

Low-cost redesign of learner's companion app to increase usage

Education

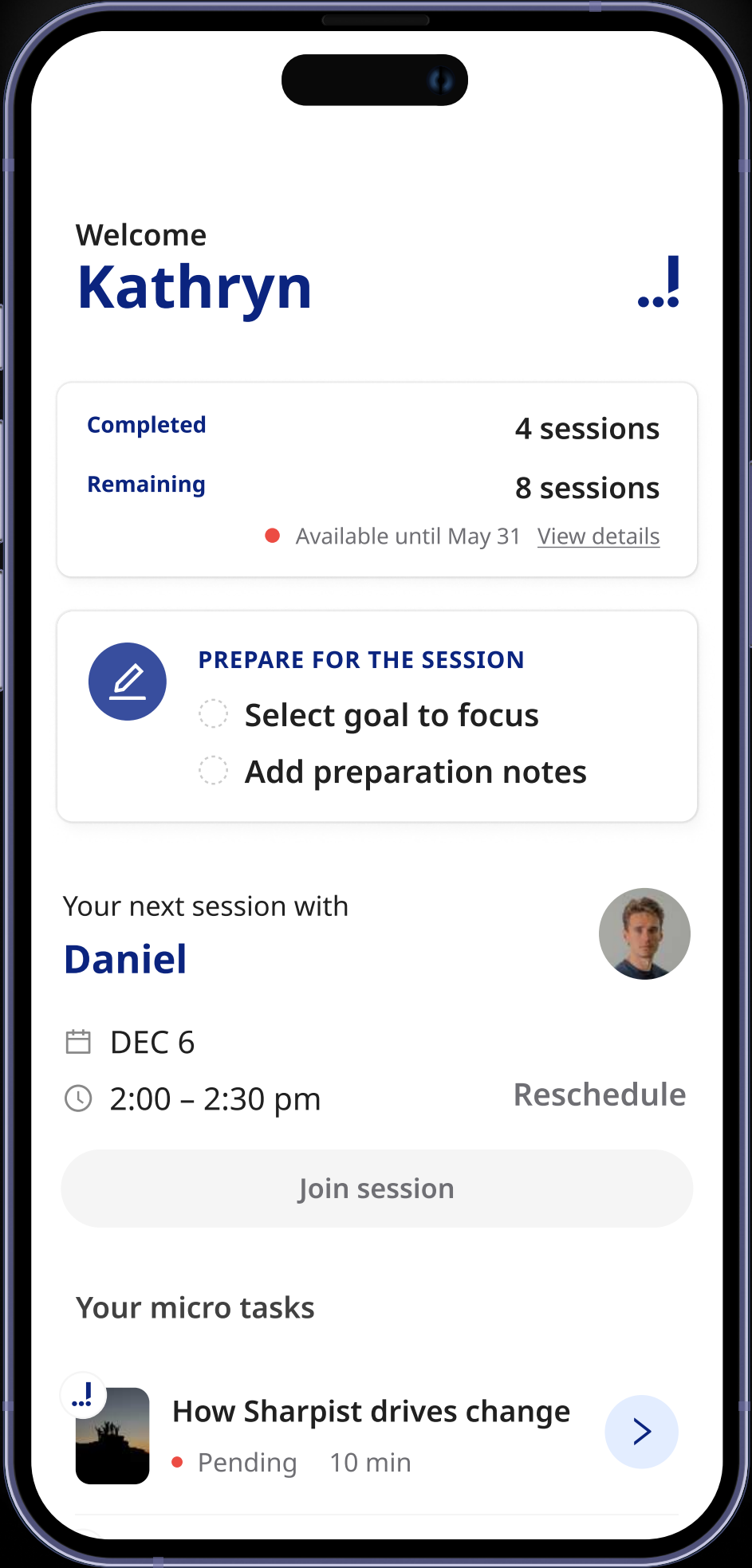
Mobile App

User Research

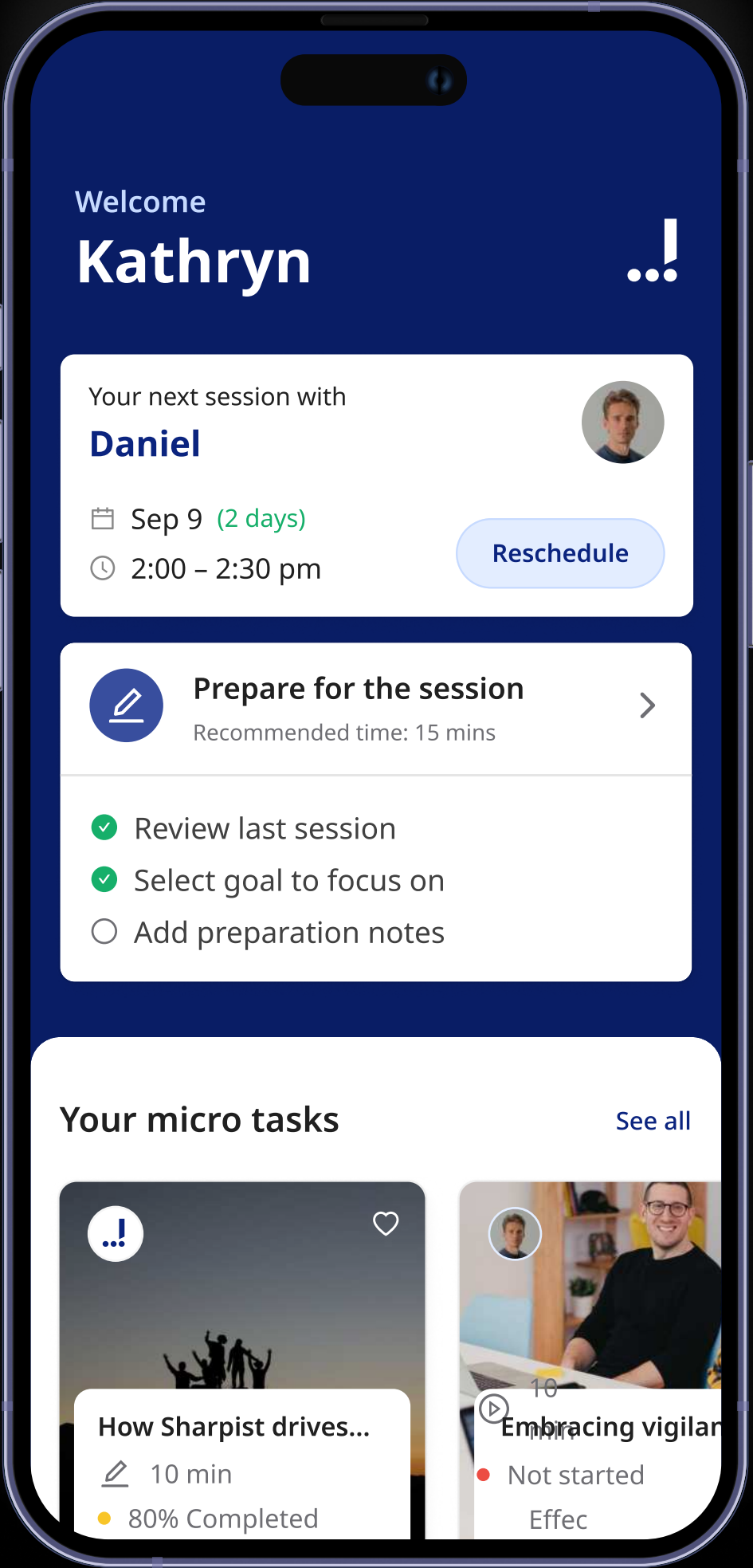
Sharpist

UX Improvements on the Learner's Companion App

Small improvements go a long way. I revamped the home screen to enhance visual hierarchy and prioritize what matters most, creating a more focused and user-friendly experience.



