

PROJECT OVERVIEW



THE PROBLEM:

Government website redesign

THE SOLUTION:

U.S. Department of Education responsive website redesign

MY ROLE: UI designer (Individual Project)

TOOLS: XD, Balzamiq, InVision, Sketch, giphy

U.S. Department of Education

Language assistance | Audio assist

Loans Grants Laws Data Financial Aid About ED More

U. S. DEPARTMENT OF EDUCATION

Our mission is to promote student achievement and preparation for global competitiveness by fostering educational excellence and ensuring equal access.

Check information about Student Loans, Grants, Requirements and Financial Aid on our website or [submit your question](#) to Information Center.

OPEN OPPORTUNITIES FOR GRANTS

Office of Elementary and Secondary Education (OESE) Comprehensive Literacy State Development (CLSD) Program CFDA Number 84.371C
Due date: 06/03/19

Office of Postsecondary Education (OPE) Child Care Access Means Parents in School (CCAPS) Program CFDA Number 84.335A
Due date: 05/31/19

WHY WE CAN MAKE YOUR EDUCATION DREAM TRUE?

Apply now Due date: 06/03/19

Apply now Due date: 05/31/19

Office of Elementary and Secondary Education (OESE) Comprehensive Literacy State Development (CLSD) Program CFDA Number 84.371C
Due date: 06/03/19

Office of Postsecondary Education (OPE) Child Care Access Means Parents in School (CCAPS) Program CFDA Number 84.335A
Due date: 05/31/19

Apply now

Apply now

User Interface Analysis

Nataliia Dykun

U.S. Department of Education

[Skip to main content](#) | [About Us](#) | [Contact Us](#) | [FAQs](#) |  [Language Assistance](#) ▾



U.S. Department of Education

Search...



Student Loans



STUDENT LOANS

Get all the information you need to apply for or manage repayment of your federal student loans.

[GO >](#)

Grants



GRANTS

Learn more about grant opportunities, applications, and details about grants awarded.

[GO >](#)

Laws



LAWS & GUIDANCE

Find federal education legislation, regulations, guidance, and other policy documents.

[GO >](#)

Data



DATA

Explore and download data and learn about education-related data and research.

[GO >](#)

Press Releases

- Secretary DeVos Delivers on Promise to Expand College Scorecard, Provide Meaningful Information to Students on Education Options and Outcomes
- Secretary DeVos Builds on "Rethink Higher Education" Agenda, Expands Opportunities for Students Through Innovative Experimental Sites
- 161 Students from Across the Country Named 2019 U.S. Presidential Scholars
- [More...](#)

Betsy DeVos
Secretary of Education



- [Bio](#)
- [Speeches](#)
- [@BetsyDeVosED](#)

How Do I Find...?

- Student loans, forgiveness
- College accreditation
- Every Student Succeeds Act (ESSA)
- FERPA
- FAFSA
- 1098, tax forms

U.S. Department of Education

- My choice of redesigning government website has fallen onto U.S. Department of Education because Education is important part of people's lives and we need to be sure we can get quick and clear access to all the information regarding education-related data, grants, loans and laws, no matter we are parents, students-to-be or just people with interest in this information.

Current website shows the clear categories and good informative footer

But still few things to my mind need redesigning:

1. Once you click on the Primary menu category (Laws), it will open but can contain modified category name (Laws & Guidance). It has to be consistent.
2. When you hover over category in Primary menu it would be good to see the sliding drop down menu, not to click and go to another page. It will save time and provides user with more information and correct path to move.
3. Website is divided into horizontal fields but sometimes they contain different pieces of information. It would be good to group them and position on the page more logically.

User Persona

EDUCATION IS THE PASSPORT TO THE FUTURE,
FOR TOMORROW BELONGS
TO THOSE WHO PREPARE FOR IT TODAY.



Charlie Pen
25 years old
Chicago, IL
Artist

BIO

Charlie is working as a freelance artist. He likes visiting museums and art exhibitions. He has a great desire to study more and get the degree in Arts and become Art Gallery Manager, so he needs more information about student loans and financial aid from government institution.

Needs

- to grow a strong understanding and reputation in Arts field;
- finding Art events and meeting peers;
- get higher level of education to be able to gain knowledge and grow career

Frustrations

- high tuition payments
- not clear information where to get the financial aid
- specific requirements to be met to get the loan or grant

Tech:



User Scenario

USER / PERSONA



Charlie
25 years old
Artist

Likes:
- design
- photography
- visiting art galleries

USER SCENARIO(S)



Charlie is a freelance designer and animator. He likes reading and following artists all over the world to see their works and inspire by them. He is planning to get the Art degree and needs to find information about possible Financial Aid. He is visiting Department of Education website and is checking on the Loans and Grants pages. He is trying to get more information about the Financial Aid but still has a questions how it's best to start and what forms to complete, so he tries to search the answer in FAQs. His main goal is to be able to apply for financing his future studies as he has a big desire and little money.

GOAL(S)



Charlie is willing to find a possibility to continue education. He needs to find out if he can be eligible for a grant or loan and apply for it.

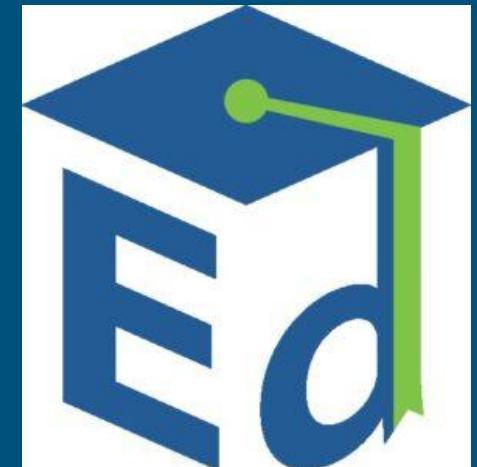
Task Analysis

Better understanding of the user's actions and user flow will help to ideate and iterate to help and improve the users' experience. We put the following questions:

- What prompts users to start their task?
- How users will know when the task is completed?
- What the users know in order to complete the task?
- What tools or information do the users utilize during the task execution?

Task Sample:

1. Go to the website: www.ed.gov
 2. Check the types of loans.
 3. Find loan services (1098-E tax form).
 4. Find information about Financial Aid.
 5. Check FAQs.
- Task user flow [here](#).



Heuristic Analysis

During the Heuristic Analysis of U.S Department of Education was revealed:

1. Primary purpose of website is clear, provided images serve a purpose. Major headings, links, search box, contact information are easy to find. Consistent way to return home through logo button.
2. Some of the elements require some enhancement for better user experience: color scheme, white space use, clearer terminology (abbreviations can be confusing), possibility to identify where are you on the site (with highlighted sections or breadcrumbs), too many links on one page can be overwhelming.
3. Elements with redesign considerations: more consistent design throughout the website(font, category division etc), categorize content into additional sections, provide dropdown options for the Primary Menu to have easy and quick access to all possible sections, maybe highlight better current and important featured events.

