#### **DESIGN DOCUMENTATION**

JUNE - AUGUST 2021

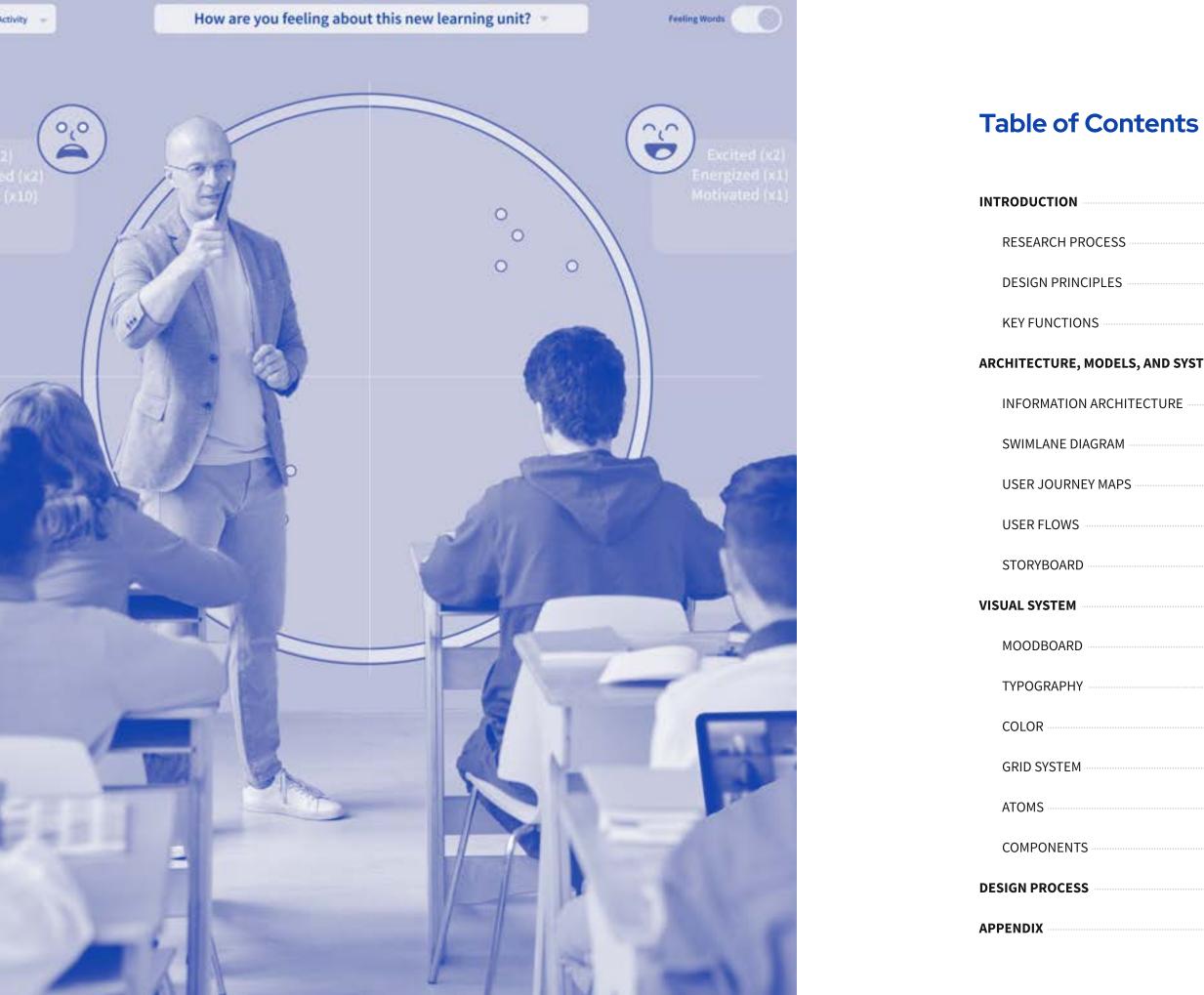
Sponsored By **@**, Q U E S T







**Team Manta** Mike Eisen I Michelle Gao I Yimeng Hou I Alice Zheng



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# Introduction

"Every single class period every single day, ask a question and get crickets... One day, in my second period, 23 students turned their cameras on and **I literally cried in front of them**. It brought so much joy, just to see their faces but that's rare like that happened once." - P9 (Cynthia, 8th Grade Science and Biology)

One of the main concerns teachers have been dealing with during the ongoing pandemic is how to engage students. In virtual classrooms, students were faced with the choice of either turning on their cameras or concealing their home lives. Many chose privacy resulting in teachers having to look at screens with blank cubes.

This left teachers with little information to help them understand how students were doing so they could improve the classroom environment and help students grow. It created emotional isolation for teachers and students.

As schools begin to consider a future where virtual learning can become an asset to students and teachers unable to attend in person, we need to find new ways for teachers to connect with their students and encourage students to engage in their learning journey.

This is why we created Dory. Dory is a digital platform that empowers middle school students to recognize and safely communicate their feelings. It helps teachers better understand and build more meaningful relationships with in-class and remote students.

This document lays out all important aspects of Dory's design to help developers build the product.

#### **Research Process**

To gain a better understanding of why teachers' were struggling to engage 6th to 9th grade students in remote and blended learning environments, we conducted primary and secondary research. We conducted seven subject matter expert interviews with education consultants, researchers, school administrators, and technologists to better understand student engagement and to narrow down on our problem space. We spoke with four public school teachers from different schools in Washington State, at different grade levels, and specializing in different subject areas. We conducted two field observations and follow-up interviews with the goal of observing student and teacher affect, behaviors, and use of remote learning technologies. We also conducted two contextual inquiries with two teachers to gather detailed information about the physical environment and how teachers prepare their classes and build relationships with students. We conducted a competitive analysis to better understand the existing competitors' strengths and weaknesses to find more insights and opportunities for remote education. Our team reviewed a total of eight different products including both tech-related products and traditional curriculum programs. From our research, we identified four key insights that would inform our response.

#### Insights

- 1
- 2. levels of communication beyond a webcam.
- 3. student bonds, bonds that could encourage engagement.
- 4 in-person.

Most students kept their webcams off because of a lack of structure outside of the classroom environment, school policies making the use of webcams optional, concerns about privacy, and adolescent self-consciousness.