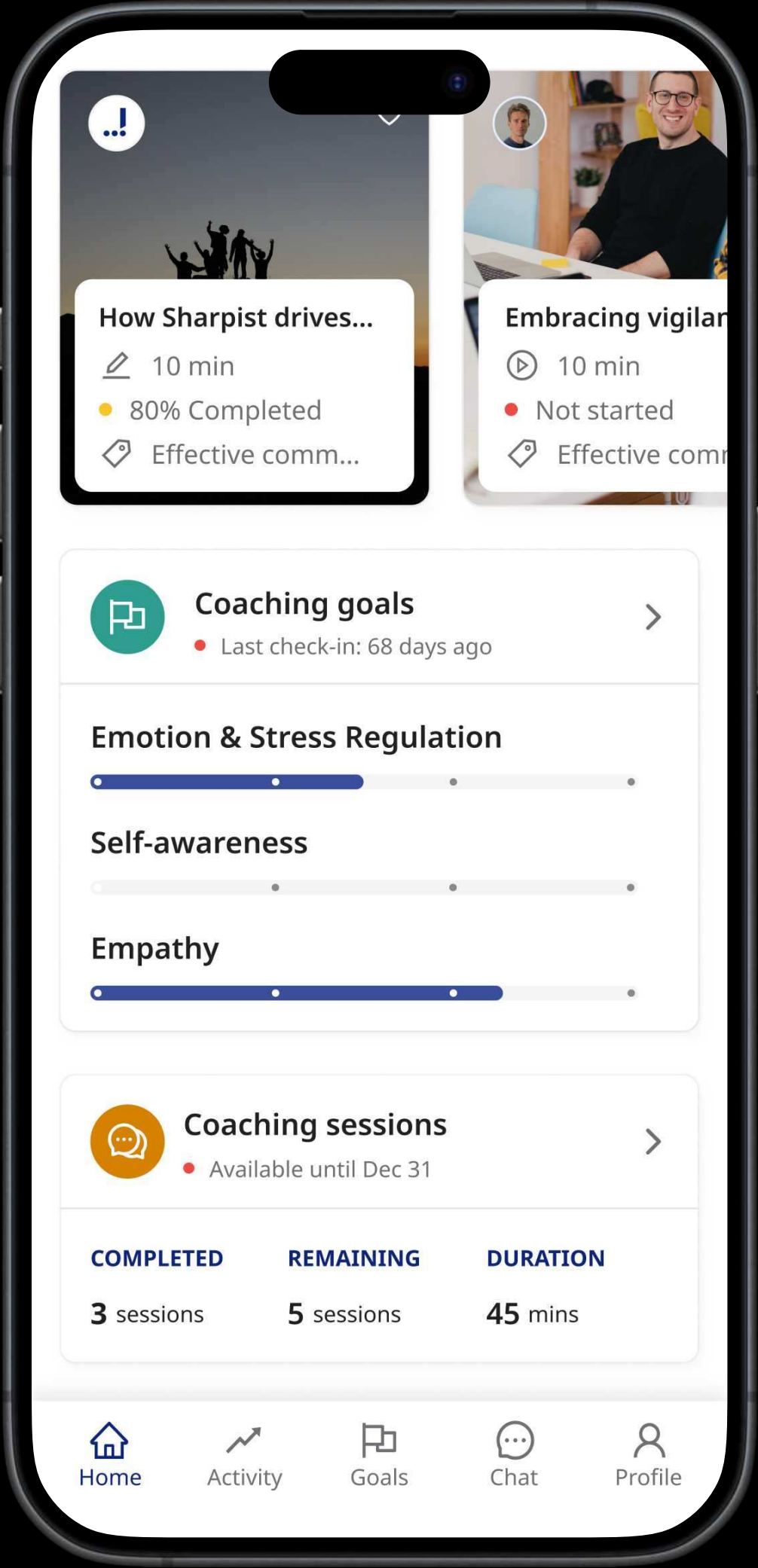
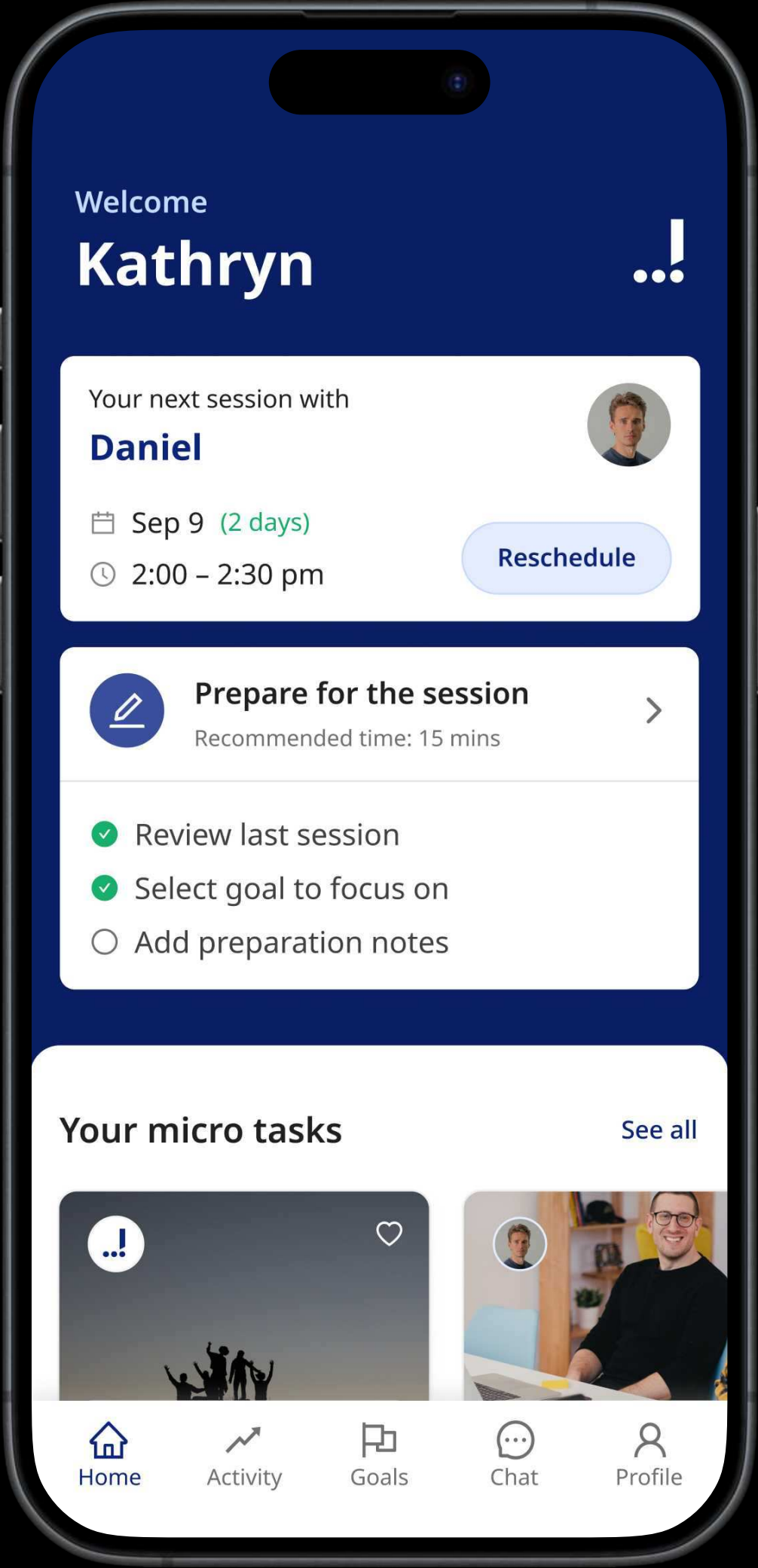
Old



