Samantha Wanamaker

Portfolio

About Me

Hi! I'm Samantha! I love creating thoughtful and researched experiences for users. I enjoy discovering pain points, wants, and needs of users to create products and services that benefit both users and businesses.

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D2L coLab

D2L coLab is an app designed to allow students to communicate about group projects. The app is intended to help in-class and online students collaborate on assignments. The app will integrate with the D2L (Desire to Learn) learning-management system, which is used by universities nationwide. The app gives students the ability to set up video meetings with classmates, participate in online chat sessions, have easy access to assignments from instructors, collaborate on shared documents, and assist with project management by allowing students to create and assign tasks to other team members and manage a team calendar. The app is available on both desktop and mobile in order to meet students where they are.

Role

User Testing
Wireframing
Assimilating Report

Duration

8 weeks

Project Goals

1. Create an effective way for students to communicate with other students in their classes
2. Ability to have video calls through the app
3. Create a way to facilitate group work through the app
4. Give ability to prioritize assigned work from class and assigned group tasks
5. Ability to add users' availability schedule to the in-app calendar
6. Provide a checklist of assignments and tasks to help keep track of what needs to be done
7. Facilitate the interactions between in-class students of DePaul university with their online counterparts

Design Tenets

These are the guiding principals our group kept in mind throughout this project:

- Make it easy to access the features needed by the user
- Make the number to steps needed to achieve a goal minimal
- Users should be able to gather information on a page with a glance
- Make it easy to collaborate, communicate, and coordinate

Izzy

In-class Student | 30s | Works Full Time

Izzy is a graduate student in the HCI master's program at DePaul University. She is in her mid-thirties, works full-time in downtown Chicago, and attends classes in-person. She chose DePaul's program because the downtown location makes it convenient for her to attend classes after work. Even though she enjoys her classes, working on group projects can be difficult. She spends her weekends with her family and catching up on homework, so it can be difficult to schedule meetings with other students, especially online students. Since Izzy is so busy with work and family, she finds it hard to find time to stay on top of the email, D2L notifications, and Slack notifications (which is often used to work on group projects with online students).

Olivia

Online Student | 20s | Freelance

Olivia is a graduate student in the HCI master's program at DePaul University. She is in her late twenties and works as a freelance graphic designer. Even though she lives on the East Coast, she chose DePaul's program because it has a great reputation and is also offered completely online. Olivia enjoys her classes; however, she sometimes finds it difficult to participate in group projects due to scheduling issues and the lack of facetime with in-class students. She also finds that her flexible freelance schedule and the time difference makes it difficult to connect on projects, since most students seem to work full-time and be on Central time zone.
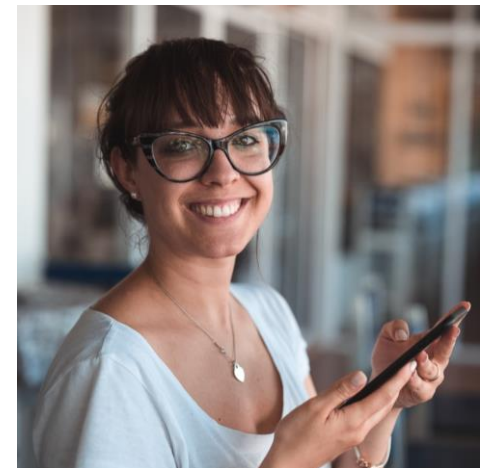
Wireframes

We implemented a design charette for our sketches. A design charrette is a collaborative technique where each member of a group prepares designs to compare. This allows each member a voice in the design process and helps to reach a consensus. Each member of our team created a low fidelity wireframe for mobile and desktop applications and conclude on which features of styles we all agreed upon. When we came to a decision as to which features we should incorporate into the product, we created one more final sketch.
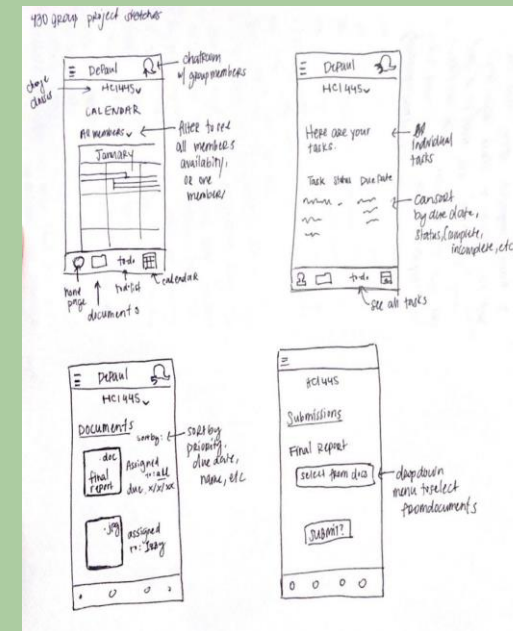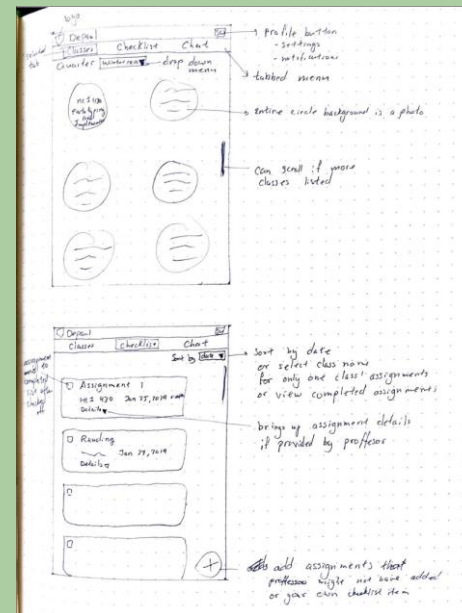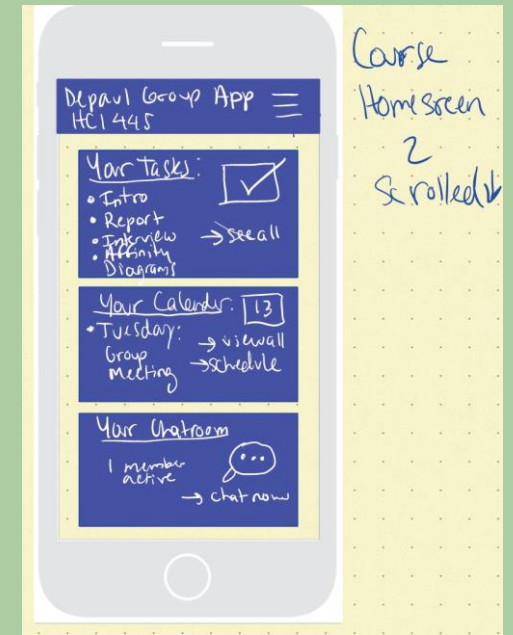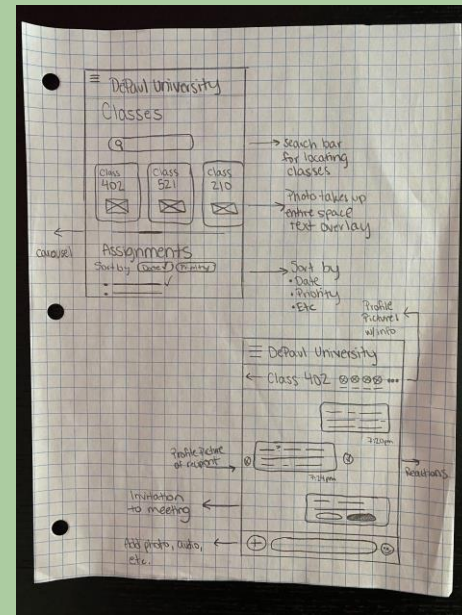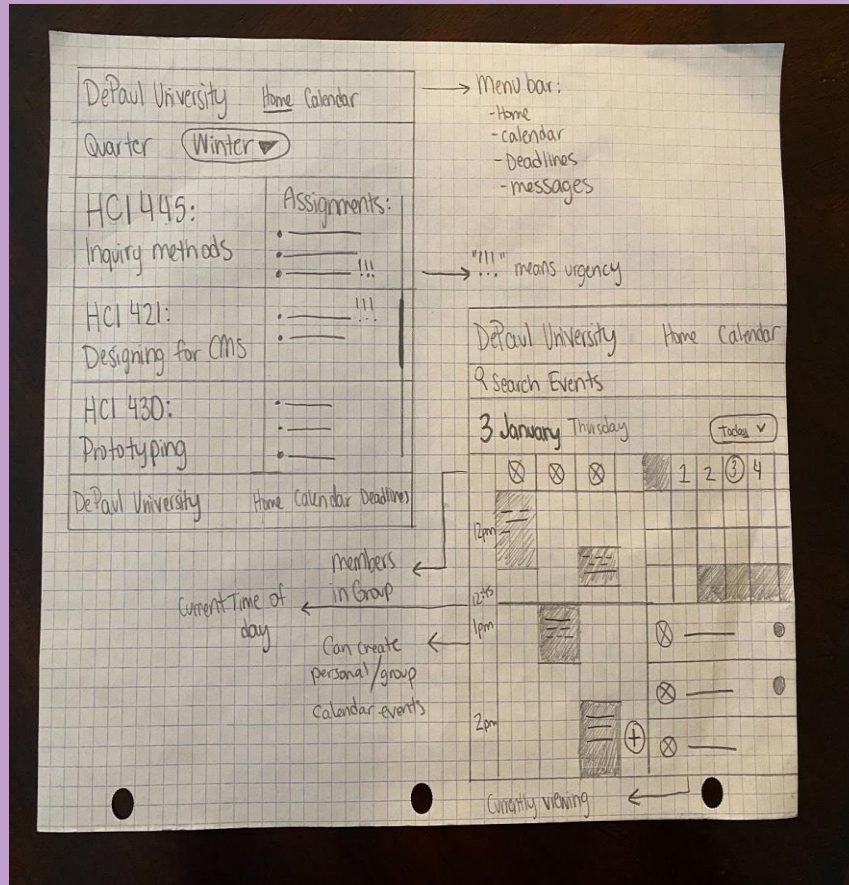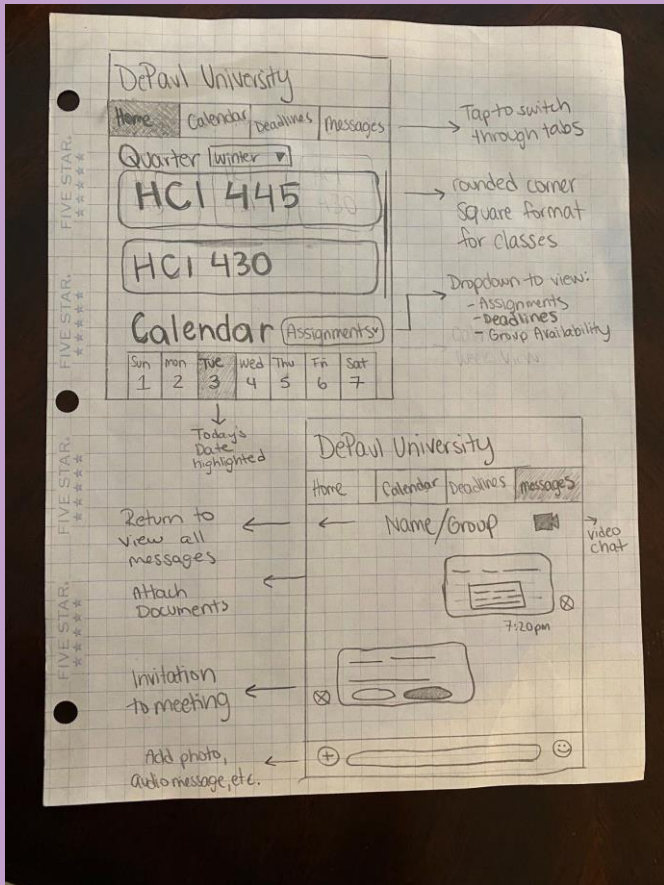
Final Sketches