Teachers had to use different criteria to evaluate student engagement due to the limitations imposed by online education such as missing multi-sensory

Teachers struggled to identify and understand students' unique interests and needs in this environment, impeding their ability to establish and grow unique

Teachers can harness educational technology to create a more adaptive learning environment for individual students who previously struggled in

### **Design Principles**



## **Encourage Engagement**

Our design should provide ways for teachers to encourage and evaluate student engagement in remote and blended learning environments.



Our design should be adaptable to any environment, for students who are attending in person or virtually, synchronously or asynchronous, individually or as a group.



## **Enable Relationships**

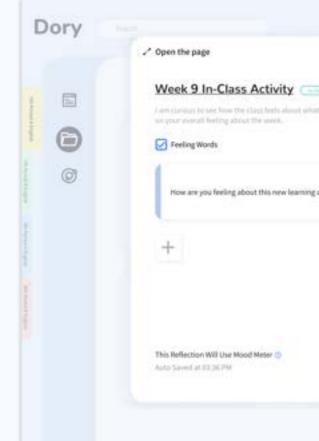
Our design should enable growth of personal relationships between students and teachers.

#### Key Function

## **Create a Reflection Prompt**

Dory has the flexibility allowing teachers to determine the period of time that students need to do self-reflection based on their teaching plan or pedagogy, such as weekly, biweekly, or after each unit.

Each self-reflection contains one or more reflection prompts for students to answer, and teachers can decide the number of prompts they would like to include in one reflection. While teachers create a prompt, the system will also provide suggested prompts for them as a recommendation or inspiration. Teachers are also allowed to create customized prompts. Besides, teachers can view previous prompts if they want to reuse a question.



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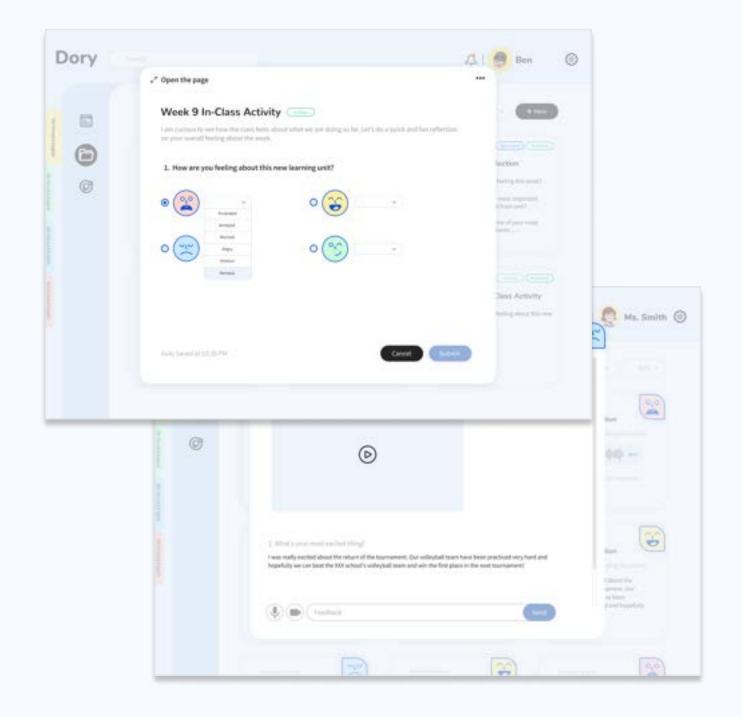
#### Key Function

# **Self-Reflection Activities**

Teachers like to use different self-reflection methods under different scenarios and purposes. Therefore, we designed two reflection activities which 1) In-Class Activity and 2) Take-Home Written Reflection. For each reflection activity, students will be prompted to choose an emoji based on their mood. There are four different types of emojis. Each emoji represents a category of moods:

- The pink emoji represents unpleasant and high energy emotions, like frustration
- The blue emoji represents unpleasant and low energy emotions, like boredom
- The yellow emoji represents pleasant and high energy emotions, like excitement
- The green represents pleasant and low energy emotions, such as tranquility

For the In-Class Activity, students only need to choose an emoji and a feeling word according to each prompt, which can be done quickly and gives a teacher information that can help them adapt on the fly. The take-home written reflection asks students to write or record audio/videos to express their specific feelings and thoughts beyond choosing an emoji and a feeling word, which encourages students to think more deeply about their learning journey to build a growth mindset and can give teachers deeper insight into how a student is doing and feeling. Having two different types of reflection activities, teachers can have a more in-depth and comprehensive understanding of their students.

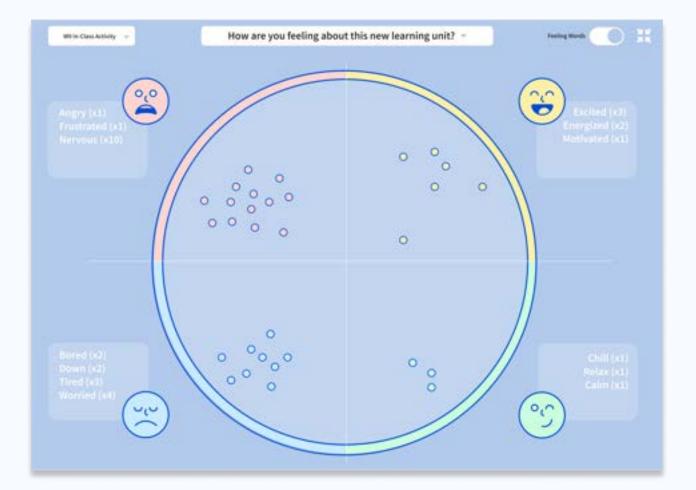


# Key Function Mood Space

Mood Space is a shared common space where both teachers and students can get access to. It shows the overall classroom moods in a circular layout. The circular visualization divides into four quadrants and each quadrant has its own emoji representing a category of moods.

Whenever a student completes a self-reflection, a color dot will appear in the mood space in the corresponding quadrant according to the emoji selected by the student, and at the same time, the selected feeling word will be displayed in the white round square next to the emoji. The number next to the feeling word shows how many students have chosen it.

