**1. Introduction**

This report presents a UX research and design process for a mobile learning application aimed at enhancing remote education for students and tutors. The application integrates key features such as interactive dashboards, tutor booking systems, remote learning tools, and a digital library. The goal is to ensure accessibility, usability, and an engaging learning experience.

**2. Research and User Analysis**

**2.1 Proto-Persona (Student Perspective)**

**Name:** James Miller  
**Age:** 21  
**Occupation:** University Student  
**Goals:** Improve academic performance, easily access tutors and learning resources  
**Pain Points:** Difficulty finding reliable tutors, lack of motivation, and overwhelming coursework

**2.2 Empathy Map (Tutor Perspective)**

**What they think and feel:** Concerned about student progress, want tools to improve engagement  
**What they see:** Inconsistent student participation, varying levels of understanding  
**What they hear:** Students struggling with coursework, complaints about accessibility issues  
**What they say and do:** Offer academic support, conduct online sessions, provide feedback

**3. Design and Iterative Development**

**3.1 Low-Fidelity and Mid-Fidelity Wireframes**

Annotated sketches and mid-fidelity wireframes were developed, incorporating feedback from potential users.

**3.2 High-Fidelity Prototype Features**

* **Student Dashboard:** Displays progress and achievements
* **Tutor Dashboard:** Provides student history and session management
* **Remote Session Interface:** Includes live chat, video, and shared resources
* **Tutor Booking System:** Enables students to book tutors based on expertise and reviews
* **Learning Library:** Offers books, eBooks, and audiobooks with borrowing and purchasing options

**4. Testing and Validation**

User testing was conducted to refine the interface. Key findings include:

* Students prefer a simplified dashboard with easy navigation.
* Tutors need an efficient session management system.
* Accessibility features improved usability for users with disabilities.

**5. Conclusion**

The UX research and design process effectively shaped an intuitive and engaging mobile learning platform. The iterative development approach ensured that user needs were addressed, resulting in a high-fidelity prototype with practical features for both students and tutors.

Future improvements could include AI-driven tutor recommendations, gamification for student motivation, and enhanced analytics for progress tracking. Overall, the project highlights the importance of user-centred design in developing impactful educational applications.