New

Upcoming session info
No. 1 reason why learners
open the app

Session prep
Preparation is key to a
more effective session



Microtasks
2nd most visited reason,
bite sized learnings based
on growth goals assigned
by your coach

Goals
Overview of goals and
progress.

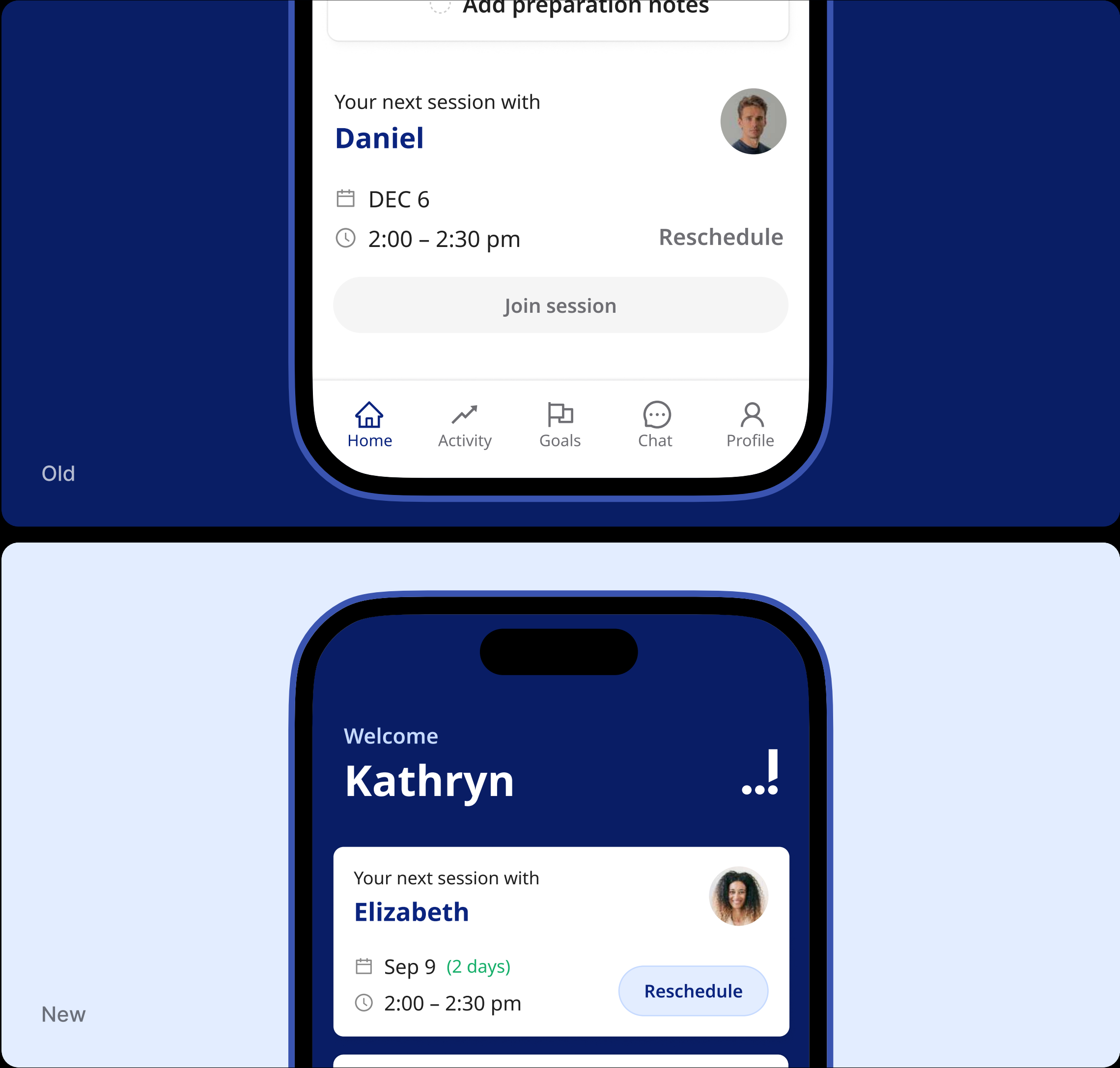
Record of sessions
Keep track of remaining
sessions to request their
HR for more sessions

Session Reminder and Access Made Simple

This redesigned section keeps learners informed about their session date and time while serving as the primary access point for joining coaching sessions on mobile.

The new compact card features a dynamic button that switches to "Join Session" on the session day. We also repositioned it at the top, reflecting its status as the #1 reason learners open the app.

To support busy learners, the design highlights how soon the session is—encouraging preparation and prompting completion of pending micro-tasks.

