

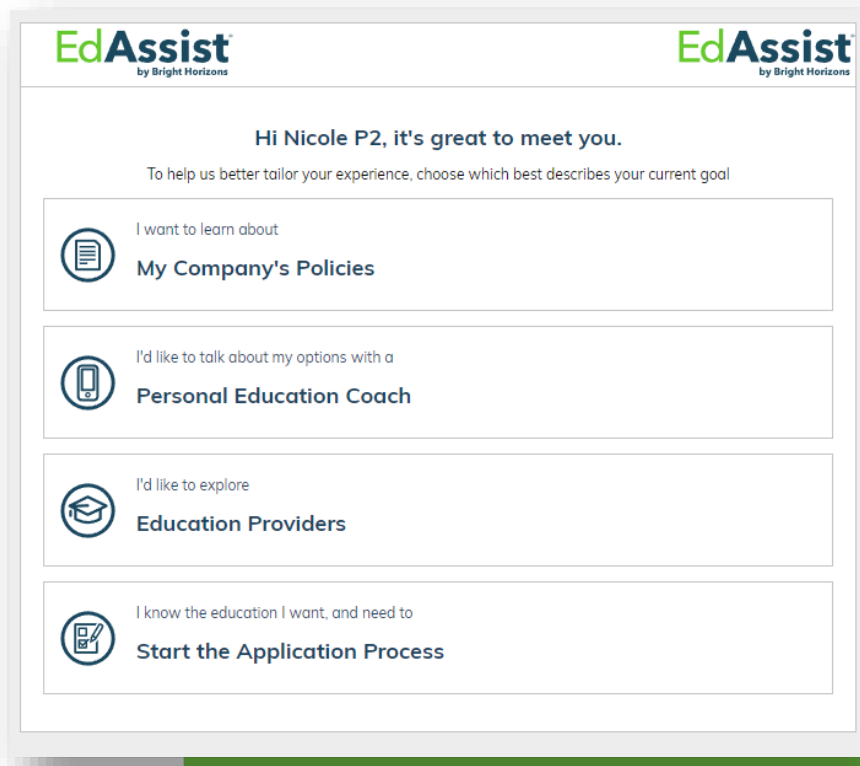
# EdAssist Site User Experience

Participant





# User is first greeted with survey

## Participant

- Survey guides and personalizes user experience to direct the user towards what they would like to do

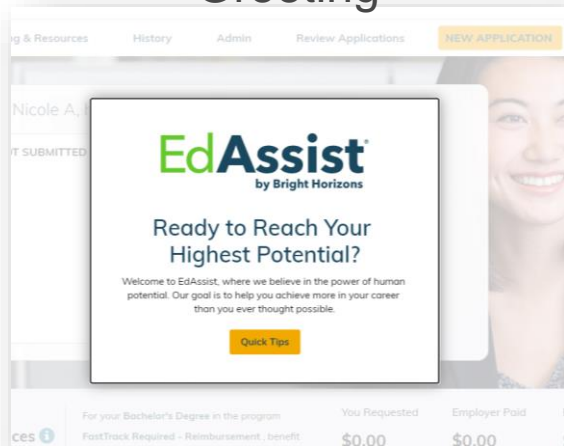


The screenshot displays the EdAssist interface, featuring the logo in the top right corner. The main content area is titled "Hi Nicole P2, it's great to meet you." and includes a sub-header: "To help us better tailor your experience, choose which best describes your current goal". Below this, there are four selectable options, each with a circular icon and a text label:

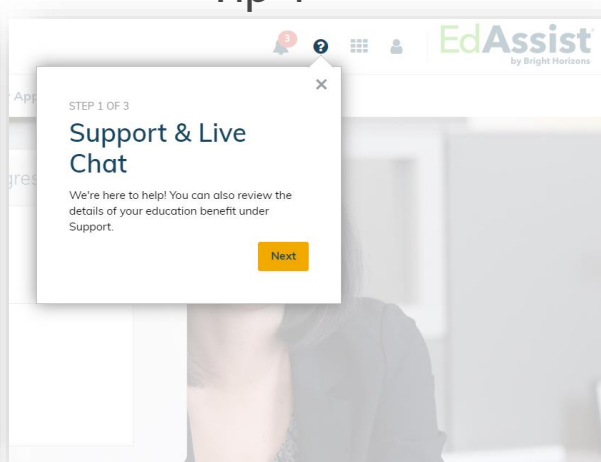
-  I want to learn about  
**My Company's Policies**
-  I'd like to talk about my options with a  
**Personal Education Coach**
-  I'd like to explore  
**Education Providers**
-  I know the education I want, and need to  
**Start the Application Process**

