



Matt Jett

I've always been an artist, developing characters, creating story concepts with rich and robust universes. People who know me would describe me as a tenacious, passionate, detail orientated, and highly focused on making my creative projects perfect. Later in life I was certified in the art of client relations by becoming a commissioned salesman. Learning to identify client needs by asking clear, concise, and consistent open-ended questions. Even further in life I became cross-educated in the discipline of Software Engineering and User Experience Design. These technical skills taught me how to break complex problems down to atomic components all while researching, refining, and redoing iterations until the product exceeds client expectations.

Most software developers know a lot about their own discipline, but believe in function over form. Most designers don't harbor the technical prowess of software design patterns, manipulating data in the most efficient manor using algorithmic structures, so they prefer form over function. Most user experience professionals are best at knowing a little in between and a lot of identifying needs and removing bias from ideas, but lack the excruciating detail needed to program an application or the time to produce fluent and functional visual forms of communication.

This is where I come in; I've been trained in the process from the very conceptual stage of asking the 'whys' and researching the 'hows' to the prototyping stage of using visual and interactive design paradigms reiterating the idea like a blacksmith pounding on metal, to finally using the technical cultivation of building the idea out into reality.

Next Route Up

Route Viewer for Bus Stops

Platform

Web App

Project Description

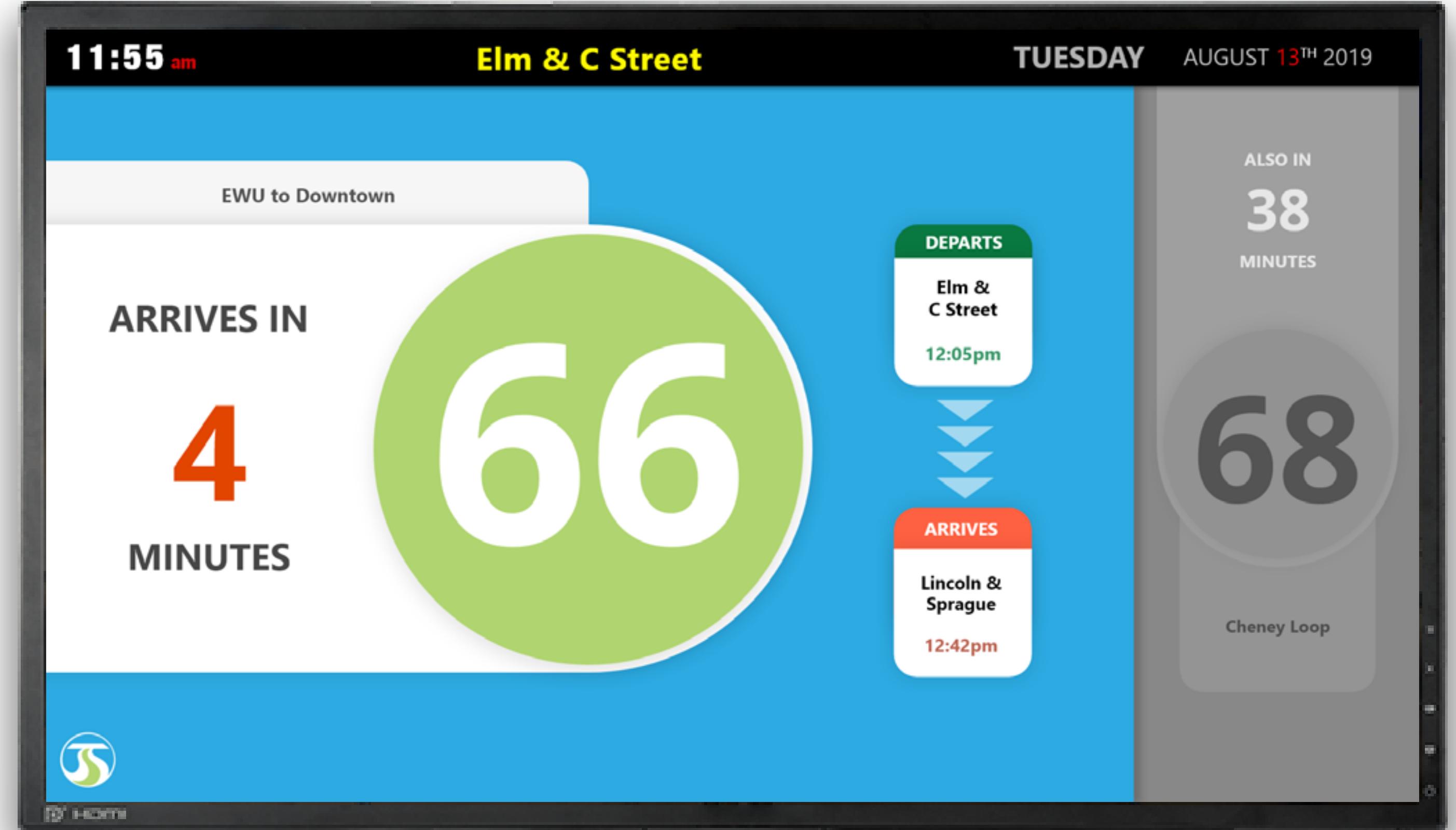
Using the open source restful API <http://developer.onebusaway.org/> I was tasked with the job to find a solution best informing bus riding patrons located at a bus stop about upcoming route information.

UX Problem

Research was needed in order to find out what data was most crucial to a patron standing at a bus stop without cluttering the interface.

