

Wilia Projects

Natchaya Futragoon

Interaction Design Studio Project

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Project Overview

Wilia is an AI-Powered platform an AI-driven web app, designed to facilitate meaningful connections and collaborations between students industry partners, academics in WIL programmes

Timeline: 12 weeks (5 sprints)

Team: 6 members

My role: UX Researcher and Designer

Tools: Figma, Miro



Sprint 1

Low-Fidelity Prototype

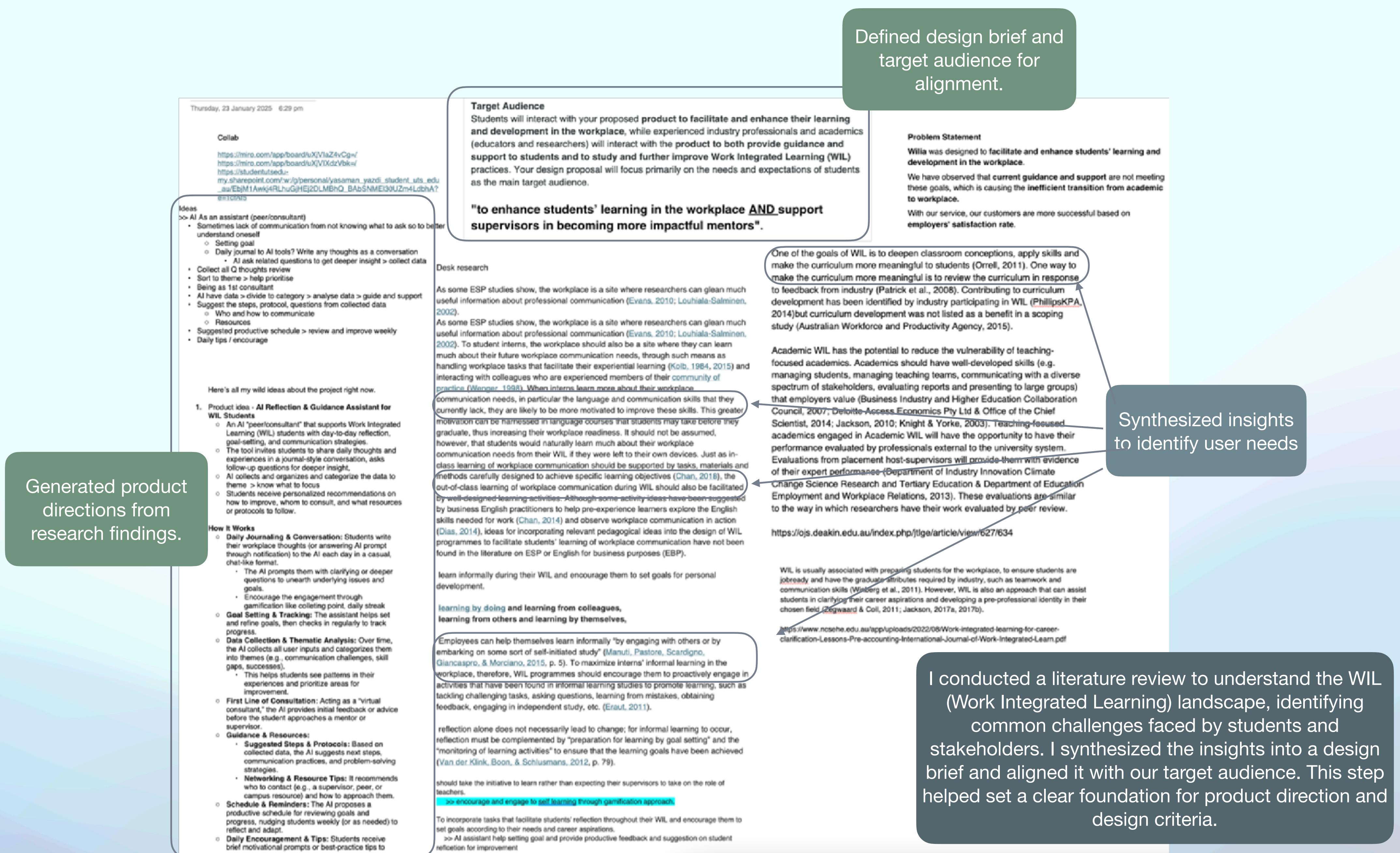


Image 1: Sample of My Literature Review and Design Brief Notes



Image 2: Sample of Collaboration Process on Miro



Academics Proto Persona

Academic Profile



Background:
15+ years in academic professor, holds a Ph.D. in Education who passionate about mentoring students and bridging academic and workplace to enhance students' learning in the workplace AND support supervisors in becoming more impactful mentors

Tone of voice:
Professional knowledgeable supportive encourage

Name: Dr. Alex Carter

Age: 45

Location: Sydney, Australia

Needs:
- to enhance students' learning in the workplace
- support supervisors in becoming more impactful mentors
- structured mentorship program

Desires:
- enhance students' learning in the workplace
- support workplace supervisors to effectively guide students
- strengthen university-industry partnership
- streamline feedback loop

Fears:
- hard to track progress and give personalised support
- misalignment between academic standard and industry expectation* assessment gap
- lack of supervisors readiness and engagement
- communication barriers

Defined academic goals, pain points, and motivations through research synthesis." → Good. Just capitalize for consistency.

Academic Professor Persona



Prof. Ryan Carter
"I want to ensure students gain practical experience while maintaining academic rigor. I want to make WIL a transformative experience that prepares them for the future workforce."

- Age:** 45
- Position:** Academic Professor in Interaction Design
- Location:** Sydney, Australia
- Management Experience:** 15+ years in academia, with a strong background in experiential learning and industry collaboration.
- WIL Involvement:** support students connect with potential employers

Pain Points & Frustrations

- Misalignment between academic curriculum and industry expectation:** Struggle to keep curriculum relevant to involving workplace demand.
- Student Preparedness Concerns:** Lack of practical skills. Hard to adapt to the workplace environment.
- Lack of Supervisors Readiness and engagement from industry partners,**
- Communication barriers** between three stakeholders

Demographics & Behaviors

- Research-Oriented:** Regularly publishes academic papers and stays updated on industry trends.
- Student-Centered:** Passionate about mentoring students and supporting their growth.
- Industry Collaboration:** Engages with companies for internships and research projects but finds alignment with academic goals challenging.
- Structured Yet Open-Minded:** Prefers traditional teaching but understands the need for adaptive, real-world learning approaches.

Needs & Goals

- Bridge Academia & Industry:** Seeks better collaboration with companies to create meaningful learning experiences.
- Enhance Student Success:** Equip students with real-world skills and see them succeed in their careers.
- Improve Teaching Effectiveness:** Open to tools that streamline mentorship and engagement.
- Build a Strong WIL Program:** Wants a scalable model for workplace learning that benefits both students and employers.

Refined Persona After Team Critique and Iterative Refinement.

I developed this proto-persona to represent academic stakeholders in WIL programs. It outlines their goals, frustrations, and behavioral traits—providing a foundation that guided feature ideation and alignment throughout subsequent sprints.

Image 3: Proto-Persona: Academic (Professor in WIL Program)

Academic Professor (Proto-) Persona

Proto-Persona



Name: Prof. Ryan Carter
Age: 45
Location: Sydney, Australia
Fears: hard to track progress and give personalised support - misalignment between academic standard and industry expectation* assessment gap - lack of supervisors readiness and engagement - communication barriers

Background: 15+ years in academic professor, holds a Ph. D in Education who passionate about mentoring students and bridging academic and workplace to enhance students' learning in the workplace AND support supervisors in becoming more impactful mentors

Tone of voice: Professional, knowledgeable, supportive, encouraging

Day in the Life: "Professor Ryan Carter begins the day with a morning coffee while reviewing research papers, then prepares lecture materials before teaching a class. In the afternoon, he meets with students to discuss projects and provide guidance on work experience in the WIL program. Later, he attends meetings or conferences related to his research interests. The day ends with exploring and researching AI-driven learning tools."

Personalities & Behaviours:

- Research-Oriented:** Regularly publishes academic papers and stays updated on industry trends.
- Student-Centered:** Passionate about mentoring struggles with balancing time between research, teaching, and administration.
- Structured Yet Open-Minded:** Prefers traditional teaching but understands the need for adaptive, real-world learning approaches.

Hobbies & Activities:

- Reading articles, exploring topics in cognitive psychology, AI in education, and interaction design
- Writing journal
- Hiking

Devices: Laptop, smartphone, tablet, book, smartwatch

Applications used: CANVAS, OneDrive, ZOOM, Kahoot!, Mentimeter

This refined persona helped clarify the academic user's mindset, frustrations, and teaching goals—shaping features like reflective tools and mentor support systems.

Prof. Ryan Carter

"I aim to make Work Integrated Learning a transformative experience that prepares students for the future workforce. However, challenges such as misalignment between academic goals and industry expectations often hinder their readiness."

Goals

- Enhance Student Success:** Equip students with real-world skills and see them succeed in their careers.
- Improve Teaching Effectiveness:** Open to tools that streamline mentorship and engagement.
- Build a Strong WIL Program:** Wants a scalable model for workplace learning that benefits both students and employers.

Motivation

- Advancing Knowledge** – Wants to push the boundaries of interaction design and learning methodologies.
- Bridging Theory & Practice** – Aims to connect cognitive psychology with interactive design to improve learning experiences.
- Exploring Emerging Tech** – Excited about AI, gamification, and immersive experiences in education.

Hope

- Mentor & Inspire Students** beyond academia, helping them transition successfully into careers.
- Implement tools to **Transform Education with AI-Driven Tools**
- Create **Innovative Curriculum and Digital Learning Experience** that align with industry practice

Fears & Frustration

- Misalignment Between Academic Curriculum and Industry Expectation:** Struggle to keep curriculum relevant to involving workplace demand.
- Student Preparedness Concerns:** Lack of practical skills. Hard to adapt to the workplace environment.
- Lack of Supervisors Readiness and engagement** from industry partners.
- Communication barriers** between three stakeholders

I led the refinement of this academic professor persona by synthesizing research data into detailed goals, motivations, and contextual insights. This helped align the design process with academic needs and informed features like reflective tools and dashboard.

Student Participant (Proto-) Persona

Proto-Persona



Alex Park

"My coursework teaches me the theory, but I still feel lost when it comes to real-world projects. I wish there was a way to practice workplace scenarios and get feedback from mentors without feeling like I'm bothering them."

Age: 22
Education: Final-year undergraduate student in Interaction Design
Location: Sydney, Australia
Tech Proficiency: Proficient in design tools: Figma, Adobe XD & AI-driven platforms
Work Status: Part-time in retail, looking for internships

Background
Final-year Interaction Design student, balancing coursework, part-time work, and career preparation.

