S Jeffrey Praveen

SAHYAI

Start with **WHY?**

Research Background

There has been much improvement in education in India, but it is difficult to say whether the children are truly educated. In rural India, nearly three-quarters of third graders cannot solve a two-digit subtraction problem such as 46 minus 17. By grade five, half of them still cannot do so. To pinpoint where exactly the problem lies I did my research on five different areas (i.e. **Education system, Training Agencies, Teachers, School Management, Parents and students**).

My design Process

Empathise

Secondary Research

On education system
Students
Teachers
Teacher training agency
Parents

Primary Research

Interview (Training Agency, Teachers, Management, Parents)
Shadowing Kids
Intracting with Kids

Persona develoupment

Persona
Analysis (Fish bone, Why Why)
Empathy Mapping
User Flow
User Journey Mapping

Design

Card Sorting
Information Architecture
User flow
Low Fidility
Use Case
High Fidility

Ideate

Brainstroming
Solutions
Opportunities

Define

Probluem Statement
Design Challenge

Secondary Research

Education System

The required outcomes of our Education System at the age of 8.

- Spiritual development
- Language and mathematical thinking
- Development of character
- Social and emotional virtues
- All-rounded development
- Cultural education

Secondary Research

School management

The biggest hurdles school management faces,

lack of dedicated and talented teachers

Pressure from parents

handling paper work

Lack of resources

Communication amoung teachers and parents

Secondary Research

Teachers

The main problems teachers are facing every day.

- Managing the Kids
- Executing school curiculum
- Communicating with parents
- handling paper work
- Low salary
- Lack of recognition and value
- Inability of growth

Secondary Research

After observing the kids and teachers for a day I narrowed down my work to the teacher's side of the problem. My secondary research lead me to certain questions,

Are teachers trained?

Is job gradification pulling them down?

Are they passionate?

Are Kids learning?

Are teachers getting the support they need?

Secondary Research
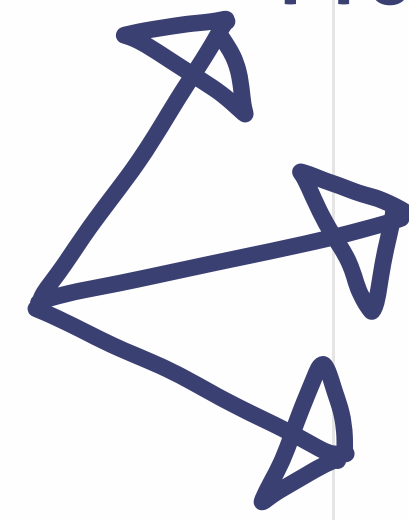
Research outcome

Types of education

Education outcome required

Mixmatch

Reality

WHY?

Probluems with teachers?

Probluems with student?

Probluems with parents?

After doing the secondary research I was left with more questions than answers. After following why why analysis and fishbone analysis I interviewed teachers, parents, teacher training agencies and school management to find the answers.

Primary Research

These are the techniques which I used to find the required answers,

● To check on the trainings available

* Interviewing training agency.

* Interviewing teachers.

* Interviewing management.

● To find the gap area

* Shadowing kids.

* Intracting with kids.

● To find the parents concerns

* Interviewing parents

Persona Development

With all the data I had, i split them into digestible bits by creating personas. This helps me to understand our user's goals, needs, experiences, and behaviours. Personas help me to get in their shoes and understand their perspective efficiently.

Personas

Kishore

2nd Std hyper active student
Age : 7 year old
Education board : CBSC

Pain points:

It is very boring in class.
Teachers always punish me.
I dont find studies intresting so my grades are always low

Paulin

Program Coordinator
Age : 43 year old
Education board : CBSC

Pain points:

Teachers have a hard time following shedule
Conducting training programs are hectic.
In this busy shedule teaches have a hard time managing shedule

Personas

Annie

Parent of a 8 year old
Age : 49 year old
Profession : Software tester

Pain points:

I have less time to spend with my kids

I dint know wat is happening in my childs class

My son uses the phone a lot so his grades are dropping

Ajay

3rd std teacher
Age : 31 year old
Education board : CBSC

Pain points:

Handling the parents are very stressful

There is a lot of work to handle

Managing kids are very stressful and every kid requires special care

Paulin

Paulin is a program coordinator in a school managing all the classes and activities. She has been teaching for 18 years.

Needs

- A secure place to store data
- Testing the outcome.
- Make sure all the classes are going according to plan.

Budget Concious

Tech saavy

Education

About

As the coordinator of a school, her main priority is to train the children based on the course outcome and make sure that the classes are being effective for the children. She also has to find and cater to all the specific needs of indivdual children.

Teachers have a hard time following shedule

Conducting training programs are hectic.

Managing kids are very stressful and every kid requires special care

Most used Apps

Empathy Mapping

Before figuring out the current user flow of the teachers I wanted to understand and get deeper insights about the users.

