



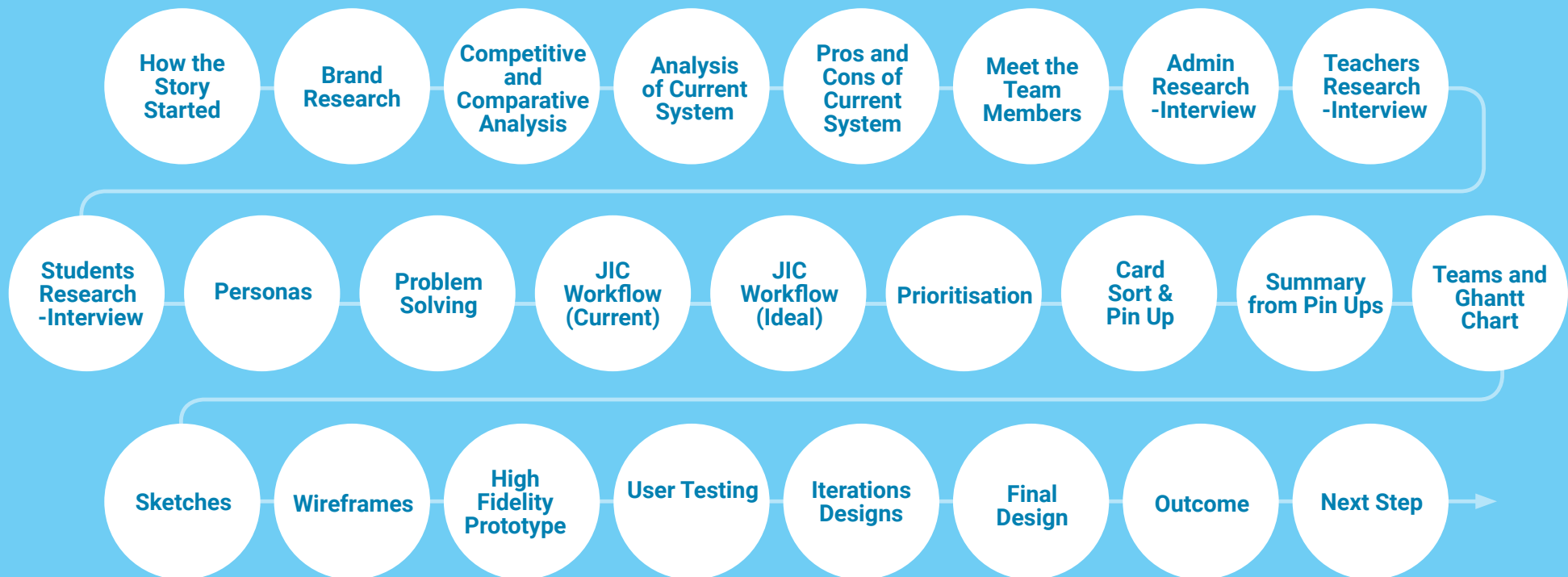
Challenge

Nori, can you create a system that allow teachers and students **to attend classes remotely?** -Founder of JIC

Yes. - Nori

Overview

I've conducted several steps to make "JiC Remote" project as realistic solution as possible, without understanding the voices from users, it was not possible to create this project successful.



How the Story Started

When Covid-19 affects everyone's life, most of the head of teaching schools considered to do classes remotely and JIC language school was one of them to accept a remote teaching system and this system was starting from scratch

Hi, Nori

As a designer, do you have any ideas to do classes remotely? If yes what is your suggestion?



Head of JIC

Hi, Yes, we can create a platform like "JIC Remote", it consist of booking classes and online payments.

Ok, Sounds like a good plan, tell me the budget and can you also integrate Zoom in this platform?



Head of JIC

Yes, Thanks for giving me this task!



Nori



Nori

Brand Research

There are 5 major online school platforms, **Teachworks, SuperSaaS, Roverd, BetterHQ and Udio**. All the competitors are found from Online School ranking page, top 5.



teachworks.

Teachworks is a Business Management Software built to help education companies manage their scheduling, invoicing, client records, communication, analytic and more.



SuperSaaS

SuperSaaS offers one of the best online appointment booking solutions. Our software is affordable, extremely flexible and yet super easy to use.



ROVERD

Roverd is a fully-featured cloud-based automated booking platform. It's close to effortless to get up and running instantly – and unlike our competitors, Roverd has zero subscription fees.



BetterHQ
A RECKON PRODUCT 

BetterHQ scheduling software helps you manage appointments, online bookings, marketing, point of sale, customers and reporting from anywhere, on any device.



udio

Designed for lesson and class-based businesses, Udio helps you manage your bookings, schedule lessons and process customer payments with its flexible, portable and user-friendly software.

Brand Research

There are 5 major online school platforms, **Teachworks, SuperSaaS, Roverd, BetterHQ and Udio**. All the competitors are found from Online School ranking page, top 5.



teachworks

Basic	Employees	Year Founded	Annual Revenue
https://teachworks.com	11-50	2014	\$1M-5M

Goal

Our Mission. Our primary goal is to provide our clients with software that will allow them to work more efficiently and effectively so that they can grow their education businesses. As our clients grow their businesses, our business grows as well - so our incentives are aligned with our clients'.



superSaaS

Basic	Employees	Year Founded	Annual Revenue
https://supersaas.com	11-50	2006	\$1M-5M

Goal

Their goal is to form an organized force in the community for reaction in emergency situations and public calamities as well as the increased interaction of the Military Fire Brigade with the community.



roverd

Basic	Employees	Year Founded	Annual Revenue
https://roverd.com	1-10	2019	\$0M-1M

Goal

People expect the option to pay instantly for services and products online. From any device, anytime. Roverd offers the freedom to focus on more important things – like growing company sales and training employees.



betterHQ

Basic	Employees	Year Founded	Annual Revenue
https://betterhqapp.com	297	N/A	N/A

Goal

Their goal is to manage from scheduling to marketing, point of sale and invoicing - do it all on a single platform. Appointment Scheduling & POS software that runs whole business.



udio

Basic	Employees	Year Founded	Annual Revenue
https://www.udiosystems.com	1-10	N/A	N/A

Goal

Their goal is creating a complete swim school software Manage your bookings, schedule lessons, and process customer payments with a user-friendly and intuitive interface.

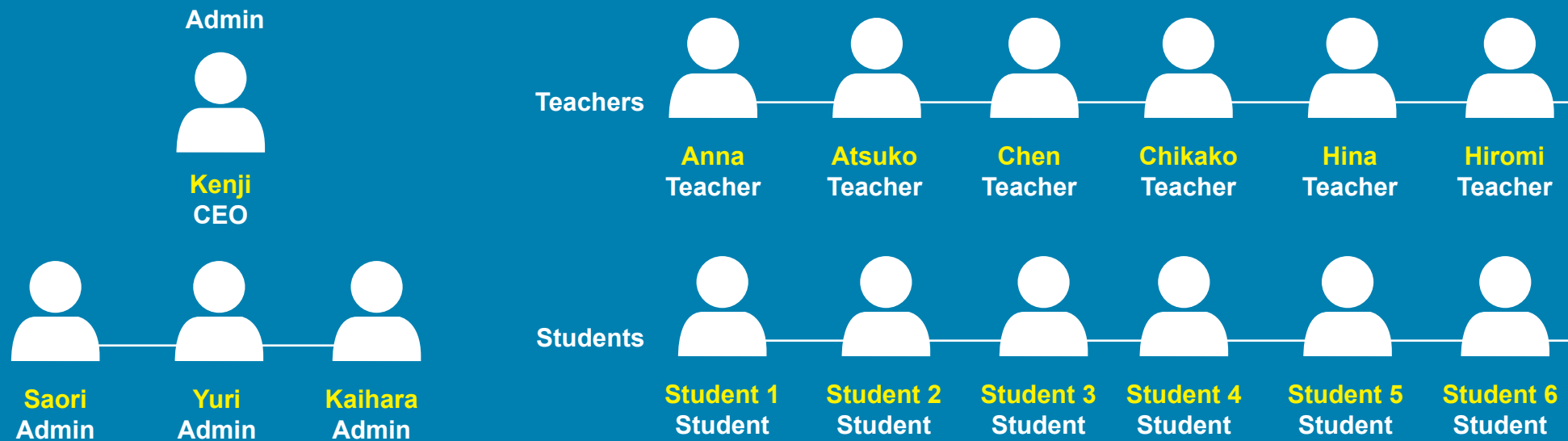
Competitive and Comparative Analysis

The diagram below shows the comparison of features from every companies

					
System Type	Business Management Software	Appointment scheduling software and reservation system	Online Booking and Reservation software	Appointment Scheduling & POS software	School Management software
Payment Type (Au\$)	\$23.59 + 0.36 pp / pm	\$11.44+ / pm	\$25-\$250 / pm	\$19+ / pm	\$110 / pm
Free trial	Yes	Yes	Yes	Yes	Yes
Review Rating	4.5	4.6	N/A	4.8	4.9
Platforms	Browser	Browser	Browser	Browser / Mobile App	Browser
Calendar	Yes	Yes	Yes	Yes	Yes
Booking	Yes	Yes	Yes	Yes	Yes
Online Payment	Yes	Yes	Yes	Yes	Yes
Capacity	Unlimited	Limited	N/A	Limited/Unlimited	Unlimited
Language	English	33 Languages	English	English	English
Contact	Contact Form	Contact Form	Contact Form Phone, Letter	Contact Form Phone, Letter	Contact Form

Analysis of Current System

Diagram shows the current structures, I interviewed Kaihara, the Administrator of JIC school at their school, Melbourne.



Schools

Professional Language Teachers teach English, Japanese and Mandarin to students onsite, the classes are located at Melbourne CBD.

Tuition Fees

Au\$27 for 30minutes, Au\$40 for 60mins, Au\$206 for 300minutes, Au\$395 for 600minutes, Au\$590 for 900minutes, paid in cash, bank transfer only

Locations

Address: Suite 6, 8, and 22 - Level 1, The Paramount centre, 108 Bourke St, Melbourne VIC 3000, 5 Class rooms, small to medium size.

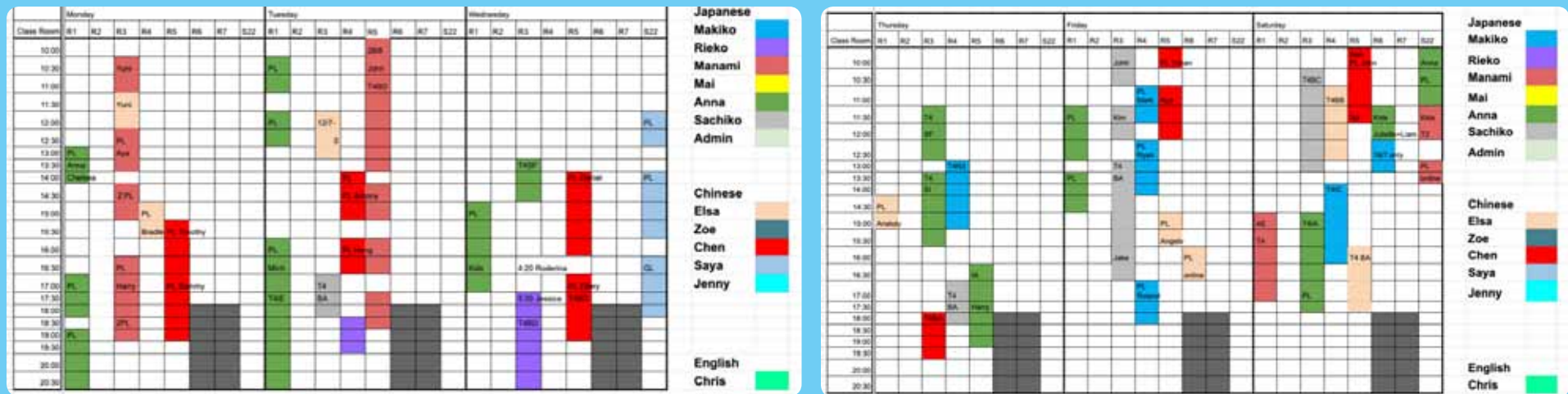
Analysis of Current System

The photos show the atmosphere before COVID-19 affects JIC Language School, I visited here for interviewing staffs later.



Analysis of Current System

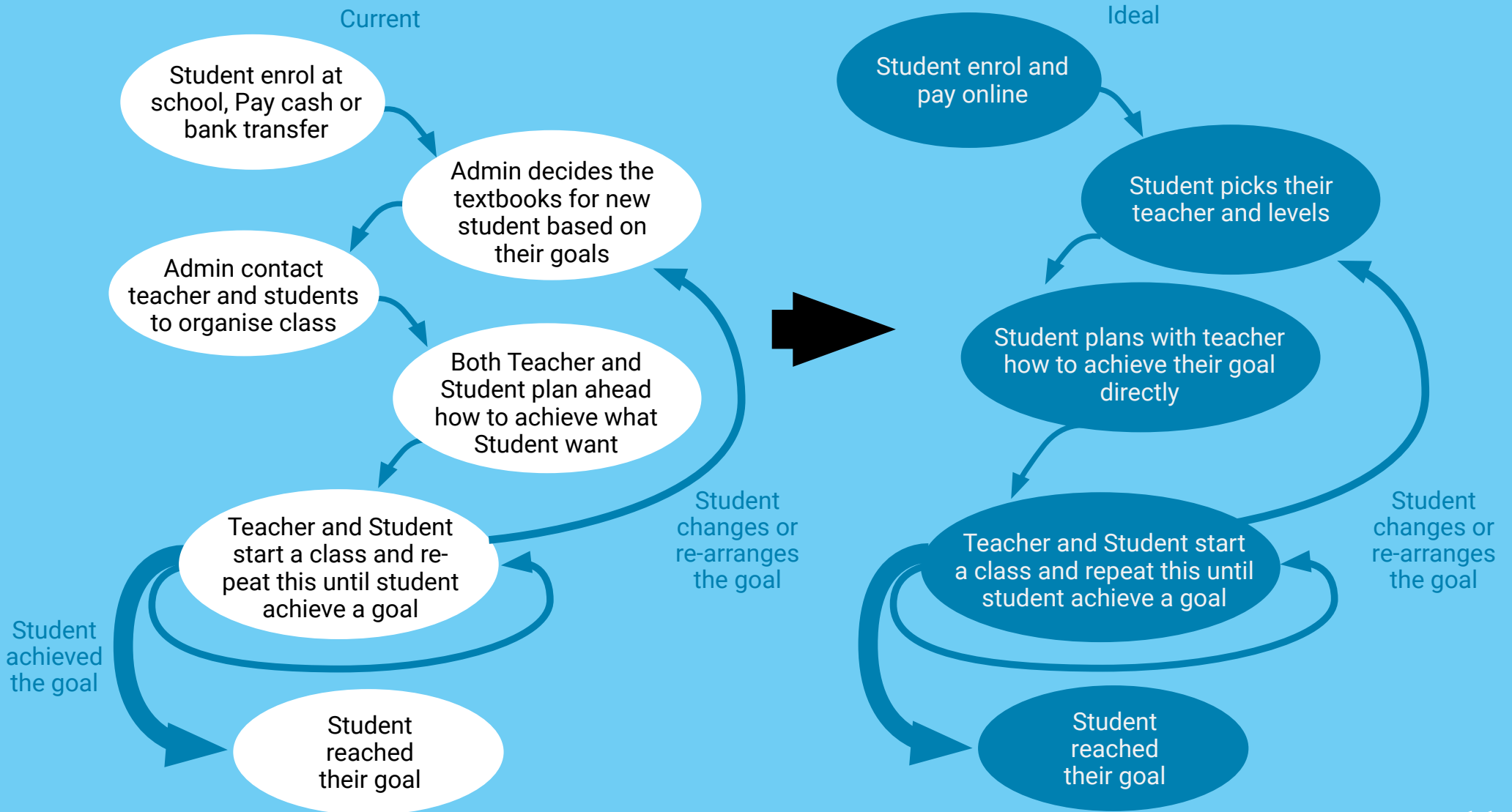
The diagrams below is how admin currently manage onsite classes at JIC Language School



	Class	Teacher	15/5/22	21/5/22	28/5/22	4/6/22	11/6/22	18/6/22	25/6/22	2/7/22	9/7/22	16/7/22	
Anna	✓ 1h x 10	x × Gisele Sorataworn											
	✓ 1h x 10	✓ × Aaron Burns		4/5/22	11/5/22	18/5/22	25/5/22	7/6/22	14/6/22	21/6/22	28/6/22	5/7/22	15/7/22 11:30
	✓ 1.5h x 10	online mix > online (Onsite) Matthew Cox	21/2/22	28/2/22	2/3/22	7/3/22	21/3/22	28/3	11/4/22	2/5/22	6/6/22	17/6/22	
	1.5h x 10	(Online) Matthew Cox	25/2/22	18/3/22	25/3/22	30/3/22	22/4/22	16/5/22	22/6/22	6/7/22	13/7/22		
	✓ 1h x 10	- >online: Minh Le	10/4/22	24/4/22	1/5/22	10/5/22 4:15	17/5/22	7/6/22	14/6/22	21/6/22(CR)	12/7/22	24/7/22(online)	
	✓ 1.5hx1	6/12 → Tina Ko	18/5/22	24/5/22	3/6/22	24/6/22	1/7/22	8/7/22	15/7/22				
	✓ 1h x 10 > 1.5h @ 20 → online 17/7	Claudia De Andres	6/5/22	13/5/22	20/5/22	3/6/22	10/6/22	24/6/22 CR	1/7/22	8/7/22	12/7/22	15/7/22	
	✓ 1.5 x 15	e > online 8/5/21 > c Kenny Wong	27/4/22	7/5/22	28/5/22	16/7/22							
	✓ 45min x 10	- onsite Oregon Reid	16/7										
	✓ 1.5h x 10	online Lauren & Anna		10/6/22	17/6/22	29/6/22							
	1.5 x 10 we	- onsite Chelsea Garrard	4/7/22 12:00 PM		11/7/22	25/7/22							
	✓ 1h x 10	online 2PL Esther & Christine Cheung	4/6/22	18/6/22		2/7/22	9/7/22	24/7/22					
	1h x 10	- onsite Mari Inoue	1/5/22	7/5/22 (Sat 5:45p)	14/5/22	21/5/22	28/5/22	11/6/22	18/6/22	25/6/22	8/7/22	16/7/22	
1.5 x 10	- onsite Jordan Drysdale	23/5/22 5pm		6/6/22	15/6/22 3-4:30pm	22/6/22	4/7/22	11/7/22	18/7/22				
1.5 x 10	- onsite Oscar Zhu	27/6 A	28/6 R	4/7/22(Anna)	5/7/22(Rieko)	11/7/22(Anna)	12/7/22(Rieko)	18/7/22(Anna)	19/7/22(Rieko)				
1.5 x 10	- onsite 2PL Austin & Tom	20/7/22 6pm											

Analysis of Current System

Steps comparison between after COVID-19 (Fully Remote classes) and suggested steps from enrolment to complete learning school.



Pros and Cons of Current System

Numbers of pros and cons are found while I was researching the workflow of current system at their location.

Pros

- Admin organises teacher and student classes
- Admin views all the classes happening at school
- Separate workloads between teachers depends on the availability of each teacher
- Teachers only focus on classes and preparations for the classes with students
- Teachers share the same materials to teach students so every teacher keep the same quality of the classes
- Students learn languages face to face in the classes
- Students council with Admin how to achieve the goal student set
- Students learn languages in a traditional way, a teacher in the classroom individually or in group
- Every teachers are certified teachers and they are holding a certificate of teaching language
- Students can easily re-arrange the goal setting after a class with teacher

Cons

- Admin needs to do all of the document works weekdays
- Admin needs to handle cancellation, payment and booking class rooms
- Admin physically stays at school because people pays cash and organise phone bookings
- Teachers and students need to attend classes, leave home, use transport/drive
- Limited position vacancies available for potential teachers due to the size of class rooms
- Teachers share the same workloads, same salary, experience rather than skills to teach students
- Students pay cash or bank transfer only
- Students can't pick teachers, Admin picked teacher for students before class starts
- Students only get noticed by phone call when class is cancelled or arranged

Meet the Team Members

In the early stage, I conducted interviews to 5 team members who will be involved in developing new platform.

Kenji Ishii

Role: A Founder of JIC, oversees the production, decides the budgets and tasks for team.

Pain Points: JIC doesn't have **an efficient system to have a class remotely**, currently using Zoom individually by teachers and share the ID and password, Admin handles all the process of this

Goals: Create a proper remote system that can **handle booking, having/arranging a class, organise payments all in one platform**, having an automated payment is a bonus.

Saori Walker

Role: A main administrator of the JIC, she handles all of the process includes arranging class, notifying changes to both teachers and students

Pain Points: She handles a lot of manual process, it takes most of her time in weekdays, **busy handling tasks** when there are multiple classes in same day

Goals: She is expecting to accept a system that **can reduce manual processes** like cancelling and notifying teachers and students.

Yuri Kamiya

Role: A part time administrator, also works as **Graphic Designer**, she create graphics for new system

Pain Points: Her main job is to help Saori as well as working graphics for JIC Website. She needs **supports to make decisions** for graphic design process between stakeholders.

Goals: **Create a platform that can help JIC** and then work more as Graphic Designer rather than Administrator as her career pathways.

Meet the Team Members

In the early stage, I conducted interviews to 5 team members who will be involved in developing new platform.

Miki Kaihara

Role: Teacher and **Test User (Teacher) for the new platform**

Pain Points: She has a few years of experience in Teaching, **she doesn't have much technical knowledge for computing** so she needs a full support when she joined as a Test User (Teacher)

Goals: She hopes JIC new platform **can handle many tasks**, currently handled by Admin and teachers

Sayaka Kurose

Role: Teacher and **Test User (Student) for the new platform**

Pain Points: Current remote system needs more improvements, it is not efficient to use, **technical support is required** when something is not working while having classes remotely

Goals: She needs to focus on teaching, not enough time to learn new things, so this **new system needs to be intuitive to use**

Administrator Research

I conducted a survey and I collected responses from JIC staffs, interviewed Administrators over the Zoom chat and phone calls.

Question 1: What is your main tasks?

Answer 1 Administrator Saori :

I look after classes and payments from students, **managing classes between students and teachers**. Working 5 days except Thursday (Mon-Wed, Fri-Sat)

Answer 2 Administrator Yuri :

I manage paperworks and help teachers to attend classes smoothly, **often I get phone calls from students to re-arrange classes**. I also work on creating text books

LESSONS
LEARNT

What I learnt?

Admin staffs are quite busy at daily basis, they are expecting to use a system that can handle a part of their manual process.

Administrator Research

I conducted a survey and I collected responses from JIC staffs, interviewed Administrators over the Zoom chat and phone calls.

Question 2: What do you expect from a new remote system? Do you have any functions you want to use?

Answer 1 Administrator Saori :

I am expecting a system that doesn't increase my workloads, so it needs to be **easy to use without reading instruction or asking for a help.**

Answer 2 Administrator Yuri :

I want a new remote system which is easy to use and automating many processes. Hopefully it contains **self-cancelling, self-notifying system .**

LESSONS
LEARNT

What I learnt?

I've learnt that the system should be intuitive to use and it contains booking system includes cancellation, re-arrangement and notification.

Administrator Research

I conducted a survey and I collected responses from JIC staffs, interviewed Administrators over the Zoom chat and phone calls.

Question 3: Do you have anything you are not happy with current existing remote system? And why?

Answer 1 Administrator Saori :

Yes, I **spend a time on cancelling classes from both teacher and student**, it is time consuming. If possible I want this to be managed by computer.

Answer 2 Administrator Yuri :

Yes, every teachers share the same Zoom account, **some students do not have Zoom app** so they can't attend the class.

Do you have any alternative ways to teach them remotely? (Nori)

No at this moment, **we will need to give up** if they don't use Zoom.

LESSONS
LEARN

What I learnt?

I noticed the students have limited options to learn languages, ideally the system that can run without using Zoom app (Browser API etc)

Teacher Research

I conducted a survey and I collected responses from JIC staffs, interviewed Teachers over the Zoom chat and phone calls.

Question 1: What is your main tasks?

Answer 1 Teacher Miki :

I am a Japanese teacher, I teach Japanese to Australians from **Mid levels to Advanced levels**, some students are learning **business levels**.

Answer 2 Teacher Sayaka :

I am a Japanese teacher, mainly teaches Japanese to **group of students who goes High School or University**, I also teaches Japanese to Australian-born Japanese students in Australia

LESSONS
LEARNT

What I learnt?

I got an impression that Teachers want to focus on teaching, rather than learning new platform, so the system needs to be helpful for their classes.

Teacher Research

I conducted a survey and I collected responses from JIC staffs, interviewed Teachers over the Zoom chat and phone calls.

Question 2: What do you expect from a new system? Do you have any functions you want to use?

Answer 1 Teacher Miki :

I expect to have a system which allows me to **invite students directly**, instead of keep contacting Admin, they are sometimes busy at doing other tasks

Answer 2 Teacher Sayaka :

Some student don't have desktop so we want to have a system which also **works for mobile users**. If **a class is cancelled, I would like to receive a message straightaway**. If I had to cancel the class, I would like to use a system that can handle notification messages to admin and students.

LESSONS
LEARNT

What I learnt?

I noticed teachers didn't have a way to contact students directly, I need to design a platform also optimised for mobile users

Teacher Research

I conducted a survey and I collected responses from JIC staffs, interviewed Teachers over the Zoom chat and phone calls.

Question 3: Do you have anything you are not happy with current existing remote system? And why?

Answer 1 Teacher Miki :

We don't have a **central system in place**, we use Zoom account individually for remote classes

Answer 2 Teacher Sayaka :

If a class is cancelled, **it is a time consuming work to arrange a new class with Admin** and students.

LESSONS
LEARNT

What I learnt?

We will design a system that can save all the data in one place and make it accessible to both Teachers and Administrators

Student Research

I asked my family and friends pretend to be a student and go through the current remote process and I got feedback from them

Comment 1:

I want to learn Japanese but I am living a country side of Australia, so I can't attend the school. **(JiC Remote is the solution)**

Comment 2 :

There was no option to use credit card to join the class. It is not convenient to most people. **(Credit card option required)**

Comment 3:

I want to know my level of Mandarin. Is there any skill test or something before class? **(Admin tells you the level of your language)**

Comment 4 :

I don't have Zoom account, can I attend to class without Zoom account? **(Option to attend class without Zoom required)**

Comment 5:

I don't know how to use Zoom, can you please assist me? **(The new system needs to be intuitive for young/old users)**

Persona

Created 3 different personas and they are potential users to interact with “JIC REMOTE” in near future.



Name: Mark Mitchell
Age: 22
Occupation: University Student



Name: Justin Maxwell
Age: 31
Occupation: Electrician



Name: Maggie Lin
Age: 52
Occupation: House Keeper

Persona 1

Created 3 different personas and they are potential users to interact with “JIC REMOTE” in near future.



Name: Mark Mitchell

Age: 22

Occupation: University Student

Relationship Status: Single

Residence: Epping Victoria

“I am planning to study abroad Saitama and stay there for a year, so I need to practise Japanese before I go”

Summary:

Mark is a university student in Melbourne and now he is planning to use an exchange student program to stay in Saitama when the border is open, at this moment he wants to keep learning Japanese in Australia while he is waiting the right time comes.

Goal:

He is not confident to listen and speak Japanese now, so he decided to learn Japanese while he is waiting the Australia/ Japan border to be opened to travel. He prefer to learn remotely as he is busy on studying at University

Pain Point:

He lives in Epping, northern part of Victoria and it takes 50mins to access JIC school, so he prefer the remote option

What we can achieve:

Create an useful remote system for him, so he can keep learning Japanese at university or from home, with his Japanese teacher

Persona 2

Created 3 different personas and they are potential users to interact with “JIC REMOTE” in near future.



Name: Justin Maxwell

Age: 31

Occupation: Electrician

Relationship Status: Partnered

Residence: Footscray Victoria

“My partner is Taiwanese and their parents can’t speak English, so I need to learn Mandarin when we travelled to Taiwan, I need an intensive course before we travel.”

Summary:

Justin is a full time Electrician, he met a partner Shirley 2 years ago, now they want to get married but Shirley never introduced Justin to her parents, we are planning to go Taiwan next year to introduce them, her partner Justin.

Goal:

He wants to at least understand her partner’s parents speaking, he wants to impress them how much his Mandarin is improved when he met Shirley’s parents

Pain Point:

He doesn’t know where to start from, without a help from teacher, it is difficult to achieve what he wants

What we can achieve:

Let him keep studying either at school and from home, give a seamless lesson programs offered by Admin to manage and maintain the level of his Mandarin

Persona 3

Created 3 different personas and they are potential users to interact with “JIC REMOTE” in near future.



Name: Maggie Lin

Age: 52

Occupation: Housewife

Relationship Status: Married, 2 kids

Residence: Dandenong Victoria

“I’m a mother of 2 kids, they recently start learning Japanese at school and I also interested to learn this together”

Summary:

Maggie is a housewife and looking after 2 kids, they are 6 years old and 8 years old, when they were learning Japanese, Maggie also interested in learning Japanese together with them, she wants to have a good time with her family.

Goal:

She wants to keep learning Japanese as her hobby while her kids are all learning Japanese at school

Pain Point:

She doesn’t have time to go School, she definitely needs an option to study with kids at home, she needs this system easy and useful

What we can achieve:

Offer her a useful remote platform for her to study online, so she can learn at her own timing

Problem Solving

I divided into 3 groups, each tasks will be carefully considered to satisfy user needs.

General



- 1 Students prefer to pay credit cards > **Make online payment system available for Online Students**
- 2 Students want to pick their own teacher but no information about teachers > **Make all the Teacher profile visible and make a system contactable within the platform**
- 3 It is difficult to understand the level of Students > **Create a level system in place so they can monitor their growth**
- 4 Maintain students motivations who learn languages remotely > **Visualise their improvements by creating a chart of their progress**
- 5 Teachers need to share some new idioms or some ideas each other via platform > **Create a platform where teachers can share the movies, documents together**
- 6 Admin has a lot of paperworks and handling urgent arrangements like cancelling, rearranging classes > **Create a semi-automatic process of cancelling and re-arranging classes**
- 7 New teachers do not have a place to promote their teaching classes > **Create a platform where they can promote themselves to attract new students**

Onsite Class



- 1 Cost of transporting to the class is not cheap in Melbourne > **Make JIC Remote platform so they have option to learn remotely**
- 2 Sometimes students say they will come but they don't attend classes, we can't charge them when they cancelled their classes > **Create a system if they cancel in 24hrs, there is no refund for this**
- 3 Every information is shared via email, transferred to Admin, Admin keep them a computer > **Keep them in cloud not in a computer**
- 4 Many teachers worried COVID-19 in class, they can't ask them if they have any symptoms or not. > **Recommend them to teach remotely**

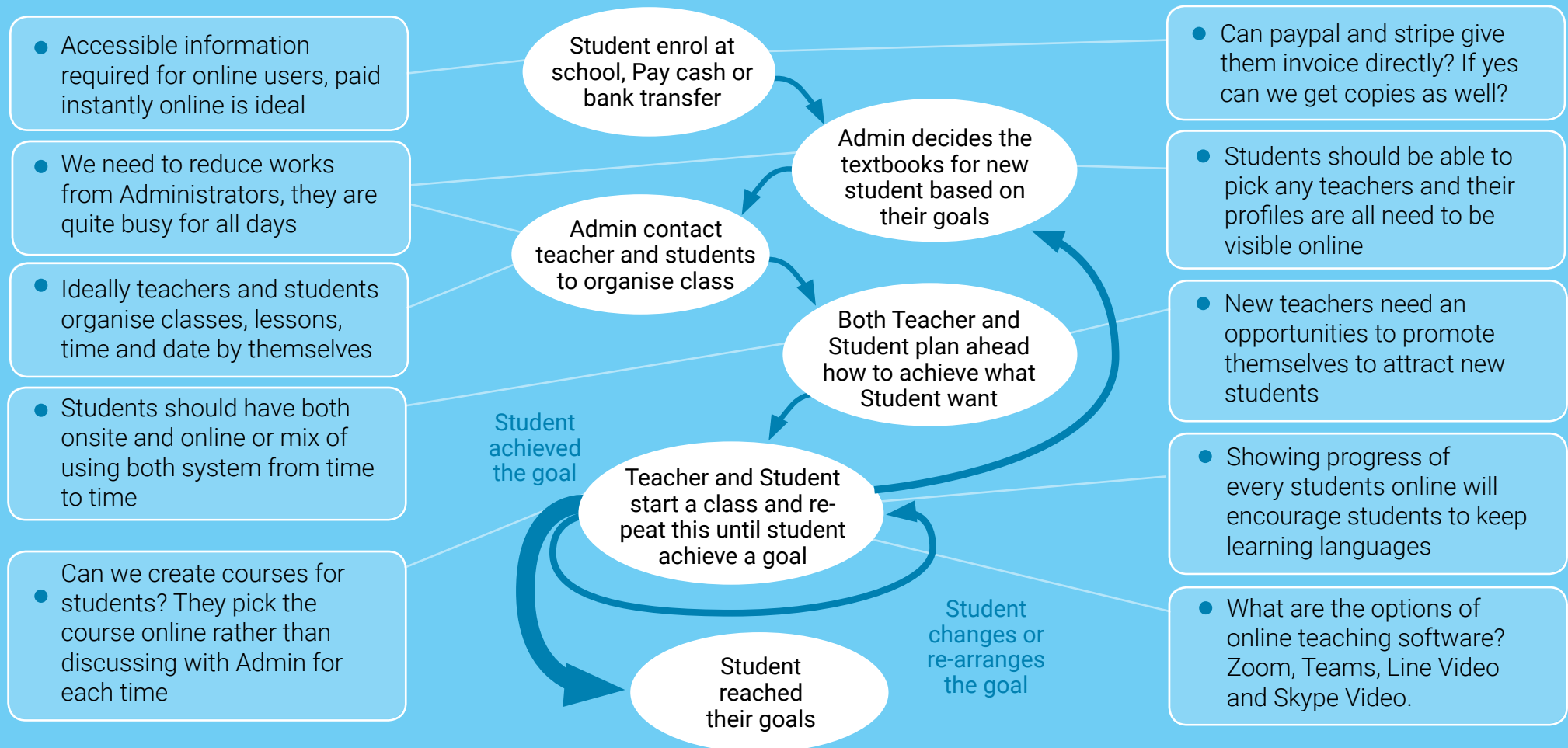
Remote Class



- 1 Some teachers and students are not good at interacting technology > **Full support their usage while JIC remote system is running**
- 2 Teachers want to invite students directly > **Create a system that can invite students**
- 3 Teachers want to use whiteboard > **Use whiteboard option available from Zoom**
- 4 Some teachers/students only have mobile, not desktop > **Create a system that also works for mobile users**

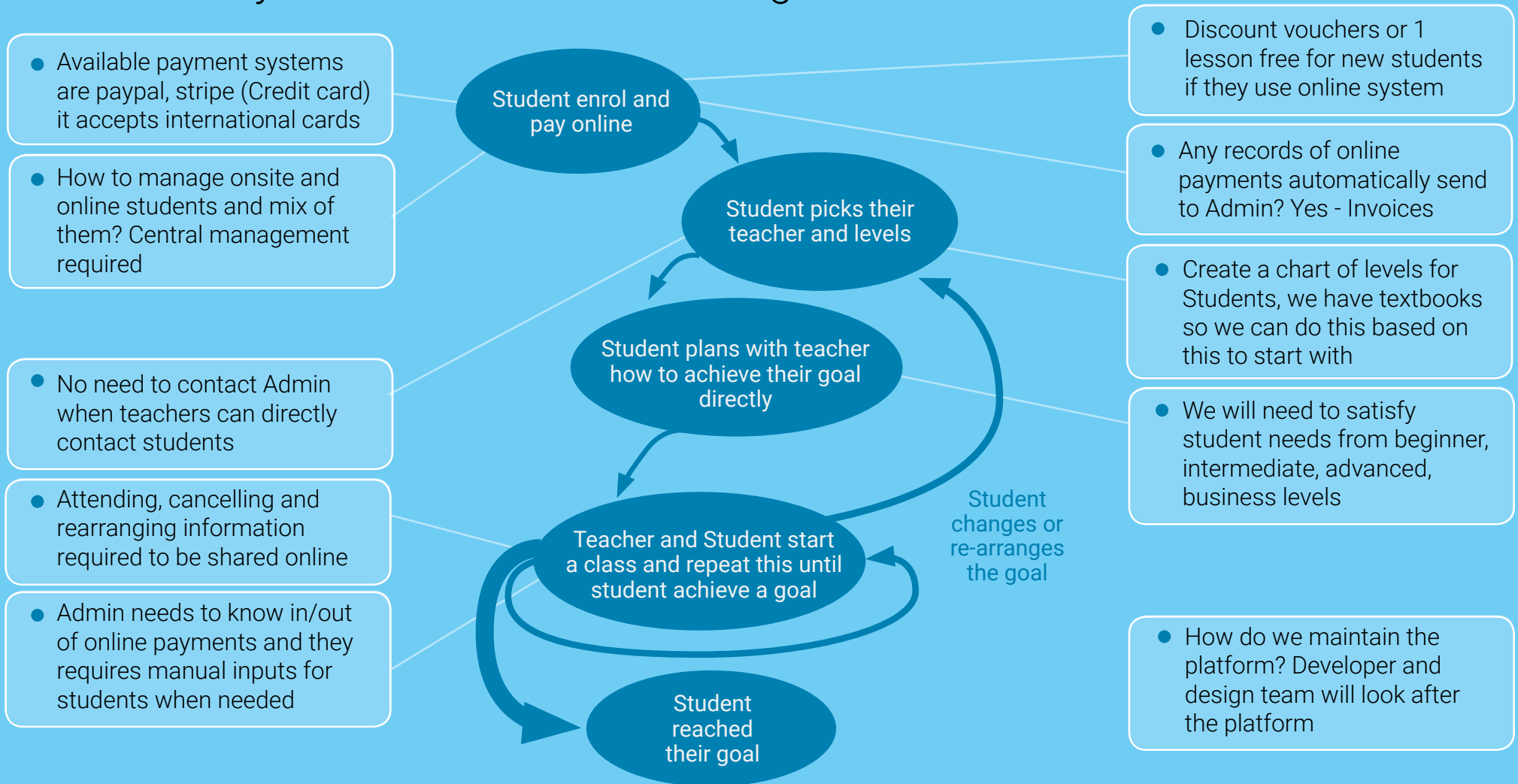
JiC Workflow (Current)

After team member meetings, I summarised the further ideas and concepts on current system discussed in meetings



JiC Workflow (Ideal)

After team member meetings, I summarised the further ideas and concepts on current system discussed in meetings



Card Sorting

I requested 5 users (2 Admin + 3 Test Users) to create a navigation system, the cards are prepared by me. Method: open card sorting.

User 1

User 1's card sorting results:

- Admin** (6 items): Reminder, View Class, Manage Teacher, Manage Student, Point History, Login As Teacher
- Teacher** (4 items): Invite Student, Create Class, Current Class, Cancel Class
- Student** (5 items): Current Lesson, Book Lesson, Cancel Lesson, Movie, Purchase Points
- Admin Profile** (2 items): Document, Search
- Teacher Profile** (1 item): Change Timezone
- Student Profile** (2 items): Class Invited, Change Profile

User 2

User 2's card sorting results:

- Administrator/Teacher** (9 items): Change Timezone, Manage Student, Current Class, Current Lesson, Manage Teacher, View Class, Change Profile, Login As Teacher, Point History
- Teacher** (4 items): Create Class, Cancel Class, Reminder, Invite Student
- Student** (5 items): Search, Book Lesson, Cancel Lesson, Class Invited, Purchase Points
- All** (2 items): Movie, Document

User 3

User 3's card sorting results:

- Class** (5 items): View Class, Create Class, Class Invited, Current Class, Cancel Class
- Profile** (3 items): Change Profile, Search, Change Timezone
- Purchase** (2 items): Point History, Purchase Points
- Movie** (1 item): Movie
- Administrator** (4 items): Reminder, Login As Teacher, Manage Student, Manage Teacher
- Teacher** (2 items): Document, Invite Student
- Lesson** (3 items): Book Lesson, Current Lesson, Cancel Lesson

User 4

User 4's card sorting results:

- Student** (3 items): View Class, Movie, Purchase Points
- Teacher Function** (1 item): Invite Student
- Administrator Function** (4 items): Document, Point History, Manage Student, Login As Teacher, Manage Teacher
- Automatic Setting** (4 items): Search, Change Profile, Reminder, Change Timezone
- Create** (1 item): Create Class
- Cancel** (2 items): Cancel Class, Cancel Lesson
- Current** (2 items): Current Class, Current Lesson
- Book & Invited** (2 items): Class Invited, Book Lesson

User 5

User 5's card sorting results:

- Lesson** (3 items): Current Lesson, Cancel Lesson, Book Lesson
- Invite** (1 item): Invite Student
- Class** (2 items): Class Invited, View Class
- Student** (2 items): Search, Movie
- Payment** (2 items): Point History, Purchase Points
- Class.1** (3 items): Current Class, Cancel Class, Create Class
- Teacher** (3 items): Reminder, Document, Login As Teacher
- Admin** (4 items): Change Profile, Change Timezone, Manage Student, Manage Teacher

Summary from Pin Ups

I separated into Admin, Teacher and Students (Existing/New) and Management (My team), listed up what are needed to build for JIC remote system.

