

Government User Interface Design Analysis

Brought to you by Olivera Bay

Project Overview

THE PROBLEM:

Improve the usability of the OASIS Government Agency

THE SOLUTION:

Redesign the website by integrating new UI components

MY ROLE:

UI designer (Individual Project)

TOOLS:

Tools: Figma, Adobe Indesign, Google Docs, Sheets, Slides, Optimal Workshop



Chosen Canadian Government Agency: OASIS

Ontario Agencies Supporting Individuals with Special Needs: <https://oasisonline.ca/>

[Secure Labour Relations Access](#) [Members Area](#) [Contact Oasis](#)



[Member Services](#)[Labour Relations](#)[OBRC Resources](#)[Documents](#)[Service Network](#)[MCSS Policy](#)

Ontario Agencies Supporting Individuals with Special Needs



COVID-19 Information

OASIS provides leadership through sharing ideas, information and knowledge, and interacts with government and other organizations on issues affecting its members.

[Become A Member Today >](#)[Governance Webinar Series >](#)

Who is OASIS?

OASIS is a provincial volunteer run association that has been **providing leadership to the developmental disability sector** and interacting with government for more than 17 years.

OASIS is comprised of **173 transfer-payment agencies** that provide services to approximately **60,000 individuals** with developmental disabilities, **employ 30,000** full-time, part-time and casual staff, and **receive over \$1.4 Billion** in operating funding, primarily through the **Ministry of Community and Social Services (MCSS)**.

OASIS Vision and Mission Statement

VISION: Strong, viable, accountable agencies who have the resources and professional competencies to provide quality supports and services to people with special needs.

MISSION STATEMENT: OASIS provides leadership through sharing ideas, information and knowledge, and interacts with government and other organizations on issues affecting its members.

How Do Agencies Qualify for OASIS Membership?

OASIS will accept membership applications from any **non-profit corporation with a public, volunteer board of directors, or a Transfer Payment Agency** that provides support services to individuals with special needs and accept the principles of OASIS. Membership in OASIS becomes effective upon approval of the Board of Directors.

Brand Positioning Statement

OASIS helps any non-profit corporation with a public, volunteer board of directors, or a Transfer Payment Agency that provides support services to individuals with special needs by providing leadership through sharing ideas, information, knowledge and interacting with government and other organizations on issues affecting its members agencies in order to make those agencies feel empowered to deliver the best service available for individuals with special needs.

User Research, Testing and Design Inspiration

This section done by Team AIOLI, Olivera Bay & Ali Qureshi

Part 1: Proto Persona

Fariba Sundari

Pain Points:

- Can't access policies and documents easily
- Doesn't have a lot of time
- Wants to continue supporting her colleagues in working from home during Covid19

Solutions:

- Provide alerts for new policies and documents
- Send email blasts daily to keep team updated on current standards



Goals and Needs:

- Wants easy access to information for policies and documents, pertaining to individuals with special needs
- Wants to regularly support her department staff with info found online
- Wants to engage with colleagues around the province to support community building across the sector.

Behavioural Demographics

Age: 49
Personality: Friendly with an 'open-door policy'
Occupation: Family and Child Director at CAMH
Relationship status: Married

- Passionate about supporting children with special needs
- Wants to empower her staff to be resilient and updated on current trends
- Doesn't like inefficiency in work processes

Pain Points / Potential Solutions:

- Can't access policies and documents easily
- Doesn't have a lot of time
- Wants to continue supporting her colleagues in working from home during Covid19

Solutions:

- Provide alerts for new policies and documents
- Send email blasts daily to keep team updated on current standards

> Member Proto Persona

Part 2: Government Website Analysis and User Testing

A. Define a Typical User Path

1. Why Do Agencies Visit OasisOnline.com?



- Voting privileges
 - A voice with government
 - Critical labour relations information
 - A policy database
 - Network of volunteers and professionals
 - Communications opportunities
 - Educational seminars
 - Job postings
 - Newsletters
-

2. Web Pages Agencies Use to Accomplish Their Goals

1. **Website Orientation Page**

<https://oasisonline.ca/research-resources/website-orientation/>

2. **Membership Application**

<https://oasisonline.ca/member-services/membership-application/>

3. **COVID19 Information**

<https://oasisonline.ca/covid-19-information/>

4. **Mental Health Webinar**

<https://oasisonline.ca/uncategorized/promoting-mental-health-resiliency-for-developmental-services-staff-webinar/>

5. **Policy Search**

<https://oasisonline.ca/member-services/policy-database/>

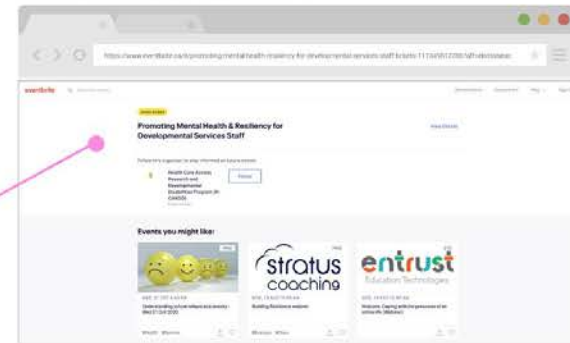
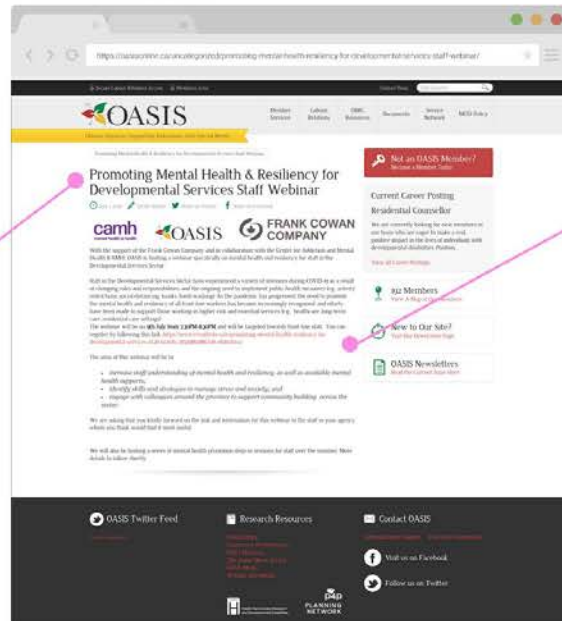
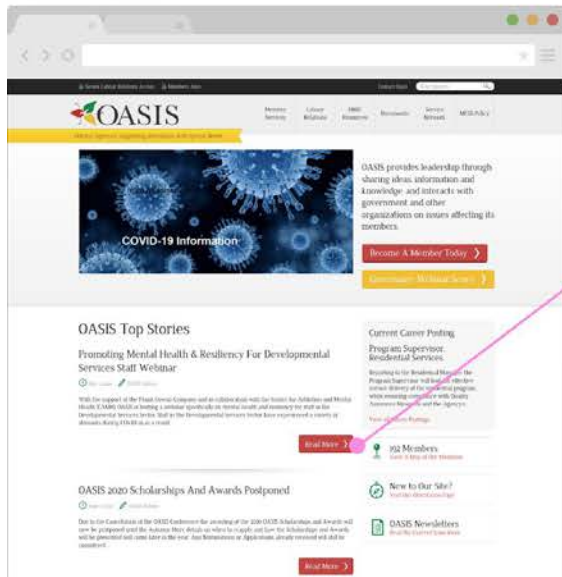
<http://www.dspolicyfind.ca/>

6. **Annual Reports**

<https://oasisonline.ca/login-page/>

4. Wireflows

[View All Wireflows](#)



Add captions explaining what the user's doing

3. Typical Agency User Flows

[View User Flow](#)

Attend A Webinar



Read A Newsletter



Search For A Policy



B. Heuristic Evaluation

2. Heuristics Annotations of Member Login Page



Member Login



Heuristics Issues

01 Search Bar

The search bar is missing.

Recommendation
Search bar is of high importance including for policy searching and must be included.

02 Logo

The logo is too large compared to the rest of the page.

Recommendation
Reduce the logo, base it on a grid.

03 Organization's Full Name

The full name is too small to read.

Recommendation
Increase name.

04 Primary Navigation

The drop down is not aesthetically pleasing, and is not efficient as a navigation.

Recommendation
Primary Navigation should have an icon such as a sandwich icon and a list, rather than a drop down. In addition this icon should be placed in top right or left of the top.

05 Member Log In

The heading is too large. The boxes are too short.

What if you don't have a membership and you want to apply for one?

Recommendation
Reduce heading. Evaluate alignment of all elements on page with the use of a grid. Add a Become a Member link.

06 Forgot Password?

This is of helping the user recognise, diagnose, and recover from errors such as a forgotten password.

Recommendation
Space out Forgotten Password and Remember me below.

07 Remember me

This feature is important as it means efficiency of use as users don't have to login every time they're in the site.

08 Login

Button stands out.

Recommendation
Revisit shape of button, longer and narrow would be aesthetically more pleasing.

09 Line

This line is unnecessary.

Recommendation
Remove line.

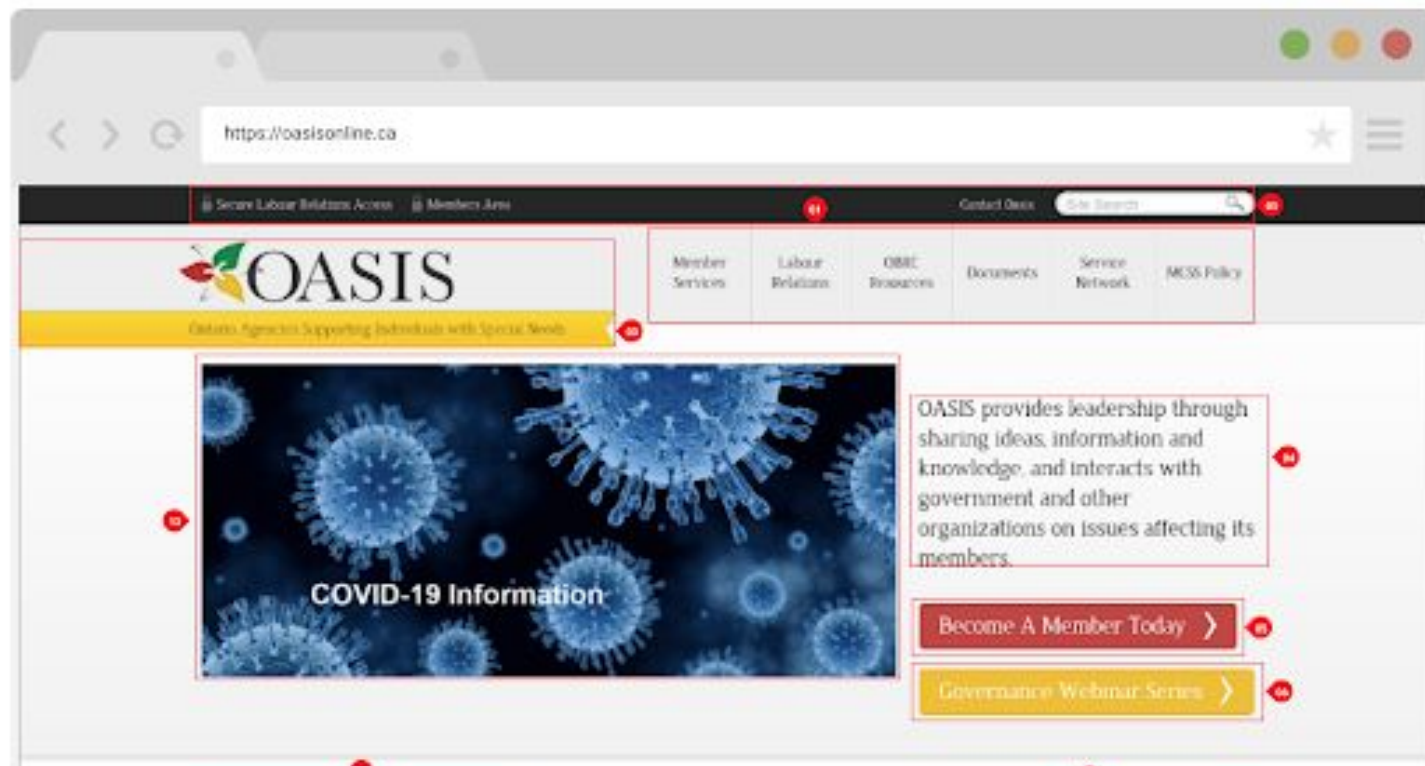
10 Overall Alignment & Layout

The logo and Menu are centre aligned, while the rest of the items below are left-aligned. The entire page needs to be laid out again.

Recommendation
Have a consistent alignment for all elements. Eliminate large negative space at the bottom to make the layout more balanced.

2. Heuristics Annotations of Home Page

[Review complete annotation](#)



Redline Annotations Homepage

01 Primary Navigation

It is a good use of available real-estate and design. Consistent sub-navigation, which would make it easy to find.

Information of this navigation goes but it could be added as there is no menu & a page to make the top and bottom.

A set of knowledge categories most important to the user's needs, organized by "OBRC Resources" and "MCSS Policy".

Category "OBRC Resources" and "MCSS Policy" are categories which makes it hard to find the missing using the same principle (limiting categories to make the user's world, so OBRC and MCSS are not the only things that the user will accept).

Recommendations
Content of primary OBRC Resources and MCSS Policy should be shown to be clear on its meaning.

02 Utility Navigation

OBRC Resources and MCSS Policy are categories which makes it hard to find the missing using the same principle (limiting categories to make the user's world, so OBRC and MCSS are not the only things that the user will accept).

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03 Logo

The logo is not positioned, and it is not clear if it is the logo of the organization. The logo is not positioned, and it is not clear if it is the logo of the organization. The logo is not positioned, and it is not clear if it is the logo of the organization.

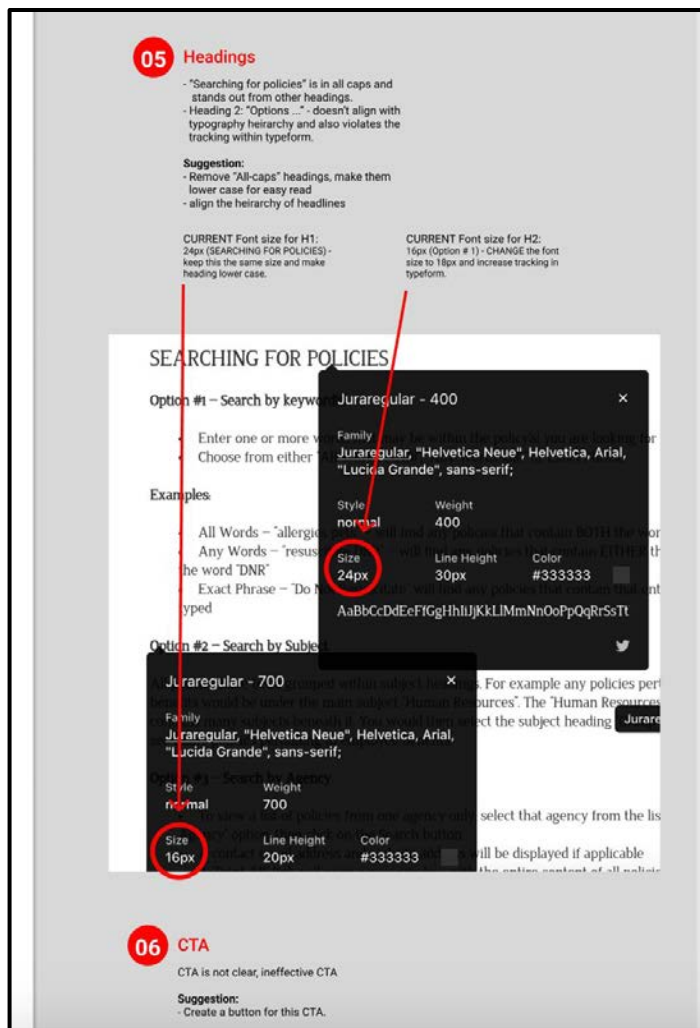
2. Heuristics Red Line Annotations of 'Policy Database' Page

Pain Points:

- Headings do not follow appropriate typography hierarchy and makes it hard to read as a user

Solutions:

- Adjust the font size
- Adjust leading, tracking and kerning of fonts to achieve a cleaner, accessible look



2. Heuristics Red Line Annotations of 'Website Orientation' Page

Pain Points:

- Links/Secondary navigation is hidden

Solutions:

- see the image for inspiration on redesigning the secondary navigation

The image shows a screenshot of the OASIS website with red line annotations highlighting areas for improvement. A pink arrow points from the '01 Secondary Navigation' section to a redesigned navigation bar at the bottom of the page.

