CIC Fellowship (2023)

LESTER DERY - UI/UX DESIGN FELLOW

PROJECTS

▶ **QCCode Mobile App**
- UX Redesign of the current code enforcement app
- Bill Majercsik

▶ **CLT+ Mobile App/ UX review & feedback on Emerald web prototype**
- UX Redesign of current 311 request/service app
- Shawn Gavin

▶ **Land Development Individual Residential Lot (LDIRL) Web Application**
- Creation of wireframes and user flow for Stormwater Department
- Robert Cerrato & Jacob Todd

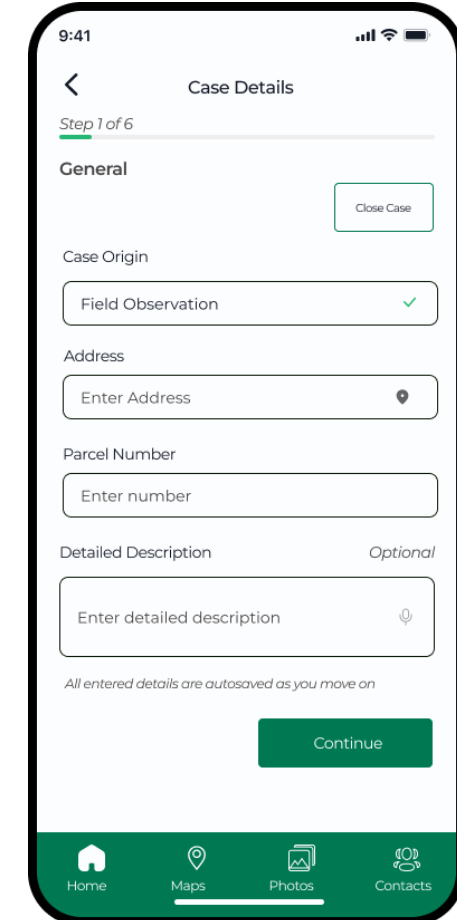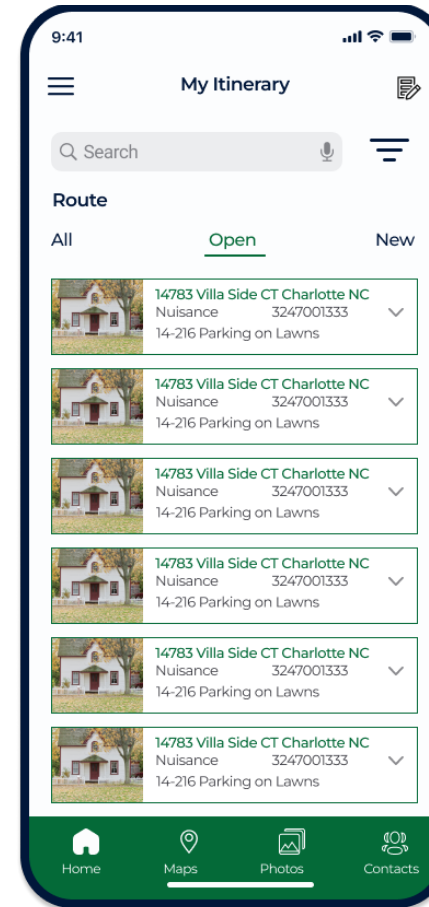▶ **Smart Charlotte Workshops**
- Rachel Stark & Jamar Davis

I. QCCODE

Project
- Improving the user-friendliness and user interface of a Code enforcement app for easier navigation by code enforcers.

What I did
- Understanding project
- App design critique
- Research & brainstorming
- Sketches & Wireframes
- High-fidelity Wireframes

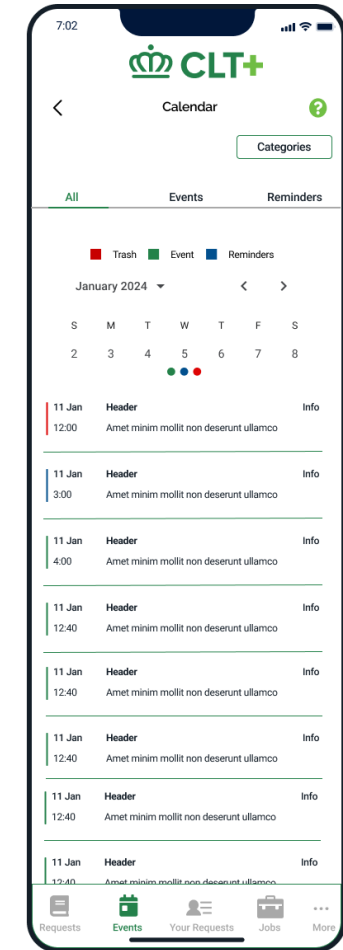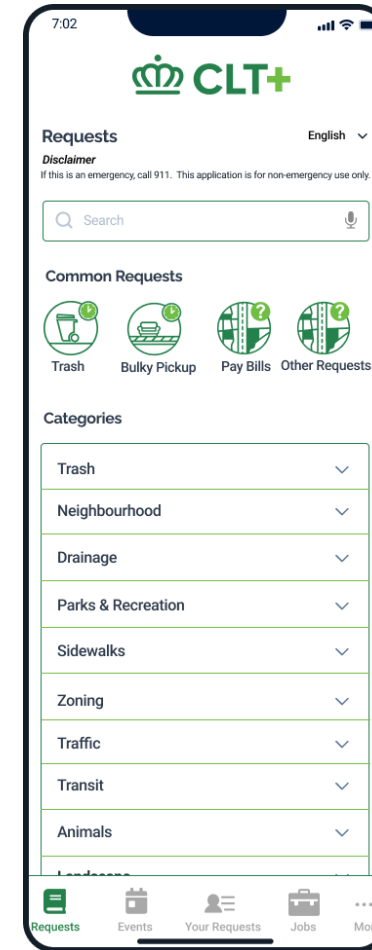
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II. CLT+