Tone of voice
Curious, ambitious, and slightly anxious about the future.

Day in the Life
"Alex starts the day feeling both motivated and anxious about going to the office. At work, he struggles with vague instructions, hesitates to ask questions, and holds back ideas in meetings. Unclear feedback leaves him second-guessing his work. After work, he applies for jobs but feels lost. Meeting his professor, he has no updates and doesn't know what to consult."

Needs:
- Hands-on industry experience before graduation.
- Clearer career direction and job-readiness assessment.
- Constructive feedback from mentors and professionals.

Fears:
- Feeling unprepared for the job market.
- Struggling to secure internships or entry-level roles.
- Lacking structured mentorship and professional guidance.

Desires:
- A strong portfolio with real-world projects.
- Effective collaboration and networking opportunities.
- A smooth transition from student to professional.

Personalities & Behaviours
- **International student:** relying on part-time work and scholarships for financial support
- **Engages in online learning:** Coursera, LinkedIn Learning to supplement coursework
- **Uses collaboration tools:** Miro, Notion, Teams for group projects
- **Prefers bite-sized, interactive learning** rather than long theoretical modules
- **Struggles with finding mentorship in the industry**
- **Values life balance but often overwhelmed by deadlines and job hunting**

Hobbies & Activities
- Hang out with friends
- playing online games
- Outdoor activities
- Reading career advice
- Watching self-improvement video

Devices






Applications used
 CANVAS
 OneDrive
 ZOOM
 ChatGPT
 in
 M


Extended the persona by adding behavioral context and personal motivations drawn from thematic analysis.

I refined and added contextual data such as *Day in the Life*, *Device & Application Use*, and *Hobbies* to my colleague's initial persona draft. These additions helped humanize the student experience and strengthen alignment with the dashboard and reflective journaling features.

Image 5: Refined Student Persona

Industry Partner (Proto-) Persona

Proto-Persona

Background



Name: Charlotte Hayes
Age: 38
Location: Sydney, Australia
Fears: Feeling unprepared for the job market, Struggling to secure internships or entry-level roles, Lacking structured mentorship and professional guidance.
Desires: A strong portfolio with real-world projects, Effective collaboration and networking opportunities, A smooth transition from student to professional.

10+ years as legal professional, became Senior Associate 3 years ago. Responsible for managing junior lawyers and overseeing client cases. Expected to contribute to firm's professional development activities including supervising interns. Values efficiency and clear ROI for time and effort spent.

Tone of voice

Pragmatic, Results-oriented, Time-conscious

Day in the Life

"Charlotte starts her day by reviewing emails and client work, then checks in with interns, offering brief feedback. After meetings, Charlotte delegates tasks and provides quick guidance to interns. She is constrained by time and administrative tasks, leaving little room for in-depth mentoring. Before the day ends, Charlotte realizes that the interns seem to not understand workplace practices, but she doesn't have time to address it."

Personalities & Behaviours

- Time-pressed professional with demanding caseload and billable hour targets
- Values structured processes and measurable outcomes in workplace activities
- Traditional in approach to technology but open to solutions with proven benefits
- Reports to firm Partners who prioritise productivity, profitability, and client satisfaction
- Balances client obligations with teaching responsibilities for junior staff and interns

Hobbies & Activities

- Yoga and meditation
- Travel
- Volunteering
- Cooking

Devices



Applications used



Charlotte Hayes

"We often worry that spending time mentoring students might slow down our work. I need a way to make WIL programmes more efficient and beneficial without creating excessive administrative overhead."

Goals

- Demonstrate value of WIL programmes to firm Partners through tangible metrics
- Streamline student supervision whilst maintaining professional standards
- Identify promising talent for potential associate recruitment in the future
- Ensure students contribute meaningfully to case preparation and research
- Maintain efficient coordination with university supervisors without excessive meetings

Motivation

- Efficient Work-Life Balance - Without sacrificing her own well-being or productivity.
- Mentoring Success - Provide meaningful learning experiences for interns
- Professional Growth - Enhance her leadership and management skills, striving for career development
- Streamlining Processes - Reduce unnecessary tasks to improve both her team's and the interns' productivity.

Hope

- Interns are well prepared and can make meaningful contribution to the team
- Implement tools that make the internship program more efficient and benefiting
- Offer quality mentorship without overburdening herself

Fears & Frustration

- Administrative burden: University documentation and assessment requirements add workload
- Variable student preparedness: Significant differences in students' practical knowledge despite similar academic backgrounds
- Billable hour pressures: Difficulty justifying time spent on mentoring to firm management
- Repetitive training cycles: Inefficiency of explaining the same procedures to each new placement student

Built upon a group draft by adding context—such as typical tools and time pressures preprofessional face.

I refined and added contextual data such as *Day in the Life*, *Device & Application Use*, and *Hobbies* to my colleague's initial persona draft. These layers made the profile more realistic and allowed us to design features that respect the mentor's limited time and engagement patterns.

Sprint 2

Refine Lo-Fi to Mid-Fi Prototype

The image displays a lo-fi prototype for a mobile application interface. On the left, a large wireframe of a mobile screen shows a search bar at the top with the placeholder "Looking for a specific insight? Try date, topic, or challenge..". Below it is a message: "Let's take a moment to share something about your day." A large blue circular button with a microphone icon is centered, with the text "Tap to share your day" below it. To the right of the button is a list of questions: "How was your day?", "What did you work on?", "How are your feeling?", and "Any concern, challenges, or highlight?". A sidebar on the far left contains icons for Account, Inbox, Assistant, Insights, and Dashboard. A callout box points to the microphone button with the text: "Designed conversational voice input to encourage quick emotional reflection." On the right side of the image, there is a second mobile screen showing a detailed feedback summary. The top part of this screen has a timestamp "8/3/25" and a message from "Charlotte Hayes": "Hey, today was a mix of wins and challenges. I worked on some coding tasks, and even though it got tough, I pushed through! That felt good. On the other hand, I felt a bit overwhelmed by everything I need to do. There's so much on my plate, and I didn't finish as much as I hoped. Hoping to manage my time better tomorrow. Overall, a bit tiring but still a good day!" Below this is a "Sentiment Analysis" section with "Overall Sentiment: Slightly Positive (6.5/10)" and "Key Emotions: Excitement, nervousness, frustration, mild stress". There are two "Feedback from" sections: one from "Charlotte Hayes" and one from "Prof. Ryan Carter". Both feedback messages are summarized. At the bottom of the feedback screen is a "WILIA Feedback" section with "Progress", "Challenges", "Suggested Steps", and "Overall Status". A callout box points to this section with the text: "Early concept wireframes for a voice-based check-in and AI-generated feedback to support daily reflection during internships." At the bottom center, the text "Image 7: Lo-fi Prototype for Daily Insight Feature" is displayed.

Mocked up reminder prompt to nudge interns to reflect at a consistent time.

Designed conversational voice input to encourage quick emotional reflection.

Early concept wireframes for a voice-based check-in and AI-generated feedback to support daily reflection during internships.

Concept for AI-generated summary and feedback from sentiment + supervisor comments.

Image 7: Lo-fi Prototype for Daily Insight Feature

I conducted 3 usability test, then organized my raw data into categories to streamline discussion and make refinement decisions more efficient during team collaboration.

AI Assistant

Daily Insight

Dashboard

New Insight Detail

We categorized insights by screen and function (e.g., reflection, dashboard) transforming raw feedback into pattern insights.

Visualized insights per screen to make comparison and iteration easier across features during the refinement process.

Image 8: Usability Test Analysis – Synthesizing Feedback for Iteration

The image shows a mid-fi prototype of a mobile application interface for 'Ref;ection'. The top section displays a 'Daily Check-In' screen with a large '4' indicating a day streak, followed by a 'Day Streak! Keep it going!' message and a 'Check-in every day to build your streak.' note. Below this is a 'Weekly summary' section featuring an 'Insight' about creativity, a 'Focus Area' about balance, and a 'Suggested Step' about brainstorming. The bottom section shows a calendar for March 2025 with days color-coded (green, yellow, orange) and a 'History' section with two entries from March 3rd, 2025.

AP01:
add "streak" to motivate: be proud and can share to other

Gamified daily check-in system to help interns feel a sense of progress and build reflective habits over time.

AP01:
suggest adding calendar which has emoticon or color of the feeling on that day

Calendar integration enables easy tracking of reflection consistency across the internship period.

All refinements were driven by usability test insights, translating feedback into actionable interface updates to improve emotional usability and accessibility.