UX Activities

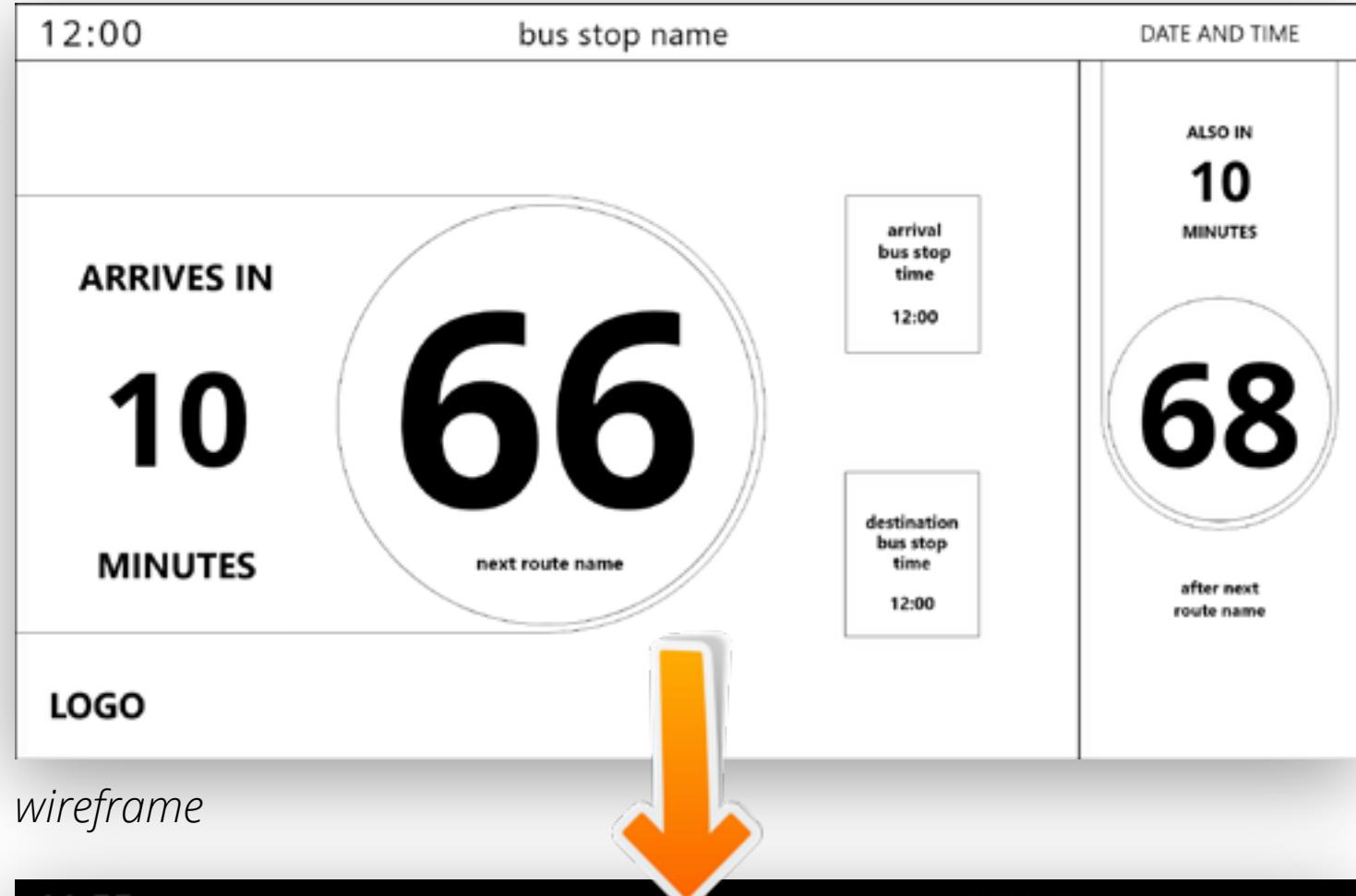
Surveying at local Spokane Transit Authority (STA) bus stops.



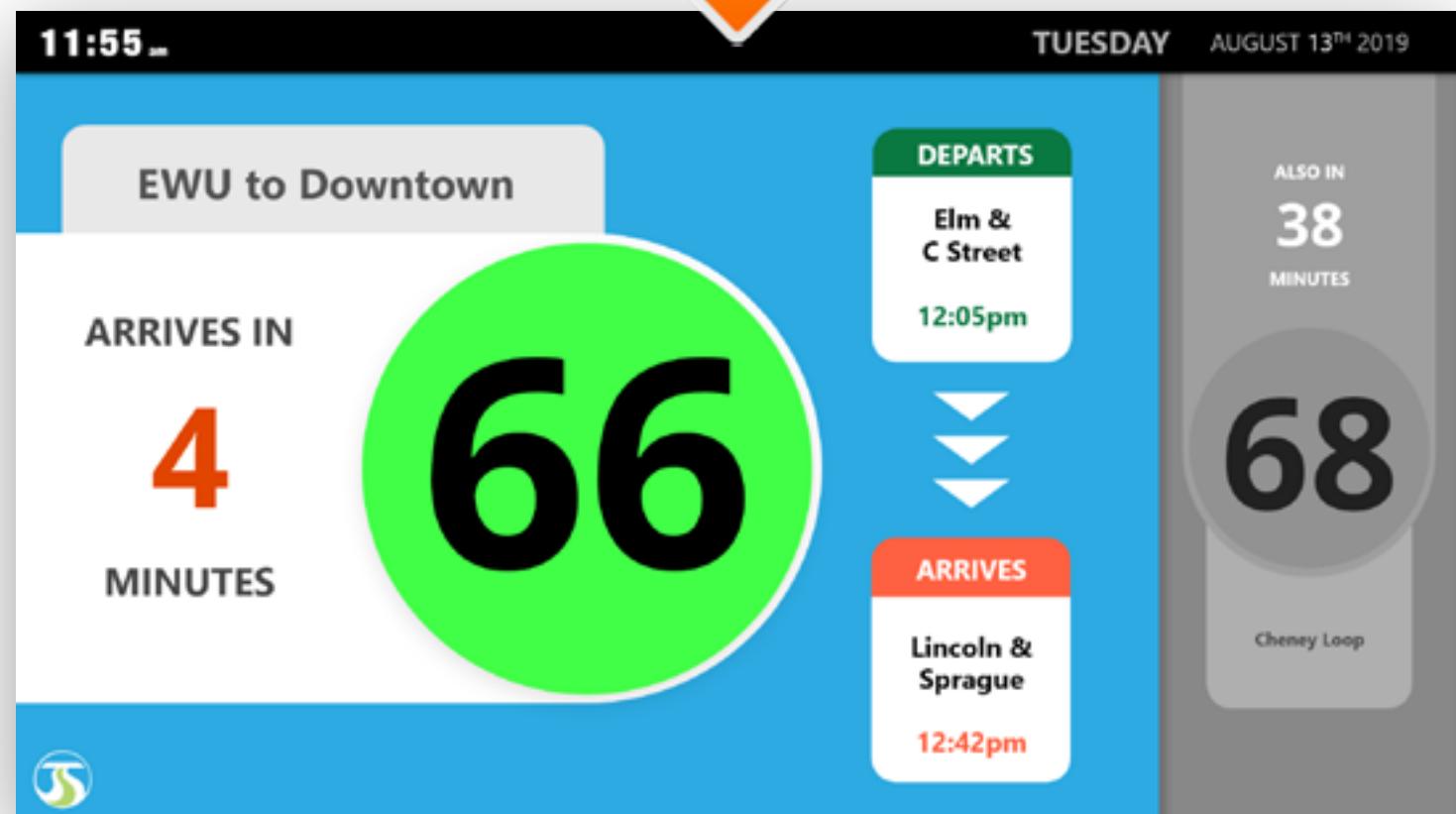
Caption about UX prototype built in Adobe XD

