



Application Tracking System

Key High Fidelity Wireframes and Mockups

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UX Designer

Context

Satyagraha Institute is a nonprofit based in South Dakota, USA. They host a nonviolence training program once per year in 3 - 4 countries. Those who are interested in participating must complete an application and pay various fees.

The current application system for Satyagraha Institute is cumbersome for both applicants and the coordinators who review the applications.

Applicants must navigate through a convoluted series of steps to submit their application while coordinators are required to autonomously keep all materials organized, potentially resulting in misplacement and general disarray.

College application software is too complex and job application software delivers within the wrong scope. Basic form applications like Google Forms and Typeform lack several crucial features.

Challenge

Since no existing application platforms fulfill the Institute's needs, the challenge is to create an MVP of a comprehensive application system that allows:

1. Applicants to have full control and visibility over their complete application within a singular platform throughout the entirety of the process.
2. Coordinators to efficiently communicate with applicants and keep application materials organized.

Satyagraha Institute has the goal of becoming a "premiere" training center for nonviolence. Its internal infrastructure should be one of many facets that reflect such a vision.

This document presents key high-fidelity wireframes and mockups for a proposed application system. The first section contains the applicants' point-of-view, while the second contains the coordinators'.

Applicant

Onboarding / Landing Page



SATYAGRAHA
INSTITUTE

Questions?

Satyagraha Institute Application

You are about to start an application for a Stayagraha Institute program. Please make sure you meet all eligibility requirements before beginning.

[Create Profile >](#)

[View Eligibility Requirements](#)

English Español Français



SATYAGRAHA
INSTITUTE

Questions?

Satyagraha Institute Application

You are about to start an application for a Stayagraha Institute program. Please make sure you meet all [eligibility requirements](#) before beginning.

[Create Profile →](#)

[English](#) [Español](#) [Français](#)

Onboarding / Login Credentials



SATYAGRAHA
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Questions?

Create Your Profile

Progress:

Credentials Basic Information Application

Email Address

Password

Must be eight or more characters and contain at least one symbol and number.

(eye icon)

[Next >](#)



SATYAGRAHA
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Restart ↻ English ▼ Questions?

Create Your Profile

Progress:

Credentials Basic Information Application

Email Address

Password

Must be eight or more characters and contain at least one symbol and number.

(eye icon)

[Next >](#)

Onboarding / Basic Information Form [1/2]

SATYAGRAHA
INSTITUTE

Questions?

Create Your Profile

Credentials — Basic Information — Application

Upload Headshot

Drag and drop photo here
or
[Browse Files](#)

Program

For which program would you like to be considered?

Name

First name

Last name

Preferred name

Contact

Address

City

State Postal code

Country

Phone number Type

Demographics

Date of birth Gender

Country of citizenship

Race/Ethnicity

Two of your most fluent languages

Next >

[Back](#) [Scroll to top](#)

Onboarding / Basic Information Form [2/2]

Restart ⏪ English ⚖️ Questions?

Create Your Profile

Credentials Basic Information Application

Upload Headshot


Drag and drop photo here
or
[Browse Files](#)

Select Program
For which program would you like to be considered?

▼

Name

First name

Last name

Preferred name

Contact

Address

City

State Postal code

Country ▼

Phone number Type ▼

Demographics

Date of birth Gender ▼

Country of citizenship ▼

Race/Ethnicity ▼

Two of your most fluent languages ▼ ▼

Next >

[← Back](#) [Scroll to top](#)

Onboarding Success



Hello, Alex.

Your account has been created, but your application is unfinished. Please complete it before the XX {Month} deadline.

[View Your Profile >](#)

[Back to application](#)



English Questions?

Hello, Alex!

Your account has been created, but your application is unfinished.
Please complete it before the July 1st deadline.

[View Your Profile >](#)

Profile States / In Progress Application [1/2]

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Notifications (2) Messages (1) Alex ▾

Profile Status: In Progress ^①

Withdraw Application

Alex Warren

Message Coordinator Personal Information

Application Status

Essays > Community life >

Health > Signature >

Reference Letters >

Letter 1 Letter 2

Application Fee >

Paid

Essays ! Incomplete

Briefly describe your current work/employment.

Enter your response here.

List any previous work/employment that you consider noteworthy.

Enter your response here.

Are you currently involved in any work for social change that you did not mention above? If yes, briefly describe.

Enter your response here.

Briefly describe your educational background, including any degrees received.