Image 9: Mid-Fi Prototype of Ref;ection screens

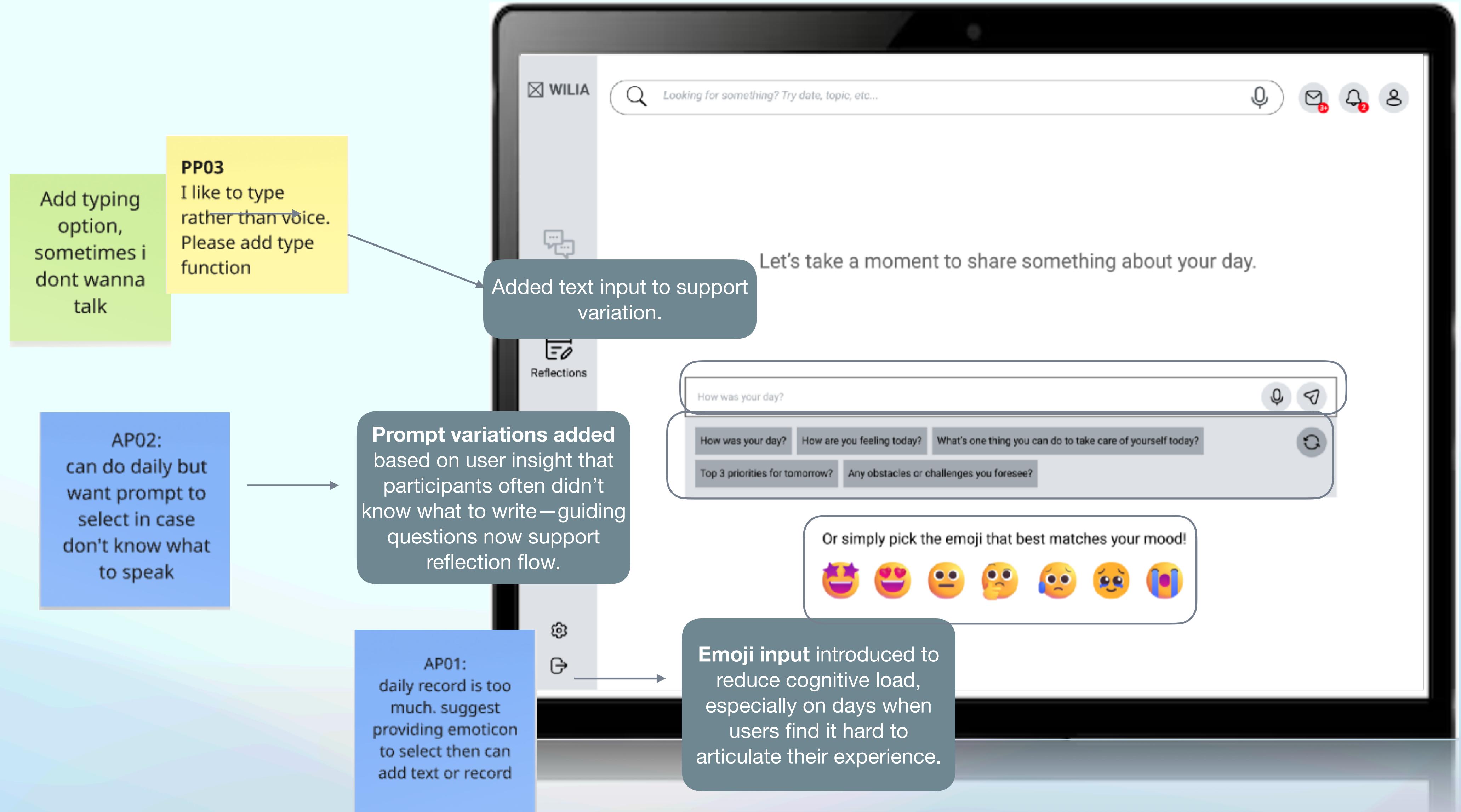
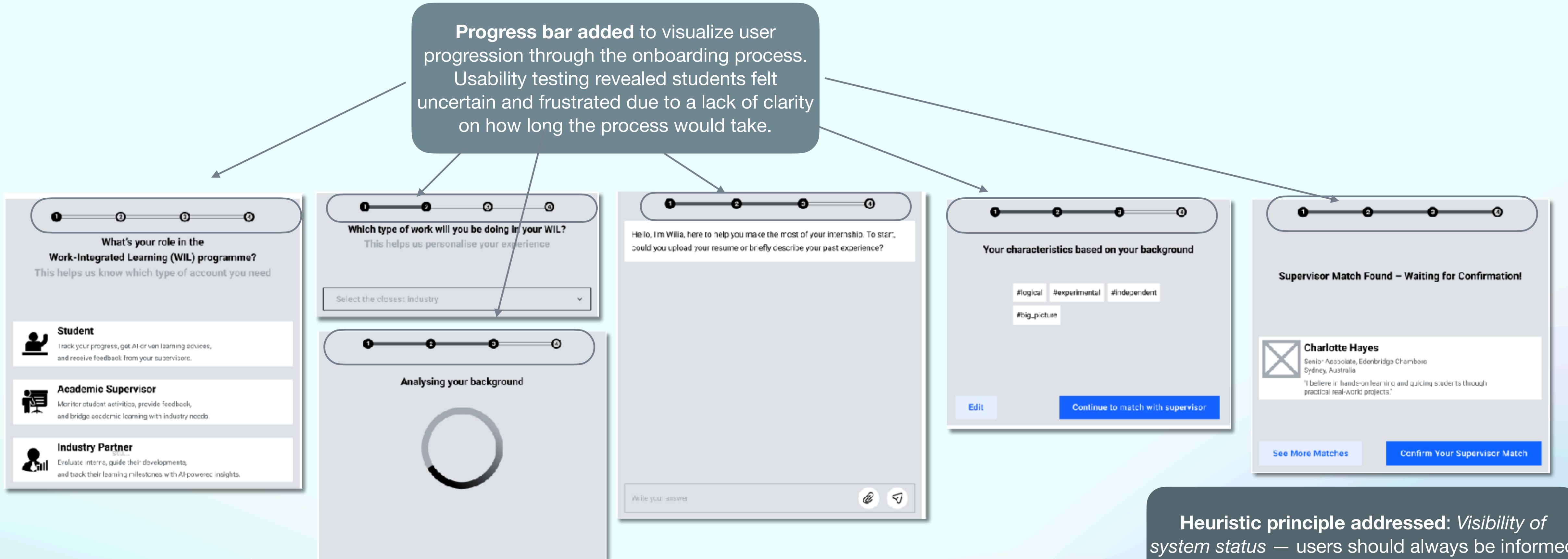


Image 10: Mid-Fi Prototype of Ref;ection screens

Issue #	Usability issue description, i.e. how the issue violates the	Heuristic/s that are violated	Severity	Recommendation(s) for improvement		
1	The matching results page displays the supervisor match outcome along with a brief introductory sentence. However, students may benefit from seeing an analysis of the matching process or a score breakdown that explains and clarifies the result, especially when multiple options are presented. This would help students better understand the rationale behind the match and make a more informed decision.	1. Visibility of System Status 2. Match between system and Real World 5. Error prevention	Medium	Add a match score and an icon to explain the result, along with more detailed descriptions about the supervisor. This would help users better understand the rationale behind the match and provide more context to make an informed decision.		
2	A progress bar on the setup page is helpful for showing the number of steps remaining. However, it would be clearer if each step included a short description, outlining what the user needs to do. This would provide more clarity and reduce frustration, making the process feel more manageable.	1. Visibility of system status	Medium	Add a short description under each step number to clarify what needs to be done. Grey out the steps that are already completed to provide visual feedback and make the progress clearer for users.		
3	On the 'Good Afternoon, Alex' page, the icons under each feature can be confusing for beginner users. It's not immediately clear what each icon represents, which may cause uncertainty. Adding labels or tooltips could help clarify their meaning and improve usability.	2. Match between System and the Real World 4. Consistency and Standards 5. Recognition rather than recall 10. Helps and Documentation	Medium	Add a description or signifier for this icon to clarify what will happen after pressing it. Alternatively, change the icon to a button that includes a clear description of the action, ensuring users understand its purpose before interacting with it.		
4	The Daily Insights page has too many elements within the record box, which might overwhelm and distract users. Simplifying the content or grouping related information could make it more user-friendly and less cluttered.	8. Aesthetic and Minimalist	Medium	Rearrange the page layout to make it more minimal while still including all essential functions. Streamlining the design would improve user experience by reducing clutter and making it easier to navigate without sacrificing functionality.		
5	The Daily Insights page lacks feedback after clicking or typing, which may leave users unsure if their actions were registered. Adding visual or textual confirmation would enhance the user experience and provide reassurance.	1. Visibility of system status 2. Match between system and the real world	High	Clicking the microphone should lead to the recording page, while typing or clicking an emoji should direct users to the 'Chat with Wilia' page. This would make the flow more intuitive and ensure users know exactly where their actions will take them.		
6	The calendar in the Daily Insights section doesn't match the style of the one in the Dashboard. Consistency in design between these two areas would improve the overall user experience and create a more cohesive feel.	4. Consistency and standards 8. Aesthetic and minimalist design	High	Ensure the calendar on all screens uses the same style for consistency. This would provide a more cohesive user experience and make navigation smoother across different sections.		
I conducted Heuristic Evaluation to assess interface against Nielsen's 10 heuristics (e.g., Visibility of System Status, Consistency, Error Prevention).		layout or providing a guided introduction could help make the experience more manageable and user-friendly.				
		9	The Dashboard page contains many sections that are in fixed positions, limiting flexibility and personalization. Allowing users to rearrange or customize the layout could improve usability and make the interface feel more intuitive.	7. Flexibility and Efficiency of Use	Medium	Add a function that allows users to select and arrange the items displayed on the dashboard. This would ensure the dashboard remains efficient and personalized, allowing users to prioritize the
		10	In the dashboard's to-do list, there's a tick to indicate that a task is completed. However, this is not as noticeable as the 'onboarding process' section, where tasks are crossed out and greyed out, making it easier to spot. Users may find it easier to make mistakes when clicking on the tick, as there is no other visual feedback to confirm the action	1. Visibility of the system status 4. Consistency and standard	Medium	Add a feedback prompt after clicking, such as 'Have you finished this task?' followed by crossing out and greying out the task, similar to the onboarding process section. This would offer clearer confirmation to the user and reduce the likelihood of mistakes by providing more visible feedback.
		11	Some pages lack a back button, which can make navigation confusing and inconvenient for users. Adding a back button would enhance usability by allowing users to easily return to the	3. User sense of control / freedom	High	To enhance usability, add a back button to all pages to ensure users can easily return to the previous screen.
		12	Some screens use 'See All' while others use 'View All' for the same operation, which can cause confusion for users. Maintaining consistency in wording across screens would improve clarity and create a more cohesive user experience.	4. consistency and standard	High	To improve consistency and clarity, change all instances to 'View All'

Evaluated each usability issue's severity and proposed specific, actionable refinements to enhance user experience.

Image 11: My Heuristic Evaluation of Prototype Screens



Heuristic principle addressed: *Visibility of system status* — users should always be informed about what is happening through appropriate feedback (Nielsen, 1994). This iteration addressed the user frustration by introducing feedback mechanisms, helping to manage expectations and reduce cognitive load during onboarding.

Image 12: Changes made to onboarding flow to enhance user clarity and system feedback.

Sprint 3

Mid-Fi to Semi-Functional Prototype

Student Interview Questions

1. **Could you tell me a bit about yourself?**
(Demographics, interests, and hobbies as mentioned in your persona)
2. **Could you share your internship experience with me?**
 - o What was the most challenging part?
 - o How was your relationship with your supervisor?
 - What did you expect, and what was the reality?
 - o What was the most enjoyable or fun part of the internship?
 - o If you could do the internship again, what would you do differently?
 - o What advice would you give to students who are about to start their internship?
 - o During your internship, what kind of support or help did you wish you had?

The questions aimed to explore pain points, expectations vs. reality, and desired support systems, which later informed persona development and feature ideation.

Professional Interview Questions (Supervisor)

1. **Could you tell me a bit about yourself?**
(Demographics, interests, and hobbies as mentioned in your persona)
2. **Why did you decide to accept an intern?**
3. **Could you walk me through the internship process you're involved in?**
4. **What is the most challenging aspect of supervising an intern?**
5. **What do you expect from an intern?**
6. **How would you describe your relationship with your intern?**
7. **What do you enjoy most about supervising an intern?**
8. **What advice would you give to students who are about to start their internship?**
9. **What kind of support do you think would help you better supervise interns?**

I drafted a comprehensive interview script tailored to students and supervisors involved in WIL (Work Integrated Learning), focusing on personal experiences, support needs, and relationship dynamics.



I conducted 2 field study interviews to gather firsthand perspectives from master's students doing internships in different disciplines (e.g. web development, architecture).