Redline Annotations Website Orientation Page

01 Secondary Navigation

Love the navigation, upon clicking each link, it directs/scrolls to that section of the page (same page), the functionality is great but the GUI (Graphical User Interface) is not attractive and can be confusing.

Suggestion:

- Make links more visible with use of icons
- Use a responsive and **playful** navigation, see image below for inspiration

02 Divider

Redundant placement - too out of place

03 CTA - "Top"

Closest value of your page is not visible

04 Study

Use this option to view page

The redesigned navigation bar at the bottom features five icons: Profile, Finances, Property, Analysis, and Pre-Approval.

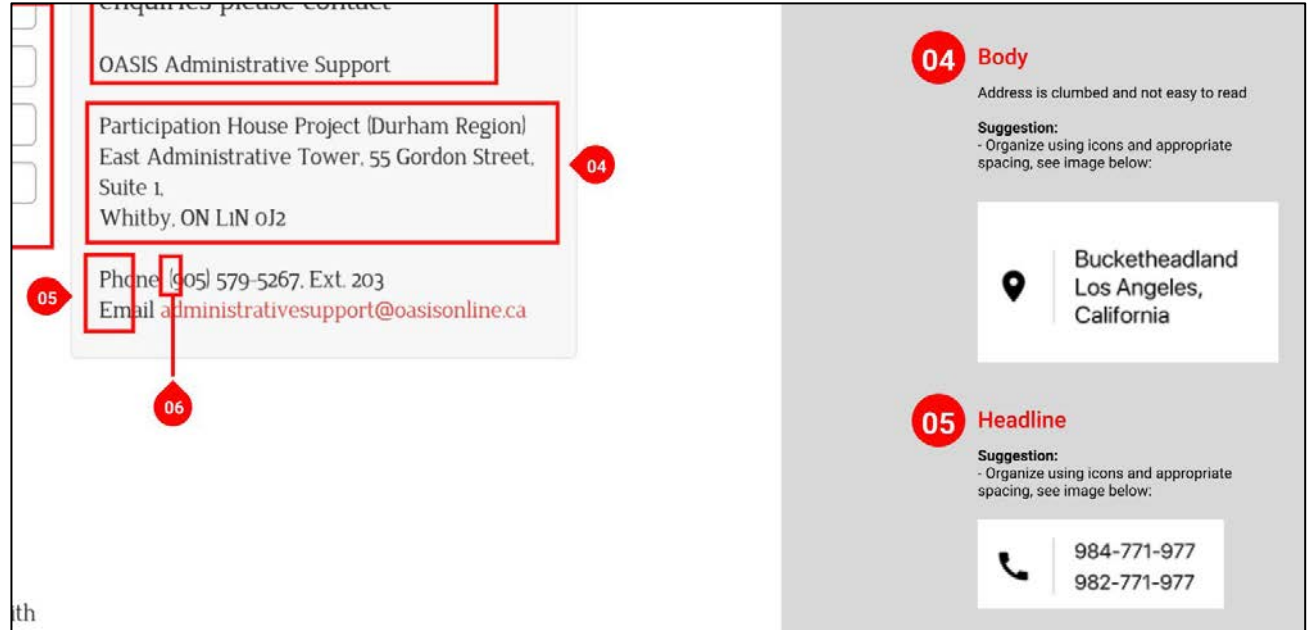
2. Heuristics Red Line Annotations of 'Member Application' Page

Pain Points:

- Body Content is text heavy

Solutions:

- Create cleaner UI with use of icons, i.e. map icons, phone icons, email icons



2. Colour Accessibility Colour Blindness Test Result: Fail

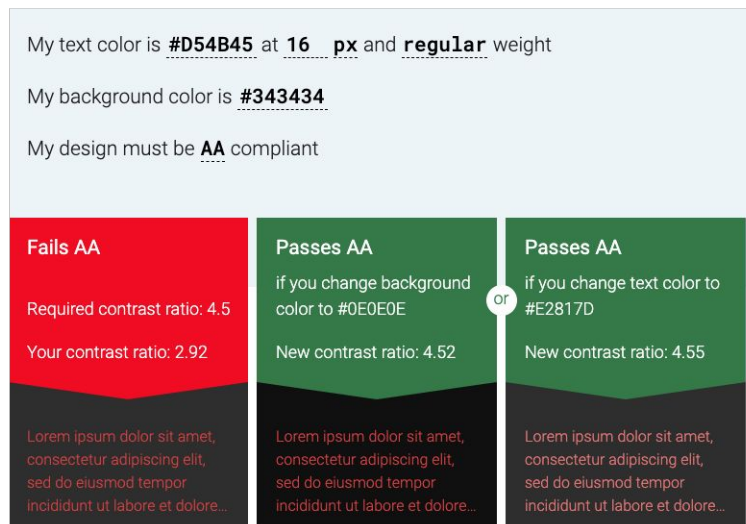


Heuristic Evaluation Red/Green Colour Blind Test

- 01 Red and green blind test indicates that the use of red-based colours such as red and orange are not safe for colour blind people. Therefore a replacement colour needs to be found for the red and orange used in the logo.
- 02 Red and green blind test indicates that the use of red-based colours such as red and orange are not safe for colour blind people. Therefore a replacement colour needs to be found for the red buttons placed throughout the site such as by each featured story, or the main one for Become a Member.
- 03 Red and green blind test indicates that the use of red-based colours such as red and orange are not safe for colour blind people. Therefore a replacement colour needs to be found for any red text used to indicate links, or text that's in the footer.

3. Colour Accessibility

Footer Test Result: Fail



4. Colour Accessibility

Button Test Result: Fail

Governance Webinar Series >

My text color is #FFFFFF at 24 px and regular weight

My background color is #F3C717

My design must be AA compliant

Fails AA

Required contrast ratio: 3

Your contrast ratio: 1.62

Lorem ipsum dolor
sit amet,...

Passes AA

if you change background
color to #B39109

New contrast ratio: 3.01

Lorem ipsum dolor
sit amet,...

or

Passes AA

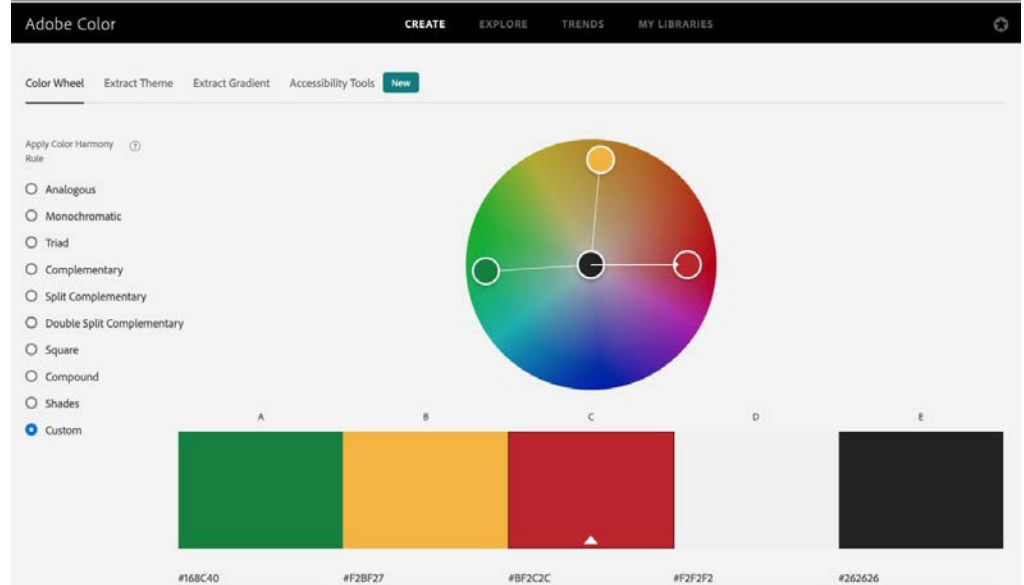
if you change text color to
#717171

New contrast ratio: 3.02

Lorem ipsum dolor
sit amet,...

2. Colour Accessibility

OASIS Logo



6. Heuristic Evaluation

Grid Analysis

The screenshot displays the OASIS website interface. At the top, there is a navigation bar with links for "Secure Labour Relations Access", "Members Area", "Contact Us", and a "Site Search" box. Below this is a header section with the OASIS logo and the tagline "Ontario Agencies Supporting Individuals with Special Needs". The main navigation menu includes "Member Services", "Labour Relations", "OBRC Resources", "Documents", "Service Network", and "MCSS Policy".

The main content area features a breadcrumb trail: "Member Services > Job Postings and Careers > Program Supervisor, Residential Services". The title "Program Supervisor, Residential Services" is prominently displayed. Below the title, a table lists job details:

Agency	Community Living St. Catharines
Position	Program Supervisor, Residential Services
Salary	
Hours	Forty (40) hours per week, and a requirement to participate in the on-call pager rotation, with flexibility to work evenings and weekends as required.

A "Description" section follows, detailing the role: "Reporting to the Residential Manager, the Program Supervisor will lead the effective service delivery of the residential program, while ensuring compliance with Quality Assurance Measures and the Agency's Mission, Vision and Values. The Program Supervisor works collaboratively with his/her peer and Residential Manager to plan, develop and design services to meet program need, while supporting person-centered services. The Supervisor will work with their Manager to oversee client admissions, discharges, contentious issues, and case management. Leading a team of support workers, the Supervisor is responsible to select, train, motivate and manage direct reports and to provide support and coordinate training and management efforts within the Supervisor's peer group and with other service and support teams in the Agency."

The "Qualifications" section lists requirements: "Educational/Technical Competencies • Post-secondary degree in a relevant field of study • Minimum 3 years of supervisory experience in a unionized environment for equivalent combination of education and experience • Knowledge/understanding of O.H.S.A., AODA, ESA, and SSPDDA requirements • Strong working knowledge of computers and databases • Demonstrated proficiency with the Microsoft Office Suite of products, Internet and email • Strong organizational skills and procedural knowledge with good documentation skills • Must have access to a reliable vehicle, \$1 million personal vehicle liability insurance, and a valid G class Driver's License Knowledge and Skills • Demonstrated ability to provide leadership, coaching, support and direction to front line staff • Knowledge of principles, methods, practices and legislation related to social services • Experience managing in a unionized environment, and knowledge of labour and employee relations practices is an asset • Strong analytical and problem-solving skills, conflict resolution skills, with proven ability to make good judgement calls under pressure and in a dynamic environment."

On the right side of the page, there are several promotional boxes: "Current Job Postings: Program Supervisor, Residential Services", "Not an OASIS Member? Become a Member Today", "Members: View A Map of Our Members", "New to Our Site? Visit Our Orientation Page", "The Focus Newsletter: An OASIS Publication. Read the Current Issue Here", and "OASIS News Digest: Read the Current Issue Here".

C. Usability Testing and Analysis

A Note About Usability Testing

While the proto persona developed is based on being a Member, unfortunately a membership could not be obtained as one would need to meet the requirements of same. Therefore, the usability testing was done for user paths not requiring a membership.

While a typical user path would involve accessing some of the membership-exclusive features such as newsletters, or labour relations info – there is much information a user can obtain without a membership. Therefore whether, logged in as a member or not, there are relevant user paths that are accessible without a membership.

1. User Research Plan

The objective of the user research plan is to understand the usability of 5 tasks, based on a typical user path.

1. Is the site purpose clear and how effective is the primary navigation for the proto persona?
2. Can the user easily find the orientation page?
3. Can information about Covid 19 be easily found?
4. How easy is it to find mental health support info on the site?
5. Is a user able to find OASIS' 2019 annual report?

Usability Testing Tasks

2. Usability Tests and Analysis

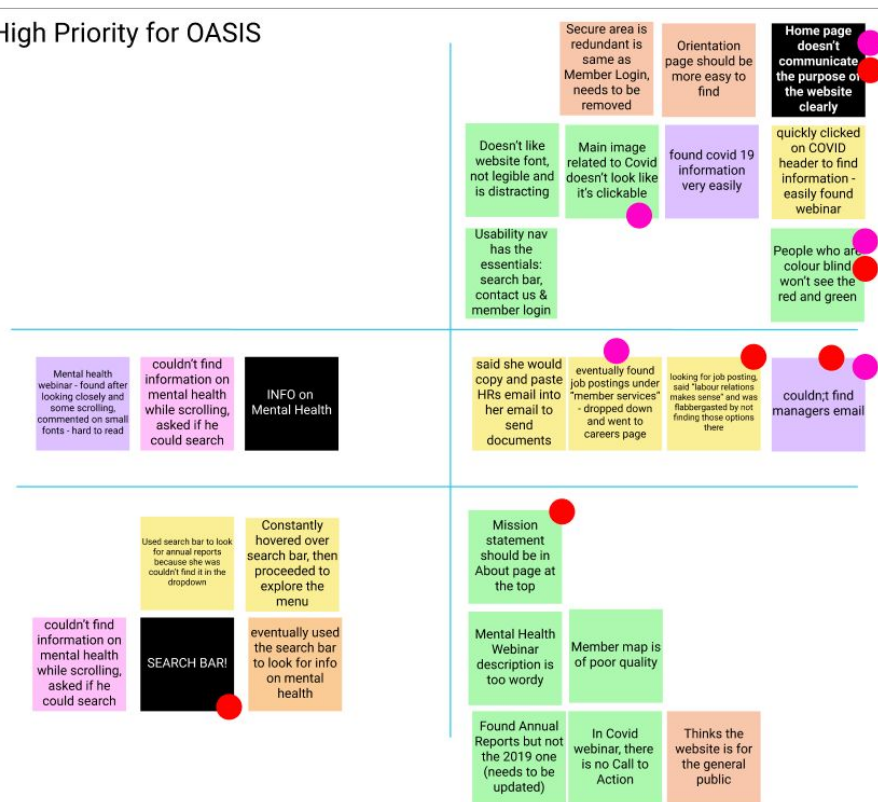
High Priority for Users and OASIS:

- Homepage doesn't communicate purpose
- Orientation page should be easier to access
- Colour blind people can't see red & green
- Main Covid-related image doesn't look clickable
- Remove Secure Area
- Website font is illegible and distracting
- Search bar is important
- Info on Covid and mental health is important

[View Full Prioritization Matrix](#)

Prioritization Matrix

High Priority for OASIS



High Priority for Users

3. Usability and Heuristics Issues Annotations

The screenshot shows the OASIS website with several annotations. A red box highlights the date and time of the webinar: "July 2 2021" and "7:30PM-8:30PM". A blue box highlights the registration link: "https://www.eventbrite.com/e/promoting-mental-health-resiliency-for-developmental-services-staff-tickets-110349022867aff-ebdsbeac". A green box highlights the text: "The aims of this webinar will be to". A yellow box highlights the text: "increase staff understanding of mental health and resiliency, as well as available mental health supports; identify skills and strategies to manage stress and anxiety; and engage with colleagues around the province to support community building across the sector." A red box highlights the text: "We are asking that you kindly forward on the link and information for this webinar to the staff in your agency".

