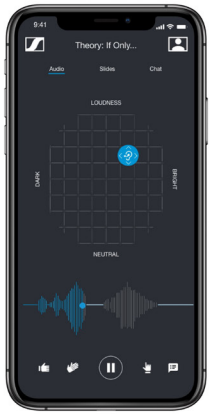
In Short

Our aim with MobileConnect Plus consists of making education accessible from anywhere whilst improving the remote learning experience.

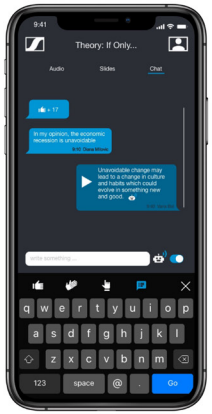
While MobileConnect addresses the unique needs for hearing impaired students, MobileConnect Plus provides an expansion to the existing service, adding new aspects to enhance communication and auditive interactions for remote students as well as for speech impaired students. The integrated Text-to-Speech function helps these students to gain confidence in giving their input during class. Specific “audio hints” allow students to actively give feedback in a non-intrusive way, whilst giving them the choice of their study space.

audio settings



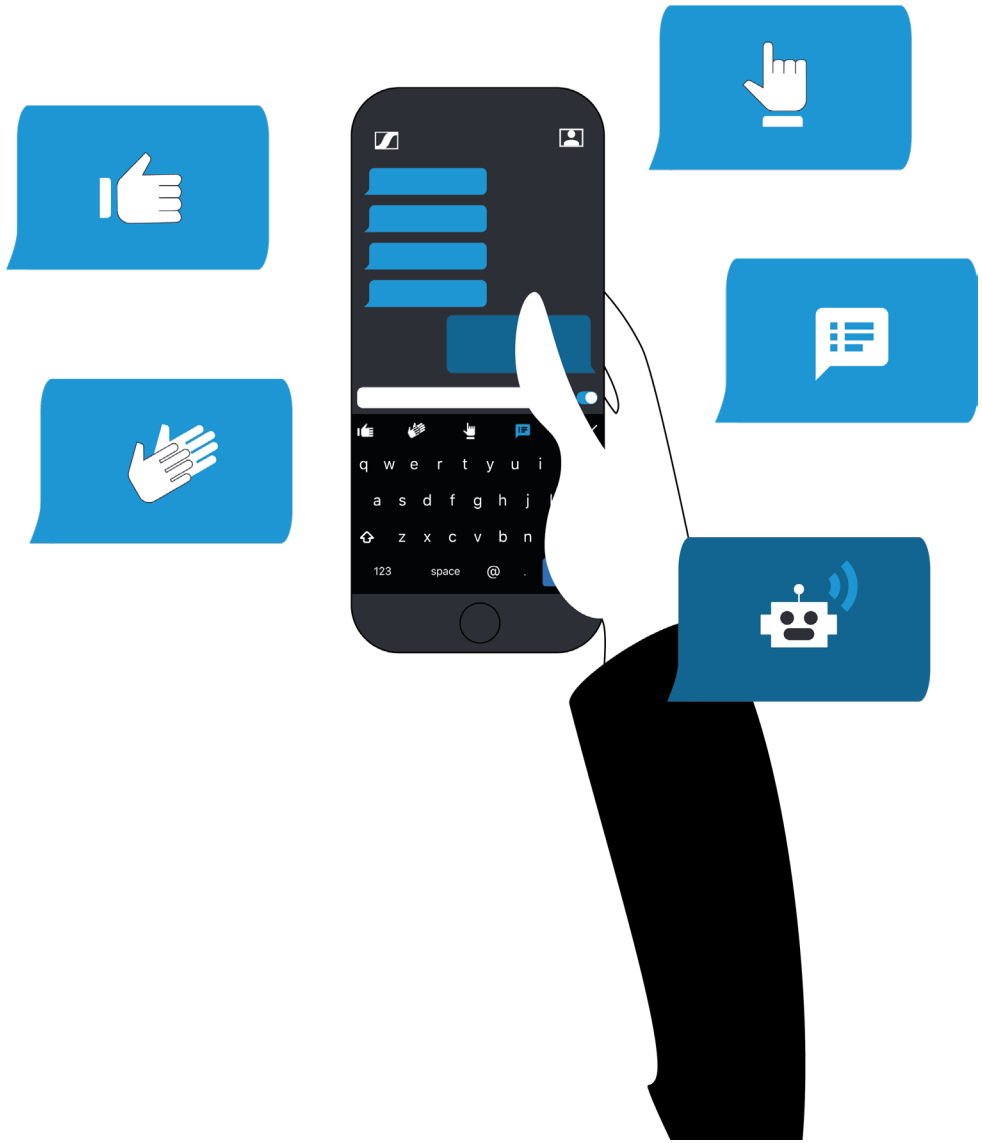
remote slide show

timeline



Challenge

Due the global pandemic lectures quickly shifted from the physical to the digital space and work chiefly over video call softwares which proved to be an useful tool, however, they weren't intended for educational purposes. Having sent several surveys out (quantitative and qualitative), we concluded that this remote learning setup poses the challenge in regards to participation in class. Non-verbal messages are easily overlooked in a larger sized class. In addition, if students decide to speak up at the same time it usually comes to awkward interruptions, creating an uncomfortable athmosphere. This results in less people to engage in class and chosing a more passive stance. Studying remotely deprives students of an adequate learning experience.



