

“Bridging you to your educational future”

Globridge



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Problem Statement

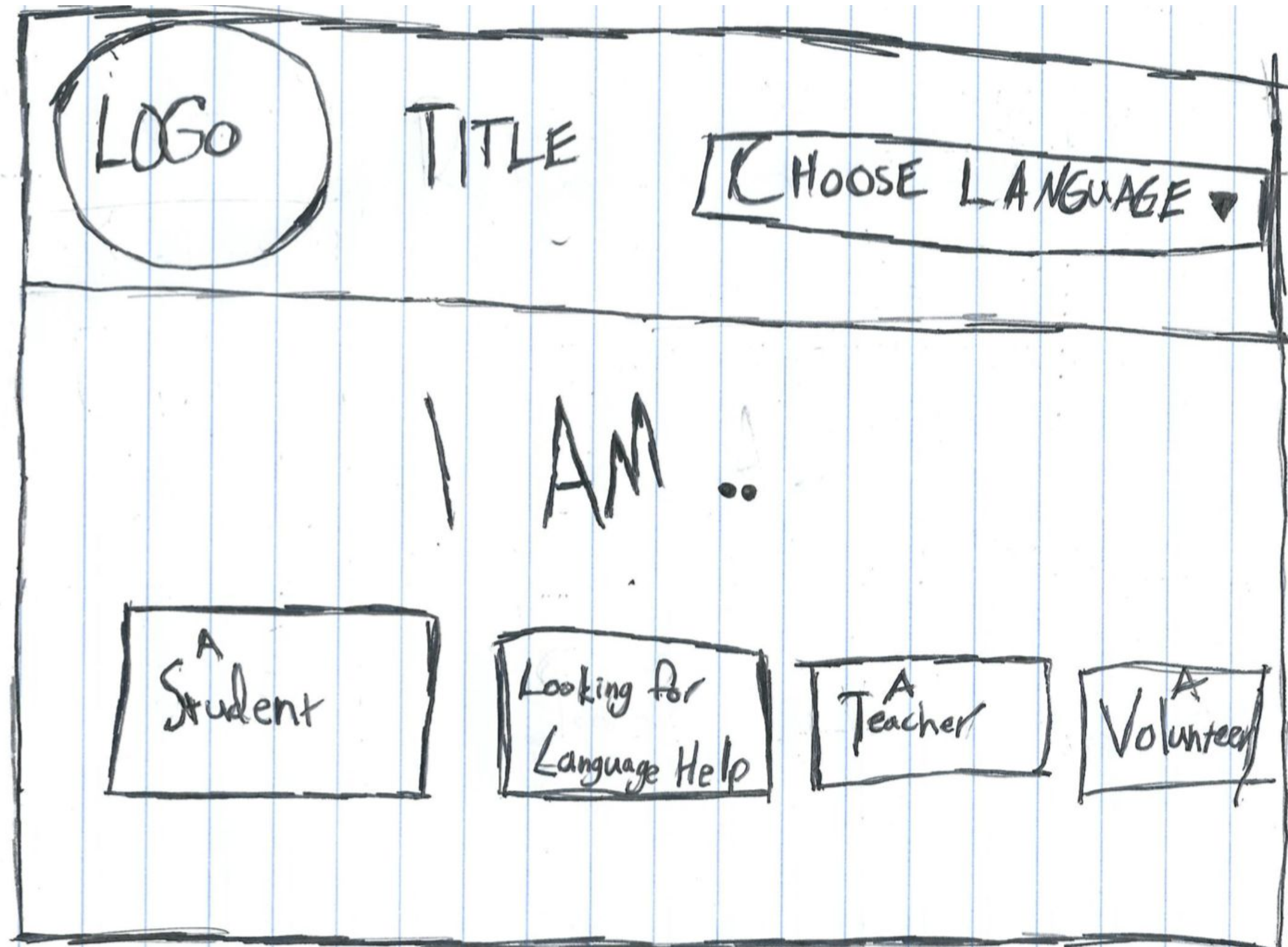
- Since 2001, the United States alone has accepted 895,000 refugees¹
- Many are unfamiliar with current educational resources
- Existing solutions have limited spacing and staffing issues
- We want to provide educational resources for refugees and international immigrants



