

# Journey refactor

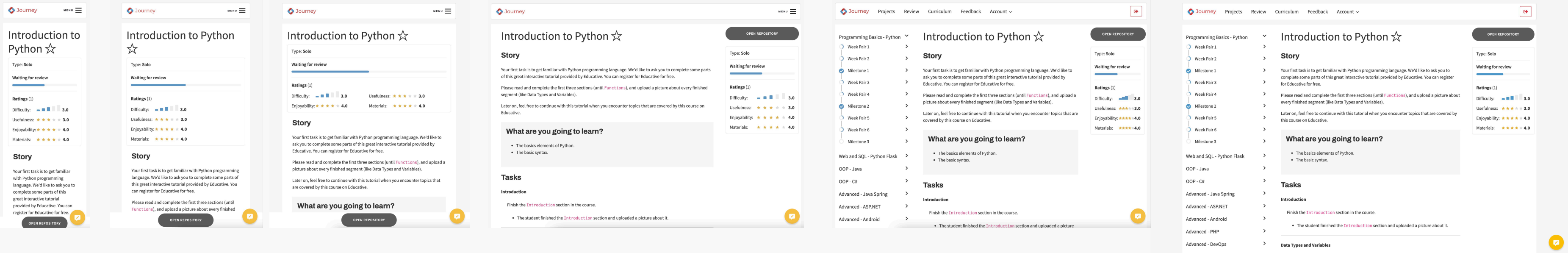
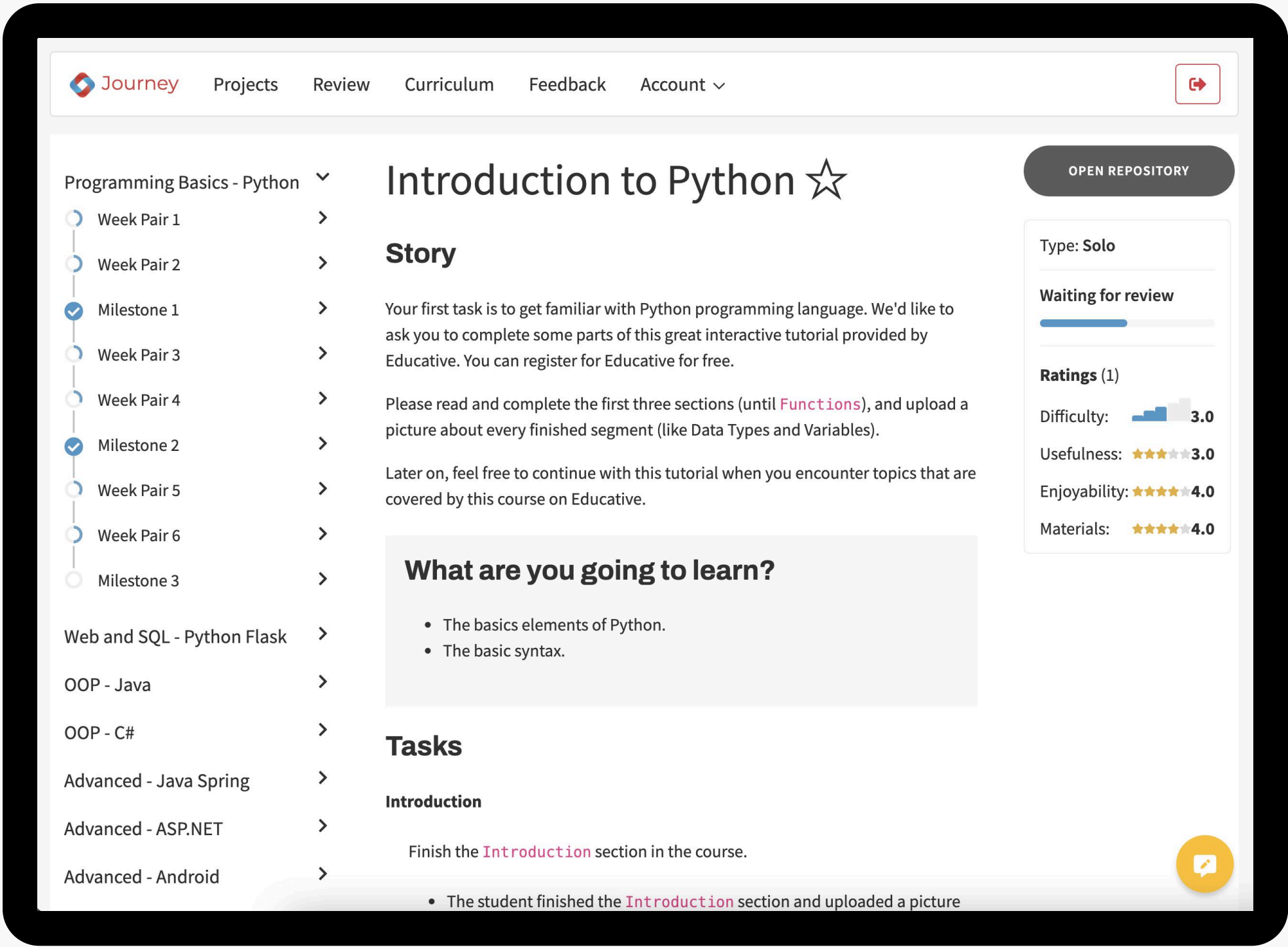
2022 - 2023



2022 - 2023

# Journey refactor

Refactoring the user experience of a study curriculum platform for a coding school involved improving the usability, accessibility, and overall user experience of the platform.



# Journey refactor

## Q1 Discovery & concept

## Q2-Q3 Declutter & stabilize

### 1. Discovery

The current user experience was analyzed comprehensively to identify its strengths and weaknesses. Feedback was gathered from users to understand their likes and dislikes about it.

TOOLS:  
GOOGLE ANALYTICS, HOTJAR, SHADOWING, USER INTERVIEWS, NIELSEN’S HEURISTICS, COMPETITOR ANALYSIS

### 2. Conceptualisation & clarification

Design thinking methods were applied to familiarize with the users. Customer experience mapping and card sorting helped build the basics of IA. Vision spikes were created along the top priority feature requests.

TOOLS:  
DESIGN THINKING, CARD SORTING, INFORMATION ARCHITECTURE, USER STORIES, USER FLOWS, VISION SPIKES

### 3. Navigation and layout

The interface was simplified to make it intuitive and easy to use. Navigation was decluttered, and the layout was optimized.

TOOLS:  
WIREFRAMING, PROTOTYPING, BREAKPOINTS & DESIGN SYSTEM BASICS, USABILITY TESTING, BEST PRACTICE RESEARCH

### 4. XP system basics

An experience point-based system was developed to help students and their mentors oversee the student’s progress.

TOOLS:  
WIREFRAMING, PROTOTYPING, ATOMIC DESIGN SYSTEM, USABILITY TESTING, BENCHMARKING (NPS, SATISCACTION SURVEYS)

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## Q4 Gamification

### 5. Interactive content

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TOOLS:  
COMPETITOR ANALYSIS, BEST PRACTICE RESEARCH, WIREFRAMING, PROTOTYPING, DESIGN SYSTEM, USABILITY TESTING

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By collecting XPs, users could unlock the upcoming units and acquire additional help and tutoring from mentors.