Accessibility Analysis

Color contrast checker tool showing contrast ratios for various color combinations:

Foreground Color	Background Color	Contrast Ratio	Link
#DFC2A9	FFFFFF	1.68:1	permalink
#375782	FFFFFF	7.37:1	permalink
#9D5B4C	FFFFFF	5.2:1	permalink
#F8F8F8	FFFFFF	1.06:1	permalink
#9CABBB	FFFFFF	2.34:1	permalink

U.S. Department of Education website accessibility analysis:

Key colors identified:

- Tan: #DFC2A9
- Dark Slate Blue: #375782
- Old Rose: #9D5B4C
- White Smoke: #F8F8F8
- Light Slate Gray: #9CABBB

Press Releases section:

- U.S. Department of Education Green Ribbon Schools Announced
- Secretary DeVos Delivers on Promise to Expand College Scorecard, Provide Meaningful Information to Students on Education Options and Outcomes
- Secretary DeVos Builds on ‘Rethink Higher Education’ Agenda, Expands Opportunities for Students Through Innovative Experimental Sites
- [More...](#)

Betsy DeVos, Secretary of Education profile:

- Bio
- Speeches
- @BetsyDeVosED

How Do I Find...? sidebar:

- Student loans, forgiveness
- College accreditation
- Every Student Succeeds Act (ESSA)
- FERPA
- FAFSA
- 1098 tax forms
- More...

UI Analysis Annotations

We used 5 pages of the Department of Education for redlining and annotations.

This helped to define accessibility and usability issues, pain points and content usage.

[The file with 5 pages can be found here.](#)

Page 1



The screenshot shows the U.S. Department of Education website. At the top left is the 'Ed' logo with a graduation cap icon. To its right is the text 'U.S. Department of Education'. Below the logo is a navigation bar with four items: 'Student Loans', 'Grants', 'Laws', and 'Data'. Each item has a small circular icon above it. A red box highlights the 'Grants' item, which is circled with a pink marker labeled '02'. A blue location pin icon with '01' is placed above the 'Ed' logo.



STUDENT LOANS

Get all the information you need to apply for or manage repayment of your federal student loans.

[GO >](#)



GRANTS

Learn more about grant opportunities, applications, and details about grants awarded.

[GO >](#)



LAWS & GUIDANCE

Find federal education legislation, regulations, guidance, and other policy documents.

[GO >](#)



DATA

Explore and download data and learn about education-related data and research.

[GO >](#)

Press Releases

- Secretary DeVos Delivers on Promise to Expand College Scorecard, Provide Meaningful Information to Students on Education Options and Outcomes
- Secretary DeVos Builds on "Rethink Higher Education" Agenda, Expands Opportunities for Students Through Innovative Experimental Sites
- 161 Students from Across the Country Named 2019 U.S. Presidential Scholars
- [More...](#)

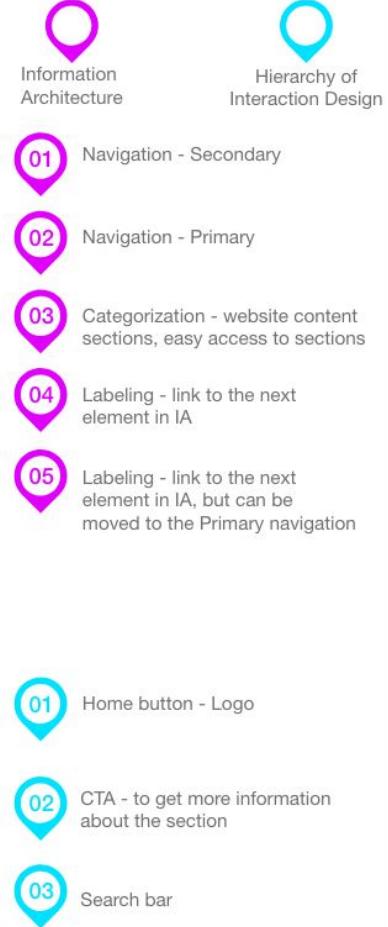
Betsy DeVos
Secretary of Education



- 04
- [Bio](#)
 - [Speeches](#)
 - [@BetsyDeVosED](#)

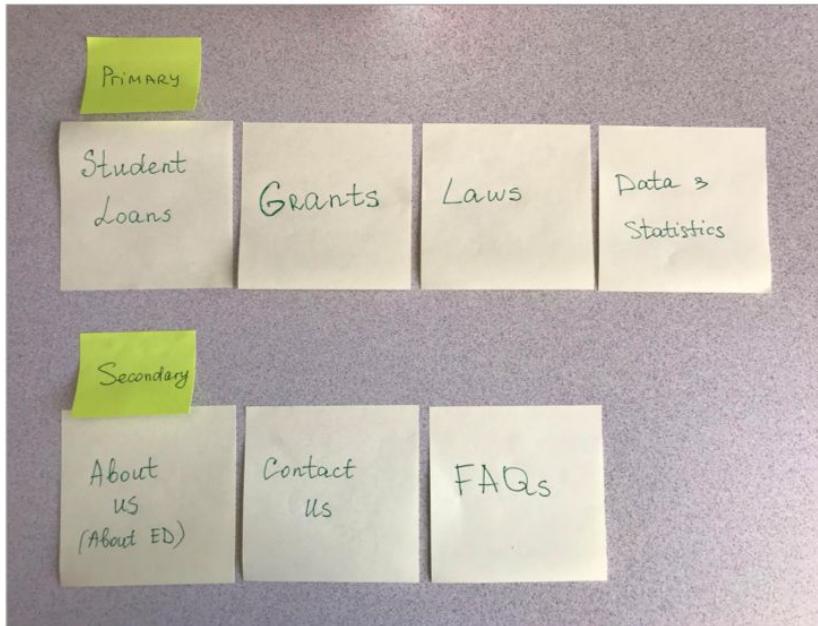
How Do I Find...?

- 05
- Student loans, forgiveness
 - College accreditation
 - Every Student Succeeds Act (ESSA)
 - FERPA
 - FAFSA
 - 1098, tax forms
 - [More...](#)



IA Card Sorting

CURRENT PRIMARY/SECONDARY NAVIGATION



CURRENT TERTIARY NAVIGATION

A card sorting exercise result showing a detailed tertiary navigation structure. The main categories are 'Student Loans', 'Grants & Programs', 'Laws & Guidance', 'Data & Research', 'About US (About ED)', and 'Privacy Program'. A separate column on the right lists 'Tertiary (future)' categories: 'Postsecondary Education Data', 'ED Data Express', 'Jobs', 'FAQs', 'E-Mail Updates', 'Press Releases', 'Contact Us', and 'Recursos en español'.

