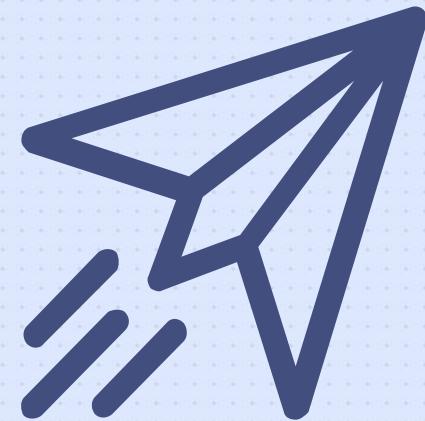


SKILL RISE

IS247 - Group 5

Alisha Gomes, Jessica Vecchio, Vedanshi Patel
Rodney Newton



INTRODUCTIONS



ALISHA GOMES



VEDANSHI PATEL



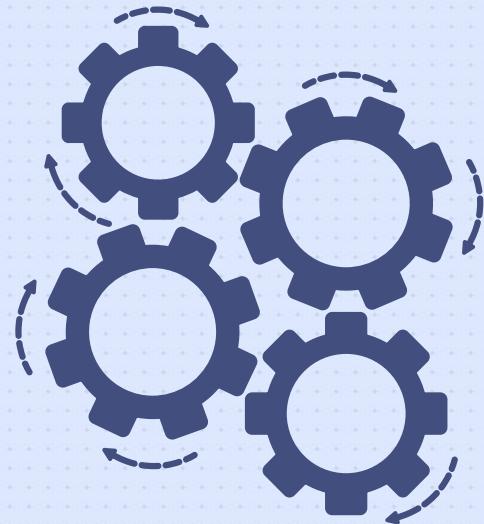
RODNEY NEWTON



JESSICA VECCHIO

PROBLEM STATEMENT

Education institutions satisfaction ratings are at all-time lows. Enrollment has decreased 10% since the beginning of the pandemic because the isolation caused by Covid-19 has prevented students from obtaining important skills. Students lack the necessary skills related to communication, teamwork, and conflict resolution, preventing them from contributing to or joining the workforce.



HIGH LEVEL VISION

SOLVING THE PROBLEM

SKILL RISE, our soft skills web app, helps graduating students increase their confidence, communication, and preparedness to join the workforce after the Covid-19 pandemic isolation.

SKILL RISE provides students with a platform to gain and refine the communication, teamwork, and conflict resolution skills necessary for professional employment, thus relieving students' burdens.

PERSONA

Alexa Mendoza

Age: 26 | Major: Human-Computer Interaction | Target Job Title: UI Designer



"I've been working solo for about five years now and since the pandemic limited classes to online, I haven't been able to improve the skills I need for my prospective career."

Bio

Alexa has always been a pretty shy person but enjoys meeting new people and testing her limits. She is a part-time student while also working her current job full-time. Alexa is working towards her second degree which is completely unrelated to her first.

Soft Skills

COMMUNICATION



TEAMWORK



CONFLICT RESOLUTION



Goals

- To prepare for upcoming interviews
- To improve communication skills in order to connect with team members of her future design team

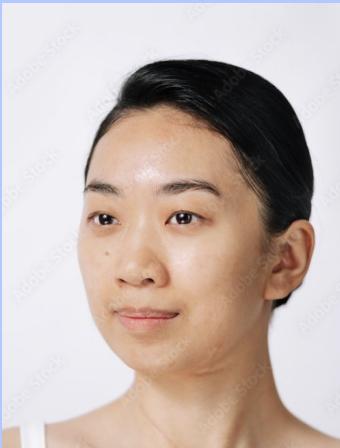
Pain Points

- Lack of experience in team settings
- Nervous about presenting designs to clients

Alexa is moving from a fully independent position to a position that always works in a team environment. In order to be successful at her new job, she hopes that she can be the same strong minded woman she has been in her current job but also work well with her new teammates.

Frequently Used Apps





"Though I have always preferred working by myself, I want to push myself to learn how to be better at collaborating with others".

Bio

Grace has never been great at communication. She finds it hard to speak up in groups, and instead reverts to keeping quiet. When given the option, she chooses to work individually and as a result has underdeveloped social skills. The pandemic has further deterred her from improving on her communication skills.

Grace Zhen

Age: 21 | Major: Business | Target Job Title: Accounting Manager

Soft Skills

COMMUNICATION



ORGANIZATION



CRITICAL THINKING



Goals

- Get a job as an accountant straight out of college
- Eventually become an accounting manager

Pain Points

- Lack of opportunity during the pandemic to develop communication skills
- Voicing her opinions

Grace's ultimate goal is to work her way up the corporate ladder to become an accounting manager. This role would help with her personal growth and she thinks it would be valuable to work on her social skills to prepare.

Frequently Used Apps





"I'm not really a loner but the recent pandemic has gotten me accustomed to being by myself and not interacting with others"

Bio

Josh was an outgoing person who enjoys meeting and socializing with people but has changed to become more introverted. With the pandemic, he is unsure if he has the necessary skills and knowledge to continue down his career. He takes online courses only and rarely has to come to campus.

Josh Turner

Age: 24 | Major: CS | Target Job Title: Software Engineer

Soft Skills

COMMUNICATION



TEAMWORK



CONFLICT RESOLUTION



Goals

- To connect with people in my field
- To be more confident in his communication skills

Pain Points

- Unsure on if they have the necessary experience to continue to his professional career
- Feeling nervous on adjusting into a more social environment

Josh has been taking online courses for almost 2 years now and is about to graduate. He feels these 2 years with limited social interaction has left him unprepared for the professional world.

Frequently Used Apps





"Being an extrovert, most people expect me to be good at public speaking. Nothing is further from the truth. I hoped to improve my in-person presentation skills during college, however I feel that Covid-19 robbed me of that opportunity."

Bio

Bob is a full time student athlete at NJIT. Known as a team player and problem solver, Bob excels in one-on-one and small group in-person interactions. He is a social media enthusiast and expert with anything technology.

Bob Smith

Age: 25 | Major: Information Systems | Target Job Title: Product Manager

Soft Skills

COMMUNICATION



TEAMWORK



CONFLICT RESOLUTION



Goals

- To improve in-person presentation skills
- To obtain a product manager position and to excel in that role

Pain Points

- Feels anxiety over lack of presentation skills
- Feels unprepared for speaking aspects of a product manager role

Due to Covid-19, Bob was forced to take his Effective Speaking class online instead of in-person. Public Speaking has always been a weakness for Bob. He has improved slightly since joining the school soccer team, but he is nowhere near ready to obtain and thrive in a challenging Product Management position. He seeks skills, tips, techniques, and a platform to practice effective speaking.

Frequently Used Apps



Aisha Sharma

Age: 21 | Major: Architect | Target Job Title: Town Planner



"I'm a hardworking person but unable to speak up and put my point among others."

Bio

Aisha is an international student. She came to NJIT to explore and find new opportunities for her career. During this pandemic, she became an introvert spending less time with friends and family and now she is having a hard time socializing with others.

Soft Skills

COMMUNICATION



TEAMWORK



CONFLICT RESOLUTION



Goals

- To obtain self awareness when she is speaking in public
- To gain back the confidence she used to have so that she can express her opinions

Pain Points

- She suffers from low self-esteem which makes her insecure to speak publicly
- Unable to express her thoughts during group meeting

Aisha was an affable girl but during the pandemic, she has gone through a lot. She has lost her loved ones, she was not able to share her emotions with anyone and thus she was not able to keep up with her classes. With the help of online tutoring, her grades are improving but she has become an introvert who cannot express herself and gets anxious speaking in public. She wants to get a job as a town planner but she is so nervous about her communication skills that she might not attend the career fair her college is hosting.

Frequently Used Apps





"I'm very uncomfortable around large groups. I feel much more relaxed when it is just me and my computer. I haven't worked in a team environment. I hate conflict and I'll avoid it at all costs. Also, I vomit if I have to speak publicly."

Bio

Dallas was a child prodigy and a genius. He graduated high school at 16 and will have his BS at 19. However, he is an introvert and is not on social media. He has a long commute to NJIT and rarely hangs out after classes.

Dallas Blake

Age: 19 | Major: Computer Science | Target Job Title: Data Scientist

Soft Skills

COMMUNICATION



TEAMWORK



CONFLICT RESOLUTION



Goals

- To learn how to be an effective team member
- To relieve anxiety over workplace conflicts

Pain Points

- Lacks in-person small team experience
- Feels unprepared to interact in a business environment

All Dallas' classes have been online ever since the Covid-19 pandemic started. He has worked on class projects, but he is naturally shy and his soft voice is often drowned out by those with stronger personalities. Dallas is highly intelligent and feels that he has a lot that he can offer a team, however he is fearful that he will not have that opportunity unless he improves his soft skills.

Frequently Used Apps



STAKEHOLDERS

Stakeholders

Role	Interest
Student's Families	Help ensure students can find a job
Students	Obtain a job
Universities Career Services	Ensure their students obtain a job and thrive
Partnered Companies	Quality intern & job candidates

PROBLEM SCENARIO

Problem Scenario

Alexa, a 26-year-old full-time travel blogger, is nearing the end of her new, fully online degree in human-computer interaction. Being the shy person she is, she has always enjoyed her current job as it requires little to no interaction with other people. She is able to travel to different destinations, document them, and post her thoughts online.

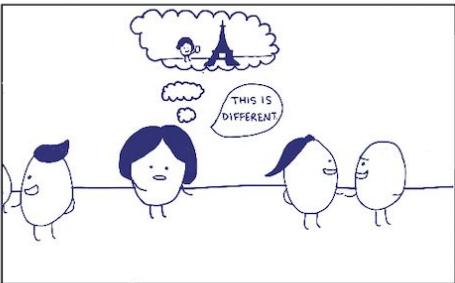
Due to the want to push her limits and ultimately find one single place to call home,

Alexa decided to go back to school for something new.

Even though during her travels, Alexa does meet new people, she does not currently work with others in a professional setting and so she is lacking the teamwork, communication, and conflict resolution needed for her future. Alexa realizes that because her degree was fully online due to Covid-19, she is in need of improvement.

She was not able to work in teams or communicate thoroughly with her peers in class. Alexa knows she will need some more development with these skills before she will feel confident enough to go out into the workforce.

STORYBOARD

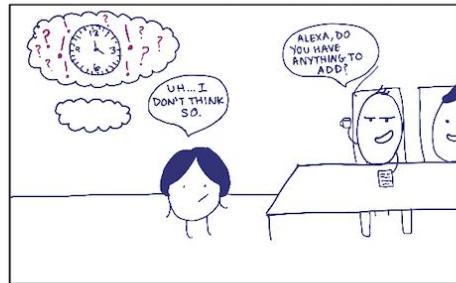


- ALEXA IS ASSIGNED TO HER FIRST UI PROJECT TEAM AFTER YEARS OF BEING A SOLITARY TRAVEL BLOGGER.



- ALEXA IS GIVEN A TASK FROM HER BOSS WITH A DEADLINE THAT IS FAST APPROACHING.

PERSONA: UI DESIGNER, ALEXA



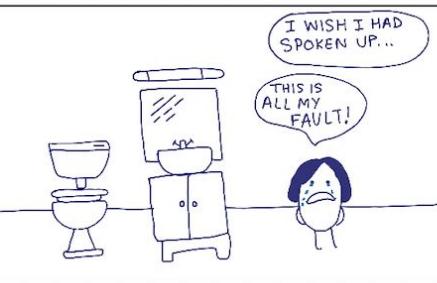
- ALEXA HAS NO IDEA WHERE TO START AND DOESN'T SPEAK UP DURING TEAM MEETINGS TO ASK FOR HELP.



- IT IS THE DAY OF ALEXA'S DEADLINE AND SHE HAS NOT STARTED HER TASK.