Next Route Up

Route Viewer for Bus Stops



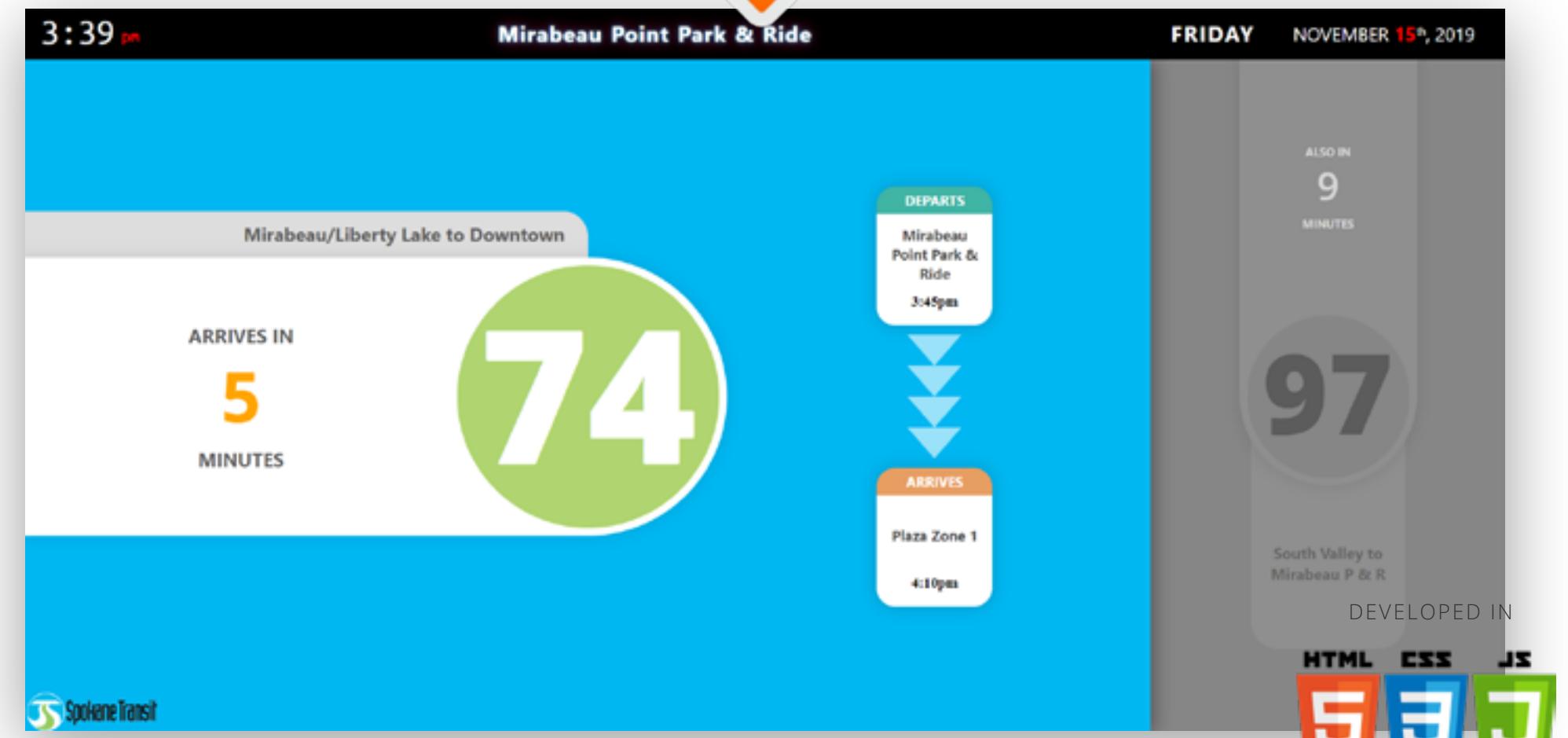
wireframe



first prototype



final prototype



Live product

Design

ALSO IN

38

MINUTES

68

Cheney Loop

DESIGNED IN



ALSO IN

9

MINUTES

97

South Valley to
Mirabeau P & R

DEVELOPED IN



Next Route Up

Route Viewer for Bus Stops

Outcome

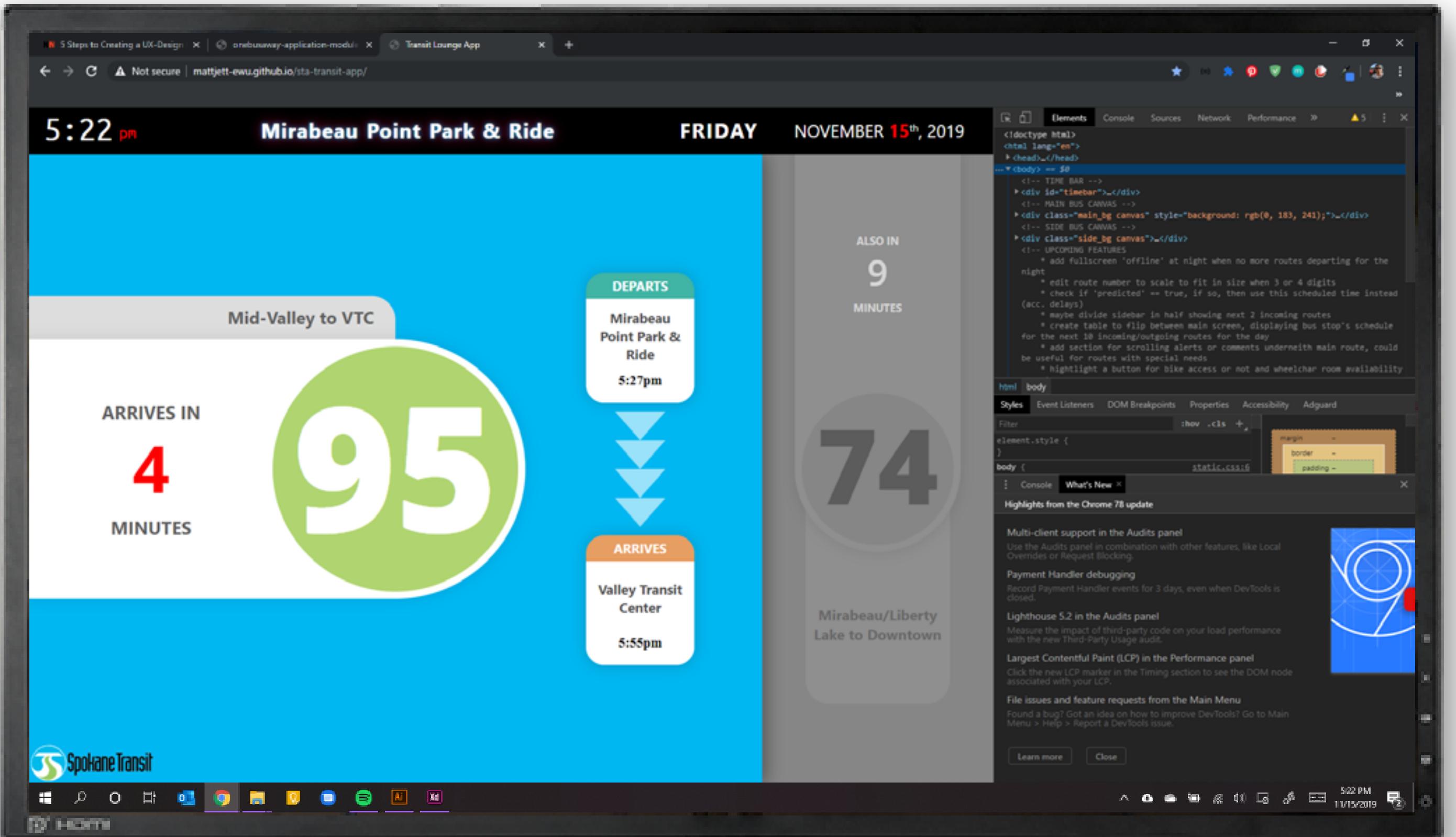
After the implementation of the web app went live and we performed further on-site testing we came across several design flaws.

One: some bus stops have multiple buses coming in with only minutes or seconds apart from one another and this could go on for the next 4-5 routes in a row. Presenting the usability problem of a patron needing to know when their bus is arriving, but this route is not within the next two routes, but their route is only 5 minutes away from arrival. Not leaving much time to be useful for a patron, nor informative if their route pops up and then gets pushed out by the next one 30 seconds after their route is displayed. This could be a reason to show another board that will display the next 3-10 routes ahead, closer to an airline flight board. This secondary board could be in addition to the primary display or periodically replace the greyed out side route info showing the list of scheduled routes arriving for the day.

Two: the next route's route number displayed in the center of the screen was found to be too small and did not turn out to be as large as originally designed. A porportions adjustment will be needed to those elements.

Three: late in the evening the transit authority may end all routes for the night. This currently causes the routes to display curly braces as placeholders for missing route info. This naturally looks sloppy and we found a need to remedy this with a new overlay saying that this bus stop is done for the evening.

Four: lastly, we found the need to display alerts for the incoming route. Such as, delays, emergency info, handicap seating availability, and bike rack slots open.