# First time users see quick navigation tips

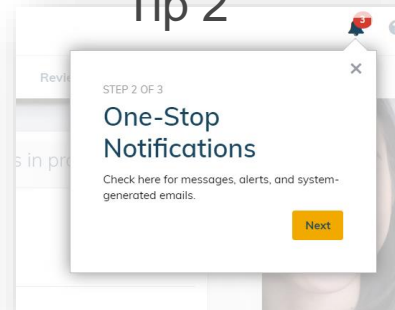
## Greeting



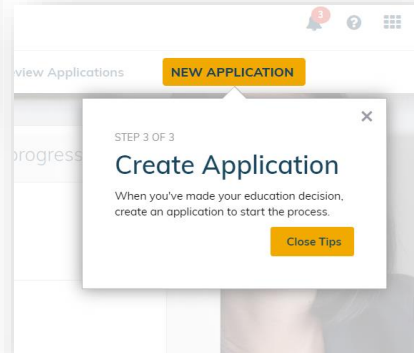
## Tip 1



## Tip 2

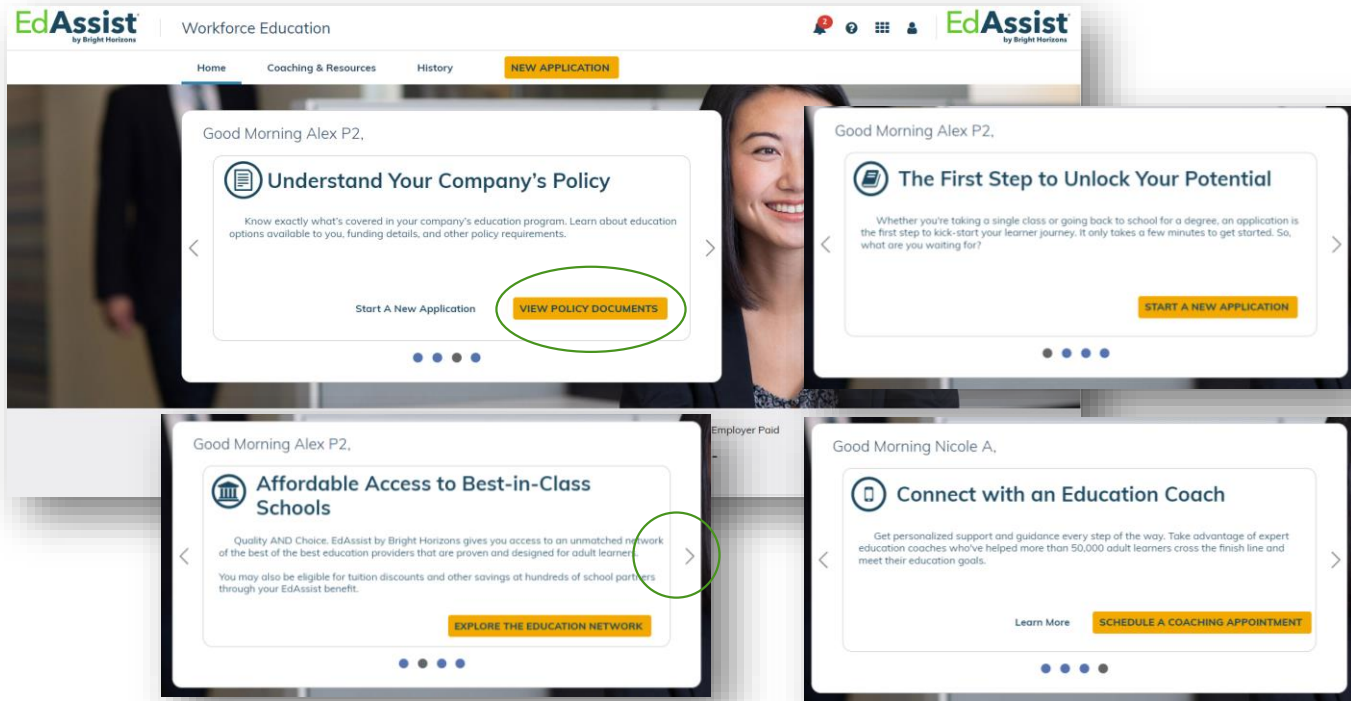


## Tip 2



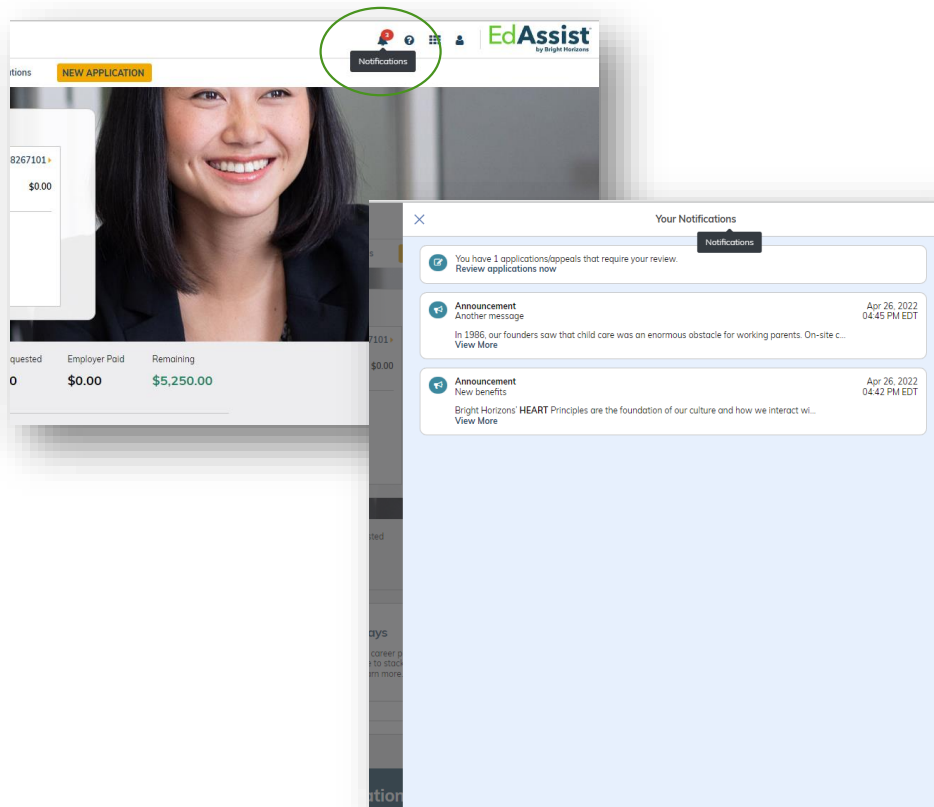
- First time users are greeted with a quick tutorial to introduce them to key features of the new site
- Tips can be dismissed

# User Sees Carousel on Home Page



- Users without an application or coaching session in progress see the carousel
- Clicking the arrows advances the carousel slides
- Clicking the yellow buttons take the user to the desired site actions