- ALEXA'S BOSS GETS ANGRY AT HER AND TELLS HER SHE'S FIRED FOR NOT COMPLETING HER TASK.



- ALEXA GOES TO THE BATHROOM IN HER OFFICE AND CRIES.

SCENARIO: ALEXA GETS FIRED

Problem Scenario 2

Bob is a 25-year-old extroverted student athlete. Due to Covid-19, Bob's classes shifted online. Since his classes were online, he has performed many presentations over web meetings but none in-person.

Bob will soon graduate with an Information Systems degree. He aspires to become a Product Manager but he is worried about giving in-person presentations, as that is an important aspect of the position. Bob recognizes that successful Product Managers must be effective speakers and presenters. Unfortunately, public speaking is Bob's weakness. Covid-19 prevented in-person public speaking for most of his college experience. Therefore, he has had little-to-no exposure presenting in-person.

Bob interviews online and obtains a Product Manager position. Initially, Bob is able to work remotely from home due to Covid-19. However, now that the Covid-19 pandemic is over, his employer requires employees to return to the office. Bob is scared, worried, and nervous that he will choke up when presenting in-person. He realizes that he must improve his in-person presentation and speaking skills, but his problem is that he is missing the education, training, and experience.

Storyboard 2



Bob is an extrovert who is a soccer player at NIT.



Due to covid class shifted online.



Bob is now about to graduate and is jobless.



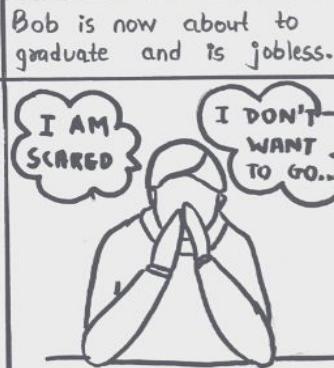
So he applied online and got a job.



Job was work from home during covid.



Post covid, job moved back to the office.



Bob is scared to present in-person.

ACTIVITY SCENARIO

Activity Scenario

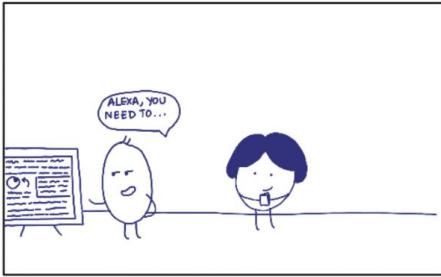
Alexa, a 26-year-old full-time travel blogger, is nearing the end of her new, fully online degree in human-computer interaction. As she is almost through her degree, Alexa is getting nervous about her lack of these skills due to the limits Covid-19 put on in-person classes.

Through her college's career services, she is notified of an app, Skill Rise, that can help. Alexa signs up and is told she needs to work on her communication skills. She is graded throughout many assigned activities and given tips after each to improve her skills. After completing the app's required activity list and receiving her certificate, Alexa is feeling confident that she has improved her ability to communicate. She is excited to use these newfound skills to participate flawlessly in multiple work projects. Alexa now feels that her soft skills are good enough to tackle anything that comes her way.

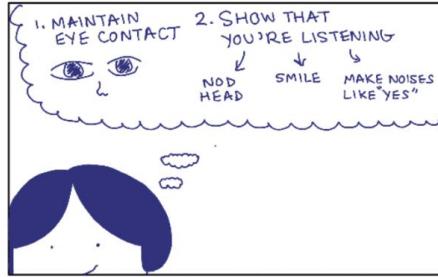
STORYBOARD

PERSONA:
UI DESIGNER,
ALEXA

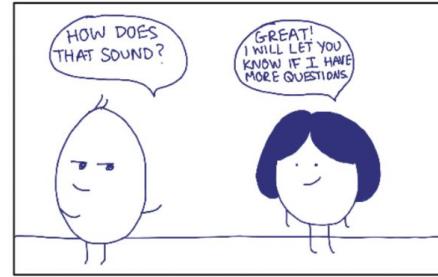
SCENARIO:
ALEXA USES HER
NEW SKILLS



- ALEXA IS GIVEN A TASK FROM HER BOSS WITH A DEADLINE THAT IS FAST APPROACHING



- ALEXA USES THE TOOLS SHE LEARNED FROM SKILL RISE TO FOCUS ON HER BOSS'S DESCRIPTION OF HER TASK



- ALEXA'S ACTIVE LISTENING SKILLS HELP HER SUCCESSFULLY UNDERSTAND HER TASK



- ALEXA WORKS HARD TO COMPLETE HER TASK BUT HAS AN ISSUE WITH ONE PART OF HER ASSIGNMENT



- ALEXA IS TRANSPARENT TO HER TEAM ABOUT HER PROBLEMS DURING A MEETING AND ASKS FOR HELP



- WITH THE HELP OF HER TEAM, ALEXA IS ABLE TO COMPLETE HER TASK

Activity Scenario 2

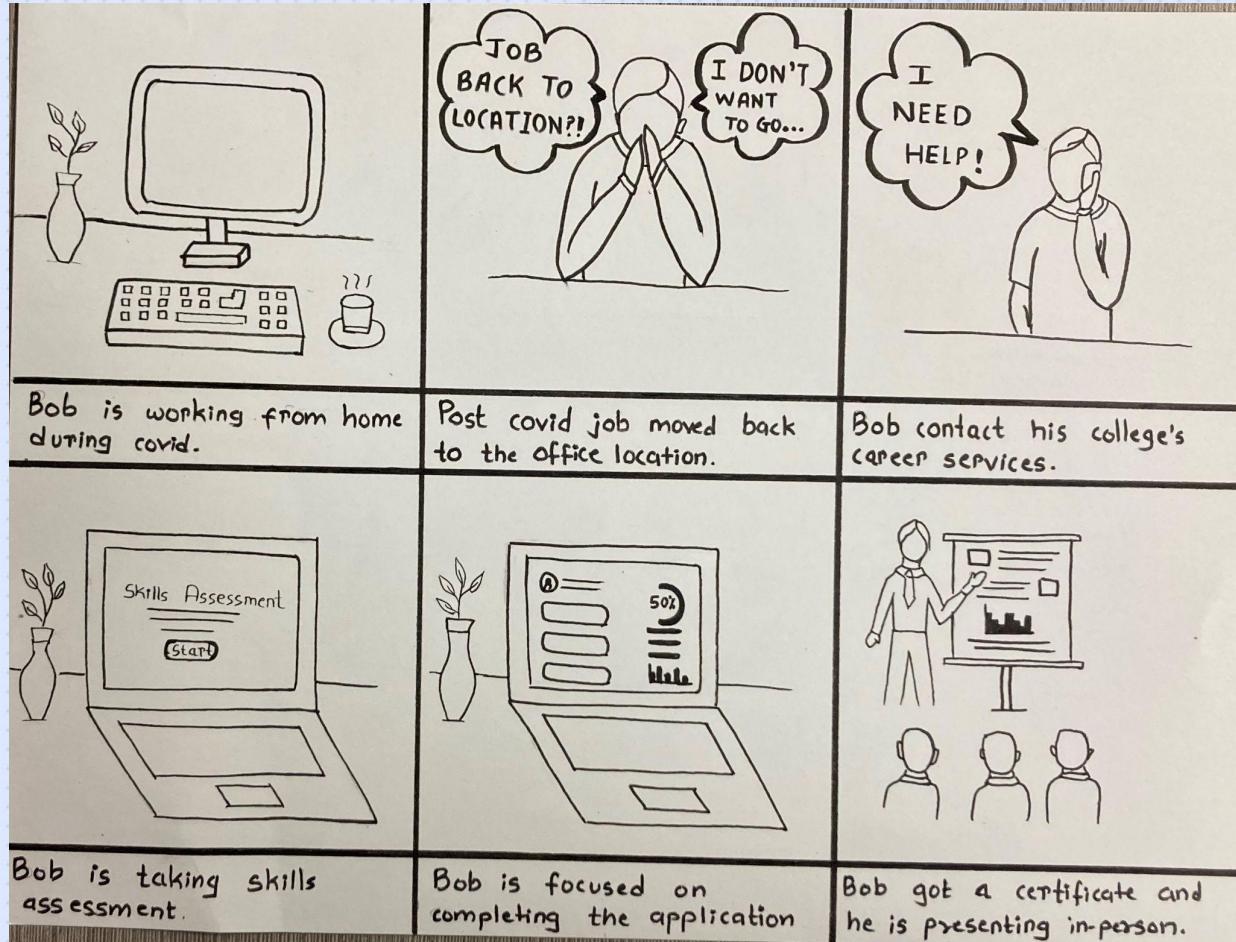
Bob is a 25 year old grad who recently obtained a job that requires him to present in front of large crowds.

Due to Bob's anxiety about presenting in-person, Bob contacts NJIT who directs him to download the SKILL RISE app which provides education, practice, and confidence to improve communication skills, including presenting in-person. When Bob first starts SKILL RISE he answers a series of questions to identify weaknesses and strengths. The app creates a personalized roadmap to success program. Bob uses the roadmap checklist to track his progress. He uses the app to learn speaking and presentation tips & techniques and to locate platforms where he practices his newly learned skills. Bob's program focuses initially on education, pointers, encouragement, and inspiration to boost Bob's confidence to present and speak to colleagues and customers in-person.

SKILL RISE includes motivational features to keep users engaged and progressing. Motivation to learn and practice is important since the app improves weaknesses, and people often shy away from developing weak areas, especially when uncomfortable or difficult. Finally, the app connects him to platforms to practice in-person speaking with a recording and critique scoring mechanism. Bob loves the app because it is well designed, easy to use, and tracks his progress.

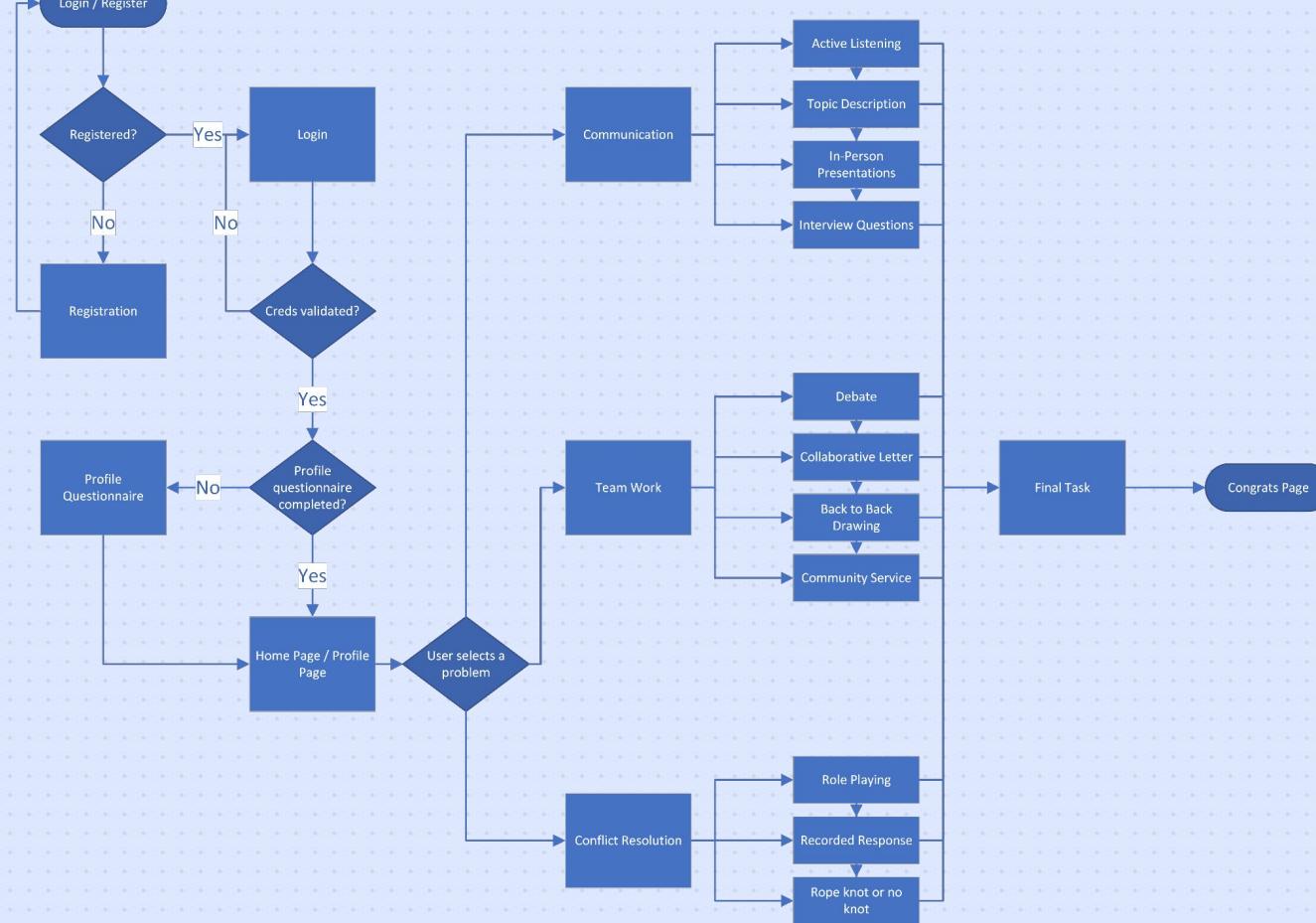
After completing the app's program, Bob presents in-person with confidence and success!