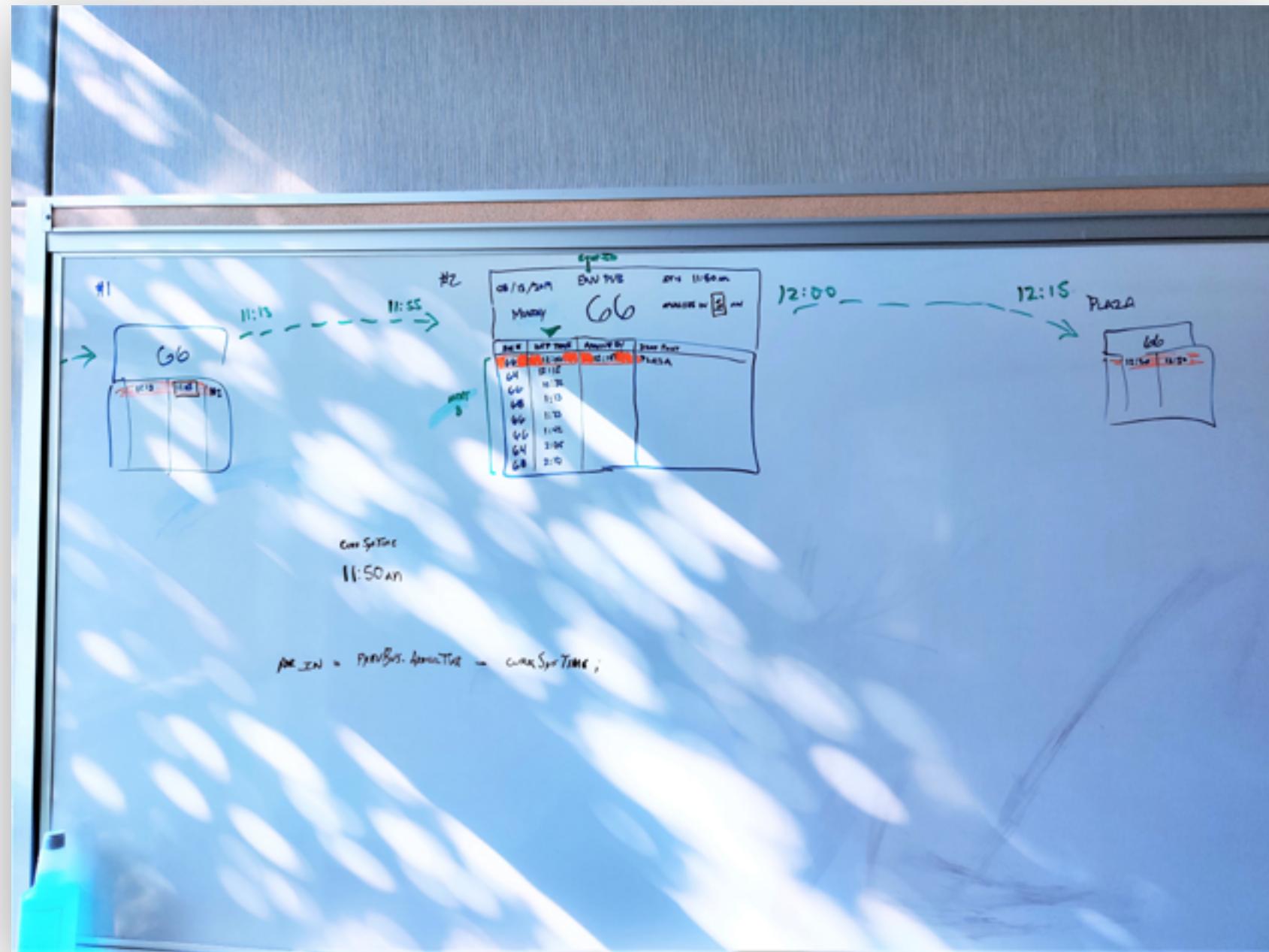


Caption about UX prototype built in Adobe XD

Implementation

Next Route Up

Route Viewer for Bus Stops



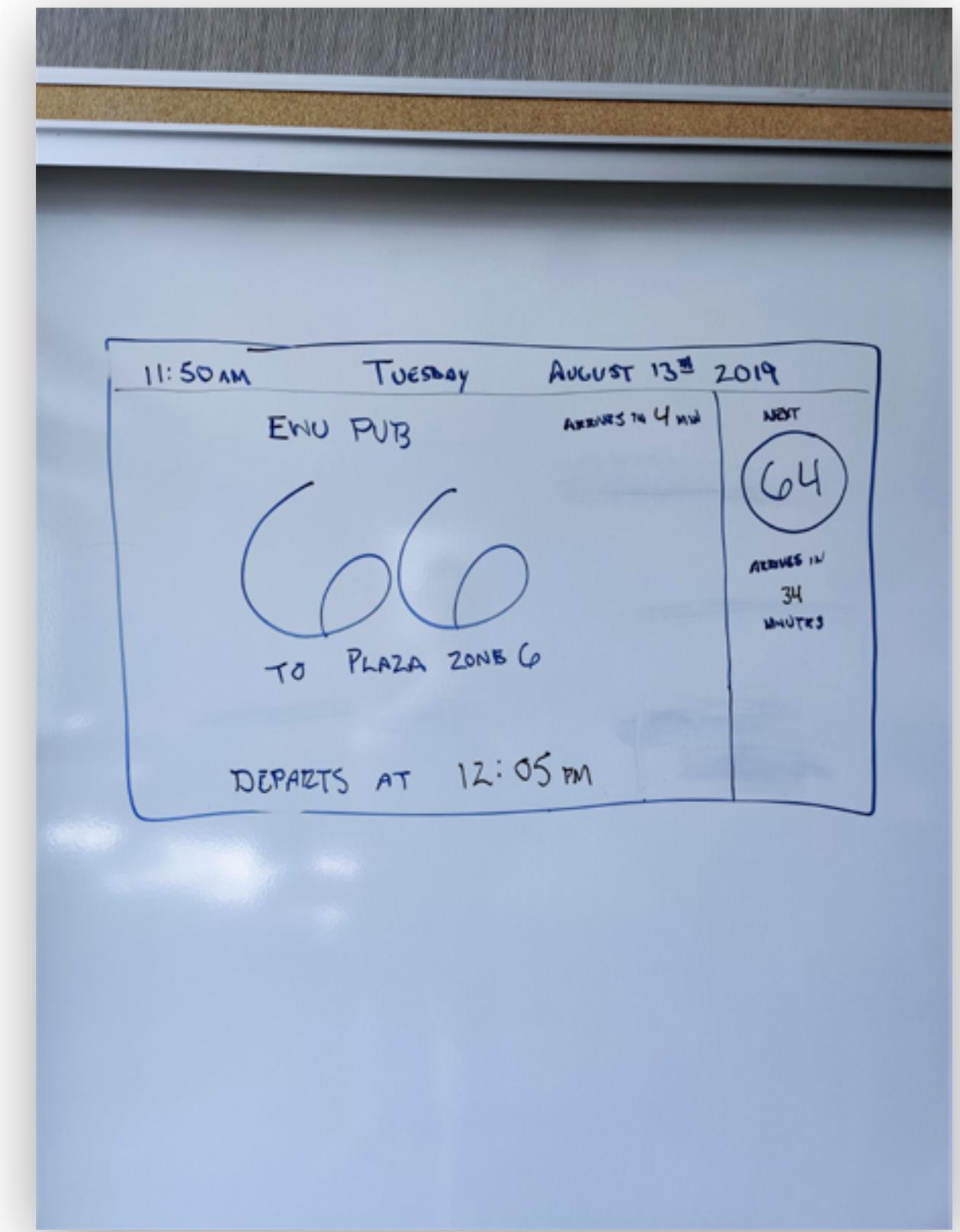
Analysis

Starting with a targeted user persona of *a patron who is walking to a bus stop trying to see which bus and when their bus will arrive* or *a patron who is already waiting at a bus stop*. A scenario map was sketched to track the path of a bus route and what information was crucial to display for the targeted persona. Our team came up with many user stories and scenarios, adjusting our prototype accordingly.

Design

The design that we proposed was a more immediate, minimalistic, yet informative design. We tossed between a more airline flight-board style format and a marquee board style. Blending the two in a rolling display of only two routes. The bus coming up next to this bus stop and the one after that.

Research and analysis determined that most users who arrived at a bus stop are there to take the next bus or the one coming up soon thereafter. By displaying a countdown timer