# Notifications

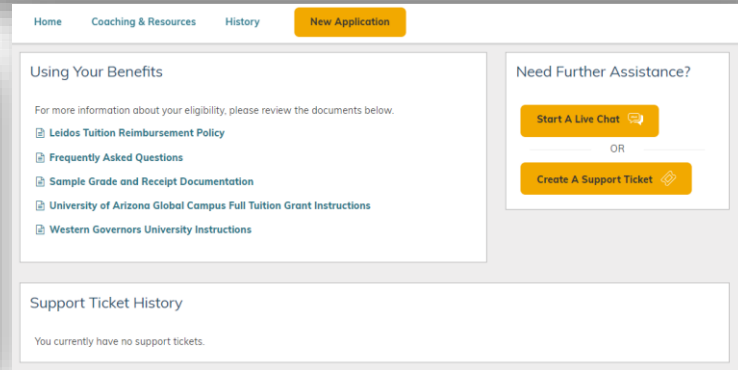
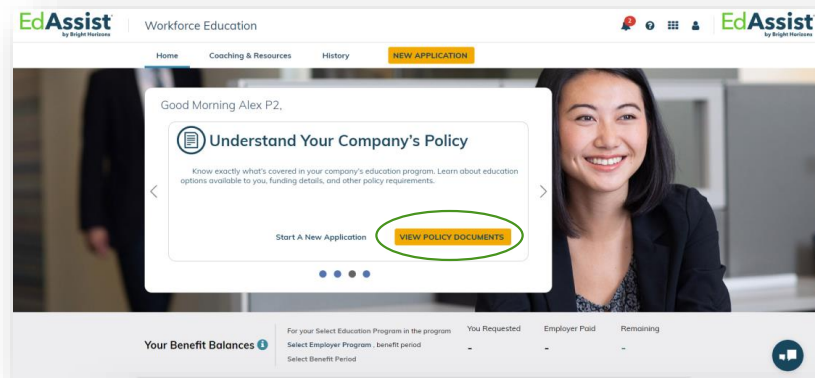
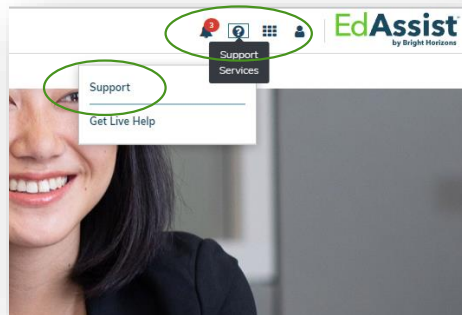


- Notifications are accessible from bell icon
- Participants see message board posts, system generated emails, application status changes and calls to action

# Support and Benefit Documents

## Support Page

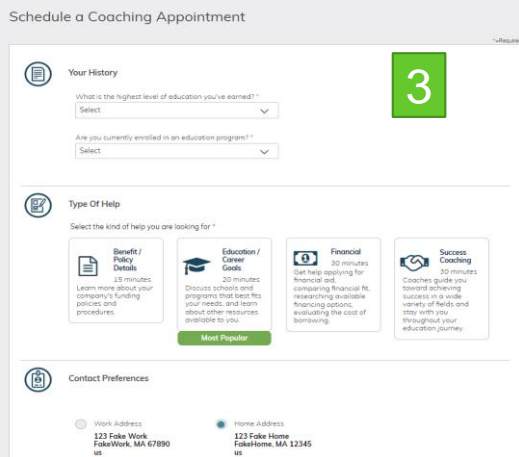
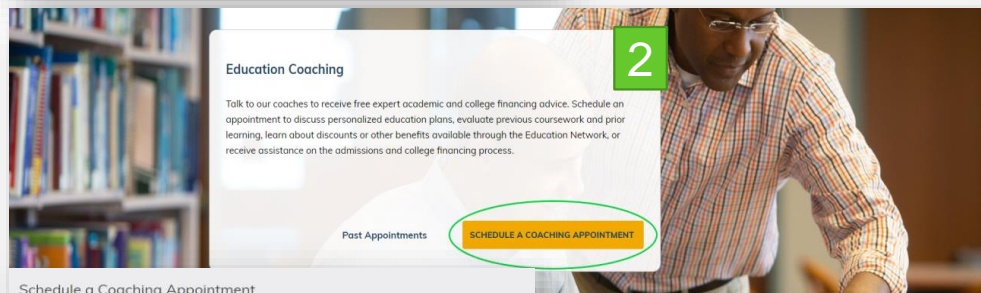
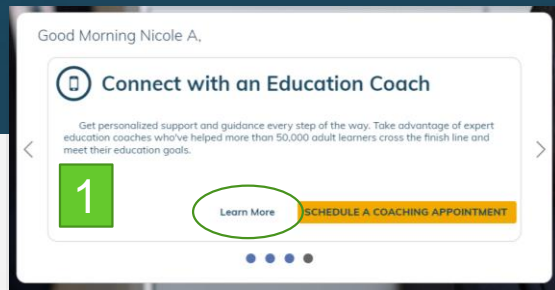
- Benefits documents are accessible for users via the carousel and support page