Storyboard 2



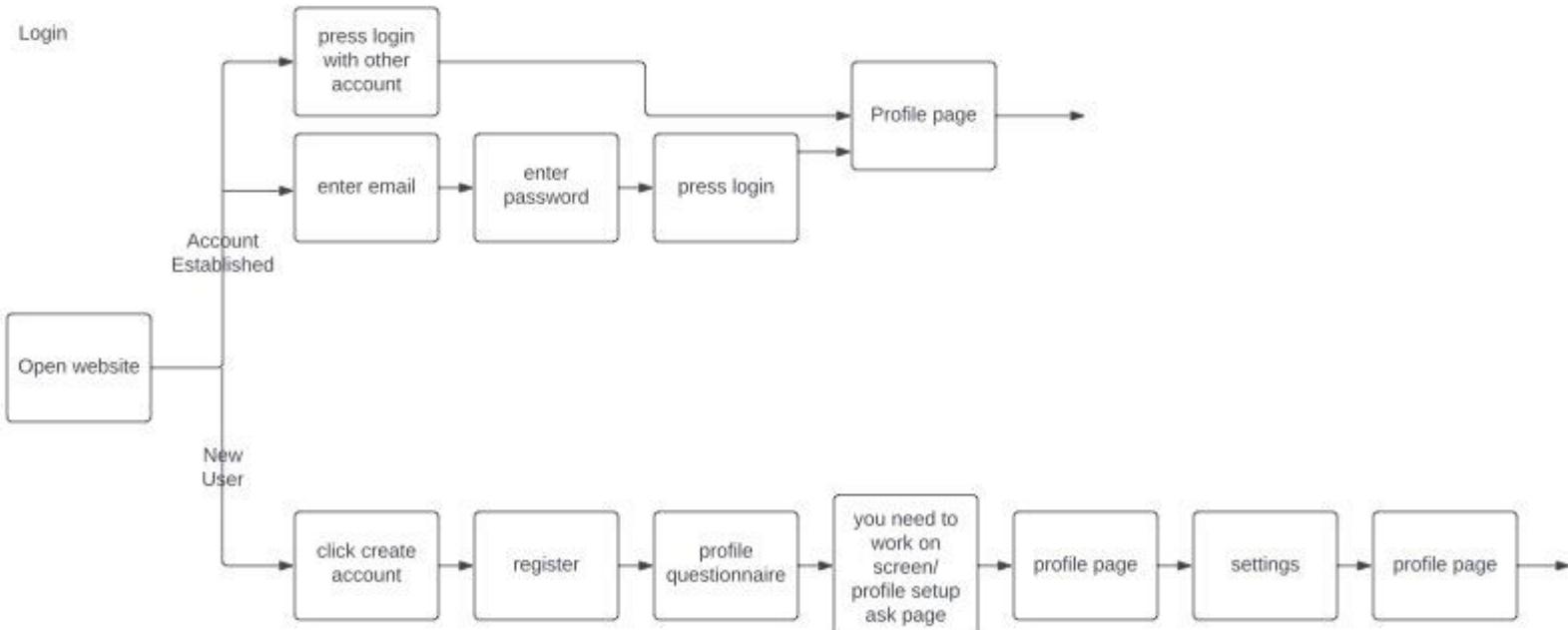
HIGH LEVEL USER FLOW DIAGRAM

High Level User Flow Diagram



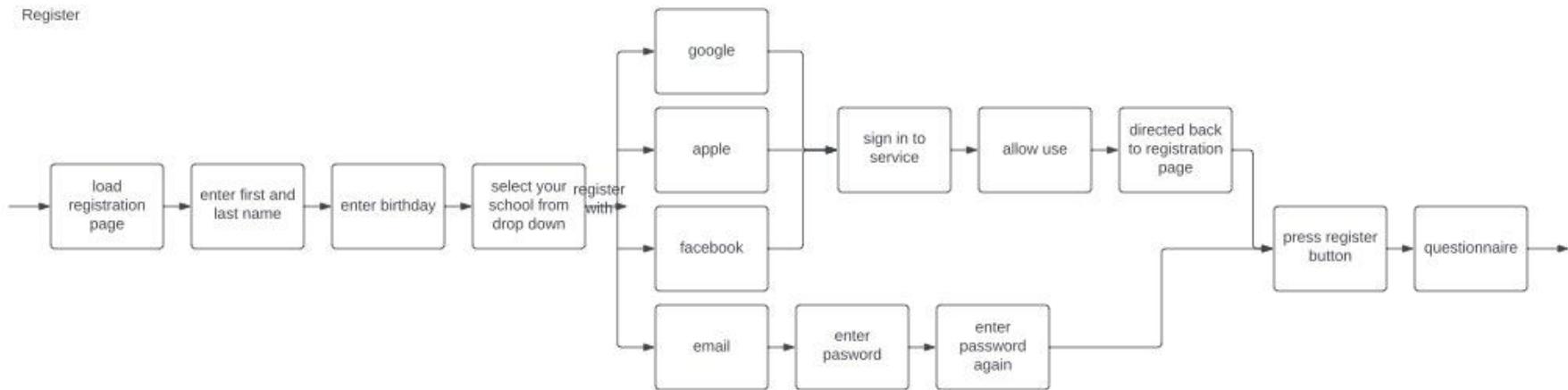
DETAILED USER FLOW DIAGRAMS

User Flow Diagram



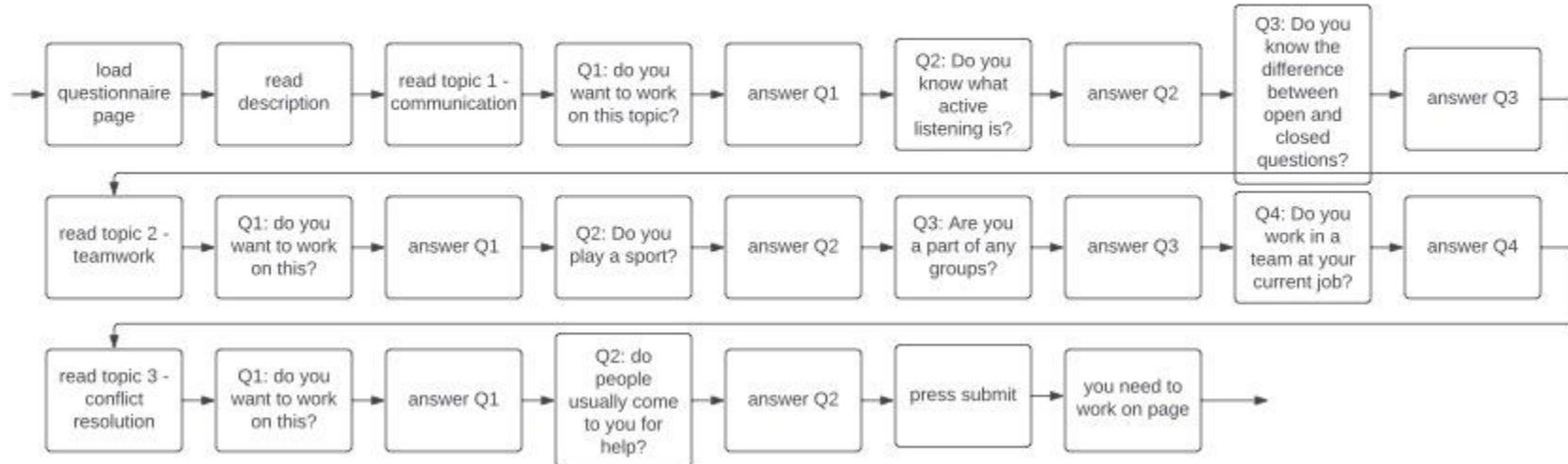
User Flow Diagram

Register



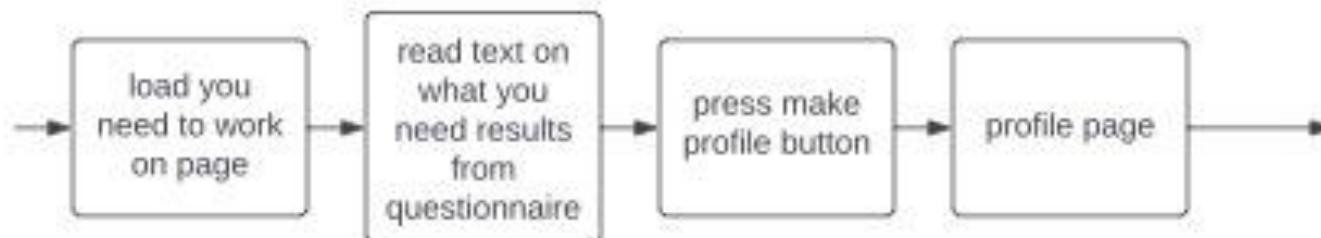
User Flow Diagram

Questionnaire

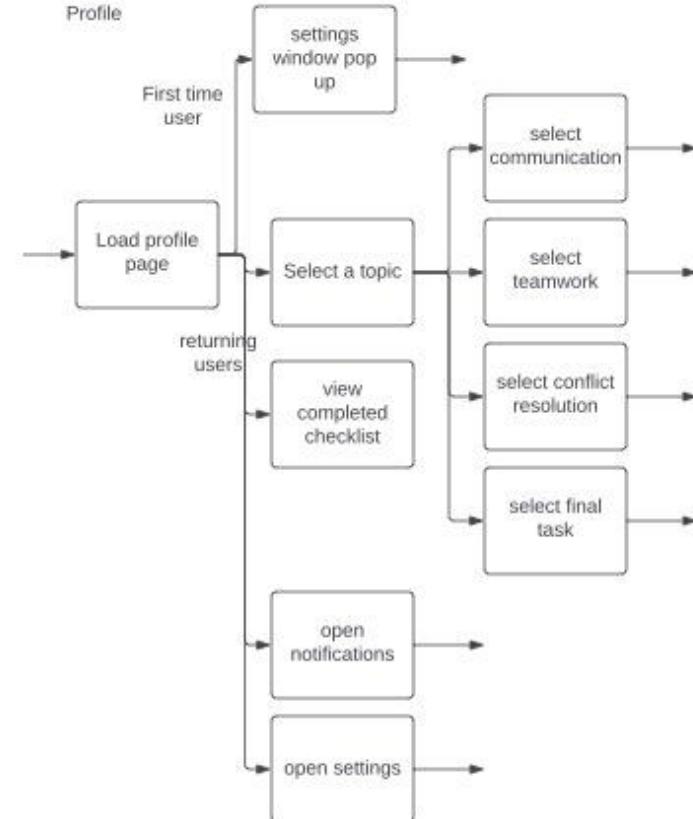