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## Q1 Iterate & Illustrate

### 7. Theme creation

A theme was created to put the students progress into context which helped them understand where is programming used in the real world. (Discovery of industries concept)

TOOLS:  
WIREFRAMING, PROTOTYPING, DESIGN SYSTEM, USABILITY TESTING, MIDJOURNEY

### 8. Chat GPT & Chatbot

The curriculum’s content got refactored with the help of Chat GPT to fix grammatical and stylistic errors. A chatbot was planned to be implemented to help answer the frequently asked questions.

TOOLS:  
CHAT GPT CONTENT REFACTOR, CHATBOT INTEGRATION, WIREFRAMING, PROTOTYPING

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## Personas (briefly)



### Alex: The Career Changer

Alex is a 32-year-old marketing professional who has always been interested in technology and coding. They want to transition to a career in tech and have decided to take courses at an online coding school to gain the skills they need.



### Maya: The Busy College Student

Maya is a 20-year-old college student studying computer science. She is already familiar with some coding concepts, but wants to deepen her knowledge and gain practical experience.



### David: The Lifelong Learner

David is a 50-year-old engineer who has been working in the oil industry for over 20 years. He wants to extend his knowledge within coding.



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INTERVIEWS, NIELSEN'S HEURISTICS,

COMPETITOR ANALYSIS

## User stories:

1. As a student, I want to easily **find the unit I was in, and oversee my current progress** within the curriculum so I can continue my studies exactly where I left off.
2. As a student, I want to have **access to high-quality video tutorials and interactive coding challenges**, so that I can learn by doing and practicing coding skills.
3. As a student, I want to be able to track my progress and receive feedback on my coding exercises, so that I can **identify my strengths and weaknesses** and focus on areas that need improvement.
4. As a student, I want to be able to **connect with other students and instructors**, so that I can ask questions and get help when needed.
5. As a student, I want to be able to **access the platform from any device**, so that I can learn on-the-go and at my own pace.
6. **As a mentor**, I want to be able to easily create and publish new courses and learning paths, so that I can keep the content fresh and up-to-date.
7. **As a mentor**, I want to be able to monitor student progress and provide feedback on their coding exercises, so that I can help them improve their skills.
8. **As an administrator**, I want to be able to manage student accounts and track their progress, so that I can identify any issues and provide support when needed.
9. **As an administrator**, I want to be able to monitor platform usage and track key performance metrics, so that I can make data-driven decisions to improve the platform.



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## Usability heuristics:

1. **Technical issues**, such as slow loading times, broken links, or software malfunctions, disrupted the learning experience and frustrated the user.
2. **Accessibility issues**, such as difficulty navigating the platform, issues with screen readers or other assistive technologies, or inaccessible content, made it difficult or impossible for some students to access the content and complete assignments.
3. **Poor user experience** resulted from a poorly designed platform that made it difficult for users to **find the information they needed, navigate the content, or understand the instructions**. This led to confusion, frustration, and decreased engagement.
4. **Insufficient feedback** was frustrating and demotivating for users who needed feedback to improve their coding skills. If the platform didn't provide enough feedback on coding exercises or progress tracking, users felt like they weren't making progress and lost motivation.
5. **Ineffective content, such as poorly structured or outdated content**, led to a lack of engagement and interest from users. If the content didn't match the user's needs or skill level, they became disengaged and lost interest in the platform.
6. **Communication issues**, such as a lack of communication between students and instructors, made users feel isolated and unsupported. This made it difficult for users to get the help they needed and led to frustration and disengagement.

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## 2. Conceptualisation

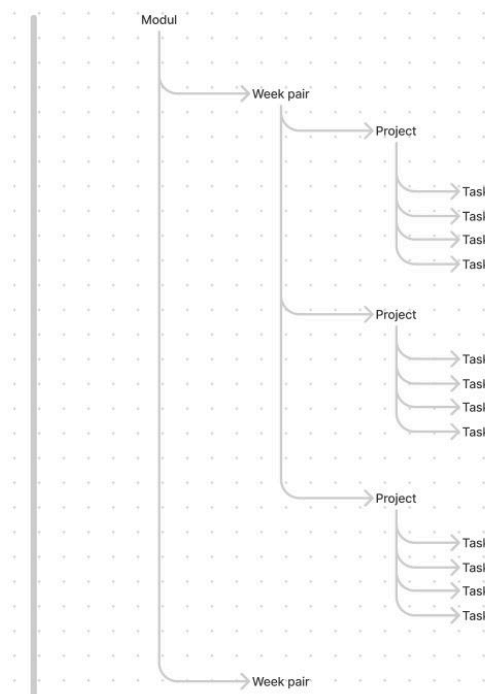
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TOOLS:  
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USER FLOWS, VISION SPIKES

# Information architecture

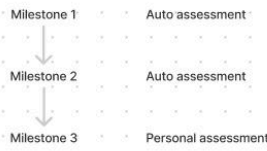
## STATUS QUO

PURPOSE  
Curriculum



Every second weekpair brings a Milestone

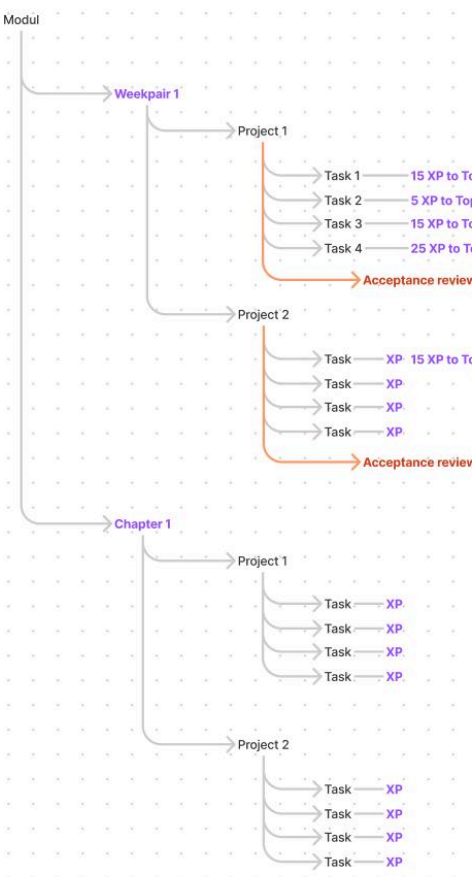
Automatic exam done on Qualified



## VISION

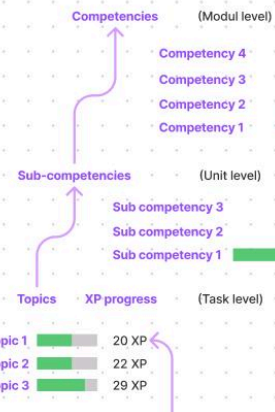
PURPOSE  
Student progress

OUTPUT: Progress bar



PURPOSE  
Measure & Track

OUTPUT: Competency map



Unit szinten tesztek

Modul

Unit 1

Unit 2

Unit 3

Unit 4

End of modul:

Personal assessment

Auto assessment

Auto assessment

Auto assessment

Auto assessment

Auto assessment

Auto assessment

Auto assessment

Auto assessment

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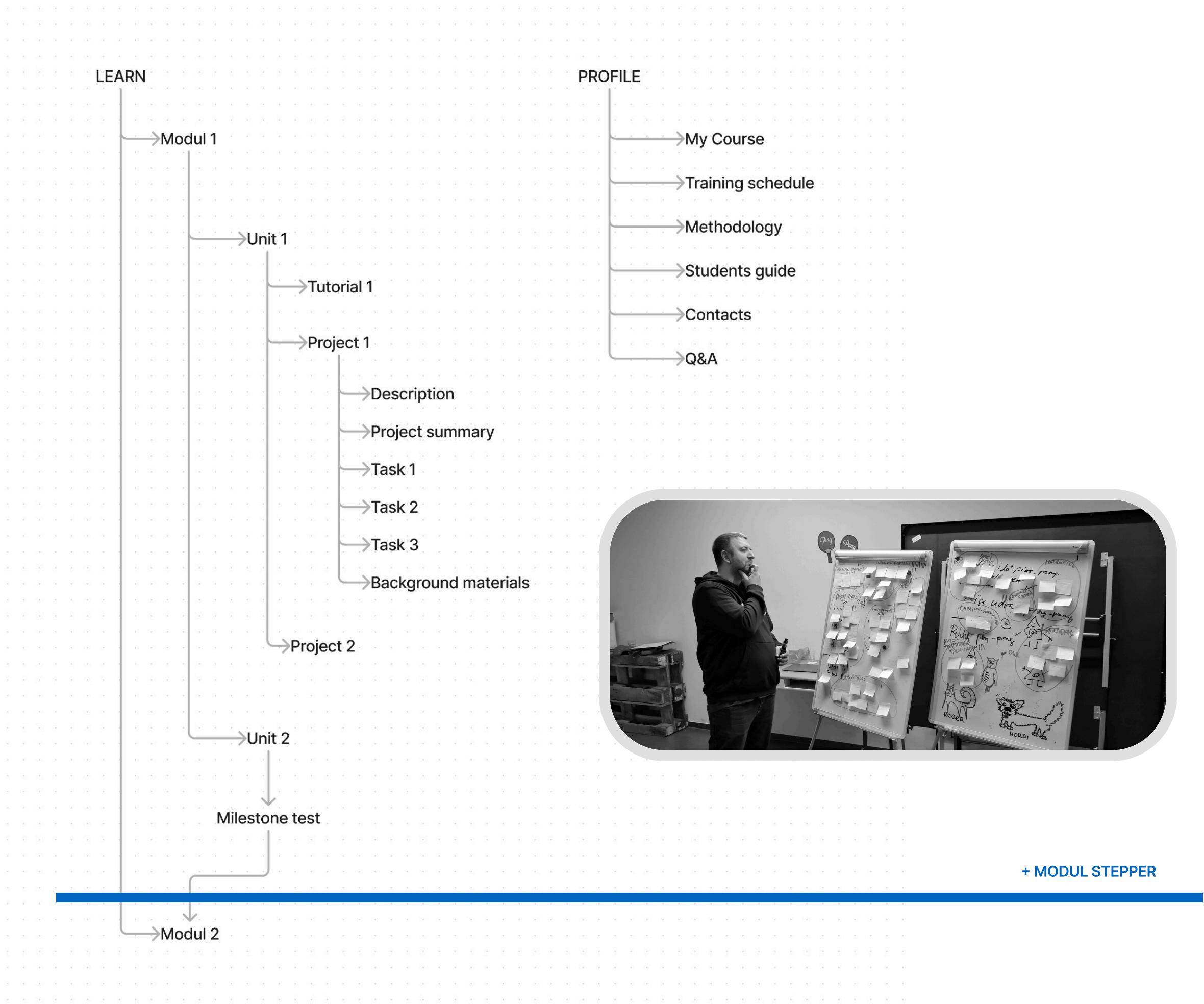
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## Information architecture - Outcome





