

Boxjelly- Project Background

Organisation background

As one of the largest family service organizations, Berry Street's main task is to provide programs and services for socioeconomic disadvantaged children.

This project is part of the Berry Street Y-Change plan. The program is to provide an engagement opportunity to young people aged 18-30 who have experienced violence, homelessness and mental illness. Y-change believes that these disadvantaged young people have a wealth of life experience even though they are often overlooked. Therefore, the goal of the plan is to advocate institutional and social changes, so that young people with life experience have more opportunities for decision-making and are no longer regarded as limited in ability.

Project background

Y-change's strategy is to recruit, train and hire young life experience consultants (LEC) for external consulting. LEC provides professional advice and guidance and establishes solutions for the community system that affects disadvantaged youth. Y-change is currently seeking to create a tool to help LEC reflect on and improve their professional and personal skills. The project will implement an online testing platform for LEC specific skill areas, which is called LEx Mirror.

The key stakeholders of the project include:

1. Lived Experience Consultants (LECs), who will take the quizzes
2. Supervisors of LECs, who will create quizzes based on rubrics, and look at the LECs' shared results

Problem

By using LEx Mirror platform, there are several problems need to be addressed.

1. LECs don't have a specific tool for self-reflection.
2. LECs have limited ways of identifying their strengths.
3. LECs need easier access to the tools, so traditional approaches are ineffective.

Goal

By applying the LEx Mirror platform, it should be able to provide online tests for professional and personal skills. The interface of the project should be easy to use, interactive and visually engaging. And easy access is very important, because young people with life experience tend to stay in the comfort zone. In addition, the project should be able to achieve the ability to test and reflect on feedback without logging in, as well as to protect privacy, and the system should only share the content that participants want to share.

Scope of the solution

In scope

LEx Mirror provides quizzes that can be easily accessed online on desktop or mobile.

Upon entering LEx Mirror, the user is prompted to select if they are a Lived Experience Consultant (LEC) or a Supervisor. Logging in is mandatory for Supervisors, but is optional for LECs.

LECs

LEC users can select a specific professional or personal skill that they wish to take a quiz for, such as "Collaborative learning", "Leadership" or "Problem solving". This sends them to the corresponding quiz overview page.

The quiz displays one question at a time to avoid visual clutter. During the quiz, the user can navigate back and forth between questions, but must select an option for the current question first to prevent skipping. Once the quiz is complete, the answers are compiled to determine a feedback category, which contains positive and constructive information that highlights strengths and areas to improve on.

Upon receiving feedback, the LEC can write a short diary/note to reflect on the feedback.

The LEC has the following options:

- Save a record for future reference; requires log in
- Share the feedback to multiple email addresses; does not require log in
- If an email address belongs to a Supervisor, the feedback is shared within the system so that it can be seen by the Supervisor
- If an email address does not belong to a Supervisor, the feedback is sent by email

The LEC can then select another quiz to target a different skill.

Logged-in LECs can view the quiz feedback that they saved in the past.

At all times, the LEC has the ability to provide evaluation for future improvements to the tool.

Supervisors

Supervisors can view feedback that has been shared to them by LECs. This includes "anonymous" LECs who shared feedback without logging in.

Supervisors can create new quizzes by filling in a rubric template. This involves specifying the following details:

- Name of the quiz
- Overview - what the quiz is about
- Quiz questions
- Options and numerical points for each option (based on a rubric)
- Feedback categories and numerical points range for each category (based on rubric)

Supervisors can edit or delete existing quizzes, or make them available/unavailable to LECs.

LECs & Supervisors

Both user types can perform basic account management, which includes updating email address and password, and deleting the account.

Out of scope

Analysis page: An analysis page that compares the user's results to other users is not in the scope of the project. It can be demotivating to see oneself compared and ranked against others, therefore the analysis page will not be developed.

On-boarding process: To provide instructions for using the tool, there could be an on-boarding process to guide users. This process can either be built into the application or conducted via an in-person workshop. However, we try to keep the tool as intuitive and easy to use as possible to eliminate the need for an on-boarding process.