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/

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

> Member Proto Persona

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

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.

Pain Points / Potential Solutions:

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Part 2: Government Website Analysis and User Testing

A. Define a Typical User Path

1. Why Do Agencies Visit OasisOnline.com?

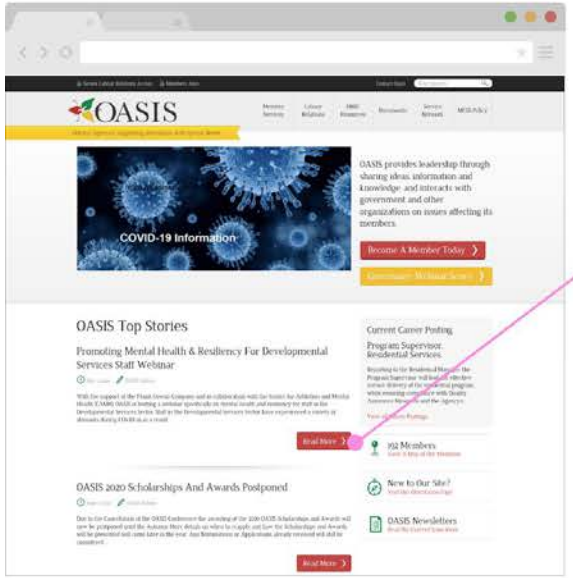
- Voting privileges
- A voice with government
- Critical labour relations information
- A policy database
- Network of volunteers and professionals
- Communications opportunities
- Educational seminars
- Job postings
- Newsletters

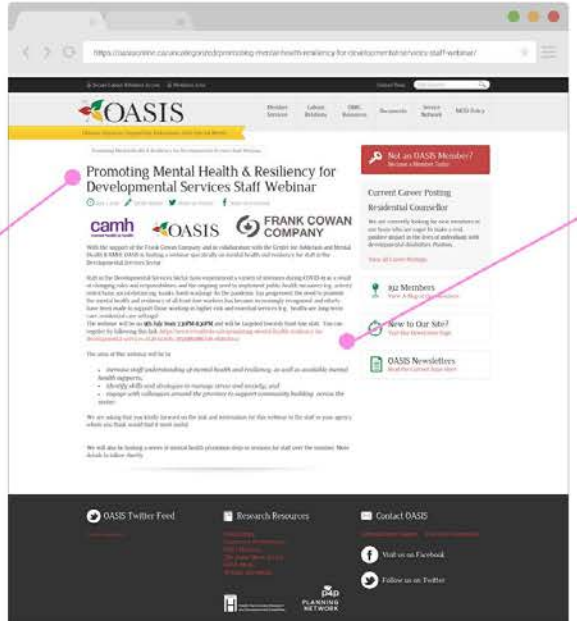
2. Web Pages Agencies Use to Accomplish Their Goals

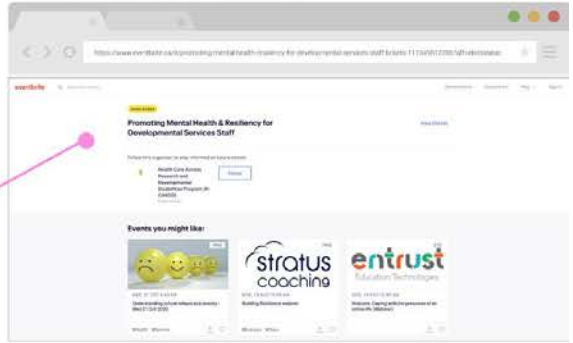
1. **Website Orientation Page**
   https://oasisonline.ca/research-resources/website-orientation/
2. **Membership Application**
   https://oasisonline.ca/member-services/membership-application/
3. **COVID19 Information**
   https://oasisonline.ca/covid-19-information/
4. **Mental Health Webinar**
   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]



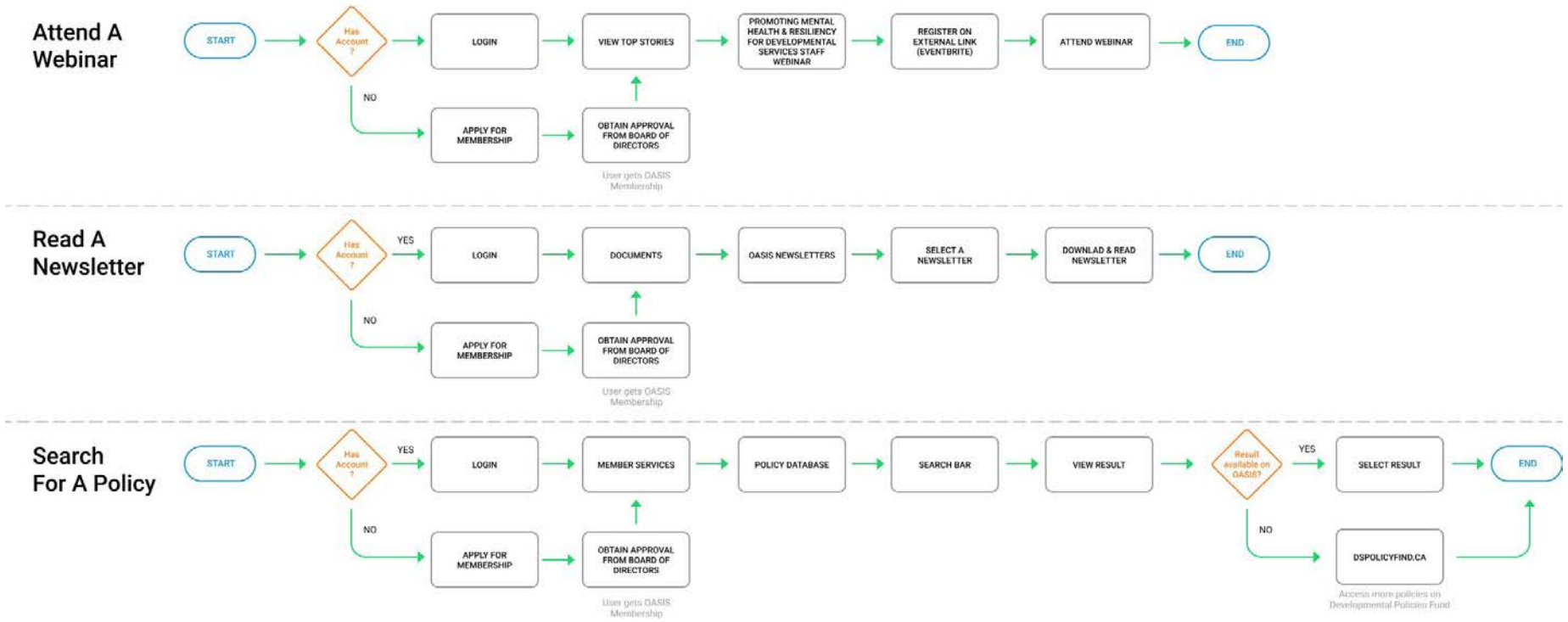




Add captions explaining what the user's doing

3. Typical Agency User Flows

View User Flow



B. Heuristic Evaluation

1. Heuristic Evaluation Checklist

[Review complete checklist]

Team Aïoli - Heuristic-Evaluation-Checklist

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fx Team Name: Aïoli

	A	B	C	D	E	F				
6	What is the mission of the agency?	Supporting Individuals with Special Needs								
7	Heuristic	Rating				Comments				
8	**Appearance / aesthetics: first impressions are important—they can make the difference between users staying or leaving your site**									
9		Green = Good		Red = Bad		Green = Good		Red = Bad		Green =
10	*Legend: A=Ali, O=Olivera*	HOME PAGE				HOME PAGE				M
11		3	2	1		3	2	1		3
12	Primary goal or purpose is clear	A					O			
13	Clean, simple design	A					O			
14	Pleasing color scheme			A				O		
15	Appropriate use of white space		A				O			
16	Consistent design	A				O				
17	Text and colors are consistent	A				O				
18	Icons are universally understood	A				O				
19	Images are meaningful and serve a purpose	A				O				

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.

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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.

06 Forgot Password?

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

Recommendation
Space out Forgoten 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 unecessary.

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 layed out again.

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

2. Heuristics Annotations of Home Page

Review complete annotation

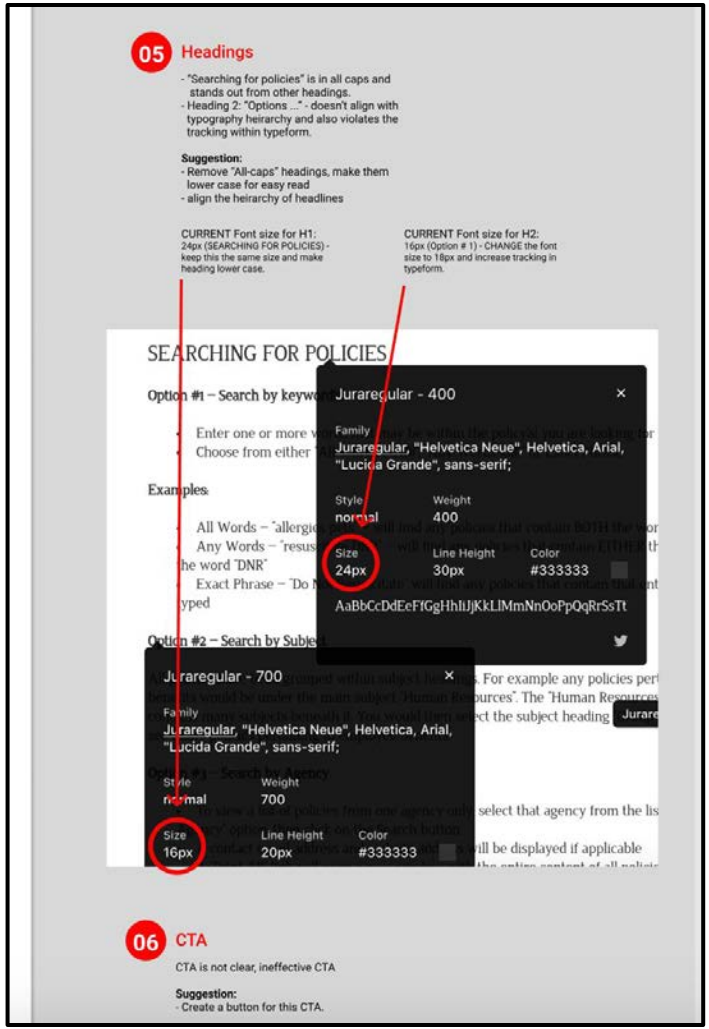
2. Heuristics Red Line Annotations of ‘Policy Database’ Page

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



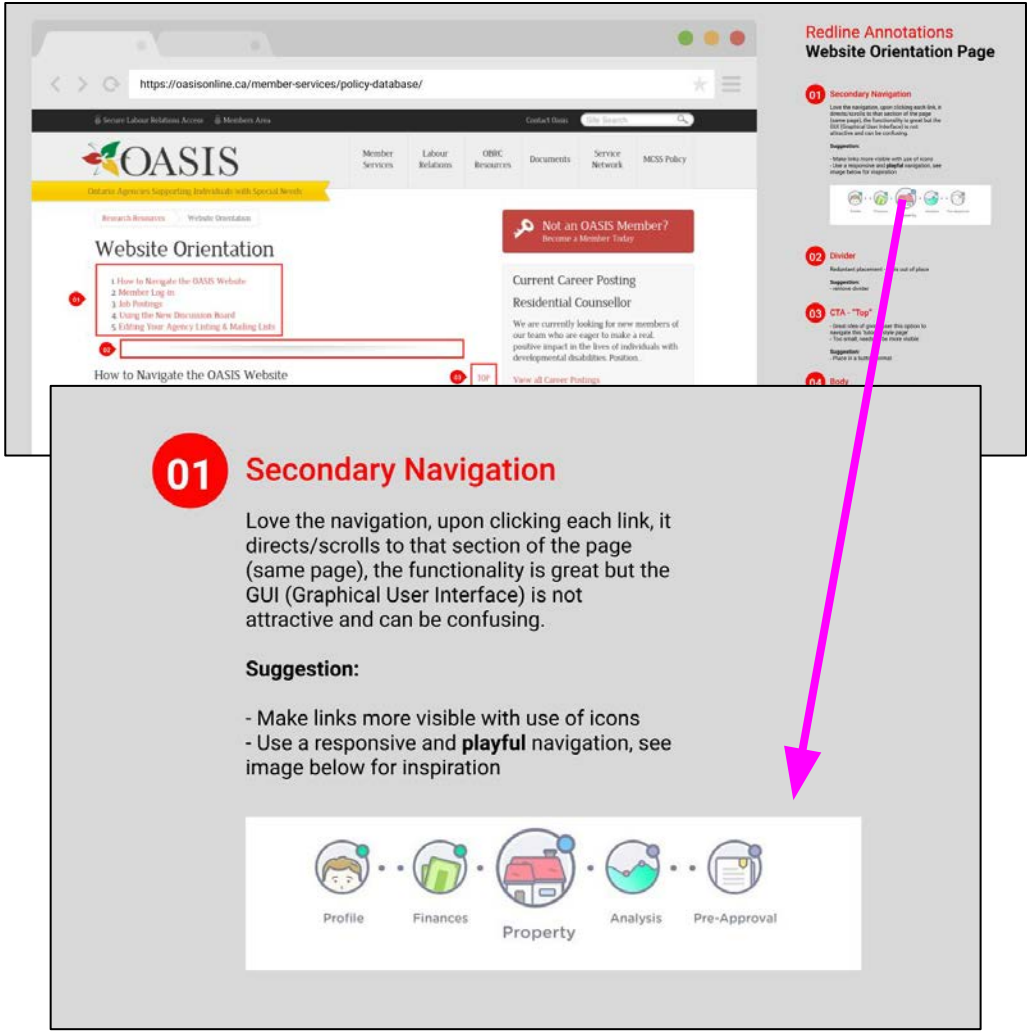
2. Heuristics Red Line Annotations of ‘Website Orientation’ Page

