Orca Go

**The Problem**

Large corporates usually host a couple of professional workshops throughout the year to educate the employees on the latest professional trends. The workshops are either hosted in the firms or somewhere else in the city. Since the workshops usually happen in the regular office hours, it is important for the company to keep track of the attendance and make sure that the employees stay till the end of the workshops. Currently, most companies still record the attendances by paper and pen. Each employee needs to sign in on the paper at the entrance before taking the seat, which significantly slows down the workshop schedule. In addition, the lecturers may not always be the people from the company. They can also be the professional individual outside of the firm. This makes the documentation process even harder as the lecturer can forget to keep track the attendance or turn in the attendance sheet after the workshop.

**Solution**

Digital Check-in is a new feature for OrcaGo, a learning management mobile application for enterprise. It provides multiple ways for users to check in, including QR Code, Bluetooth and GPS. With digital check-in, lecturers can easily keep track of the attendances; students can check-in without the hassle of waiting in line.

**User Research**

Field Studies

Before diving into the design, I visited 2 workshops which were hosted by different enterprises and different lecturers to observe how the users completed the tasks in their natural working environment.

Interviews

I also interviewed 3 employees to better understand their frustrations in the check-in process

**User Finding**

*“I usually have 3 classes or workshops in a day and they are all in different locations. It’s really easy to mess up the sign-in sheets of different workshops.”*

In average, lecturers have more than 1 class at different locations in a day. The schedules were back-to-back, so the lecturers did not have time to print them out before the workshops. They had to finish all the preparation work a day before and carry the sign-in sheets for all the workshop. Yet, it was easy to mess up the sign-in sheets since they did not know the attendees.

*“It’s always a mess at the beginning of the workshop. People usually rush into the classroom at the last minute and we will need to wait for 10 minutes just to let people sign-in and take the seats”*

Most employees arrived at the classroom 5 minutes before the workshop starts. Some even arrived late and looked for the sign-in sheet after the lecturer starts. The workshop would not start on time since the lecturer preferred to start the workshop after all the employees in line signed up and take seats.

**HARD TO KEEP TRACK WHETHER STUDENT STAY FOR THE ENTIRE WORK SHOP**

*“People would leave the workshop earlier. I hope there’s a way to keep track of that since we need to report this information to their boss”*

Some employees would leave the classroom in the middle of the workshop, but the lecturers have no way to keep track. It is hard to ask students to sign again after the workshop, since people usually just rush out from the classroom. Yet it is critical to know this information because the employees are being paid by the company for their time in the workshop.