



Microsoft Design Challenge 2022



workMo

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Planning

With the pandemic and the lockdown, colleges have gone online. As a result, students have faced challenges dealing with the new normal. I took the challenge of identifying a problem in the **well being space** for the college students. The Design Thinking **EDIPT** approach was used to first identify the problem and then find solutions for the same.

EDIPT: Empathize, Define, Ideate, Prototype & Test.

Problem Statement

The problem statement was defined after the research and empathize phase. For the sake of the presentation and ease of reading, it has been put at the start.

“College students get distracted and face health challenges while learning/working online due to intermingling of spaces (work, college, entertainment etc).”

Design Thinking Process

Empathize

To empathize with the users, college students from across the country were interviewed.

After conducting 12 in-depth interviews (*2 in-person, 10 telephonic*) with students from 7 different colleges from various fields of study, various problems that students were facing with managing everything online were identified.



In-person interview with a college student.

Empathy Map

After conducting the interviews, an empathy map was created that gave a deeper understanding into our user's life.

Says

- I get distracted easily, with my devices available to me and don't pay attention in classes.
- College, Internships and Entertainment is all happening in the same space.
- It's hard to keep a track of everything that's going on.

Thinks

- It's better if I can have everything in one place without having to look at anything else.
- Managing time will allow to make better decisions and finish work on time.
- Distinction amongst spaces is crucial and is missing with everything online.

Does

- Uses different tools to attend online college.
- Works on laptop at least 6-8 hours a day.
- Uses a combination of online and offline tools to keep a track of everything.
- Wastes time on the internet with no fruitful outcome.

Feels

- Feels frustrated about having to manage so many things.
- Worried about not starting assignments/work on time with proper timelines.
- Anxious towards the deadline of a submission.
- Concerned about sitting for longer hours.

User Persona

After conducting the interviews and creating an empathy map, a user persona was made that allowed me to empathize more. It also allowed me to keep in mind the ideal user while ideating and prototyping.



"With everything going online, there are more distractions than ever. All of this has reduced my work efficiency and hence impacting productivity."

Goals

- Get a software engineering job.
- Work productively and make time for job hunting

Frustrations

- Can't focus on class due to distractions.
- Have to work towards the end of the deadlines.
- The boundaries amongst work, college and entertainment are not clear.

Rohit is a 20 year old college student studying Computer Science Engineering from IIIT Delhi. He used to live away from his family but due to the pandemic, he had to come back home and attend classes online. He misses going out with his friends and doing fun things on campus. Since everything is online, he has been doing internships and college work on his laptop. Most of the times, it's hard for him to separate the two.

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User Persona

Pain Points of Students

The following are the pain points of the students. These pain points allowed me to define the problem statement and also helped in ideating for solutions.

Distraction

With everything online, there are more distractions than ever. It's hard to focus.

Unclear Boundaries

The boundaries amongst college, internships and entertainment have been blurred.

Time Management

It's hard to keep a track of time.
Usually end up spending way
too much time on one thing.

Health Effects

Sitting for long hours has affected their physical and mental health.

