

PERSONAL DIGITAL COACH

Implementation plan

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INTRODUCTION

The aim of this document is to describe how the Personal Digital Coach tool can be developed further and implemented. It also offers guidelines more generally for developing a tool to support students who are doing apprenticeships.

An apprenticeship differs in many ways from studying for a degree. Whereas degree students interact constantly with their teachers and service providers related to their studies, in an apprenticeship the student is working for an employer and does not have such a support network. There is less interaction between the educational institution and the student, which can hinder or delay the transfer of information regarding any challenges faced by the student. Such delays can lead to an increased burden for the student, and this in turn can affect the progress made during the apprenticeship.

Personal Digital Coach is a tool that helps increase the flow of information. It offers support to students by regularly following up with them regarding potential issues or problems. This happens over the mobile phone, which makes it easy for the student to have the tool readily available and to report any issues regardless of time and place.



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BUSINESS OPPORTUNITIES

Companies that employ apprentices can use PDC to make their work more efficient by

- systematically following up with a larger number of apprentices
- using the collected data to identify and solve problem areas
- preventing dropouts
- making apprenticeships more compelling by increasing student satisfaction

A license-based service for companies that employ apprentices

- facilitates following up on apprenticeships
- enables timely support for apprentices
- provides information for improving processes



RISKS

The risks related to the development of the tool can include the following:

The existence of the service is dependent on the provider

- The service will not continue for example if the provider undergoes bankruptcy

On an organizational level

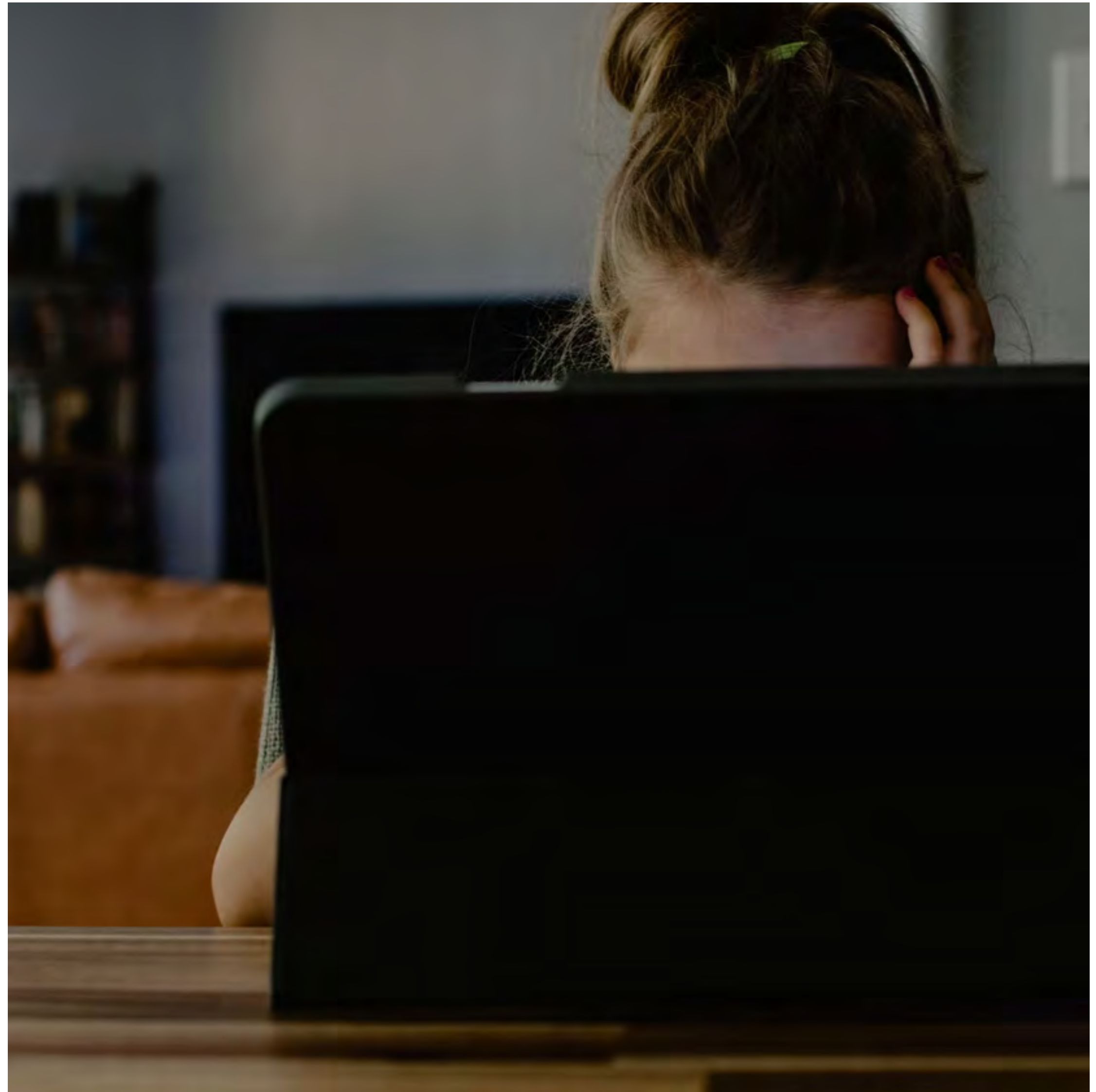
- loss of core resources
- lack of commitment from the management