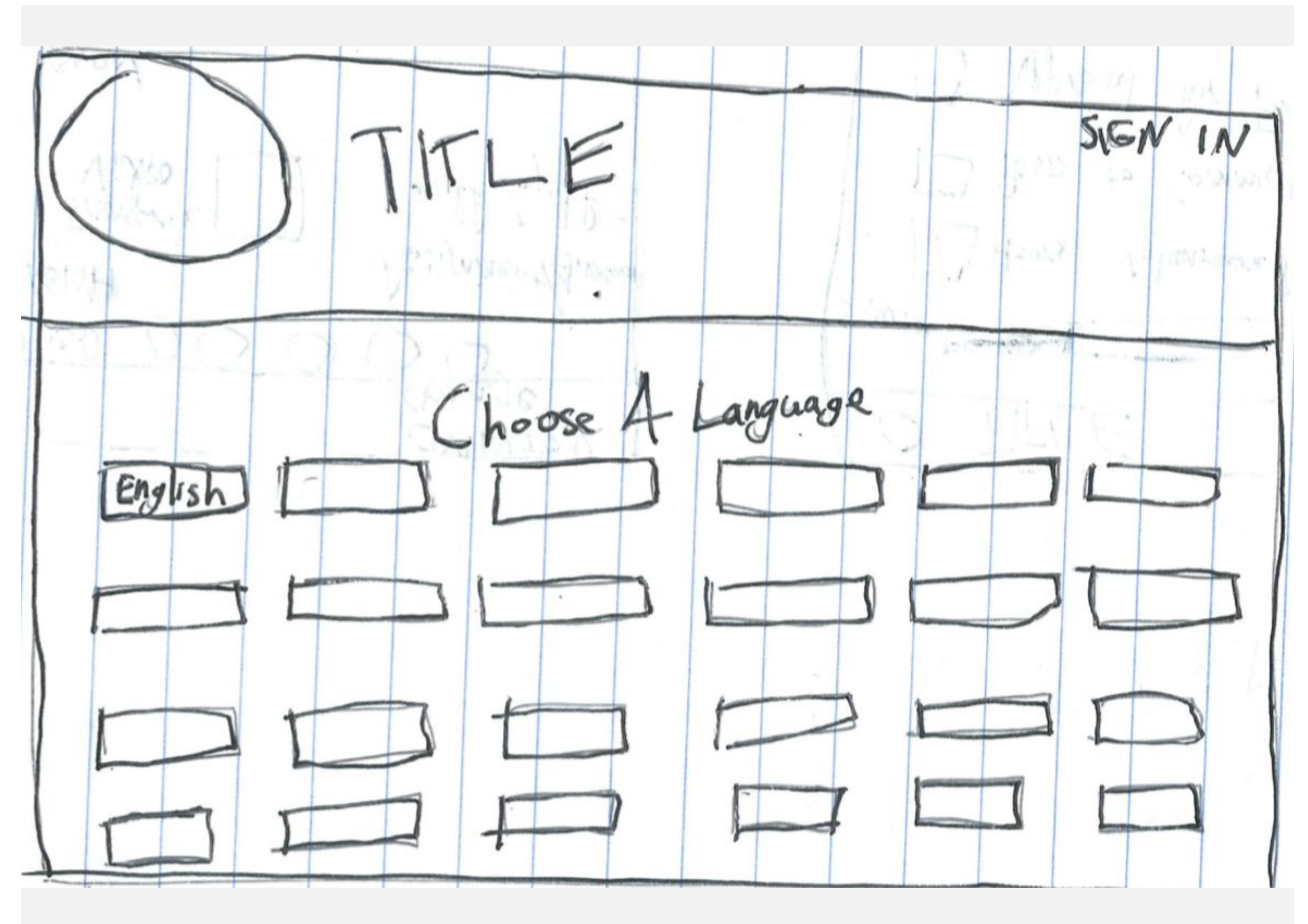
¹ “Key facts about refugees to the US” (Pew Research Center) <http://www.pewresearch.org/fact-tank/2017/01/30/key-facts-about-refugees-to-the-u-s/>

