P5: Design Sketches & Ideas

Project HUE

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Problem Statement:

Retention rates among technology companies for entry-level employees are at an all time low. New hires tend to quit within two years because they do not feel represented within their companies especially when they are assigned roles, given critique and lack of mentors wanting to connect with them in order to help them obtaining a fulfilling career.

Vision Statement:

The new design of Hue will help users feel heard and represented by allowing users to find mentors who can guide them with their careers and remain within their respective companies. This will dramatically improve employee retention rate and lead to more job fulfillment.

Top 3 Most Promising Ideas
- Listed are sketches that we have chosen to demonstrate our most promising refined ideas.

Idea #1:

Description of screen:

This screen follows a questionnaire that assesses user preferences, goals, backgrounds, and other professional and personal information. It shows a list of people that matched the user preference. This screen can be viewed as a mentor or a mentee simply by selecting the option at the top of the screen. Users can see how many matches they have as either type of user - mentor or mentee. The page can be filtered as the user sees fit to arrange how the options are listed. The matched users are displayed with an avatar which every user creates to their preference, along with a screen name (usually the person's first name or nickname), place of work, and country where they work.

Strength:
- Allows users to scroll through mentors they have been matched with through a minimalistic interface.
- Allows users easily distinguish between their different mentors and their specific portions.

Weaknesses:
- Prior to the final sketch it was difficult to distinguish between the different titles of engineers within companies. An example of this is DevOps vs Soft engineer. Technically the same profession just different titling.

Feasibility:
- Requires that users fill out "Mentor Questionnaire" in order to be matched with mentor.
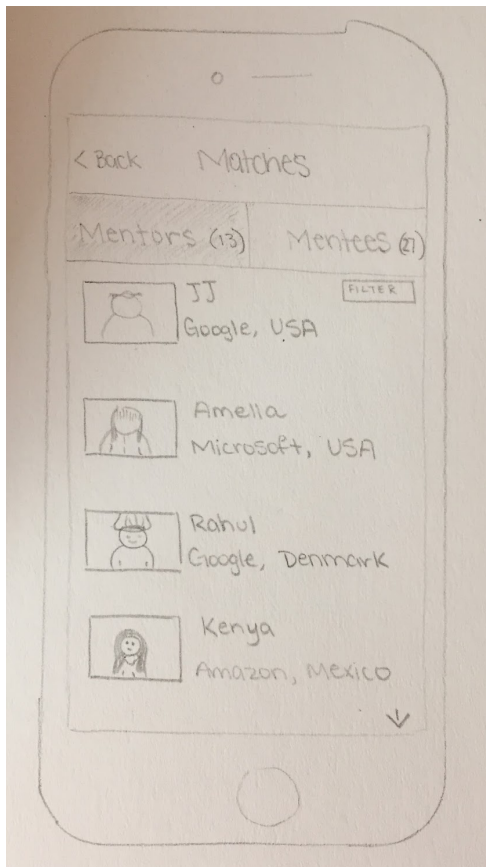- Requires that mentors sign up through their companies in order to become mentors.

Originality:
- No other pre-existing applications such as Limeade incorporate mentorship within their applications.
- First application to let users engage with mentors in specially designed activities that they can earn points from.

Trials:
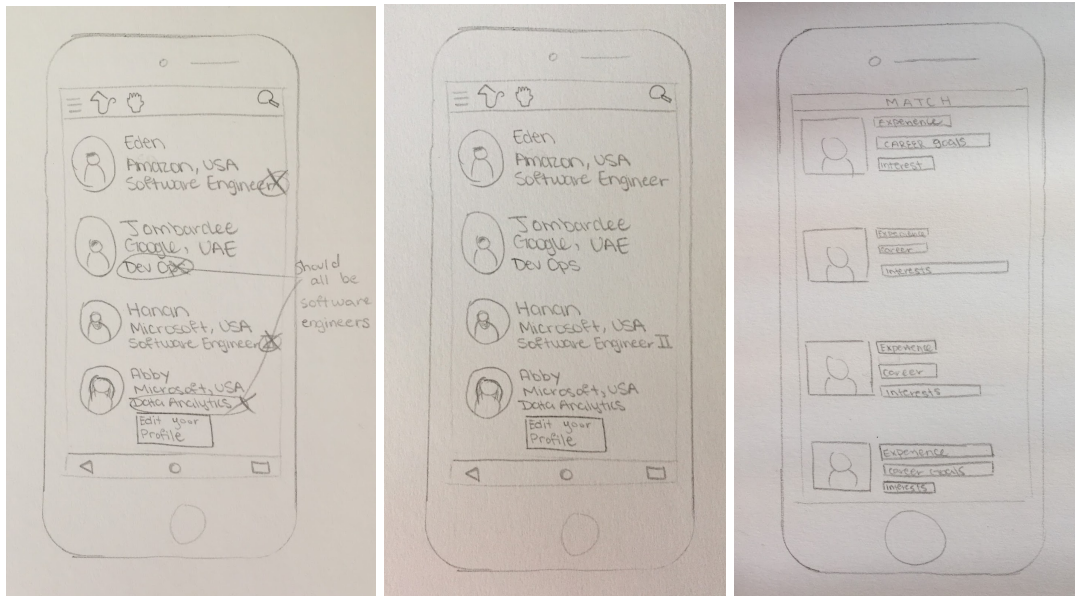
Final sketch:

Idea #2:

Description of screen: Progress Page

On this page, users can see their progress, such as data of mentorship, the activity log, and the progress for their goals. From seeing them, users can feel their effort, or be motivated to move forward. In addition, they can see them by time (day, week, month, year.). That should help users to feel the continuity of their effort, and build strategies to go further.

Strength:
  ● Users can see their progress (for their goals) with numbers, such as 5 times and 60%.
  ● Users are able to see their progress from three different perspectives. (mentorship, activity, progress for their goal)
  ● Users can see their progress by time. (day, week, month, year). That can give them insights of the improvement of their progress, and clues of what they should tackle next time.

Weaknesses:
  ● This page contains too much information, which might cause confusion, and also users might be overwhelmed with too much words and data.
  ● This page is lack of hierarchy of data/sentence, and users might get confused with where they have pay attention at most.
  ● That might be better for users to be able to customize it by themselves.
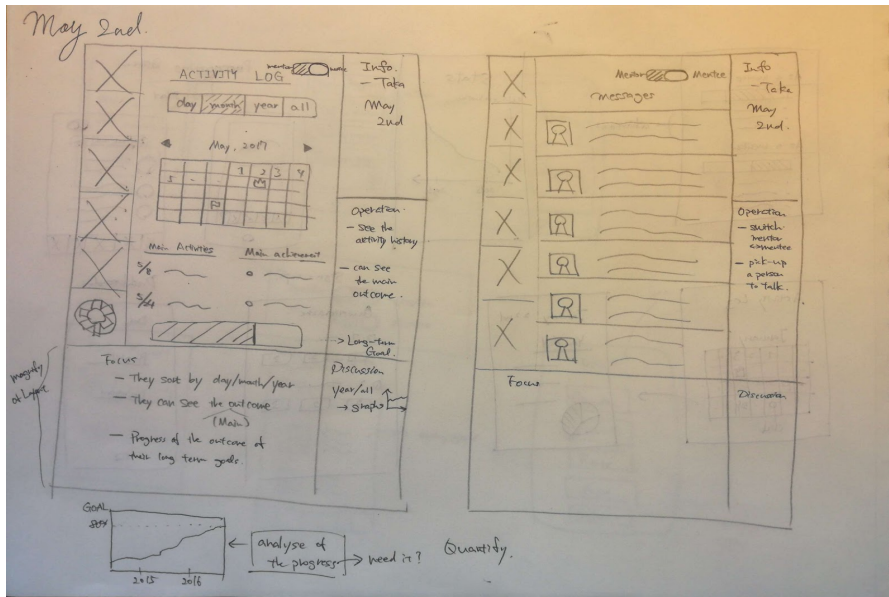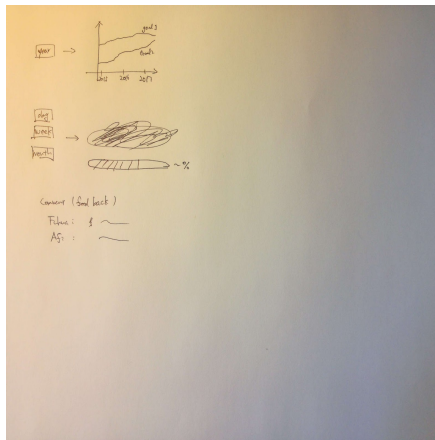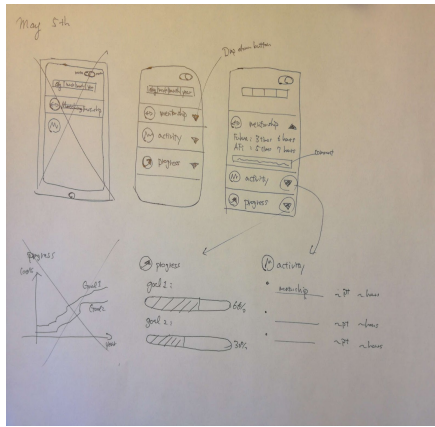
Feasibility:
  ● Requires users to use this app continuously for a long time, and so it is able to have data which is shown to them.
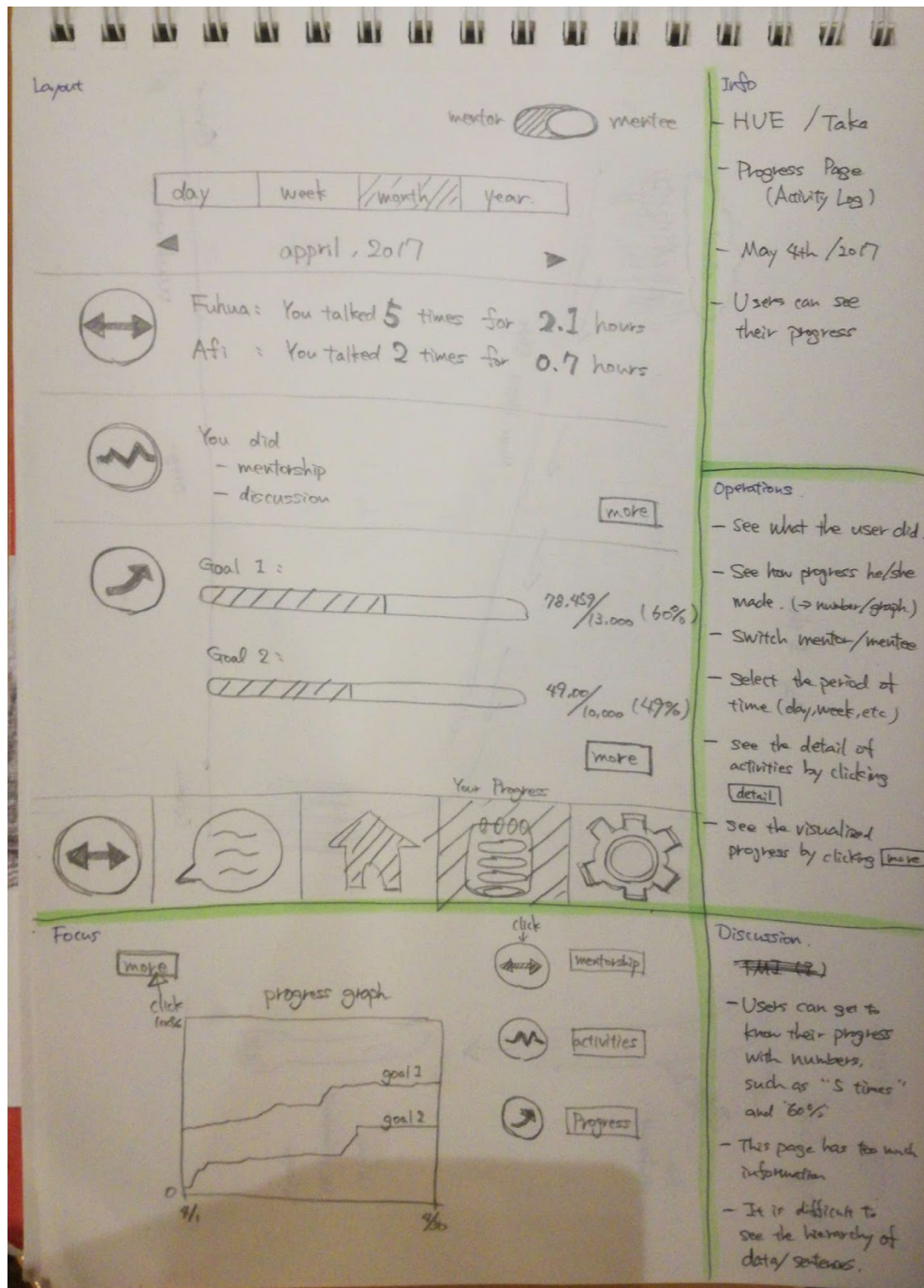
Originality:
  ● This is one of kind interface that lets user monitor progress with a seamless design that is interactive and engaging.

Trials:

Final sketch:

Idea #3:

Description of screen:

This screen enables users to message mentors while in the background it runs an analytical scanning system that scans for keywords that relate to the difficult the employee is facing in their workplace setting. The purpose of this feature is so that companies can identify pain points early on. The users (mentee/mentors) can message the each other and the messaging platform archives all the information. Mentors will have special access to a feature that allows them to assign goals to their mentees. This based on what the context of the conversation between the mentee and mentor is and based off that mentors have access to this feature and may utilize when they see it fit.