Work Timelines

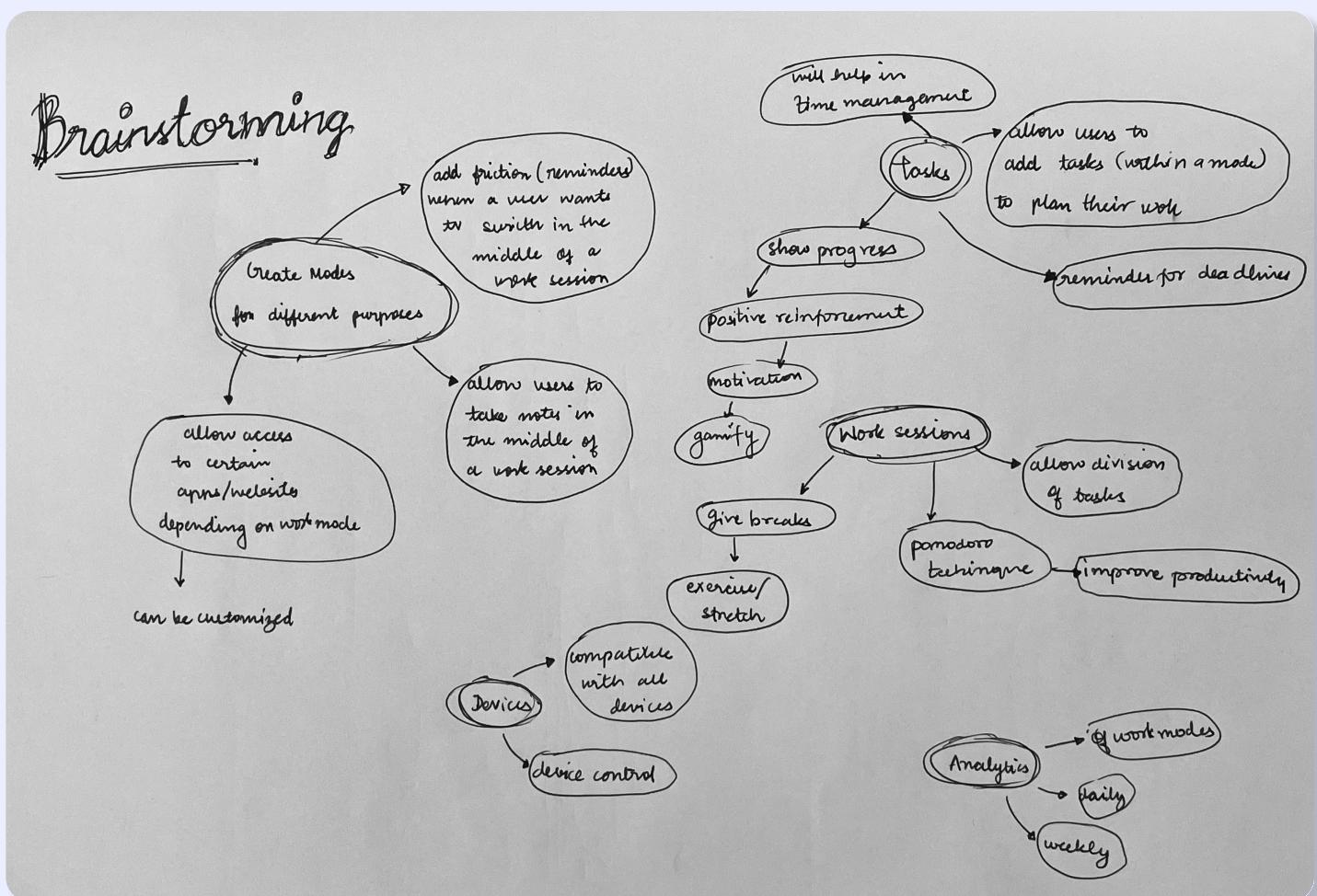
Due to a lot of work in different domains, it's hard to keep a track of things. That leads to undone work.

"I have to use a lot of apps to manage my stuff and it's a really frustrating"

“Even after working throughout the day, it seems like I have accomplished nothing.”

Ideate

Finally comes the brainstorming part. Using divergent thinking, I brainstormed on the possible solutions for the problems identified. Here's how the brainstorming process looks like:



Features

After ideating and spending time coming up with solutions, the following features were created to solve for the pain points of the students.

Work Modes

Work segregation made simple. Creates a different environment for different mode.

Tasks

Within work modes, create tasks and measure their completion percentage.

Time Analytics

Analyze the time spent on tasks and on different modes.

Device Control

Control your devices at one place and manage the accessibility of apps/websites.

Block Apps/Websites

Allow access to only selected apps in a work mode to keep distractions at bay.

Notes

Take notes while you are working. Never let a thought distract you from work.