User Flow Diagram

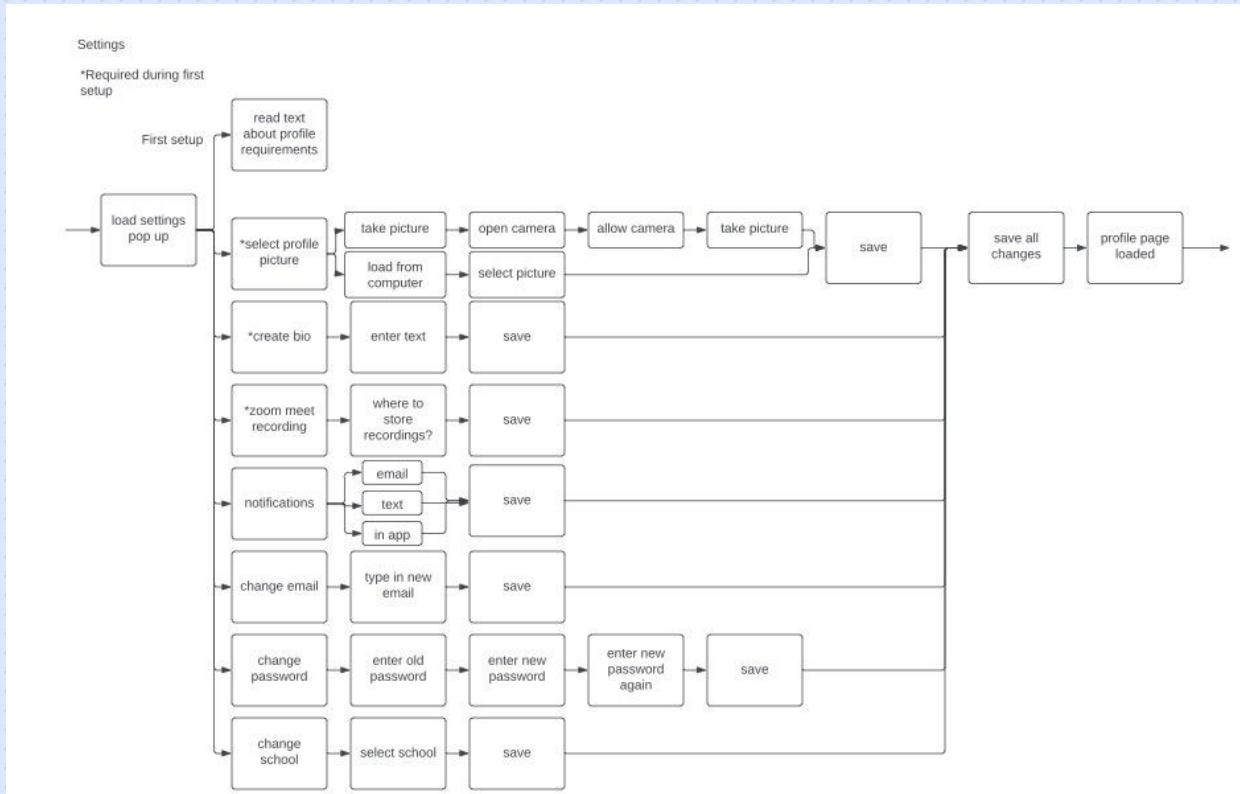
You need to work on
page



User Flow Diagram

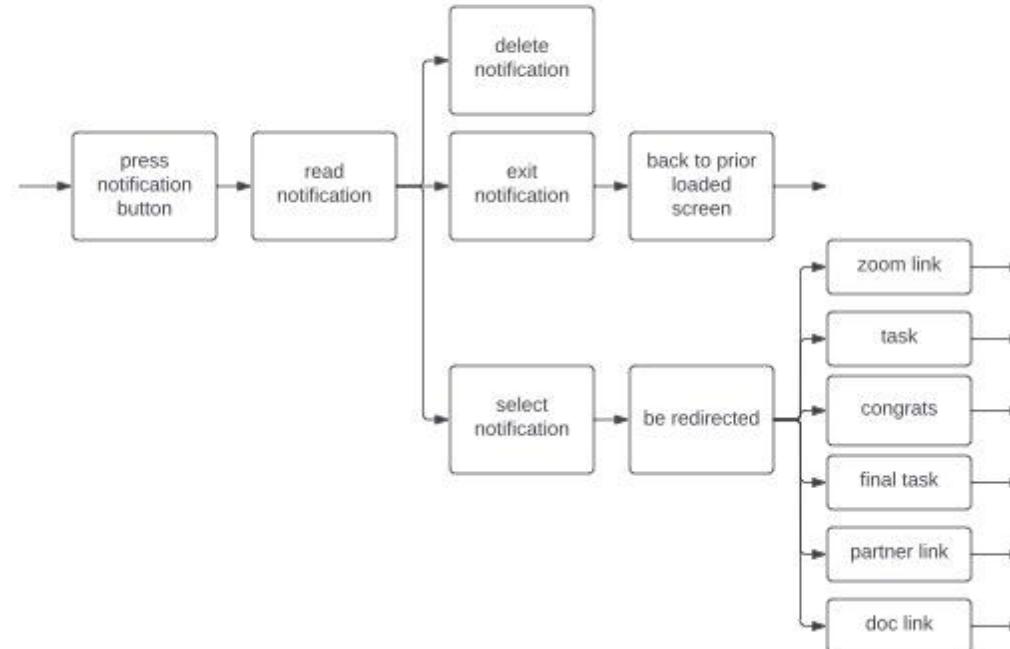


User Flow Diagram

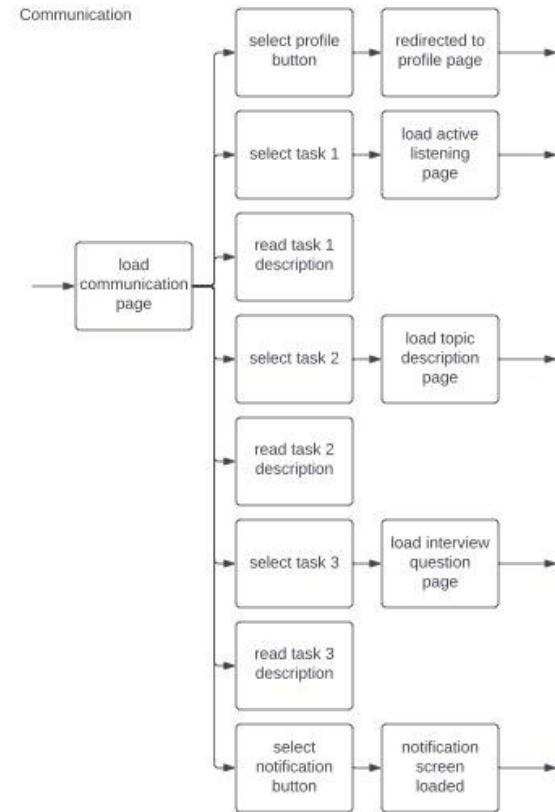


User Flow Diagram

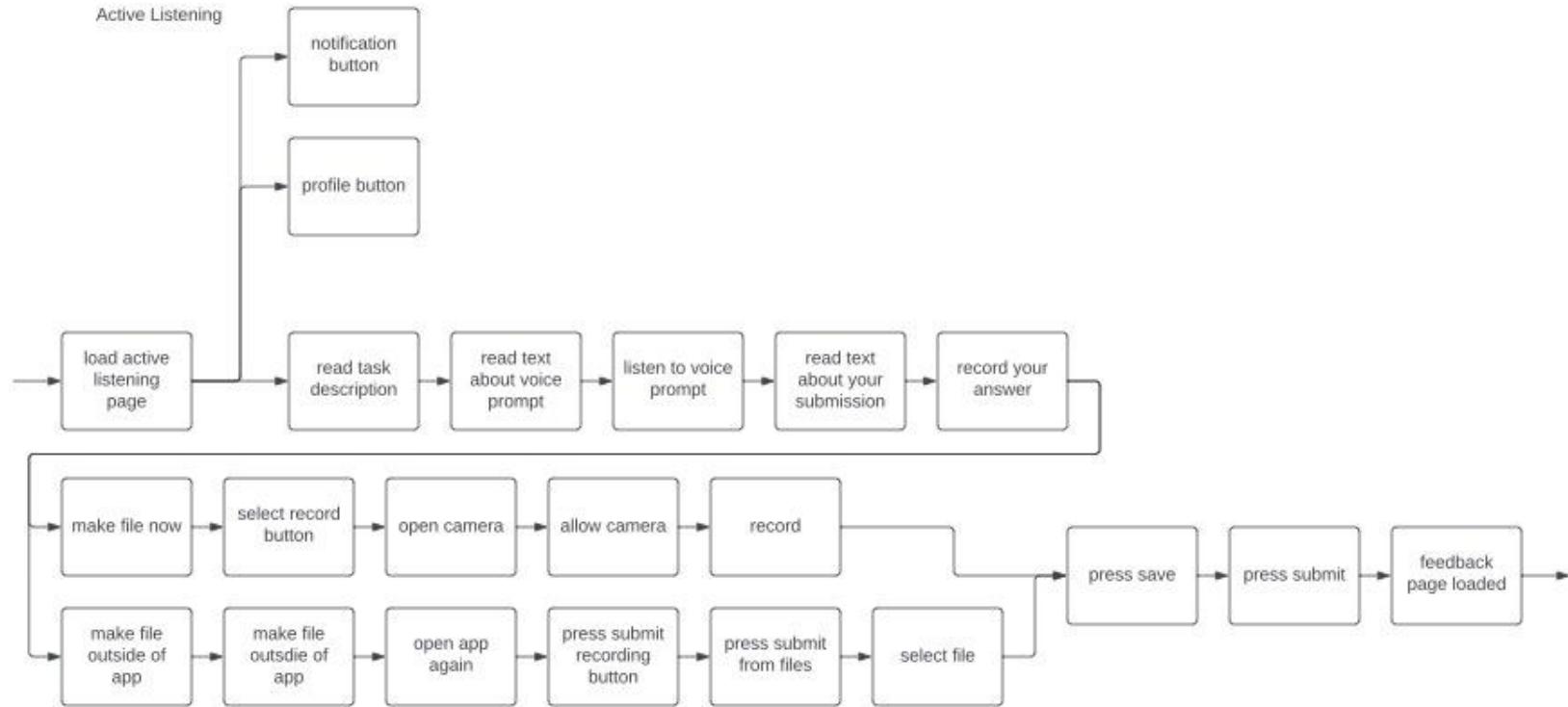
Notifications



User Flow Diagram

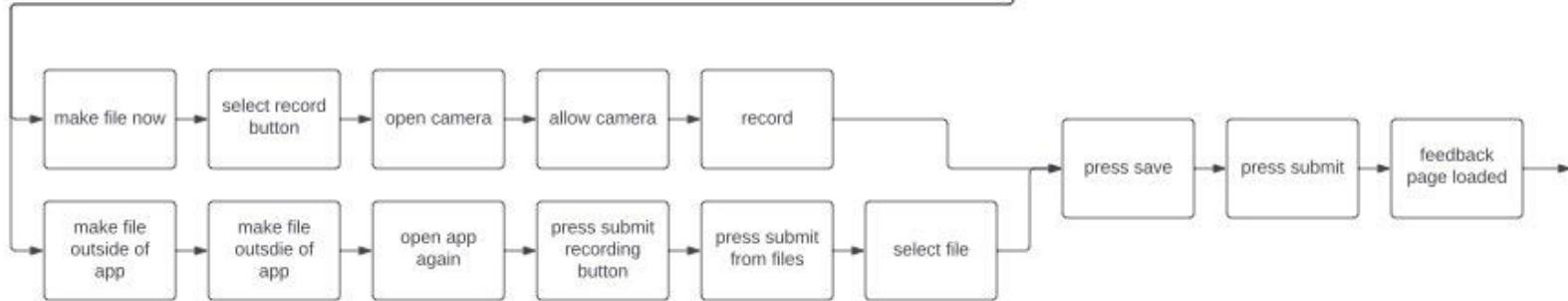
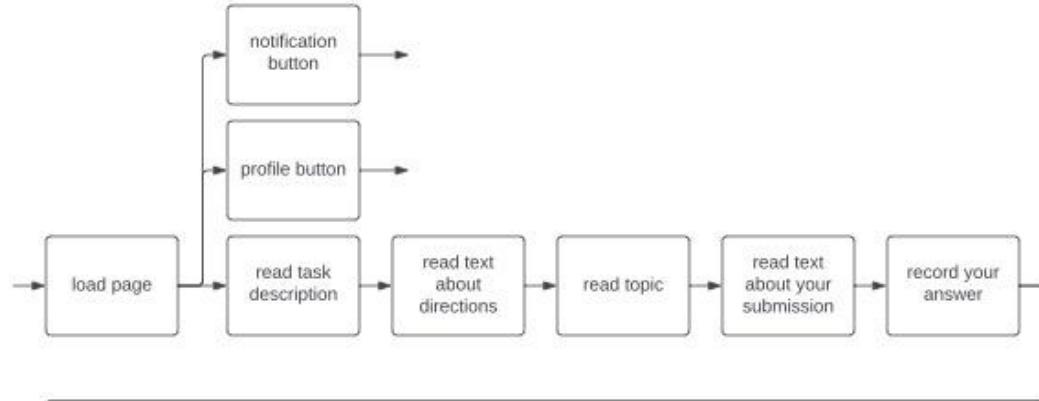