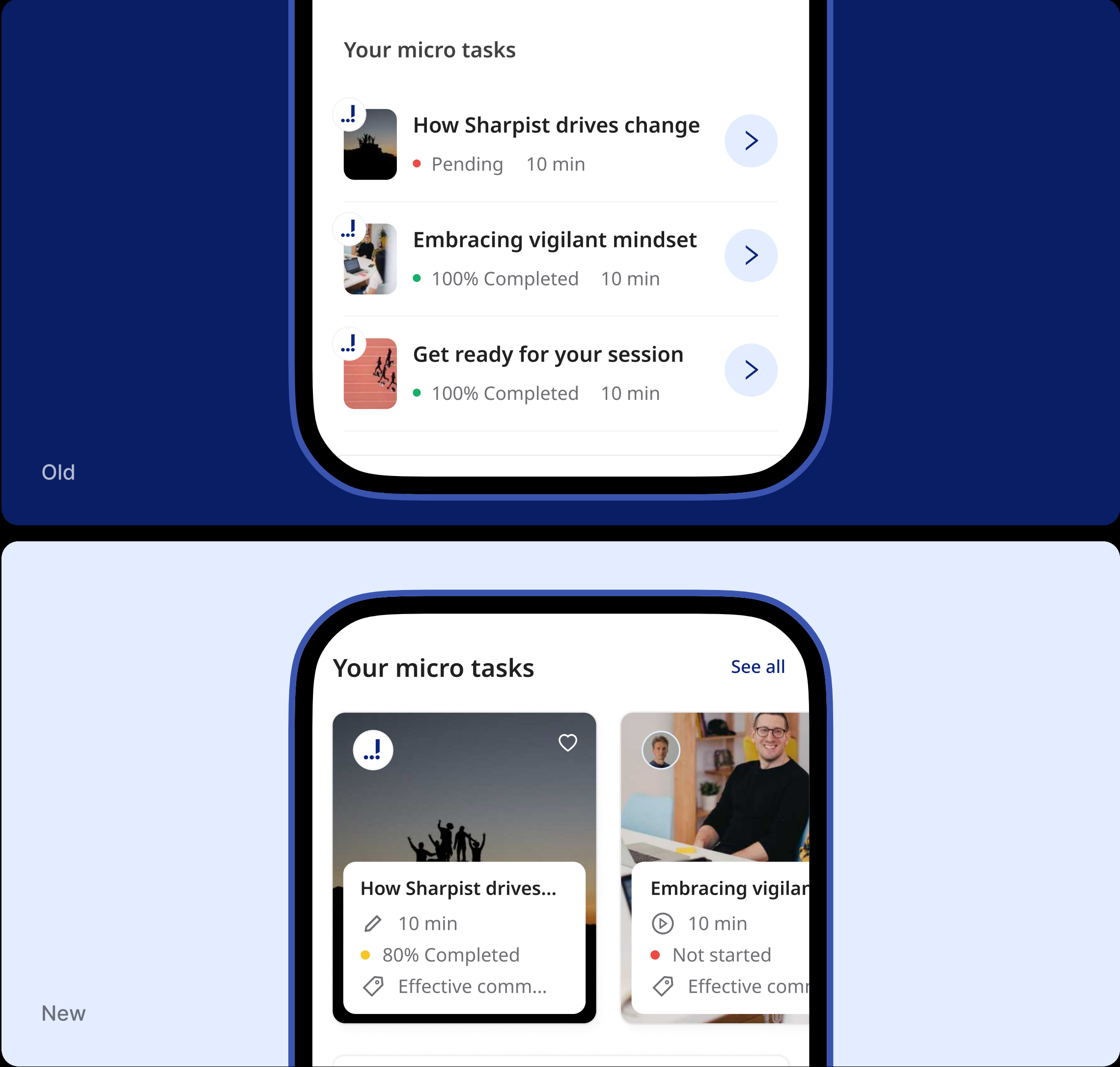


Micro Task Redesign

Cover images of micro tasks were utilized to create visual resting points on the home screen, enhancing the user experience.

Rather than displaying all recent tasks, only those requiring immediate action are shown, helping learners stay focused.

