

SLACK API

USER RESEARCH

TEAM API

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OBJECTIVES

- To understand the current opinions of Slack from students and faculty from the University of Georgia
- To learn what current UGA professors utilize to take attendance in their classes

RESEARCH GOALS

- To have a better understanding of how we can use MarkMe for attendance in classrooms
- To gain a better perspective on the relationship between attendance and technology, specifically how we can incorporate our app into it



METHOD

We first administered two surveys: one specifically to our NMIX 4510/6510 class and another to the UGA general student population.

We sent the first survey to our classmates through our class's main Slack channel. As for the second survey, each of us sent the link to GroupMes of different organizations and classes that we are in.

Both surveys were formatted on Google Forms, and participants were asked to answer both multiple-choice and short answer questions regarding their college, major, and opinions of Slack.

After we finished collecting results for our surveys, we looked at the respondents who said they used Slack and noticed that the majority of them were from Grady. We then reached out to different professors in Grady for interviews, and from there, we conducted interviews to get the perspective of instructors who use Slack and/or take attendance in class.



SURVEY QUESTIONS

NMIX CAPSTONE CLASS

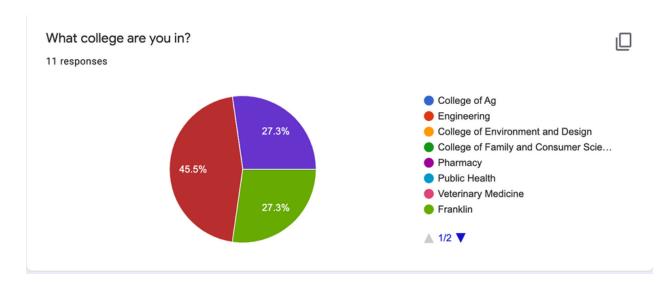
- 1. What college are you in?
- 2. What is your major?
- 3. Is there anything you don't like about Slack? If so, please explain below. (Can be the littlest inconvenience, we still want to hear it!)

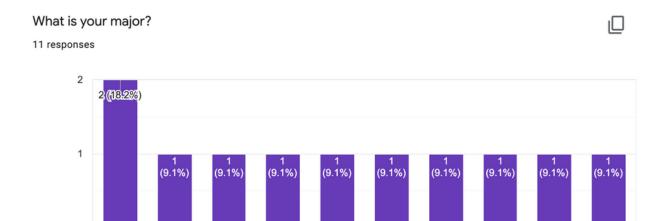
GENERAL POPULATION

- 1. What school/college are you in?
- 2. What is your major?
- 3. Have you used Slack before?
- 4. If you have used Slack, what do you like about it?
- 5. If you have used Slack, what do you dislike about it?
- 6. How do your professors take attendance?



NMIX CAPSTONE CLASS





MIS

Management Inform...

EMST

anthropology

CS

Public Relations

Advertising

Comm Studies

Advertising



NMIX CAPSTONE CLASS

Is there anything you don't like about Slack? If so, please explain below. (Can be the littlest inconvenience, we still want to hear it!)

(Carried the littlest inconvenience, we still want to hear it.)
It's not the most intuitive. It's a very flexible and customizable platform, but it can be a little difficult to figure out at first, especially in terms of notifications. It took me a while to figure out how to mute notifications for certain channels at certain time while not muting other channels so I'd either have notifications on at all times or I'd accidentally mute all notifications and miss important information.
1 response
I feel like sometimes i don't see notifications come in even if my notifications are on for that channel. idk if there's like a sleep mode that turns on or something, but it it's hard to tell.
1 response
most recent DMs do not appear/move to the top of the DM list on the side bar, i have to hunt for a certain group every time
1 response
Difficult to connect channels between different emails/mobile and desktop. Too many channels and threads get confusing
1 response
I wish you could create direct message groups & name them so that it's easy to quickly find a group of people to dm
1 response



NMIX CAPSTONE CLASS

I feel like there are too many features that it makes everything more complicated.
1 response
My notifications are messed up and my different workspaces can get confusing
1 response
i don't get updates if people respond to my message with a new thread
1 response
I have my notifications on and it doesn't notify me
I have my notifications on and it doesn't notify me 1 response
1 response
1 response The notification sound!



