



Uncluttering the Mind

A User Centered Journey by Cheyenne Clark

Introduction



Previous roles:

Operational Tester

Simulation Integrator

Product Manager

Web designer

UI Developer/Designer



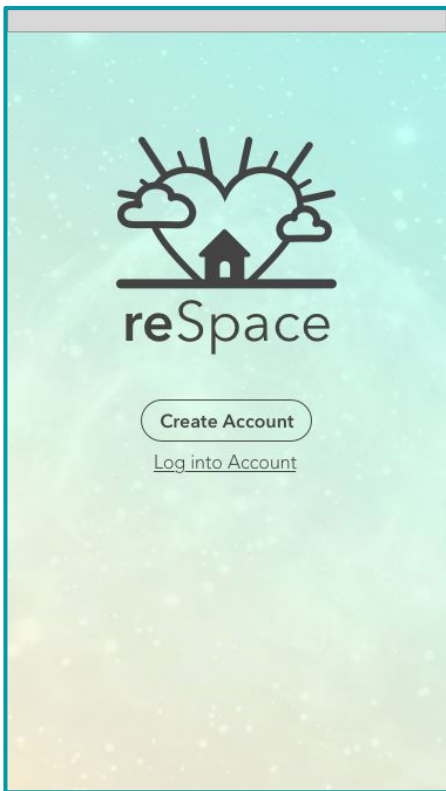
Current roles:

Mom

UX Student

Occasional Unicorn

Introducing reSpace: the Case Study



What is reSpace?

reSpace is an App designed to help users find charities that accept their household item donations for profit or use.

Why reSpace?

reSpace best exemplifies my end-to-end design process and my growth as a UX designer.

A problem overflowing in my life...



Why choose the problem of clutter?

It is a problem that many people in my life, including my family, struggle with.

Initial Problem Statement:

How might I help others overcome their *inertia* to declutter items with emotional significance that are no longer used.



Not even all of our old gaming systems...

...But not just my life.



Kathleen (Kathy) Parks



Age: 41

Job: Manager at Local Grocer

Family: Married with two teenagers

Home: Lives in a three bedroom/ two bath house located in an older suburb.

Behaviors:

Works a crazy schedule. Lives on coffee. Spends free time with kids and her partner. She cleans but feels like she is barely keeping ahead of the mess.

Goals:

Kathy has a lot of history and clutter that goes with an established family. She wants to declutter her home but she is stuck on how and what.

How Kathy Parks came to be:

I reasoned that the following traits fit someone that would struggle with clutter:

- **Relatively stationary**
- **Lives with multiple people**
- **Has a lot on their plate**
- **Has accumulated items of sentimental value**

Framing the problem

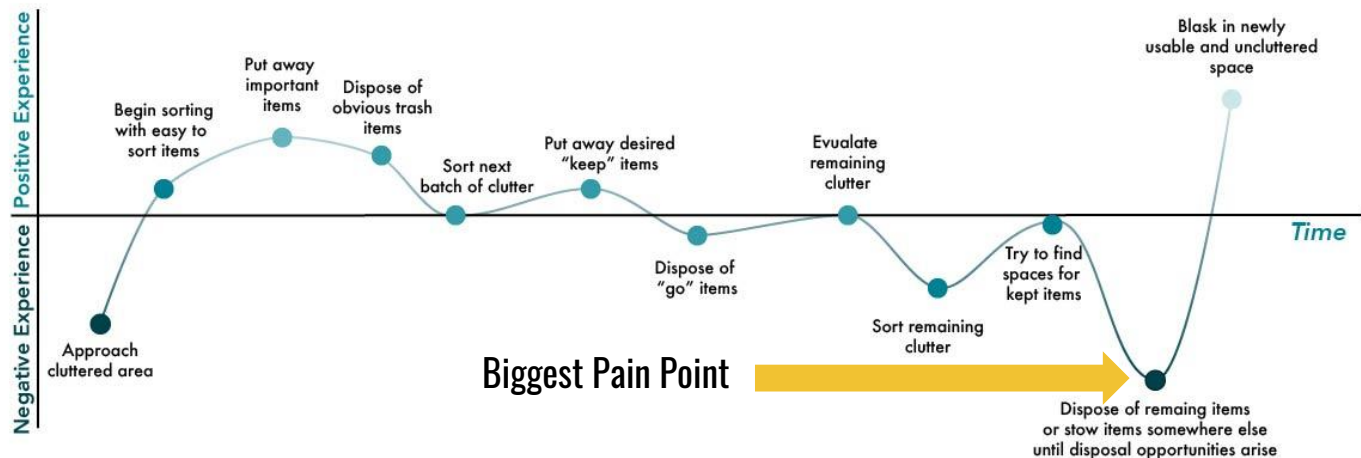


Findings from 3-30 minute interviews:

- Interviewees felt apprehensive about decluttering
- disposing of items where tough because many people wanted items to where they would be used.