MobileConnect Plus

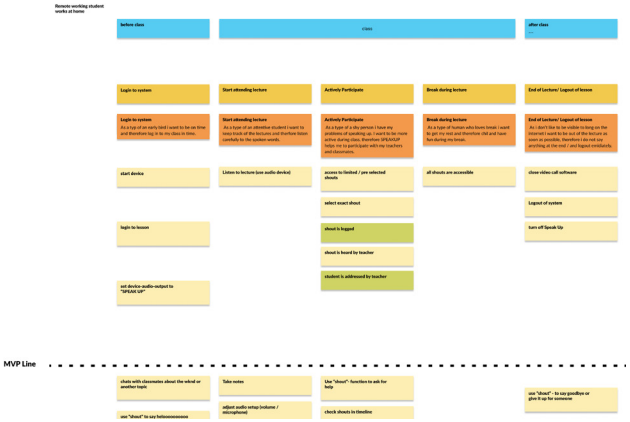
Our proposition is to use the existing MobileConnect Infrastructure by Sennheiser and adding more layers upon it. The known MobileConnect interface remains but would additionally include buttons, allowing students to direct the attention of the teacher towards them, in a non disruptive way. We provide 4 distinct audio hints, each with a different purpose.

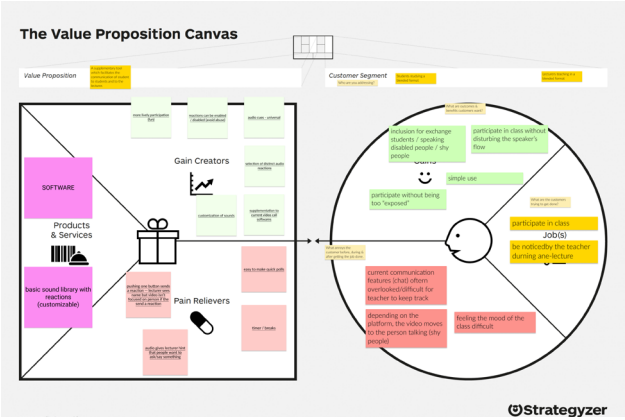
The use of the audo hints allows remote students to participate more actively whilst not being present in class. Moveover, they can navigate through different tabs where they will find a live stream of the lecture slides as well as a timeline, where are the reactions are logged. It is a communication tool to engage otherwise more passive students and inclusive of speech impaired students. According to an interview with a speech therapist, people who are hearing impaired, also tend to have some degree of speech impairment. The Text-to-Speech helps these students keep their stress levels low and thus reduce their symptoms.