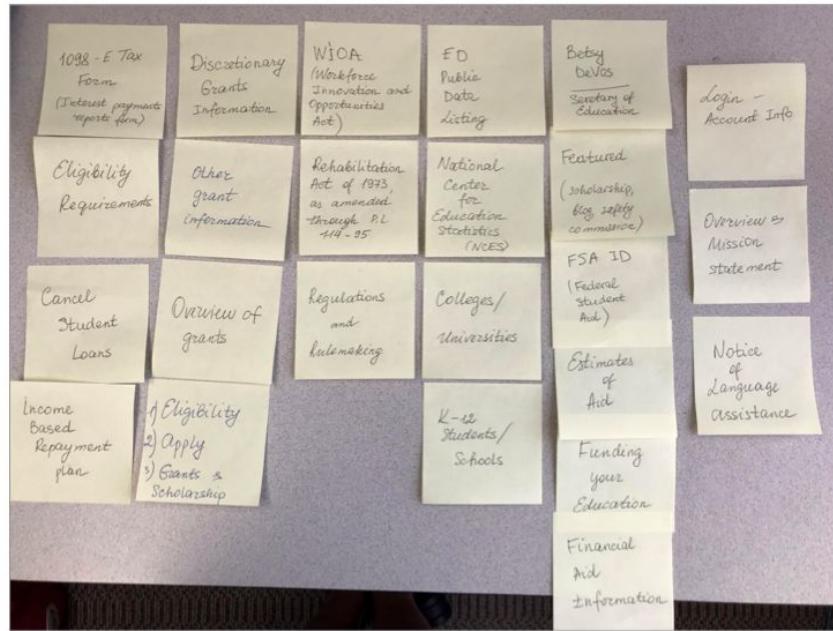
Student Loans	Grants & Programs	Laws & Guidance	Data & Research	About US (About ED)	Privacy Program
Repaying Loans	Apply for Pell Grants	Every Student Succeeds Act (ESSA)	Education Statistics	Budget and Performance	ED Offices
Defaulted Loans	Grants Forecast	FERPA (Family Educational Rights and Privacy Act)	Postsecondary Education Data	Jobs	FAQs
Loan Forgiveness	Apply for a grant	Civil Rights	ED Data Express	E-Mail Updates	Press Releases
Loan Services	Eligibility for grants	New IDEA Website (Individuals with Disabilities Education Act)	Nation's Report Card	Contact Us	Recursos en español
		What works Clearinghouse			

IA Card Sorting

REDESIGN OF PRIMARY NAVIGATION



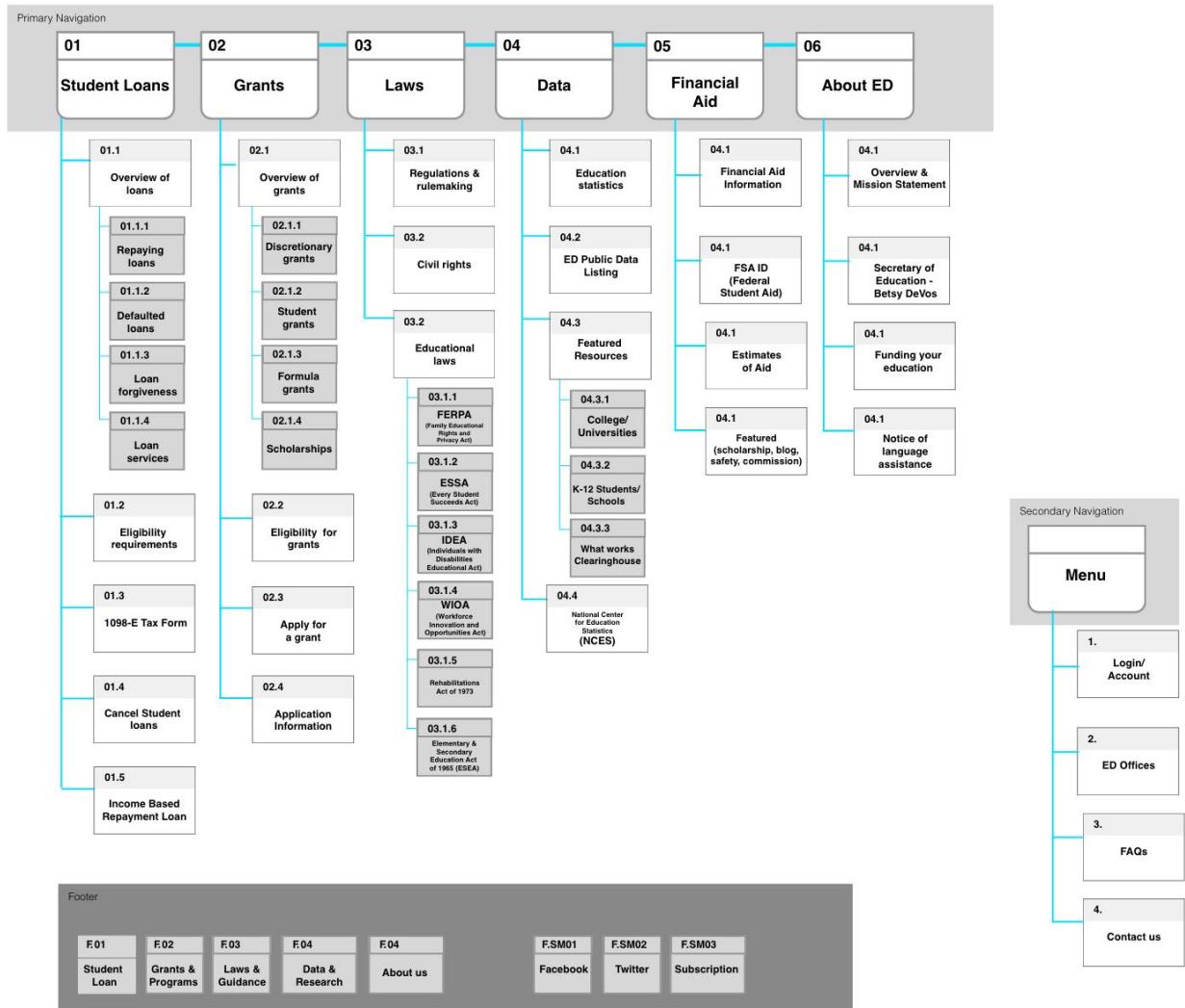
REDESIGN OF SECONDARY NAVIGATION



New Sitemap Recommendation

Please, see sitemap [here](#)

And possible user flow [here](#).





