

Designs by Aradia Correnti

A Sampling of:

- UX Strategy
- User Research & Usability
- Information Architecture
- UX Design
- Visual Design

OVERVIEW: An End-to-End Design Partner

The Main Goal: Learning About & Meeting Your Needs

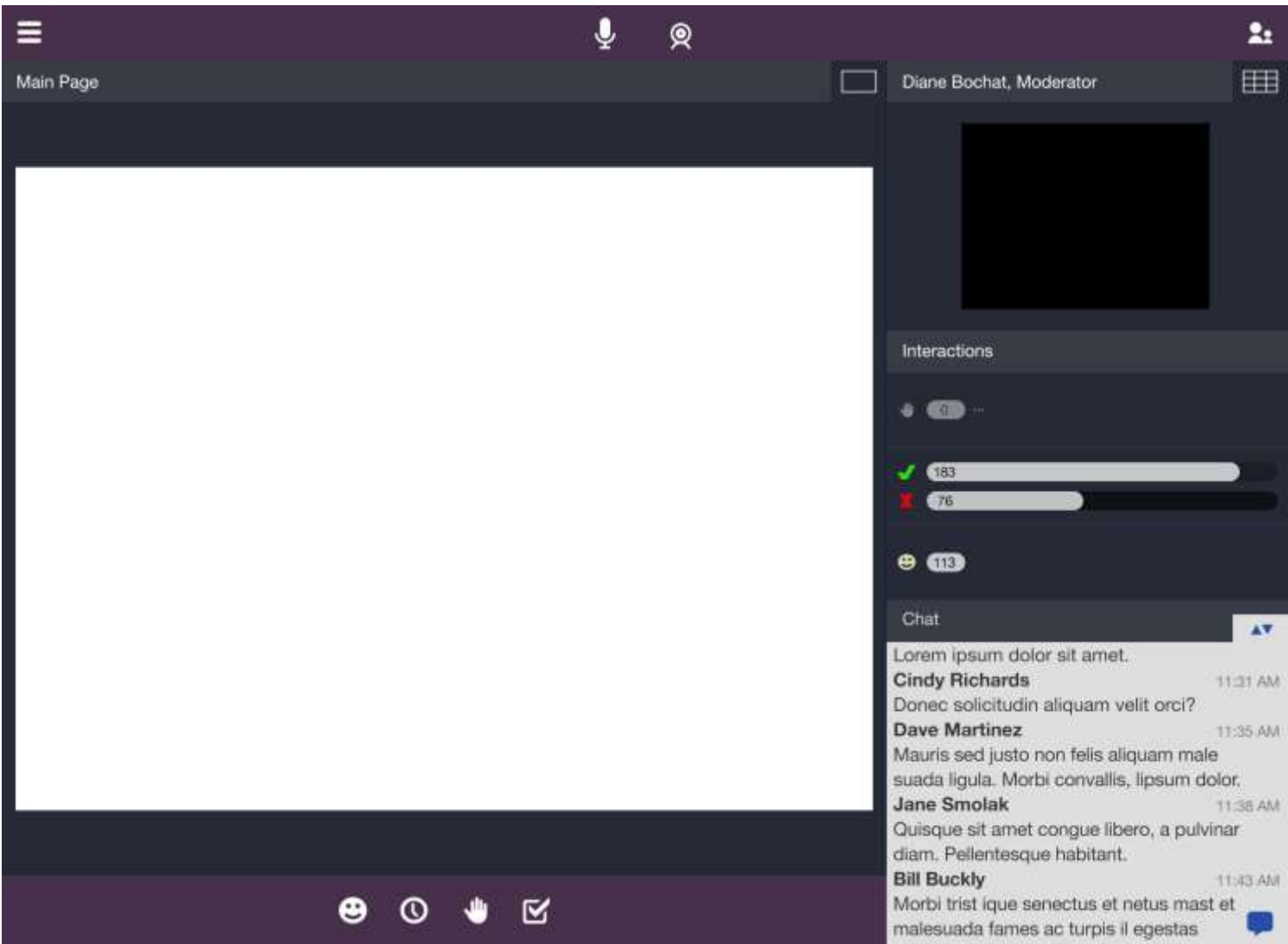
- The first step I take in *any* project is to fully and deeply understand the needs of the client
 - What are the client's goals?
 - What is the business, and the field the client's 'playing' in?
 - Is there a roadmap? Where's the business headed?
- The next critical step is to learn about the client's end users (whether there's budget/access or not)
- It's my goal and my job to help teams achieve their goals—whether it's through helping to develop a product and roadmap from scratch, or beautifying an outdated UI



BLACKBOARD COLLABORATE

BLACKBOARD: EDUCATIONAL TECHNOLOGY COMPANY

Project Description	Blackboard is a large, worldwide EdTech company with a myriad of services & applications catering to a wide range of institutions. Their Collaborate team, which focused on virtual learning & communications applications, brought me on to build their first ever UX practice and to create new designs for both their desktop and mobile applications.
Project Scope	• Introduce & evangelize User Research & UX Design • Conduct in-depth industry & user research • Design new mobile application • Rearchitect existing virtual classroom application
Contributions	As sole UX Designer, I: • Conducted industry, user research & competitive analysis • Identified business requirements • Collaborated with Product Management & Product Marketing to identify new features & functionality • Created feature spec, user flows, IA, wireframes, and visual designs



Blackboard User Research

- The product was ~20 yrs old, “designed” by engineers
- There were no personas and very little existing research
- I attended the Blackboard Conference in Las Vegas, and was able to secure a room for 3 days to be used solely for User Research & Usability Testing
 - Designed & conducted Focus Groups
 - Held 1:1 interviews with educators & other end users
 - Set up computers with prototypes of designs under development
 - Held affinity diagram brainstorm sessions with top-tier end users focused on updated IA for desktop app

July 15, 2013 Blackboard Collaborate User Research

How Do You (or Would You) Use Collaborate?

(Some participants don't use Collaborate yet)

- 1) Quick brainstorming
- 2) Organize into like categories
- 3) Naming/Category Refinement
- 4) Prioritization

CATEGORIES

Student Use (7)

- Office Hours
- Student Interactions
- Tutoring
- Advising

Meetings (3)

- Interviews
- Staff meetings

Teaching & Learning (16)

- Virtual Classroom
- Study Groups
- Virtual residency
- Group/student presentations
- Teaching/learning
- Virtual Labs
- Guest lectures

Recordings (0)

- Lecture capture
- Recording is a separate use case
- Recorded lecture
- Recorded trainings
- Posting content

Variety (0)

Research (0)

Training and Support (2)

Faculty Orientation
- Training

Recruiting & Admissions (0)

- Virtual Orientation
- Recruiting
- Marketing
- Interviews
- Admissions

STUDENT SERVICES ARE MORE SATISFIED WITH COLLABORATE

STUDENTS OR INSTRUCTORS

- They're hosting and giving a presentation
- Once you add interaction, difficulty begins
- Students like it for student-to-student collaboration
- Instructors want everyone able to have a mic & a camera for real interaction
- They want all the student pictures up and visible

WHAT PARTICIPANTS WANT

- Need to roll out best practices for using Collaborate
- Need to be able to sell it, based on really understanding how it works
- Need good captioning
- Want backside editing tools for recordings
- Better pricing (this is common)
- Make Java go away (everyone agrees)
- Make sure we pay attention to other UIs when developing new tools & features
- Make it easier to set up and use
- Preload PDF files: #1 request they get (others agree)
- SAS sucks (!) (quite!!) heard this multiple times
- Better audio and captioning

FINDINGS

Traditional Schools

- Significant number of instructors who are resistant to integrating new tech into their teaching methods
- Some are using Collaborate to “Flip” their classrooms (this # is growing)
- 80% case is Office Hours with secondary areas of significance:
- Group activities for students
- Instructor/TA review of individual work
- “Real world” guest speakers

Community Schools

- Adoption is based on proof that something works
- Collaborate is used widely for project collaboration
- Also used for community-building, to help students get to know one another
- 80% case is usage for Office Hours & Admin meetings

- Virtual Schools comprise the most important group
- High usage for Teacher Training and meetings
- Central Office Admin staff uses Collaborate to organize training/professional development team for educators or focus on developing curriculum for school

FACULTY

UseCases

These are all things that will impact things like default settings when admins are implementing the product

- Using Collaborate for Office Hours
- Using Collaborate for group activities for students and individual activity (e.g., review of the finished project and the process they used) by the instructor
- Using Collaborate to have Guest Speakers talk to the class (e.g., from the military, business, government - or anyone relevant in the “real world” that the professor may be connected with

Dr. Gill Patterson



Dr. Patterson is a 56-year Oceanography. He's been years and has been teaching Patterson does keep busy time teaching. Additionally teaching his labs, grad teaching smaller section (e.g., Oceanography 10

ADMINISTRATORS AND STAFF



Director of Disabled Student Services: Alice

Alice runs the program delivering services for students with disabilities in compliance with the American Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973. The services include assistive technologies for students with disabilities (e.g. screen readers, closed captioning devices, lecture capture services) in addition to individual tutoring in selected subjects.

Responsibilities and tasks include:

- Provide students, faculty, staff and campus community fully accessible environments for delivering education
- Evaluate assistive technologies to provide to students (e.g. screen readers, Braille translators and embossers, keyboards, etc.)
- Provide student services (e.g. interpreter services for hearing impaired) where technology solutions are not available

[Is this a typical position at Traditional Universities?](#)

Blackboard Mobile App Specs

iPhone Spec – 1. Main Screen

Page 1

● indicates a tappable element)

1.1 Standard iPhone Menu Icon

1.2 Microphone Icon

1.3 Webcam Icon

1.4 Page Name

1.5 Whiteboard

1.6 Video Panel

1.7 Class Interaction Menu

1.8 Participant List

1.9 Chat

1.10 Text Entry

Main Screen Panels

In the iPhone UI, Panels are used to enable users to see more than one area of activity/interest at a given time.

Only 3 panels are available on iPhone. This ensures that there is always enough space for each panel to be useful.

Default Panels

By default, the following panels will be enabled in the Main Screens:

- Whiteboard/App Sharing

- Chat

The Video and Participant panels can be enabled through the menu.

Interactions

iPhone Spec – 2. Navigation Menu

Page 2

1

2

Menu Interaction

Menu Icon: When the Menu icon is tapped, the Menu panel slides out from the side and pushes the content of the Main Page to the right.

If nothing in the Menu is tapped, the Menu will remain visible. Tapping the Menu icon again will collapse the menu.

Menu Items: Tapping any tappable Menu item will hide the Menu.

Nav Menu Interactions

The Nav Menu provides users with easy access to secondary & tertiary tasks. It gives us a place to house interactions that don't need to take up space at the top level, but need to be readily accessible. The Menu is also scalable, leaving room for features that will be enabled in the future.

Items that are toggles are there to

a) Indicate whether a panel is active or inactive

b) Enable the user to turn on or off a panel

Items that are *not* toggles either

a) Launch another page (e.g., Participant List and Settings)

b) Take an immediate action (Leave Session)

Panels are all on by default (Video, Participant Interaction & Chat)

If Video is not active at a given time, the icon will still be lit up, to indicate that it is enabled (we may need to create an additional icon state where it's enabled but inactive)

Menu UI Feedback

Given that some icons are toggles, there will be an indication that a panel has been enabled.

When a panel is disabled, the icon will be the default color (TBD)

When a panel is enabled, it will be the app's highlight color (TBD)

Chat Gestures – APPROACH #2 (Icon Bar Remains Visible)

SHORT SWIPES

1

2

3

4

5

1

2

3

4

5

1

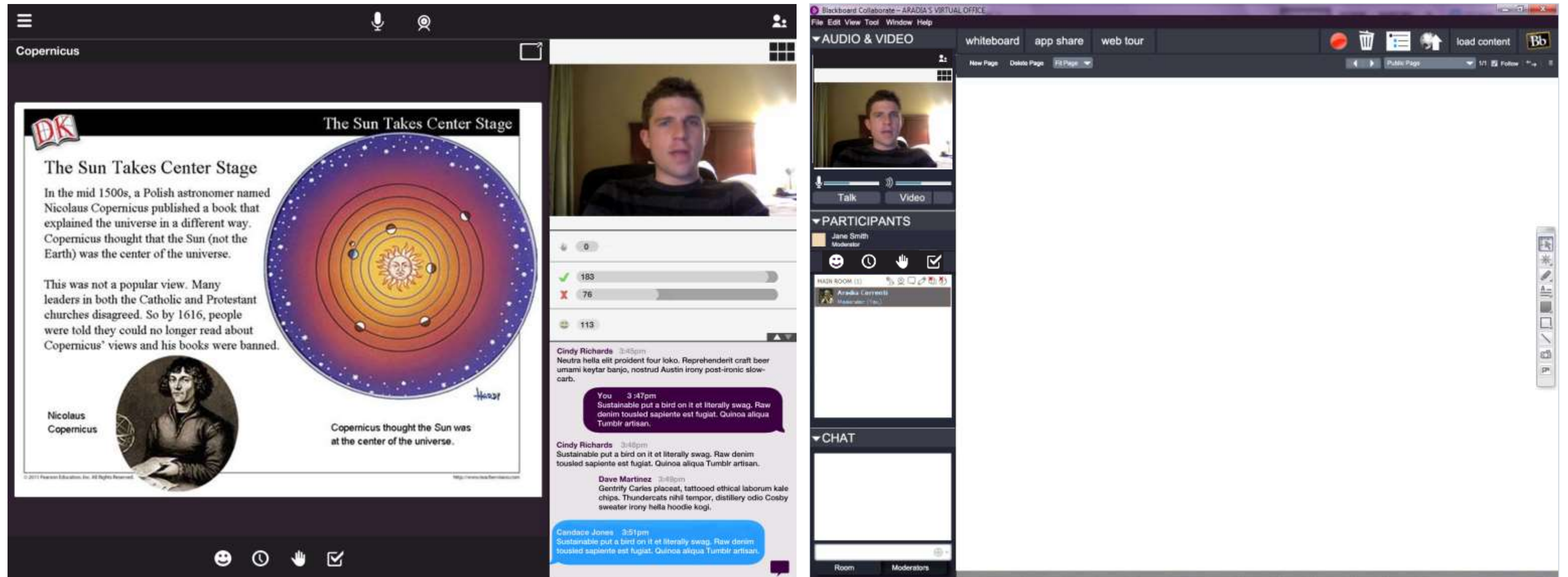
2

3

4

5

Blackboard Mobile & Desktop Designs



New Mobile Design; Slightly Updated Desktop Design:

- The desktop app had serious limitations, due to elements that were hardcoded
 - The team was also resistant to changing anything, including icons, for fear it would confuse users
 - They chose to make small, incremental changes that would lead to a larger overhaul
- Mobile represents a completely new design, which was used to influence larger changes in the desktop app
- Designs were validated through prototypes released to our Beta Groups, comprised of educators, administrators & students who signed up for the program

COMMITTEE FOR CHILDREN

COMMITTEE FOR CHILDREN: LARGE-SCALE SITE REDESIGN

Project Description

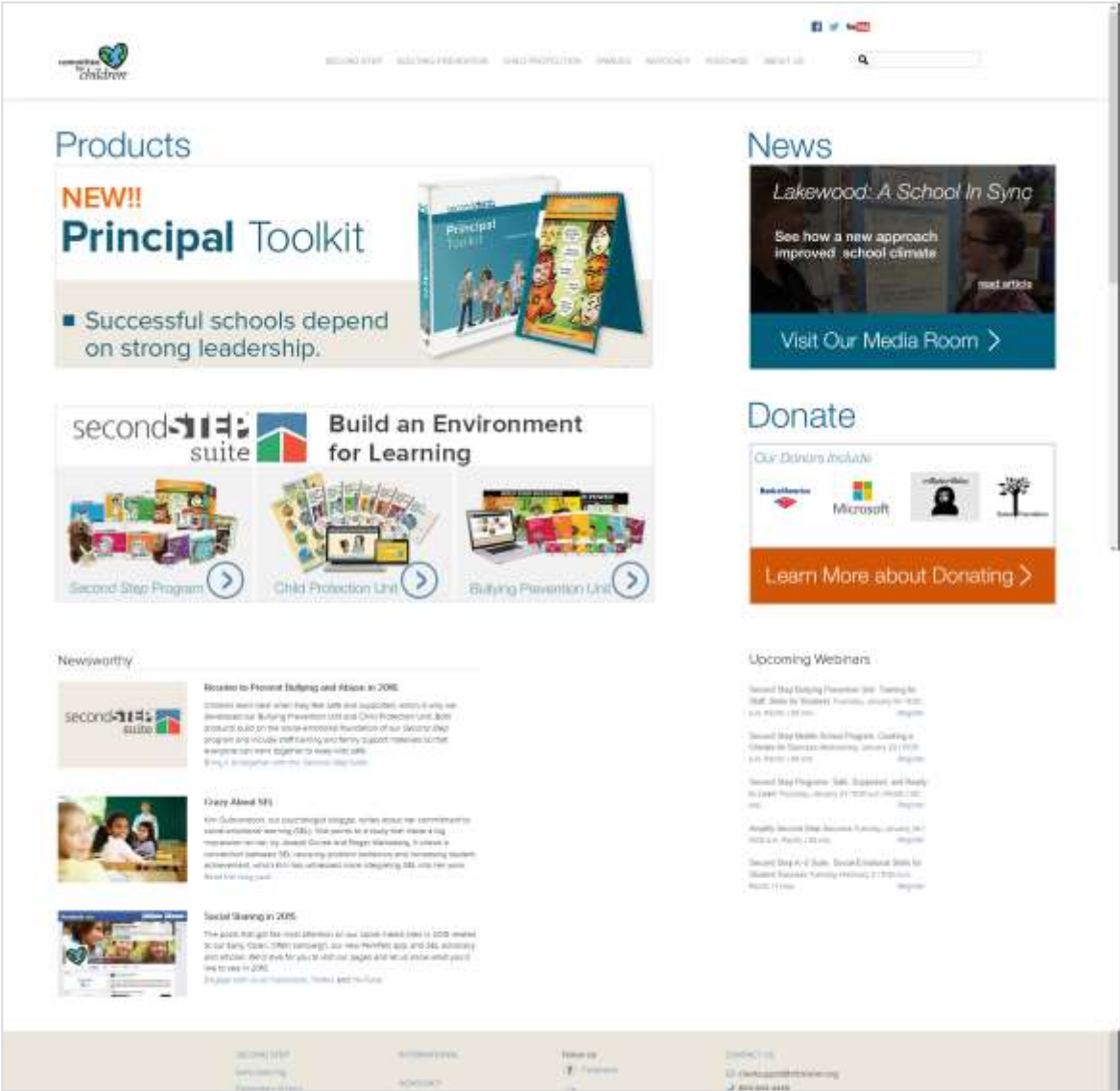
CFC is an education-focused nonprofit that created the *Second Step Program*, which teaches emotional awareness to children K-12. They had an outdated site that had been created largely by a software development team, and the only design input was from a graphic designer & instructional designers.

