

BOARDS AND COMMISSIONS REDESIGN

June - August 2022



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Today's Presentation

- *Objective*
- *The Product Development Process*
- *User Interviews and Pilot Tests*
- *New Features and Demonstrations*
- *Future Plans*
- *Q&A*



Objective

What's Our Goal?

- A complete, user-focused redesign of the Boards and Commissions online system

Why?

- Applicants: Applicants don't understand how to navigate the website, apply, and follow up. People are **reluctant to apply** given B&C's website's reputation.
- Agency Staff: Applicant difficulties and confusing interfaces means agency staff face great difficulties in reviewing applications, which are often incomplete. The **B&C Director does overwhelming amounts of manual correction.**
- These issues make it hard to improve public credibility or fulfill the **governor's priority** to diversify boards.



The Product Development Process

An Iterative Framework

- Quantitative and qualitative analysis of current website
- 20+ user interviews (recent applicants, agency staff, general public, internal stakeholders) and surveys
- Wireframing and prototyping
- 10+ pilot tests and surveys
- Development of a minimum viable product

What We Learned

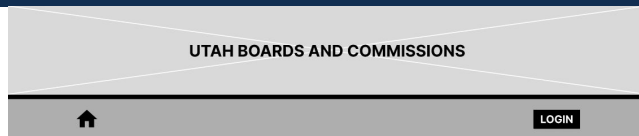
- Importance of **respect, accessibility, and transparency** for public and internal users in building digital services
- Utah staff spent so much time fixing the symptoms the system's problems that they **couldn't address root causes** or **take on high-level work to improve B&C's impact**



User Impressions from Current Website

- Confused Applicants: Applicants are **confused** how to find positions and navigate the site, get **stuck** in the application process, and are **left in the dark** after they submit their application.
- Frustrated Agency Staff: Agency staff are frustrated that it **takes too long** for them to change incorrect information, is **difficult to find** an application, and is **difficult to approve or reject** an application.
- Overwhelmed B&C Director: B&C Director receives an **enormous amount of requests** to change application statuses, fill in applicant information, or update board information on the website.

Pilot Prototypes



Welcome to the official homepage of Utah's Boards and Commissions.

Through appointment to Boards and Commissions, Utah citizens have the opportunity to affect policy decisions and serve their community. Board members come from many different backgrounds and have a wide range of experience on matters they care about. [Learn all about serving as a board member here!](#)

Learn More

How to Apply

FAQs

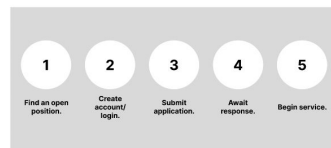
Browse Current Openings

Resources

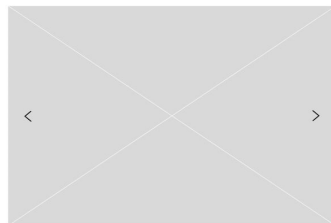
List of Boards & Commissions

Board Member Handbook

Application Overview



News and Featured



Open Positions

Browse current openings for Boards and Commissions positions. Looking for a complete list of Boards and Commissions? [Click here.](#)

Search by Interest Area:

- ☐ Civic Engagement
- ☐ Environment
- ☐ Recreation
- ☐ Other
- ☐ Economy
- ☐ Health and Well-being
- ☐ Safety/Security
- ☐ Education
- ☐ Justice
- ☐ Transportation/Mobility

Search by Board/Commission:

Qualifications:

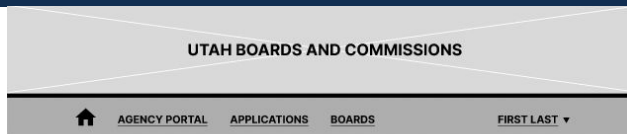
- ☐ NO qualifications required
- ☐ Professional qualifications

Search Position:

INTEREST AREA	BOARD	POSITION/QUALIFICATION	START DATE	LENGTH	APPLY
Economy	Governor's Com...	Representative of Business...	xx/xx/xxxx	2 years	APPLY
Interest Area	Board name	Description of term - XXXXXXX	xx/xx/xxxx	2 years	APPLY
Interest Area	Board name	Description of term - XXXXXXX	xx/xx/xxxx	2 years	APPLY
Interest Area	Board name	Description of term - XXXXXXX	xx/xx/xxxx	2 years	APPLY
Interest Area	Board name	Description of term - XXXXXXX	xx/xx/xxxx	2 years	APPLY
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Interest Area	Board name	Description of term - XXXXXXX	xx/xx/xxxx	2 years	APPLY



Pilot Prototypes



Manage Your Applications

APPROVE/REJECT pending applications

Instructions:
1. Click "View All" under the "Applications Pending Approval" list to view all pending applications.
2. Click on the case number and follow the instructions to approve/reject on the case page.

VIEW a list of all your applications

Instructions:
1. Click "View All" under the "My Applications" list to see all applications.
2. Sort by Board and/or Status to view lists of pending, approved, appointed and not selected applications.

VIEW a pool of candidates interested in serving on your board(s)

Instructions:
1. Use this list if you are searching for a candidate to fill a vacant position.
2. Click "View All" under the "Candidate Pool" list.
3. Reach out to candidates who meet the qualifications of the vacant board seat.

Applications Pending Approval (18)

CASE NUMBER	BOARD	POSITION	APPLICANT NAME	DATE SUBMITTED	STATUS
xxxxxx	Governor's Committ...	Representative of Bus...	Name	xx/xx/xxxx	Pending Approval
xxxxxx	Governor's Committ...	Representative of Bus...	Name	xx/xx/xxxx	Pending Approval
xxxxxx	Governor's Committ...	Representative of Bus...	Name	xx/xx/xxxx	Pending Approval
xxxxxx	Governor's Committ...	Representative of Bus...	Name	xx/xx/xxxx	Pending Approval
xxxxxx	Governor's Committ...	Representative of Bus...	Name	xx/xx/xxxx	Pending Approval
xxxxxx	Governor's Committ...	Representative of Bus...	Name	xx/xx/xxxx	Pending Approval

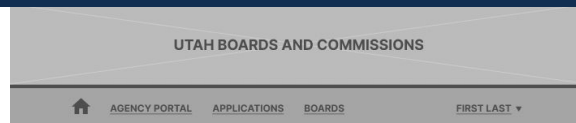
[View All](#)

My Applications

Board ▼

Status ▼

LIST VIEWS	LIST VIEWS	SUBMITTED	STATUS
Governor's Committee on Employment...	Applications Pending Approval	xxxxxx	Pending Approval
Private Activity Bond Review Board	Agency Approved Applications	xxxxxx	Pending Approval
Advisory Council To The Division Of...	Appointed	xxxxxx	Pending Approval
Rehabilitation Services Advisory Council	Not Selected	xxxxxx	Pending Approval
Utah Statewide Independent...	Name	xx/xx/xxxxxx	Pending Approval
Child Care Advisory Committee	Name	xx/xx/xxxxxx	Pending Approval



Governor's Committee on the Employment of...



Edit Board Details

Governor's Committee on the Employment of Persons with Disabilities

DESCRIPTION

Please describe what your board does in 3-5 sentences, using simple language.

CONTACT

Name	Email	Phone Number
<input type="text"/>	<input type="text"/>	<input type="text"/>

MEMBERSHIP

Please copy the membership requirements from the code here.

COMPENSATION

Per Diem	Other
<input type="text"/>	<input type="text"/>

MEETINGS

Time Commitment	Frequency	Location
<input type="text"/>	<input type="text"/>	<input type="text"/>

APPOINTMENT

Agency ☐ Yes ☐ No
Governor ☐ Yes ☐ No
Senate ☐ Yes ☐ No
Legislature ☐ Yes ☐ No

CANCEL

SAVE CHANGES

APPOINTMENT	BOARD SEAT	BOARD MEMBER	TERM END DATE	SEAT STATUS
Elective	Director of the Office	Name	xx/xx/xxxx	Filed
Elective	State Superintendent of Public...	Name	xx/xx/xxxx	Filed
Elective	Commissioner of Higher Educa...	Name	xx/xx/xxxx	Filed
Elective	Executive Director of the Depa...	Name	xx/xx/xxxx	Filed



Pilot Prototypes

UTAH BOARDS AND COMMISSIONS

[HOME](#) [MY APPLICATIONS](#) [FIRST LAST ▼](#)

Create Application > Applicant Information > Applicant Experience > Submit Application

Application

You are about to create an application for Representative of Business or Industry #7 - XXXXXX.