General

- Everyone have access to JIC contents online, movie, documents, profile, updates, guidelines, calendar
- Make remote classes, easy and intuitive to use for existing and new users
- Responsive design for both Desktop and Mobile users

Admin

- View all the classes currently active/inactive
- View all the teachers and student details (Email, Name, Payment, History of classes, classes in future)
- View all the payments in and out from students
- Manages Zoom/Teams Login details
- Manages Login details of teachers and students (ID and Password)
- Login as Teacher (Access to any teachers)
- Change Timezone
- Add/Remove New students and teachers

Teacher

- Login as Teacher
- Create class, re-arrange class, cancel class
- Invite Students for their class
- Can upload movie and profile image
- Upload documents for class
- Change Timezone
- Send messages to Admin and Students
- Promotional pages for new teacher
- Reset Password / Open/Close Account

Management

- Backup the system weekly
- Create Live and Dev mode
- Backend languages, Laravel and phpmyadmin
- Maintain the platform
- Expandable for future updates

Student (new)

- Login as Student
- Email Authorisation
- Join class
- Download the document for class
- Purchase points
- Consume points to join class
- Can select their favourite teacher
- Can search and view teachers profiles
- Can watch promotional video
- Free 30mins lessons for new users
- Options to pay by PayPal or Credit cards
- Reset Password / Open/Close Account

Student (Existing)

- Admin to automatically add their names into the system
- Add points based on their payments
- Instruction for existing user required

Prioritisation

I separated tasks into 3 different categories, high, medium and low priorities, we as a team start work from highest priority tasks

HIGH

- Make remote classes, easy and intuitive to use for existing and new users (All)
- Responsive design for both Desktop and Mobile users (All)
- View all the payments in and out from students (Admin)
- Manages Zoom/Teams Login details (Admin)
- Manages Login details of teachers and students (ID and Password) (Admin)
- Login as Teacher (Access to any teachers) (Admin)
- Login as Teacher (Teacher/Student)
- Create class, re-arrange class, cancel class (Teacher)
- Invite Students for their class (Teacher)
- Reset Password / Open/Close Account (All)
- Create Live and Dev mode (Dev)
- Backend languages, Laravel and phpmyadmin (Dev)
- Maintain the platform (Dev)
- Email Authorisation (All)
- Reset Password / Open/Close Account (All)

- Join class (Student)

- Purchase points (Student)
- Consume points to join class (Student)
- Options to pay by PayPal or Credit cards (Student)

MEDIUM

- Add/Remove New students and teachers (Admin)
- Everyone have access to JIC contents online, movie, documents, profile, updates, guidelines, calendar (All)
- Change Timezone (All)
- Send messages to Admin and Students (Teacher)
- Backup the system weekly (Dev)
- Download the document for class (Student)
- Free 30mins lessons for new users (Student)
- Admin to automatically add their names into the system (Admin)
- Add points based on their payments (Admin)

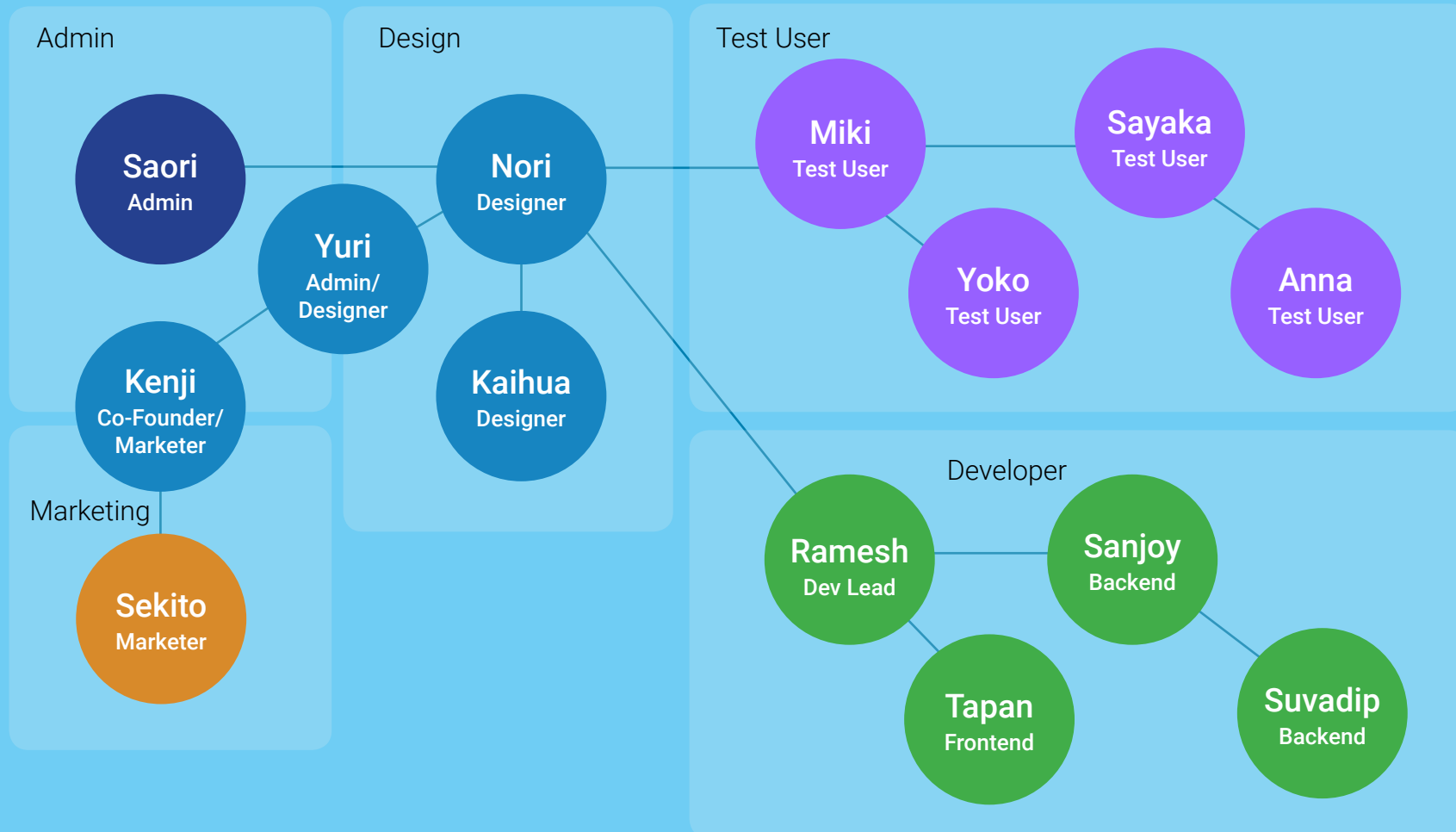
Low

- View all the classes currently active/inactive (Admin)
- View all the teachers and student details (Email, Name, Payment, History of classes, classes in future) (Admin)
- Can upload movie and profile image (Teacher)
- Upload documents for class (Teacher)
- Promotional pages for new teacher (Teacher)
- Expandable for future updates (Dev)
- Can select their favourite teacher (Student)
- Can search and view teachers profiles (Student)
- Can watch promotional video
- Instruction for existing user required (Admin)

For a short goal, we will complete all the tasks mentioned in high priority, then we work on medium and low priority tasks.

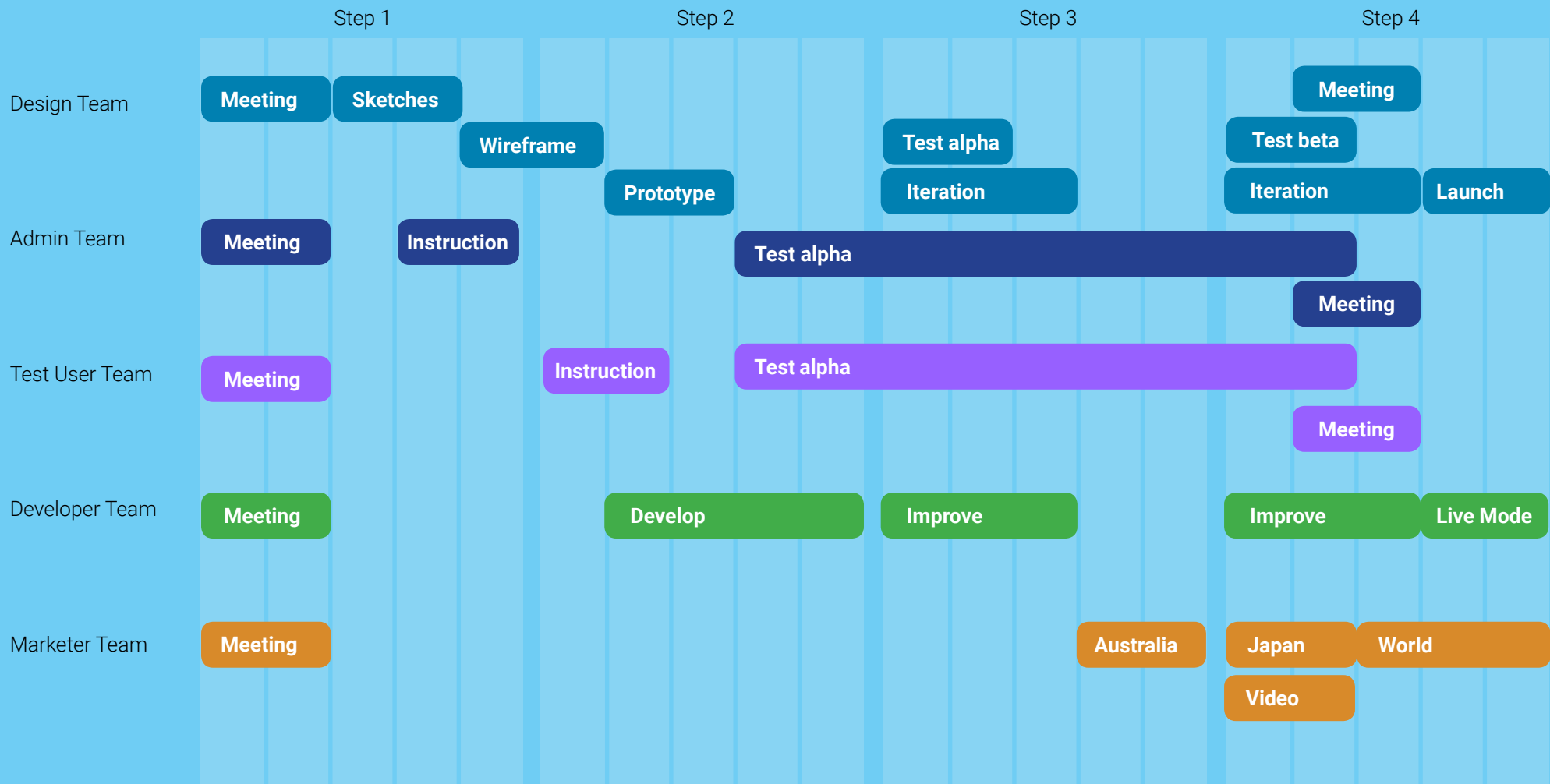
Team

Here is the new JIC Remote team shared in team meeting and all agreed to work with this group.



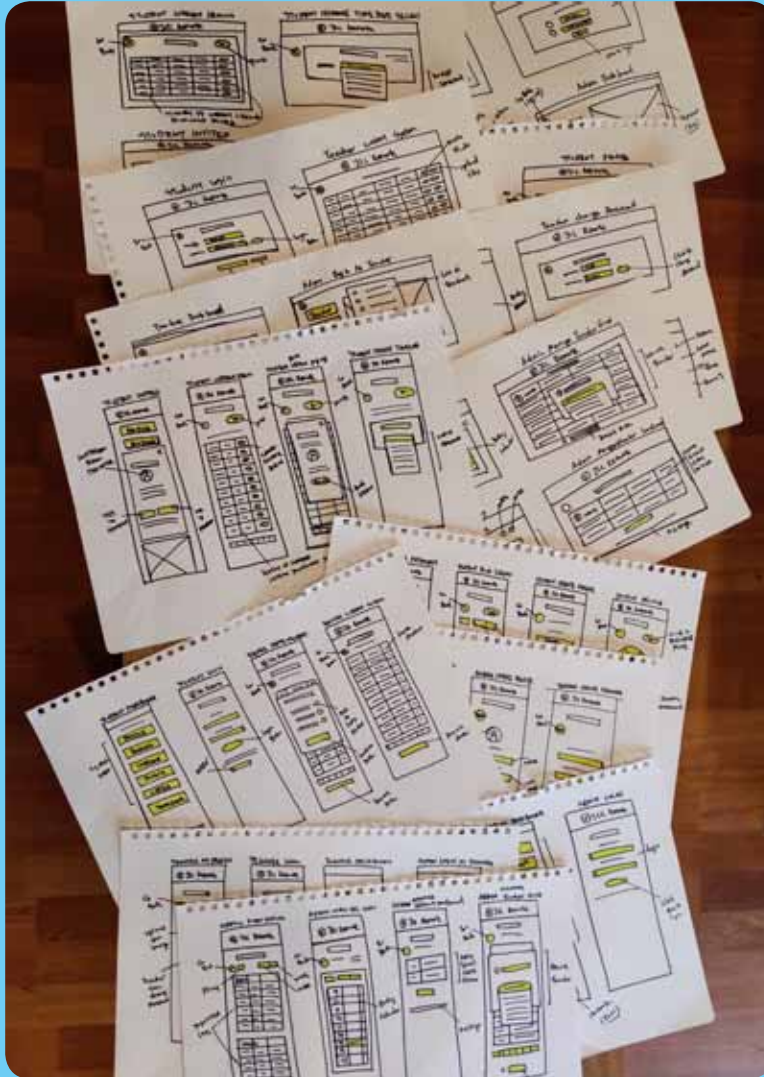
Ghantt Chart

Here is the new JIC Remote team shared in team meeting and all agreed to work with this group.



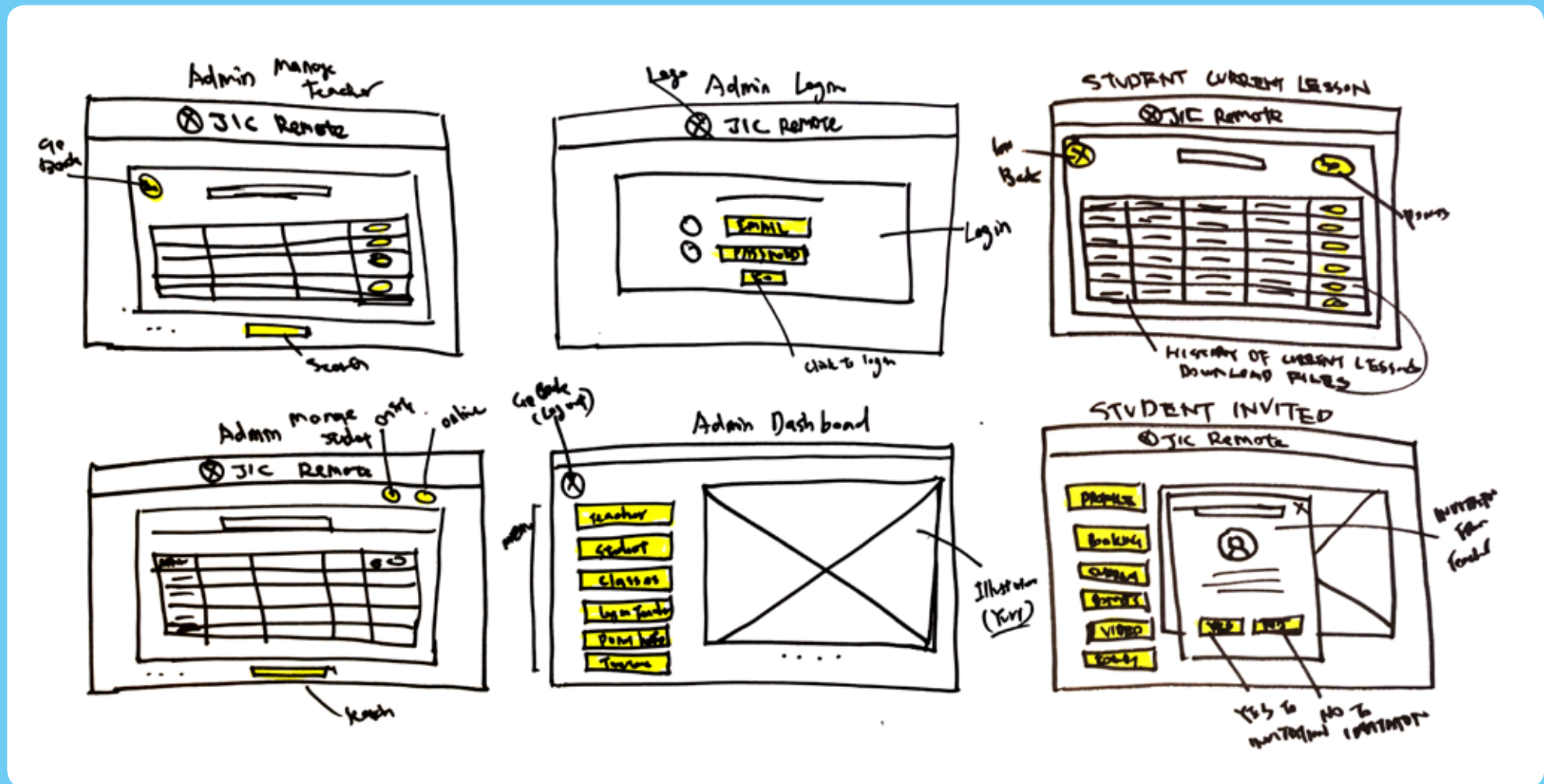
Sketches

Hand-drawing to visualise the JiC Remote system



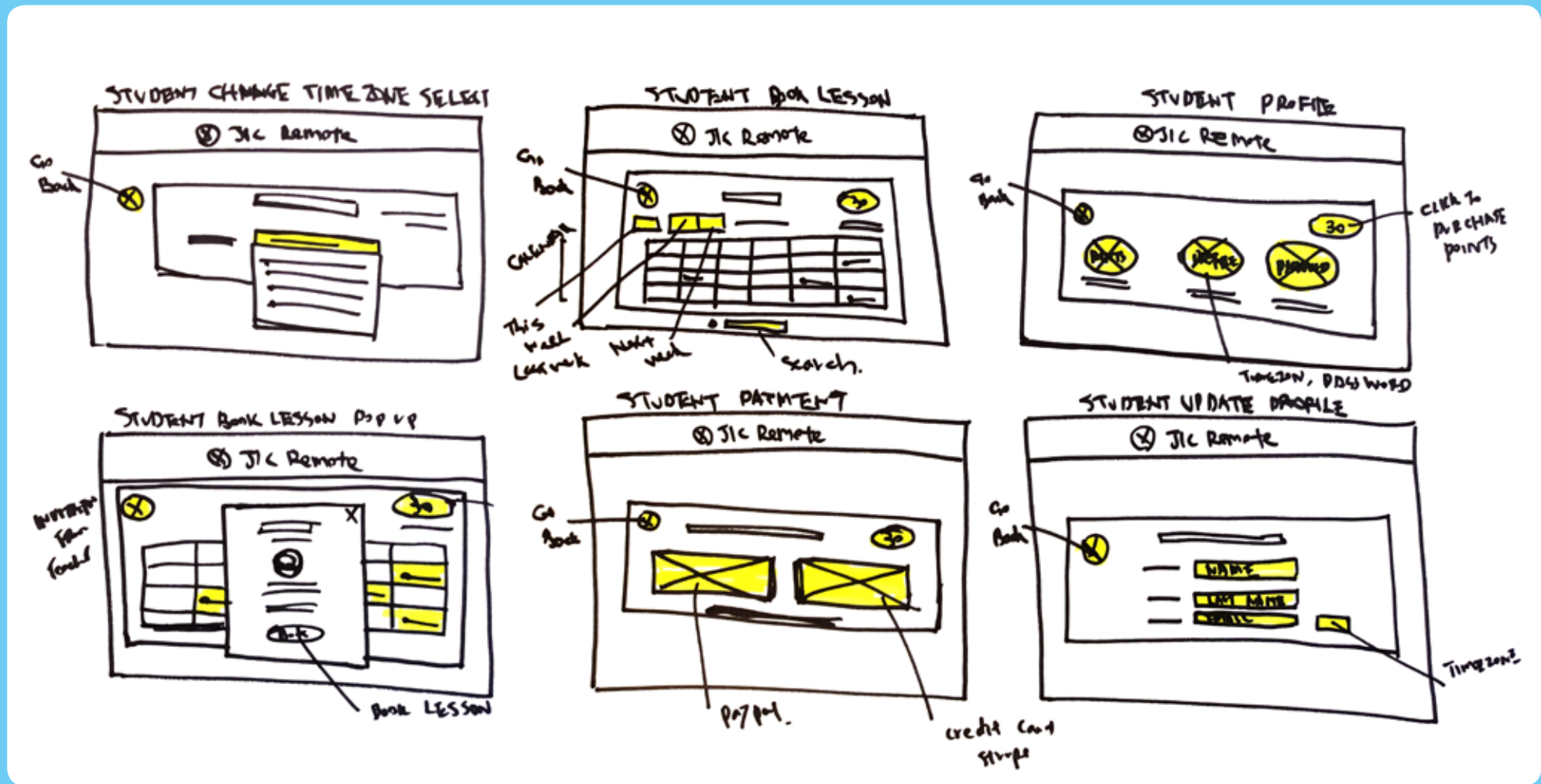
Sketches - Desktop

Quick Hand-drawing to visualise the JIC Remote system



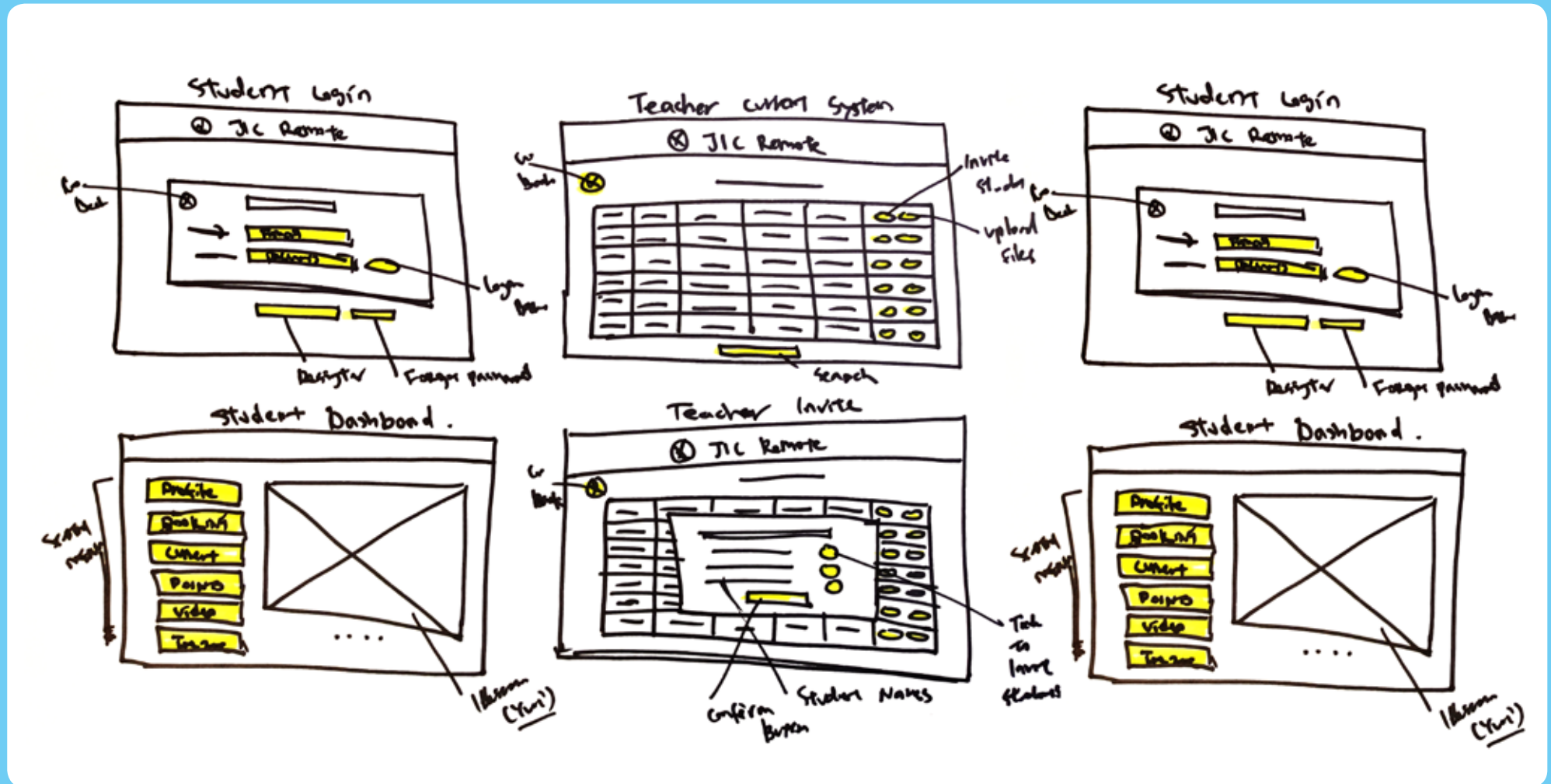
Sketches - Desktop

Quick Hand-drawing to visualise the JIC Remote system



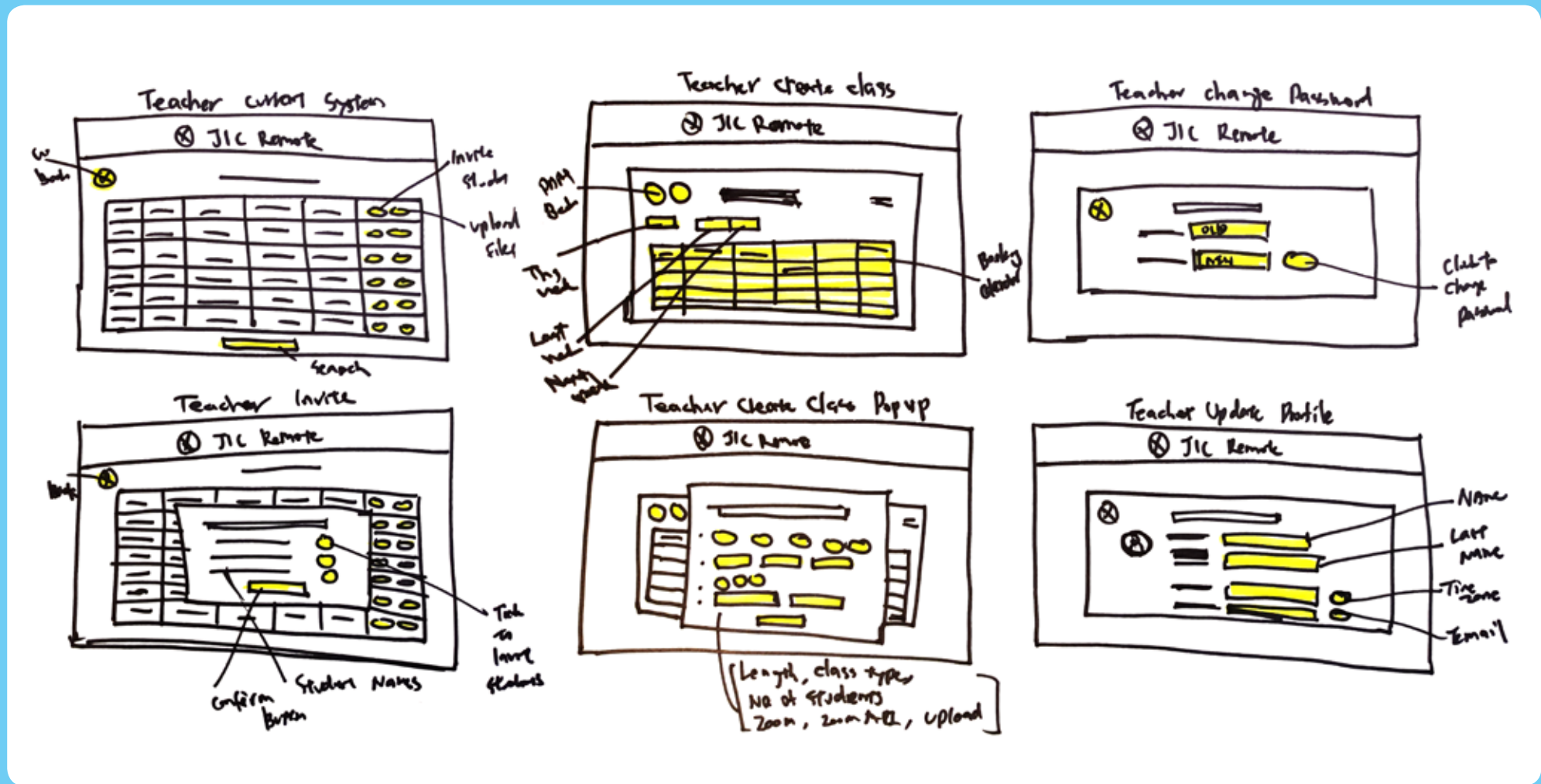
Sketches - Desktop

Quick Hand-drawing to visualise the JIC Remote system



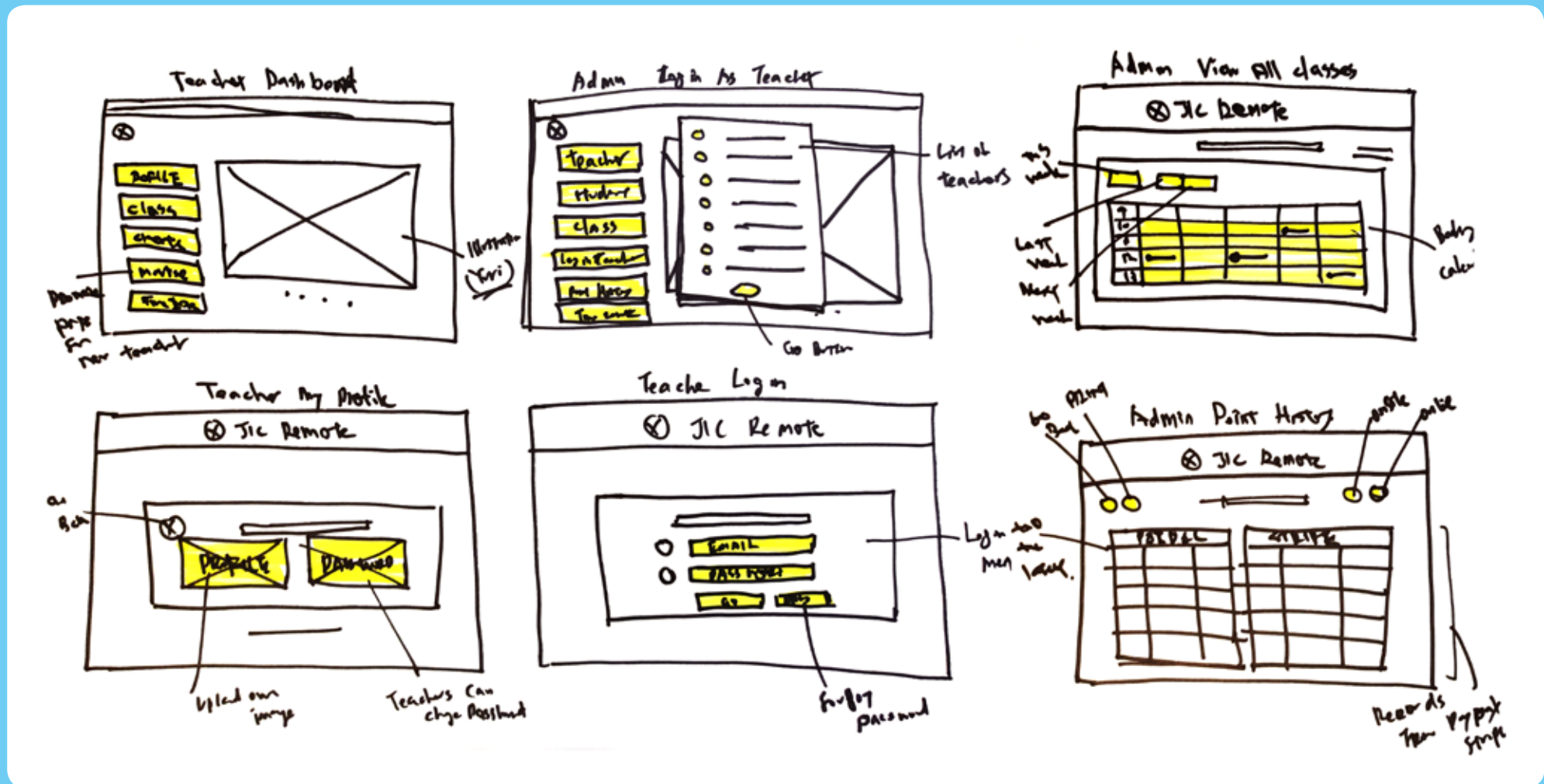
Sketches - Desktop

Quick Hand-drawing to visualise the JIC Remote system



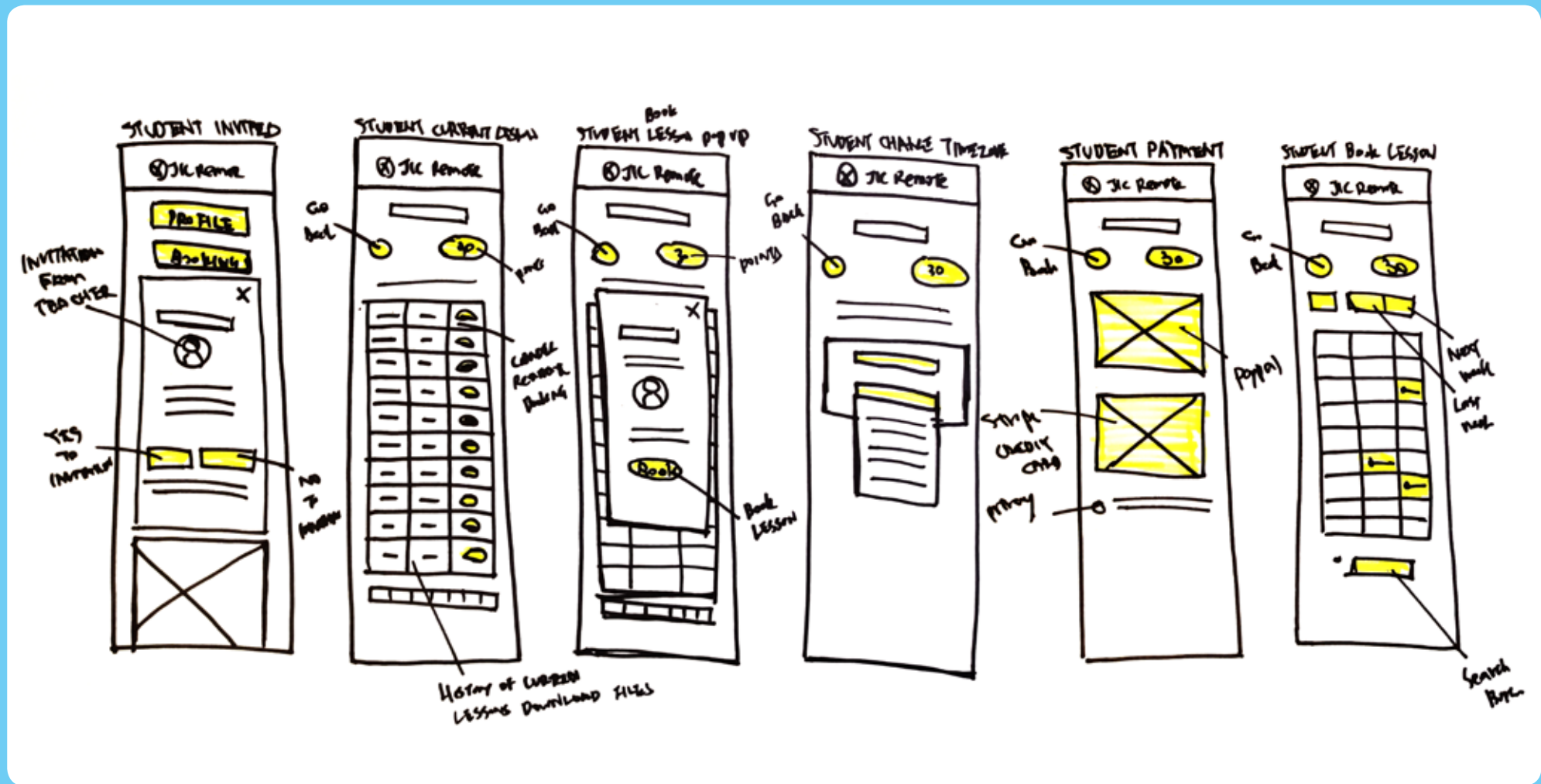
Sketches - Desktop

Quick Hand-drawing to visualise the JiC Remote system



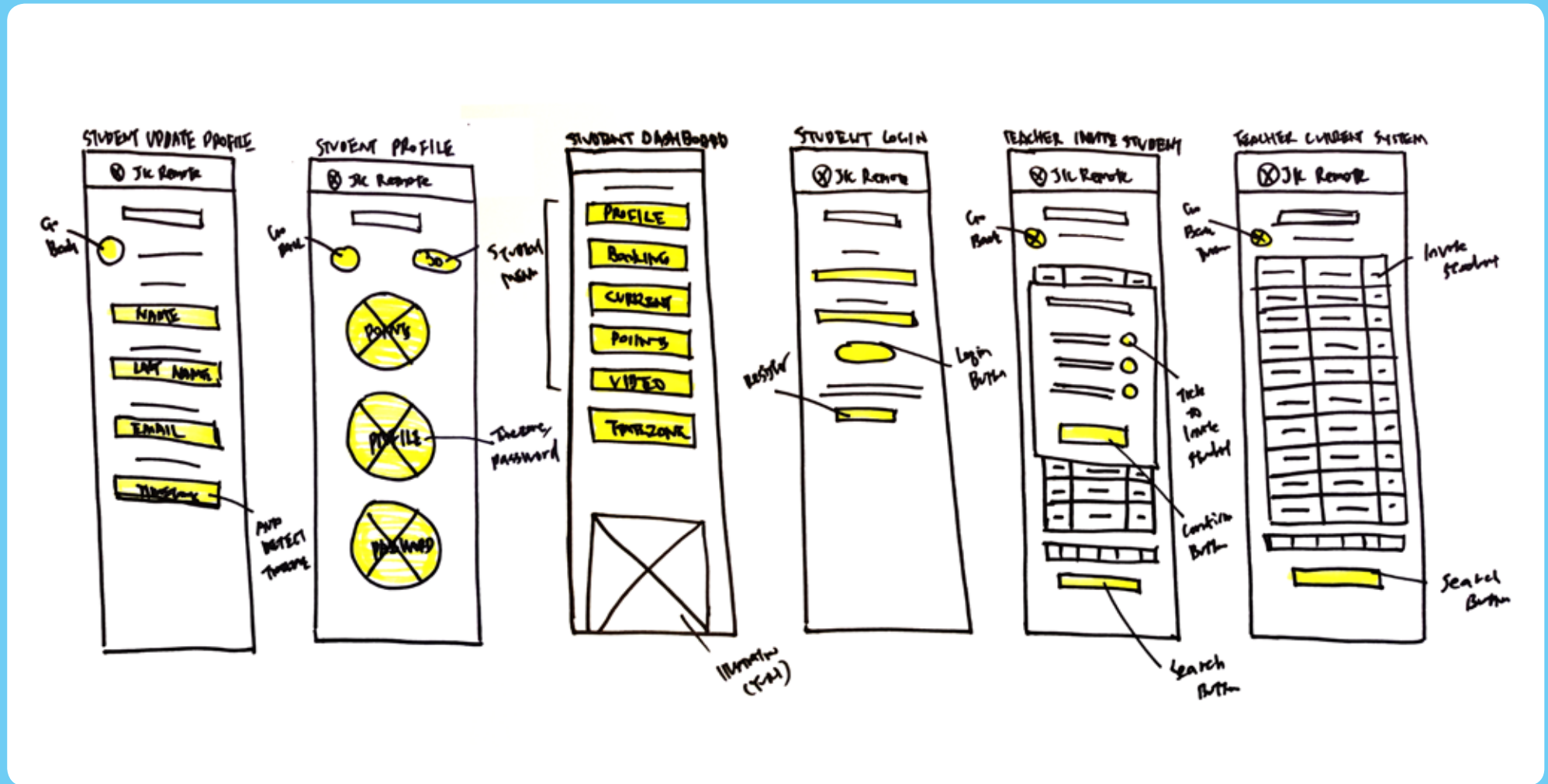
Sketches - Mobile

Quick Hand-drawing to visualise the JiC Remote system



Sketches - Mobile

Quick Hand-drawing to visualise the JIC Remote system



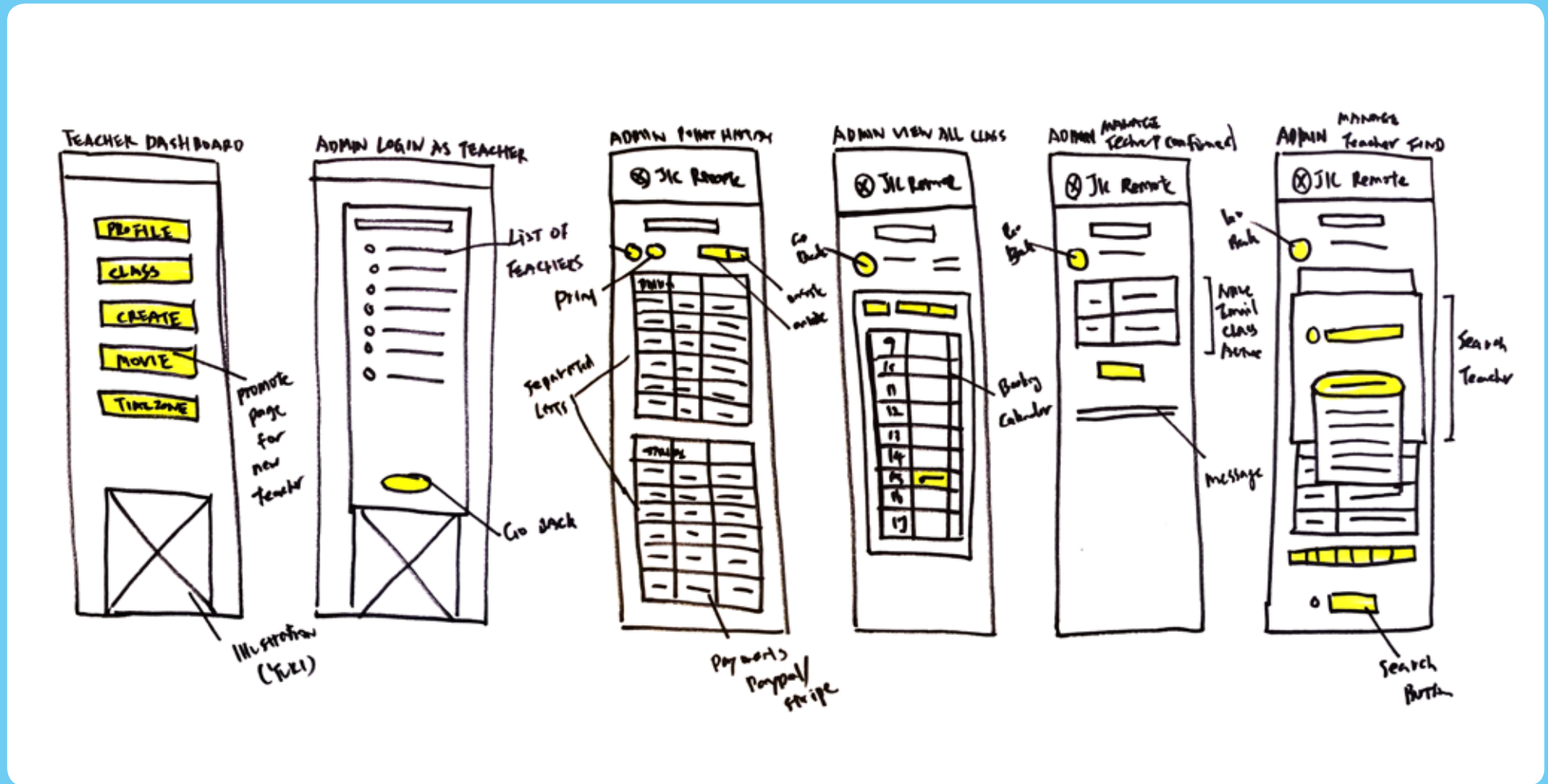
Sketches - Mobile

Quick Hand-drawing to visualise the JIC Remote system



Sketches - Mobile

Quick Hand-drawing to visualise the JIC Remote system



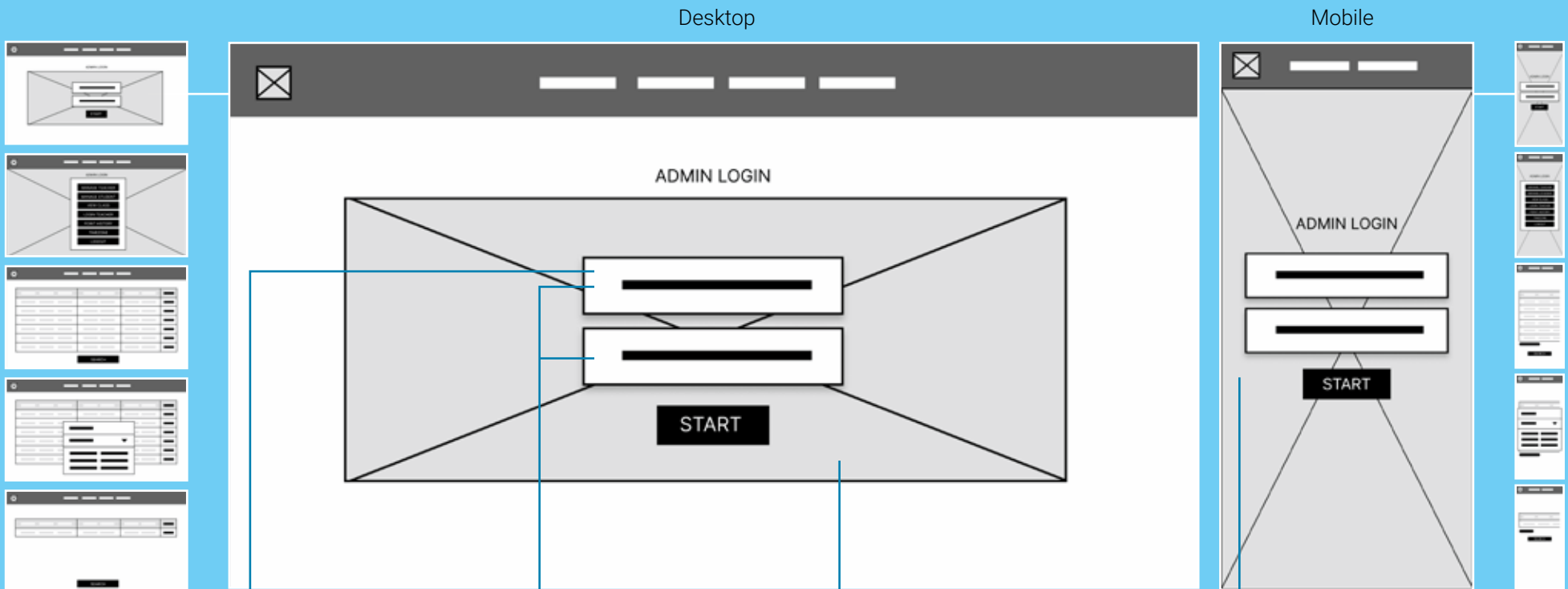
Sketches - Mobile / Desktop

Quick Hand-drawing to visualise the JIC Remote system



Wireframing - Admin

Mockup the basic concept of JIC Remote system
 Creating Navigation of Teacher Management for Admin users



