Pending (get to vote)

United States, California, Los Angeles (GMT-7) 14 options

THU 19 OCT	THU 19 OCT	THU 19 OCT	THU 19 OCT	THU 19 OCT
7:30 PM - 7:45 PM	8:00 PM - 8:15 PM	8:30 PM - 8:45 PM	9:00 PM - 9:15 PM	9:30 PM - 9:45 PM
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
✓ 1	✓ 1	✓ 1	✓ 1	✓ 1
✓	✓	✓	✓	✓

You are the first participant to respond

Don't trust your gut; Trust your data.

Monday.com

Monday.com

The work platform that gets you results

Connect your calendar

Settings Pro

### Become a pro scheduler with Doodle Pro

- ✓ No ads
- ✓ Deadline and reminders
- ✓ Custom branding
- ✓ Microsoft Teams, Webex, and Zoom web conferencing
- ✓ Unlimited group polls
- ✓ Unlimited booking pages
- ✓ Unlimited 1:1s
- ✓ All Pro settings

[See all plans](#) [Maybe later](#) [Get Pro](#)

Q1 Planning \$120

14 of 20 times selected

Upgrade to a Pro plan to select more

Create invite and continue

Show me how

# Doodle

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## What's worked:

- Create a booking page without signing up or logging in
- Connect with Google or Outlook calendars

## What hasn't worked:

- Lots of ads
- Most features (like setting a deadline to respond by) require payment
- Simply a scheduling tool, not fit for real-time notification/adding a question

## What makes sameQ unique:

sameQ will not bombard users with advertisements that interrupt user learning or instructor scheduling of events, and allows easy adding of questions (and, in the future, specific aspects of questions) and automatic grouping of questions so that instructor time can be used more efficiently)

# sameQ vs. Competitors

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	sameQ	QueueStatus	ClockWise	Calendly	Doodle
Sign up individually	✓	✓	✓	✓	✓
Easy, free grouping by topic	✓	✗	✗	✗	✗
Chat option	✓	✓	✗	✗	✗
Designed for educators and students	✓	✓	✗	✓	✗

# Values in Design

# Stakeholders

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## DIRECT

- **Instructors:** Schedule and manage OH, streamline tasks and communication, use data to see what their students struggle most with
- **Students:** Sign-up for OH, facilitate collaboration, communicate with peers and instructors

## INDIRECT

- **Parents:** Involved in child's education, communication with instructor
- **Academic advisors:** App serves as guidance for student success
- **Administrators:** Managing app usage, security and privacy



# Ethical Implications

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## The Superfan:

*How would a community of your most passionate users behave?*

- Assumption that students behave respectfully
  - Balancing use of office hours and other methods

## The Service Dog:

*If your product was entirely dedicated to empowering the lives of an underserved population, what kind of impact could make?*

- Fair resource allocation
- Student autonomy and flexibility



# Tasks

# Tasks

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## Simple (1)

Get a notification when your question is being answered.

## Moderate (2)

Find and join your office hours page.

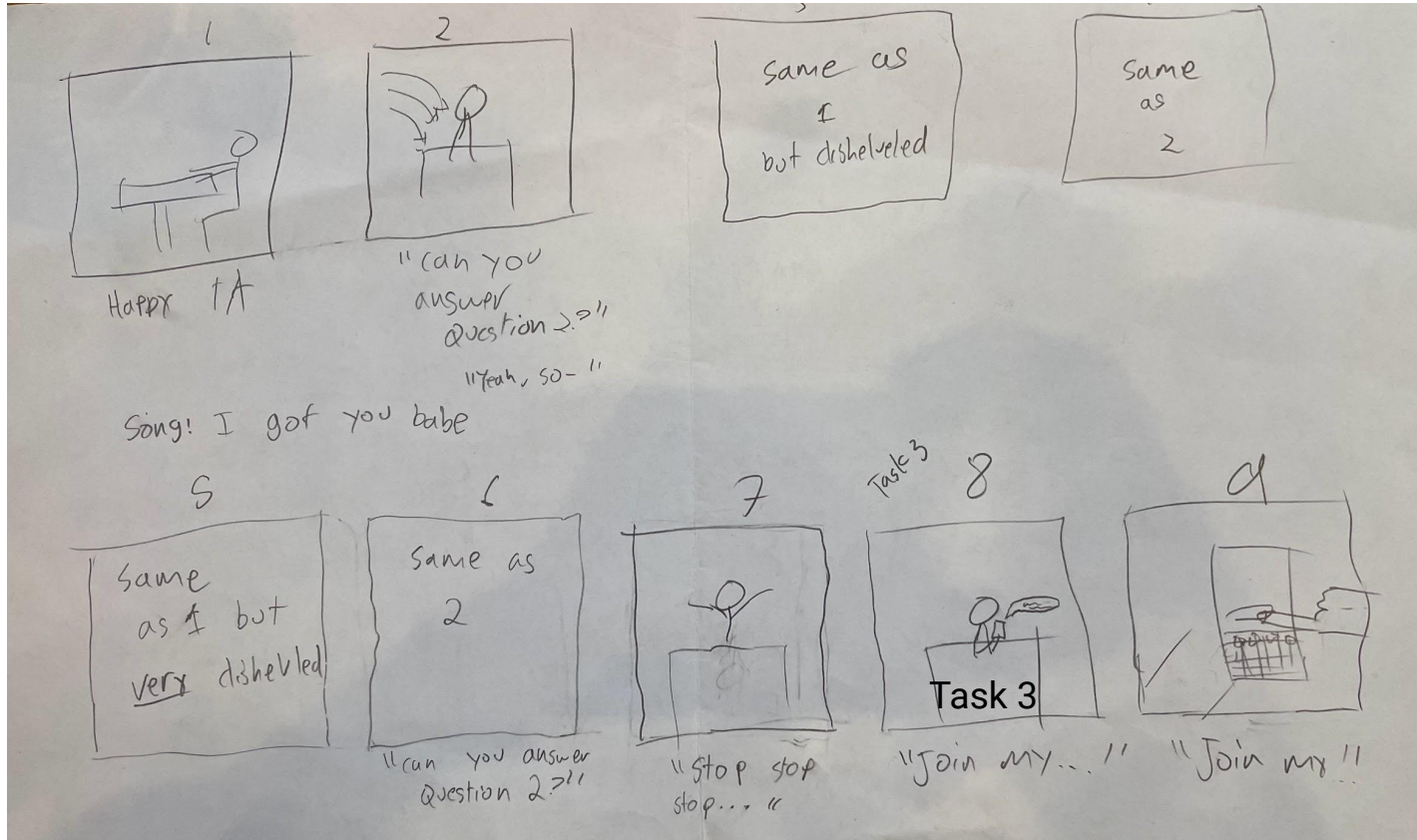
## Complex (3)