Pain Points:

- Links/Secondary navigation is hidden

Solutions:

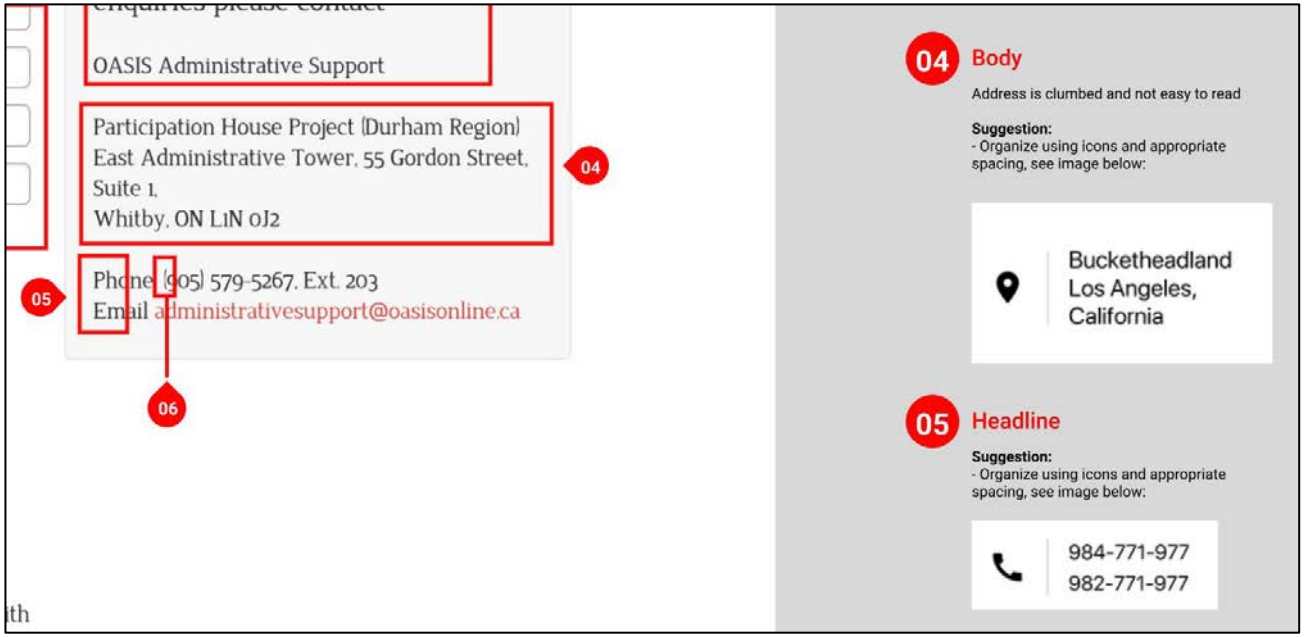
- see the image for inspiration on redesigning the secondary navigation



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

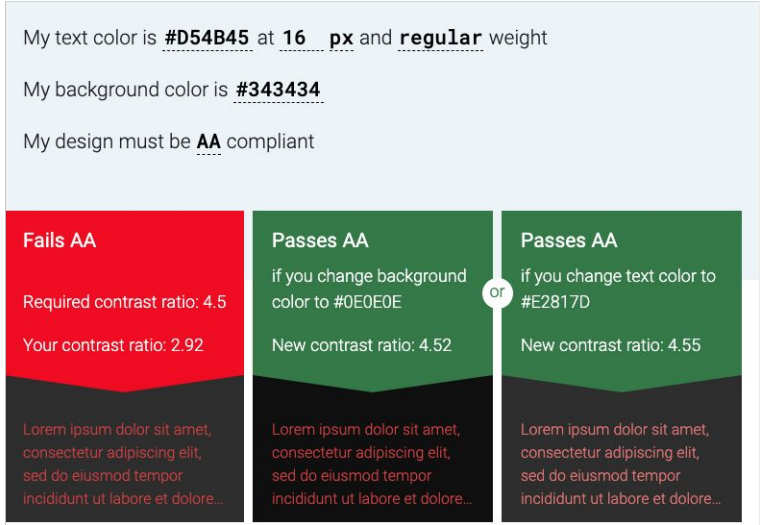
01 Red and green blind test indicates that the use of red-based colours such as red and orange are not safe for colour blind people. Therefore a replacement colour needs to be found for the red and orange used in the logo.

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.

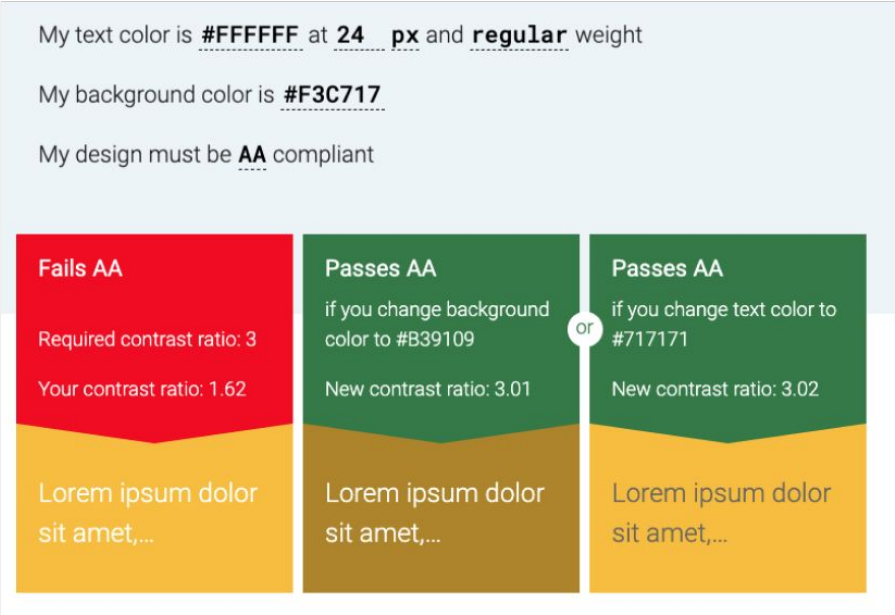
3. Colour Accessibility

Footer Test Result: Fail



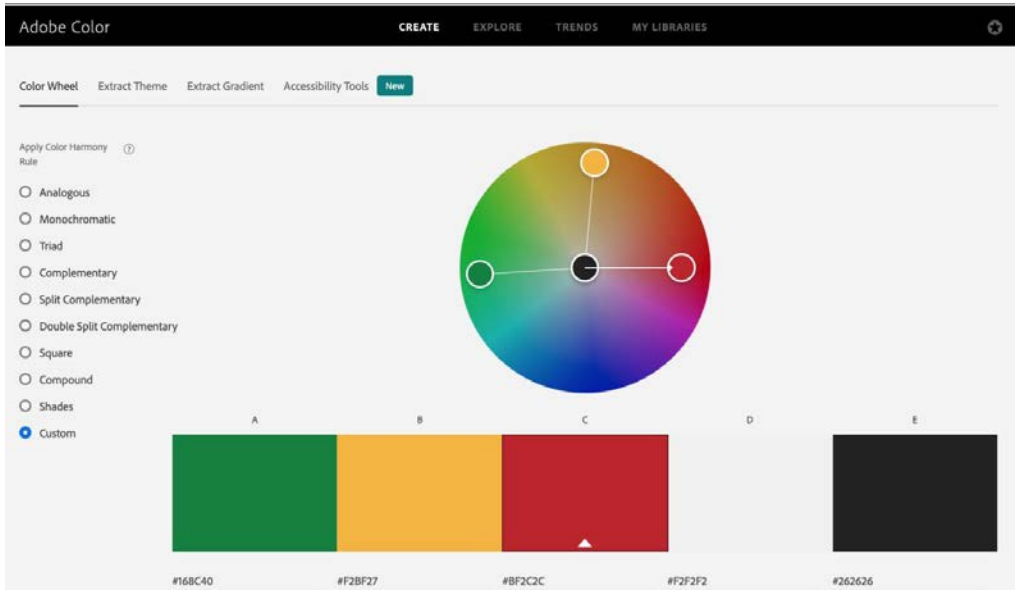
4. Colour Accessibility

Button Test Result: Fail



2. Colour Accessibility

OASIS Logo



6. Heuristic Evaluation

Grid Analysis

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

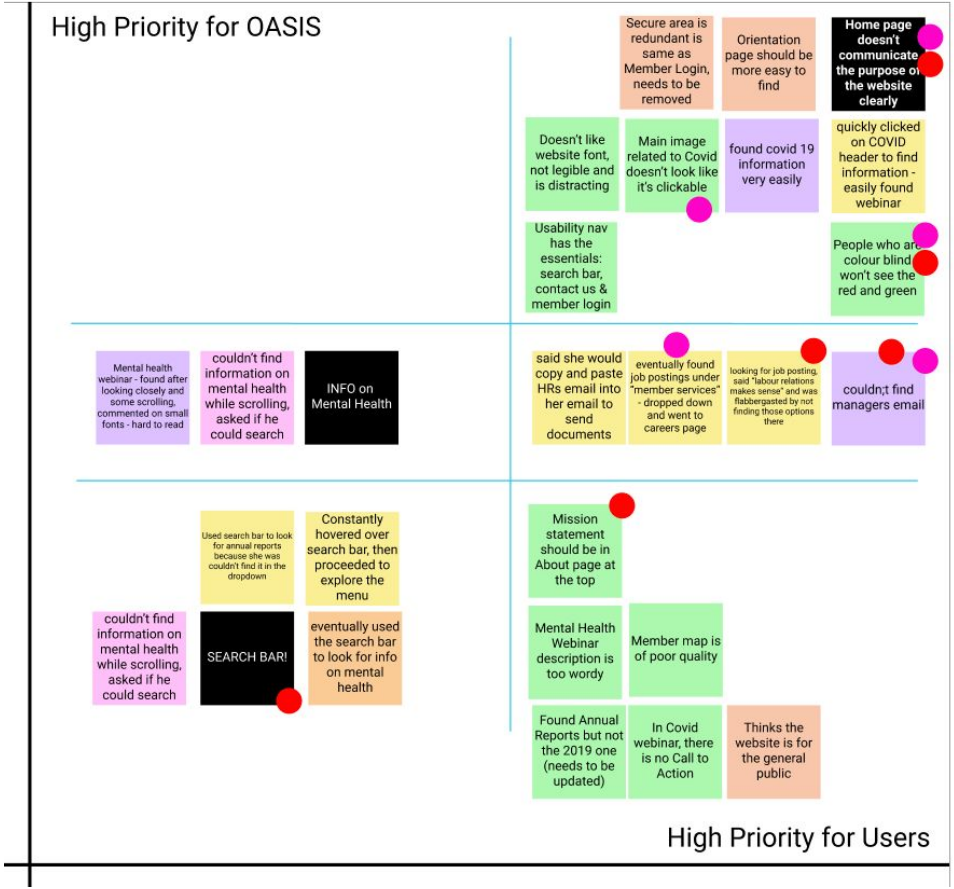
2. Usability Tests and Analysis

High Priority for Users and OASIS:

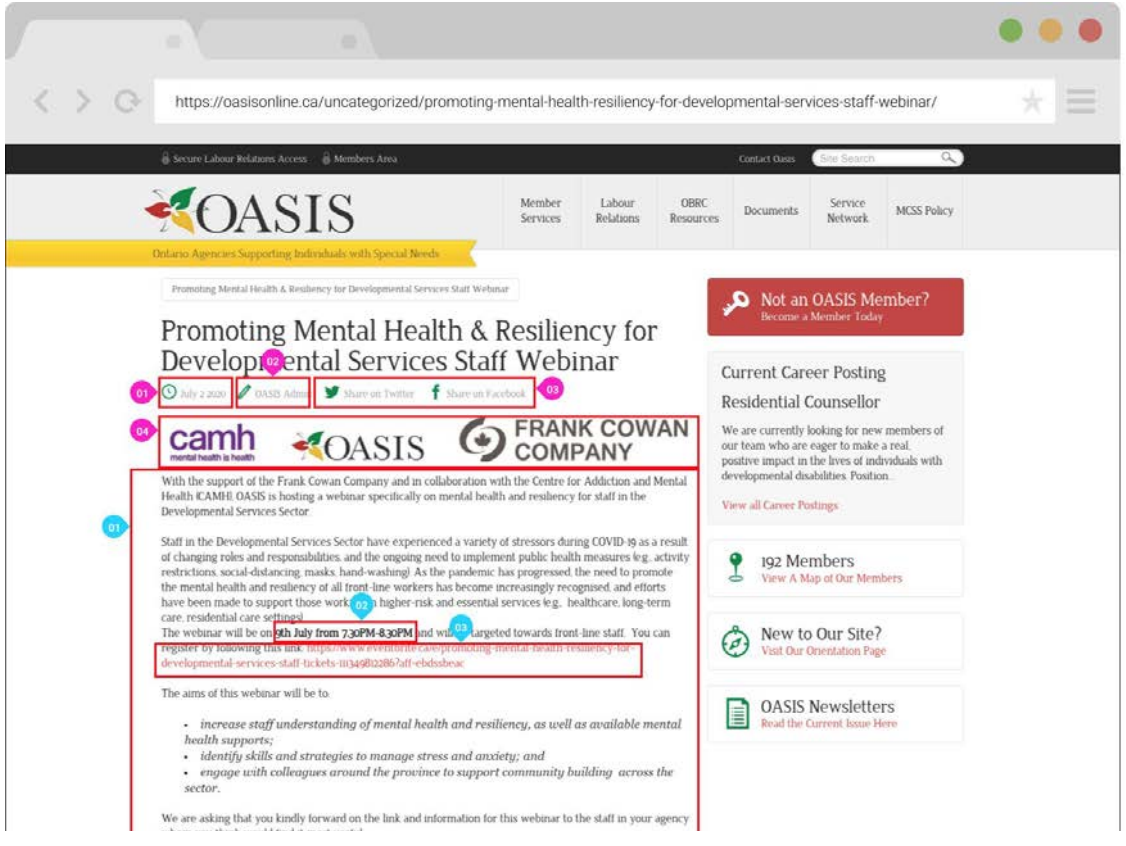
- Homepage doesn't communicate purpose
- Orientation page should be easier to access
- Colour blind people can't see red & green
- Main Covid-related image doesn't look clickable
- Remove Secure Area
- Website font is illegible and distracting
- Search bar is important
- Info on Covid and mental health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

[View Full Prioritization Matrix]

Prioritization Matrix



3. Usability and Heuristics Issues Annotations



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 is 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, therfore 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

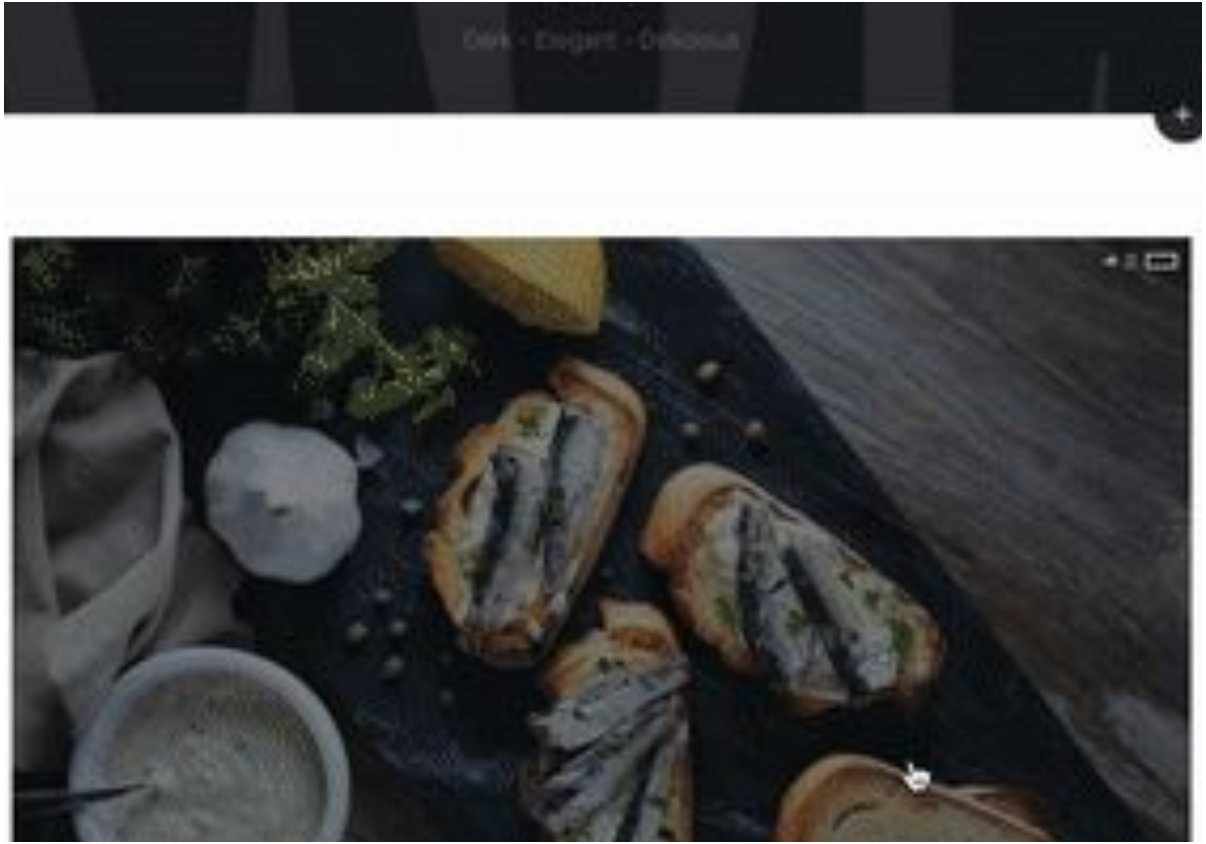
Phew!!! I'm done with the analysis part!

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

Part 3. Mood Boards

Daydreaming

Team AIOLI Moodboard, Inspiration

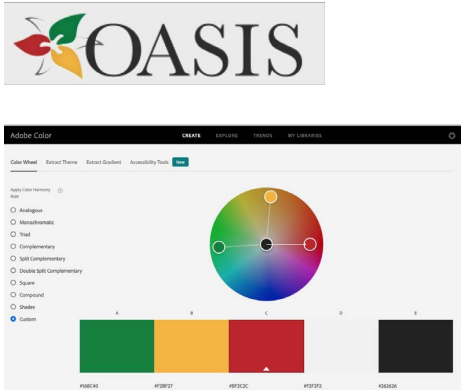


OASIS Moodboard, Colour Palette Inspiration

Uplifting, soothing, calming

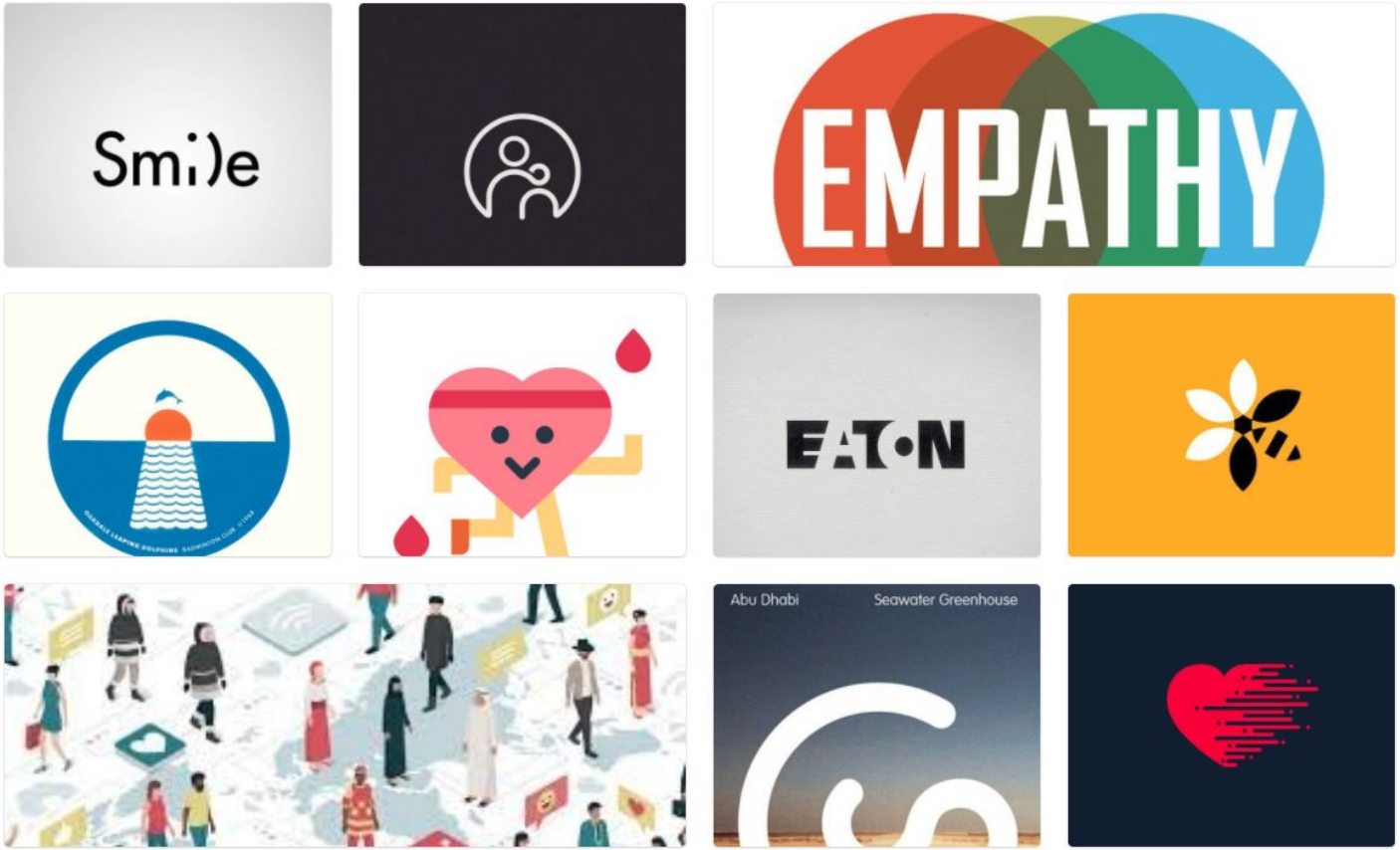
#f23731 **#f23731**	#fb6444 **#fb6444**	#fa8b94 **#fa8b94**	#c8c46b **#c8c46b**
#bca28b **#bca28b**	#e0807a **#e0807a**	#5dbbe4 **#5dbbe4**	#fbb404 **#fbb404**
#fbd585 **#fbd585**	#1883be **#1883be**	#94cccc **#94cccc**	#51875e **#51875e**