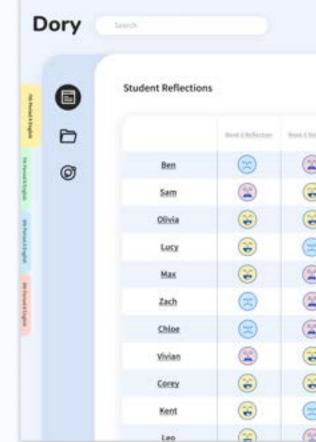
Mood Space provides a holistic view of the mood check-in results, which allow teachers to get the feeling of the room at a glance. Also, the anonymous environment can provide students with a more secure and comfortable environment and encourage them to express their real feelings without worrying about if anyone can recognize them.



# Key Function Student Reflections

Student Reflection page gives teachers a cleaner list of what each student submitted with the emotional label. This page presents a more organized and holistic reflection chart and therefore, easy for teachers to notice any pattern. Based on teachers' own preference, they can sort the chart by emojis (emotions) or by time. Also, teachers can export the reflection and the chart into an excel report to keep as a record, make it printable, and easy to share with parents and the school admin.

After having a holistic view of how students are doing, teachers can go to an individual student's page to view more detailed reflections and leave a note for the student. Based on a student's reflection, teachers can give guidance, such as words of wisdom or encouragement to the student. In this way, we hope that students and teachers can better understand each other and build stronger relationships over time.

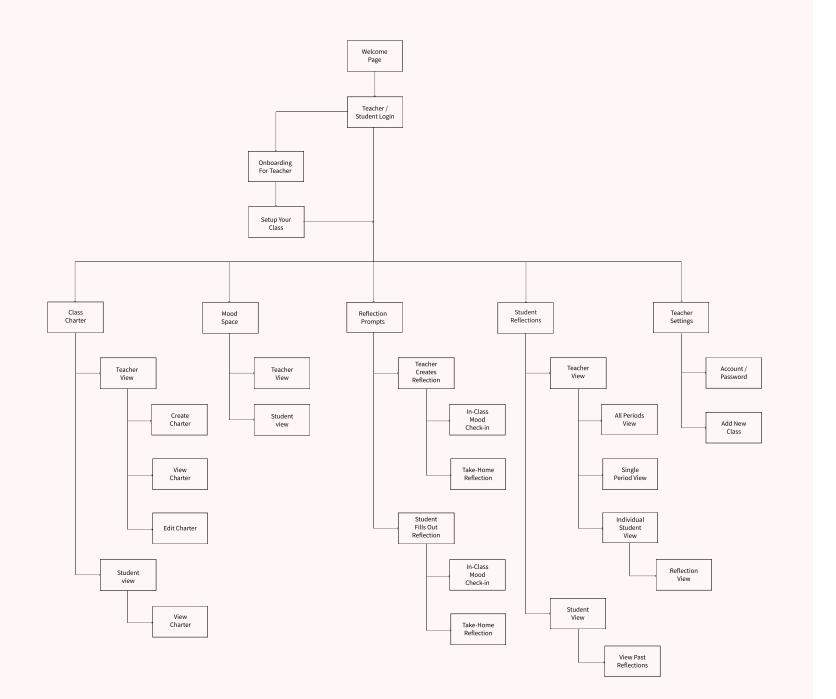


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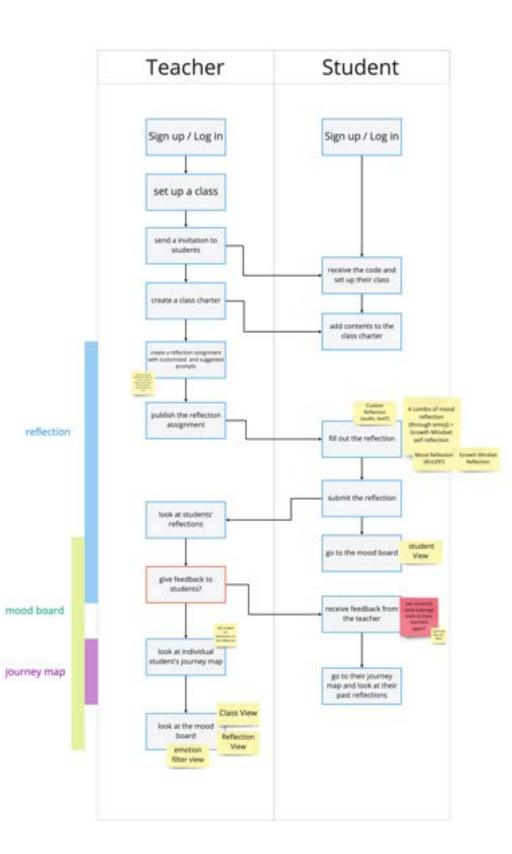
# Architecture, Models, and Systems



### **Information Architecture**



### Swimlane Diagram



### User Journey Map (Teacher Perspective)

Phase of journey (Teachers)	Reflection				Class Mood Bo	ard / Commo	on Space		Student
Actions What does the customer do?	Set up a reflection for the class	Select a custom prompt or a pre-existing prompt	submit reflection to students	Presents class charter	Navigates to the Common Space	watches / waits as students submit reflections	Presents collective view to class	facilitate class discussion using different views	after c teacher at the o class v
Touchpoint What part of the service do they interact with?	Reflection set up page	Reflection set up page	reflection set up page	class charter page or pop-up	Navigates from self-reflection to Common space, beacher view	Common space page with student names	presents common space page without student names	uses different filters by emotion, time	navigat journey which t teache class v
Customer Thought What is the customer thinking?	"Tim curious to see how the class feels about what we are learning boday."	"I think I'll set up a custom prompt"	"TILlet the class know that it's now available to respond to.	"I better remind them of our agreed- upon class charter."	"Two going to get watch the converses space as students III in their reflections."	"We are getting lots of responses! This is great!"	"I want to show the class the collective mood so they can hell more togethert"	"Everyone sems happing this week, went to show them how the model has improved?"	red bit respond sudents know fre 1 and her there
Customer Feeling What is the customer feeling?		(	3						3
Opportunities	This can be done before class or during depending on teacher	enfectives decays have a mood directive tool can be cardiological with reflective prompting plong the cards or good or growth or fixed tragge	teacher could do his or her own reflection too	create class carter     ingether     - closs carter     weral guals, test     practices and an     inclusive supportive     exvisionment		- sounds as new entries enter the common space	a specific preserving mode for teachers to share during class	Mann by tring emotion states is easy for statemen to swerfag questions to subservations into the state abars presenting - Word (back)	-mayter in by unit the goes fig invayter inci- level acade following acade following acade following acade following acade