Thinks

Teachers have a hard time managing their shedule

Taking care of every single child is impossible

Says

Teachers shedule is very hectic

Teachers require a lot of training to manage children

There are not enough experienced teachers

Does

Arranges special training for the teachers

Arranges special Activities for kids

Teaches the teachers about the importance of indivdual care
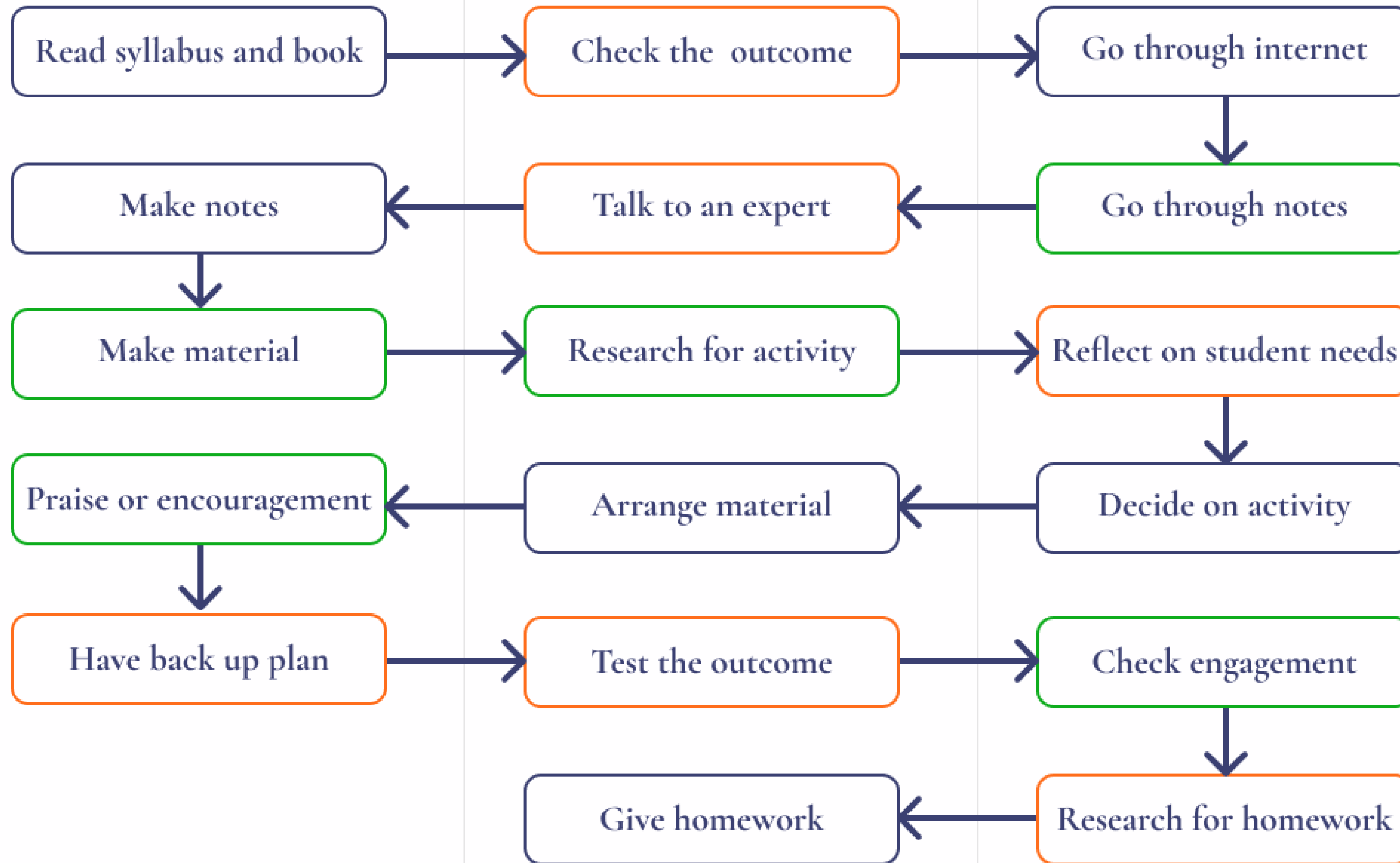
Feels

Teachers or under heavy stress

More teachers should be hired

Parents should help out in learning process

Existing User Journey

Based on the interactions i had with the teachers I divided the teachers into three different categories visceral, behavioural and reflective. Every teacher's preparation process can be broken down into these steps.