Webiste logo



OASIS Mood Board, Inspiration

View Complete Mood Board



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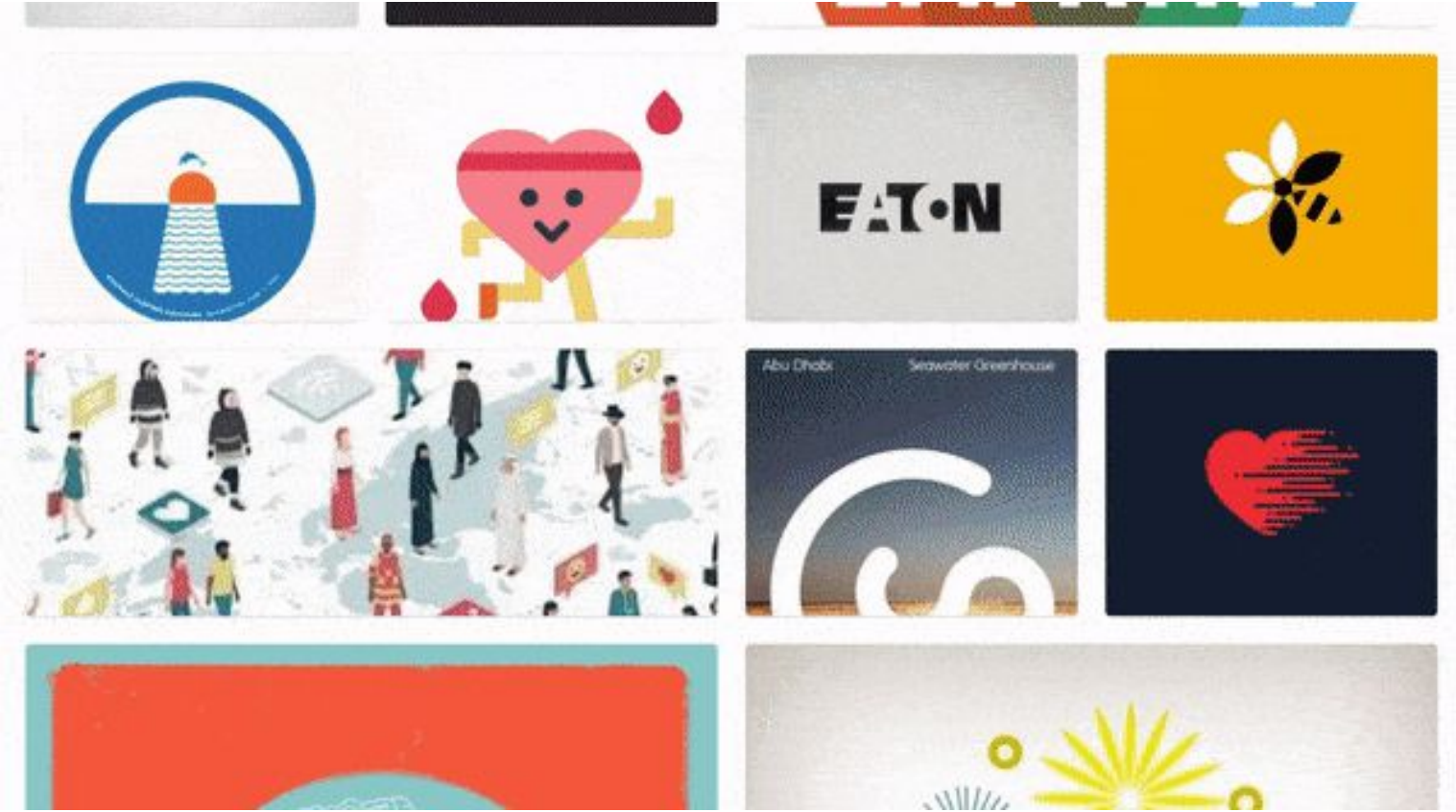
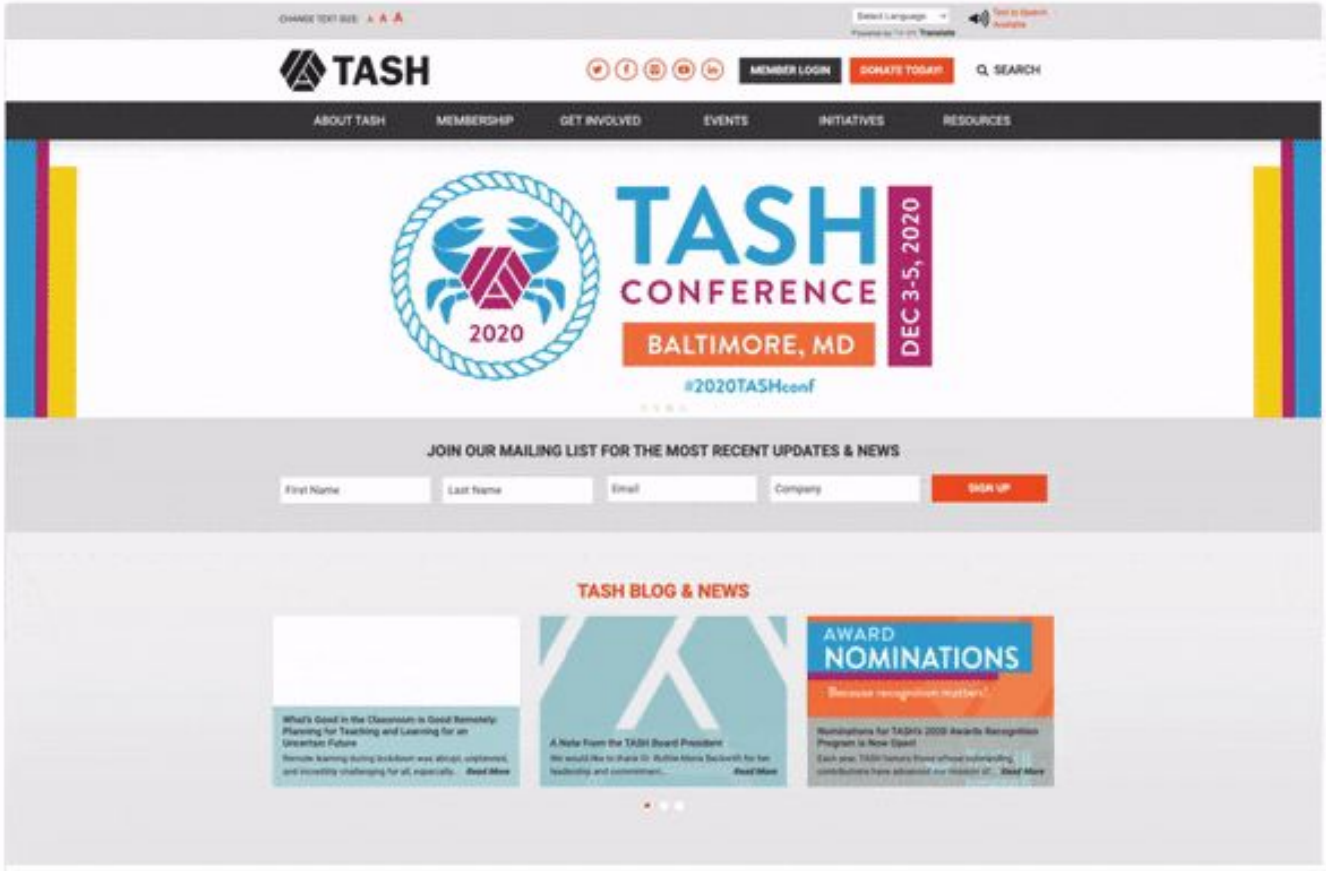


OASIS Moodboard, UI Samples and UI Pattern Inspiration

OASIS Moodboard, Government Agency Inspiration



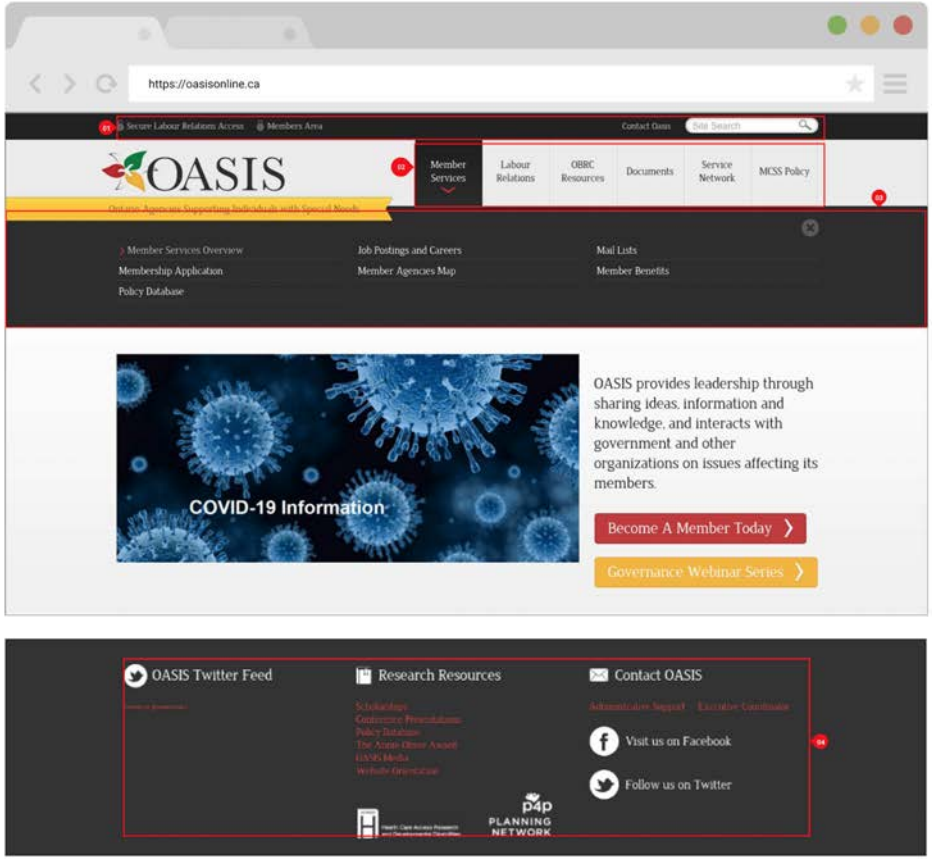
Information Architecture & User Interface Navigation Prototype

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



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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**

Desktop & Mobile Usability Test (2 Tests/Each)

Mobile

Nick

Task 1
- Uses dropdown and selects "Member Area"
- Finds "Member Log-in"
- Task was easy for user

Task 2
- user clicks on logo to return to home page
- user didn't use the manu navigation
- task was easily accomplished

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
- couldn't find a policy and gave up on task

Task 4
- didn't use the main navigation
- scrolled throughout home page
- unsuccessful at task! Had extreme difficulty looking for HR's email
- 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 "Administrative support", which opened email options - user then looked under "executive coordinator", then back to the first dropdown under "research resources"

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!

Tavo

Task 1
- user scrolled throug the list and found member page
- Once arrived clicked on the username to fill out info
- Task was easy for user

Task 2
- user clicks on logo to return to home page
- action was fast
- task was easily accomplished

Task 3
- user scrolled throug 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
- user was not able to compete this task successfully

Task 4
- didn't use the main navigation
- scrolled throughout home page to the bottom and scrlled back up to click on main nav
- unsuccessful at task! user gave up after scrolling through main nav
- user was not able to compete this task successfully

Task 5
- 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!

Desktop

User 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

Task 2
- user clicks on logo to return to home page
- task was easily accomplished

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

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
- user unsuccessfull at task!

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!

User 2

Task 1
- clicked on "member services" -> "member services overview"
- clicked on the breadcrumb on "member services overview" - then went back to main nav
- "WTH!" then looked for it in "members benefit" page
- 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 2
- user clicks on logo to return to home page
- action was fast
- task was easily accomplished

Task 3
- used search bar to find policy -> policy database (scrolled through this page) -> dspolicyfind.ca
- successfully competed this task successfully

Task 4
- looked in footer
- looked under member services
- clicked on top gray utility bar on "contact OASIS"
- 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
- 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 Presentatior	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 Presentatior
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 RESOURCES**	**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 Meterials**
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 M	OASIS Finance Policy Manual
Mission Statement	Mission Statement	Member Agencies	**Our Members**	MCSS Feedback and Consultat	**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				

