



Redesign of School Service through Innovation of Touch points



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Motivation

When we recall our high school days,
we remember our friends sleeping or being bored!

What is wrong with our classes?



Problem Statement through literature Review

- Sleeping Student

Let's Redesign the Class!!!

• Crammering Education

- No activity





Data Collection Method

1. Analyze the composition of the class
2. Conduct Interview to observe the real classroom situation
 - Teacher's view
 - Student's view
3. Process the data → Redprint of current classroom
4. Find out the problem
5. Design the blueprint of future classroom

Redprint of current classroom

Teacher	What to do	Standing at the alter	Greeting	Call the names of student	<ol style="list-style-type: none"> 1. Writing 2-3 questions on the blackboard 2. Review HW questions b 3.Explain 	<ol style="list-style-type: none"> 1. Let students read the textbook and teacher add explanation part by part 2. Set aside some time for key concept explanation 	Lecture and Q&A is not separable	HW assignment Announce the reward of HW for motivation
	Touch point	Alter, classroom door, bell	Communication	Attendance book(Call names of student, Communication with other teacher)	Blackboard, HW, teacher's textbook, video & audio material	Blackboard, teacher's textbook, class handout, related storytelling, question book		
	Comment	Teacher make the class calm down Let representative student	Change the atmosphere for studying is important (till here, less than 5 min.)		Let students write down the contents at the blackboard	Encourage students to focus on the class by funny storytelling Throw questions related to lecture Tell students story related to lecture		Assign HW related the next class for preview
		Teacher come	Greet	Attendance	Review chapter	lecture	Q&A	Homework

Redprint of current classroom

	Touch Point	Classroom gate	Attendance book Funny anecdote, storytelling with some lesson, Life story of the teacher		note	Textbook Question PPT	Teacher's question	Homework
Student	What to do	(Less than 5 min) Greet to teacher Listen to teacher			-Answer the question -Submit HW	Lecture and Q&A is inseparable. Most of the time is spent on lecture and Q&A Case of good class - Freely Q&A - High participation - Students show high interests in the funny story of the teachers - Some students prefer after-class private questioning rather than in-class asking		Some students don't do their HW
	Comment	Some teachers are late or don't show up	Some teachers skip greeting and just start lecture	As semester passes by, attendance check is frequently omitted and only done when empty seats are found		Case of bad example : One way communication(Teacher just read the book) Unsatisfactory preparation for the class Too much contents in one class Too strict teachers		No feedback on submitted HW Wrap up is frequently omitted Sometime students forgets HW

Teacher's View

	Greeting (+Attendance)	Wrap up
What to do	Greeting(Class representative student)	Announcement of next class, adjusted schedule
Touch point	Attendance book (Call names of student, Communication with other teacher)	Calendar, teacher's memo
Comment	Change the atmosphere for studying is important (till here, less than 5 min.)	Actual class schedule is often different from pre-announced schedule because of unexpected school event

For appropriate notice regarding attendance

: Utilize one attendance book for all the teachers who come to class

For keeping the class schedule

: Reschedule other class and school event



**Need communication with other teachers
Need to check other class schedule**



- + How can I compare the class schedule of all the classes that I give lecture?
- + How can I forecast the class schedule if there is unexpected change in class schedule?
- + How can I have the information of each student at different classes?
- + How can I check if I can reschedule my class by exchanging classes?
- + How can I pass special information about my HR class to other teachers?

Student's View

	HW Wrap up
Touch Point	Homework
What to do	Some students don't do their HW
Comment	<p>No feedback on submitted HW</p> <p>Sometime students forgets HW</p>

For better homework assignment

: Need for Homework alarming or reminding fuction for students

For improving students' learning and fair evaluation

: Need for detailed feedback for each student



Need for systematic HW assignment
Need for detailed feedback on student's work



- + How can I check my homework simply and easily ?
- + Can I share homework related information with other friends?
- + Can I get the detailed comment on my work, not one-shot evaluation with just a simple letter grade?
- + Is it possible to improve the quality of my work? What if the feedback is iterative?

