



# SLACK API

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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?

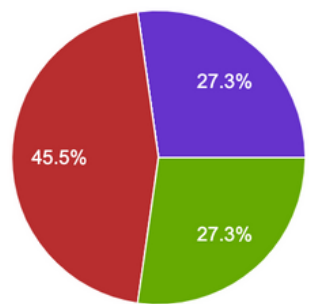


# SURVEY RESULTS

## NMIX CAPSTONE CLASS

What college are you in?

11 responses

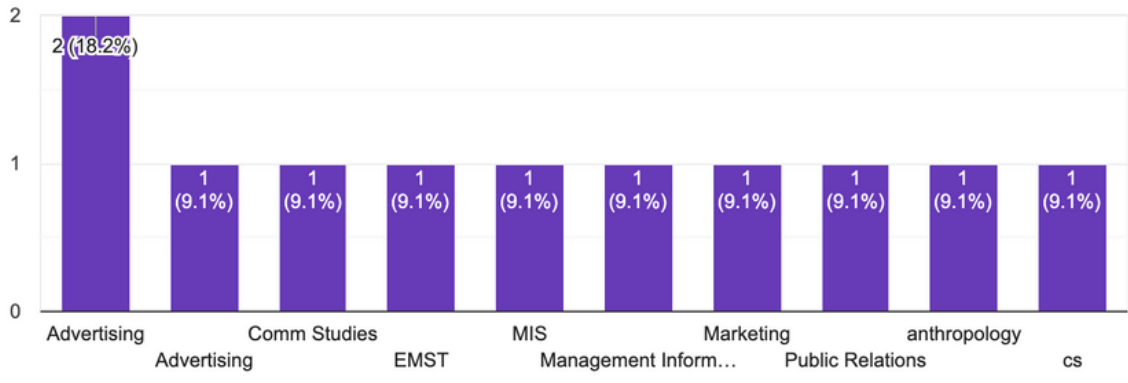


- College of Ag
- Engineering
- College of Environment and Design
- College of Family and Consumer Scie...
- Pharmacy
- Public Health
- Veterinary Medicine
- Franklin

▲ 1/2 ▼

What is your major?

11 responses





# SURVEY RESULTS

## 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!)

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'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



# SURVEY RESULTS

## 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

1 response

The notification sound!

1 response

1 response







# SURVEY RESULTS

## 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



# INTERVIEW

## 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 make 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?



# INTERVIEW

## Person We Interviewed

Professor Dodie Cantrell-Bickley

- Senior Journalism Lecturer in Grady College of Journalism and Mass Communication

## General Feedback

- "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. Students 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



# INTERVIEW

## Person We Interviewed

Professor Karin Assmann

- Senior Journalism Lecturer in Grady College of Journalism and Mass Communication

## General Feedback

- "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



# INTERVIEW

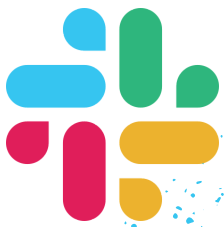
## Person We Interviewed

### Professor Sabriya Rice

- Senior Journalism Lecturer in Grady College of Journalism and Mass Communication

## General Feedback

- 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



# INTERVIEW

## Person We Interviewed

Professor Lori Johnston

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

## General Feedback

- 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 students never figure out how to use Slack so having the attendance feature on it might 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