Profile States / In Progress Application [2/2]



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Notifications 2 Messages 1 Alex ▾



Alex
Warren

In Progress ⓘ

[Withdraw Application](#)

Message Coordinator

Basic Information

Application > Essays > Community life > Letter 1 Paid
 Health > Signature > Letter 2 Incomplete

Essays

Briefly describe your current work/employment.

Enter your response here.

List any previous work/employment that you consider noteworthy.

Enter your response here.

Are you currently involved in any work for social change that you did not mention above? If yes, briefly describe.

Enter your response here.

Briefly describe your educational background, including any degrees received.

Profile States / Reference Letter Request



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Notifications (2) Messages (1) Alex ▾

Reference Request

Please ask two (2) persons, other than family members, who are familiar with your background and interests to write letters of reference for you. We will ask your identified references to send us letters on your behalf. Both reference letters must be received before your application will be considered complete. If we don't receive your references within one week of emailing them, you will be able to list other people as your references.

Reference 1

First Name Last Name

Email Address

Reference 2

First Name Last Name

Email Address

Enter your response here.



SATYAGRAHA
INSTITUTE

Notifications 2 Messages 1 Alex ▾

Reference Request

Please ask two (2) persons, other than family members, who are familiar with your background and interests to write letters of reference for you. We will ask your identified references to send us letters on your behalf. Both reference letters must be received before your application will be considered complete. If we don't receive your references within one week of emailing them, you will be able to list other people as your references.