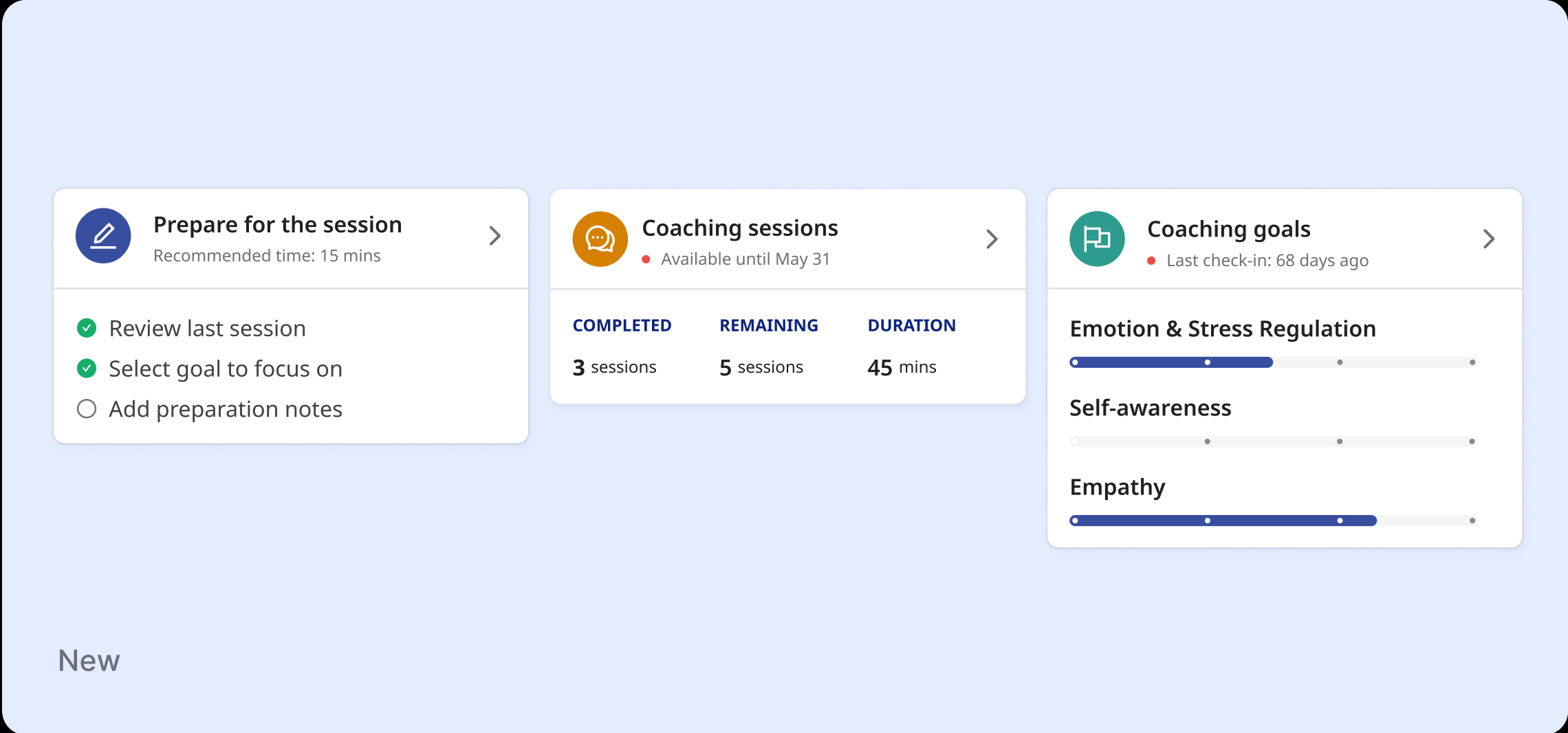
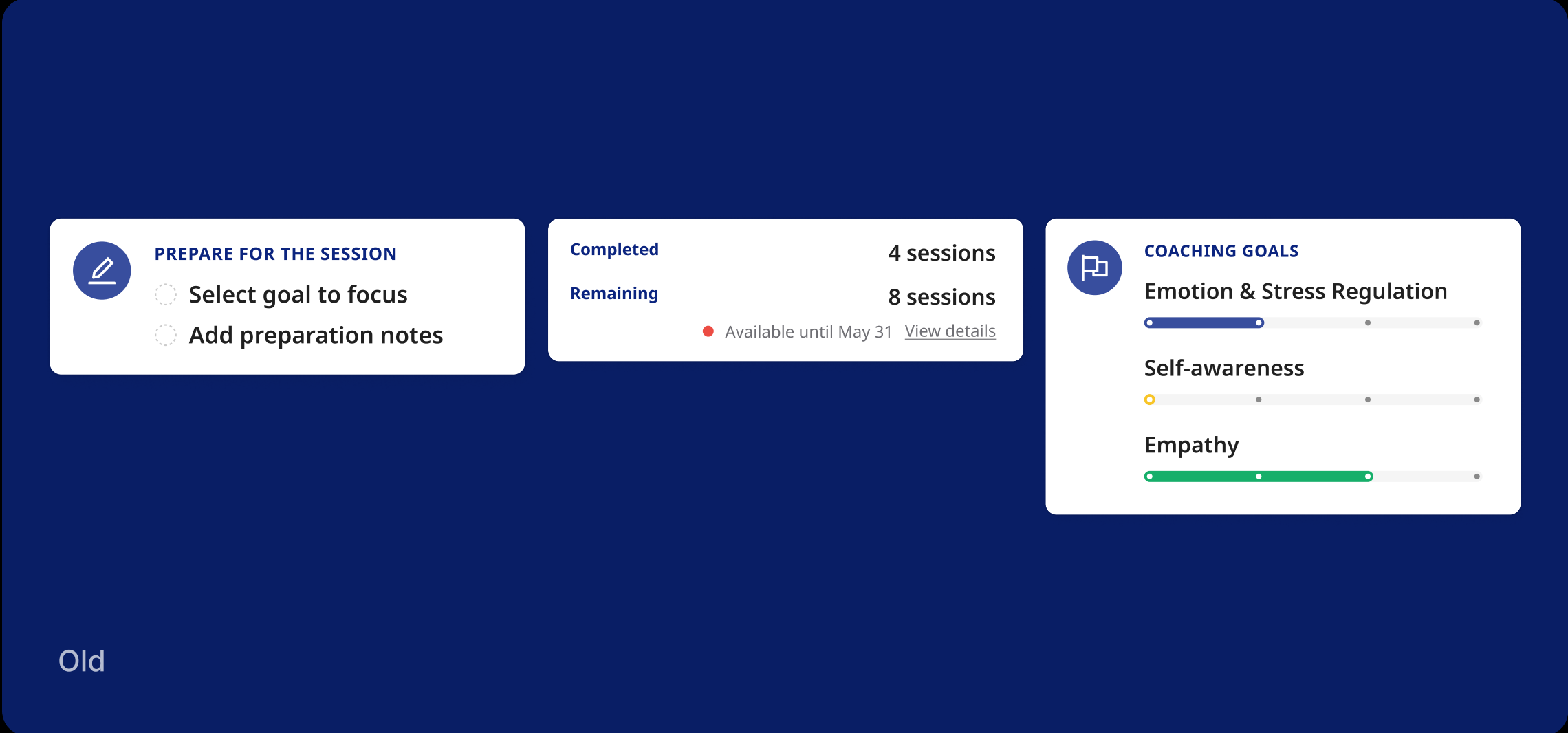
Icons were introduced to indicate the format of each micro task (video, interactive, reading, etc.), allowing learners to easily select the task that fits their needs at the moment.