On a financial level

- lack of funding for the development leads to insufficient resources
- funding is cut and the tool can no longer be used

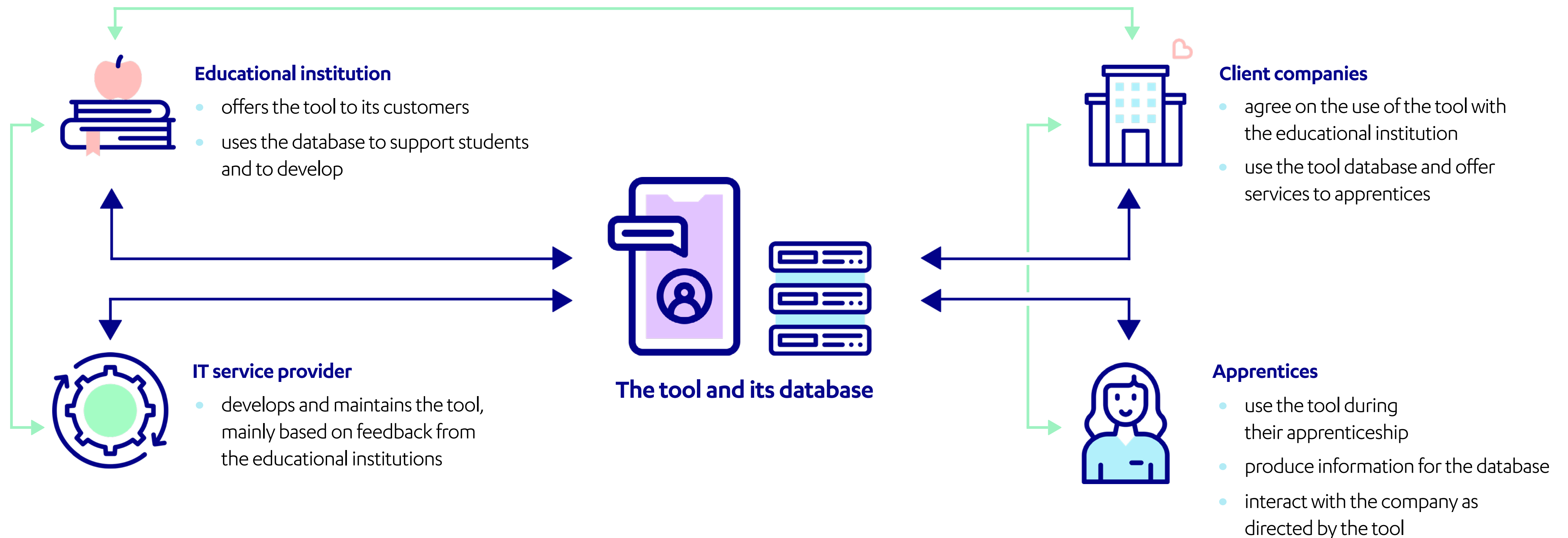
On a technological level

- breach in data protection
- problems caused by technical errors



