

# MINUTES of the 1<sup>st</sup> Casemaker training workshop for students & staff

Co-delivered by Birmingham City University and Cass Business School, City  
University London

at BCU's Parkside Building in Birmingham on 20<sup>th</sup> March 2015

## Present:

### Project researchers as co-facilitators:

Mark Hetherington (BCU)  
Dario Faniglione (BCU)  
Clive Holtham (Cass)  
Nigel Courtney (Cass)

### Student participants:

#### Name:

John Duddy  
Megan Caulfield  
David Wilks  
Huma Mian  
Thomas Williamson  
Mihai-Andrei Tiu  
Raushni Abraham  
Pamela Okanyere  
Ross Whitehouse  
Liam Sorta  
Afia Farzhana  
Bakhtar Ara  
Mahbuba Begum  
Susan Aspinall  
Cameron Marshall  
Asja Ivanova  
Jacob Shipley  
Alex Gittings

#### Course:

BSc Information and Communications Technology  
BA Media and Communications  
CPS ETechnologies  
BA Media and Communications  
BA Media and Communications  
BA Marketing, Advertising & PR  
BA Media and Communications  
LLB Law  
BA Media and Communications  
BA Computer Games Technology  
BA English  
BSc Psychology  
BA English  
BSc Nursing  
BA Visual Communications  
BSc Criminology and Security Studies  
BSc Digital Forensics  
BSc Computer Networks

Martin Palmer	BEng Mechanical Engineering
Nathan Orchard	BEng Mechanical Engineering
Adewale Alabi	BSc Nursing
Niall Murray	BSc Automotive Engineering

Staff participants (from BCU's Centre for Enhancement of Learning and Teaching):

Kerry Gough  
Sunisa Noochouy

## **Proceedings:**

This training workshop deployed a multi-media, six-part case study situated in BCU's Shareville environment to enable a group of 21 BCU undergraduate students and 2 BCU teachers to experience and test the Casemaker platform. During this process the Casemaker researchers collected data on the platform, manually, and via audio recording.

The research team then reviewed and analysed the findings, categorised these as bug reports or proposed remedies, posted the bug reports and went through all pre-existing bug reports in real-time interactions with the Casemaker software developers in Denmark and India. These data are presented in **Tables 1 to 4** appended below.

To supplement and validate these data the edited transcript of the **audio recording** follows separately.

Immediately after the workshop the student participants collaborated in a detailed survey (see '**Questionnaire proforma**' attached). To view the wealth of valuable and insightful data that resulted please view the two attached files:

- The data is analysed and summarised in '**Summary Responses**'
- The detailed comments of the participants are presented in the '**Spreadsheet of Responses**'

## **Agenda and Timetable:**

08:30 – 09:00: Reception and participants' registration on the Casemaker platform

09:00 – 09:10: Introductions and explanation of the purpose of the workshop

09:10 – 10:30: BCU students and staff work on a sample case study to test the Casemaker platform.

The case used concerns a primary school, which can no longer afford to maintain its swimming pool that was paid for by the Parent-Teacher Association. Six options for change are offered by the head teacher; each is accompanied by a short video clip (less than 1 minute) of a parent protesting that the option is unfair to their child. None are positive. The students are asked to consider and view each option in turn, using the annotation function to record pros & cons. This is a collaboration space; students can see each other's comments. After viewing all 6 options a discussion is held online and Face-to-face. The analytics on the Casemaker platform use the participants' annotations to indicate the 'least worst' option. The discussion continues until a consensus is reached about the option to be announced by the Head teacher. During this process the Casemaker researchers collect and record the students' feedback manually, by audio recording and on the Casemaker system.

1030: Students depart (with luncheon voucher for Millennium Point cafeteria)

10:30 – 1300: the BCU and Cass researchers, assisted by 2 teachers from the Centre for Enhancement of Learning and Teaching, review the collected data on the student experience. The 37 observations are tabulated, marked up with a recommended action or posted online as a bug report. See **Table 1** appended below.

13:00: Lunch

13:30 – 15:30: researchers from BCU, Cass & CELT review the observations and the bugs encountered by students and staff and identify the 5 ‘most vital issues’. See **Table 2** appended below.