Usability Testing

Using the wireframe sketch, we moved on to creating our initial mid-fidelity prototype. Keeping user testing in mind, we decided in order to keep the length of testing to a reasonable amount and to get the best feedback, we would focus on the most important aspects of our app - messaging, with video call/meeting set-up features, and the calendar, with the ability to create tasks for group members and set up meetings.

Tasks

We asked our participants to complete four tasks:

1. Set up a meeting in the chatroom
2. Set up a meeting via the calendar
3. Assign a task to team member via the calendar
4. Assign a task to a team member via a report (an assignment)

Results

We recruited six participants (3 participants for each mobile and desktop prototypes). After completing each task, we asked the participant to rate its difficulty on a scale of 1-10 with 1 being very easy and 10 being very difficult. Our average for both desktop and mobile application were low, but had room for improvement.

Task #	Task Description	Desktop Channel				Mobile Channel				Both Channels
		P1	P3	P6	Average	P2	P4	P5	Average	Average
1	Set up meeting (chat)	6	2	3	3.67	5	8	4	5.67	5.2
2	Set up meeting (calendar)	2.5	3	5	3.5	Null	3	9	6	5.7
3	Assign task (calendar)	3	8	7	6	6	4	6	5.34	5.67
4	Assign task (report)	10	4	4	6	3	4	10	5.67	5.83
		Total Desktop Average			4.79	**Total Mobile Average**			5.67	5.6

*Rating scale: 1-10, 1 easiest, 10 most difficult
**P2 was not asked to complete task 2

Prototype

Taking the feedback received from the usability testing, we iterated on our design. We produced three improvements in these areas:

- Calendar

- Plus Icon

- Tasks

Improvement 1: Calendar

A recurring comment among the participants was the plus icon used in the messaging screen to set up a meeting. One tester had explained that "...having the option to add an audio or adding a photo seemed logical to put inside the plus icon... for setting up a meeting it seemed out of place." We decided to place the meeting feature as its own button.
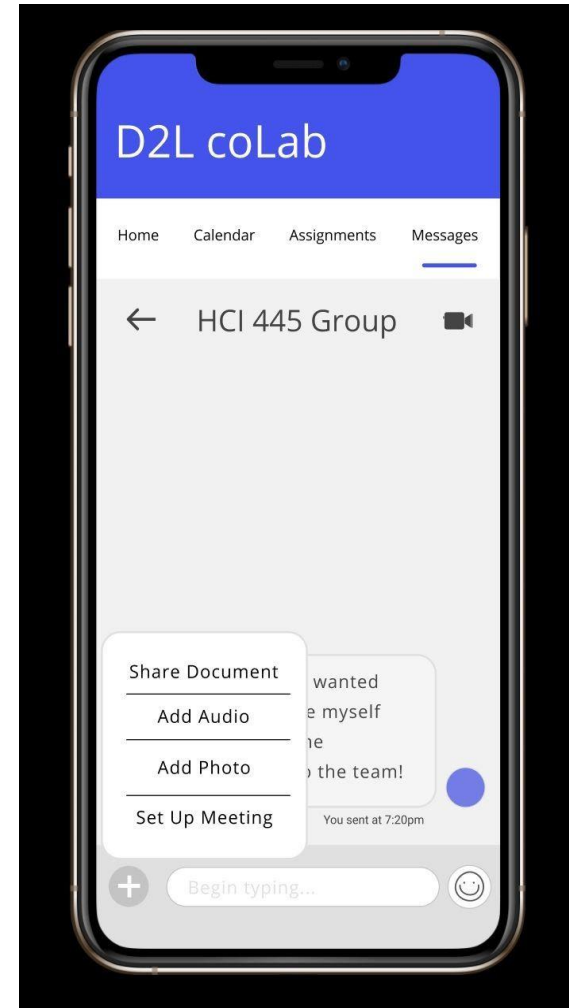
Before

After

Improvement 2: Plus Icon

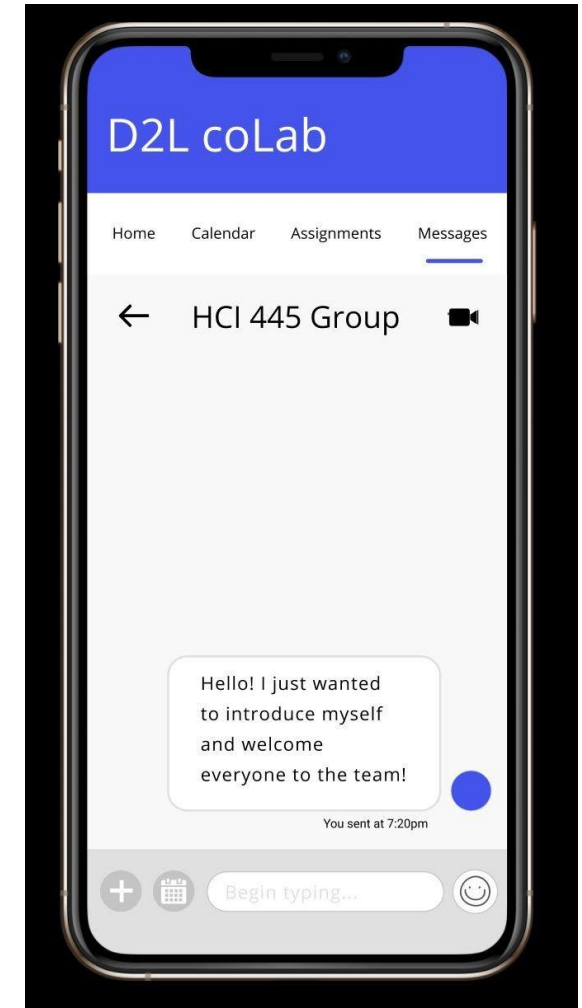Another comment was the lack of contrast of the plus icon in the calendar screen. The team decided that green would be a great contrast color against the white background and gray text and will indicate to the user that it is an interactive element.

We also added a create icon in the desktop version of the calendar as well. Some participants found it difficult to finish the task involving the calendar as they did not notice the plus icon on the bottom right. So we moved it to a more prominent place at the top of the screen and gave it a brighter color as well.