Visual Consistency and Interaction Enhancements

Small visual improvements were made to establish a consistent structure, with dedicated space for alerts and additional details.

Cards were designed to appear more interactive, signaling to learners that there are further details they can explore.



Creating better habits to boost learner's development and engagement

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Mobile App

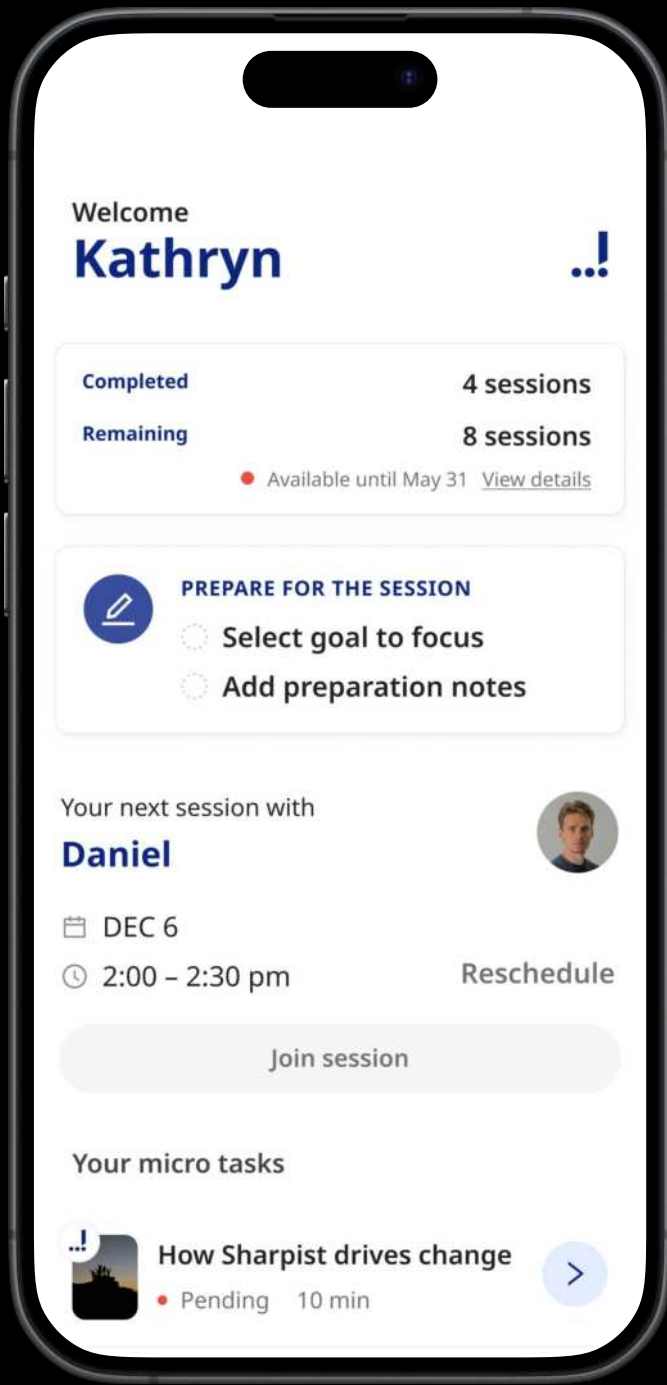
User Research

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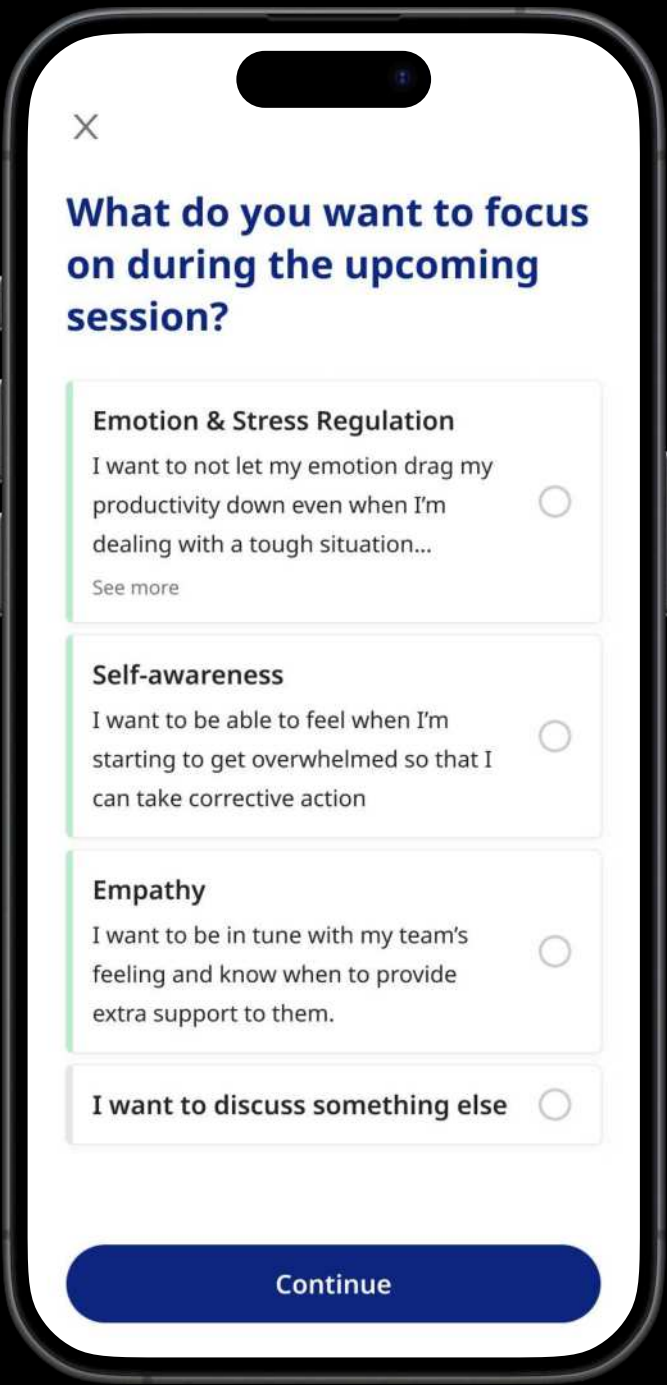
Previous Session Prep Flow

