

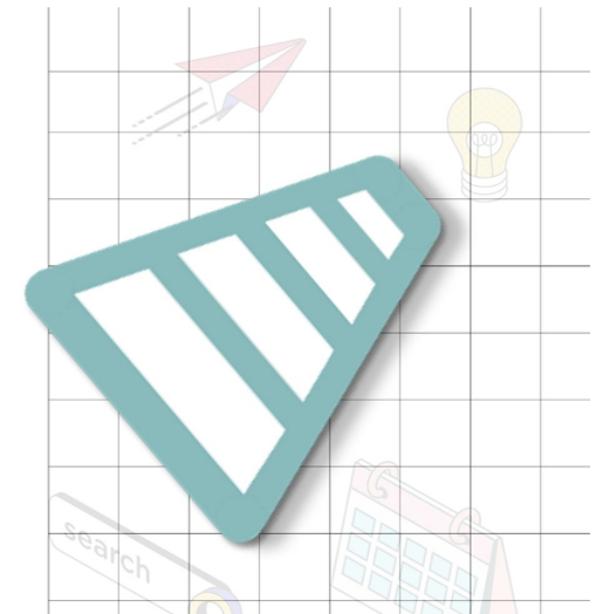
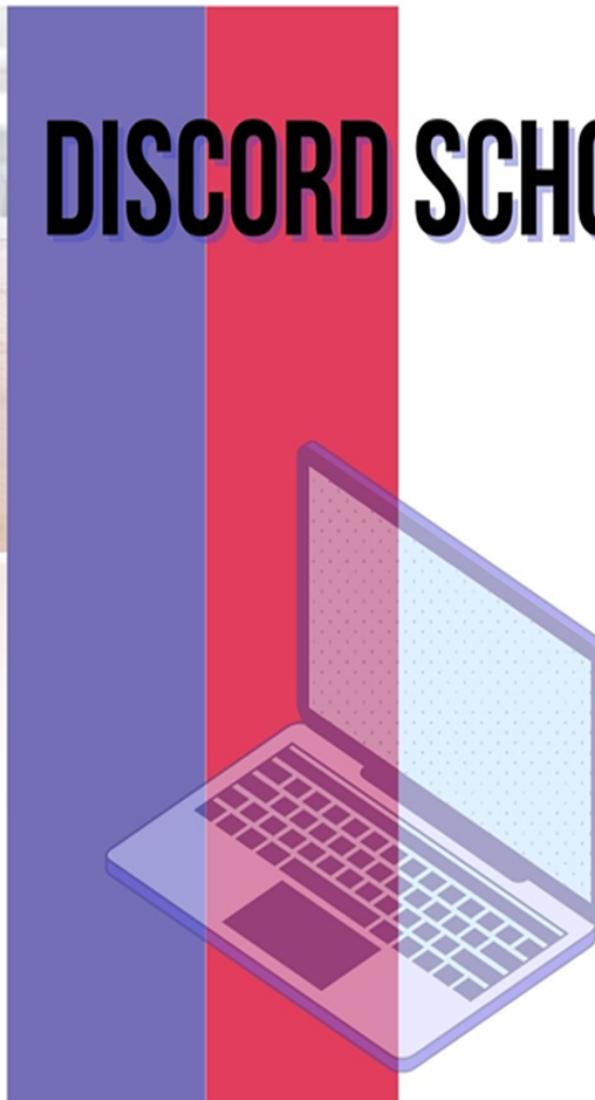
WELCOME TO THE NEW WAY OF LEARNING!

This is a self-developed case study that addresses the need of the hour in the covid 19 situation existing across the world. To create an easily accessible and usable service with a productive approach to learning. Using the strategy and interface by the discord.

PLATFORM : LAPTOP / DESKTOP

RESPONSIBILITY : Personas, Customer Journey Map, Affinity Mapping, Wireframes, Prototype, Design Strategy

extension of ideas from discord



MISSION AND VISION:

- To learn more about the User-Centered Design process through research and UI redesign of the discord app for the trending online schooling .
- Refine pre-existing features within the product to improve the user's experience .Redefine the basic layout and features according to the demands of a schooling app and improve the usability of the students and teaching platform.



digital CLASSROOM



WHAT ARE WE EXPLORING?

