



Helping first-generation students transition into college

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Statistics



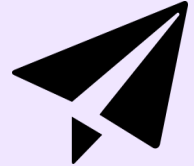
Problem



Idea (Mentorship)



Paper Prototype



... Approximately **one third** of first-generation students will drop out of college compared to the **14%** of students who are not first-generation students...

... only **48%** of first-generation students are predicted to graduate on time...



The Problem

First-generation students **struggle to graduate** from college

One of these reasons is the **lack of guidance** in the college setting



Interviews

Understand first-generation students needs

How they want to be helped



The Mentorship Program



Mentee

Mentor



Paper Prototypes





Mentor

Mentee

< Sign in

Mentee

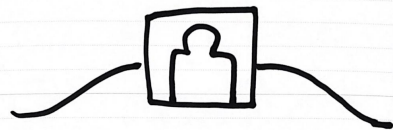
UW NetID

Password

CONTINUE



< Create Your Profile




Name Major


Year career


Interests


Pair Up

< Your Profile

 I'm a Senior stb....

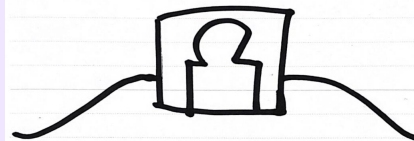
 I majored in & ...

 I work at Amazon





< mentor list



Major Career

working Experience

Apply

Message

< Jay's profile



Hello, Jay!
I'm

Nice to
meet you!
....



<what's Next

- December 07, 2019
Meeting with Jay
MGH 310
2:30 - 3:20pm



< What's Next

Dec 07, 2017

Goals for this Week:

- Design methods ☒
- Visualizing Data ☒
- Career advice ☐
- ☐



Testing and Evaluations

LISTEN IN ON
CUSTOMER
SERVICE CALLS

FIELD
VISITS

RUN A
USABILITY
TEST

USER
SURVEY



What We Did

Analytical Walkthroughs

Determines if process is feasible

User Testing

Analyze how users interact

Interviews

Understand our users better



Walkthroughs + User Testing Tasks

Sign-up for the program

Create an account

Messaging between
mentees/mentors

Pairing up with each other



Evaluations: What We Found

Not enough **flexibility** with the app

Changing mentors

Re-deciding choice of interests

Specifying mentees' needs



The Solution



Solution: What Changed?

Focusing on **elaborating** the pairing process

Expanding upon the **process of selecting** a mentor

Specifying educational level of mentor

Major/Degree of mentor

Availability to meet

Interests/Hobbies



New Pairing Process

Education Level



I am looking for a
mentor who is a(n) ...

Undergraduate

Graduate Student

PhD Student

Any of the above

Major/Degree



Who is
majoring/majored in ...

ex. Informatics, Biology, Business

Continue



New Pairing Process

Availability



Who can meet ...

More than once a week

Once a week

Once every two weeks

Interests/Hobbies



Other keywords to
search for ...

Job titles: software engineer,
accountant, biologist

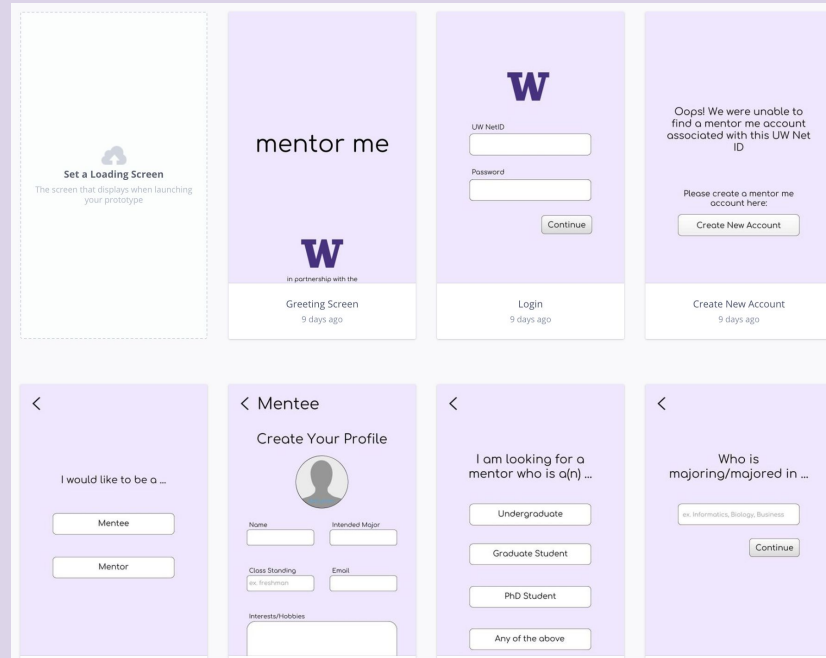
Place of Employment: amazon,
boeing, starbucks