shifting from green to red will be more relevant to users standing or approaching the bus stop. By using a countdown timer as the primary method to informing the user of the approaching bus over a 12-hour time format, we felt the user would have a better sense of time knowing what 5 minutes was like over a clock time, especially if the user had no idea what time it was in the first place. We tried to remedy this by including a date and time info-bar up top as a secondary source of reference for patrons. Lastly, the decision to place the route number large and centered was that for patrons who have difficulty seeing from far away, a patron could determine which route is coming up before they even have to get close to read the display.



Concept

EYE IN THE SKY



Filesystem Monitor for Windows

Platform

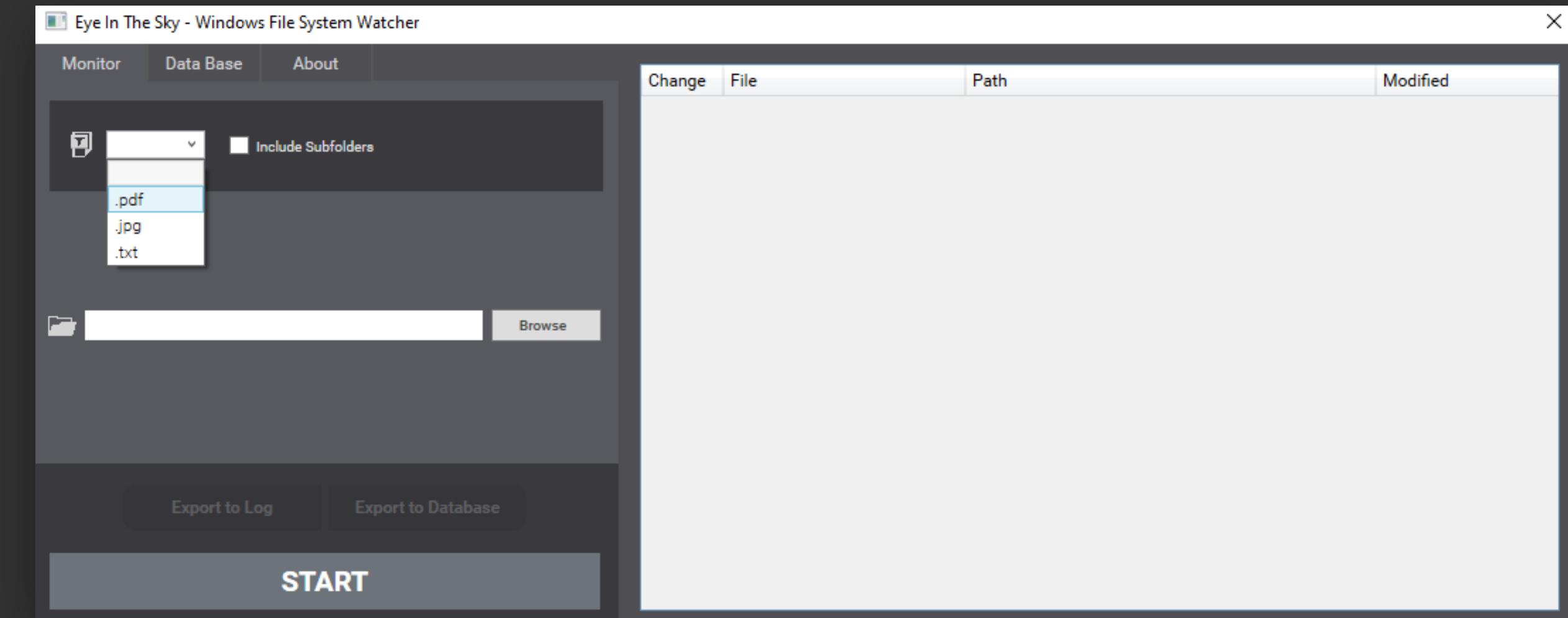
Windows APF App

Project Description

Using the open source restful API <http://developer.onebusaway.org/>
I was tasked with the job to find a solution best informing bus riding
patrons located at a bus stop about upcoming route information.