AP05: Master Degree Student Mandatory Internship in Architecture

Natchaya Putragoon

Finding internship	Friends and connection	Onboarding experience	Relationship with supervisor	Evaluation system	Thoughts on AI
find internship through professor connection, alumni connection Natchaya Putragoon	My main motivation is friends around Natchaya Putragoon	"I remembered that my last week I was so stress I could not finish on time"	I am not confident that I did it correctly, especially in the first month. Natchaya Putragoon	My supervisor gave me tasks verbally with the file that need to do. Natchaya Putragoon	My university prepare evaluation form that I harder to supervisor at the end of intern program to sign to evaluate my performance and secure that I pass or fail the grading Natchaya Putragoon
feel prepared because university hold seminar for a short brief before internship Natchaya Putragoon	update each other on portfolio > need to keep update and work on Natchaya Putragoon	interns need the guidance but doesn't need to be from supervisors or universities. It might be from their friends who've done the internship before.	I felt nervous when he was checking because I didn't know how it was going to be. Natchaya Putragoon	'I've learn a lot but not directly from my supervisor but from my friend'	We need to stick to the deadline that my supervisor set for each task. Natchaya Putragoon
no criteria when select but focus on work life balance. I know from alumni Natchaya Putragoon	sharing news / opening positions Natchaya Putragoon	Students always reach out to their friends for because it is easier to connect. Natchaya Putragoon	I got used to it after 2 weeks. Natchaya Putragoon	he regularly check for the update and ask whether he can finish on time or not. Natchaya Putragoon	The feedback from supervisor during the internships was useful. Natchaya Putragoon
I wish university have a list for opening positions. Natchaya Putragoon	I wish I had a companion or someone help me to do the assigned tasks Natchaya Putragoon	The most fun part during my internship's lunch break is I can discuss with other coworkers there. I sometimes eat our lunch always show picture of her son."	It would be great if they guide me before I started the internship, like a manuscript or guideline. Natchaya Putragoon	My supervisor just leave me and my friends to do all the work Natchaya Putragoon	I want cc-pilot option which can choose to secure my information to prevent from data leak. Natchaya Putragoon
"If they have like a brief or what is office standard, it would be great to have like a guide." Natchaya Putragoon	My supervisor keeps encouraging me which is good. Natchaya Putragoon	"My supervisor told me to let him know if could not finish work on time Natchaya Putragoon	My supervisor was really nice but we both are introvert so we not talked that much Natchaya Putragoon	Sometimes I feel guilty about using AI, especially for generating images or writing articles because I feel like I'm stealing information. Natchaya Putragoon	

I grouped codes thematically to support collaborative analysis with teammates in the next stage.

Image 14: Coding of insight from my field study



Image 15: Systematic affinity diagram created by clustering raw field data into meaningful themes.

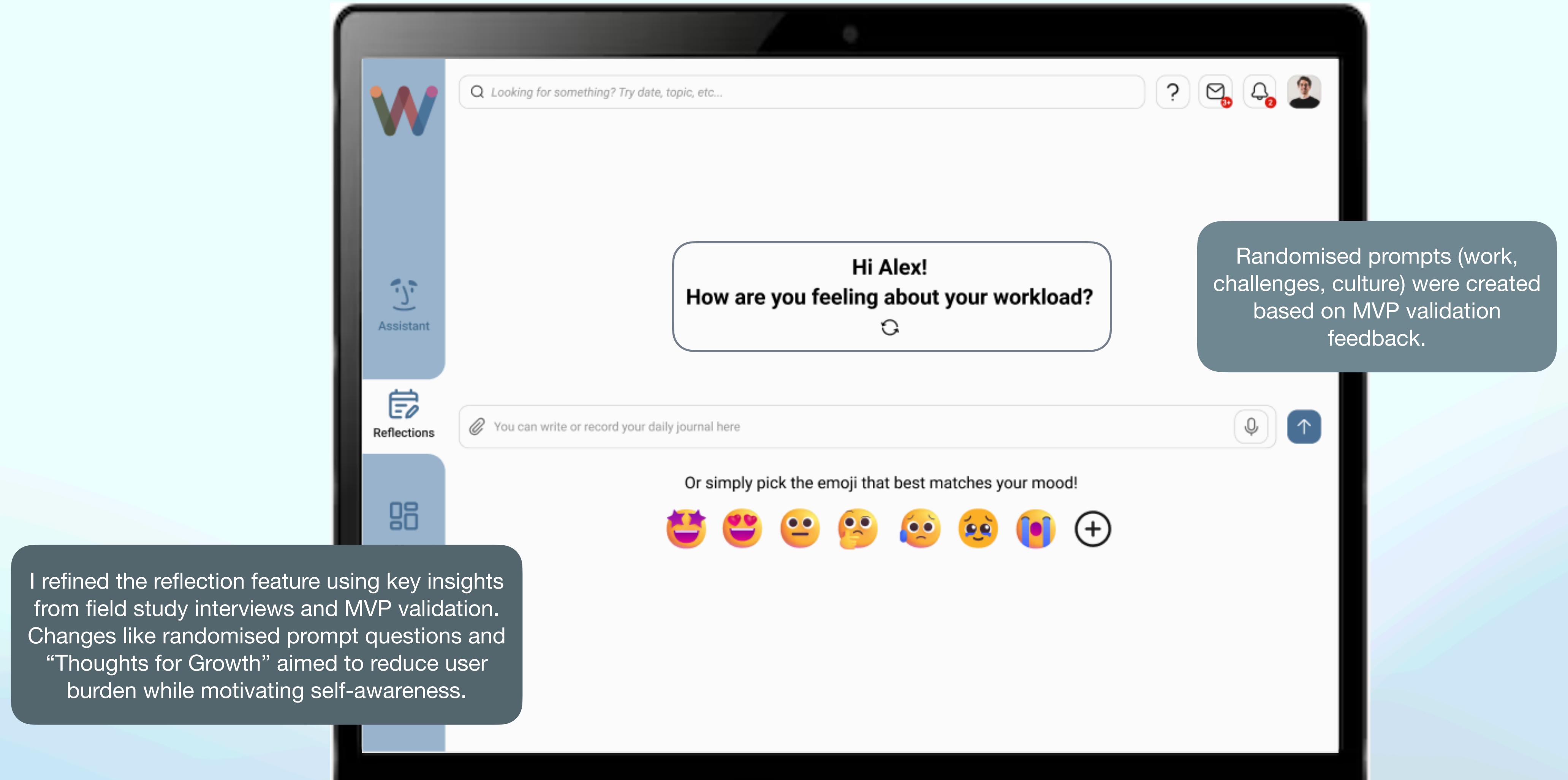


Image 16: Prototype Refinement Based on Field Study Insights

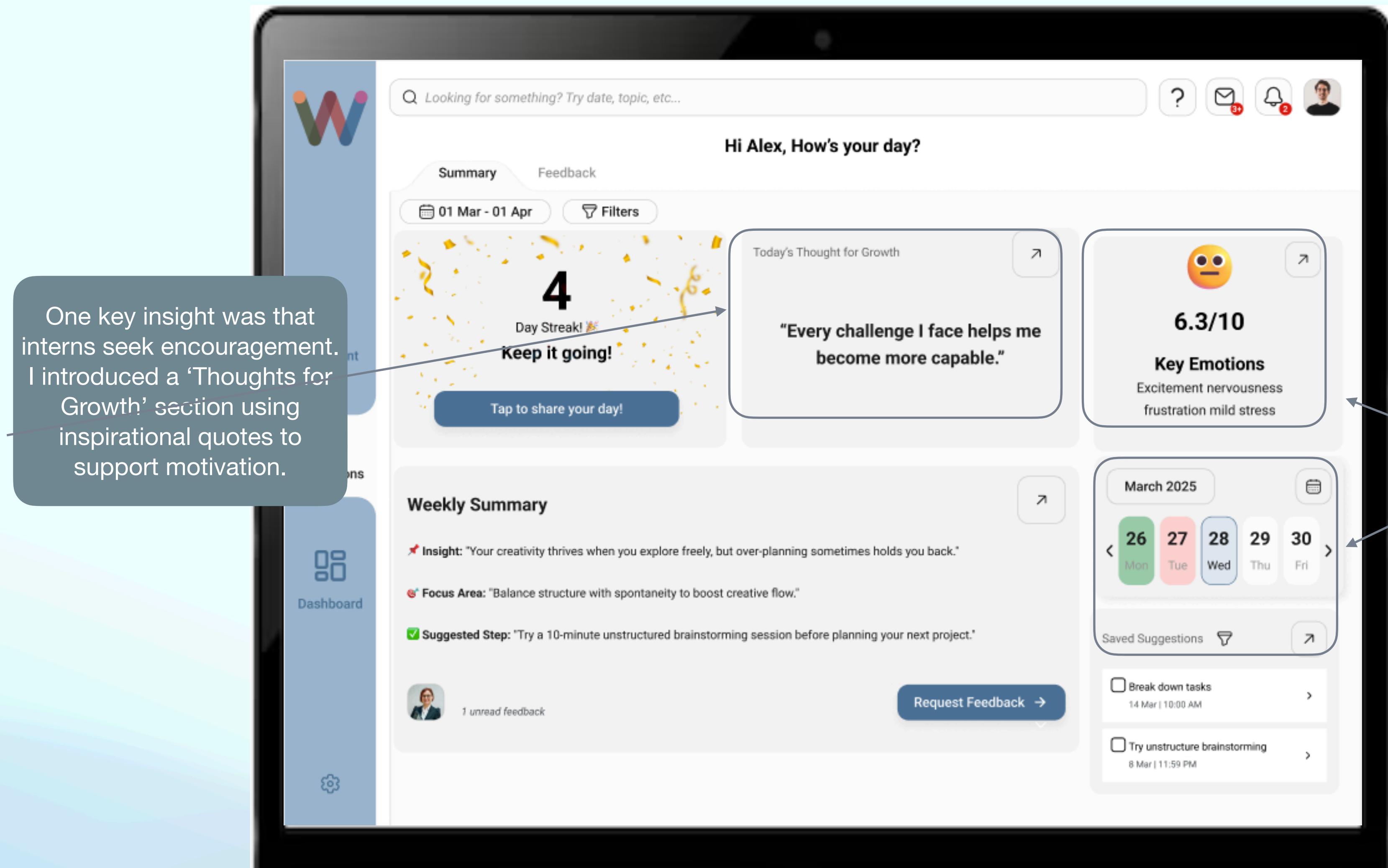


Image 17: Prototype Refinement Based on Field Study Insights

Looking for something? Try date, topic, etc...

Summary Feedback

28 Mar 2025

Alex

6.5

Key Emotions Frustration

Progress Engagement

Challenges Workload

Suggestions Reassess Tasks

Your Reflection

"Hey, today was a mix of wins and challenges. I worked on some coding tasks, and even though it got tough, I pushed through! That felt good. On the other hand, I felt a bit overwhelmed by everything I need to do. There's so much on my plate, and I didn't finish as much as I hoped. Hoping to manage my time better tomorrow. Overall, a bit tiring but still a good day!"