Project Scope

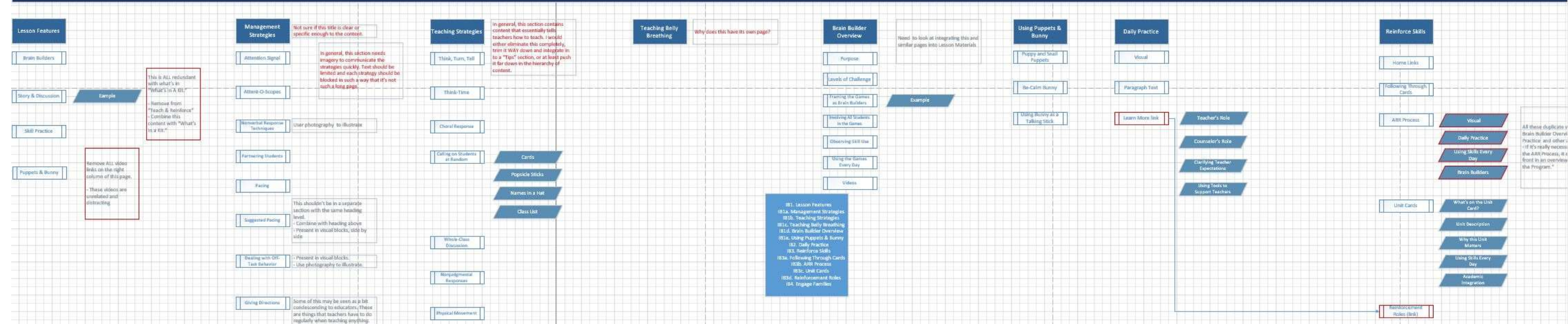
- Rearchitect the site so that it was streamlined & very usable for busy educators & administrators.
- Provide modernized UX & UI

Contributions

- As sole Design Consultant, I:
- Conducted user research & competitive analysis
 - Documented all existing site & program content
 - De-duped all content across site
 - Created new, streamlined IA that significantly reduced site size
 - Create new UX that grouped content by Lesson & Unit (e.g., based on end user’s mental model & usage of the content)
 - Turned PDF resource library into interactive webpages where possible
 - Created user flows requirements docs, research docs, wireframes, and functional specs

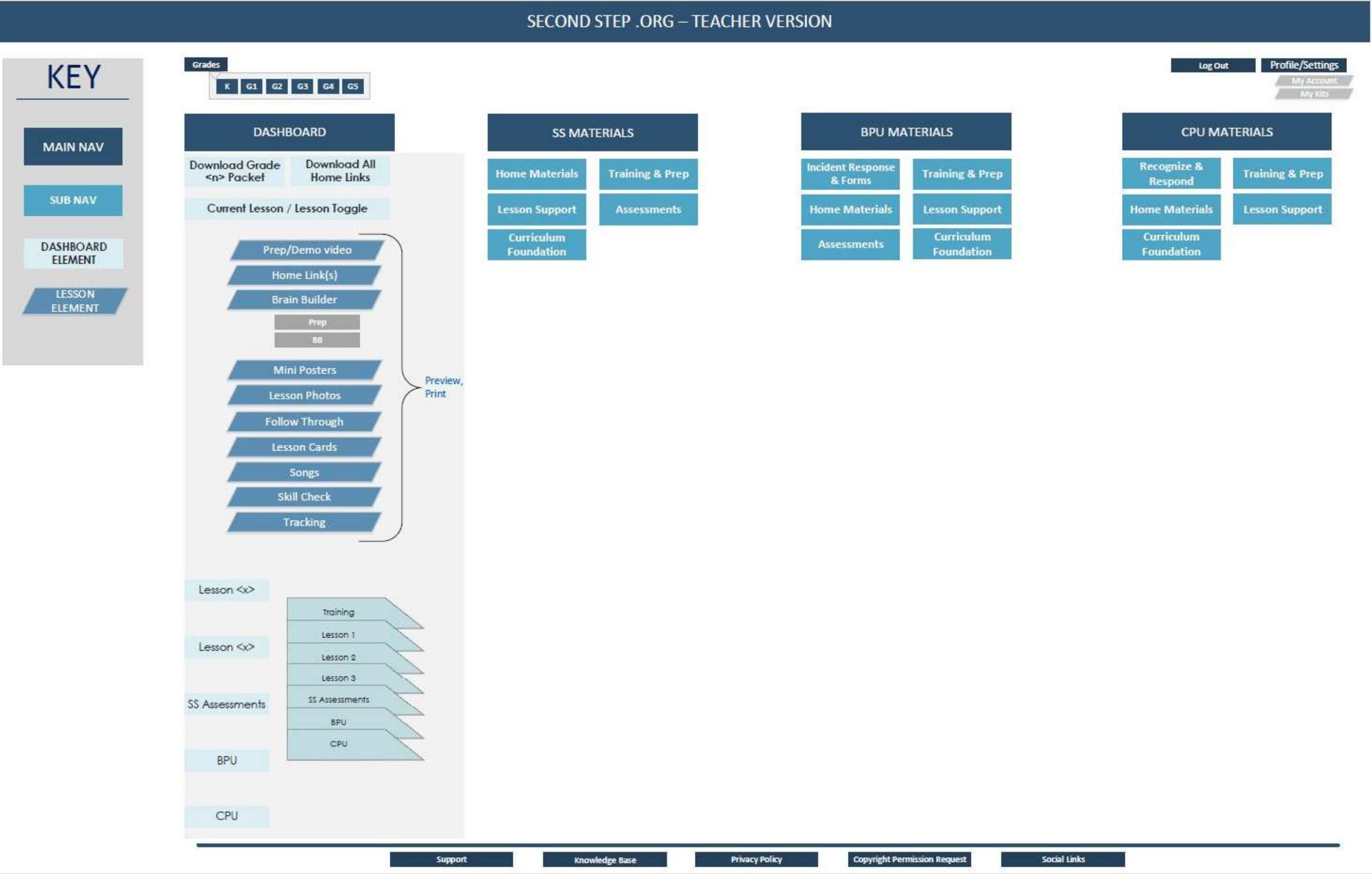


CFC: *OLD* INFORMATION ARCHITECTURE

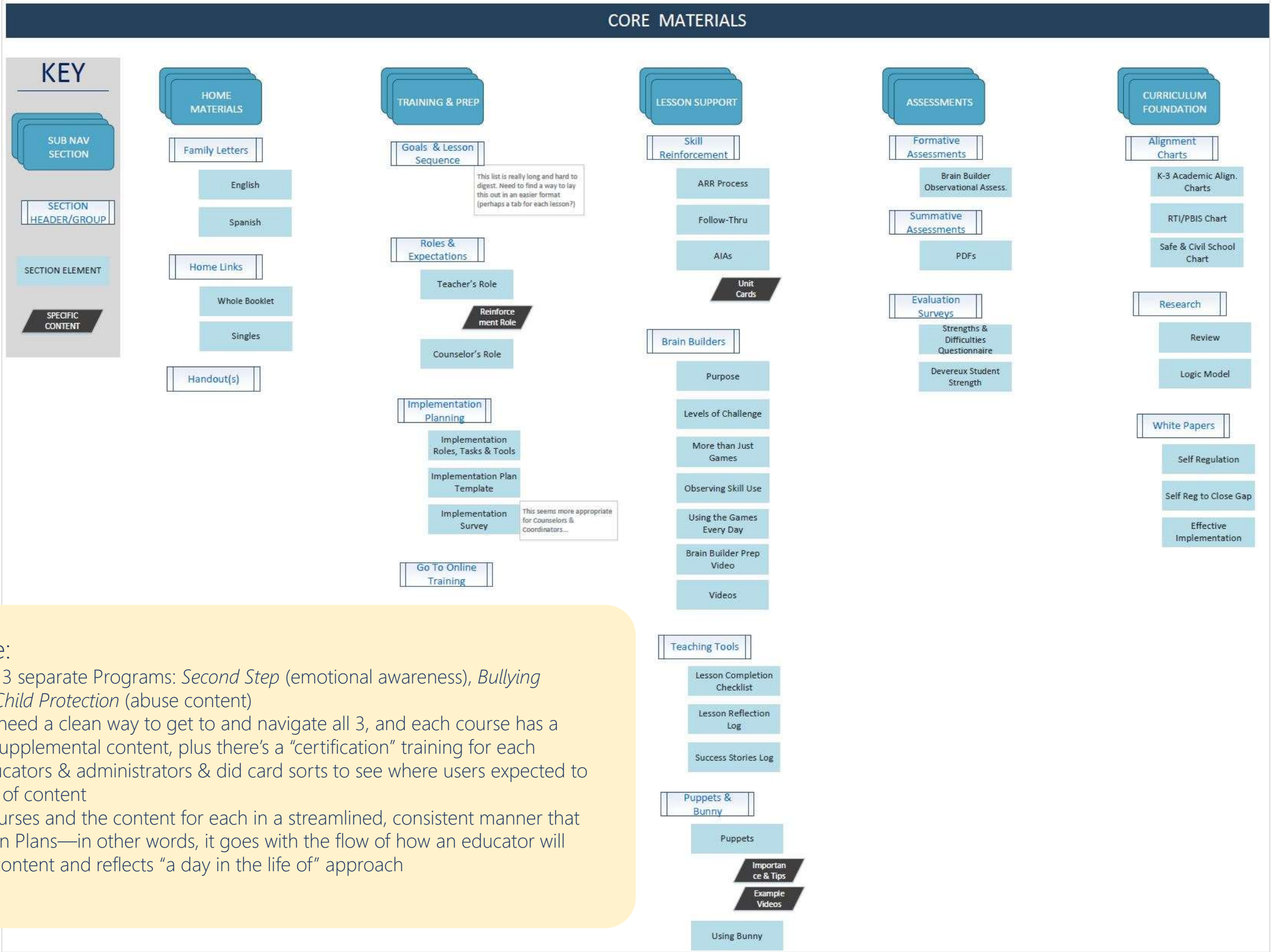


FOR REFERENCE: This is just a *part* of the old IA, marked up with my comments & questions

CFC: NEW INFORMATION ARCHITECTURE



CFC: NEW INFORMATION ARCHITECTURE



Design Rationale:

- Second Step has 3 separate Programs: *Second Step* (emotional awareness), *Bullying Prevention*, and *Child Protection* (abuse content)
 - Educators need a clean way to get to and navigate all 3, and each course has a wealth of supplemental content, plus there's a "certification" training for each
- I interviewed educators & administrators & did card sorts to see where users expected to see which pieces of content
- I chunked the courses and the content for each in a streamlined, consistent manner that follows the Lesson Plans—in other words, it goes with the flow of how an educator will actually use the content and reflects "a day in the life of" approach

LOGO

GRADESDropdown

Search

Welcome, Jane Smith!

Dashboard

second step

Bullying Prevention

Child Protection

GO TO TRAINING

TRAINING & PREP

Unit 1Unit 2Unit 3

Goals & Sequence

Lesson	Concepts	Objectives
1	- Following Listening Rules helps everyone learn. - Our brains get smarter every time we use them.	Name and demonstrate the rules for listening in a group.
2	- Focusing attention involves using eyes, ears, and brain. - You can focus your attention just by thinking about it, and the more you do it, the better you get at it. - Using self-talk helps you focus attention.	- Name and demonstrate the Listening Rules. - Demonstrate attention skills in the context of a game.
3	- Listening and following directions are important skills for learning. - Repeating directions helps you remember them. - Following directions involves your eyes, ears, and brain.	Demonstrate listening and following directions within the context of a game.
4	- Self-talk means talking to yourself out loud in a quiet voice or inside your head. - Self-talk helps you focus and maintain attention.	Demonstrate self-talk for remembering directions in the context of a drawing game.
5	- If you can name your own feelings, it will help you figure out how other people feel. - All feelings are natural. Some feelings are comfortable, and some are uncomfortable. - Physical clues can help you identify others' feelings.	- Name happy and sad when presented with physical clues Touching Rule, and Never Keep Secrets Rule. - Identify that happy is a comfortable feeling and sad is an uncomfortable feeling. - Identify a variety of feelings displayed in response to scenarios.
6	To ask for what you need or want, face the person you are asking and use a respectful voice.	Demonstrate asking for what they need or want during skill-practice activities

Roles & Expectations

Teacher Role



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Counselor Role



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Planning Tools

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Kindergarten-Grade 5 Program Preparation Checklist

- Read the K-5 Teaching Guide Program Overview section (at [www.secondstep.org](#))
- Examine the curriculum kit materials
- Complete the online training
- Read the Unit 1 card
- Establish a teaching schedule
- Arrange classroom space
- Send the introductory Family Letter
- Check equipment

Program Preparation Checklist

support | privacy policy | copyright permissions

LOGO

GRADESDropdown

Search

Welcome, Jane Smith!

Dashboard

second step

Bullying Prevention

Child Protection

LESSON SUPPORT

Skill Reinforcement

The ARR Process

Anticipate

Reinforce

Reflect

Follow-through

Unit Cards

Brain Builders

Prep & Examples

Purpose

Levels of Challenge

More than Just Games

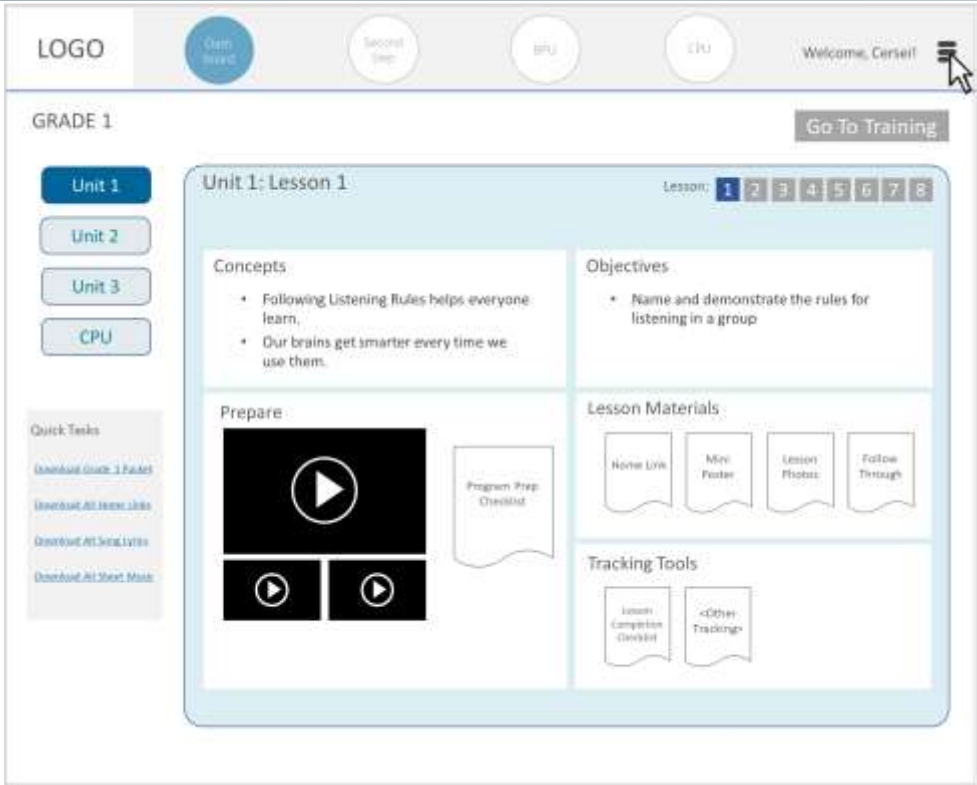
Observing Skill Use

Using the Games Every Day

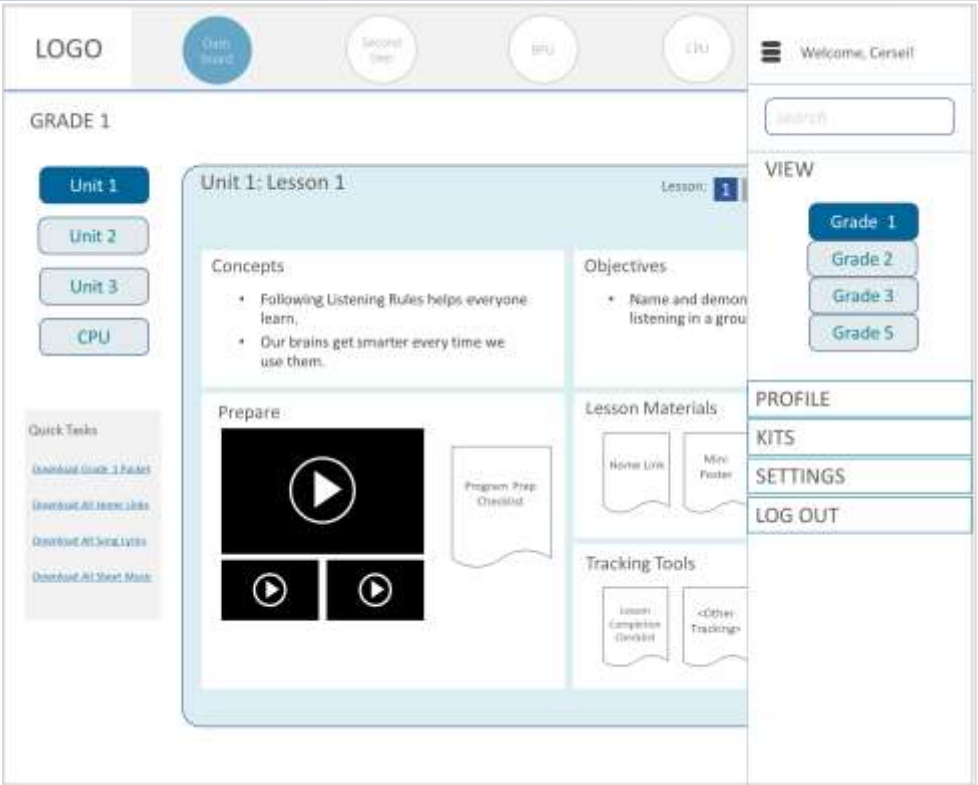
support | privacy policy | copyright permissions

CFC: WIREFRAMES

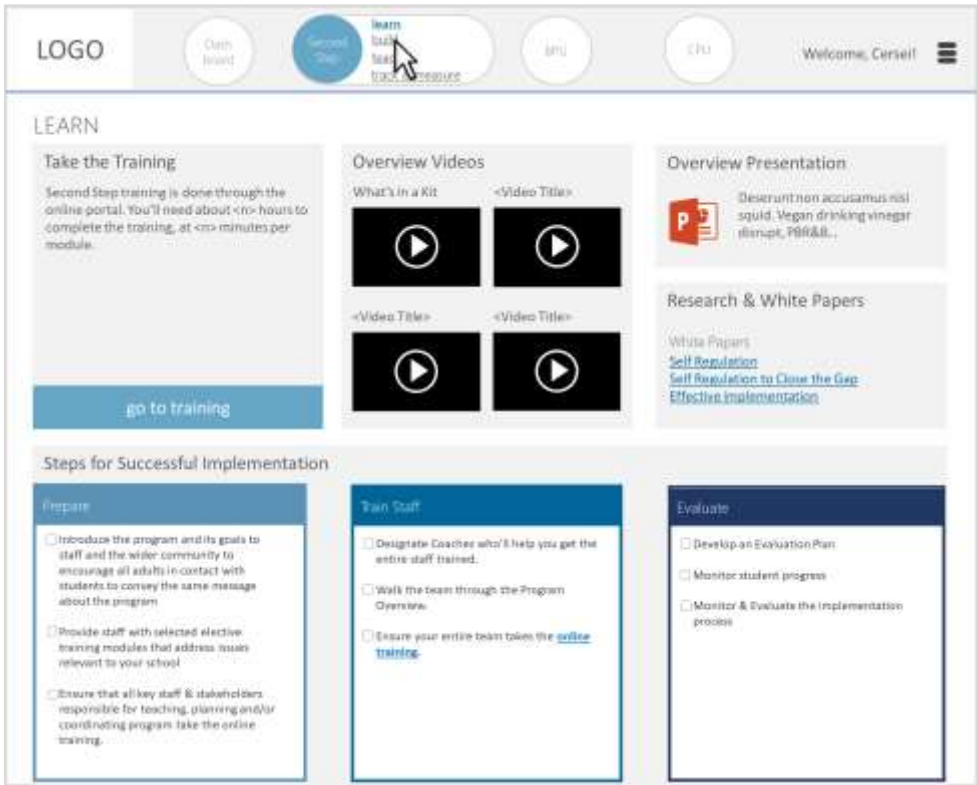
- The Dashboard has selection buttons for each Lesson, as well as BPU & CPU.
- There are Quick Tasks at the bottom for easy access to downloads.
- The main body of the Dashboard is **dynamic**. It will always show the Concept/Goals & Objectives. The other sections of the Main Body will display Lesson Materials, tools, prep videos and other lesson-specific material **as appropriate**.



The "hamburger menu" houses Secondary & Tertiary tasks that would otherwise clutter up the Main Nav.

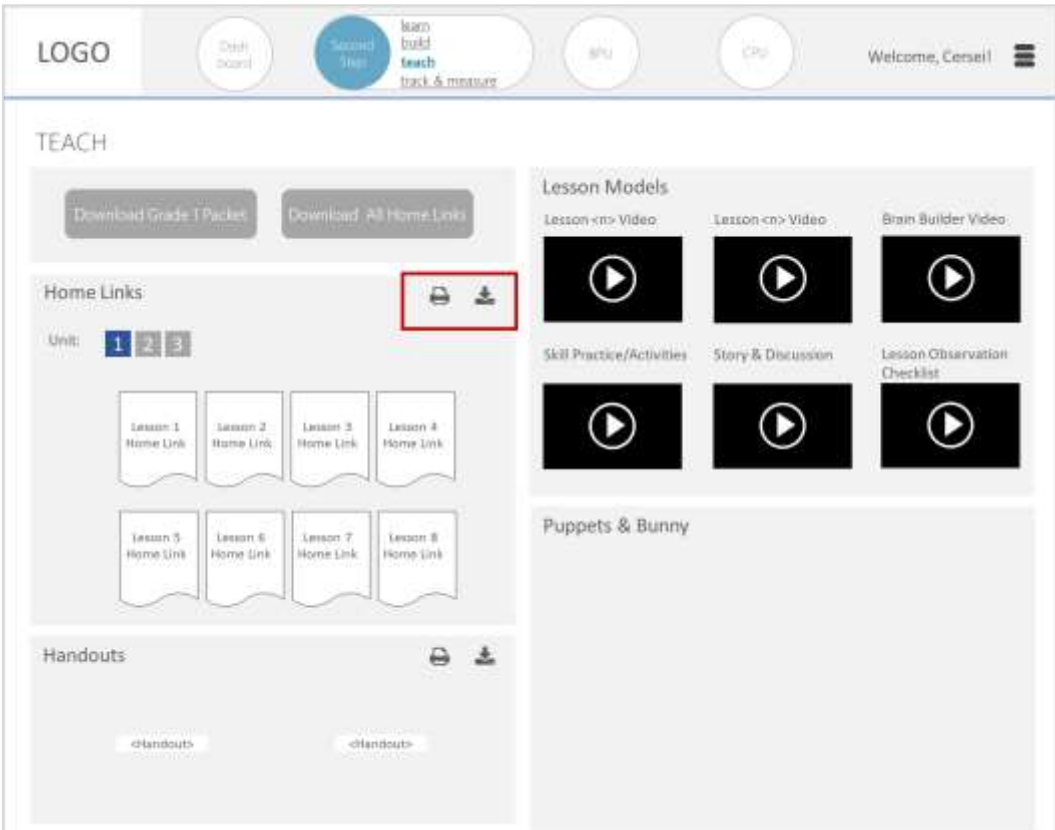


- The "Learn" section has been trimmed down to include only
- What is needed on an ongoing basis
 - What isn't included in the walkthrough or training.



There are persistent PRINT & DOWNLOAD buttons for each document section. Clicking either will apply the Print or Download action to ALL documents in the section.

Hovering over any document thumbnail will invoke the PRINT & DOWNLOAD icons for that specific document.



NOTE: These paradigms are consistent throughout the site UI.