Strength:
- Allows user to communicate with mentors
- This app automatically analyse what users are concerning at most, and employers can see the data. (so the anonymity can be kept.) Then, the companies can understand what their employees are really thinking so that they are able to have chances to consider solutions toward those problems.

Weaknesses:
- A matter of potentially giving access to information that is very sensitive and private to the user.

Feasibility:
- Requires that users (mentees) and mentors engage in conversations.
- Requires that they have a device that able to download applications.

Originality:
- This the first application that lets mentors and mentees message each other through the same application without using any external messaging applications all the while it analyzes.

Strength: That automatically analyse what users are concerning at most, and employers can see the data.
Weakness: Information on the messaging is very sensitive and private to the user.
Feasibility: That requires users and mentors engage in conversations.
Originality: Not only messaging, but also analyzing function.

Trials:

Message Page

MENTOR

START GOAL
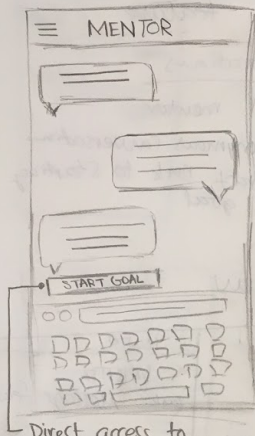
Direct access to setting a goal for the mentee

MESSAGES

Mentor #1   Today 12:30 pm

Mentor #2   Today 6:45 am

Mentor #3
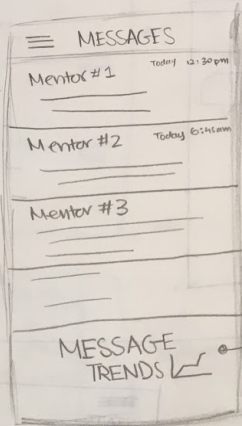
MESSAGE TRENDS ⟋

Accessing message trends / analytics

< MENTOR   Trends

How's it going?

Good. Feeling a little off with my team today.

Key Word detection

What happened? Let's talk...

LOG ISSUE

Profile Messages Activities Setting

Forum

< MESSAGE TRENDS

MOST COMMON WORDS

TEAM
WORK
FEEL
CARE

ISSUES LOGGED

Manager
Recognition
Salary
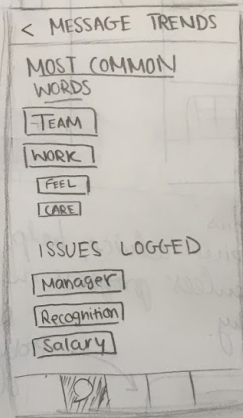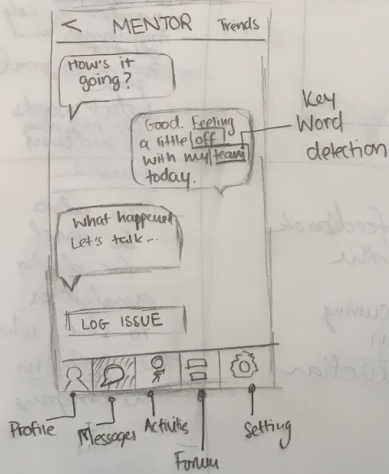
HR can access this data to learn more about what / how employees feel about working in a certain company.

Allows work culture transparency.

Final sketch:

LAYOUT

<   mentor_id   •••

> How's it going?

>> Good I guess... But I wish I can get along with the team...

> Is there a person you feel comfortable with?

>> Yea... kind of. Should I reach out.

> New goal?

START GOAL ⊗

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INFO

Author: Urishti
Title: Message page
Date: May 6 2017

Purpose:
Allows mentors and mentees have private conversations

Task:
- Report to mentors about challenges and issues.
- Immediately start goals

OPERATIONS

- Access conversations with mentees and mentors at any time.

- Whenever a possible opportunity of a challenge is presented (through word detection), a "start goal" button pops up. This takes users/mentees to a page where they can start a new goal to keep track of.

- Mentees & mentors can share photos, videos, documents, as a way to report progress

FOCUS

mentor_id ●——— No names included. This enables mentees & mentors to express concerns openly and privately.

START GOAL ●——— When a new challenge is presented, this button pops up to allow mentees to immediately start a goal.

(chat bubbles) ●——— Accessible like text message. Incentivizes regular use.

DISCUSSION

- These messages are also subject to analytics in order for the HR department to keep track of what issues and concerns employees face in their day to day jobs.

- Information about mentees and mentor remain anonymous.