Creating "User Stories" To Guide Procurement

Module 4.2

Module 4.2: Watch and Complete

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This resource will be most useful for institution and IT leadership, technology procurement teams and/or steering committees engaged in student success technology strategy

COMPLETE COLLEGE AMERICA   The Ada Center   **ADVISING SUCCESS NETWORK**

The Ada Center in Brief
Supporting Higher Education IT Capacity

The Ada Center
HIGHER EDUCATION TECHNOLOGY AND PROCESS SUPPORT

- Founded on the belief that **technology is not a silver bullet** to any problem, but with the right planning and implementation, software can play an important role in advancing student success and equity.

- Supports **national initiatives** such as the Bill & Melinda Gates Foundation's Frontier Set and Higher Endeavor, Complete College America, Achieving the Dream, State Success Centers, AACC Pathways, and others.

- Develops **research-based resources** for the field and works directly with colleges and states in need of technology strategy, purchasing, and implementation support.

Meet Our Namesake

"A new, a vast, and a powerful language is developed for the future use of analysis, in which to wield its truths so that these may become of more speedy and accurate practical application for the purposes of mankind than the means hitherto in our possession have rendered possible."

– Ada Lovelace, Founder of Scientific Computing

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What Are User Stories And Why Do They Matter?
Bringing Design Thinking to Your Institution

What Is A User Story?

A user story is a "bite-sized" self-contained description of a single feature.

It is written from the end-user's perspective and typically follows the template:

"As a [*user title*], I want to [*be able to do x action*] so that I can [*accomplish y goal*]."

Why Are User Stories Helpful?

Translates problem statements into solution ideas

Aggregates user feedback to prioritize tools and features

Provides specific vision as college navigates tech landscape

Helps institution staff articulate technology needs clearly with vendors and with one another

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User Stories In Action

Example: End-User Interview

Cat Lawyer

"I was upset that a Zoom filter made me appear to be a cat during my deposition. — Problem

I wish I could have known that the filter was on before I entered the meeting and been able to turn it off. I had a hard time finding the button while on the call!" — Ask

User Story Translation

As a **Zoom user**, I want to:

- Be alerted that I have a filter on before joining video conferences;
- Have the ability to turn filters off before joining meeting;
- Have a more obvious, user-friendly way to turn filters on and off during conference calls.

…so that I can avoid appearing as a kitten in my depositions.

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User Stories In Action

Andres Advisor

"I'd like to be able to see a list of all the students assigned to me, filter by [x] variables, and information on each student, such as their current course load, GPA, and notes from the support staff and faculty."

Sample End-Users Interview:

Consider: Who will be using this tool?

- Representatives from: Tutoring, Fin. Aid, Counseling, Career Services, other support services offices
- Advising
- Admissions & Marketing
- Faculty
- Students
- Others?

User Story Translation

As an **advisor**, I want to:

- See a list of my assigned students
- Filter student list to target subgroups
- Click into each student to see key profile information such as recent activity, communication, grades, and notes from other support staff and faculty

...so that I can immediately understand my students' background and progress

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Module 4.2: Worksheet Overview

Creating User Stories: Worksheet

Brainstorming: End-User Interviewees and Questions
Next Step Planning

Brainstorm: Who are a few end-users you might want to speak with?

Brainstorm: What questions might we want to ask?

Creating User Stories: Worksheet

Sample Worksheet: Interview Notes to User Stories

Key Points from Interview

Ex: Advisor - "I can't just email all my students with a Bright Futures scholarship."

User Story Translation

As an advisor, I want to be able to:
- *Tag students with a scholarship*
- *Filter for scholarship students*
- *Select and batch email scholarship students...*

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Your Turn: Module 4.2 Worksheet Overview

Creating User Stories: Worksheet

Sample Worksheet: Aggregated User Stories

User Story	Frequency Mentioned	Notes

Goal: Comprehensive list from diverse, representative end-users

Tips:

➢ Keep It Clear and Concise

➢ Split Large Stories

➢ Who's Saying What? How Often?

➢ Avoid Implementation Details…For Now

➢ Don't Forget Form! (As a… I want to… So that..)

➢ It's Okay to Iterate and Refine

We will use this worksheet in Module 4.3, Module 4.4, and Module 4.5!

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