

ITEM 1: WHAT WE HEARD AND LEARNED FROM THE INTERVIEWS

STUDENT INTERVIEWS

Through interviews with a doctoral student and a masters student of SISLT, we understood that the most important elements of completing a portfolio include: 1) understand the components of a portfolio; 2) Expectations from advisors and committee members; 3) Contents in a portfolio; 4) Technique skills such as using software like HTML, Dreamwaver, Photoshop etc.; 5) Writing the reflection for each previous work.

Our interviewees also identified resources they need most in a portfolio are: 1) Documents and files of your past works. 2) Notes and memos of all mini-projects and papers, plus continuous feedbacks from advisors and other committee members. 3) Periodical reflections or summaries of individual's academic progress. The reason of doing this is because people often forget "why", "what" and "how" they complete a certain project. It is hard to recall many details if they haven't tracked many things happened two years ago. 4) Advisor's suggestions and feedback are very important, since students usually work closely with their advisor from the very beginning until the very end. Discussions with other committee members usually happen after the draft has been done. 5) Other peers' successful portfolios can be served as samples which are very helpful for understanding the requirements of a portfolio.

Since the process of creating a portfolio is actually a process of creating a personal website, there are several key software needed: Dreamwaver, Photoshop, and Flash. As identified by the interviewee, communication with advisors, committee members, and other student colleagues is critical to the success of a portfolio. In addition, students prefer to have face-to-face and one-by-one consulting with above-mentioned people.

In order to keep on track, students prefer use the degree guidebook to make sure their portfolio meet all requirements by our department. What's more, students also think transcripts, previous published papers, conference papers, and other saved files are important resources for writing up the contents. A calendar or planner is a good tool to make them keep track of their progress.

With regard to the difficulties students encountered when completing a portfolio, my interviewee referred that: 1) Developing contents of a portfolio consumes lots of time; 2) Conducting frequent face-to face communication with advisor is hard, because his advisor's schedule was very tight; 3) Easily forgetting the process of their past work and details of conducting that work.

ADVISOR INTERVIEWS

We also interviewed advisors, since they would be utilizing the PSS as well in order to keep track and manage the student's progress. The most important elements in assisting a student complete their portfolio are: 1) Ability to provide ongoing feedback, 2) Ability to maintain records of feedback, 3) Communicating what needs to be improved to the student in an efficient manner, and 4) Communicating with other committee members or seeing what others have recommended, commented, etc.

The thing most stated from the advisor are that they wanted to make sure to see students designing abilities through their portfolio work. They did not want a PSS which would do any designing system for them. However, a system which would assist in the **process** of development would be highly desired. Also, having a system that would help the advisors keep track of comments and assist in communicating how a portfolio would be done would be most beneficial.

ITEM 2: STATEMENT OF OBJECTIVE FOR THE APPLICATION

The goal of this system is to facilitate graduate students at School of Information Science & Learning Technology of MU to complete their portfolios which are required tasks for every master's degree student for graduation. It will also serve to facilitate advisors and committee members in assessing and assisting the portfolio development. This performance support system (PSS) will establish a user-friendly and interactive platform to enhance student-teacher/student-student communication and provide them all possible resources or tools they need for completing this project.

ITEM 3: UPDATE FOR A PRIORITIZED FUNCTIONAL REQUIREMENTS LIST

CORE FUNCTIONALITY

CAN'T MEANINGFULLY START USING APPLICATION WITHOUT:

SECURITY MANAGEMENT:

- A log-in system which verifies users with authorized ID. Both students and professors can access the online portfolio system via the Internet.
- Permissions/groups. Those not advisors or committee members would not have access to advisor or committee-only areas.
- Ability to change and recover password.
- Users can create their personal information and decide what personal information they'd like to share with certain people or others.
- Ability to add people to accounts. (Advisors can see who is on their advisor list; Students can see who is looking at their portfolio development.)

FILE ORGANIZATION:

- Ability to upload and download various types of files, documents and pictures.
- A series of toolbars available for users to edit their documents, images, and files. For example, copy, paste, cut, and spelling checking.
- Use tags to classify documents. Tags may include "Student's information, professional resume, the program of study, LSDD general reflection statement, and demonstration of competency."
- Ability to customize the interface by adding tags or hid tags in the control pane.
- Ability to add, edit, delete, save information for each document or file.
- Ability to provide templates and samples for "resume writing" , "program of study" , and so on.
- Ability to automatically check completed and uncompleted sections.
- Show status of processing, such as "submitted" , "underworking" and so on.
- Ability to FTP files to site
- Availability of server space for storage

COMMUNICATION FUNCTIONS:

- Ability to chat, email, make online discussion, and leave messages.
- Ability to see who is visiting the website simultaneously.
- Ability to post public messages or send personal messages.
- Ability to archive messages and emails.
- Ability to group contactors by categories, such as students colleagues and professors.

ALERT SYSTEM:

- When new emails or new messages published, alert sounds or messages will be delivered.
- Users can set or adjust deadlines for various tasks.
- Electronic calendar

HELP SYSTEM:

- Ability to provide online book shelf, resources folders and links. The system itself provides some resources. Students and teachers can add new materials to the website.
- Links to examples of completed portfolios as examples.
- Experts' contact information can be saved or searched online.
- Links to vocabulary or hover text which links to examples or definitions

NICE TO HAVE:

- Consistant log-in system such as pawprint and password used in MU system.
- User-friendly interface.
- Examples of other completed portfolios
- Online multi-media training courses or seminars.
- Ability to have live-meeting system such as video conferences.
- Users can adjust permissions to documents or files they'd like to share.
- Ability to archive messages and emails.
- "Sticky notes" or commenting section which allows advisors to leave notes referencing certain sections, rather than having to explain the context