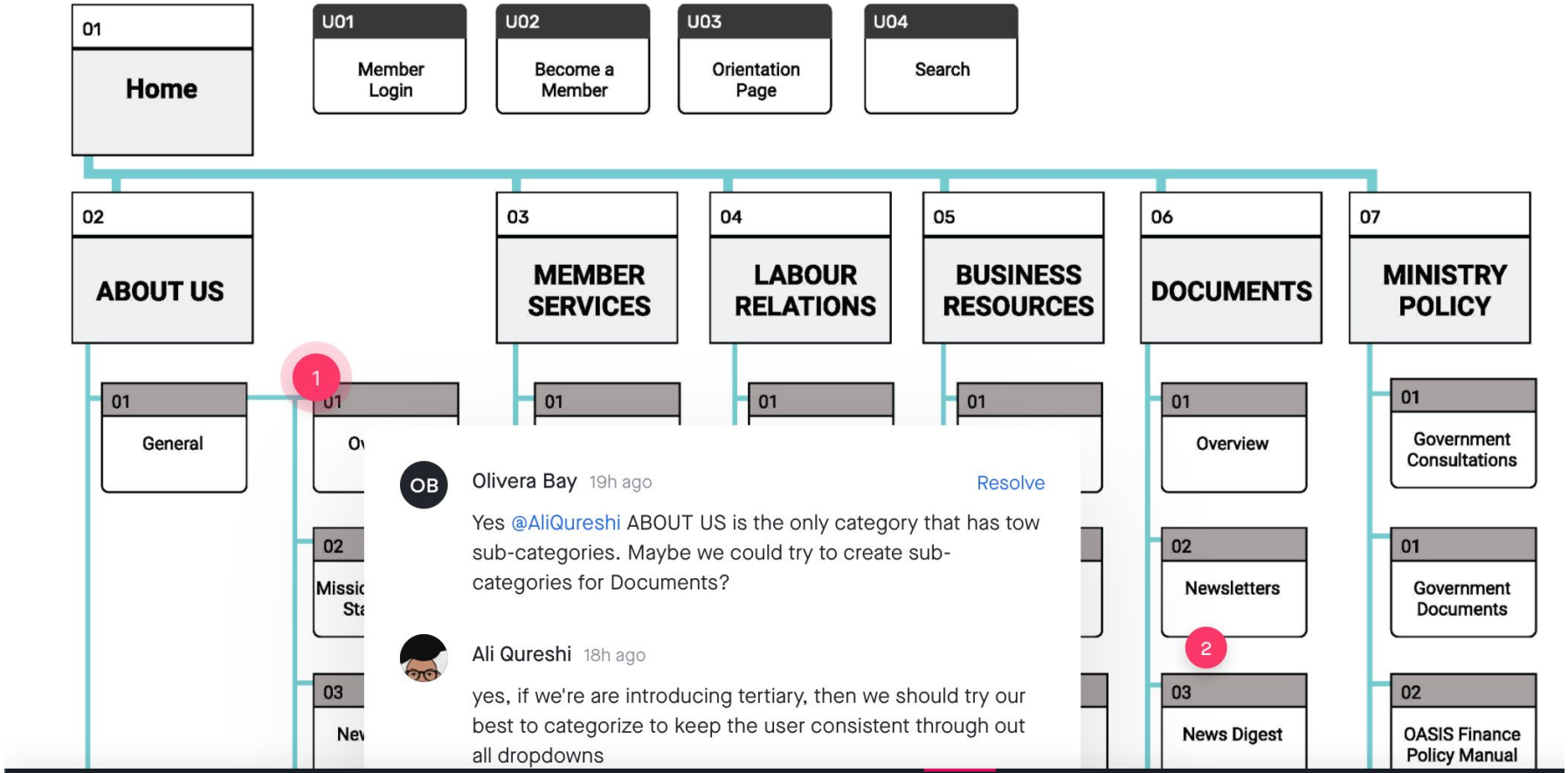
Content in Red: Renamed

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 Meterials	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	



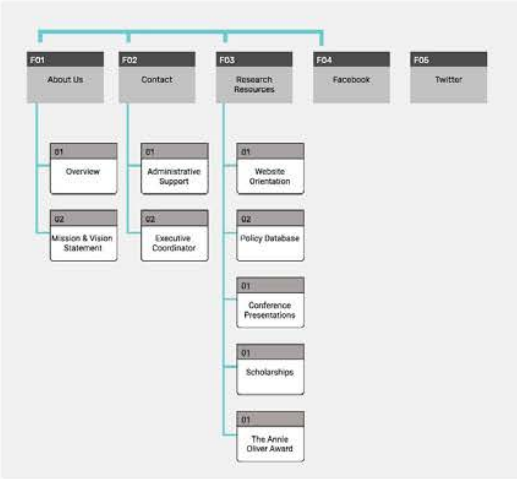
OASIS Sitemap Prototy... > OASIS SItemap ▾

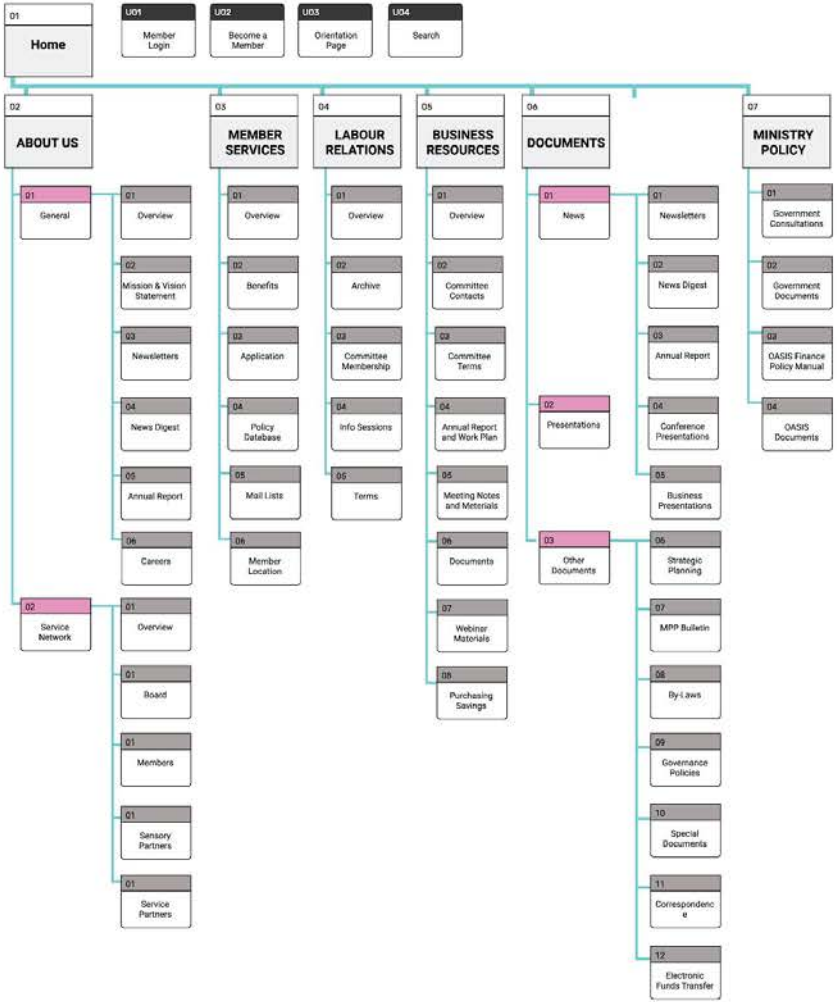
1 of 1 · Updated 19 hours ago

Part 3: Redesign a New Sitemap Using Card Sorting Results

New Sitemap

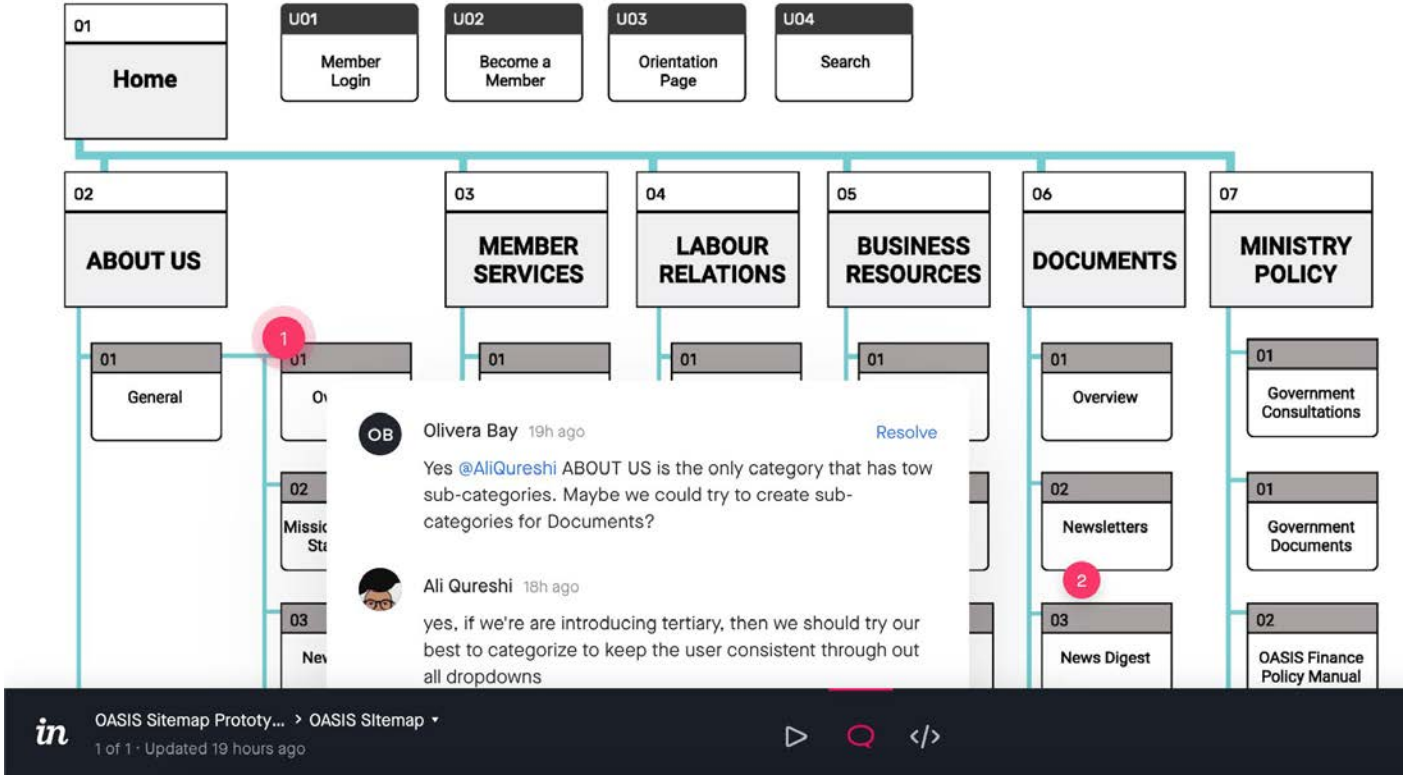
[Invision Sitemap Prototype]





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

Feeback 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

- Overview
- Benefits
- Application
- Policy database
- Mail lists
- Careers
- Member location

2. Labour Relations

- Overview
- Archive
- Committee membership
- Info sessions
- Terms

3. Business Resources

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

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

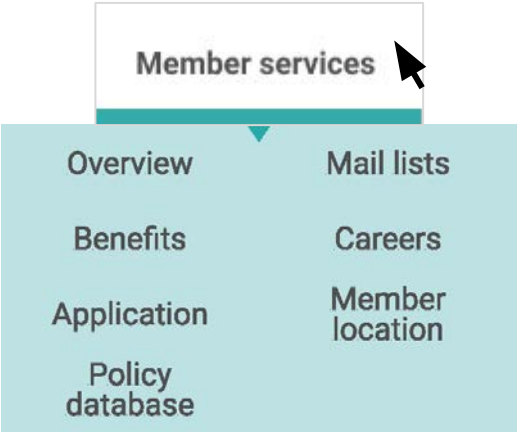
Overview	**Other**
News	MPP bulletin
Newsletters	By-laws
News digest	Governance policies
Annual report & strategy	Special documents
Presentations	Electronic funds transfer
Budget presentations	
Donference presentations	

6. About

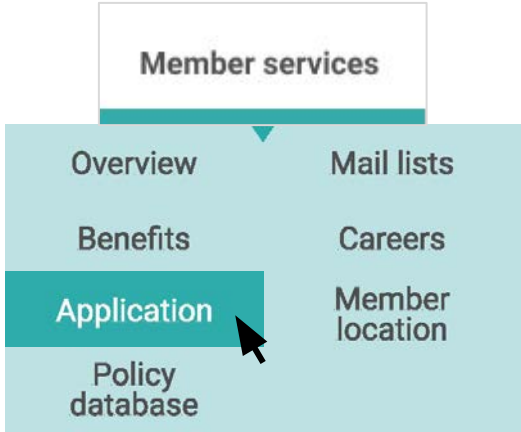
Overview	OASIS Finance policy manual
Government consultation	OASIS Documents
Government consultations	