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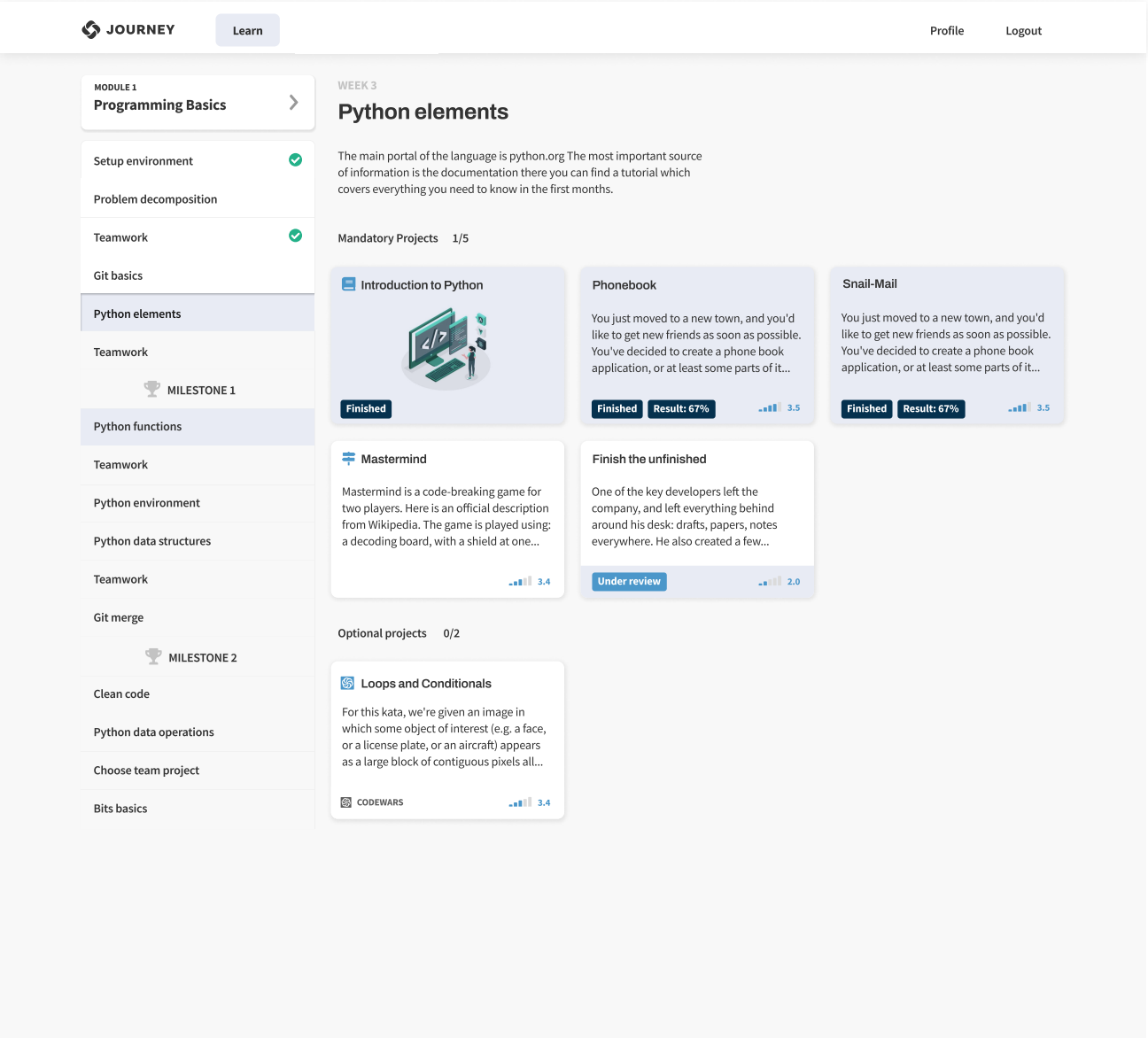
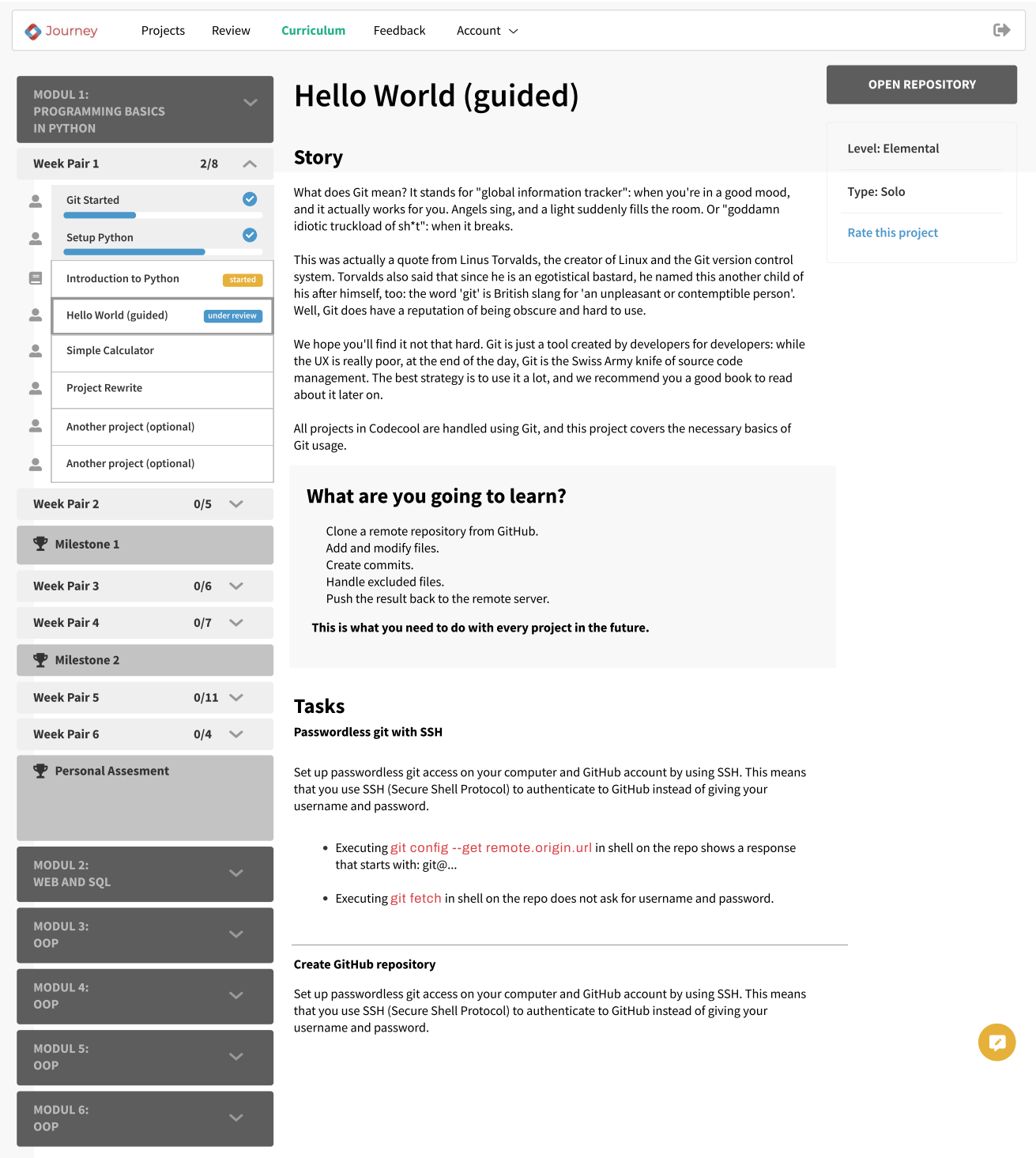
TOOLS:

WIREFRAMING, PROTOTYPING, BREAKPOINTS &

DESIGN SYSTEM BASICS, USABILITY

TESTING, BEST PRACTICE RESEARCH

# Simple menu & modul stepper



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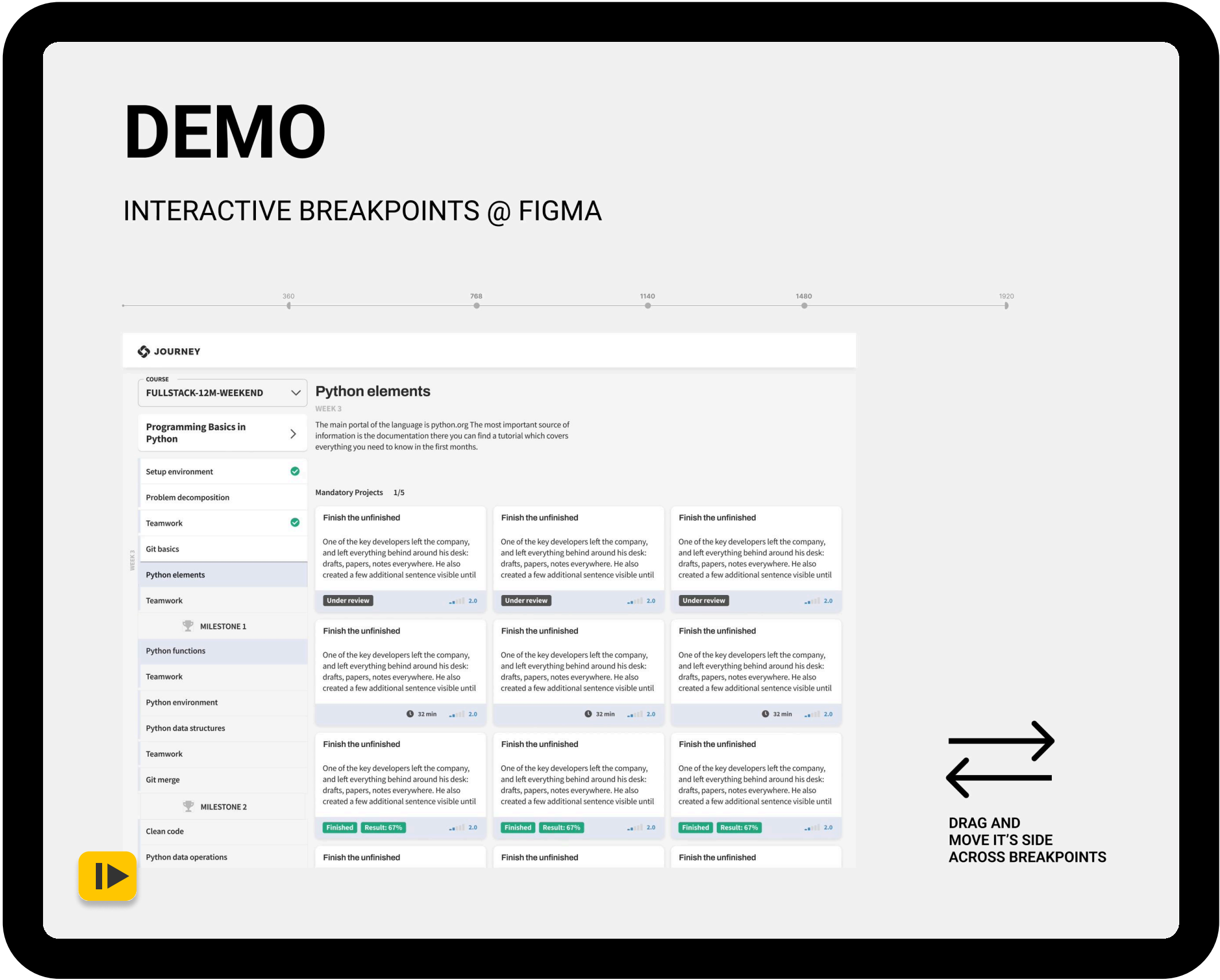
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TESTING, BEST PRACTICE RESEARCH