Before
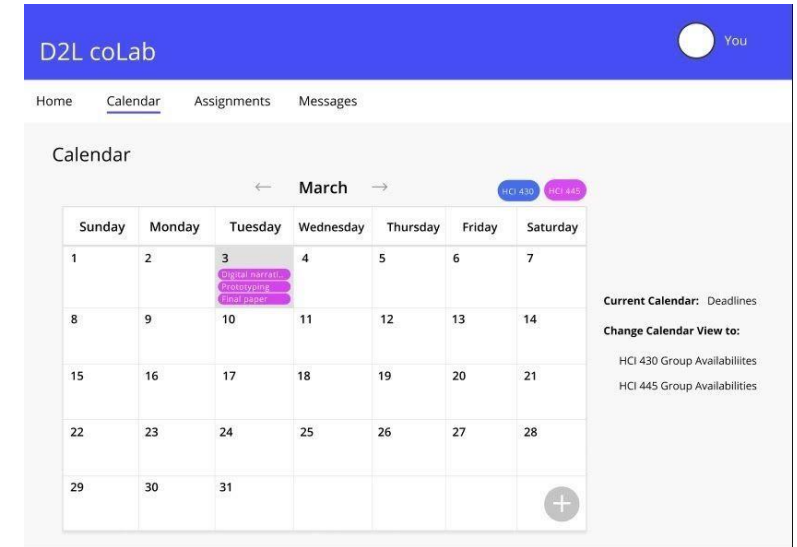
After
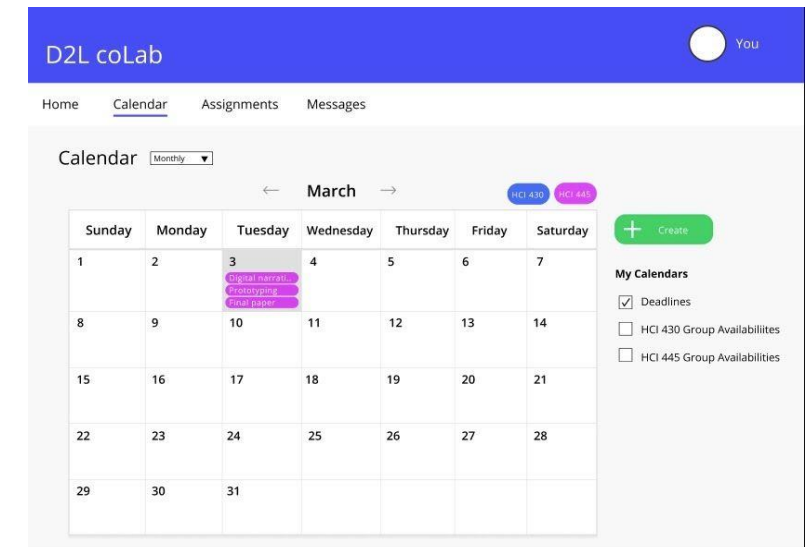
Improvement 3: Tasks

The usability test involving task function of the application scored high on the difficulty measure. Many participants remarked that combining self tasks and group tasks into one navigation section would be better.
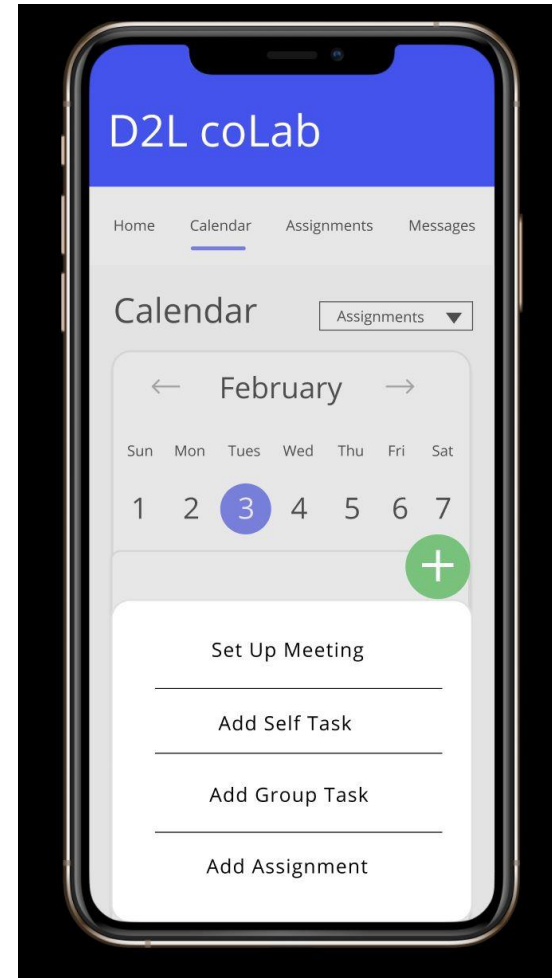
Before
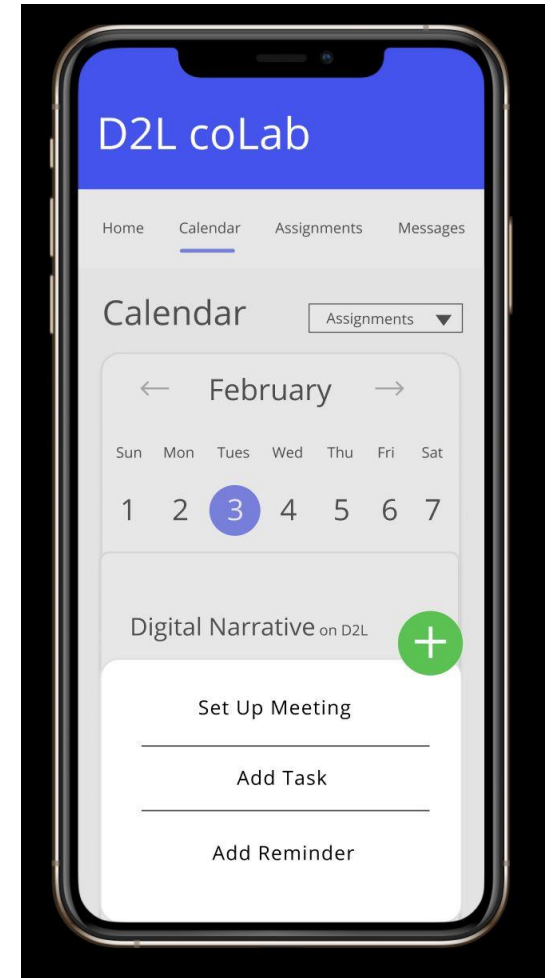
After

Retrospective

- If we had more time, I would have liked to start out with interviews to really dial in to what users would have wanted in a product like ours

- More design iterations would have helped to flesh out areas that were still clunky such as the assignments tab where a lot of participant confusion occurred

- More users testing to see if our new design was effective in tackling the problems that were found from the first test

- I enjoyed using the design charrette as it was a technique I've never used before. It helped to narrow down on the features we wanted in our project and brought up points to consider. This was a good way to gauge everyone's expectation for the app and to make sure that we were all on the same page before proceeding forward.

Cloud9

The widespread adoption of technologies and social media brings to question, what will happen to these digital assets (digital photos, videos, documents, etc.) after an individual passes away? In this project, we explored user needs for a technology addressing this problem that considers the wishes of the deceased person. We conducted scenario-based observations, interviews, and a survey.

Role

Creating protocols for participant observations, interviews, and surveys
Conducting observations, interviews, and surveys
Analyzing results
Assimilating reports

Duration

10 weeks

Observation

We began our exploration by observing how participants would share their loved one's digital artifacts in preparation for their loved one's passing. We recruited eight participants through social media. Due to the Covid-19 epidemic, we conducted our observations through Zoom.

We then sent each participant a document with written instructions and stock photos to for use in a solving a scenario-based problem:

> Imagine your aunt, an avid photographer and writer, is critically ill; everyone in the family is distraught and shocked at how swiftly her condition worsened. You, being the most versed in technology, are asked to help your aunt with organizing her digital assets and social media accounts so she can share her collected artifacts with her family and friends when she is gone.

After presenting the scenario, we gave them two tasks:

1. Using the photos we sent earlier, please demonstrate, while sharing your screen, how you would store and share these sentimental digital files, the photos of your aunt's 50th birthday with your aunt's close family members once she is gone

2. Show how you would help your aunt organize her social media presence.

We gathered data on task completion, the user experience, and the time it took for each participant to finish a task.