Secondary Navigation Color and Interaction States

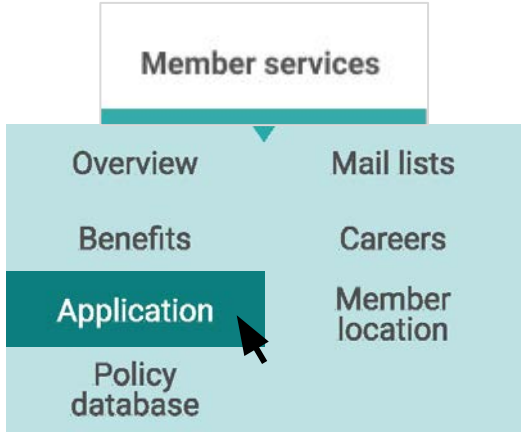
1. Click a primary page



2. Hover over secondary navigation

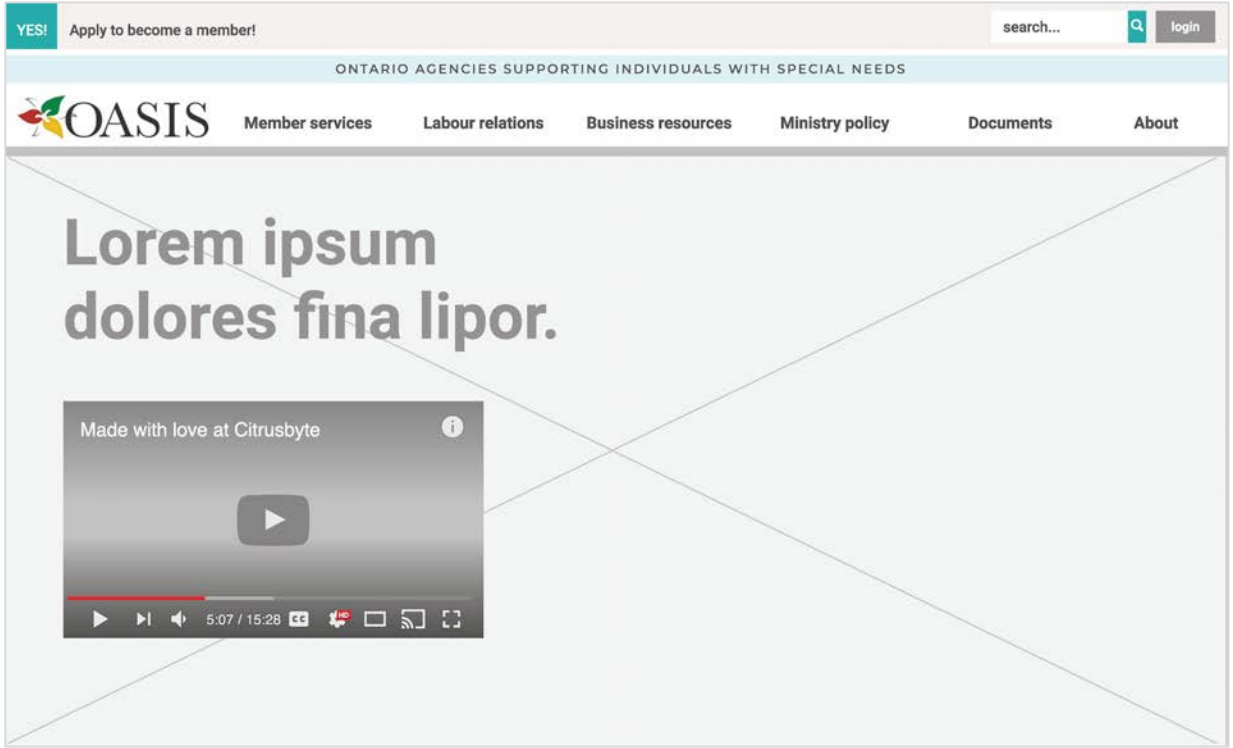


3. Mouse down on selected secondary page



Interactive Prototype, Preliminary Iteration

> Click here



AHAHAHA!
I think I have
analysis paralysis!

Time for a break!

Low-Fidelity Wireframe, Prototyping & Testing

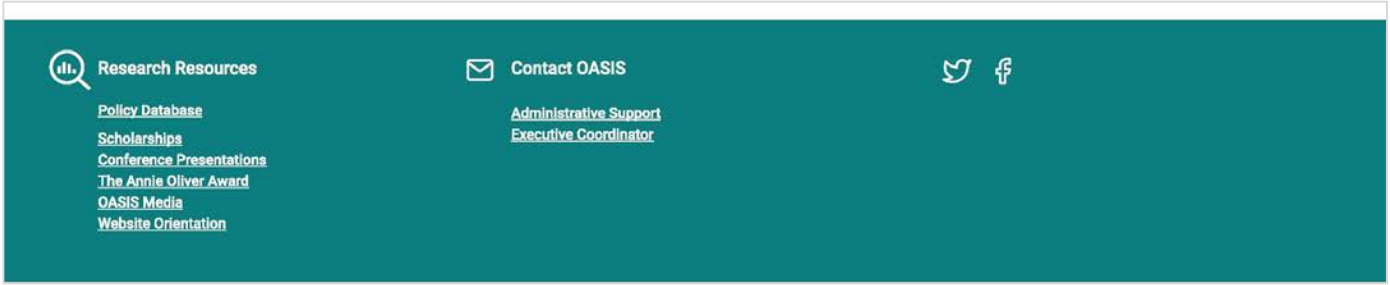
This section done by Olivera Bay

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

First Desktop Navigation Iteration

Header

Footer



First Mobile Navigation Layout

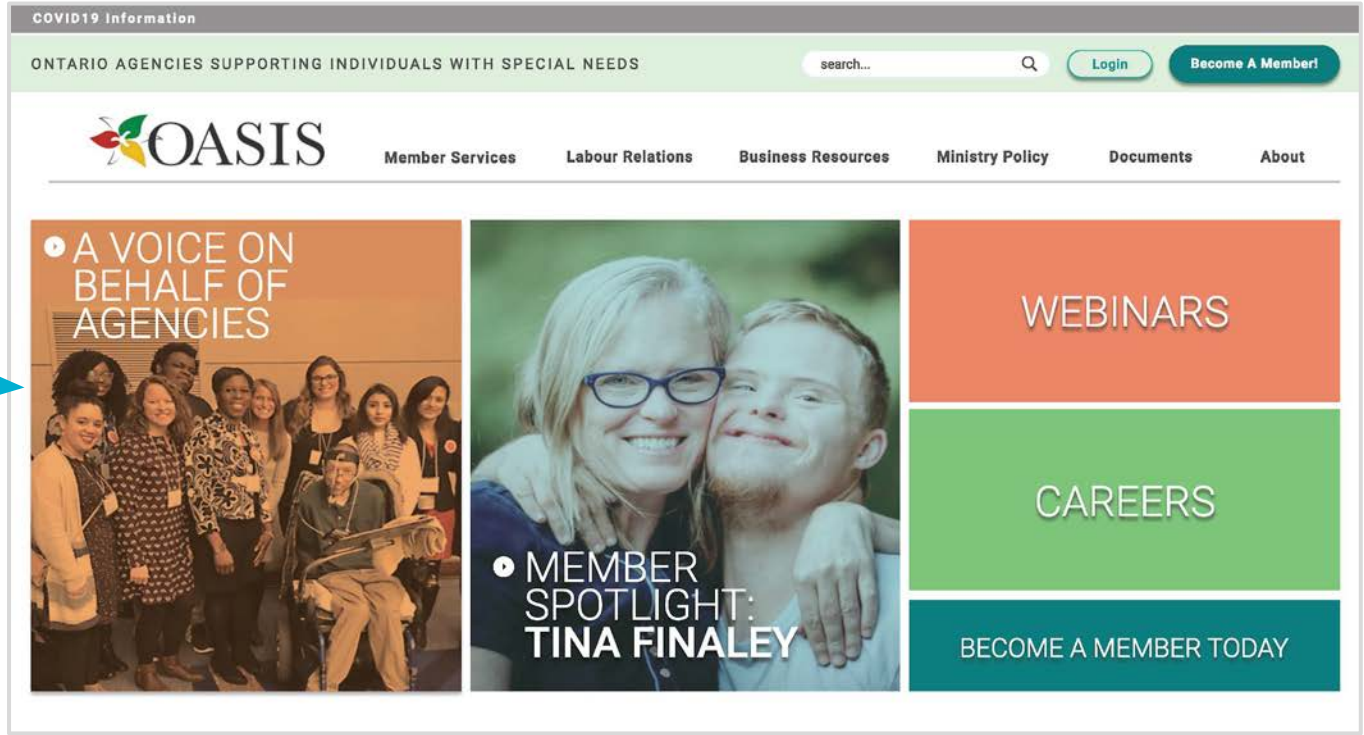
Header

Footer

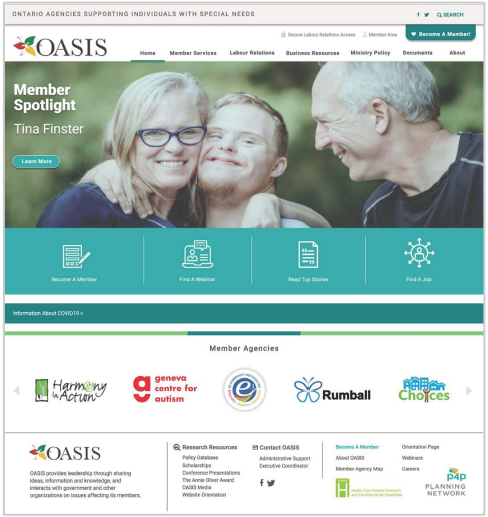
Part 2: Wireframe homepage & navigation for mobile/desktop

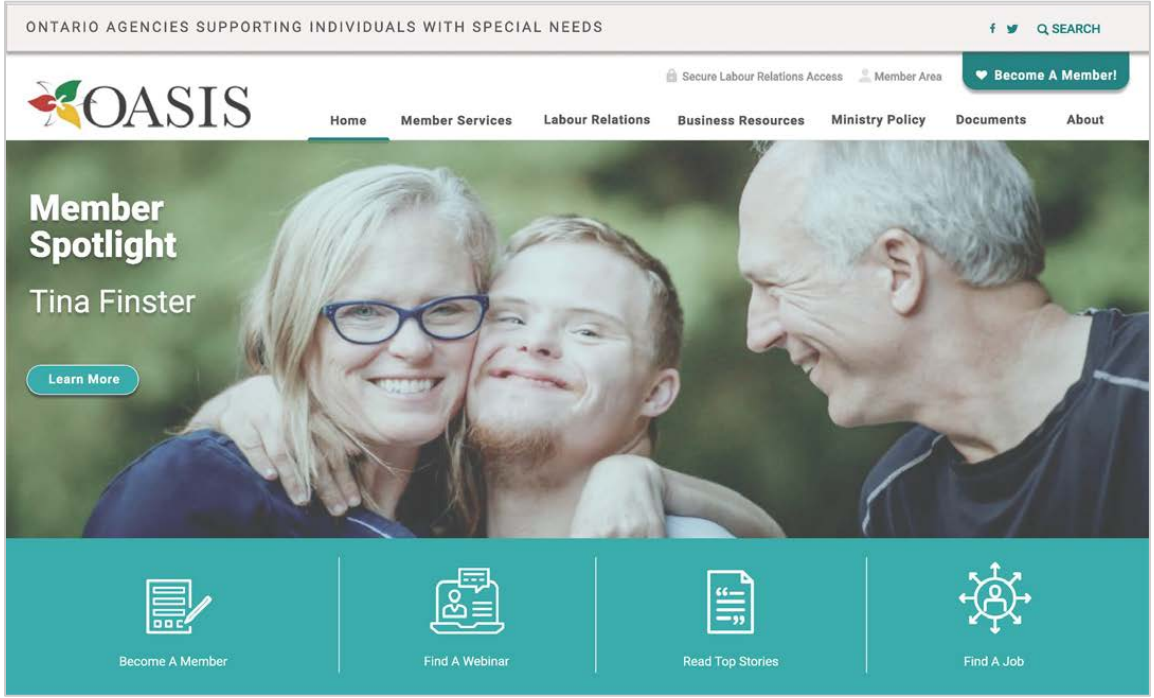
Second Desktop Iteration

New homepage content to bring human element and showcase member agencies

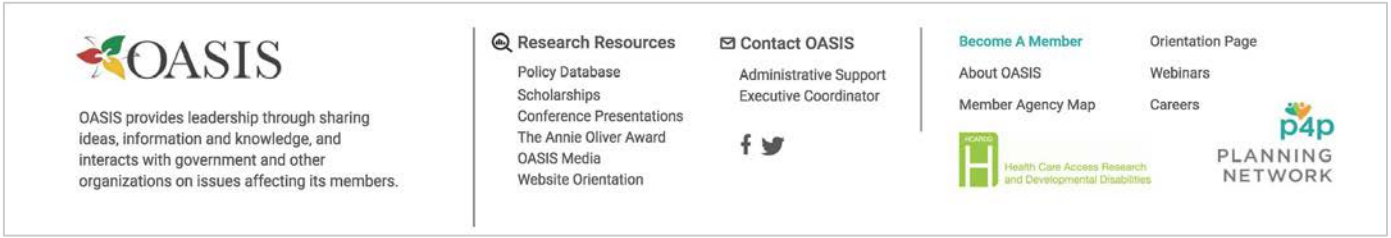


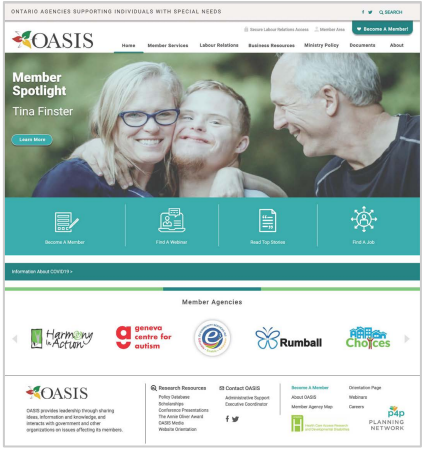
Third Desktop Iteration





Third Desktop Iteration, Footer





Member Application Page

ONTARIO AGENCIES SUPPORTING INDIVIDUALS WITH SPECIAL NEEDS

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.