Design Rationale:

- In addition to having 3 programs at the top level, I also had to have an affordance for Grade Levels (which each have different content)
- I wanted the educators to have a Dashboard View that was app-like, which followed their progress & could show them everything relevant to a given lesson in one glance-able place, based on input from users I talked with

Introduction

This document describes the updated structure, user experience, and functionality of the Second Step site, based on the V5 redesign. This spec specifically addresses the Teacher version of the website. While the current version includes other user types as well, this redesign has broken out Teachers, Counselors, Program Coordinators and Families. This has been done in light of the significantly different user needs for each user type, as well as the need for significantly simpler site navigation.

REQUIREMENT	QUESTIONS/COMMENTS
The site will be broken up into 2 main overarching views: - Landing/Not logged in - Logged in	
The Landing and Logged In views will both be responsive.	

Landing Site

In order to provide users with an improved UX, and to take steps toward decoupling SS and cfchildren.org, a new Landing Site is being designed.

REQUIREMENT	QUESTIONS/COMMENTS
The Landing Site will host marketing content for each product, including: - Second Step - Bullying Prevention - Child Protection	
The Landing Site will have the following links in its Main Navigation: - Home - Second Step - Bullying Prevention - Child Protection - Register - Sign In	
These links will be persistent across the whole Landing Site.	
The site logo acts as the Home link, which goes to the site's Landing Page	
Clicking Second Step invokes the Product Page for that product. (Design & Content TBD.)	
Clicking Bullying Prevention invokes the Product Page for that product. (Design & Content TBD.)	
Clicking Child Protection invokes the Product Page for that product. (Design & Content TBD.)	
Clicking Sign In invokes the login flyout panel.	
Clicking Register launches the Registration Wizard.	

Register

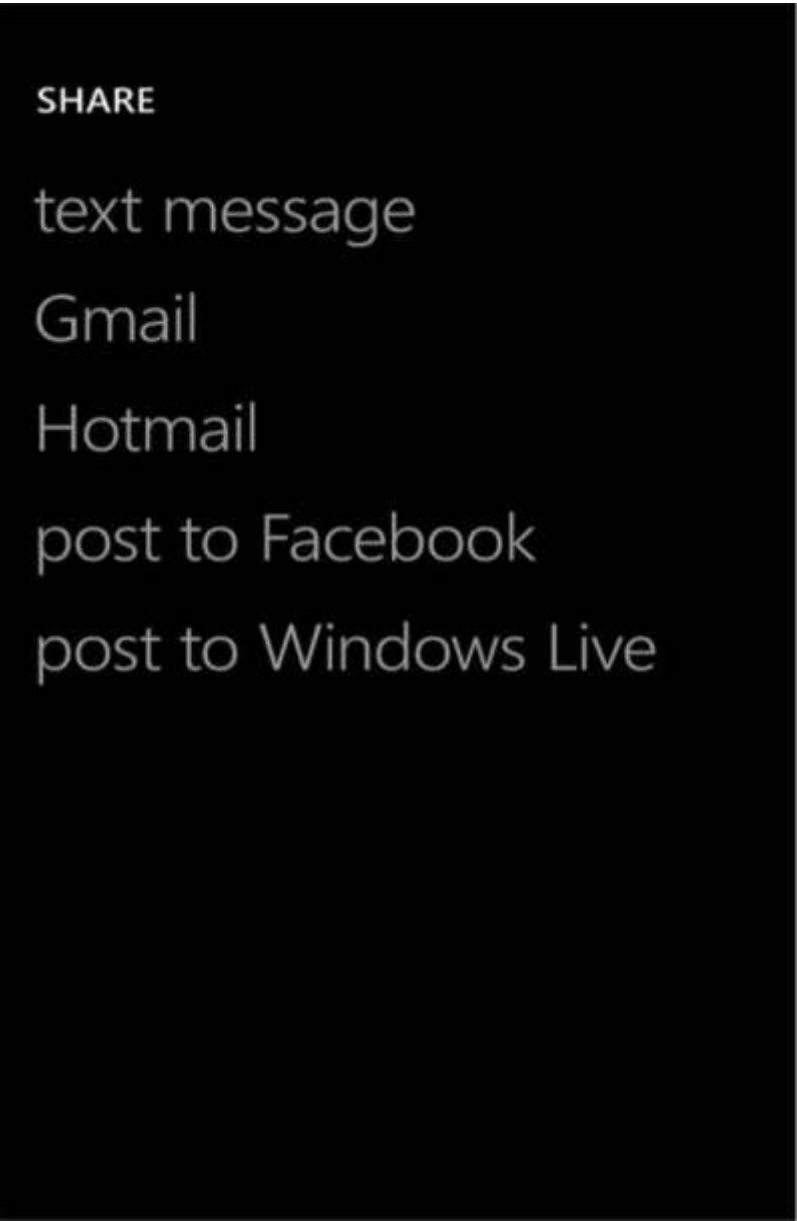
This section describes the registration process for domestic schools.

REQUIREMENT	QUESTIONS/COMMENTS
Upon clicking Register, a dialog displays, asking the user if they have a PAK. Options: - Yes (I'll register now) - No (I'll register later.	
Clicking No returns the user to the Landing Site on whichever page they were on previously.	
Each page of the Registration flow will include a header (Register)	
A progress indicator will display on each page (excluding the dialog) of the Registration flow.	
The first page of the Registration Wizard includes 2 dropdowns: - Select Your Country - What Type of Organization?	
The Country selection dropdown will contain any countries appropriate for the list.	
The Organization selection dropdown will include Public Schools and any other organization appropriate for the list.	
NEITHER dropdown will have a default selection.	
Default field text: - Select Country - Select Organization Type	
Selecting any country outside of the US will fork the user to another flow (TBD).	
Selecting any organization other than public school will fork the user to another flow (TBD).	
Once the user has made selections, they will advance to the next screen: Enter PAK.	
The PAK entry screen includes: - PAK entry field - Default text: Enter Product Activation Key - Add another Product Activation Key icon and text - Next button	
The ADD button will be disabled by default.	
Entering a valid PAK will enable the ADD button.	
The NEXT button will be disabled by default.	
Entering a valid PAK will enable the NEXT button.	
Upon entering letters/numbers in the PAK field that are the appropriate length, the system will check to validate/invalidate.	
If the PAK is valid, a visual indicator will display to indicate it's valid.	
If the PAK's invalid, a visual indicator will display to indicate it's invalid.	

WINDOWS PHONE SHARING

WINDOWS PHONE: PLATFORM-WIDE SHARING

Project Description	When MSFT decided to launch the first Windows Phone ever (Windows Phone 7), there was no mechanism or UI for sharing content. Photo sharing, link sharing, social sharing—it wasn't "a thing" yet on mobile.
Project Scope	I started & managed the effort to a) provide a platform-wide method and UX for sharing *any* type of content b) prevent the disparate teams across the org from implementing their own disjointed UX for this. This included • Identifying stakeholder teams & representatives • Getting buy-in from immediate & upper management on approach, plan & schedule • Provide modernized UX & UI
Contributions	As individual contributor UX Program Manager, I: • Collaborated with User Research Team to conduct research & usability tests • Identified stakeholder teams & representatives • Created platform-wide solution for sharing • Identified technologies and integration points • Created & managed project schedule, which involved coordinating 8+ teams across the organization • Obtained buy-in & resources from upper management • Managed the development of all sharing UI • Created wireframes, and functional specs



WINDOWS PHONE SHARING: WIREFRAMES

Content Sharing – The Basics

What is Content Sharing?

For Why, users will be able to interact with rich content, both local to the device and out there in "The Cloud." One of these interactions is sharing content. Users can send a photo via email, post a link to a Zune song in their status message, or e-mail a link to a Browser object. This document walks through the different scenarios and flows for each sharing interaction.

On this Page:

This page covers the basic controls and API components used for Sharing flows. This will help our users have a consistent experience, no matter what they're sharing and from where.

The Context Menu

If a user performs the tap-and-hold action on a Shareable content object, the Context Menu will show the SHARE verb.

The Compose Picker

When a user taps SHARE, the Compose Picker will display. If the POST option is not available, the UPLOAD header and suboptions will display instead.

In-app Compose Picker

If launched from an in-app Sharing Button or Menu item (see below), the Picker will be pared down, based on which button launched it.

The Compose Card

If a user sends something via e-mail (a link or an attachment), the Compose Card will be invoked.

The Post Dialogue

If a user chooses to Post a link to Facebook or Windows Live, the Post (task) Dialogue will display.

In-app Sharing Buttons

In some cases, apps will have buttons in the App Bar, or items in the App Menu, specifically geared toward Content Sharing.

Content Sharing – SENDING Local Photos as Attachments

SCENARIO 7: Anna finds a funny picture in her on-device photo album of her musician friend and wants to send it to a mutual friend, Claire.

By performing the tap-and-hold action on the Local Photo, a Context Menu is invoked, which has the Share verb. Tapping Share brings up the Compose Picker, from which Anna can choose an e-mail account to use for sending the photo as an attachment.

NOTE: For this Use Case, the user is in Album View on the device. Multi-selection of photos is CUT for RTT, so users can tap and hold on any photo in the album view to begin the Sharing flow.

Content Sharing – UPLOADING Local Photos

SCENARIO 8: Anna finds a funny picture of her musician friend and wants to upload it to her Facebook photo album.

By performing the tap-and-hold action on the Local Photo, a Context Menu is invoked, which has the Share verb. Tapping Share brings up the Compose Picker. Since Anna has invoked the picker from a local photo, she can't post the photo into a Status Message (since only photos that are already in her FB album, or a link to a Web photo can be posted in a status message). However, she's given a list of options under the UPLOAD header, and she chooses to upload it to Facebook so all her friends can see it.

- Design Rationale:
- Back when Windows Phone 7 was being developed, the concept was that many actions would be handled through text-based lists (reflective of the Metro Design Language)
 - Each team with shareable content would “plug in” to this list, via an API my team created, which we also made available for popular 3rd party apps like Facebook
 - I wanted the user to be able to share any piece of content with as few taps as possible, so I did things like having the Email subject & body prefilled upon invocation
 - Design direction was influenced by deep ethnographies conducted by dedicated User Research team
 - Design approach was validated through prototype testing in the usability lab, where we checked to see where they'd look for sharing options (and which options they expected to see)

WINDOWS PHONE SHARING: FUNCTIONAL SPEC

3. Core Feature Scenarios | Objectives

3.1 Miles shares music with Anna

Wednesday is a slow day for Miles' job, and he takes some time to enjoy media on his Windows® phone while eating lunch. Zune gave him a recommendation for the band MGMT, so he takes a listen. After hearing song #3, Miles knows he loves this band, and has a feeling Anna will too.

Miles is eager to share this song with Anna, so he taps and holds on the song title to get a Context Menu. He taps "Share" in the menu and chooses to e-mail her the link. A card comes up, which is prefilled with useful info about the album *Oracular Spectacular*, and even has the album art attached.

Anna is at lunch at the office when she receives an e-mail from Miles, when she opens the e-mail, she taps the link and is taken to the Zune Marketplace where she can hear the song Miles sent. She loves it, and downloads the whole album.

3.2 Anna shares photos with Miles

Anna loves to take pictures of her family and friends with her Windows® phone, and enjoys the instant gratification of sending them in e-mail or uploading them to Windows Live and Facebook. On Saturday, Anna is at a birthday party for one of Luca's friends. Miles had to work so he couldn't join them, so Anna wants to share the goings-on via her phone.

Anna takes several shots of the kids playing in the sprinkler and the dog eating the ice cream. Since she took the pictures with her phone, she's able to instantly upload the photos to Windows Live. From the Windows Live site, Anna taps and holds on her favourite photo and chooses to send a link to it via her Hotmail account. Miles gets an e-mail on his own Windows® phone and goes to Windows Live to see the pic. He replies to Anna's e-mail letting her know he got it and that it brightened his day.

3.3 Anna and Miles trade browser content

On Monday morning while getting ready for work, Miles and Anna get into a debate about whether Hugh Jackman was in *The Illusionist* or *The Prestige*. They don't have time to resolve the question before leaving, so they promise to figure it out at some point during the day. Later that morning, Anna is taking a break and checking her phone when she remembers to go online and look up each film. When she finds a photo of Hugh Jackman on the imdb site for *The Prestige*, she selects the photo and chooses to send it to Miles via e-mail. Miles gets the link to the photo in an e-mail from Anna and checks out the imdb page. He then finds an awesome picture of David Bowie as Tesla on the site and posts a link to the photo in his Facebook status message.

4. High-Level Feature Description

As described in the scenarios in [Section 3](#), users may wish to share something they're viewing on their phone to a recipient or a Website/service. The platform-wide Content Sharing solution is designed to provide users with a predictable way to share content, no matter what type of content it is. *Currently, this spec covers the requirements provided by the following teams; the Sharing Feature aims to enable scenarios for these calling apps:*

- Music
- Local Photos & Cloud Photos (e.g., on a service such as Windows Live)
- Browser link
- Browser Photo

For WM7 RTT, users can share the following Content Types from Windows® phones:

- 1) URL (essentially *text* content)
- 2) Photos (essentially *binary* content)

For each content type, the following actions may or may not be available:

- 1) Send via e-mail or SMS/MMS
- 2) Post a link to the object in a social networking status message
- 3) Upload to a Website/Service

Users can do one or two of the above with a given content object, but not all sharing actions are available for any one content type.

EXAMPLES:

Content Type	How It can be Shared
URL	Can be sent via e-mail
	Can be posted to a social network status message
Local Photo	Can be sent via e-mail as attachment
	Can be uploaded to site/service
Web/Browser Photo	A link to the photo and attachment can be sent via e-mail
	A link to the photo can be posted to a PSM

PRI	REQUIREMENT
1	The content sharing flow will begin by tap-and-hold on a sharable content object. (Invoking a Context Menu) OR by tapping an item in the App Bar or App Menu.
1	Multiple select is supported by the Sharing api set for SENDING. (Some transports will support and some will not. But multi-select is supported by Photos, so the SHARE verb will show up in the Context Menu and e-mail transports will show up in the Picker when multiple photos are selected.
1	For each content type that can be shared, the related Context Menu will include the SHARE verb. EXCEPTION: For photos, there may be TWO verbs: 1) Share 2) Share to <last> NOTE: Strings TBD!!!
1	Tapping the SHARE verb will invoke the Sharing api and Compose Picker.
1	The Compose Picker will use the List Picker Common Control, provided by Shell.
1	The items under SEND will be e-mail transports (e.g., Gmail), and TEXT (SMS/MMS).
1	Links can be shared via e-mail and posting. 1) Link to a Web photo 2) Music reco link 3) Any Browser link
1	Tapping an e-mail item in the SEND category will launch Messaging Team's Compose Card.
1	Tapping the Text item in the SEND category will launch the SMS/MMS compose card (The SMS/MMS app will decide which transport to use based on payload length/size).
1	After completing the SENDING Flow, users should be taken back to where they initiated Sharing.
1	After completing the POSTING Flow, users should be taken back to where they initiated Sharing.
1	After completing the UPLOADING Flow, users should be taken back to where they initiated Sharing.
1	The Compose Card will provide capabilities that have parity with current builds: a) Multi-select for Addressing—contacts selection b) Ability to customize and pre-fill the card based on content, such as Album art and "canned" message
1	3rd parties can NOT register to show up in the Compose Picker for RTT.
1	Outside of 1st-tier partners, the Sharing api will be locked down for 3rd parties in RTT.
1	If a user taps-and-holds on an item that cannot be shared, the SHARE verb will <i>*not*</i> appear in the Context Menu.
1	Selecting Facebook under POST options will launch internally owned UX. (Ownership is based on who's launching the Sharing api; e.g., Photos team for Photo upload.)
1	Facebook and Windows Live post flows (internally owned) will use the Task Dialogue Common Control.

BIOLOGISTEX

BIOLOGISTEX: BIOTECH/BIOMATERIALS LOGISTICS

Project Description

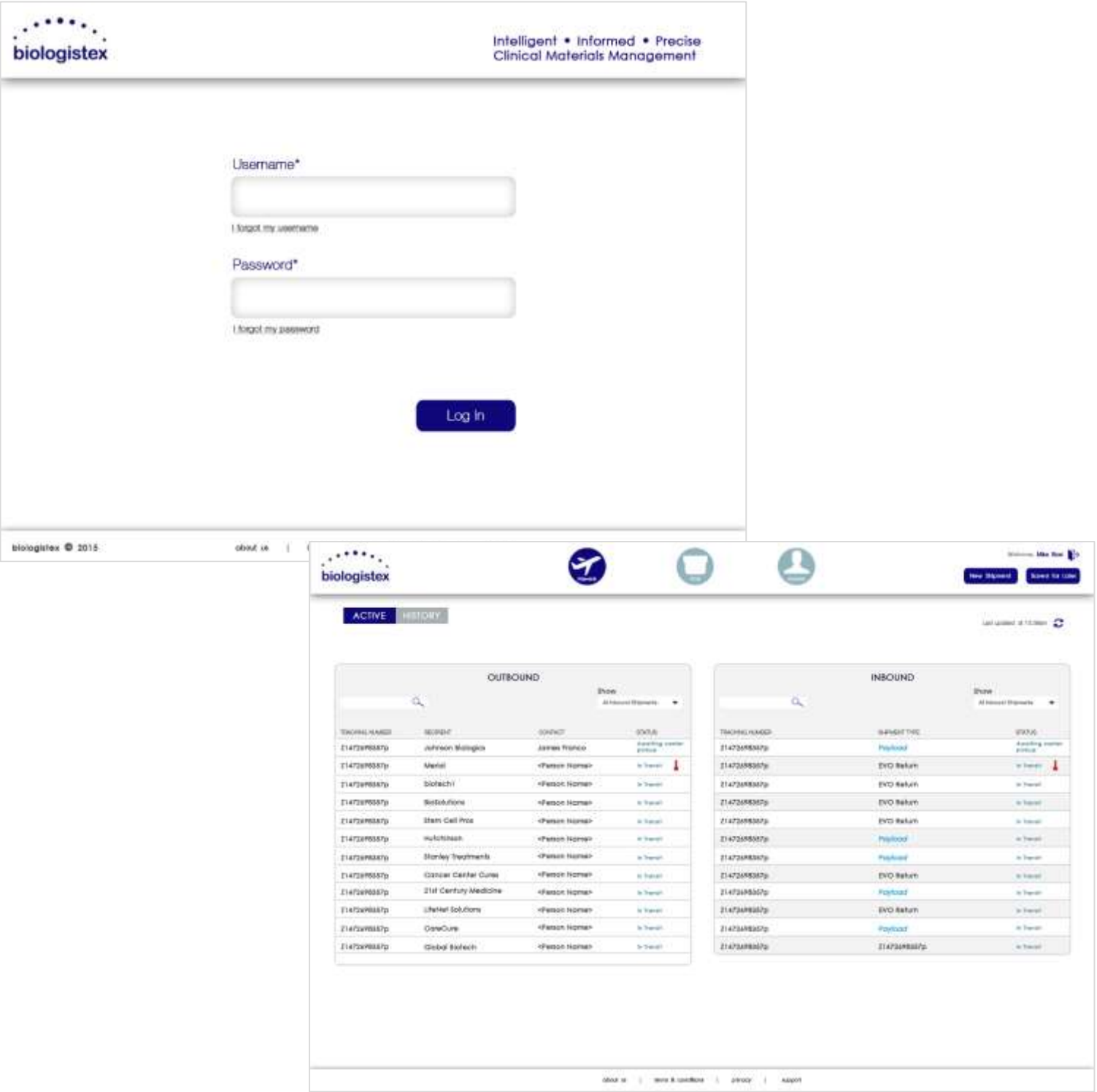
This brilliant startup identified a startling gap in biotech & healthcare: before their technology, there was no real way to know whether biomaterials were still viable when they arrived at (example) a hospital after being shipped by the biotech firm. For example, if someone is waiting for a lung transplant, by the time the hospital receives the organ, it may no longer be viable due to stresses experienced during shipping.