Reference 1

First Name Last Name

Email Address

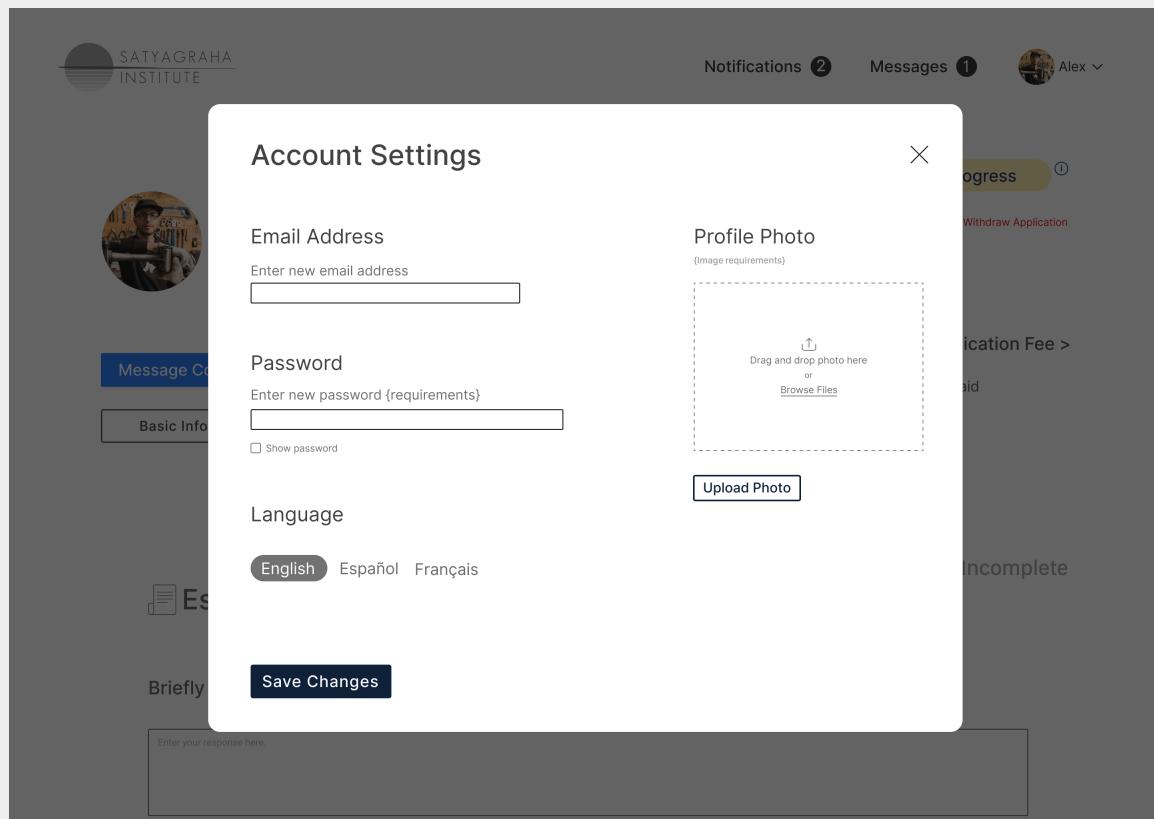
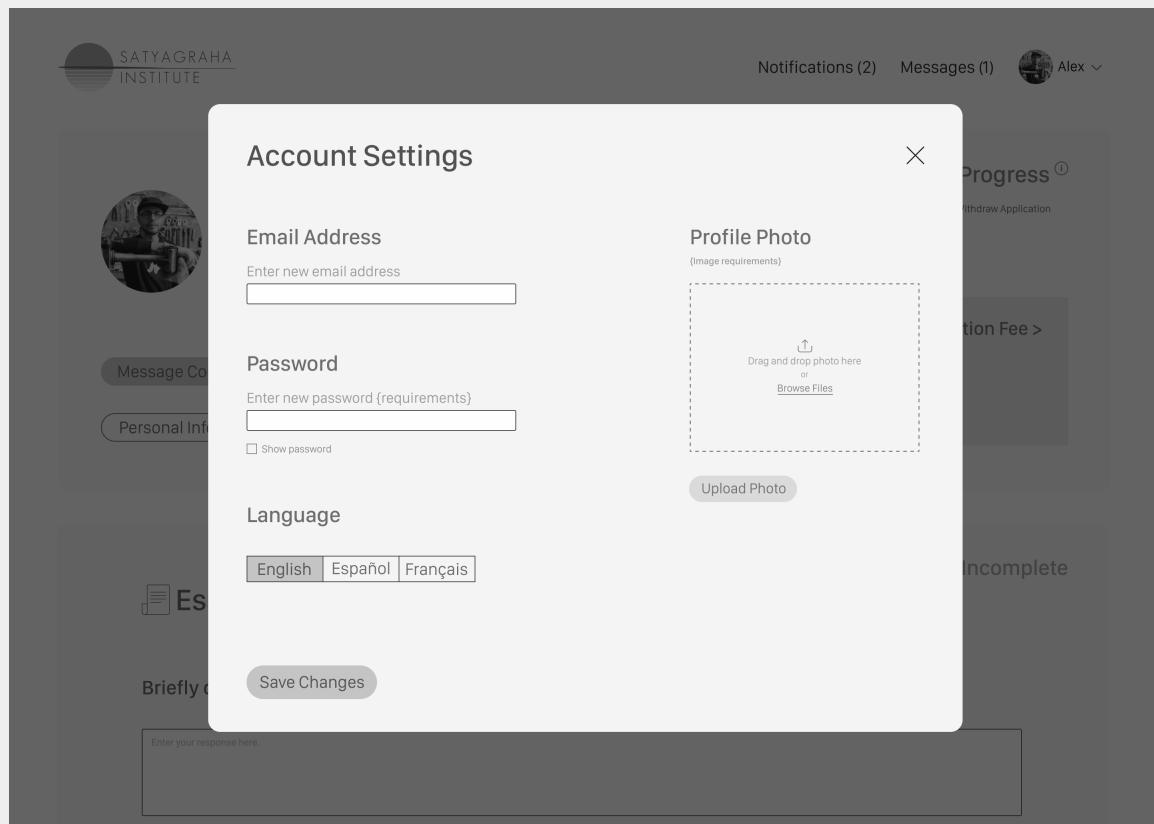
Reference 2

First Name Last Name

Email Address

Enter your response here.

Profile States / Account Settings



Profile States / Messages

The screenshot shows a mobile application interface for a user named Alex. At the top, there are notifications for 2 items and a message from Eliza Livingston, a Coordinator. The message content is as follows:

Hi what's the best airport to land into for the Black Hills program?
12 Oct 2018

The best airport to land into is Rapid City (RAP). Try to buy your tickets as soon as possible as the price will likely increase soon!
12 Oct 2018

Thanks. I have a question about the emergency contact form. Is it okay if I list my uncle who lives 500 miles away from me as a contact? He's the closest relative I have. If that doesn't work, can I list a close friend instead? Thanks!
19:37

A status indicator on the right says "Incomplete".

The screenshot shows the same mobile application interface for user Alex. The message from Eliza Livingston remains the same:

Hi what's the best airport to land into for the Black Hills program?
12 Oct 2018

The best airport to land into is Rapid City (RAP). Try to buy your tickets as soon as possible as the price will likely increase soon!
12 Oct 2018

Thanks. I have a question about the emergency contact form. Is it okay if I list my uncle who lives 500 miles away from me as a contact? He's the closest relative I have. If that doesn't work, can I list a close friend instead? Thanks!
19:37

The status indicator on the right now says "In Progress".