Edit

Feedback from Wilia

Progress:

You demonstrated persistence even when it got tough. Good job! You're making steady progress in your technical skills.

Challenges:

You felt overwhelmed by your workload and were concerned about not completing as much as you had hoped.

Suggested Steps:

Break tasks into manageable steps. Focus on completing one task at a time. Schedule check-in to ensure you are on track.

Request Feedback

Discuss with Wilia

Added icons and visual markers to help users scan insights quickly and feel more rewarded after reflection.

I enhanced the reflection detail based on feedback from field studies and MVP validation. Key changes included using data visualization, clearer layout with white space, and adding visual icons to make the interface more digestible and engaging for interns.

Refined layout by breaking long text into visual categories (Progress, Challenge, Suggestion, etc.) to reduce cognitive load, as users found earlier versions too dense.

Image 18: Prototype Refinement Based on Field Study Insights

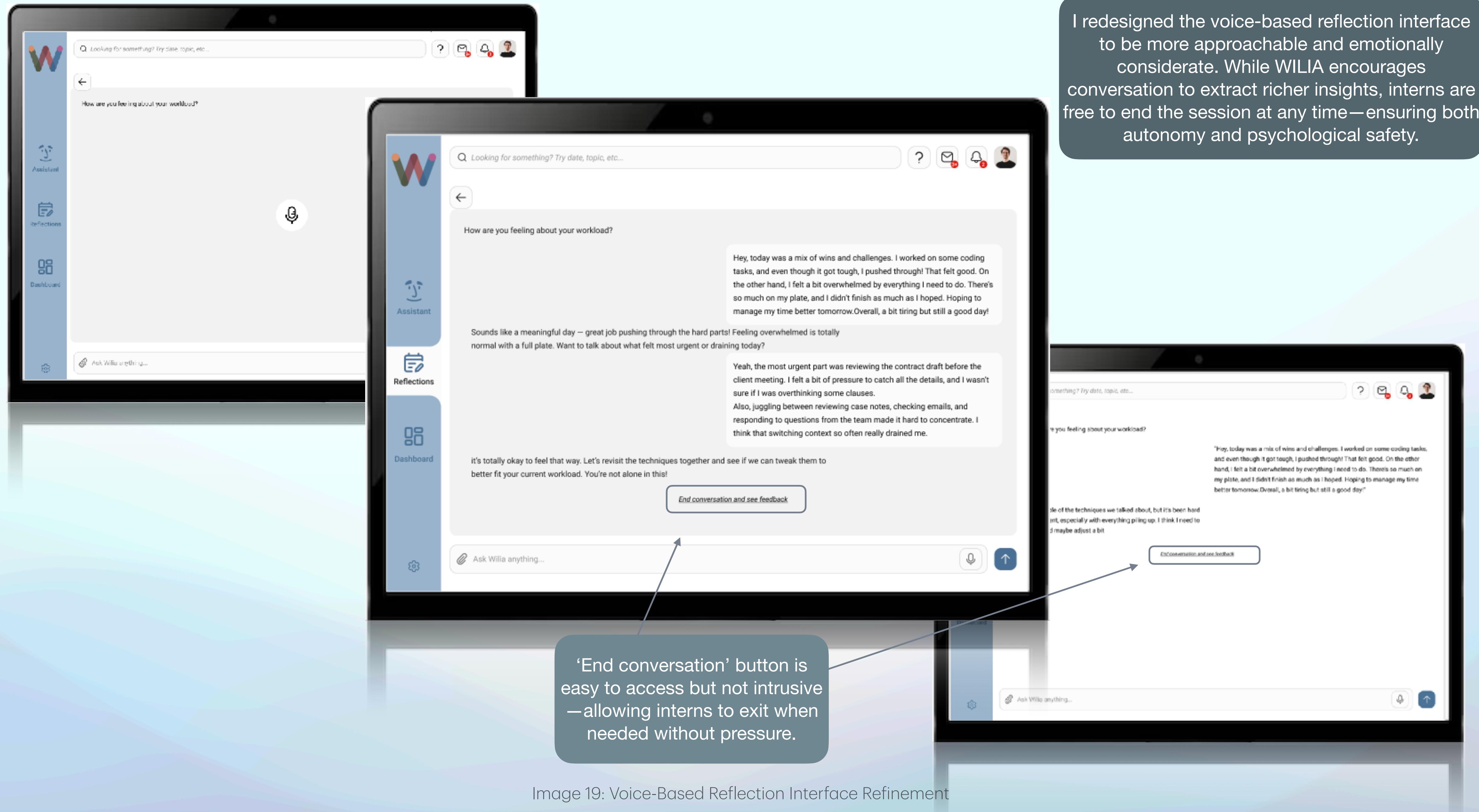


Image 19: Voice-Based Reflection Interface Refinement

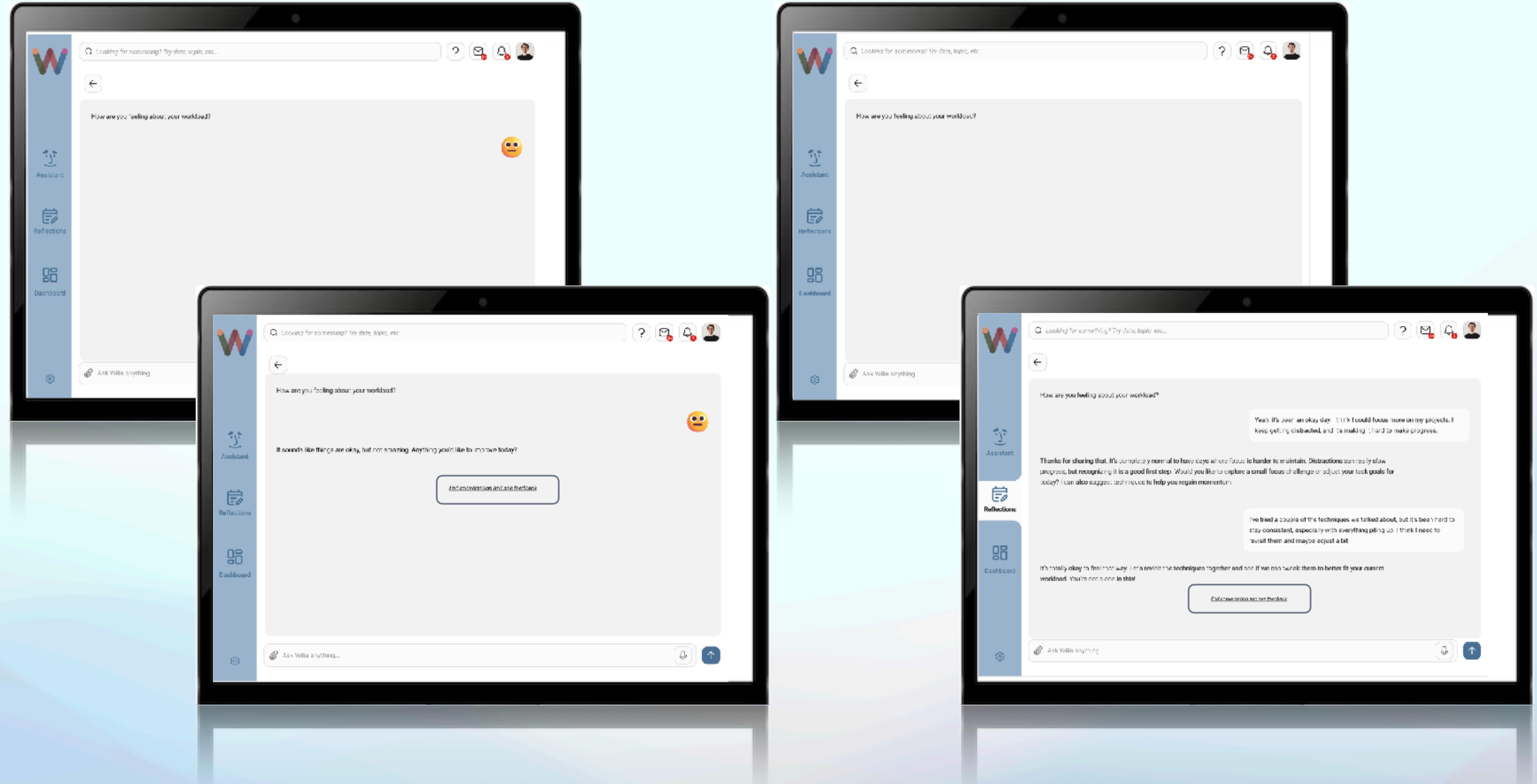


Image 20: Emoji-Based and Text-Based Reflection Interface Refinement

(Professional/Academic screen)

The Reflection Dashboard displays aggregated emotional scores and key patterns across all students, enabling professionals to quickly identify common support needs.

Since professionals are often busy, I added a 'Save Suggestion' button to help them organise and revisit suggested reflections at a more convenient time.

Both professional and academic stakeholders can easily monitor data patterns while still being able to drill down into individual student progress.

Image 21: Reflection Prototype Screens for Industry Professional and Academic Professor

(Professional/Academic screen)

Name	Overall Feedback	Support needs	Sentiment core	Action
@Alex	Overwhelmed by a number of tasks.	Review intern workloads and check-in	5	<button>View</button>
@Phil	Confused by the tools and technical terminology .	Need support on technical skills.	5	<button>View</button>
@Mike	Felt depressed and frustrated.	Assign someone to check on him.	4	<button>View</button>
@Larry	Felt balanced and progress steady.	Encourage to keep up good work.	8	<button>View</button>
@Rona	Need emotional support.	Set time to check in with her.	5	<button>View</button>

Compact list format enables professionals to view multiple students' statuses and suggestions simultaneously, improving efficiency in feedback management.

Image 22: Reflection Prototype Screens for Industry Professional and Academic Professor

(Professional/Academic screen)

The screenshot shows a professional academic reflection screen for student Alex. The top navigation bar includes a search bar, help icons, and a user profile. Below the bar, tabs for 'General' and 'Student' are visible, along with a date '28 Mar 2025'. The main content area features a summary of Alex's reflection, which highlights persistence, self-awareness, emotional fluctuations, workload, technical challenges, and disconnection. It also lists suggested actions such as simplifying tasks, staying connected, clarifying tools, and supporting growth. An 'Add your comment' section with 'Save Draft' and 'Submit' buttons is present. On the left, a sidebar lists 'General', 'Student', 'Assistant', 'Reflections', and a placeholder icon. A callout box on the left side states: 'Each student's reflection is summarized with suggested actions, emotional scores, and engagement patterns—allowing supervisors to respond with personalized support.'

Looking for something? Try date, topic, etc...