User Interface Design

Nataliia Dykun



Brand Voice Analysis

Adjective	Description	Do	Don't
Add adjectives that represent the brand's personality. Include word to describe the brand voice, the brand tone, and the brand's presence.	Add short description for why this adjective is used to describe your brand.	Add samples of how the brand adjective should be executed.	Add samples of how the brand adjective should not be executed.
U.S. Department of Education mission is mission is to promote student achievement and preparation for global competitiveness by fostering educational excellence and ensuring equal access.			
Reliable	Government website stands on all the lawful regulations and has to provide all the up-to-date laws, amendments and be able to help in any question related to Education.	Develop a category vocabulary or guidelines how to move through the website. Keep the logic in subcategories to major sections.	Don't be cluttered. Simplify. Users want to feel they can use it easily and not to study how to use it.
Informative	ED offers up-to-date information about new grant programs, possible loans, scholarships etc. People can find information about the steps to apply for Financial Aid, check data/statistics regarding schools, colleges, universities.	Create more interactive features: chat with agent (even not alive), possibility to print, download information.	Don't create too many sections with the same subsection from other menu items. It can confuse the user.
Versatile	ED provides possibility not only to get the information about loans, grants etc., apply for them, get the tax forms, but also review media (articles, press releases etc.), find closest state contact, interact with U.S. Department of Education by submitting the question through email, get the answer over the phone (more than 170 languages speaking agents are available)	Try to keep all the Information Architecture of a website very clear and easy for understanding.	Don't overwhelm users with different types of information that appear on the same page in different locations but under the same title.
Consistent	ED tries to be consistent and offers clear footer menu.	Menu titles and subtitles should match if they repeat in different sections.	Sections with the same content can't be named differently if they are in different navigation sets.

Style Tile

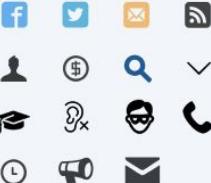
LOGO IN LIGHT



LOGO IN DARK



ICONOGRAPHY



PATTERNS



COLORS

Primary:

 #0151A5 RGB (0,78,168)	 #EDECEC RGB (237,236,236)	 #B3DD90 RGB (179,221,144)	 #FFFFFF RGB (254,254,254)	 #010101 RGB (1,1,1)
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Secondary:

 #F0EAEA RGB (240,234,234)	 #5F5353 RGB (95,83,83)	 #707070 RGB (112,112,112)
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BUTTONS



TYPOGRAPHY

This is a header

Open Sans, Bold, Font-size: 50, color: #235B94

This is a sub-header

Open Sans, Bold, Font-size: 40, color: #235B94

Body test:

Our mission is to promote student achievement and preparation for global competitiveness by fostering educational excellence and ensuring equal access.

Open Sans, Regular, Font-size: 30, color: #707070

This is a headline

Open Sans, Bold, Font-size: 35, color: #707070

Body text:

Eligible Applicants: State educational agencies; local educational agencies; the Bureau of Indian Education; IHEs; other public agencies; and other private agencies and organizations.

Open Sans, Regular, Font-size: 20, color: #707070

This is a link

Open Sans, Bold, Font-size: 30, color: #235B94

"This can be a quote"

Open Sans, Regular, Font-size: 28, color: #235B94

TITLE NAME

Open Sans, Bold, Font-size: 30, color: #707070

Menu item

Open Sans, Regular, Font-size: 33, color: #235B94

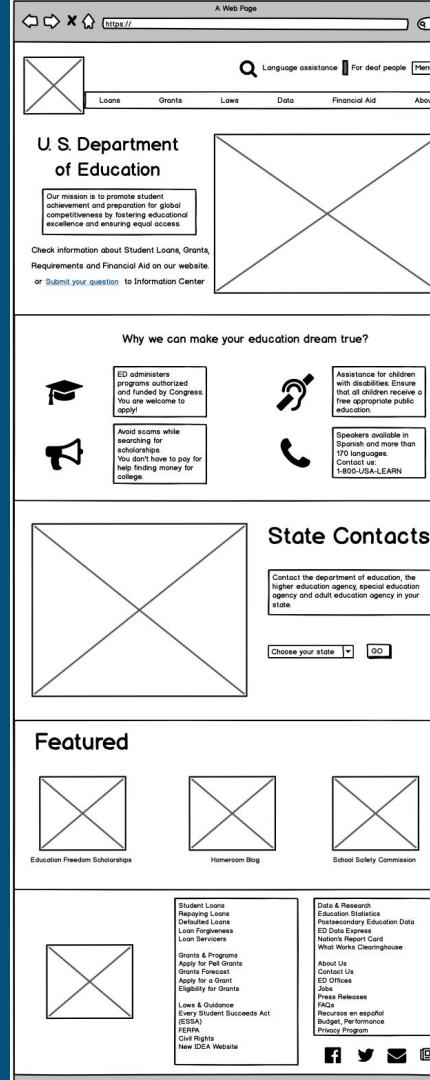
Sketches

For sketching the redesign of the website I used Balzamiq software and as well paper and pen.

This sketch shows clear sections and informs the user about the most important features and services that Department of Education can provide any person that is willing to study and meets the requirements.

Grants, Loans, Financial Aid, contacts and the services that this website offers should be the most visible and clear for the user.

See full size sketch of the [first page here](#)



5 seconds user test with the Home page wireframe

Test was concluded with 3 users when they tried to answer the following questions after reviewing the first page wireframe for 5 seconds:

- What is the purpose of the page?
- What are the main elements they can recall?
- What is the intended audience?
- Did the design/brand appear trustworthy?
- What do you think about the design?

Main take-outs:

- Logo doesn't really speak it's government website
- Too large titles and not centered, that look strange
- Section "Featured" is not understandable for all users.
- Sections should be smaller so we could see the top of the other section on the page to understand that the website is scrollable

[Link to the user test gif and first wireframe of home page](#)

Wireframes redesign considerations

1. Home page: clearer design using more white space and repetition. Primary navigation was expanded to contain more items with easier access to it.
2. Apply for a grant: clearer page to contain just the most important information. Button to apply for a grant right on the form.
3. Contact us: redesigned to contain full contact form and as well comfortable and easy to see contact information.
4. Educational laws: FERPA: page contains more informative content and images.
5. ED offices: modernized way to display page list.

All the redesign and creating the wireframes was based on the concept of simplicity, clear UI and easy access to the most needed and searchable information from any page of the website.

[Links to the 5 wireframes here](#)

[InVision website prototype for primary menu](#)

Wireframe 1 (desktop)

Current website

The screenshot shows the current website layout. At the top, there's a navigation bar with links for 'Skip to main content', 'About Us', 'Contact Us', 'FAQs', 'Language Assistance', and a search bar. Below the navigation is a blue header bar with four categories: 'Student Loans', 'Grants', 'Laws', and 'Data'. Under each category is a thumbnail image and a brief description. The 'Student Loans' section features a student in a cap and gown. The 'Grants' section features a group of people. The 'Laws & Guidance' section features a young girl. The 'Data' section features a network of data points. Below the header, there are sections for 'Press Releases', 'Betsy DeVos', and 'How Do I Find...?'. The 'Press Releases' section lists recent announcements. The 'Betsy DeVos' section includes her photo and links to her bio, speeches, and Twitter account. The 'How Do I Find...' section lists various topics like student loans, college accreditation, and FERPA. At the bottom, there are 'Featured' sections for 'EDUCATION FREEDOM SCHOLARSHIPS', 'HOMEROOM', and 'School Safety Commission', along with a sidebar containing links for 'Student Loans', 'Laws & Guidance', 'About Us', and 'Grants & Programs'.