Invite other students to join your signup page



# Storyboard and Concept Video

# Storyboard



# Storyboard

Storyboard panels:

- 10: Four stick figures standing in a row.
- 11: Three stick figures, one holding a phone. Text: **Task 2**
- 12: Text: **Task 1**  
"Question 2 being discussed right now"
- 13: Three stick figures sitting at a table. Text: "Okay, let's get started..."
- 14: Text: **Log in**
- 15: Text: **black**
- 16: Text: **Austin Powers**
- 17: Text: **black**

Set:  
Green Library

Actors:  
3 OG students  
4-5 secondary students  
1 TA.

PROPS

- coffee cups
- Red solo
- Papers
- Snack wrappers
- Liquor bottle
- Tie (to loosen)
- Phones
- Mac

# Concept Video

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# Appendices

# Appendix A: General Market Research

## Solution 1: QueueStatus

**It would be game-changing** for students to not worry about missing their opportunity while making use of the time they spend waiting for their turn.

*HMW make the wait for office hours just as much an opportunity for learning as the time spent with the teacher themselves?*

**Solution:** Group students with the same question together, and notify them when they reach the front of the queue

### Market Research:

- **Clockwise:** Semi-Smart Scheduling Tool for Personal 1:1 OH, their blog post (<https://www.getclockwise.com/blog/office-hours>) also highlights some other popular options.
- Calendly Scheduling
- LeadMonk Scheduling

**Bottom Line:** Basically all are meeting scheduling apps, no good OH app. I know Cal has their own (according to Julia), and there is QueueStatus.

THOUGHTS: Already exists!

## Solution 2: Iterative Writing Process

**It would be game-changing** for teachers to not have to worry about students using AI to cheat.

*HMW allow students to document their writing process and progress throughout an assignment?*

**Solution:** Build a system that supports an iterative writing process where all changes are tracked. Students are required to outline, revise, and reflect on their writing.

### Market Research:

One teacher mentioned:

<https://chrome.google.com/webstore/detail/draftback/nnajoiemfldioamchanognpimocqkbg>

But just does version history

<https://www.techlearning.com/how-to/how-to-prevent-chatgpt-cheating>

<https://www.joshpeete.com/outsmarting-ai-5-foolproof-ways-to-prevent-students-from-cheating-with-chatgpt-and-ai-technology/>

^ Does not mention process platforms, does mention falliability of ChatGPT detectors

<https://usingeducationtechnology.com/online-tools-to-help-teachers-teach-the-writing-process-quest-post/>

^ Does not highlight any unified tool-just ones for each part of the process

### THOUGHTS:

- Genuinely new tool
- More geared towards original target group!

## Solution 3: Peer-Grading

**It would be game changing** if students could get in-depth feedback on their work without it interfering with her other responsibilities as a teacher like designing lesson plans and meeting one-on-one with students.

*HMW direct the teachers' attention to the assignments that need the most help?*

**Solution:** Make peer grading easier and allow students to flag assignments that need help. Identify which students' opinions to trust most over time.

### Market Research:

- <https://www.peergrade.io/> - Teacher assigns assignment and students grade each other
- **Feedback Fruits:** Students can provide peer feedback based on instructors' predefined criteria allowing instructors to access student learning analytics
- <https://www.crowdgrader.org/> - Teacher assigns students with rubric and students grade each other
- <https://clever.com/library/app/peergrade> - Anonymous feedback peer grading
- **Peer Studio:** PeerStudio creates an opportunity to see inspiring work and get more feedback on it. Instructors also tell us that their students enjoy writing, designing and completing assignments for a real audience, and how the benefits of peer reviewing spill over into clearer presentations and more insightful questions in class. (Used by many universities already)

# Appendix B: Brainstorming the Name “sameQ”

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- CanCoRoup
- Cangoroo
- SameQ
- GroupThink
- SameQuestion
- StudyHerd
- StudyHive
- ConnectCohort
- OfficeOtter
- GatherRound
- Q&Queue
- QCircle
- AskTgthr
- HourSync
- QuestQueue
- ScholarSlot
- GroupGather
- TutorTandem
- QueryCluster
- OfficeAlign
- HourHub
- StudySync
- CohortConnect
- QueueCraft
- ScholarQueue
- OfficeOptimize
- GroupGravitate
- QuestionQueue
- TutorTogether
- HourHarmonizer
- OfficeOrbit
- StudentSynchronize
- EduEnsemble
- Q’d-in
- same-Q

# Appendix C: Brainstorming the One-liner

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- “Never have to repeat an answer.”
- “Answer them all together.”
- “Join the question revolution.”
- “Questions paired, knowledge shared.”