Project

- Redesigning the city of Charlotte CLT+ app for residents to improve user-experience, app navigation, in app engagement and to test out new features.

What I did

- Understanding project
- Current App Review
- Online reviews and user feedback
- 200+ In app user feedback reviews
- Similar App Analysis
- User Flows
- Personas
- Low-fi & High-fidelity wireframes
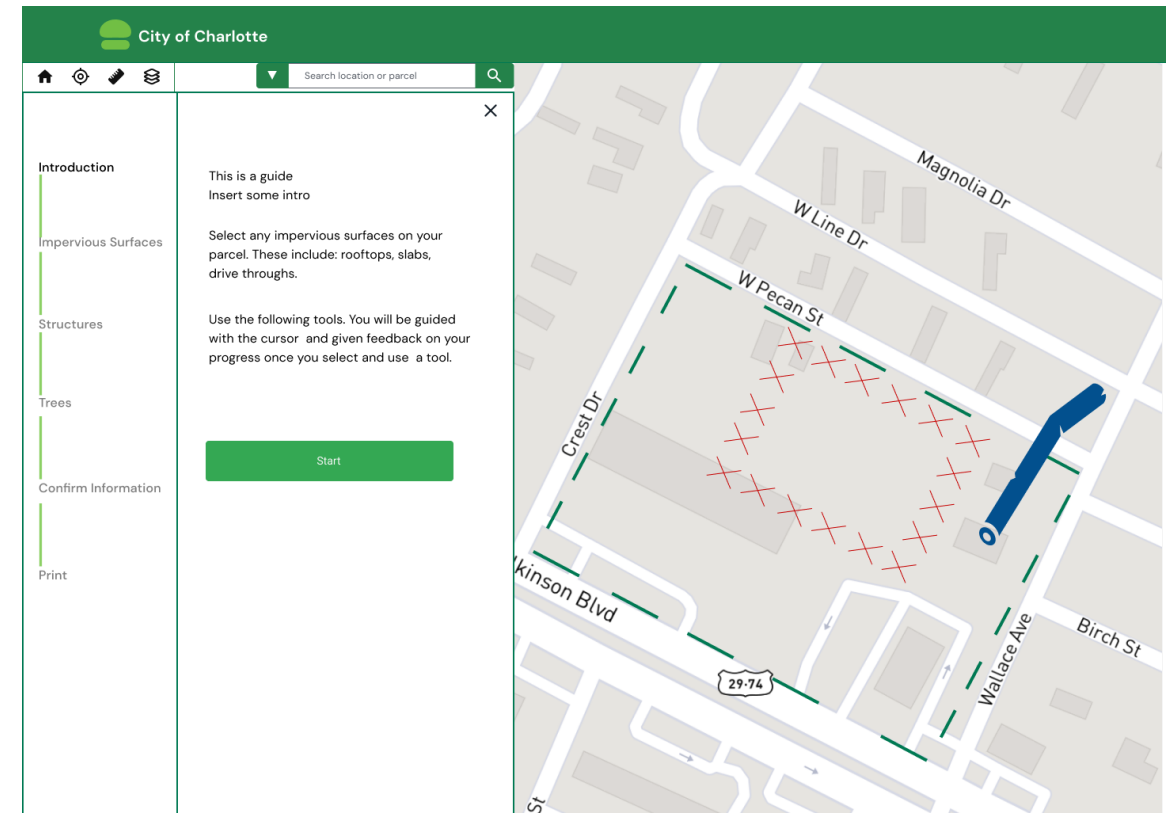
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III. LDIRL

Project
- The Land Development Individual Resident Lot web application is an application that shows and allows homeowners to draw improvements and projects to their lots and homes.

What I did
- Understanding project
- Research wizards and other applications
- User flow
- Wizard task flow.
- Sketches
- User Testing
- Wireframes

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IV. What I learned

▶ **Project Requirements**

- No particular guide for each project require different UX Processes, but understanding project is key.

▶ **Improved in UX/UI Design**

- Gained more independence, learned more about forms, accessibility and overall design

▶ **Working with a Developers & Managers**

- Learning to work with seasoned developers and managers and getting feedback

▶ **Project Impact & City Technologies**

- Learned more about city technologies and the kinds of impact being made.

V. User Experience (UX) in City Tech

▶ **For the user**
- Making applications enjoyable for residents

▶ **Fresh new eyes**
- Preconceived notions

▶ **Streamline processes and allow for more testing.**
- Testing applications before development.

▶ **App engagement**

VI. Thank You