Project Scope

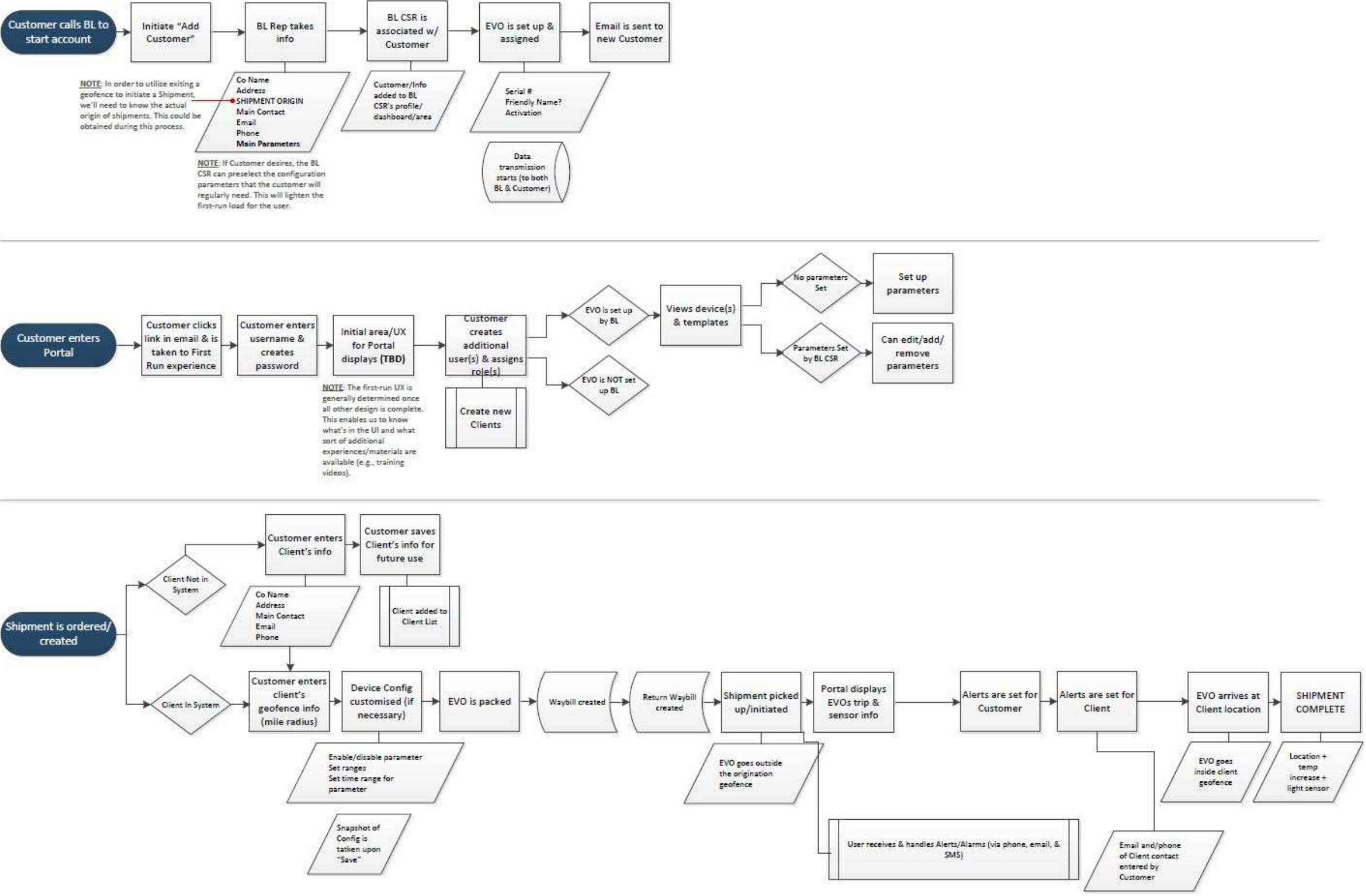
- The company was brand new, and while they’d invented & built the shipping box w/extensive tracking & telemetry (the EVO), they had no foundation for the tracking interface.
- Create a new shipment creation and tracking interface for logistics employees (and their superiors) at biotech firms
 - Create a new shipment tracking interface for healthcare establishments & medical staff who are recipients of these shipments

Contributions

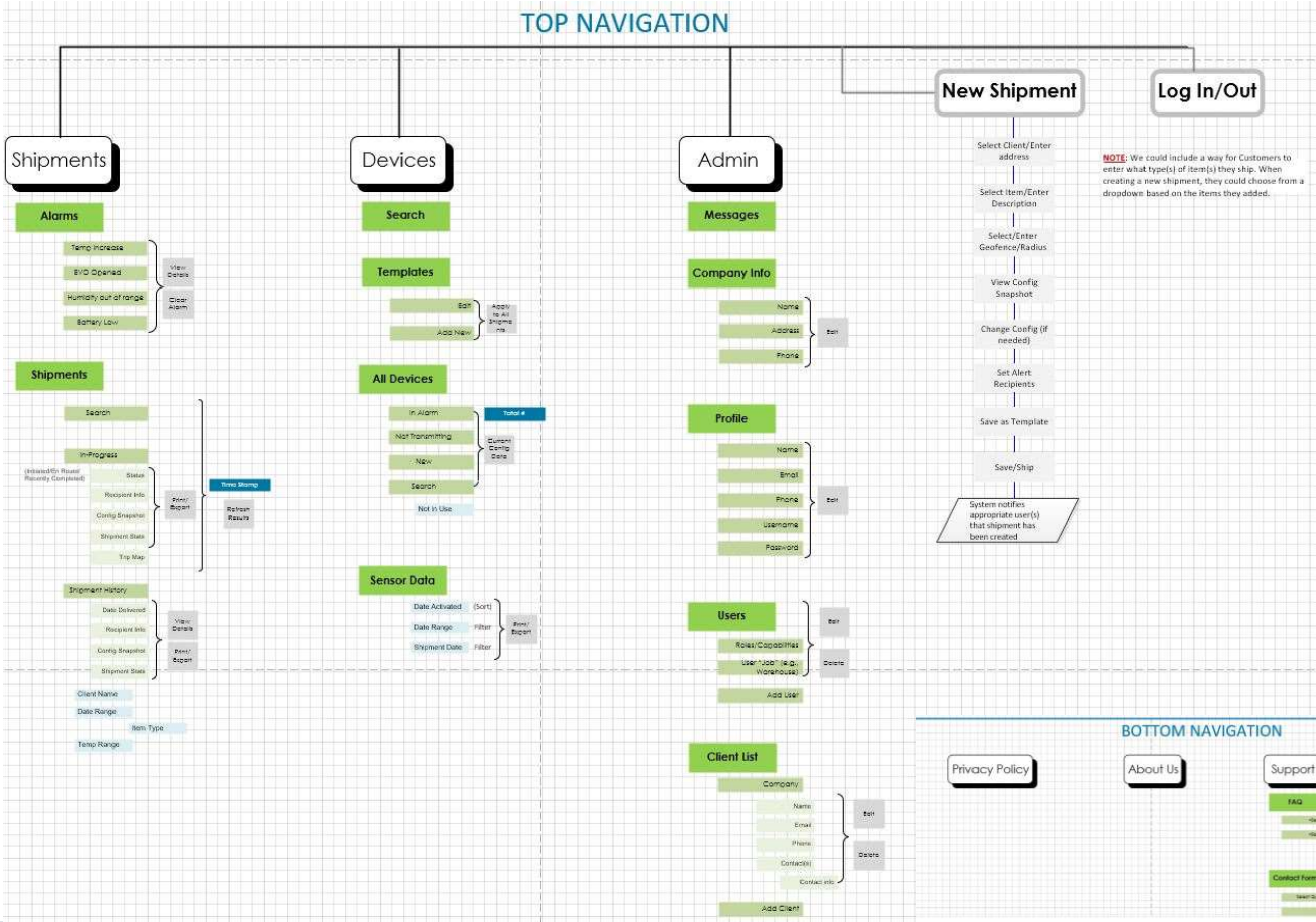
- As sole Design Consultant, I:
- Conducted user research & competitive analysis
 - Researched tracking device & existing tracking portal
 - The tracking tech was leveraged from the ankle bracelets worn by house-arrest inmates
 - Provided consultation & leadership on product & design strategy
 - Led brainstorming sessions
 - Created feature spec, user flows, information architecture, wireframes, branding elements, visual designs, style guide, and functional specs



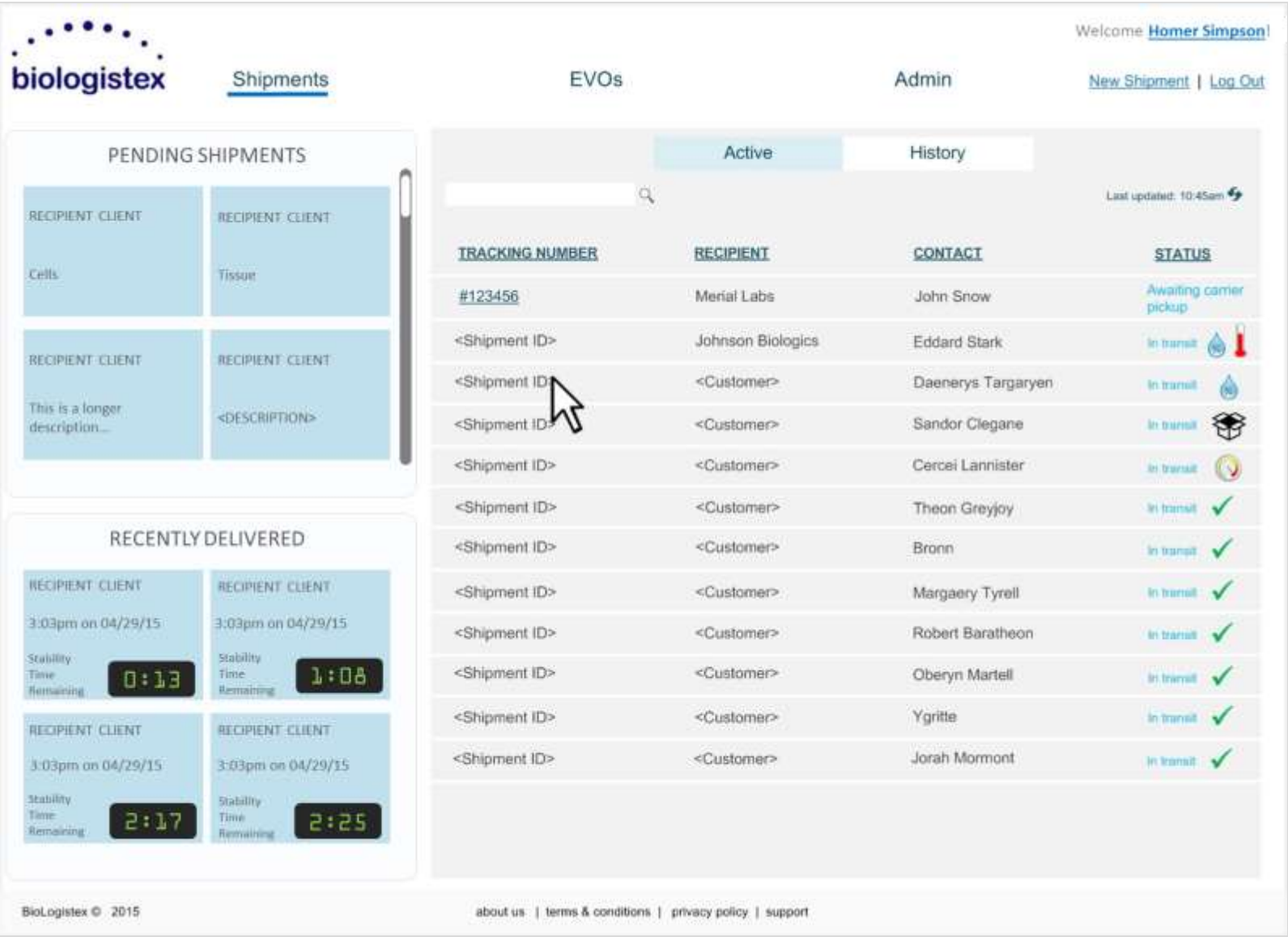
BIOLOGISTEX USER FLOWS



BIOLOGISTEX : INFORMATION ARCHITECTURE



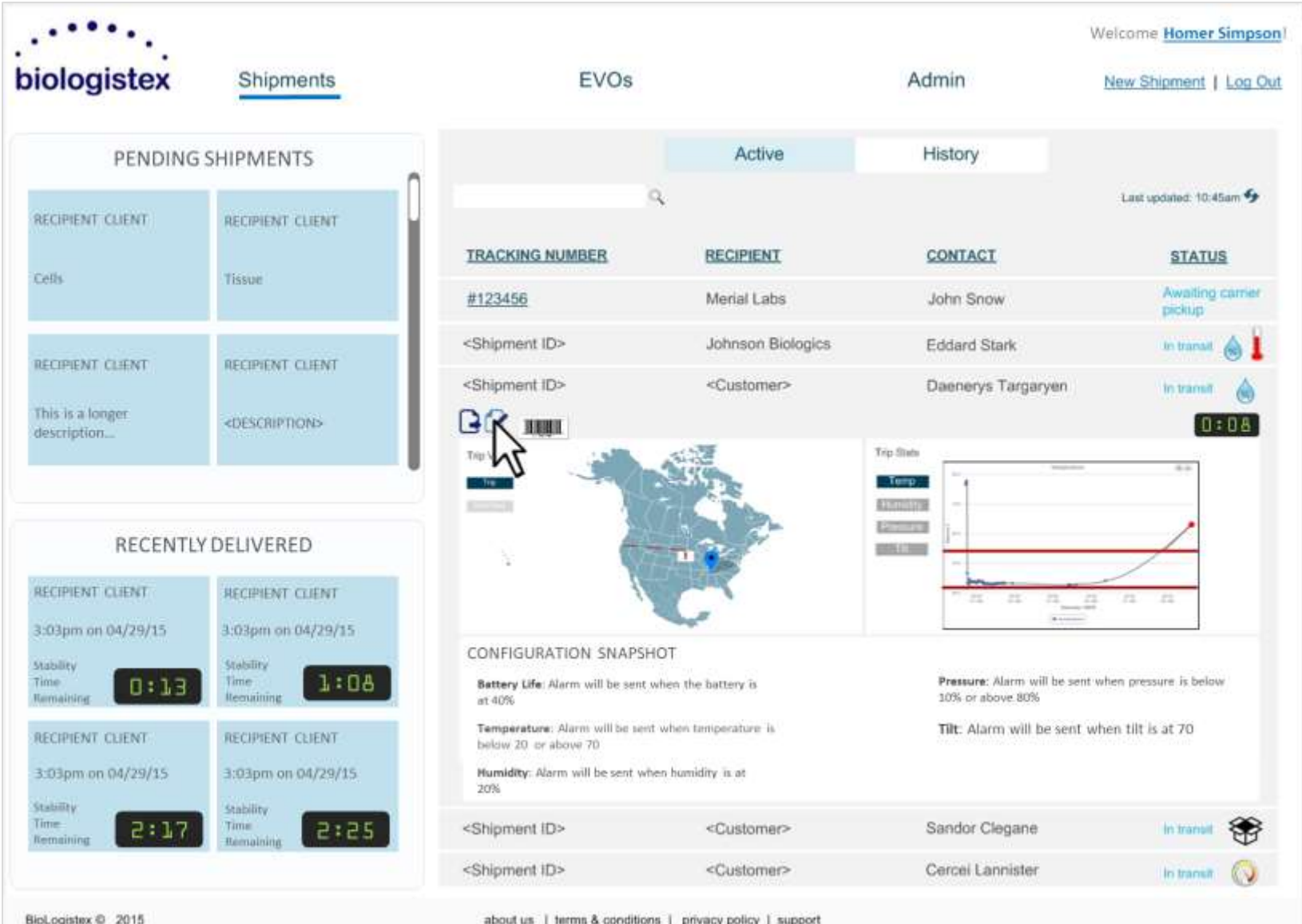
BIOLOGISTEX : WIREFRAMES (Dashboard)



Clicking on a shipment will expand the row to display Shipment Details.

Design Rationale:

- I sat with some logistics employees at biotech firms to learn how they do their jobs & what their pain points are
 - They're largely using FedEx & UPS or similar, and tracking is disjointed
 - They need to know what's in transit, if there's an issue with a shipment, to see what's been delivered (and its status) and a quick way to get to incomplete shipments
- By giving them more information, though, they'll have *a lot* to consume, so I created a dashboard that only shows the absolutely necessary info at the top level, then drills down or expands to show more when needed



Shipment Details includes:

- Trip & GPS view
- Sensor Report
- Config snapshot
- Shipment Report
- Edit Shipment
- Stability Timer

Clicking the Edit icon will invoke the Edit Popover.

BIOLOGISTEX : WIREFRAMES (Create a Shipment)

The user can manually enter contact information for the recipient.

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Shipments EVOs Admin

Welcome Homer Simpson

New Shipment | Log Out

NEW SHIPMENT

Customer

Company Name:

City: State:

Address Line 1:

Address Line 2:

Zip Code:

Shipping Options

Outbound: ☒ Overnight ☐ 1-2 days ☐ 3 days

EVO Return: ☒ Overnight ☐ 1-2 days ☐ 3 days

Shipping Description (optional):

Next Cancel

Save for later

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Once saved, the option will be disabled, and the text will change to show that the information has been saved.

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Shipments EVOs Admin

Welcome Homer Simpson

New Shipment | Log Out

NEW SHIPMENT

Customer

Company Name:

City: State:

Address Line 1:

Address Line 2:

Zip Code:

Shipping Options

Outbound: ☐ Overnight ☒ 1-2 days ☐ 3 days

EVO Return: ☐ Overnight ☒ 1-2 days ☐ 3 days

Shipping Description (optional):

Next Cancel

Save for later

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The user will need to have an EVO ready, and to enter the pack-out time at the time of creating the shipment.

If they haven't packed the EVO yet, they won't be able to continue the shipment and will need to save it for later.

NOTE: Since we need the user to enter the time in order to let them move to the next step, there can be no default time in the related fields.

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Shipments EVOs Admin

Welcome Homer Simpson

New Shipment | Log Out

NEW SHIPMENT

EVO Pack-out Time & Stability Period*

At: : am on

Stability period*: hrs

Review/Edit Configuration*

EVO Name/ID:

EVO Template/Config:

Other Alarms

☒ Alert me if the EVO is opened before delivery.

☒ Alert me when the EVO is within s of its destination.

☒ Alert me when the EVO has not been delivered within hours of y period end.

☒ Alert me when the EVO has been delivered, but not opened within of stability period end.

Send Alerts & Alarms To:

☒ Ma

☒ Joan Chase

☒ James Franco

Add contact number or email

Next Cancel

Save for later

*This must be entered to continue

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When setting a new configuration, the assumption is that it only applies to THIS shipment, and hence doesn't need a name.

Smart defaults should display here, based on the customer's typical shipment type. This can be set by BL CSRs when setting up the customer.

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New Configuration

Battery Life: Alarm will be sent when the battery is at 40%

Payload Temperature: Alarm will be sent when temperature is below 20° or above 50°

Humidity: Alarm will be sent when humidity is above 20% or below 50%

Pressure: Alarm will be sent when pressure is below 10% or above 80%

Power Management

☒ Super Saver: Data will be sent once a day; Battery will last 100 days.

☐ Battery Saver: Data will be sent <n times/days; Battery will last <n> days.

☐ Balanced: Data will be sent <n times/days; Battery will last <n> days.

☐ Data Max: Data will be sent <n times/days; Battery will last <n> days.

Save as a template

Done Cancel

BIOLOGISTEX : VISUAL STYLE

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Shipments

EVOs

Account

Welcome, Mike Rice!

New Shipment

PENDING SHIPMENTS

<RECIPIENT CLIENT>
Tissue Samples

<RECIPIENT CLIENT>
Stem cells

<RECIPIENT CLIENT>
Tissue Samples

<RECIPIENT CLIENT>
Stem cells

<RECIPIENT CLIENT>
Tissue Samples

<RECIPIENT CLIENT>
Stem cells

RECENTLY DELIVERED

<RECIPIENT CLIENT>
04/27/15 | 3:03pm
Stem Cells
Stability Time Remaining

h m s 00:13

<RECIPIENT CLIENT>
04/27/15 | 3:03pm
Lung
Stability Time Remaining

h m s 06:27

<RECIPIENT CLIENT>
04/27/15 | 3:03pm
Lung
Stability Time Remaining

h m s 19:02

<RECIPIENT CLIENT>
04/27/15 | 3:03pm
Heart
Stability Time Remaining

h m s 06:34

ACTIVE

HISTORY

Last updated at 10:38am

TRACKING NUMBER	RECIPIENT	CONTACT	STATUS
Z1472698357p	Johnson Biologics	James Franco	Awaiting carrier pickup
Z1472698357p	Merlal	<Person Name>	In Transit
Z1472698357p	biotech1	<Person Name>	
Z1472698357p	BioSolutions	<Person Name>	In Transit
Z1472698357p	Stem Cell Pros	<Person Name>	
Z1472698357p	Hutchinson	<Person Name>	
Z1472698357p	Stanley Treatments	<Person Name>	
Z1472698357p	Cancer Center Cures	<Person Name>	
Z1472698357p	21st Century Medicine	<Person Name>	
Z1472698357p	LifeNet Solutions	<Person Name>	
Z1472698357p	CareCure	<Person Name>	
Z1472698357p	Global Biotech	<Person Name>	

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Shipments

EVOs

Account

Welcome, Mike Rice!