Redesigned landing page

The screenshot shows the redesigned landing page. At the top right is a navigation bar with links for 'Language assistance', 'For deaf people', 'Menu', 'Loans', 'Grants', 'Laws', 'Data', 'Financial Aid', and 'About ED'. The 'U.S. Department of Education' logo is at the top left. Below it is a mission statement: 'Our mission is to promote student achievement and preparation for global competitiveness by fostering educational excellence and ensuring equal access.' A large search bar is positioned above two large, light-gray boxes representing 'OPEN OPPORTUNITIES FOR GRANTS'. Each box contains a title, a brief description, a 'Due date', and a 'Apply now' button. Below these boxes is a section titled 'WHY WE CAN MAKE YOUR EDUCATION DREAM TRUE?' featuring four icons: 'RELIABILITY', 'ACCESSIBILITY', 'SECURITY', and 'SUPPORT'. Each icon has a brief description. At the bottom is a map of the United States with state outlines, a 'STATE CONTACTS' section, and social media links.

[Link to all the
redesigned
wireframes](#)

Wireframe 2 (desktop)

Current website

Skip to main content | About Us | Contact Us | FAQs | Language Assistance

U.S. Department of Education

[Student Loans](#) [Grants](#) [Laws](#) [Data](#)

ABOUT ED / OFFICES
Apply for a Grant

Show: Search:

Grant Title	Grant Information	Due Date	Apply
Office of Postsecondary Education (OPE); Child Care Access Means Parenting In School (CCAMPIS) Program CFDA Number 84.335A	Eligibility \$Funding More 05/31/19	Due Date	Apply
Office of Elementary and Secondary Education (OSEE); Comprehensive Literacy State Development (CLSD) Program CFDA Number 84.335A	Eligibility \$Funding More 06/03/19	Due Date	Apply
Office of Elementary and Secondary Education (OSEE); Jacob K. Javits Gifted and Talented Students Education (Javits) Program CFDA Number 84.206A	Eligibility \$Funding More 06/03/19	Due Date	Apply
Office of Elementary and Secondary Education (OSEE); Impact Aid Discretionary Construction Grant Program CFDA Number 84.041C	Eligibility \$Funding More 06/11/19	Due Date	Apply

How Do I Find...

- Student loans, forgiveness
- College accreditation
- Every Student Succeeds Act (ESSA)
- FERPA
- FAFSA
- 1098, tax forms

[More >](#)

Information About...

- Transforming Teaching
- Family and Community Engagement
- Early Learning

Related Topics

- Higher Education Policy

Who Can Apply

Eligible Applicants: Institutions of higher education that awarded a total of \$250,000 or more of Federal Pell Grant funds during FY 2018 to students enrolled at the institution.

Eligible Applicants: SEAs of the 50 States, the District of Columbia, and Puerto Rico (referred to in this notice as State).

Eligible Applicants: State educational agencies; local educational agencies; the Bureau of Indian Education; IHEs; other public agencies; and other private agencies and organizations.

Eligible Applicants: An LEA is eligible to apply for an emergency grant under this program if it-(a) Is eligible to receive formula construction funds for the fiscal year under section 7007(a) of the Act (20 U.S.C. 7707(a)) because it enrolls a high percentage (at least 50 percent) of federally connected children in average daily attendance (ADA)

Redesigned page: Apply for a Grant

U.S. Department of Education Language assistance | For deaf people

[Loans](#) [Grants](#) [Laws](#) [Data](#) [Financial Aid](#) [About ED](#)

Apply for a Grant

Search

Grants	Information	Due date
Office of Postsecondary Education (OPE); Child Care Access Means Parenting In School (CCAMPIS) Program CFDA Number 84.335A	ELIGIBILITY Eligible Applicants: Institutions of higher education that awarded a total of \$250,000 or more of Federal Pell Grant funds during FY 2018 to students enrolled at the institution.	05/31/2019
Office of Elementary and Secondary Education (OSEE); Comprehensive Literacy State Development (CLSD) Program CFDA Number 84.335A	ELIGIBILITY Eligible Applicants:SEAs of the 50 States, the District of Columbia, and Puerto Rico (referred to in this notice as State)	06/03/2019
Office of Elementary and Secondary Education (OSEE); Jacob K. Javits Gifted and Talented Students Education (Javits) Program CFDA Number 84.206A	ELIGIBILITY Eligible Applicants:State educational agencies; local educational agencies; the Bureau of Indian Education; IHEs; other public agencies; and other private agencies and organizations.	06/03/2019
Office of Elementary and Secondary Education (OSEE); Impact Aid Discretionary Construction Grant Program CFDA Number 84.041C	ELIGIBILITY Eligible Applicants: An LEA is eligible to apply for an emergency grant under this program if it-(a) Is eligible to receive formula construction funds for the fiscal year under section 7007(a) of the Act (20 U.S.C. 7707(a)) because it enrolls a high percentage (at least 50 percent) of federally connected children in average daily attendance (ADA) who either reside on Indian lands or whose parents are employed by the Bureau of Indian Education; (b)(1) Has no practical capacity to issue bonds or whose capacity to issue bonds is severely limited; (c) Is unable to issue bonds (as defined in 34 CFR 222.176) and has used at least 75 percent of its bond limit; and (d) Is eligible to receive funds for the first year for newly imposed debts.	06/14/2019
Office of Career, Technical, and Adult Education (OCTAE); Perkins Innovation and Modernization Grant Program CFDA Number 84.051F	ELIGIBILITY Eligible Applicants: The following entities are eligible to apply under this component: An eligible Entity; An eligible Institution; or An eligible Recipient.	06/03/2019

Showing 5 of 9 records

PREVIOUS Pages: 1 2 NEXT

Grants

- Apply for a Grant
- Eligibility for Grants

Student Loans

- Repaying Loans
- Defaulted Loans
- Loan Forgiveness
- Loan Services

Laws

- Every Student Succeeds Act (ESSA)
- FERPA
- Civil Rights
- New IDEA Website

Data

- Education Statistics
- Postsecondary Education Data
- ED Data Express
- National Report Card
- What Works Clearinghouse

About Us

- Contact Us
- ED Offices
- Jobs
- Press Releases
- FOIA
- Resources in español
- Budget, Performance
- Privacy Program
- Subscribe to E-Mail Updates

Notes FOIA Privacy Policy Accessibility Security Information Quality Inspector General Whitehouse.gov USA.gov Benefits.gov Regulations.gov

Wireframe 3 (desktop)

Current website

Skip to main content | About Us | Contact Us | FAQs |  Language Assistance -

 U.S. Department of Education 

[Student Loans](#) [Grants](#) [Laws](#) [Data](#)

ABOUT ED

Contact Us & General Inquiries

On this page:

[Financial aid](#) [Fraud, Waste & Abuse](#) [Publications](#) [Research & Statistics](#) [Civil Rights](#)