Board
[Governor's Committee On Employment of People with Disabilities](#)

Department
[DPT - Workforce Services](#)

This positions requires the following qualifications:
representatives of business or industry

Do you meet these qualifications? (If not, please [find another position](#) that you qualify for.)


☐ Yes ☐ No

The application process will take approximately 10-20 min. and you will be asked for the following information:

- Contact Information
- Address
- Demographic Information (Optional)
- Conflict of Interest and Criminal Background
- Statement of Interest (Optional)
- Upload Resume OR Describe Experience

If you wish to continue applying, please click "Next".

[BACK](#) [NEXT](#)

 GOVERNOR'S OFFICE OF
Planning & Budget

VISIT
350 North State Street, Suite 200
PO Box 142220
Salt Lake City, UT 84114-2220

CONTACT 1-801-538-1000
1-800-709-2464

Findings from Pilot Tests

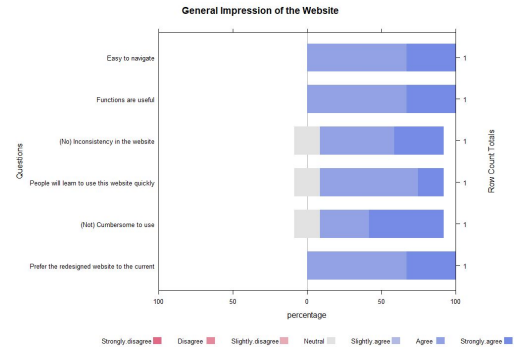
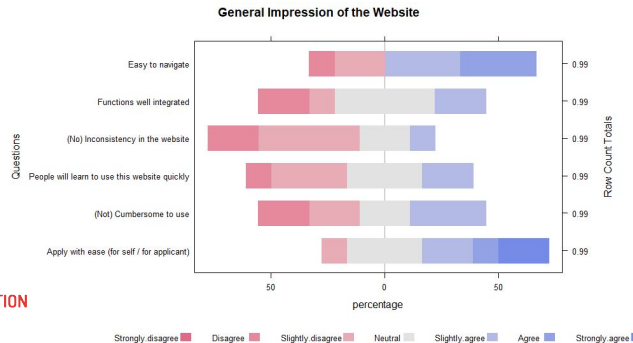
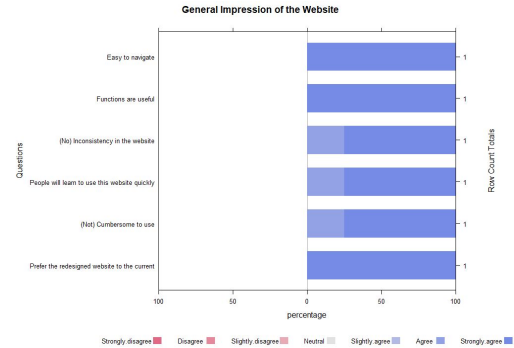
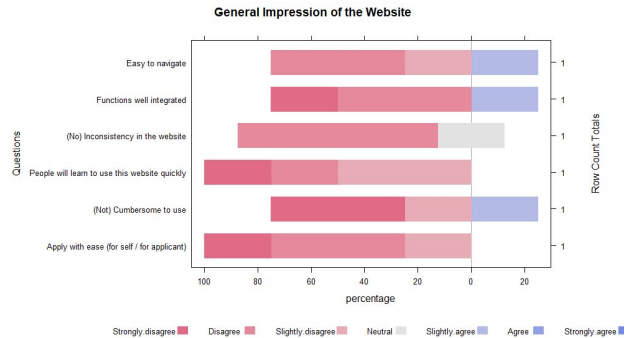
- Potential applicants and agency staff found the redesigned prototype to be easier to navigate and the application/approval process more intuitive. Many of the new features were welcomed.