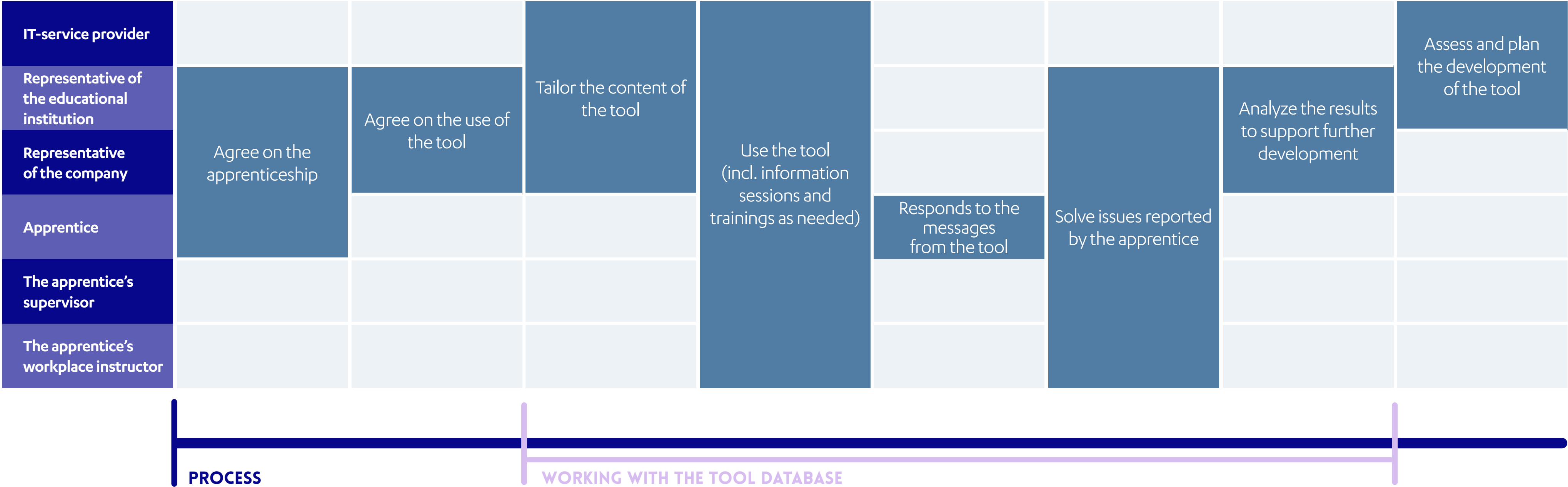
ARCHITECTURE

STAKEHOLDERS AND USERS



ARCHITECTURE

ROLES AND DEVELOPMENT PROCESS

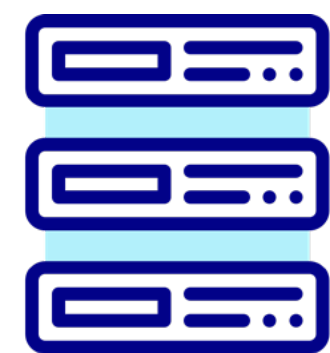


SYSTEMS



Student database

The database of the educational institution includes the data on students who are doing an apprenticeship.