● Admin login start with typing admin id and password to login

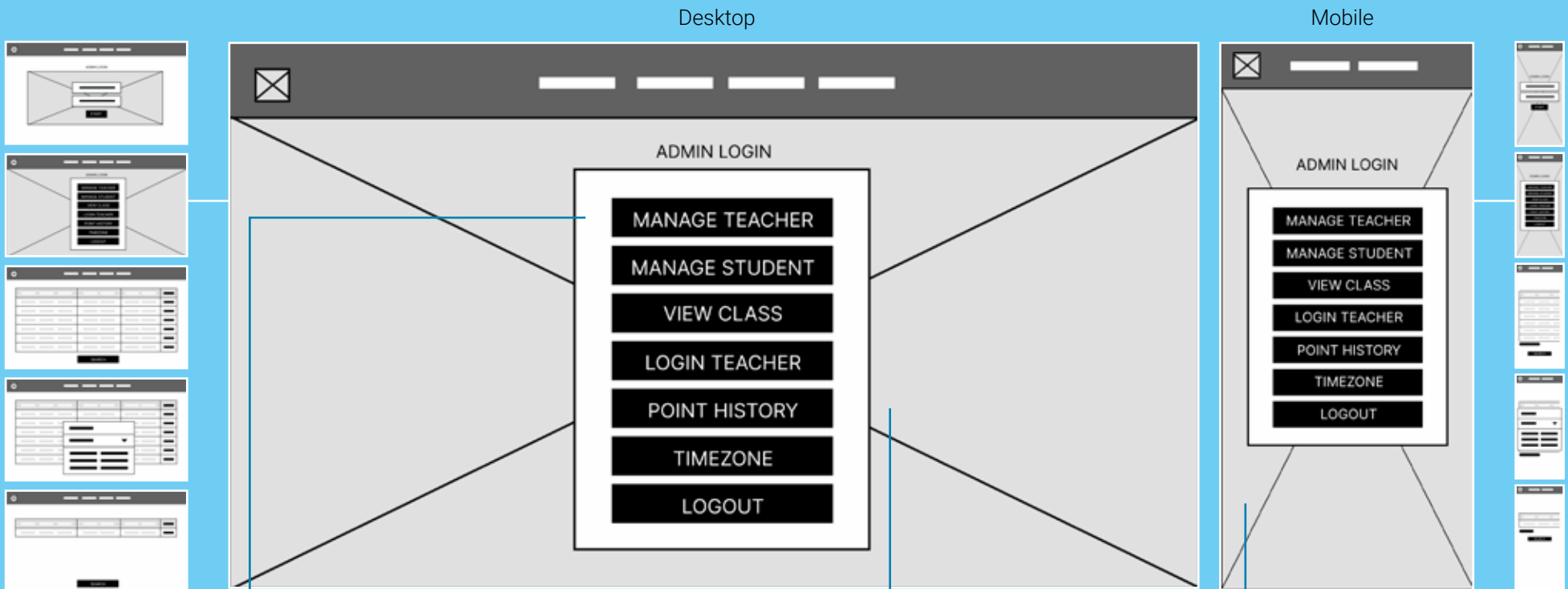
● ID and password are created by developer, stored in phpmyadmin

● Illustration will be placed in landscape for desktop users

● For mobile view, background image will be full scale to screen size

Wireframing - Admin

Mockup the basic concept of JIC Remote system
 Creating Navigation of Teacher Management for Admin users



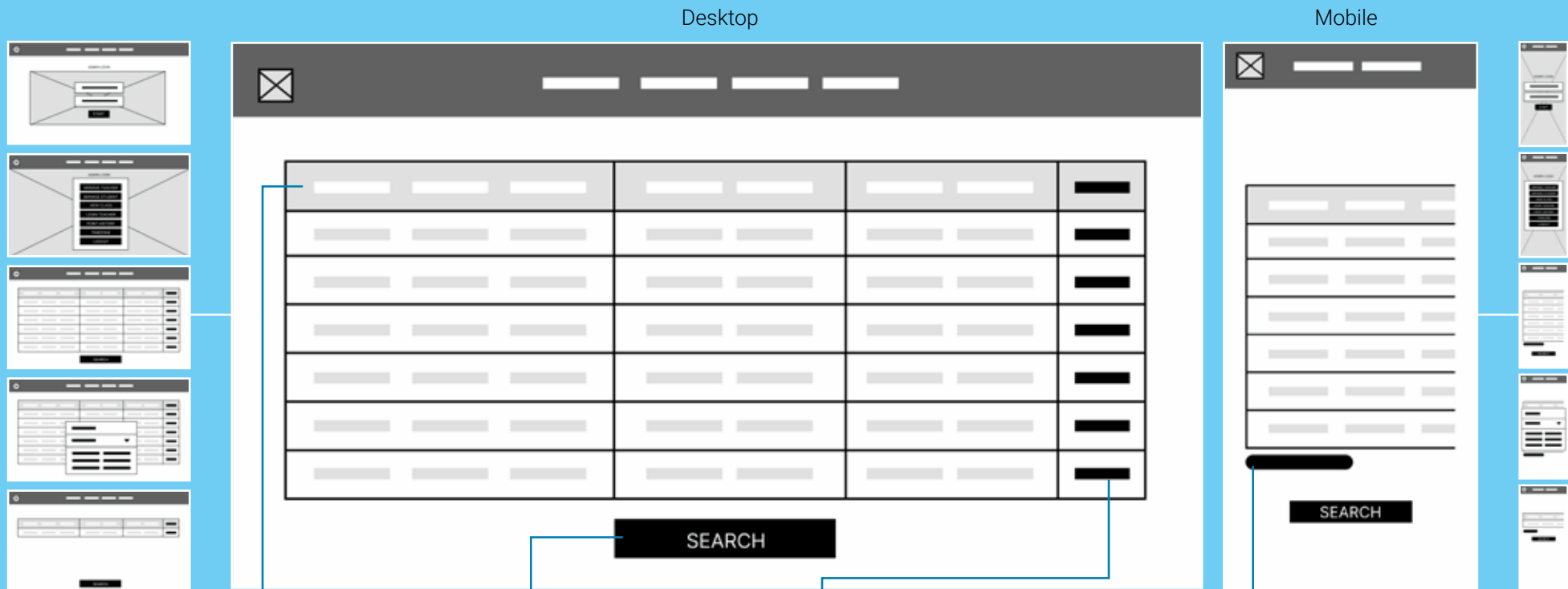
● Admin has "manage student", "manage teacher", "view class" "login teacher" and "point history" functions

● Illustration needs to be created for both desktop and mobile

● Menu displayed in mobile view, just smaller illustration background

Wireframing - Admin

Mockup the basic concept of JIC Remote system
 Creating Navigation of Teacher Management for Admin users



- This is the teacher management, it contains "name", "last name", "email", "password", "starting date" for teacher management

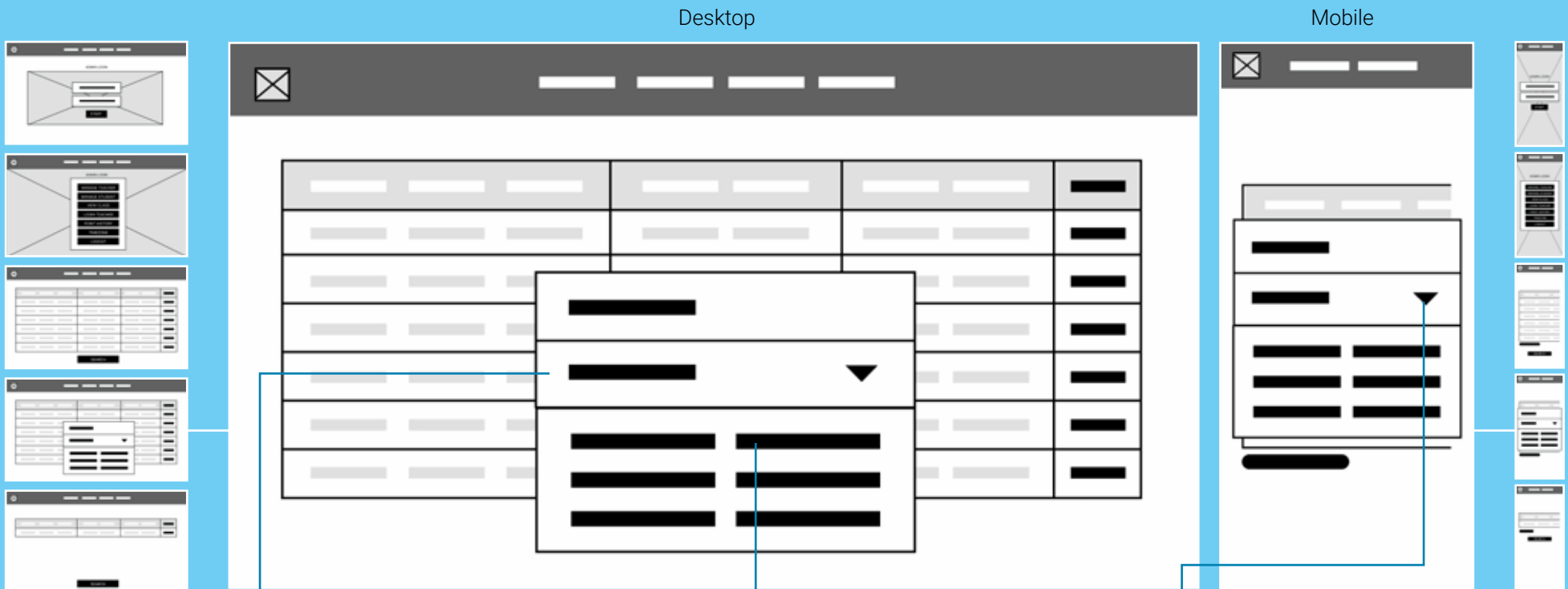
- Search button to search "teacher's name" by typing first 3 words like dav for david

- There is also an on hold button to temporary hold the teacher

- Scroll right to view the details of the teachers, by default it shows the name and last name of the teachers

Wireframing - Admin

Mockup the basic concept of JIC Remote system
 Creating Navigation of Teacher Management for Admin users



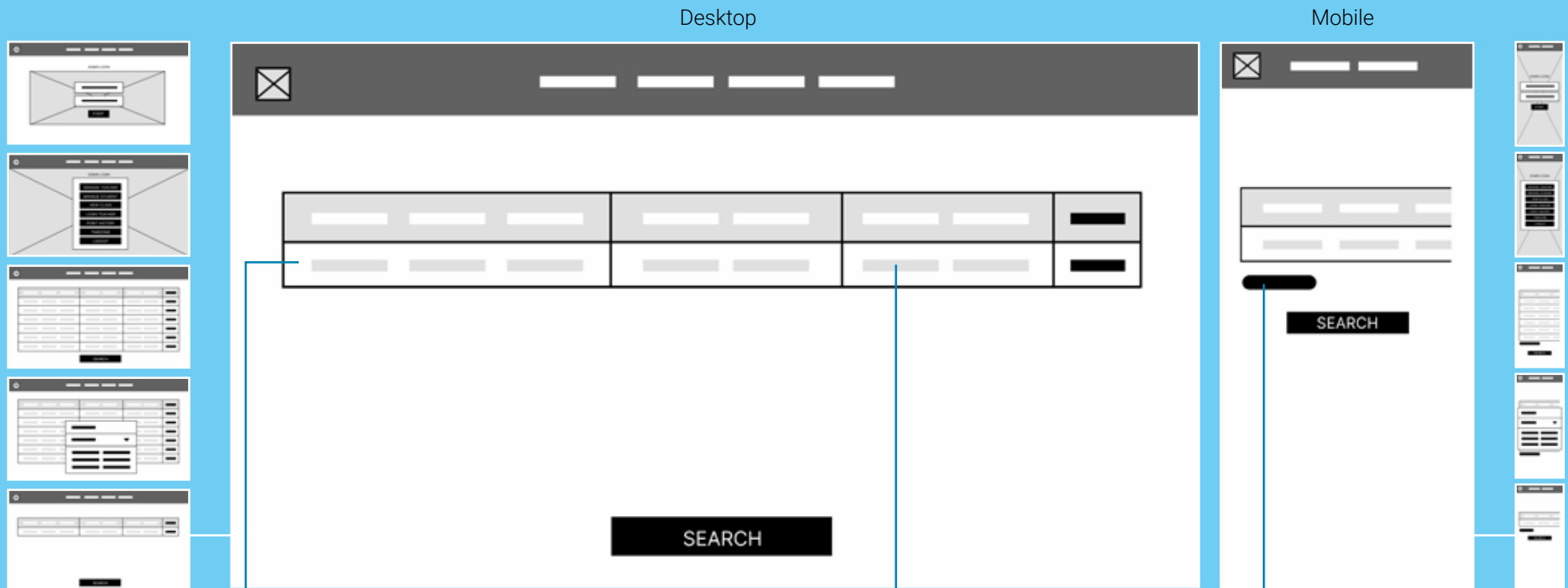
● When admin typed 3 words like "Ann" it shows all of the names starting ann, like ann, anna, anne etc

● It also shows the last time login if there are the same names in data

● Touch "search" button by finger to search teachers

Wireframing - Admin

Mockup the basic concept of JIC Remote system
 Creating Navigation of Teacher Management for Admin users



● When admin found the teacher, it displays the result, Untick Search to display all the teachers again

● It shows one result all the time in the same page

● Scroll right to display details

Wireframing - Admin

Mockup the basic concept of JIC Remote system

View All Timetable, Point History, Timezone and Login As Teacher

Desktop
Mobile

- Admin can view all the classes currently happening in JIC

- Search button to search "teacher's name" by typing first 3 words like dav for david

- Classes displayed in calendar format from morning to night, hourly

- Scroll right to display details of classes

Wireframing - Admin

Mockup the basic concept of JIC Remote system

View All Timetable, Point History, Timezone and Login As Teacher

Desktop
Mobile

● This page shows all the point history from student, added/removed, paid by paypal and stripe.

● Search button to search "teacher's name" by typing first 3 words like dav for david

● Admin can manual add or remote points to be used inside the platform

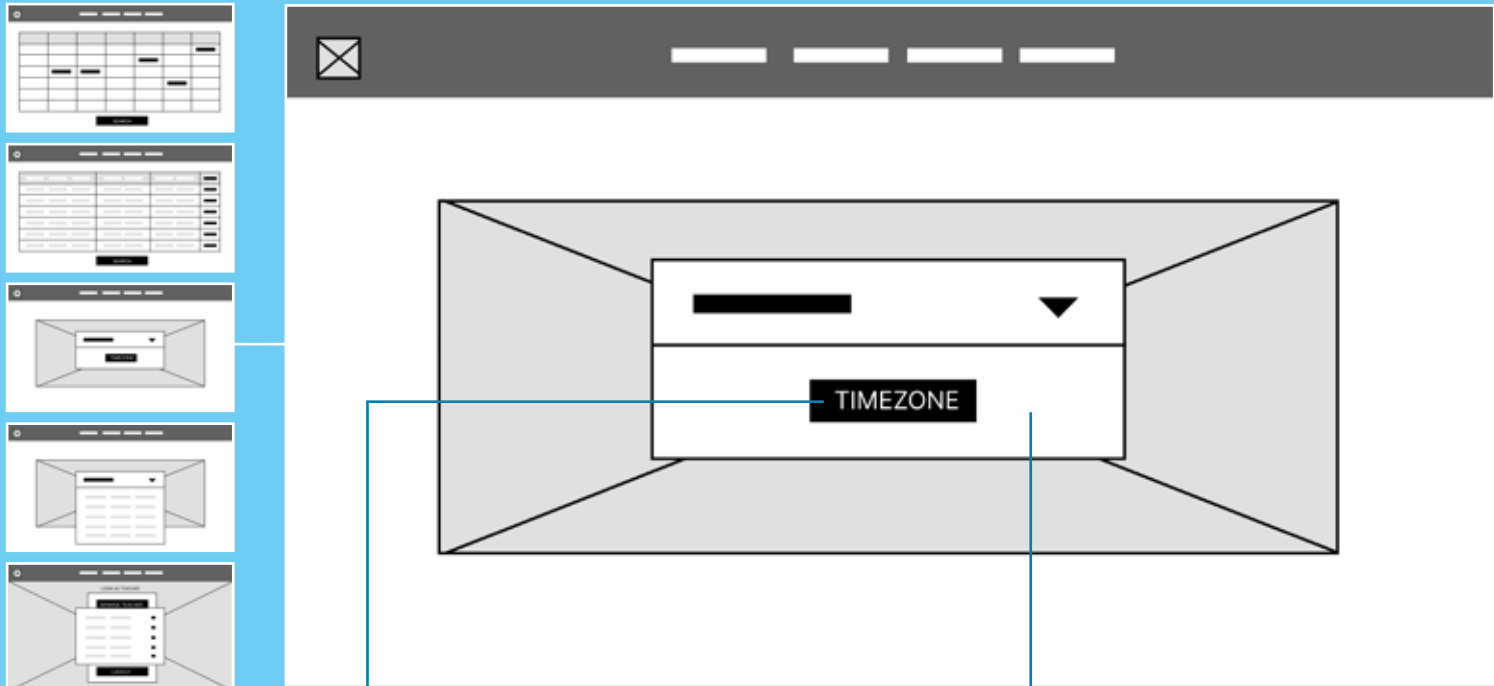
● Scroll right to display details

Wireframing - Admin

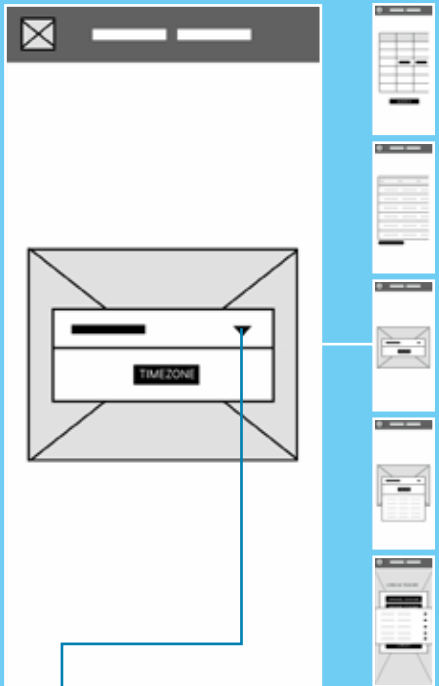
Mockup the basic concept of JIC Remote system

View All Timetable, Point History, Timezone and Login As Teacher

Desktop



Mobile



- In profile, there is a timezone change function, it changes timezone of admin users
- In students and teachers mode also have this function to change their timezone
- Tap Timezone to change the timezone in mobile users

Wireframing - Admin

Mockup the basic concept of JIC Remote system

View All Timetable, Point History, Timezone and Login As Teacher

Desktop
Mobile

- Pull down menu pops up when users clicked the search button

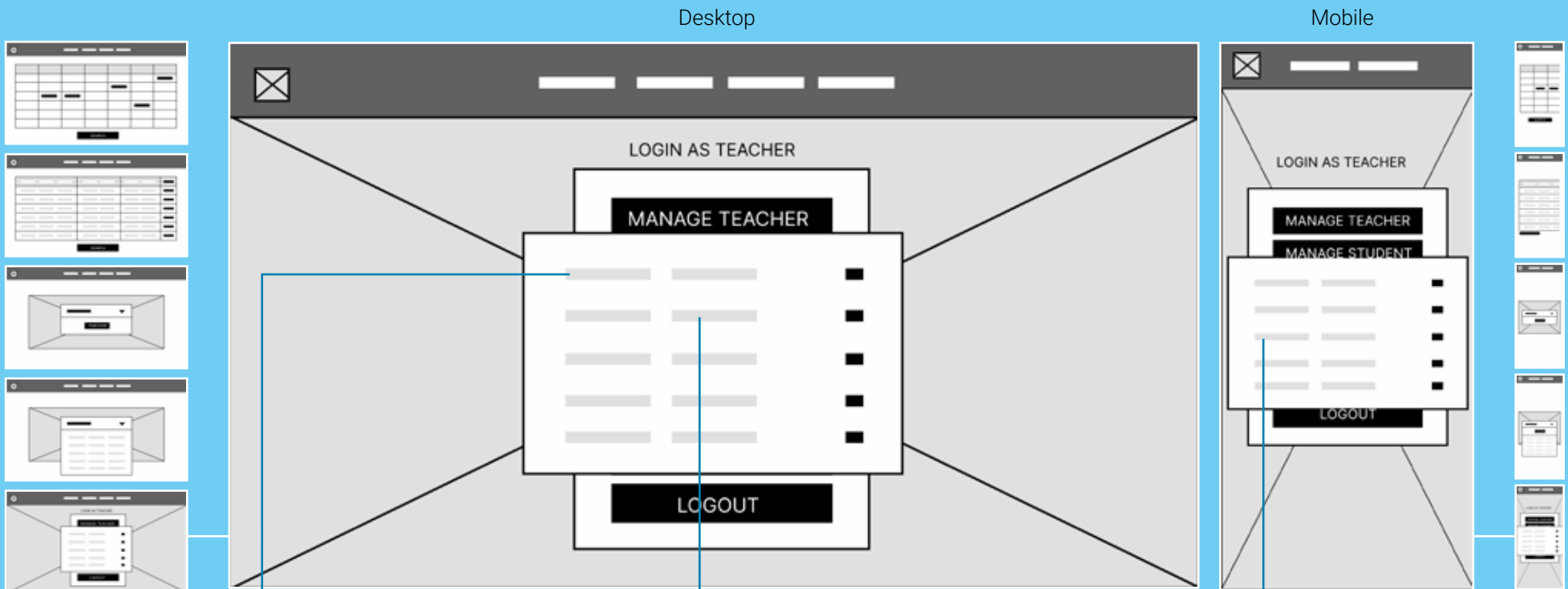
- It shows the world wide list of timezone here to select from

- Tap the timezone to change the timezone

Wireframing - Admin

Mockup the basic concept of JIC Remote system

View All Timetable, Point History, Timezone and Login As Teacher



● Login As Teacher is one of the function for Admin to check, investigate and fix the issue for Teachers

● The list shows the all of active teachers available in JIC Remote

● Tap to login as teacher for mobile users

Wireframing - Teacher

Mockup the basic concept of JIC Remote system
 Creating Navigation of Profile for Teacher

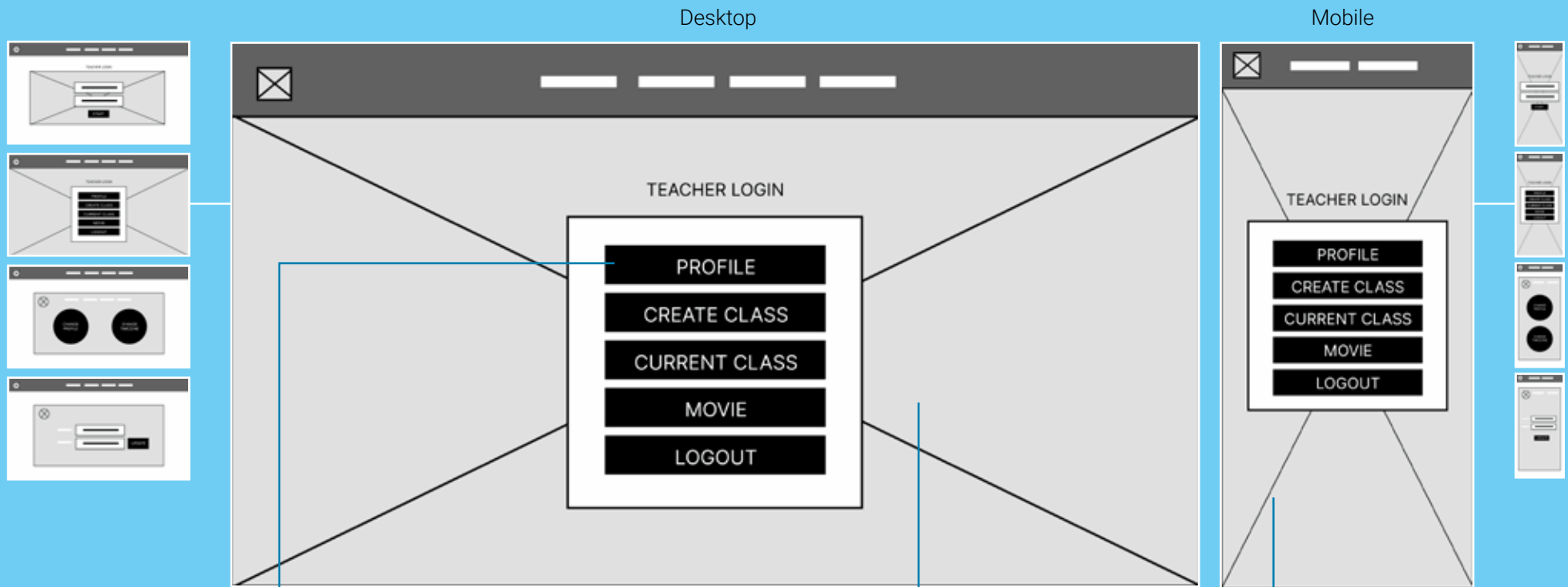
Desktop

Mobile

- Teacher login start with typing teacher id and password to login
- ID and password are created by teachers themselves
- Illustration will be placed in landscape for desktop users
- For mobile view, background image will be full scale to screen size

Wireframing - Teacher

Mockup the basic concept of JIC Remote system
 Creating Navigation of Profile for Teacher



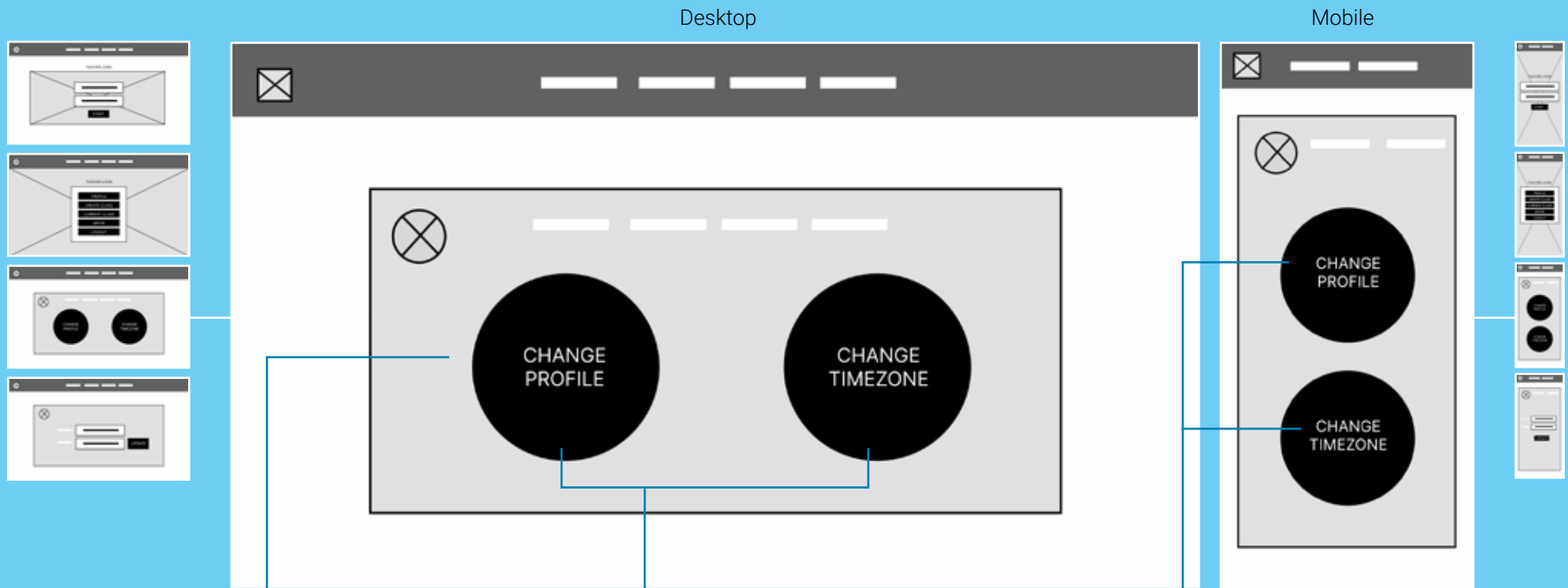
● Teacher has "Profile", "Create class", "Current class", "Movie" and "Logout" functions

● Illustration needs to be created for both desktop and mobile

● Menu displayed in mobile view, just smaller illustration background

Wireframing - Teacher

Mockup the basic concept of JIC Remote system
 Creating Navigation of Profile for Teacher



● On Profile page, there are "Change Profile" and "Change Timezone" functions

● Both Profile and Timezone can be edited individually for each teacher

● For mobile users, the icons line up vertically

Wireframing - Teacher

Mockup the basic concept of JIC Remote system
 Creating Navigation of Profile for Teacher

Desktop
Mobile

- This page allows teachers to change "Name", "Last Name", "Email" and "Password"
- Click "Update" to change the setting user just selected

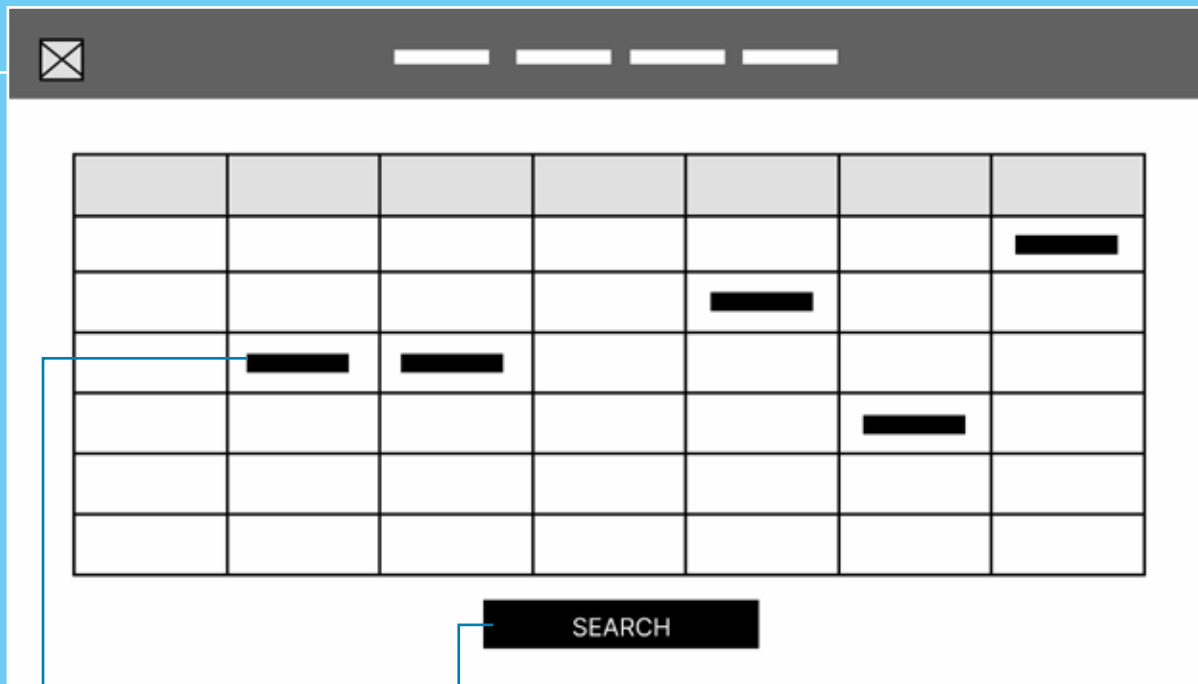
- Every inputs and button placed in middle of screen

Wireframing - Teacher

Mockup the basic concept of JIC Remote system
Create Class, Search and Movie

Desktop

Mobile



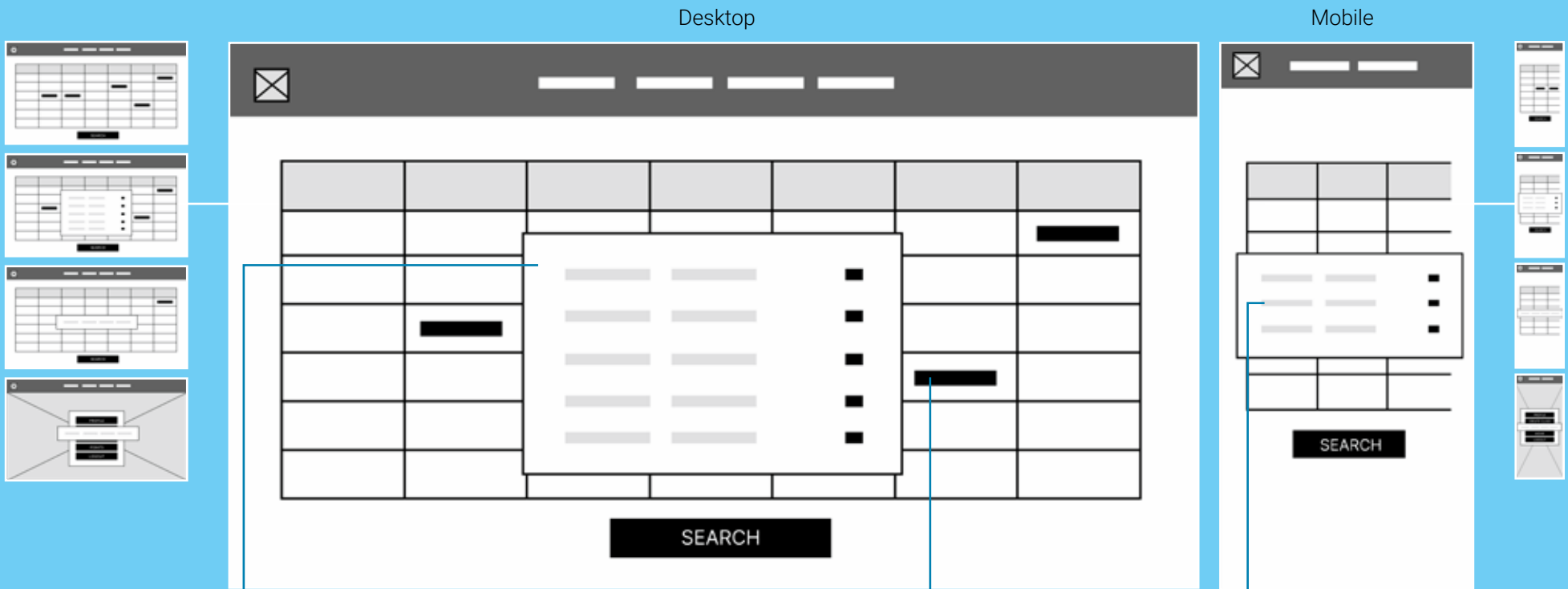
● In Create Class page, teachers can create a class in JIC remote system by simply clicking the calendar

● Search button to search the classes teacher created

● Scroll right to display details

Wireframing - Teacher

Mockup the basic concept of JIC Remote system
Create Class, Search and Movie



● In creating class menu, users can set "Time length", "Number of students", "Zoom App or Zoom API" and "Upload documents"

● Each teacher can only see the their own classes

● In Mobile view it contains the same functions

Wireframing - Teacher

Mockup the basic concept of JIC Remote system
Create Class, Search and Movie

Desktop
Mobile

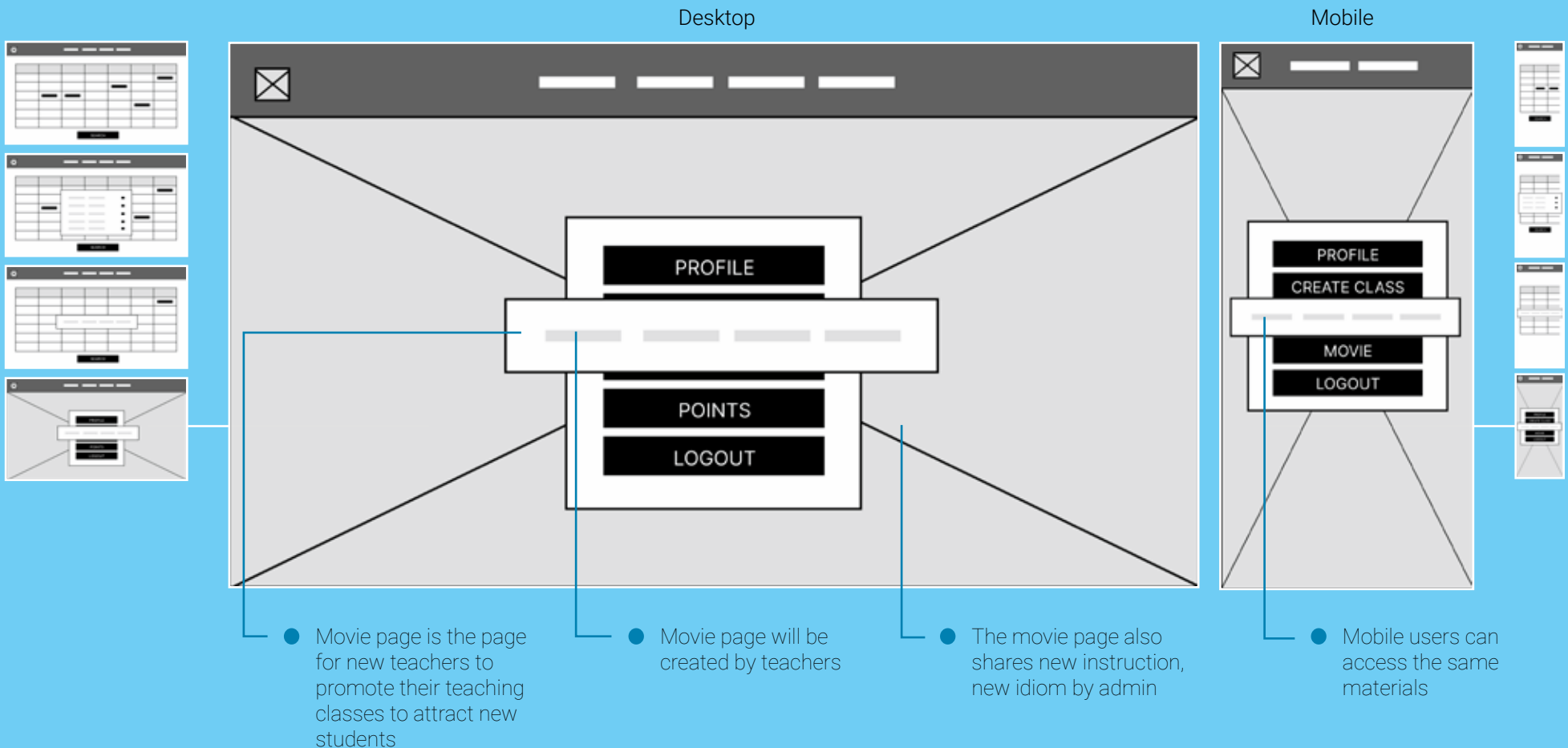
- When every setting completed for creating class, Message displayed here to say "Your class is created"

- This is the new class created by user

- Mobile also shows the same message here

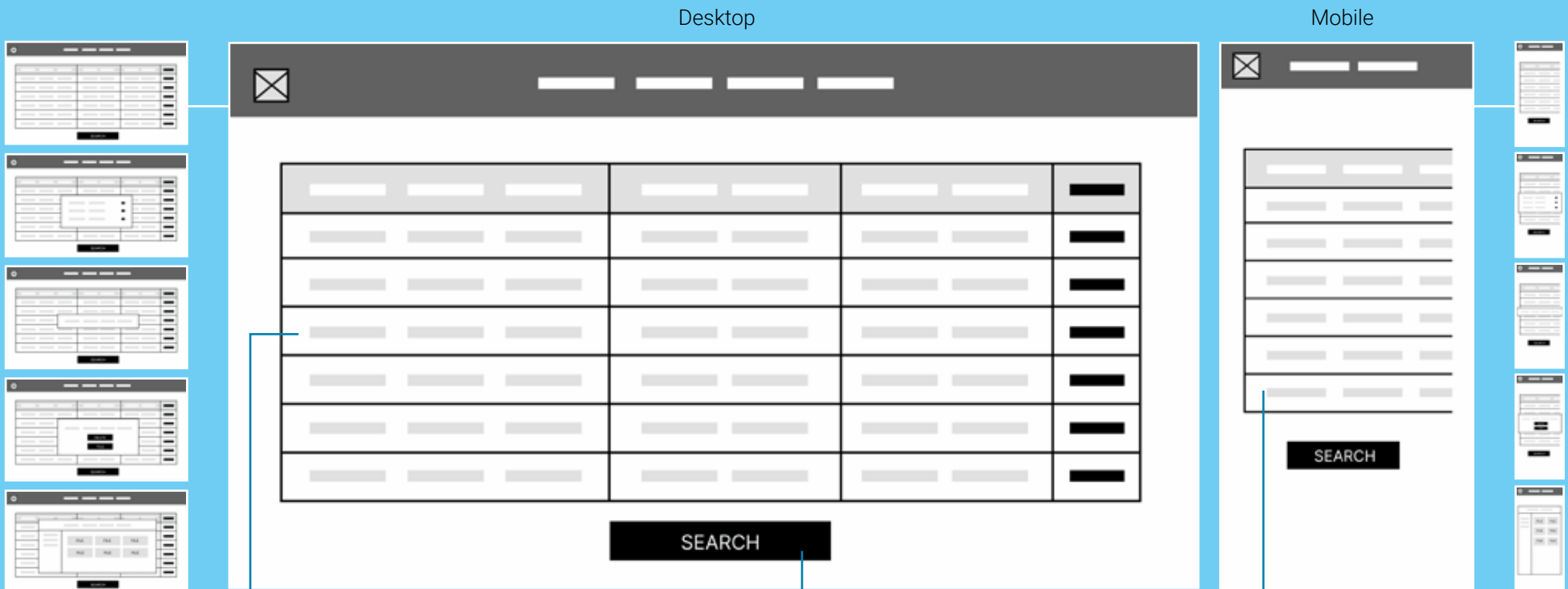
Wireframing - Teacher

Mockup the basic concept of JIC Remote system
Create Class, Search and Movie



Wireframing - Teacher

Mockup the basic concept of JIC Remote system
Current Class, Invite Student and Upload file



● In Current Class page, it contains time, date, number of students, zoom/zoom api, upload file, invite student and cancel the class functions

● Search button to search the classes teacher created

● Scroll right to display details

Wireframing - Teacher

Mockup the basic concept of JIC Remote system
Current Class, Invite Student and Upload file

Desktop
Mobile

- When user clicked "Invite student", invitation menu pops up, it can invite student to join.