New Shipment

NEW SHIPMENT

Customer*

Company Name

Enter or choose company

City

Enter city

Address Line 1

Enter address

State

Select State

Address Line 2

Enter address

Zip Code

Enter zip code

+

Add to Address Book

Shipping Options*

Overnight

Overnight

1-2 Days

1-2 Days

2-3 Days

2-3 Days

☐ Include insurance on outbound shipment

☐ Include insurance on return shipment

☒ Require signature upon delivery

Item Description (optional)

Next

Cancel

save for later

Shipment Info

Set Alarms

Print Labels

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privacy

support

Designs by Aradia Correnti

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ACCENTURE

ACCENTURE: DIGITAL PENSIONS PLANNING

Project Description

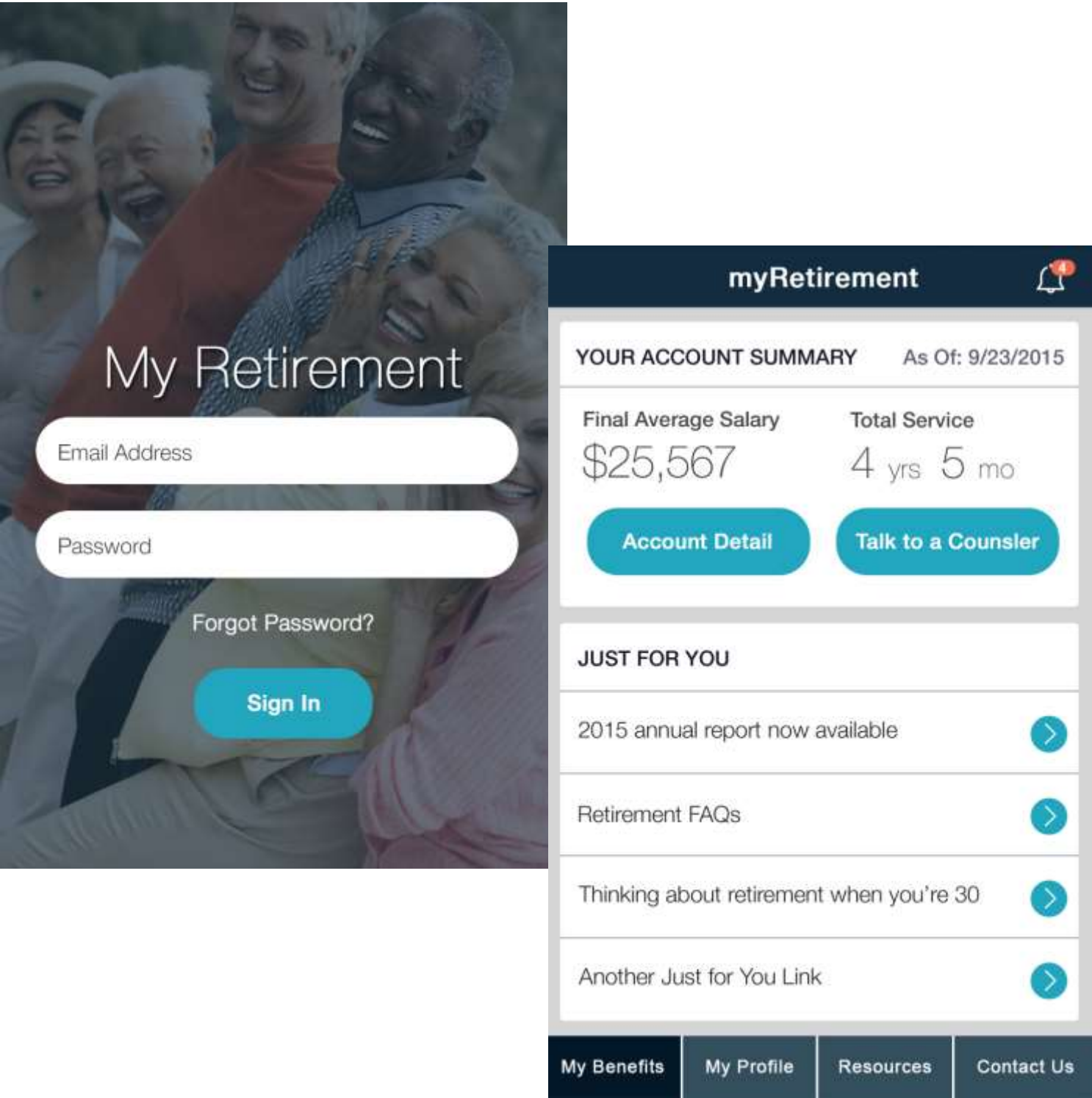
Accenture looks for new client opportunities by identifying gaps in specific industries & prototyping solutions to fill those gaps. A recent opportunity arose with the discovery that most states & municipalities still manage and take applications for pensions via *paper-based forms & processes*. The goal was to provide digitized self-service to employees contributing to a given pension fund, and to fully digitize the retirement application process.

Project Scope

- Build a high-level clickable prototype illustrating mobile pensions app concept
- Conduct research & gather requirements for actual app release
- Create base-level, client-agnostic asset aimed at future pensioners
- Create base asset for employers who report contributions to pension system
- Pitch base assets to prospective clients
- Create custom versions of base asset for contracted clients

Contributions

- As sole Designer, I:
- Conducted deep industry research & user (pensions, wealth management & fintech)
 - Created & updated clickable prototype & conceptual designs of base asset (end-user/future pensioner focused)
 - Customized prototype for pitches to Ontario (ORPP), State of NY and State of MI
 - Created interaction model, information architecture, wireframes, functional specifications, visual designs, and style guides
 - Worked directly w/State of MI to fully redesign base asset from the ground up to meet their specific needs



DIGITAL PENSIONS: RESEARCH & PERSONAS

QUESTION	ANSWER	COMMENTS
GENERAL		
How would you describe your role?	Originator for NA pensions. Externally he's making sure that clients & customers understand who Accenture is and where they're going	Originator for north american pensions. Externally make sure clients and customers are in the space, and understand point of view of future in pension industry. On the road all the
What about the current benefits industry do you find most interesting and/or relevant to what we can do for clients & pensioners?	portfolio focus on 60 - 100 million modernization projects. Future diversify portfolio, looking for opportunity to attract smaller projects. Take Accenture digital point of view and extend it to the digital space.	
GOALS		
How would you describe the #1 business goal that you/Accenture have for delivering to benefits organizations?	Lots of focus on monetization (?) type projects. The plan is to diversify portfolio of offerings; looking for different types of projects. Intent is to take Accenture's digital POV and extend it to the Pension Market.	
What is the biggest area of need you hear about when speaking with prospective clients?	3 things that clients do: 1) Administer Pensions. Receiving contributions form State/City/Municipality for employees and put them toward Defined Benefit retirements. receive contributions from employees, take funds and put into trust fund and put into retirement benefit2) 30+% of pension providers provide life and health insuracne services subsidized by pension. Provide some level of healthcare/life/dental/vision. Essentially subsidized by pension system & held against Pension funds. 3) vestment house Monies put in to trus fund is managed to get a defined rate of return. They're an investment house. Where there's a Defined Contribution & fund, they're there to get a defined rate of return. They do a lot of Actuarial type of work. Notion of site/self-service is going to shift. We're going to start pushing systems to look at the member as an active member in managing the funds. Will move away from the paradigm that you have to be in front of a computer or at a desk. The shift will enable members & employers to do this on a mobile device. "Service when I want it, where I want it and how I want it." Mobile, highly interactive, and somewhat transparent and automated. For example, why does the member have to administer the system? The system already has all their info. Why not have a SIRI type helper that administers the functions through the system. By mobilizing this, you start moving toward that new paradigm.	
Have any prospective clients expressed interest in giving pensioners mobile access to benefits information & transactions?	Clients & members want: ease of use, transparency, the ability to not have to worry about the details. If I get married or have a kid, it will impact what I'll receive from the pension system. The member has to inform the pension system--how does that happen in a transparent way? It should be possible to NOT have to go inform the system. Integration with things like hospital records could update the information. That's the end game. Where we're starting is with the ability to give them access to the high volume activities, reflected by what's in the app today.	
DEMOGRAPHICS		
25 yr old just joined Civil Service (less than 75% completion toward eligibility for pension)	They want to be very involved in making all the choices they can make. It's all about "what should I be thinking about tomorrow." Where should I put my money? Coaching/Counseling are key for these users. It needs to be very transparent - they need to have PUSH information from the Pension System - they will not know what to ask for. To get reminders and make sure they're on track, things like knowing how their investment allocation did last year and whether or not they need to change it. Flexibility is really important for them. They may be thinking about taking a loan against their plan in order to buy a home or do something else major.	next 5 - 10 years in pensions space. Notion of website and self service pradign will switch, look at memebership to self manage pension.
Very close to retirement	These members are concerned with figuring out how to maximize their retirement/investment. They're not looking for coaching- they want to tell the Pension System what they want, where they want to be in <X> amount of time. They may want to buy a service credit, for instance. As they come to within ~a year to 3 months of retirement, it becomes more critical for them to think about what they should be thinking about and planning. They need access to information about what their peers have done. This is where the app needs to provide social connection to people they could talk to about what they've decided to do. It's about connecting with peers, not about getting information from the system.	
Newly Retired	Really concerned with "I'm not getting my salary, when is my pension check going to come?" Making sure pension system knows they're retired, ensuring their contact info is correct. Making sure that nothing goes sideways with their pension payments. If anything needs to be changed, like beneficiaries, address, healthcare needs - to push this info to the pension system.	Go away from paradigm that if you want to do self service, you have to be infront of a desktop or laptop. Should be able to manage account from smart device. "service when I want it, where I want it, how I want it"
Post Retirement ~5 years	Not worried that the pension system is going to screw something up. It's more about checking in on things periodically if at all. Finding out what's happening in Marketplace that impacts me? Changes to healthcare regulations, changes in eligibility, taxation - these things matter to them. They need the Pension System to PUSH information when it happens, not just a newsletter. E.G., your state has passed legislation that you might be eligible for a 2% reduction in healthcare contribution. They should be able to "click here" from any device to find out more and take action.	

Approach

- Spoke w/consultants who were formerly *within* pensions orgs, serving customers
- Spoke with public employees in NY State (sheriff's office, fire dept, teachers)
- Conducted my own research re: financial planning, pensions & the mindset of public employees

PERSONAS SUMMARY

Pre-Retirement



PAULA MYO

- Recently began her career
- Still figuring out benefits and pension plans



GEORGE GLASS

- Almost ready to retire
- Making sure loose ends are tied up and last-minute decisions are made

Post-Retirement



THOMAS ANDERSON

- Recently retired
- Needs to make sure his payments are on the way



KATHRYN JANEWAY

- Retired for years
- Needs to check in periodically
- Contributes to MyRetirement community

PAULA MYO



I need guidance on making the right decisions for my pension plan, and the flexibility to make changes on the fly, whenever I need to.

Key Distinctions

- Just started her career as an Auditor with the WA State Dept. of Revenue
- Still figuring out her pension plan and learning to making well-informed decisions
 - ☐ Given her educational background in finance, she's already thinking about retirement and investments

Key Needs

- Easy access to counseling
- Flexibility in making changes as she learns more about her pension
- Ensuring her investments are on track

GEORGE GLASS

SCENARIOS



Scenario 1

As George gets closer to retirement, he realizes that certain information in his profile is probably not up to date. In addition, he's very close with his niece whose father passed away—he wants to make her a beneficiary of part of his pension. He's delighted to see that he can have her email him her proof of identity, and can easily add her and upload her docs through the MyRetirement app.

Scenario 2

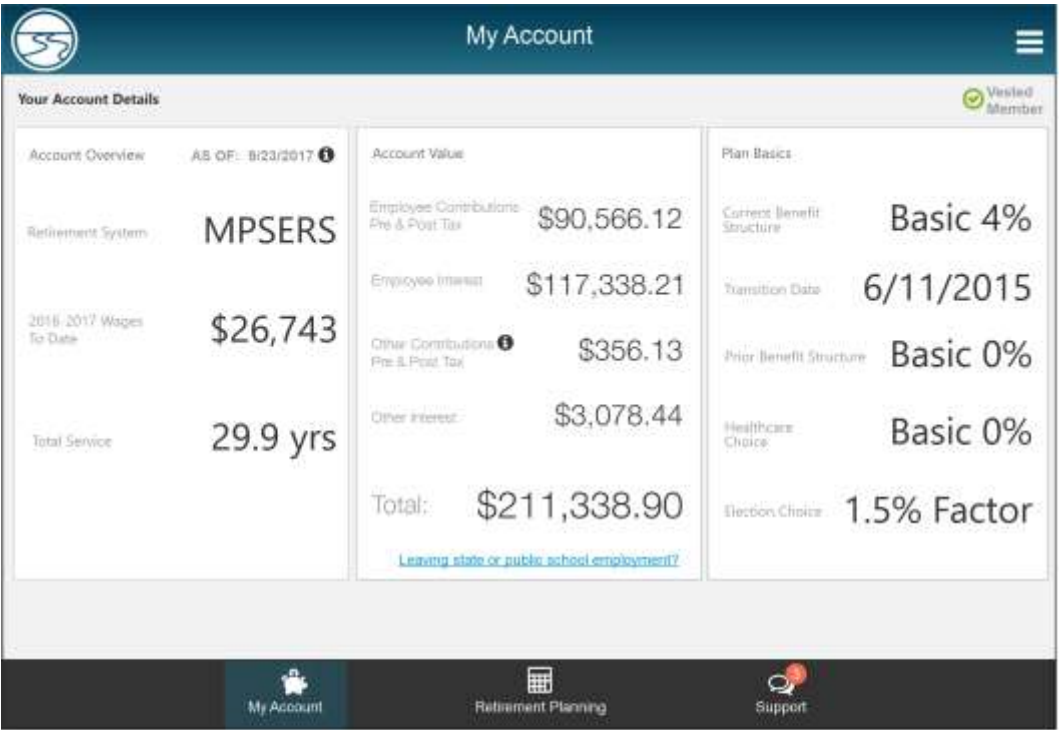
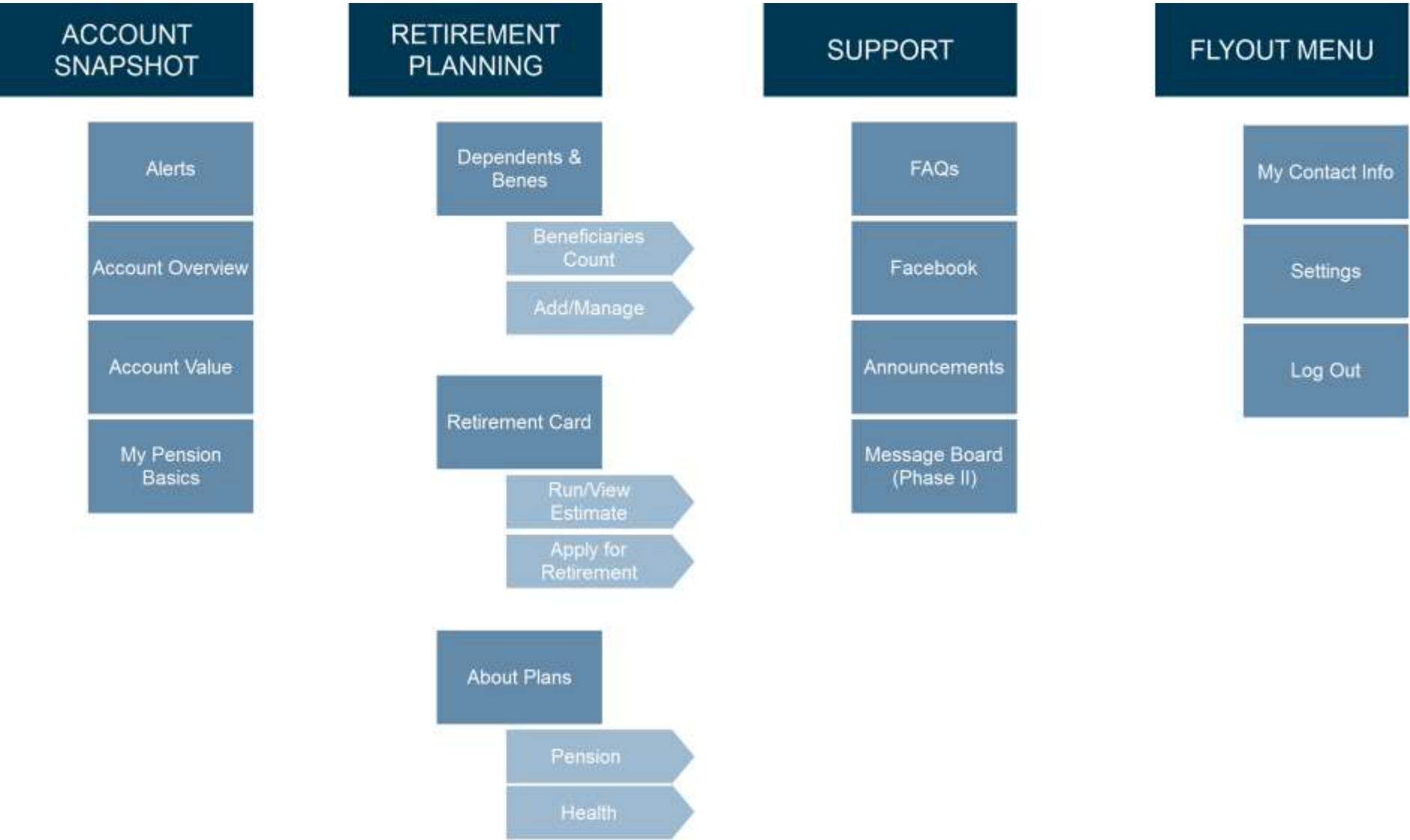
George is trying to make some final decisions about his pension plan as he approaches retirement. He knows every choice he makes now is critical, so being well-informed is of the utmost importance. He uses the MyRetirement app's Benefit Estimator to weigh the pros and cons of pushing his retirement out a little further, or sticking with his original plan. The Estimator enables him to explore several different scenarios and get a clear picture. When he needs to, he uses the chat feature to get deeper information to help make his decision.

Designs by Aradia Correnti

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DIGITAL PENSIONS: INFORMATION ARCHITECTURE

ACTIVE MEMBER



"My Account" would be the new Landing Page. It surfaces information related to the finance aspect of the user's data (Service, contributions, account value thus far).

The Account Overview Card is exactly the same and in the same place (App Landing Page). The Account Value Card is simply bubbled up to the top level of the UI instead of being access through the sub/side menu.

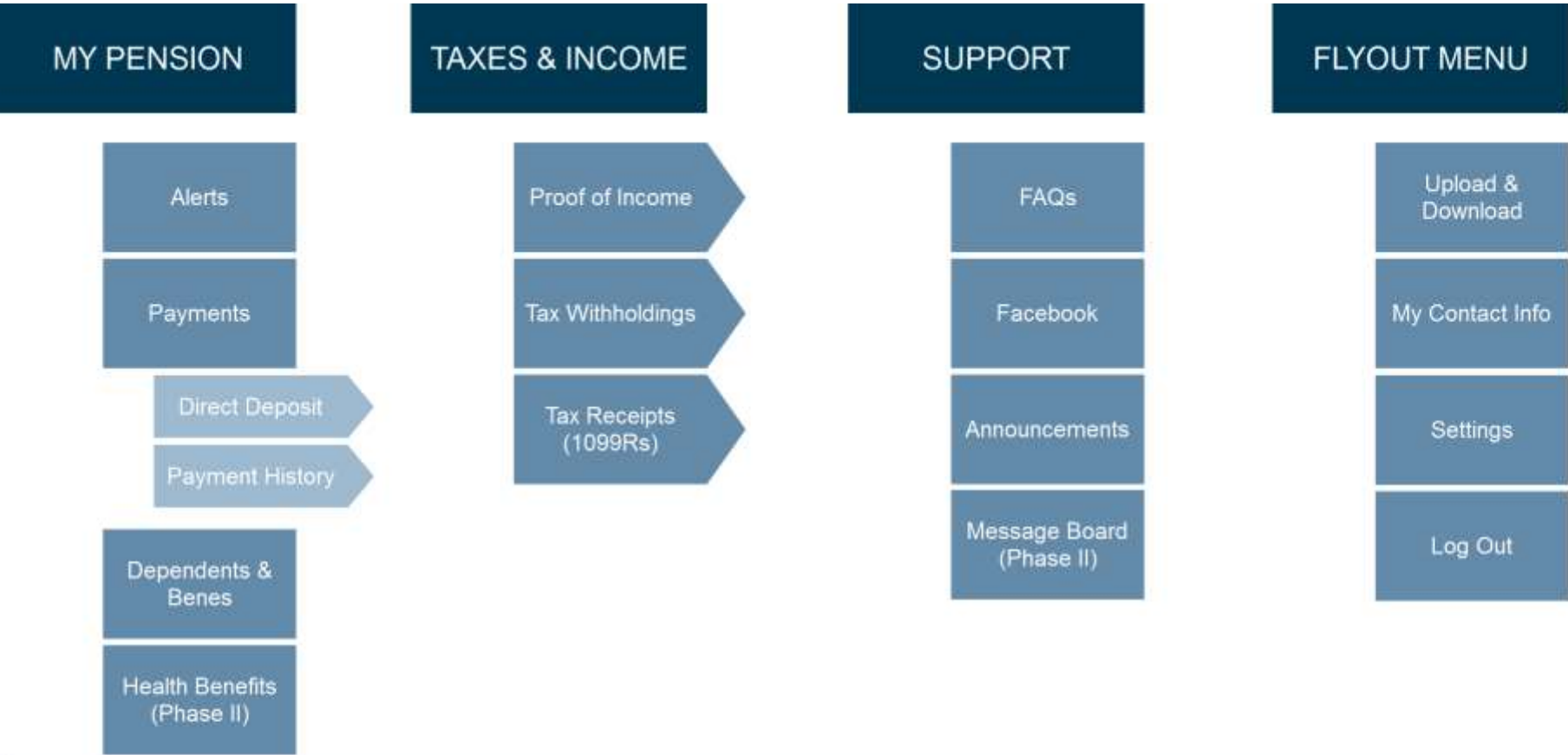
"Plan Basics" is still under review, and may move to the Flyout Menu; it's meant to surface read-only, non-actionable basic information about the member's retirement system and benefit plan.

