

**How might we learn from COVID-19 to
reimagine our futures for life, work,
learning and play?**

Jasmine Ong

Problem Statement:

We can no longer bring our kids out to enjoy nature and the outdoors.
We need to make staying at home fun, fulfilling and sustainable. Home-based learning needs to be more effective and allow parents to manage at the same time.

User Personas:



Samuel, 9 Years Old, Student

“My teacher takes a long time to answer to my questions. I prefer to ask my parents instead since they are just next to me.”



Tania, 33 Years Old, Teacher

“I have been responding to WhatsApp messages from students who have questions and sometimes the questions are repeated.”



Peter and Pamela, both 39 Years Old, Parents

“We hope that our kid can be engaged via e-learning without interrupting us too often and choose to ask his teachers questions instead. It would be great if he can follow a time-table.”

User's Point of View:



Samuel, 9 Years Old, Student

“My teacher takes a long time to answer to my questions. I prefer to ask my parents instead since they are just next to me.”

ABOUT HIM

Samuel is currently a 9 years old primary school student. He enjoys sports and has an inquisitive mind, often expecting his questions to be answered quickly. He can get restless and lazy at times. His desk buddy helps him at times when he is unable to understand the lesson.

GOALS AND NEEDS

- Wants questions to be answered quickly.
- Needs to be checked on as he can get restless and lazy.
- Needs to have a study buddy like his desk buddy to help him at times.
- Wants e-learning to be fun.
- Wants to be able to exercise.

FRUSTRATIONS

- Unable to get teacher quickly.
- No form of exercise and thus feeling even more restless.
- Parents want teacher to answer questions instead.
- Miss friends and studying with a buddy.

MOTIVATIONS

- Having a buddy can make learning more fun.
- Having faster and easier methods to contact teacher.

User's Point of View:



Tania, 33 Years Old, Teacher

“I have been responding to WhatsApp messages from students who have questions and sometimes the questions are repeated.”

ABOUT HER

Tania is a teacher at a primary school. She enjoys nurturing kids and want to be able to help her students in times of need. It was her childhood dream to become a teacher.

GOALS AND NEEDS

- Wants to be able to answer questions quickly.
- Hopes that there is a way to ensure that questions are not repeated.
- Wants to be able to be the go-to person for students rather than their parents.
- Wants her students to exercise and stay healthy.

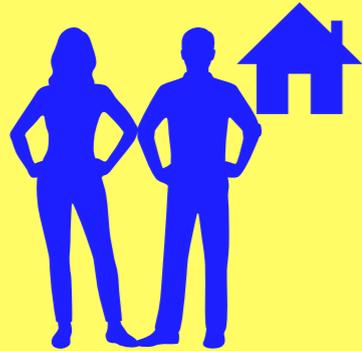
FRUSTRATIONS

- Questions are repeated.
- Unable to know if students are going to parents instead.
- Relying on external YouTube videos might not cover the curriculum fully.

MOTIVATIONS

- Have more time to educate students without travelling between classes.
- Ability to consolidate questions and answers to improve productivity.

User's Point of View:



Peter and Pamela, both 39 Years Old, Parents

“We hope that our kid can be engaged via e-learning without interrupting us too often and choose to ask his teachers questions instead. It would be great if he can follow a time-table.”

ABOUT THEM

Peter is in the Oil and Gas industry and thus his work is classified as essential. Pamela is a stay-home mother and is thankful that she is not working or else she would not have time to look after her child even if she is working from home because her child has been constantly asking for help.

GOALS AND NEEDS

- Wants their child to rely more on teachers.
- Wants the child to be able to exercise just to build their immunity.
- Wants e-learning to be fun and engaging.
- Wants their child to be able to have their assignments marked.

FRUSTRATIONS

- Child is unable to related to the videos.
- Child prefers to ask Pamela for help as the teacher only has 30 minutes with the class on video call. Of that 30 minutes, part of it is used to go through their textbook.
- Child is restless as there is no form of activity.

MOTIVATIONS

- If there is a physical education class online, Pamela can workout with her child.
- Successful e-learning can make their child become more independent in future.

User Flow:



Samuel, 9 Years Old, Student

“My teacher takes a long time to answer to my questions. I prefer to ask my parents instead since they are just next to me.”

OBJECTIVE

- As a student, I want e-learning to be fun and similar to what I experienced when I went to school.

TASK FLOWS

Entry Point: Log into Learning Portal

Success Criteria: e-learning is able to substitute going to school.

1. Log into portal
2. Check time-table
3. Start lesson based on time-table
4. Watch video based on textbook curriculum
5. Be able to view the transcript next to the video as he is a visual learner and prefers to read.
6. Be able to make an annotation next to transcript so that he can refer for questions.
7. If there were questions asked regarding his annotation, the Q&A would be reflected.
8. Be able to click a button for him to raise his hand when he has a question for his teacher.
9. Wait for teacher to enable him to ask his question.
10. Have his Physical Education lesson as per normal without being a nuisance or doing something dangerous.

User Flow:



Tania, 33 Years Old, Teacher

“I have been responding to WhatsApp messages from students who have questions and sometimes the questions are repeated.”

OBJECTIVE

- As a teacher, I want to spend more time answering the questions of students and not doing duplicate work.

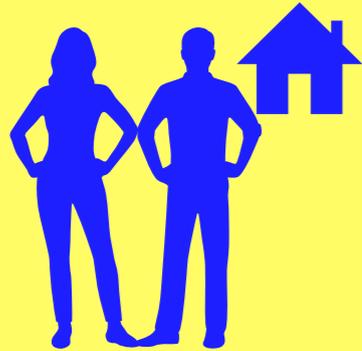
TASK FLOWS

Entry Point: Pre-record lesson video

Success Criteria: Students are able to understand concepts.

1. Pre-record teaching material video of 15 minutes or lesser (to be done by one teacher for the cohort)
2. Upload video before the lesson schedule so that students can prepare for the lesson earlier if they want to.
3. Hold 30 minutes sessions to only answer questions and further explaining concepts.
4. Select students who have clicked on the button to ask questions so that the chatroom is not flooded with questions.
5. Be able to answer the questions that have been left at the video's transcript section.
6. PE lessons are pre-recorded videos only. Students and their parents can choose to do the exercises at their own time.
7. Assignments are based on multiple choice options so that it is easier for students and no marking is required.

User Flow:



Peter and Pamela, both 39 Years Old, Parents

“We hope that our kid can be engaged via e-learning without interrupting us too often and choose to ask his teachers questions instead. It would be great if he can follow a time-table.”

OBJECTIVE

- As parents, we want our child to be able to tap on their teachers instead of us and also enjoy learning as per normal.

TASK FLOWS

Entry Point: Breakfast

Success Criteria: End the day without feeling that more time was spent on child than work.

1. Prepare breakfast.
2. Start with work for the day.
3. Help child with technical issues.
4. Prepare lunch.
5. Continue with work.
6. Spare time to exercise with child using PE teacher's video
7. Prepare dinner.
8. Continue with work if any. Otherwise, day ends and extra time can be spent with child/housework.