- It displays names of the student previously joined to the classes

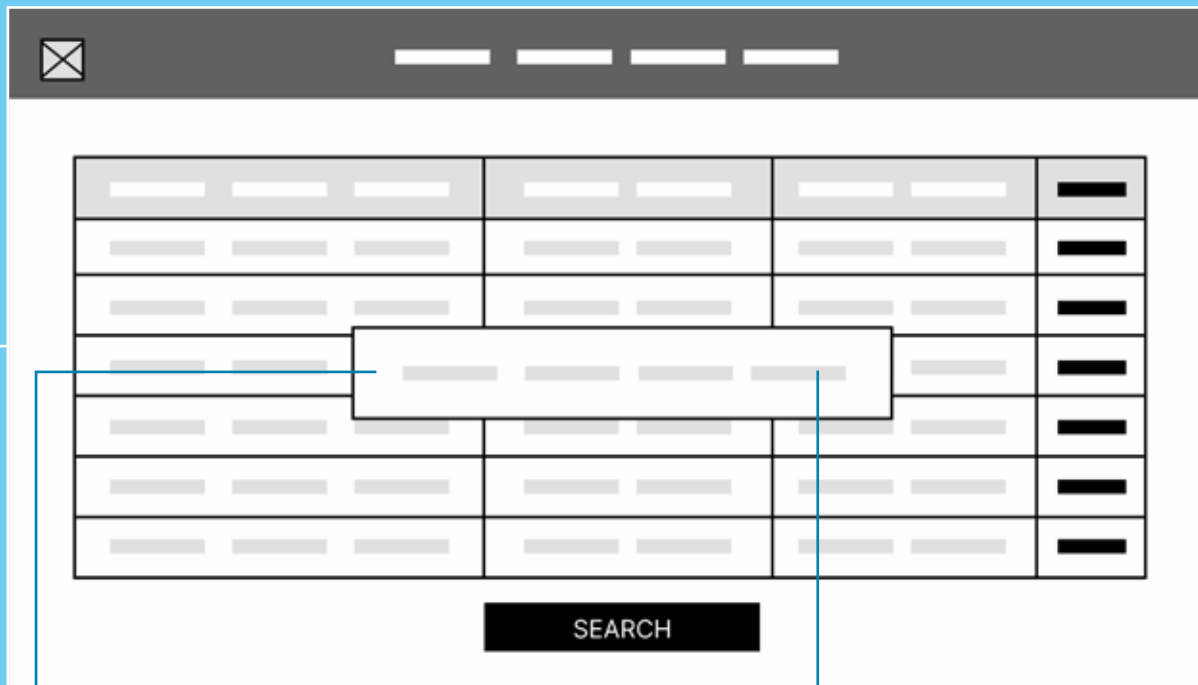
- Tap names to invite students for mobile users

Wireframing - Teacher

Mockup the basic concept of JIC Remote system
Current Class, Invite Student and Upload file

Desktop

Mobile



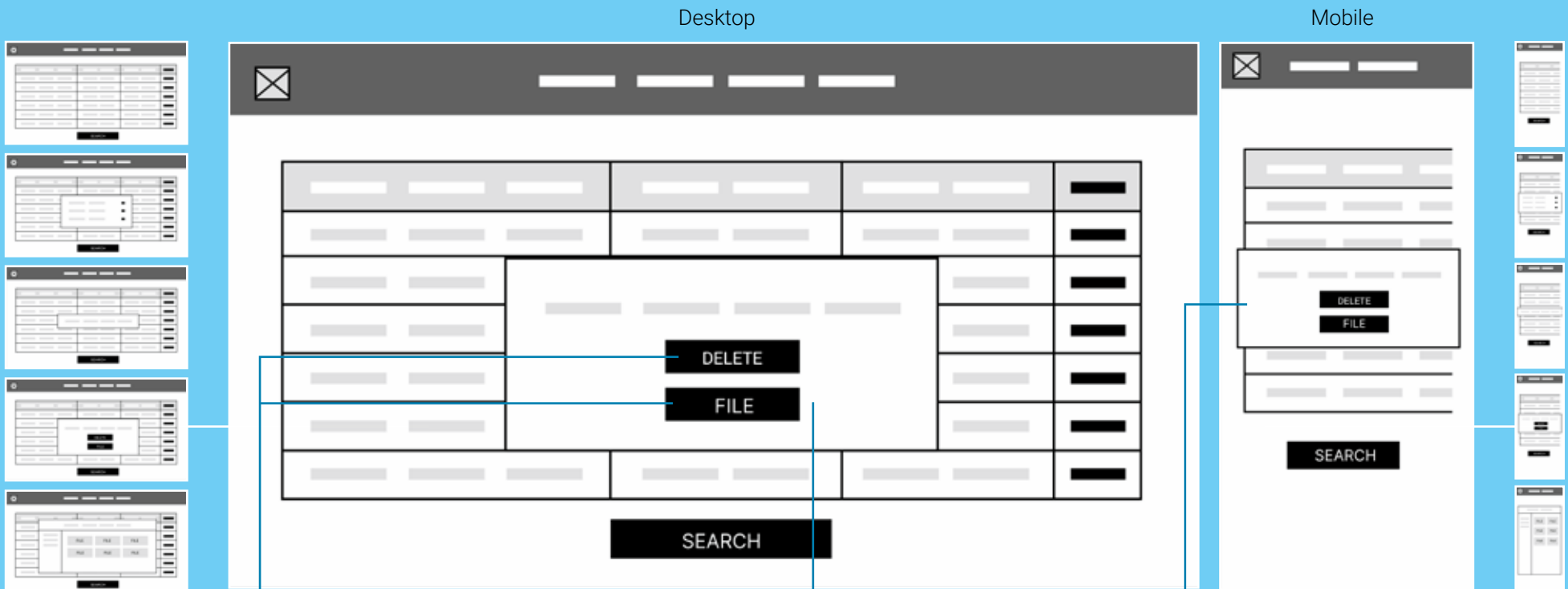
● Confirmed message pops up when teacher invited students

● It will send the invitation letter to student

● The pop up message displays in the middle for mobile users

Wireframing - Teacher

Mockup the basic concept of JIC Remote system
Current Class, Invite Student and Upload file



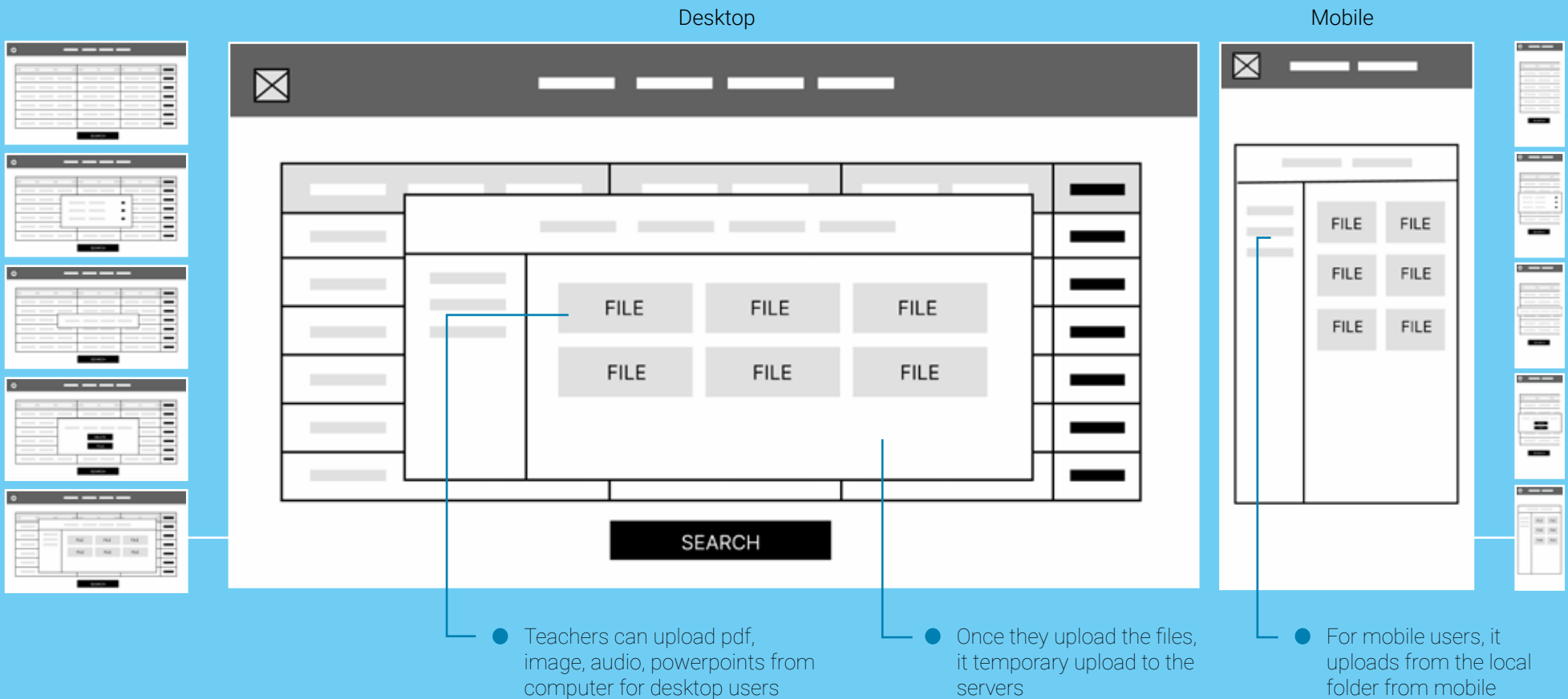
● Teachers can upload files to student or delete the files they updated in this page

● When uploaded it sends the url to students to download the files uploaded by teachers

● Tap buttons to use the same functions for mobile users

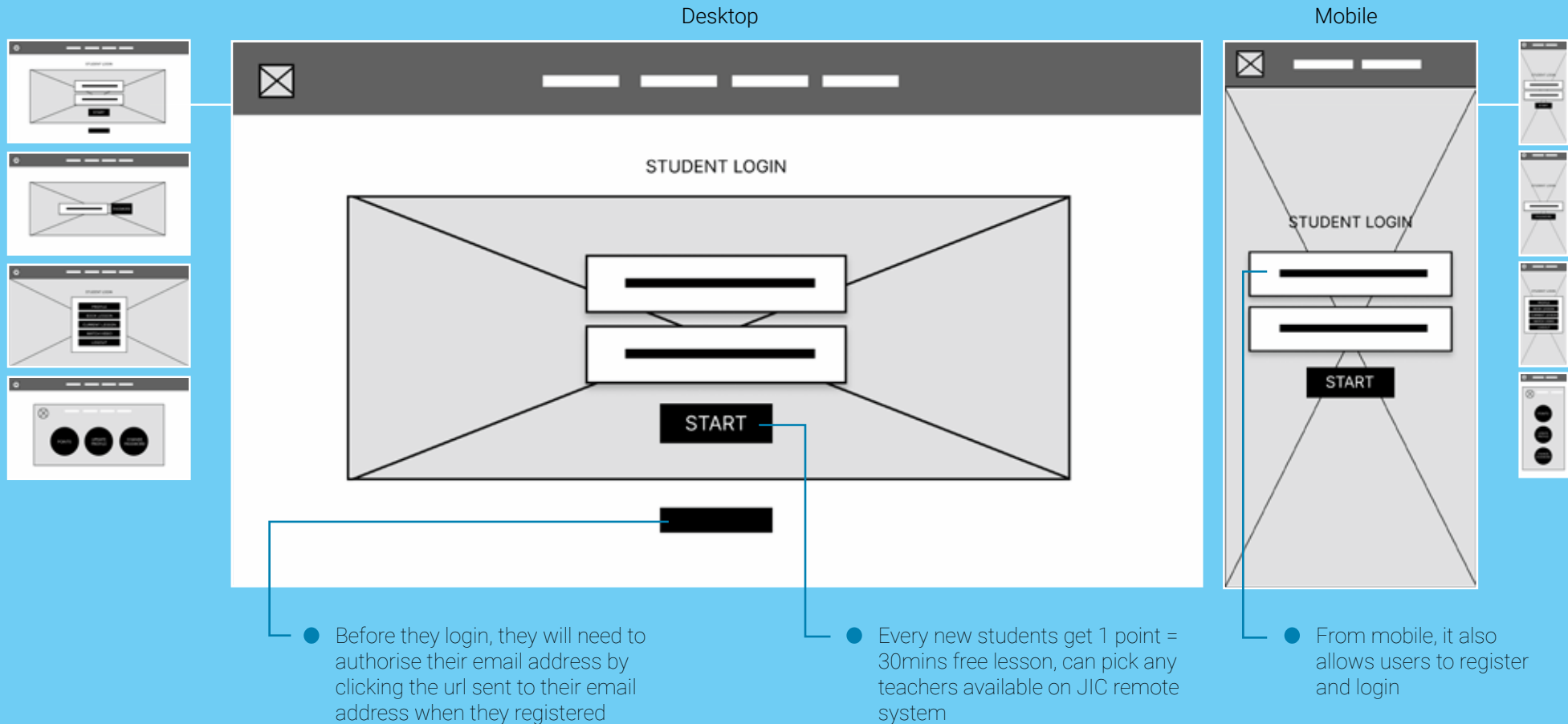
Wireframing - Teacher

Mockup the basic concept of JIC Remote system
Current Class, Invite Student and Upload file



Wireframing - Student

Mockup the basic concept of JIC Remote system
 Creating Navigation of Profile for Student



Wireframing - Student

Mockup the basic concept of JIC Remote system
 Creating Navigation of Profile for Student

Desktop

Mobile

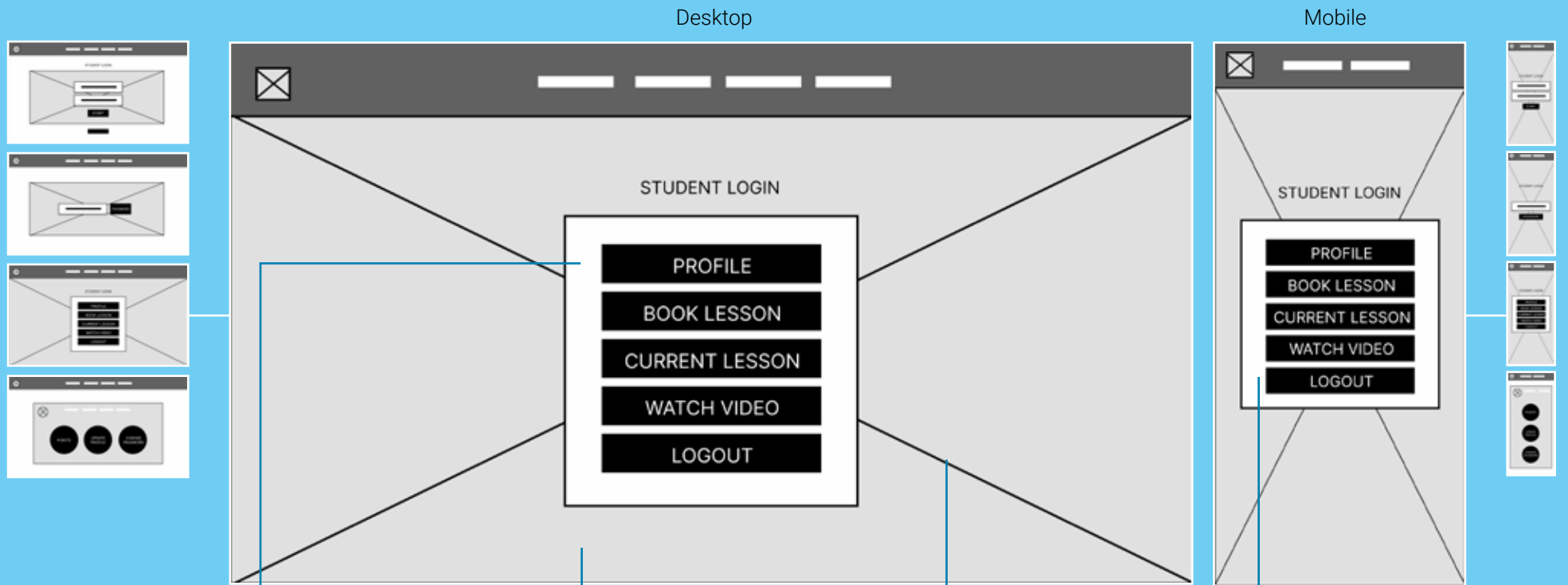
- This is "Reset Password" page for people who forgot their password

- When User typed their email address previously authorised, JIC Remote will send them a new link to reset password

- Tap Email Input to type email address for mobile users

Wireframing - Student

Mockup the basic concept of JIC Remote system
 Creating Navigation of Profile for Student

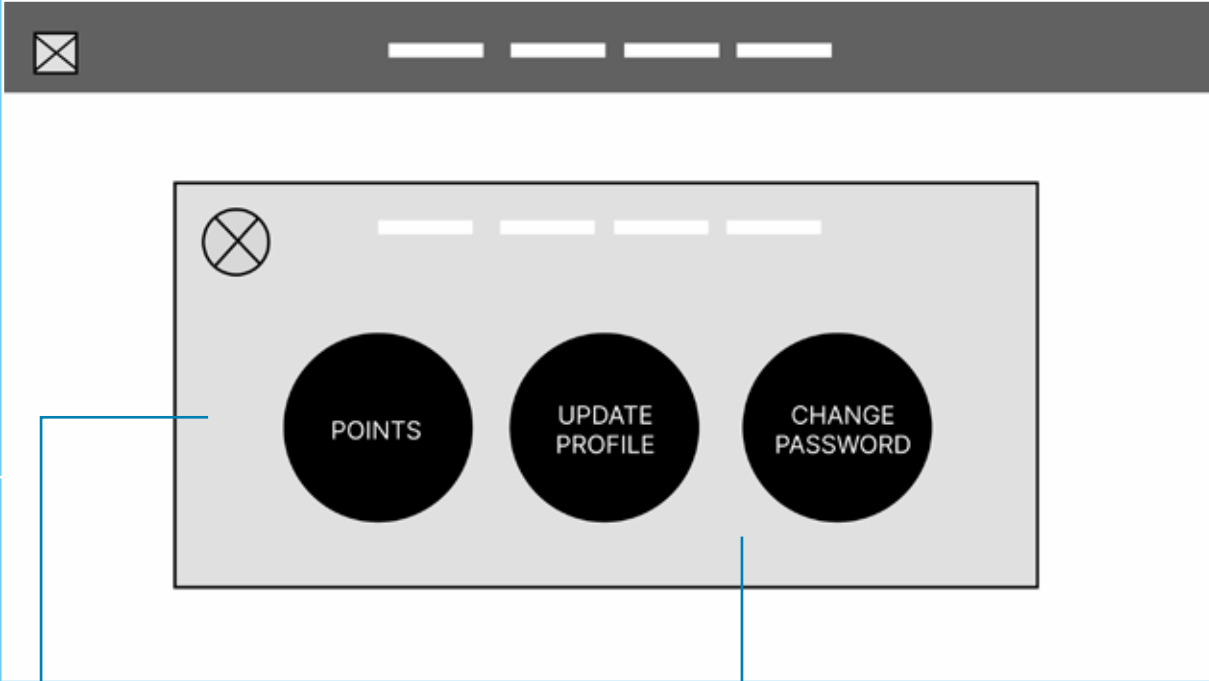


- When Student logged in, there are "Profile", "Book Lesson", "Current Lesson", "Watch Video" and "Log Out" options
- When teacher invited the student, every student gets invitation letter at student's dashboard page
- Illustration will be placed in landscape for desktop users
- For mobile view, background image will be full scale to screen size

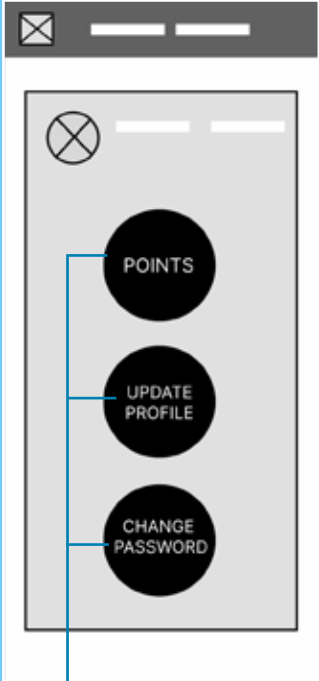
Wireframing - Student

Mockup the basic concept of JIC Remote system
 Creating Navigation of Profile for Student

Desktop



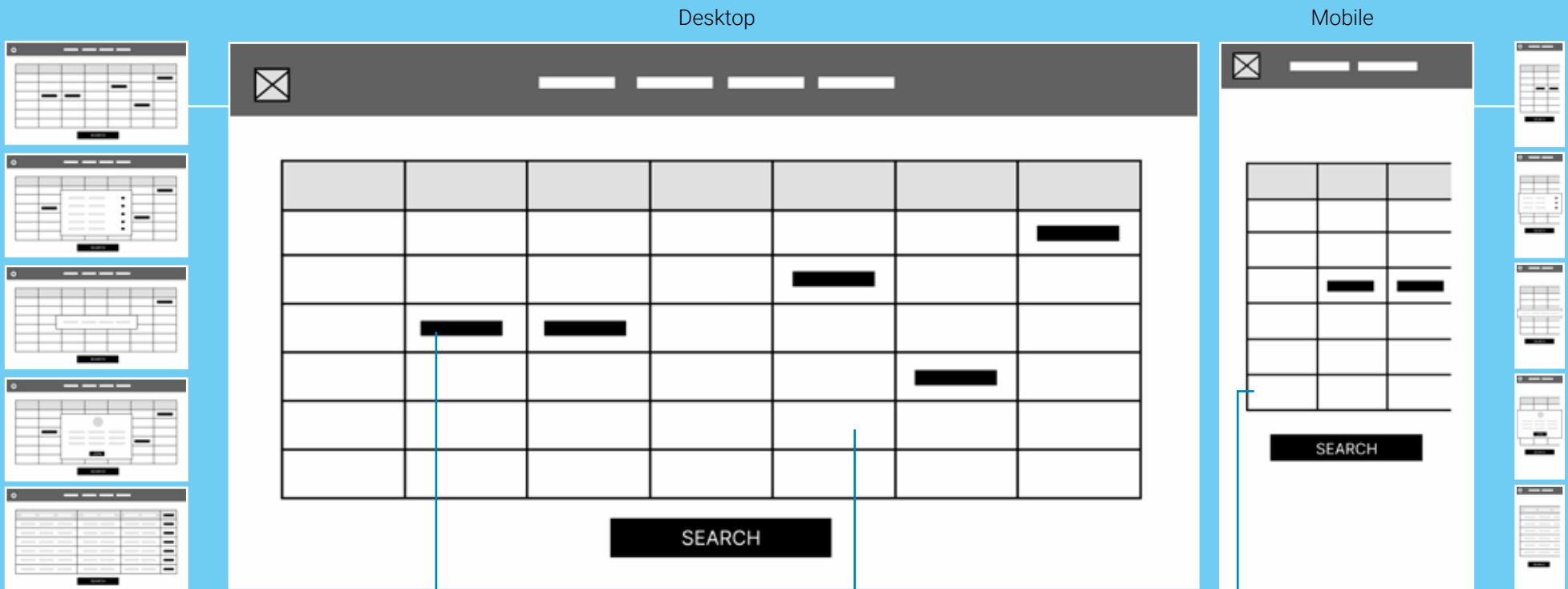
Mobile



- This is "Profile" page for student, they can Purchase points from "Points", Update name, last name, timezone and email address from "Update Profile" and Change password from "Change Password"
- For the first time only every student get 1 point for free for first time login
- Buttons lined up vertically for mobile users

Wireframing - Student

Mockup the basic concept of JIC Remote system
Book Class and Current Class



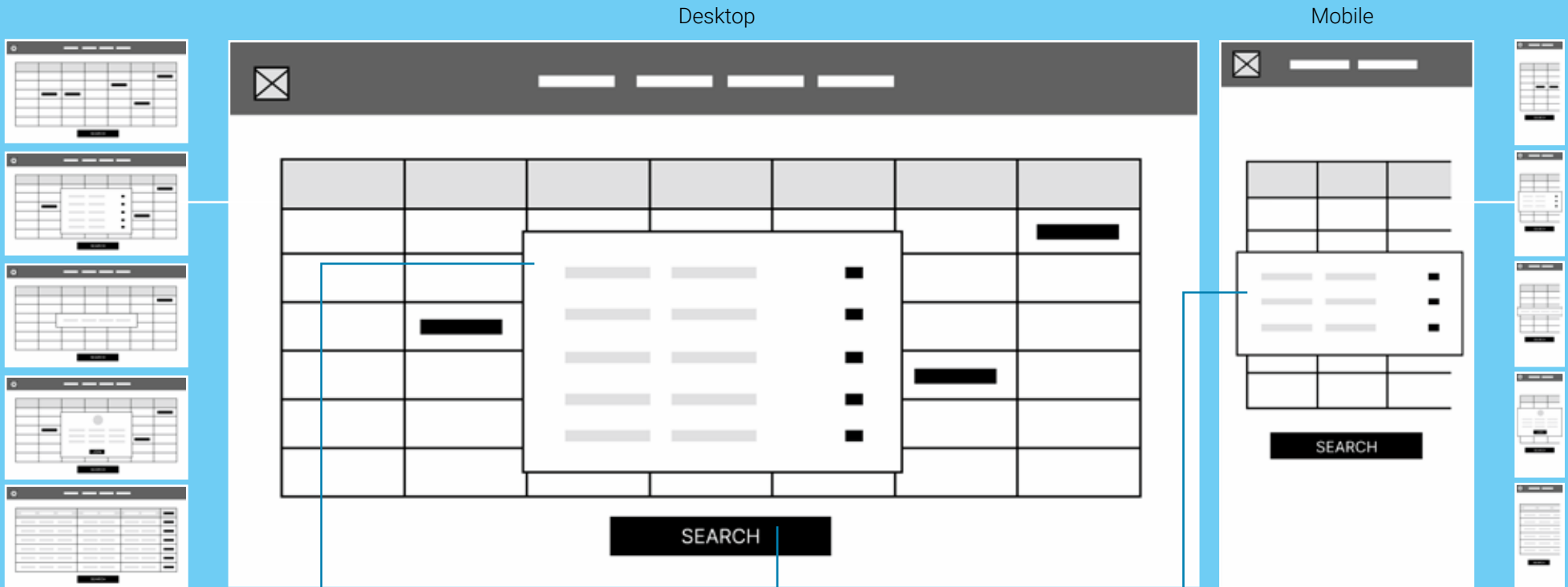
● In "Booking Class", students can book any classes available online, simply click to display the details of the class

● It consume points depends on the length of the classes, 30mins = 1 point, 60mins = 2 points, 90mins = 3 points

● Scroll right to display details

Wireframing - Student

Mockup the basic concept of JIC Remote system
Book Class and Current Class



● This is a search message, it can customise the filters by "Language", "Level", "This week", "Time" etc

● There is a "Search" function to search the teacher user want to view only

● Mobile users display the same contents but shorter

Wireframing - Student

Mockup the basic concept of JIC Remote system
Book Class and Current Class

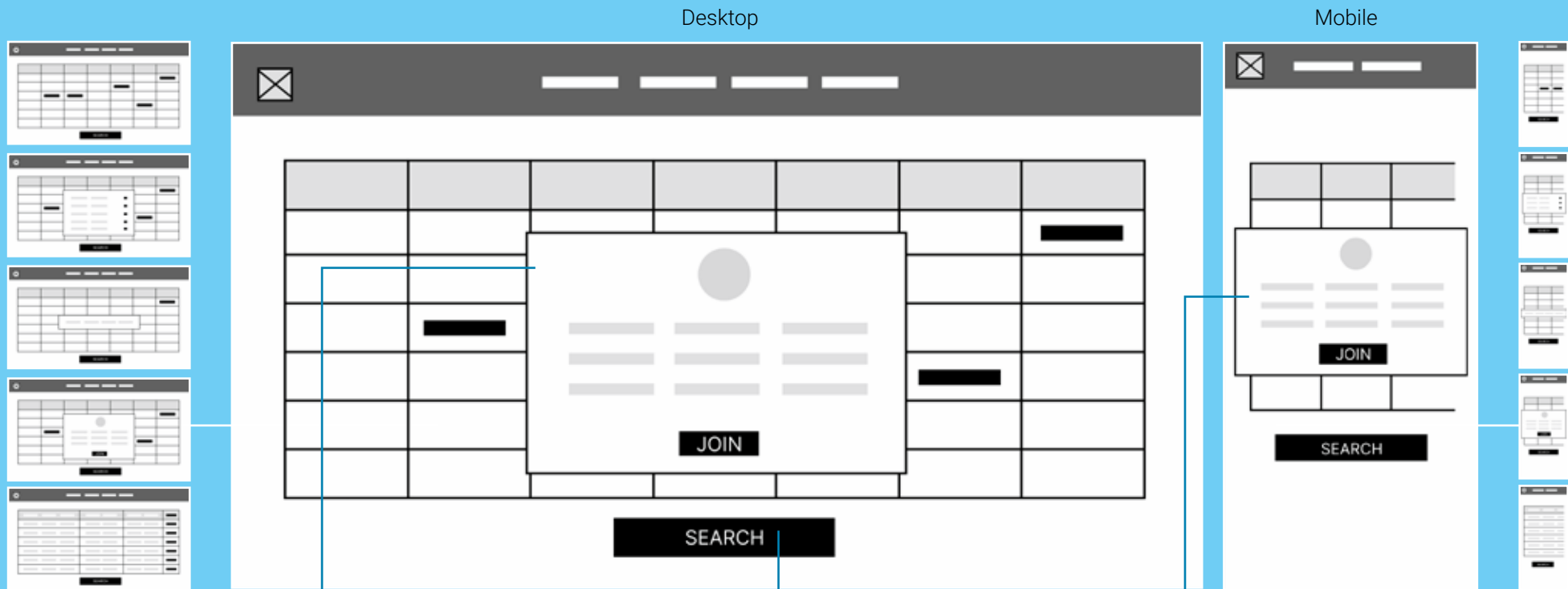
Desktop

Mobile

- This is when user clicked "Search" and found the teacher user wanted to view
- It shows all of the classes by same teacher on calendar
- Shows the same message for mobile users

Wireframing - Student

Mockup the basic concept of JIC Remote system
Book Class and Current Class



- When students clicked "Class", it shows "Teacher's name", "Teacher's profile", "Number of teachers", "Teaching languages and level"

- There is a "Search" function to search the teacher user want to view only

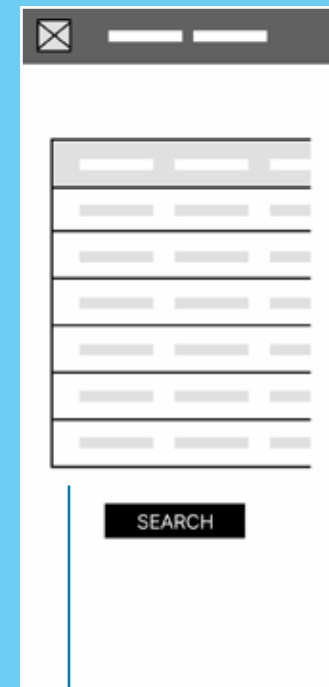
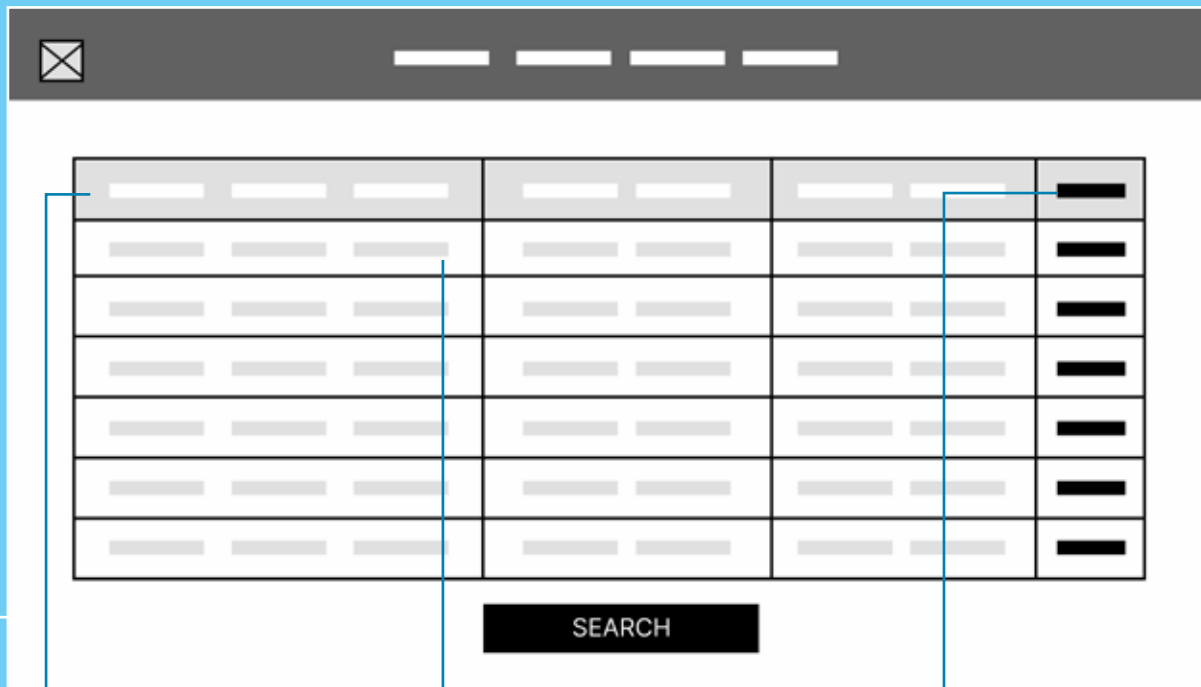
- Mobile users display the same contents but shorter

Wireframing - Student

Mockup the basic concept of JIC Remote system
Book Class and Current Class

Desktop

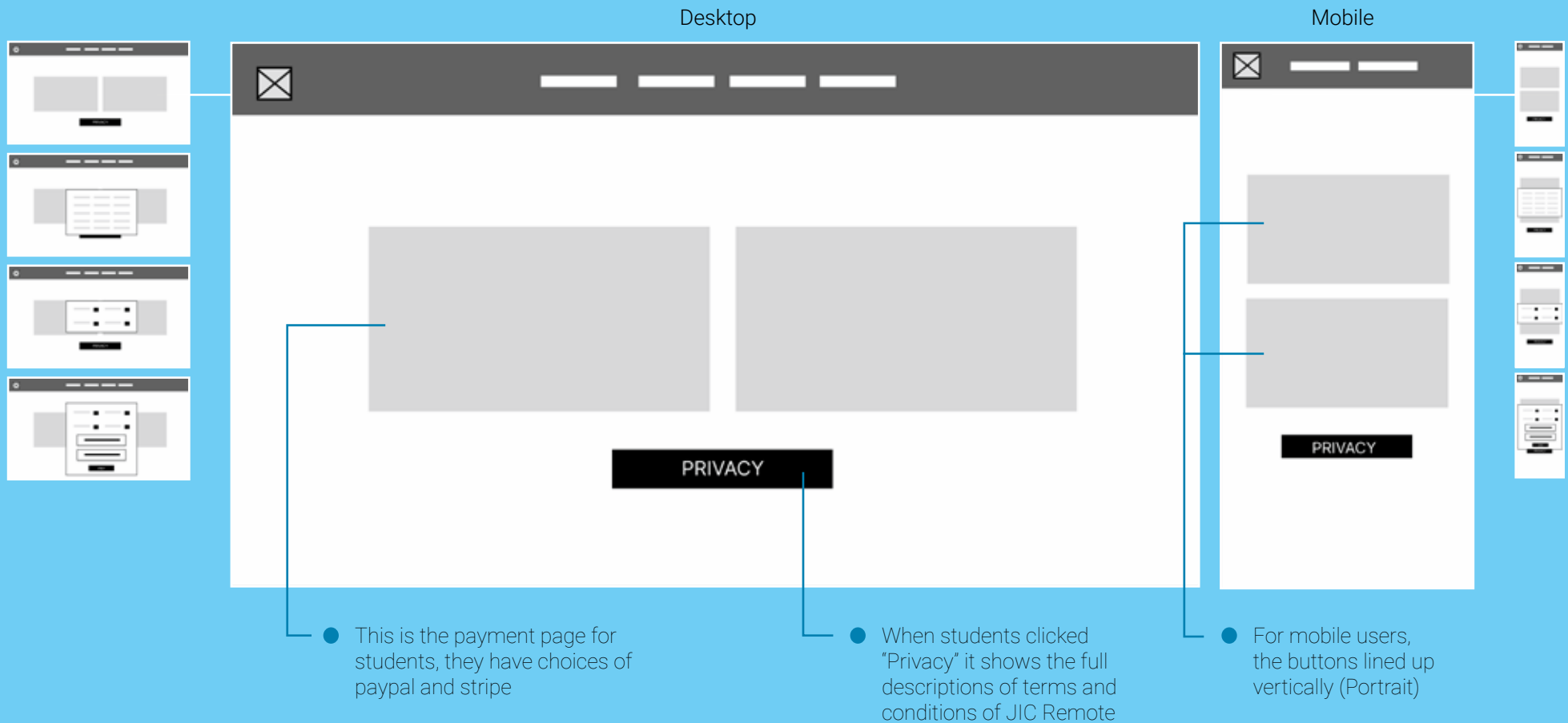
Mobile



- Student login also has the same page as Teacher called "Current Class" it shows all of the classes user attended / will attend
- It contains "Time", "Timezone", "Date", "Teacher name", "Length of the class", "Zoom/Zoom API"
- Students can cancel the class with no penalty before 24 hours, download the documents
- Scroll right to display details