General Student

28 Mar 2025

Alex 6.5

Key Emotions Frustration Progress Engagement Challenges Workload Suggestions Reassess Tasks

Saved Suggestions for Alex

Try Pomodoro techniques 14 Mar | 10:00 AM

Summary of Alex's Reflection

Overall, interns are demonstrating **persistence** and a growing level of **self-awareness**. However, many are experiencing **emotional fluctuations** tied to **workload**, **technical challenges**, and feelings of **disconnection**. The reflections suggest that while interns are committed, they may benefit from more **structured support** and **social connection** during their placements.

Suggested Actions

- Simplify Tasks:** Reassess task load, break down assignments and clearly define expectations.
- Stay Connected:** Set up weekly check-ins to offer support and encourage questions.
- Clarify Tools:** Share a glossary and templates; follow up on confusing terms.
- Support Growth:** Encourage weekly reflections and remind Ale

Add your comment

Save Draft Submit

Each student's reflection is summarized with suggested actions, emotional scores, and engagement patterns—allowing supervisors to respond with personalized support.

Image 23: Reflection Prototype Screens for Industry Professional and Academic Professor

Sprint 4

High Fidelity Prototype

Looking for something? Try date, topic, etc...

Hi Alex, How's your day?

Summary Feedback

01 Mar - 01 Apr Filters

Today's Thought for Growth

4 Day Streak! Keep it going!

Tap to share your day!

Weekly Summary

- 💡 Insight: "Your creativity thrives when you explore freely, but over-planning sometimes holds you back."
- 🎯 Focus area: "Balance structure with spontaneity to boost creative flow."
- 💡 Suggested Step: "Try a 10-minute unstructured brainstorming session before planning your next project!"

1 unread feedback

Request Feedback →

March 2025

26 Mon 27 Tue 28 Wed 29 Thu 30 Fri

Saved Suggestions

Break down tasks 14 hrs 11:00 AM

Try unstructured brainstorming 8 Mar 11:30 PM

AP06: felt should not be same color

YP06: Didn't understand what the colours mean

YP06: Took her so long to find this button

AP06: want to post and see other reflection as well (to see others' challenges that same or not)

AP06: not feel like she want to request feedback but ok if can select.

AP06: rather send e-mail if she want

YP06: Didn't know why theres both an arrow and a checkbox

I captured feedback from testers who struggled with finding buttons, understanding color indicators, and interpreting feedback prompts. These notes helped shape the next iteration of the dashboard layout.

Collaboratively analyzed usability feedback with the team on Miro, turning raw comments into thematically coded insights that informed design decisions.

TP06: The prompt question should be random ? The refresh button does not work

TP06: Allow to select more than one emoji (mixed feeling)

TP06: More option for emojis could be more useful

Hi Alex!

How are you feeling about your workload?

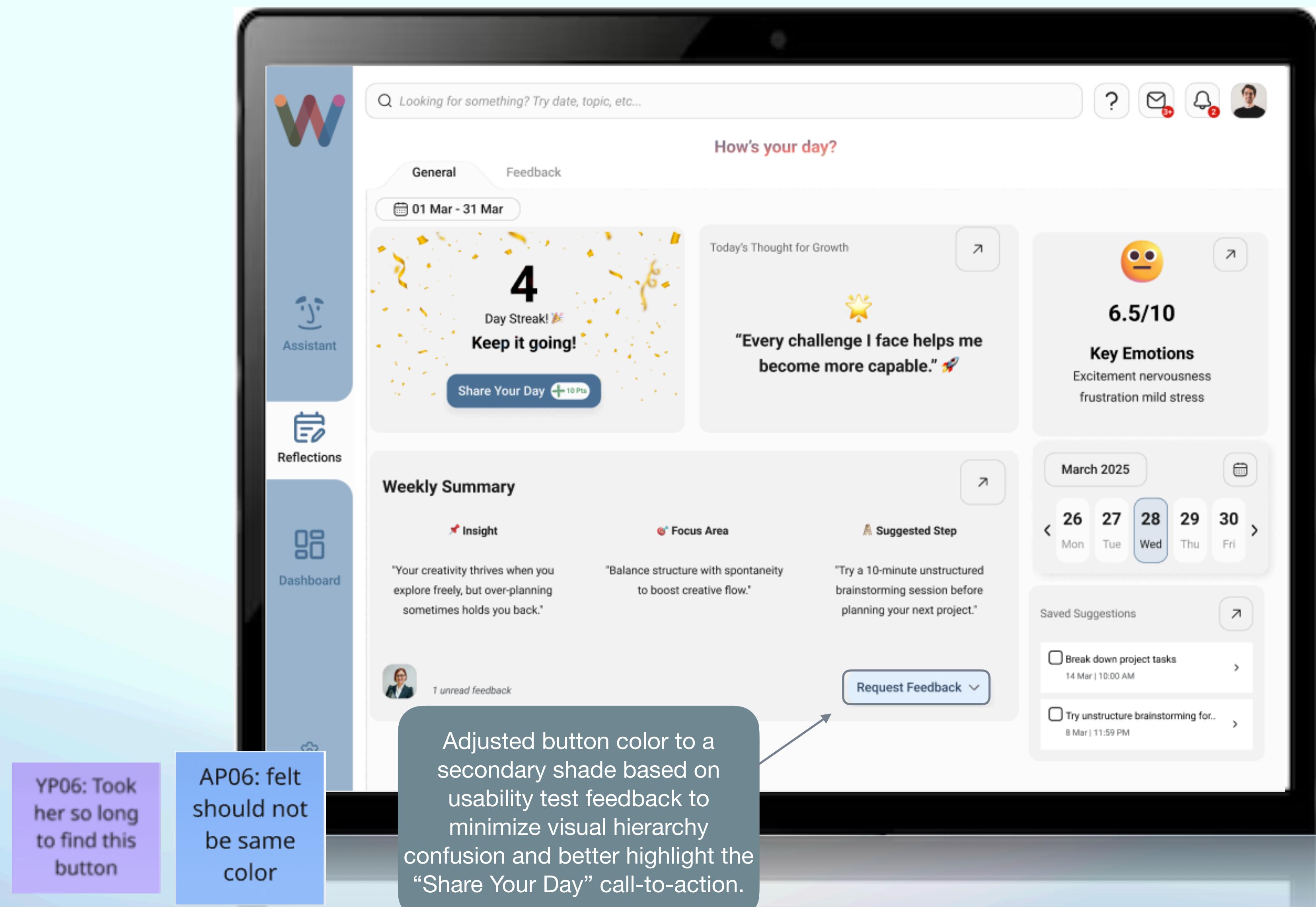
Or simply pick the emoji that best matches your mood!

AP02: like taping emoji, that could do on lazy day

AP06: not think emoji is useful as will not get constructive feedback

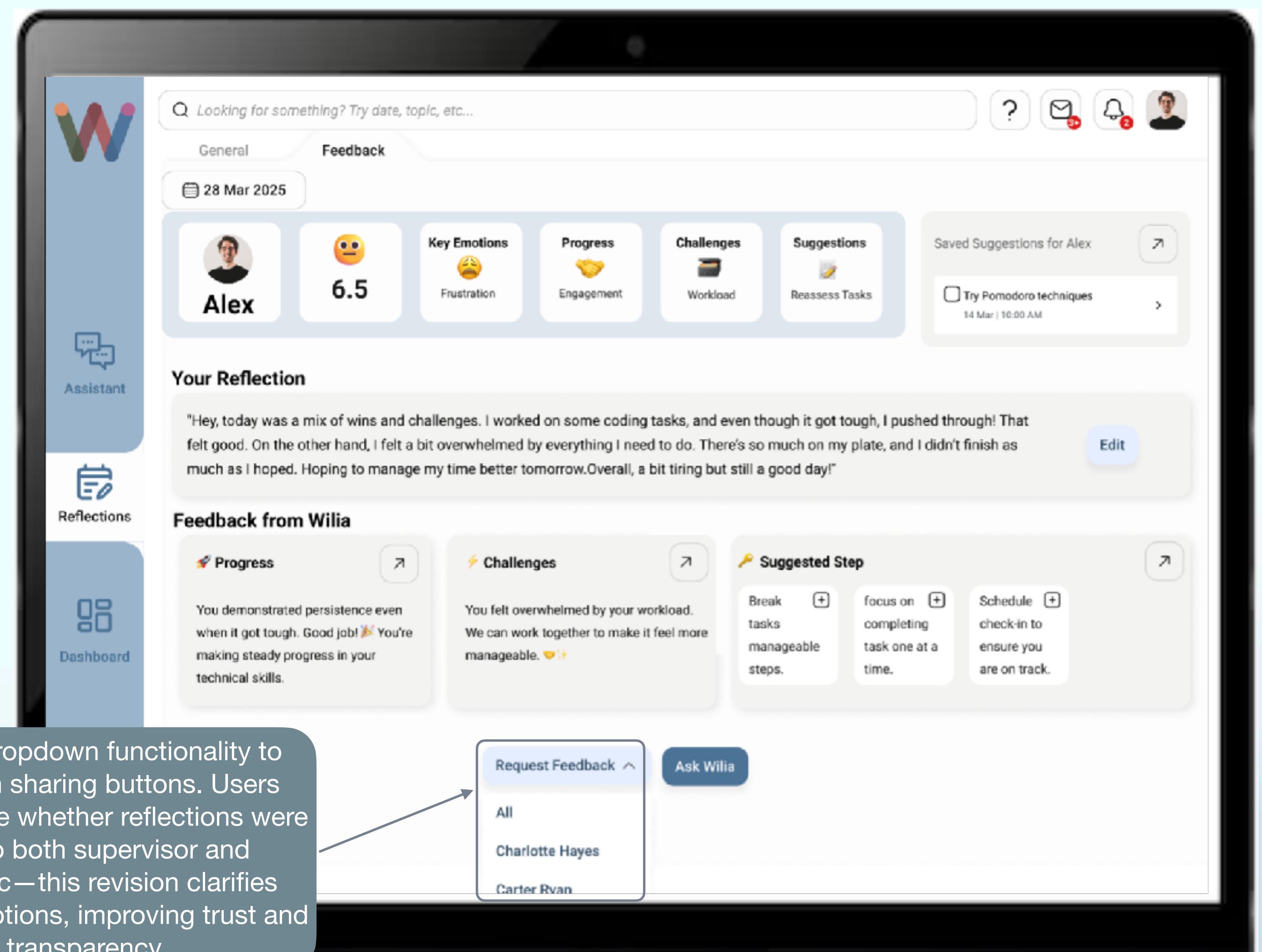
ZP06: the jump between this page and the feedback , summary page seems unclear;

Image 24: Collaboratively analyzed usability feedback with the team on Miro



Refined key interface elements post-usability testing to ensure smoother flow, reduce user frustration, and increase task satisfaction across reflection journeys.