Paper Prototype

Initial Home Screen

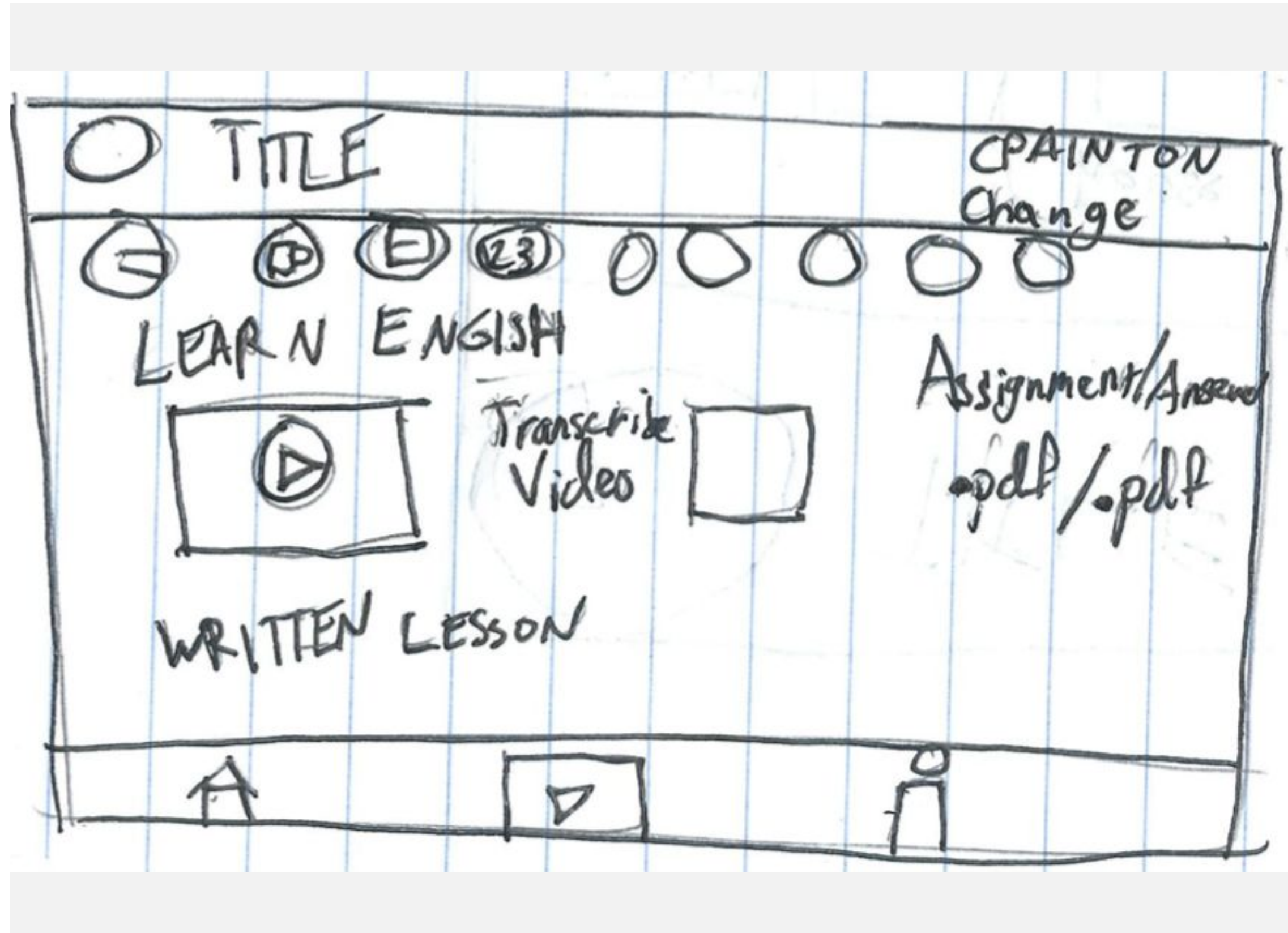


Choose Language Screen

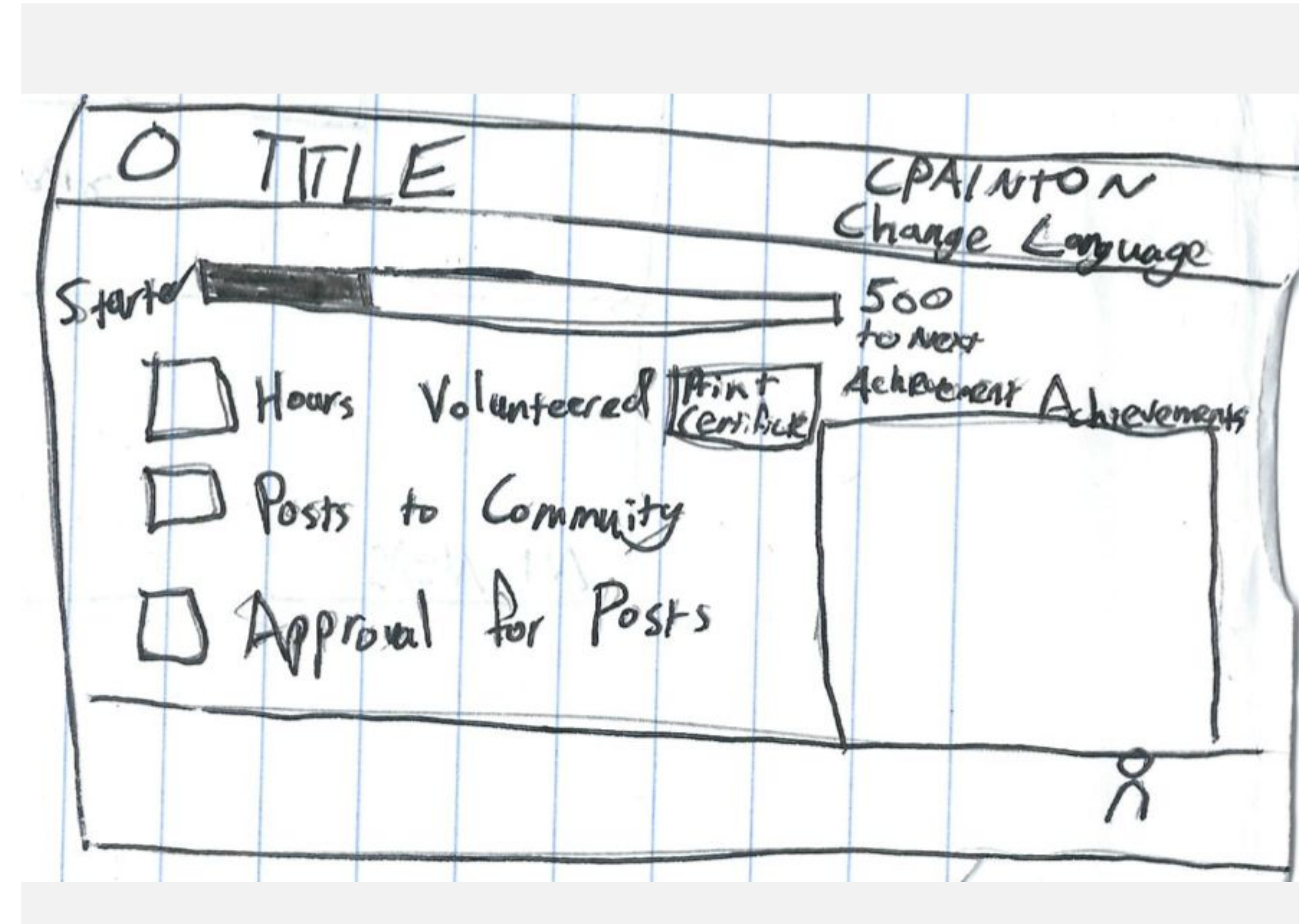


Paper Prototype

Lesson Screen



Profile Screen



Critique Session

Why Critique Sessions

- Articulate design decisions and receive feedback
- Clarify confusion
- provides different perspectives



Findings

- Simple is better
- Limit interactions
- Customize to user
- Make mission/goals clear

Affect on Our Design

- Created **logo and slogan**
- Sign in helps **customize** user's site
- **Simplified** interactions
- **Reduced** large information clutters