Profile States / Rejected Profile



Notifications (2) Messages (1)  Alex ▾

Dear Alex,

Thanks for your interest in Satyagraha Institute. After careful consideration, we have determined you are not the best fit for our program.

Please consider applying again in the future.

Best of luck in your struggle against violence.

Thanks,
Eliza Livingston
Coordinator, Black Hills

[Apply For Another Program](#)



Notifications 2 Messages 1  Alex ▾

Dear Alex,

Thanks for your interest in Satyagraha Institute. After careful consideration, we have determined you are not the best fit for our program.

Please consider applying again in the future.

Best of luck in your struggle against violence.

Thanks,
Eliza Livingston
Coordinator, Black Hills

[Apply For Another Program](#)

Profile States / Accepted Profile [1/2]



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Notifications (2) Messages (1)  Alex ▾

You're accepted, Alex!

Welcome aboard. To confirm your participation please complete the forms and pay the program fee below.

Withdraw From Program

Program Information

Read Acceptance Letter

You have two items remaining.

Emergency Contact Form >

Participant Agreement Form >

Program Fee >

Profile States / Accepted Profile [2/2]



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Notifications 2 Messages 1  Alex ▾

You're accepted, Alex!

I'm not attending

Welcome to the community. To confirm your participation please complete the forms and pay the program fee below.

[Program Information](#)

[Read Acceptance Letter](#)

You have 2 items remaining.

Emergency Contact Form Program Fee Participant Agreement Form

Primary Emergency Contact

Full Name

Relationship to you

Mobile number

Work number

Email address

Address

City

State Zip code

Country

Profile States / Complete Profile

SATYAGRAHA INSTITUTE

Notifications (2) Messages (1) Alex ▾

Alex Warren

Profile Status: Complete ^①

[Withdraw Application](#)

[Submit Profile](#)

Application Status

- Essays > Community life >
- Health > Signature >

Reference Letters >

- Letter 1
- Letter 2

Application Fee >

- Paid

Message Coordinator

Personal Information

Complete

Essays

Briefly describe your current work/employment.

Enter your response here.

SATYAGRAHA INSTITUTE

Notifications 2 Messages 1 Alex ▾

Alex Warren

Complete ^①

[Withdraw Application](#)

[Submit Profile](#)

Message Coordinator

Personal Information

Application >

- Essays > Community life >
- Health > Signature >

Reference Letters >

- Letter 1
- Letter 2

Application Fee >

- Paid

Complete

Essays

Briefly describe your current work/employment.

Enter your response here.

Coordinator

Dashboard / Accepted Applicants



**SATYAGRAHA
INSTITUTE**

- User All 19
- Circle In Progress 9
- User Decision Pending 3
- Checkmark Accepted 3
- X Rejected 2
- Envelope Attending 0

Notifications (3) Messages (1)  Eliza ▾

Accepted

All Accepted (3) Attending (0) Not Attending (0)



Alex Warren 

Message Alex View Form View Details Move To

alex.warren@gmail.com
507 452 5844



Emma Brown 

Message Emma View Form View Details Move To

emma.brown@iastate.edu
515 841 8152



Kingsley Lawal 

View Form View Details Program Fee Reference Letters Read Letter 1



**SATYAGRAHA
INSTITUTE**

- User All Applicants 19
- User Review Queue 3
- Circle In Progress 9
- Checkmark Accepted 3
- X Rejected 2
- Envelope Attending 0
- Envelope Not Attending 0

Good evening, Eliza.

Notifications (3) Messages (1)  Eliza ▾

Accepted

Materials Pending (3) Attending (0) Not Attending (0) Sort By



Alex Warren 

Message Alex View Form View Details Change Status

alex.warren@gmail.com
+1 507 452 5844

Date Accepted 17 April 2019

Emergency Contact Form Participant Agreement Form Program Fee

Submission Pending View Fee



Emma Brown 

Message Emma View Form View Details Change Status

emma.brown@iastate.edu
+1 515 841 8152

Date Accepted 13 April 2019

Emergency Contact Form Participant Agreement Form Program Fee

Submission Pending View Fee



Kingsley Lawal 

View Form View Details Program Fee Change Status

Date Accepted 26 March 2019

Dashboard / Messages

The screenshot shows a modal window titled "Messages" over a dark background. The modal contains a list of four messages from different applicants:

- Alex Warren** (Accepted) - 13 October 2018: Hi Eliza, I have a question about the emergency contact form. Is it okay if I list my uncle who lives 500 miles away from me as a contact? He's the closest relative I have. If that doesn't work, can I list a close friend instead? Thanks!
- Joni Sterns** (Decision Pending) - 11 October 2018: Yes. The program fee covers all room and board as well. One thing you should consider though, is bringing your own sheets and towel. Some participants in the past have complained about the sheets provided at the camp not being as clean as they had hoped. Thanks! -Eliza
- Emma Brown** (Accepted) - 05 October 2018: Yeah that's the thing about violence. It takes many different forms. More often than not, people think about violence in terms of physical abuse of some variety. While this is true, violence can also be structural (e.g. racism, sexism, economic inequality etc.) Interesting point, Emma.
- Kingsley Lawal** (Accepted) - 04 October 2018: Thanks for helping me get my American visa. The process normally takes some time, but my application was expedited because of the letter your representatives sent the US embassy here. Looking forward to arriving in a few weeks!

At the top of the modal, there are buttons for "Compose" and "X". The background of the entire screen is a dark dashboard with a sidebar on the left showing application status filters like "All", "In Progress", "Decision Pending", etc.

This screenshot shows the same "Messages" modal window, but with a "New Message" button added to the top right. The message list is identical to the one in the previous screenshot. The background dashboard includes a sidebar with filters for "All Applicants", "Review Queue", "In Progress", "Accepted", "Rejected", "Attending", and "Not Attending". On the right side of the dashboard, there are two sections for "Program Fee" with "View Fee" buttons.

Dashboard / Notifications

The screenshot shows the Notifications screen for the SATYAGRAHA INSTITUTE. At the top right, there are links for "Notifications (3)", "Messages (1)", and a user profile for "Eliza". Below the header, a sidebar lists categories: All (19), In Progress (9), Decision Pending (3), Accepted (3), Rejected (2), Attending (0), and Not Attending (0). A modal window titled "Accepted" is displayed, showing four notifications:

- Alex Warren** (Accepted) - 12 October 2018 15:43: Alex submitted their emergency contact form.
- Joni Sterns** (Decision Pending) - 12 October 2018 11:37: Joni submitted all application materials. Her profile is ready for review.
- Kingsley Lawal** (Accepted) - 10 October 2018 15:19: Kingsley submitted their participant agreement form.
- Alex Warren** (Accepted) - 09 October 2018 13:21: Alex paid their program fee.

For each notification, there are buttons for "Unaccept", "Move To", "View Details", and "Program Fee". Below the modal, a participant profile for "Kingsley Lawal" is shown with buttons for "View Form", "View Details", and "Read Letter 1".

This screenshot shows the same Notifications screen as above, but with a different modal. The modal is titled "Accepted" and displays the same four notifications as the previous screenshot. At the top right of the modal, there is a "Sort By" button. The background of the modal shows a blurred view of the participant profile for "Kingsley Lawal" and some program fee-related cards.

Dashboard / Search Results

SATYAGRAHA INSTITUTE

Good evening, Eliza.

Notifications 3 Messages 1 Eliza ▾

All Applicants 19

Review Queue 3

In Progress 9

Accepted 3

Rejected 2

Attending 0

Not Attending 0

APPLICATION STATUS

POST-ACCEPTANCE STATUS

Search Results

1 Applicant Found Materials Pending X

Clear All Filters

Date Accepted 13 April

Emma Brown

Message Emma

emma.brown@iastate.edu +1 515 841 8152

Submission Pending Emergency Contact Form Participant Agreement Form Program Fee

Status Filter

All Accepted Materials Pending Attending Not Attending Clear Filter

Profile States / Accepted Profile [1/2]



SATYAGRAHA
INSTITUTE

Notifications (3) Messages (1) Eliza ▾

← Back

Profile Status: Accepted ⓘ



Alex Warren

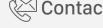
Message Alex

✉ alex.warren@gmail.com
📞 507 452 5844

Documents & Fees ↴

View Form Emergency Contact Form Participant Agreement Form Program Fee Read Letter 1 Read Letter 2 Reference Letters

Basic Information

 Name	Full Name Alexander Warren	Preferred Name Alex		
 Contact	Address 985 2nd Ave New Ulm, MN 56073 USA	 Demographics	Date of Birth 07 27 1989	Gender Male
Email Address alex.warren@gmail.com	Citizenship USA	Race/Ethnicity White		
Phone Number 507 452 5844	Spoken Languages English, Spanish			