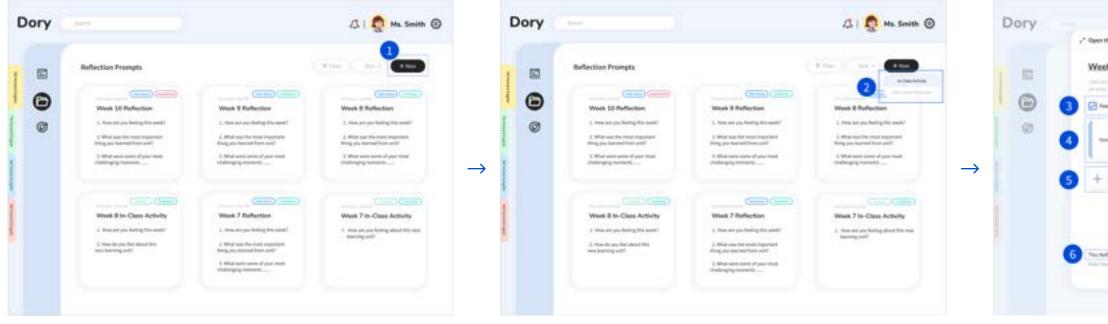
## User Journey Map (Student Perspective)

Phase of journey (Students)	Reflection			Collective view	/ common s	pace		View my stud	lent journey
Actions What does the customer do?	Log into the platform	Read the prompt and fill out the weekly reflection	Submit the reflection	Go to the common space	Read Class charter	Enter the public common space	See last week common space	go to journey map to check last week's self reflection	Checking journey map
Touchpoint What interface of the product do they interact with?	Log-in page	Self- reflection page transference prompt What were sense of your mass sense of your mass	Self- reflection page	Navigation bar from self- reflection to mood board	showing class charter	the public mood board	the public mood board with data picker	Navigation bar - from mood board to journey map	Journey map page
Customer Thought What is the customer thinking?	Tits the reflection time Carrt wait to see how others are feeling "	Thatking Revince to Together with Revi was defined the mean powerful tradition means of the deet werst. A way such a fun process with	"Submitted! I wish we could have more activities like this!"	"kinda interested how my fellow classmaces are feeting so far."	"pair pain the cases sharter again, 1 ann der makang sam to sake care of each other stakisation"	"yep look at the sea are doorg grant this week Doorybody was reas and chill	"Wat I secondar what titl I do test week fol. Let me ge hack to last week's space"	"I remembered Last week I was kinda stressful but"	"wow it's atready will i have been making so many reflection lot"
Customer Feeling What is the customer feeling?		<u></u>		0	<u>_</u>	~	2	3	
Interaction Idea	normal log- in portal interface	- Allow both audio and text input, - Allow both emoji and text input	click the submission button to submit	- cart always go to the communit space no realize the ster on which screen - a pice to remain students to keep the class charter in mond	(Add friction) pop up interface to show the class charter	a place to show each masterial software and masterial software by band masterial making it more played - for examination of the masterial of the masterial	allow users to change dates and view previous mood board.	- can always go back to this page no materia the student on which screen	- In Sever Implay of audeors's soft-reflection with streams in a simulation former - allow touments to shok are such specify reflection on's



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#### **User Flow: Create a Reflection Prompt**

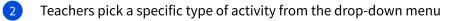


By clicking the "Add New" button, teachers can create a new reflection prompt for in-class or take-home reflection activities.

Before creating a new prompt, teachers need to indicate whether is an in-class or take-home activity. Once teachers pick a specific type of activity, a new page will pop up.

A new, empty page pop-up, waiting for teacher to fill in the specific prompt for this activity. They can manually input the prompt or use the suggested prompt recommended by the system.

Teachers click on the "Add New" button to create a new prompt



- 3

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Teachers check on the "Feeling Words" option to allow feeling words such as happy to show up in the mood space

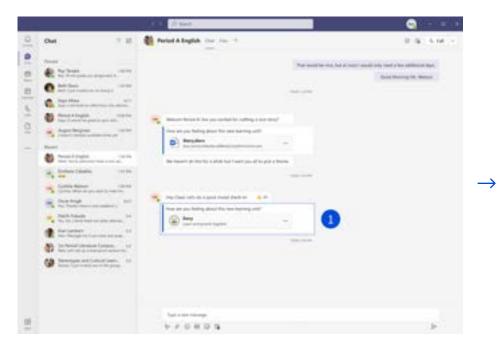
Teachers can manually input and customize the reflection prompt

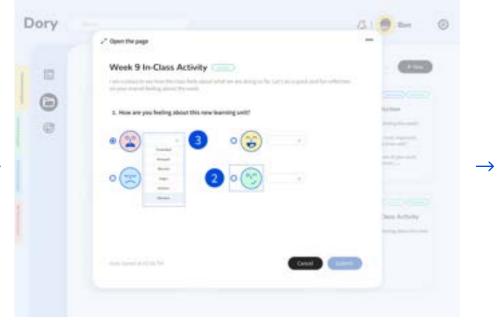
Teachers click on the "+" button to add more prompts

As a default, each reflection activity will include a mood check in

Teachers click on the "Preview" button to see how would the activity look like on students' side before publishing

### **User Flow: Self Reflection Activities**





Students access Dory's in-class or take-home reflection activites through Microsoft Teams.

Once Students enter Dory, they are met with a reflection prompt and asked to reflect on their mood based on the question asked by their teacher.



Students tap here to access Dory 1

2 Students choose from one of four feeling zones by clicking the appropriate radio button



Students choose a feeling word from the dropdown selection

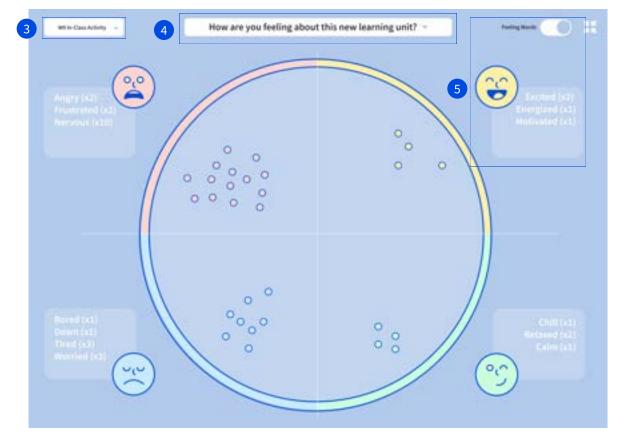
After hitting submit, students are directed to the Mood Space.