Final Paper Prototype

Sign up

LOGO GLOBRIDGE Login

Tell Us About Yourself

Your language? _____

Student
Teacher
volunteer

Name _____ Age _____ E-Mail _____




Grade: _____

CREATE ACCOUNT

Offline

LOGO GLOBRIDGE Sign out

slogan Hello, xxx

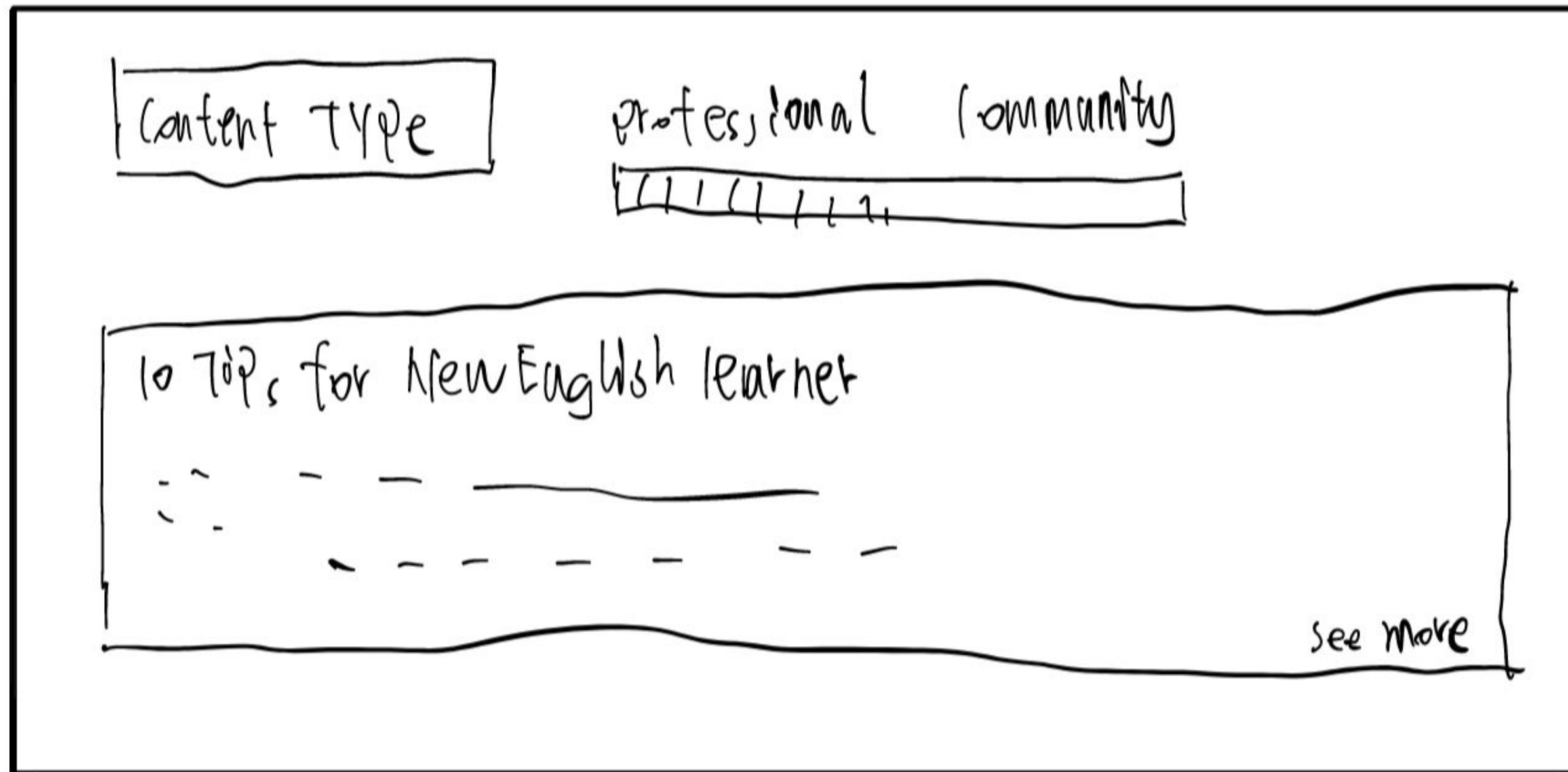
Recommend Hot liked

English for Atabln

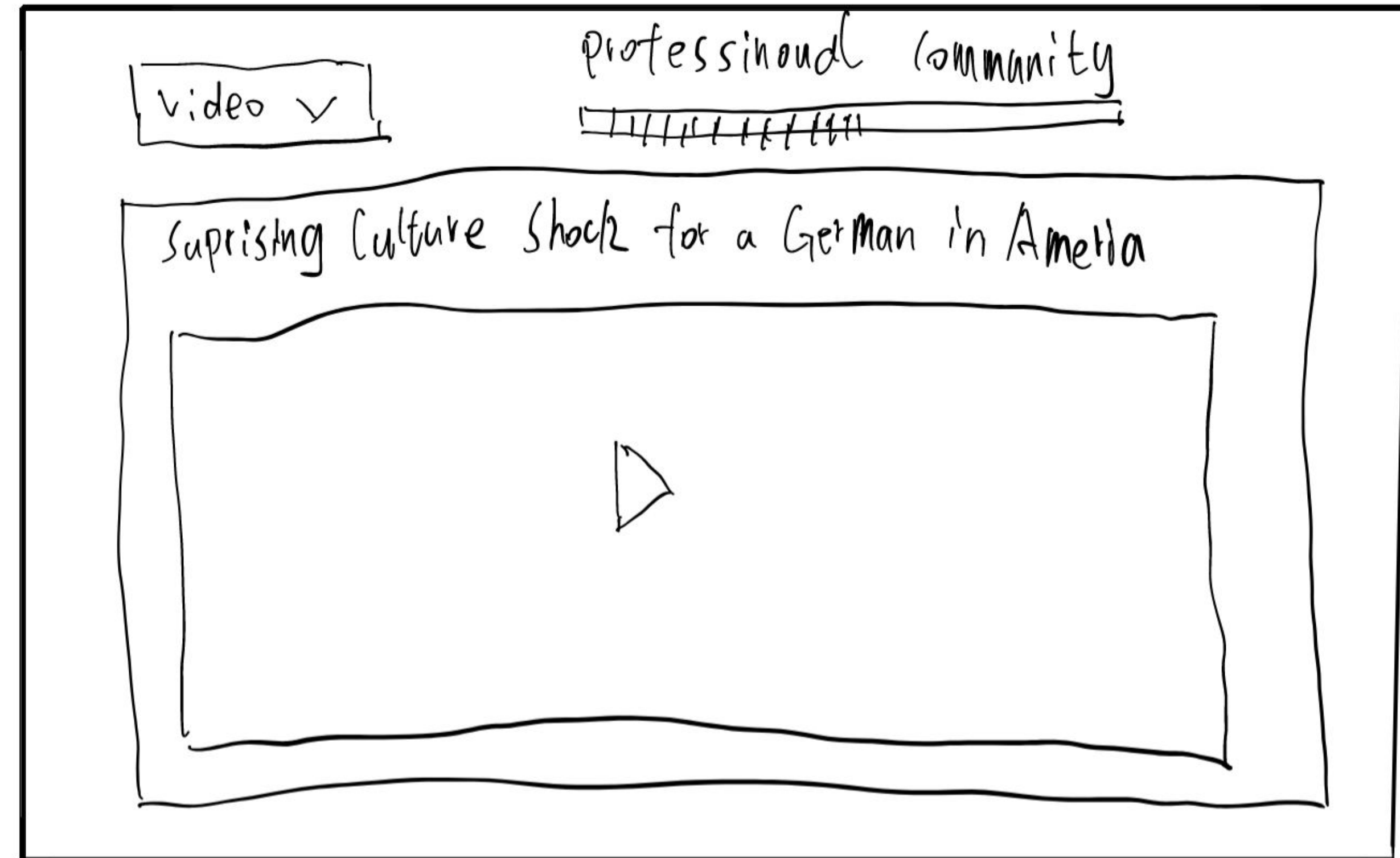
Math: Basic Algebra

Final Paper Prototype

Online



Online Video



Usability Testing

Why Usability Testing

- See if our tasks make sense
- Discover breakdowns (fail at crucial step)
- Understand lower level issues