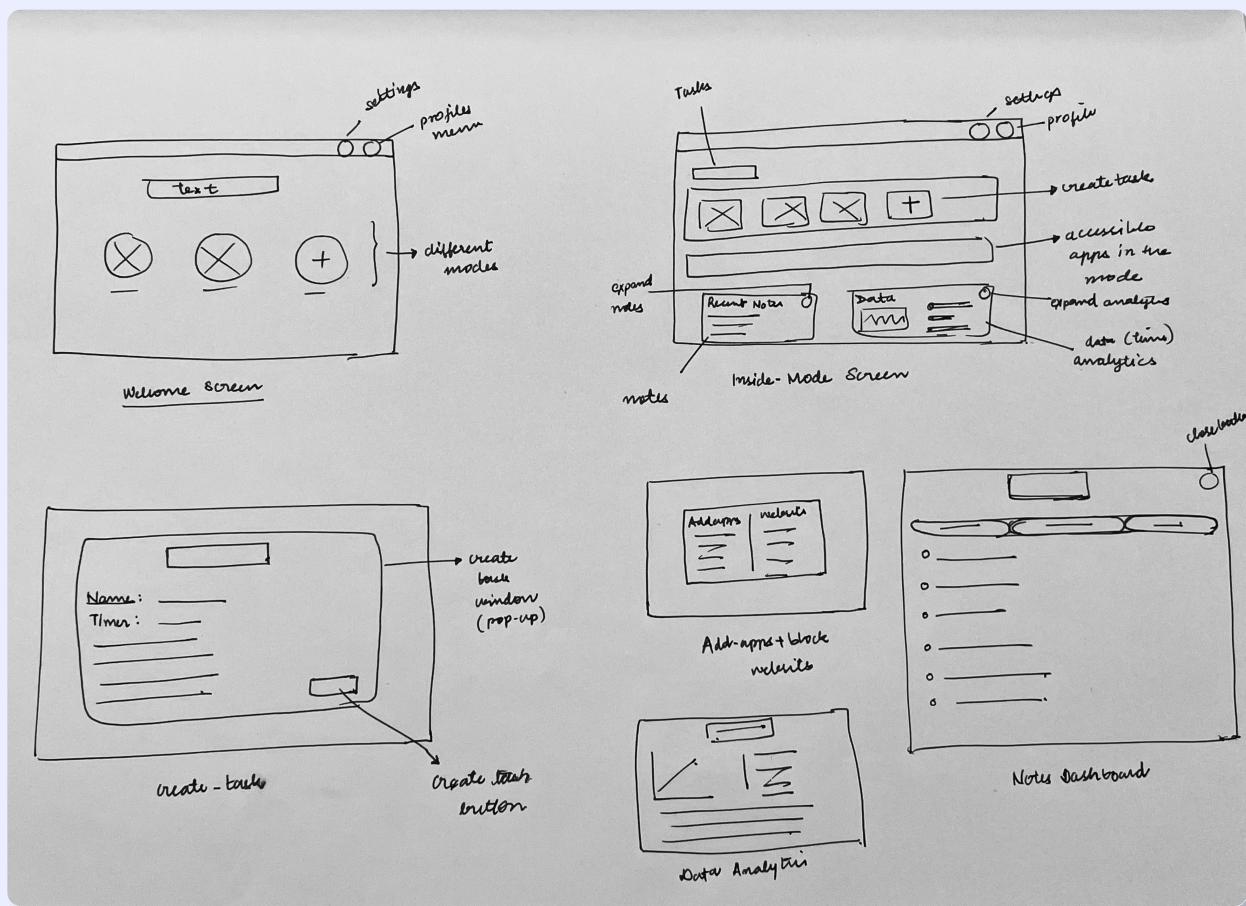
Prototype

Once the features that need to be added to the application were decided, the prototyping phase began. It included majorly three processes: making the low-fidelity wireframes, defining the userflow and then creating the high-fidelity prototypes.

Low-Fidelity Wireframes

Since 98.5% of the users used their laptops to work and attend online college, low-fidelity wireframes for the same were created on paper.

