

Case Study | STEP Learning App



Background

STEP is an organisation that promotes flexible learning for travelling families. They also provide a learning platform that has been designed to mitigate the challenges that are faced by children from travelling families when learning at home.

STEP took a community focused approach to the design of the STEP app and can be seen as an aspirational vision of user centred and community focused design practice in the education space.

Design Process

STEP used the existing relationships it had built within the communities it serves to collect insights and research that underpinned the decisions made in the app. This trust and understanding of the community's challenges led to the development of an app that embodies the needs of the learners, families and educators who use it. They also held regular workshops with teachers who directed a lot of the decisions around the user journeys in the app.

Primary App Goals

- A simple digital interface with basic tools
- Ability to plan and submit work directly and securely
- Tailored resources
- Easy communication with teachers or learning helpers
- Free and accessible

Key user considerations

- Access without registration to the app for those who are more conscious of data sharing and would rather remain private
- Easy to use for those who are less digitally skilled
- Visual/video aids for those who struggle with reading
- Separate user accounts with PIN access for multi learner households
- Offline functionality for learning spaces without reliable WiFi access
- No learner content stored online and no cloud accounts for those who are not trusting of digital
- Compatible with text to speech functionality for those who require assistance
- Compatible with older iOS version that are currently on iPads delivered to families through the Digital Families Programme

Key Learnings from the STEP team

- Do not assume digital confidence levels of teachers
- Professional voice is important when delivering a successful learning tool – they will offer up insight that others may not think of
- Test solutions in the context of where they will be used and iterate regularly
- Do not assume that digital stands alone
- Support families to support their learners
- Support learners to become the expert in their education and an advocate for education in their community

Thank you to the team at STEP for sharing insight into the work they have done. For more information, visit www.step.education.ed.ac.uk