Findings

- Make potential interactions clear
- Actions needed feedback
- Confusing information hierarchy

Affect on Our Design

- **Labeled** Symbols/Actions
- Added some **feedback**
- Restructured how information was presented

Digital Mockup



Home Screen

Quick access and universal access to educational content

Register for Lectures

Able to find the course, which the users are interested in and register without complex process

Video Resources

Have a glance at once without reading paragraphs and communicate with others

Create Account

Customize the website based on the user's information and save it (if the user logged in)

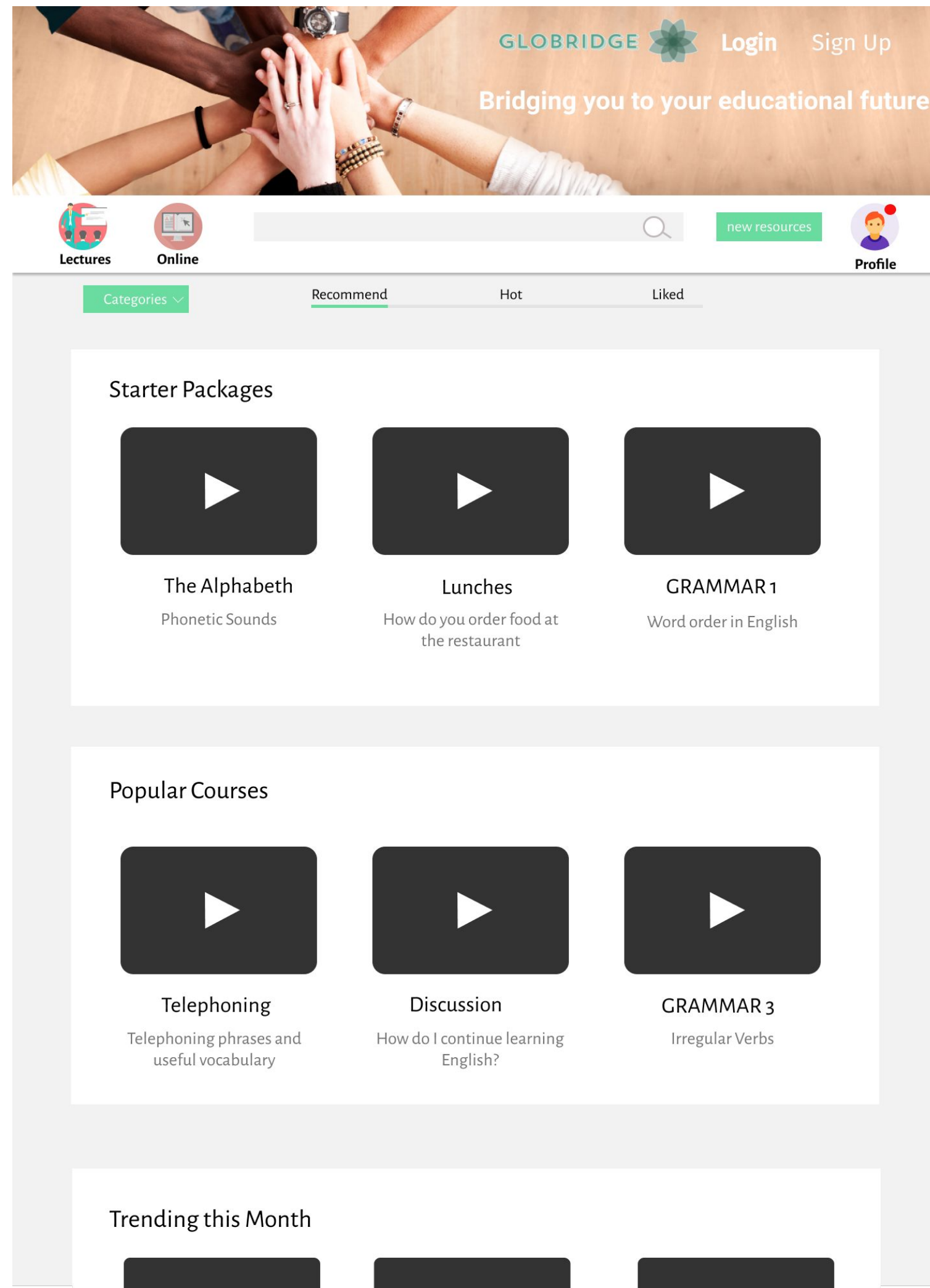
Online Resources

Can get access to the resources without major limitations (time, location, network speed) and communicate with others