Then review the 16 bugs encountered during the morning session (see **Table 3** appended below) together with all pre-existing bug reports revisited (at <https://podio.com/phases-workshops/casemaker-test/apps/bugs>). These are either restated as ‘open’ or tested and ‘closed’ by means of real-time online interactions with the software developers in Denmark and India.

The outcome was: 91 bugs closed, 4 on hold, 6 fixed and ready for testing, 9 open.

The same treatment applied to the software developers’ updated bug report list posted on Podio dated 19<sup>th</sup> March 2015 following their meeting with the project manager on 10<sup>th</sup> March. See **Table 4** appended below.

15:15 – 15.30: Tea / Coffee

15:30 – 16.30: researchers from BCU, Cass & CELT clean up the data base of case studies currently on the Casemaker platform by deleting (where possible) redundant, superseded or draft cases. A 4-part case by Cass (Rotary Watches) uploaded to test the Casemaker A/B/C split case feature.

16:30: Close

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**Table 1:**  
**Casemaker training workshop: the Student experience**

<b>Item</b>	<b>Student's spoken observation</b>	<b>Researchers' proposed remedy</b>
1	Video clips would not play (they had played the previous day when the case was set up)	On the day the videos were opened from a folder on BCU system and made available via a different browser through the PC projector. Bug report submitted for permanent fix - check with usual browsers.
2	Students asked for help with navigation via function buttons - i.e. by hovering to get explanation of function.	Enable hovering to get explanation of each function.
3	Is there any abuse protection? Students can see each other's annotations and this could lead to bullying	Some form of abuse protection is required.
4	A student can delete another student's annotations	Deletion should only be possible by the author of an annotation
5	A student on one group in a cohort could send the solution to a case to a student in another group of the same cohort	This may not apply in a social sciences case (no one right answer) but could (e.g.) in a chemical engineering case
6	The system allows anonymous annotations. All entries should be identifiable	The author of each annotation visible in the collaboration space must be identified
7	The student needs to be told to click on 'Assignment & Tasks' to see what is to be done	Place text above/adjacent to the Assignment & Tasks button to say (e.g.): Start here
8	Student access to the analytics functions is not obvious. It is there, but almost hidden.	Make the access route obvious
9	A student wanted to add a file or image to her annotation	This is impractical. No action required
10	When adding text in the annotation space the box size is too narrow and text does not wrap. The box width then widens randomly	Bug report submitted

11	The students' collaboration tool represented by a timeline is not accessible from the teacher dashboard	It is essential that all student activity must be visible to the teacher
12	The 'Report' button for students: the label Report does not suggest the purpose of the button, which is to provide access to a shared collaboration space	Re-label the button 'Collaboration space'
13	The platform could be used to poll students' issues and concerns, as well as using it as a teaching support tool	This is not the intended purpose of the Casemaker platform. Institutions have other tools for polling. No action required
14	Accessibility/visibility. The grey on grey colour scheme is very subtle and almost illegible in certain lights. It needs to be more inviting, and offer personalisation	Provide an option for the user to change the background and text colours - e.g.: black text on yellow background, as used by many barristers
15	the pie chart in analytics shows which students are participating, and to what extent.	Satisfactory. No action required
16	In the teacher's dashboard it should be possible to personalise the 'look & feel' - e.g. change the background to an image	No. No action required
17	In student view, the opening page of a case needs to be made much clearer so students know exactly what they are required to do.	The Assignment & Tasks and button should appear first, then the introduction text, then the button for relevant exhibits. The list of participants is not required on this page; only the date is required.
18	All the students were baffled by the blue 'Case Progress' bar. It needs to be labelled to state its purpose.	Label the Case Progress bar with text to say (e.g.): 'Increase or decrease the length of this blue bar to signal to the teacher how far you feel you have progressed up to this point'.
19	In response to some students asking for features enabling personalisation, one student said: 'Keep the pages clean, with no bells and whistles; it's not Twitter'	Agreed. No action required
20	Could use the Twitter hash-tag protocol in the collaboration space to direct a comment to a particular	Nice to have; maybe later