"This is more user-friendly for someone like me than what I went through before."

"A lot of things I had to request to be done before, I can now do by myself."

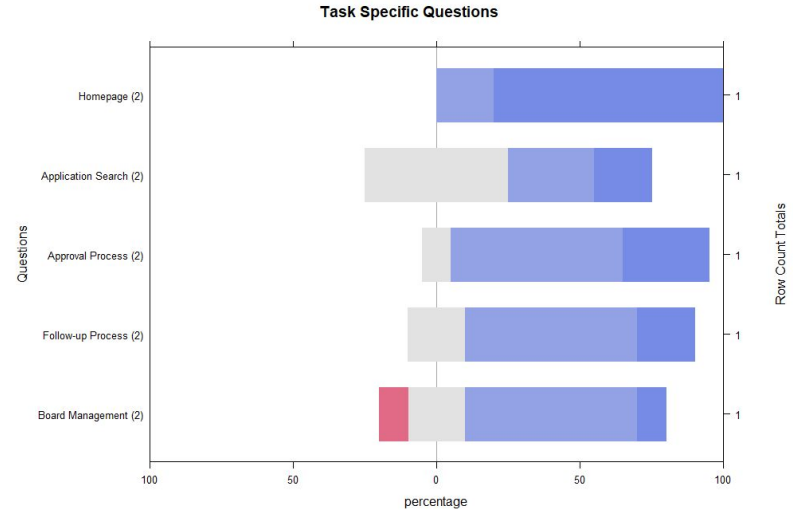
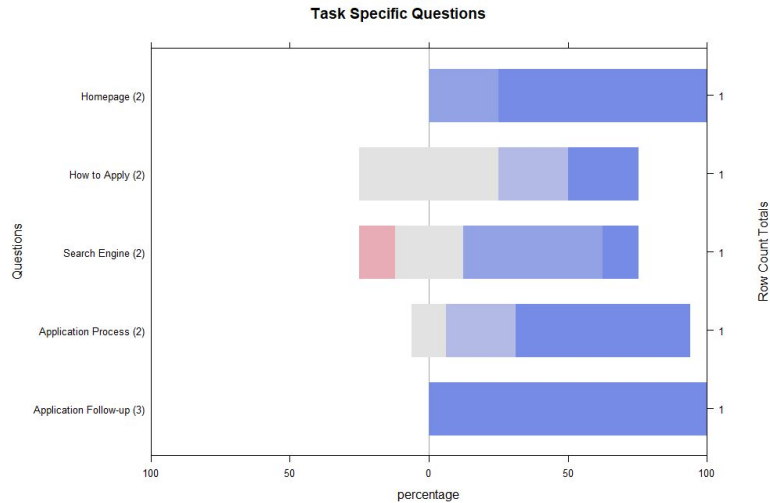
"This prototype is already 1000% better than the current one."

User Impressions from Pilot Tests



Pilot Tests & Iterative Changes

- Throughout pilot testing, we received positive and negative feedback and included it in an iterative manner, improving the final prototype.



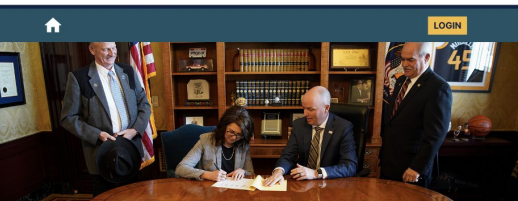
New Features and Demos

A proposed new look for Boards and Commissions.



Homepage, How to Apply, and FAQs

UTAH BOARDS AND COMMISSIONS



Welcome to the official homepage of Utah's Boards and Commissions.

Through appointment to Boards and Commissions, Utah citizens have the opportunity to affect policy decisions and serve their community. Board members come from many different backgrounds and have a wide range of experience on matters they care about. Learn all about serving as a board member here!

Learn More

What are boards and commissions?

Boards and commissions are composed of members who meet regularly to advise the Governor on policy decisions in an area related to the state. Participation is a way for citizens to have a voice in their local government!