For general inquiries, and questions about the Department (ED) or education policy

- **1-800-USA-LEARN (1-800-872-5327)**
Speakers available in Spanish and more than 170 languages.
- **Mailing address:**
U.S. Department of Education
400 Maryland Avenue, SW
Washington, D.C. 20202
- **Ask a Question:** www.ed.gov/answers

ED Organizational Directory

- [ED Organizational Directory \(PDF, 623.8KB\)](#),
- Information Resource Center: 1-800-872-5327 (202-401-2000 in the D.C. metropolitan area)

State Contacts

Contact education agencies in your state, including:

- State Department of Education
- Higher Education Agency
- Special Education Agency
- Adult Education Agency

Office Buildings

The Department is headquartered in Washington, D.C.:

Lyndon Baines Johnson (LBJ)
Department of Education
Building
400 Maryland Ave, SW
Washington, DC 20202

Potomac Center Plaza (PCP) [Union Center Plaza \(UCP\)](#)
550 12th Street, SW
Washington, DC 20202

Financial Aid Information

Federal Student Aid Information Center

- information about federal student aid programs
- help with completing the [Free Application for Federal Student Aid](#)

1-800-4FED-AID (1-800-433-3243)
TTY: 1-800-730-8913

Spanish speakers are available (se habla español).

Redesigned page: Contact us

 U.S. Department of Education  Language assistance | For deaf people

Contact us

For general inquiries, and questions about the Department (ED) or education policy

Reach us

Name Last Name
Name Last name

Email address
example@example.com

Message
Type a message...

 1-800-USA-LEARN (1-800-872-5327)
 Mailing address:
U.S. Department of Education
400 Maryland Avenue, SW
Washington, D.C. 20202

 [FAQs](#)

 [Submit](#)

ED Organizational Directory

ED Organizational Directory (PDF, 623.8KB).
Information Resource Center: 1-800-872-5327 (202-401-2000 in the D.C. metropolitan area)

Fraud, Waste & Abuse Hotline

The Office of the Inspector General (OIG) investigates fraud, waste, or abuse involving:

- federal student aid funds
- lending institutions and collection agencies
- Department of Education funds or programs (and funding recipients)
- contractors or employees

Anyone having such knowledge should contact us. Complaints may be submitted anonymously via the online complaint form, facsimile or U.S. Postal mail.

- File a complaint
- Other ways to file a complaint: OIG Hotline homepage
- Questions: 1-800-MIS-USED (1-800-647-8733)

Civil Rights Hotline

Call the Office for Civil Rights (OCR) at 1-800-421-3481 to report any educational discrimination on the basis of race, sex, disability, etc., request information on civil rights compliance programs, procedures for filing discrimination complaints, or access to civil rights regulatory and policy documents. The local number in Washington, D.C. is 202-453-6100. Federal Relay Service. Email: ocr@ed.gov.

See the OCR Contact Us page to find the enforcement office serving your area or use the OCR Electronic



Student Loans
Repaying Loans
Defaulted Loans
Loan Forgiveness
Loan Servicers

Laws
Every Student Succeeds Act (ESSA)
FERPA
Civil Rights
New IDEA Website

About Us
Contact Us
ED Offices
Jobs
Press Releases
FAQs

Data
Apply for Pell Grants
Grants Forecast
Eligible Students
Grant Programs
Grants for Grantees

Education Statistics
Postsecondary Education Data
ELL Data Report Card
Nations Report Card
What Works Clearinghouse



Notices FDD Privacy Policy Accessibility Security Information Quality Inspector General Whitehouse.gov USA.gov Benefits.gov Regulations.gov

Wireframe 4 (desktop)

Current website

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U.S. Department of Education

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PROGRAMS
Family Educational Rights and Privacy Act (FERPA)

Get the Latest on FERPA at <https://studentprivacy.ed.gov/>

- [Frequently Asked Questions](#)
- [FERPA for parents and students, K12 school officials and Postsecondary school officials](#)
- [Protection of Pupil Rights Amendment \(PPRA\)](#)
- [Guidance and Notices](#)

Family Policy Compliance Office (FPCO) Home

The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99) is a Federal law that protects the privacy of student education records. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education.

FERPA gives parents certain rights with respect to their children's education records. These rights transfer to the student when he or she reaches the age of 18 or attends a school beyond the high school level. Students to whom the rights have transferred are "eligible students."

- Parents or eligible students have the right to inspect and review the student's education records maintained by the school. Schools are not required to provide copies of records unless, for reasons such as great distance, it is impossible for parents or eligible students to review the records. Schools may charge a fee for copies.
- Parents or eligible students have the right to request that a school correct records which they believe to be inaccurate or misleading. If the school decides not to amend the record, the parent or eligible student then has the right to a formal hearing. After the hearing, if the school still decides not to amend the record, the parent or eligible student has the right to place a statement with the record setting forth his or her view about the contested information.
- Generally, schools must have written permission from the parent or eligible student to release any information from a student's education record. However, FERPA allows schools to disclose those records, without consent, to the following parties or under the following conditions (34 CFR § 99.31):
 - School officials with legitimate educational interest;
 - Other schools to which a student is transferring;
 - Specified officials for audit or evaluation purposes;
 - Appropriate parties in connection with financial aid to a student;
 - Organizations conducting certain studies for or on behalf of the school;
 - Accrediting organizations;
 - To comply with a judicial order or lawfully issued subpoena;
 - Appropriate officials in cases of health and safety emergencies; and
 - State and local authorities, within a juvenile justice system, pursuant to specific State law.

Schools may disclose, without consent, "directory" information such as a student's name, address, telephone number, date and place of birth, honors and awards, and dates of attendance. However, schools must tell parents and eligible students about directory information and allow parents and eligible students a reasonable amount of time to request that the school not disclose directory information about them. Schools must notify parents and eligible students annually of their rights under FERPA. The actual means of notification (special letter, inclusion in a PTA bulletin, student handbook, or newspaper article) is left to the discretion of each school.

For additional information, you may call 1-800-USA-LEARN (1-800-872-5327) (voice). Individuals who

Redesigned page: Educational Laws: FERPA

U.S. Department of Education
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Educational Laws

Family Educational Rights and Privacy Act (FERPA)

The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99) is a Federal law that protects the privacy of student education records. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education.

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Get the Latest on FERPA

Frequently Asked

FERPA for parents and students, K12 school officials and Postsecondary school officials

Protection of Pupil Rights Amendment (PPRA)

Guidance and Notices

FERPA Policy

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- Specified officials for audit or evaluation purposes;
- Appropriate parties in connection with financial aid to a student;
- Organizations conducting certain studies for or on behalf of the school;
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- An appropriate official in cases of health and safety emergencies; and
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For additional information, you may call 1-800-USA-LEARN (1-800-872-5327) (voice). Individuals who use TDD may use the Federal Relay Service.