- With this Navigation Model, there are 3 App Menu Items:**
- My Account
 - Retirement Planning (or "Pension Planning")
 - Support (Groups Resources & Contact Us, since these are very scaled down/simplified for ORS)
- The Flyout Menu would house things that are
- Settings/Profile related
 - Items that are of much lower importance and don't fit with the main nav categories

- Usability
- There was no access to end users, so early designs & prototypes were shared with internal employees at the State of MI who worked in Customer Service and had direct interactions with end users
 - This helped us to at least gauge whether top-level needs were being met with the design

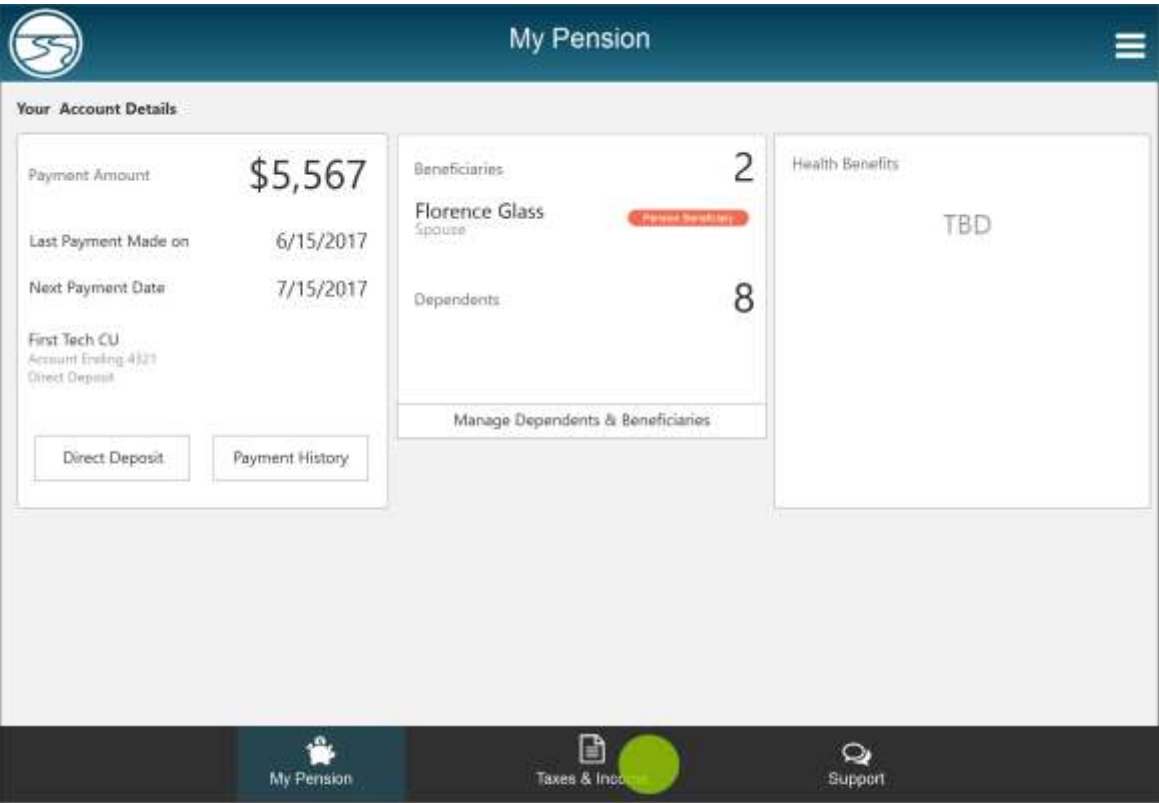
DIGITAL PENSIONS: INFORMATION ARCHITECTURE

RETIRED MEMBER



Scenarios for Retirees are very different. For this reason, we would restructure the app for after a user retires and they'd see this Navigation Model instead. There are still 3 Main Nav items:

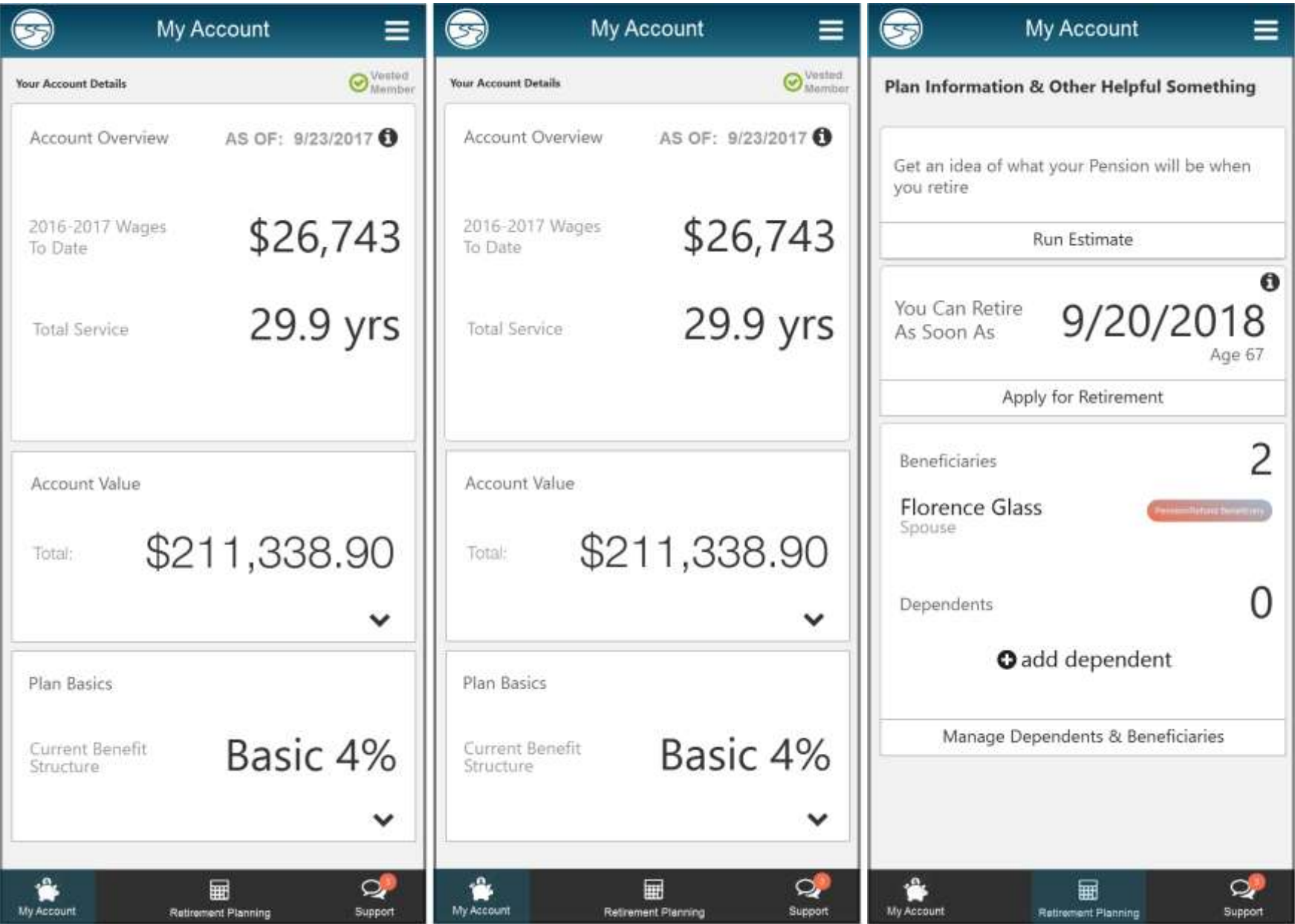
- My Pension (payments, financial info, Beneficiaries - since they're also receiving benefits/money)
- Taxes & Docs (tax information, proof of income, and potentially other documents and forms in the future)
- Support (same as for Active Members, but potentially with Targeted Content)



The My Pension Page includes the Payment Card; the only change to this card is that there's a PAYMENT HISTORY button. It makes sense to put this in the card since we're displaying the Last Payment Date here.

Beneficiaries Card is the same as for Active Members.

DIGITAL PENSIONS: WIREFRAMES



Here, the Beneficiaries/Dependents Card displays an example of how the app may visually indicate that someone is both a Pension and Refund Beneficiary.

< Back Pension Estimate

New Estimate Saved Estimates

See how your pension benefit changes using different scenarios like working longer or choosing one of the survivor options.

Retirement Type
Select

Last Date You Worked or Intend to Work
enter date

Retirement Effective Date
enter date

Cancel Next

The My Account Page includes Cards/Data related to finances and service (Contributions, wages, years worked).

If the member is new to the system, the app will still display all the lines of data. It is not likely that they would be in the retirement system/use the app and actually have **zero** showing up for these values, however.

NOTE: (Account Value Card) Some members will not have *Other Contributions & Interest* or *Other Interest*. In these cases, we will not display these lines/values.

NOTE: (Plan Basics Card) Some members will not have a *Transition Date* (if they're new to the system). In these cases, the app will hide this value

Design Rationale:

- Needed a "smart" app that displays appropriate info/functionality based on 3 Personas
 - Younger Planner
 - Pre-retirement
 - Retiree
- Card-based approach is great for financial information that has tiers of importance (e.g., summary vs. detail)
- Users aren't going to come to the app often, so always bubble up the most relevant information in the card for glance-able view of critical data (e.g., my total account value/contributions so far)

DIGITAL PENSIONS: WIREFRAMES (Pension Estimate)

Estimate - Basic Info

< Back

Pension Estimate

New Estimate

Saved Estimates

See how your pension benefit changes using different scenarios like working longer or choosing one of the survivor options.

Retirement Type

Select

1

Last Date You Worked or Intend to Work

enter date

2

Retirement Effective Date

enter date

3

Cancel

Next

Estimate - Basic Info

< Back

Pension Estimate

New Estimate

Saved Estimates

See how your pension benefit changes using different scenarios like working longer or choosing one of the survivor options.

Retirement Type

Regular

Last Date You Worked or Intend to Work

07/31/2025

Retirement Effective Date

08/2025

Cancel

Next

Estimate - Service

< Back

Pension Estimate

New Estimate

Saved Estimates

See how your pension benefit changes using different scenarios like working longer or choosing one of the survivor options.

Total Service

Purchased/Earned

19.0245 yrs

Potential Service (Optional)

Still Unpaid

0.0000

1

Projected Service ⓘ

25.1200

Projected Annual Wage Increase

0%

2

Pension Beneficiary

Select

[Add New Beneficiary](#)

3

Cancel

Next

Add New Beneficiary

< Back

Add Beneficiary

Enter your beneficiary's information here. They will also be saved to your list of dependents.

First Name

enter first name

Middle Name (Optional)

enter middle name

Last Name

enter last name

Suffix (Optional)

Select

Relationship

Select

Date of Birth

enter date of birth

SSN

enter ssn

Marital Status

Select

Gender

Select

Cancel

Next

Enter information for new contact. Clicking cancel takes the user back to the previous page.

Add New Beneficiary

< Back

Add Beneficiary

Enter your beneficiary's information here. They will also be saved to your list of dependents.

First Name

Cersei

Middle Name (Optional)

enter middle name

Last Name

Lannister

Suffix (Optional)

Select

Relationship

Child

Date of Birth

1/5/1990

SSN

666-66-6666

Marital Status

Single

Gender

Female

Cancel

Next

Enter information for new contact. Clicking cancel takes the user back to the previous page.



DIGITAL PENSIONS: WIREFRAMES (Pension Estimate)

Confirm Beneficiary Details

< Back

Add Beneficiary

Confirm Beneficiary Details

Name

Cersei Lannister

Relation

Child

DOB

1/5/1990

SSN

666-66-6666

Marital Status

Married

Gender

Female

Cancel

Next

Estimate - Service

< Back

Pension Estimate

New Estimate

Saved Estimates

See how your pension benefit changes using different scenarios like working longer or choosing one of the survivor options.

Total Service

Purchased/Earned

19.0245 yrs

Potential Service (Optional)

0 2200

Projected Service

25 1200

Projected Annual Wage Increase

3%

Pension Beneficiary

Cersei Lannister (Child)

Add New Beneficiary

Cancel

Next

Estimate - FAC

< Back

Pension Estimate

New Estimate

Saved Estimates

See how your pension benefit changes using different scenarios like working longer or choosing one of the survivor options.

Total Service

Purchased/Earned

19.0245 yrs

Final Average Compensation

\$70,501.01

Based On

2012

\$72,030.32

2011

\$71,973.13

2010

\$71,001.06

2009

\$70,654.74

2008

\$69,273.92

Cancel

Next

Estimate Results

< Back

Pension Estimate

Estimate Results

100% Survivor

0.916 option reduction

\$3,326

\$39,918

Monthly

Annually

Survivor Payout

\$3,326

\$39,918

Monthly

Annually

75% Survivor

0.937 option reduction

\$3,396

\$40,745

Monthly

Annually

Survivor Payout

\$2,546

\$30,559

Monthly

Annually

50% Survivor

0.957 option reduction

\$3,396

\$41,6145

Monthly

Annually

Survivor Payout

\$1,734

\$20,807

Monthly

Annually

Estimate Based On

Retirement Type

Regular

Retirement Effective Date

09/30/38

Age 63 yrs

View Cost of Living Increase Information

Discard

Done

Expanded Summary Card

< Back

Pension Estimate

Estimate Results

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Annually

Survivor Payout

\$1,734

\$20,807

Monthly

Annually

Estimate Based On

Retirement Type

Regular

Retirement Effective Date

09/30/38

Age 63 yrs

Beneficiary's DOB

12/06/60

Annual Percentage Wage Increase

1%

Total Service

Transition Date

10/02/38

Earned or purchased as of 6/01/17

32.3823

Service at 1.5% pension factor

32.3823

Final Average Compensation

\$70,501.01

View Cost of Living Increase Information

Discard

Done

End - Saved Estimates

< Back

Pension Estimate

New Estimate

Saved Estimates

See previous results, and explore different scenarios

Estimate Created On

<date>

>

Estimate Created On

<Termination Date>

>

Estimate Created On

<Retirement Date>

>

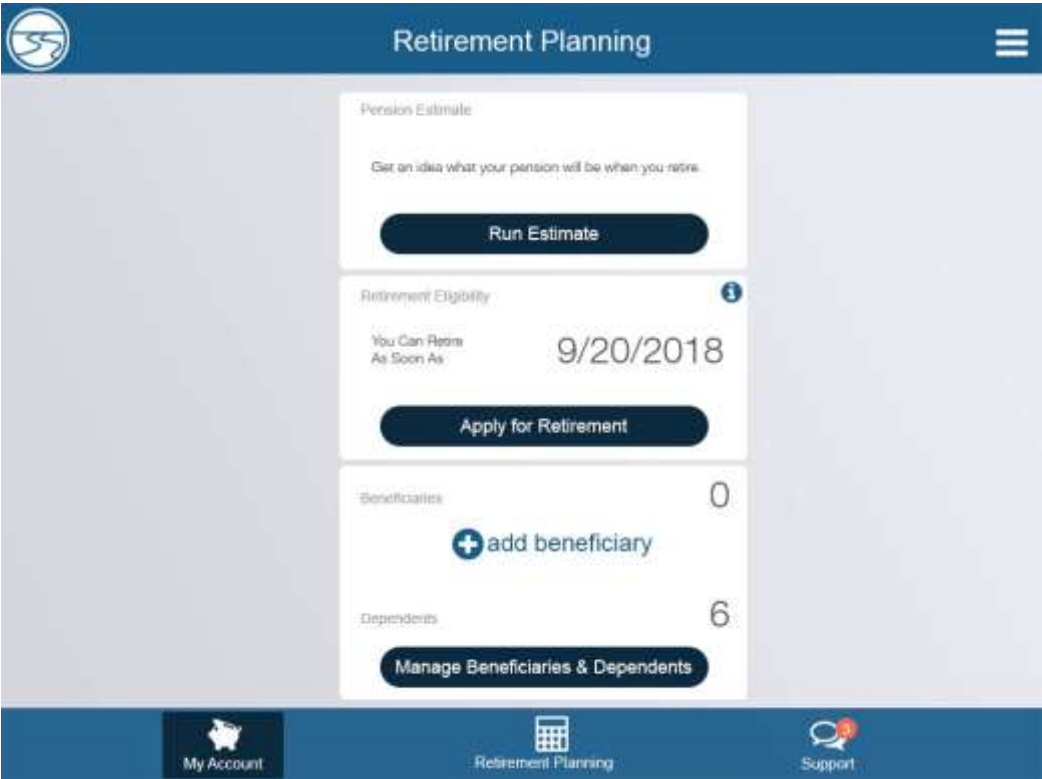
New Estimate Saved

DIGITAL PENSIONS: WIREFRAMES

RETIREMENT APPLICATION STEP LIST STATES

< Back Apply for Retirement Welcome to the ORS Retirement Application. You will want to set aside at least 1 hour for this process. Tools for Completing Your Application Pension Estimate START Health Insurance START Tax Withholding START Direct Deposit START Certification & <Descriptor> START Retirement Checklist Submit	< Back Apply for Retirement Welcome to the ORS Retirement Application. You will want to set aside at least 1 hour for this process. Tools for Completing Your Application ✔ Pension Estimate EDIT Retirement Effective Date09/30/18 Health Insurance START Tax Withholding START Direct Deposit START Certification & <Descriptor> START Retirement Checklist Submit	< Back Apply for Retirement Welcome to the ORS Retirement Application. You will want to set aside at least 1 hour for this process. Tools for Completing Your Application ✔ Pension Estimate EDIT Retirement Effective Date09/30/18 Health Insurance FINISH Tax Withholding START Direct Deposit START Certification & <Descriptor> START Retirement Checklist Submit	< Back Apply for Retirement Welcome to the ORS Retirement Application. You will want to set aside at least 1 hour for this process. Tools for Completing Your Application ✔ Pension Estimate EDIT Retirement Effective Date09/30/18 Health Insurance EDIT Tax Withholding EDIT Direct Deposit START Certification & <Descriptor> START Retirement Checklist Submit	< Back Apply for Retirement Welcome to the ORS Retirement Application. You will want to set aside at least 1 hour for this process. Tools for Completing Your Application ✔ Pension Estimate EDIT Retirement Effective Date09/30/18 Health Insurance EDIT Tax Withholding EDIT Direct Deposit EDIT Certification & <Descriptor> START Retirement Checklist Submit	< Back Apply for Retirement Welcome to the ORS Retirement Application. You will want to set aside at least 1 hour for this process. Tools for Completing Your Application ✔ Pension Estimate EDIT Retirement Effective Date09/30/18 Health Insurance EDIT Tax Withholding EDIT Direct Deposit EDIT Certification & <Descriptor> EDIT Retirement Checklist Submit	< Back Apply for Retirement Welcome to the ORS Retirement Application. You will want to set aside at least 1 hour for this process. Tools for Completing Your Application ✔ Pension Estimate EDIT Retirement Effective Date09/30/18 Health Insurance EDIT Tax Withholding EDIT Direct Deposit EDIT Certification & <Descriptor> EDIT Retirement Checklist Retirement Checklist Resubmit Rescind Retirement Application	< Back Apply for Retirement Welcome to the ORS Retirement Application. You will want to set aside at least 1 hour for this process. Tools for Completing Your Application ✔ Pension Estimate EDIT Retirement Effective Date09/30/18 Health Insurance EDIT Tax Withholding EDIT Direct Deposit EDIT Certification & <Descriptor> EDIT Retirement Checklist Retirement Checklist Resubmit Rescind Retirement Application
Each step that has been completed will include a visual indicator (checkmark).	If a step in the list has been started and saved for later, but not completed, the link for that item will toggle to FINISH. The next step in the list is NOT enabled until the incomplete step is finished.	When a step is completed, the following step in the list and the related link are enabled.			This shows the list when Healthcare has been declined altogether.	Once the application has been submitted, the Retirement Checklist is always accessible, and the SUBMIT button toggles to RESUBMIT. The button is disabled until the member makes a change to any step in the list. There is also a RESCIND RETIREMENT APPLICATION link at the bottom. Tapping this button will reset the list to its Default State and clear out all data associated with each step.	If the user goes back to edit any step in the list, the RESUBMIT button will be enabled.

DIGITAL PENSIONS: VISUAL DESIGNS



PSYCHIC CIRCLE

PSYCHIC CIRCLE: NEW BRAND, NEW SITE

Project Description

Psychic Power (psychicpower.com) has been around for 20+ years & is a well-established business. The client wanted to launch a new brand, by way of an ad campaign and a completely new website (separate from the existing site). His longtime developer brought me onto the project after convincing the client they needed full-fledged design to ensure the success of the new brand.