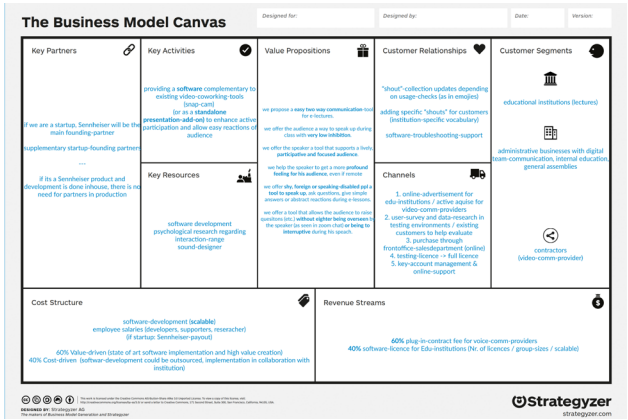
GROUP PROJECT. INVOLVED IN

RESEARCH, PROTOTYPING,

CONCEPT AND USER EXPERIENCE







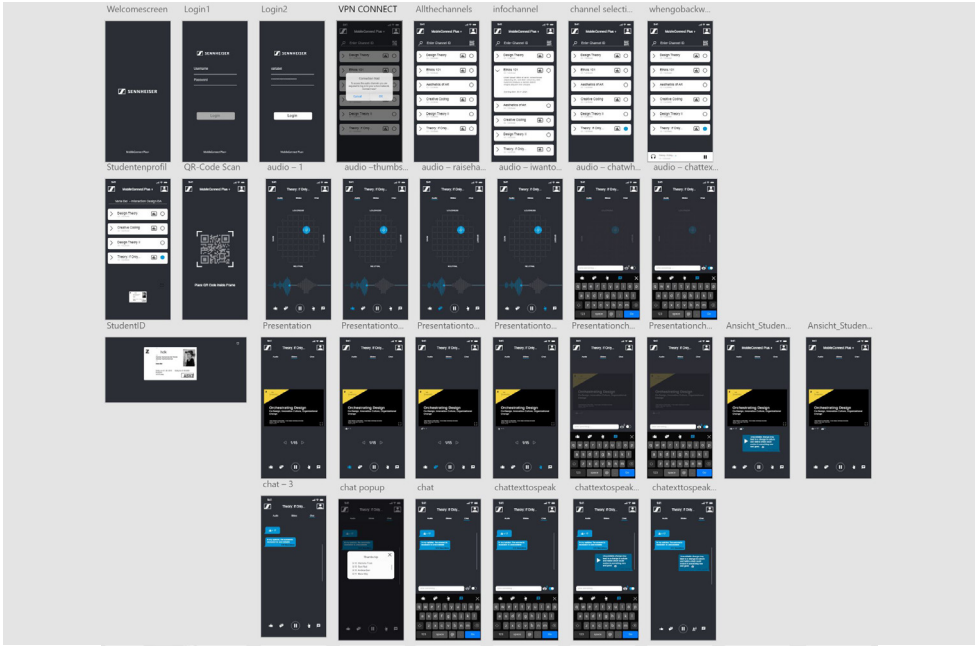
Process highlights

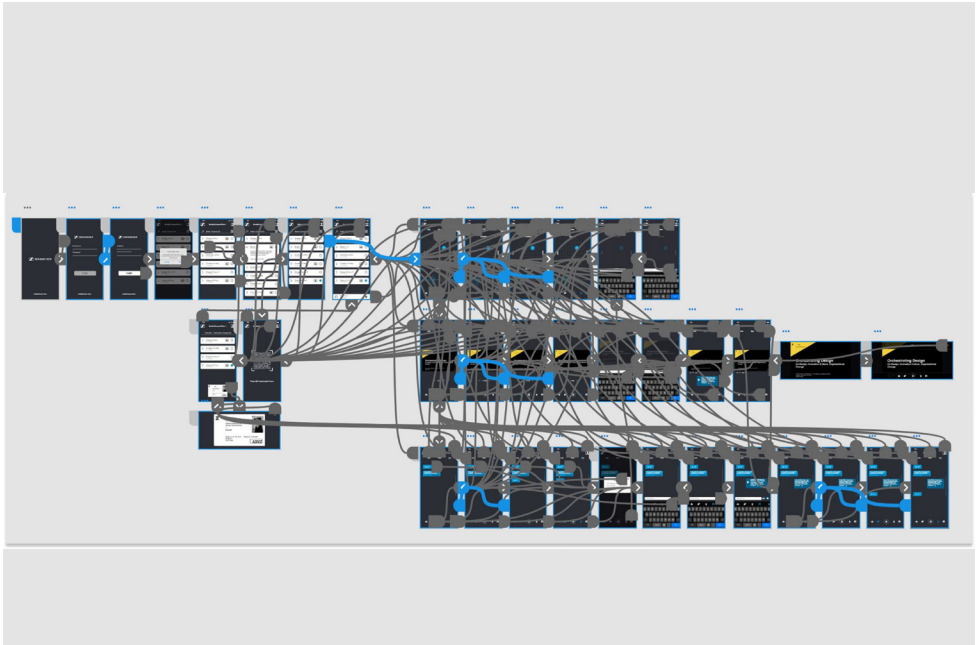
We tried to find out the needs of current students and lecturers in the field of e-learning and then develop a useful tool. Interesting for us were their motivations and problems. We then had to structure this data in order to find a problem to solve for or with Sennheiser. We wanted to apply more digitized interactions to the field of learning, as it should also be possible across barriers such as national borders, spatial distance or distance for health reasons. “How might we make participating as easy and efficient as sending emojis?”

With the help of a metaphor we tried to make the vision more tangible. Naming the main values that frame this goal, help to build a comprehensible strategy and to follow with well directed approaches. With this in mind, we then designed a user journey.

We maped out the user journey upon our service idea step by step. This helped defining all the touchpoints of where the user is in contact with the service throughout his journey. It helps formulating the most valuable points (MVP’s) of our service. During the process, we held on to our values, but went more in a direction we found sellable.

With the Business Model Canvas, we embedded our service in the market and answers the questions: How can the service be created? How will it be distributed? How does the service become a sustainable business?





Wireframes & Functionalities

We used Adobe Xd for designing and user testing our screens. As our goal was to extend the currently existing version of mobile connect, we wanted to remain close to Sennheiser's corporate identity. New functionalities we've embedded are focused on enabling students to work remotely by streaming the presentation slides of the course. In addition, the new proposition gives a voice to those who have difficulties and/or are not physically present, through the four different audio hints. To prevent abusive behaviour of the shouts, all interactions can be tracked on the chat page.

With the existing GUI, we produced a click-dummy that also included the sound-hints and therefore allowed realistic user-testing. We tested our prototype with laymen to see if the user interface works and to receive there general feedback on the service.

Keen to find out more?
Drop me a line:)

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