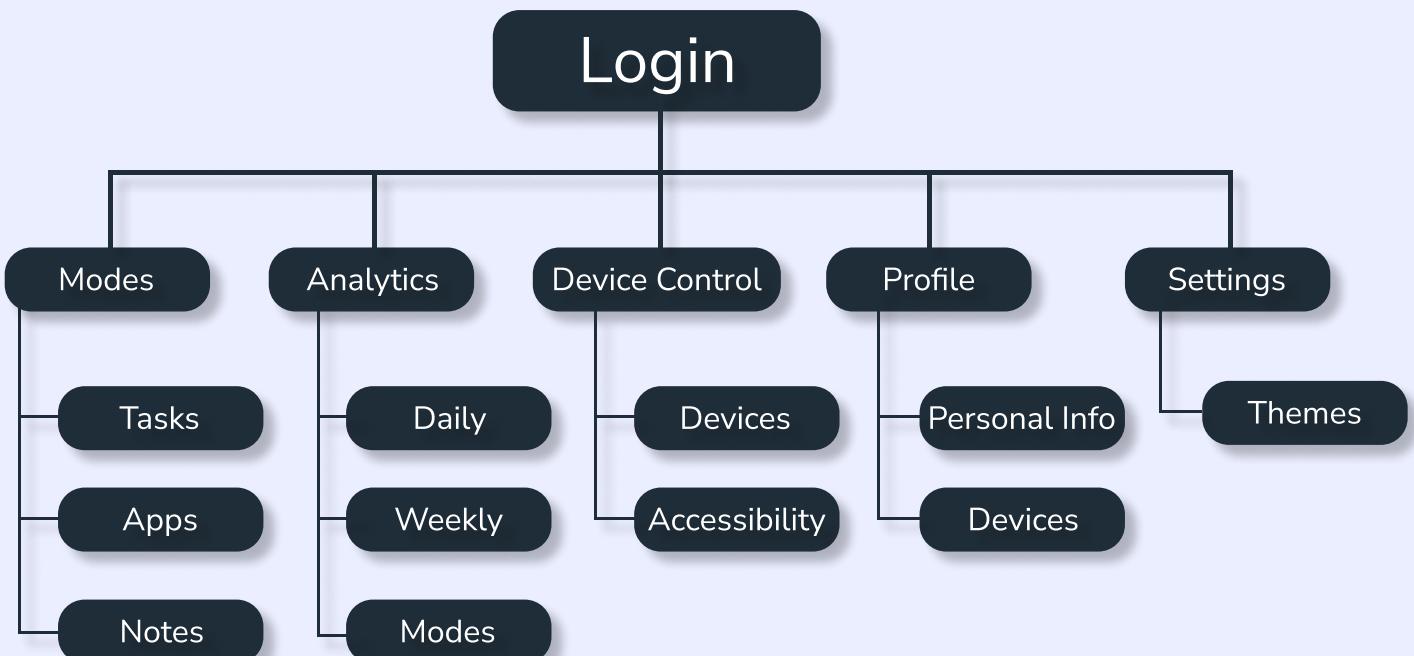
These helped me define the user-flow and finally work in Figma to create the high-fidelity wireframes.



