

Story:

For months a large number of refugees come to Europe from Syria, Afghanistan and other countries and Germany welcomes thousands of them. Many social organizations focus their efforts to help these refugees. These organizations open camps; called Clearing Stations; where refugees will live for a few months. Many teachers work in these camps and are responsible for some refugees until they are transferred to an Aftercare Station. These teachers supply the refugees with initial equipment, make them medical checkups and they give them their first German lessons. These teachers spend a lot of hours writing reports and they have not enough time for the refugees. To spend more time helping refugees, teachers would need an app, where they could record all these information much faster.



Christian

Pedagogue - Teacher

“I would like to do the paperwork as fast as possible, so I can spend more time with the refugees and try to integrate them in the german society”

ABOUT

52, married, more than 15 years experience in social sector

I am not just a german teacher for the refugees, I am also an adviser for them. I supervise them. I care that they have clothes, shoes, school's material. I accompany them to the doctor.

Very mobile, from office to dorm, to the doctor etc

WORKS WITH

Supervisor, german teacher, accompanying, write reports

JOB RESPONSIBILITIES

- I order all needed thing for refugees like clothes, shoes, food.
- I supervise the refugees, when they are in Hobby room and I spend time with them.
- I teach the refugees in the german language and another basis subjects like maths etc.
- I organize tours for the refugees.

NEEDS

- I need to look for a lot of material for german lessons
- I need to know, if a refugee has the initial equipment completely.
- I need to be able to fastly register, when I give some material to the refugee.
- I need to know in which building and room a refugee is placed
- I need to know if a refugee has a medical appoinment

MAIN GOALS

- Care for the refugges, for their health and their integration in the german society.
- Write all in a protocol.
- Care that the refugees are able to express in german language

PAIN POINTS

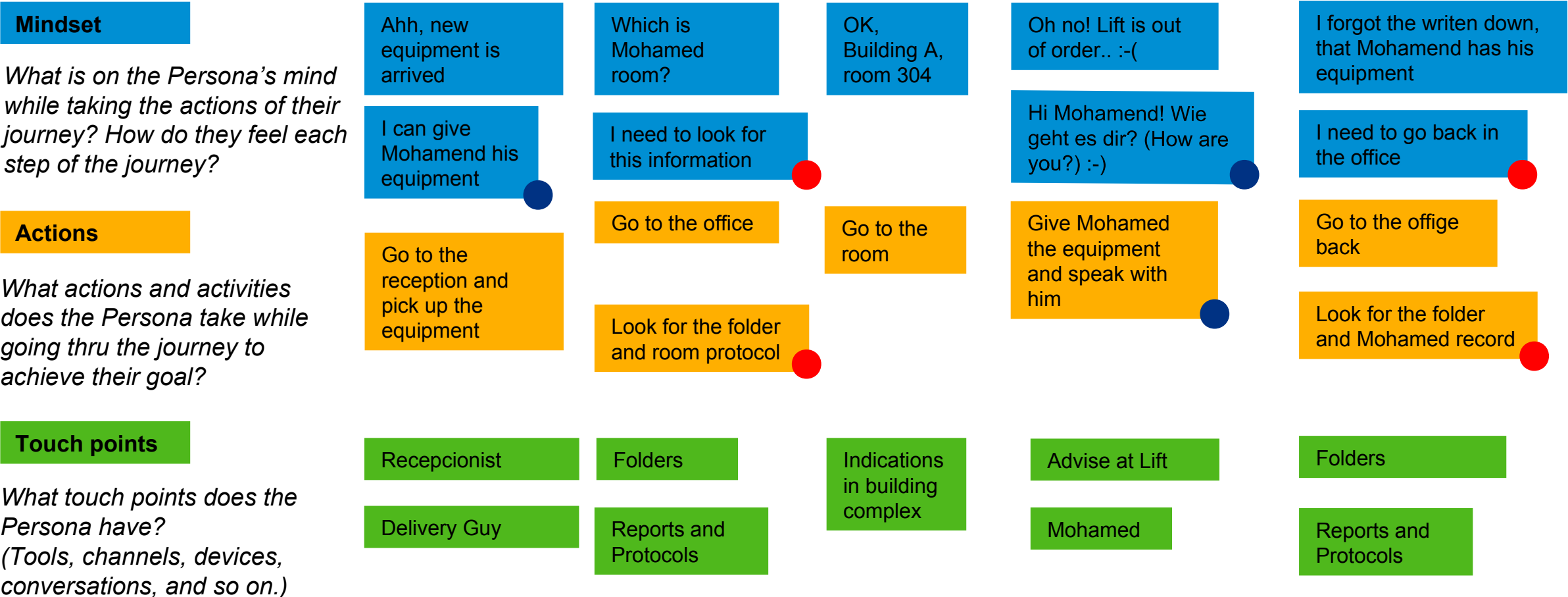
- I spend a lot of time looking for all Information I need in the office.
- All the information is on paper and in folders with a lot of reports and protocols.
- I can not record new information, when I am spending time with the refugees.