LET'S TALK ABOUT DISCORD !

Discord is one of the most popular communication platform that allows you to speak with your friends . This service was originally designed for gamers, to help players coordinate servers and communicate with voice and text. Today, the app is used for other communities that just want a place to share ideas by voice, text or video.

GROWTH WITNESSED OVER THE YEARS:

Discord being a platform created for gaming was first created in 2015 was then developed into an app that was well established through the years which is seen from the tripling of users every year .

WHY THIS WOULD BE A BETTER OPTION :

With the ongoing pandemic situation and all classes and courses happening online the easiness provided in discord is considered a better option – DISCORD SCHOOL .

PROCESS

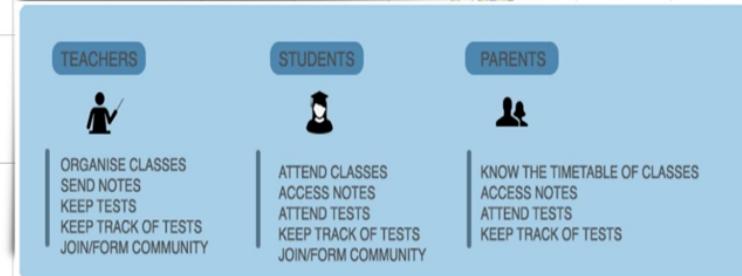
RESEARCH

IDEATION

PROTOTYPES

As a user of discord and an online student for the past 2 years, the distinct features of discord can be used effectively in online schooling by adding features that can help in the easy and productive learning experience. Analysis of the most used online platforms such as Gmeet and zoom was done and the possible tools that can be added for an easy productive platform for online education were listed.

USER STUDY :



White screen for a longer time causes eye strain so the screen background are chosen to be grey .

USER RESEARCH :

In order to get more of a user perspective and better understanding of problems , qualitative method was chosen for the user interview.

IN PERSON INTERVIEW :

4 students were chosen.

2 students who use zoom and other 2 uses Gmeet . Further, it was filtered out to school students and college students.

State the rules SOME QUESTIONS FROM THE INTERVIEW :

- Which app do you use and mostly in which platform .
- Which experience do you miss from being in offline schooling .
- What difficulties do you face in attending online classes
- To keep track of work which mode of schooling was better
- To keep yourself connected to other students and teachers what would you do

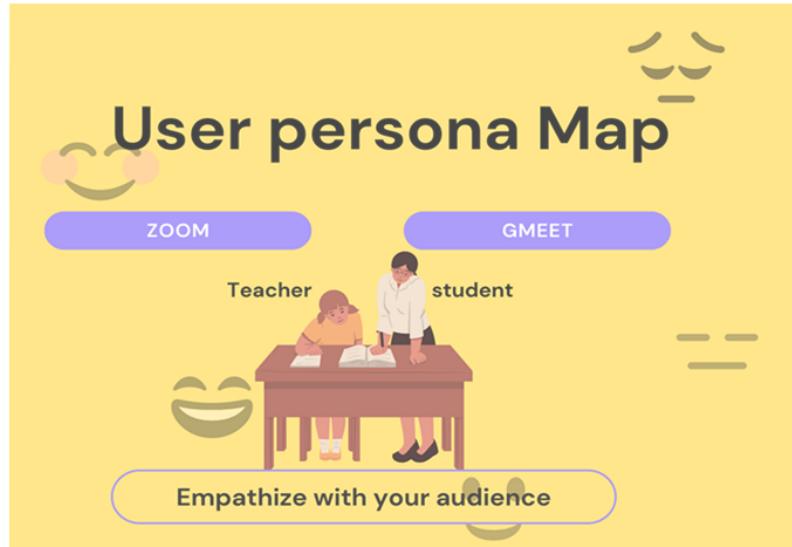


PROCESS

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PROTOTYPES



Prof.Vairamuthu
50, male
ssn college user of gmeet

ABOUT : Vairamuthu is an old man with little knowledge on the use of tech and is a very polite person with hobbies apart from teaching.