Findings

1. Most participants uploaded the photographs to a cloud service (e.g. Google Drive or Adobe Lightroom) to store and share the photographs

2. Participants created folders in order to keep their directories organized

3. Participants wanted a way to pick and choose what to keep of digital artifacts

4. Participants wanted to make a memorial page, cloud folder, or email a consolidated package of digital artifacts to share
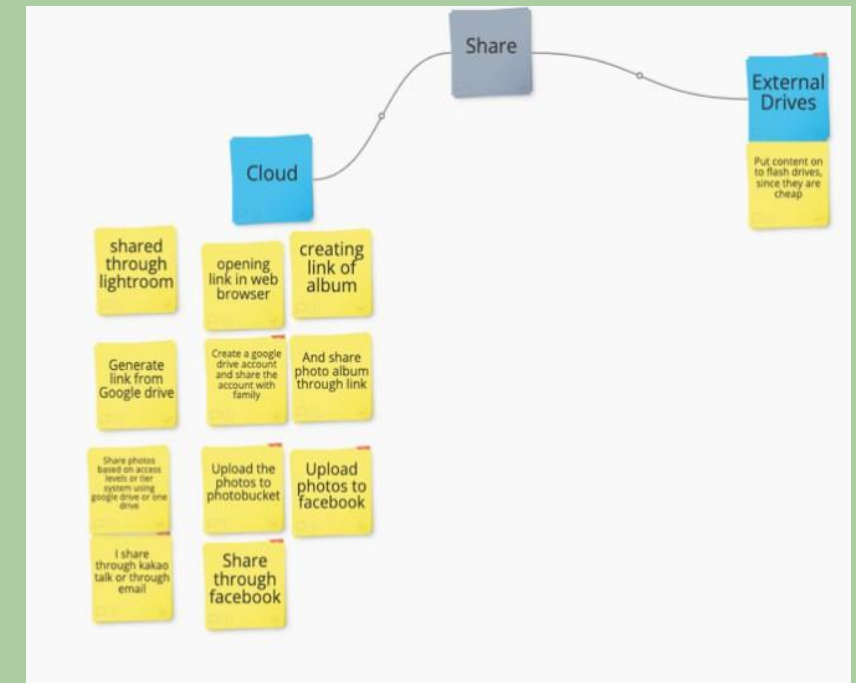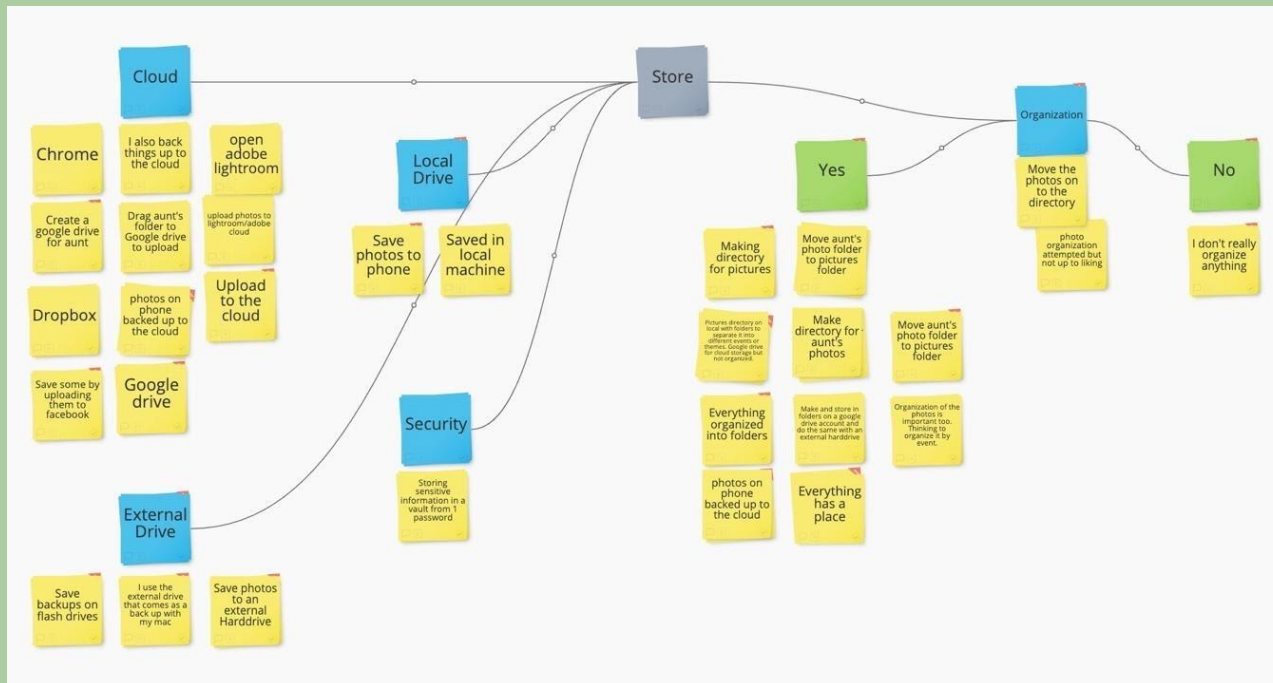
Interviews

Next, we interviewed eight new participants to gain a deeper insight into how users currently store their digital artifacts and what they will do with either their own or their loved one's digital assets in the event of death. We also asked for their experience, if any, of viewing or creating a memorial page or an obituary. The interviews were conducted through Zoom.

We asked participants warm-up questions on their social media usage and how they organize their files such as photos, songs, and documents. Then we followed up with general issue questions, deep focus questions, and lastly our wrap up and retrospective questions.

We did structural coding, individual open coding, and organized our codes into themes using a Mural Board. We also organized interview responses into characteristics spectrums to build our draft personas.

Findings

1. Users could benefit from the inclusion of a password manager so that anyone with access to the Cloud9 account will be able to log in to social media accounts, bank accounts, ect.

2. Our product should include a "dead-man's switch" where digital artifacts or social media accounts that users want to be deleted after their death will be automatically deleted without having been viewed by others

3. Participants had a favorable view towards memorial pages

4. Most participants wanted to save digital artifacts that had sentimental value to them and share it with friends and family

PREPARER

"My family needs to know that I cherished every moment with them"

DEMOGRAPHICS
Age: 68   Occupation: Surgeon   Archetype: preparer of assets
Name: Gloria   Location: Houston, TX

BIO
Prior to retirement Gloria was a surgeon in the houston Metro area for thirty-five years. During her time as a surgeion Gloria was very busy. Not having much time to spend with loved ones but when she did, she was most happpy. Now that she's been diagnosed with cancer she has a limited time to refelect on her life. She wishes to let her family know she loves them even after she's gone. She's always taken the lead on things and likes to be prepared, so she is interested in sharing her digital assets with those she holds dearest.

SOCIAL MEDIA USE   STORAGE PREFERENCE   MOTIVATIONS
Facebook   Local   Efficiency
Instagram   External hard drive   Ease of use
LinkdIn   Cloud   Quick
Twitter   Google Drive   Convenience

GOALS
• To ensure that her digital assets are shared with the right people.
• To make sure her family and friends can see the memories they share from her perspective.
• To organize assets efficiently and conveniently.

FRUSTRATIONS
• When she doens't know how to easily share content.
• When newer software isn't very senior friendly.
• When there aren't enough instructions on how to fulfill tasks on websites/apps.
• When there isn't an option to share information with one's contacts.
• When sites don't offer an offline checklist.

ORGANIZER

"I want to make sure her legacy passes on"

DEMOGRAPHICS
Age: 32   Occupation: Nurse   Archetype: Manager of assets
Name: Bridgette   Location: Houston, TX

BIO
Bridgette has been a Nurse in the Houston Metro area for 4 years. She's very organized and likes to be prepared for the unexpected. She's been helping her grandmother around the house when needed and often assits her with any technologicsl needs. She's extremely tech savy and spends a lot of time on her tablet. She is a frequent user of social media and often shares aspects of her life with ther followers.

SOCIAL MEDIA USE   STORAGE PREFERENCE   MOTIVATIONS
Facebook   Local   Efficiency
Instagram   External hard drive   Ease of use
LinkdIn   Cloud   Quick
Twitter   Google Drive   Convenience

GOALS
• To ensure that her grandmother's digital assets are shared with the right people.
• To fulfill her grandmother's last wishes.
• To find the location of and sort her grandmother's digital assets.
• To digitize physical documents and photographs.

FRUSTRATIONS
• When it takes too many steps to fulfill one task.
• Not enough features to accommodate needs.
• When there isn't an option to share information with one's contacts.

Survey

We conducted surveys for our next step. To participate in the study, users had to be at least 18 years old, and must use at least one of the following social media accounts: Facebook, Instagram, LinkedIn, Snapchat, Twitter, Reddit, or Pinterest. Forty-five participants completed the survey (28 female-identifying, 16 male-identifying, and 1 who identifies as other). The ages ranged from 19 to 55.

We wanted to explore more into how prepared people are for their passing, regarding their digital artifacts. We also measured the level of comfort people had about other individuals being able to access their digital artifacts or accounts and if they had items they wish to have deleted when they die. We also explored receptiveness of creating a memorial page to display their digital artifacts.

We used Qualtrics to develop and administer the survey. The survey contained six sections:
Part 1: Intro - We asked screener questions to participants.
Part 2: Warm-up - We asked about social media usage and digital legacies.
Part 3: Preparedness - We asked about preparedness for their passing regarding their own digital legacies.
Part 4: Digital Artifacts & Deletion - We asked about comfort regarding participants' digital artifacts and the deletion of artifacts.
Part 5: Memorial Page - We asked about whether participants would want a memorial page to set up.
Part 6: Wrap-up - We asked questions about demographics.

Findings

1. Over half of the participants said they would be interested in an automated deletion of artifacts

2. Respondents preferred for their siblings to curate their digital artifacts (in the event of death). Parents and friends were the second most preferred.