	person(s)	
21	The annotation function is very good. It removes the need to have a dedicated Facebook page for a group of users	Satisfactory. No action required
22	Although the videos did not work during the text the video player and the annotation function are linked so the teacher can see at what point in the video a student made a comment	Satisfactory. No action required
23	The search function in the annotation area does not work	Bug report submitted
24	The Report (aka Collaboration space) button should be nearer the top of the page	Requested if a trivial matter to do
25	The Casemaker platform looks tiny on a smartphone	The software has not been optimised for smartphone. Maybe later.
26	A student needs to be able to upload audio comments to annotate his/her own content.	No. No action required
27	There should be a private messaging feature <u>outside</u> the Collaboration space	No. A 'Chat' function is already provided - although it must be made easier to find at a first visit.
28	The ability to make nested comments would be useful	No. Too complicated to achieve at this stage
29	Retain individual user ID. In the Your report area, after activating the icon 'Show users on this pad', all users are currently identified as 'Etherpad'.	This should be fixed
30	The Your Report and Statistics of analysis buttons are buried below all the comments subscribed in the Collaboration space.	Bring these two buttons out and place them above the Collaboration space
31	The platform does not help students to create their own internal spaces for discussion.	The platform is not intended to be a 'social platform'. No action required
32	At present, students cannot create cases	Presumably a student wishing to write a case can also register as an author

33	Can Casemaker be integrated with Moodle?	This is beyond the scope of the project but if/when the software goes 'open source' it might become possible.
34	The icons across the top of the Your report box are not self explanatory. An explanation obtained by hovering is required.	This is essential
35	In the timeline area one of the icons is blank	Bug report submitted
36	When signing in, the time-zone feature does not work in Firefox	Bug report submitted
37	Can each group (of say 6 students) in a cohort see the comments by other groups in the same cohort?	No. But this is a desirable and worthwhile capability.

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**Table 2:**  
**Casemaker training workshop: the Top 5 vital issues**

Item	Observation
1	It is essential to provide an 'undo' capability to enable unintended deletions to be corrected by the user. The platform must declare clearly that all Casemaker cases are provided and available subject to 'Creative Commons with Attribution'.
2	The basic grey on grey user interface needs brightening up to improve legibility and accessibility options are required.
3	A 'tool tip' is required for each box or feature that provides very brief information by clicking on an adjacent '?' icon or by hovering the cursor over the mystery object. (If required the researchers can supply text for each instance)
4	<p>In the student dashboard the sequence of information blocks should be:</p> <ul style="list-style-type: none"> <li>Case introduction (no need for the list of participants here; just the date.)</li> <li>Case content (brief description of the case)</li> <li>To the right of Case content should be the 'Collaboration' box (currently labelled Annotations'</li> <li>Assignment &amp; tasks (and why is the Add co-writer option offered here?)</li> <li>Case exhibits (i.e. attached files)</li> </ul>
5	The buttons for Your report and Statistics of analysis are buried deep inside the box for shared student responses and should be repositioned outside this box. The student's Report should be visible to the teacher; currently it is not.
NB:	Once the software has been updated and finalised for release to the public the researchers recommend the production of a revised User Manual to be linked to the button now on the front page.

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**Table 3:**  
**Casemaker training workshop: the bugs encountered**

<b>Item</b>	<b>Student's observation</b>	<b>Researchers' proposed remedy</b>
1	When in an A/B/C case the teacher cannot go back to an earlier section or part	Essential to fix
2	A teacher cannot 'View as student'	Subsequently changed, but now offers only limited functionality. For example, a teacher can see the case analytics and can add/remove students in a group but cannot see the Timeline information relating to the student's activities. Full functionality is essential.
3	When a case file is a PDF it may not be obvious to the student that they have to click on the file icon and then click again of the filename that appears in the Case content box.	It should be possible to open the PDF with a single click
4	The video function does not play	Essential to fix - and check that it works in all the usual browsers
5	The annotation box is too small and clips off text on the right hand side; it then changes size when one goes to the next section	Essential to fix
6	Why are there annotation boxes for each part of an A/B/C split case?	Because a teacher may release the sections over an extended period. No action required
7	Clicking on the 'Expand video' button doesn't work; you have to click twice	This may be because the video function was not working. If not, essential to fix
8	Need a refresh button for the annotations box (to be re-labelled Collaboration space) so the student can keep up with other students' postings. Alternatively, provide an automatic refresh every 30 seconds	This would be nice to have. Not essential
9	A student was able to export and save work but was unable to do it again because could not retrace the relevant	All icons need an explanation

button.