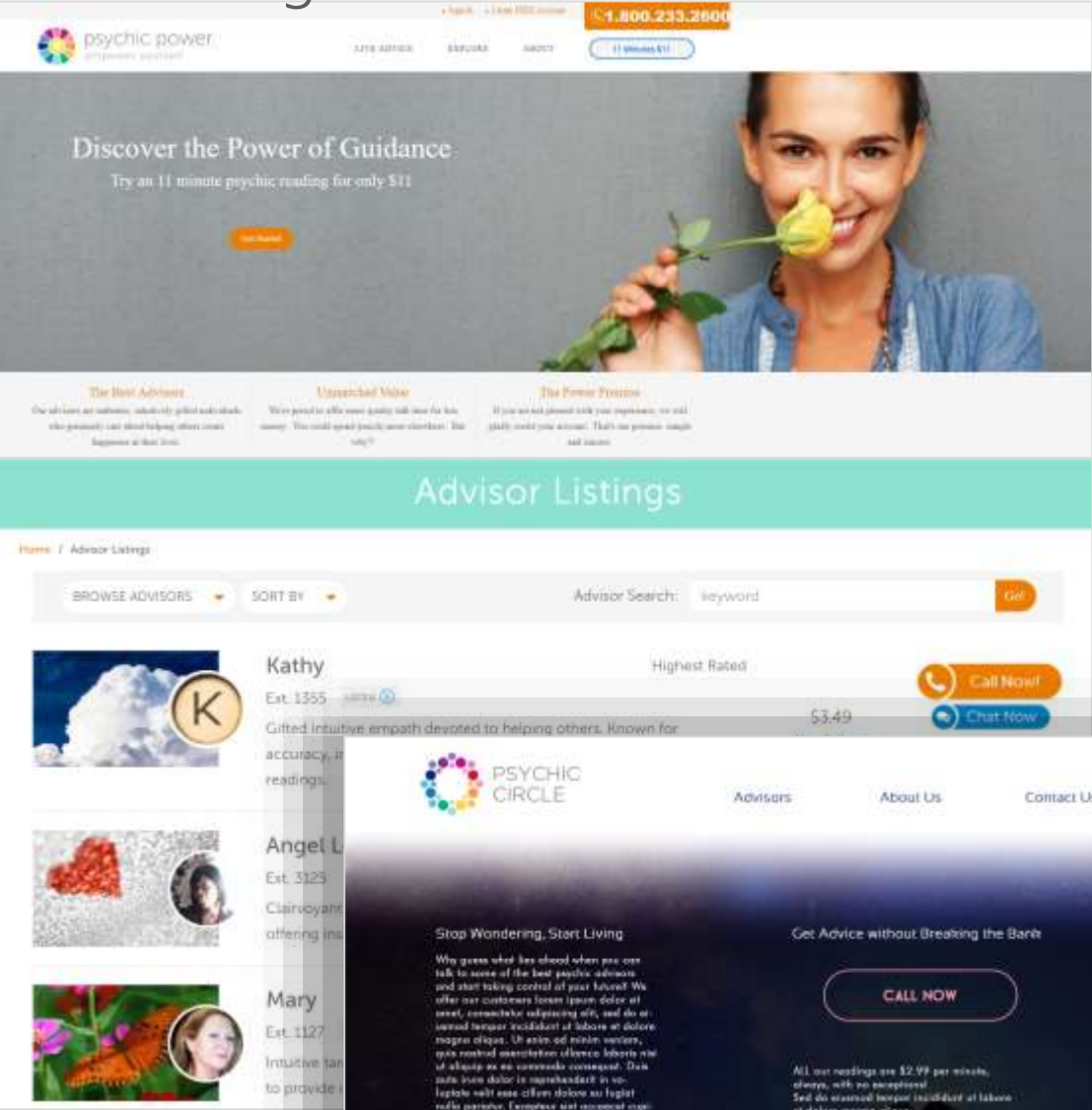
Project Scope

- Design and build a new website with a completely separate identity, style, and feel from the existing Psychic Power brand
- Make the site modern and desirable to a younger demographic
- Make the new business and site competitive with others in the same arena
- Create a site that’s super responsive and mobile-focused

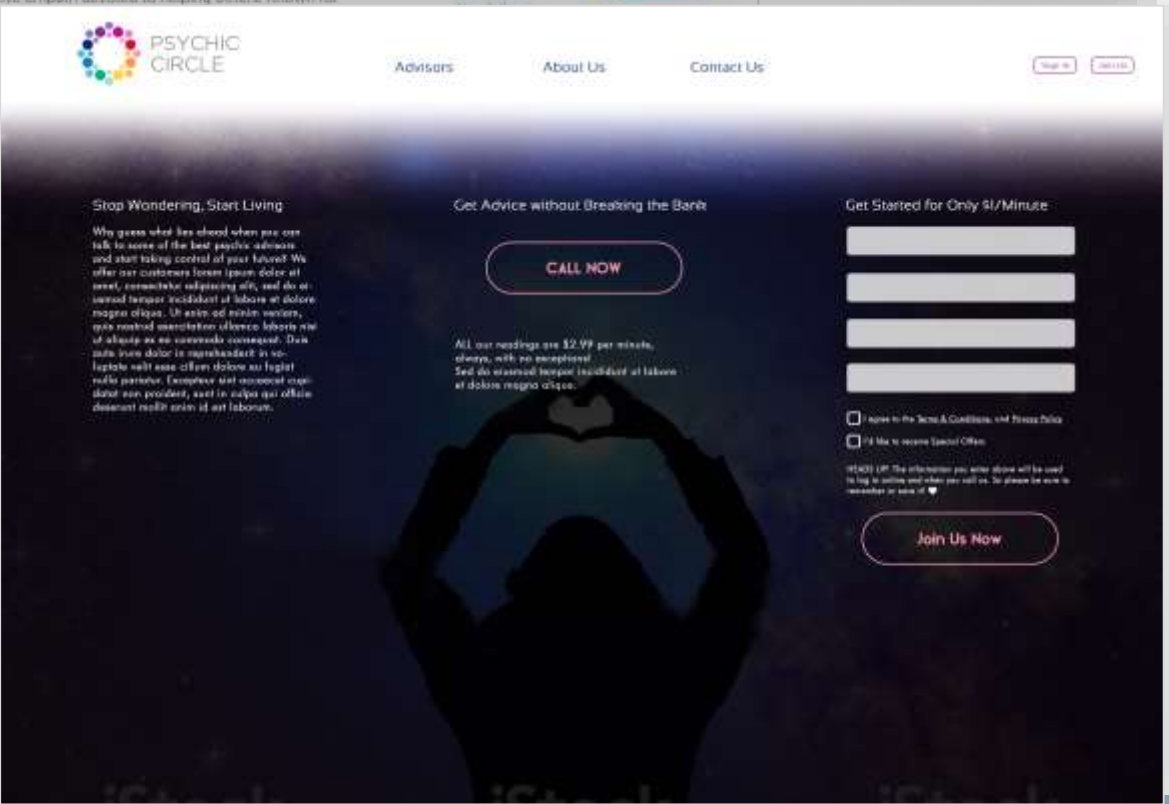
Contributions

- As Sole Designer, I:
- Conducted competitive research & analysis
 - Used existing analytics & interviews with friends to fill the “no research” gap
 - Pitched concepts & features to client
 - Created Feature Spec (requirements doc)
 - Created IA, wireframes, branding elements (except logo), and visual design comps

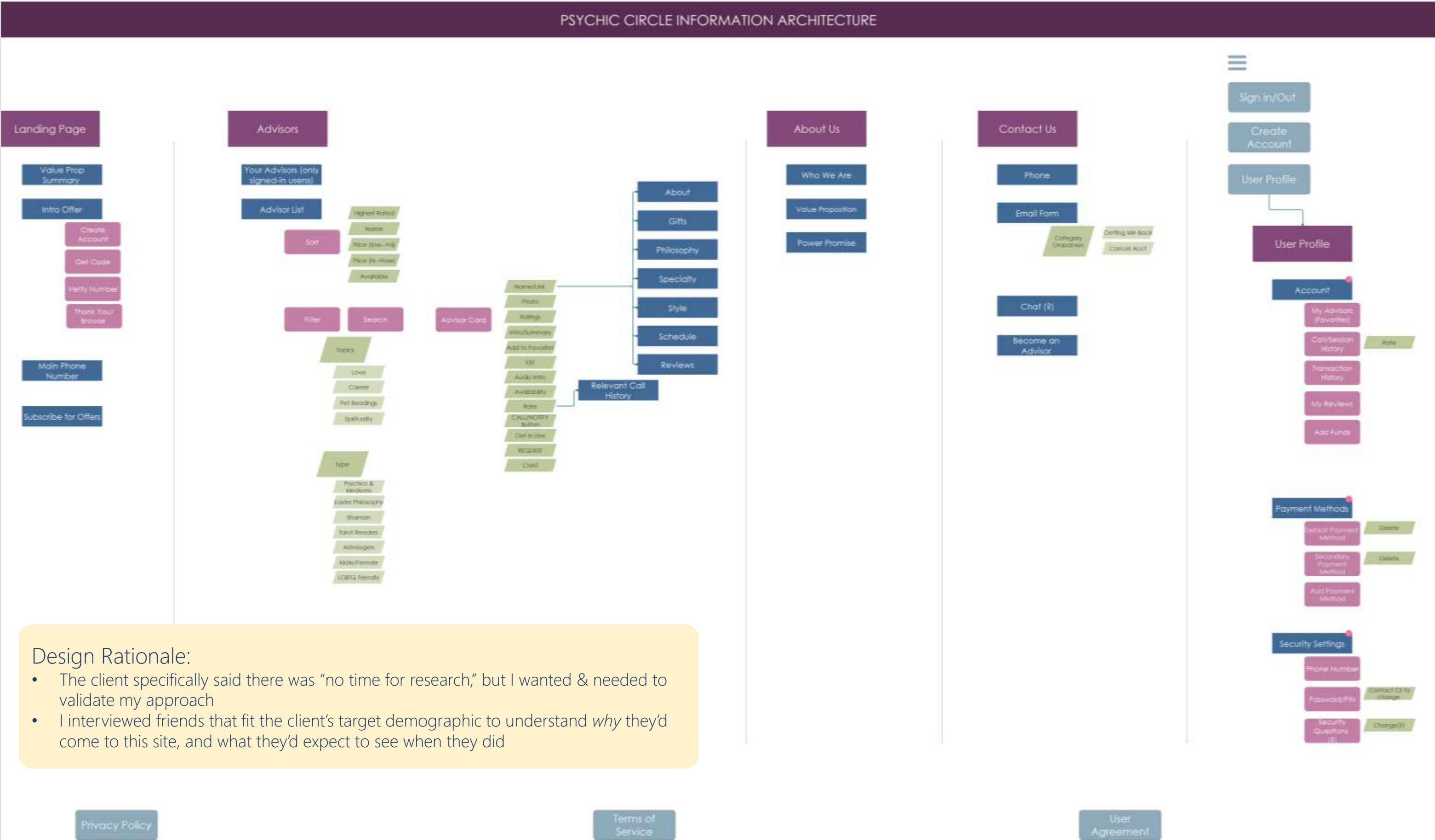
Pre-existing Brand:



New Brand:



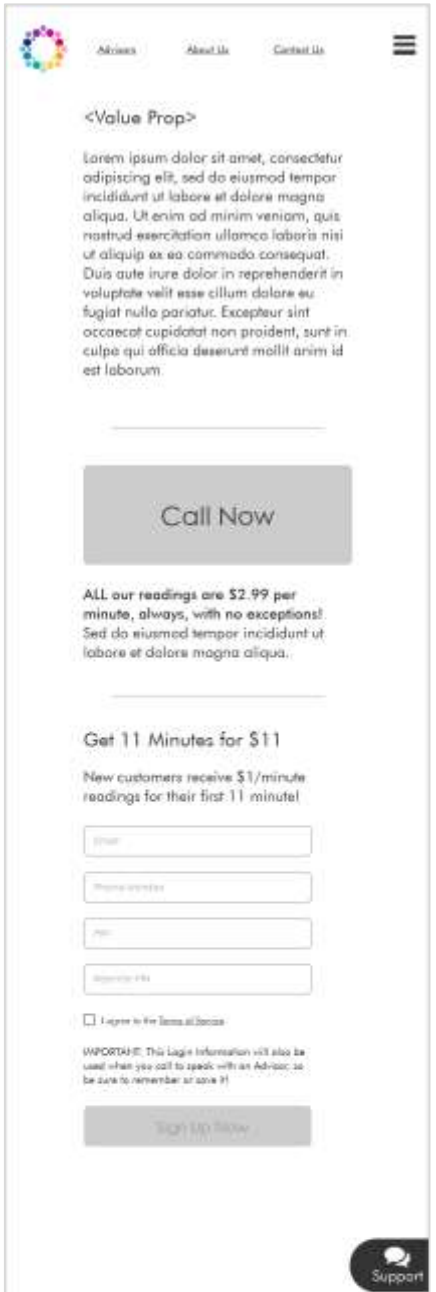
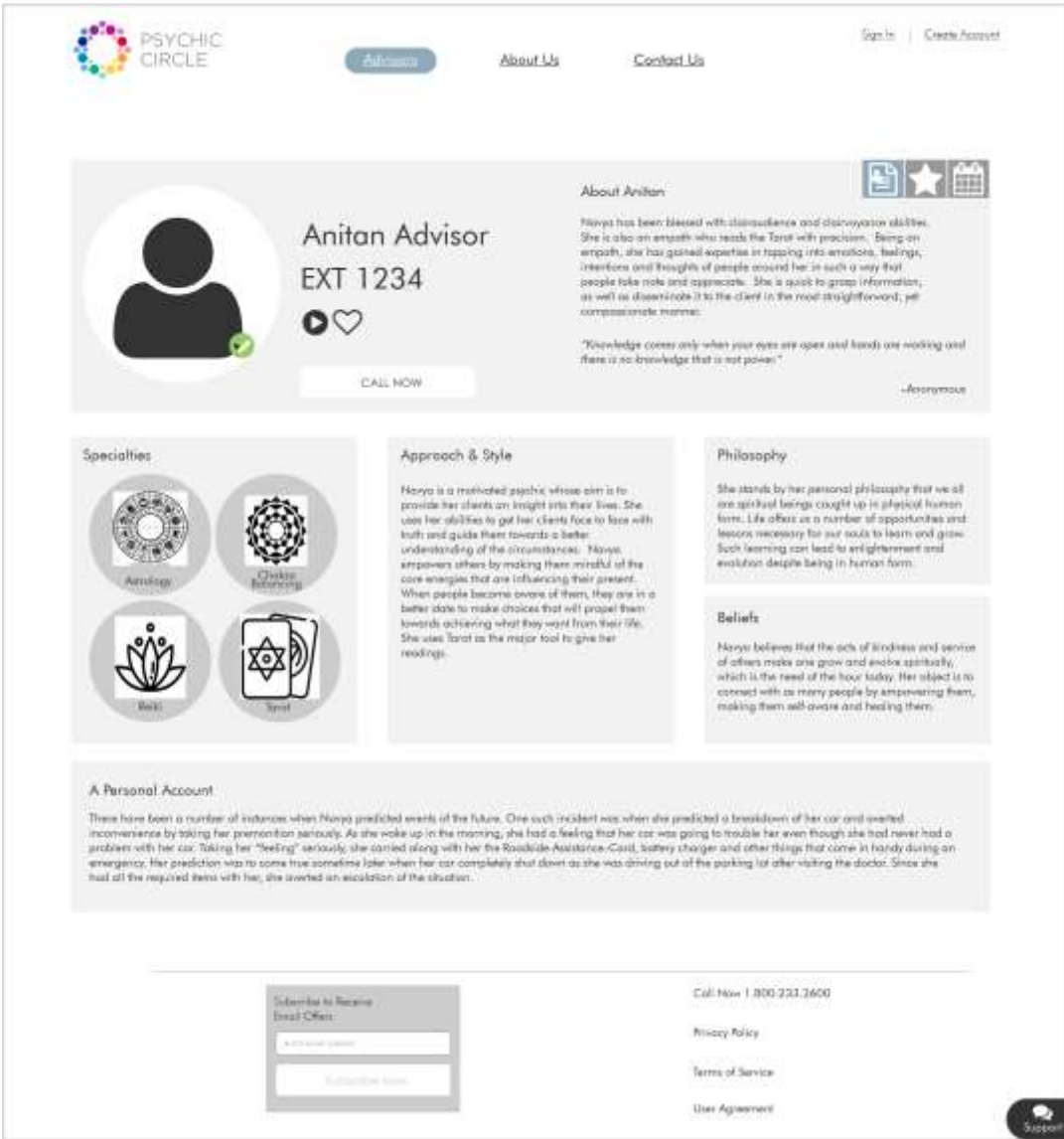
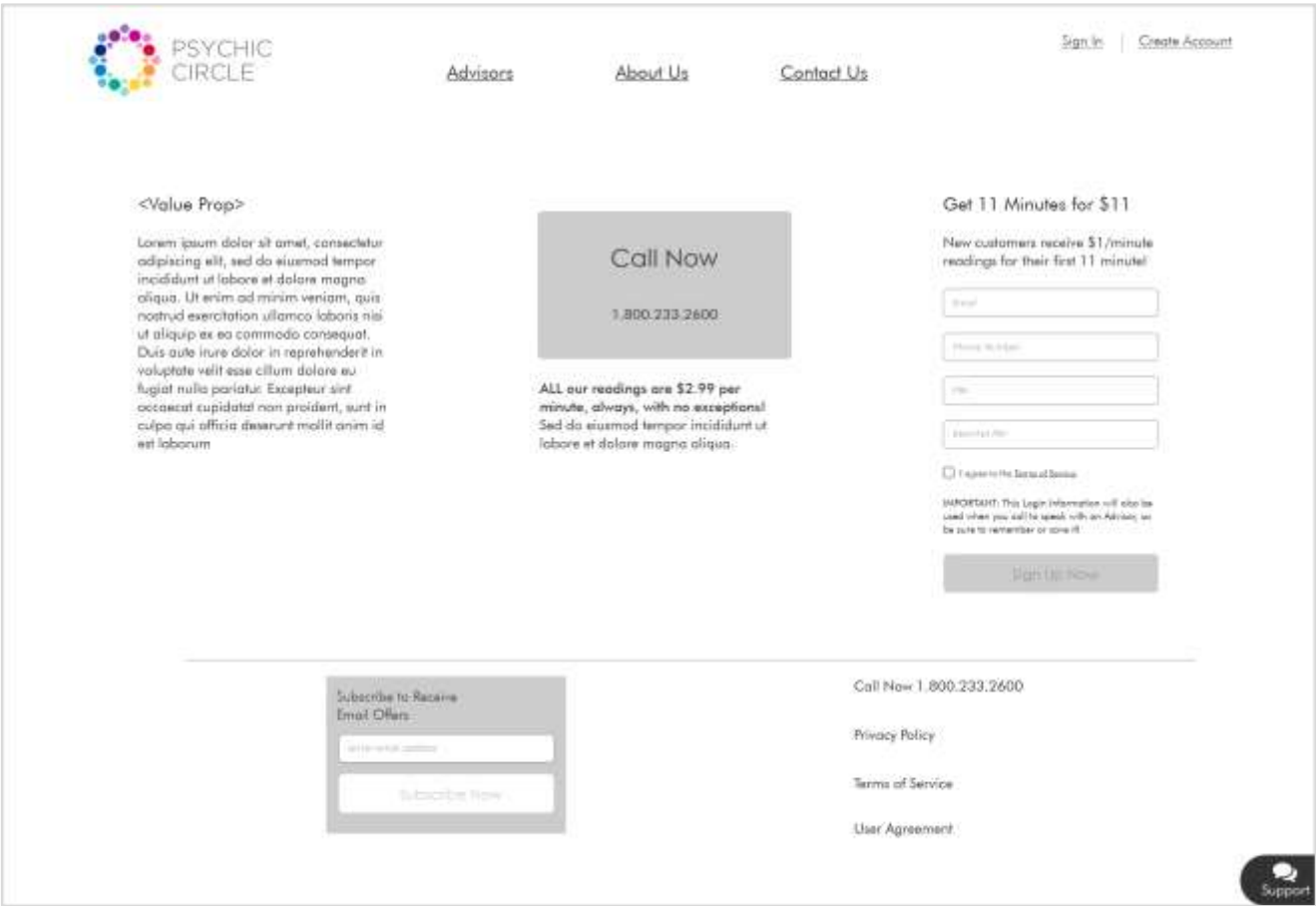
PSYCHIC CIRCLE: INFORMATION ARCHITECTURE



Design Rationale:

- The client specifically said there was “no time for research,” but I wanted & needed to validate my approach
- I interviewed friends that fit the client’s target demographic to understand *why* they’d come to this site, and what they’d expect to see when they did

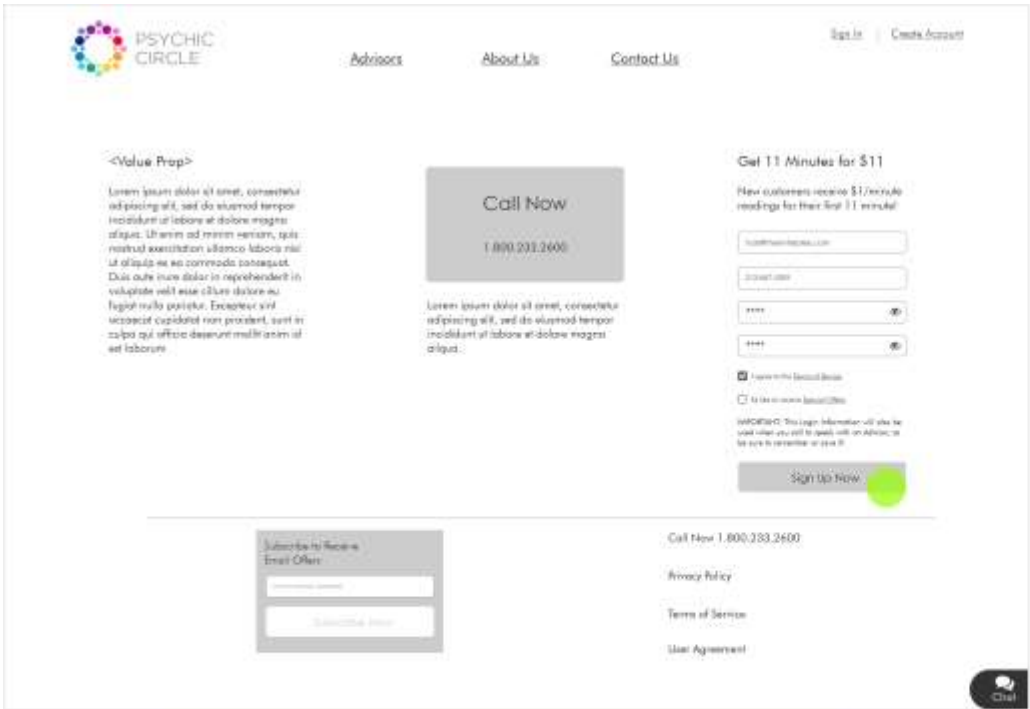
PSYCHIC CIRCLE: WIREFRAMES



Design Rationale:

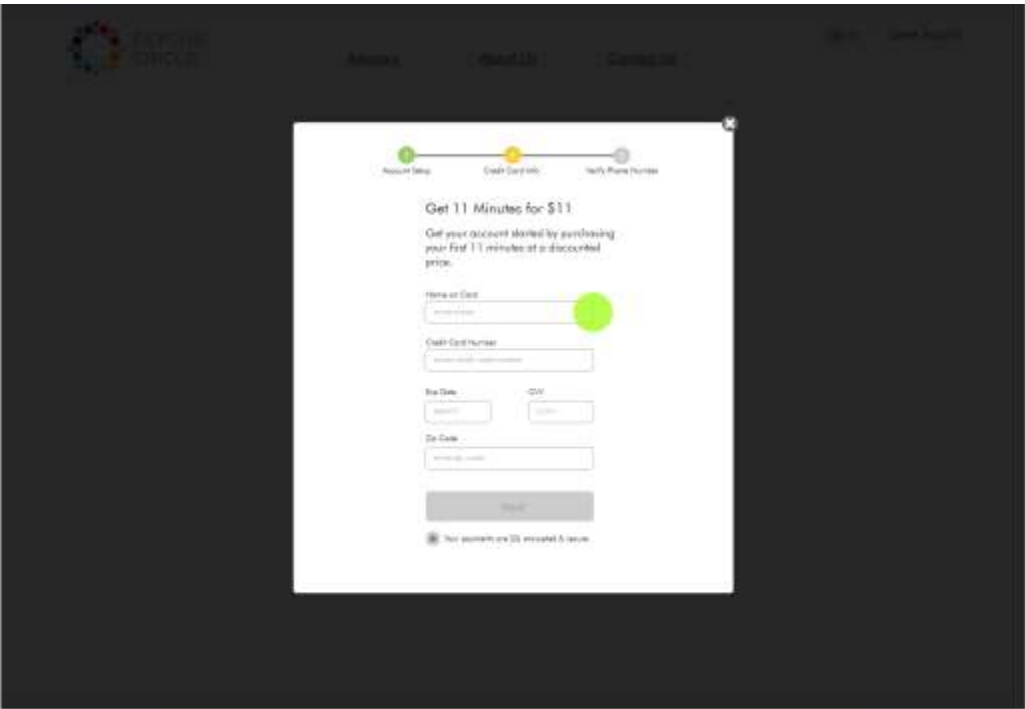
- I showed them unbranded, rough wireframes & asked them what they'd expect to happen if they took a given action
- The client wants their existing brand (Psychic Power) to remain a *content-focused* site, but for Psychic Circle to be all about the *product*—in this case, the Advisors
- 75%+ of the business comes through mobile, so I wanted an app-like feel that was very visual and would wrap columns nicely on small screens

PSYCHIC CIRCLE: WIREFRAMES (Create an Account)



The Home Page will include a form that is always visible, where a user can set up an account. The SIGN UP button is disabled, until the required information is entered AND the Terms of Service checkbox is selected. If the user clicks on the Terms of Service link, the terms will display in a popover. (This is to keep the user in context and not take them away from the form or page).