Profile States / Accepted Profile [2/2]

SATYAGRAHA INSTITUTE

Notifications 3 Messages 1 Eliza ▾

← Back Date Accepted 17 April 2019 Accepted ⓘ

Alex Warren

Message Alex Download All Materials Change Status ⓘ

✉️ alex.warren@gmail.com

📞 +1 507 452 5844

View Form Emergency Contact Form Submission Pending Participant Agreement Form View Fee Program Fee Read Letters Reference Letters

Basic Information

Name

Full Name: Alexander Warren Preferred Name: Alex

Contact

Address: 985 2nd Ave
New Ulm, MN 56073
USA

Email Address: alex.warren@gmail.com

Phone Number: 507 452 5844

Demographics

Date of Birth: 27 July 1989 Gender: Male

Citizenship: USA Race/Ethnicity: White

Spoken Languages: English, Spanish

Profile States / Decision Pending


Notifications (3) Messages (1) Eliza ▾

[← Back](#)

Alex Warren

[Message Alex](#)

[alex.warren@gmail.com](#)

[507 452 5844](#)

Profile Status: Decision Pending ^①

Documents & Fees

[View Details](#)

[Program Fee](#)

[Read Letter 1](#)

[Read Letter 2](#)

[Reference Letters](#)

[Move To](#)

[Accept](#)

[Reject](#)

Basic Information

Name

Full Name	Preferred Name
Alexander Warren	Alex

Contact

[alex.warren@gmail.com](#)

[+507 452 5844](#)

Demographics


Notifications 3 Messages 1 Eliza ▾

[← Back](#)

Alex Warren

[Message Alex](#)

[alex.warren@gmail.com](#)

[+507 452 5844](#)

Date Submitted 15 April 2019 **Decision Pending** ^①

[Change Status ▾](#)

[View Fee](#)

[Read Letter](#)

Accepted

Rejected

[Application Fee](#)

[Reference Letter 1](#)

[Reference Letter 2](#)

Basic Information

Name

Full Name	Preferred Name
Alexander Warren	Alex

Contact

[alex.warren@gmail.com](#)

[+507 452 5844](#)

Demographics

[Download Application](#)

Profile States / Acceptance Confirmation

Profile Status: Decision Pending ^①

Accept Alex Warren

Alex will receive the acceptance message below. You can edit the message if necessary.

Dear Alex,

I'm excited to inform you that you've been selected to participate in this year's program in the Black Hills. Please complete all forms currently found on your dashboard. I'm excited to inform you that you've been selected to participate in this year's program in the Black Hills. Please complete all forms currently found on your dashboard. I'm excited to inform you that you've been selected to participate.

Eliza Livingston
Coordinator

Name

Full Name: Alexander Warren Preferred Name: Alex

Contact

alex.warren@gmail.com +1 507 452 5844

Basic Information

Demographics

Date Submitted 15 April 2019 Decision Pending ^①

Accept Alex Warren

Alex will receive the acceptance message below. You can edit the message if necessary.

Dear Alex,

I'm excited to inform you that you've been selected to participate in this year's program in the Black Hills. Please complete all forms currently found on your dashboard. I'm excited to inform you that you've been selected to participate in this year's program in the Black Hills. Please complete all forms currently found on your dashboard. I'm excited to inform you that you've been selected to participate.

Eliza Livingston
Coordinator

Name

Full Name: Alexander Warren Preferred Name: Alex

Contact

alex.warren@gmail.com +1 507 452 5844

Basic Information

Demographics

Change Status ^①

Read Letter

Reference Letter 2

Download Application

Profile States / Reference Letters

The screenshot shows a mobile application interface for a profile page. At the top, there's a header with the logo "SATYAGRAHA INSTITUTE". On the right side of the header, there are notifications (3), messages (1), and a user profile for "Eliza". Below the header, the main content area shows a profile for "Alex Warren". The profile includes a photo, a "Message Alex" button, an email address "alex.warren@gmail.com", and a phone number "+1 507 452 5844". To the right of the profile, there are buttons for "Move To", "Accept", and "Reject", with "Accept" being highlighted. A large central modal window titled "Reference 1" displays the following information:

Name: Chuck Cerner **Email Address:** chuck.cerner@gmail.com

Eliza,

I've known Alex for several years. Consectetur ante metus aliquet adipiscing morbi consectetur vestibulum a scelerisque a venenatis sollicitudin. Sociis interdum consectetur mi lobortis a a tellus consectetur nasceret. Sociis interdum consectetur mi lobortis a a tellus consectetur nasceret. Consectetur ante metus aliquet adipiscing morbi consectetur vestibulum a scelerisque a venenatis sollicitudin. ur vestibulum a scelerisque a venenatis sollicitudin. Sociis interdum consectetur mi lobortis a a tellus consectetur nasceret. Sociis inter.

