PHASE

USER

TOUCHPOINT

VISUAL

ACTIONS

FEELING

+'VE' EXPERIENCE

-'VE' EXPERIENCE

USER GOALS

CHALLENGES & BARRIERS

A. JOIN SESSION

STUDENT

CLASSROOM REVIVR

Scan QR Code

Opens their mobile device, unlocks it, opens the camera app, points it at the QR code, waits for the scan to complete, taps the notification to join the session.

Proactive

- Connect to the platform Quickly

- Poor lighting
- Camera issues
- Inability to connect

Form the team

Selects "join Team" in the app, waits for app to auto form the team, confirms team formation, Physically finds their partner in the class.

Collaborative

- Join a team to start learning

- Friends might be unresponsive
- Connectivity issues
- Confusion about team size with odd number of participants

B. WARM UP QUIZ

STUDENT

CLASSROOM REVIVR

Watch Intro video

The teacher starts the video on the classroom screen, students focus on watching, and prepare for the next step.

Attentive

- Understand the importance of CPR

- Distractions
- Short attention span
- Serious topic

Rate confidence

Opens the app on their mobile device, selects their confidence level on a scale, submits their response.

Reflective

- Self-assess CPR knowledge

- Uncertainty about their skill level
- Peer influence
- Rushing through the step

Intro quiz

Starts the quiz on their mobile device, reads each question carefully, selects the multiple-choice answer, submits responses, and views feedback if provided.

Curious

- Complete the Quiz
- Gauge basic CPR knowledge

- Nervousness
- Fear of getting answers wrong
- Confused

Instructional Video

The video plays on the classroom screen, students watch attentively, observe the correct CPR techniques, and mentally prepare for hands-on practice.

Focused

- Understand proper CPR steps

- Distractions
- Passive engagement
- Difficulty retaining all steps
- Confused where to focus on teacher/student screen

C. CPR TRAINING

STUDENT

CLASSROOM REVIVR

Assess & Call 999

Switch to mobiles, student evaluates the emergency scenario, determines the need for CPR, opens classroom RevivR app, and dials 999 emergency call.

Alert

- Practice Emergency response

- Hesitation
- Nervousness
- Uncertainty about what to say

CPR onboarding

Switch to main screen, the video plays on the classroom screen, students watch the entire video carefully, learning the essential steps of CPR.

Informed

- Learn the basics of CPR

- Distractions
- Inability to follow along
- Bored

CPR Practice

Students place their backpack as a substitute mannequin, follows along with compressions and breaths as instructed on both teacher and student screen

Engaged, hesitant

- Practice hands-on CPR skills

- Uncertainty about technique
- Self-conscious
- Hesitant

D. AED TRAINING

STUDENT

CLASSROOM REVIVR

Instructional video

The video plays on the classroom screen, students watch attentively, observe the correct AED techniques, and mentally prepare for hands-on practice.

Focused

- Understand proper AED steps

- Distractions
- Passive engagement
- Difficulty retaining all steps
- Confused where to focus on teacher/student screen

AED practice

AED training module is displayed on mobile device, watches instructions on how to use an AED, interacts with the app to simulate AED procedure by clicking a button.

Focused

- Understand how to use AED

- Confusion about the device's features
- Where to click?

Roleplay

In pairs, one student uses the AED while the other performs CPR on the simulated mannequin, then they switch roles, repeating the process to practice both skills.

Collaborative, overwhelmed, confused

- Master AED and CPR techniques

- Coordination
- Confusion over roles
- Nervousness during practice
- Listen to audio instructions or text instructions?

E. QUIZ

STUDENT

CLASSROOM REVIVR

Final Quiz

Opens the final quiz in the app, answers a series of multiple-choice and scenario-based questions on CPR and AED, submits the quiz, and reviews the results.

Confident, Informed, Focused

- Complete the Quiz
- Understand knowledge gained

- Pressure to perform well
- Fear of failure
- No in-person discussion

Rate confidence

Rating scales pop up, selects a confidence rating based on their skills learned during the course, and submits the rating.

Reflective, Confident

- Self-assess CPR & AED confidence

- Overestimating skills
- Peer comparison

Celebration

Receives a congratulatory message and certificate in the app, celebrates with teammates.

Happy, Accomplished, relieved

- Acknowledge completion and success

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