## Card system





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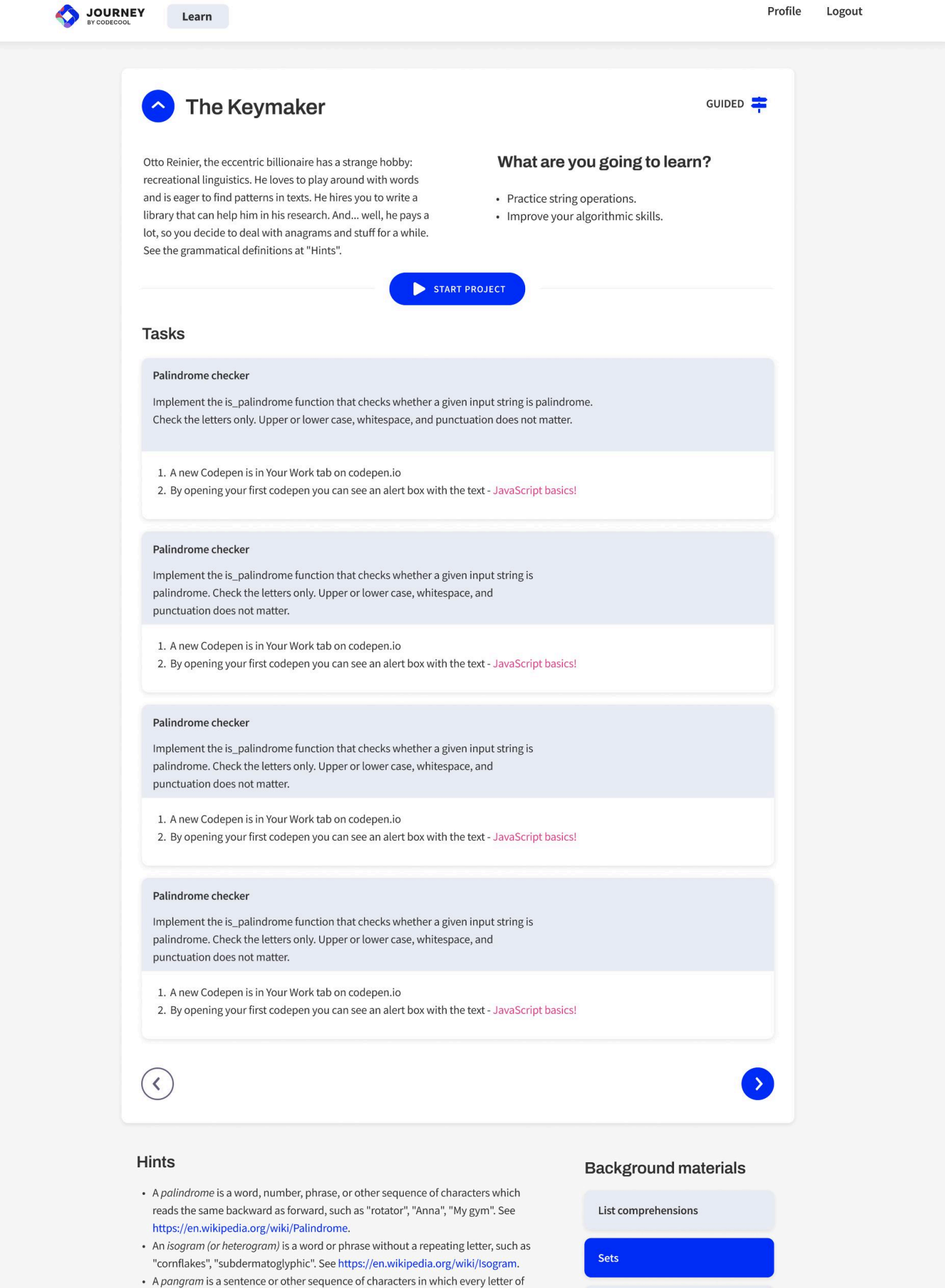
TOOLS:

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TESTING, BEST PRACTICE RESEARCH

## Project flow



### PROJECT FLOW PROTO

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TOOLS:  
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BENCHMARKING (NPS, SATISCACTION SURVEYS)

## XP System

### CUSTOM ORGANISMS FOR XP SYSTEM

### Collectable XP's

Goals

Others

STRING OPERATIONS

360

TOTAL

360

### Ratings (811)

DIFFICULTY:

3.2

DURATION:

235 min

### Experience Points

MY PROGRESS

28%

3585

JAVASCRIPT  
CONTROL FLOW

015

JAVASCRIPT  
TYPES

012

JAVASCRIPT  
SYNTAX

012

JAVASCRIPT  
BROWSER IO

Only minimal XP

### Consultation

Once you have practiced enough, prepare your questions to clarify obstacles you came across in a live session with a mentor.