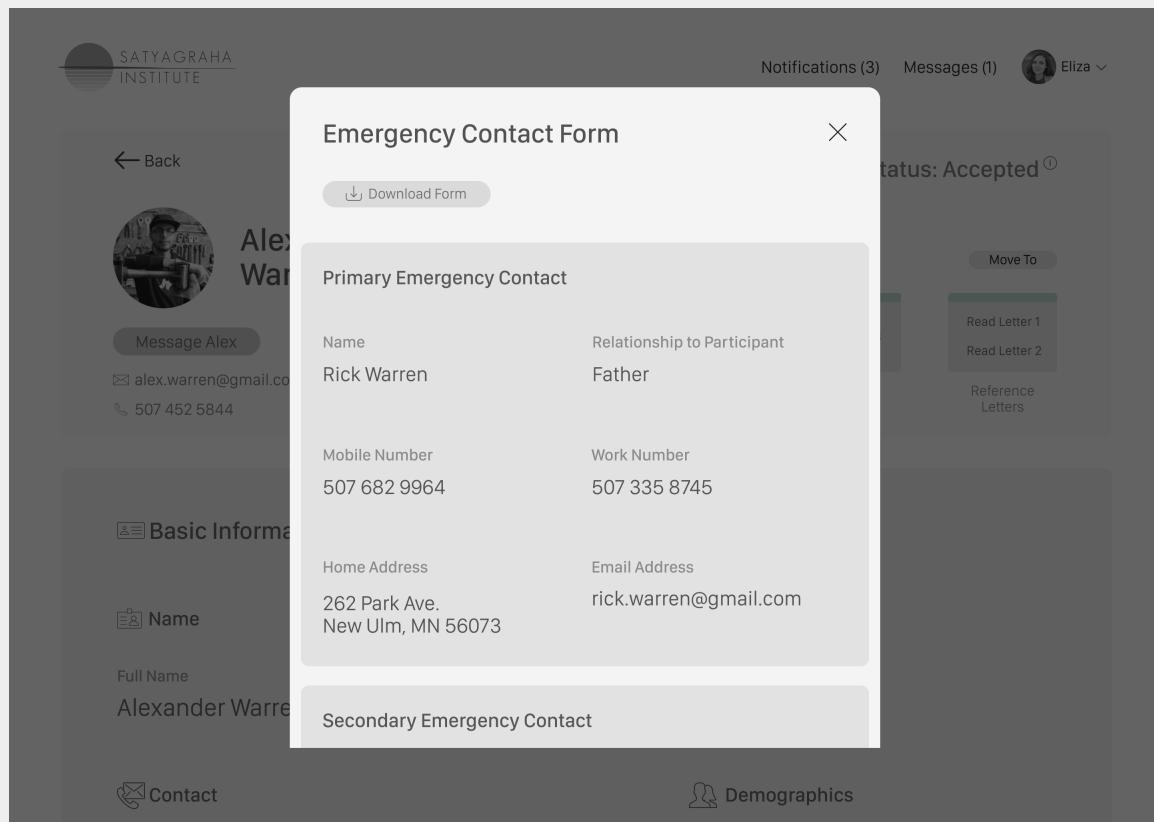
Best,

Chuck Cerner

Below the modal, there are tabs for "Basic Information", "Name", "Contact", "Demographics", and "Decision Pending".

This screenshot shows a list of reference letters for the same profile. The header and profile information are identical to the previous screenshot. The main content area now lists "Reference Letters" with two tabs: "Letter One" (selected) and "Letter Two". The "Letter One" tab displays the same content as the modal in the previous screenshot. To the right of the letter content, there are buttons for "Change Status" (with a dropdown arrow), "Read Letter" (with a file icon), and "Download Application". The "Decision Pending" status is also visible here. The bottom of the screen has tabs for "Basic Information", "Name", "Contact", and "Demographics".