Image 25: Refined Reflection Interface Prototype After Usability Testing



Added dropdown functionality to reflection sharing buttons. Users were unsure whether reflections were sent to both supervisor and academic—this revision clarifies recipient options, improving trust and transparency.

Image 26: Refined Reflection Interface Prototype After Usability Testing

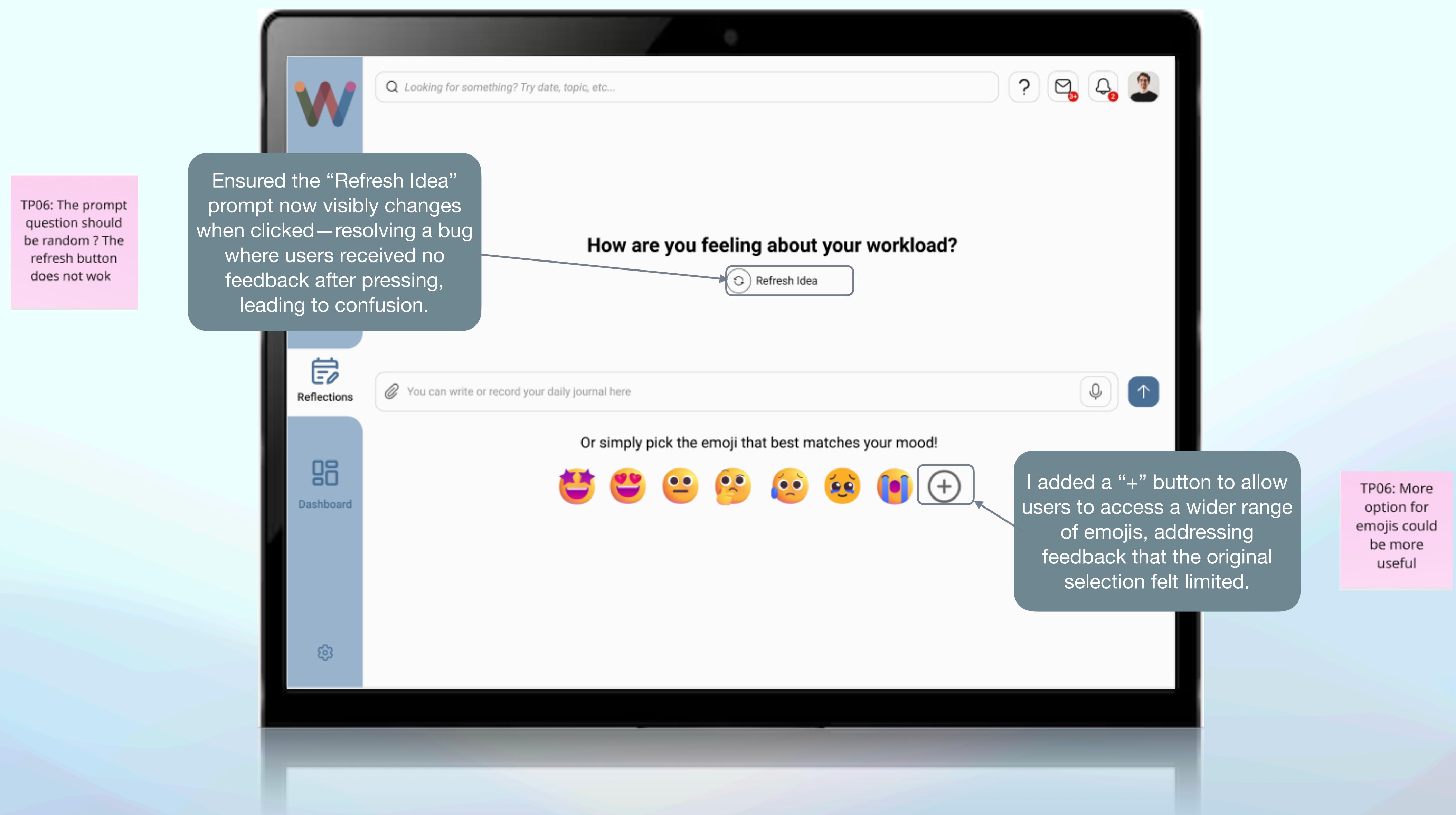


Image 27: RRefined Reflection Interface Prototype After Usability Testing

Sprint 5

MVP / Final Prototype

(Professional/Academic screen)

The screenshot shows a mobile application interface. At the top, there's a search bar with placeholder text "Looking for something? Try date, topic, etc...". Below it are navigation tabs for "General" and "Student", and a date "28 Mar 2025". On the left, a sidebar has icons for "Assistant", "Reflections", and "Dashboard". The main content area starts with a summary for "Alex": "Overall, interns are demonstrating persistence and a growing level of self-awareness. However, many are experiencing emotional fluctuations due to workload, technical challenges, and feelings of disconnection. The reflections suggest that while interns are committed, they may benefit from more structured support and social connection during their placements." Below this is a section titled "Suggested Actions" with three items: "Simplify Tasks", "Stay Connected", and "Clarify Terms". A large callout box highlights a feature: "Professionals can leave short voice notes or bullet points that are then expanded with AI assistance — supporting low-effort, high-impact guidance." A pop-up window shows a message: "Hey Alex, You're doing a great job so far! Your research and writing have been solid. It's also completely natural to feel overwhelmed. Introduce buddy with Lora." At the bottom, there's a button "Add your comment" and a timestamp "Last saved at 2:00 PM".

After discussed with team, I added a dynamic pop-up conversation style to make interactions more natural and intuitive, encouraging quick engagement from busy supervisors.

Based on expert critique, I addressed the need for faster professional input by adding a feature where AI can expand short comments into complete reflection drafts—saving time while improving clarity.

(Professional/Academic screen)

The screenshot shows the same mobile application interface. The summary for "Alex" remains the same. The "Suggested Actions" section is still present. A large callout box highlights another feature: "The AI assistant automatically transforms brief input into a reflection-ready response using natural language processing—streamlining workflow for professionals." A pop-up window shows a message: "Hey Alex, You're doing a great job so far! Your research and writing have been solid. It's also completely natural to feel overwhelmed. Introduce buddy with Lora." Another pop-up window shows a response: "Hi Alex, Thanks for your honest reflection. You're doing a great job—your research and writing have been solid, and your effort really shows. It's completely normal to feel overwhelmed—law school is demanding. The fact that you're thinking about improving your time management shows great self-awareness and growth. To support you further, I'd suggest connecting with Lora through the buddy system. She's managing her workload well and could be a great study partner and cheerleader. Let me know if you'd like me to pair you two. Keep going—you're making meaningful progress, even on the tough days. Best, Charlotte". At the bottom, there's a button "Would you like to: Test this to Alex →", "Download →", and "Add more points →".

I added quick-access prompts to further facilitate and minimize cognitive load.

Image 28: AI Assistant Prototype for Professional Reflection Support

(Professional/Academic screen)

Final refinements applied to both Industry and Academic dashboards to ensure alignment with usability test feedback and expert critique.

Replaced percentage-based data in the pie chart with student avatars to create a more relatable and intuitive visualization of user sentiment and engagement.

Image 29: Final Refine Industry and Academic Interfaces

(Professional/Academic screen)

Looking for something? Try date, topic, etc...

General Student

01 Mar - 01 Apr Unread

Name	Overall Feedback	Support needs	Sentiment score
@Alex	Overwhelmed by a number of tasks.	Review intern workloads and check-in	6/10
@Phil	Confused by the tools and technical terminology.	Need support on technical skills	7/10
@Mike	Felt depressed and frustrated.	Assign someone to check on him.	4/10
@Larry	Felt balanced and progress steady.	Encourage to keep up good work.	8/10
@Rona	Need emotional support.	Set time to check in with her.	6/10

Assistant Reflections Dashboard

Ask Wilia

Removed the 'View' button and enabled click-anywhere functionality on the student bar for smoother and more efficient user navigation.

Image 30: Final Refine Industry and Academic Interfaces

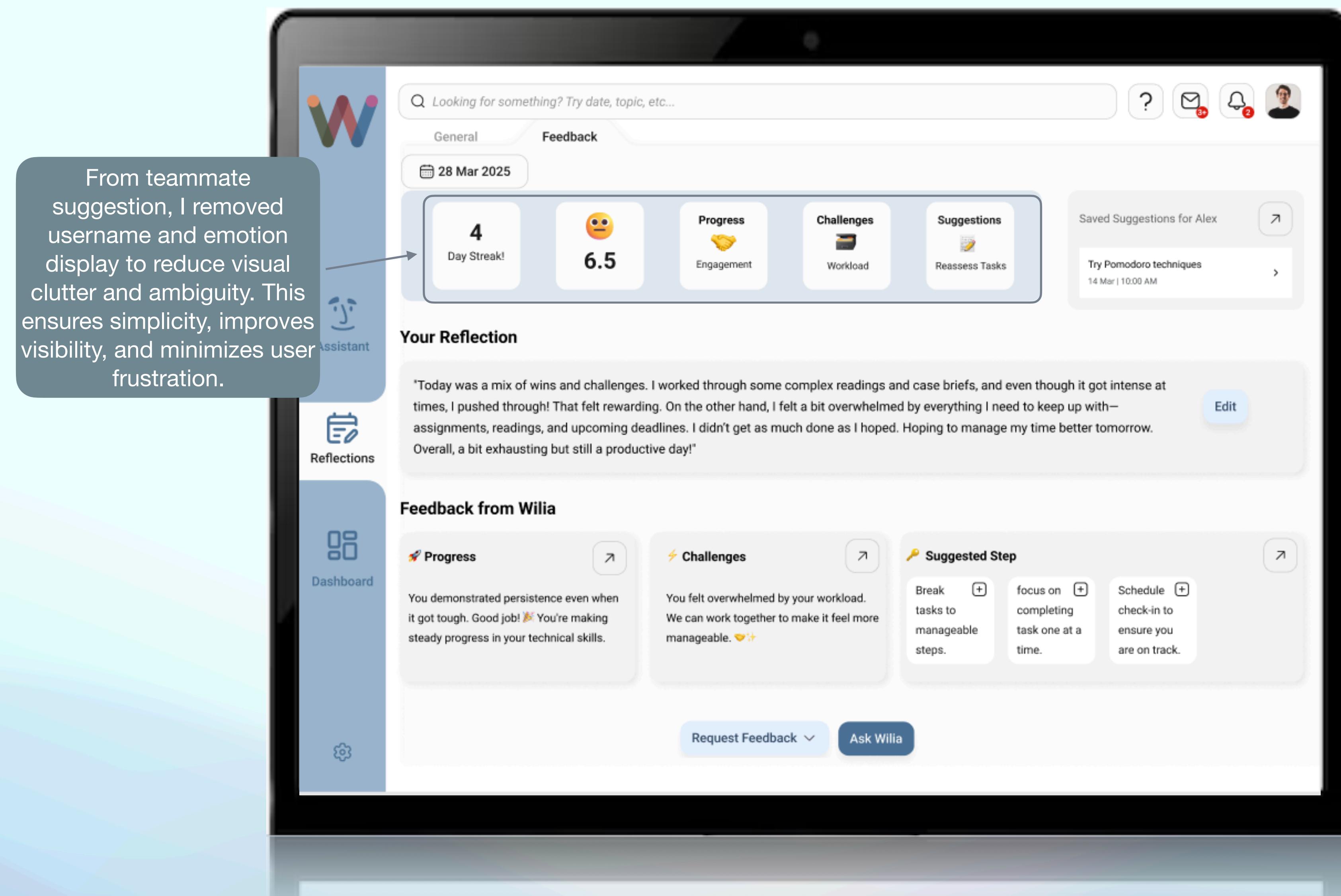


Image 31: Final Refined Student Interfaces

I created three slides to illustrate how the three stakeholders—students, industry partners, and academic supervisors—benefit from our three core features

Key Emotions
Excitement, nervousness, frustration, mild stress

6.3/10

Key Challenges

- Workloads: 30.4%
- Relationships: 37.7%
- Time management: 21.0%
- Practical knowledge: 7.9%

Observed Patterns:

- Interns are showing strong perseverance, some feel disconnect.
- Many are beginning to feel overwhelmed.
- Several are struggling with technical difficulties or unclear expectations.