3. Respondents rated saving photos and videos highly, along with life's work, biography, and mementos.

Level of Preference of Various Memorial Features

PREPAREDNESS OF INDIVIDUALS REGARDING THEIR LOVED ONE'S ARTIFACTS
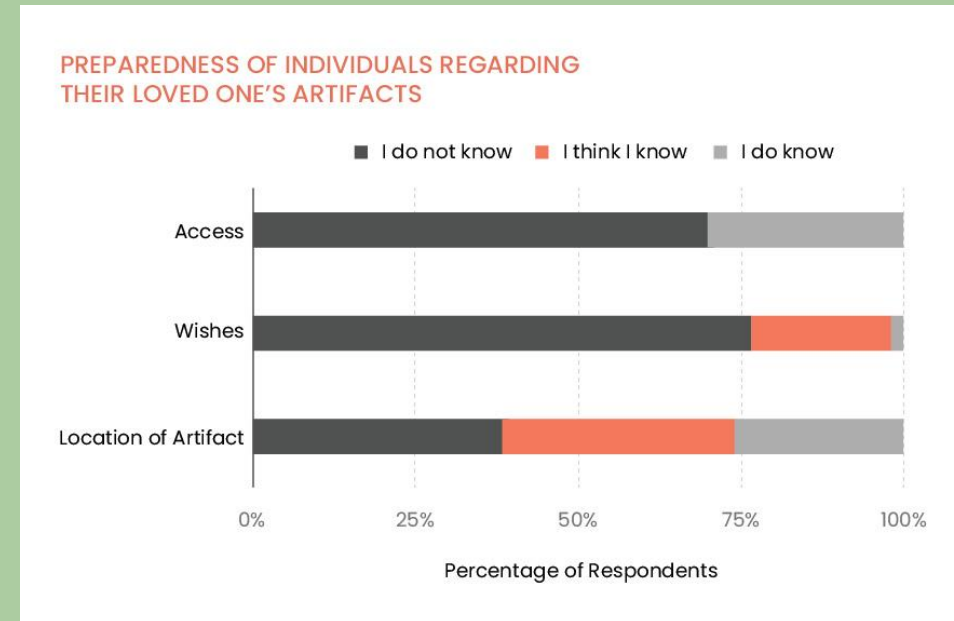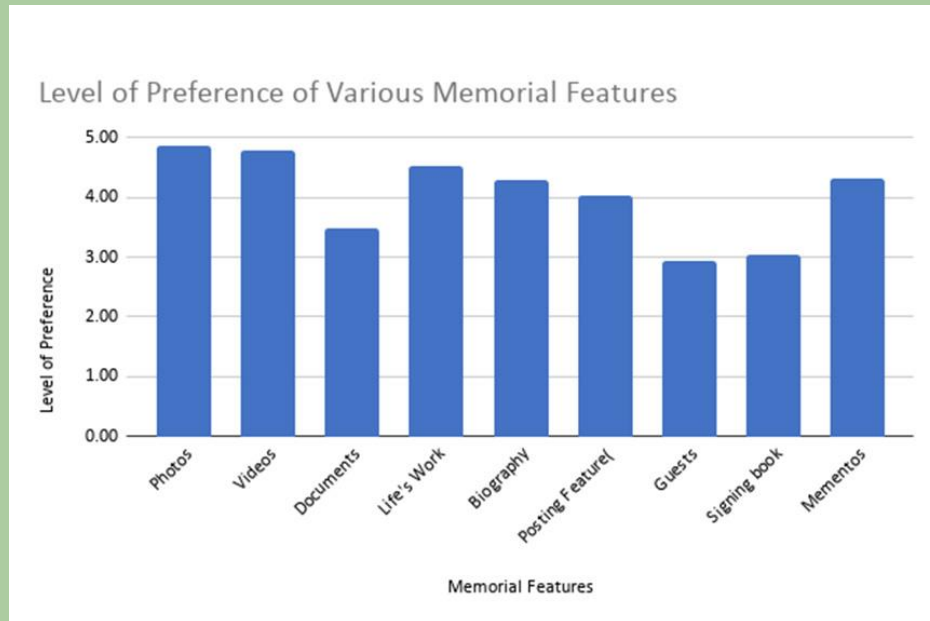
Themes

From our observations, interviews, and surveys, we identified three common themes in regard to users' digital artifacts and their plans on what to do with their artifacts when they pass:

A. **Digital Artifact Management:** how users store and share their digital artifacts
B. **Access:** Who users want to share their digital artifacts with
C. **Preparation:** how users would want to prepare their digital artifacts for death

A. Digital Artifact Management

Cloud Storage

In our observations, all eight of our participants preferred to store their data in the cloud using a variety of storage systems such as Google Drive, Adobe, Dropbox, and Facebook. In addition, four participants also stored their data in a secondary location, such as local or external drives. This insight was mirrored in the interviews as cloud storage was the most prominent method of saving artifacts. In our surveys, when asked as to the locations of their loved one's assets, 9 out of 11 participants answered that they were stored on a cloud service. A majority of respondents also shared that their loved one stored their digital artifacts on their phone.

A. Digital Artifact Management

Organization

During our observation, all but one participant organized the photos that they were given in the scenario by creating a folder to store them in. One participant commented that he usually organizes photos by events and named the folder for this task "Auntie's 50th". This was further explored in our interviews. Six participants organized their digital artifacts in some way. Three participants chose to store their files chronologically. One participant said, *"Chronological is just the easiest way to find what I need. So, if I want to go back to a certain trip, I just need to go back to the year and month that I took the trip."* Two participants use subdirectories to organize their data: *"I typically store within a folder and depending on what type of item it is whether it's like music, pictures, videos, and sorts."*

A. Digital Artifact Management

Password Management

Three participants in our interviews reported that they store their passwords by either writing it down or using a password manager. *"I had to write it down just because I can't remember all of my passwords."* Further insight revealed that four participants use the same variations of the same word or phrase for their password.

B. Access

During our observations, one participant stated that they would not close the aunt's accounts but would find someone in the family that wants to manage them. This was explored further in our interviews. In the event that they could not prepare their digital artifacts on their own, all participants in our interviews, except one, stated that they would want a family member or a close friend to manage their digital assets after they pass. The one participant exception stated that she would want *"somebody external and professional"* to avoid placing the responsibility of managing their assets on their husband or friends while they are grieving.

Survey respondents (n=45) answered on a Likert scale from 1-5 (1- Not Comfortable to 5- Very Comfortable) between three options (a loved one, professional, or stranger). Loved one accessing their information was preferable overall, with a professional coming in second.

C. Preparation

Level of Preparation

The observations revealed that there was some confusion when participants were presented with the task of organizing their aunt's social media presence to prepare for their passing. Many participants pondered where they have all their digital assets stored. Three participants had trouble finding a starting place for this task. When asked for their thought process during this task in the wrap-up, the participants mentioned that they never thought about what they would want for their digital assets after death.

In the survey, participants were asked if they ever had a conversation with their loved one regarding distribution of their own or their loved one's artifacts after death. 35 out of 45 participants answered that they did not have this conversation. 34 out of 45 participants also did not know their loved one's wishes regarding their digital artifacts and 23 out of 45 participants were not sure of the location of their loved one's artifacts. Later, they were asked on the level of preparedness they felt regarding their own digital artifacts. 30 out of 45 participants did not feel confident as their plan for their digital assets.

C. Preparation

Digital Artifact Distribution

All participants in our observation concluded on what they would do with their aunt's social media presence. Three participants expressed that their first steps would be to go through their aunt's social media and to decide which digital assets should be kept and which should be deleted. Other ideas expressed were pulling all the digital assets into the cloud so they can share it with everyone, finding someone in the family that wants to manage the social media accounts instead of closing them, and emailing the digital assets if the aunt wanted certain items to go to specific people.

In our interviews, four participants stated that they would want to leave behind some form of instruction for their loved one to dictate what they should do with their digital assets. Three participants specifically mentioned that they would leave behind instructions on what should be deleted after they die. Paul said, *"All the information that's not really me anymore, I don't want that to be a part of anyone's knowledge."*

This insight regarding deletion of artifacts in preparation for death was further explored in our surveys. Out of 45 participants, 25 said that they do have files they would want deleted in the event of their passing. In addition, 24 participants said they would be interested in an automated deletion of artifacts, however only 17 participants were interested in automated deletion of their social media accounts.

Implications for Design

Cloud Based

There was a prevalence of the use of cloud services in our study. Participants in our observations, stored their digital assets in the cloud using Google Drive, Dropbox, or other services and they shared these assets by generating a link to send to others. This was supported in our interviews as half of the participants mentioned using the cloud to store their digital artifacts. Survey results also showed that respondent's loved ones store their digital artifacts on the cloud. All the services listed are web-based and do not require a program to be downloaded. This implies that a product geared towards storing and sharing digital assets will be cloud-based and accessible from a web browser.

How-to Guide

We found participants encountered difficulties finding information on how to organize social media presence. Participants remarked that they would like a checklist of what they should do and of files that they should prepare in case of death. These comments implied that users would benefit from a product that has clear instructions and recommendations on how users can prepare their digital artifacts before death.