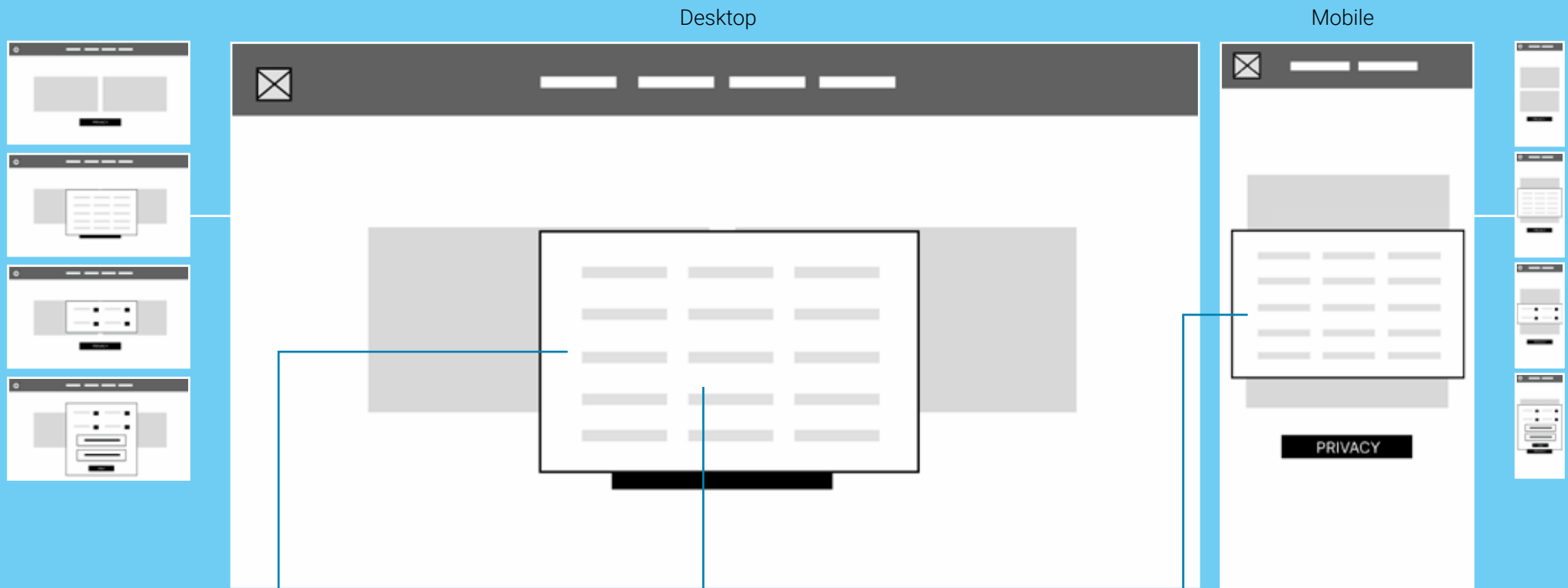
Wireframing - Student

Mockup the basic concept of JIC Remote system
Online Payment Method



Wireframing - Student

Mockup the basic concept of JIC Remote system
Online Payment Method



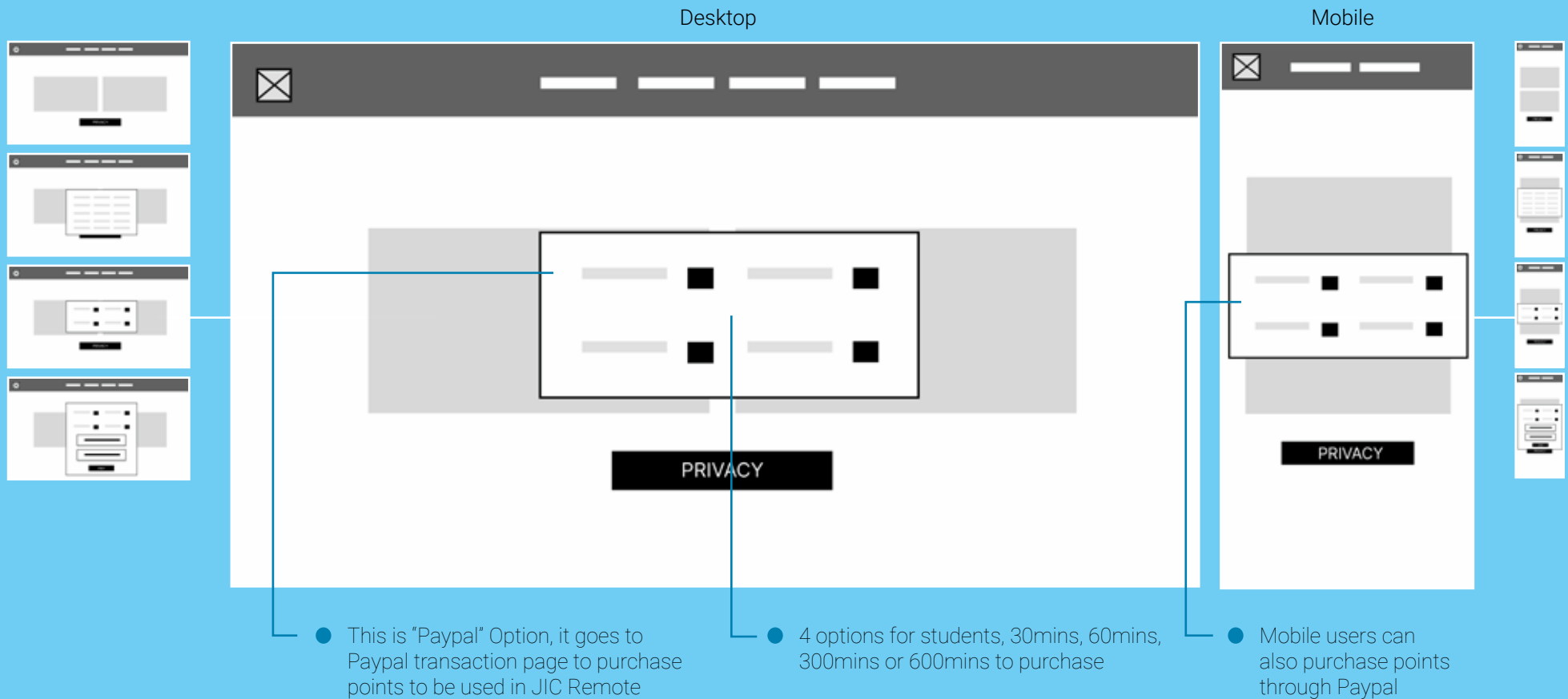
- This is the "Term and Condition" pop up, Students need to agree to this to purchase the points

- The description includes the usage of points, privacy of email , name and last name used in JIC Remote

- For mobile users, pop up shows the same contents

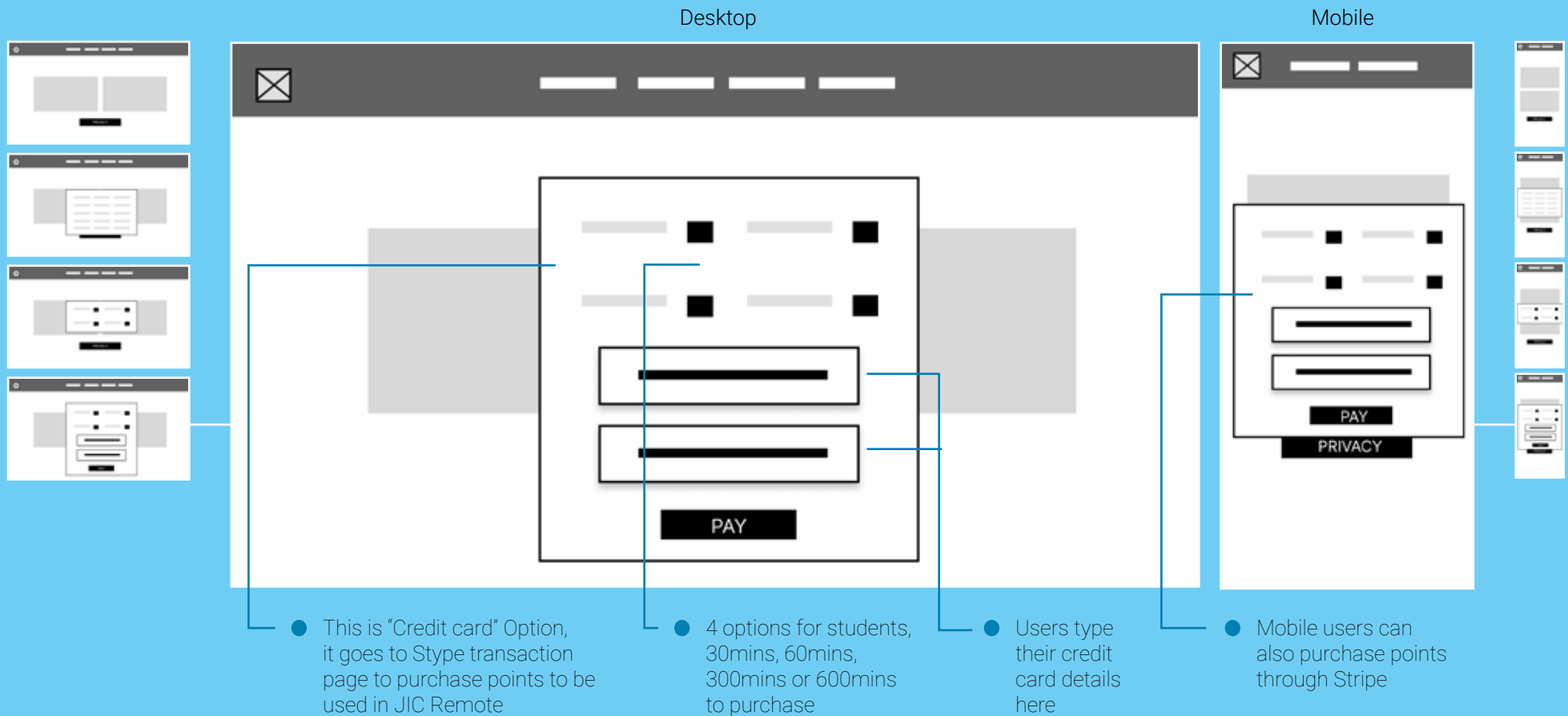
Wireframing - Student

Mockup the basic concept of JIC Remote system
Online Payment Method



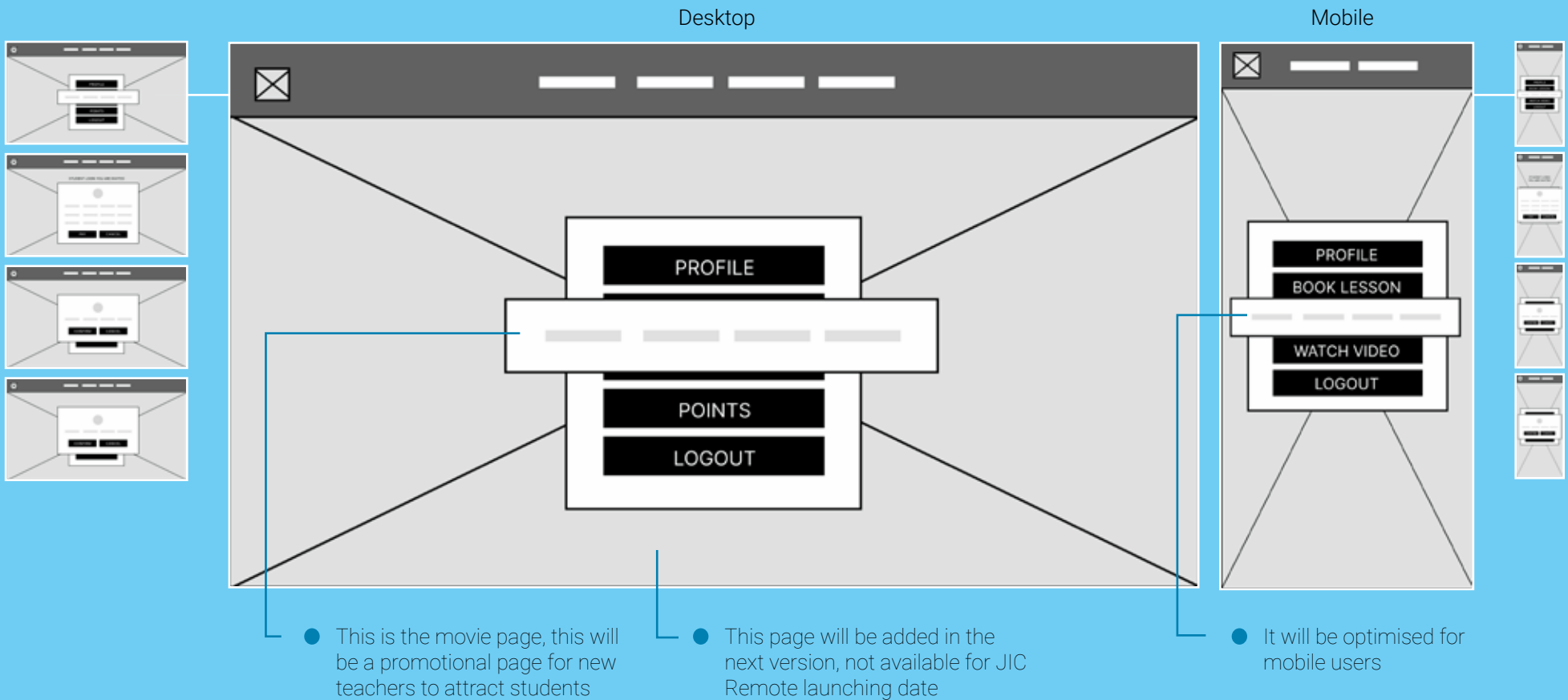
Wireframing - Student

Mockup the basic concept of JIC Remote system
Online Payment Method



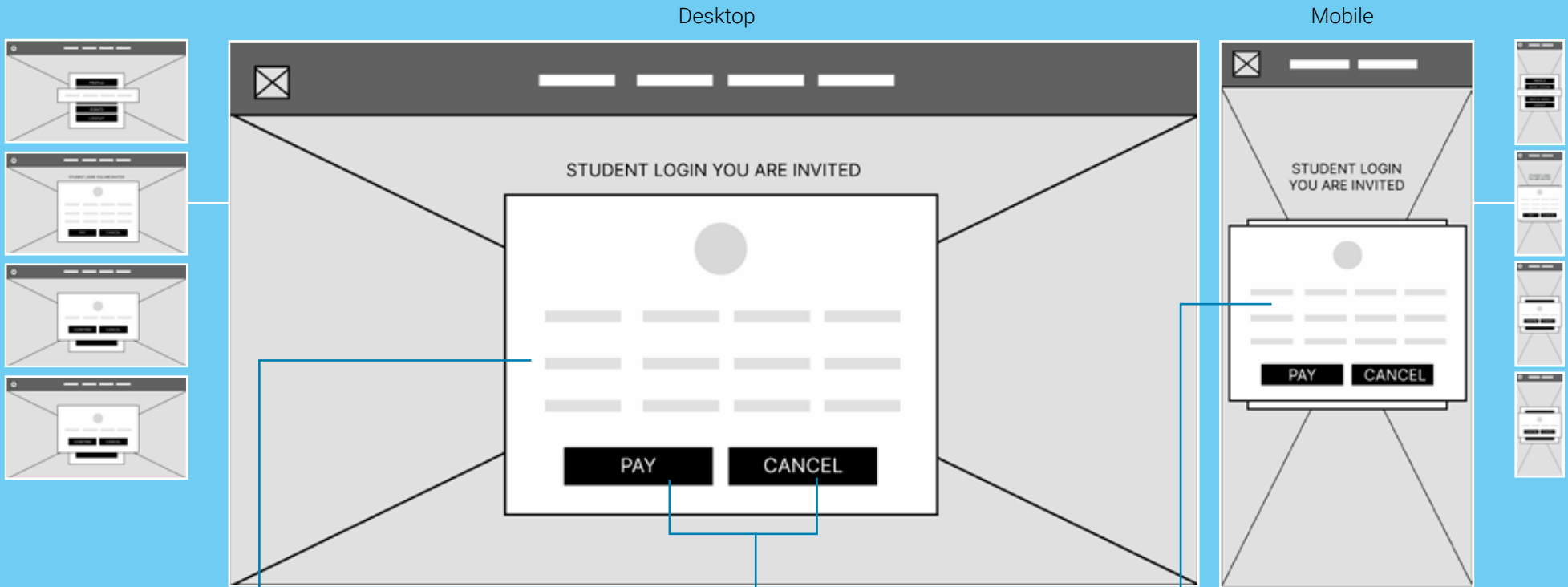
Wireframing - Student

Mockup the basic concept of JIC Remote system
Invitation from Teacher



Wireframing - Student

Mockup the basic concept of JIC Remote system
 Invitation from Teacher



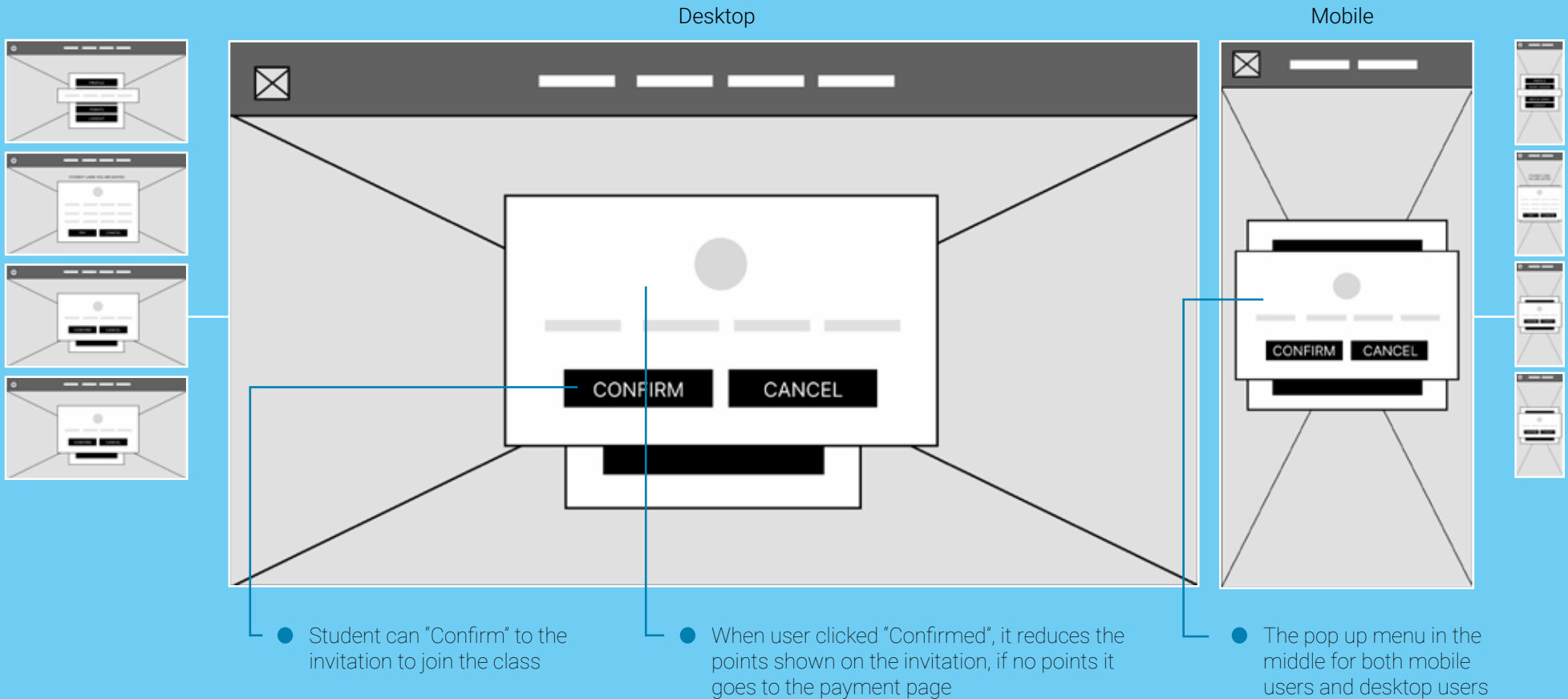
● This message pops up when teacher invited specific student using "Invite student" function.

● Students have choice to either click "Confirm" or "Not confirm" the invitation, when teacher invited the student to join the class

● Mobile users also receive the same invitation message

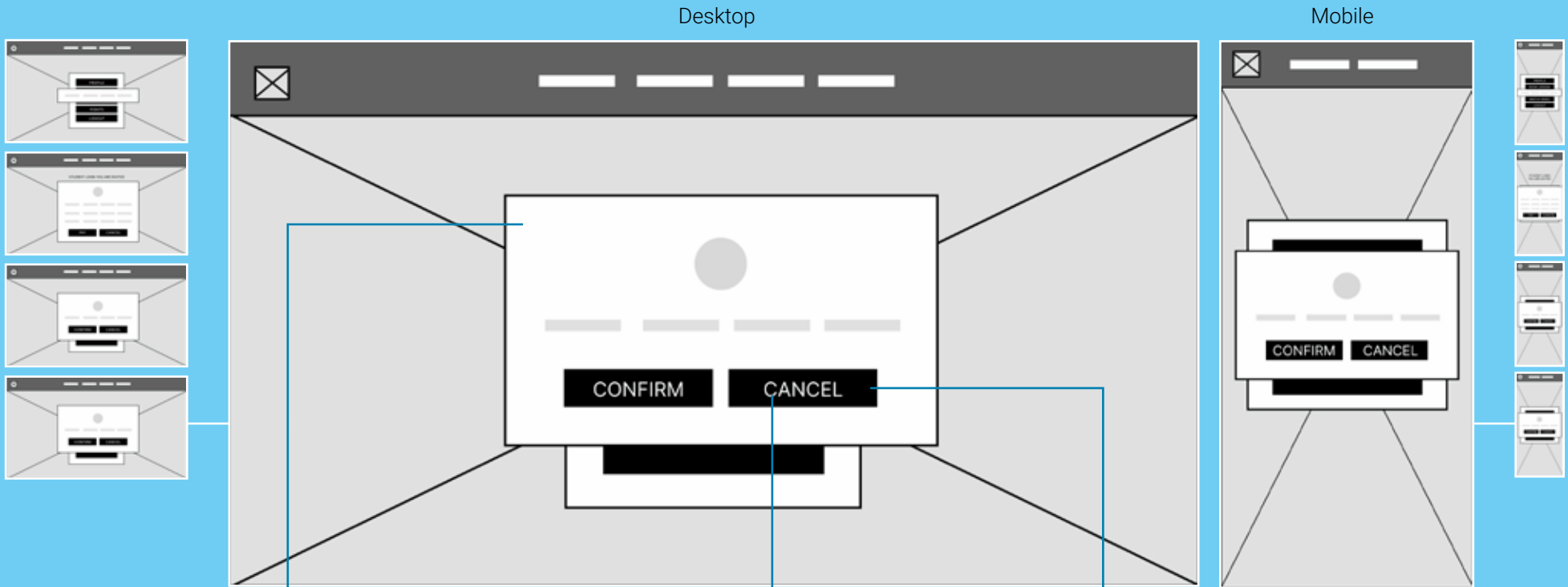
Wireframing - Student

Mockup the basic concept of JIC Remote system Invitation from Teacher



Wireframing - Student

Mockup the basic concept of JIC Remote system
Invitation from Teacher



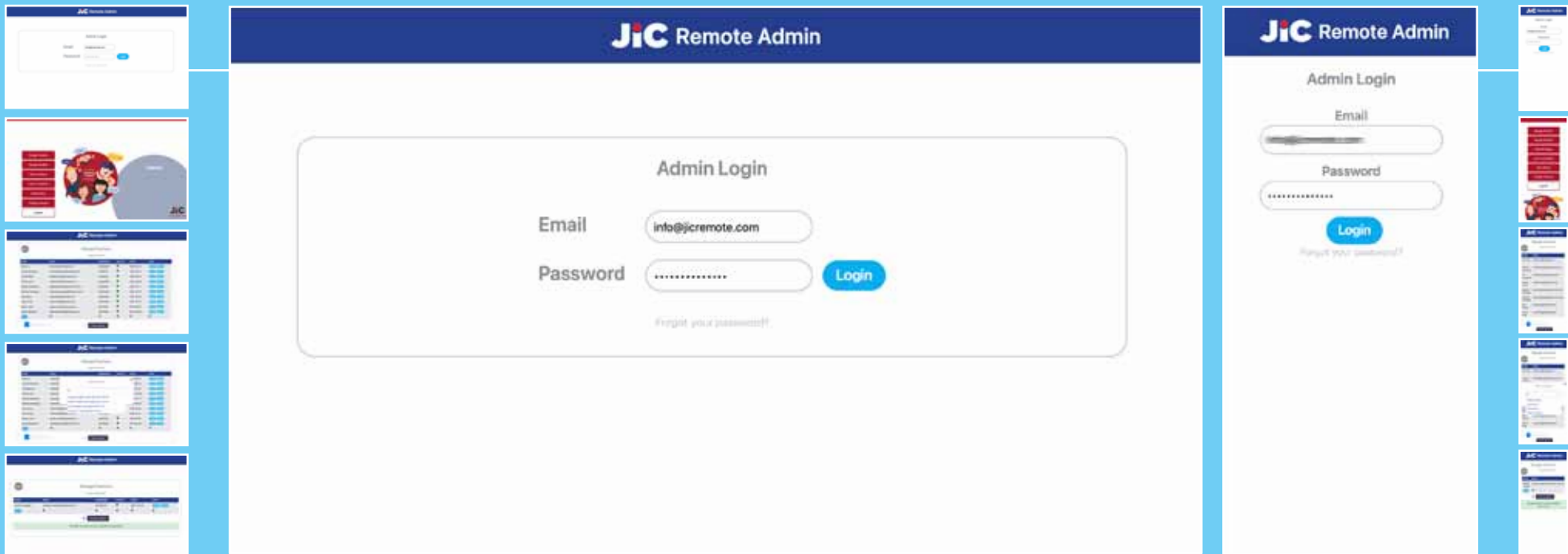
- If just users refreshed the pages, it still pops up this menu, students need to react this invitation message
- Student can "Cancel" to the invitation to join the class
- When user clicked "Cancel", it goes back to Student dashboard page

High Fidelity Prototype - Admin

Finalising UX design of the JIC Remote system
Admin Login, Dashboard and Manage Teacher

Desktop

Mobile



- The design is responsive so it works on any screen size, in this process I mainly focused on desktop view and mobile portrait view
- Login menu is identical to Admin, Teacher and Student, however the URLs will be different e.g. jicremote.com/admin
- When admin clicked "Forgot your password?", it sends the message to developer team to re-issues the new password
- Robot font family is used for JIC Remote platform for varieties of thickness and size of the fonts matches the professional looks
- The design is created to fit in any screen includes the mobile portrait view

High Fidelity Prototype - Admin

Finalising UX design of the JIC Remote system
Admin Login, Dashboard and Manage Teacher

Desktop

Mobile



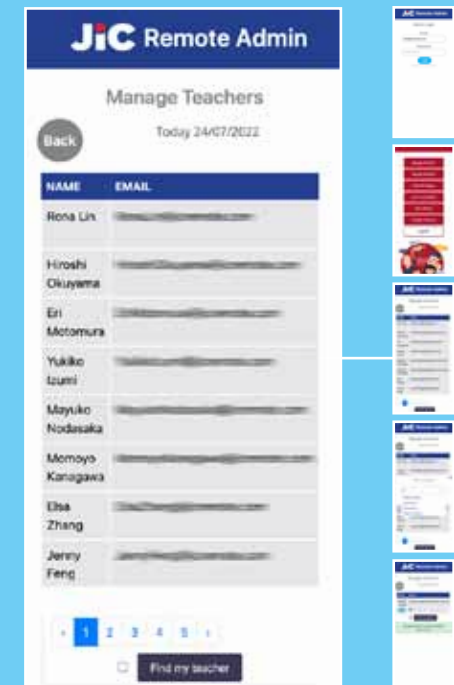
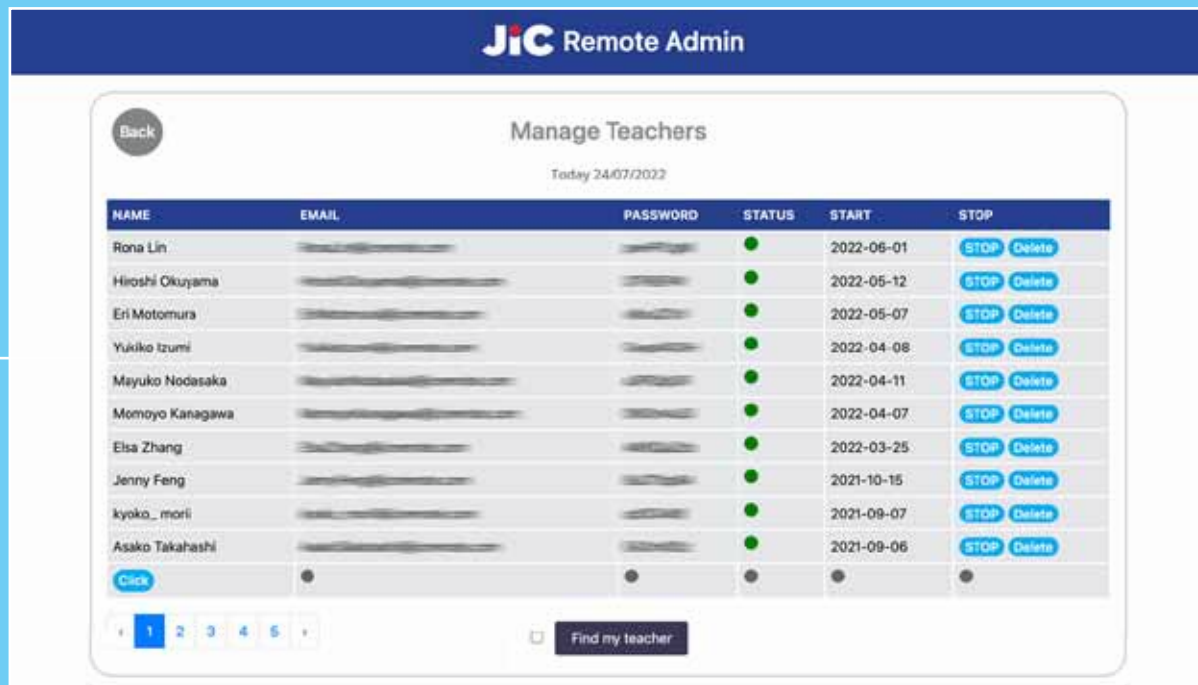
- The illustration is created by graphic designer Yuri, she also created a logo for JIC Remote
- Wine Red is JIC's co-operative colour and this is shared in JIC Remote, this colour is used for all dashboard button colours
- The buttons are located on the left for desktop users to fill up the space with illustration on the right
- Robot font family is used for JIC Remote platform for varieties of thickness and size of the fonts matches the professional looks
- The design for mobile users are much simpler as buttons fill up most of the space

High Fidelity Prototype - Admin

Finalising UX design of the JIC Remote system
Admin Login, Dashboard and Manage Teacher

Desktop

Mobile



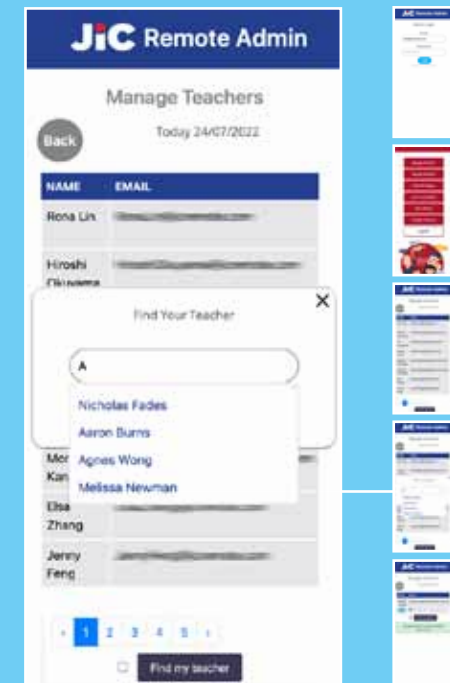
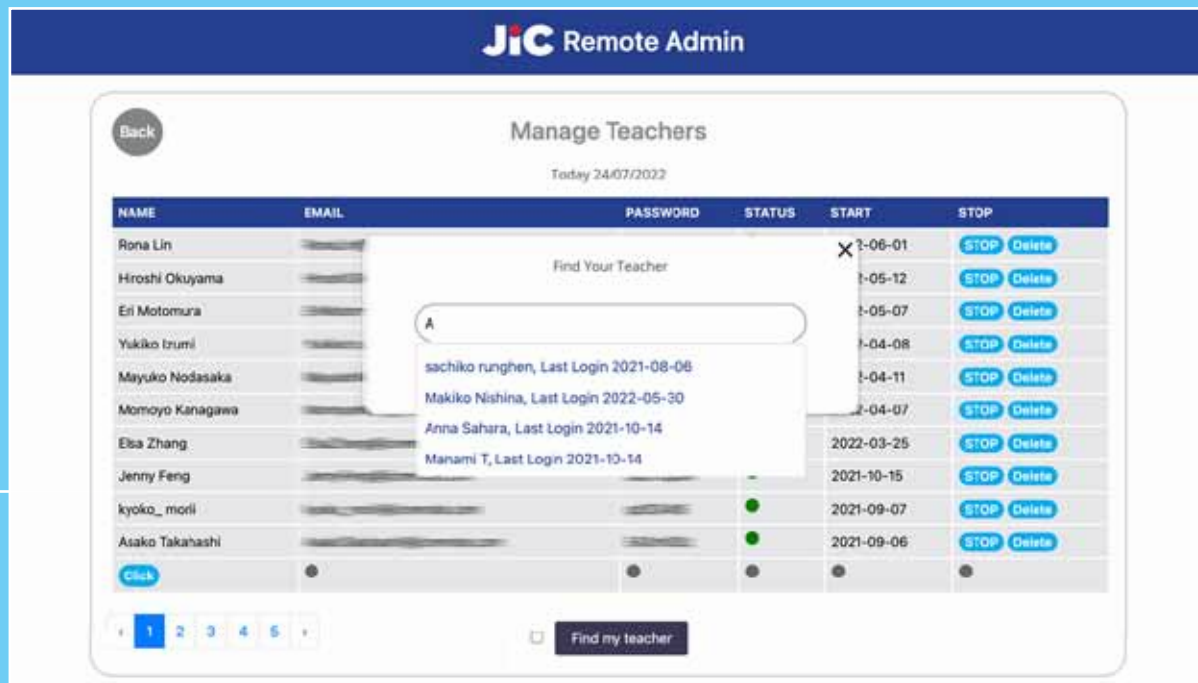
- This is the page of "Manage Teachers" page, it contains Name, Email, Password, Status, Start and Stop
- Status shows if this teacher is currently active or inactive, if active it turns green if inactive it turns red
- Start is the starting date of the teacher, it can line up oldest and newest teachers
- Mobile users also have same functionalities, admin needs to slide right to see the full functions

High Fidelity Prototype - Admin

Finalising UX design of the JIC Remote system
Admin Login, Dashboard and Manage Teacher

Desktop

Mobile



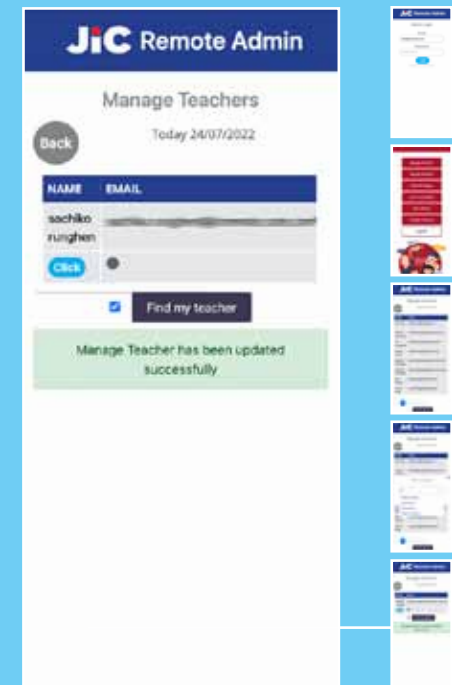
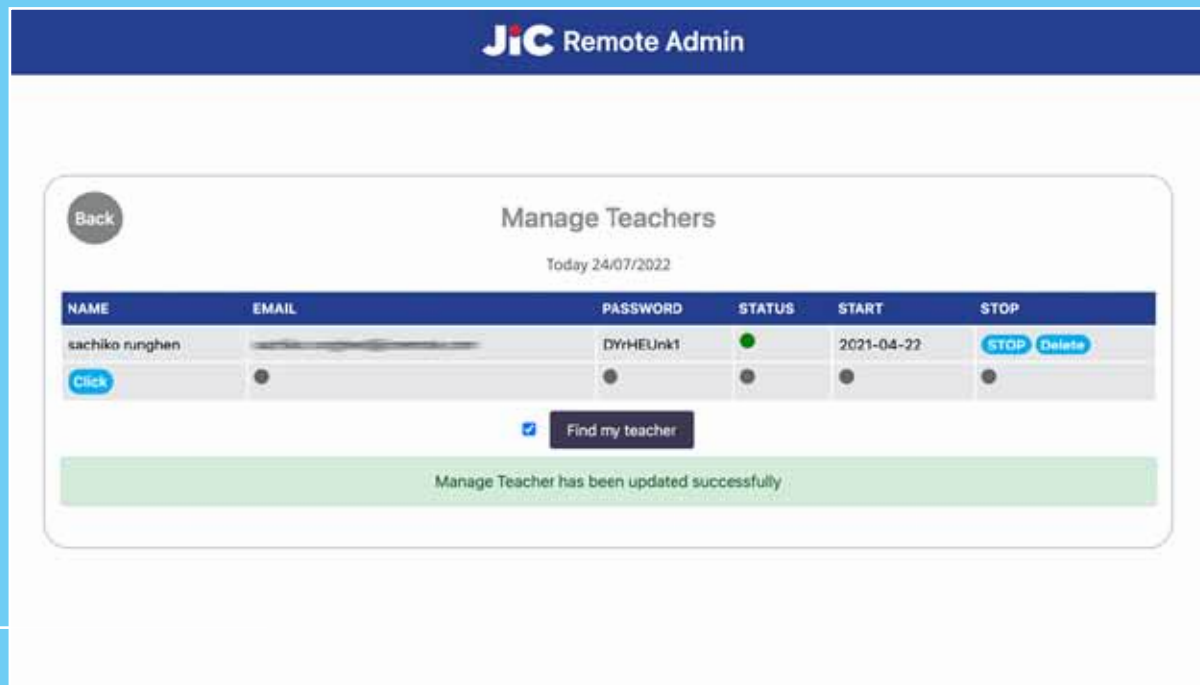
- Find my teacher function is here to look for a teacher by typing first 3 words, e.g. typed Nic to displays Nick, Nicholas, Nichole
- This function will be used in all users, Admin, Teacher and Students
- It displays Name, Last Name, Last login date to prevent duplicated information
- When Admin clicked "Delete" it deletes the name from the list but it still stays in server
- Finding a right teacher in smaller screen is not easy, this function works well on mobile users

High Fidelity Prototype - Admin

Finalising UX design of the JIC Remote system
Admin Login, Dashboard and Manage Teacher

Desktop

Mobile



- This is the result when Admin used "Find my teacher" it only shows one name, if it displays 2 same names Admin needs to report Developer team to delete one of them

- The tick box next to the "Find my teacher" maintain the same result as long as it is ticked or untick to display all teachers again

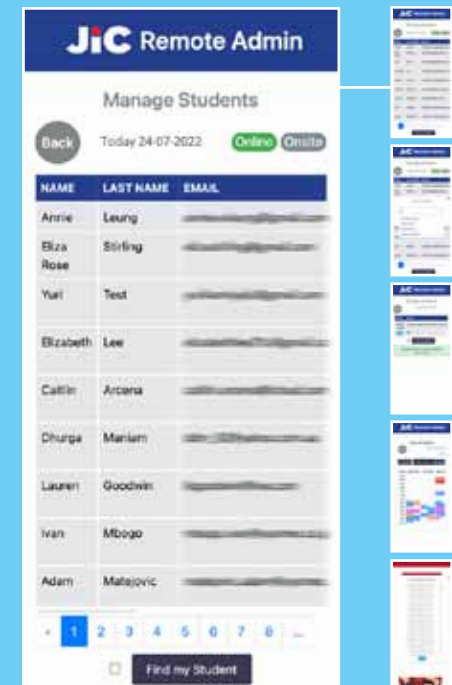
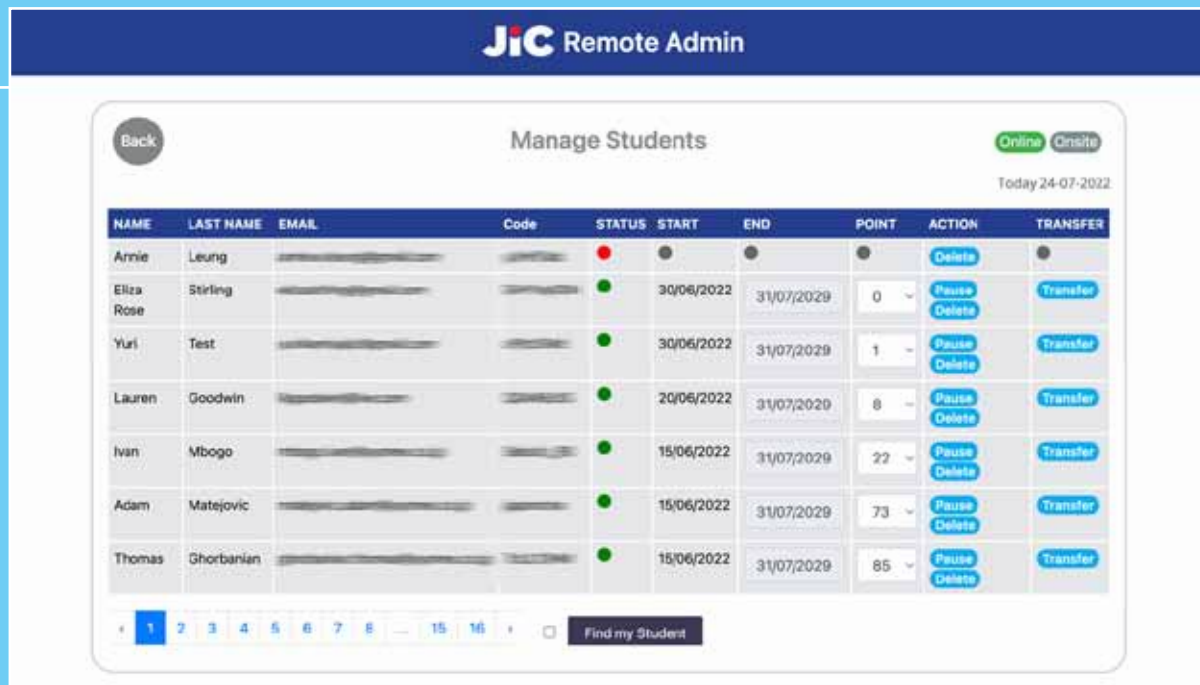
- The message "Manage Teacher has been updated successfully" displayed when finding a teacher is successful