Annotations on the page include:

- 01: July 2 2021
- 02: OASIS Admin
- 03: Share on Twitter
- 04: Share on Facebook
- 05: Not an OASIS Member? Become a Member Today
- 06: Current Career Posting Residential Counsellor
- 07: We are currently looking for new members of our team who are eager to make a real, positive impact in the lives of individuals with developmental disabilities. Position.
- 08: View all Career Postings
- 09: 192 Members View A Map of Our Members
- 10: New to Our Site? Visit Our Orientation Page
- 11: OASIS Newsletters Read the Current Issue Here

Mental health webinar

Heuristics Issues

01 Webinar date is small & incomplete

- Needs to be larger
- Needs to be a darker colour
- Needs to include the time
- Need to call it out more, the share to social media buttons should not have the same importance as the date

02 OASIS Admin

- No purpose, needs to be removed

03 Share to Facebook and Twitter

- Should be moved below the description, where the line about sharing with staff is in the body copy
- Font colour is too light

04 Webinar Logos

- Are misaligned, and too big
- Appear cumbersome at the top, consider placement

05 Side Column

- Is not visually distinct enough from the webinar content, therefore it is distracting

Usability Issues

01 Description is too long

- It is helpful to keep the bullet points, but it would be even better if the body copy was reduced or changed to a few extra bullet points

02 Date and time bolded

- This is helpful to have bolded
- It would be even better if the time was added at the top along with the date, so it's right upfront

**Phew!!! I'm done with
the analysis part!**

**Time to lighten the
mood and daydream
about Barcelona...**

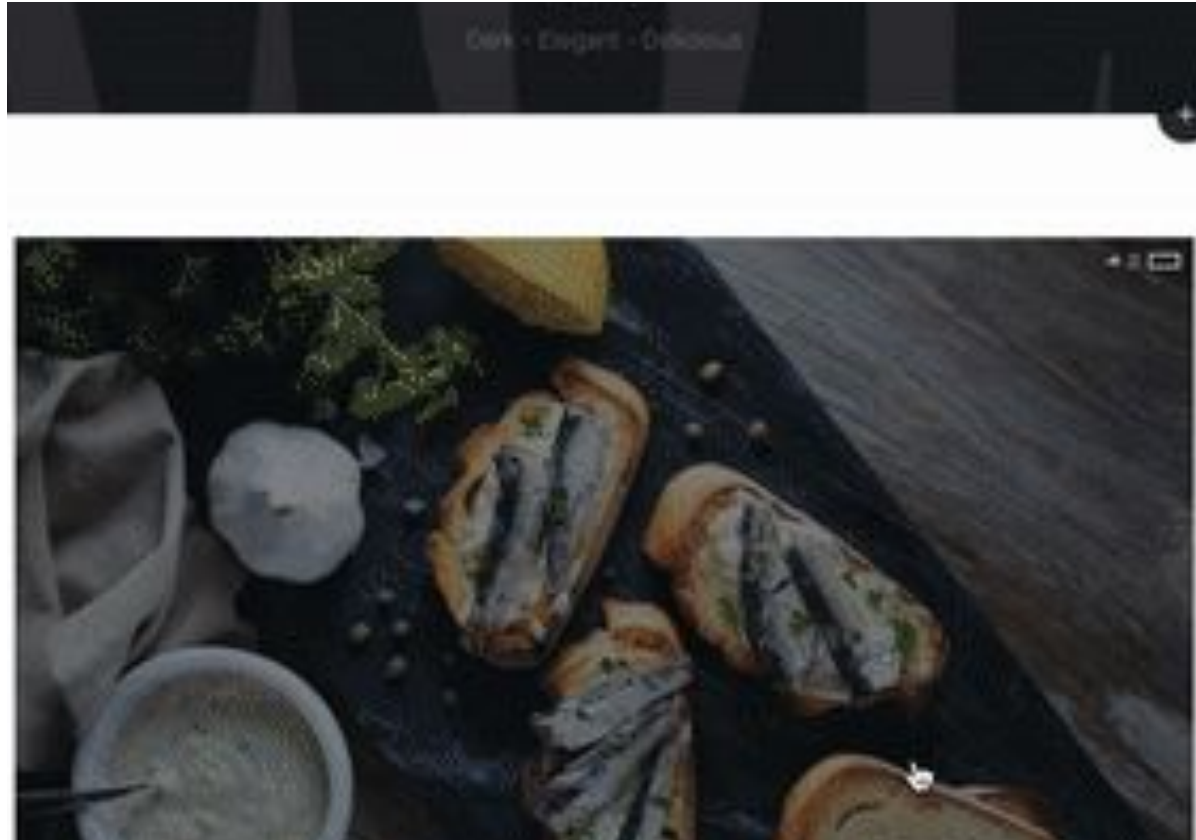


Part 3. Mood Boards

Daydreaming

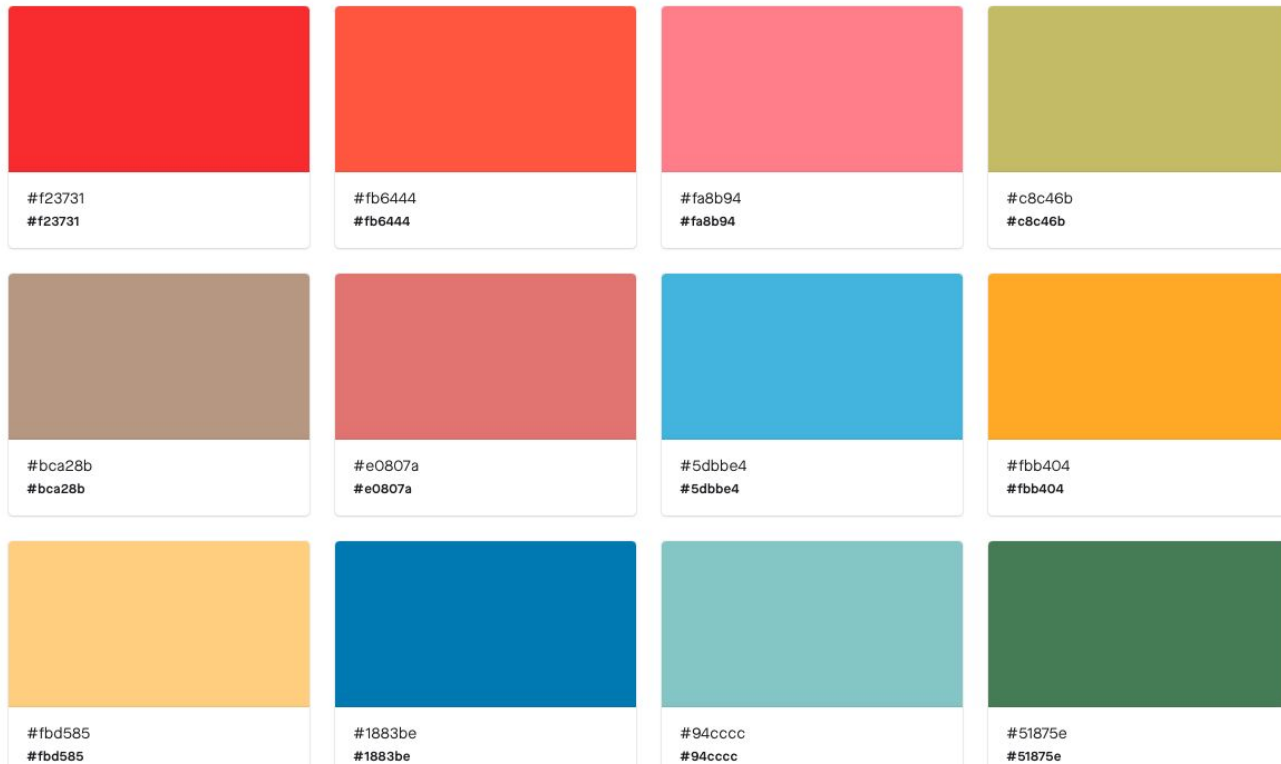


Team AIOLI Moodboard, Inspiration

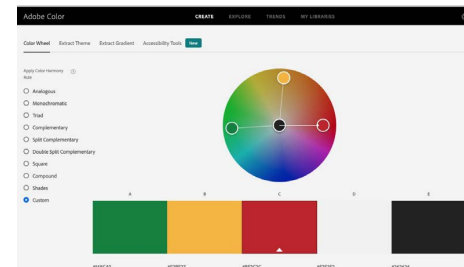


OASIS Moodboard, Colour Palette Inspiration

Uplifting, soothing, calming



Website logo

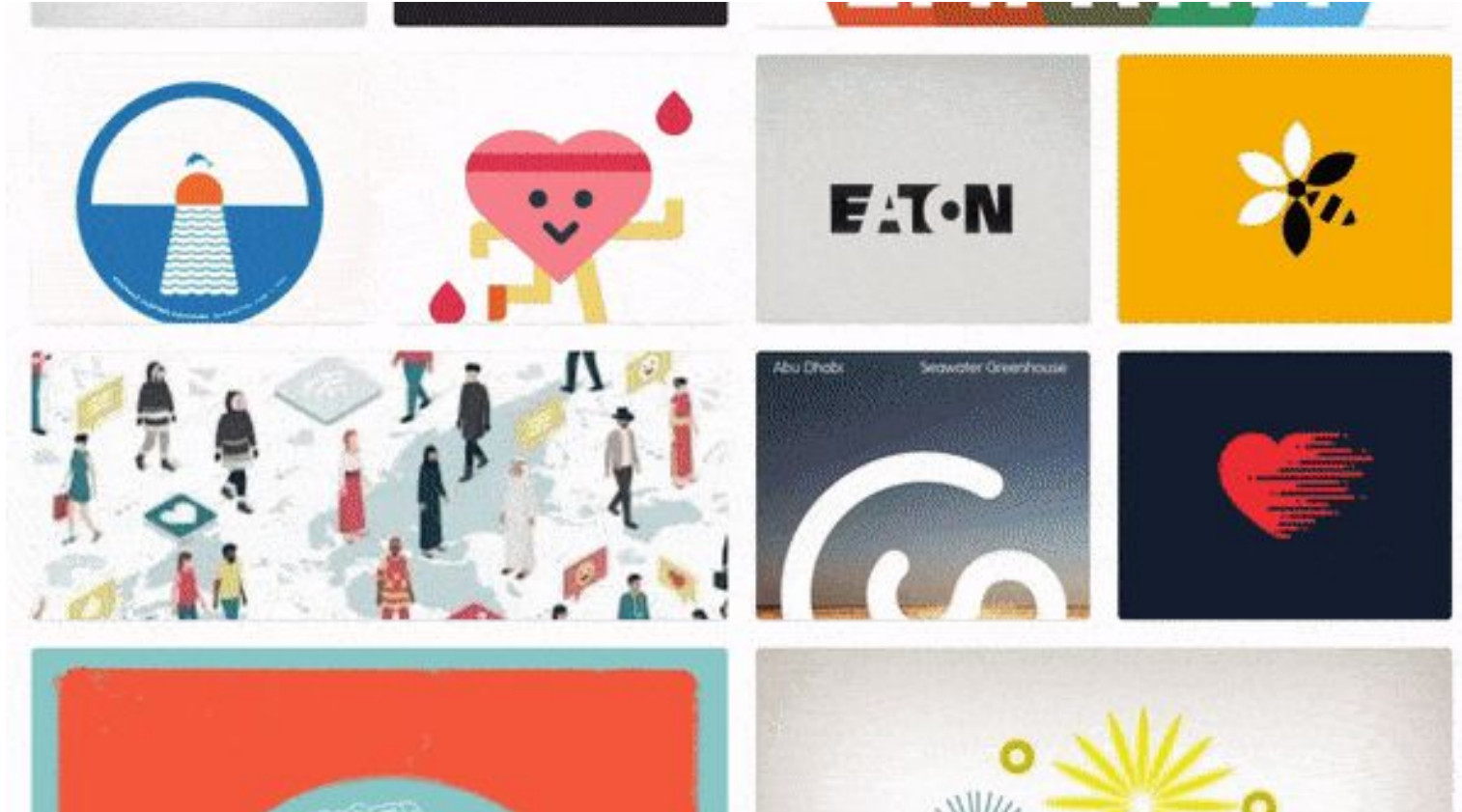


OASIS Mood Board, Inspiration

[View Complete Mood Board](#)



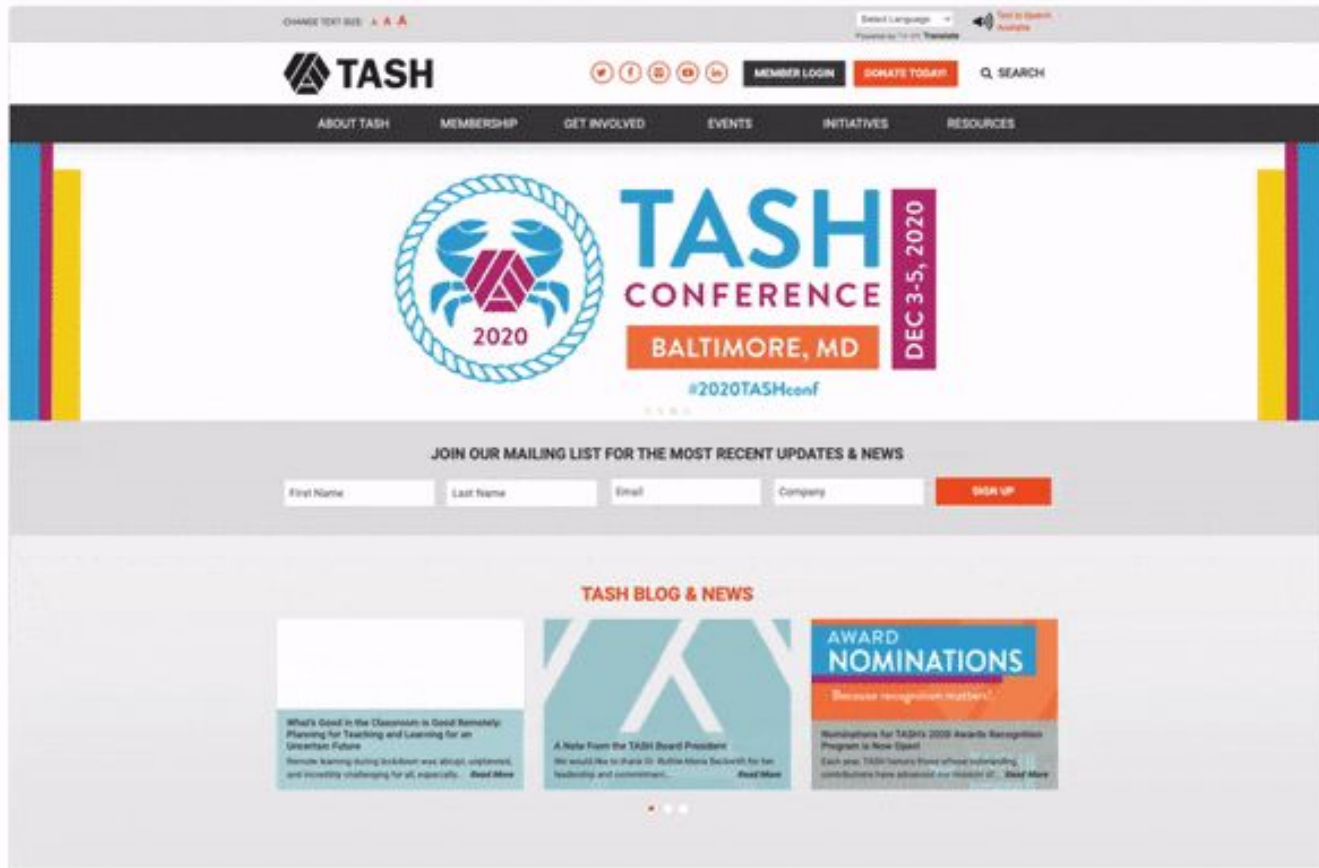
OASIS Moodboard, Inspiration



OASIS Moodboard, UI Samples and UI Pattern Inspiration



OASIS Moodboard, Government Agency Inspiration



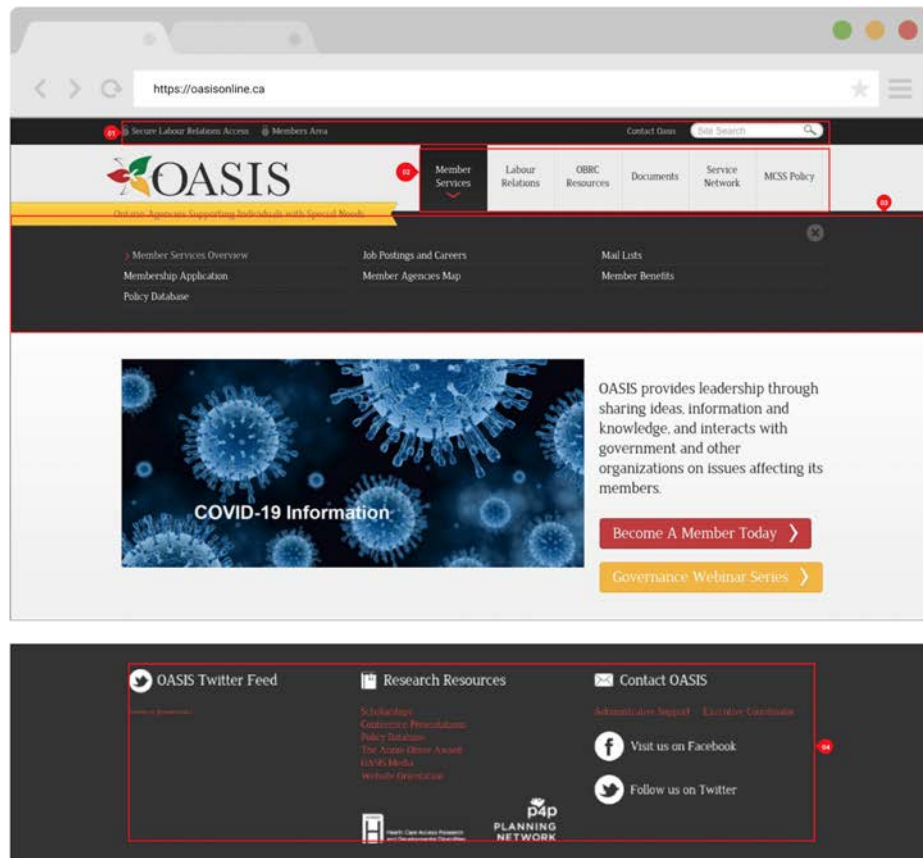
Information Architecture & User Interface Navigation Prototype