GENERAL POPULATION

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	→ JX Timest							
	A	В	С	D	E	F	G	Н
im	estamp	What school/college are you in?	What is your major?	Have you used Slack before?	If you have used Slack, what do you like about it?	If you have used Slack, what do you dislike about it?	How do your professors take attendance?	
	2/15/2022 16:18:55	Terry College of	Finance and english	Yes			In person	
	2/15/2022 16:20:06	Franklin College of Arts and Sciences	Biology & psychology	Yes	You can contact people whose numbers you do not have	All of the different groups of messages get confusing	lClicker	
			Health Promotion		It's easy to streamline group chats with	It's hard to learn to use	TopHat, writing name	
	2/15/2022 16:21:11	College of Public Health Terry College of	Health Promotion	Yes	different purposes. easy to keep track of all	in the beginning.	down	
	2/15/2022 16:21:43		management	Yes	info	hard to manage	polls	
	2/15/2022 16:22:03	Grady College of Journalism and Mass	Advertising	Yes	I like that it's a easy and quick and informal way to connect with your professors and TAs and also your classmates	I don't like how it's kind of confusing to use because of the different channels	Kahoot, business cards	
	2/15/2022 16:22:03	Grady College of Journalism and Mass Communication	Journalism	Yes	Quick way to message professors and classmates, notifications on my phone make it easy to see class updates	Different channels can get confusing	In class	
	2/15/2022 16:23:25	& Franklin	International Affairs and Spanish	Yes	You can make different threads and it tell you when people are online. Also you are able to put your position and contact infor on your "profile".	The interface is a bit hard to use sometimes because it tries to automatically organize your chats.	Name off in class	
	2/15/2022 16:25:37	Grady College of Journalism and Mass Communication	PR	Yes	notifications silence in the evenings	channels can get confusing/info can get lost easily	call out names before class	
	2/15/2022 16:26:18	Terry College of Business	Management	Yes	Simpleness	The support system	Dont	
	2/15/2022 16:28:44	Franklin College of Arts and Sciences	Psychology	Yes			Polling questions, calling out names, writing on paper	
	2/15/2022 16:33:24	Grady College of Journal	journalism	Yes			they dont	
						Hard to manage at		
	2/15/2022 16:35:38	Grady College of Journal	PR	Yes	Easy to stay organized quick way to communicate to a group	times	Manually	
	2/15/2022 16:39:07	College of Family and Co	financial planning	Yes	of people you can edit your already sent message	its disorganized and ano	in-class activities	
	_ 10.2022 10.00.07	conego or raining and ot	una parining		All the opportunities for	31301 gamzeu ana ano	1400 40071000	
	2/15/2022 16:43:57	College of Pharmacy	Pharmaceutical Sciences	Yes	open discussions, threads, and project assignment	Recause it isn't well-inter	Verbal role call, I'm in sma	all classes
		Franklin College of Arts a		Yes	Organization of chats	Everything else	Top Hat for the most part!	
	JEULE 10.74.25	aaii oologo o/ Aita c	,		Conveniency of	a.c.,umig oloc	. op at for the most part	
	2/15/2022 16:47:45	Grady College of Journal	Journalism	Yes	everything being on one app	Sometimes forget to che	in class by hand	
	DIAE/DOOD 10-57 CO	Enablic Call	Description	Va	I used Stack when I attended Georgia Tech. It is similar to GroupMe or google teams, where you can Direct Message people from your class. The teacher can also post assignments or ask questions which people		Denote in the state of	
		Franklin College of Arts a		Yes	can comment on	I found it really confusing		
	2/15/2022 16:59:34	Terry College of Business	Economics	Yes		I hate that it is a bit comp	They don't require it	
	2/15/2022 17:02:42	Franklin College of Arts a	Psychology	Yes	That it's better than email	It's very clunky and I only	Top hat or not at all	
		Franklin College of Arts a		Yes	I like the layout of slack	its hard to switch betwee		
	0.2022 11.02.00	oonege of ritts c	r-,g,		I like the various		a, anester quedents	
	2/15/2022 17:44:58	College of Family and Co	Fashion Merchandising	Yes	chanels. The channels you can	On both my phone and c	Kahoot and written Attend	lance checks
	2/15/2022 17:47:56	Grady College of Journal	PR	Yes	use for varying uses	Direct messaging	Calling role, through partic	cipation
			Criminal justice and					