High Fidelity Prototype - Admin

Finalising UX design of the JIC Remote system
 Manage Student, Search Student, View All Classes and Login As Teacher

Desktop

Mobile



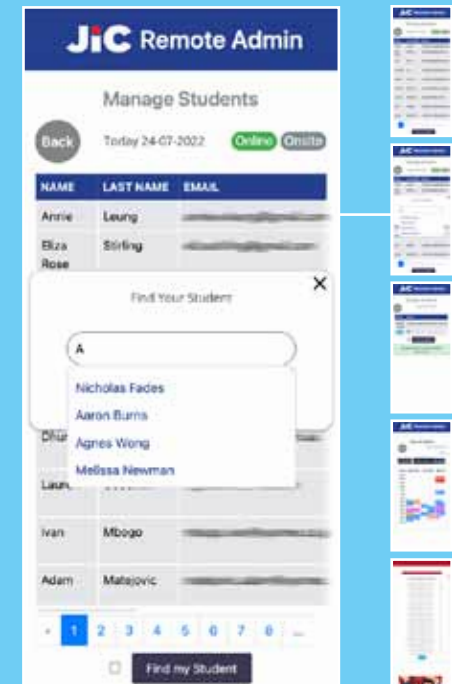
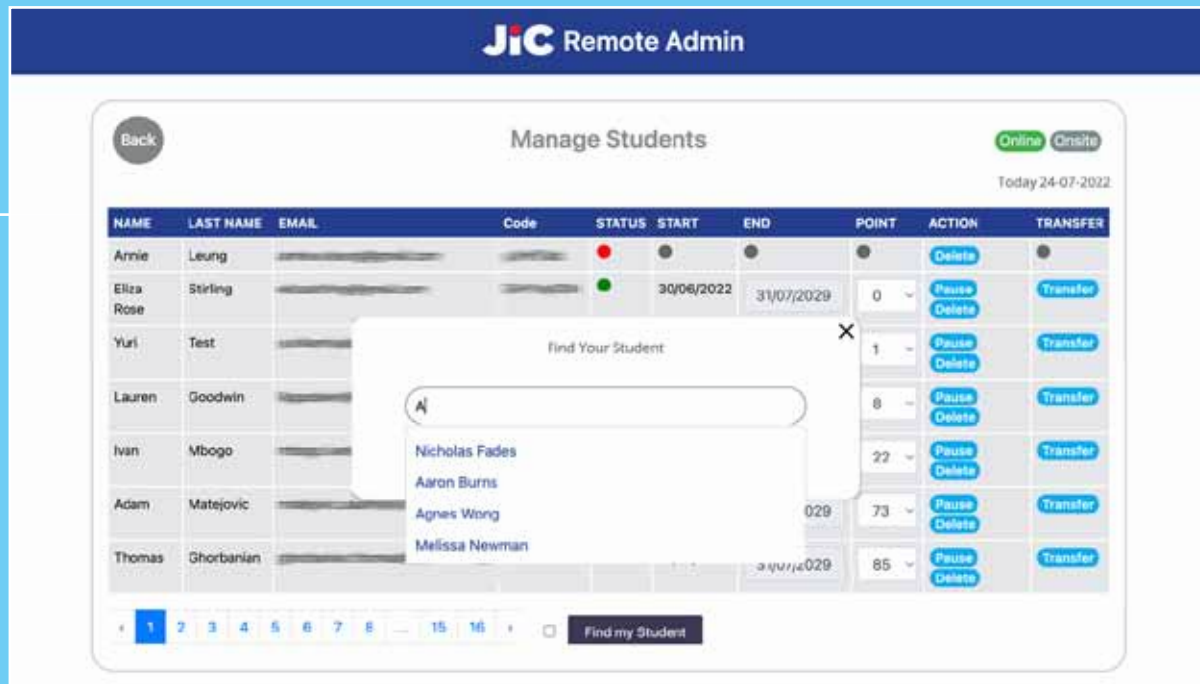
- This is the "Manage student" page it contains Name, Last name, Email, Code (Password), Status, Start, End, Point, Action and Transfer
- End Date is 1 year after the last login, it will automatically be inactive
- In this case, Annie Leung is not active. This means she registered but she hasn't authorised her email address yet
- Points are used in JIC Remote system in order to join the class created by teachers
- We keep the same functions for Mobile users to manage, edit the students. it can also add/remove Student points

High Fidelity Prototype - Admin

Finalising UX design of the JIC Remote system
 Manage Student, Search Student, View All Classes and Login As Teacher

Desktop

Mobile



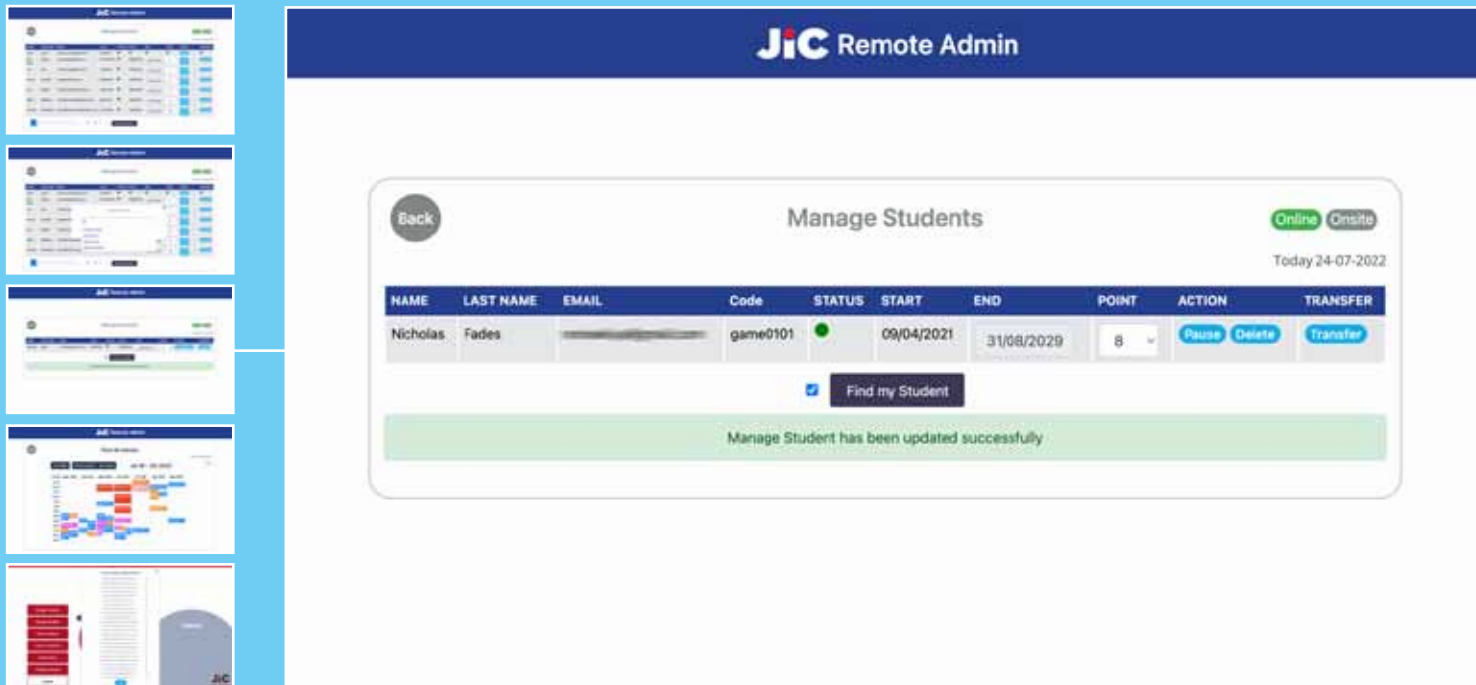
- Find my student function is here to look for a student by typing first 3 words, e.g. typed Nic to displays Nick, Nicholas, Nichole
- Student only shows their names in search result, it shows one result per search when Admin clicked the name
- This is a useful tool for smaller screen because number of students are increasing every month
- Pause button to Pause the student this allows admin to temporary block the specific students for any reasons
- Transfer icon will transfer student between "Online" and "Onsite" so it has flexibility to switch between online and onsite classes for students

High Fidelity Prototype - Admin

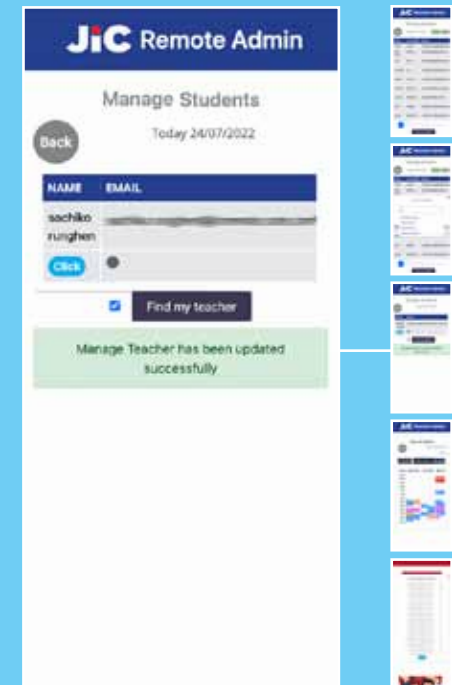
Finalising UX design of the JIC Remote system

Manage Student, Search Student, View All Classes and Login As Teacher

Desktop



Mobile



- This is the result when Admin used "Find my student" it only shows one name, if it displays 2 same names Admin needs to report Developer team to delete one of them

- The tick box next to the "Find my student" maintain the same result as long as it is ticked or untick to display all teachers again

- The message "Manage Student has been updated successfully" displayed when finding a student is successful

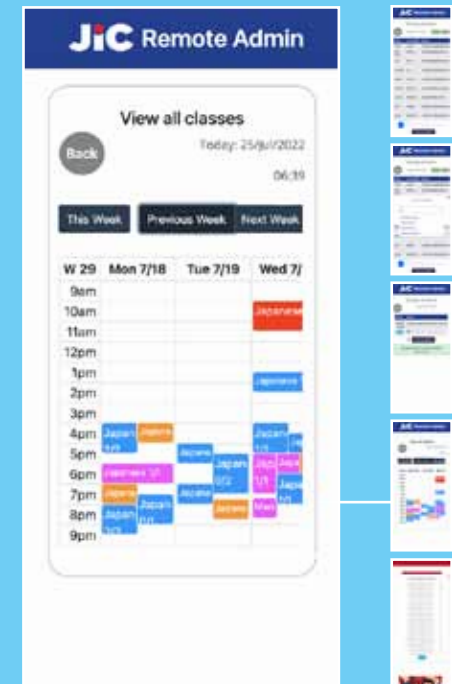
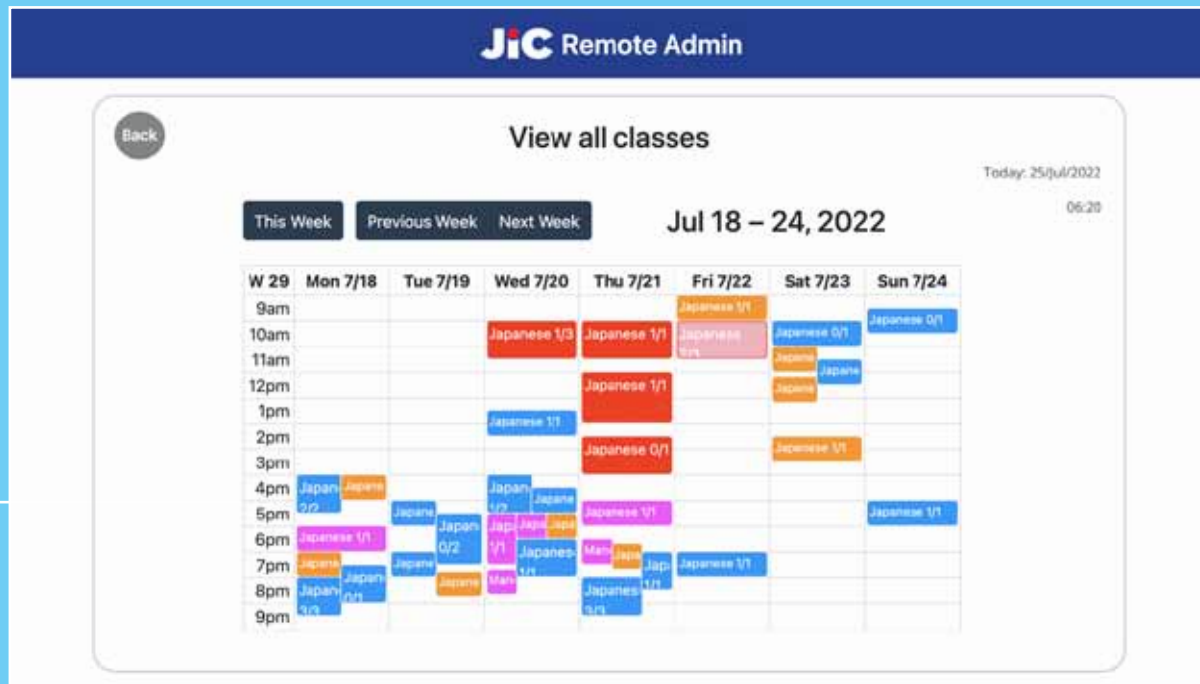
High Fidelity Prototype - Admin

Finalising UX design of the JIC Remote system

Manage Student, Search Student, View All Classes and Login As Teacher

Desktop

Mobile



- This is View All Classes page, it contains Back, This week, next week and calendar

- Admin sees all the classes currently active in JIC Remote, Admin can click any classes to view the details

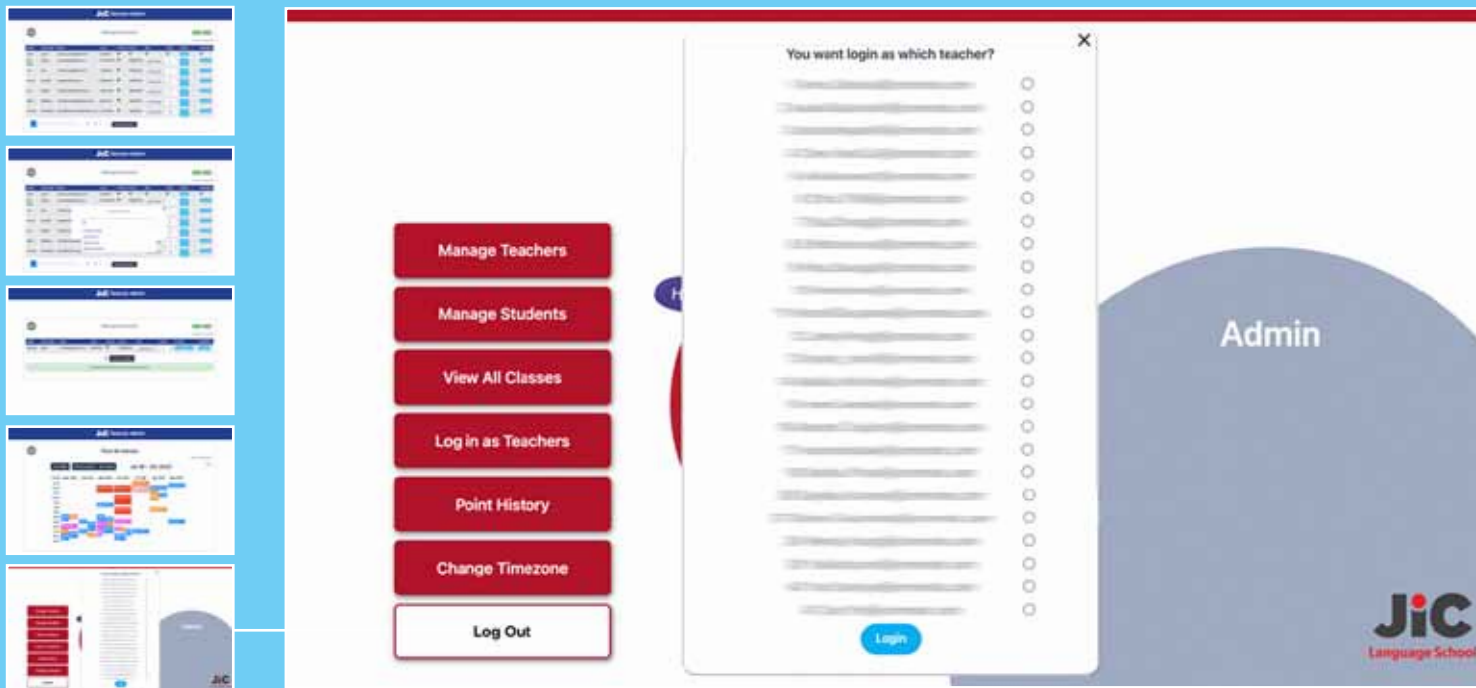
- Mobile users shows 3 days, swipe right to see other days

High Fidelity Prototype - Admin

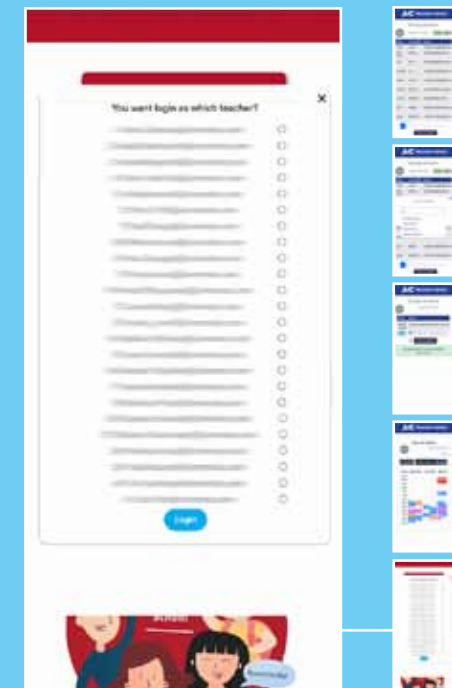
Finalising UX design of the JIC Remote system

Manage Student, Search Student, View All Classes and Login As Teacher

Desktop



Mobile



- When Admin clicked "Login As Teacher" it can login as specific teacher, it gives full accessibility of the teacher

- Pick the teacher's email address then click "login" to access, it goes to the teacher's dashboard

- Mobile users tap the name of the teacher to login

High Fidelity Prototype - Admin

Finalising UX design of the JIC Remote system
Point History and Timezone

Desktop

Mobile



JiC Remote Admin

Point History Online Onsite

Today 24-07-2022

ID	NAME	LAST NAME	EMAIL	CODE	STATUS	DATE	TIME	TIMEZONE (ADMIN)	ACTION	POINT	DELETE
286	Rubina	Khadim			●	24/07/2022	10:55 PM	Australia/Melbourne	REMOVED	3	CLICK
286	Rubina	Khadim			●	24/07/2022	10:55 PM	Australia/Melbourne	REMOVED	3	CLICK
273	Kyal	Prowse			●	23/07/2022	12:24 AM	Australia/Melbourne	REMOVED	2	CLICK
99	Katherine	Hun			●	21/07/2022	11:07 PM		ADDED	2	CLICK
287	Margarita	Artemenko			●	22/07/2022	02:58 PM	Australia/Melbourne	REMOVED	3	CLICK
287	Margarita	Artemenko			●	22/07/2022	02:58 PM	Australia/Melbourne	REMOVED	3	CLICK
245	Kelly	Hardy			●	21/07/2022	08:07 PM	Australia/Melbourne	REMOVED	2	CLICK
100	James	Keating			●	21/07/2022	06:00 PM	Australia/Melbourne	REMOVED	3	CLICK
286	Rubina	Khadim			●	21/07/2022	05:42 PM	Australia/Melbourne	REMOVED	3	CLICK

JiC Remote Admin

Point History Today 24-07-2022 Online Onsite

ID	NAME	LAST NAME	EMAIL
286	Rubina	Khadim	
286	Rubina	Khadim	
273	Kyal	Prowse	
99	Katherine	Hun	
287	Margarita	Artemenko	
287	Margarita	Artemenko	
245	Kelly	Hardy	
100	James	Keating	
286	Rubina	Khadim	
206	Jenny	Lyons	

1 2 3 4 5 6 7 8

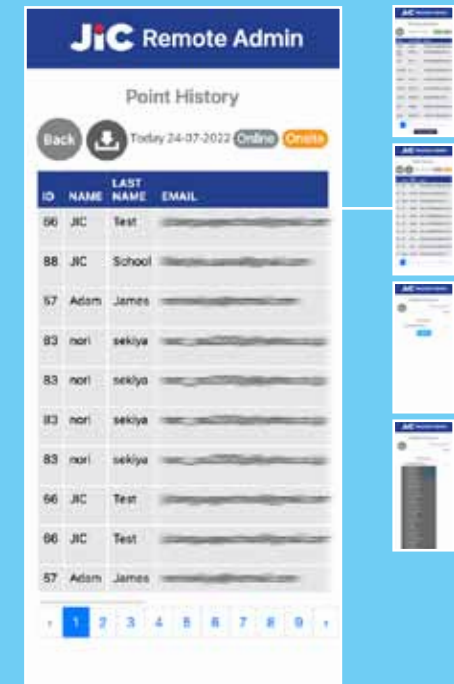
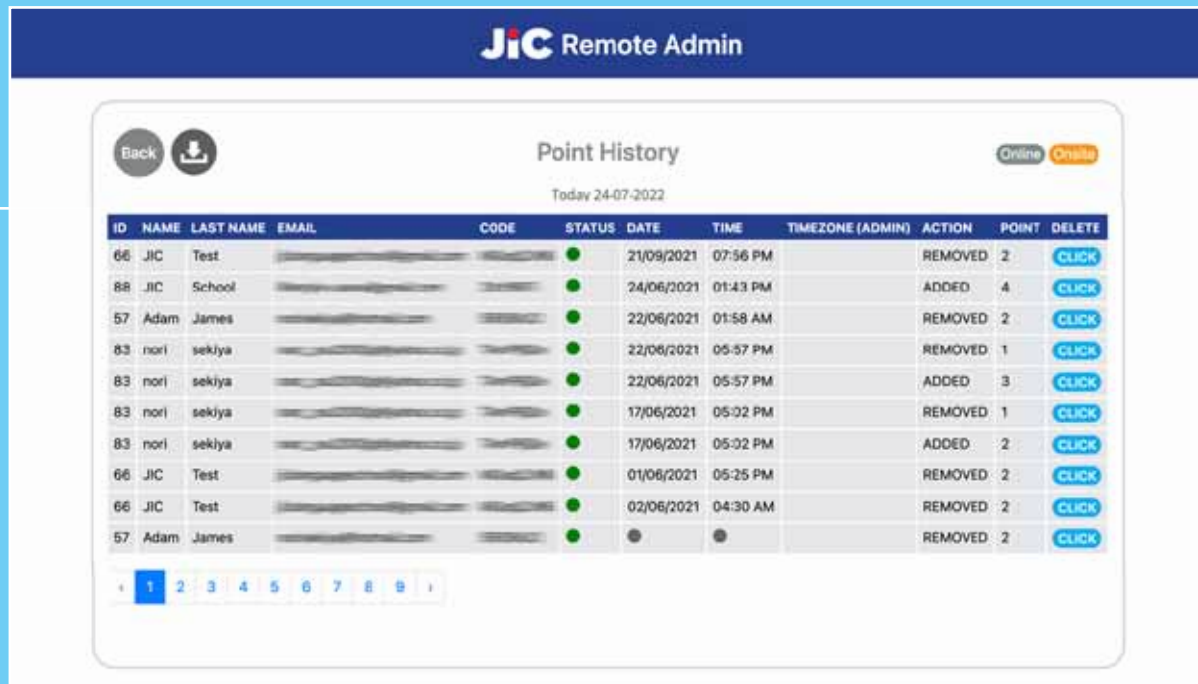
- This is the "Point History" page for Admin, it shows ID, Name, Last Name, Email, Code, Status, Date, Time, Timezone, Action, Point and Delete functions
- Admin can switch the student points between online and onsite, they are separated list
- Added as in student purchased points, removed as in student used points in JIC Remote system
- There is a function to "Delete" the data if this is not right or incorrect, Admin can manually add or remove the points too
- Whole functions available for mobile users just like desktop users

High Fidelity Prototype - Admin

Finalising UX design of the JIC Remote system
Point History and Timezone

Desktop

Mobile



- Onsite students can be manually added by admin to control the in/out of points to be used in JIC Remote in case if students already paid by cash or bank transfer

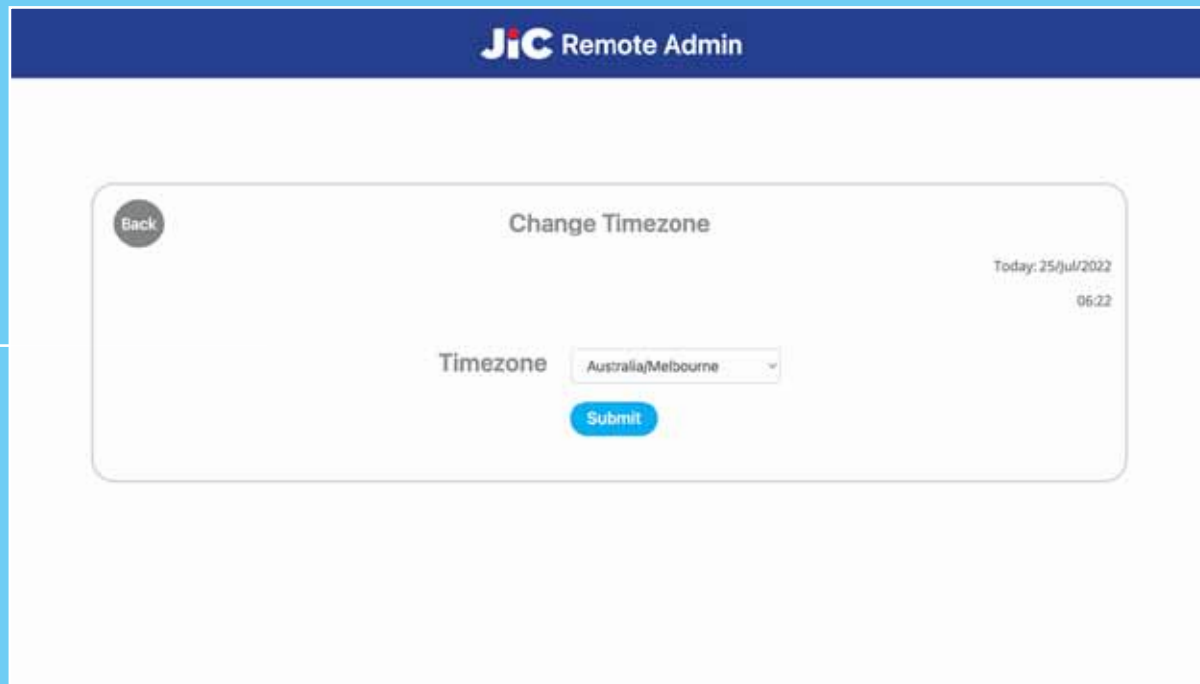
- Onsite students can also join Online classes, this case, Admin needs to create password for them to access the JIC remote

- Print function is available for Admin to print out the record of payments

High Fidelity Prototype - Admin

Finalising UX design of the JIC Remote system
Point History and Timezone

Desktop



Mobile



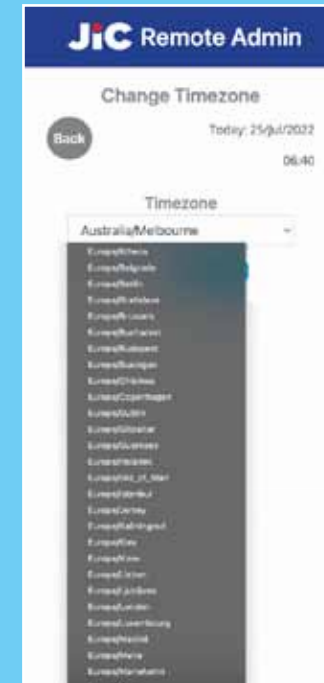
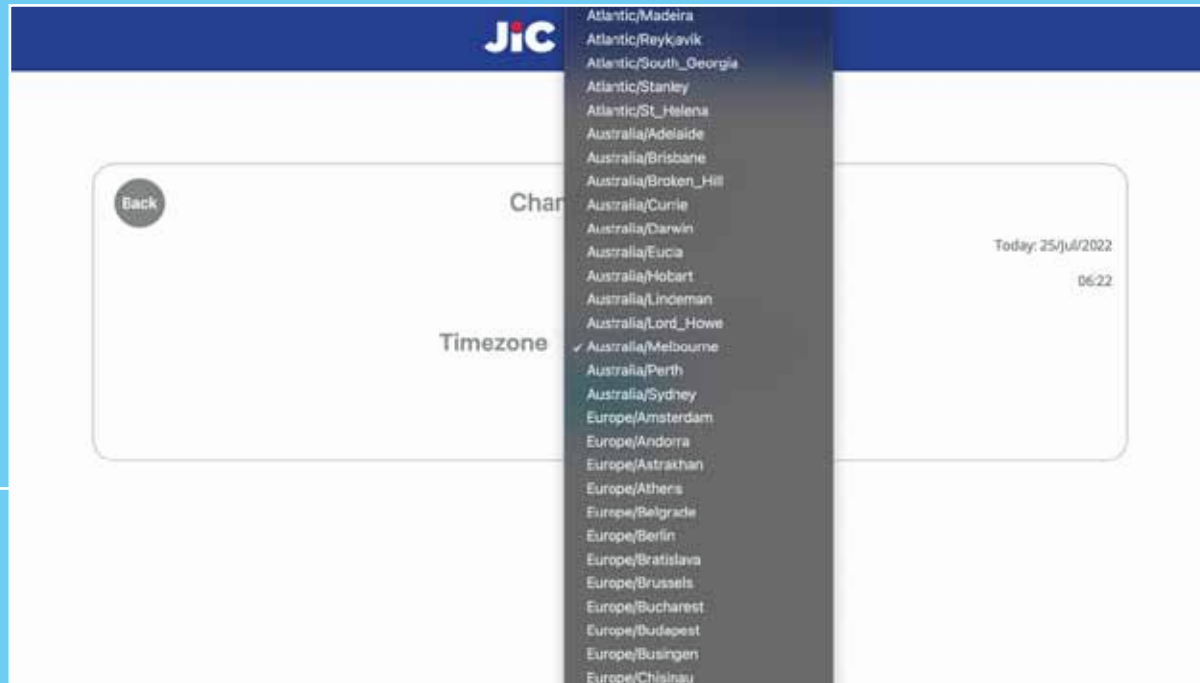
- Admin can change the timezone, it is set to Melbourne as a default timezone
- Daylight saving is also added in this system, so it automatically adjust then daylight saving is started or ended
- Tap "Timezone" input menu to change the timezone

High Fidelity Prototype - Admin

Finalising UX design of the JIC Remote system
Point History and Timezone

Desktop

Mobile

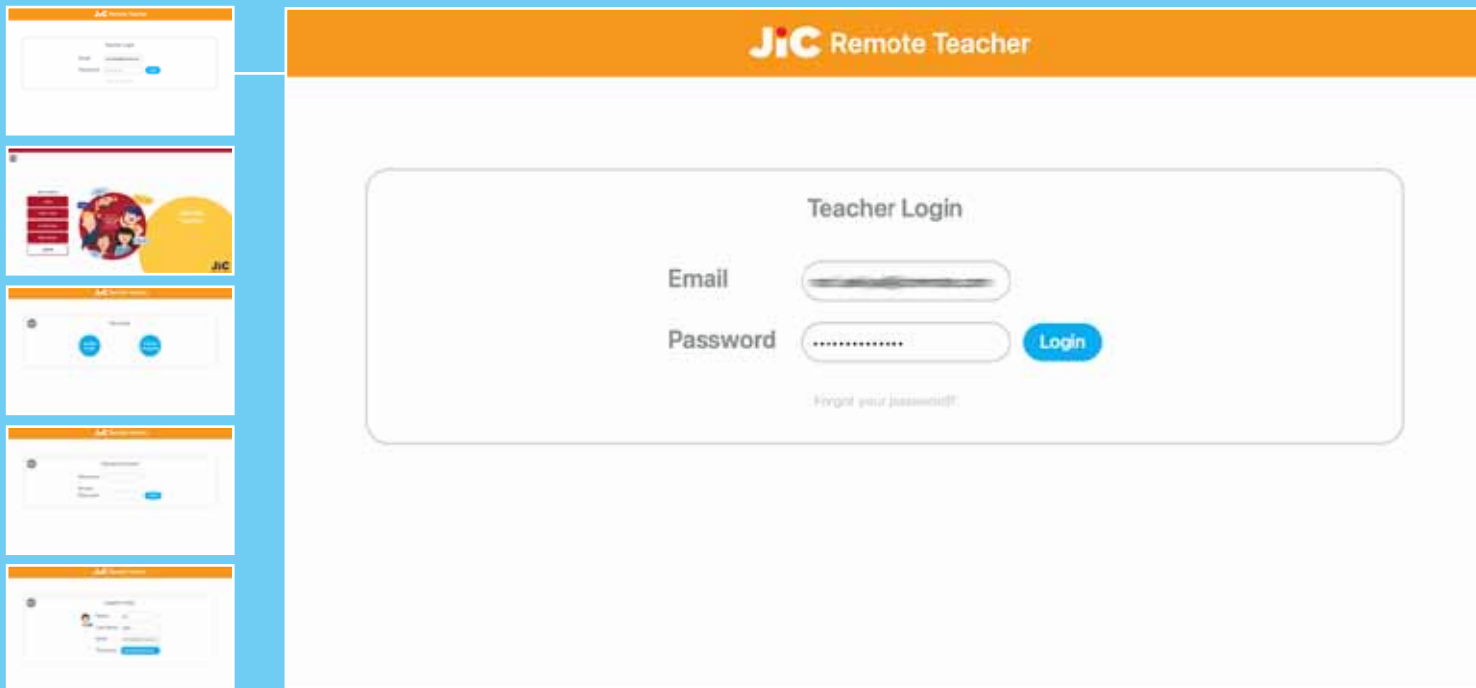


- Admin can pick their choice of timezone, it will change the clock of JIC Remote system
- This is when Admin clicked the timezone, it gives options of world wide timezones
- This is when Admin clicked the timezone in mobile screen, it gives options of world wide timezones

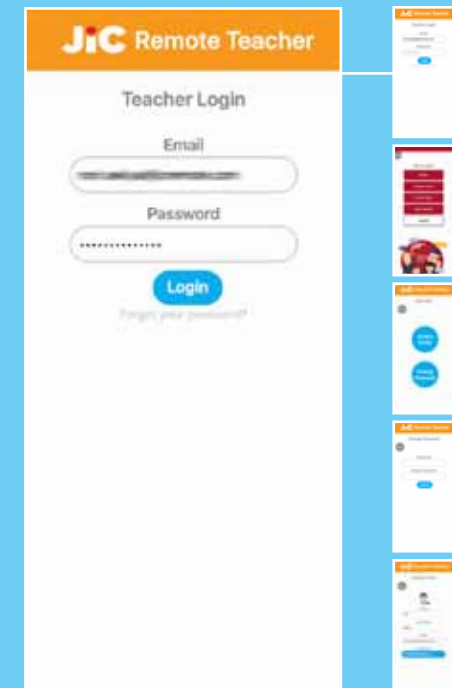
High Fidelity Prototype - Teacher

Finalising UX design of the JIC Remote system
Dashboard, Profile and Update Profile

Desktop



Mobile



- The design is identical to Admin login, every teachers access from same url e.g. jicremote.com/teacher
- Robot font family is used for JIC Remote platform for varieties of thickness and size of the fonts matches the professional looks
- When Teacher clicked "Forgot your password?", it sends the message to Admin to re-issues the new password
- The design is created to fit in any screen includes the mobile portrait view

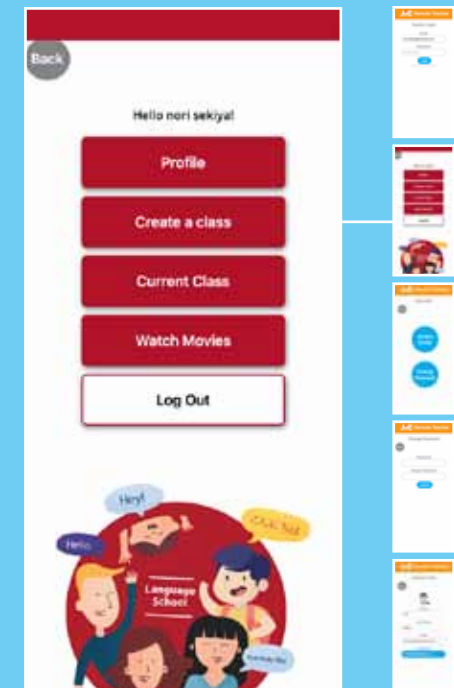
High Fidelity Prototype - Teacher

Finalising UX design of the JIC Remote system
Dashboard, Profile and Update Profile

Desktop



Mobile



- The illustration is created by graphic designer Yuri, she also created a logo for JIC Remote
- This is the dashboard page for Teacher, also a landing page for "Login As Teacher"
- The buttons are located on the left for desktop users to fill up the space with illustration on the right
- Robot font family is used for JIC Remote platform for varieties of thickness and size of the fonts matches the professional looks
- The design for mobile users are much simpler as buttons fill up most of the space

High Fidelity Prototype - Teacher

Finalising UX design of the JIC Remote system
Dashboard, Profile and Update Profile

Desktop

Mobile



- This is the page for My Profile, it contains Update Profile and Change Password

- This page allows teacher change Name, Last name, Email address and password and profile image

- The buttons lined up vertically in mobile view

High Fidelity Prototype - Teacher

Finalising UX design of the JIC Remote system
Dashboard, Profile and Update Profile

Desktop

Mobile



- This is Change Password page, it allows teachers to change the password, when teacher changed password, it override the old password

- Teacher needs to type password twice, then click submit to change the password

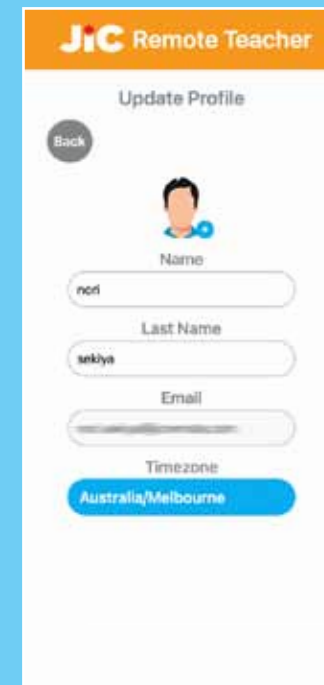
- This is the layout for mobile users, it contains the same function

High Fidelity Prototype - Teacher

Finalising UX design of the JIC Remote system
Dashboard, Profile and Update Profile

Desktop

Mobile



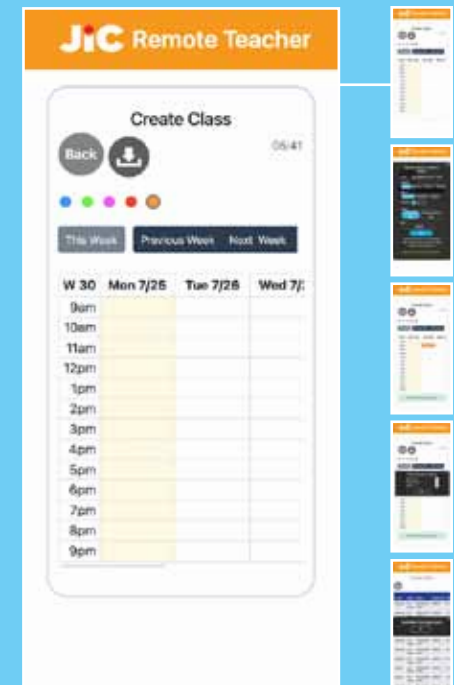
- This is Update Profile Page, it contains Back, Name, Last Name, Email Address and Timezone
- Profile image can be changed to any image with size of 250 x 250px, jpg or png format
- Same layout is used for mobile users

High Fidelity Prototype - Teacher

Finalising UX design of the JIC Remote system
 Create Class and Invite Student

Desktop

Mobile



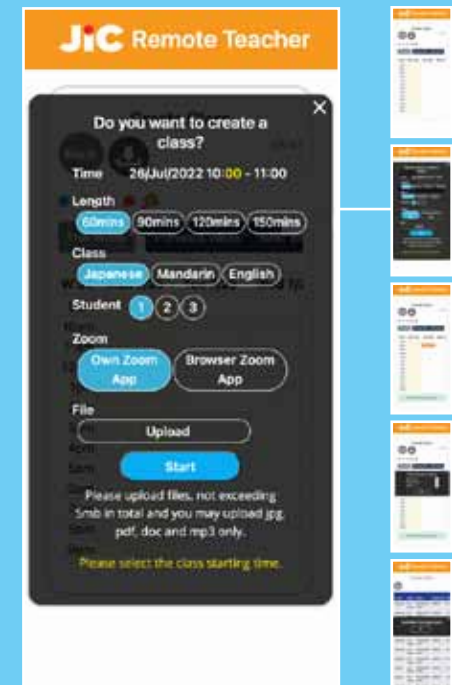
- This page is "Create Class", it contains functions of Back, Print, This week, Last week, Next Week, and calendar
- Teachers can customise the colour of classes, with choices of Blue, Green, Purple, Red and Orange
- Click any time and date to create class online, it will be visible to Admin and students
- Teachers can book classes in 2 weeks in advance, they can create classes unlimited
- It displays 3 days by default, swipe right to see other days