### **User Flow: Mood Space**

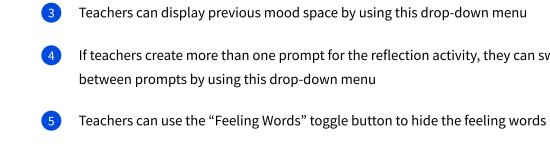


Both teachers and students can go to the Mood Space to view the overall mood selection.

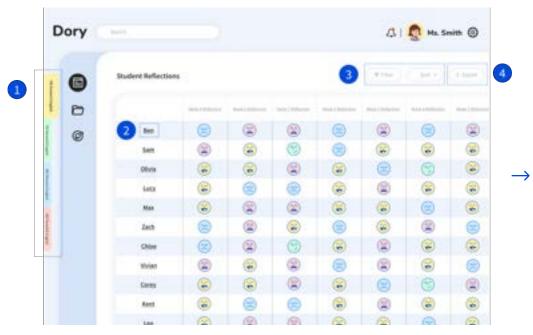
- 1 Clicking on the "Mood Space" icon located at the left navigation bar, teachers and students can get access to the Mood Spac
- The "Expand" button allows teachers to expand the Mood Space to full screen 2



The Mood Space shows the overall classroom moods in a circular layout. The circular visualization divides into four quadrants and each quadrant has its own emoji representing a category of moods.

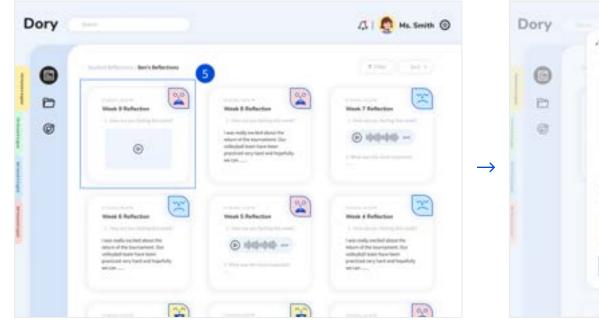


If teachers create more than one prompt for the reflection activity, they can switch



#### **User Flow: View Student Reflections**

Teachers can view their entire classes' historical reflections and get a bigger picture of how their individual students and the class as a whole, are doing.



After choosing a specific student, teachers can view the student's reflection history.

Teachers select a class period 1

- 2 Teachers can click on a student name to view their weekly reflections
- 3 Sort and filter allows teachers arrange the chart by emojis or by time



Teachers can export reflections into an excel report



Teachers can create voice, video or written feedback 6

Open the page	A South @
Ben   Week 9 Take-Home Reflection	
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After selecting a specific reflection, teachers can view the students reflection in more detail and reply.

### Storyboard



This is Cynthia. She teaches 6th grade English to remote and in-class students. One of the main concerns Cynthia has had during the ongoing pandemic is how to assess and engage students who have turned their cameras off.



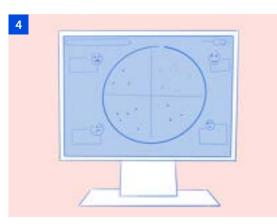
One of the main concerns Cynthia has had during the ongoing pandemic is how to assess and engage students who have turned their cameras off.



Cynthia is introducing a new learning unit today on story plot elements. She is curious to learn how students feel about the topic, so she uses Dory to create an in-class and take-home reflection prompt.



While discussing this concern with a colleague, Cynthia learns about Dory.



Dory is a digital platform that uses in-class mood check-ins and take-home reflections to empower students to recognize and safely communicate their feelings.



Once check-ins are complete, Cynthia uses Dory's Mood Space to share results with the class.



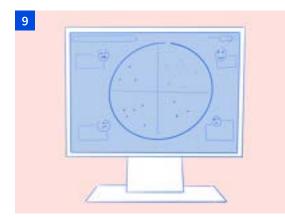


During class, Cynthia introduces the topic and conducts her check-in. Students access the check-in through MS Teams. She waits for 2-3 minutes while students indicate a mood color and feeling word on their computers.





She watches excitedly as students begin to realize they are not alone in their feelings. She is not concerned about exposing anyone's feelings because the information shared is anonymous.



Responses, however, indicate a recognizable amount of students in the class are feeling nervous about this new topic.



Cynthia acknowledges this feeling and starts a discussion. She learns many students are lacking background and decides to slow the lesson pace to help them get caught up and comfortable. She shares her plan with her students.



At the end of the trimester, Cynthia does another in-class reflection asking how students feel about the same topic. She is pleased to see students feeling more positive and confident than they did in the beginning.



After class, Cynthia adjusts her lesson plan. She views the past several weeks' take-home reflections to learn how students are doing.



Cynthia notices one student, Ben, has been feeling down lately and looks at his reflections more closely. She learns he is feeling lonely and leaves a note to tell him he is not alone.







She feels more informed, in-control, and optimistic moving into the next trimester.

# **Visual System**

Moodboard



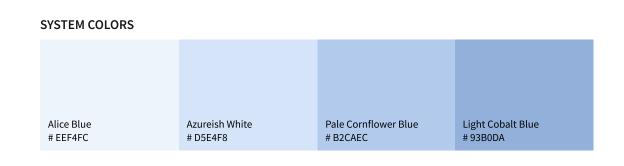
## Typography

To provide a calm and pleasant feeling for students, a round san-serif typeface is used for title and headings. For the body text, we chose another san-serif typeface to increase the readability and legibility.

NAME	FONT, WEIGHT	SIZE
Logo	Nunito, ExtraBold	48 pt
Heading 1	Nunito, Bold	28 pt
Heading 2	Nunito, SemiBold	24 pt
Heading 3	Nunito, Bold	20 pt
<u>Subheading 1</u>	Source Sans Pro, SemiBold	20 pt
Subheading 2	Source Sans Pro, SemiBold	14 pt
Body	Source Sans Pro, Regular	16 pt
lcon	Source Sans Pro, Regular	18 pt
Caption	Source Sans Pro, Regular	11 pt
Тад	Source Sans Pro, SemiBold	11 pt

#### Color

Our color choices reflect our value of calmness, playfulness, and encouragement.