# Coaching Scheduler

## Setting up an appointment

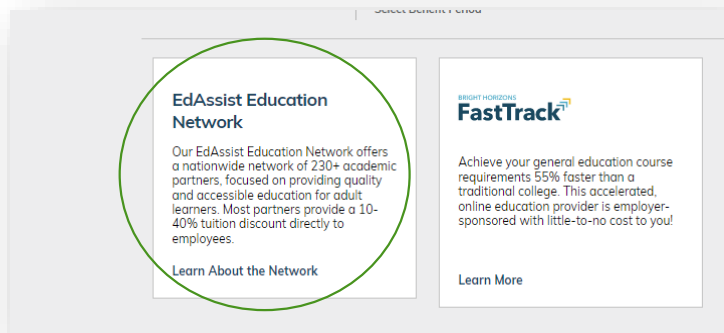
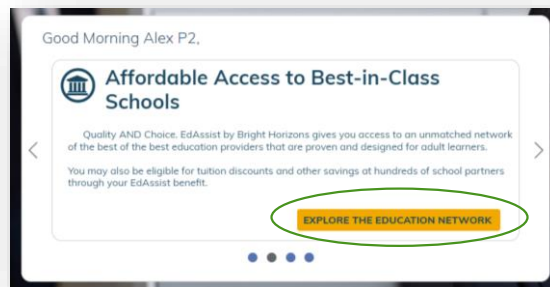
- “Learn more” takes the user to the coaching page
- The user can also get there via the site navigation
- Clicking “Schedule a Coaching Appointment” starts the process.



# Education Network

## Home Page Carousel & Tile

- Our network links takes users to the Education Network page for information about our providers
- This is also found in a tile at the bottom of the page





# Participant with Coaching Session Scheduled

## Upcoming Appointments

- Once a coaching appointment has been scheduled, it is visible within the carousel and on the Coaching & Resources page
- Participant can scroll to other carousel items

The screenshot displays the EdAssist Workforce Education portal. The top navigation bar includes the EdAssist logo, the text 'Workforce Education', and a 'NEW APPLICATION' button. Below the navigation bar, a carousel of upcoming coaching appointments is shown. The first appointment, 'Expert Advising' on 'Aug 10, 2022 - 10:00 AM EDT', is highlighted with a green oval. The second appointment, 'Education Coach' on 'Sep 16, 2022 - 12:00 PM EDT', is also highlighted with a green oval. The status for both appointments is 'Scheduled'. The bottom of the screen shows a 'Your Benefit Balances' section and a 'SCHEDULE A COACHING APPOINTMENT' button.

EdAssist by Bright Horizons

Workforce Education

Home Coaching & Resources History NEW APPLICATION

Good Morning Alex P2,

Here are your upcoming coaching appointments.

Be sure to have any relevant materials handy, like admissions requirements, policy documents, or other materials you might have questions about.

Expert Advising  
Aug 10, 2022 - 10:00 AM EDT

CHANGE DATE OR TIME CANCEL

Education Coach  
Dev Demo, Site Redesign - Initial Session

Status  
Scheduled

Your Benefit Balances

For your Select Education Program in the program  
Select Employer Program - benefit period  
Select Benefit Period