High Fidelity Prototype - Teacher

Finalising UX design of the JIC Remote system
 Create Class and Invite Student

Desktop

Mobile



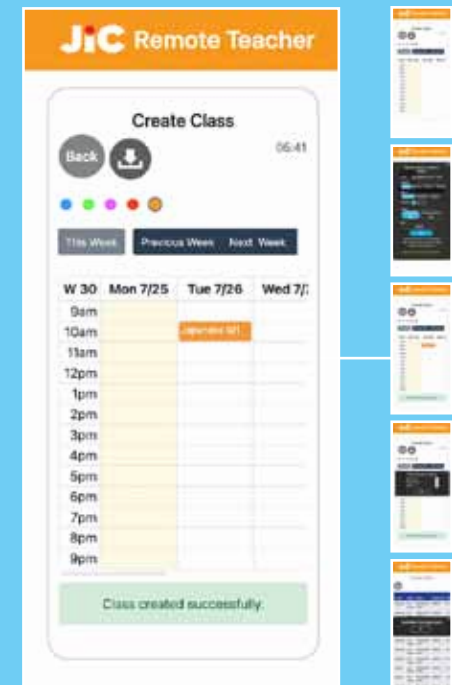
- This menu pops up when teacher clicked the specific time and date, this is the setting to create a class for students
- Time options are 30mins, 60mins, 90mins, 120mins, 150mins and 180mins
- It contains Time, Length, Class, Number of students, Zoom type and File then Start
- Upload any teaching materials, pdf, jpeg, doc, powerpoint, audio and video, max of 20mb, temporary upload to server and it stays there for 2 weeks
- This is how it looks in mobile view, it gives the same functionalities to mobile users

High Fidelity Prototype - Teacher

Finalising UX design of the JIC Remote system
 Create Class and Invite Student

Desktop

Mobile



- This is when teacher created a class and it is now visible to any users who logged in JIC Remote system

- A message "Class created successfully" displayed at the bottom when class is created

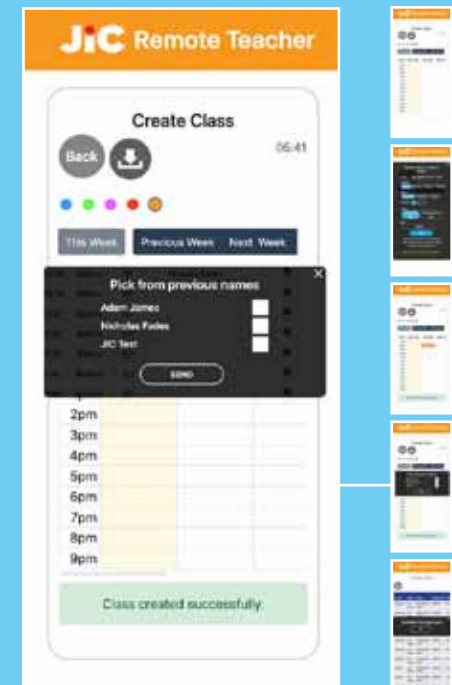
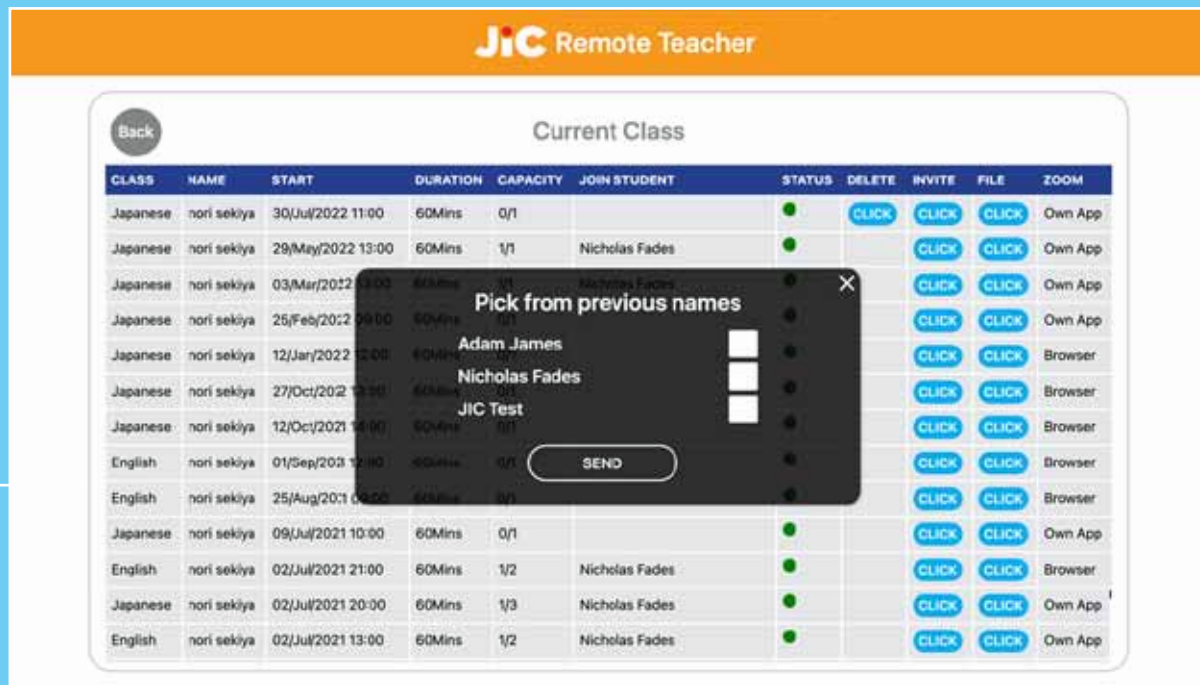
- Mobile also shows the same message displayed

High Fidelity Prototype - Teacher

Finalising UX design of the JIC Remote system
 Create Class and Invite Student

Desktop

Mobile



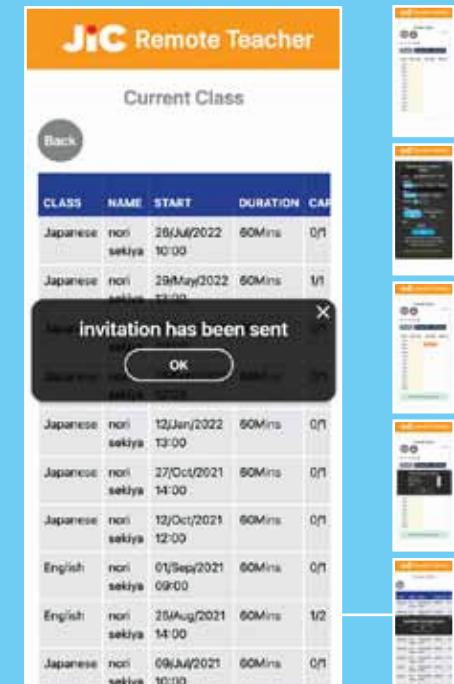
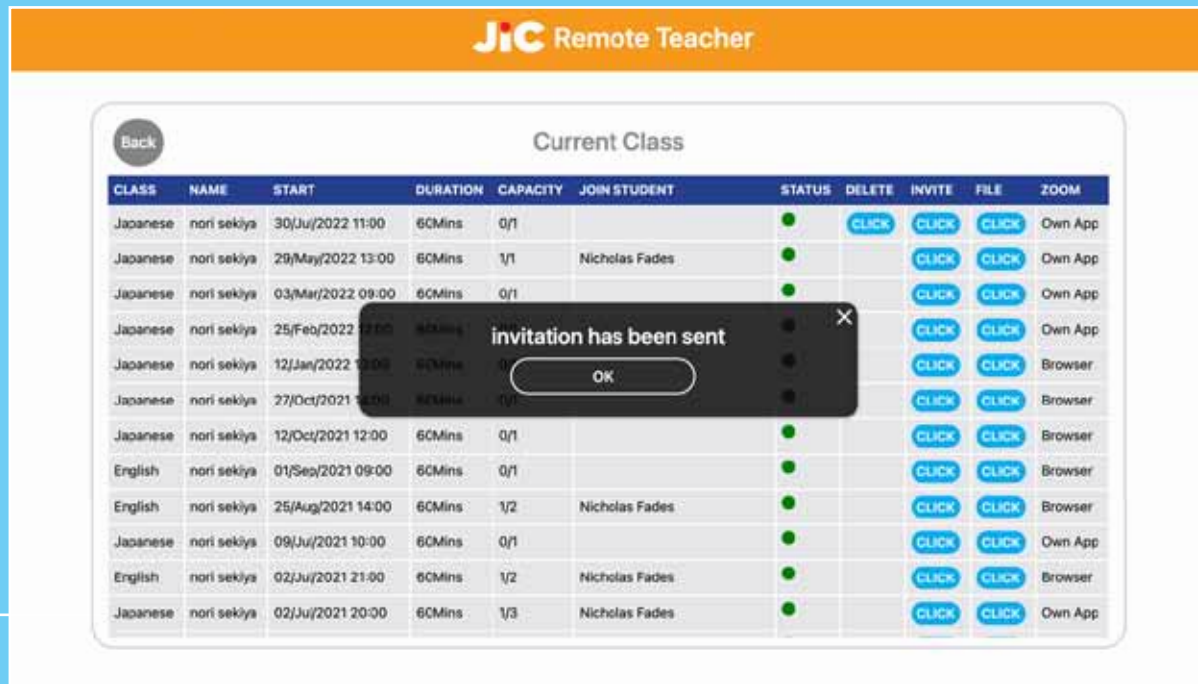
- This is when Teacher clicked "Invite click" button, it pops up the invitation menu
- Names can be added when student joined the class previously to the same teacher
- Invitation menu allows teachers to send invitations to students
- Teachers can create classes and movies to promote their teaching lessons, it allows teachers to increase their student list
- Whole functions are available on both desktop and mobile users

High Fidelity Prototype - Teacher

Finalising UX design of the JIC Remote system
 Create Class and Invite Student

Desktop

Mobile



- This message pops up when teacher successfully invited students

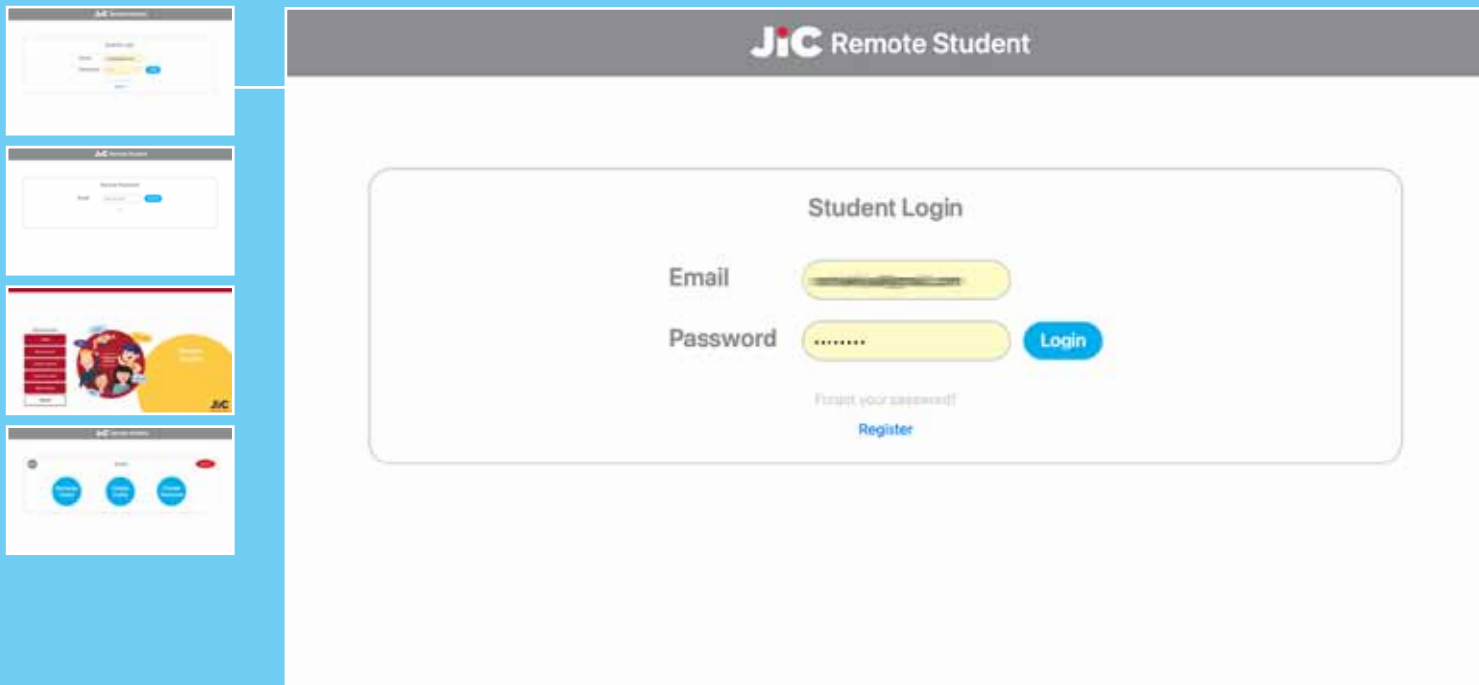
- Click Ok or "X" to go back to Current Class page

- This is how it looks in mobile screen

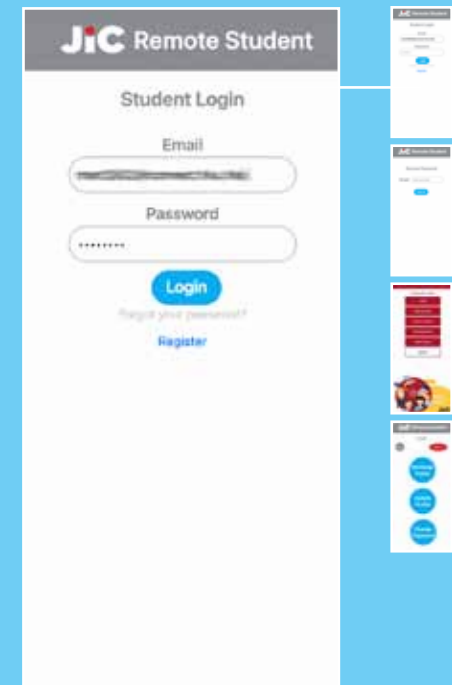
High Fidelity Prototype - Student

Finalising UX design of the JIC Remote system
Login, Dashboard and Profile

Desktop



Mobile



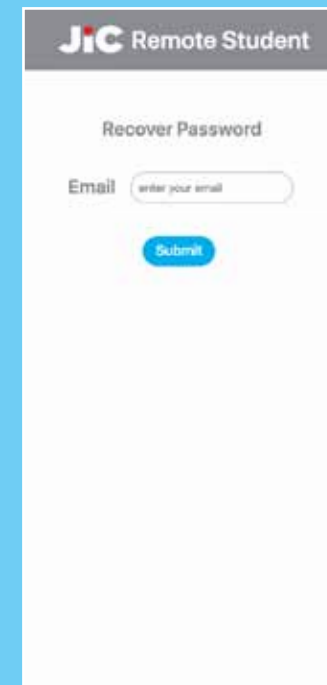
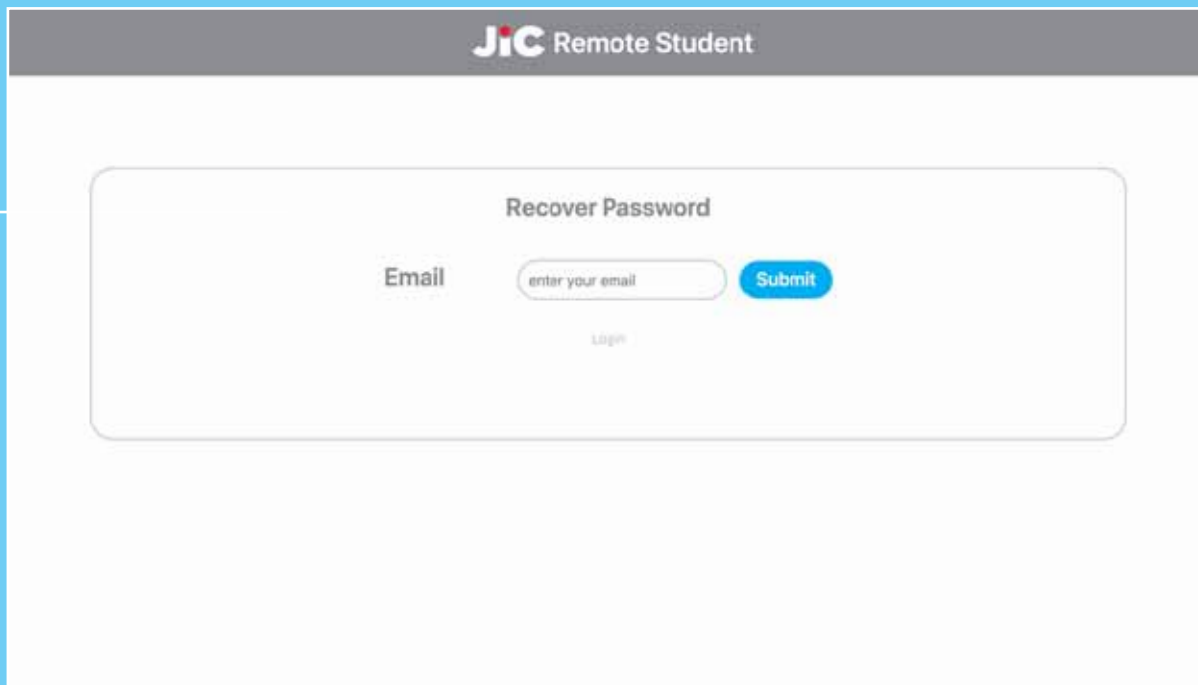
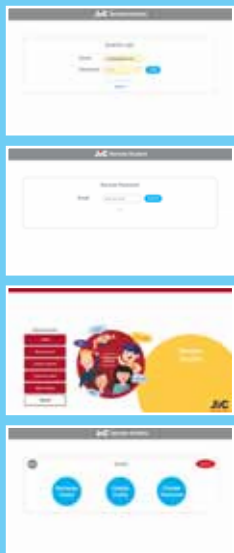
- The design is identical to Admin login and Teacher logins, every students access from same url e.g. jicremote.com/student
- Every logins share the same font, colour scheme and layout to keep the consistency
- When Student clicked "Forgot your password?", email send to student email address to reset password to login
- New student click "Register" to register their email address

High Fidelity Prototype - Student

Finalising UX design of the JiC Remote system
Login, Dashboard and Profile

Desktop

Mobile



- This is the page to reset password, enter email to recover password

- When successfully entered the email, the reset password url send to the email address to create a new password to login

- This is how it looks for mobile users

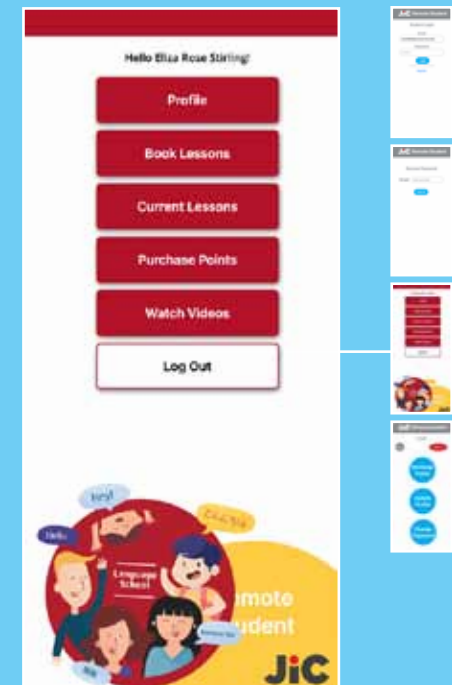
High Fidelity Prototype - Student

Finalising UX design of the JIC Remote system
Login, Dashboard and Profile

Desktop



Mobile

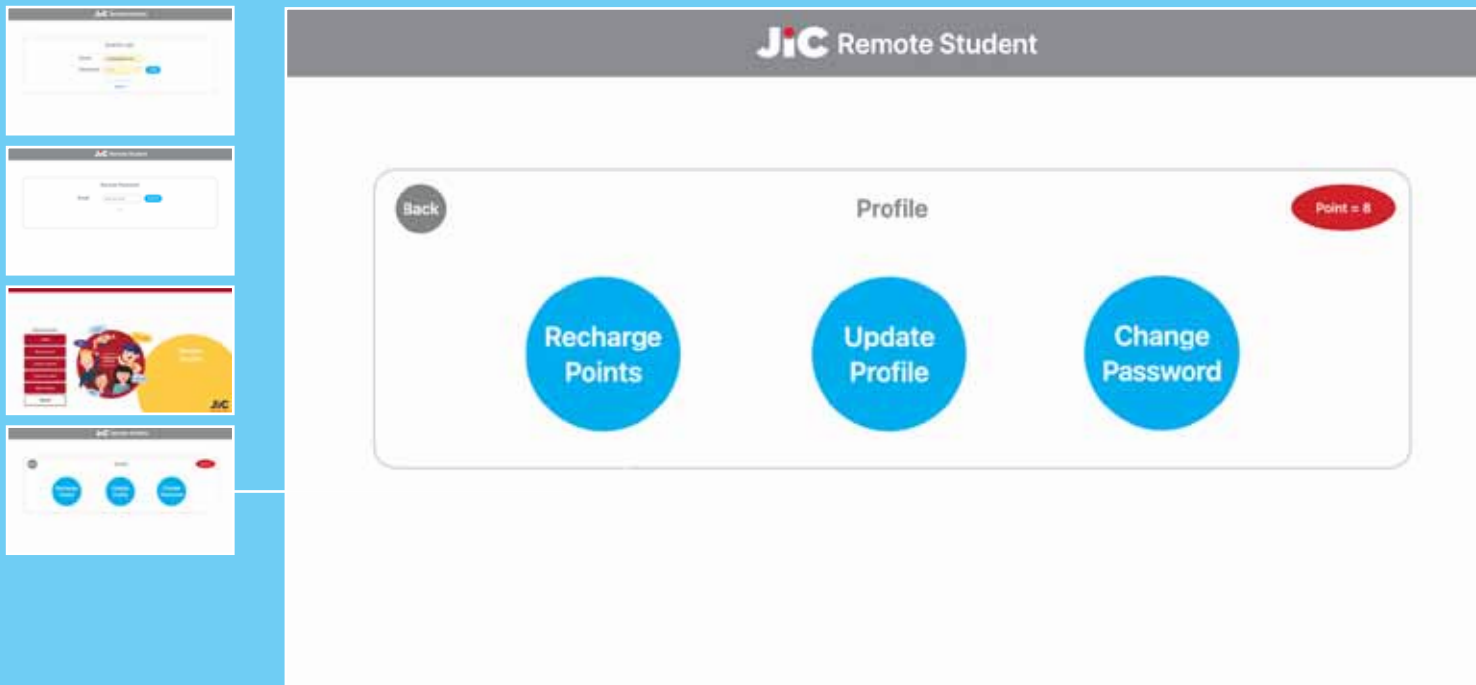


- The illustration is created by graphic designer Yuri, she also created a logo for JIC Remote
- This is the dashboard page for Student, it contains Profile, Book Lesson, Current Lessons, Purchase Points, Watch Video, Logout functions
- The buttons are located on the left for desktop users to fill up the space with illustration on the right
- This is the main dashboard for students, when they logged in they see this page
- The design for mobile users are much simpler as buttons fill up most of the space

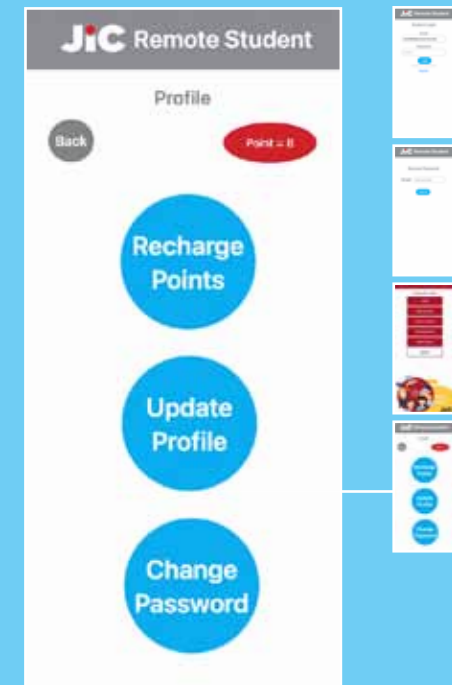
High Fidelity Prototype - Student

Finalising UX design of the JIC Remote system
Login, Dashboard and Profile

Desktop



Mobile



- This is the page for My Profile, it contains Recharge Pints, Update Profile, Change Password and Points

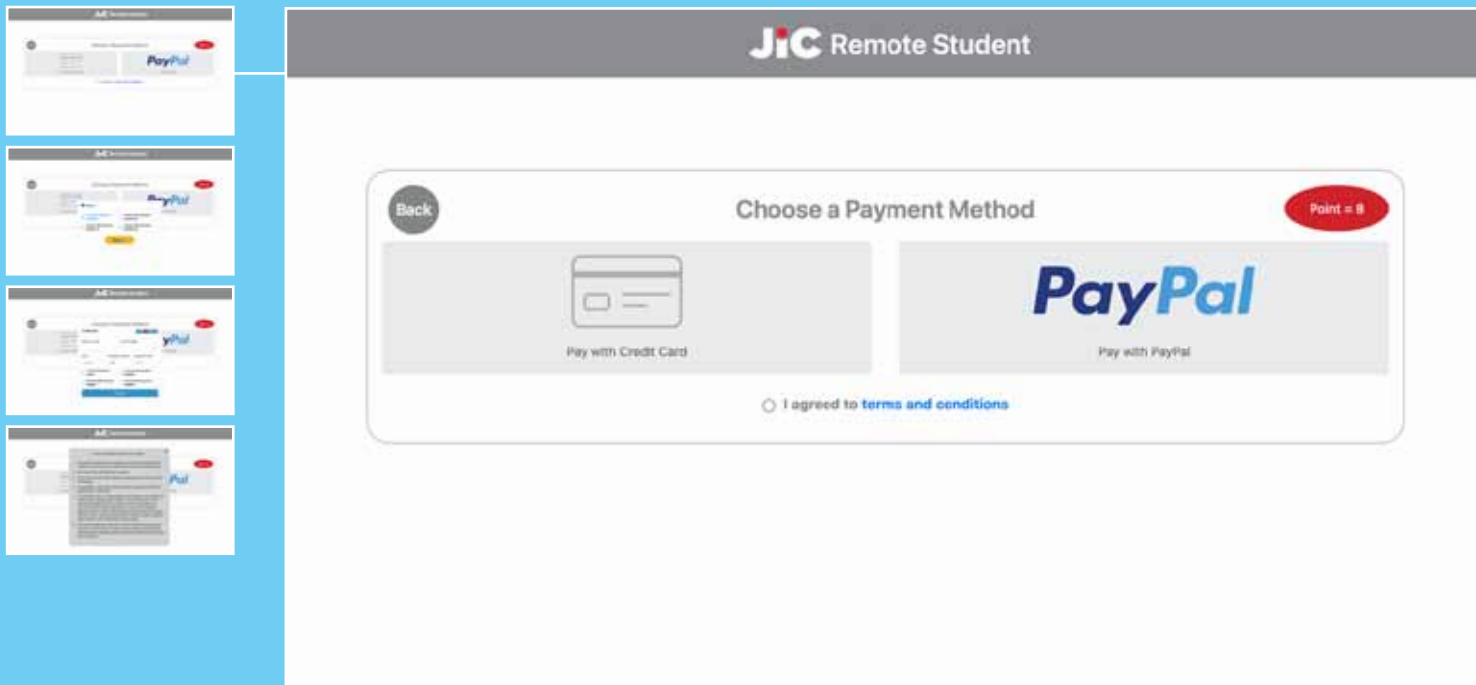
- This page allows student change Name, Last name, Email address and password

- The buttons lined up vertically in mobile view

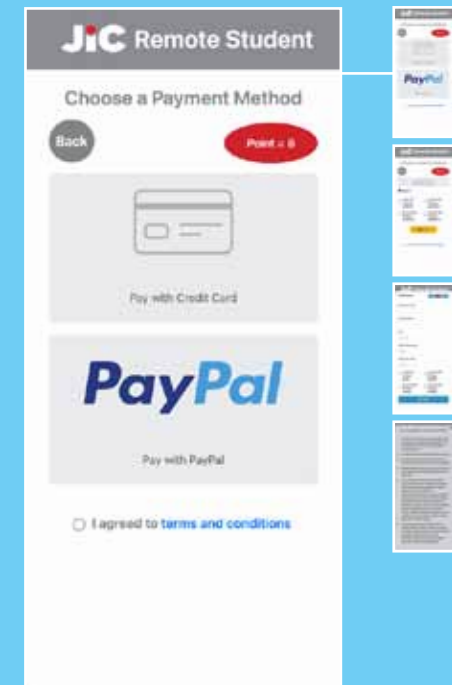
High Fidelity Prototype - Student

Finalising UX design of the JIC Remote system
Online Payment Method

Desktop



Mobile



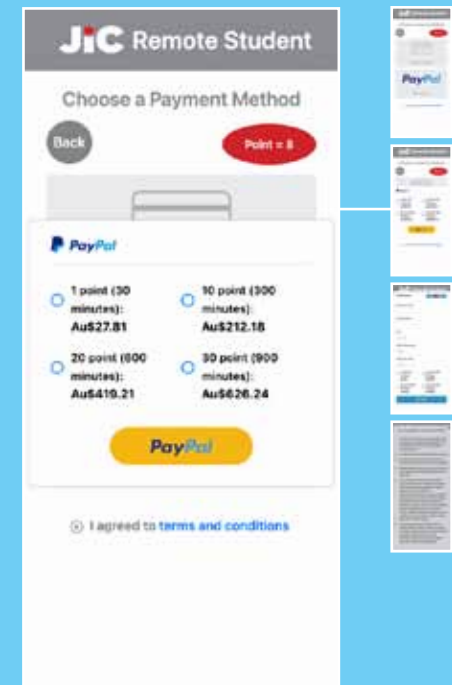
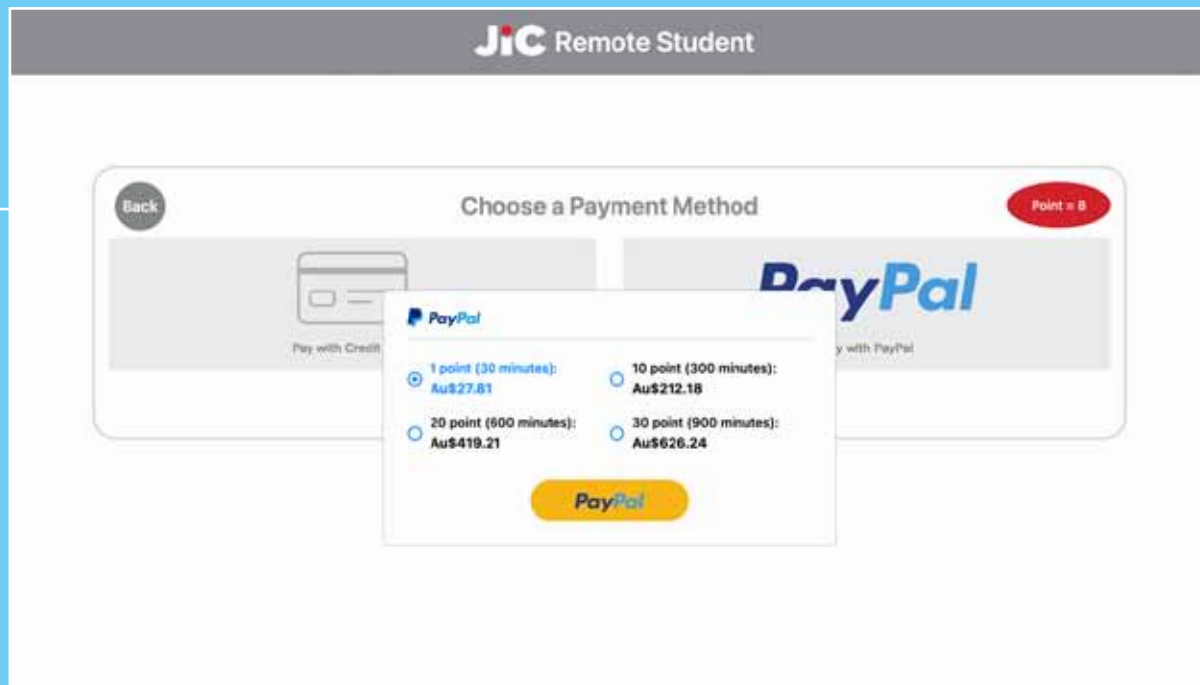
- This is the page for Payment, this page allows students to purchase points to be used in JIC Remote System
- Students have options of Credit Card (Stripe), paypal to purchase points
- Points are displayed as red oval at top right, it changes depends on how many points are purchased by students
- Click Terms and Condition to read the details, this needs to be ticked to process the payments
- This is how it looks in mobile view, tap images to process the payments

High Fidelity Prototype - Student

Finalising UX design of the JIC Remote system
Online Payment Method

Desktop

Mobile



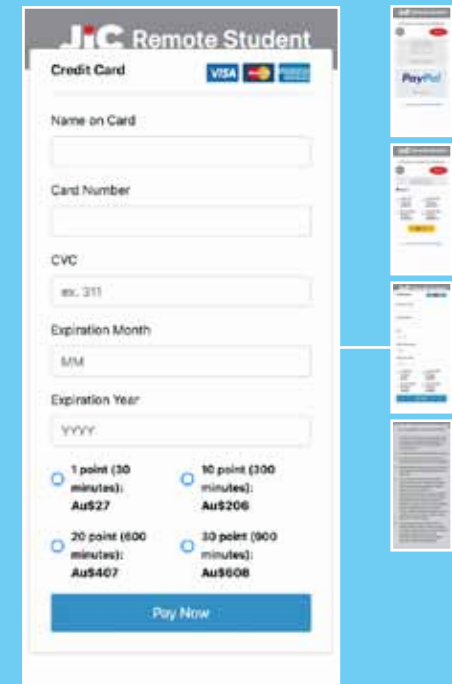
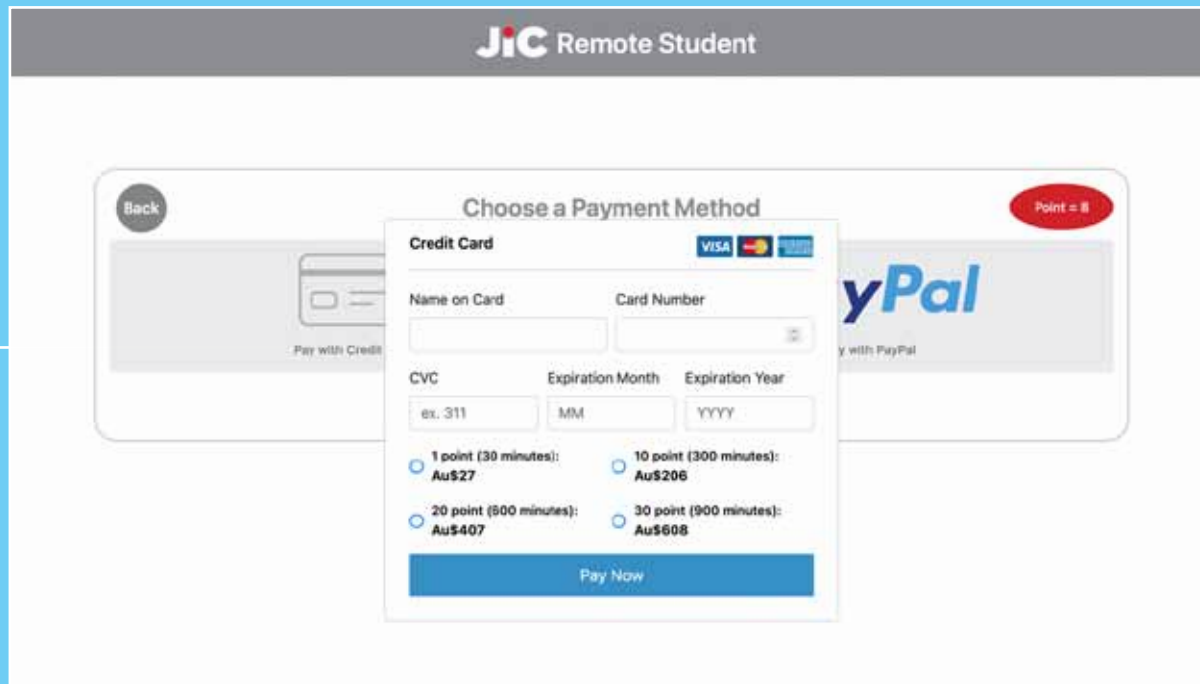
- This is the Paypal payment view, it contains 1 point, 10 points, 20 points and 30 points as purchase options
- When student clicked "Paypal" it goes paypal platform to process the payments in JIC Remote system
- This function is available for both mobile and desktop users

High Fidelity Prototype - Student

Finalising UX design of the JIC Remote system
Online Payment Method

Desktop

Mobile



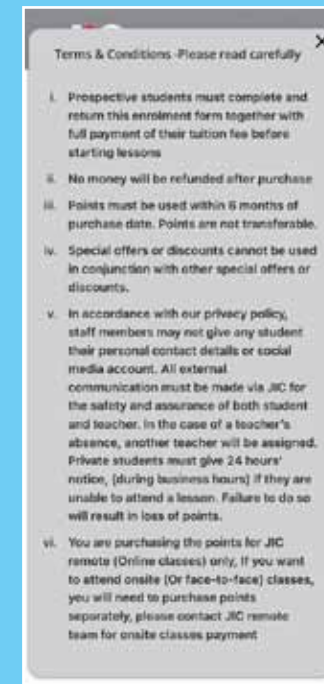
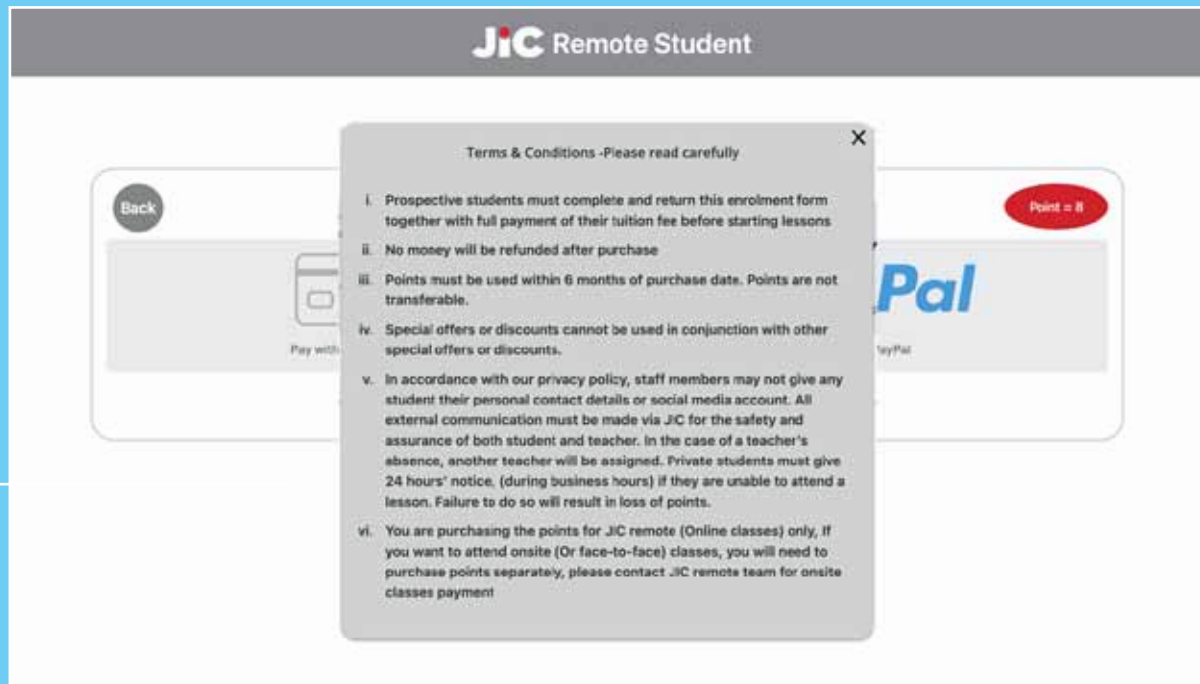
- This is the Credit card payment view, it contains 1 point, 10 points, 20 points and 30 points as purchase options same as Paypal option
- It has option of Visa, Master Card and American Express as payment options
- When student clicked "Credit Card" it goes paypal platform to process the payments in JIC Remote system
- This function is available for both mobile and desktop users

High Fidelity Prototype - Student

Finalising UX design of the JIC Remote system
Online Payment Method

Desktop

Mobile



- This is when student clicked "Terms & Conditions" it displays the details

- This needs to be ticked to process the payment or a message "please tick the Terms & Conditions to proceed the payment" pops up

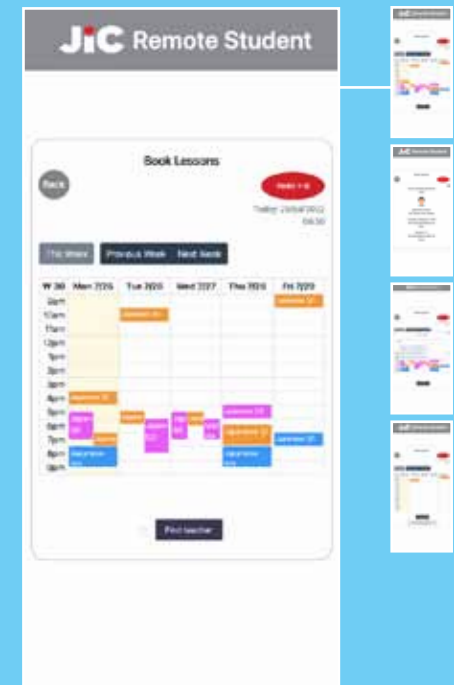
- Mobile users see it as full screen view

High Fidelity Prototype - Student

Finalising UX design of the JIC Remote system
Book Lesson and Search Teacher

Desktop

Mobile



- This is Book Lessons page for students, it consists of Back, Point, This week, Previous Week, Next Week, Calendar and Find teacher options
- This calendar shows all the classes created by teachers and students are free to join any classes any time

- When student clicked Point, it goes to payment page
- Student can use "Find Teacher" to find the teacher student wants to view, when it is used, it shows the teacher class in calendar view

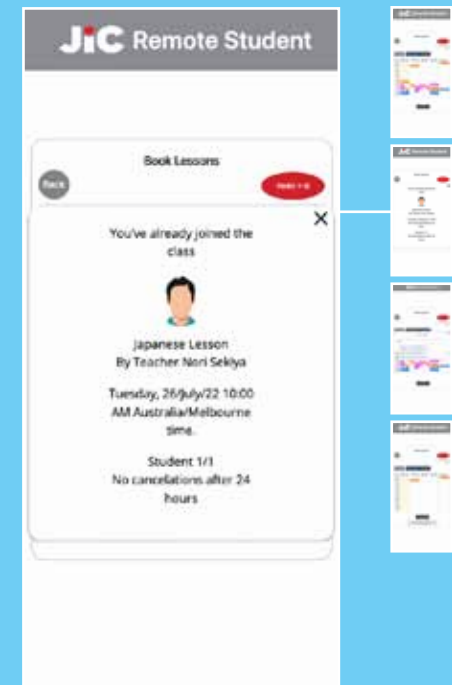
- This is how it looks for mobile users, it contains the same functions

