Moodle Mobile at the OU
What do students really want?

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Online Student Experience Team
The Open University
The Open University

- We believe that education should be ‘open’ to anyone, anytime, any place

Largest university in the UK

- Over 174,000 registered students
- 7,000 tutors
- 43% part-time undergraduate students in the UK

Wide range of courses

- 146 postgraduate courses
- 473 undergraduate courses
- 35,000 academic awards annually
VLE usage
• 180k active users (students/staff) every year
• Around 450 live module websites
• Over 2 million transactions per day, including:
  • 40,000 unique users per day
  • 170,000 forum views per day
  • 3000+ online tuition events per month
  • 700,000 quiz attempts per year

Busiest day in the last 12 months
• Mon 8th Oct 2018, 51,909 unique students
Why have an app?
DD801 Principles of social and psychological inquiry

Current weeks

You last viewed: Week 21. Publics and the Israel–Palestine conflict in Week 21

Module welcome and introduction 2 of 2 completed

Module welcome

Module introduction

Week 1: Collective identity and the crowd (Block 1 start) 2 of 2 completed

Collective identity and the crowd (Block 1 start) 6–12 October

Introduction to Block 1: Conceiving research

Week 1: Collective identity and the crowd

Week 2: Constructing and deconstructing obedience 1 of 1 completed

Tutor

Mrs My Tutor

Contact your tutor

News

TMA04 - Peer Feedback Delay - Deadline extended until 7th April
Posted: 1 Apr 2019

Hello everyone,

Sincere apologies to those students who were unable to access feedback over the ...
<table>
<thead>
<tr>
<th>WEEK</th>
<th>Module Title</th>
<th>Start Date</th>
<th>End Date</th>
<th>Status</th>
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<tbody>
<tr>
<td>2</td>
<td>Constructing and deconstructing obedience</td>
<td>13–19 October</td>
<td></td>
<td>1 of 1 completed</td>
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<tr>
<td>3</td>
<td>Category construction and homelessness</td>
<td>20–26 October</td>
<td></td>
<td>1 of 1 completed</td>
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<tr>
<td>4</td>
<td>TMA 01 preparation week</td>
<td>27 October – 2 November</td>
<td></td>
<td>1 of 1 completed</td>
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<tr>
<td>5</td>
<td>Measuring harm and drugs politics</td>
<td>3–9 November</td>
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<td>1 of 1 completed</td>
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<td>6</td>
<td>Experimental evidence and expertise</td>
<td>10–16 November</td>
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<td>1 of 1 completed</td>
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<td>7</td>
<td>Medicalising and experiencing anxiety</td>
<td>17–23 November</td>
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**Welcome to DD801 and 'Why do a case study?' (DD801-18J Online tutor group room, Mon 22 Oct at 19:00 for 2 hours)**
Current offering for accessing study materials

• Module (course) websites
  • Mobile responsive
• Downloaded materials / Alternative Formats
• OU Anywhere app
• Books

### hrs:mins

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<td>3:05</td>
<td>3:15</td>
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<td>1:27</td>
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<tr>
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*Note: ages 18+; time spent with each device includes all time spent with that device, regardless of multitasking; for example, 1 hour of multitasking on a smartphone while on a tablet is counted as 1 hour for smartphone and 1 hour for tablet*

*Source: eMarketer, Oct 2015*
App likes

- User experience
- Push notifications
- Phone friendly features
- Fast to access and use
- Can access it without an internet connection
- Don’t have to use a search engine

App dislikes

- Takes up storage on device
- Apps don’t have all the content needed
User Research
Research to date

• Feedback through module websites - March 2018

• Feedback and reviews for OU Anywhere and Student Home - March 2018

• Persona Focus Groups - March 2018

• 10 in-depth User Interviews on student VLE usage and mobile device behaviours - May 2018

• Student workshop - July 2018

• OU Student Association workshop - October 2018

• Tutor workshop - November 2018
Current study issues described by students

- Busy
- Dislike working on computers for too long
- Like having the option of a book / printed materials
- Not always easy to get to information on the go
- Too much information
- Hard to plan and organise time
- Dedicated study periods and forget they’re students in-between
- Don’t always study at home
- Feel isolated
Student requirements

High Priorities

- Access to learning content
- Downloading content
- Tracking course progress
- Watching videos
- Listening to content
- Planning and calendar access
- Forums
- Notifications (management)
- Assessment results

Requirements to research

- Accessibility options
- Note taking and annotation
- Instant messaging
- Assessment submission
- Bookmarking
- Integration of library tools
- Mobile tutorial experience
- Quick access to Tutor
- Biometric sign in
- Offline functionality
Persona study patterns

LUCA

PREVIOUS EDUCATION LEVEL
Bachelor's Degree

OCCUPATION
Call centre advisor and bus driver

STUDY METHODS AND PATTERNS

Luca uses his laptop when studying at home and his office desktop when at work.

When working at weekends, he ensures he has the necessary books and printouts with him, plus a notebook and pens.

He finds it too cumbersome to carry his laptop around bus depots and prefers the combination of his mobile phone plus paper resources.

STUDY WITHOUT APP

TIME OF DAY

6AM 12PM 6PM 12AM

DAYS OF THE WEEK

S M T W T F S

1-2 hours study 2-3 hours study 3-4 hours study
Persona study patterns

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1-2 hours study
2-3 hours study
3-4 hours study
Using app on commute
Quick look during lunch
Tutorial Reminder
Quick look before bed
TMA deadline notification
Development priorities

In progress
• Study planner
• Learning content
• Downloads

Potential future developments
• Forums
• Notifications
• Calendar
• Bookmarks
• Instant messaging
• Text-to-speech / audio book
• Quiz
The app
Week 8: Worldviews and transfor...
Welcome forum
Closed on 13/10/18, 23:55
Last post 15/10/18, 17:08

DD801-18J Module forum
Last post 29/03/19, 10:41

Tutor group forum
Last post 4/03/19, 20:56

Welcome to DD801 and ‘Why do a case study?’
Closed on 13/11/18, 23:55
Last post 9/11/18, 06:50

Concepts, Contexts and Categories Forum
Closed on 15/12/18, 23:55

Connecting to methods forum
Closed on 9/02/19, 23:55

Connecting to the public forum
Closed on 23/03/19, 23:55

23 Mar 2019
TMA04 - Peer-Review Pairing on Workshop.
Hello everyone,

We hope you are finding looking at another public
Show more...

12 Mar 2019
DD801 TMA04 ‘What to submit’ list
correction
Dear students,

We have become aware of an error in the ‘What to submit’
list for TMA04. This currently states that:

Four pieces of work must be submitted for TMA 04,
through the eTMA system:

• the peer review template that you completed for a
fellow student
• a 500-word explanation of how you have taken on
board the peer-to-peer feedback received from your
fellow student as part of the peer review process
• your campaign poster saved as a PDF
your 2000 word research brief

•
Next Steps
Thank you.

#MOOTIEUK19 #OU50