Get Involved

Reasons to get involved:

- Have a voice in state and local politics without becoming a politician
- Serve your community



FAQ



How to Apply



List of Boards and Commissions



List of Current Openings

Thank you for your interest in Utah's Boards and Commissions!

UTAH BOARDS AND COMMISSIONS



How to Apply

Learn how to apply to a board position by using this detailed step-by-step guide.



Find a board that interests you

or



Find an open position that interests you



Create account/login



Submit an application



Hear back within 30-90 days

Step 1: Find a board and/or open position that interests you

A. Find a board that interests you

Use this option if you want to browse different boards to find the one best suited to your interests.

Click List of Boards and Commissions

Filter boards

Sort boards according to your interest area(s) or by keyword

Learn about a board

Click on a board name to view details and all vacant and expiring seats on that board.

Find an open position OR express future interest

If there is an open position that interests you, you can apply to it.

If there is no appropriate open position, you can click "Express Future Interest" to be notified whenever a seat on that board opens.

B. Find an open position that interests you

Use this option if you know you want to apply for a position but are unsure which one.

Click List of Current Openings

Learn about a position

Click on a position to learn more about it. Make sure to review any required qualifications!

Filter open positions

Sort openings according to your interest area(s) or by keyword

Proceed with application

If you have determined you are qualified, you can apply to the position by clicking "Apply".

Step 2: Create account/login

Clicking "Apply" on any position will prompt you to create an account or login using your Utah ID. You can also login at any time using the top navigation bar.

If you do not have a Utah ID (new applicants):

You must create a Utah ID to apply.

You can do this using your personal email and do not have to be a government employee. Please save the email and password you choose for your Utah ID so you can login again later.

UTAH BOARDS AND COMMISSIONS



FAQs

Find answers to common questions about Boards and Commissions here.



Overview

What do Boards and Commissions do?

Definitions



Application Process

How do I apply for a position?

How do I know if I am eligible for a position?

Can I apply even if there are no open positions on the board or commissions I am interested in?

How long does the application process usually take?

How are decisions made for who should serve on a board?



Service Expectations

Where can I find information about meetings, time commitment and compensation?

How long do board members usually serve for?

Will there be any kind of training?



Account/Login Help

How do I create an account?

How do I retrieve my login information?

Who can I contact if I have problems?



Utah Boards and Commissions

VISIT

350 North State Street, Suite 200
PO Box 342209
Salt Lake City, UT, 84114-2220

CONTACT

1-801-538-1000
1-801-505-2484



Utah Boards and Commissions

VISIT

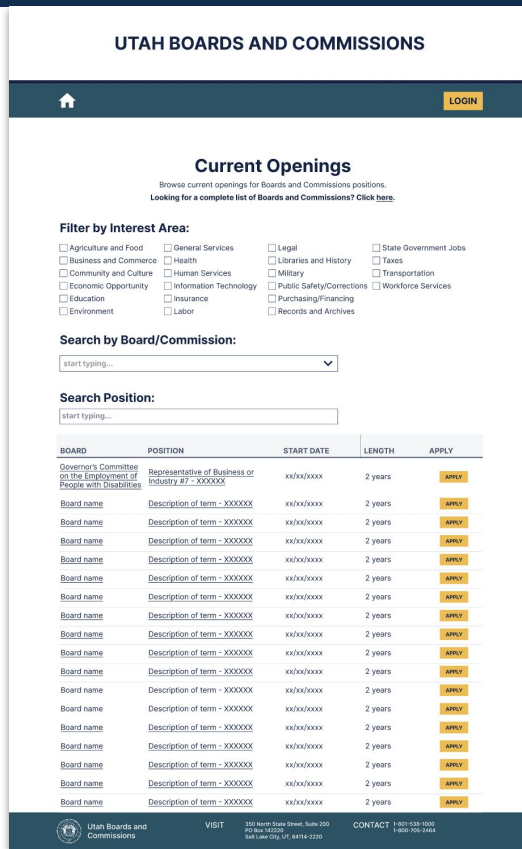
350 North State Street, Suite 200
PO Box 342209
Salt Lake City, UT, 84114-2220