High Fidelity Prototype - Student

Finalising UX design of the JIC Remote system
Book Lesson and Search Teacher

Desktop

Mobile



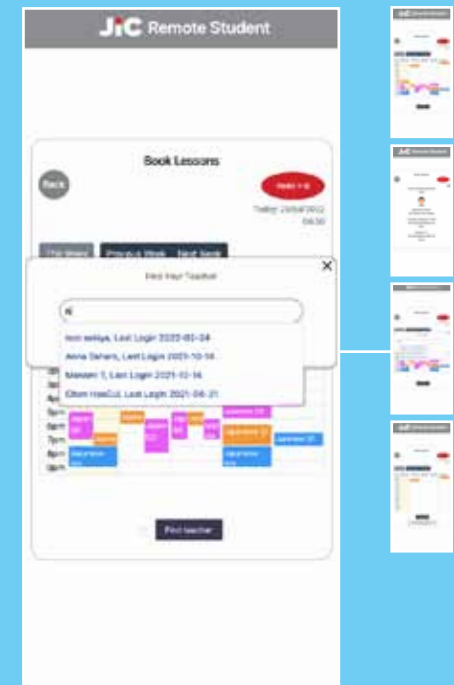
- This is when student clicked specific class, it shows the details of the class
- This is the dashboard page for Student, it contains Profile, Book Lesson, Current Lessons, Purchase Points, Watch Video, Logout functions
- In pop up menu, it shows, Point used, Remainder points, Teacher's name, Date and time, Number of students and book now button
- This is the main dashboard for students, when they logged in they see this page
- The design for mobile users are much simpler as buttons fill up most of the space

High Fidelity Prototype - Student

Finalising UX design of the JIC Remote system
Book Lesson and Search Teacher

Desktop

Mobile



- Find teacher function is here to look for a teacher by typing first 3 words, e.g. typed Nic to displays Nick, Nicholas, Nichole
- This function will be used in all users, Admin, Teacher and Students

- It displays Name, Last Name, Last login date to prevent duplicated information
- Click "X" or click outside of the pop up menu to return to the Book Lesson page

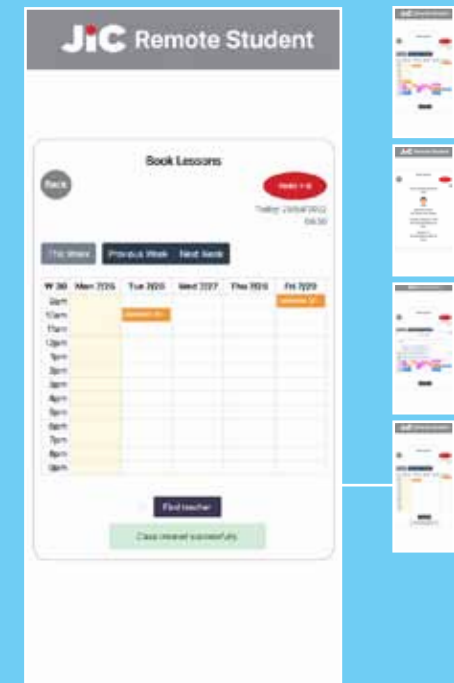
- Finding a right teacher in smaller screen is not easy, this function works well on mobile users

High Fidelity Prototype - Student

Finalising UX design of the JIC Remote system
Book Lesson and Search Teacher

Desktop

Mobile

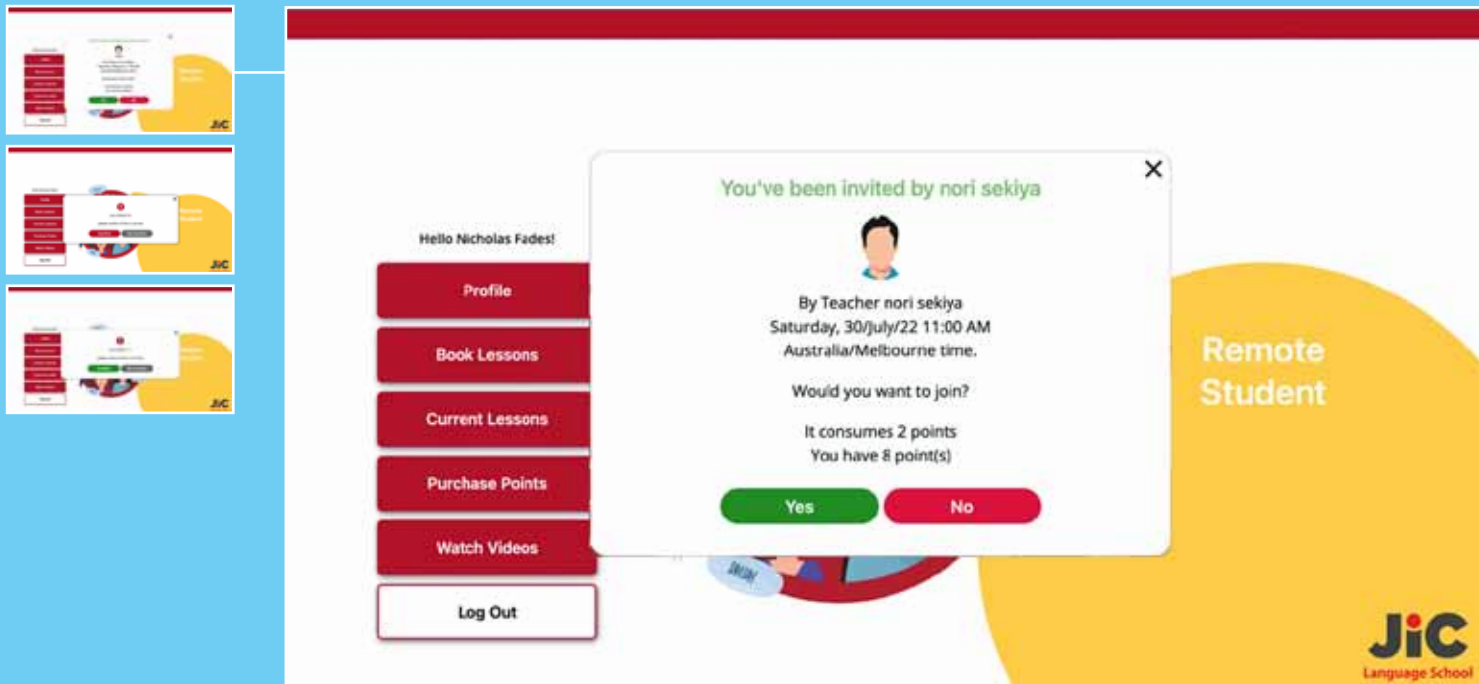


- This is the result when Student used "Find teacher" it only shows one teacher classes on calendar currently available
- The tick box next to the "Find teacher" maintain the same result as long as it is ticked or untick to display all teachers again
- The message "Manage Teacher has been updated successfully" displayed when finding a teacher is successful

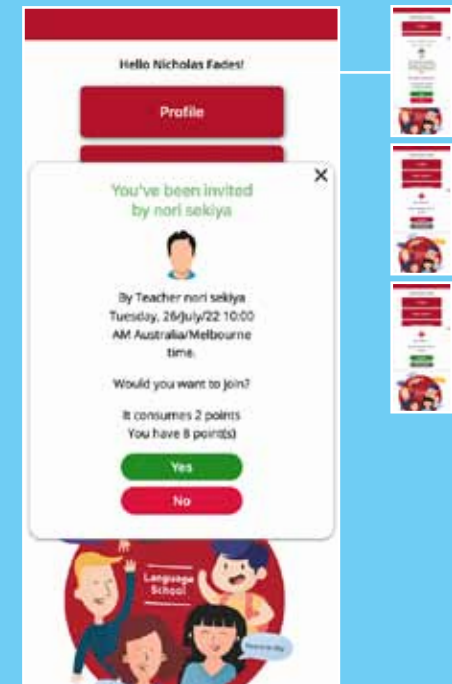
High Fidelity Prototype - Student

Finalising UX design of the JIC Remote system
 Invitation from Teacher

Desktop



Mobile

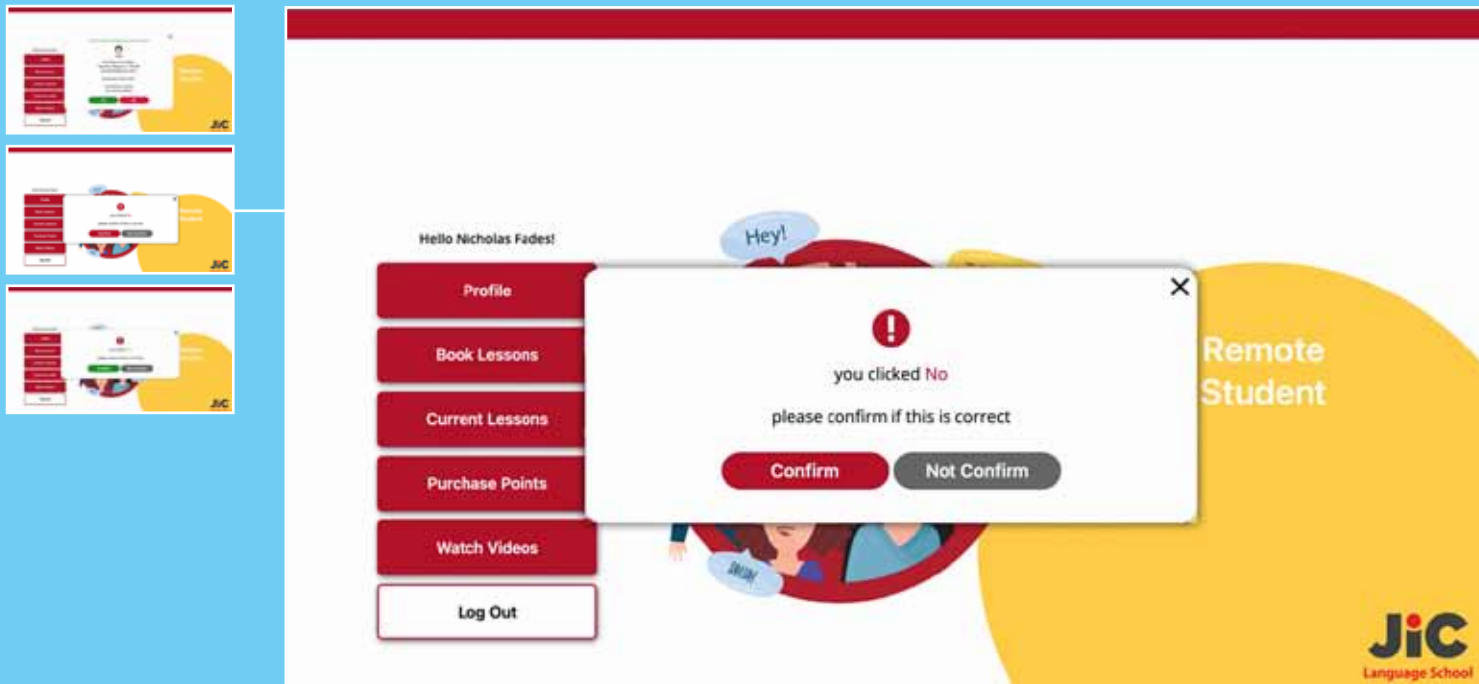


- This is when teacher invited student, when student logged in, this message pops up for asking students if they want to attend the class or not
- If there is not enough points, it will automatically take student to payment page to purchase points
- When student clicked yes, it consumes the points and join the class, if student clicked no, it just returns to the dashboard
- It is recommended to ask twice to confirm the decision was correct by students. e.g. You clicked yes, please confirm this
- For mobile users, it shows the same message in portrait pop up menu

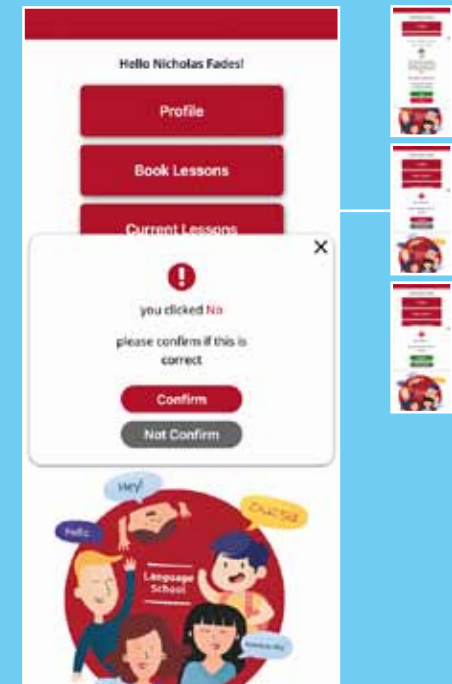
High Fidelity Prototype - Student

Finalising UX design of the JIC Remote system
 Invitation from Teacher

Desktop



Mobile



- This is when students clicked "No" it asking student if No was correct or not to make sure if this was the right decision made by student

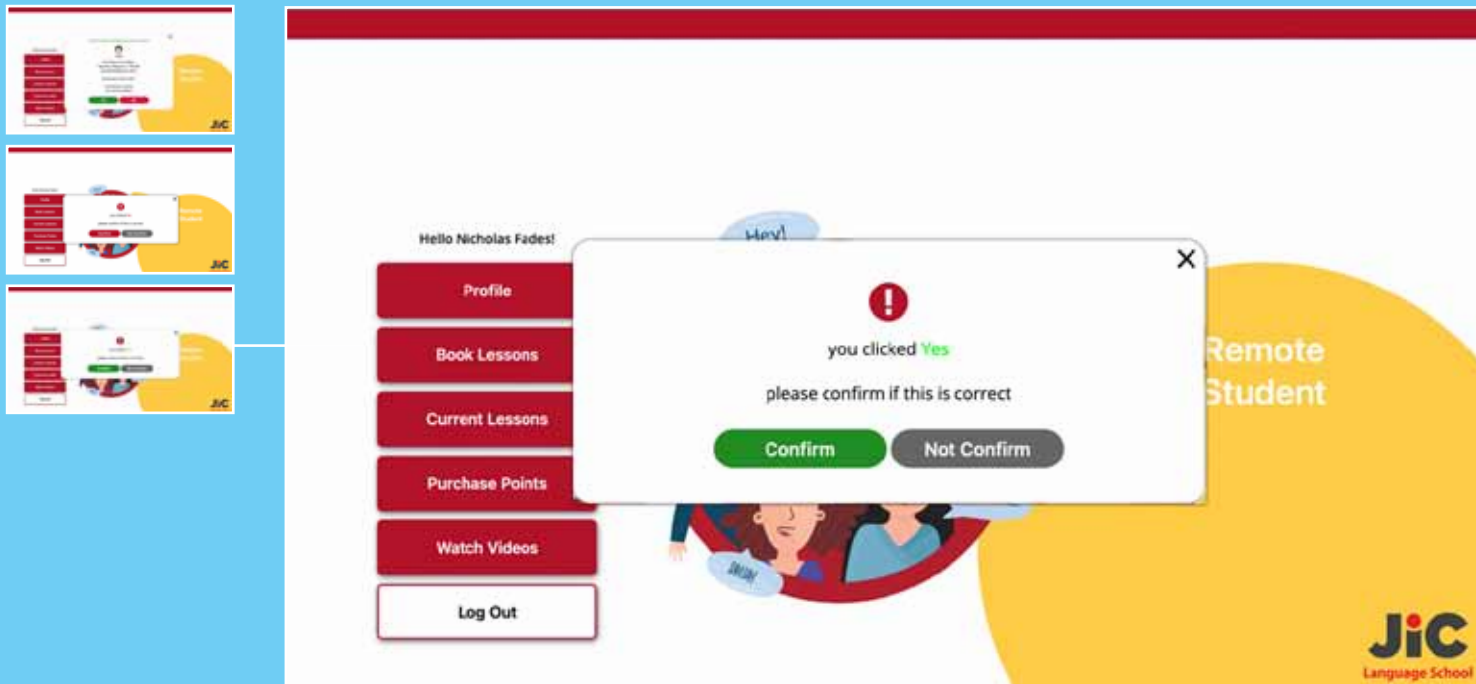
- When student clicked yes, it go back to dashboard, if student clicked no, it go back to invitation message

- Tap Confirm or not confirm to make a decision for mobile users

High Fidelity Prototype - Student

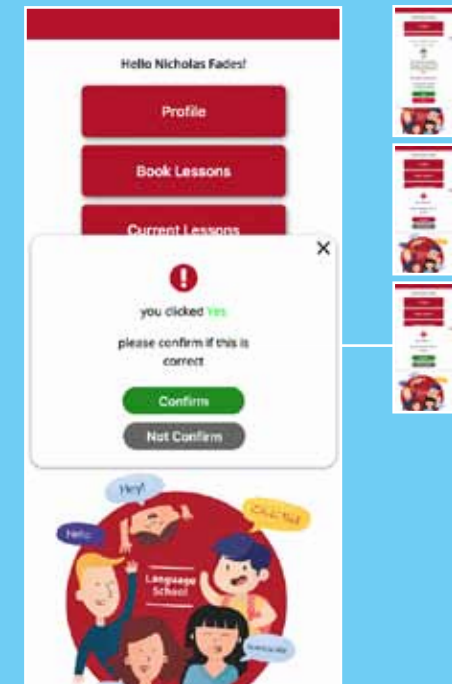
Finalising UX design of the JIC Remote system
Invitation from Teacher

Desktop



- This is when students clicked "Yes" it asking student if Yes was correct or not to make sure if this was the right decision made by student

Mobile



- When student clicked yes, it consumes the points then go back to dashboard, if student clicked no, it go back to invitation message

- This is how it looks for mobile users

Persona User Testing

After persona user testing, I've discovered a few more improvements I can add before we launch the platform (Done by Family members + Friends)

Persona 1 (Mitchell)

- I didn't have Zoom account and I couldn't find how to use it, any instructions available for me?

Create instruction how to use JIC Remote

- I want to use another credit card when I will study abroad to Japan, is it possible?

Keep the record of credit card details required

- If I have some questions, what contact method available?

Create Email, Phone and Online form available for student

- I need instruction why I received 30mins free when I first time logged in **Instruction of login bonus required**

Persona 2 (Justin)

- I couldn't find intensive course for me, is it available? **Create intensive course available**

- Can I do a group lesson with friend? I don't know how.

Yes, ask Teacher to invite friend

- I need Taiwanese Zhuyin, not Pinyin classes

Mandarin teacher report this to Admin to organise a new Taiwanese teacher

- How do I see the progress? Any test or assessment for me?

Possible to create level up assessment and progress chart

Persona 3 (Maggie)

- Is there any family shared account to learn language? **No, there is no family account at this moment (Discuss this further later)**

- I also interested in new teachers promoting sections, how will it works?

New teachers will upload their teaching materials in video to attract new students

- Is there a short class for family learning?

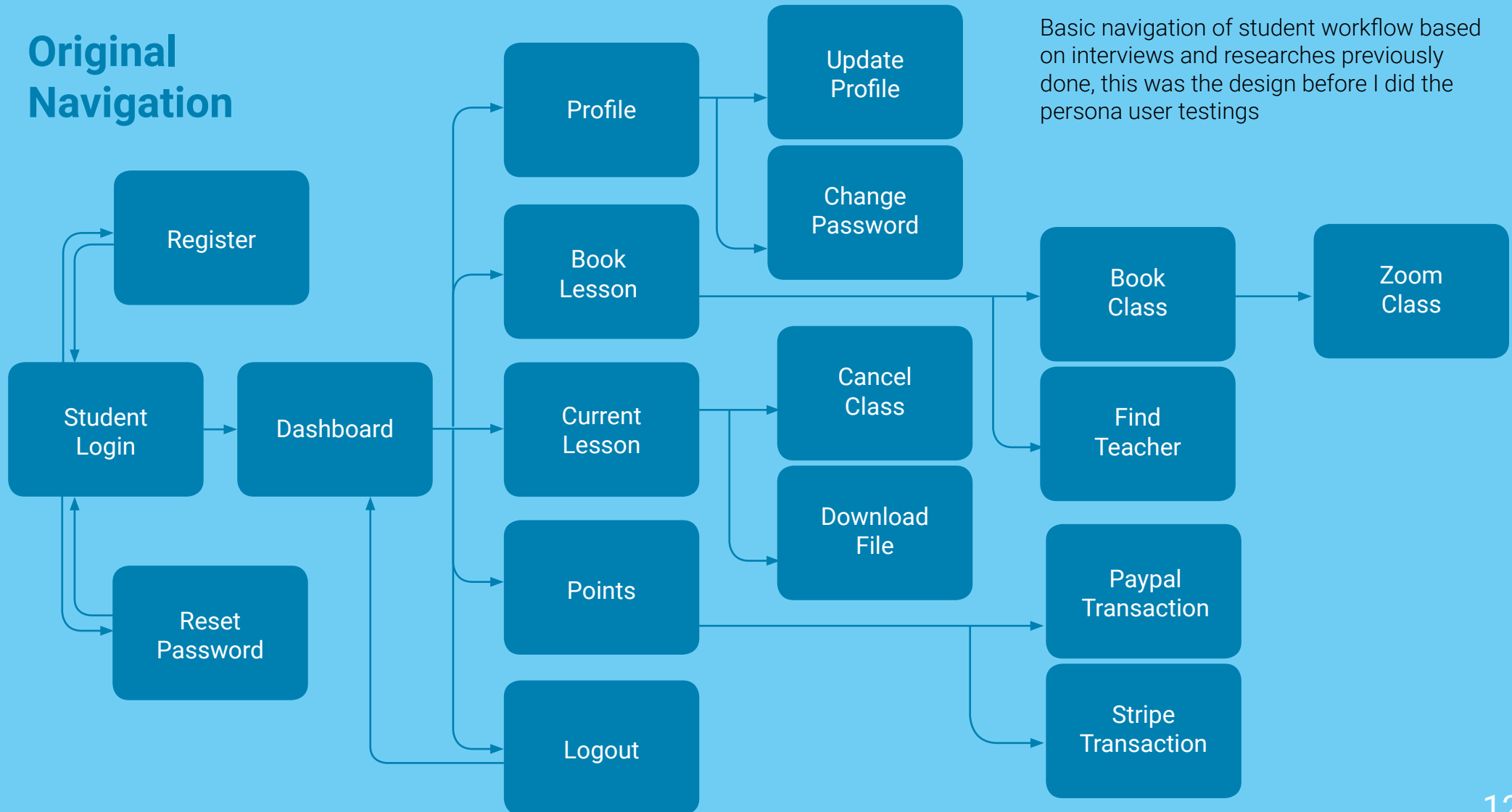
No, share this idea in team meetings

- Any Kids mode available? **Not at this moment**

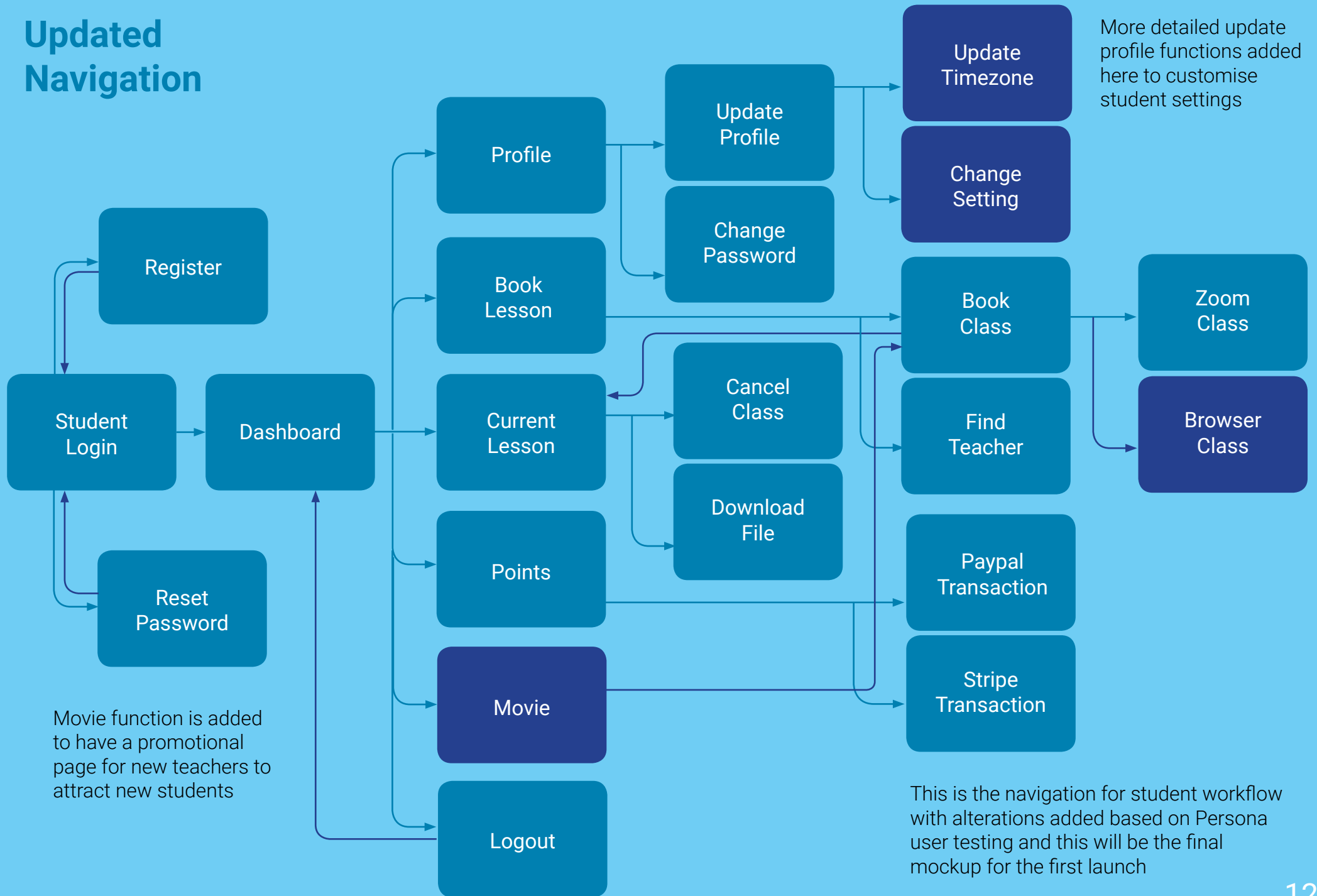
Iterations Designs

After persona user testing, I've discovered a few more improvements I can add before we launch the platform

Original Navigation



Updated Navigation



More detailed update profile functions added here to customise student settings

Movie function is added to have a promotional page for new teachers to attract new students

This is the navigation for student workflow with alterations added based on Persona user testing and this will be the final mockup for the first launch

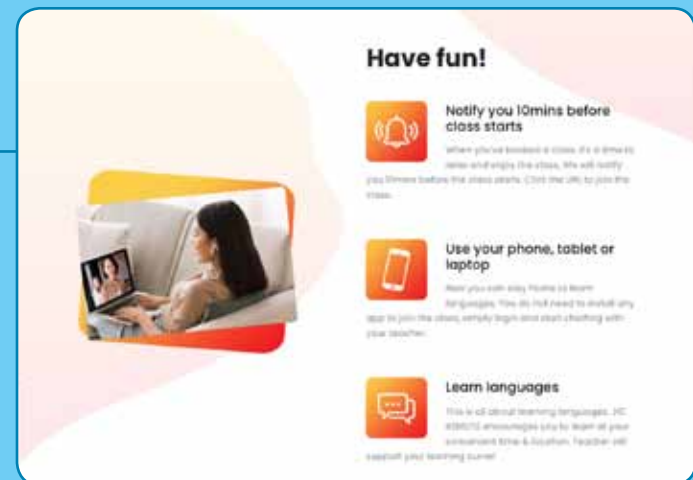
Iteration Designs - Landing Page

After a final meeting with team members before we launch the JiC Remote platform, Founder asked me to create a landing page to attract new students



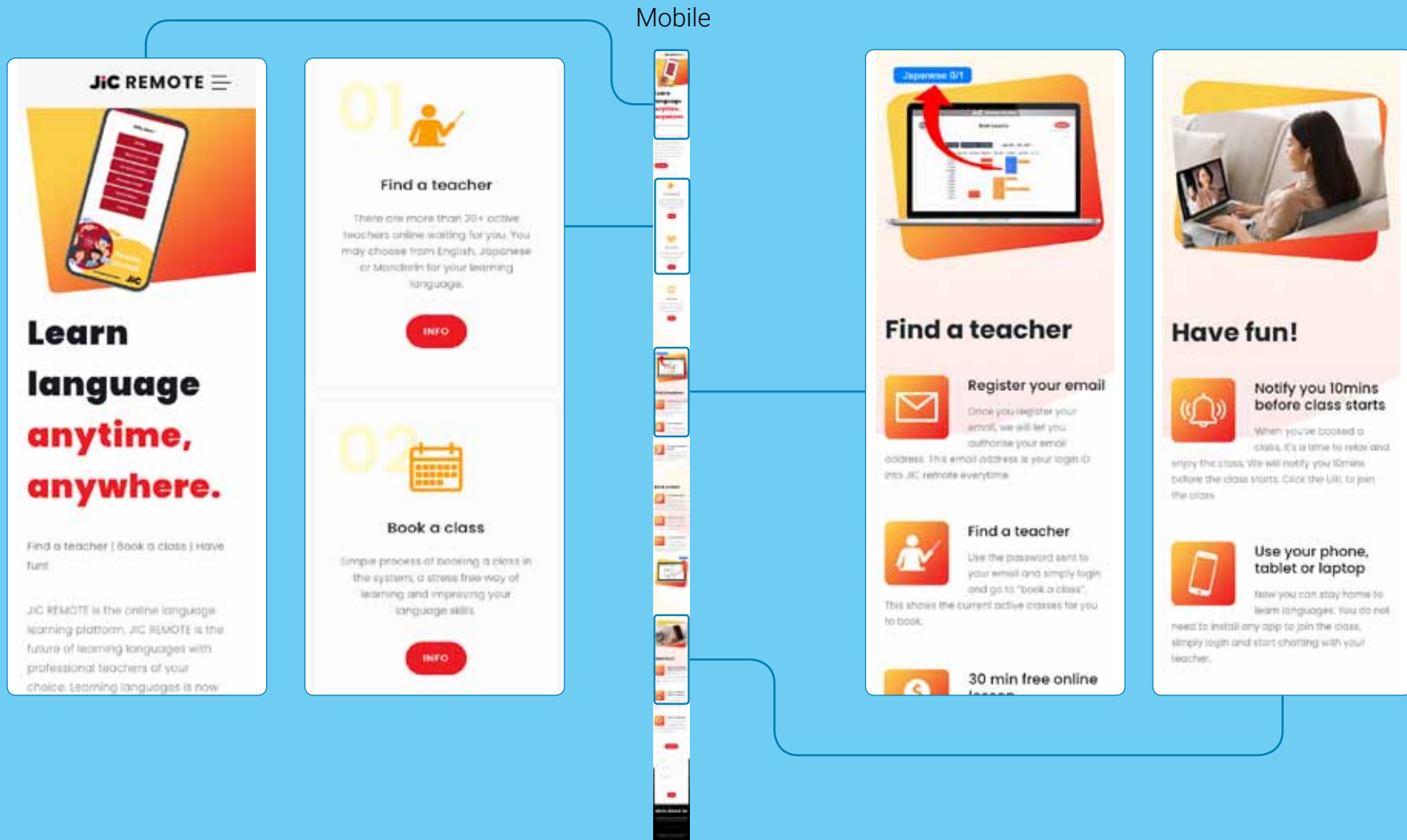
This page will be shown as landing page for new student at www.jicremote.com/index

Desktop



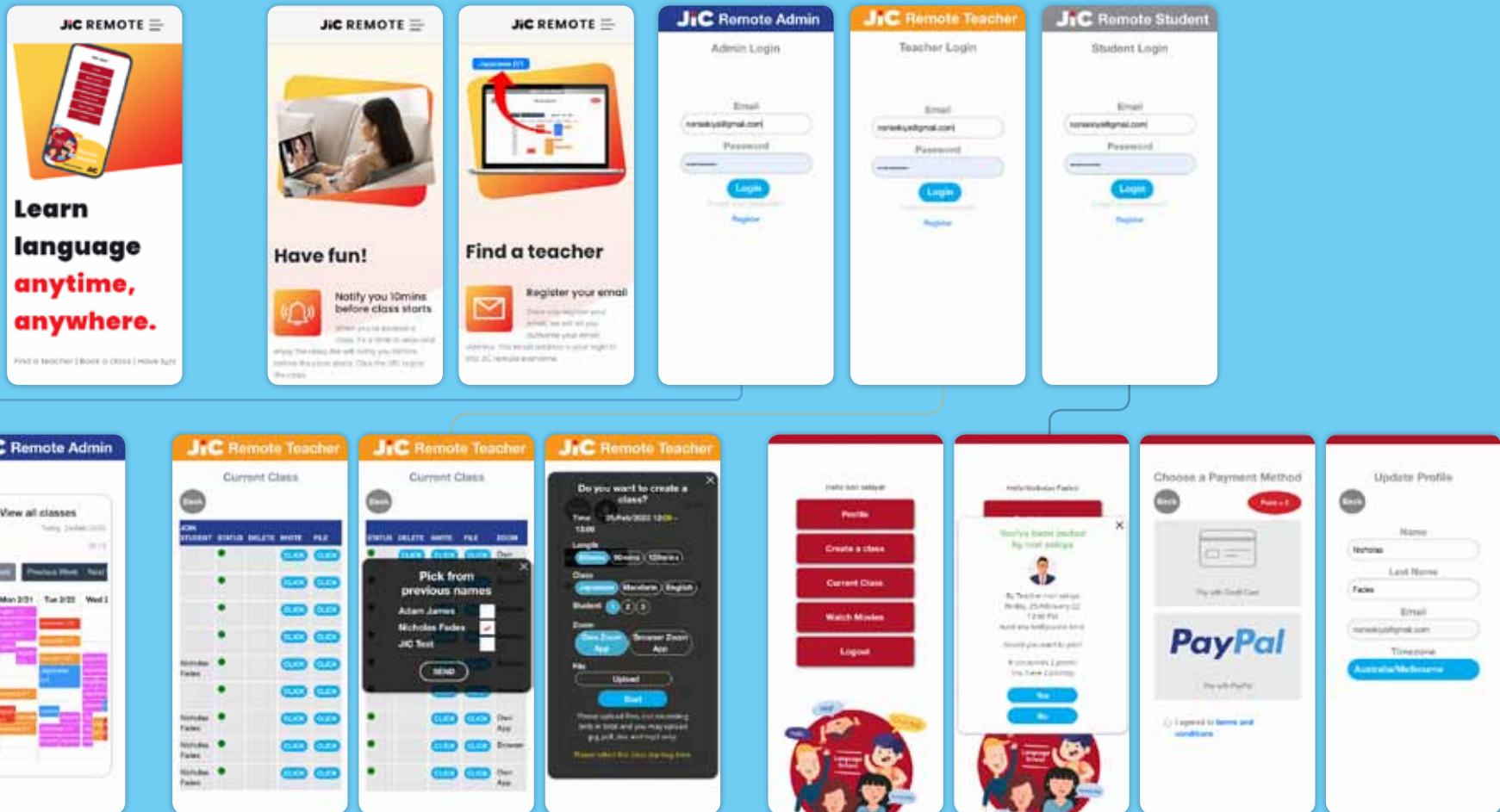
Iteration Designs - Landing Page

After a final meeting with team members before we launch the JIC Remote platform, Founder asked me to create a landing page to attract new students



Final Design

This is the final design of JIC Remote System for mobile users



Outcome

JiC Remote was created from scratch therefore it needed to have in-depth research for making any decisions, finally JiC Remote is launched and it is being used for JiC remote teachers and students

Doing classes remotely was in demand in 2019, I was lucky enough to learn many necessary knowledge about remote learning and that can be used for similar tasks in near future

Short-term goal

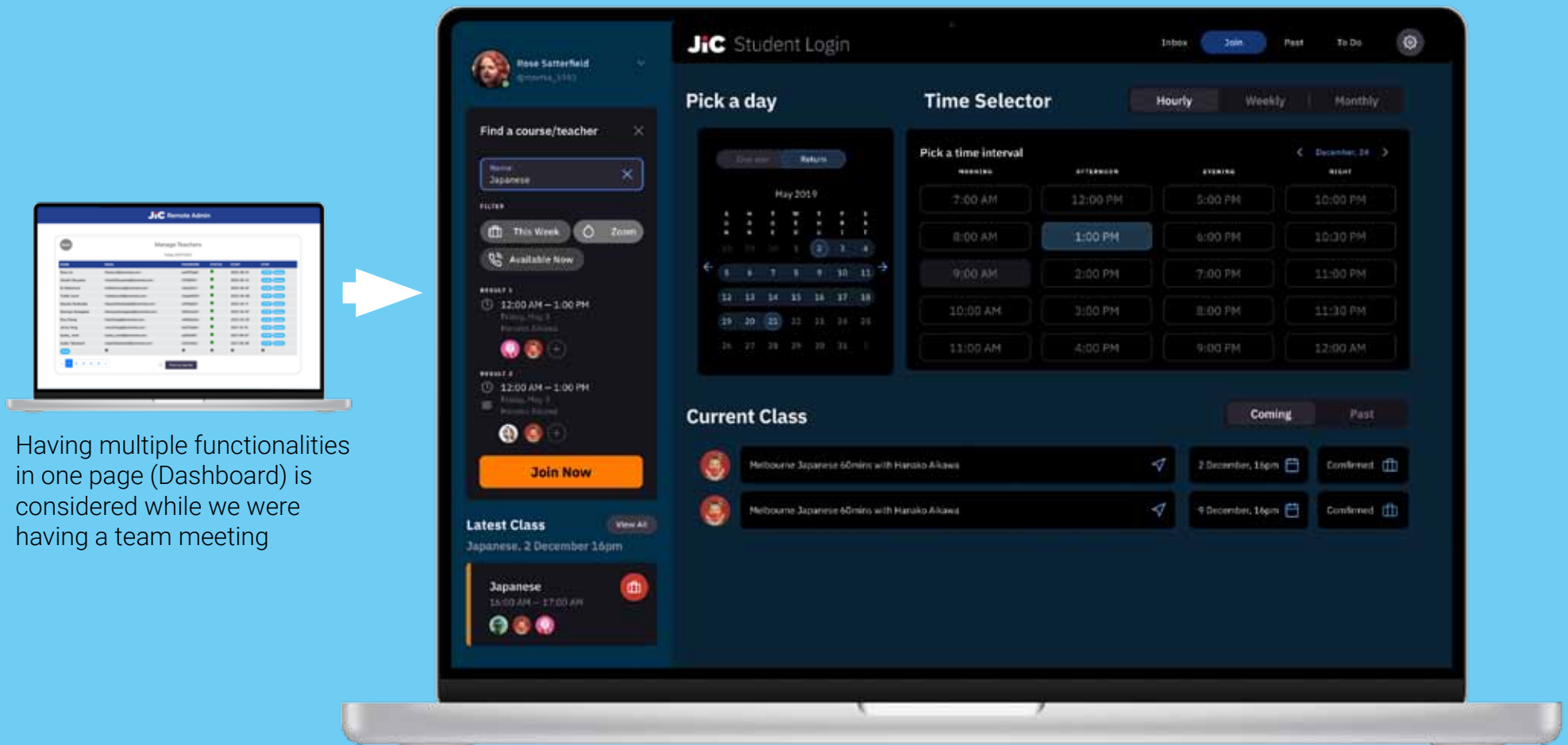
There are many potentials such as movie promotion, alternative class meeting like Microsoft teams, creating platform for Kids. Those tasks can be created in next version of JiC Remote System

Long-term goal

Language setting is required, creating this platform to be SaaS platform model was discussed in meeting, this means this platform can be re-designed to let any teachers outside of JiC use this platform, they can create online, invite students and do classes online just like what JiC Remote system offers right now. After Competitor Analysis, I realised they are not intuitive to use, UX design needs to be created and tested to attract new users when we create a SaaS platform, this is aimed to increase the conversion rates of subscription members.

Outcome

Further potential dashboard improvements are currently in consideration for future versions of JIC Remote System, below is an example



The image shows two laptop screens. The smaller screen on the left displays the 'JiC Remote Admin' interface with a 'Manage Teachers' table. A white arrow points from this screen to the larger screen on the right, which displays the 'JiC Student Login' dashboard. The dashboard features a search bar for 'Japanese', a 'Join Now' button, and sections for 'Pick a day', 'Time Selector', and 'Current Class'.

Find a course/teacher
Name: Japanese
FILTER: This Week, Zoom, Available Now
RESULT 1: 12:00 AM – 1:00 PM, Fri May 8, Harako Akawa
RESULT 2: 12:00 AM – 1:00 PM, Fri May 8, Harako Akawa
Join Now

Latest Class
Japanese, 2 December 10pm
Japanese, 15:00 AM – 17:00 AM

JiC Student Login
Inbox, Join, Past, To Do
Pick a day (May 2019)
Time Selector (Hourly, Weekly, Monthly)
Pick a time interval: 7:00 AM, 8:00 AM, 9:00 AM, 10:00 AM, 11:00 AM, 12:00 AM, 1:00 PM, 2:00 PM, 3:00 PM, 4:00 PM, 5:00 PM, 6:00 PM, 7:00 PM, 8:00 PM, 9:00 PM, 10:00 PM, 11:00 PM, 12:00 AM
Current Class (Coming, Past)
Melbourne Japanese 60mins with Harako Akawa, 2 December, 10pm, Confirmed
Melbourne Japanese 60mins with Harako Akawa, 9 December, 10pm, Confirmed

Having multiple functionalities in one page (Dashboard) is considered while we were having a team meeting

Next Steps

Next Versions

Creating SaaS platform is a huge step for next version of JIC Remote system. That will includes Subscription, Cloud Server, Zoom or Team API Integration, Login/Register System and maintenance Multi booking class system, Uploading promotional movie are also required to create as new features

Goals

At early stage, after a couple of meetings with team members, we shared clear vision of what we are expecting to create, we shared their pain points and improvement. After all, I improved the platform based on the feedback I received from admin and teachers, we as a team created JIC Remote system that is functional platform for JIC users now.

I really enjoyed working as a designer for this project and I'm hoping JIC remote system will still be a longer lasting useful platform for JIC Language school in future.