Information About COVID19 >

Webinar Page

ONTARIO AGENCIES SUPPORTING INDIVIDUALS WITH SPECIAL NEEDS

SEARCH

OASIS

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

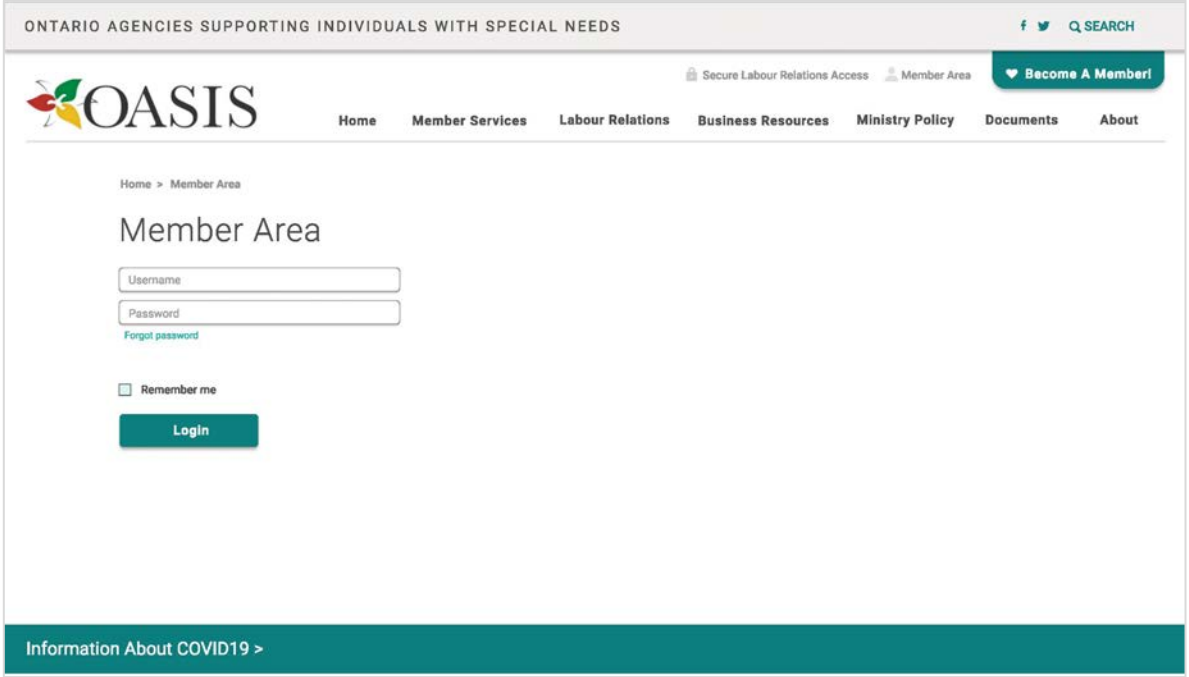
The Board, A Winning Team

Password

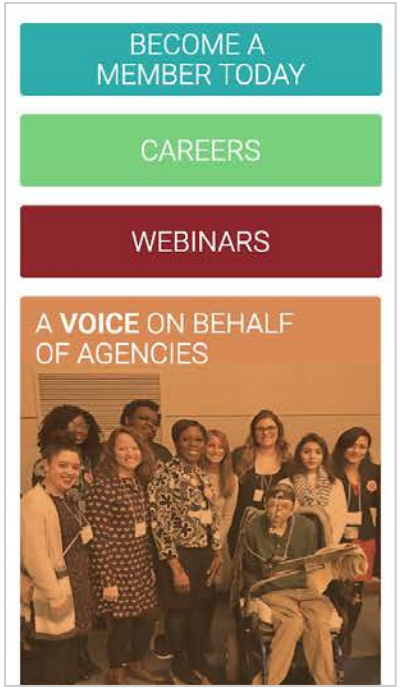
Login

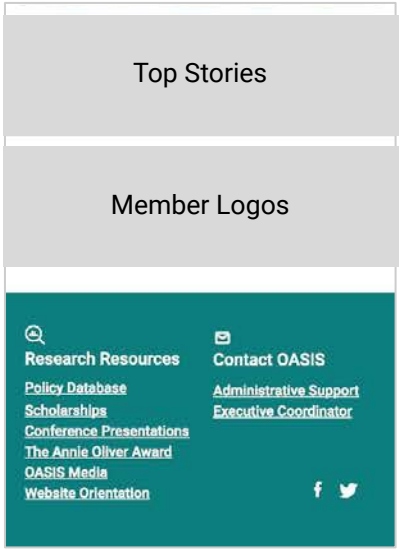
Information About COVID19 >

Member Area Page



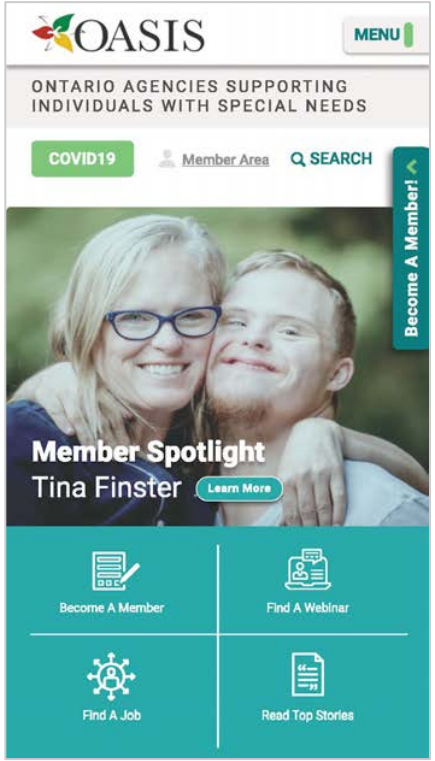
Preliminary Mobile Layout, Home Page



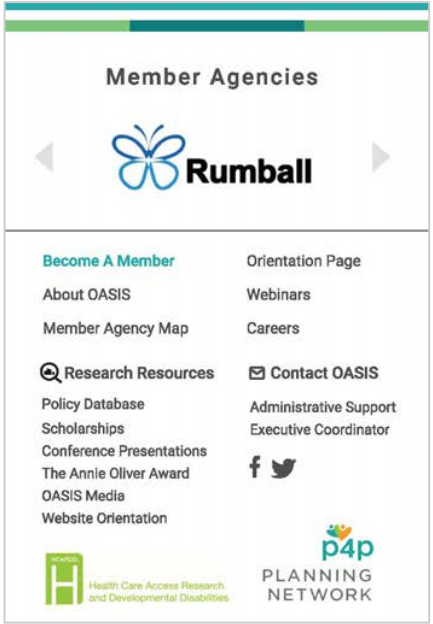


First Mobile Homepage Iteration

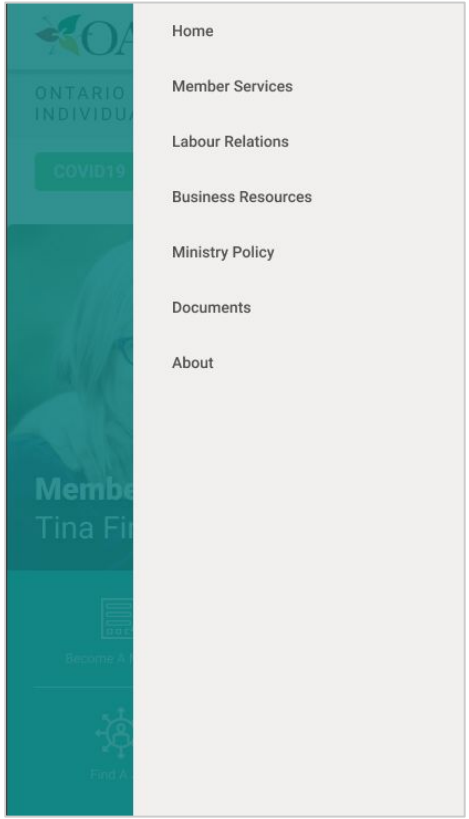
Homepage



Footer



Primary Mobile Navigation



Navigation Overlay

Secondary Page Navigation

- Home
- Member Services
- Labour Relations
- Business Resources
  - Overview
  - Committee contacts
  - Committee terms
  - Annual report & plan
  - Meeting meterials
  - Documents
  - Webinar materials
  - Purchasing savings
- Ministry Policy
- Documents
- About

- Home
- Member Services
  - Overview
  - Benefits
  - Application
  - Policy database
  - Mail lists
  - Member location
- Labour Relations
- Business Resources
- Ministry Policy
- Documents
- About

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

Pressed state

Secondary Page Navigation

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

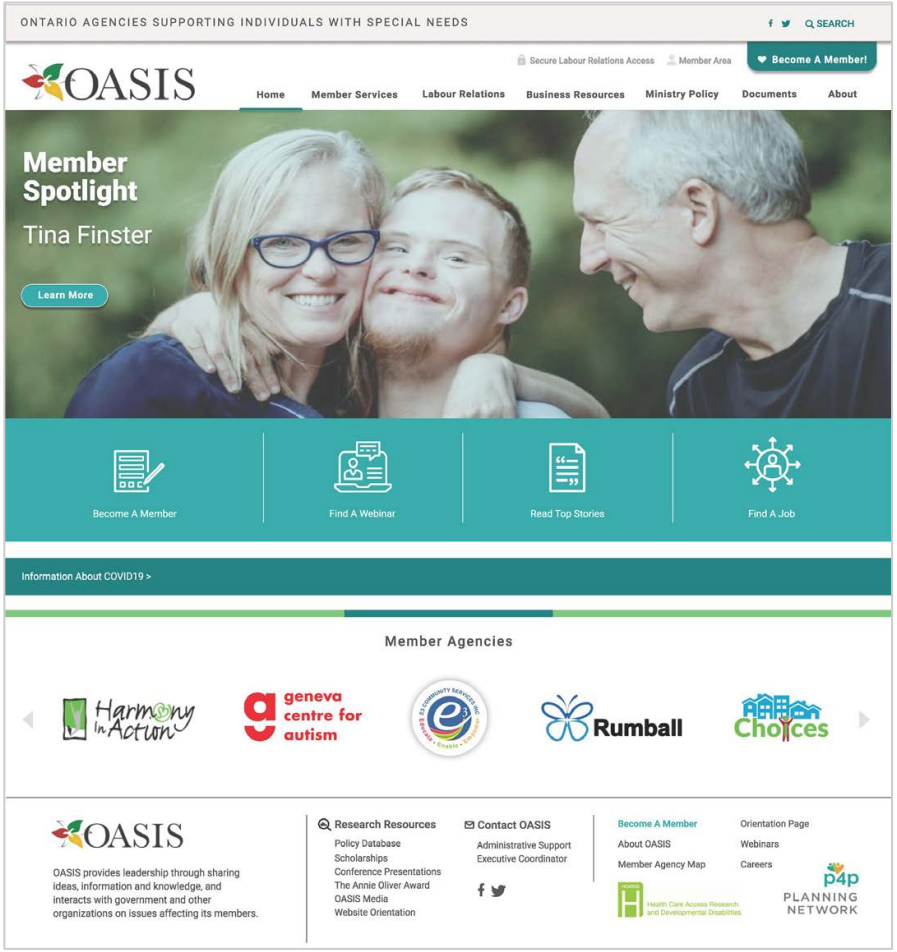
- Home
- Member Services
- Labour Relations
- Business Resources
- Ministry Policy
- Documents
  - Overview
  - News
  - Newsletters
  - News digest
  - Annual report & strategy
  - Presentations
  - Budget presentations
  - Conference presentations
  - Other
  - MPP bulletin
  - By-laws
  - Governance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

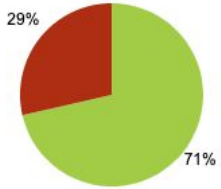
Total of 6 Participants

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

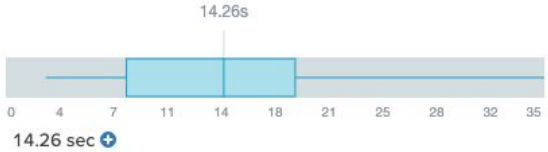
1. You've heard that there is a way to become a member of OASIS through their website. What do you have to do to become an OASIS member?



	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

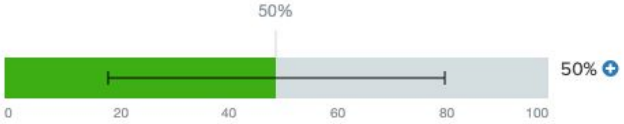


5-Second Usability Test on Member Login

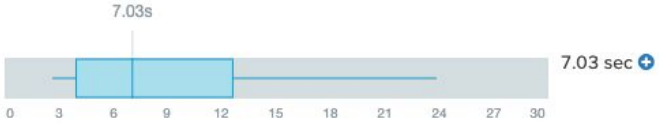
2. You're a new OASIS member and you want to enter the member area. What do you have to do to enter the member area?