Implications for Design

Consolidation

Any solution should also consolidate and access all of a user's accounts from one place. One of our participants in our observations mentioned how it would be difficult to manage all his accounts. Four participants during the interviews mentioned that their vision for a product would include a way to input their various accounts such as social media or banking information. This would also include the feature to consolidate passwords.

Dead Man's Guide

Many of our interview participants mentioned that they have files they would want to be deleted once they passed. Gunther mentioned a dead man's switch or some type of private key that a designated individual could use to send out notifications of their death and to delete files. More than half of our participants (n=25) in our interviews said that they have digital artifacts they would want to be deleted after they pass. This indicated that our design should include a feature to allow users to select which of their files should be kept and shared and which files should be deleted.

Retrospective

- Developed skills in conducting observations and interviews

- Learned how to conduct remote observations and recordings

- Survey could have used more revision and inclusion of different questions that addressed points brought up through the observations and interviews

Information Architecture Redesign

The Legal Aid Society of San Diego (LASSD) is a non-profit that provides free legal services to lower income San Diego residents. The LASSD provides services to many areas such as health, housing, and economic hardships, but their information is arranged in a way where it is hard for users to find what they need quickly. As most users that visit that site are in need of help, reducing stress in an already strenuous situation will be effective in providing the best care for users.

Problems

- The mobile website (how majority of users access the site) contains three different types of navigation (hamburger, breadcrumb, footer navigation)

- The navigation labels are not clearly named

- Some important forms (contact and appointment) are hidden

Role

Conducting content inventory
Conducting iterative usability testing
Creating a mid-fi prototype
Assimilating Report

Duration

10 weeks

Objective

The goals for this project would be to rearrange the navigation so users will be able to find the information they need quickly and efficiently. This will be achieved through accessing the current information architecture, finding areas that need improving and testing those assumptions.

Some of the major content that users need to access are:

- Services provided by the firm and how to access these services

- Jobs provided at the firm

- Donations to the firm

- Publications

Content Inventory

The content inventory focused on primary, secondary, and tertiary level navigation, with some quaternary items. The major and obvious problem was the multiple navigation system. The top and side navigation contained the same content, so I noted it once on my inventory and focused on using the top navigation. Some pages were listed under multiple secondary navigation pages. There were many external links and PDFs scattered throughout the pages with minimal organization, which I noted on my inventory. There were some important pages (e.g. outreach form) which were linked in the middle of some pages.

ID	First	Second	Third	Fourth	URL	Notes	PDF	External Links
0.00	Home				https://www.lassd.org/	Home page		
0.01		Search				Search bar on header		
1.00	What we do				https://www.lassd.org/what-we-do	list of their services		
1.01		Breadcrumbs				Home>What We Do On every page		
1.02		SideBar Navigation				Same navigational items contained in the header navigation		
1.03		Southeast San Diego Office			https://www.lassd.org/get-help/southeast-san-diego-office	Phone number and address for the southeast office. contains link to Google Maps repeated on every page under what we do		
1.04		Midtown Office			https://www.lassd.org/get-help/midtown-san-diego-office	Phone number and address for the midtown office. contains link to Google Maps repeated on every page under what we do		
1.05		North County Office			https://www.lassd.org/get-help/north-county-san-diego-office	Phone number and address for the north county office. contains link to Google Maps repeated on every page under what we do		
1.06		Help Form			https://www.lassd.org/contact/help-form?field_form_source=438	Form to sumbit a message		
1.07		Health			https://www.lassd.org/area/health	page with listing of health services; header and side nav repeated on every page under what we do		
1.07.1			Access to Health Care		https://www.lassd.org/area/access-health-care	sections on what we do; what coverage is right for me; links to helpful websites; header and side nav	Yes	Yes
1.07.2			Behavior Health		https://www.lassd.org/area/mental-health	information; links to webs sites	Yes	Yes
1.08		Housing						
1.08.1			Eviction			Information related to eviction	yes	
1.08.1.1				Free Clinic		training/information session		
1.08.2			Problems or Questions about Public Housing		https://www.lassd.org/area/problems-or-questions-about-public-housing			yes
1.08.3			Housing Discrimination		https://www.lassd.org/area/housing-discrimination	information about housing discriminations, videos	yes	
1.08.4			All Housing		https://www.lassd.org/area/all-other-housing		yes	
1.08.4.1				Free Clinic	https://www.lassd.org/content/eviction-clinic	training/information session		
1.08.5			Sources of Income Discrimination		https://www.lassd.org/sourceofincome	information of the illegal discrimination on rental housing based on income		
1.09		Support for Families			https://www.lassd.org/area/support-families	list of services realted to family support		
1.09.1			CalWorks/CalFresh		https://www.lassd.org/area/calworks-calfresh	information of how to apply for food stamps or other welfare programs; how to prepare for appointments	yes	yes
1.09.2			Child Custody/Visitations/Divorce		https://www.lassd.org/area/child-custody-visitation-divorce	list of services they provide for this area; answers to some FAQs	yes	yes
1.09.2.1				Pro Bono/Volunteer Opportunities	https://docs.google.com/spreadsheets/d/1zLc4wUDd4Yq7V4Wc8hXO-BZ4sRZ54Ux4pRosF0v9MQA/edit#gid=0	List of Volunteer opportunities		
1.09.3			Housing		https://www.lassd.org/area/housing	a link to the housing section		
1.09.4			Children with Special Needs		https://www.lassd.org/content/children-special-needs	what kind of legal help you can get for childrends with special needs		
1.09.5			In Home Supported Services for Pro Bono Project		https://www.lassd.org/content/home-supportive-services-pro-bono-project	who can get help, what kind of help		

Card Sort 1

I conducted three hybrid card sorts. The first card sort was not very effective in providing insight into content organization.

- The results varied across participants

- Some of the cards were not clear to participants
  - Participants were not familiar with some of the terms such as "In-Home Supportive Services" or "CalFresh/CalWorks"

- The categories, most which were the same as the ones listed on the site, left it open to interpretation
  - The "Jobs" section was meant to be a category to house jobs or volunteer opportunities offered by the firm, not for cards that would help find jobs

Name	About	Economic Stability	Family Support	Free Clinic	Health	Housing	Jobs	Safety and Stability	Not standardized
Access to Health Care					3				1
All Other Housing						3			1
Bankruptcy Self Help Center			3	1					
Behavioral Health					4				
CalWorks/CalFresh			1			1			1
Child Custody/Visitations/Divorce				4					
Children with Special Needs				3		1			
Civil Harassment Restraining Order				1		1			2
Conservatorship	2		1	1					
Consumer Protection			2						2
Domestic Violence Restraining Order				2		1			1
Elder Abuse Restraining Order	1			1		1			1
Eviction							4		
Eviction Clinics					1		1	1	1
Federal Tax		4							
Fellowships				1			3		
Free Clinics					3				1
Get Involved	2						2		
Housing Discrimination						4			
Immigration			1	2					1
In Home Supported Services for Pro Bono Project				3					
Mission Statement	4								
Pro Bono					1	1	2		
Problems or Questions about Public Housing						4			
Restraining Order Clinics					1		1		2
Sources of Income Discrimination			2			1	1		
SSI	1		1				1		1
Volunteer Attorneys	1						2		
What is CCHEA			3			1			

Card Sort 2

The second card sort focused primarily on the services offered by the firm, as that is where the majority of the content resided.

- The results showed that participants sorted most cards into similar categories
- There were six cards which users had trouble placing
  - CalFresh/CalWorks
  - Consumer Protection
  - Housing Discrimination
  - Immigration
  - In-Home Supportive Services
  - Income Discrimination

Name	Economic Stability	Family Support	Health	Housing	Not Sure	Safety
Access to Health Care			6			
Bankruptcy	6					
Access to Behavioral Health			1	5		
CalWorks/CalFresh (food/cash assistance)	2	3	1			
Child Custody		5				1
Children with Special Needs		6				
Civil Harassment Restraining Order						6
Conservatorship		6				
Consumer Protection	4					2
Domestic Violence Restraining Order						6
Elder Abuse Restraining Order						6
Eviction				6		
Federal Tax	6					
Housing Discrimination			1	4	1	
Immigration	3		1		2	
In Home Supported Services (homemaker and personal care assistance)		3	2	1		
Public Housing FAQ				6		
Income Discrimination	4		1		1	
SSI (Supplemental Security Income)	5	1				

Card Sort 3

The third card sort placed the other items and categories from the site along with the new items and categories created from the second card sort.