CONTACT

1-801-538-1000
1-801-505-2484

In the following [demo](#), we will show how an applicant could:

- Easily find open positions and interesting boards
- Learn how often and where a board meets, and if they would be compensated
- Quickly apply for the right position
- Update their application after submission




Demonstration: Agency Actions

In the following [demo](#), we will show how an agency boards administrator could:

- Edit board information and membership, as well as seat and position details
- Apply on behalf of an applicant (Quick Apply)
- See submitted applications and sort by board and application status
- Approve or reject an application




UTAH BOARDS AND COMMISSIONS

 **AGENCY PORTAL** FIRST LAST ▾


Welcome to the Agency Portal.

Manage your application and boards.




Your Applications

- **APPROVE or REJECT** pending applications
- **VIEW** a list of all applications by board and/or status
- **VIEW** candidates interested in serving on your board(s)



Your Boards

- **EDIT** your board data
- **EDIT** your seat and position data
- **QUICK APPLY** to one of your board positions on behalf of someone else

 **Utah Boards and Commissions** VISIT 350 North State Street, Suite 200
PO Box 142220
Salt Lake City, UT, 84114-2220 CONTACT 1-801-538-1090
1-800-705-2464

The Impact

This redesign aims to:

- **Increase** the number and variety of Utahns applying to Boards and Commissions
- **Create** a clear process to apply
- **Shorten** the time it takes to review applications and notify applicants
- **Reduce** agency staff's repetitive work via automation
- **Limit** need for agency staff to reach out to B&C Director for repetitive tasks
- **Ensure** applicants feel respected and heard



Future Plans

Some nice-to-have features were scoped for later.



Future Plans: Express Future Interest



Governor's Committee on the Employment of People with Disabilities

Board Summary

DESCRIPTION

2-3 sentence plain language of what this board does.

WEBSITE

<https://jobs.utah.gov/user/vs/employer/govcommittee.html>



Apply to Serve on this Board

Find a VACANT or EXPIRING position below:

- Click on the seat to review the required qualifications
- Click "Apply" to start an application

OR

EXPRESS FUTURE INTEREST

- If you don't see an open position, you can click on the link above to sign up to be notified whenever a new position opens



Express Future Interest

Governor's Committee on the Employment of People with Disabilities

Please fill out this form if you would like to be notified by email whenever a position on this board becomes available. Email notifications will contain information on how to apply.

Agency staff may also invite you to apply if they are looking to fill an open position.

Contact Information

Name

Email Address

BACK

SUBMIT

Thank you!

Thank you for expressing interest in serving on the Governor's Committee on the Employment of People with Disabilities.

You will receive an email notification whenever a position becomes available.

If you would like to browse other open board positions, please click [here](#).



A button allowing visitors to input their information and be automatically notified if a seat ever opens up on a board they're interested in.

Future Plans: Experience Form

The screenshot shows the 'Application' page with a progress bar at the top indicating the current step is 'Applicant Experience'. The page includes a 'Statement of Interest (optional)' section with a text area. Below it is the 'Experience (required)*' section, which contains a note: 'You may choose to upload a resume document OR fill out a form about your experience (education, work, volunteer, etc.) as it relates to the position.' There are two options: 'Resume Upload' with an 'UPLOAD FILE' button, and 'Experience Form' with a 'SUBMIT FORM' button. A 'BACK' button is at the bottom right. The footer contains the Utah Boards and Commissions logo, contact information, and a 'VISIT' link.

The screenshot shows the 'Experience Form' page. It starts with a note: 'Please only include experience that is relevant to the board position you are applying for.' The form is for 'EXPERIENCE #1*'. It includes fields for 'Your role*', 'Organization (if applicable)', 'Start date*', and 'End date*'. There is a dropdown menu for 'Type of experience*' with options: '-Select-', 'Work', 'Volunteer', 'Hobby', and 'Other'. A checkbox 'I am currently in this role' is also present. Below these fields is a 'Description (2-3 sentences about what you did in this role)*' text area. A '+ Add another Experience Section' link is at the bottom. The footer contains the Utah Boards and Commissions logo, contact information, and a 'VISIT' link.