This section done by Team AIOLI, Olivera Bay & Ali Qureshi

Part 1: Analyze Government Agency Navigation

**A: Conduct a Heuristic Evaluation
of the Website Navigation**

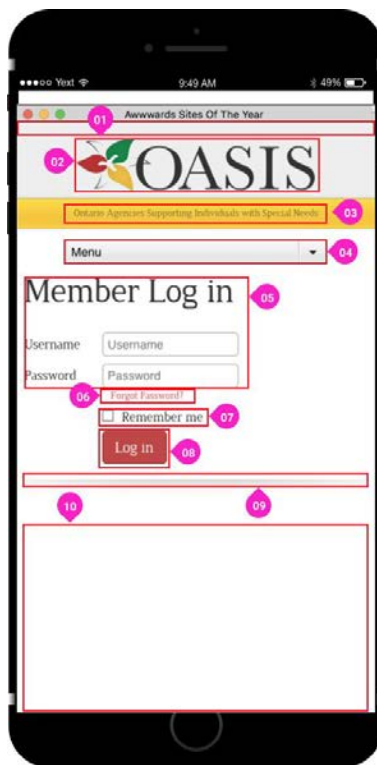
2. Heuristics Annotations of Home Page Navigation



Navigation (Utility, Primary and Footer)

Heuristics Issues	Usability Issues
01 Utility Navigation SECURE LABOUR RELATIONS ACCESS remains the Member Area. MEMBER AREA is important and should be kept as the primary navigation. CONTACT OASIS is not necessary to keep as top of page items for footer, where it typically resides. SEARCH OASIS is a very important feature on almost the top of the page. Recommendations: Remove SECURE LABOUR RELATIONS ACCESS. MEMBER AREA should be moved to the top and should be moved to the top right corner. SEARCH OASIS should be moved to the top right corner.	01 Utility Navigation SEARCH OASIS is important for users so should be more prominent. MEMBER AREA is not very visible. As an organization that supports agriculture that can be found in English and French, there should be a French version of the site. Recommendations: Could use a magnifying glass icon instead of a white box. A sidebar could be used to find, as it's not government. Needs to be emphasized. ADD FRANCAIS button/link.
02 Primary Navigation It is a good use of space and minimalist design. Contains subcategories, which could make a good flow. Placement of this navigation is good but it could be better to have a consistency gap between the logo and the link. A set of 6 navigation categories meet Recommendations. Good navigation practice, avoid for 'OBRC Resources' and 'MCSS Policy'. Category 'OBRC Resources' and 'MCSS Policy' are categories which make it hard to know it's missing. Using heuristic principle 2, including subcategories in the top right corner, it could be better to have a consistency gap between the logo and the link. Recommendations: Update if not from 'OBRC Resources' and 'MCSS Policy' could be moved to the top right corner. Provide a clear area that has the logo. There should be an ABOUT US category. This ABOUT US category could have the SERVICE NETWORK as a sub-category.	02 Primary Navigation Primary navigation is clear and consistent. However, it is not very clearly visible. Recommendations: Consider using a mega navigation with icons to enhance the usability. SEARCH OASIS could be incorporated with the primary navigation.
03 Drop-Down Navigation It is a good use of space and minimalist design. Contains subcategories, which could make a good flow. Placement of this navigation is good but it could be better to have a consistency gap between the logo and the link. A set of 6 navigation categories meet Recommendations. Good navigation practice, avoid for 'OBRC Resources' and 'MCSS Policy'. Category 'OBRC Resources' and 'MCSS Policy' are categories which make it hard to know it's missing. Using heuristic principle 2, including subcategories in the top right corner, it could be better to have a consistency gap between the logo and the link. Recommendations: Update if not from 'OBRC Resources' and 'MCSS Policy' could be moved to the top right corner. Provide a clear area that has the logo. There should be an ABOUT US category. This ABOUT US category could have the SERVICE NETWORK as a sub-category.	03 Drop-Down Navigation The back video gives the size of the drop down navigation gives the top of the website a very thin appearance. Recommendations: Consider a lighter color for the drop down.
04 Footer Navigation Footer is clear and consistent. However, it is not very clearly visible. Recommendations: Consider using a mega navigation with icons to enhance the usability. SEARCH OASIS could be incorporated with the primary navigation.	04 Footer Navigation Footer is clear and consistent. However, it is not very clearly visible. Recommendations: Consider using a mega navigation with icons to enhance the usability. SEARCH OASIS could be incorporated with the primary navigation.

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Member Login



Heuristics Issues

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The search bar is missing.

Recommendation
Search bar is of high importance including for policy searching and must be included.

02 Logo

The logo is too large compared to the rest of the page.

Recommendation
Reduce the logo, base it on a grid.

03 Organization's Full Name

The full name is too small to read.

Recommendation
Increase name.

04 Primary Navigation

The drop down is not aesthetically pleasing, and is not efficient as a navigation.

Recommendation
Primary Navigation should have an icon such as a sandwich icon and a list, rather than a drop down. In addition this icon should be placed in top right or left of the top.

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The heading is too large. The boxes are too short.

What if you don't have a membership and you want to apply for one?

Recommendation
Reduce heading. Evaluate alignment of all elements on page with the use of a grid. Add a Become a Member link.

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This is of helping the user recognise, diagnose, and recover from errors such as a forgotten password.

Recommendation
Space out Forgotten Password and Remember me below.

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This feature is important as it means efficiency of use as users don't have to login every time they're in the site.

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Button stands out.

Recommendation
Revisit shape of button, longer and narrow would be aesthetically more pleasing.

09 Line

This line is unnecessary.

Recommendation
Remove line.

10 Overall Alignment & Layout

The logo and Menu are centre aligned, while the rest of the items below are left-aligned. The entire page needs to be laid out again.

Recommendation
Have a consistent alignment for all elements. Eliminate large negative space at the bottom to make the layout more balanced.

**B: Perform a Usability Test
on the Website Navigation**

A. User Research Plan

Usability Testing Tasks

The objective of the research plan is to understand the usability of 5 tasks on **both on desktop and mobile navigation**, based on a typical user path.

Did the User Complete the Chosen Tasks?

1. Find member log in page_____
2. Navigate back to home page_____
3. Search for a policy_____
4. Find email for human resources_____
5. Find a job posting_____

Mobile	Website	
		 Failed  Completed
		
		
		
		

Desktop & Mobile Usability Test (2 Tests/Each)

Nick			Mobile			Tavo		
Task 1			Task 1			Task 1		
Uses dropdown and selects "Member Area"	Finds "Member Log-in"	Task was easy for user	user scrolled through the list and found member page	Once arrived clicked on the username to fill out info	Task was easy for user			
Task 2			Task 2			Task 2		
user clicks on logo to return to home page	user didn't use the manu navigation	task was easily accomplished	user clicks on logo to return to home page	action was fast	task was easily accomplished			
Task 3			Task 3			Task 3		
First looked under the main navigation drop down	After scrolling through the dropdown, couldn't find any options	Exited out of the main navigation and scrolled to the bottom of the page and scrolled back up	user scrolled through the list and found member page	Clicked on MCSS Policy	Scrolled up and down on the MCSS policy page and clicked on main nav again			
couldn't find a policy and gave up on task				user was not able to complete this task successfully				
Task 4			Task 4			Task 4		
didn't use the main navigation	scrolled throughout home page	unsuccessful at task! Had extreme difficulty looking for HR's email	didn't use the main navigation	scrolled throughout home page to the bottom and scrolled back up to click on main nav	unsuccessful at task! user gave up after scrolling through main nav			
in the footer, clicked on "research resources" and closed dropdown	Then tried looking under second dropdown menu in footer under "Contact OASIS" - nothing happened after selection - user closed drop down and scrolled back to top of home page	attempted again and went back to footer - "Contact OASIS" - clicked on "Human Resource Support" which opened email options - user then looked under "Resource coordinator" then back to the first dropdown under "research resources"	user was not able to complete this task successfully					
Task 5			Task 5			Task 5		
used main dropdown menu and clicked on "job posting and careers"	User easily found a job post	Task was completed easily and successfully!	used main dropdown menu and clicked on job posting and careers" after some scrolling	User easily found a job post	Task was completed easily and successfully!			

User 1			Desktop			User 2		
Task 1			Task 1			Task 1		
At first pointed to the menu bar, then quickly found the "members area" on the top grey utility bar	Finds "Member Log-in"	Task was easy for user	clicked on "member services" -> "member services overview"	clicked on the breadcrumb on "member services overview" - then went back to main nav	"WITH" then looked for it in "members benefit" page			
Task 2			Task 2			Task 2		
user clicks on logo to return to home page	task was easily accomplished		clicked on "visit orientation page" from the right side column - clicked on "member log in" from the links on orientation page	Clicked on "Member Log-in" hyperlink within body content on orientation page and finally completed the tasks	"that was a long winded way to do that!"			
Task 3			Task 3			Task 3		
debated between dropdowns, "MCSS policy overview" and "OASIS Finance Policy Options Manual", finally clicked on "MCSS policy overview"	Clicked on "MCSS policy" and selected "OASIS Documents", returned to "MCSS policy overview" page to read the instructions	Clicked on "MCSS policy" and selected "OASIS Finance Policy Options Manual" and downloaded the "zip file"	user felt lost and was asked to move onto the next task	User clicked on MCSS Policy dropdown		used search bar to find policy -> policy database (scrolled through this page) -> dspolicyfind.ca	successfully completed this task successfully	
Task 4			Task 4			Task 4		
looked under "labour relations", then looked under "service network" and clicked on "OASIS Board"	couldn't find using main navigation	used search bar, searched "human resources" - this didn't show any results	looked in footer	looked under member services	clicked on top gray utility bar on "contact OASIS"			
user unsuccessful at task!			typed "human resources" in search bar (top right) - No results found from this search by user	"It doesn't exist, you can't contact human resources"				
Task 5			Task 5			Task 5		
used main dropdown menu - "member services" and clicked on "job posting and careers"	User easily found a job post	Task was completed easily and successfully!	used main dropdown menu and clicked on "job posting and careers" after some scrolling	User easily found a job post	Task was completed easily and successfully!			

Task 3: Search for a Policy

PAIN POINTS

user felt lost
and was asked
to move onto
the next task

Scrolled up and down
on the MCSS policy
page and clicked on
main nav again

couldn't find a
policy and gave
up on task

Task 4: Find Email for Human Resources

PAIN POINTS

used search bar,
searched
“human
resources” - this
didn’t show any
results

unsuccessful at
task! Had
extreme
difficulty
looking for HR’s
email

unsuccessful at
task! user gave
up after
scrolling
through main
nav

“it doesn’t exist, you
can’t contact human
resources”

Prioritization of Major Pain Points for Primary Navigation

Pain Points for Users and OASIS, on Desktop:

- Member Login
- Policy Search
- HR Email

Pain Points for Users and OASIS, on Mobile:

- Policy Search
- HR Email

Part 2: Perform Card Sorting on the Government Agency Website

Present Site Architecture

- Assumptions prior to card sorting: the participants *do not fit the profile of our proto persona*, therefore they would not be familiar with some of the government-based terminology. **As such the card sorting results may not reflect accurate or ideal categorization.**

MEMBER SERVICES	LABOUR RELATIONS	OBRC RESOURCES	DOCUMENTS	SERVICE NETWORK	MCSS POLICY
Member Services Overview	Labour Relations Overview	OBRC Resources Overview	Documents Overview	Service Network Overview	MCSS Policy Overview
Job Postings and Careers	Labour Relations Archive	Terms of Reference	By-Laws	OASIS Board	OASIS Finance Policy Options Manual
Mail Lists	Committee Membership	Work Plan and Annual Report	Mission Statement	Member Agencies	MCSS Feedback and Consultations
Membership Application	Information Sessions	Committee Membership	MPP Bulletin	OASIS Sensory Partners	OASIS Documents
Member Agencies Map	Terms of Reference	Meeting Notes and Presentation	OASIS Budget Presentations	Service Partners	Government Documents
Member Benefits		Business Resource Documents	Strategic Planning		
Policy Database		Purchasing Savings	Special Documents		
		OBRC Webinar Materials	Conference Presentations		
			OASIS Governance Policies		
			OASIS Newsletters		
			OASIS Annual Report		
			Correspondence		
			OASIS News Digest		
			Electronic Funds Transfer		

Card Sorting Performed on 3 Categories with 7 Participants

MEMBER SERVICES	LABOUR RELATIONS	OBRC RESOURCES
Member Services Overview	Labour Relations Overview	OBRC Resources Overview
Job Postings and Careers	Labour Relations Archive	Terms of Reference
Mail Lists	Committee Membership	Work Plan and Annual Report
Membership Application	Information Sessions	Committee Membership
Member Agencies Map	Terms of Reference	Meeting Notes and Presentation
Member Benefits		Business Resource Documents
Policy Database		Purchasing Savings
		OBRC Webinar Materials

- **Constraints:** using a *Optimum Sort* free account, we were limited to sorting 3 categories.
- **Define:** each card was examined for the role it would play in the new architecture.
- **Group:** categories were named according to how the present site displays them.
- **Structure:** the results of the card sorting helped to confirm that the current site structure was decent, but needed some considerable improvements.

Card Sorting Results, Member Services

Result: 58%

13 cards, 7 participants.

	Freq.	Avg. Pos
Member Benefits	7	4.6
Member Services Overview	7	4.0
Membership Application	7	3.7
Member Agencies Map	7	2.9
Committee Membership	6	5.5
Purchasing Savings	5	4.4
Job Postings and Careers	4	4.5
Mail Lists	3	4.0
Terms of Reference	2	9.5
Information Sessions	2	5.0
Work Plan and Annual Report	1	7.0
Policy Database	1	7.0
Meeting Notes and Presentational Material ...	1	5.0

Card Sorting Results, Labour Relations Category

Result: 32%

11 cards, 7 participants.

	Freq.	Avg. Pos
Labour Relations Overview	7	1.9
Labour Relations Archive	7	1.4
Work Plan and Annual Report	3	4.7
Meeting Notes and Presentational Material ...	1	6.0
Committee Membership	1	5.0
Mail Lists	1	4.0
Purchasing Savings	1	3.0
Terms of Reference	1	3.0
Policy Database	1	3.0
Job Postings and Careers	1	3.0
Information Sessions	1	2.0

Card Sorting Results, OBRC Resources Category

Result: 62%

11 cards, 7 participants.

	Freq.	Avg. Pos
Business Resource Documents	7	5.0
OBRC Resources Overview	7	2.7
OBRC Webinar Materials	7	2.3
Policy Database	5	6.4
Meeting Notes and Presentational Material ...	5	4.0
Terms of Reference	4	5.5
Information Sessions	4	4.8
Mail Lists	3	5.0
Work Plan and Annual Report	3	3.7
Job Postings and Careers	2	2.5
Purchasing Savings	1	6.0

Card Sorting Interpretation

While the card sorting was a good starting place we investigated further to base our navigation on more thorough findings. Since some of the names used in the card sort didn't clearly describe their purpose, it was not surprising that the participants placed them in the wrong categories. Subsequently, we went about improving the categorization and naming. To this end we used a spreadsheet to compare the existing navigations and update to the new ones.

Card Sorting Interpretation

Taxonomy Key Takeaways

1. **Rename acronyms to more accessible terms.**
 - Category “OBRC Resources” (Oasis Business Resource Committee) has been renamed “Business Resources”
 - Category “MCSS Policy” (Ministry of Community and Social Services) to “Ministry Policy”
2. **Remove redundancy**
 - Each category has an Overview. Remove the words prior to Overview in each card. For example in “Member Services Overview” change to “Overview”.