Introduction to Design Thinking

User Experience Journey

Current User Experience Journey

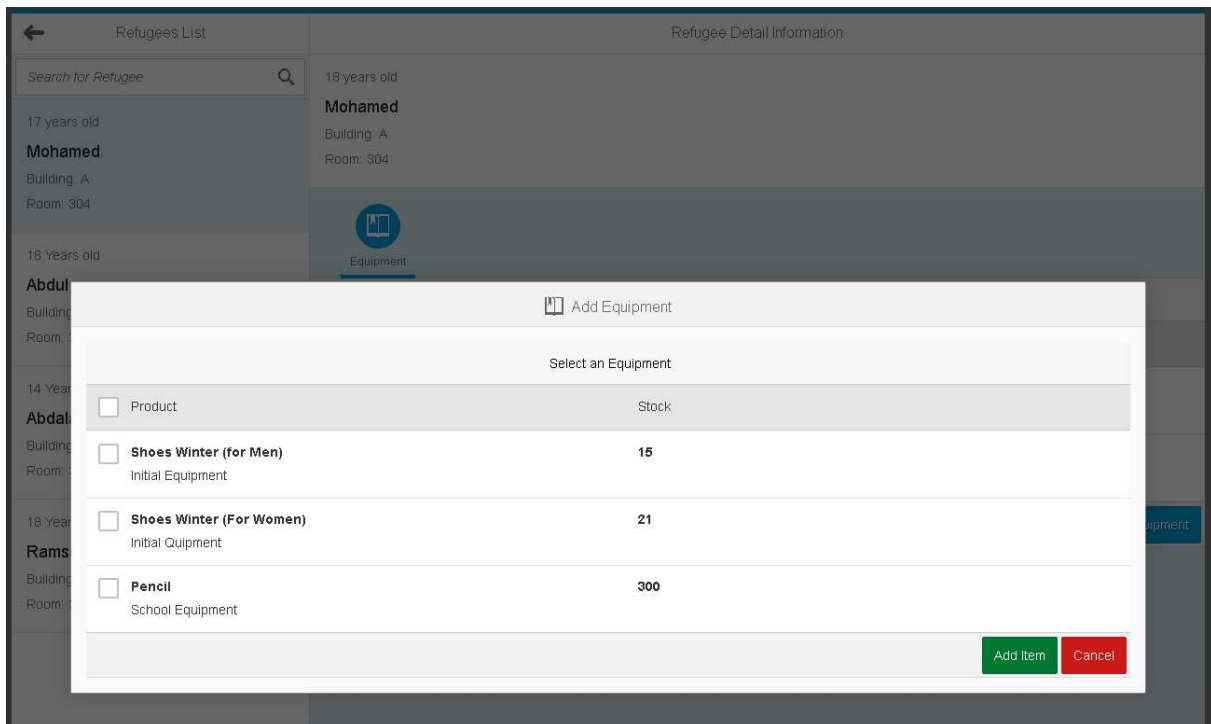