GENERAL POPULATION

Information found through general population survey results:

- NONE of the students who have used Slack in the classroom has had their attendance taken through Slack
- Some students who use Slack are also having to pay for TopHat in order to be counted present.
- 31.53% of the students that took our survey had used Slack before in their classes
- Many users find the Slack user-space as a whole confusing due to:
 - Different channels can be confusing
 - Easy to miss messages/information
 - Sometimes notifications don't go through



Our Interviewees

We interviewed 4 professors from the Grady College of Journalism and Mass Communication: Dodie Cantrell-Bickley, Lori Johnson, Sabriya Rice, and Karin Assmann.

Interview Questions

- 1. What do you use Slack for? (communication, attendance, etc.)
- 2. How has COVID affected or limited your teaching style in regards to attendance?
- 3. What are some advantages and disadvantages of Slack?
 - a. Advantages
 - b. Disadvantages
- 4. If you take attendance, how do you do it?
 - a. What are things that would MarkedMe a useful application to you?
- 5. If you don't take attendance: if MarkedMe was an available app, would you be keener to take attendance?



Person We Interviewed

Professor Dodie Cantrell-Bickley

 Senior Journalism Lecturer in Grady College of Journalism and Mass Communication

- "I use Slack to create a virtual classroom"
 - Helps create constant communication with students, support and doesn't get lost in the clutter of emails. Studetns know if it's coming from Slack it's something they need to see.
- Current attendance method: calling roll out loud
 - Helps keep students accountable and showing up on time
 - Would consider Slack attendance as long as it didn't create more work for her
- Disadvantages of Slack:
 - Notifications don't take you straight to unread message
 - Workspaces can get cluttered, not enough space on the free plan
 - Hard to figure out how to delete workspaces
- Recommendations:
 - Work on how notifications work with attendance
 - Make it easy for professors to use



Person We Interviewed

Professor Karin Assmann

 Senior Journalism Lecturer in Grady College of Journalism and Mass Communication

- "COVID made me less digital"
 - Only uses Slack in her small lecture classes (<20 students)
- Current Attendance Method: students write their names on cards and turn them in for her to log attendance
 - Digital attendance has made her feel less close to her students
 - Prefers traditional attendance methods such as roll call and signatures for this reason
- Students, in general, aren't huge fans of Slack a barrier that would need to be overcome for MarkedMe
 - "Stuck to GroupMe" aren't open to using other apps such as Telegram, WhatsApp, etc.
- Recommendation for App: have features where professors can include polling questions that students can answer during class time
 - Ensures that students are actually paying attention in class



Person We Interviewed

Professor Sabriya Rice

 Senior Journalism Lecturer in Grady College of Journalism and Mass Communication

- Mainly uses Slack in smaller classes
 - Also uses it in professional workplaces such as newsrooms and other journalist spaces
- Stated that Slack can present a learning curve for students at first
 - Easier to navigate once students get the hang of things
- Different channels can keep things organized
- Information can get cluttered and even eventually lost (especially for free workspaces)
- Current attendance method: prints out a sheet with class list and has students sign their names
 - Logs each class's attendance
- Recommendation for MarkMe (potential): find a way to connect attendance data from each day/log in to eLC
 - Making everything more streamlined



Person We Interviewed

Professor Lori Johnston

 Lecturer and Director of Cx Institute of Journalism Lab at Grady College of Journalism andMass Communication

- Currently takes attendance by using completed classwork or taking note of who was present
- Likes the aspect of attendance on eLC because it allows for students to see their record
- Disadvantages:
 - Some studetns never figure out how to use Slack so having the attendance feature on it might but put students in a bad position
 - Extra work of having to transfer the attendance log over to eLC
 - Recommended a way for it to transfer automatically
- Slack attendance might promote students getting the application on their phone and being forced to figure out how it works
 - Especially in the beginning of the semester when professors are still learning names and faces