WANTS AND NEEDS:

- He is unable to understand the complex workflow of creating the classrooms and updating works at the same time keeping track of the students.
- He needs a proper attention of the students being an online class as he is too polite to keep them on check.

FRUSTRATIONS:

- He is frustrated on the time being lost in connecting the students to one tab and checking their assignments and profile in another as it was significantly reducing the productive class hours.

Customer Journey Map



Mr.Sriram
22, Male
measi academy of architecture,student user of gmeet

ABOUT : Sriram is an introverted, slow learner who has got hobbies of reading books and playing games.

WANTS AND NEEDS:

- engaged classrooms as he zones out of the present quickly.
- easily get into a part of the groups without much effort

FRUSTRATIONS:

- unable to connect to the students of the same class group apart from the school timings.
- not able to connect to the different clubs and events happening online as they are taking part in different media spaces and he is unable to keep track of them.

Customer Journey Map



Ms.kavya
22, Female
sastra univeristy user of zoom call

ABOUT: Kavya is a very studious and enthusiastic learner. she is a very workaholic aiming to finish the work on time.

WANTS AND NEEDS:

- she wants proper track of her work and assignments to be updated and not handled through mailing as she loses the track of them.
- she is unable to connect to the different club members as they are all dispersed on different media.

FRUSTRATIONS:

- being the proper note taker, she circulated her notes easily when they had offline classes. As not there is no proper community with her classmates now, she is frustrated by the chaotic clash of different media and people involved for the same notes.

Customer Journey Map

PROCESS

RESEARCH

IDEATION

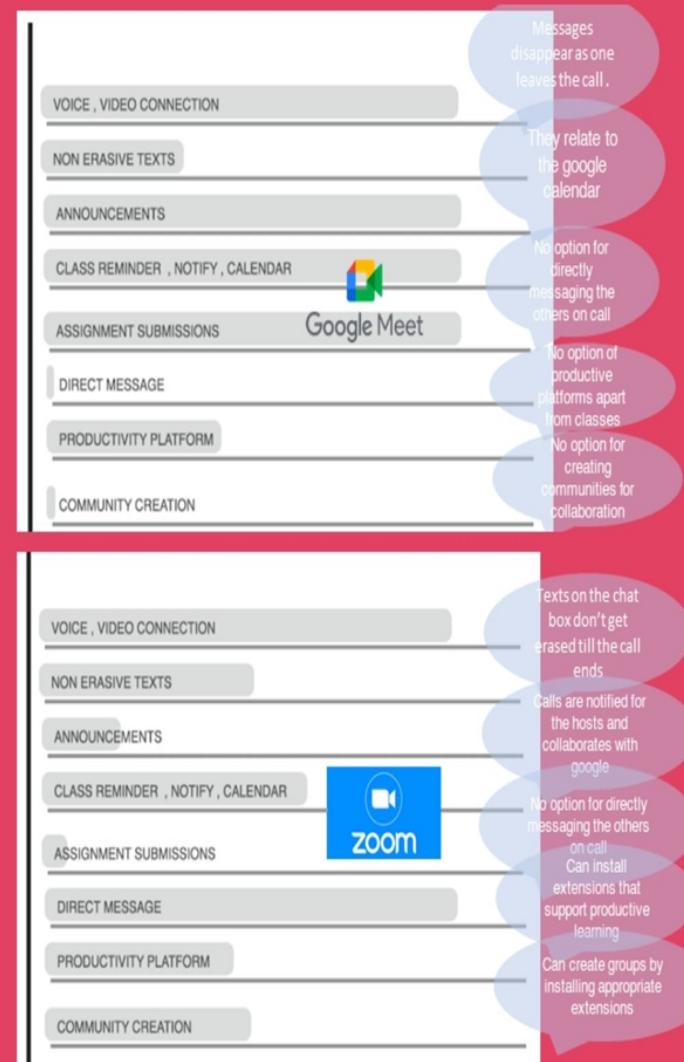
PROTOTYPES

User goals :

- create a school environment with all classrooms connected by links in a server
- easily accessible channels, and co-students
- communities for development
- productive environment

PAIN POINTS :

- Too much usage of network and Loss of connectivity
- Too much of screen time.
- Availability of laptops for everyone
- Creation of servers and distributing among the class mentors



Comparative analysis detailed

An analysis of online classroom etiquette in infographics



what does discord school do?

