II. Formative evaluation

<u>Understanding OfficeMentor</u>

Based on formative evaluations, OfficeMentor came across as a software that assists senior employees by providing a platform that promotes mentorship and collaboration with new oncoming junior employees in the workplace. Participants felt comfortable behind the idea of using a platform that helps bridge the gap between professional expertise regarding senior and oncoming junior employees during such restrictive times. Participants seemed to have liked the idea behind having a platform that integrated multiple recognizable features such as: screen-sharing, voice and video call, calendar scheduling, synchronous document-style editing, file-sharing, instant-messaging and various other popular communication driven features.

The evaluations brought up concerns regarding how people would be able to navigate and use the features on the platform with questions like "would it be intuitive to operate?" and "would it be easy to implement in organizations with already existing managerial platforms?". Such feedback helped us understand that OfficeMentor would serve as a good software for organizations that have habits of using communication-based platforms to teach, train, and brainstorm on projects while simultaneously trading competent skill sets among the employees. Some parts of the evaluation process also gave us perspective on the kinds of professions that would not benefit from OfficeMentor.

When it comes to professions that require highly specific work processes as well as primarily verbal communication, OfficeMentor was deemed least effective in such cases. Aside from the video calling or screen-share functions, the rest of the features were seen as not useful. Therefore, it was clear that OfficeMentor is probably more suitable for larger organizations, particularly ones that involve more collaboration and higher quantities of knowledge sharing and management.