User Flow Diagram



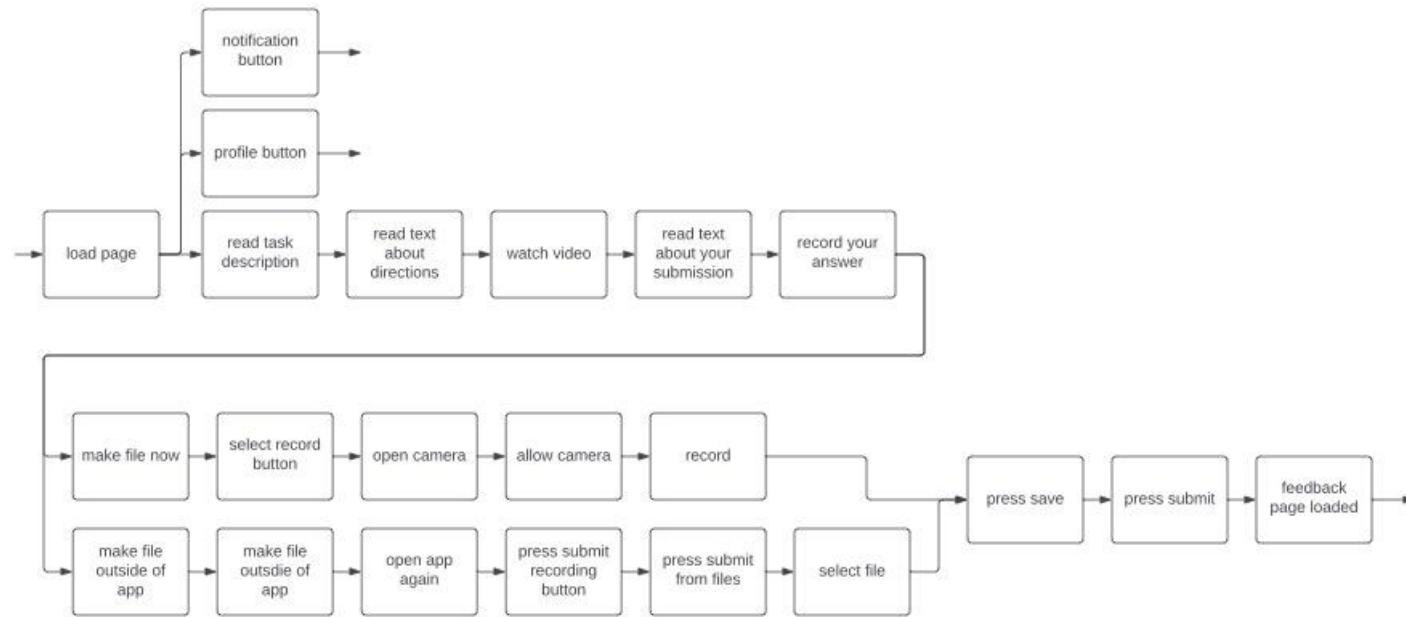
User Flow Diagram

Topic description

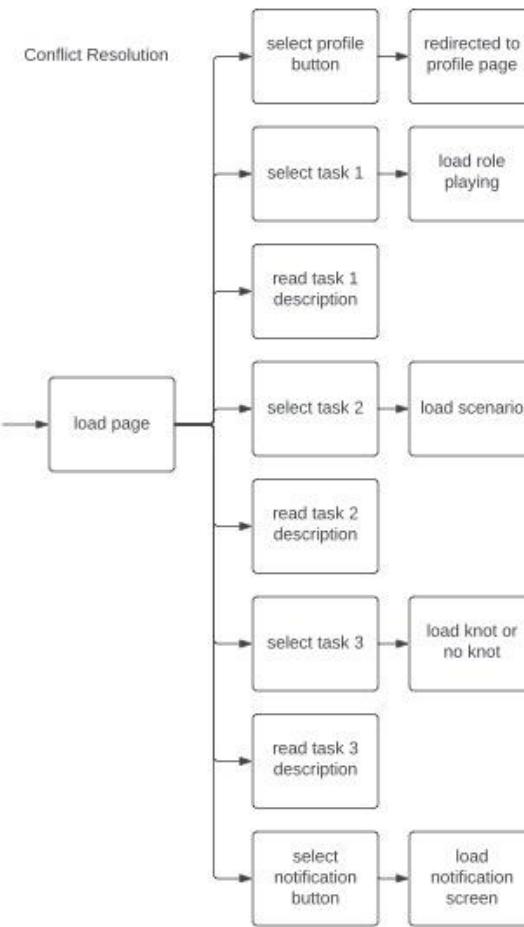


User Flow Diagram

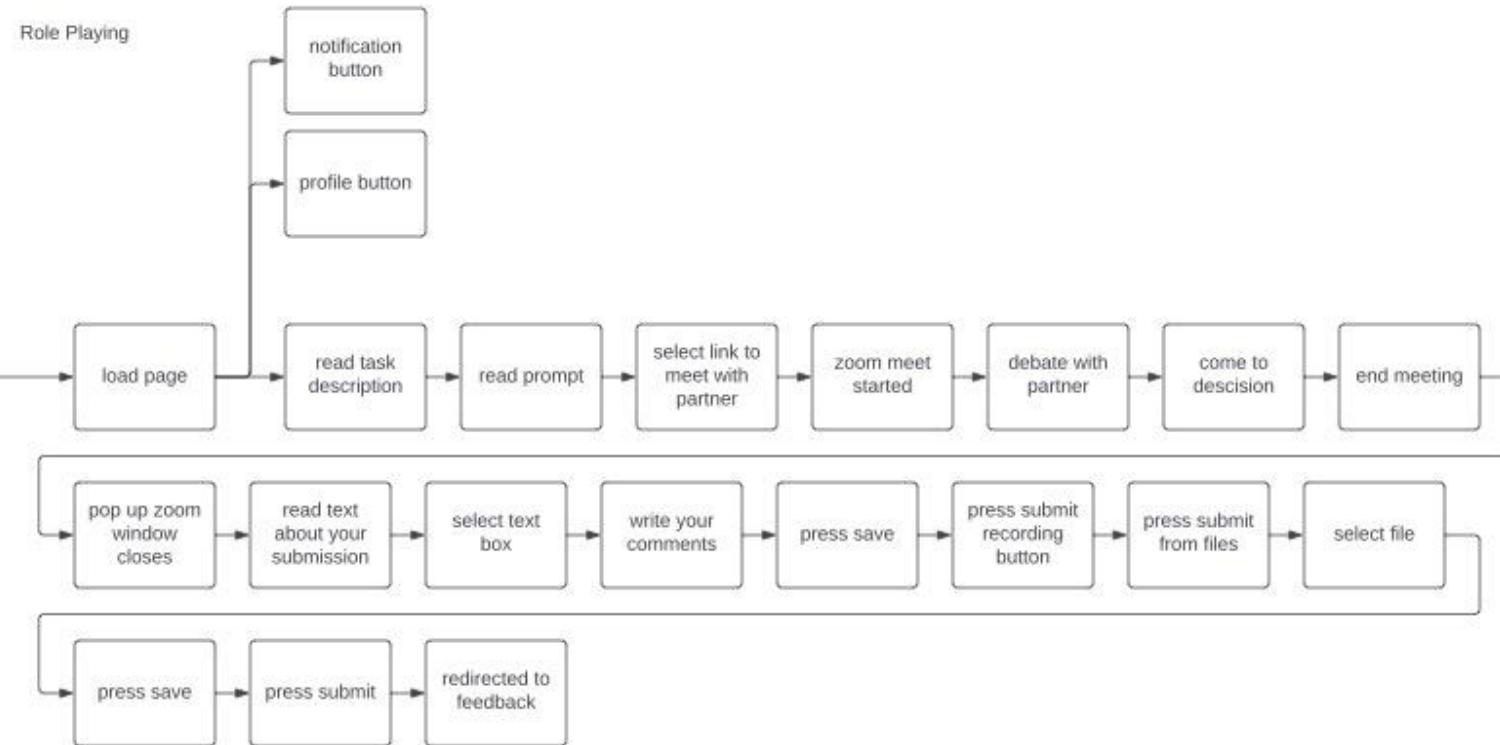
Interview Questions



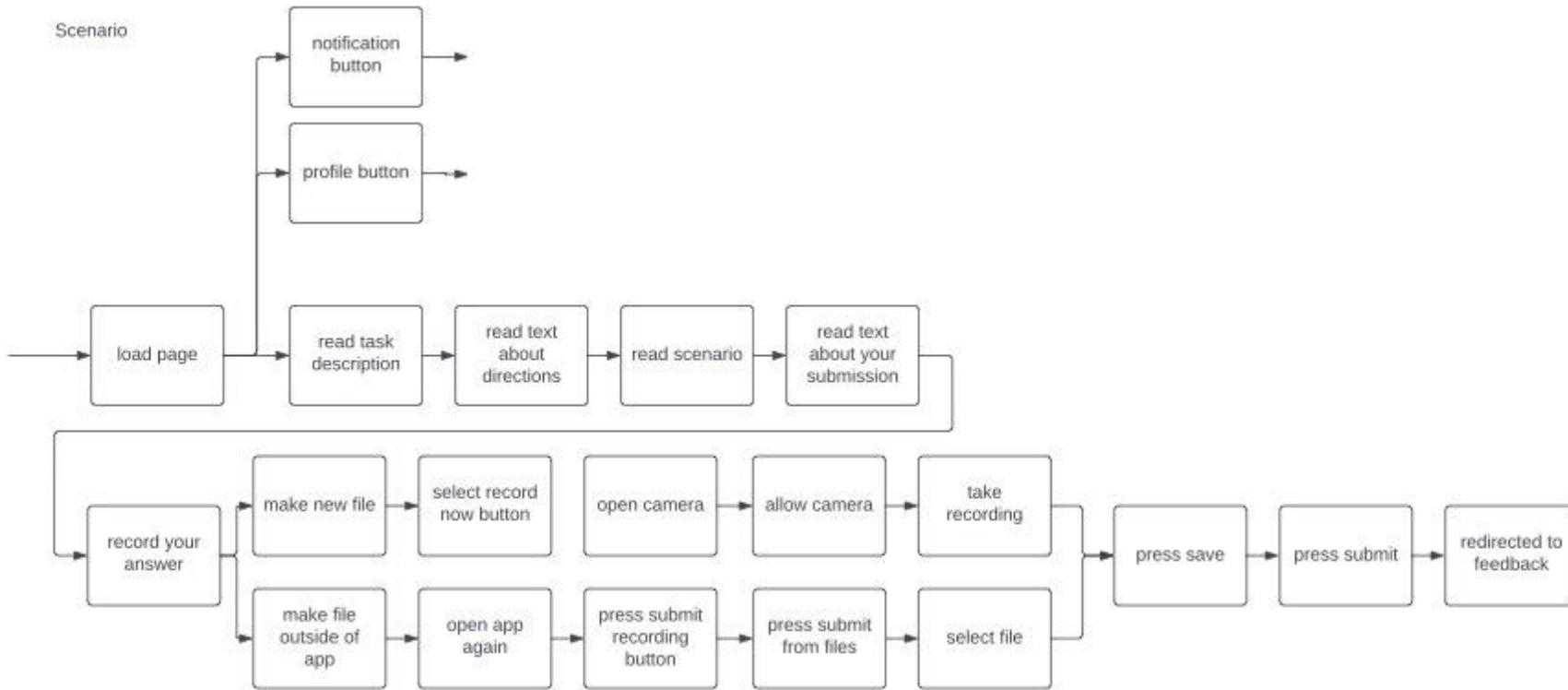
User Flow Diagram



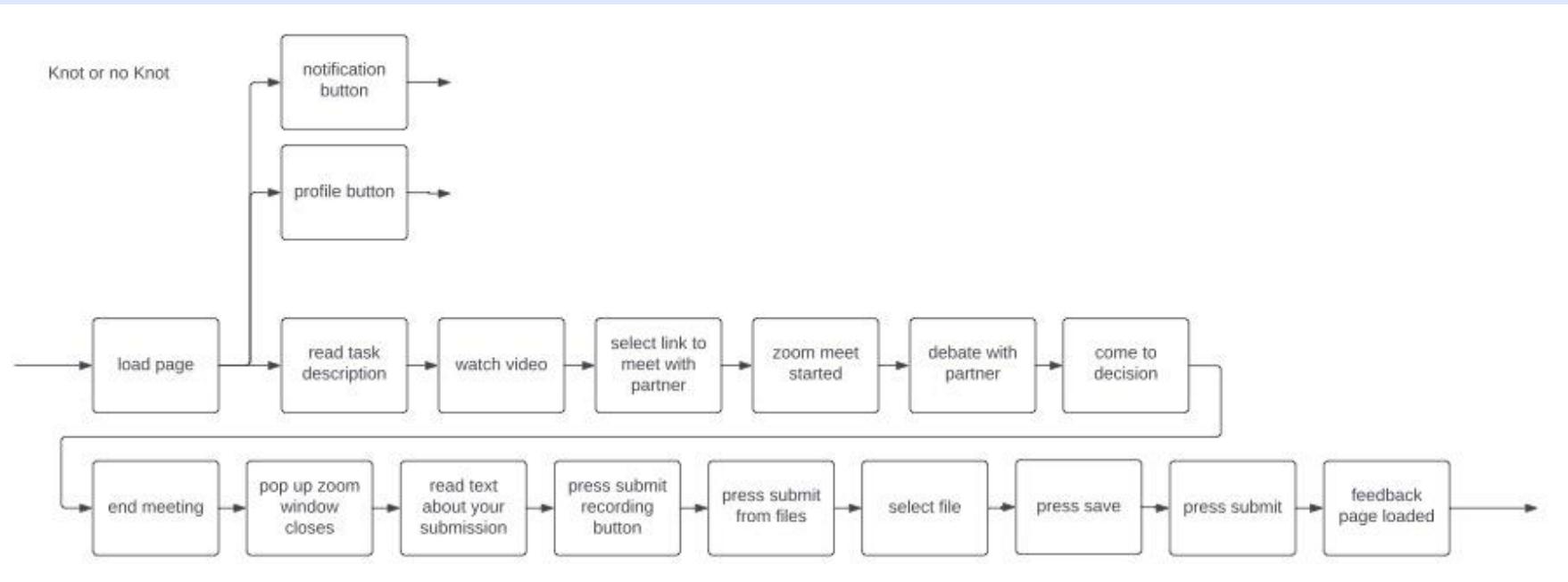
User Flow Diagram



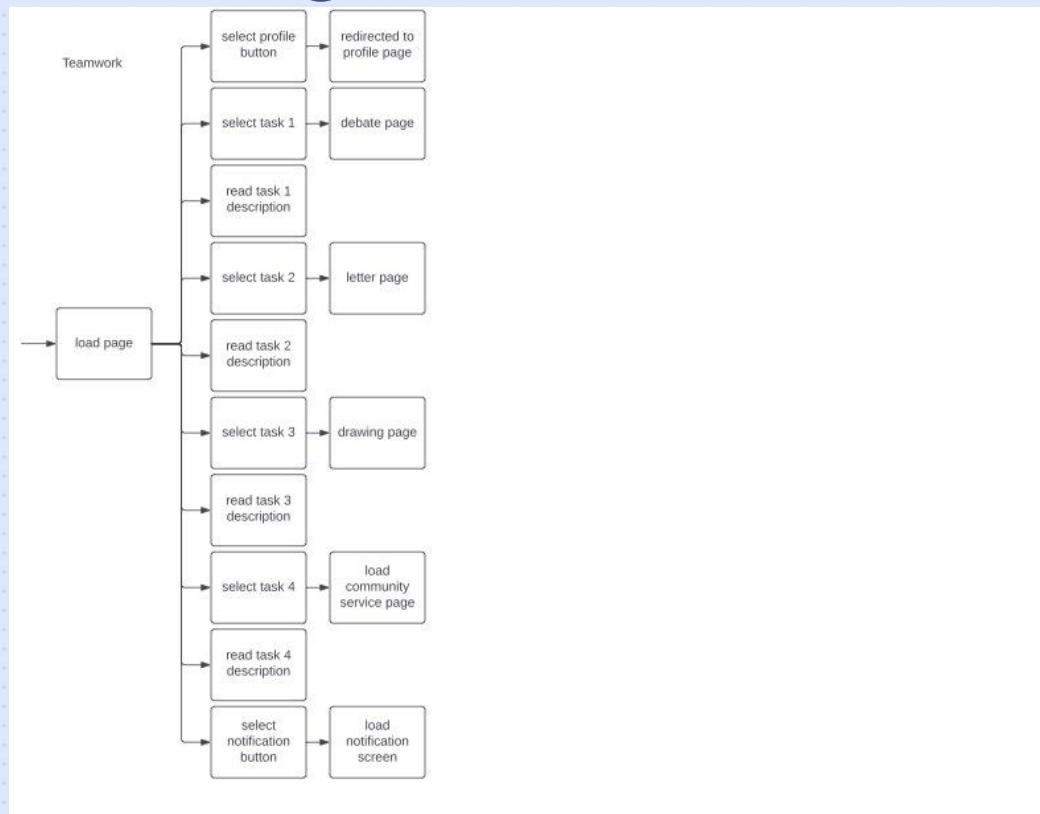
User Flow Diagram



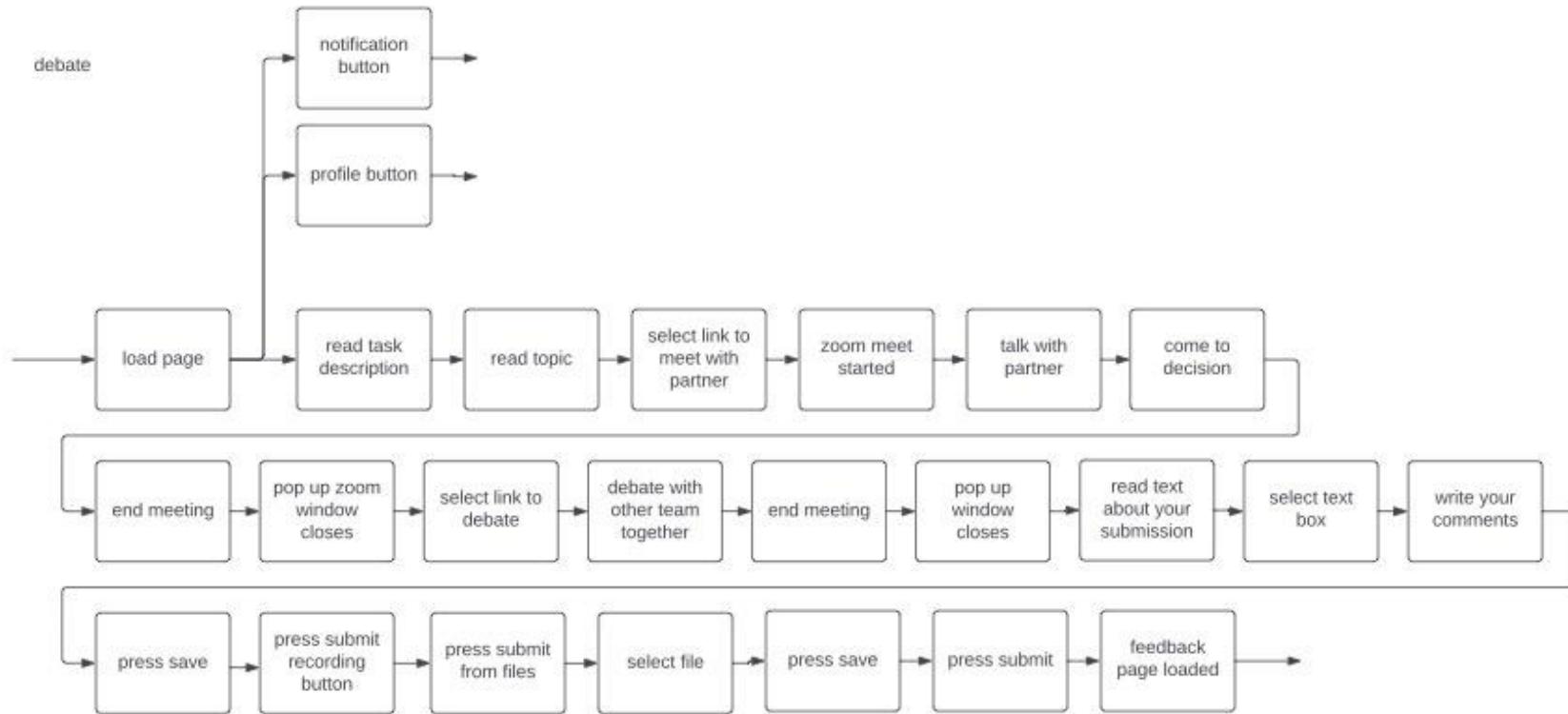
User Flow Diagram



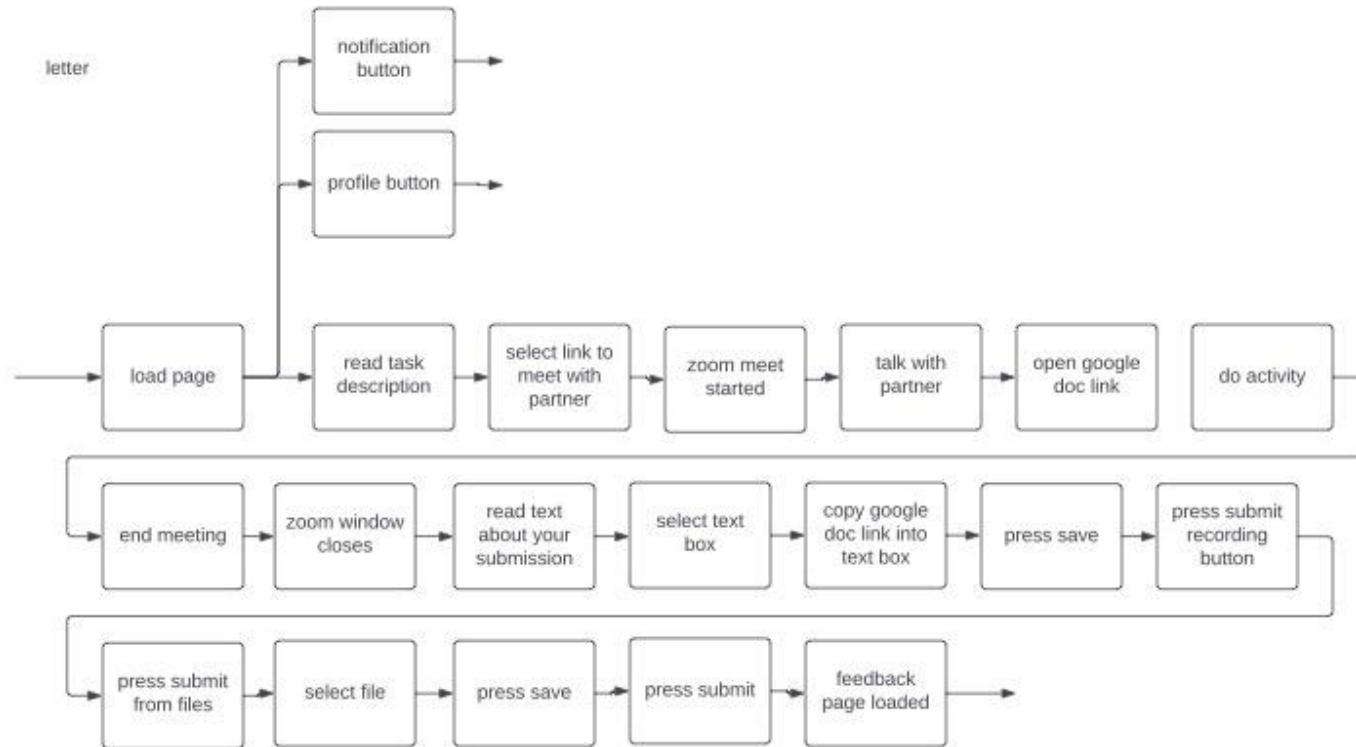
User Flow Diagram



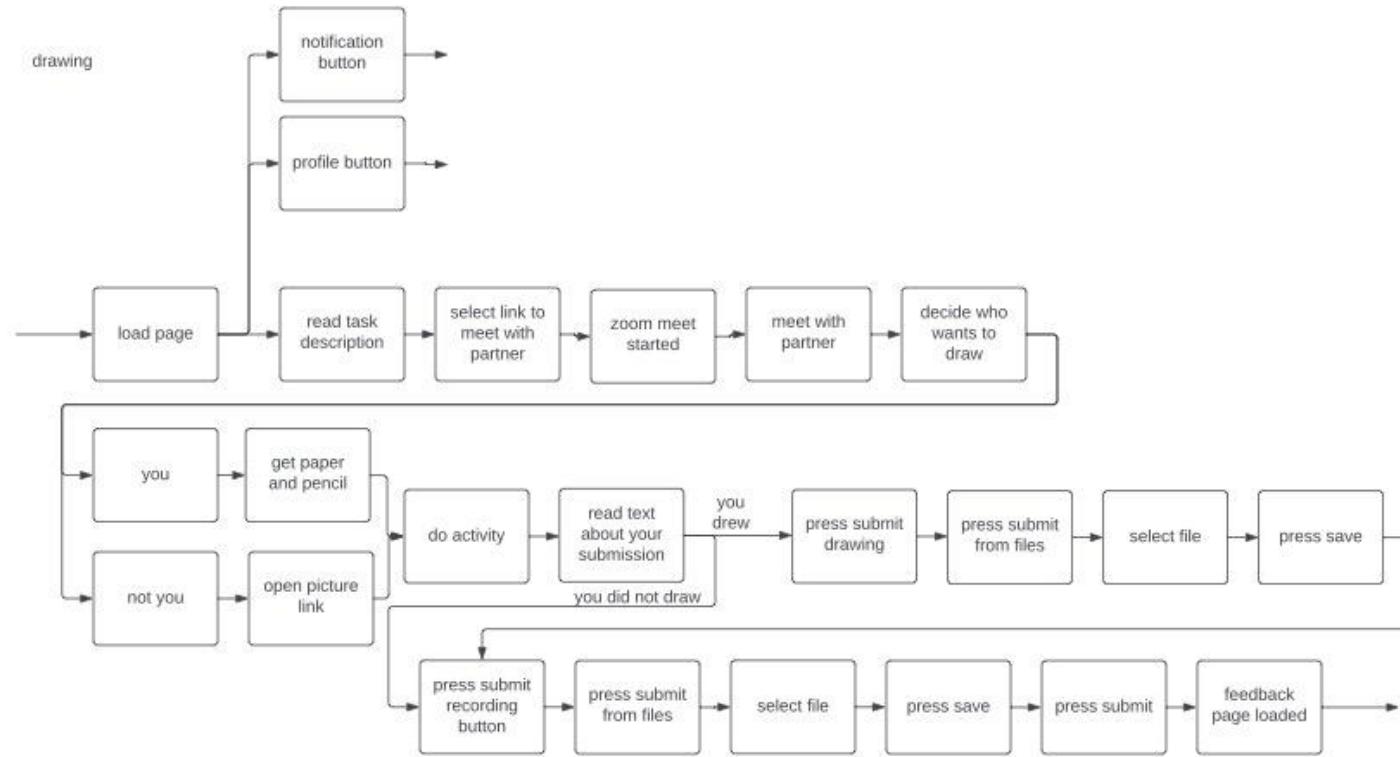
User Flow Diagram



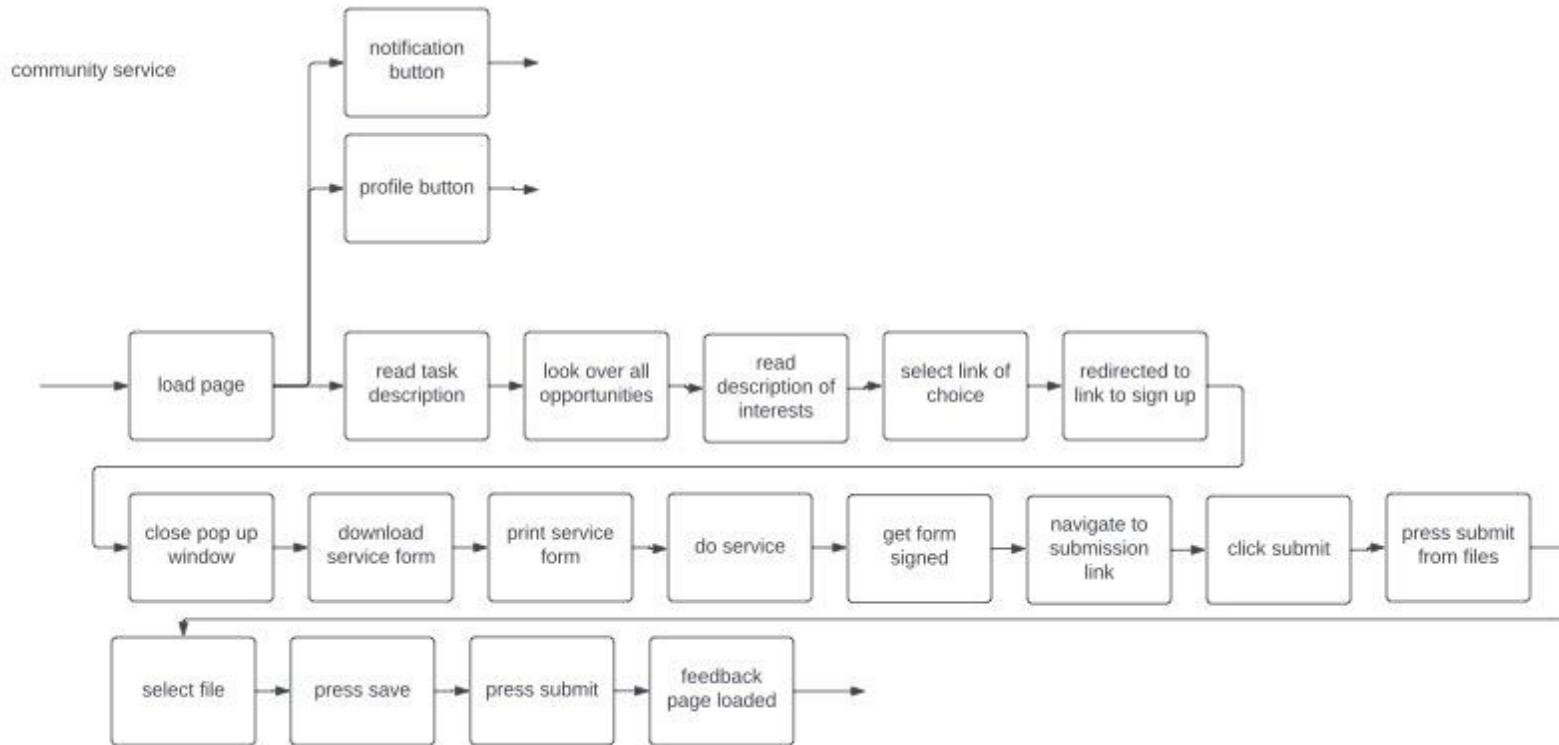
User Flow Diagram



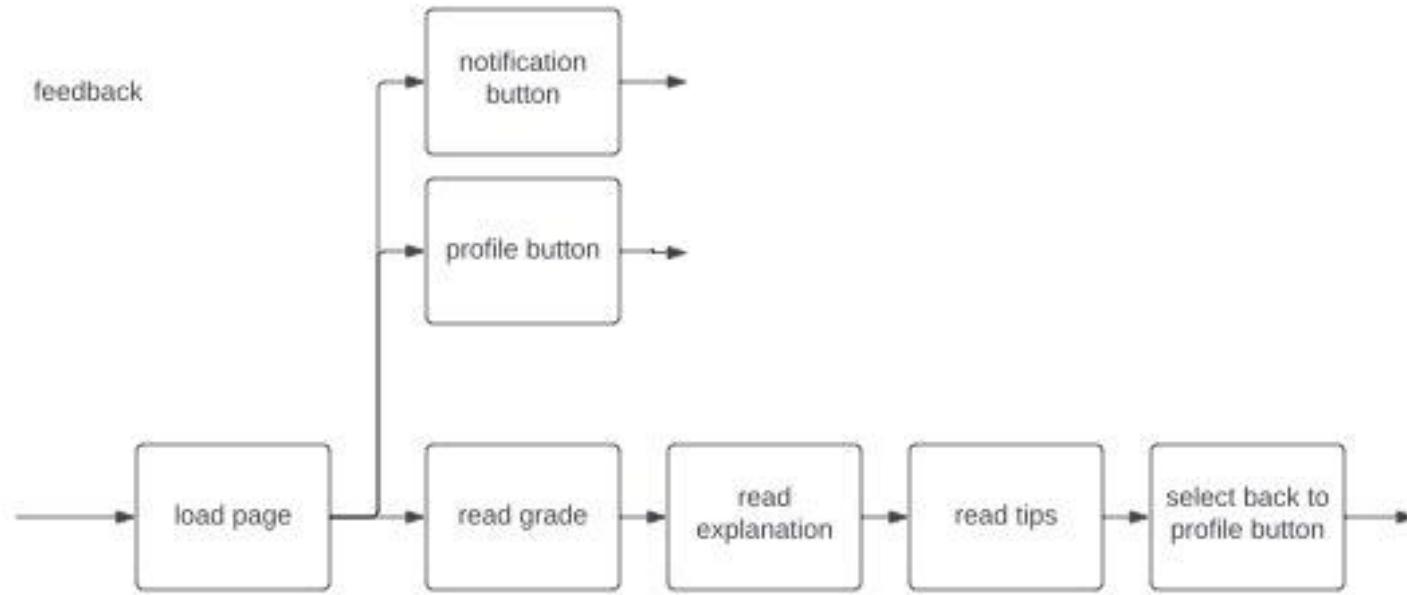
User Flow Diagram



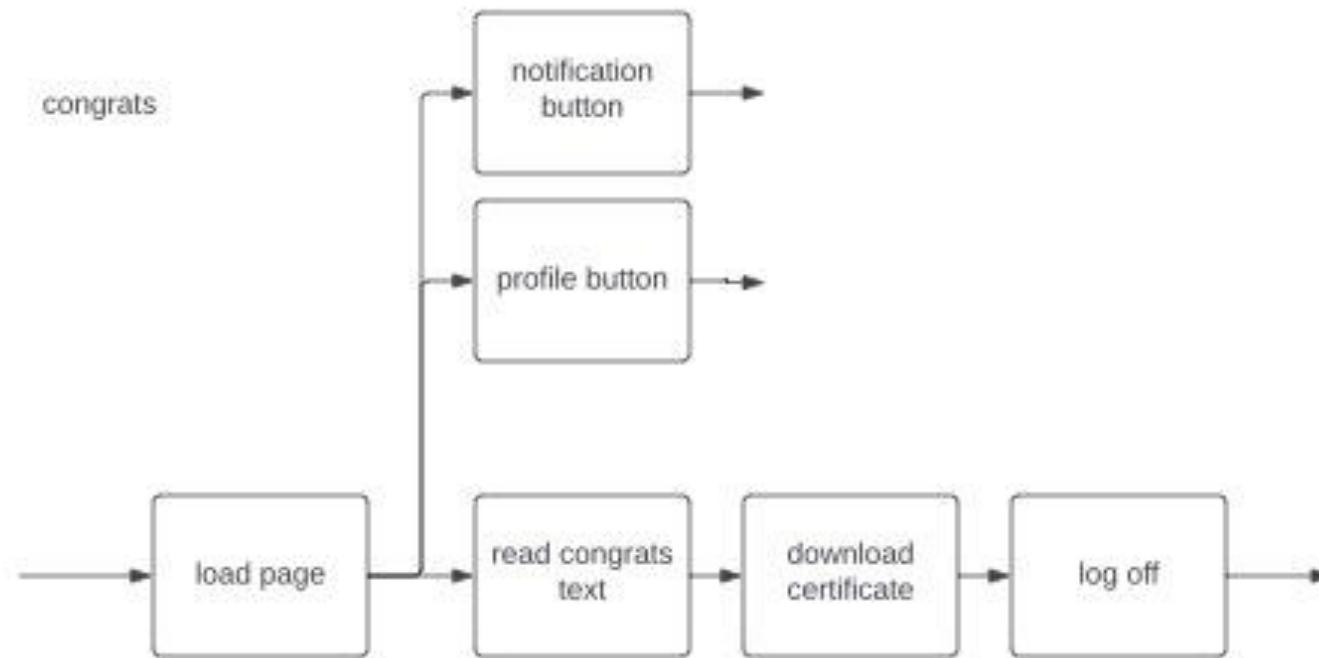
User Flow Diagram



User Flow Diagram



User Flow Diagram



User Flow Diagram



App Screens and Pages

- 1. Login Screen**
 - a. Contains input field (username, password), button for login, buttons for sign in, checkbox for remember me, button for register new user
- 2. Register Screen**
 - a. Contains input field (first name, last name, email, password), drop down list for school, button for create account
- 3. Questions Screen**
 - a. Contains text with questions, buttons for next page, button for complete questionnaire
- 4. Profile Page**
 - a. Contains image of user, update button for changing personal information, app settings button, logout button
 - i. Notifications: Checkbox for what days of the week to be notified, toggle for every day, time picker for what time to be notified

App Screens and Pages

5. Communication Tasks

- a. Contains picture of our logo, text for our company name, text for title "communication", link for tasks, text for task descriptions
 - i. Active Listening
 - 1. Contains image of our logo, text of our company name, text for title "active listening task", text for task description, voice prompt, text explaining voice prompt, audio recording feature to record answer, text explaining response section