Low-fidelity wireframes for desktop

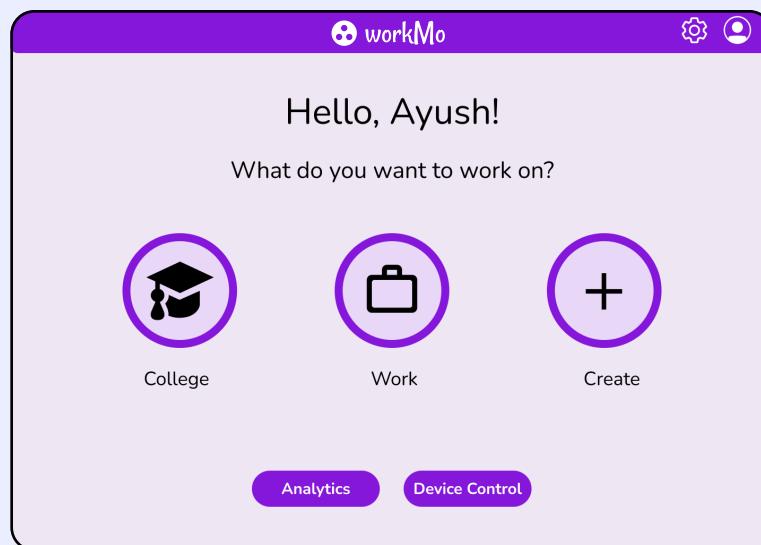
User-Flow & High-Fidelity Wireframes

While creating the lo-fi wireframes, user-flow was defined, which helped in the prototyping process.





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Welcome Screen.

Here you can create different modes for different purposes. Once a mode is created, you can enter into any of these modes. The screen has 5 major components: Modes, Analytics, Device Control, Profile and Settings.

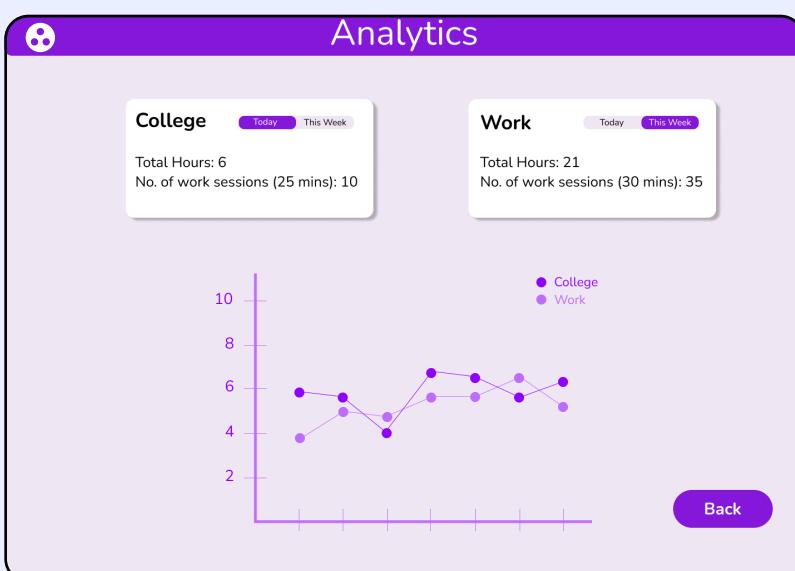
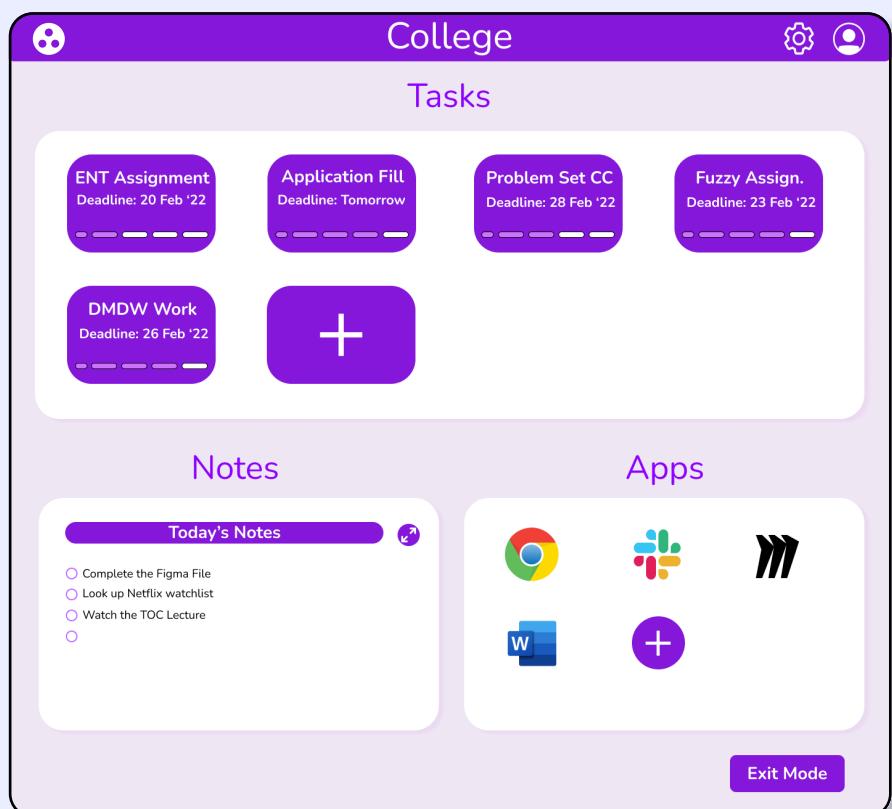
The concept of modes allows for the distinction of spaces. It lets you assign a theme to each mode.