Journey Map

The process of **deduttering** living space.

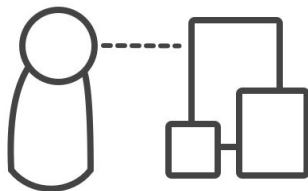


Revised Problem Statement: How might I help Kathy dispose of items she no longer needs.

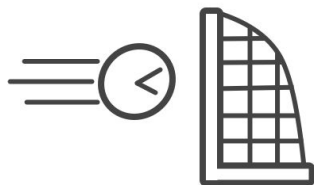
The Design Objectives



User Needs



Line of Sight



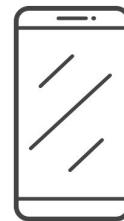
Quick Wins



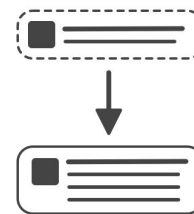
Fulfilling



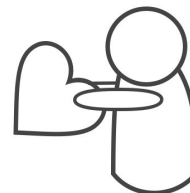
Design Requirements



Mobile



Common UI
Patterns



Helps
Others

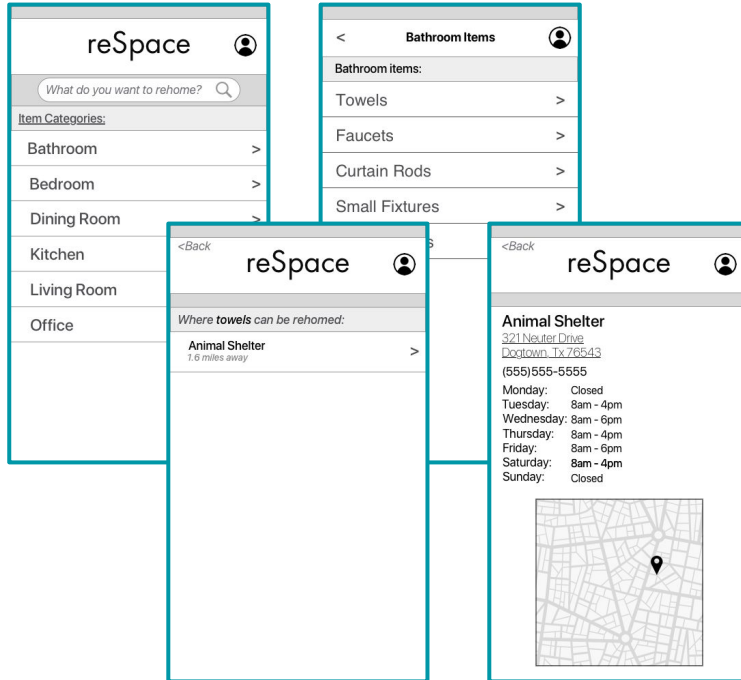


Actionable
Information

Round 1: reSpace



reSpace



Testing Scenario: You have towels that you want to donate. Show me how you would do that with this app.

Feedback

- Felt that it was easy to navigate and accomplish their task
- Desired instructions for dropping off items
- Wished that there was a link to the Animal Shelter website
- Loved the overall use and concept of the App