You Requested - Employer Paid - Remaining -

Home Coaching & Resources History NEW APPLICATION

Upcoming Appointments

Academic Advising  
Sep 16, 2022 - 12:00 PM EDT

CHANGE DATE OR TIME CANCEL

Education Coach  
Dev Demo, Site Redesign - Initial Session

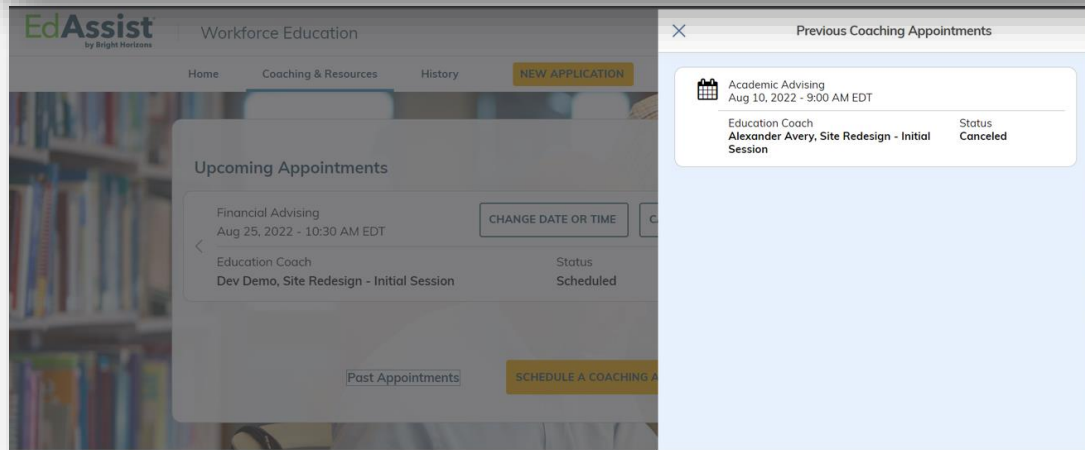
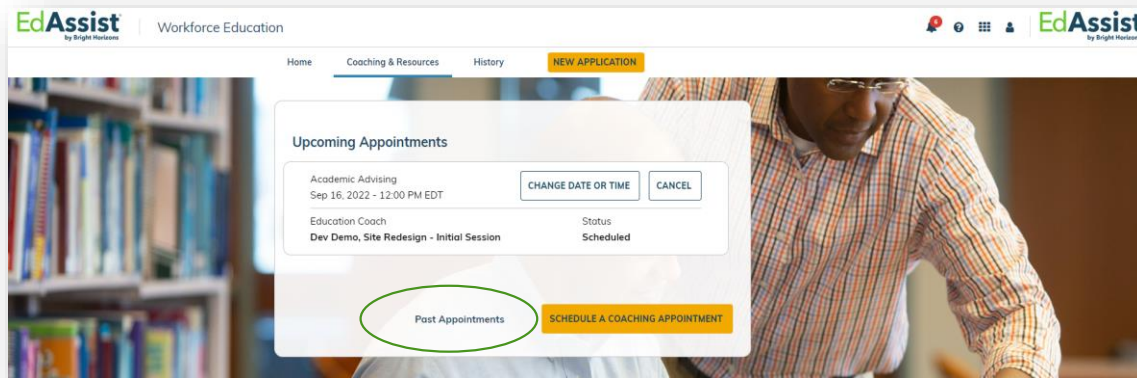
Status  
Scheduled

Past Appointments SCHEDULE A COACHING APPOINTMENT

# Participant with Past Coaching Appointments


## Past Appointments

- Once a coaching appointment has been completed or canceled, you can view all your previous coaching appointments by clicking 'Past Appointments'





# Integrated Webinars and More Resources


- Integrated webinars on career topics tailored to adult learners
  - Industry specific
  - Career focused
  - Job related
  - Success stories
- On-demand resources allowing easy access for additional content


**Upcoming Webinar**  
🕒 12:00 p.m. ET - Wed Sep 21 2022  
🕒 1 hour  
Get Your Degree Faster With Competency-Based Education  
[Learn more](#) [REGISTER](#)