- The results showed a consolidation of where participants sorted the items
- The new categories, "Immigration" and "Consumer Protection", contain only one item each
- The "Publications" category seemed to have caused a little confusion
- The renamed categories "About the Firm" and "Jobs at the Firm" seemed to help participants sort the items that were causing confusion in the first card sort

Name	About the Firm	Consumer Protection	Economic Stability	Family Support	Health	Housing	Immigration	Jobs at the Firm	Not Sure	Publications	Safety	Free Clinics
About the Firm	6											
Access to Behavioral Health					1	5						
Access to Health Care					6							
Annual Reports of the Firm	2									4		
Bankruptcy	1			5								
CalWorks/CalFresh (food/cash aid)				3	2	1						
Child Custody				6								
Children with Special Needs				6								
Civil Harassment Restraining Order											6	
Conservatorship				6								
Consumer Protection		6										
Domestic Violence Restraining Order											6	
Donations	2			1					3			
Elder Abuse Restraining Order											6	
Eviction						6						
Federal Tax				6								
Fellowships (training and intern positions)	1							5				
Form to Request Outreach/Training from the Firm	5									1		
Free Clinics												6
History of the Firm	6											
Housing Discrimination						6						
Immigration							6					
In Home Supported Services				5							1	
Income Discrimination		1	3							1	1	
Law Clerk Position								6				
Mission Statement of the Firm	6											
PDF pamplets	1										5	
Pro Bono Positions								6				
Public Housing FAQ						5				1		
SSI (Supplemental Security Income)				6								
Volunteer Attorney Positions								6				

Treejack Testing 1

This test was done after the first card sort. It was of no surprise that the result and comments showed confusion from the participants. The success rates for all the tasks were low (70%) and one participant skipped the first task. Participants also seemed to backtrack and clicked through the navigation before selecting their choice. This showed that there really needed to be a more in-depth look into the categories I created and to go back to the card sort to create a better layout for my items. There were also issues of participants not being familiar with the terms as well.

6
Participants

70%
Success Rate

57%
Directness Rate

- Direct Success
- Indirect Success
- Direct Failure
- Indirect Failure
- Direct Skip
- Indirect Skip
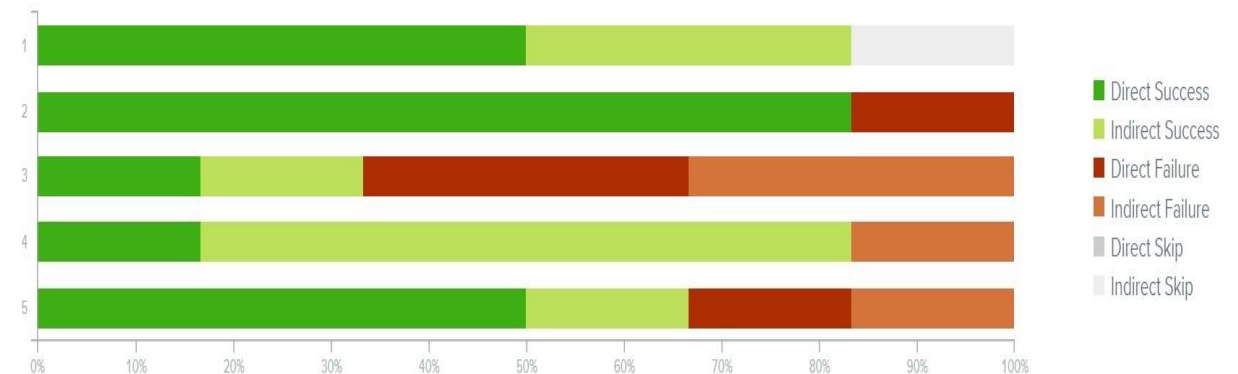
Treejack Testing 2

The next treejack test made from the data gathered from the second and third card sort had much better success rates. The same tasks were used to measure improvements to the navigation layout. However, participants still struggled with the navigation, especially for the first task. This turned out to be the task involving CalFresh/CalWorks" which was a problem item in the card sort as well. This was something that needed to be addressed next.

5 Completed

1 Abandoned

100% Success Rate

80% Directness Rate

- Direct Success
- Indirect Success
- Direct Failure
- Indirect Failure
- Direct Skip
- Indirect Skip
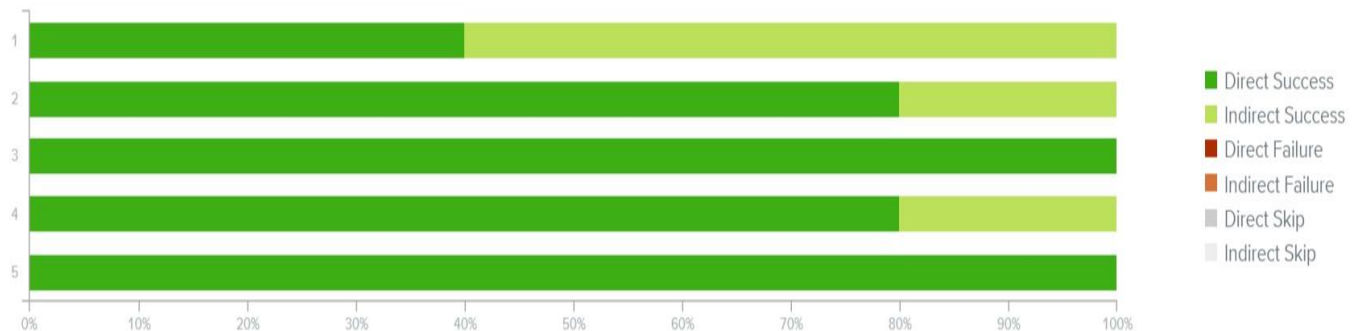
Treejack Testing 3

This test was focused on the "CalFresh/CalWorks" item that caused confusion in the previous test. Based on the results from the treejack and the card sort, this item was divided into two, with an emphasis on food aid. "CalFresh" was placed in "Family Support" category. "CalWorks" was given the emphasis of cash aid and placed in the "Economic Support" category.

5
Participants

100%
Success Rate

90%
Directness Rate

- ■ Direct Success
- ■ Indirect Success
- ■ Direct Failure
- ■ Indirect Failure
- ■ Direct Skip
- ■ Indirect Skip

Sitemap
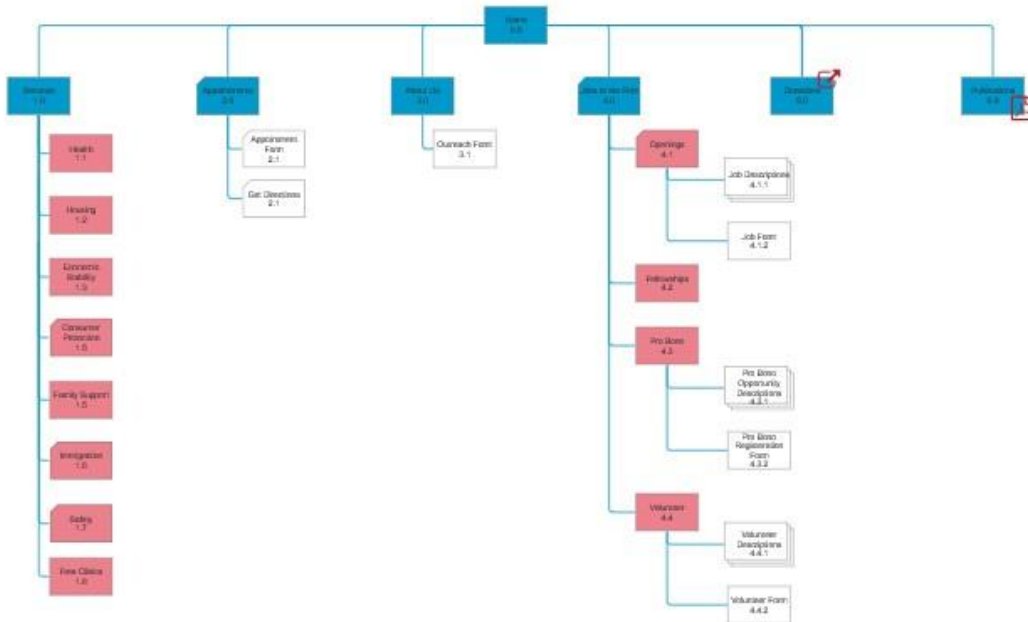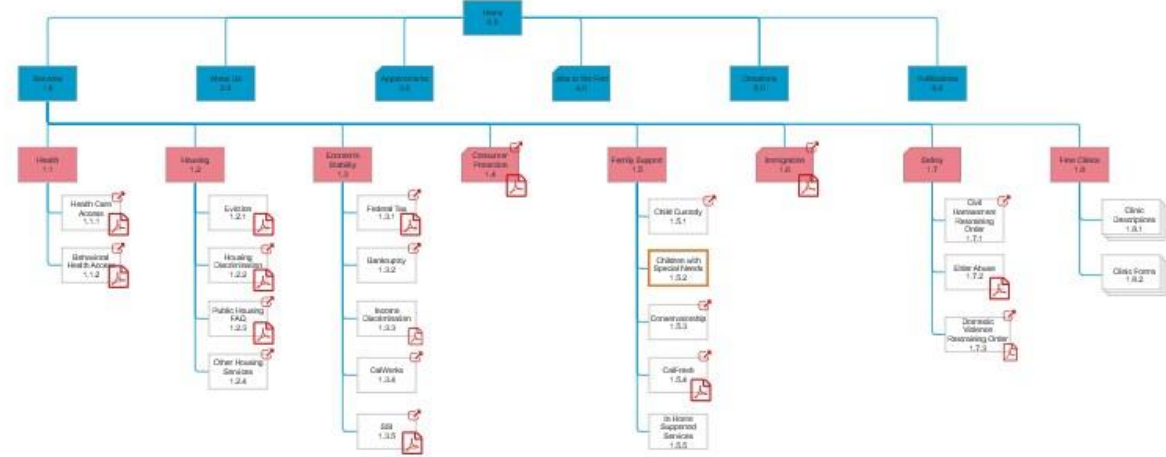
Chalkmark