Session Prep Flow

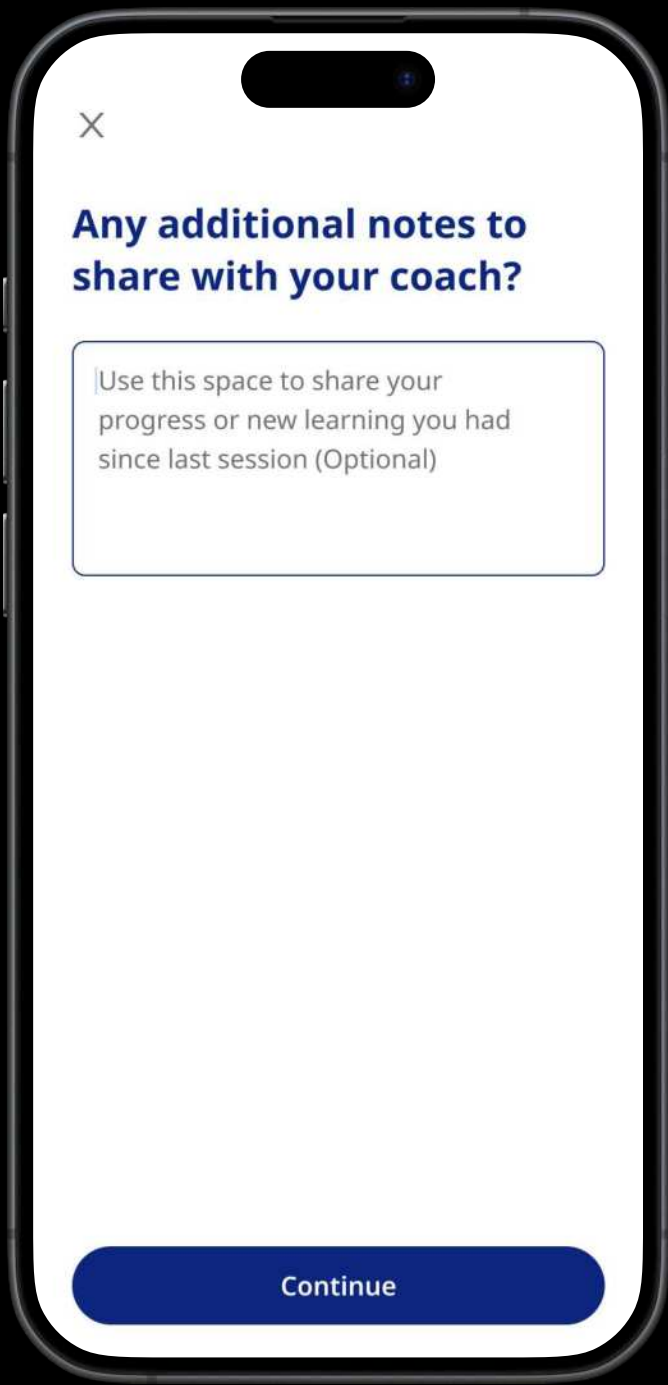
Session Prep Incomplete



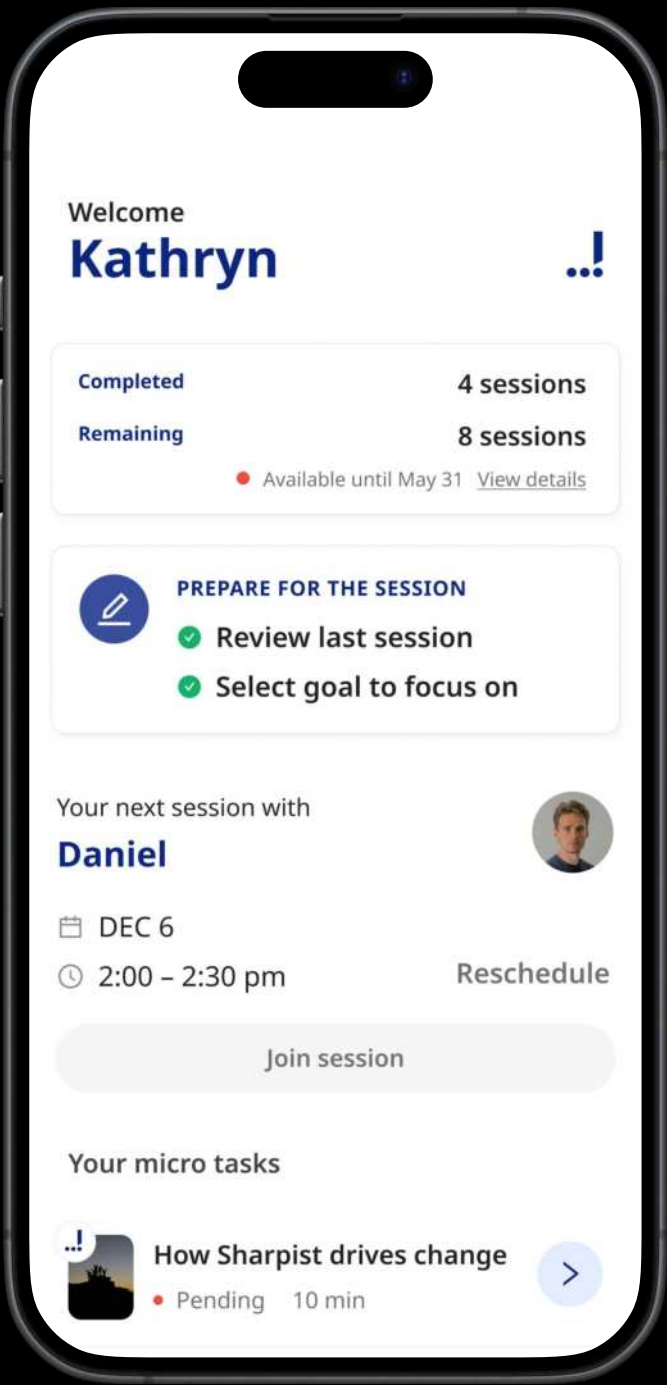
Select Session Focus



Add Notes for Coach

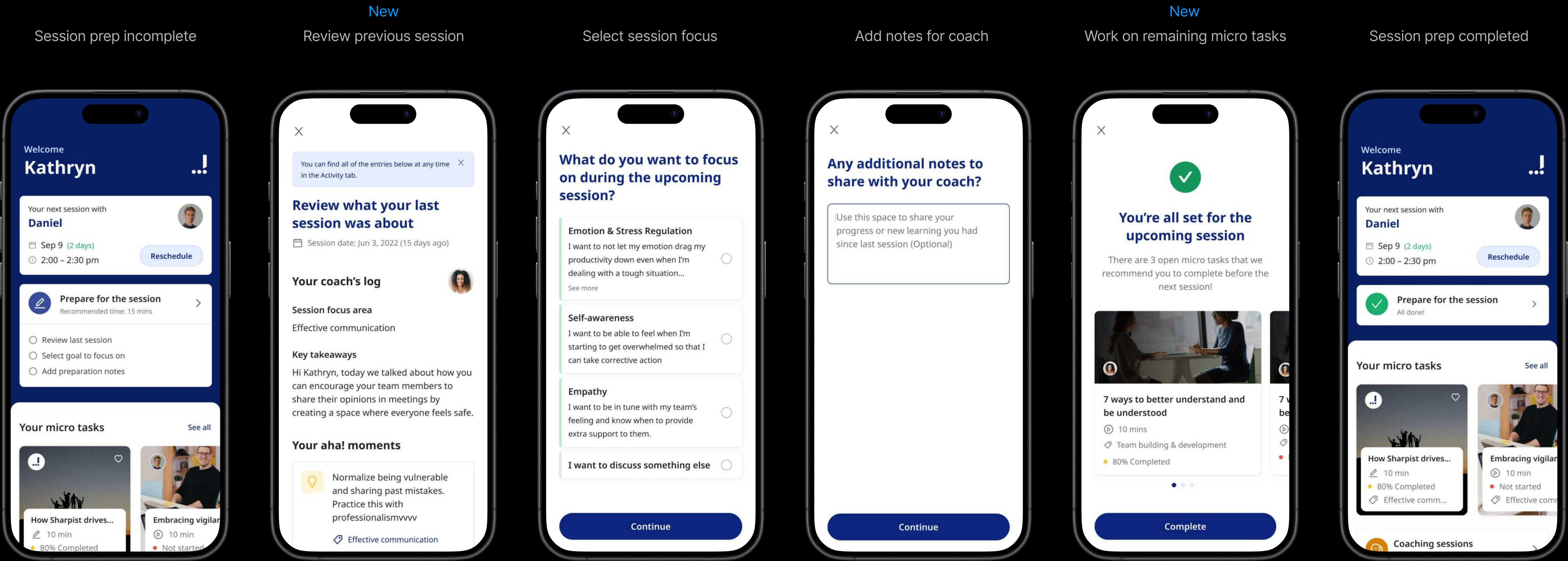


Session Prep Completed



New Session Prep Flow

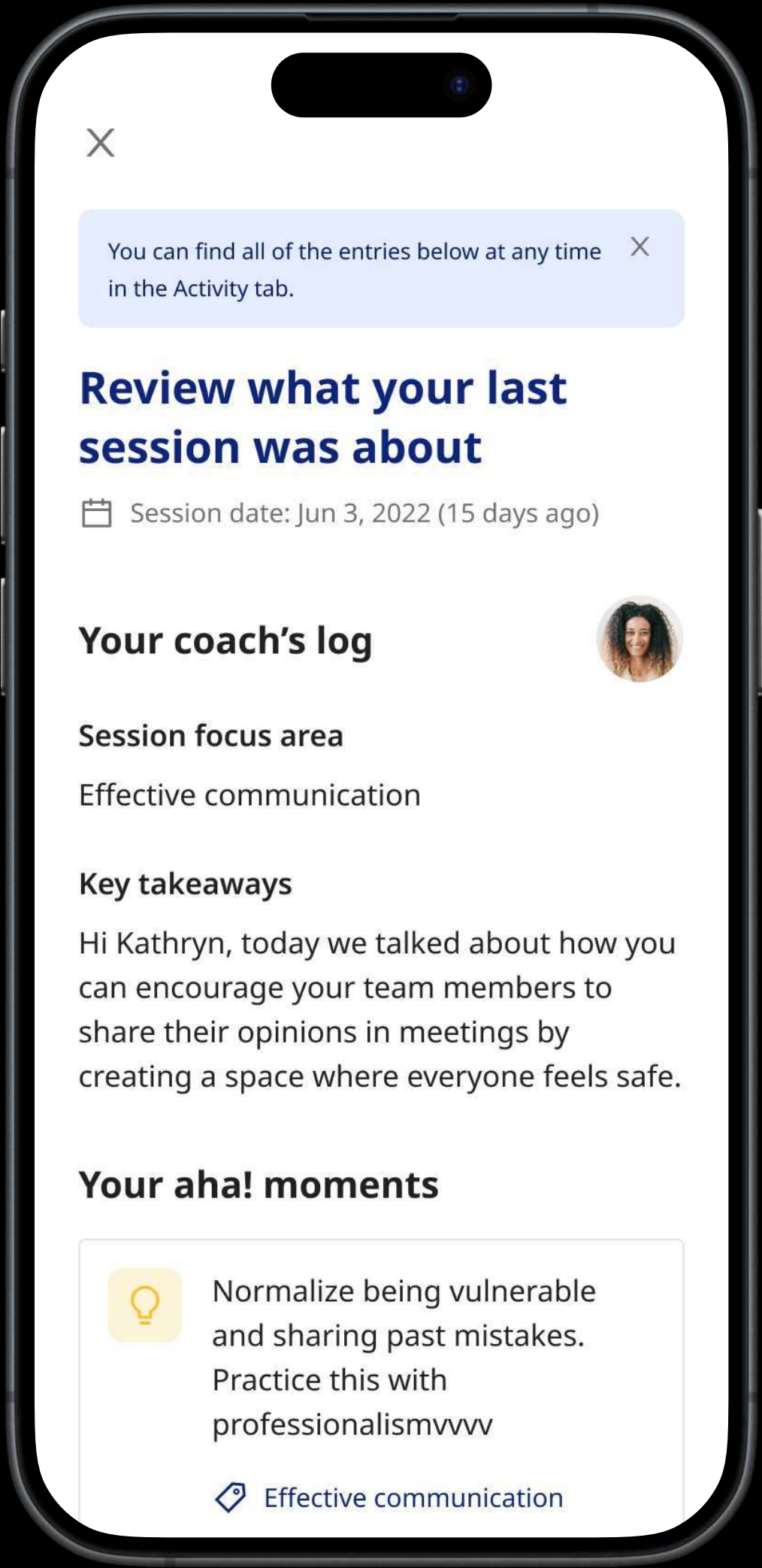
Session Prep Flow



Enhancing Session Prep with Coach Logs

Many learners already use Coach Logs (session summaries from their coaches) to prepare for upcoming sessions, but many were unaware of this valuable feature.

By integrating Coach Logs into the session prep process, we not only raised awareness of the feature but also supported learners in their preparation, streamlining their journey for better outcomes.



FYI Banner
Reminder where learners can find this information in the app

Coach's Log
Summary of what happened during the last session written by your coach

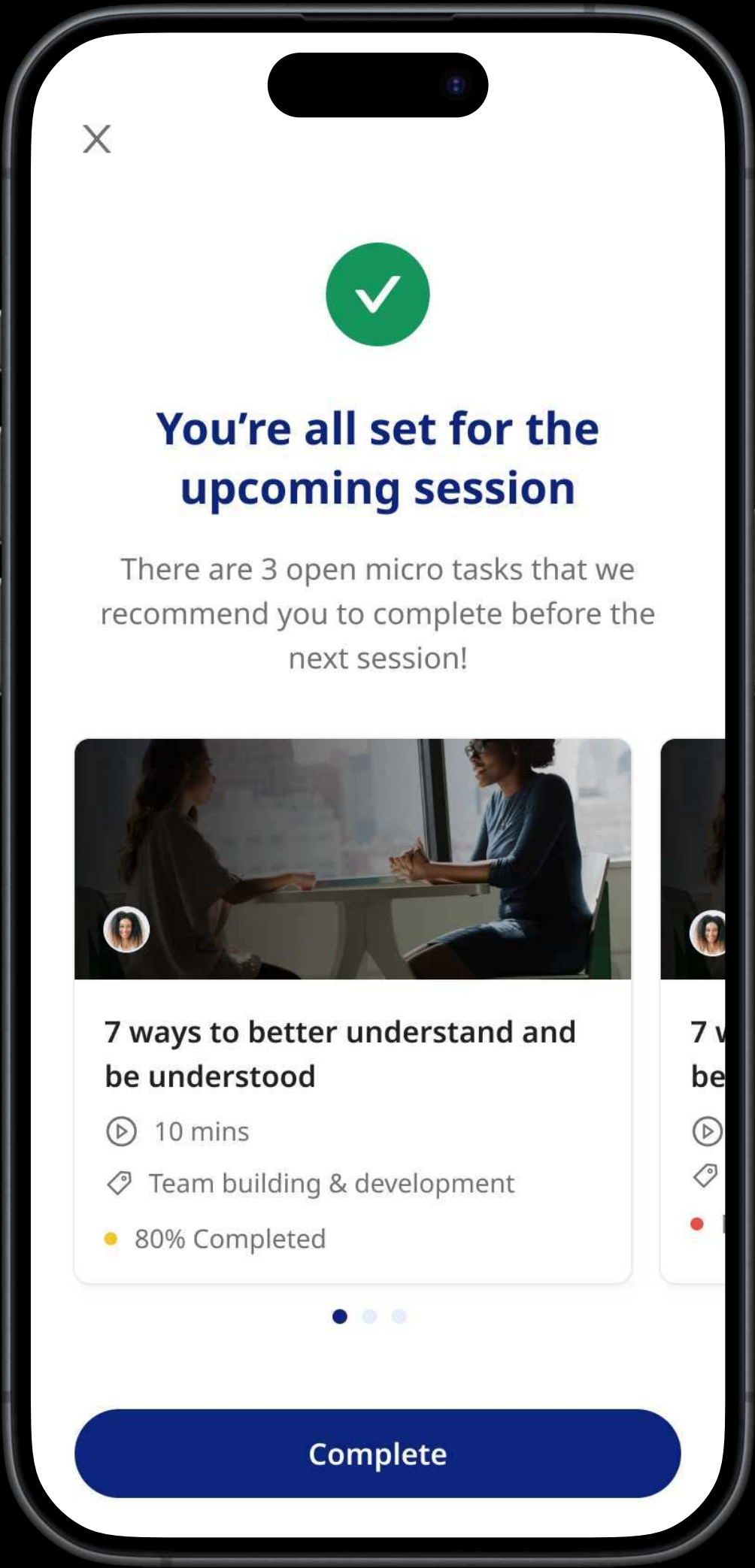
Aha! Moments
Insights that you logged after your last session

Gently Nudging Learners to Complete Open Micro Tasks

After completing session prep, learners are given the option to work on any unfinished micro tasks.

This feature was strategically placed at the end of the prep process, as most learners typically prepare 15 minutes before their session.

By presenting it at this moment, it gently encourages them to quickly finish any remaining tasks if they're close to completion.



Micro Tasks
Cards of incomplete micro tasks learners can jump into

Removing blockers from adding insights to increase app usage

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Session Rating

A simple addition of copy with reassurances about total privacy provides learners peace of mind when rating their sessions.

Aha! Moments (Insights)

The importance of confidentiality is emphasized, clearly stating that notes are shared only with the coach, not the employer.

Sharing & Privacy Page

Learners can easily view what information is shared and with whom, eliminating the need to sift through fine print in the privacy policy.

Post Session Flow

Additional Info Found in Profile & Settings

