Parent Mobile App Content Audit

NEED HELP?

Adding students and contacts ⧉

Invite codes for parents ⧉

Setting available (office) hours ⧉

How are messages translated? ⧉

ACTIVITY IN LAST 30 DAYS

0	0	0
DIRECT MESSAGES SENT	ANNOUNCE-MENTS SENT	NUMBER FAMILIES RESPONDED

Chat with our support team

Home   Messages   Announce   Classes   Profile

1 **"Activity in the last 30 Days" is grouped near "support team"**

Location: Homepage

At first glance, "activity in the last 30 days" looks related to the customer service because proximity.
Suggestion: Move "activity in the last 30 days" to the top of the page or give it it's own section.

2 **FAQ & Support Team Grouping**

Location: Homepage.

"FAQ" and "Chat With Our Support Team" are both related: they help the user but they are not grouped together. They are seperated by "activity in the last 30 days."
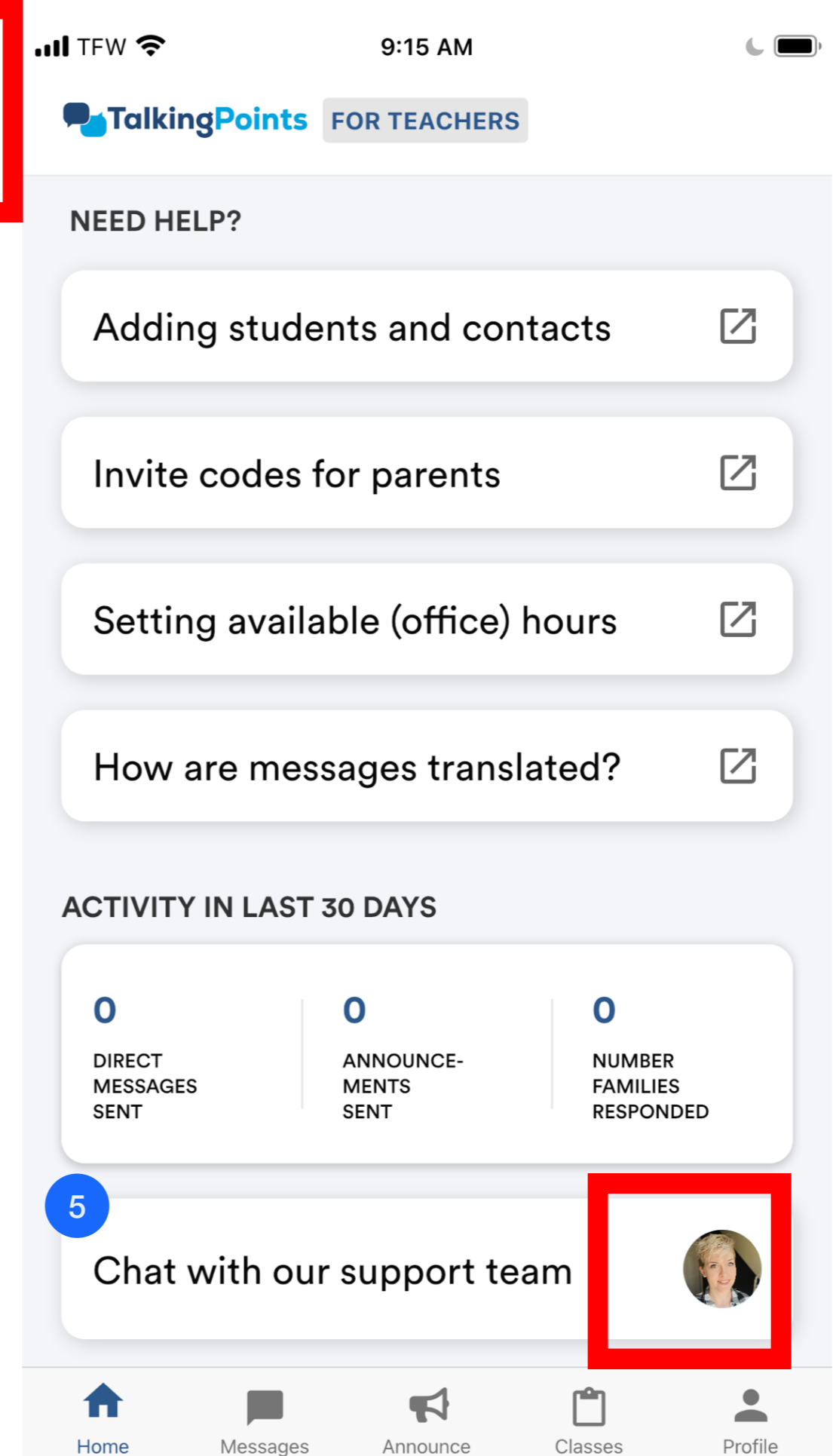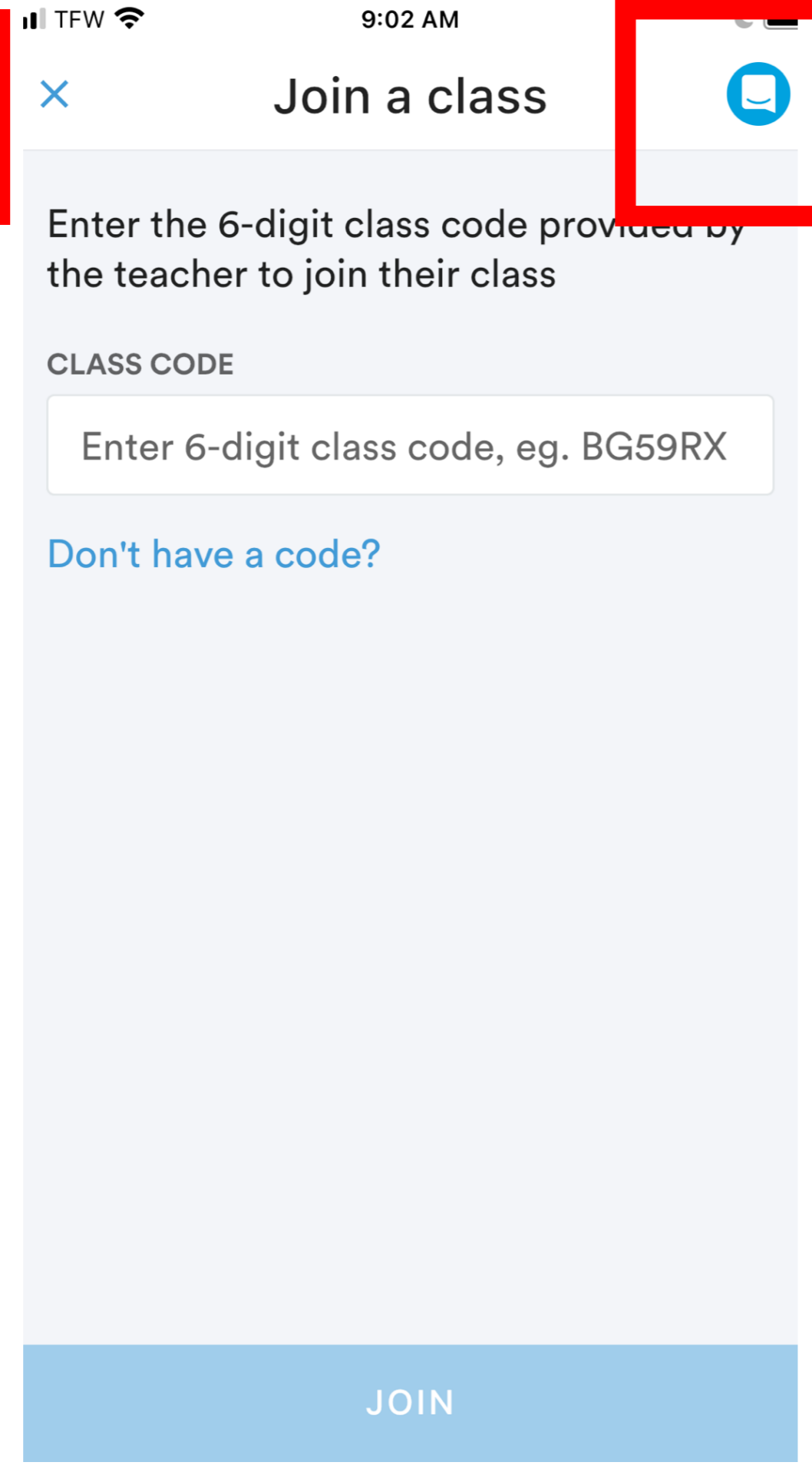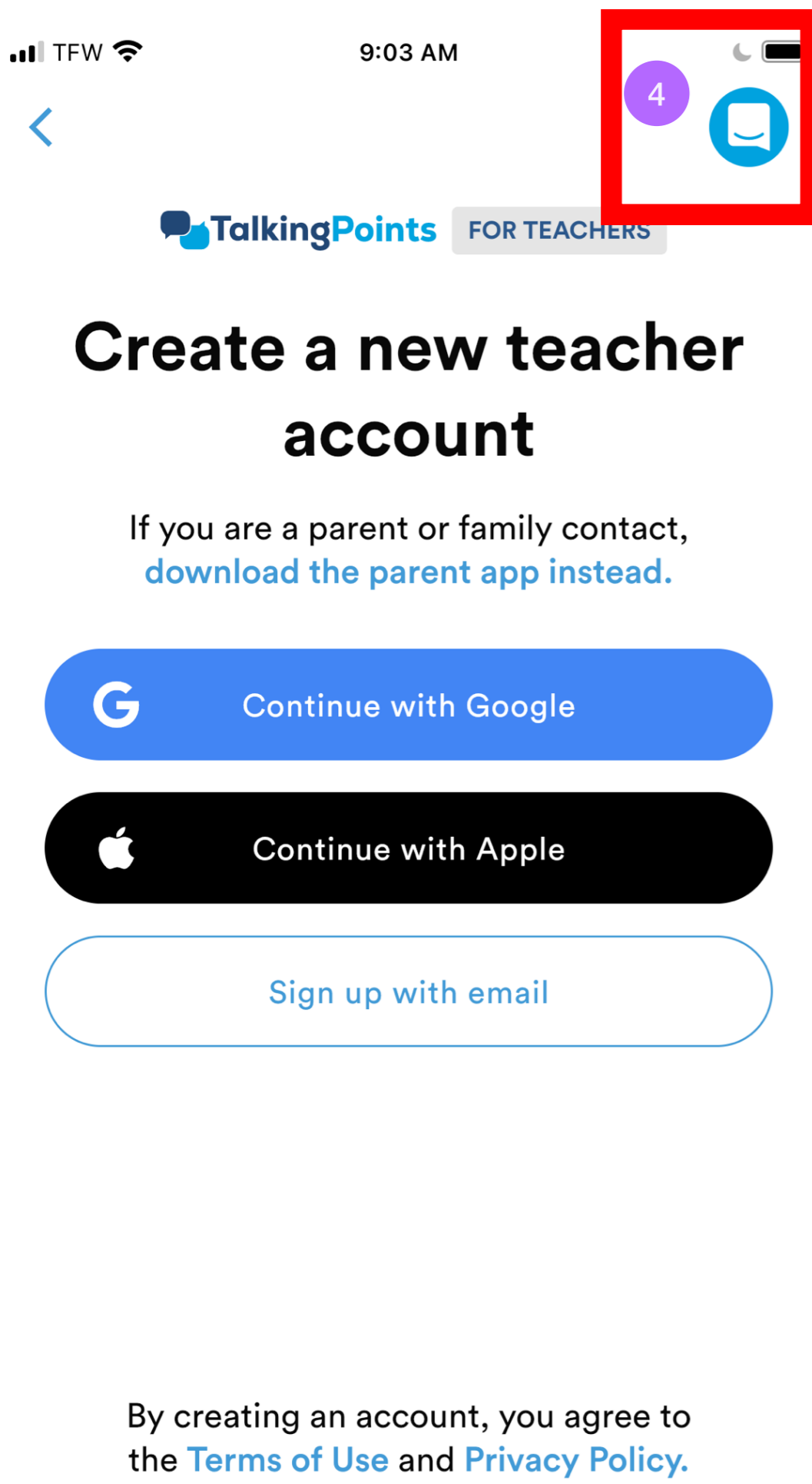Suggestion: Group FAQ and "Chat With Our Support Team."