Contender: Clarity



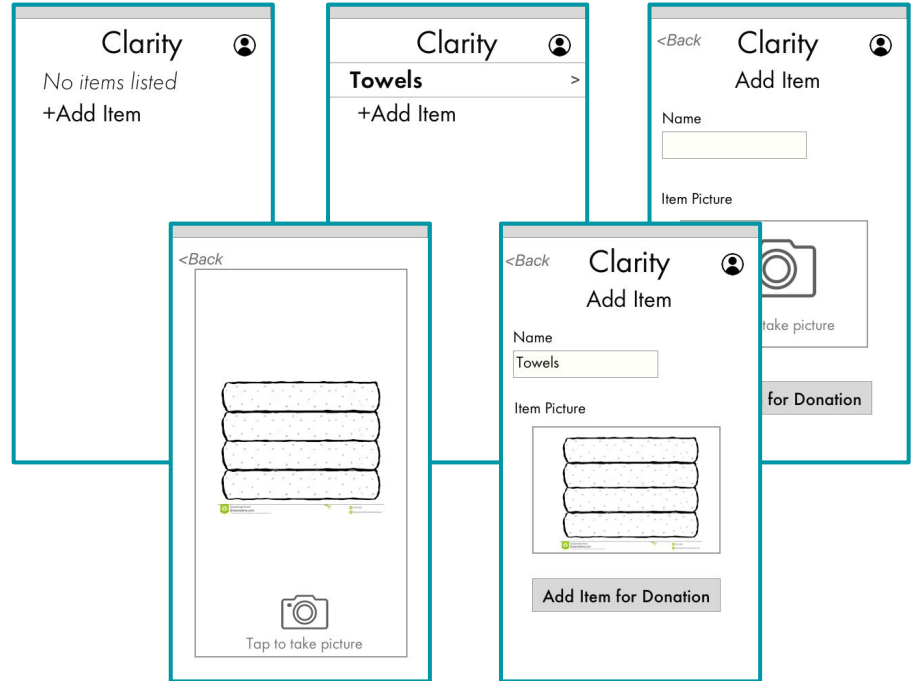
Testing Scenario: You have towels that you want to donate. Show me how you would do that with this app.

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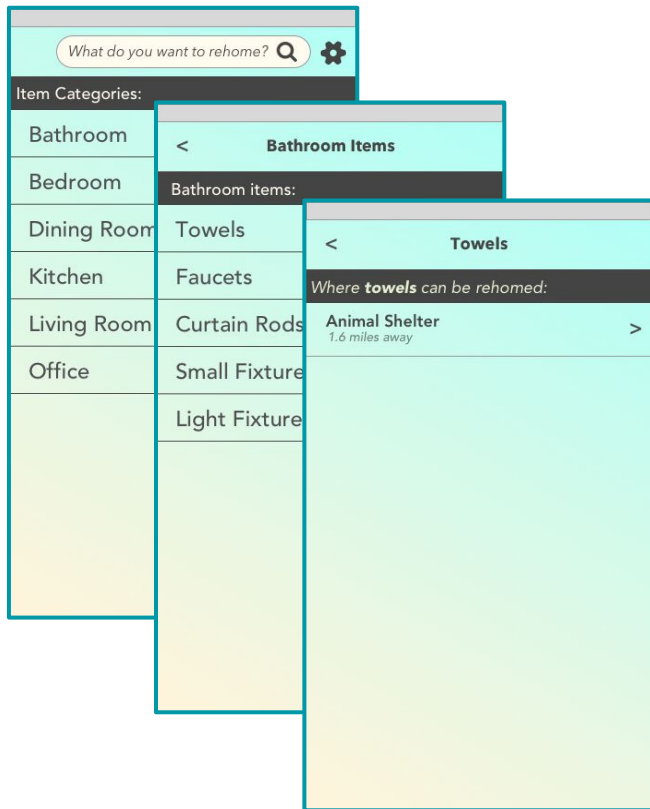
- The workflow was easy to navigate, including taking a picture to post but users didn't understand happened next
- Users didn't like that they had to wait to be matched with charity or non-profit

Clarity did not meet the user needs for quick wins and was discarded in favor of reSpace.

Clarity



Design Patterns



Optimization:
Item Search

Exploratory:
Drill-down Menus based on
rooms

Informative:
Card design with actionable
information



The Final Design!



Prototype Demo

<https://invis.io/92S0NX1PY8H>

What I loved about this project!



Doing end-to-end product design

This was my first time doing the full design up to conceptual development of the app. I had full ownership of every part of the project from framing to research to prototyping to design. I felt very empowered by the completion of this project.

Prototyping

As a designer, I made time consuming pixel perfect mockups. As “coder”, I did a lot of up front coding; It saved some time but it was easy to become emotionally invested in my work. I love prototyping this way because I could iterate more quickly and I was less invested in the design.

User Research

I hadn't performed user research in the past because I didn't have access to my users in previous jobs. The best I had were subject matter experts. I found that I enjoyed having a smaller feedback loop where I could make changes that were more meaningful to user.