

ODU Account Accessibility Options

JABE INC

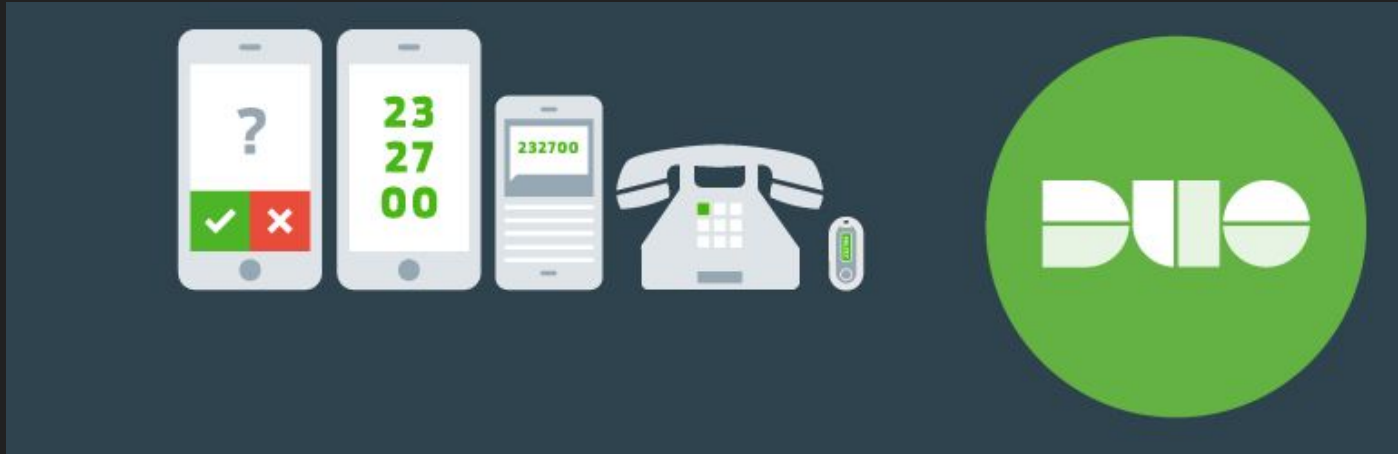
Jessica Shuler Brianna Sheppard

ArielBelle Mirador Erin Fuller-Jakaitis



Research Question

In the instance where a student does not have access to a cellular device when trying to gain access to their ODU account, the current available options are not feasible without that same attached device. How can we create a workable access to the MY ODU Portal for students who do not have their cellular device available?



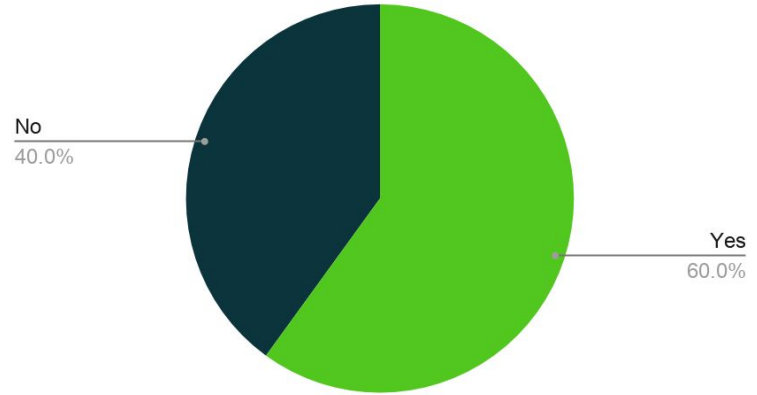
Research Methods

- Research methods included a questionnaire, which we made available via email.
- We included questions about student's familiarity with Dual factor authentication, and offered sample security questions, asking for ratings based on memorability and level of security.

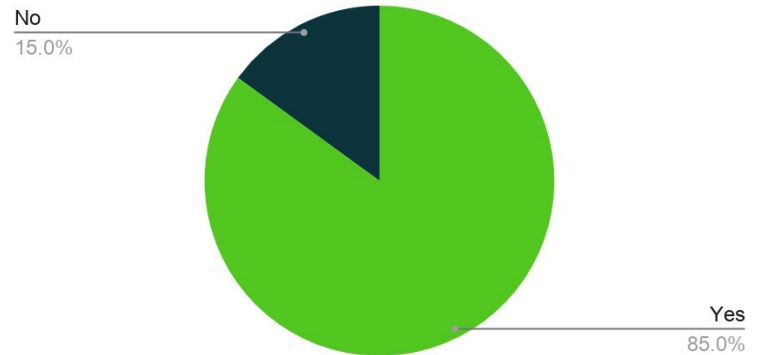
Results

- More than half of the students who responded to our survey have been locked out ; 60%
- The majority of the students could also see the potential for a lockout ; 85%