Legend: Viseral (navy) · Behavioural (green) · Reflective (orange)

Read syllabus and book → Check the outcome → Go through internet

Go through internet → Go through notes

Go through notes → Talk to an expert → Make notes

Make notes → Make material

Make material → Research for activity → Reflect on student needs

Reflect on student needs → Decide on activity

Decide on activity → Arrange material → Praise or encouragement

Praise or encouragement → Have back up plan

Have back up plan → Test the outcome → Check engagement

Check engagement → Research for homework

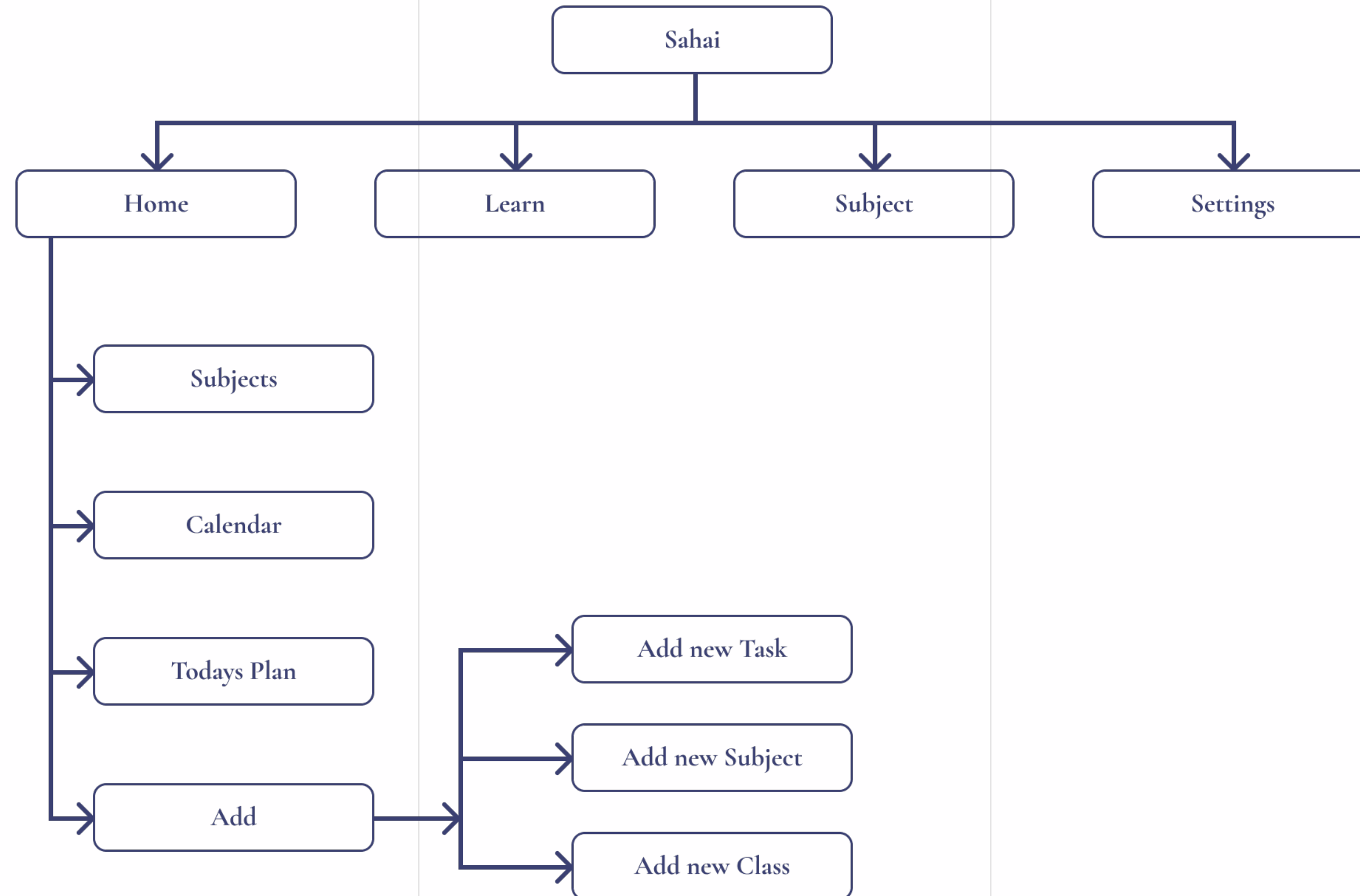Research for homework → Give homework

Problem Statement

"As teachers go through a lot of stress it is hindering them from working efficiently and effectively. If there was a way to make their lives easier it might help them to better their teaching standard."

UI Process

After the ideation stage, I used the card sorting process which helps me to create the Information Architecture. from there I created a couple of user flow to sketch out the Low fidelity wireframes. After the wireframes are created I did a few use cases and started with the high-fidelity screens.

Information Architecture

Use Case

On Monday we have a class on plastic waste at 8:55 a.m. The objective of the use case is to re-arrange the homework and the Activity schedule from the first lesson plan by Titus Raj

It would be really helpful if you could give your feedback after completing the use case