User Experience Nanodegree Capstone
Learning Reflection Write-up

My design process began with comprehensive user research - conducting 5 interviews and a 50-response survey that revealed students' struggles with scattered digital notes and distrust in their quality. Using Miro for synthesis, I identified key needs for centralized access and quality indicators, which informed my Figma prototypes. Through usability testing with 10 students via Lookback, I applied UX skills in research analysis, accessibility auditing (WCAG compliance), and iterative design. The most critical insight emerged when 70% of testers failed basic tasks due to small note cards (24px) and unclear action icons, revealing a significant usability gap in my initial designs.

To address this, I made strategic tradeoffs: prioritizing functionality over visual density by switching to a single-column layout and replacing icon-only buttons with labeled actions ("Read"/"Download"). Despite challenges in recruiting participants and maintaining design simplicity, these changes improved task success rates from 30% to 80%. Final user feedback confirmed the solution's impact, with one student noting: "I can now find trustworthy notes in half the time" - demonstrating successful alignment with users' needs for organized, reliable study materials.