#### **EMOJI COLORS**

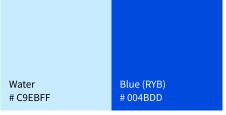
Unbleached Silk	Calamansi	Aero Blue
# FFD6D0	# FFF1A6	# CCFFDD

#### TAG COLORS

Medium Aquamarine # 6AD7C3	Maximum Blue Green # 1CD1BC	Dodger Blue # 2086FF

#### **TEXT COLORS**

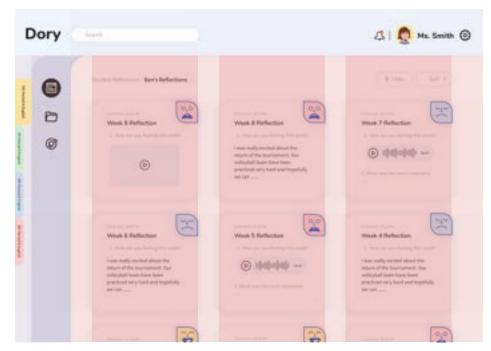
Metallic Silver Raisin Blav # A6ABB2 # 252525		Raisin Blac # 252525
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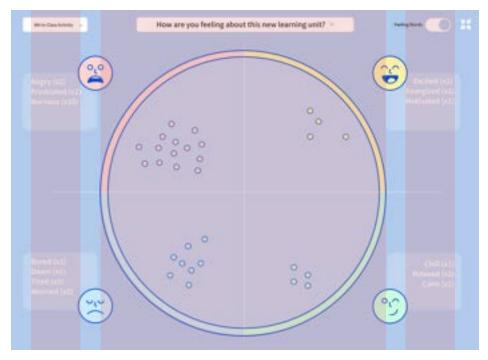


### **Grid System**



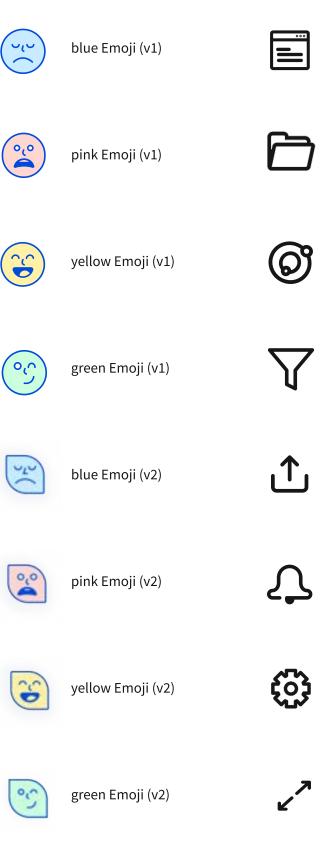
#### Asymmetrical 3 Column Grid

Use the asymmetrical 3 column grid with a gutter of 16.



**Symmetrical 3 Column Grid** Use the symmetrical 3 column grid with a gutter of 15.

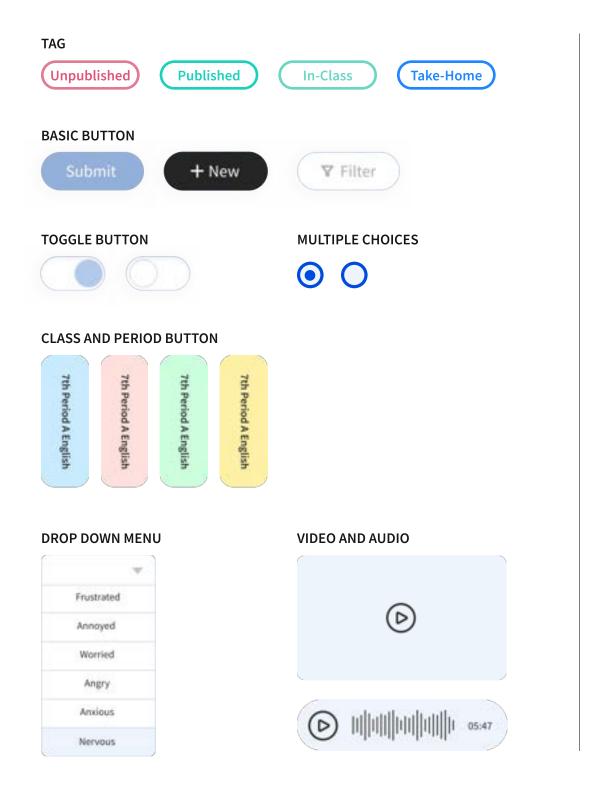
#### **Atoms**



Reflection	+	Add / New
Student's Work	•••	More Options
Mood Space	$\bigcirc$	Play
Filter		Expand
Export	3K 3K	Collapse
Notification		Video Recording
Settings		Audio Recording

#### Open the Page

### Components



Week 10 Reflection	Week 7 Reflection 1. How are you feeling this week? Bored (x1) Down (x1) Tired (x3) Worried (x3)			
1. How are you feeling this week?				
2. What was the most important thing you learned from unit?		1 05:47		
3. What were some of your most challenging moments	2. What was the most im	portant		
Open the page Week 9 In-Class Activity		✓ Open the page Ben   Week 9 1	ake-Home Reflection	
am curtures to see how the class firels about what we are doing so far. Let's do a que your overall feeling about the week.	uch and fun reflection		$\odot$	
	30			
			eturn of the tournament. Our volleyball team have been pract	
		I was really excited about the hopefully we can beat the X00		. Please remember 1

# **Design Process**

## **Ideation & Downselection**

Each of the members would generate at least 20 ideas and then came back as a team for ideation alignment and shared ownership. During the group critique, we used affinity clustering to identify patterns and major themes and down-selected according to the themes. We found out that the team imagined the solution would provide teachers some **analytics** to better understand students' performance. It would allow teachers to grab the **contextual information** behind students' certain behaviors. It should be a powerful tool that helps teachers to **facilitate in-class activity** and then **evaluate the engagement level.** For students, we hope that the tool can give **students more agency** in controlling their own learning process and be able to help them build **stronger relationships** with others. Last but not least, to ensure students are having fun while using the tool, we want the product to be **playful and fun**.