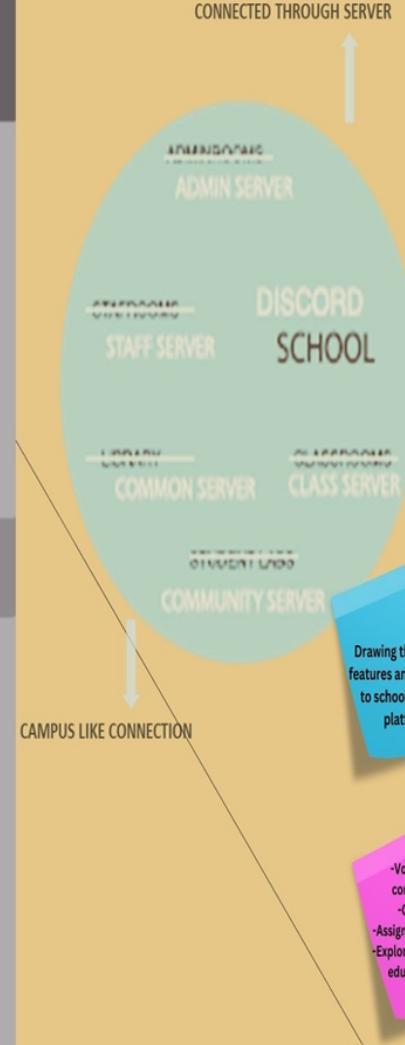


PROCESS

RESEARCH

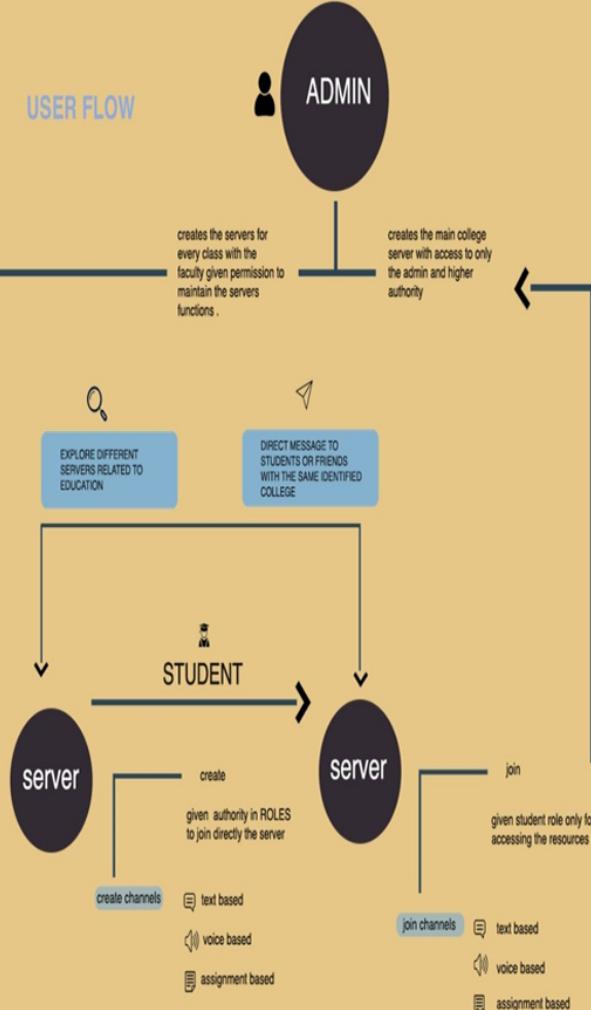
IDEATION

PROTOTYPES



NETIQUETTE 101

Promoting good manners in the virtual classroom



DIFFERENT BUT THE SAME

Classroom communication has changed

Online interactions may at times lack context, or the benefit of facial or body language cues. That said, the same goal remains: efficient communication.