UX Problem

Research was needed in order to find out what data
was most crucial to a patron standing at a bus stop
without cluttering the interface.



Entry	Change	File	Ext	Path	Modified
0	Deleted	s-l1600.gif	.gif	C:\Users\serap\Desktop\s-l1600.gif	11/16/2019 6:46:14 PM
1	Renamed	renamed.txt	.txt	C:\Users\serap\Desktop\renamed.txt	11/16/2019 6:46:36 PM
2	Created	New Text Document.txt	.txt	C:\Users\serap\Desktop\New Text Document.txt	11/16/2019 6:46:49 PM
3	Deleted	New Text Document.txt	.txt	C:\Users\serap\Desktop\New Text Document.txt	11/16/2019 6:46:53 PM
4	Deleted	renamed.txt	.txt	C:\Users\serap\Desktop\renamed.txt	11/16/2019 6:46:55 PM

UX Activities

Surveying at local Spokane Transit Authority (STA) bus stops.

Q2 2018

EYE IN THE SKY



Filesystem Monitor for Windows

Focus Group

Results from focus group testing revealed this app needs a large UX overhaul.

Users tested complained of the following:

- No onboarding process to explain how to use app or what it's for.
- Not clear that a user can enter their own file type in the *Monitor* tab dropdown menu. Filter types seemed limiting to users at first.
- Dialog boxes sometimes contained too much to read and some users complained there were too many of them.
- After monitoring was conducted and table was populated in *Monitor* tab, clicking *Start* again prompted a warning dialog box that seemed to be counter-intuitive. One user suggested they would like to see a more positive prompt that asked if they would want to save data in table before starting again. Another user suggested that it should just automatically export to database.
- Most users were confused on the feature "Load Database" in *Database* tab. Thinking that this meant *loading data* into this table, rather than the intended feature of opening up a local database file and loading its contents to the table.
- In the *Database* tab, the *Run* button confused users, they thought this meant the app would start monitoring again. When in fact it intended feature is to execute the file type search filter.
- *About* tab appeared glitchy to all users. The dev's artsy design did not translate well to users and instead looked unprofessional and incomplete.

Users tested liked the following:

- Users liked a clean modern look to app.
- Some users like that there wasn't a standard windows *menu bar* to app and instead sectioned off app features into three main tabs. Once pointed out, other users who didn't notice agreed on the feedback.

Insight gained from results reveal that:

- Database saving and loading need to be located in same region to be more explicit of app's feature to save to and load from a local database file.
- A need for some sort of UI guidance. Like, some context clues that indicate the feature to enter any type of file type in the filter dropdown. And what this app will do once monitoring begins and ends.
- Reduce number of dialog boxes popping up. Such as, when monitoring stopped, populate. When *Database* tab is selected, automatically load local database file.
- Change name of buttons. Such as, "Load Database" to "Import Database" to be explicit of intended functionality. Also, change name of "Clear Database" to "Wipe Database" indicating a more universal term.

Focus Group Testing



NEW COURSE EVALUATION FORM

Platform

Mobile

Project Description

The objective of this project was to create a better UX experience filling out course evaluation forms for students. The result would need to increase the submission rate of course evaluations. By utilizing modern methods to reach out to students and make the form more encouraging and equally satisfying to complete.