Or you may contact us at the following address:

Family Policy Compliance Office
U.S. Department of Education
400 Maryland Avenue, SW
Washington, D.C. 20202-8520



Student Loans
Repaying Loans
Defaulted Loans
Student Employment
Loan Services

Laws
Every Student Succeeds Act (ESSA)
Title I
Title II
Civil Rights
New IDEA
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Wireframe 5 (desktop)

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U.S. Department of Education

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ADMINISTRATORS / STRENGTHEN TEACHER QUALITY
ED Operating Structure

Office of the Secretary and Deputy Secretary

- Institute of Education Sciences
- Office of Inspector General
- Office for Civil Rights
- Office of Planning, Evaluation and Policy Development
- Office of the General Counsel
- Office of Legislation and Congressional Affairs
- Office of Communications and Outreach

Deputy Secretary

- Office of Finance and Operations
- Office of the Chief Information Officer
- Office of Elementary and Secondary Education
- Office of English Language Acquisition
- Office of Special Education and Rehabilitative Services

Office of the Under Secretary

- Office of Postsecondary Education
- Office of Career, Technical, and Adult Education
- Federal Student Aid
- Center for Faith and Opportunity Initiatives
- White House Initiative on American Indian and Alaskan Native Education
- White House Initiative on Asian Americans and Pacific Islanders
- White House Initiative on Educational Excellence for Hispanics
- White House Initiative on Educational Excellence for African Americans
- White House Initiative on Historically Black Colleges and Universities

Last Modified: 01/07/2019

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Loan Servicers	Press Releases	Press Releases
Grants & Programs	FAQs	FAQs
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Grants Forecast	Budget, Performance	Contact Us
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		Civil Rights
		New IDEA Website

Home page with styled UI

The screenshot shows the official website of the U.S. Department of Education. At the top left is the department's seal. To its right is the text "U.S. Department of Education". A navigation bar above the main content area includes links for "Loans", "Grants", "Laws", "Data", "Financial Aid", and "About ED". On the far right of the header is a search icon, a "Language assistance" link, a link for "For deaf people", and a "Menu" dropdown. The main content area features a large photograph of five graduates in caps and gowns holding diplomas. Below this image is a call-to-action button with the text "OPEN OPPORTUNITIES FOR GRANTS". To the left of the image, there is a block of text about the department's mission and links to their website or the Information Center.

U. S. Department of Education

Our mission is to promote student achievement and preparation for global competitiveness by fostering educational excellence and ensuring equal access.

Check information about Student Loans, Grants, Requirements and Financial Aid on our website or [submit your question](#) to Information Center.

OPEN OPPORTUNITIES FOR GRANTS

[Link to gif and full page in color here v.1](#)



Responsive Design



Nataliia Dykun

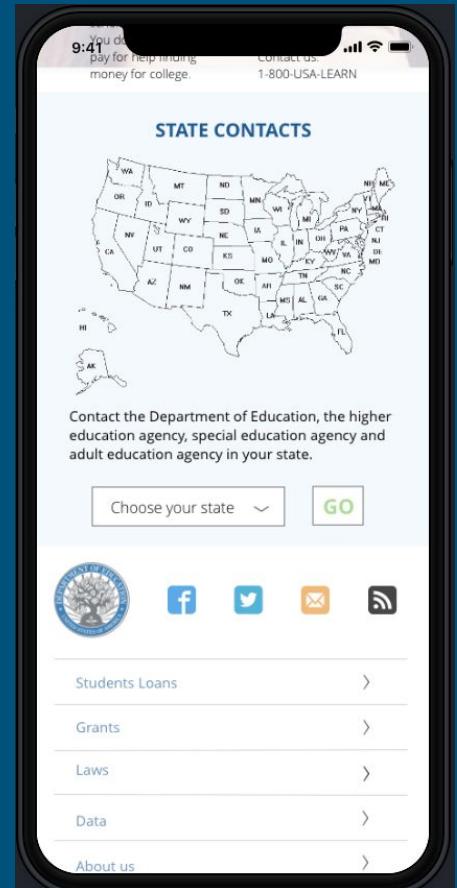


Version 1



Wireframe 1 (mobile v.1)

Version 2



Wireframe 2 (mobile v.1)

The image displays two mobile wireframes side-by-side, representing different design iterations of the U.S. Department of Education's mobile website.

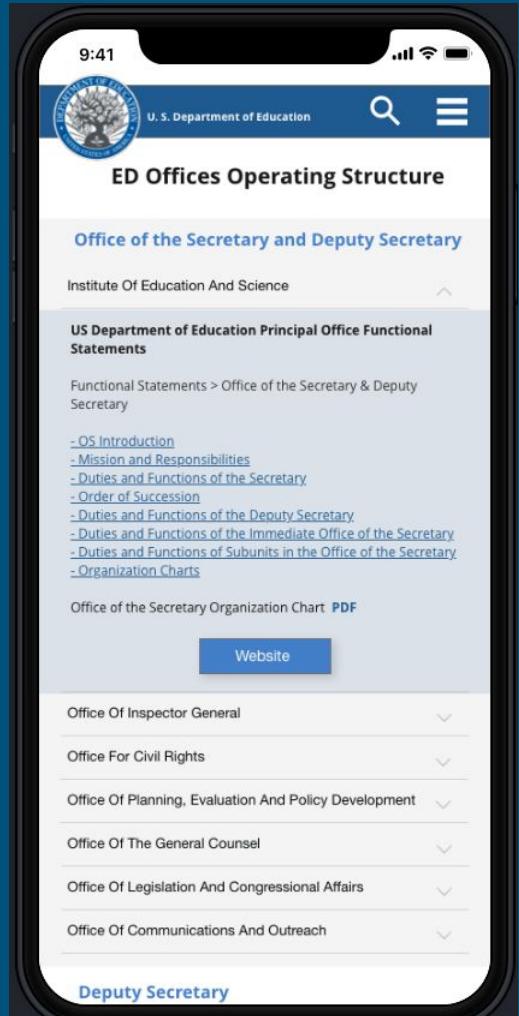
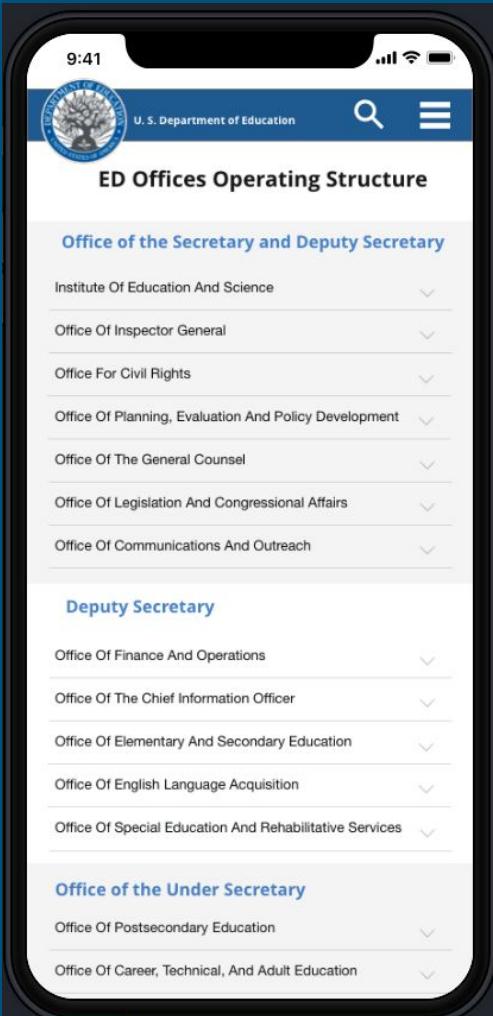
Left Wireframe (Contact Us Screen):

