

Mobile App - pilot feedback

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Mobile App - Pilot Feedback

Pilot comments, questions and answers

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1. Most of what I see in the app looks great! I have made some notes on some hiccups I'm seeing. One thing I wanted to try was completing a Course Contract, but my test student doesn't have a CC to verify. Would you be able to add a class to that profile? My student profile is XXXXX XXXXX.
 - Added HSES186CR ALGEBRA 1 SEM B which needs to be opened and Course Contract filled out.
 - This worked.
2. The Title I Compact is already marked completed in the Registration portion of the app. Since it doesn't have the asterisks showing it's required, a student could think they're done with registration when they actually aren't done. There is a notification afterward that they aren't done if it's not signed, but it would be better if it was a requirement within the Registration portion of the app to begin with. I'm not sure if this is just with the app or with all Registration, but it's worth a look.
 - This is not mobile app related. The Title 1 form was designed to have no required signatures. Without anything being required on the form, the form will always look completed. There is an upcoming change to that form that could address this that we are working with propel on. The change will require the student to check a box on that form to acknowledge something, so that will make the form uncompleted until a checkbox set. This change is planned to roll out by July 1.
3. If a test is assigned to a student, could a student test on the app? The hope is no, but my crew was just wondering.
 - Yes, they can test on the app as long as you give them the proctor code. Originally it was requested the students not be allowed to test on the app. But as long as you don't give them the proctor code, they won't be able to. We can leave this up to the teacher to restrict or allow.
4. Generally the app was slow between screens. That could be because of our wifi, because ST is slow between screens, because it's an app or any number of these things combined.
 - We can look into this more to make sure it isn't something else. Since the data is still being pulled over internet, the app is still at the mercy of the quality of LTE or WIFI services the phone is using.
5. On the Communication Center portion of the app, will students be able to communicate directly with their IS teacher?
 - The Communication Center (CC) is available on both the app and from the Chrome browser for the student. When they compose a message, the selection of staff members they can email from the CC is limited to the IS (lead teacher), support teacher (if any), and anyone with the Principal role at the school (includes any AP or other staff user that has Principal privileges). We might need to clean this list up if there are more people on this list than necessary.
6. Will the IS teacher be able to send them messages here?

- Yes, but the IS teacher must use the Chrome desktop version to access the CC. From there they can message a student using the Compose feature. The messages are saved only within the StudentTrac system and NOT to the teacher's Gmail inbox when composed in ST. The student will receive these messages in 3 ways: 1. on their mobile app (with app notification), 2. in the student portal when they logged in from a Chrome Browser AND 3. in the student's personal email inbox associated with the primary email address on file in ST. IMPORTANT: This primary email address is likely NOT the student's @ofyschools email; instead it would be the student's personal email (or in some cases, whatever a parent listed as the student's email during registration -- right or wrong).
7. Will be routed to their Gmail or will there be a spot in ST where the teacher can send and receive messages?
- The IS teacher will receive the message in both the StudentTrac CC & IS teacher's school email google inbox! However, the IS teacher can reply only from the ST Comm center. The copy of the message received in their school Gmail inbox will show a no-reply recipient and if they do reply there, it will go nowhere or bounce back with an error. We are planning an enhancement to this external email template so that the recipient will be able to click something in the email which will take them to ST to read it and reply.
8. When I click the eye icon on a completed test, it takes me to the report for printing the Online Assessment Score Report, but I don't see where I can back up to get out of that screen without closing the app completely. The back button native to my phone minimizes the app completely instead of going backward in the app to the previous screen.
- Ah, we see there is a slight experience problem here and we'll get this sorted out soon.
9. Not sure if this feedback is too late, but I thought the app was great and didn't notice any glitches or challenges. I appreciate that the app has notifications as they will definitely come in handy to alert students. Excited for you guys to officially release it!
- Shared comment with team
10. I liked the app from what I saw. It was easy to use and I think it will be a lot easier for students to keep track of their graduation requirements and monthly units.
- Shared comment with team
11. Overall, we love it!
- Shared comment with team
12. Progress Report - make it easier to see which units are from that month
- Shared comment with team
13. Signature saves timed out > School compact & 23/24 reg
- Shared comment with team
14. Calendar > Isn't letting me click attend days (says "no work performed today") & Not clear how to click days
- Shared comment with team
15. Student Forms > It would help if you could just click on the class when you see the yellow flag, instead of scrolling to the right to get the pencil. This feels more websiteish, not appish. & The bell works great for this, much cleaner
- Shared comment with team
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