PROCESS

RESEARCH

IDEATION

PROTOTYPES

FEATURES DISCORD SCHOOL PROVIDES

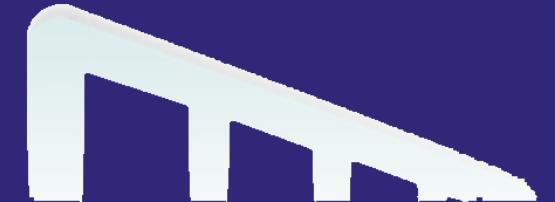
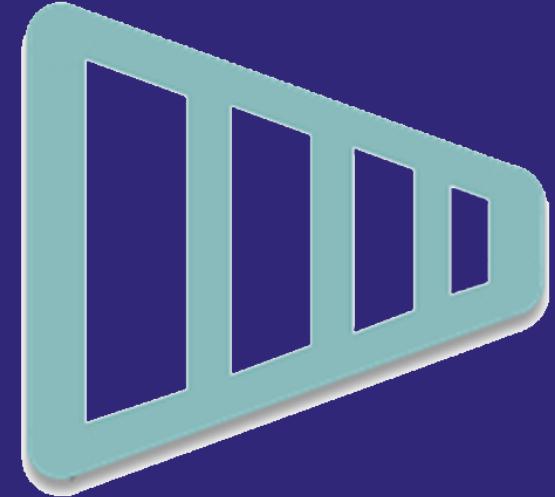


PRODUCTIVITY

This is given to the students by the options of common forum that discords provide like the education based servers so students are forced to explore these forums in their free time .

INCREASED ACCESSIBILITY

Increased accessibility of professor to students and vice versa : students are reached easily and privately instead of going through different apps like whatsapp .



PROCESS

RESEARCH

IDEATION

PROTOTYPING

LANDING PAGE

The landing page of the discord server has the same page layout with features related to carry a productive classroom session.

Users can see the server list , channel list , friends list , main screen

TEST OUT INTERFACE



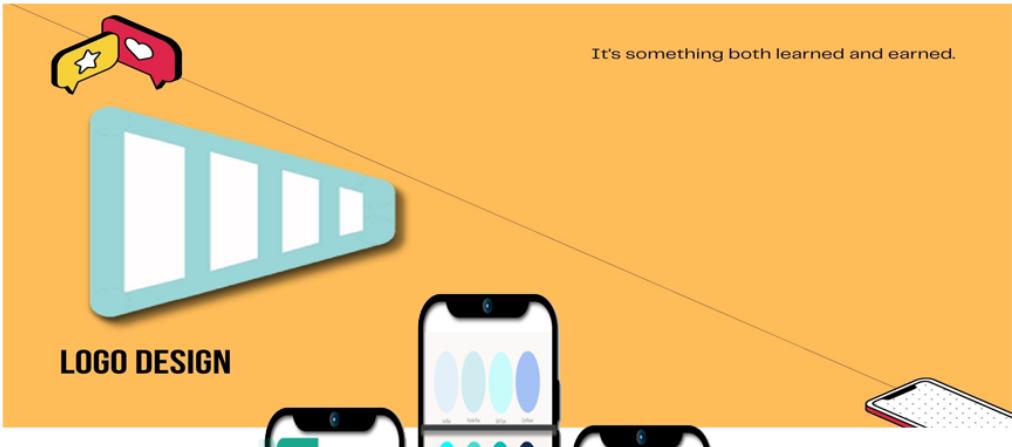
TEST UPLOAD

This screen gives access to view the tests uploaded, reminder and options for creating and uploading.



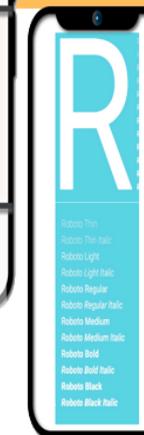
SCREEN SHARE

This screen helps the users of the server to share the screen with that can also connect with the voice and video .



FONT SELECTION

COLOUR THEORY



- For education purposes and formal leaning platform more productive in a blue environment. It should be balanced with warmer colours , adding a bit of extra kick with orange.