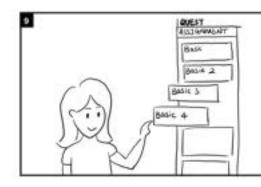


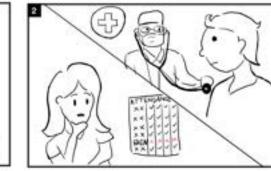
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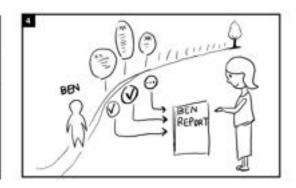
## **Initial Design - Quest**

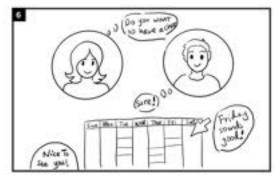
Our initial design idea, the Quest, which is a classroom platform and learning progress tracking app that helps teachers and students jointly personalize learning journeys. The core concept behind this idea was to let teachers recognize that each student has his/her own learning pace and therefore, teachers should offer help and make adjustments based on that. However, to incorporate that core concept with an assignment tracking idea was not the right direction to go with. We realized that by overly focusing on an individual's experience specifically on assignment, we miss the social collaboration aspect and so fail to build the emotional connection between students. The office hour feature we proposed was not the best way to connect students with teachers because it might potentially add the emotional burden on students because they might think they do something wrong. And since this is an assignment tracking tool, the major use case will not be during the class and therefore, fail to align with our goal that it should be able to facilitate in-class activities and engage students. With all these concerns, we decided to make a pivot.

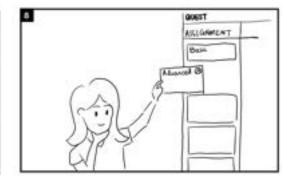


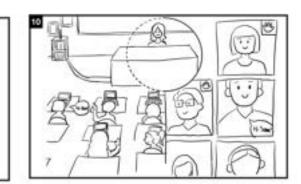












## **Usability Testing**

#### **Problem 1: Mood Space**

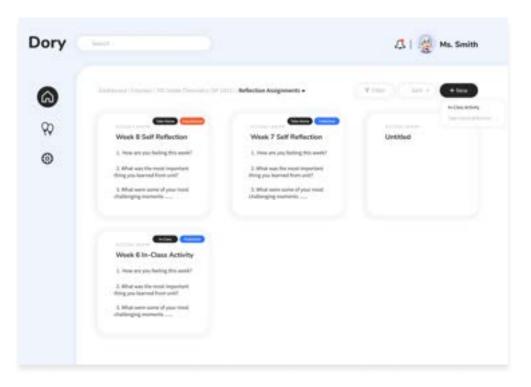
After we constructed the high fidelity prototype that focused on self-reflection, we started to run usability tests with our primary stakeholders. The teachers first pointed out if the size of the emoji orbs meant anything, and they really **wanted to get more information about each orb**, like who submitted it, what they wrote about each submission, and why they chose a particular emoji. We also realized that there are usually 25-30 students in a middle school classroom, which means that users might be unable to track these moving orbs on a single page, and it will lose its meaning if teachers cannot **easily get an overview of how their students feel about the class.** 



#### Problem 2: Hierarchy System

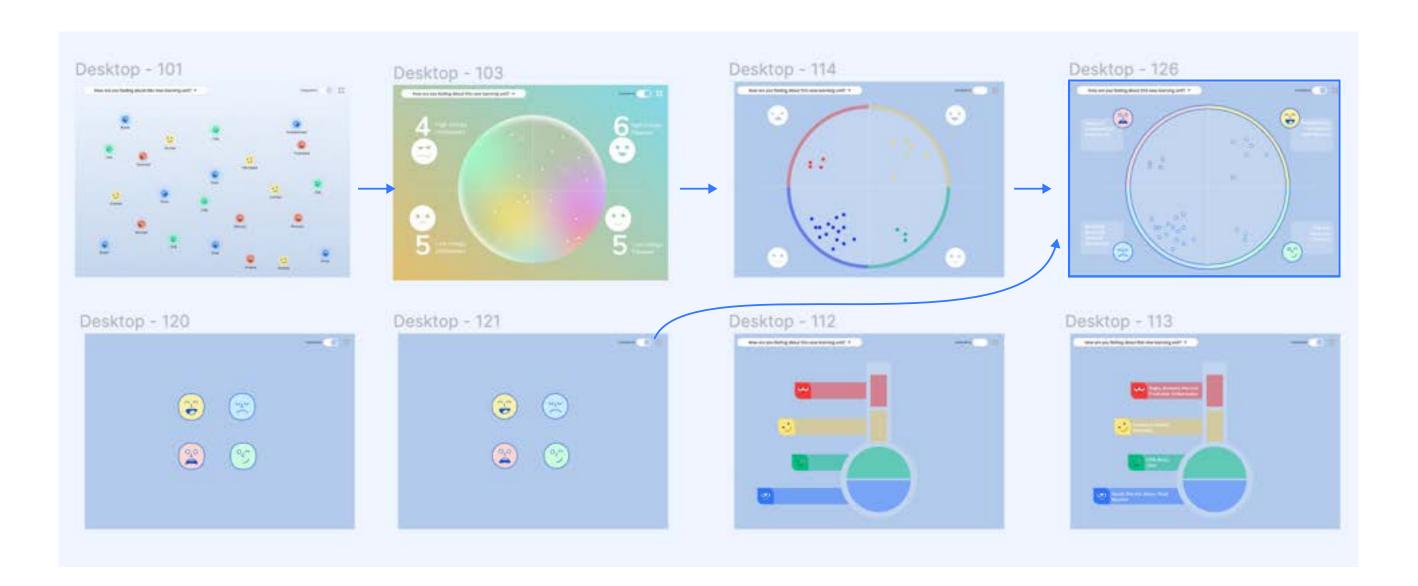
The second critical problem was the overall navigation system. We got feedback from teachers that they had a hard time to imagine **where this product fit and how it connects to their daily classroom management system**. Besides, some users took a while to find the mood space, and tried to figure out the **hierarchy system** for the student reflection pages.

Other than these two major concerns, we also found minor issues such as misaligned colors in our branding, inconsistent color tags, lack of an option to turn on feeling words to be more informative, and consideration for outliers, as teachers told us that there's always the pattern that a cluster of students picking the same feelings.