LOCKED

52120

STRING  
OPERATIONS

76140

JAVASCRIPT  
TYPES

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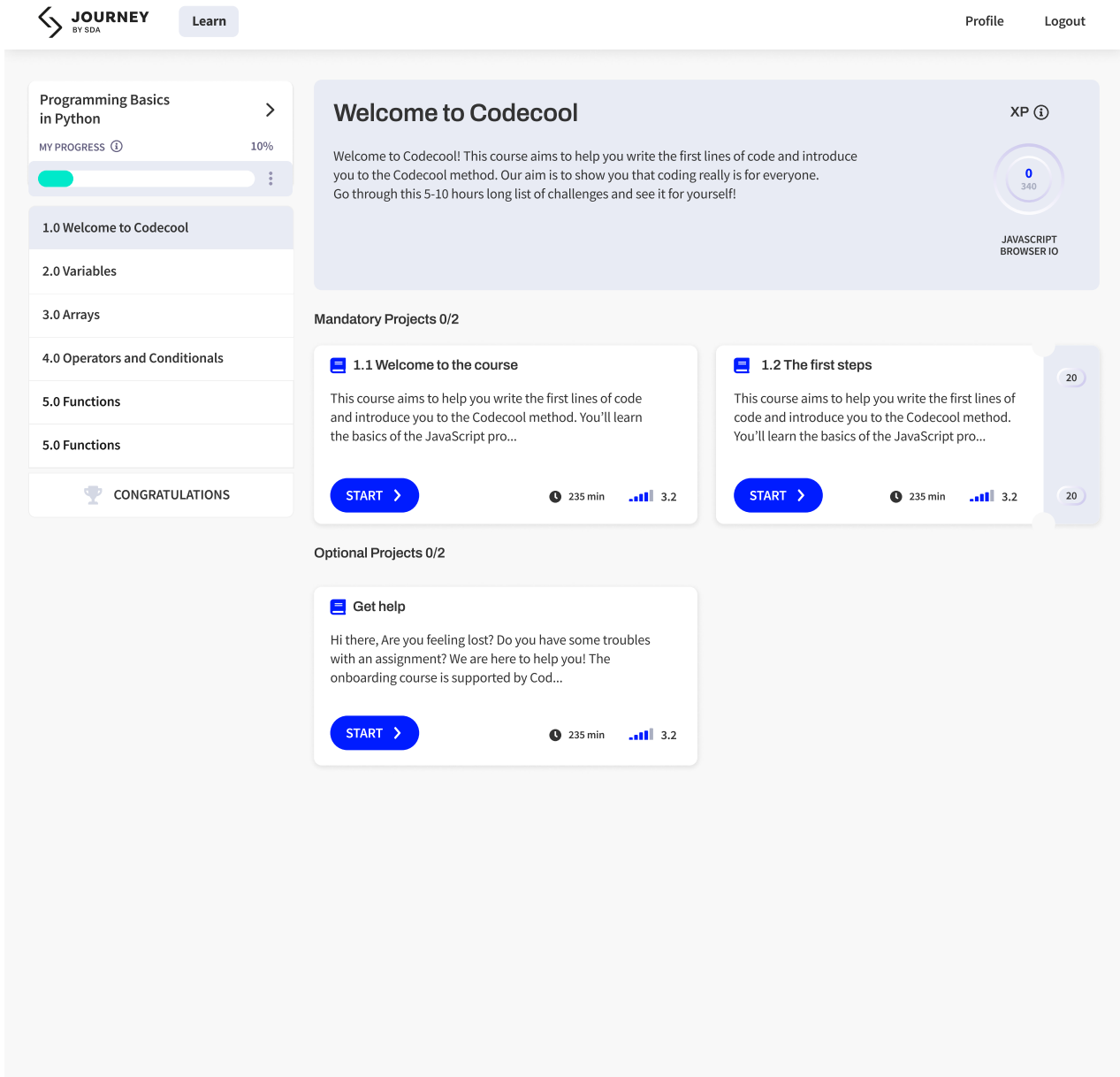
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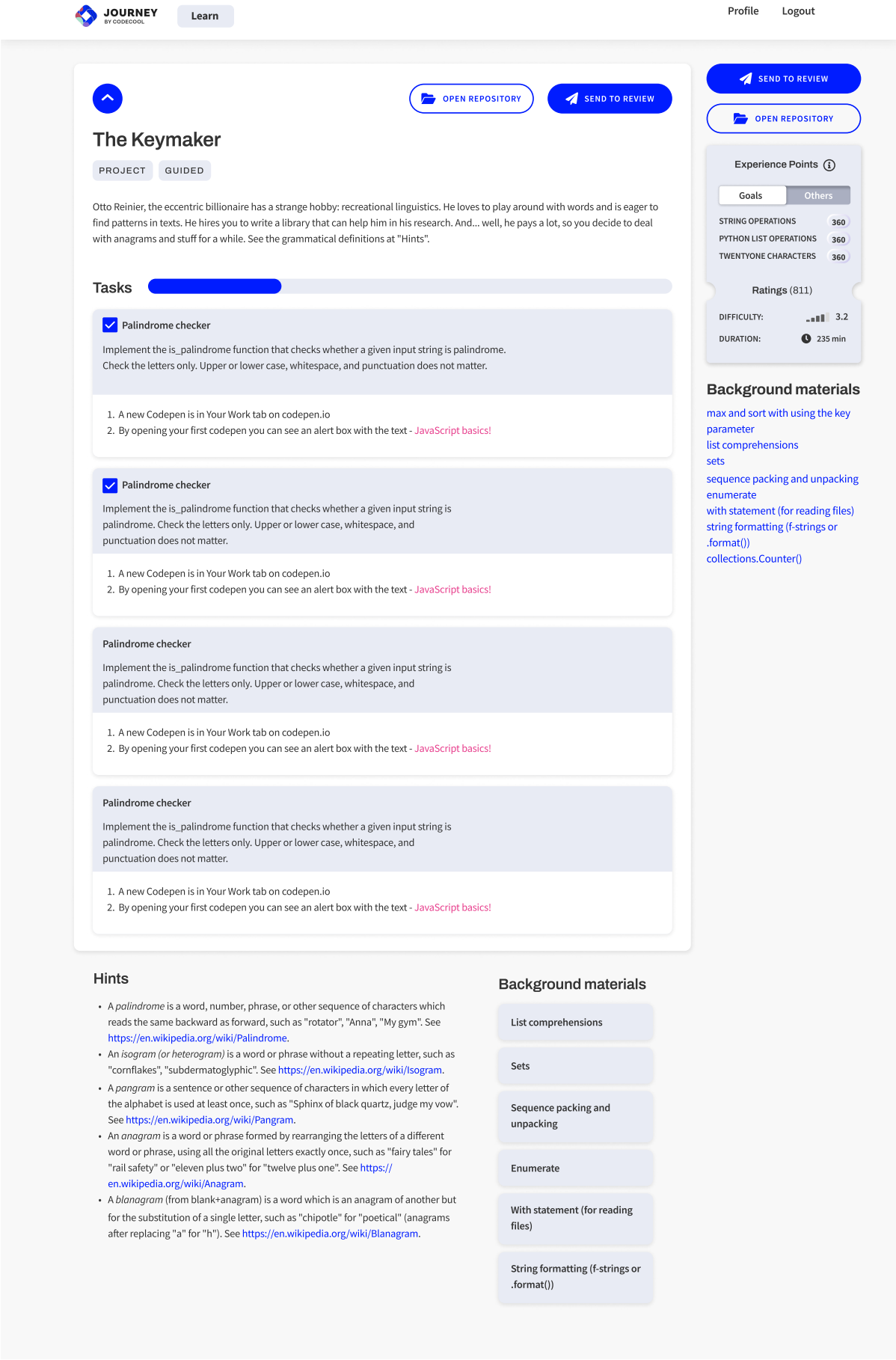
ATOMIC DESIGN SYSTEM, USABILITY TESTING,

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## XP System LAYOUT



### MY KNOWLEDGE



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TOOLS:

COMPETITOR ANALYSIS, BEST PRACTICE RESEARCH,

WIREFRAMING, PROTOTYPING, DESIGN SYSTEM,

USABILITY TESTING

# Quiz

JOURNEY

Learn


Teams

Review

Notifications

Profile

Logout



BACK TO UNIT

## Codecool contract simplified

TUTORIAL

### 1. Learn the important details of the Codecool contract!

Do you also feel legal documents are written in a different language? If you do, this tutorial is here to help you with Codecool contract's most important parts. If you are the ones with those special skills to decode legal documents, now is your chance to test yourself. Glance through the highlighted questions and try to answer it for yourself!

### 2. Important rules during the course

In an offline full-stack course, weeks are grouped into SI (self-instructed) and TW (teamwork) weeks. On TW weeks students are working in small groups, so they need to stay in the office between 9:00 and 15:00. Of course, life is not that easy, so Codecool allows some "sick days" for students, but the attendance cannot fall under 80% based on the latest 2 months.

Students need to demonstrate their knowledge at the end of each module, we call these exams Personal Assessments (PA in short). Students can try to complete these tests a maximum of 3 times. If the last one is failed then the student needs to be dismissed.

