Cradle-to-Career Data Governing Board Staff Report

Date Report Issued:	July 31, 2024
Attention:	Members of Cradle-to-Career Data Governing Board
Subject:	**User-Centered Design of Student Pathways Dashboard**
Staff Contact:	Ryan Estrellado, Director of Data Programs

At this meeting, the members of the Governing Board (Board) will have the opportunity to learn about Cradle-to-Career Data's (C2C) User-Centered Design process. This will include a participatory feedback session for recent designs of the Student Pathways Dashboard.

Requested Action:

There is no requested action for this item. This is an informational item only.

Background:

Ed Code Sec 10867(b)(4)(A) charges the Office of Cradle-to-Career Data (Office) with "Implementing public educator- and researcher-facing tools and supporting their use by [...] Leading user-centered design and testing processes".

User-centered design and testing processes are central to work currently underway on the Student Pathways Dashboard, which will be the first dashboard released by C2C. This staff report and accompanying Board presentation will:

1. Provide an overview of the Office's user-centered design processes;
2. Lay the groundwork for a participatory feedback session on the Student Pathways Dashboard that will take place during the August 14th Board meeting.

Overview of User-Centered Design Process at C2C:

User-Centered Design is a widely-implemented design process that means designing from the point of view of the user. Though details can vary across industries, it is always true that User-Centered Design is an iterative design process that uses a variety of research and feedback techniques to continually prioritize users and their needs. User-Centered Design processes at C2C are based on best practices for designing products and experiences.

At C2C, the User-Centered Design process can be broken down into 6 steps:

1. Research
2. Synthesis
3. Brainstorming
4. Prototyping
5. Testing
6. Revisions

The following table defines each of these steps and includes examples of their application during the design process for the Student Pathways Dashboard.

UCD Step	Definition	Student Pathways Dashboard Example
Research	Defining user groups Identifying the goals, needs, and constraints of users / stakeholders Examining similar products and services	Community convenings and interviews during 18-month planning process Community Conversations with members of the public and teachers/administrators Review of longitudinal data systems in other states and California agencies

Synthesis	Finding patterns and themes across user groups and stakeholders Prioritizing goals and needs to address in product development	Development of personas to synthesize user needs Summarizing input from 18-month planning process to formalize Student Pathways Dashboard description on C2C website Development of key questions to address in dashboard
Brainstorming	Ideating possible solutions for meeting user needs	Continual work by the Office, along with design contractors Chapter 3, to propose data visualizations and companion materials (e.g., tutorials) that will address user needs
Prototyping	Creating mock-ups or other low-resolution products	The Office creates early draft documents, drawings, and data visualization ideas Chapter 3 creates clickable prototypes of data visualizations and the dashboard page layout
Testing	Using prototypes to get feedback from stakeholders and users about what works and what needs improvement	Internal review to ensure alignment with goals of planning process and with currently available data Monthly feedback from data providers

		Community Conversations with members of the public and teachers/administrators Online sessions with Data for the People advocacy group Feedback from both Advisory Boards and Governing Board Online feedback form for the public
Revisions	Iterate on the prototype, and re-test, until the needs of users / stakeholders have been met	Regular revision of dashboard prototypes and companion materials, based on user feedback

Preparing for the Participatory Feedback Session:

As part of our User-Centered Design process, we will use the session at the Board meeting to get feedback on the Student Pathways Dashboard.

We will be showing members prototype elements of the Student Pathways Dashboard and facilitating a feedback session focused on the two following broad questions:

1. What works well in the current design?
2. What can be improved? Any ideas for how we might improve it?