Profile - Progress

Motivate the users to achieve more goals and keep track of their work

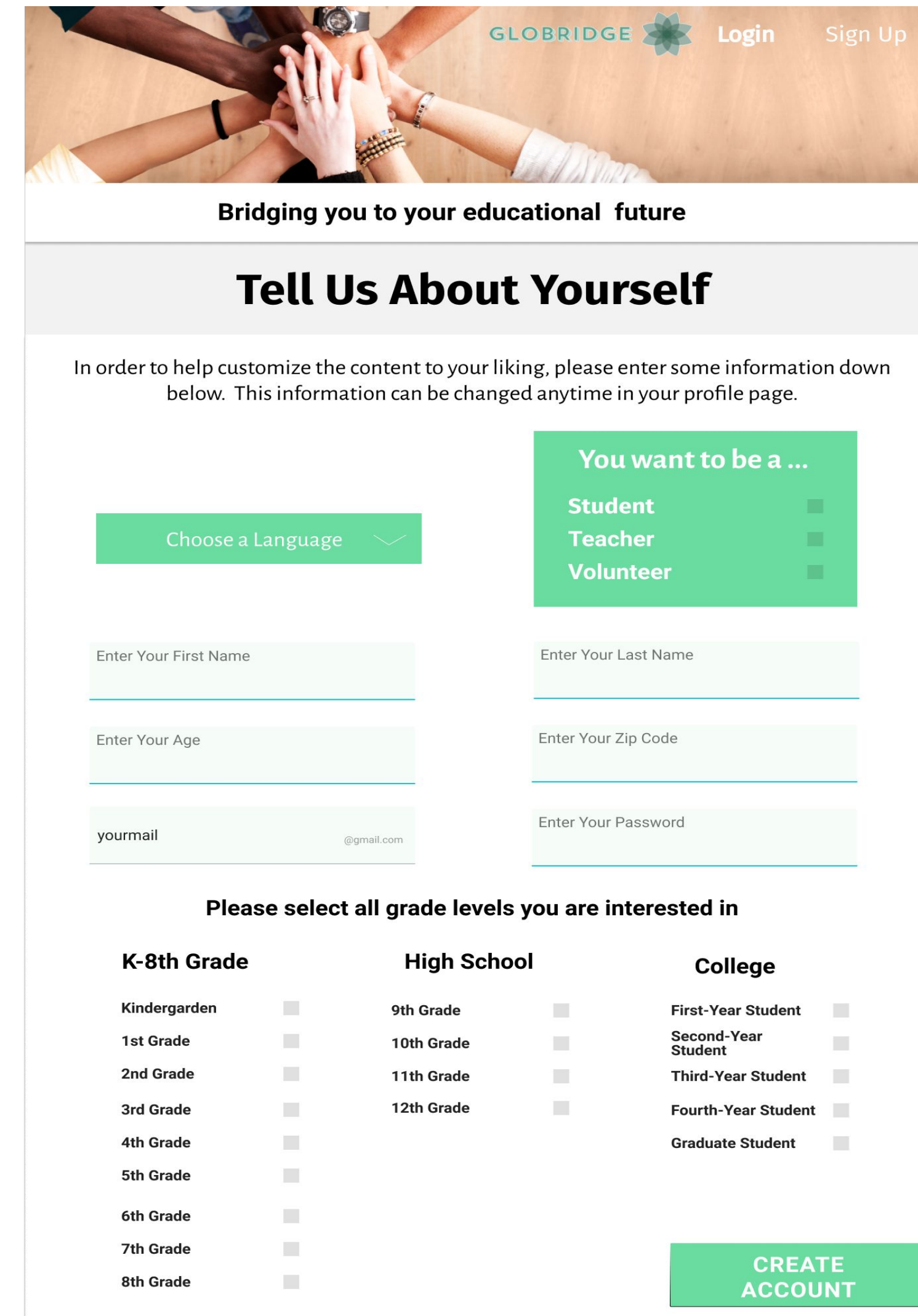
Home Page



Did not exist in the paper prototype

Added to accommodate more users by providing general starting point

Create Account



Combined the 'initial home screen' and 'choose language screen' from the paper prototype into one screen

Gathers information from users to customize their content

Register for Lectures

The screenshot shows the GLOBRIDGE website interface. At the top, there's a navigation bar with 'Sign Out', 'Hello, Sophia!', and 'Upload Lesson' buttons. Below the navigation, there are tabs for 'Lectures' and 'Online'. The main content area displays a list of courses under the 'Recommend' filter. A green box highlights a registration confirmation message: 'You have successfully registered! Would you like to view this class on your profile or return to this page?' with buttons for 'Go to Profile' and 'Return to Lectures'. The course listings include:

- English for Arabian**: Vacancy: 15 | 30, Distance: 1.2 miles, Provided By: ArabianInUS.ORG
- Get to Know English**: Vacancy: 19 | 30, Distance: 4.6 miles, Provided By: UNICEF
- Aranian and English**: Vacancy: 28 | 30, Distance: 7.8 miles, Provided By: City of Seattle
- Learn English in 3 Days**: Vacancy: 12 | 30, Distance: 1.5 miles, Provided By: Seattle College

In-person courses features from 'Lesson Screen' from the paper prototype

Navigate the features to find the courses the users are interested in (search, filter, register)

Online Resources

The screenshot shows the GLOBRIDGE website interface for online resources. The top navigation bar includes 'Sign Out', 'Hello, Sophia!', and 'Upload Lesson' buttons. Below the navigation, there are tabs for 'Lectures' and 'Online'. The main content area displays a list of online resources under the 'Professional' filter. The resources include:

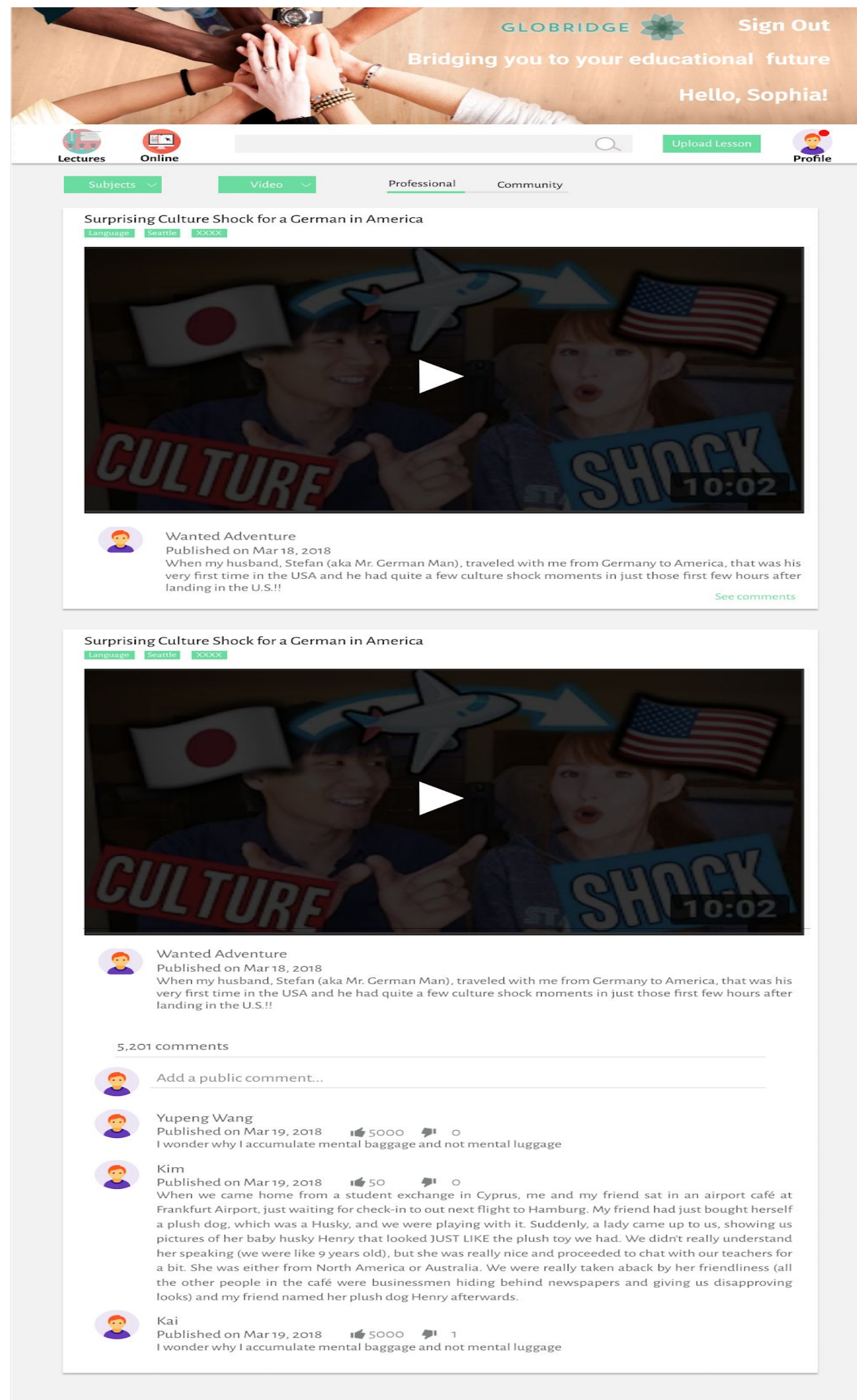
- 10 Tips for New English Learner**: 1. Read everything you can get your hands on...
- My Story of learning English**: Here is a relay: everyone shares his/her experience of learning English so that others can learn from us...
- What is your biggest cultural shock from visiting America?**: From food to fashion to everyday customs many take for granted, Rahela Mohammad Akbar reacts to the shock that comes from living in a different culture.

Below the resources, there is a section for user comments. A comment by 'Wanted Adventure' is highlighted, showing 5,201 comments and a public comment form. Other comments by 'Yupeng Wang', 'Kim', and 'Kai' are also visible.