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

Success



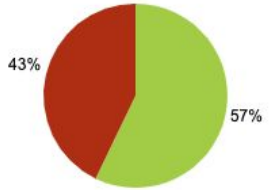
Time taken



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

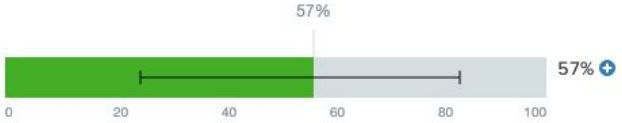
5-Second Usability Test on Finding a Webinar

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

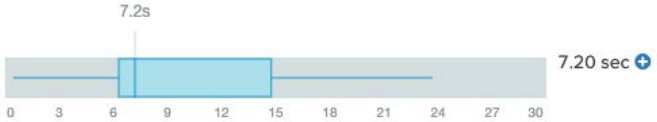


	Success	4	57%
	Find a webinar - Quick Links	4	57%
	Find a Webinar - Search Bar	0	0%
	Find a Webinar - Footer	0	0%
	Failure	3	43%
	Skip	0	0%

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

Resourceful
Consciensious
Empowering
Trustworthy
Accountable
Faciliting

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 — Roboto Regular 25pt
Sub-headline — 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, conseteur disapiscing elitr. Lorem ipsum dolor sit amet, conseteur dis apiscing elitr. Lorem ipsum dolor sit amet, con seteur disapiscing elitr. Lorem ipsum dolor sit elor.

Roboto Regular 14 pt — This is a regular link

BRAND LOGO

OASIS

Iconography

Button States

Normal
Hover
Focus
Pressed
Disabled

Button Styles

Normal
Normal

COLOUR PALETTE

Base Colours

Monotone Calming Energizing

Primary Colours

Secondary Colours

Image Samples

Image Colour Treatment

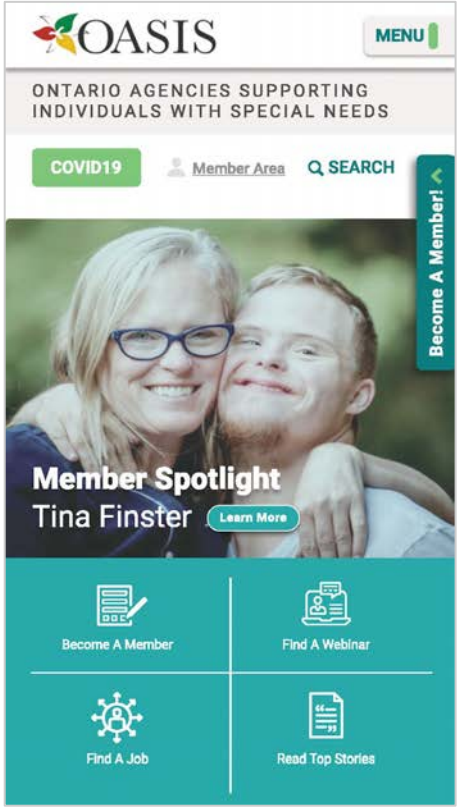
Style Guide, Responsive Hi-Fi Mockup, Testing & Advanced, Finalized Case Study

This section done by Olivera Bay

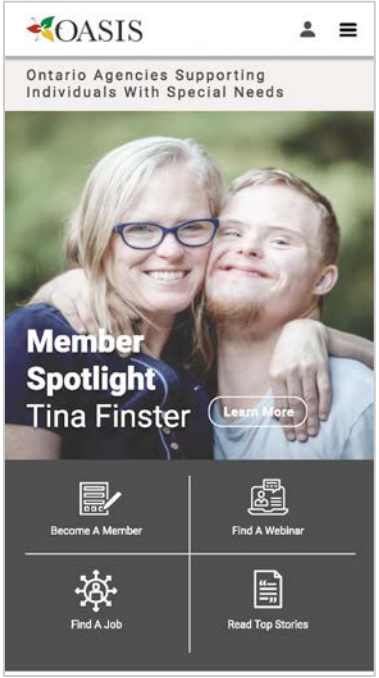
Part 1: Test mobile homepage prototype and navigation (desktop, mobile)

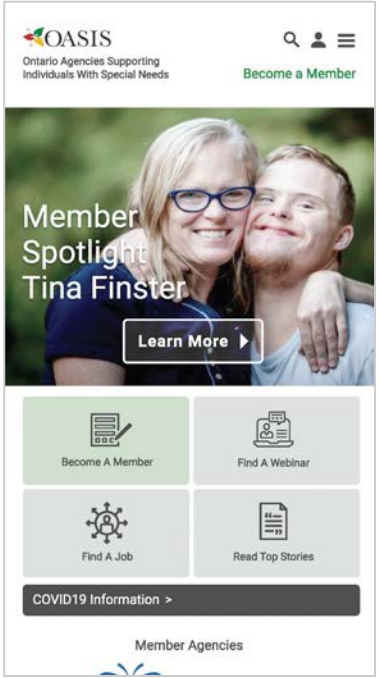
Testing Feedback, Mobile Homepage

- 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



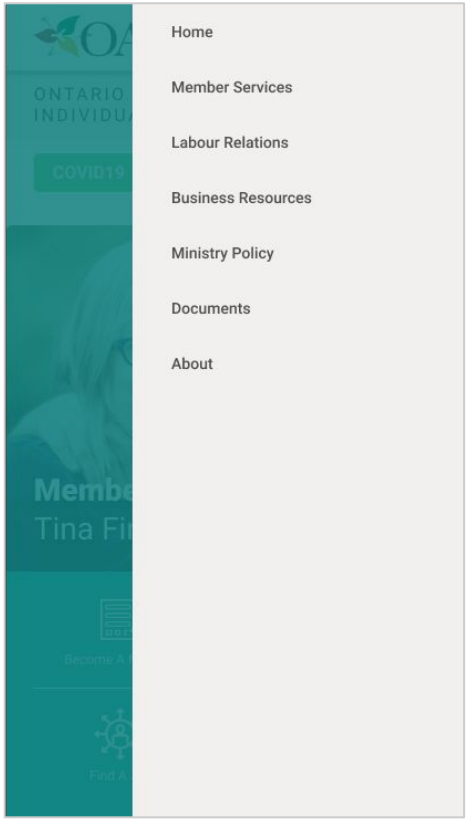
Iterations Based on Testing



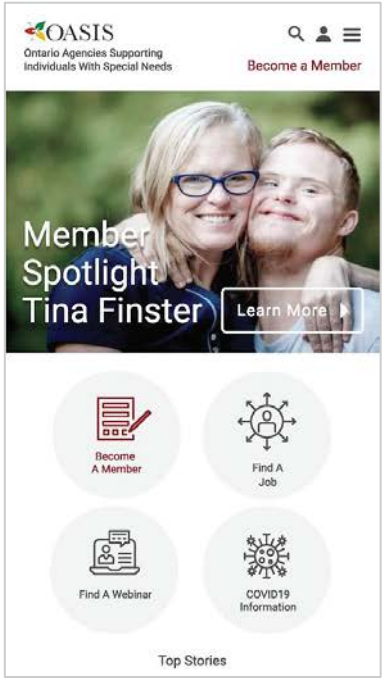


Testing Feedback, Menu Navigation

- 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

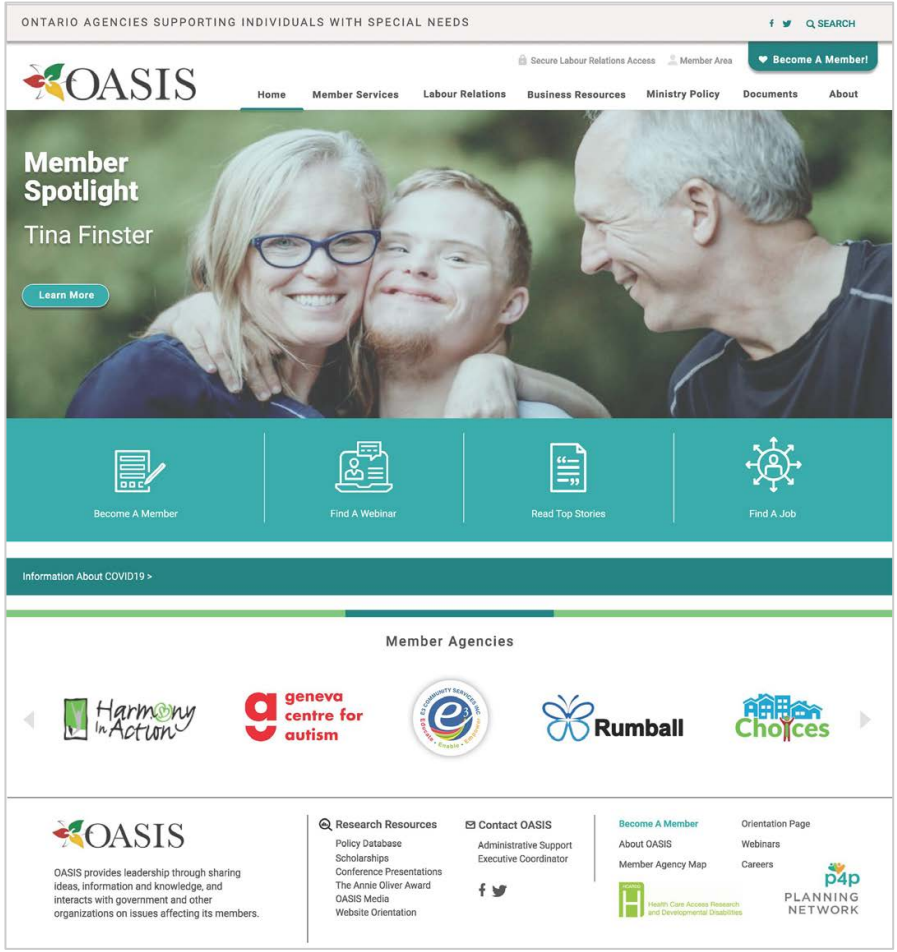


Finalized Iteration, Mobile Homepage and Menu



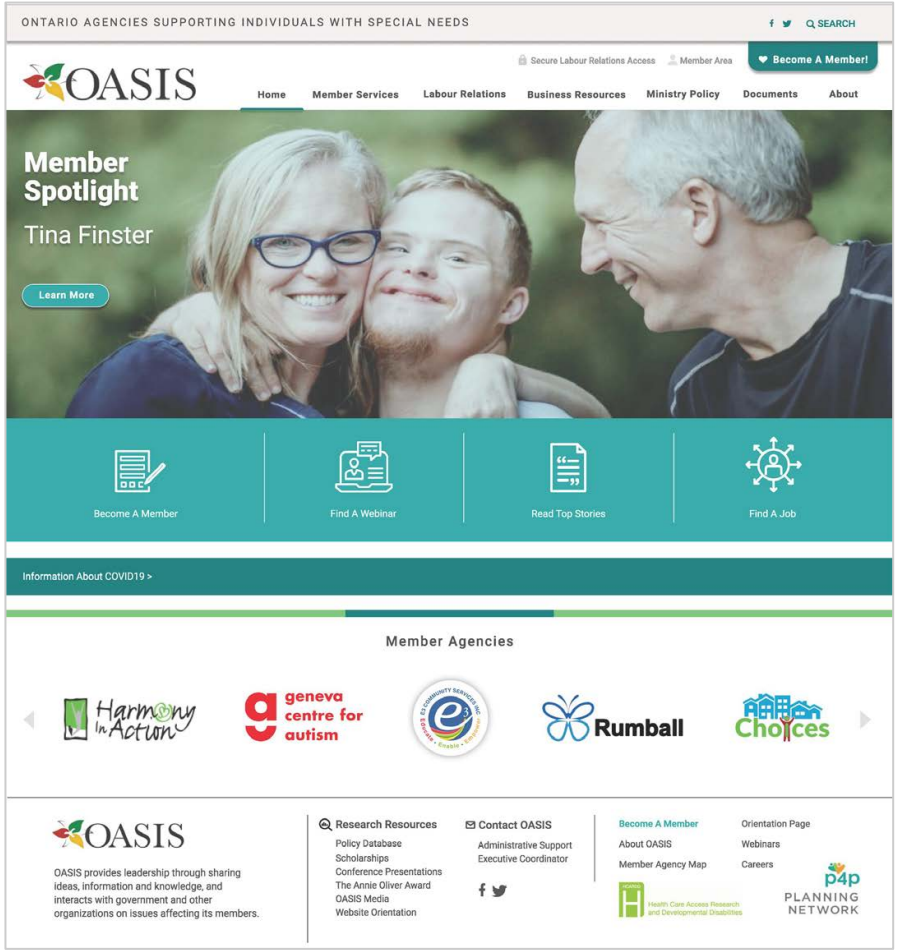
Testing Feedback, Desktop Homepage

- 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