Categorizing Key Takeaways

1. **Create an “About Us” category to do a better job showcasing the value of the organization.**
Add mission statement and news-type content here under a “General” subcategory.
2. **Move “Service Network” as a sub-category under “About Us”.**

Full Primary and Secondary Navigation Taxonomy

CURRENT	SUGGESTED	CURRENT	SUGGESTED	CURRENT	SUGGESTED
MEMBER SERVICES	MEMBER SERVICES	LABOUR RELATIONS	LABOUR RELATIONS	OBRC RESOURCE S	BUSINESS RESOURCES
Member Services Overview	Overview	Labour Relations Overview	Overview	OBRC Resources Overview	Overview
Job Postings and Careers	Careers	Labour Relations Archive	Archive	Terms of Reference	Business Committee Terms
Mail Lists	Mail Lists	Committee Membership	Committee Membership	Work Plan and Annual Report	Annual Report and Work Plan
Membership Application	Application	Information Sessions	Info Sessions	Committee Membership	Committee Contacts
Member Agencies Map	Agency Locations	Terms of Reference	Terms	Meeting Notes and Presentation	Meeting Notes and Materials
Member Benefits	Benefits			Business Resource Documents	Documents
Policy Database	Policy Database			Purchasing Savings	Purchasing Savings
				OBRC Webinar Materials	Webinar Materials

CURRENT	SUGGESTED	CURRENT	SUGGESTED	CURRENT	SUGGESTED
DOCUMENTS	DOCUMENTS	SERVICE NETWORK	SERVICE NETWORK	MCSS POLICY	MINISTRY POLICY
Documents Overview	Overview	Service Network Overview	Overview	MCSS Policy Overview	Overview
By-Laws	By-Laws	OASIS Board	Board	OASIS Finance Policy Options	OASIS Finance Policy Manual
Mission Statement	Mission Statement	Member Agencies	Our Members	MCSS Feedback and Consultation	MCSS Consultations
MPP Bulletin	MPP Bulletin	OASIS Sensory Partners	Sensory Partners	OASIS Documents	OASIS Documents
OASIS Budget Presentations	Budget Presentations	Service Partners	Partners	Government Documents	Government Documents
Strategic Planning	Strategic Planning				
Special Documents	Special Documents				
Conference Presentations	Conference Presentations				
OASIS Governance Policies	Governance Policies				
OASIS Newsletters	Newsletters				
OASIS Annual Report	Annual Report				
Correspondence	Correspondence				
OASIS News Digest	News Digest				
Electronic Funds Transfer	Electronic Funds Transfer				

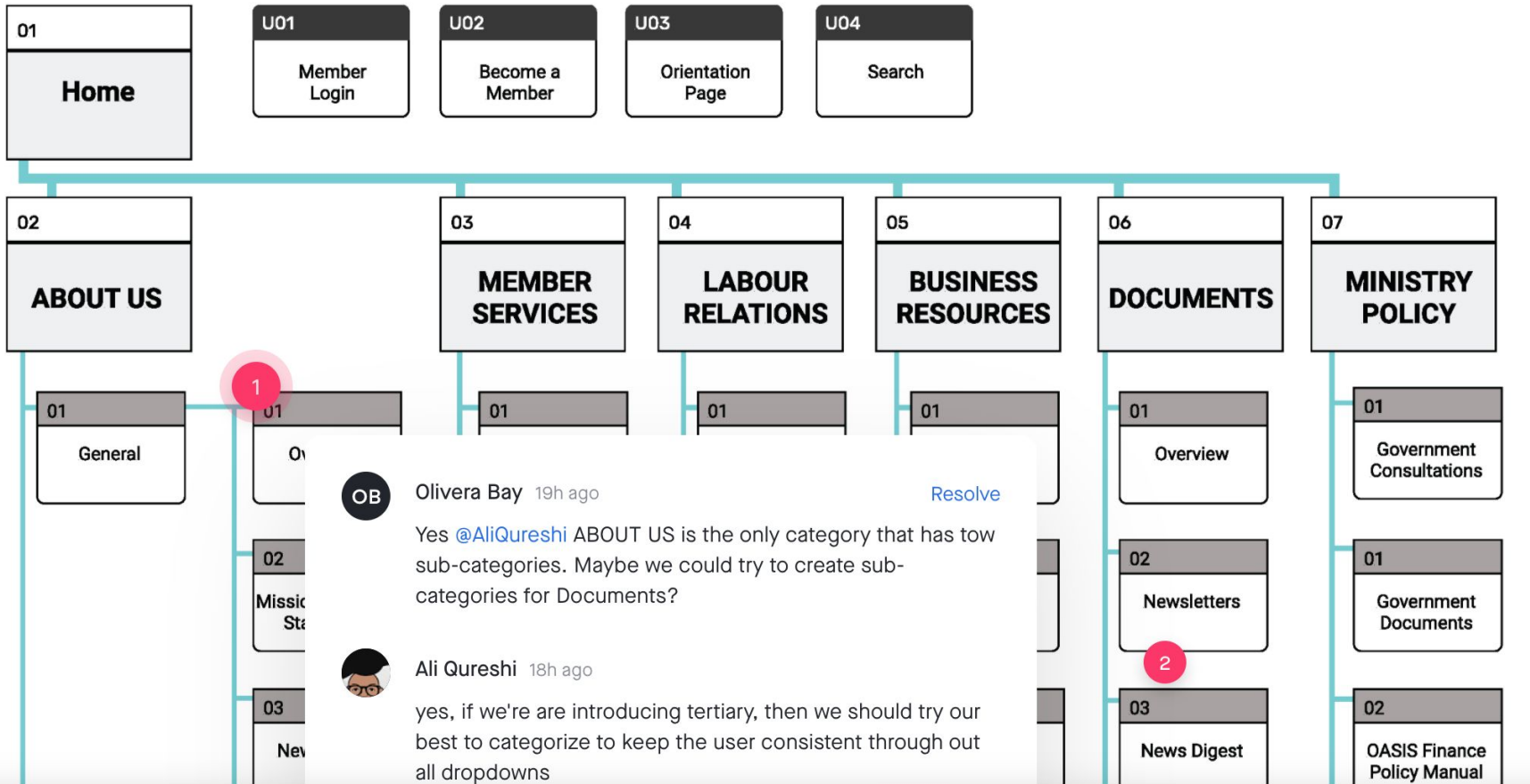
Content in Red: Renamed

Content in Black: Existing

Navigation item iterations

Final Primary and Secondary Navigation

ABOUT US	MEMBER SERVICES	LABOUR RELATIONS	BUSINESS RESOURCES	DOCUMENTS	MINISTRY POLICY
Overview	Overview	Overview	Overview	Overview	Overview
Mission / Vision Statement	Benefits	Archive	Committee Contacts	News	Government Consultations
Newsletters	Application	Committee Membership	Business Committee Terms	Newsletters	Government Documents
News Digest	Policy Database	Info Sessions	Annual Report and Work Plan	News Digest	OASIS Finance Policy Manual
Annual Report & Strategy	Mail Lists	Terms	Meeting Notes and Materials	Annual Report & Strategy	OASIS Documents
Service Network	Careers		Documents	Presentations	
Overview	Member Location		Webinar Materials	Budget Presentations	
Board			Purchasing Savings	Conference Presentations	
Members		-		Other Documents	
Sensory Partners				MPP Bulletin	
Service Partners				By-Laws	
				Governance Policies	
				Special Documents	
				Correspondence	
				Electronic Funds Transfer	

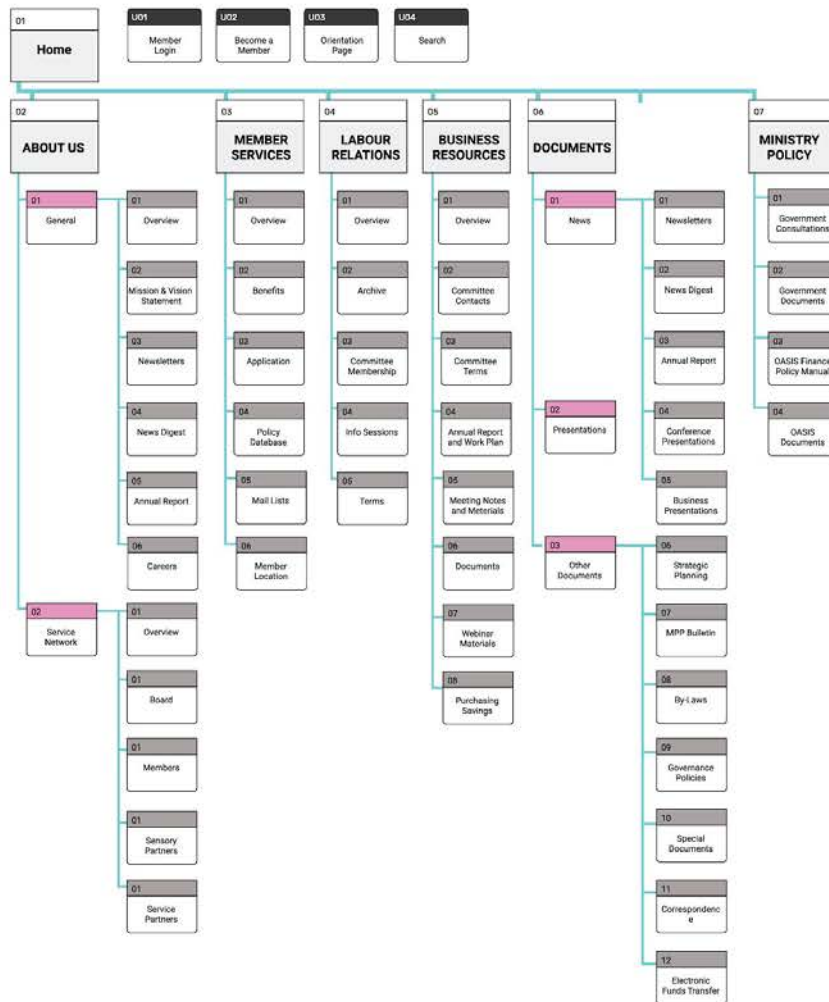
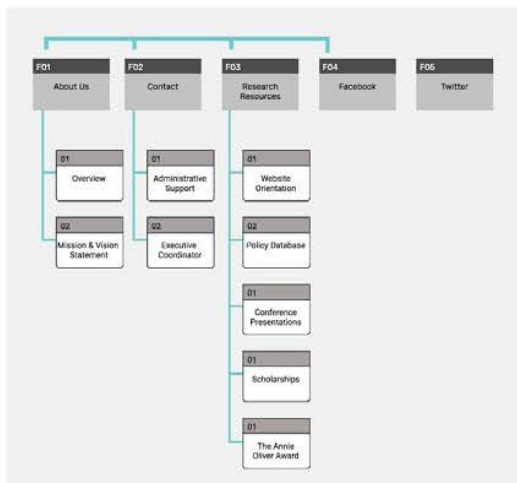




Part 3: Redesign a New Sitemap Using Card Sorting Results

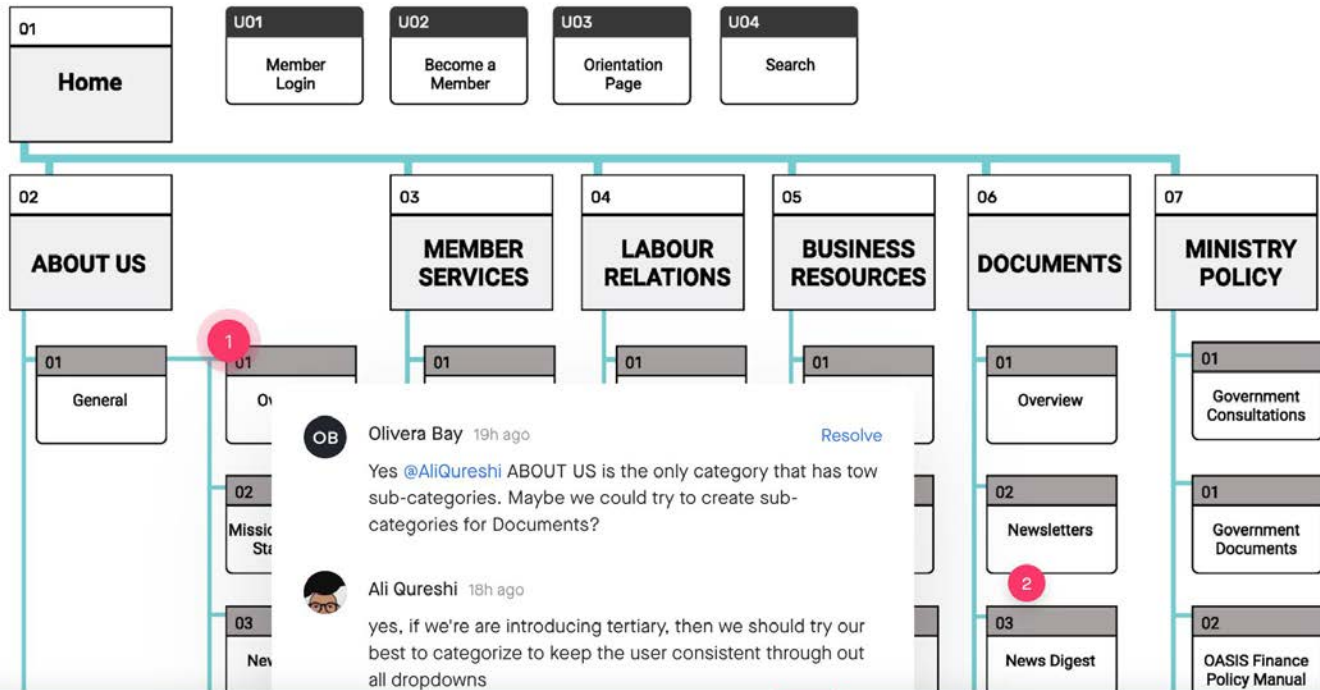
New Sitemap

Invision Sitemap Prototype



Sitemap Review and Comments

[View Review](#)



Part 4: Prototype a new navigation UI based on the sitemap redesign

This section done by
Olivera Bay

Navigation Bar, Primary Pages, Preliminary Iteration



Feedback Result: Rejected

Testing Comments: The Centered Logo looks nice but wastes valuable header space. The top left area is weak in the sense of bringing attention to bringing new members. Search bar too small.

Navigation Bar, Primary Pages, First Iteration



Hover state 

Feedback Result: Approved

LATCH Principle Application

The LATCH principle was applied in terms of auditing the primary navigation categories. Using the Hierarchy principle the categories were placed in order of importance, taking into consideration both member and non-member user proto persona.

- For a non-member proto persona and to attract new members and showcase the agency's value, the category “**About**” was added at the end of the primary navigation.
- “**Apply to become a member**” was placed in the utility navigation.

Navigation Bar Prototype, Secondary Pages

1. Member Services

A light blue rectangular navigation bar for 'Member Services'. It features a small teal downward-pointing triangle on the left side. The bar contains eight items arranged in two columns: Overview, Benefits, Application, Policy database on the left, and Mail lists, Careers, Member location on the right.

Overview	Mail lists
Benefits	Careers
Application	Member location
Policy database	

2. Labour Relations

A light blue rectangular navigation bar for 'Labour Relations'. It features a small teal downward-pointing triangle on the left side. The bar contains four items arranged in two columns: Overview, Archive, Committee membership on the left, and Info sessions, Terms on the right.

Overview	Info sessions
Archive	Terms
Committee membership	

3. Business Resources

A light blue rectangular navigation bar for 'Business Resources'. It features a small teal downward-pointing triangle on the left side. The bar contains eight items arranged in two columns: Overview, Committee contacts, Committee terms, Annual report & plan, Meeting materials on the left, and Documents, Webinar materials, Purchasing savings on the right.