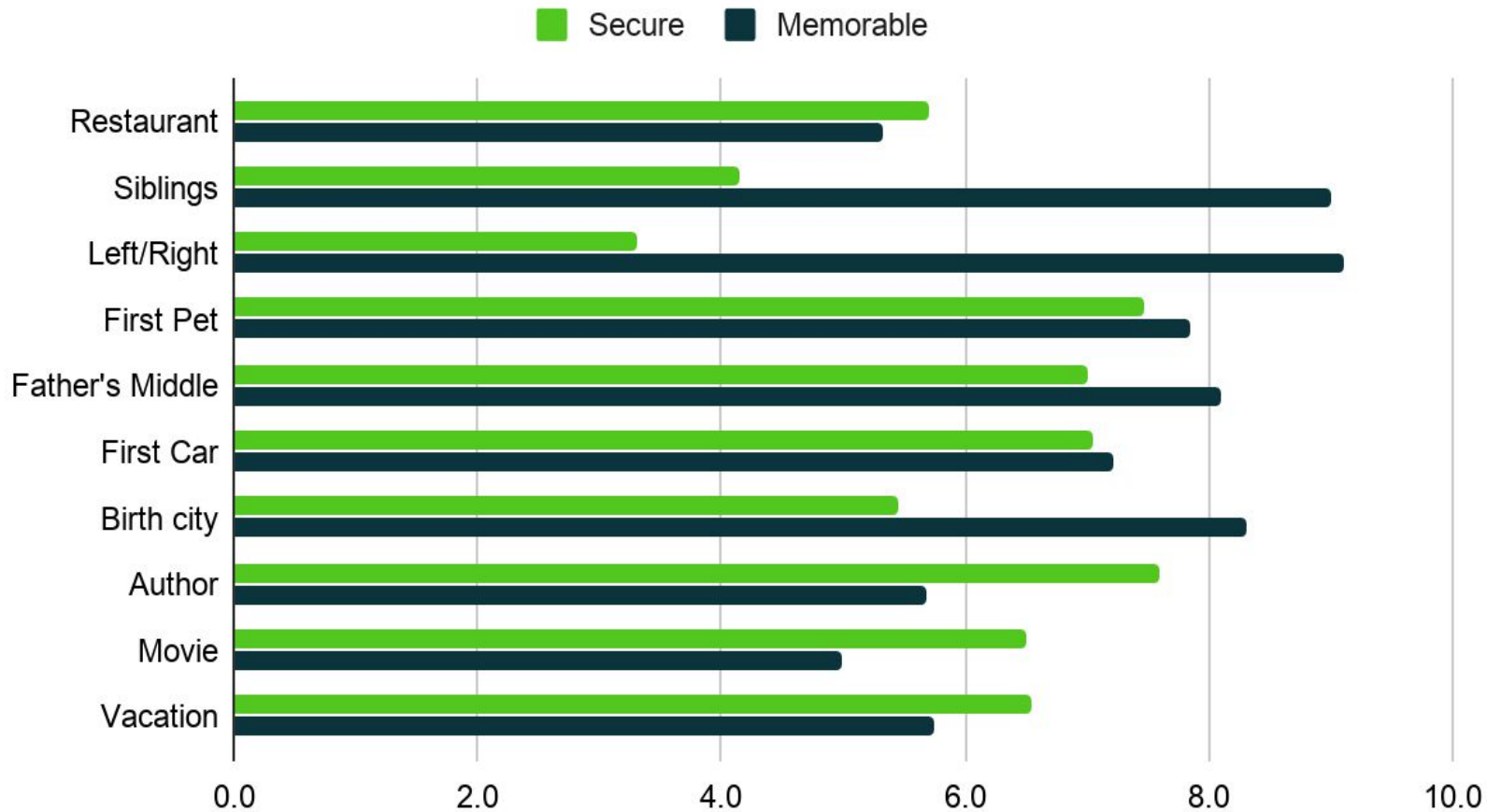
Have you ever been locked out of your MIDAS account?



Do you see a potential situation where you could be locked out?



Secure and Memorable



Results

- Some questions were obviously not suitable because they were 10 out of 10 for memorable, but 1 out of 10 for secure. The data clearly showed which questions people thought were secure and memorable, by having high numbers in both categories.

Most Secure: What is your favorite author?

Most Memorable: Are you right-handed or left-handed?

Results

5 Proposed Questions (excluding <5)

1. What was the name of your first pet?
2. What is your father's middle name?
3. What was the make/model of your first car?
4. In what city were you born in?
5. Who is your favorite author?

Discussion

- Predictions
 - Students do have concerns in being able to access their Midas account if they were unable to use their secured device
 - Students find that some questions security questions are more secure and acceptable as an alternative access to their Midas account

Discussion

- We couldn't find any previous research on this solution outside of DUO's technical page, which suggests most solutions are addressed through your university's tech support desk. We believe there is such a focus on security, that accessibility is just assumed for those who should have access. Our research did show what students have concerns about accessibility.

Implications

- Being able to access DUO in more than one way allows students the ability to choose their own preference that is more memorable and reliable to them.
- Human factors' main goal is to design an environment that adheres to our capabilities. Being able to understand a more workable access to MY ODU Portal contributes to the beneficial learning process of the field.
- Faculty and Staff outside our classroom as well as other students will be able to benefit from our study as they too will be able to have multiple ways to access Midas.

Lessons Learned

- Incentives would definitely encourage participants to complete our survey.
- If we were to do this project again, maybe instead of doing a survey we could conduct an experiment on how individual would access their account without their secured device
- Make sure that you keep your notes organized wherever you choose to keep them

Group Contributions

- Jessica Shuler : Proposed the research topic, assisted in completion of activity 1 & 2, and assisted with powerpoint 1 & 2
- ArielBelle Mirador : Created/Formatted Mid-term Powerpoint and Final Powerpoint, Discussion on Act. 1 & 2 , submitted both ppts.
- Brianna Sheppard : Assisted in discussions for activities 1 & 2, proposed using the Likert scale for questions, assisted with powerpoint, data analysis
- Erin Fuller-Jakaitis : Assisted in write ups/submissions of Assignments 1 and 2, creation, update, and distribution of survey, and assisted with powerpoint 1 and 2. Discussion of results and analysis