Applicants who do not have a resume or do not know how to make one can fill in a form with information about their work/volunteer experiences, education, and awards.



Future Plans: Application Progress Bar

[Home](#) **MY APPLICATIONS** [FIRST LAST](#)

Application Status

Representative of Business or Industry #7 - XXXXXX


- ☒ **Create Application**

Thank you for creating an application to [Board Seat].
- ☒ **Submit Application**

Thank you for taking the time to apply to [Representative of Business or Industry #7 - XXXXXX](#).
You can view a copy of your submitted application [here](#).
- ☐ **Agency Review**

Your application is currently being reviewed by Agency members, and you should expect to receive a response within (xx) days.
If you have not heard back within this time frame, please contact (xxxxxxxxxx). Otherwise, no further action is required.
- ☐ **Governor's Office Review**
- ☐ **Senate Review**

Your application does not require Senate Review.

 **Utah Boards and Commissions**

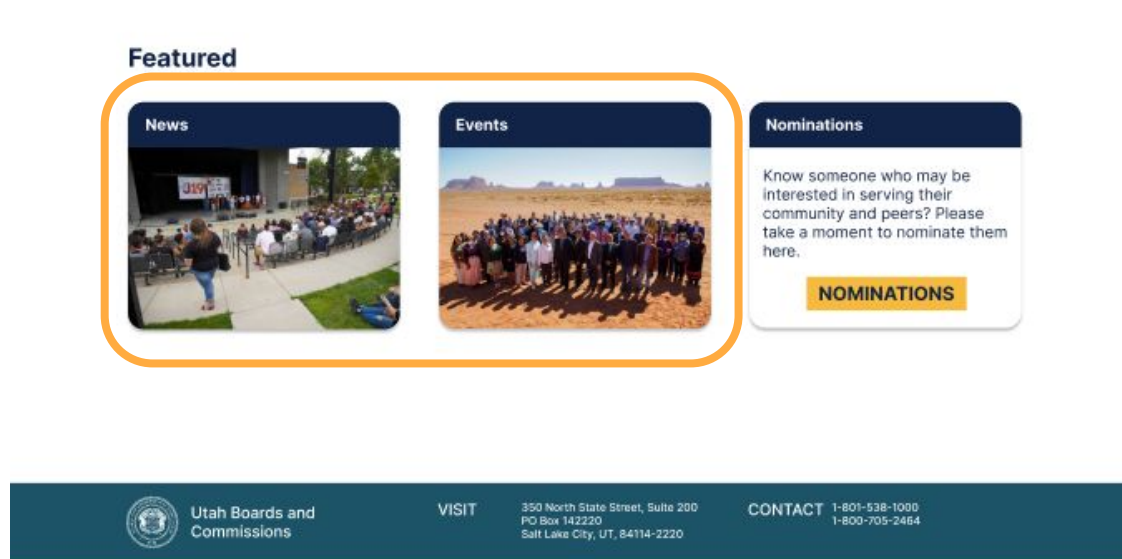
VISIT
300 North State Street, Suite 200
PO Box 147220
Salt Lake City, UT 84114-2220

CONTACT 1-801-538-1000
1-800-770-2484

Applicants can view the status of their application in real time on the website, not just through email notifications.



Future Plans: News and Featured



The homepage includes images and articles about boards' recent accomplishments.

Future Plans: Nominations

Featured



Nomination Form

Nominee Information

Name of Board

Nominee First Name Nominee Last Name

Nominee Email Address Nominee Phone Number

Tell us more about your nominee

Thank you for taking the time to nominate someone to serve on Utah's Boards and Commissions!

SUBMIT



VISIT 350 North State Street, Suite 200
PO Box 142220
Salt Lake City, UT, 84114-2220

CONTACT 1-801-538-1080
1-800-705-2464



VISIT 350 North State Street, Suite 200
PO Box 142220
Salt Lake City, UT, 84114-2220

CONTACT 1-801-538-1080
1-800-705-2464

Visitors can nominate other Utahns they know are interested in serving their communities.



Thank you!

Any questions or comments?