john

3 john

To: Grandparent - Read

😃

To: Grandparent - Read

Hello, did John come to school today?

To: Grandparent - Read

YESTERDAY 7:39 PM

hi, john

To: Grandparent - Read

YESTERDAY 8:14 PM

From Grandparent

I saw the notification. Is johns homework okay?

Write a message

Teacher App:
Content Audit

Screen 1: Create a new teacher account

9:03 AM | TFW

TalkingPoints FOR TEACHERS

Create a new teacher account

If you are a parent or family contact, download the parent app instead.

Continue with Google

Continue with Apple

Sign up with email

By creating an account, you agree to the Terms of Use and Privacy Policy.

Screen 2: Join a class

9:02 AM

Join a class

Enter the 6-digit class code provided by the teacher to join their class

CLASS CODE

Enter 6-digit class code, eg. BG59RX

Don't have a code?

JOIN

Screen 3: Need Help?

9:15 AM | TFW

TalkingPoints FOR TEACHERS

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ACTIVITY IN LAST 30 DAYS

0	0	0
DIRECT MESSAGES SENT	ANNOUNCE-MENTS SENT	NUMBER FAMILIES RESPONDED

5 Chat with our support team

Home | Messages | Announce | Classes | Profile

Annotation 4: Chat Icon Clarified

Chat Icon Clarified

Location: Sign-In Page & Join Class Page
The chat icon on the upper right-hand opens the support screen but, can also look like a chat bubble.

Adding some text that says "support" or "support team" to clarify the meaning of the icon.

Annotation 5: Chat with our support

Chat with our support

Location: Homepage
The chat icon on the sign in page opens to the support screen but, once inside the app the icon disappears and instead there is a personalized photograph and "chat with our support team."

Suggestion: Add the icon to the chat screen near the photo of page so the user can recognize that it is support to keep it cohesive.

TalkingPoints

✏️ **NEW MESSAGE**

🏠 Home

📣 Announcements

💬 Messages

📈 Analytics

📋 Classes

English 4

Science 8

Teach Math

Teach's class

Elle Thomas

Announcements   📅 Scheduled

🔍 Search...

ALL All announcements   2:38 PM

E4 English 4   2:38 PM

S8 Science 8

TC Teach's class

TM Teach Math

Teach Math

You haven't sent any announcements yet

Send an announcement to an entire class or multiple classes.

Send a class announcement...

6 **Differeniate Classes with Visuals**

Location: Announcement
Classes are differeinted by only title so, it is hard to tell which class is which.
Suggestion: Color coding classes or using icons for each subject will allow the user to find the necessary class faster.

Messages

john
Classes: English 4

Hello families! We are having Back to School Night on ____. I look forward to meeting you and sharing what john will be learning this...

To: All · 2:41 PM · Read

😃

To: All · 2:45 PM · Read

J John — May 2
I saw the notification. Is johns homework o...

9 Student Name Can Be Mistaken for Relationship of the Contact

Location: Messages
It is unclear whether John is name of the relative or the student.
Suggestion: "Discussing Student John" or About John may clarify any confusion.
On the announcements page: Student's First and Last Name can clarify the text.

English 4

ADD STUDENTS

Send an announcement...

Search students

Sort by: First name ⌄

FIRST NAME	LAST NAME	CONTACTS	RELATIONSHIP	LANGUAGE	STATUS	ACTIONS
john		1	Grandparent	Spanish	PARENT APP	