Online courses features from 'Lesson Screen' from the paper prototype

Added the user communication feature, which did not exist in the paper prototype

Video Resources

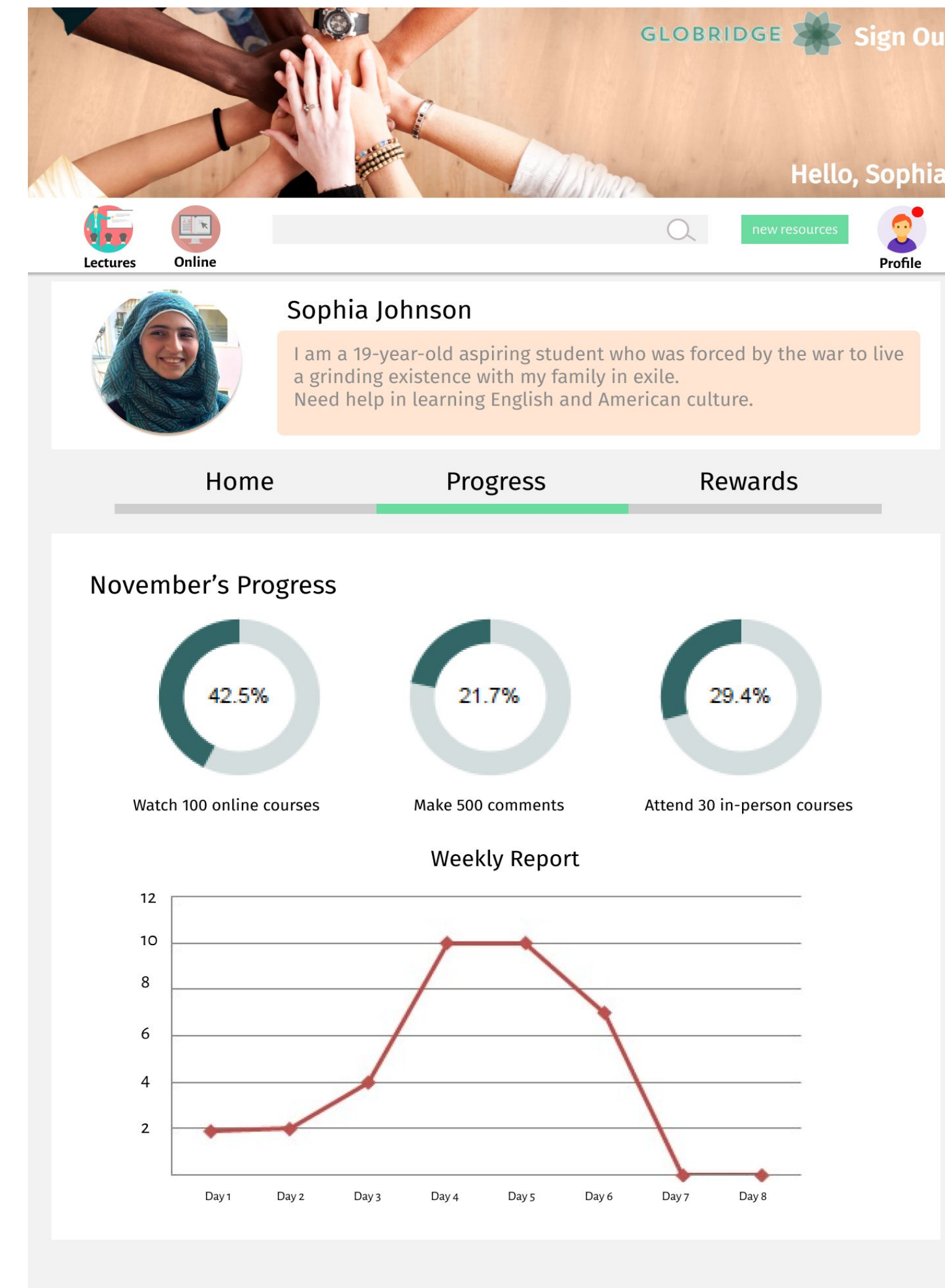


Video Resources features from 'Lesson Screen' from the paper prototype

Videos instead of lots of text

Contains same community function as 'Online Resources'

Profile - Progress

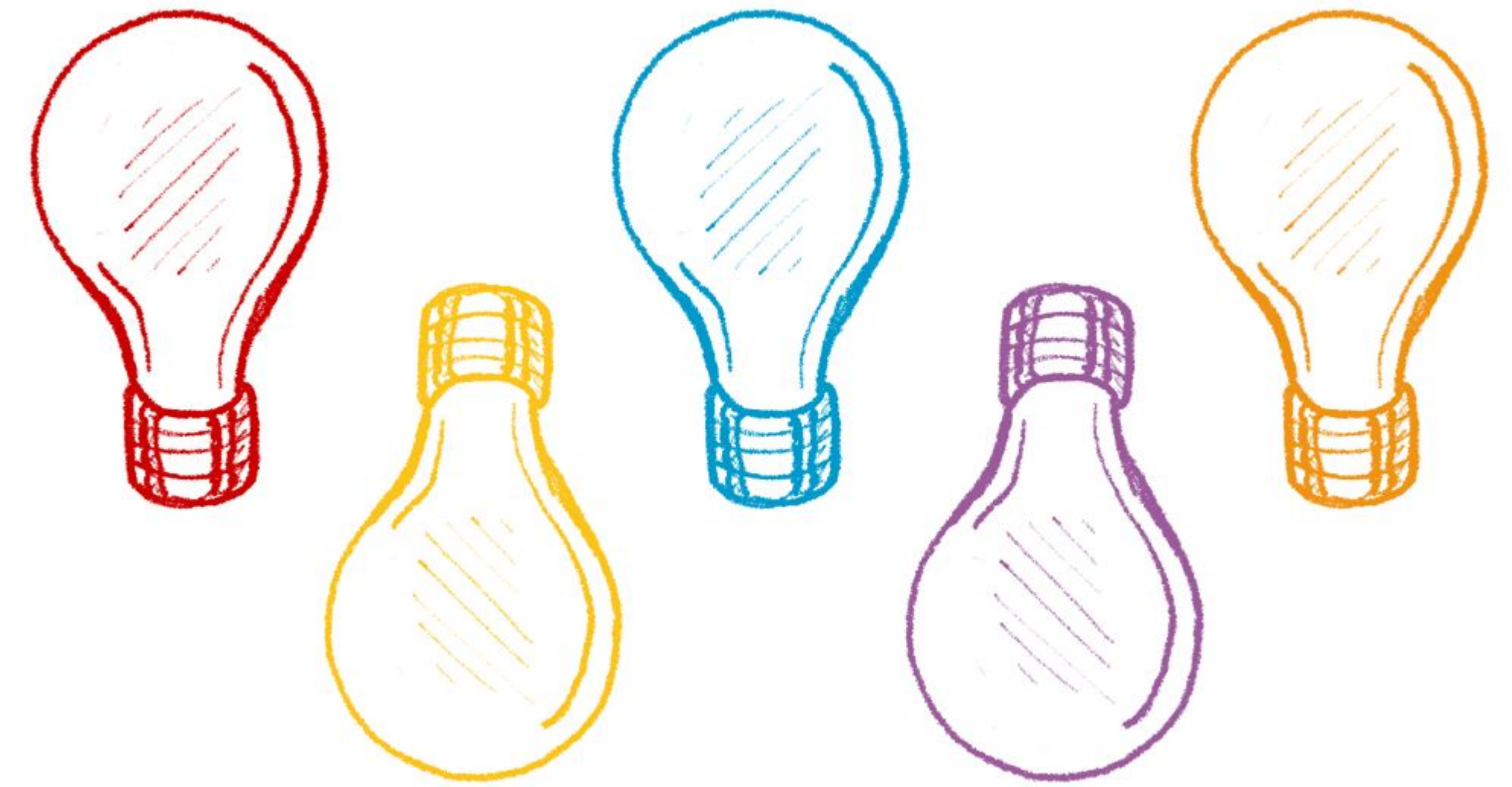


Improved version of 'Profile Screen' from the paper prototype

User can add their own goals, view their work report, and get rewards for motivation

Broader Lessons Learned

- Test on people that your design would indirectly affect
- Paper prototype many different ideas, from different people
- Don't have any expectations when going into usability tests
- Have good sense of plan before moving to digital high-fidelity prototype



Closing

Why choose our solution?

Easy to access the resources

Access to in-person lectures

Online videos and lecture resources

Diverse, online community

Balances education and entertainment

Promotes a fun learning environment through rewards and achievements

About this experience...

An opportunity to think about others

Opportunity to “bridge the gap” for refugees or international immigrants

Rewarding to focus on structural inequalities

Experience design process

Demonstrated the importance of feedback in design process

Questions?