Wednesday is English day in Codecool, so mentors and students speak in English. The goal is that by the end of the course all students will be confident not only in their technical knowledge but also in their English, thus, raising the chances of gaining a job.

QUIZ

Mark the correct answers.

☒

Students and mentors are speaking in English on Wednesdays (TW weeks).

☐

You can try a PA as much as you want.


☐

You have to stay in the office during SI weeks between 9:00 and 15:00.


☐


You can work from home on SI weeks.


CHECK MY ANSWER





HOW DID YOU LIKE THIS MATERIAL?














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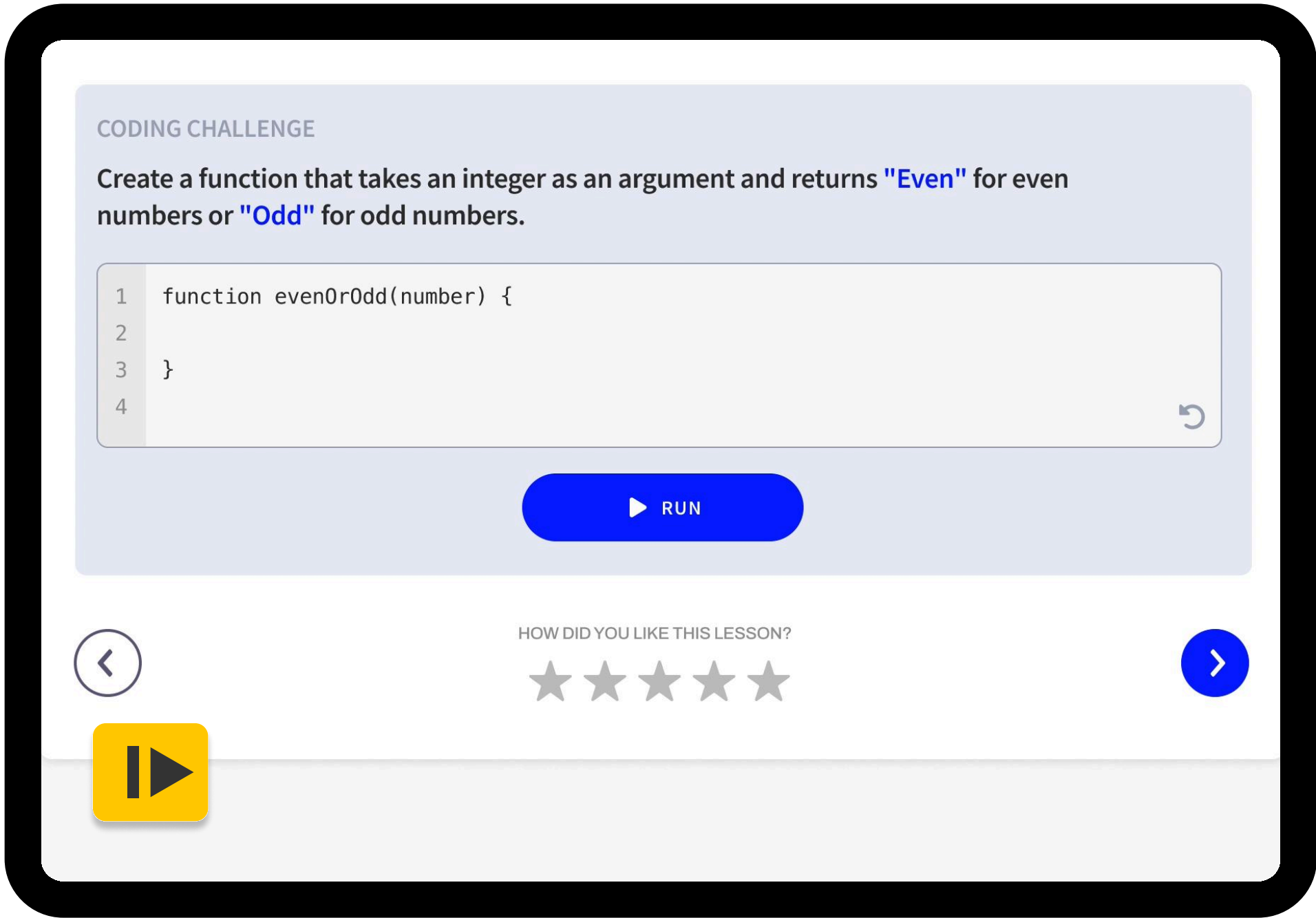
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USABILITY TESTING

## Coding challenge

As a student, any freshly acquired knowledge could be tested in a **browser-embedded IDE** right under the tutorial. The code can be run multiple times and automated tests would provide evaluation and feedback. Successful completion would grant XP to the students in the specific topics they learnt.





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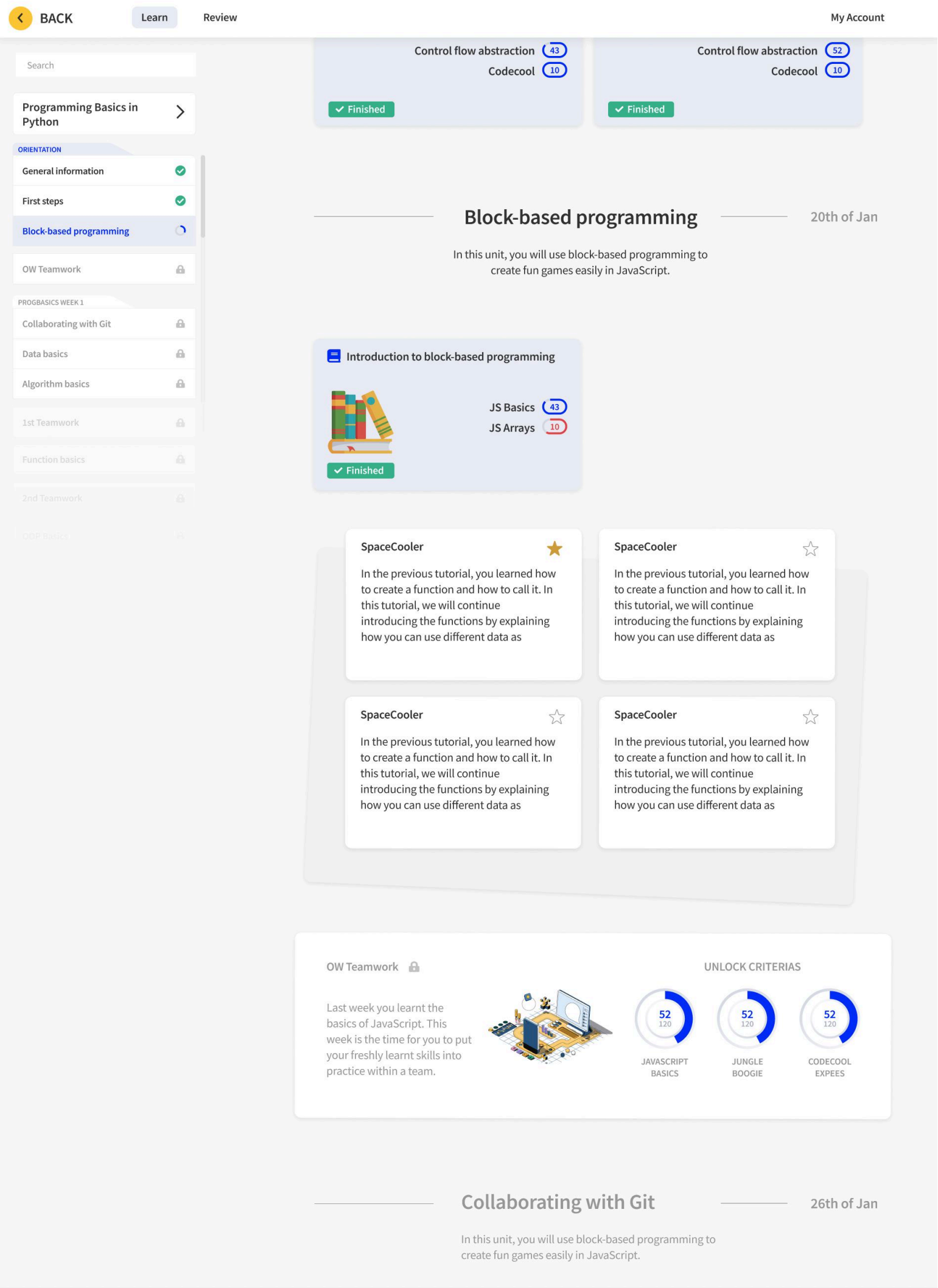
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## Feed concept