Overview	Documents
Committee contacts	Webinar materials
Committee terms	Purchasing savings
Annual report & plan	
Meeting materials	

Navigation Bar Prototype, Secondary Pages

4. Ministry Policy

Overview	Service network
Who we are	Overview
Mission & vision	Board
Newsletters	Members
News digest	Sensory partners
Annual report & strategy	Service partners

5. Documents

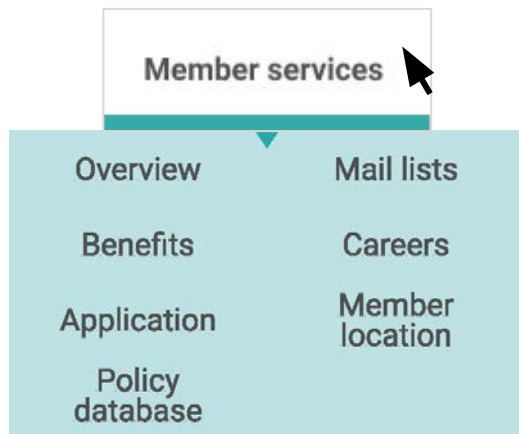
Overview	Other
News	MPP bulletin
Newsletters	By-laws
News digest	Governance policies
Annual report & strategy	Special documents
Presentations	Electronic funds transfer
Budget presentations	
Donference presentations	

6. About

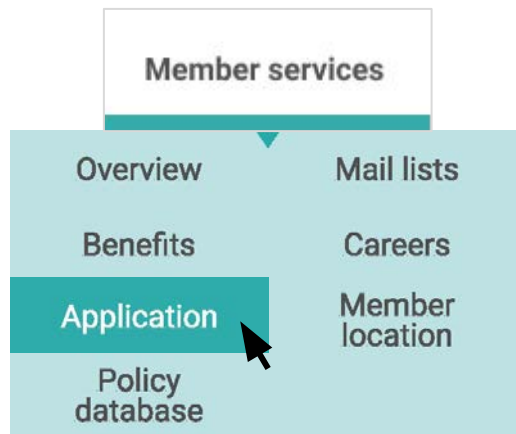
Overview	OASIS Finance policy manual
Government consultation	OASIS Documents
Government consultations	

Secondary Navigation Color and Interaction States

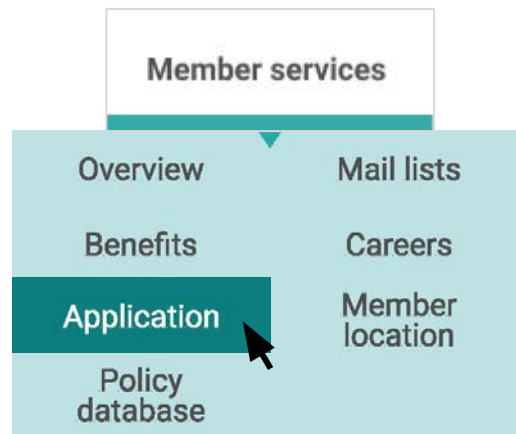
1. Click a primary page



2. Hover over secondary navigation

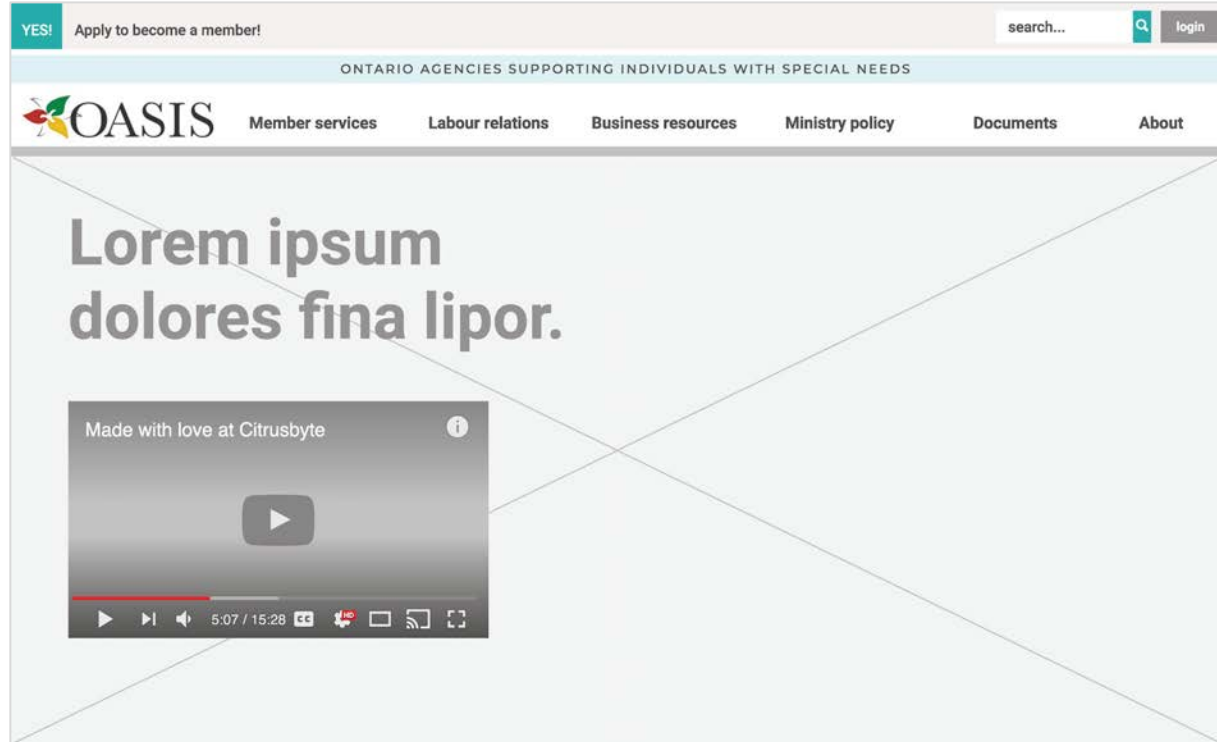


3. Mouse down on selected secondary page



Interactive Prototype, Preliminary Iteration

> [Click here](#)



AHAHAHA!
I think I have
analysis paralysis!

Time for a break!



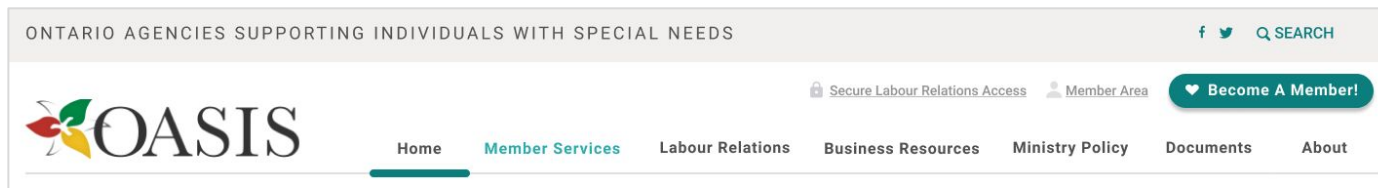
Low-Fidelity Wireframe, Prototyping & Testing

This section done by Olivera Bay

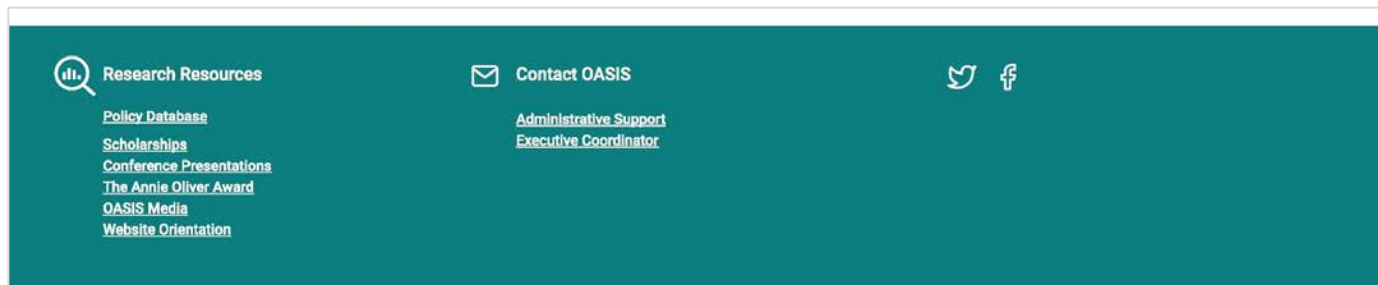
Part 1: Create/Iterate header & footer navigation for mobile and desktop

First Desktop Navigation Iteration

Header

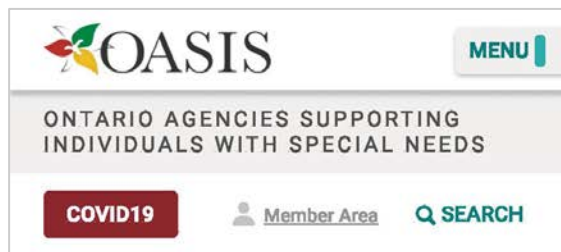


Footer



First Mobile Navigation Layout

Header



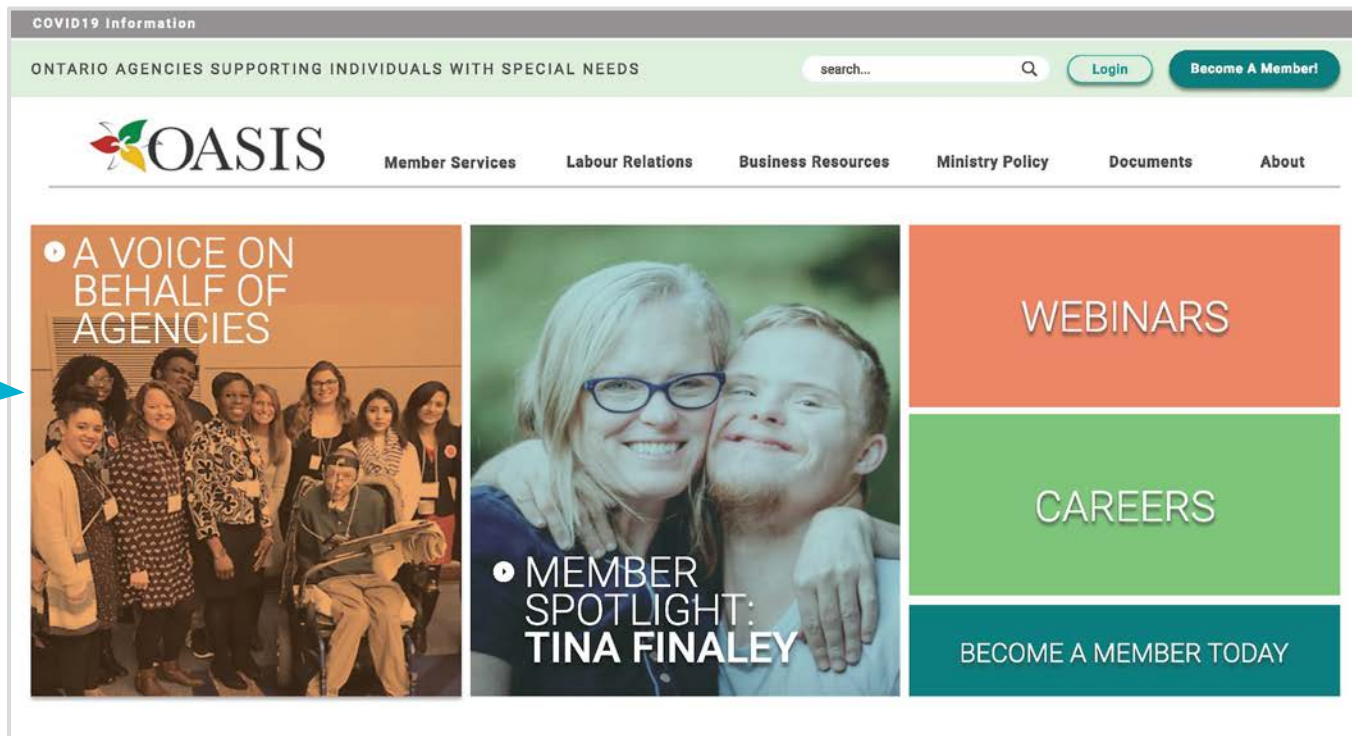
Footer



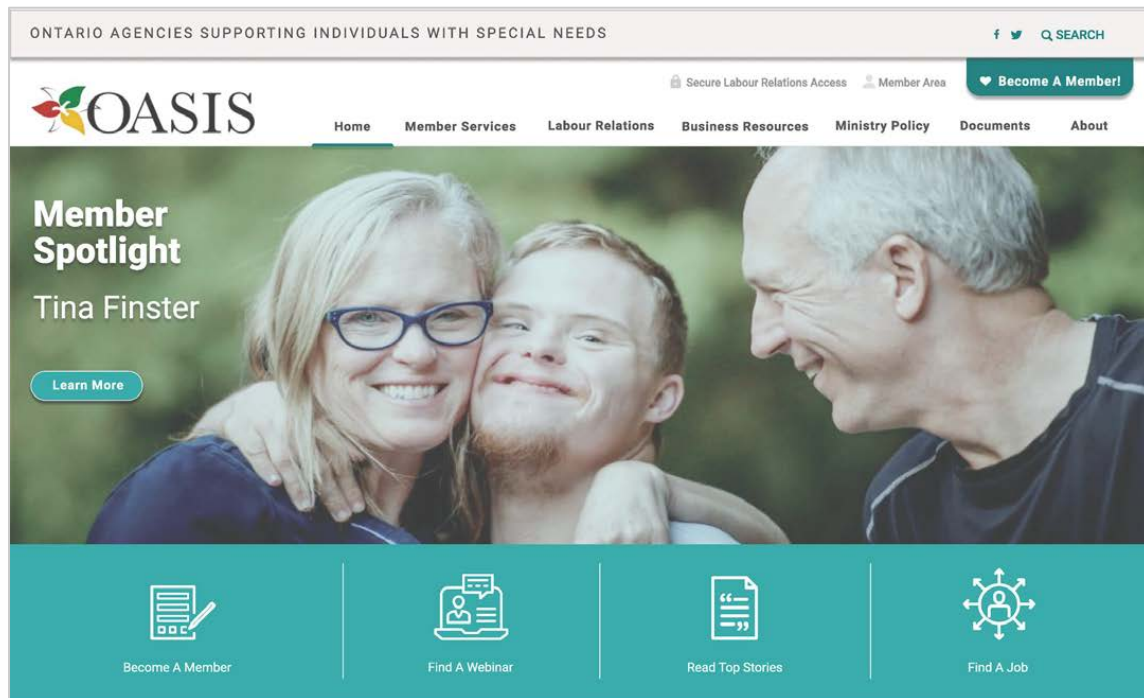
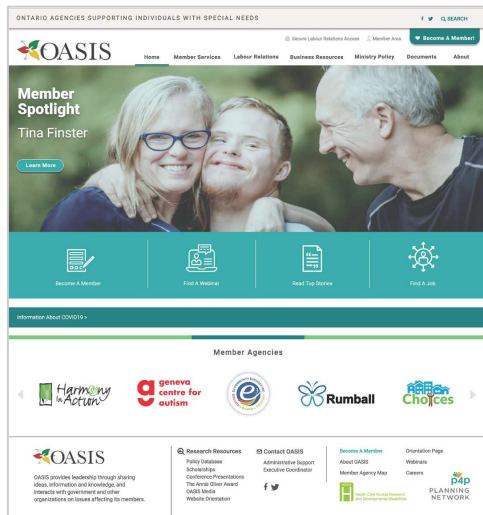
Part 2: Wireframe homepage & navigation for mobile/desktop

Second Desktop Iteration

New homepage content to bring human element and showcase member agencies



Third Desktop Iteration



Third Desktop Iteration, Footer



OASIS provides leadership through sharing ideas, information and knowledge, and interacts with government and other organizations on issues affecting its members.

 Research Resources

- Policy Database
- Scholarships
- Conference Presentations
- The Annie Oliver Award
- OASIS Media
- Website Orientation

 Contact OASIS

- Administrative Support
- Executive Coordinator

[Become A Member](#)

- About OASIS
- Member Agency Map

Orientation Page

- Webinars
- Careers



PLANNING NETWORK



Health Care Access Research and Developmental Disabilities

ONTARIO AGENCIES SUPPORTING INDIVIDUALS WITH SPECIAL NEEDS



- Home
- Member Services
- Leadership Relations
- Research Resources
- Ministry Policy
- Documents
- About

Member Spotlight

Tina Finster

[Learn More](#)

 Become A Member

 Contact OASIS

 Add Top Stories

 Find A Job

Information about COVID-19

Member Agencies





OASIS provides leadership through sharing ideas, information and knowledge, and interacts with government and other organizations on issues affecting its members.