Design the blueprint of future classroom

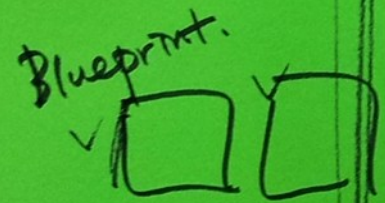
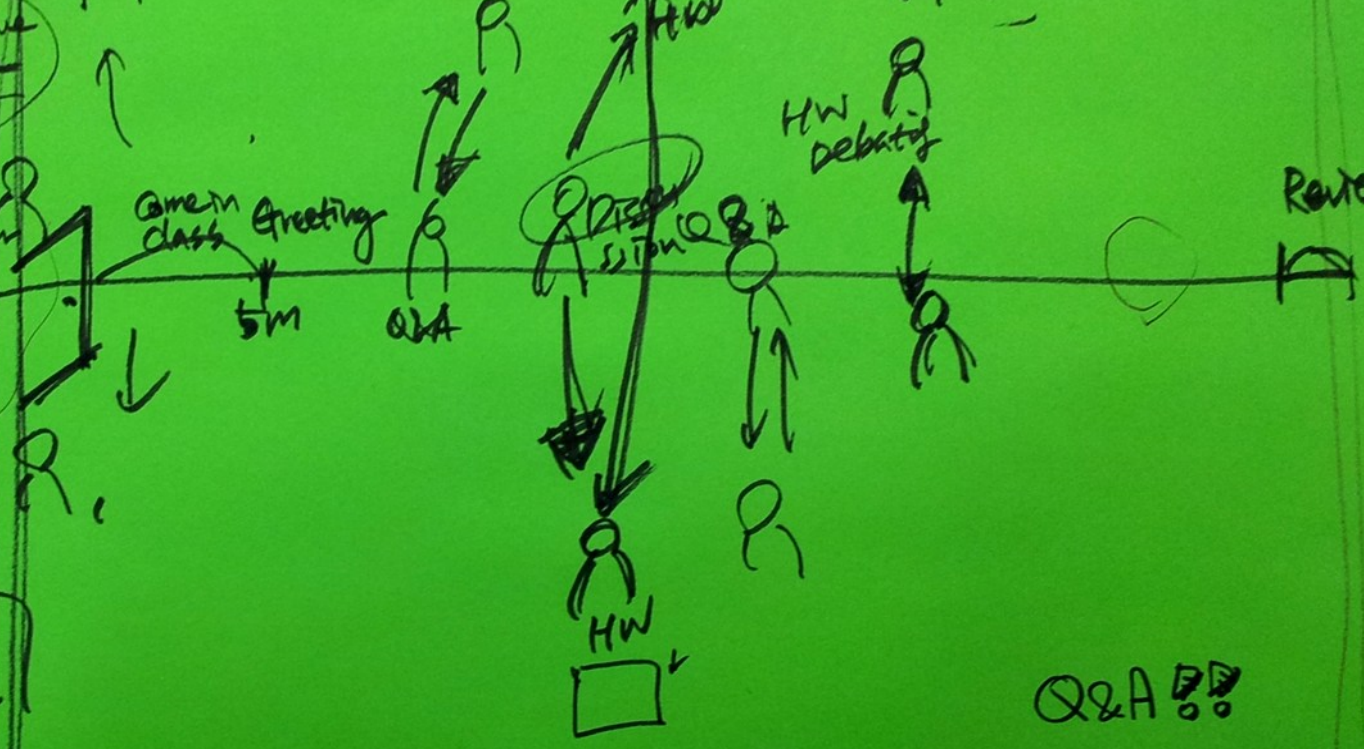
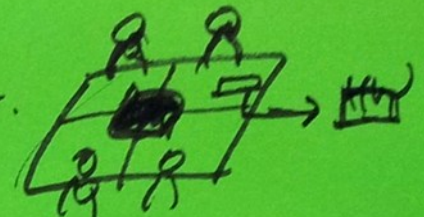
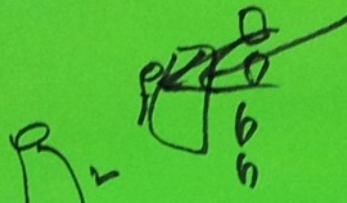
		Teacher come	Greet	Attendance	Review chapter	lecture	Q&A	Homework	Wrap up
Teacher + Student	Touch Point	Alter, classroom door, bell	Communication	Attendance book	Blackboard, HW, teacher's textbook, video & audio material	Blackboard, teacher's textbook, class handout, related storytelling, question book, chair Group Table		In-class team assignment	Calendar, teacher's memo
	What to do	Greet Attendance Small talk			Multi directional Communication Lecture Discussion Q&A Homework Feedback				
	Service Scenario	New Attendance book Communication btw teacher-student Teacher-teacher			Group Table with electronic screen -Groupwork: HW feedback among group members - Cooperation → Presentation - Discussion				Check the class schedule

Schedule Management page

TeBnde

HW

DISCUSSION



teachers' office

in class

Q&A

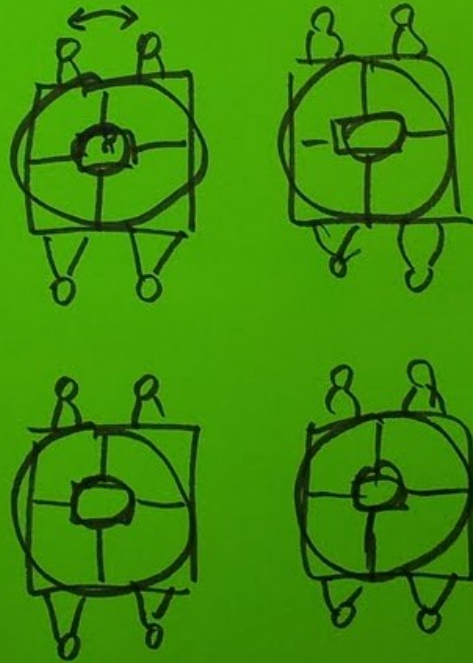
Teacher's office

Class room

Greeting Attendance 5min. | Roll call

Lecture + Discussion + Q&A + Homework Feedback

47min. 50min
Wrap up.



Touchpoint + Redesign



Thanks