 - a. Feedback report
 - i. Contains image of our logo, text of our company name, text for title "feedback", text for your grade, text giving feedback/explaining your grade, text for tips to improve
 - ii. Topic Description
 - 1. Contains image of our logo, text of our company name, text for title "topic description", text for task description, text containing what your topic is, text containing directions regarding your response, video submission section for your response.
 - a. Feedback report
 - i. Contains image of our logo, text of our company name, text for title "feedback", text for your grade, text giving feedback/explaining your grade, text for tips to improve
 - iii. In-Person Presentation
 - 1. Contains image of our logo, text of our company name, text for title "in-person presentation", text for task description, video elements for "Do's" and "Don'ts" for in-person presentations, text containing tips and techniques (the "Do's" and "Don'ts" text), checklist of in-person activities to be completed (real-world practice).
 - a. Feedback report
 - i. Contains image of our logo, text of our company name, text for title "feedback", text for your grade, text giving feedback/explaining your grade, text for tips to improve
 - iv. Interview Questions
 - 1. Contains image of our logo, text of our company name, text for title "interview questions", text for task description, video prompt of person asking interview questions, text containing your answer submission directions, your video submission.
 - a. Feedback report
 - i. Contains image of our logo, text of our company name, text for title "feedback", text for your grade, text giving feedback/explaining your grade, text for tips to improve

App Screens and Pages

6. Conflict Tasks

- a. Contains picture of our logo, text for our company name, text for title "conflict", link for tasks, text for task descriptions
 - i. Role Playing