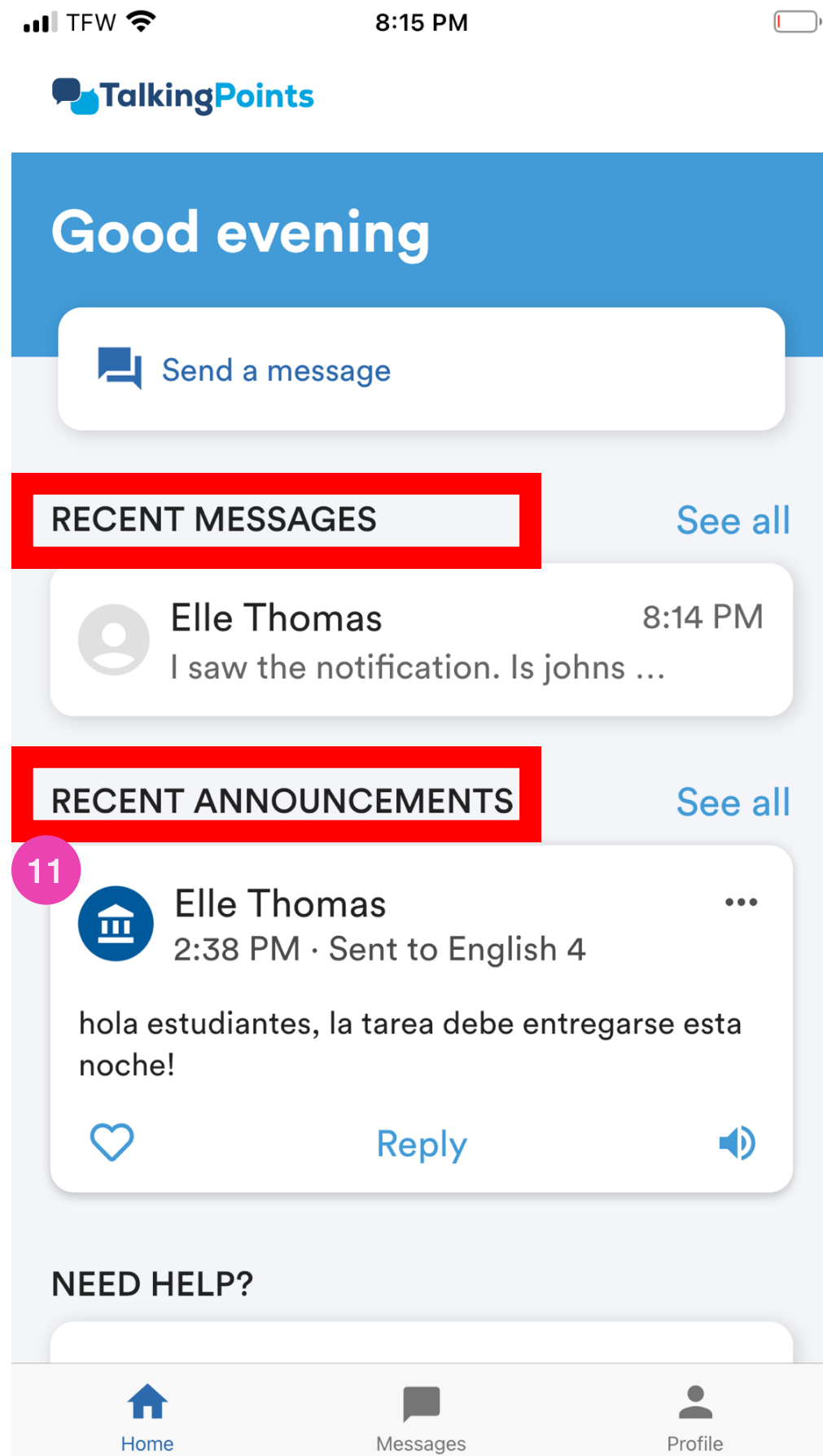**10 Student Name Can Be Mistaken for Relationship of the Contact**

Location: Teacher Announcements
It is unclear whether John is name of the relative or the student.
Suggestion: "Discussing Student John" or About John may clarify any confusion.
On the announcements page: Student's First and Last Name can clarify the text.

Parent Mobile App Content Audit

Good evening

💬 Send a message

RECENT MESSAGES　　　　See all

Elle Thomas　　　　8:14 PM
I saw the notification. Is johns ...

RECENT ANNOUNCEMENTS　　　　See all

11

🏛 Elle Thomas　　　⋯
2:38 PM · Sent to English 4

hola estudiantes, la tarea debe entregarse esta noche!

♡　　Reply　　🔊

NEED HELP?

🏠 Home　　💬 Messages　　👤 Profile

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11 **Recent Announcements**

Clarify UX copy for Parent audience:
Location: Homescreen
"Recent messages" and "recent announcements" can be confusing for the user. It is hard to tell if a recent message is a pm or if an announcement is a class announcement.
Suggestion: Clarify with text for the parent audience. "Recent announcements" > Class Announcements. "Recent Messages" > Your inbox, etc