### FEED PROTO

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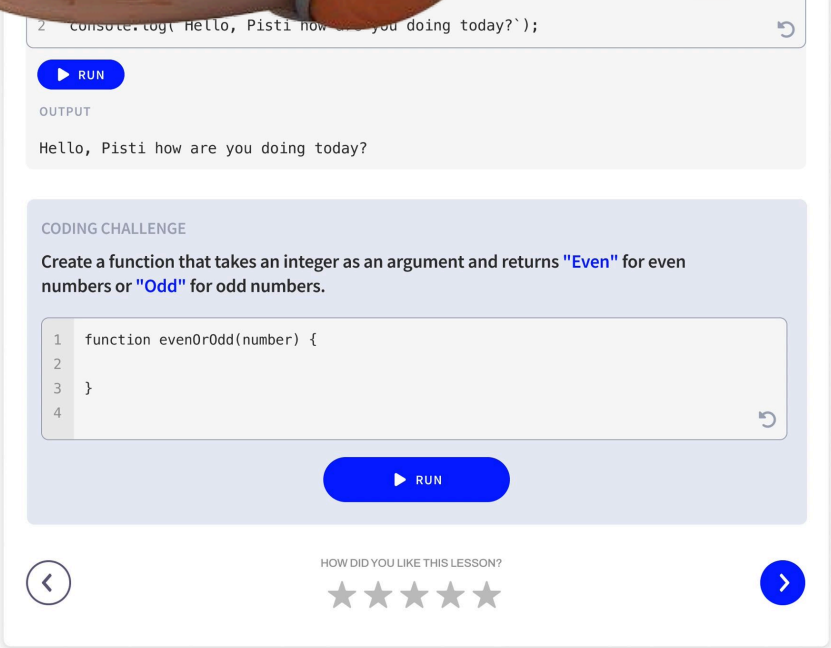
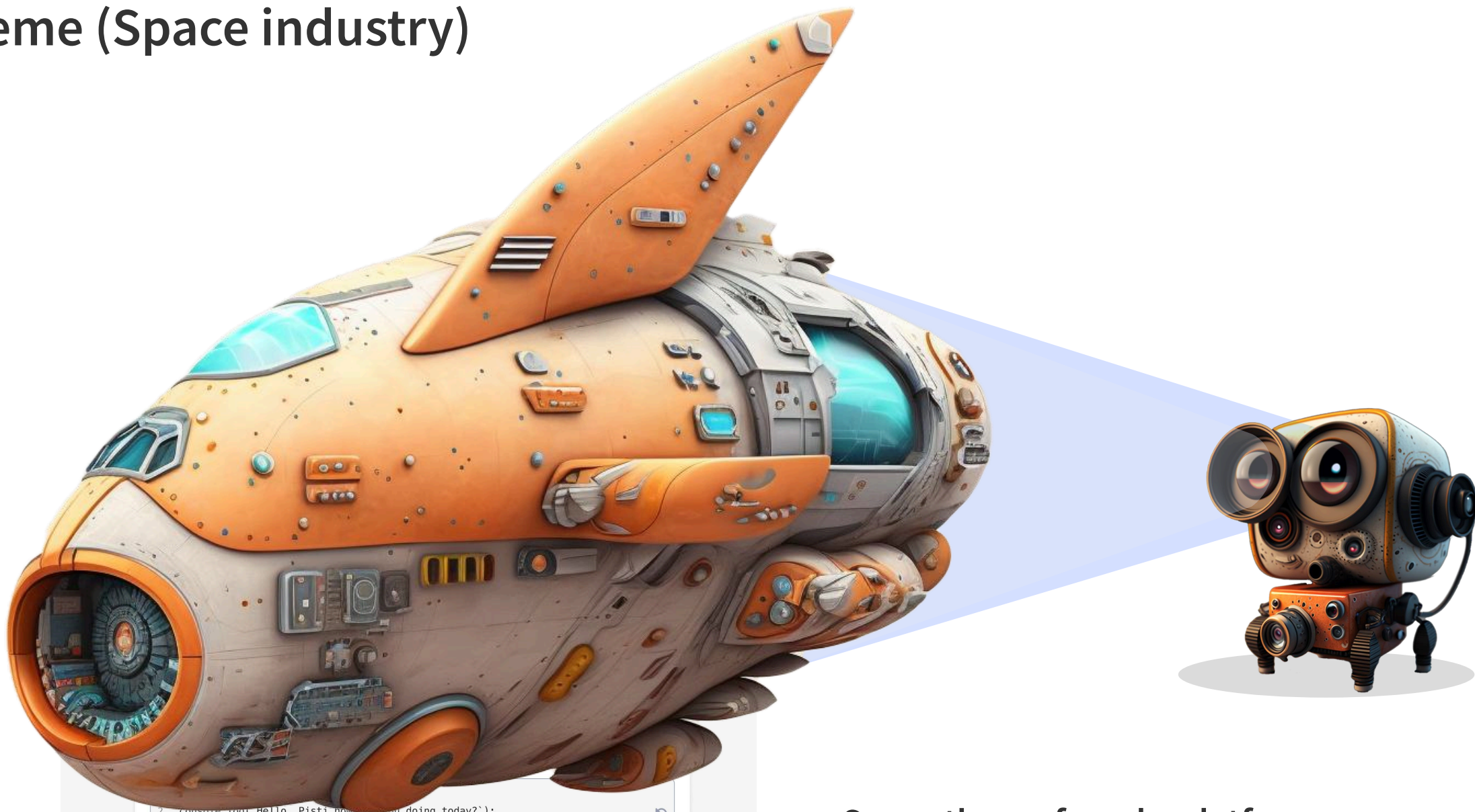
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DESIGN SYSTEM, USABILITY  
TESTING, MIDJOURNEY

## Theme (Space industry)



## Space theme for edu-platform

Being short of a creative designer and having issues with the overall usability the main focus was set to achieve clarity and implement a simple navigation with an XP system. Once that sufficed we entered the AI wars era, where Midjourney came handy for illustrating our content. The sci-fi theme was highly attractive to the IT students of the programming school which I discovered by conducting usability interviews using the prototype below.

[FIGMA PROTO](#)