Overall Suggestions:

- Review intern workloads.
- Arranging a casual networking night.
- Consider buddy system or regular Q&A check-ins.

New Reflections:

- @Alex felt frustrated on the project. 1 day ago
- @Phil need support on technical. 1h ago
- @Mike felt depressed. 1d ago
- @Liam struggled today. 1h ago
- @Rosa need emotional support. 1h ago

Specific Support Needed:

Support Check-in +

Check-in with @Rosa
Clarify her questions.

AI should help write the feedback from record or short comments.

Summary of Alex's Reflection

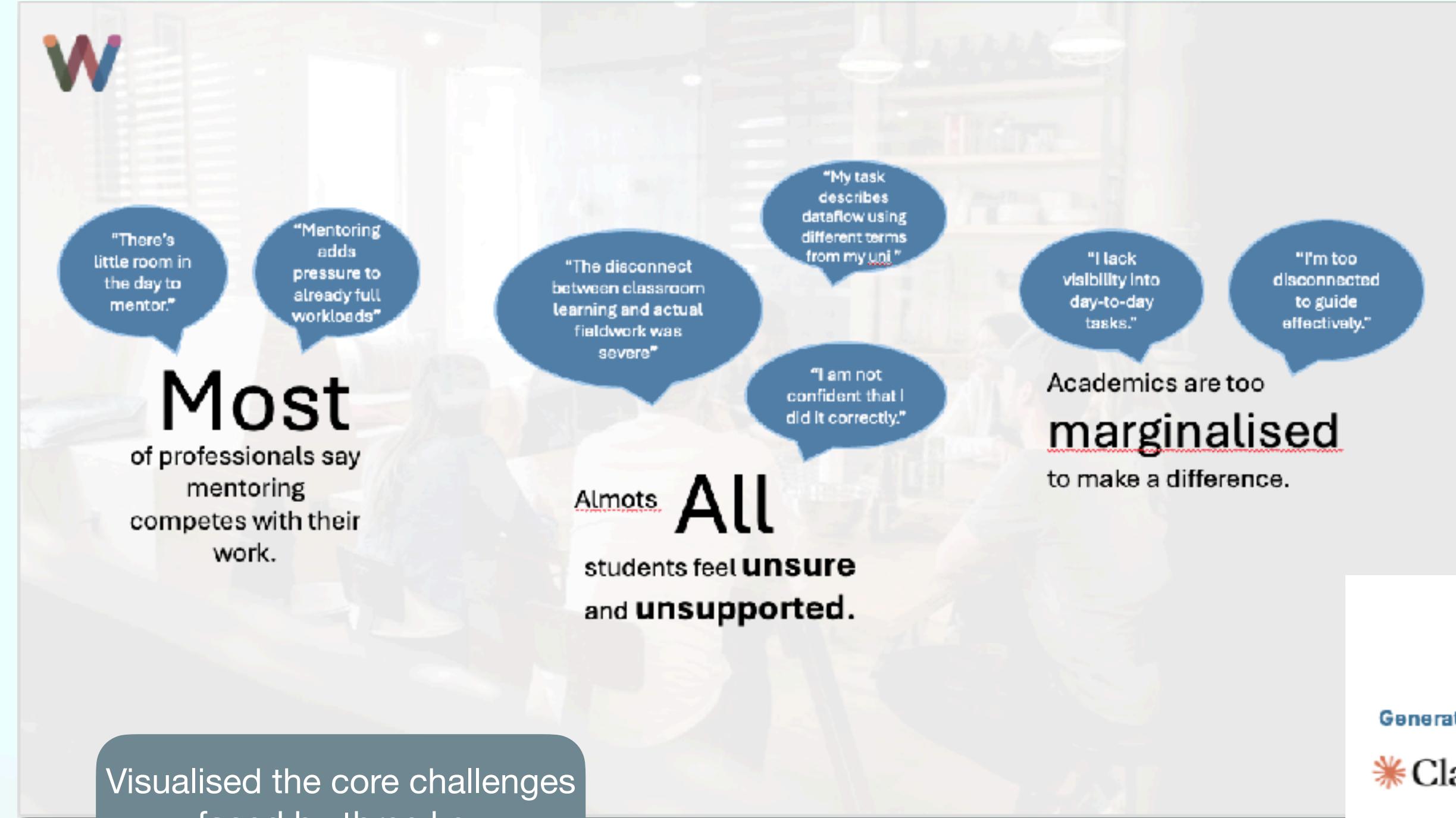
Overall, interns are demonstrating persistence and a growing level of self-awareness. However, many are experiencing emotional fluctuations due to workload, technical challenges, and feelings of disconnection. The reflections suggest that while interns are committed, they may benefit from more structured support and social connection during their placements.

Suggested Actions

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- Clarify Terms:** Share a glossary and templates; follow up on confusing terms.
- Support Growth:** Encourage weekly reflections and remind Alex.

Image 32: Sample of Draft Presentation Based on Script to Support Video Presentation

I prepared slides in alignment with scripts written by other team members to support the group's video presentation.



Visualised the core challenges faced by three key stakeholder groups—professionals, students, and academics—through direct quotes and summary statements to set the problem space for our solution

Visualised the existing reference platforms that use AI, LMS, onboarding, and reflection. Helped clarify Wilia's unique positioning by comparing features and integration gaps.

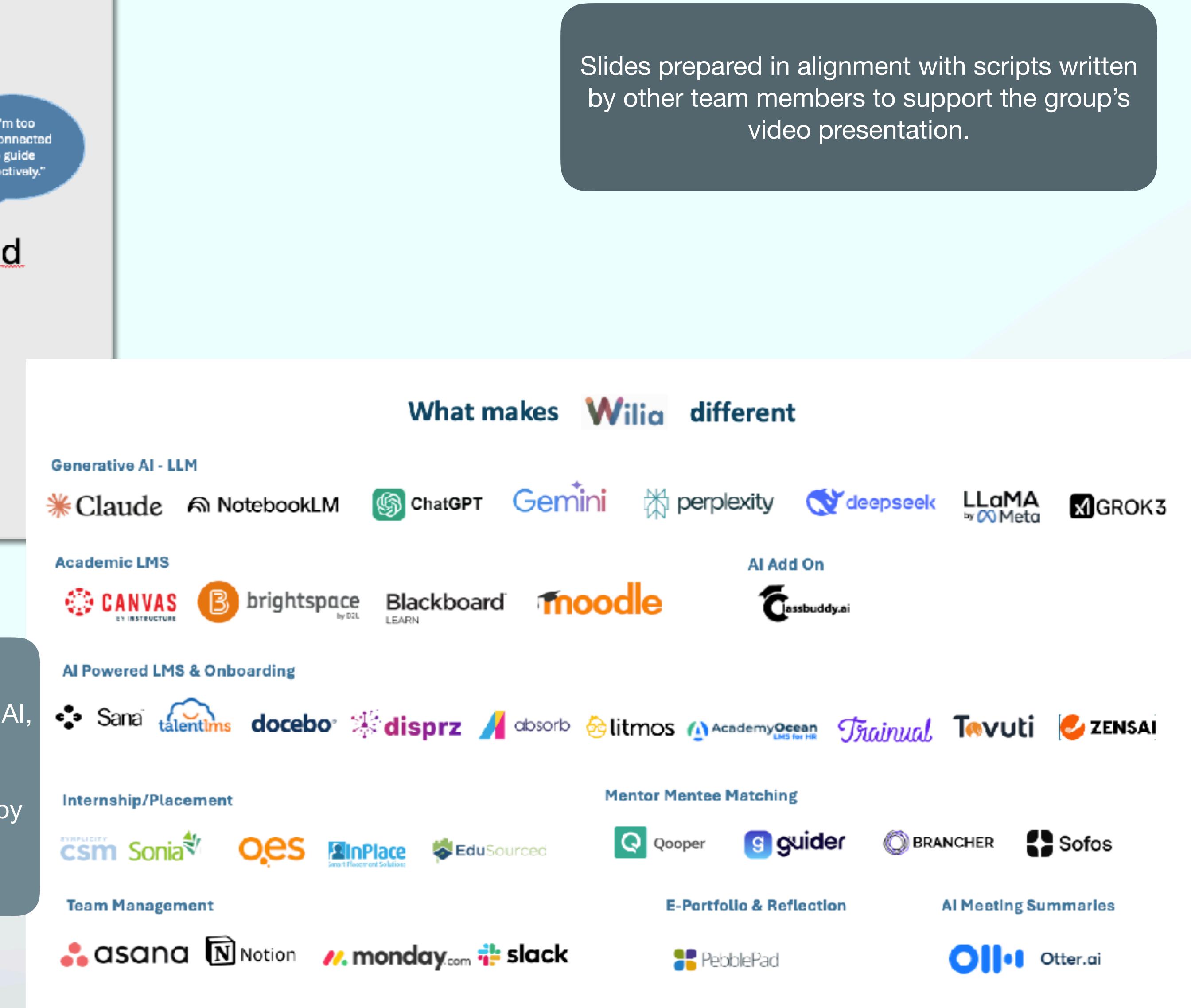


Image 33: Sample of Draft Presentation Based on Script to Support Video Presentation

Thank you

Natchaya Futragoon

Interaction Design Studio Project