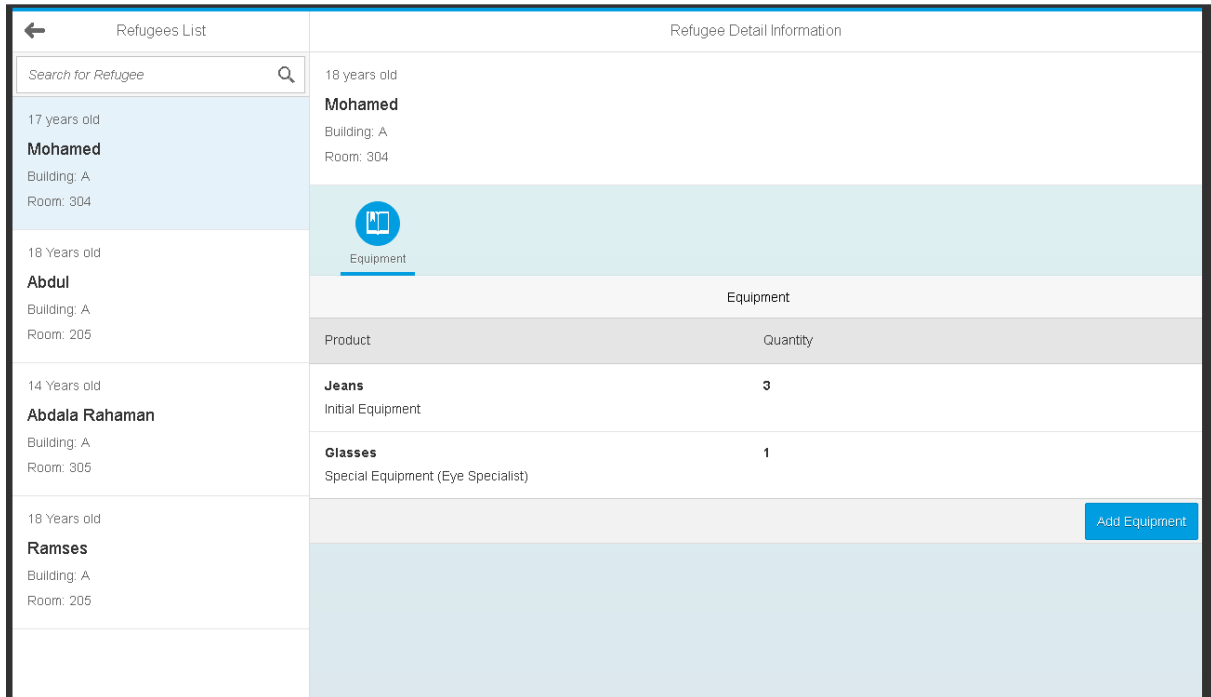
Duration of the Journey: 4 hours



Point of View:

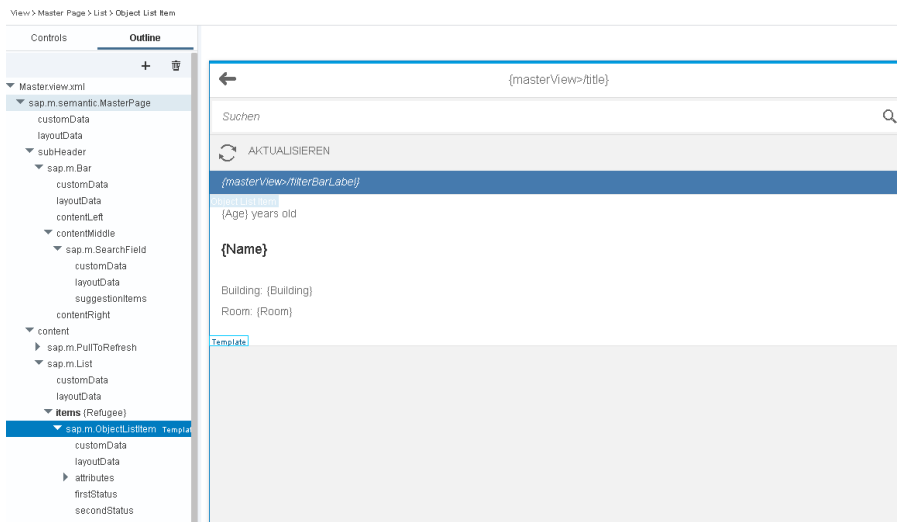
Christian, the pedagogue needs a way to quickly look for refugee's related information and record new related information everywhere, so that Christian can spend more time helping the refugees.

MockUp:

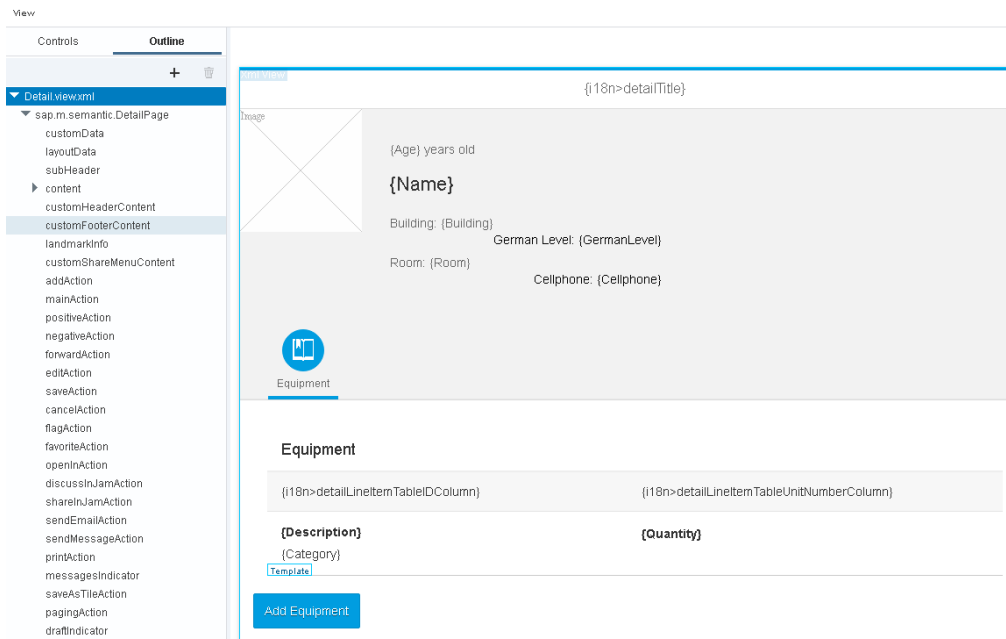


SAP Web IDE Screenshot:

First I have a Master View. There all refugees can be found.
The user can quickly find in which building and room is the refugee.
I have used for this a *Search field* and an *Item List* with *Object Item List*.