 - 1. Contains image of our logo, text of our company name, text for title "role playing", text for task description, text for your task, link to meet up with your partner, written submission box, video recording submission box
 - a. Feedback report
 - i. Contains image of our logo, text of our company name, text for title "feedback", text for your grade, text giving feedback/explaining your grade, text for tips to improve
 - ii. Problem Recorded Response
 - 1. Contains image of our logo, text of our company name, text for title "problem recorded response", text for task description, text for problem description, video recording submission box
 - a. Feedback report
 - i. Contains image of our logo, text of our company name, text for title "feedback", text for your grade, text giving feedback/explaining your grade, text for tips to improve
 - iii. Rope knot or no knot
 - 1. Contains image of our logo, text of our company name, text for title "rope knot or no not", text for task description, video of knot, partner link, video recording submission box
 - a. Feedback report
 - i. Contains image of our logo, text of our company name, text for title "feedback", text for your grade, text giving feedback/explaining your grade, text for tips to improve

App Screens and Pages

7. Teamwork Tasks

- a. Contains picture of our logo, text for our company name, text for title "teamwork", link for tasks, text for task descriptions
 - i. Debate
 - 1. Contains picture of our logo, text for our company name, text for title "debate", text for description of task, link to partner, link to debate, video recording submission link, written submission box
 - a. Feedback report
 - i. Contains image of our logo, text of our company name, text for title "feedback", text for your grade, text giving feedback/explaining your grade, text for tips to improve
 - ii. Collaborative Letter
 - 1. Contains picture of our logo, text for our company name, text for title "collaborative letter", text for description of task, partner link, google doc link, video submission, written submission box
 - a. Feedback report