Inside Mode Screen.

Once you enter a mode, you can create tasks relevant to that mode and keep a track of all the deadlines and completion rate of the task.

You can also see all your notes related to that mode here. Once you expand the notes, you can see all the notes that you have taken in this mode since the creation of the mode.

Besides that, there are accessible apps, which lets you access only selected apps. You can add more apps to it before/after the creation of the mode.



Analytics Screen.

Here you can access the analytics of your usage of different modes.

You can get access to Daily/Weekly trends here.

This allows you to analyze the time you are spending in different modes. It gives you analysis of time spent in work sessions and overall time spent in that mode.



Device Control

College **Work**

Available Devices:

Ayush's iPhone ON OFF

Accessible Apps:

Ayush's iPad ON OFF

Accessible Apps:

Back

Device Control.

This lets you control workMo across your devices. The app is available not only for windows/mac but also for Android and iOS.

You can add devices and control accessibility of apps/websites in them.

Create Mode

Mode Name:

Accessible Apps: +

Blocked Websites:

Choose Theme: +

Create Mode

Create Task

Task Name:

Time for 1 work session:

No. of work sessions:

Tags:

Additional Comments:

Create Task

Create Mode.

You can create new modes, add accessible apps, block websites and choose a theme for that mode.

Times Up!

Congratulations! You finished a work session!

Take a break for 5 mins!

Stand up, stretch, walk around and drink water.

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Break (reminder).

After every work session, you can set break, to stretch, walk and drink water.

Create Task.

In a mode, you can create task with estimated work sessions of given length.

ENT Assignment

Deadline: 20 Feb '22

30% complete

▶

Task Play.

The task manager gives you the completion percentage of your task. You can play the task to start the work session.

Behavioral Science

There are various Behavioral Science Principles used in creating the design to nudge users to take the desired action.

1. **Endowed Progress Effect:** When a task is created 10% progress is automatically added to the created task. This is to give users a sense of progress even when they haven't started, so the goal seems not too far. This ensures they start working on the task and gain more progress.
2. **Nudging:** When a work session is completed, a pop-up nudges the users to stand up and relax, as sitting for longer hours has created physical/mental problems for them.
3. **Gamification:** The users constantly see the progress bar and with every work session, they make progress. The urge to finish a created task gets them to complete more tasks (a phenomenon called **zeigarnik effect**).

Testing

The next steps include:

- Testing the current prototype, collecting feedback and making the changes.
- Look into how this can be modified to cater to working professionals.
- Make prototypes for all the devices.

Conclusion

workMo aims to not only make managing everything effective across your devices but also give people a healthy break (a much needed one) that will remind them to take care of their well being.

With the modes feature and choosing a theme for a mode, we aim to create distinction in different aspects of people's lives so they don't compromise one for the other.

This is a small step to making things better for college students, to help them take care of their physical/mental wellbeing, but also help them in learning effectively by keeping distractions at bay.