All tests had high success rates. Majority of the participants clicked on the text. In the wireframe, the entire box area where the text is contained is clickable, but some text might benefit from having a larger font, so users do not feel like they have to aim to click.
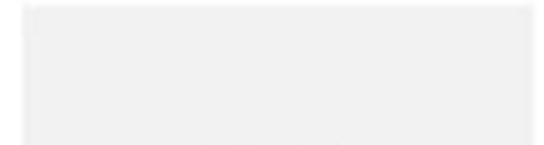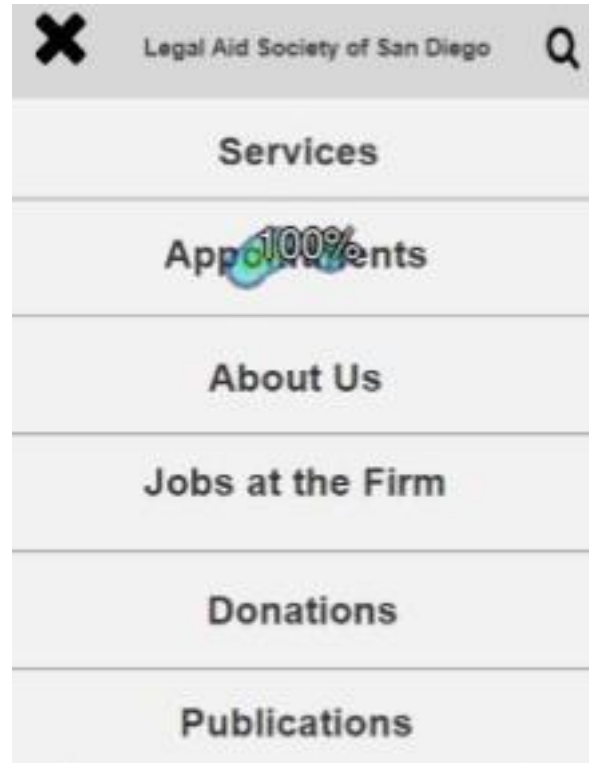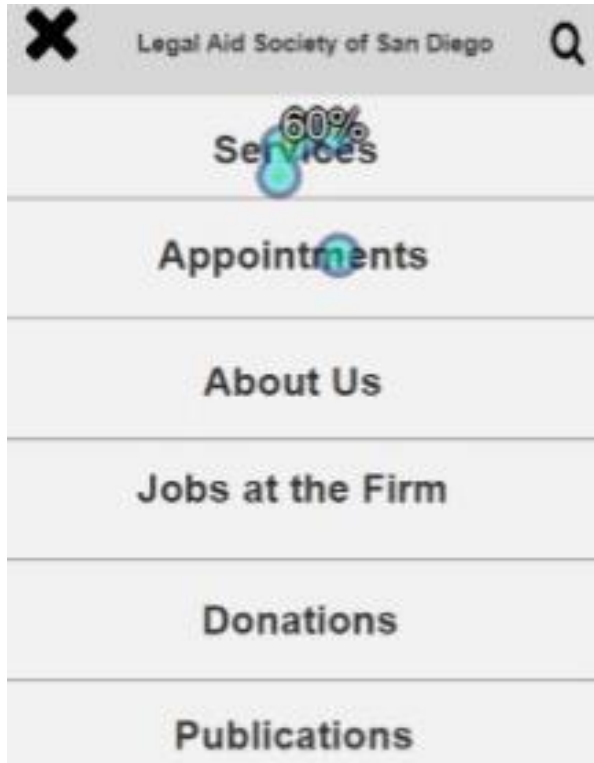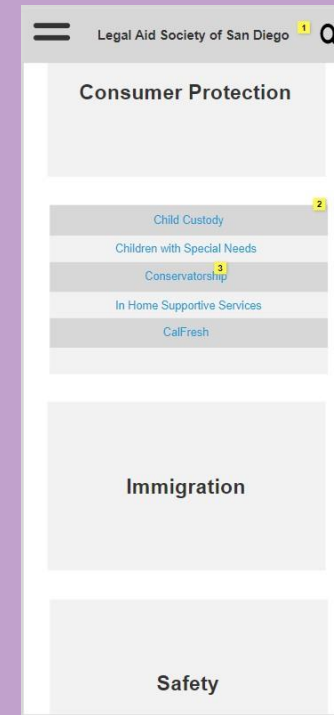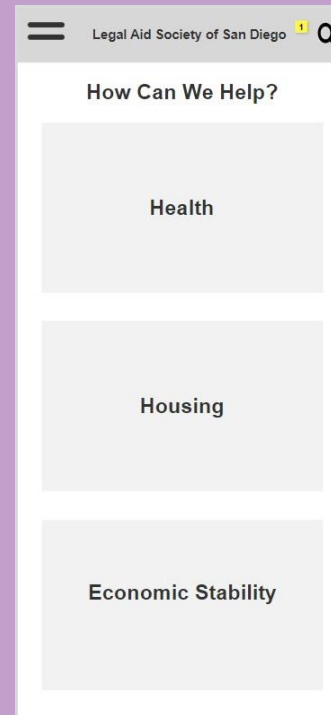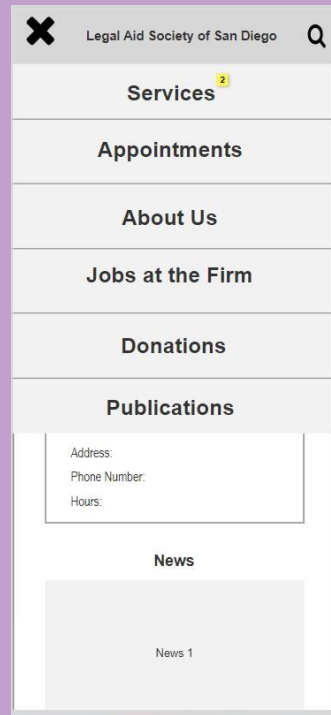
Wireframe

The wireframe was created with the sitemap in mind. The biggest difficulty was finding a way to present all of the items in the "Service" categories without having the user go through multiple pages or clicking through the navigation panel. The solution was to create a "Service" page that contained cards with category titles. Clicking on the card would "flip" it over showing the individual items under the category. This way the user can look through multiple cards, if they have to, without having to click through pages to find their items.
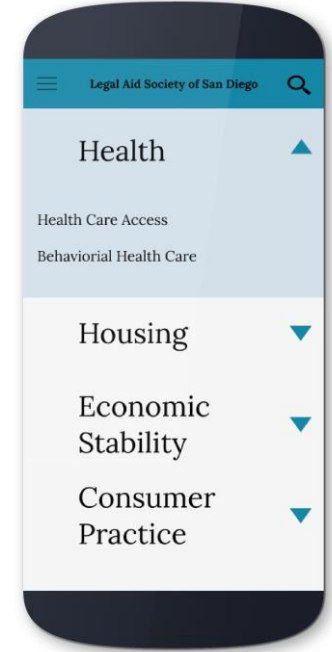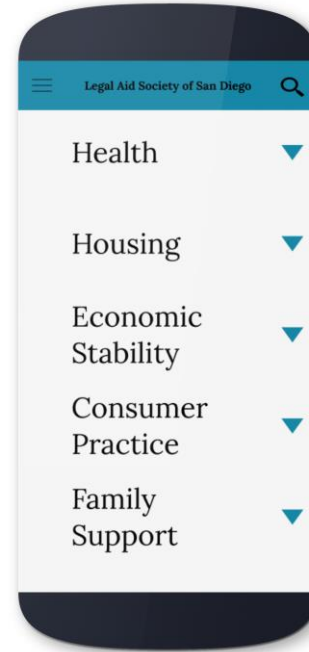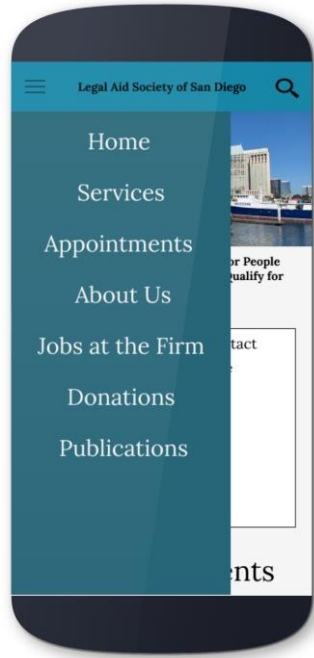
Prototype

After some consideration, I concluded that the cards will take too long for users to look through. It will require more scrolling to find the right category as the cards are large. Therefore, I changed the design to a drop-down menu, so that a majority of the categories will be visible at first glance.

Retrospective

- Lots of trial and error throughout the process

- I wish I had taken more time to put thought into the wording and intent so that terms would have been more easily understood by the participants so I could have saved myself time from redoing the card sort in the beginning

- There were certain areas I would have liked to explore more deeply, especially the "Publication" section that I didn't have the time to go more into detail with.

- I think the sections under service could also be organized a little better, maybe with more precise category and page labels.

Thank you

Thank you for your time. My online portfolio and contact information can be found here.