10	Entries in the shared 'Your report' (to be re-labelled Collaboration space) are anonymised.	Each posting needs to show the contributor's name in order to stop abuse
11	In student dashboard, Your report, the 'crossed eye' icon (for Clear authorship colours) should be disabled/removed	Remove the 'crossed eye' icon
12	Formatting buttons should have toggle capability	Please check in every case
13	As the Case database is on a server is in Copenhagen the student should be able to state time zone when signing in	Subsequently fixed
14	There must be a disclaimer on and throughout the platform concerning copyright (Creative Commons with Attribution) and concerning abuse moderation.	Essential to have
15	In Chat the word 'Etherpad' should be replaced automatically with the writer's name	Essential to have
16	The Chat must be visible to the teacher in order to manage bullying	Essential to have

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**Table 4:**  
**Casemaker training workshop: work by the researchers on the software developer's bug action list as posted on Podio**

<b>Item</b>	<b>Phases' action list 19 March 2015</b>	<b>Researchers' feedback 20 March 2015</b>
1	When deleting a case the cancel button says app.cancel_button	Done. Tested
2	When deleting a case it says delete in the field where you should type in delete, remove the pre-printed delete	Done. Tested
3	Alignment of clone button is wrong	Done. Tested
4	Back button when in creating case flow	Not understood
5	Delete from teacher -> Rename to "Cancel publication" (also update text in the popup)	Fix awaited
6	In step 2 - where it says "Case files" - rename to "Attach case files"	Fix awaited
7	If the case is <b>not</b> split - rename "Split A" to "Heading" and rename "This is the title of the Split A" to "Enter the title here"	Fix awaited
8	On thank you page: Change "Your teacher case" to "Your case"	Fix awaited
9	Change user manual link to link directly to the PDF version of the user manual (open new window) - download the manual and put it on the azure server and link to that instead	Fix awaited
10	Make sure there is a back button when you are in the progress of publishing a case	Fix awaited
11	Back button in the bottom of analytics area	Fix awaited
12	Favicon is a star - should be the Casemaker icon	Fix awaited
13	Annotate -> Rename to "Save annotation"	Fix awaited
14	On a case a PDF has been uploaded - the icon for the file looks a bit weird and also when viewing it as a student the file does not open?	Can't review because all PDF files have been deleted; please restore

15	Buttons - should be more consistent (green, red etc.)	Not understood. There is no discernible reason for the colours used. (there are also some blue buttons)
16	Video + images is fine to show directly in the case content area, but all other files should just be downloaded directly when clicking on the case files (not open in the case content area and then the user has to click there again to download it)	Done. Tested
17	Annotations -> move edit and delete under the name	Done. Tested
18	When scrolling in the annotation area there is two scrollbars appearing, make sure they don't appear	Only need the vertical scroll bar
19	Make it possible to attach files to teaching notes	Done. Tested
20	Make paste without formatting in the editor	Add a 'Clear formatting' icon and offer the option to format Heading 2, Heading 3,
21	All Bugs reported to date in Casemaker bug reporting space	All these 110 bugs were reviewed and the results marked up in the online bug-reporting tool on 20th March. The outcome was 91 bugs closed, 4 on hold, 6 fixed and ready for testing, 9 open.

**Additional issues identified during a final review of the proceedings before closing this training workshop:**

22	A teacher needs to be able to alter a case by another author by cloning it	Required
23	In order to save an uploaded case, an author must tick a box to allow cloning - subject to Creative Commons with Attribution	Required
24	When a teacher is able to clone another author's case as a new instantiation, s/he must be able to update it and add or remove exhibits	Required

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