 Research Resources

- Policy Database
- Scholarships
- Conference Presentations
- The Annie Oliver Award
- OASIS Media
- Website Orientation

 Contact OASIS

- Administrative Support
- Executive Coordinator

[Become A Member](#)

- About OASIS
- Member Agency Map

Orientation Page

- Webinars
- Careers



PLANNING NETWORK



Health Care Access Research and Developmental Disabilities

ONTARIO AGENCIES SUPPORTING INDIVIDUALS WITH SPECIAL NEEDS

f

t

Q SEARCH

OASIS

Secure Labour Relations Access

Member Area

Become A Member!

Home

Member Services

Labour Relations

Business Resources

Ministry Policy

Documents

About

Home > Member Services > Application

Membership Application

Contact Information

First name

Last name

Organization name

City

Mailing address

Postal Code

Province

Email

Phone

Fax

Understanding

This application for membership to OASIS is made by our Agency/Organization for the benefits and privileges of membership. We acknowledge and agree to support the charter, principles and operation of OASIS, as it strives to support agencies in their challenging and exciting work in supporting individuals with special needs. Our agency/organisation is eligible for membership insofar as it provides support services to individuals with developmental disability as is a non-profit organisation with a volunteer Board of Directors. I understand that this membership runs until March 31. I subscribe and agree to the terms set out herein and my name and selection below indicates my agency's/organisation's application, subject to approval of the Board of OASIS.

I understand and agree to the terms

Date

Position

Name

We promise to keep your information 100% secure.

Submit Application

Application Enquiries?

For all membership application enquiries please contact OASIS Administrative Support.

Phone: (905) 579-5267, Ext. 203
Email administrativesupport@oasisonline.ca

Participation House Project (Durham Region)
East Administrative Tower, 55 Gordon Street, Suite 1
Whitby, ON L1N 0J2

Fee Structure

Assessment month is April 1 to March 31.
Assessment fee for the full fiscal year is \$2000 per agency.
For new members joining throughout the year, the initial fee is \$1000 per agency.

Webinar Page

ONTARIO AGENCIES SUPPORTING INDIVIDUALS WITH SPECIAL NEEDS

f t Q SEARCH

Secure Labour Relations Access Member Area Become A Member!

Home Member Services Labour Relations Business Resources Ministry Policy Documents About

Home > Governance Webinars

Webinars

Promoting Mental Health & Resiliency for Developmental Services Staff

With the support of the Frank Cowan Company and in collaboration with the Centre for Addiction and Mental Health (CAMH), OASIS is hosting a webinar specifically on mental health and resiliency for staff in the Developmental Services Sector.

The aims of this webinar will be to:

- increase staff understanding of mental health and resiliency, as well as available mental health supports;
- identify skills and strategies to manage stress and anxiety; and engage with colleagues around the province to support community building across the sector.

Register This link will take you Eventbrite.

Governance Webinars

The Board, A Winning Team

Login

Information About COVID19 >

Member Area Page

ONTARIO AGENCIES SUPPORTING INDIVIDUALS WITH SPECIAL NEEDS

f t Q SEARCH

Secure Labour Relations Access Member Area [Become A Member!](#)

 [Home](#) [Member Services](#) [Labour Relations](#) [Business Resources](#) [Ministry Policy](#) [Documents](#) [About](#)

[Home](#) > [Member Area](#)

Member Area

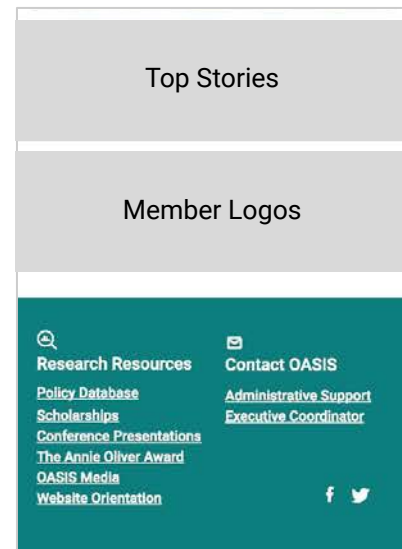
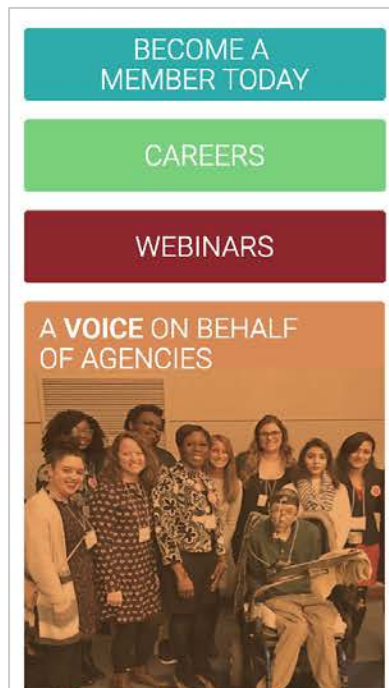
[Forgot password](#)

☐ Remember me

[Login](#)

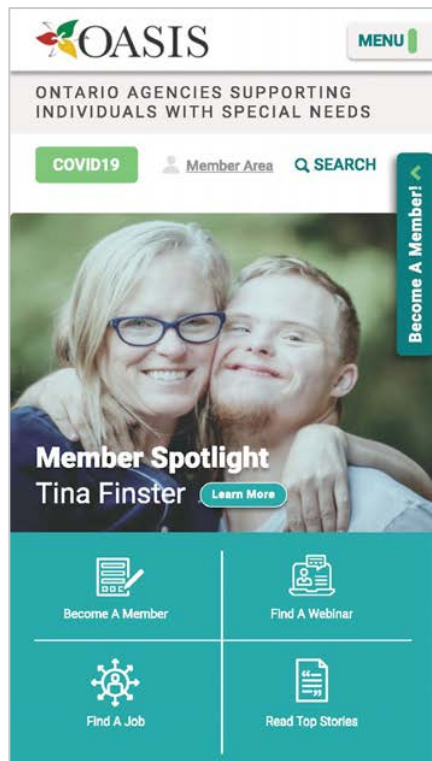
[Information About COVID19 >](#)

Preliminary Mobile Layout, Home Page

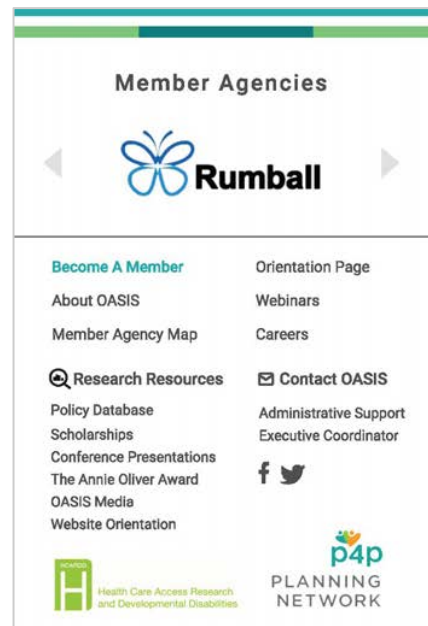


First Mobile Homepage Iteration

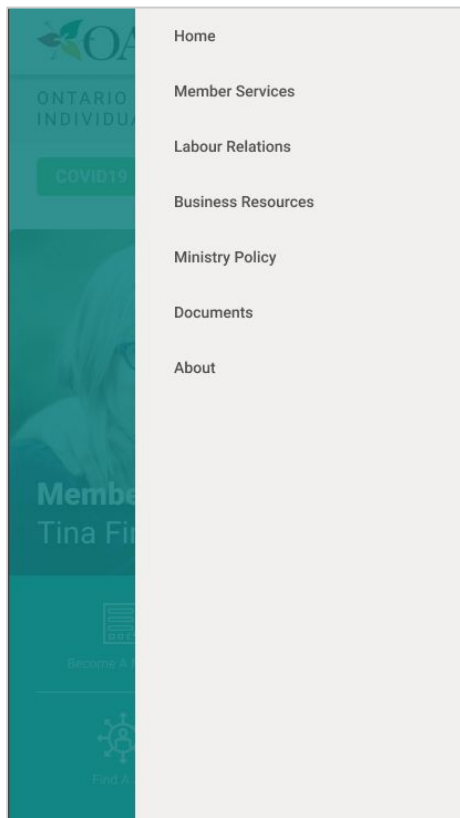
Homepage



Footer

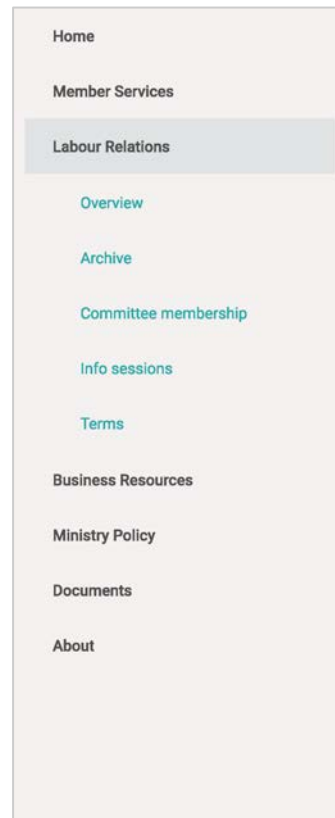
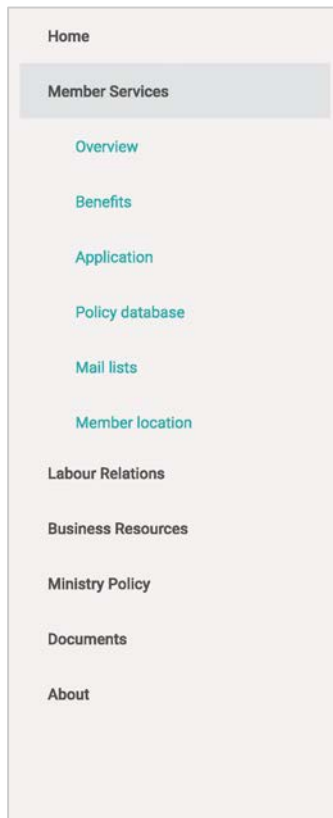
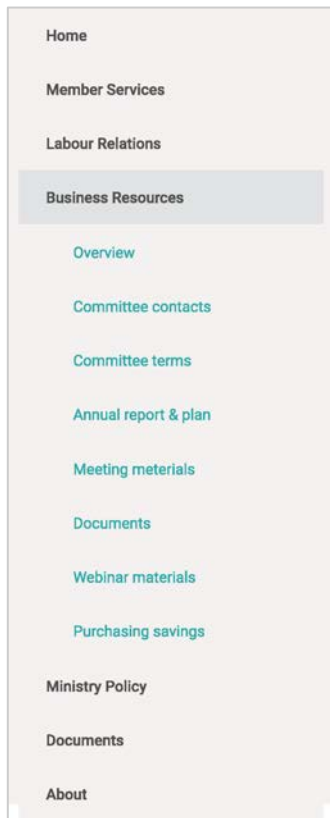


Primary Mobile Navigation



Navigation Overlay

Secondary Page Navigation



← Pressed
state

Secondary Page Navigation

Home
Member Services
Labour Relations
Overview
Archive
Committee membership
Info sessions
Terms
Business Resources
Ministry Policy
Documents
About

Home
Member Services
Labour Relations
Business Resources
Ministry Policy
Documents
Overview
News
Newsletters
News digest
Annual report & strategy
Presentations
Budget presentations
Conference presentations
Other
MPP bulletin
By-laws
Governance policies
Special documents
Electronic funds transfer

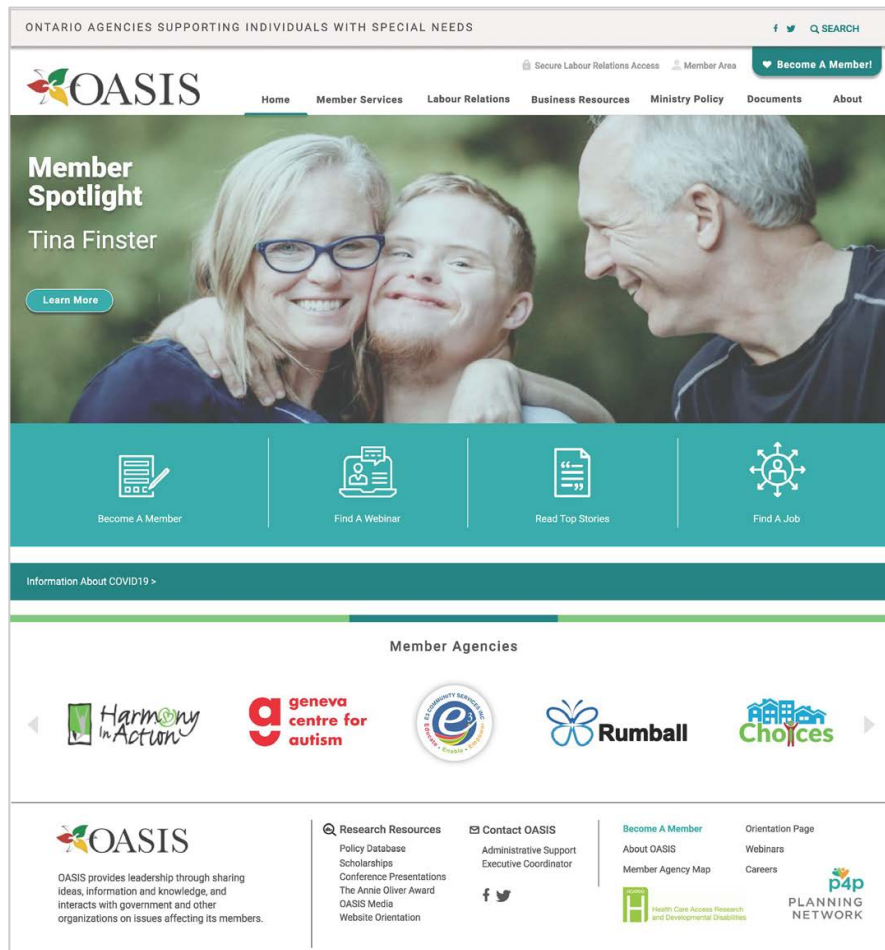
Home
Member Services
Labour Relations
Business Resources
Ministry Policy
Documents
About
Overview
Who we are
Newsletters
News digest
Annual report & strategy
Service network
Overview
Members
Sensory partners
Service partners

Part 3: Create a clickable desktop prototype

Clickable Desktop Prototype



[Click here](#)



Part 4: Conduct 5-second usability test & iterate

5-Second Usability Test using *Optimal Workshop*

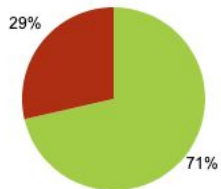
Total of 6 Participants

Task 1: Find Membership Application	Success rate	71%
Task 2: Find Member Area	Success rate	50%
Task 3: Find Webinar Section	Success rate	67%

Based on these findings Task 2 & 3 has been chosen for additional iteration.

5-Second Usability Test New Member Application

1. You've heard that there is a way to become a member of OASIS through their website. What do you have to do to become an OASIS member?

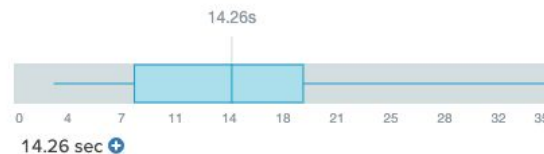


■	Success	5	71% ▼
	Member Application - Quick Links	3	43% ▼
	Become a Member - Utility Navigation	2	29% ▼
	Member Application - Primary Nav	0	0% ▼
	Member Application - Footer	0	0% ▼
■	Failure	2	29% ▼
■	Skip	0	0% ▼

Success

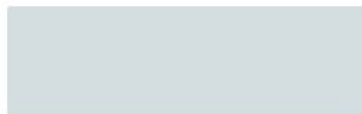
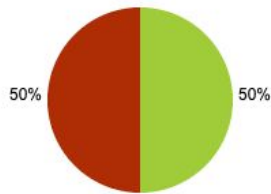


Time taken



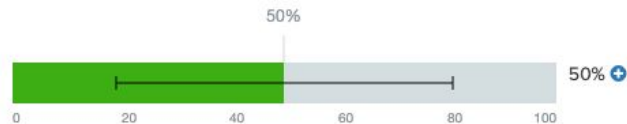
5-Second Usability Test on Member Login

2. You're a new OASIS member and you want to enter the member area. What do you have to do to enter the member area?

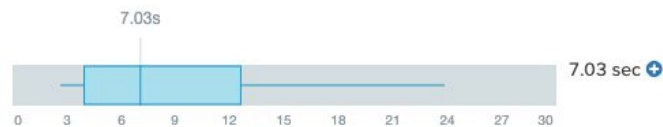


■	Success	3	50%	▼
	Member Area Login	3	50%	▼
■	Failure	3	50%	▼
■	Skip	0	0%	▼

Success



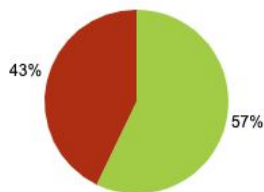
Time taken



Based on these findings the Member Login element needs to be more prominent.

