

Echo Service Blueprint

Phases	Statement	Aware				Join		Use				Develop				Leave		
		Students learn about Echo service because it's required by a course.				Students learn about Echo service because it's required by a course.		Students use a dedicated practice space that simulates a real audience. They get automated feedback live to help them learn on the spot and peer and expert feedback soon after so they can polish their presentation skills and improve their current project.				When students present in-class, they've already had experience with Echo and feel more confident because of the feedback they received during practice. Their growth from the practice to the in-class presentation demonstrates the service's value. If they're struggling with something, they can seek help.				Students evaluate their experience to allow the service to improve. They come back the next time they have a presentation.		
Students		Course begins	New assignment				Practice						In-class		Follow-up		Evaluate	
	Step	Goes to the first day of a new course	Assigned project w/ final presentation & required practice	Researches & designs project	Makes presentation w/ Google Slides/ Keynote/PPT	Reminded about practice a week before presentation	Reserve a timeslot in the Echo Chamber	Give presentation in front of virtual audience	Review automatic feedback report	Choose to get feedback from expert and peers	Studies feedback and watches video clips	Revises presentation	Students give presentation in class	Studies feedback and watches video clips	Seeks help by scheduling an Echo/GCC appt.	Works w/ GCC expert on a specific skill/issue	Evaluates experience	Signs-up to practice presentation for another class/org
	Quote						"I like being able to practice any time of the day"	"It felt like there was really an audience"	"I didn't realize I was swaying"	"I like being able to choose who see my presentation"	"It's good to hear both perspectives"	"I know what will make this better"						
Channels	In-person	Faculty: explains practice component in later assignments						VR Audience, Screen: Live feedback	Screen: Prelim Auto Report	Screen: Feedback options						GCC Expert gives advice; VR Audience; past feedback reports		
	Course Materials	Syllabus has description of Echo	Assignment															
	Email					Email reminding about practice with link to sign-up					Email from Echo with link to feedback			Email from Echo with link to feedback			Email asking for feedback on Echo	
	Internet (Echo Portal)	More information available online					Echo Chamber Scheduling System				Practice Feedback Report			In-Class Feedback Report	Echo Chamber/GCC Appointment Scheduling System		Online feedback form	Echo Chamber Scheduling System
	Location	Classroom	Classroom					Echo Chamber	Echo Chamber	Echo Chamber			Classroom			Echo Chamber		Echo Chamber
Backstage Process	Faculty	Faculty member includes Echo description in syllabus	Faculty member creates a new project in the Echo system and adds students										Fill out feedback forms					
	Peers									Peers view the video, provide feedback			Fill out feedback forms					
	GCC	GCC gives faculty member a description to put in the syllabus								GCC expert views the video & gives feedback. Reviews peer feedback to make sure its constructive.						GCC expert offers in-person advice and feedback about a problem area		
	Echo System					Echo knows presentation is coming up, so it sends email with link to reservation system	Reserves Echo Chamber	Video records presentation and analyzes for live feedback about volume, eye contact, etc.	In-depth automatic analysis of filler words, speech, etc. summarized	Peers contacted and monitored for review, GCC expert assigned and review is put on their schedule	Echo aggregates feedback and emails link		Portable camera/ auto-feedback system, peer review system	Echo aggregates feedback and emails link	Reserves Echo Chamber, assigns GCC expert, places appointment on their schedule		Sends email to student at a fixed time after in-class presentation	Reserves Echo Chamber