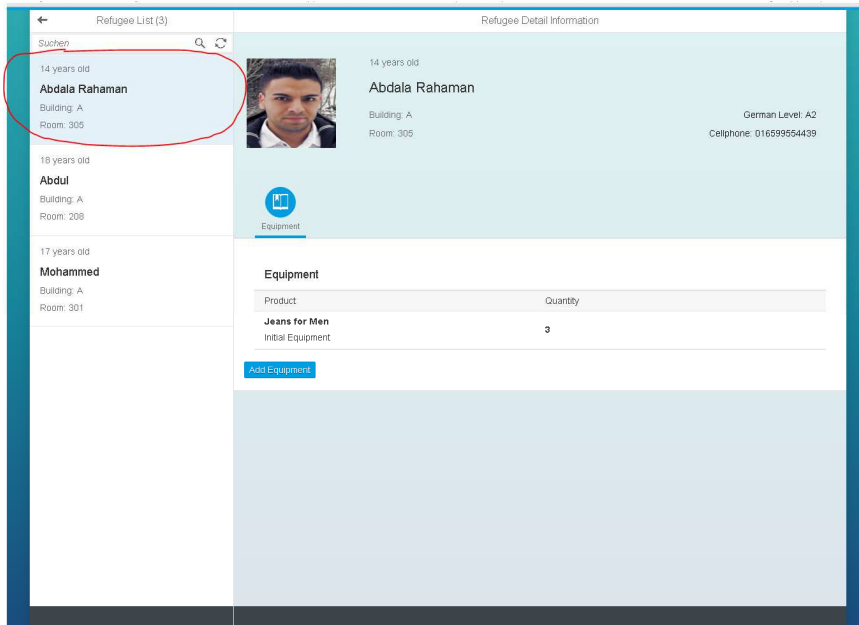


Second a Detail View. There all important information related to a refugee will be shown.
I add at this point a picture of the refugee. (It was a feedback from Design Challenge).
The user can find all items in the equipment of a refugee and add new item to them, if he needs it.
I used in this view an *Image*, *Object Header*, *Icon Tab*, *Table*, *Button*...

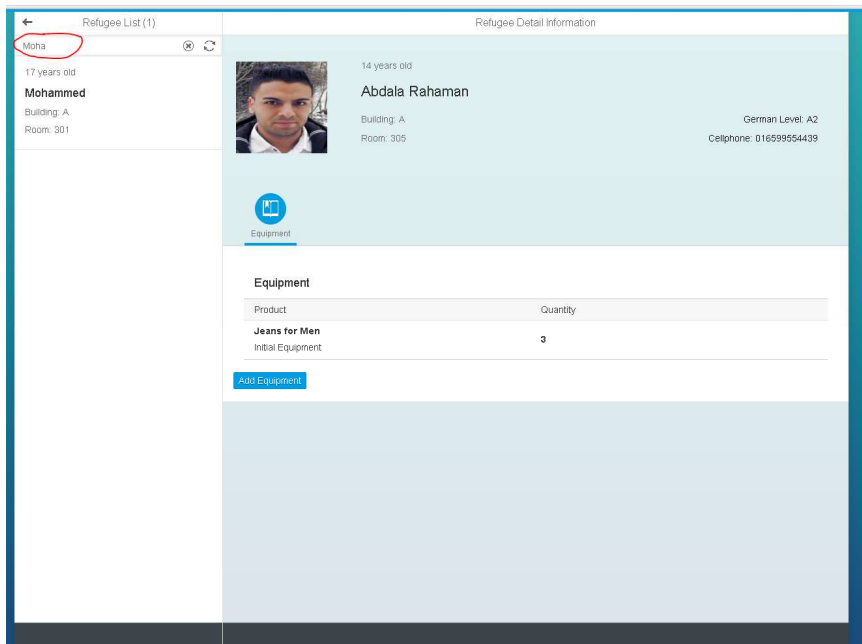


How to navigate:

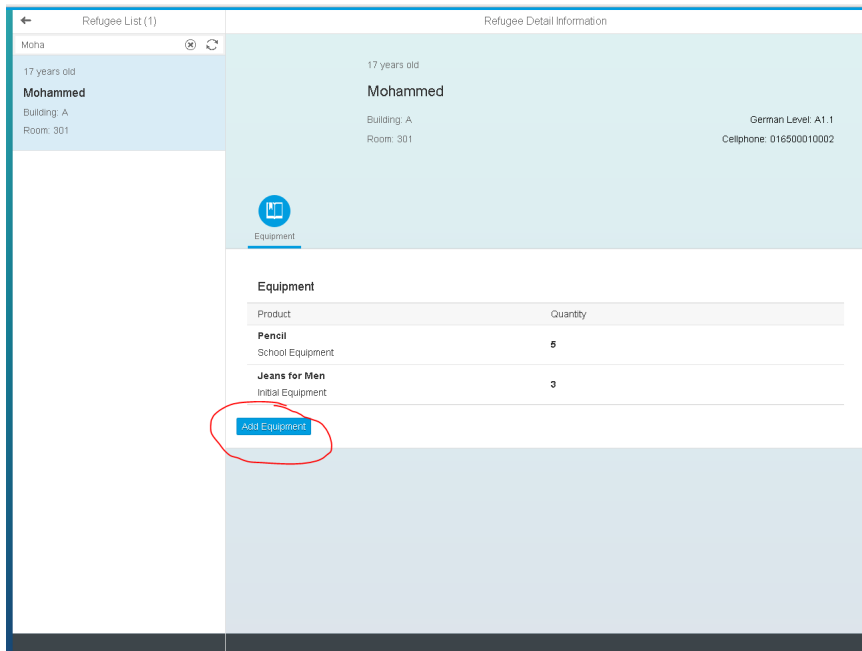
At the Master View (Left) I can click on a refugee to navigate in his Details (Right).



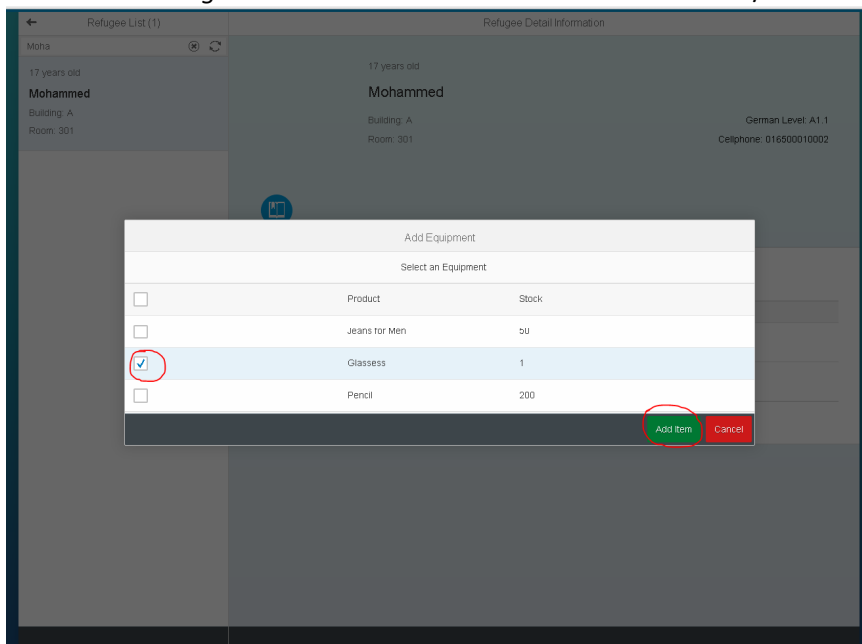
I also can search for one of them e.g. Mohammed.



Now I can add some new items to Mohammed's equipment. For this I need to click on the "Add Equipment" Button.



In the new *Dialog* I can select one or more elements and add it/them to Mohammed's equipment.



And now Mohammed has his new glasses.

Refugee List (1) | Refugee Detail Information

Moha

17 years old
Mohammed
Building: A
Room: 301

17 years old
Mohammed
Building: A
Room: 301
German Level: A1.1
Cellphone: 016500010002

Equipment

Product	Quantity
Pencil School Equipment	5
Jeans for Men Initial Equipment	3
Glasses Special Equipment (Eye Specialist)	1

[Add Equipment](#)