Profile States / Emergency Contact Form



The screenshot shows a mobile application interface for managing participant profiles. At the top, there's a header with the logo of "SATYAGRAHA INSTITUTE". On the right side of the header, there are notifications (3), messages (1) from "Eliza", and a user profile icon.

The main content area displays a participant profile for "Alex Warren". Below the profile picture, there are buttons for "Message Alex" and "Email: alex.warren@gmail.com" and "Phone: +507 452 5844".

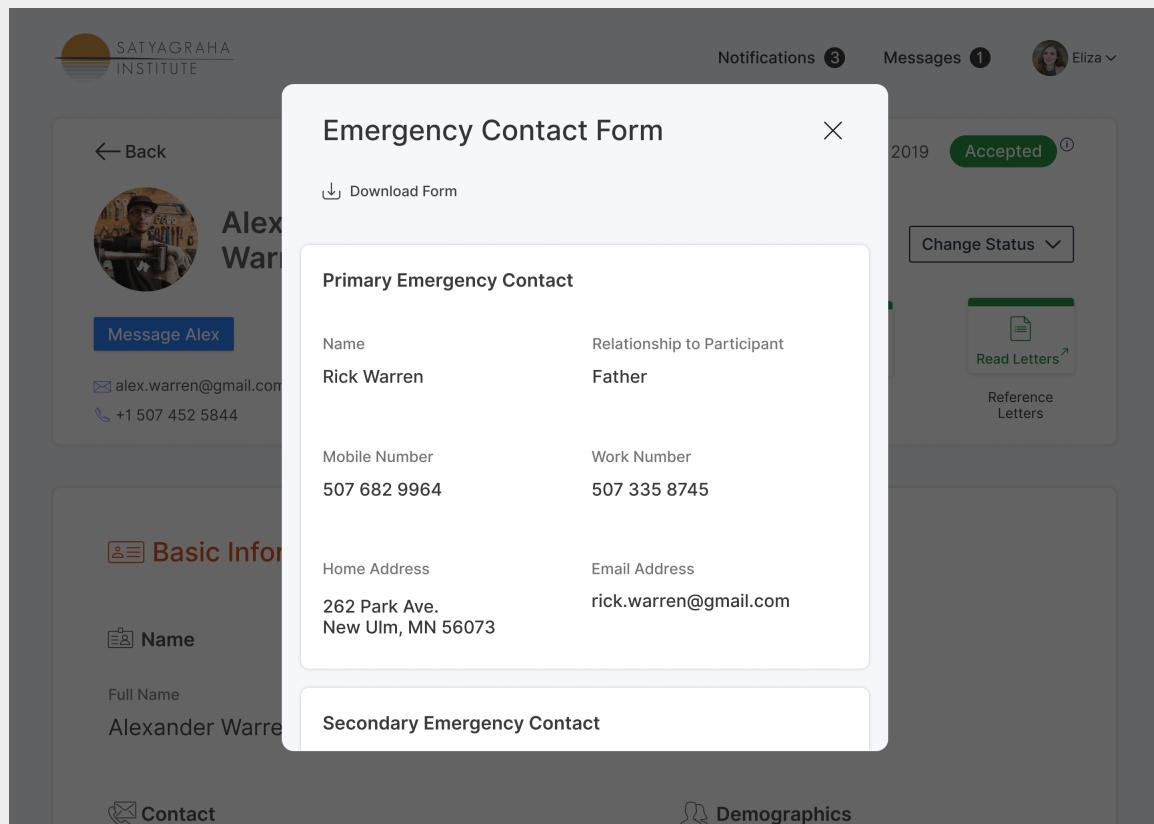
A modal window titled "Emergency Contact Form" is open, showing the "Primary Emergency Contact" section. It contains the following information:

Name	Relationship to Participant
Rick Warren	Father

Below this, there are fields for "Mobile Number" (507 682 9964) and "Work Number" (507 335 8745). Further down, there are fields for "Home Address" (262 Park Ave. New Ulm, MN 56073) and "Email Address" (rick.warren@gmail.com).

At the bottom of the modal, there is a section titled "Secondary Emergency Contact".

At the very bottom of the screen, there are tabs for "Contact" and "Demographics".



This screenshot is similar to the one above, showing the "Emergency Contact Form" modal. However, it includes a status bar at the top right indicating "Accepted" with a timestamp "2019-01-01 12:00:00".

The rest of the interface is identical to the first screenshot, displaying the participant profile for "Alex Warren" and the "Primary Emergency Contact" details for Rick Warren.