The database of the tool

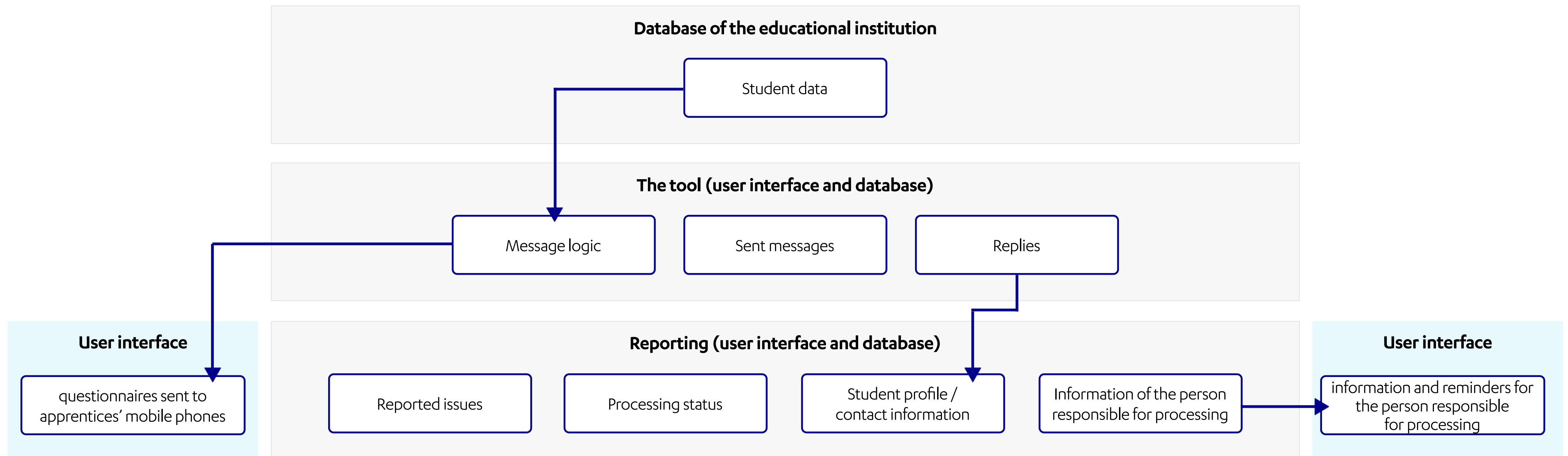
The database of the tool includes the logic of its functions: what the tool sends, when, and how it processes the replies.



The database of reported issues

The database includes the information about reported issues and their status.