## Iteration

Moving to the revising stage, we first changed all orbs to the same size to avoid the ambiguity we had earlier. But, soon, we realized that the scattered emojis are very limited in helping teachers to get a general feeling from this mood space. one has stated that they probably won't show the board if she realized that there are too many sad faces, she will just adjust her plan. So we thought that an abstract form of presenting this moodspace might add a sense of playfulness to it, so we won't just focus on the negative feedback. However, after we ran a mini usability study, we found that this abstract visual seems unnecessary and confusing to the users. **What they want is actually a cleaner informative representation of the feedback summary.** So, we kept the visual outline of the previous version, and developed it into a simpler infographic with a more unified branding color and illustrations. In this version, we can clearly display the amount of feedback in each category, and toggle to the mode that displays words each student chose.



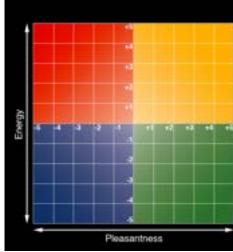
# Appendix

# The RULER Method $^{\odot}$

RULER Method is a systemic approach to SEL developed at the Center for Emotional Intelligence originating from Yale University Center for Emotional Intelligence.

The mood meter has two axes. The horizontal axis represents pleasantness and ranges from -5 (on the far left) to +5 (on the far right), with -5 being the least pleasant you can imagine feeling (e.g., your job is at risk) and +5 being the most pleasant you can imagine feeling. Our feelings usually fall somewhere between these values. The vertical axis, which has the same range, represents the energy we experience in our bodies (e.g., heart rate, breathing). At -5, you might feel drained of all energy while +5 represents feeling the most energy you can imagine having in your body (e.g., you just received a big raise and feel like jumping for joy).

Each quadrant has a different emotional meaning. The red quadrant is for unpleasant, high energy emotions such as fear, anxiety, rage, frustration and anger. The blue is for unpleasant, low energy emotions such as sadness, discouragement, disappointment, hopelessness, and loneliness. Green is for pleasant, low energy feelings such as relaxation, calm, contentment, serenity, and balance. Finally, the yellow is for pleasant, high energy feelings such as joy, enthusiasm, elation, empowerment, and excitement.



(1) <u>https://www.marcbrackett.com/the-colors-of-our-emotions/</u>



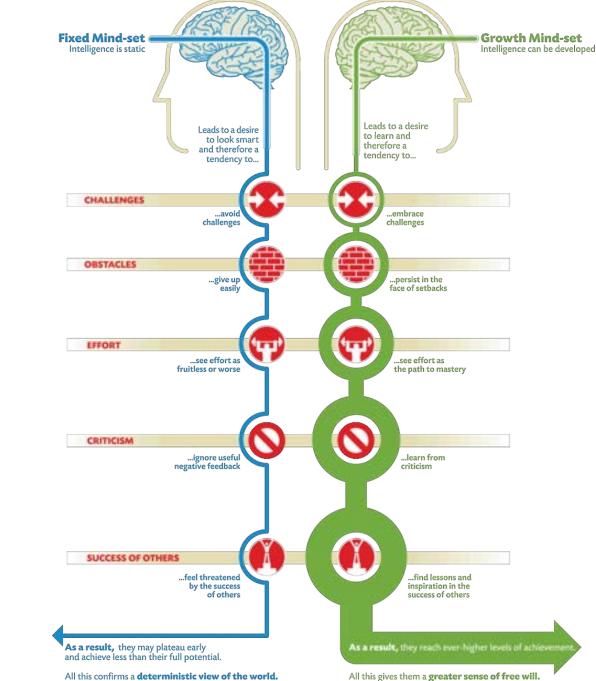
# **The Growth Mindset**<sup>©</sup>

The Growth Mindset thrives on challenge and sees failure not as evidence of unintelligence but as a heartening springboard for growth and for stretching our existing abilities.

According to Carol Dweck, who studied mindset and motivation, she pointed out that individuals with a "growth" mindset are more likely to continue working hard despite setbacks. Those with a "growth mindset" believe that they can acquire any given ability provided they invest effort or study. Dweck argues that the growth mindset "will allow a person to live a less stressful and more successful life".

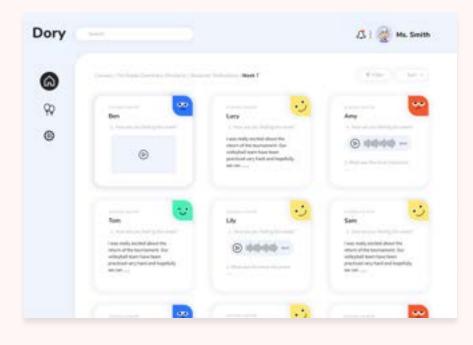
Dweck also did a lot of her research in the field of education, and introduced two main steps that teachers can practice to adopt the growth mindset strategy. First is to praise and encourage the student telling them they are 'smart' when they succeed". The second way is to help students to establish personal goals and promote reflective journal writing to positively affect a student's learning process.

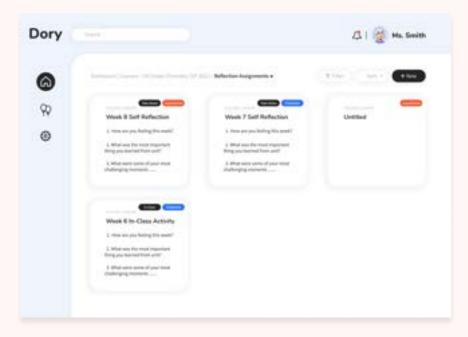
This is the answer we found during the second pivot to echo with the core values that we try to carry out such as a process-oriented view of seeing an individual's development. Following the steps on developing a growth mindset (image on the right), we were guided to shift our goal from tracking individual student's assignments to individual's emotion and self-reflection, which is more meaningful for students and more informative for teachers.

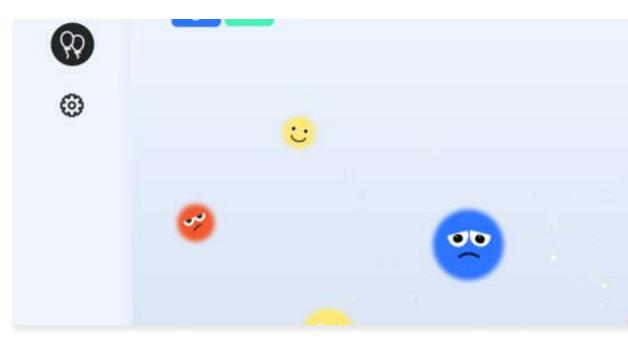


All this confirms a deterministic view of the world.

# High-fidelity Prototype Version 1







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