Hobbies/Interests: photography

Continue



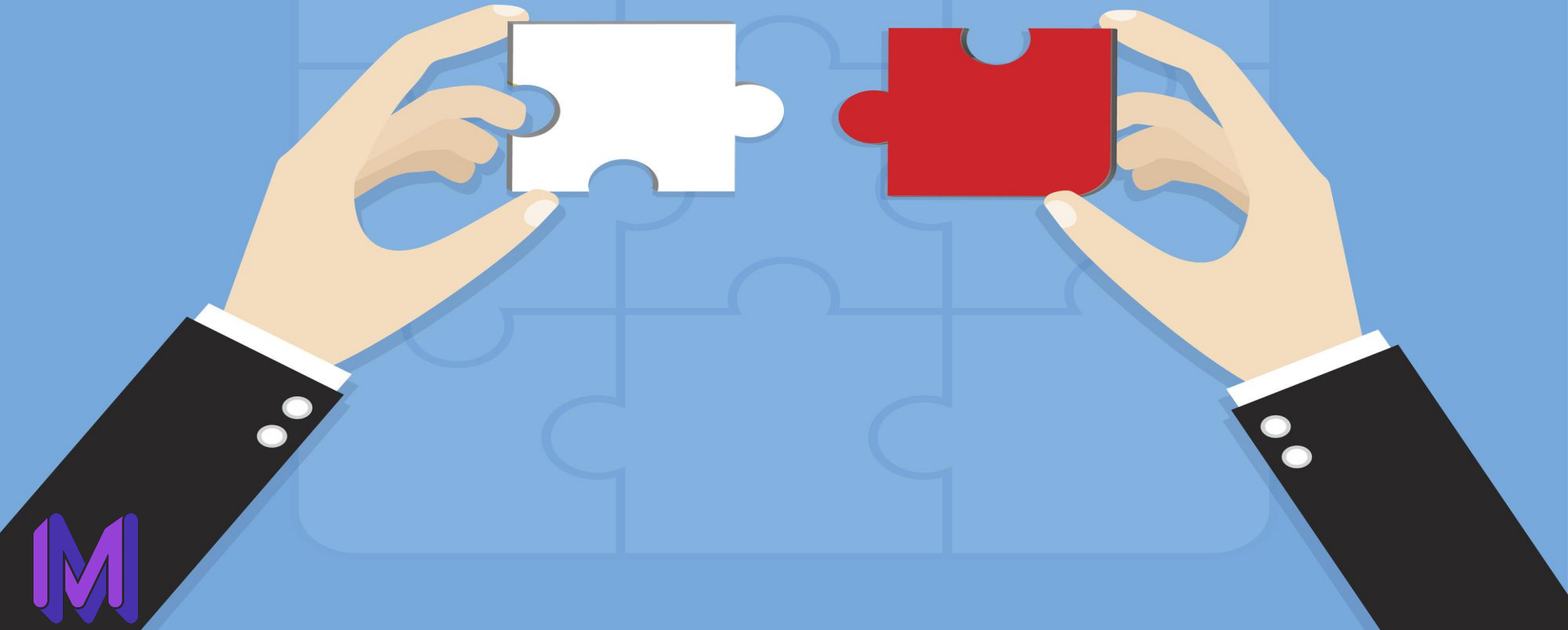
Digital Mockup: InVision Application



<https://invis.io/KBP6I1J36US>



Limitations



Students who ...

don't want help

are too busy

feel uncomfortable meeting a mentor



More Limitations

Those unaware of MentorMe

Language Barriers



Conclusion

Missed a lot of low level details

Focus on the pairing process

Bridge the information gap



Region	2015	2016	% Growth
North America	107,812	108,287	+0.4%
Europe	8,714	39,912	+357%
Asia	128	278,161	+216,500%
Australia	1,827	11,827	+543%
South America	133	1,333	+900%
Other	25,509	47,756	+87%
Total	133,073	507,336	+280%

Any Questions?

