

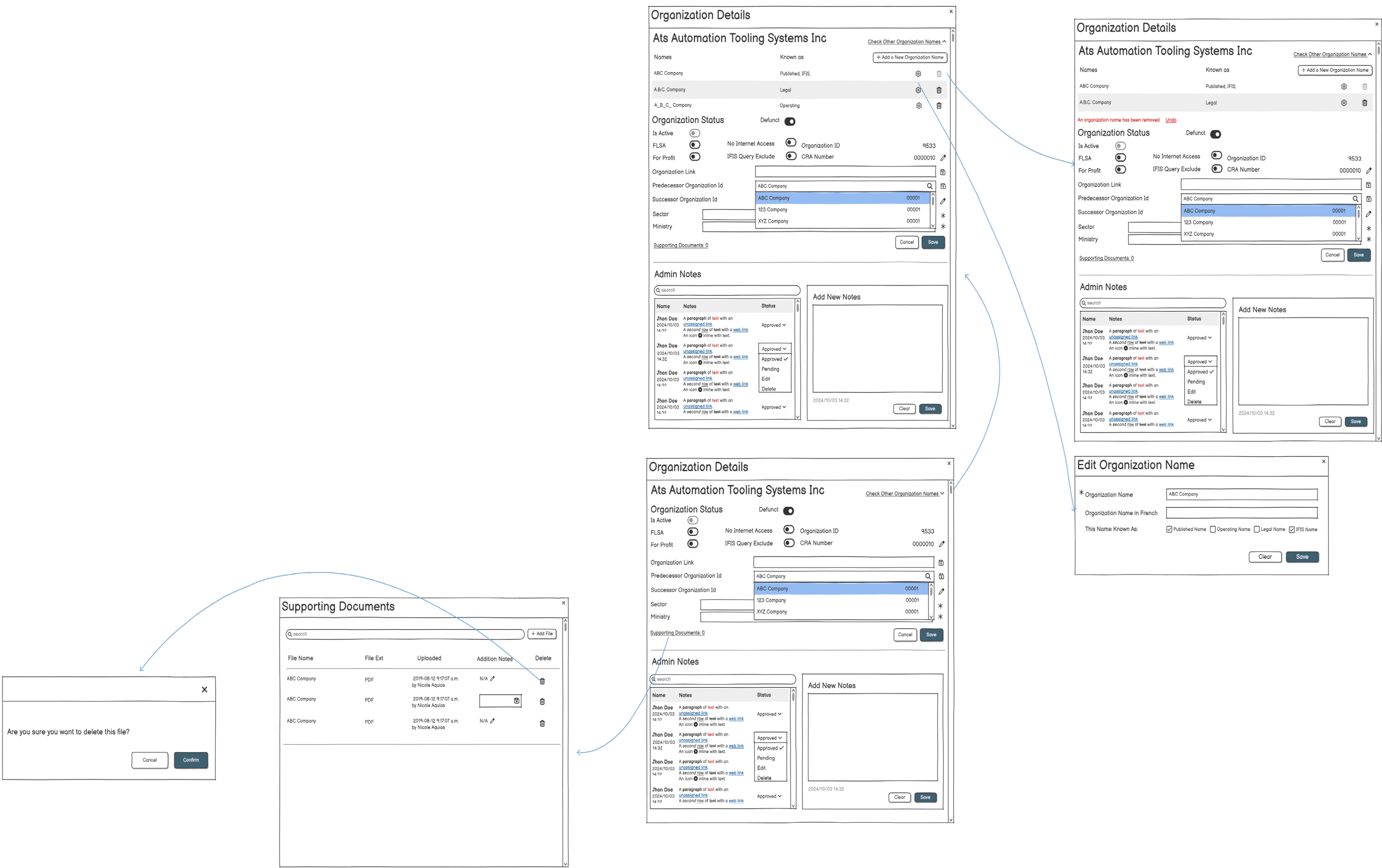
About OPS

- The Ontario Public Service (OPS) delivers public services across healthcare, education, and public safety.
- I worked in the **CAC QA department** under the Treasury Board Secretariat, focusing on **quality assurance** and **accessibility** to support inclusive digital services.

Key Contributions

1. **AODA Compliance:** Did AODA testing for three systems, AI&AODA research
2. **UI/UX Testing:** Generated detailed reports that drove interface optimizations.
3. **System Redesign:** Collaborated with developers to enhance efficiency and appeal.
4. **Automation Tool:** Streamlined screen reader testing with Python and Autolt.

Outcome



Techniques I used



Lessons Learned

- Understand accessibility standards like AODA thoroughly before making design or testing changes.
- Collaborating with team members and sharing ideas improves understanding and outcomes.
- Don't hesitate to ask questions or propose new ideas—it fosters innovation and clarity.
- Keeping detailed notes and logs helps with task management and reflection.
- Seeking feedback regularly ensures continuous improvement in both design and communication.
- It's okay to admit limitations and adjust expectations for complex tasks.
- Deadlines may seem daunting, but efficient planning makes them manageable.

COOP in OPS as UX-Designer

Student Name: Xuefei Ma
Academic Concentration: User Experience Design
Co-op Company Name: Ontario Public Service
Job Title: Co-op UX Designer
Co-op Term: 2024/9 - 2024/12

“As a Co-op UX Designer, My role is focused on AODA compliance, UI/UX testing, and system redesigns.”