- Improve readability and engagement with fonts
- Roboto which is also highly readable and many designers will choose them for any type of eCommerce or e-learning platform.

It's something both learned and earned.

PROCESS

RESEARCH

IDEATION

PROTOTYPING

DISCORD SCHOOL DEFAULT PAGE

- SERVER LIST
- CHANNEL LIST
- YOUR ACCOUNT
- PEOPLE LIST IN THE SERVER
- MESSAGE BAR WITH EMOJIS AND GIFS

CHANNEL

- CREATE ROLES TO GIVE ACCESS TO THE LEVEL OF PERMISSION IN THE SERVER
- INCLUDE PRIVACY BASED ON THE FUNCTION OF THE CHANNEL
- TEXT CHANNEL
- VOICE CHANNEL
- SHARE SCREEN OPTIONS

IMPLEMENTATION

- CHANNELS WHICH ARE THE SUBJECTS ARE CREATED
- CLASS SERVERS – PRIVATE (NEED TO BE LET IN BY THE FACULTY)
- COMMON PUBLIC SERVERS
- NOTIFICATION SETTINGS FOR THE SERVER
- PIN THE MESSAGES – ONLY CERTAIN ROLES CAN
- VIEW THE STUDENT LIST ON THE SERVER
- STUDENTS , FACULTY AND OTHER MENTORS ON THE SERVER WITH ALLOCATED ROLES
- STUDENTS WHO ARE ONLINE ON THE SERVER GETS ACCESS TO SHARE VOICE VIDEO AND THEIR SCREEN
- OPENS WHITEBOARD WHICH HELPS IN JAMMING WITH STUDENTS OR CO FACULTIES

PROCESS

RESEARCH

IDEATION

PROTOTYPING

The image displays two side-by-side wireframe prototypes. The left prototype, labeled 'STUDENT SERVER', shows a dashboard with a sidebar for 'UPCOMING TESTS, ASSIGNMENT' and a main area for posts from 'STEVE' and 'MANY'. The right prototype, labeled 'TEACHER SERVER', shows a similar dashboard with a sidebar for 'UPCOMING TESTS, SUBMISSION' and a main area for posts from 'STEVE' and 'MANY'. Both prototypes include sections for 'TEST CHANNELS', 'BUILDING SERVICES', 'NOTES', 'ANNOUNCEMENTS', and 'INTERIOR DESIGN'.

STUDENT SERVER

- SHOWS THE UPCOMING TESTS, ASSIGNMENT
- THE BRIEF OF THE PROJECTS THAT'S A CLICK ON

TEACHER SERVER

- ADDS ON THE REMINDER FOR THE UPCOMING TESTS
- UPLOADS THE NEW ASSIGNMENT
- CAN VIEW THE UPLOADED ASSIGNMENT

The image displays three wireframe prototypes. The top prototype, labeled 'PRODUCTIVE SERVERS', shows a dashboard with sections for 'CHOICE OF STUDY', 'FIND COMMUNITY FOR EDUCATION PURPOSE', and 'CHOOSING THE THEME'. The middle prototype, labeled 'DIRECT MESSAGE STUDENTS', shows a messaging interface with a 'FRIEND LIST' and 'DETAILS OF THE STUDENT'. The bottom prototype, labeled 'CREATE A COMMUNITY', shows a dashboard for creating communities, with a section for 'THE COMMUNITY THE USER IS A PART OF'.

PRODUCTIVE SERVERS

- CHOICE OF STUDY
- FIND COMMUNITY FOR EDUCATION PURPOSE
- CHOOSING THE THEME

DIRECT MESSAGE STUDENTS

- FRIEND LIST
- DETAILS OF THE STUDENT

CREATE A COMMUNITY

- CUSTOMISATION FOR THE USER (STUDENT OR TEACHER)
- THE COMMUNITY THE USER IS A PART OF

Learnings :

Understanding the mindset of the user and integrating the mood as a solution so that there is smooth usage with appropriate aesthetics.

Correlating the existing features and adding features for the problem we are solving.

Empathizing the user and user flow for productive learning.