**More Resources for Learners**


  
The Key to Balancing Your Career and Education: Time Management


  
Six Essential Career Tools Part 1 — Position Yourself for Success


  
Tips for Managing Stress and Your Career


  
Before You Borrow: Exploring Options to Finance Your Degree

  
The Top 2 Academic Skills You Need for a Successful Start

  
Get Your Degree Faster With Transfer and Alternative Credits

  
Future-Ready Skills for Career Mobility

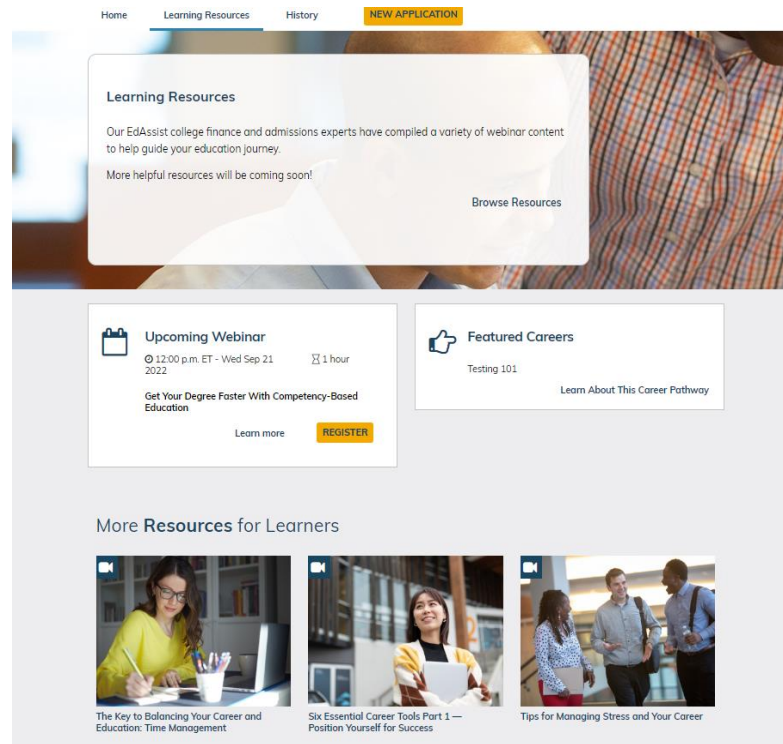
  
Certifications, Certificates, and MOOCs — Which Is Right for Me?

  
What You Need to Know About Earning an Online Degree

# Participants who do not see Coaching

## Learning Resources

- Participants without coaching still get the benefit of a new area to explore.
- The Learning Resources tab gives all the benefit of Coaching & Resources without the ability to schedule coaching appointments.



# Active Applications

The screenshot displays the EdAssist Workforce Education portal. The top navigation bar includes the EdAssist logo, the text 'Workforce Education', and a 'NEW APPLICATION' button. Below the navigation bar, a message reads: 'Good Morning Demo P1, here are your applications in progress.' A table lists the application details:

APPROVED	Demo P1 User Tuition Reimbursement Chamberlain University Oct 4, 2022 - Jan 11, 2023	8274273 ▶ \$2,000.00
<a href="#">UPLOAD DOCUMENTS</a>		

Below the table, there are navigation arrows and a page indicator showing '1' of 2 pages. At the bottom, a section titled 'Your Benefit Balances' provides a summary for the Bachelor's Degree program:

	You Requested	Employer Paid	Remaining
For your Bachelor's Degree in the program Tuition Reimbursement, benefit period 2022	\$2,000.00	\$3,000.00	\$250.00

- Participant can see all active applications in progress and any required actions from the home page
- Home page tile *excludes* denied, closed, or cancelled applications
- Benefit period calculation tool and other configurable items are displayed on the home page

# Past Applications

## History Page

- All applications can be found on the History Page

The screenshot shows the 'Application History' page of a web application. At the top, there is a navigation bar with links for 'Home', 'Coaching & Resources', 'History' (which is the active tab), and a 'New Application' button. Below the navigation bar, the page title 'Application History' is displayed. A legend indicates that an asterisk (\*) denotes required fields. The 'Filter Results' section includes a 'View By' dropdown set to 'Benefit Period' and a 'Year (Optional)' dropdown set to 'All'. Below the filters, it states '34 Applications Found' with a 'Download' link. A 'Sort By (Optional)' dropdown is set to 'Application Number'. The main content area displays a list of applications. The first application is for 'Cheryl A' with application number '#8032323'. It is for a 'Tuition Reimbursement Program' at 'Boston University' for an 'Associate's Degree - Engineering - Biomedical'. The dates are 'Dec 21, 2021 - Feb 18, 2022'. A 'View More' button is located below the application details. At the bottom right, a 'Total' of '\$1.00' is shown.

Home Coaching & Resources History New Application

### Application History

\* = Required

Filter Results

View By Year (Optional)

Benefit Period All

34 Applications Found Download

Sort By (Optional) Application Number

FORWARDED TO SUPERVISOR FOR REVIEW	<b>Cheryl A</b> #8032323 Tuition Reimbursement Program Boston University Associate's Degree - Engineering - Biomedical Dec 21, 2021 - Feb 18, 2022 View More	Total \$1.00
------------------------------------	---	--------------