APPLICATION LOGIC AND INTERFACES



APPLICATION LOGIC AND INTERFACES: DESCRIPTIONS

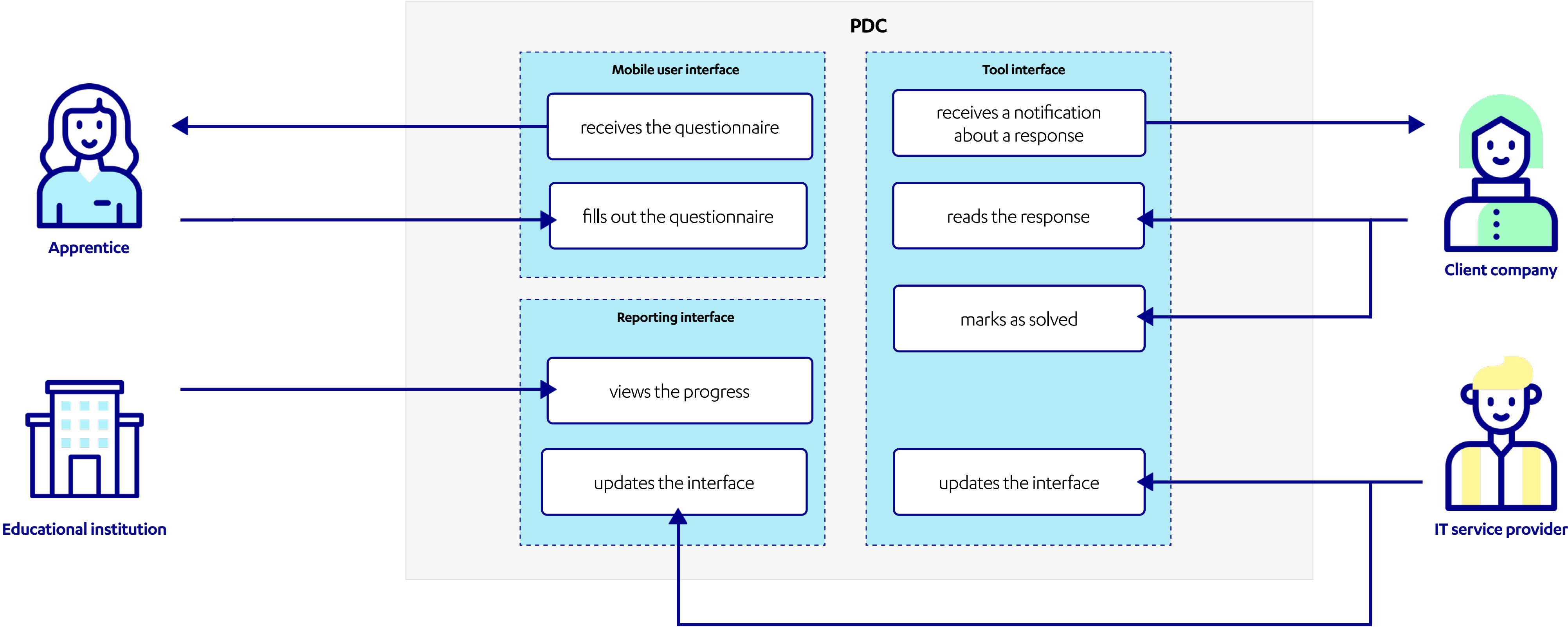
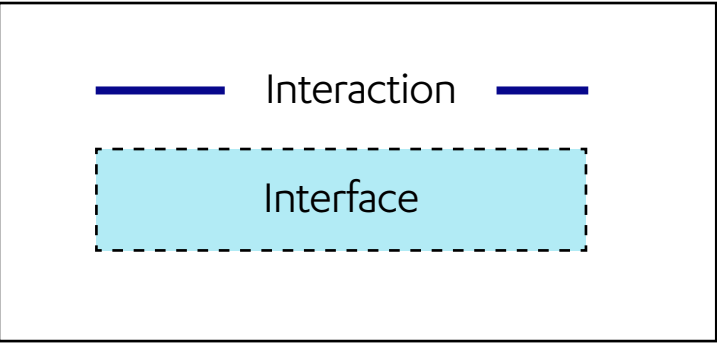
ROLE	DESCRIPTION
IT service provider	maintains and updates the user interfaces
Representative of the educational institution	Uses the user interface and follows up on the progress by using the reporting interface
Representative of the company	contributes to creating the message path, uses the user interface
Apprentice	Responds to messages sent to their mobile device by the tool
The apprentice’s supervisor	works as a supervisor and uses the user interface of the tool
The apprentice’s workplace instructor	Guides the apprentice in their work and uses the user interface of the tool

TERM	DESCRIPTION
Questionnaire	a short questionnaire regarding progress with the studies, sent to the mobile phone
Student information	Information regarding the studies of the apprentice, e.g., period of working for a company
Message logic / message path	the logic by which the messages are categorized and forwarded to the correct party
Reported issues	Problems or issues reported via the questionnaire, forwarded to the person responsible for solving them
Processing status	indicates whether the reported issue is active or resolved
Student profile	Information about how many times the student has filled out the questionnaire, their responses and reported issues

ARCHITECTURE

USE CASES

Examples of use cases



ARCHITECTURE

FURTHER DEVELOPMENT

Moving away from applications and towards messages via SMS

- no need to install an application, or to “sell” this to the user
- the user does not need a smart phone, mobile data, or storage space for the application
- reaches a wider audience: an SMS can be sent to the whole target group



ARTICLES

30.10.2020

Tilanteiden mielekkyys käyttäytymisen vaikuttimena työpaikoilla.

26.1.2021

Personal Digital Coach tekee tavoitteista totta

7.6.2021

Kännykkäsovellus osaamisen kehittämisen tavoitteiden saavuttamiseksi

10.6.2021

Case Finnair Cargo: Personal Digital Coach -sovellus perehdytyksen tueksi

20.9.2021

Tekoäly ei korvaa inhimillistä tukea uuden työn opettelussa

5.10.2021

Personal Digital Coach – could an application help the competence development of the worker?