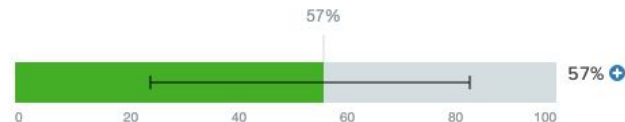
5-Second Usability Test on Finding a Webinar

3. You're wondering if OASIS offers webinars. What do you have to do to find a webinar?

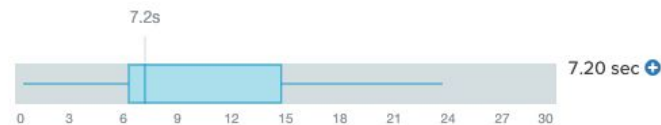


■	Success	4	57% ▼
	Find a webinar - Quick Links	4	57% ▼
	Find a Webinar - Search Bar	0	0% ▼
	Find a Webinar - Footer	0	0% ▼
■	Failure	3	43% ▼
■	Skip	0	0% ▼

Success



Time taken



Part 4: Apply a visual design

Style Tile

UI STYLE DIRECTION

The look and feel of the UI style is elegant, approachable and calming. The colour scheme is monotone with dashes of colour. The font selection is minimalistic and functional. The icons are used to give a friendly feel.

UI Style Adjectives

Advocative

Trustworthy Accountable

Resourceful

Conscientious

Empowering

Facilitating

Typography

The font Roboto is selected for its minimalist and legibility qualities. Contrast is used for the large headlines in comparison to the smaller headings.

Headline

Roboto Light 40pt

Sub-headline

Sub-headline

Roboto Regular 25pt

Roboto Regular 25pt

Headline

Roboto Light 65pt

Sub-headline

Roboto Medium 35pt

"This is how you would visualize a great quote."

Roboto Regular 18pt

Typography Body Copy

Lorem ipsum dolor sit amet, consetetur disipiscing elit. Lorem ipsum dolor sit amet, consetetur disipiscing elit. Lorem ipsum dolor sit amet, consetetur disipiscing elit. Lorem ipsum dolor sit amet, consetetur disipiscing elit.

Roboto Regular 14 pt

[This is a regular link](#)

BRAND LOGO



Iconography



Button States



Button Styles



COLOUR PALETTE

Base Colours



Monotone Calming Energizing

Primary Colours



Secondary Colours



Image Samples



Image Colour Treatment



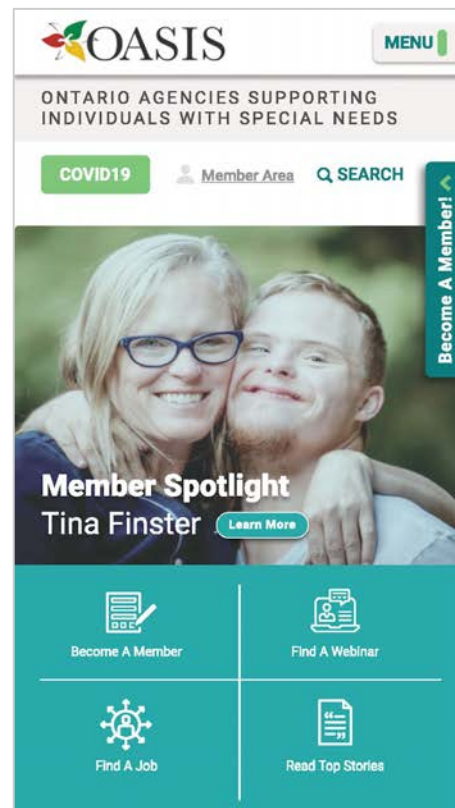
Style Guide, Responsive Hi-Fi Mockup, Testing & Advanced, Finalized Case Study

This section done by Olivera Bay

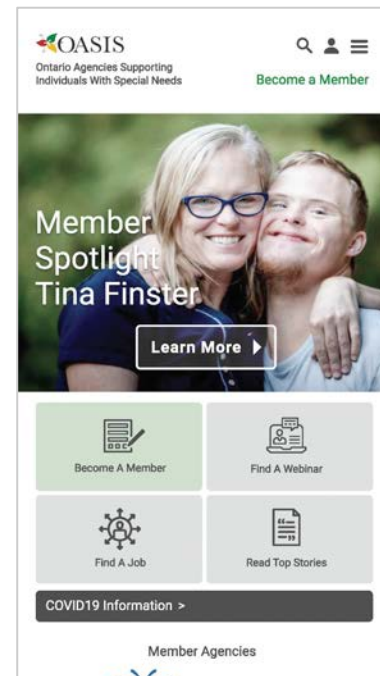
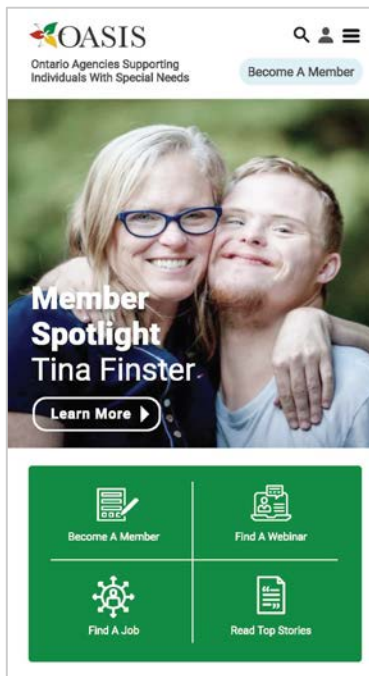
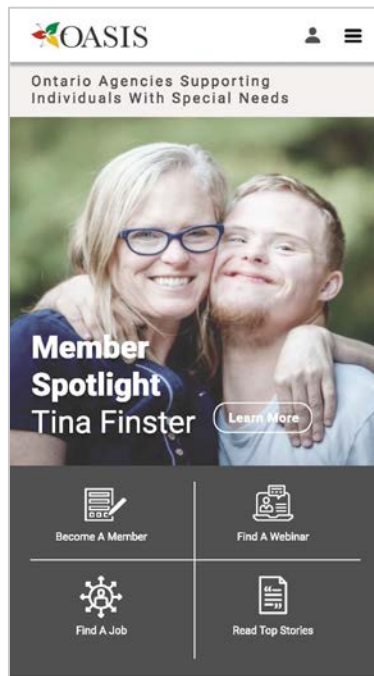
Part 1: Test mobile homepage prototype and navigation (desktop, mobile)

Testing Feedback, Mobile Homepage

- Declutter the navigation
- Connect logo and organization name together
- Reassess the Menu treatment
- Reassess placement of “Become a Member”
- Reconsider colour use to reflect logo colours more
- Reassess COVID 19 button placement & treatment

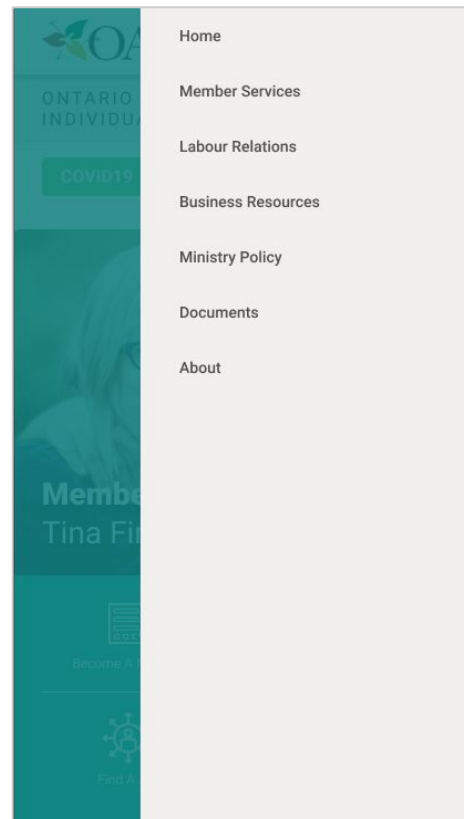


Iterations Based on Testing

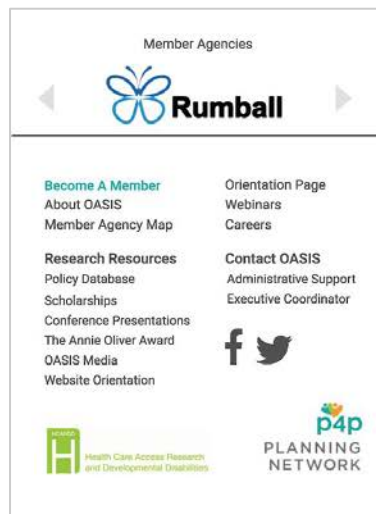
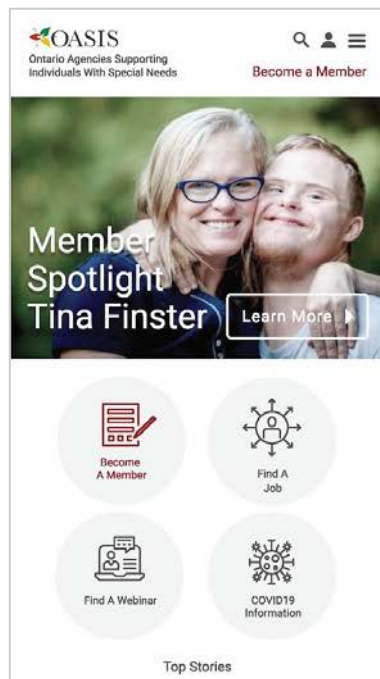


Testing Feedback, Menu Navigation

- Add bands or lines to separate Menu categories
- Increase font size
- Make text with quick links bigger
- Add an X to indicate the ability to close the menu
- Increase category font size
- Fold primary navigation back up
- Remove icons from footer

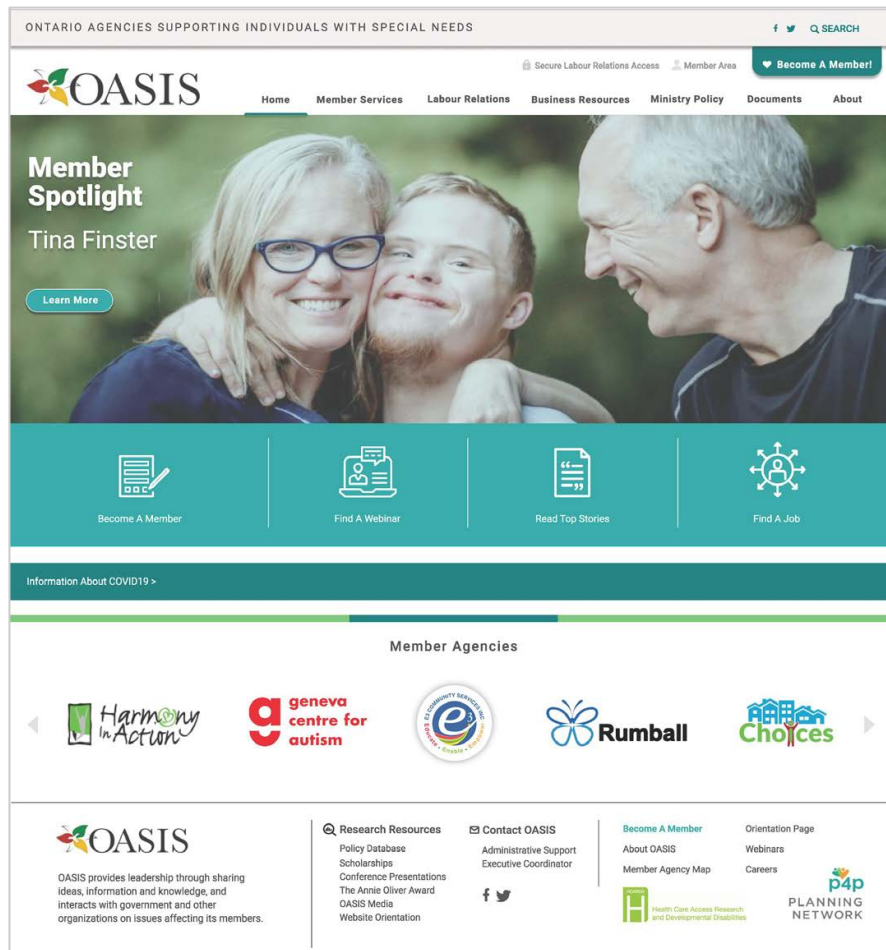


Finalized Iteration, Mobile Homepage and Menu



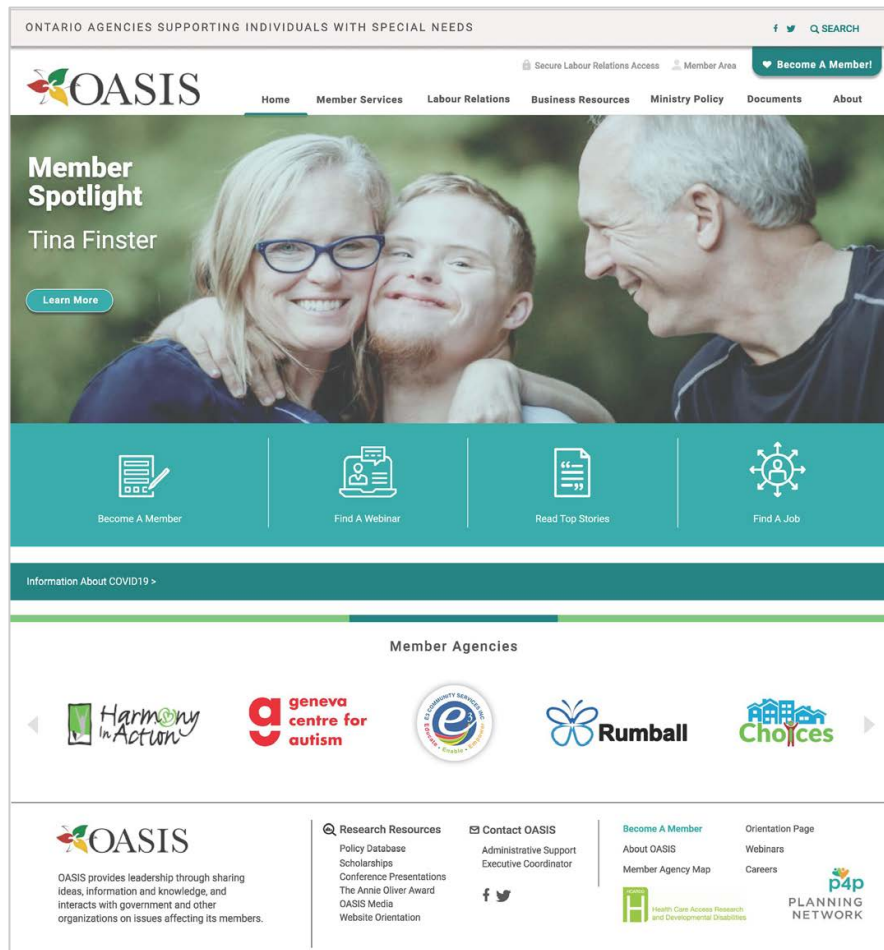
Testing Feedback, Desktop Homepage

- Make typography consistent
- Connect logo with name as one unit
- Declutter the navigation
- Reconsider colour use to reflect logo colours more
- Reassess COVID 19 button placement, and add warning button
- Remove drop shadow on buttons (only used on hover state)
- Add hover state on Member Agency arrows
- Emphasize search bar



Reassessing Desktop Homepage

- Make typography consistent
- Connect logo with name as one unit
- Declutter the navigation
- Reconsider colour use to reflect logo colours more
- Reassess COVID 19 button placement, and add warning button
- Remove drop shadow on buttons (only used on hover state)
- Add hover state on Member Agency arrows
- Emphasize search bar



Part 4: Clickable high-fidelity prototype

[Link to Figma prototype](#)