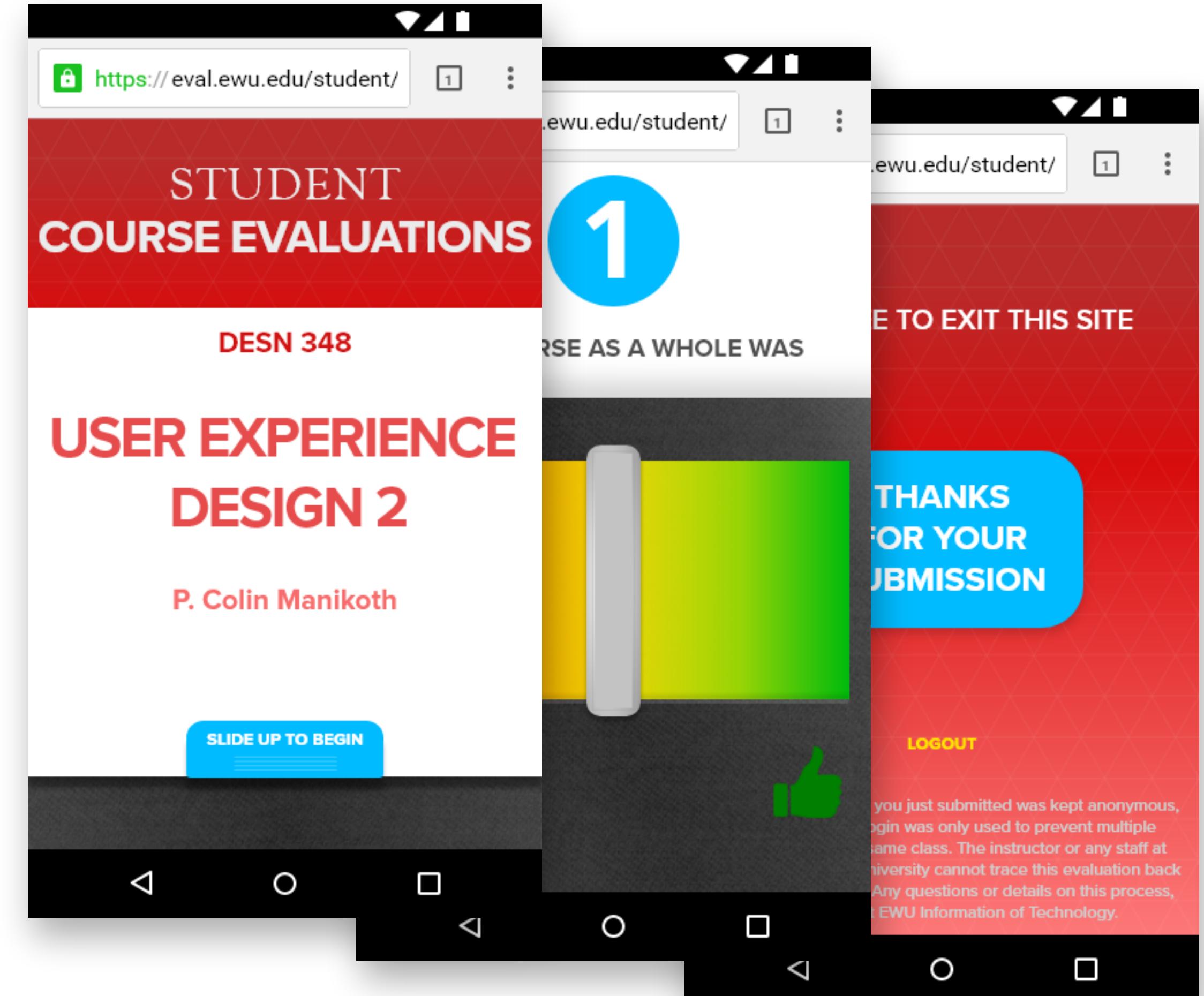
UX Problem

The current UX issues at hand are the following:

- forms are usually printed out on paper
- students have only that day to evaluate an entire quarter of events
- completing form does not feel rewarding or worth their time
- students may not feel as if their feedback matters much

UX Activities

Surveying students who have filled out past paper evaluation forms.





NEW COURSE EVALUATION FORM

Course Evaluation

Q1 Course Number
Q2 Course Name
Q3 Instructor

Your ratings on these questions will be included as part of the information used to make decisions about the retention, tenure, and promotion for your course instructor. Please answer these questions accurately and honestly in fairness to both the instructor and the institution.

Q4 The course as a whole was
1 = Very Poor 2 = Poor 3 = Average 4 = Good 5 = Excellent

Q5 The course content was
1 = Very Poor 2 = Poor 3 = Average 4 = Good 5 = Excellent

Q6 The instructor's effectiveness in teaching the subject matter was
1 = Very Poor 2 = Poor 3 = Average 4 = Good 5 = Excellent

Q7 The instructor's overall contribution to the course was
1 = Very Poor 2 = Poor 3 = Average 4 = Good 5 = Excellent

Comments

OLD

unexciting and outdated
force student to enter redundant data
1 - 5 scale hard to gauge baseline
discourages hand written comments, due to paranoia of instructor recognizing handwriting and facing retribution in future classes
force manual entry of all data by secretary

NEW

web app for convenience
instructor given course key to access eval
slider scale encourages feeling for rating
comment section feels more like a forum, encouraging a more familiar and open space to express student's thoughts
disclaimer at end ensures student's anonymity and allows transparency of process to promote student security

The screenshots show the following sequence of the app:

- Screenshot 1: The home screen with a large red banner reading "STUDENT COURSE EVALUATIONS". Below it is a course listing for "DESN 348 USER EXPERIENCE DESIGN 2" by "P. Colin Manikoth". A green arrow points from the "OLD" section to this screen.
- Screenshot 2: A slide-up menu with a blue header containing a white "1". The main content area shows a large yellow-to-green slider with a grey handle, with a red "1" icon above it. A green arrow points from the "NEW" section to this screen.
- Screenshot 3: A "COMMENTS?" screen showing a text input field with placeholder text: "More problem solving discourse as a class. It was better than expected and I think I learned a lot from this class in regards to web design. Too many projects crammed into one quarter. Great content, learned a lot. Still dope! More knowledge of what's due and when. More communication! Love the class, learned a lot, and always sad when the class is over. Good stuff." A green arrow points from the "NEW" section to this screen.
- Screenshot 4: A "THANKS FOR YOUR SUBMISSION" screen with a blue button labeled "THANKS FOR YOUR SUBMISSION". A green arrow points from the "NEW" section to this screen.



NEW COURSE EVALUATION FORM

Critical Analysis of My Design

There are several glaring issues with my design found by myself, other students, and my instructor:

- CONCERN: Prototype is designed in mobile-only format, what if student doesn't have a smartphone or class has access to computers?
RESPONSE: Will need to create a mock-up for desktop version as well. Platform for evaluation does leave out classrooms or persons without internet access possibly causing more issues than just a paper print out.
- CONCERN: How does an instructor get an objective measurement of their quality of service when questions are based on a variable slider scale? No clear way to quantify the ratings.
RESPONSE: Behind the scenes, the slider scale will contain a range of integers from 1 to 5. The app will take a measurement of the nearest integer to the center of the slider.
- CONCERN: If the student has to login using their Single Sign-on (SSO), how is this evaluation form truly anonymous?
RESPONSE: This is a fair concern, more research may need to be done to see if the same quality of feedback can be achieved without using SSO, but concerns about repeated entries need to be resolved.

Planned Features Based on Feedback

Proposed changes to web app based on the feedback from students and my instructor:

- FEATURE: If using SSO is secure, then adding the ability to save eval drafts throughout the quarter and show a history of past evals.
FIXES: This feature could help with the, "being put on the spot" conundrum of evals being handed out and expected full quarter long reflection in a short time span.
- FEATURE: Potential for combining functionality of sites like www.ratemyprofessor.com with internal evaluations, making an anonymous in identity, yet a transparent place for feedback and constructive criticism for both students and the university as a whole.
FIX: This could give weight to the words used by students without the worry for retribution. Could mitigate pessimism and empower the voices of students.

Feedback

Next Route Up

EYE IN THE SKY

NEW COURSE EVALUATION FORM

TABLE OF PROJECTS