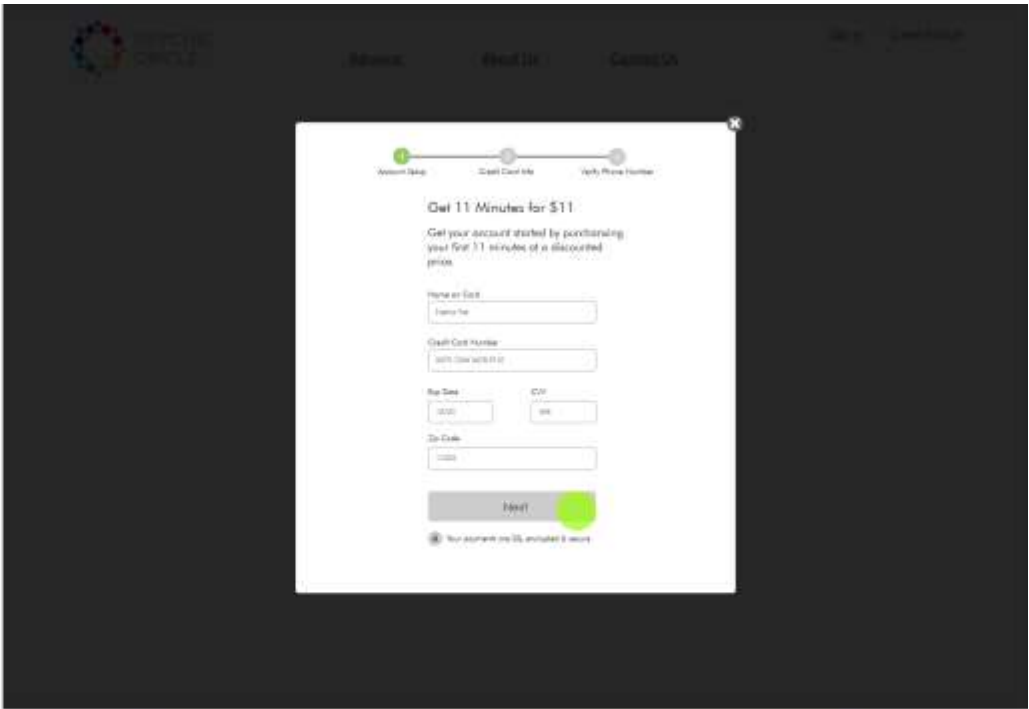
By default, the PH entered/entered by the user is hidden. Tapping the SHOW icon will reveal it in the respective field and the icon will toggle to HIDE.



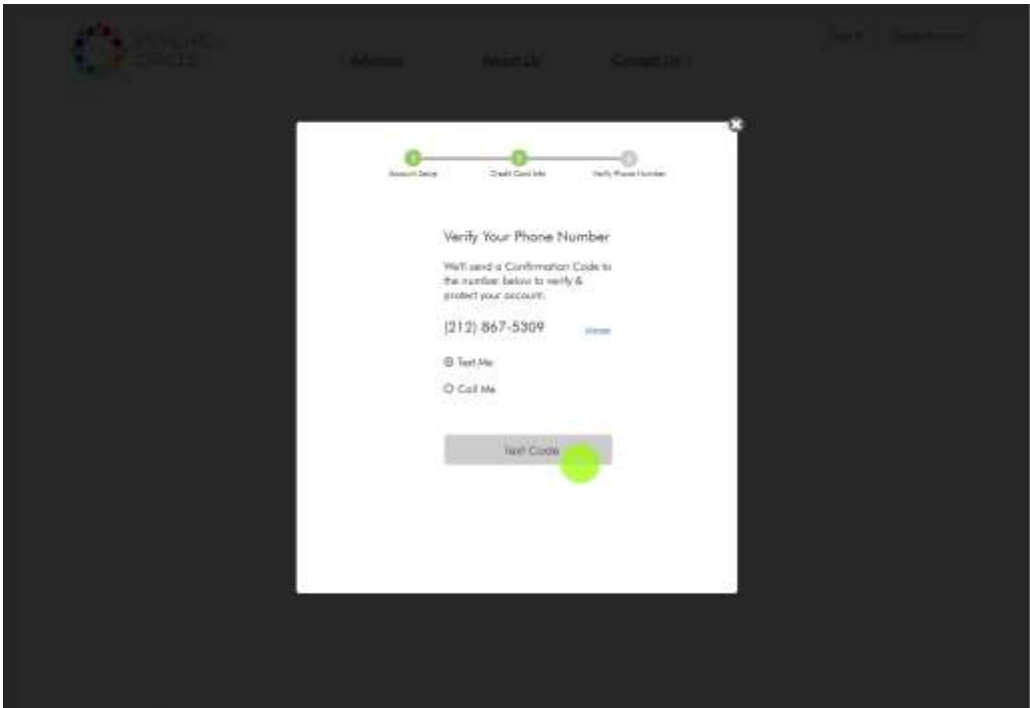
Clicking/Tapping SIGN UP invokes the rest of the flow, in a popover. This helps ensure that the user doesn't navigate away from the flow by clicking on any of the main or sub-navigation.

The NEXT button is disabled until all fields are completed.

Clicking the "X" icon closes the dialog and does not save any data.



The NEXT button is enabled once all fields are completed.

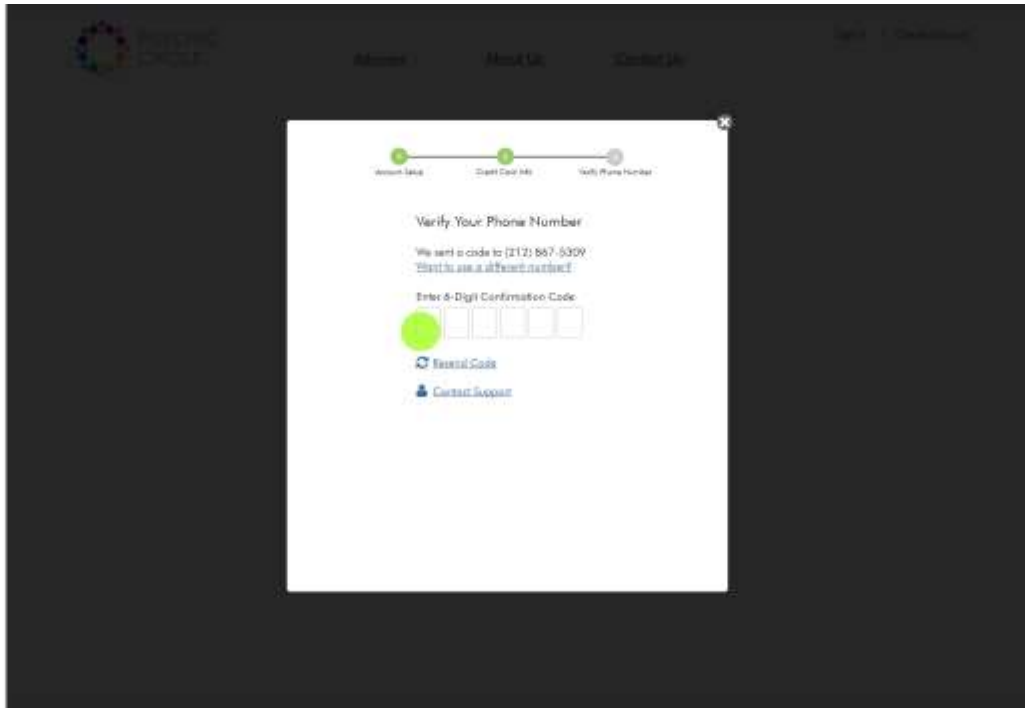


In this step, the Phone number entered on the previous screen is displayed. This enables the user to view and confirm it in case they've made an error before choosing to have the Confirmation Code sent.

The Default selection for method of sending the code is TEXT.

The SEND CODE button is enabled by default, thus no action is necessary. The user can change the Send method, but they don't have to in order to go to the next step.

Clicking SEND CODE takes the user to the next page.



Once the user receives click SEND CODE, the screen refreshes (but they stay on Step 2).

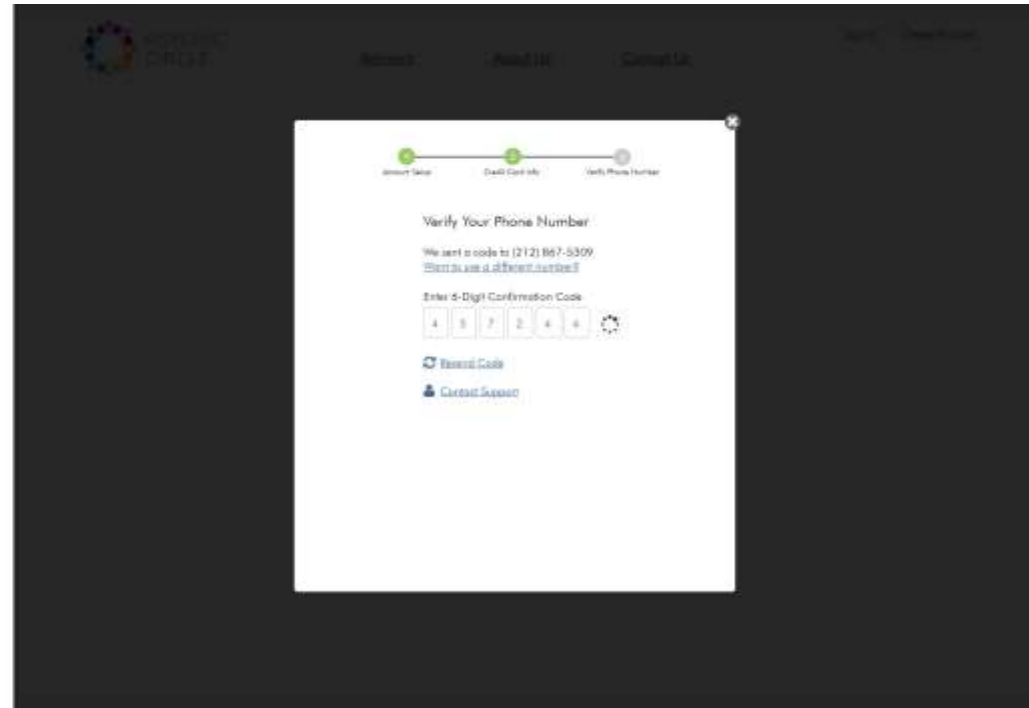
Here, we give the user another opportunity to update the phone number they used to create an account, using the Want to use a different number link.

Once the user enters the correct 6-Digit Code, the flow will automatically advance to the next step.

If the incorrect code is entered, an error will display.

If Send New Code is clicked, a new code will be sent.

If Contact Support is clicked, the user is taken to the Contact Us Page.



Once the user receives click SEND CODE, the screen refreshes (but they stay on Step 2).

Here, we give the user another opportunity to update the phone number they used to create an account, using the Want to use a different number link.

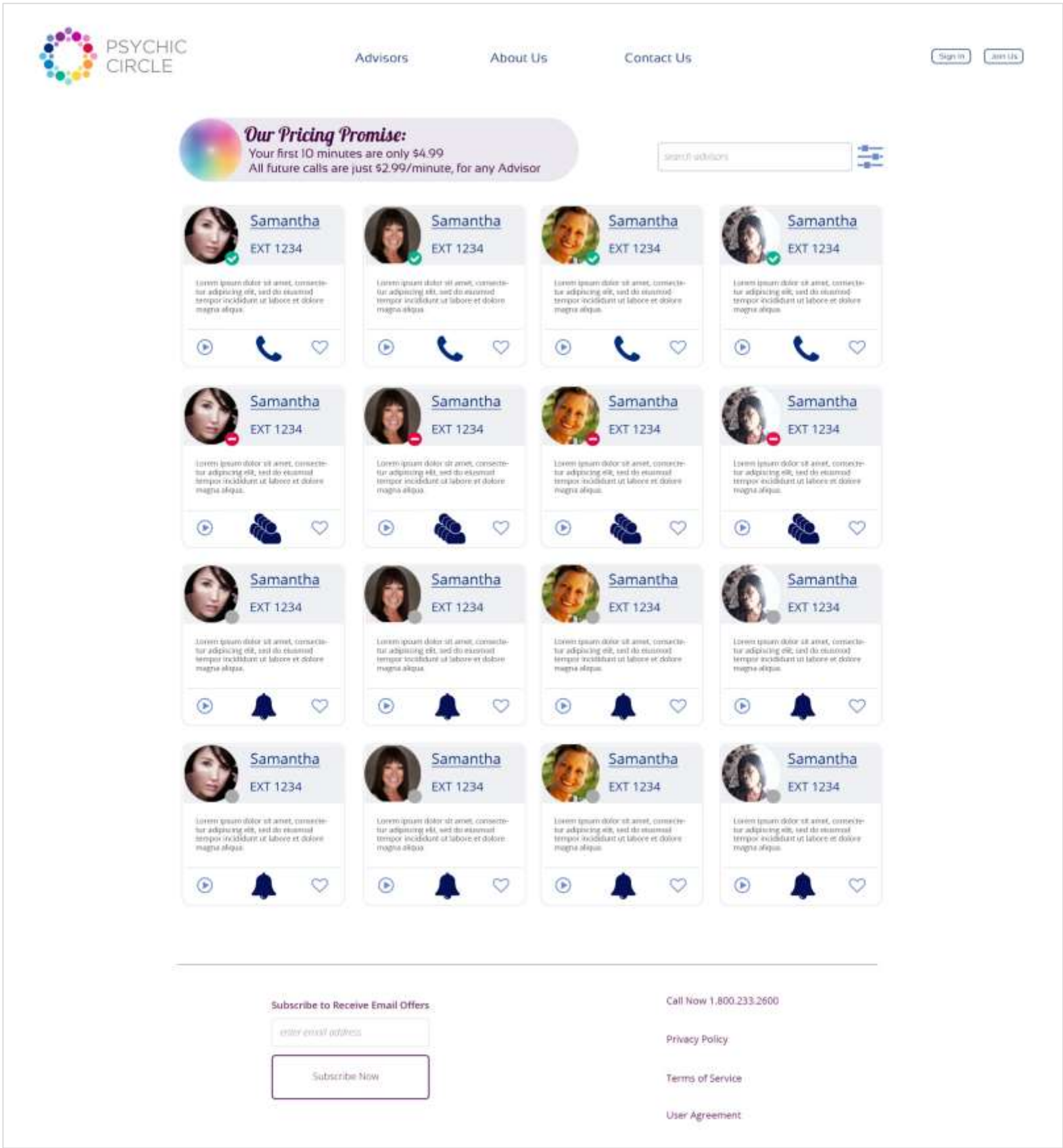
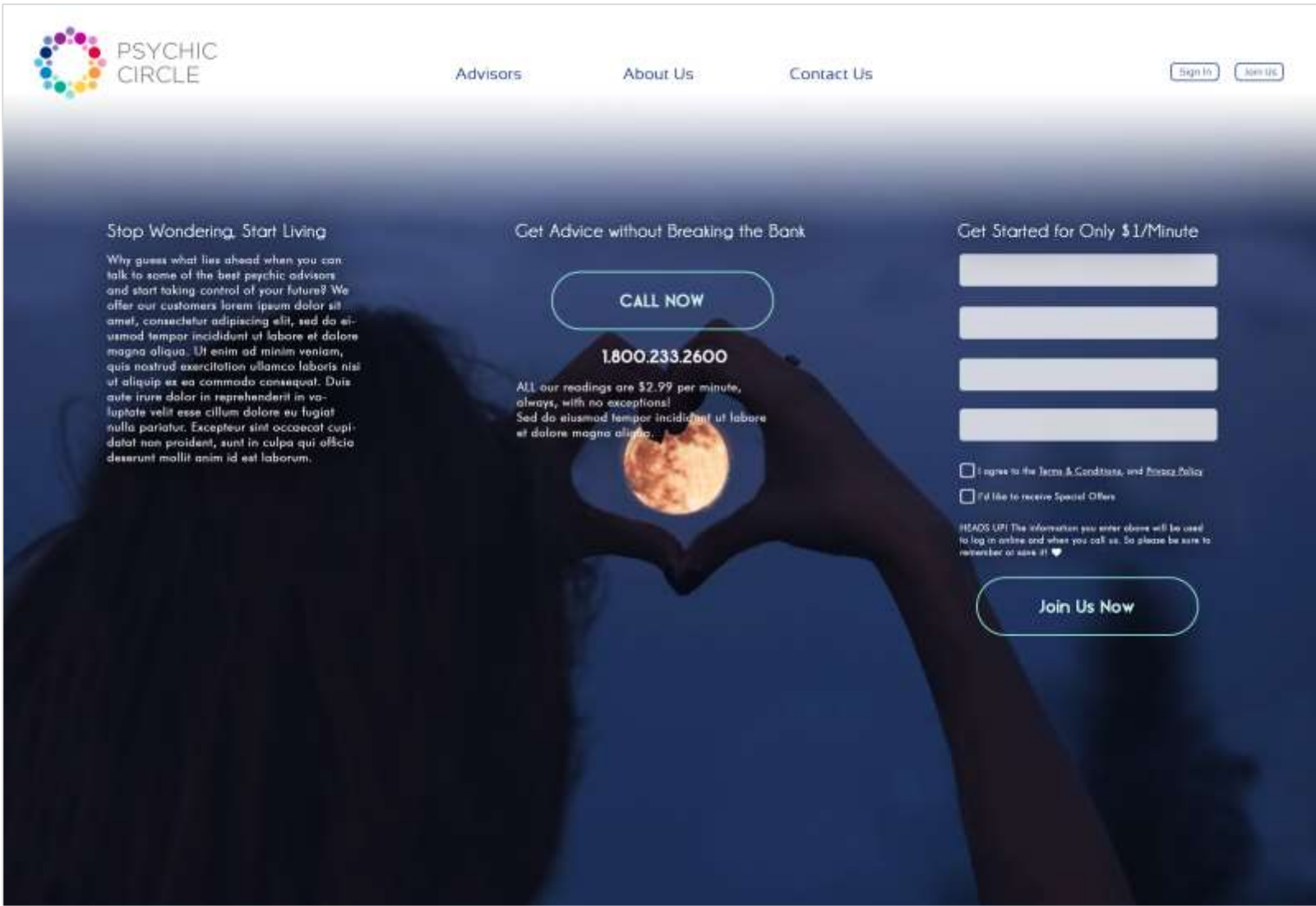
Once the user enters the correct 6-Digit Code, the flow will automatically advance to the next step. Since the validation is done on the server side, a spinning/loading animation will display to indicate that the data was received and is being processed.

If the incorrect code is entered, an error will display.

If Send New Code is clicked, a new code will be sent.

If Contact Support is clicked, the user is taken to the Contact Us Page.

PSYCHIC CIRCLE: VISUAL DESIGNS



Design Rationale:

- The client wants to target a younger demographic, so I went with imagery that speaks to the group he described
- Most of the customer base is female, so I selected color palettes that reflect this but are also pulled from the logo they already had designed and aren't too polarizing
- The client wanted circles featured in the visual design

PSYCHIC CIRCLE: VISUAL DESIGNS



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