 - i. Contains image of our logo, text of our company name, text for title "feedback", text for your grade, text giving feedback/explaining your grade, text for tips to improve
 - iii. Back to Back Drawing
 - 1. Contains picture of our logo, text for our company name, text for title "back to back drawing", text for description of task, link to object picture, link to partner, drawing submission link, video submission link
 - a. Feedback report
 - i. Contains image of our logo, text of our company name, text for title "feedback", text for your grade, text giving feedback/explaining your grade, text for tips to improve
 - iv. Community service
 - 1. Contains picture of our logo, text for our company name, text for title "community service", text for description of task, text for different opportunities, text for opportunity description, links to sign up, service form link, submission link for completed form

App Screens and Pages

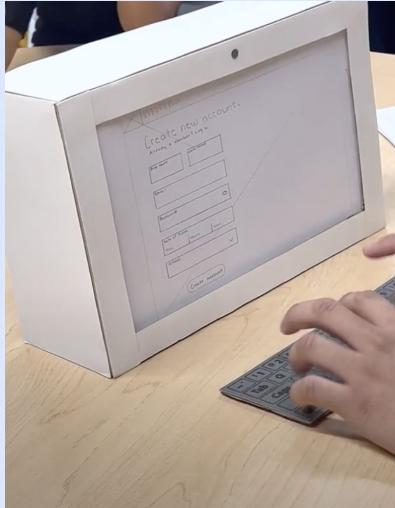
8. Final Task

- a. Contains picture of our logo, text for our company name, text for title "final task", text for description of task, congratulatory picture for getting it to the final task
 - i. Final activity
 - 1. Contains picture of our logo, text for our company name, text for title "final activity", text for description of task, team link, text for prompt, video submission link, written submission text box.
 - ii. Feedback report
 - 1. Contains image of our logo, text of our company name, text for title "feedback", text for your grade, text giving feedback/explaining your grade, text for tips to improve

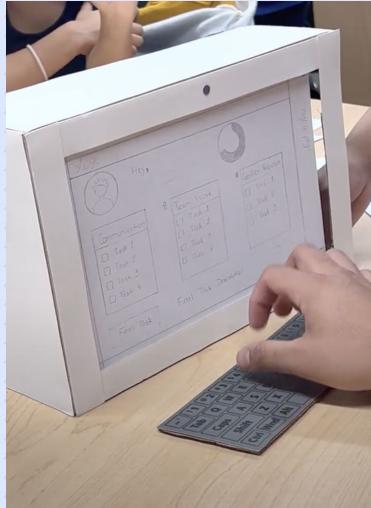
9. Congratulations page

- a. Contains picture of our logo, text for our company name, text for title "congrats", text for description, congrats pic, link to download certificate

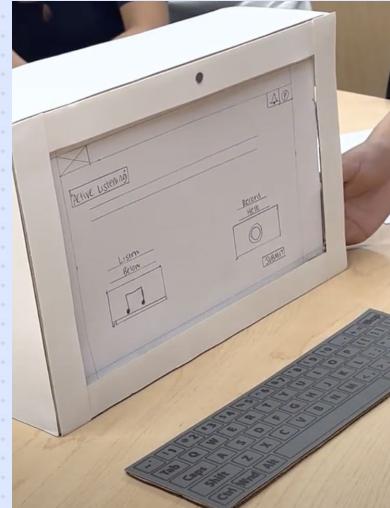
PAPER PROTOTYPES



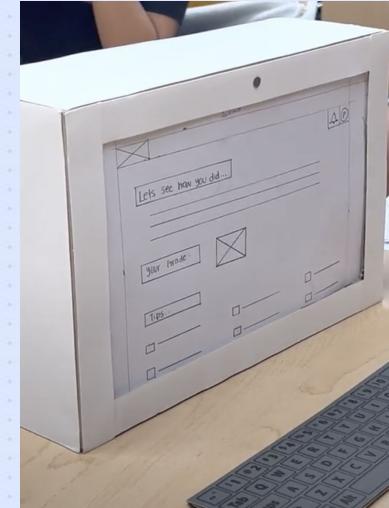
Create Account Screen



Dashboard Screen



Active Listening Screen



Feedback Screen

KEYPATH SCENARIOS