- Header:** U.S. Department of Education logo, search icon, and menu icon.
- Title:** Contact us
- Text:** For general inquiries, and questions about the Department (ED) or education policy
- Information Block:** 1-800-USA-LEARN (1-800-872-5327), Mailing address: U.S. Department of Education, 400 Maryland Avenue, SW, Washington, D.C. 20202, FAQs
- Form Fields:** First Name, Last Name, Email address (name@example.com), Message
- Buttons:** Submit
- Links:** ED Organizational Directory, Fraud, Waste & Abuse Hotline

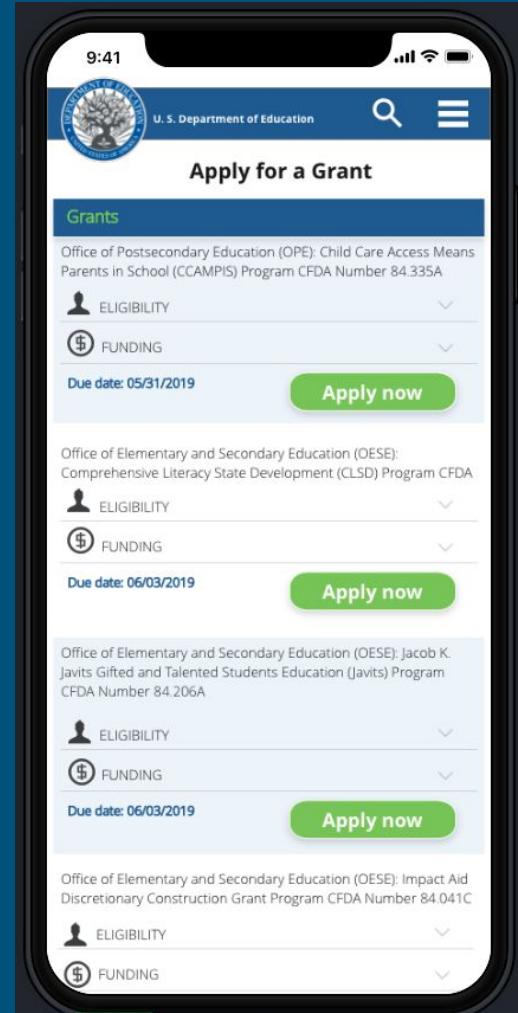
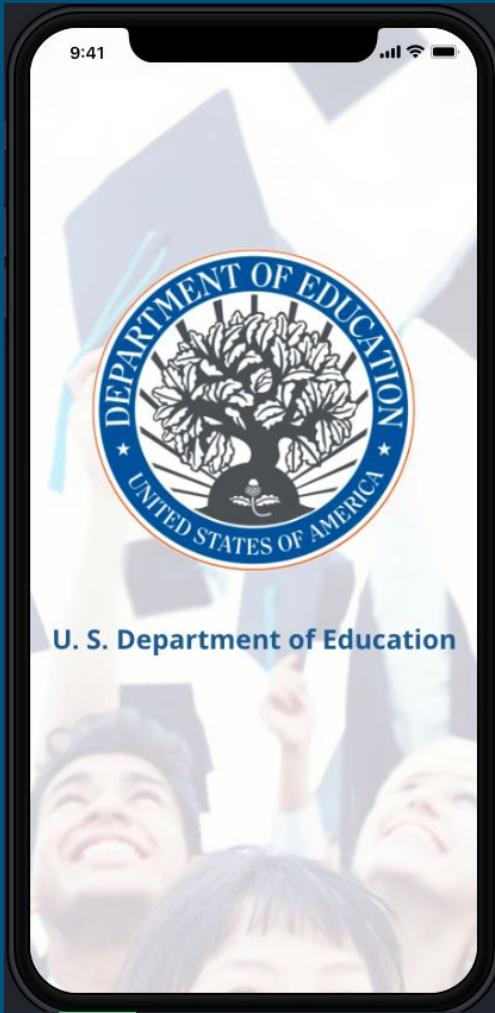
Right Wireframe (Main Navigation Screen):

- Header:** U.S. Department of Education logo, search icon, and close icon.
- Navigation:** Loans, Grants, Laws, Data, Financial Aid, About ED, Menu
- Section:** OPEN OPPORTUNITIES FOR GRANTS
 - Office of Elementary and Secondary Education (OESE): Comprehensive Literacy State Development (CLSD) Program CFDA Number 84.371C, Due date: 06/03/19, Apply now button
 - Office of Postsecondary Education (OPE): Child Care Access Means Parents in, Due date: 05/31/19

Wireframe 3 (mobile v.1)



Wireframe 4 (mobile)



Wireframe 5 (mobile)

This mobile wireframe shows the FERPA page from the U.S. Department of Education website. At the top, there's a header with the U.S. Department of Education logo, a search bar, and a menu icon. Below the header, the title "Educational Laws" and the specific section "Family Educational Rights and Privacy Act (FERPA)" are displayed. A large thumbnail image of a pen resting on a document titled "FERPA FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT" is shown. Below the image, a detailed description of FERPA is provided, mentioning its purpose to protect student education records and its application to schools receiving federal funds. It also explains how rights transfer to students aged 18 or older. At the bottom of the main content area, there's a "Get the Latest on FERPA" section with links to "Frequently Asked Questions", "FERPA for parents and students, K12 school officials and Postsecondary school officials", "Protection of Pupil Rights Amendment (PPRA)", and "Guidance and Notices".

This mobile wireframe shows a page dedicated to the FERPA Policy. At the top, there's a header with the U.S. Department of Education logo, a search bar, and a menu icon. Below the header, the title "Get the Latest on FERPA" is displayed. Underneath, there are sections for "Frequently Asked Questions", "FERPA for parents and students, K12 school officials and Postsecondary school officials", "Protection of Pupil Rights Amendment (PPRA)", and "Guidance and Notices". The main content area features a large image of the U.S. Department of Education seal. Below the seal, the text "Goal: Protect Integrity of a Student's Academic Record & Protect Student's Privacy" is displayed. At the bottom of the page, there's a "Read more..." button and social media sharing icons for Facebook, Twitter, and Email.

InVision Prototype used for testing

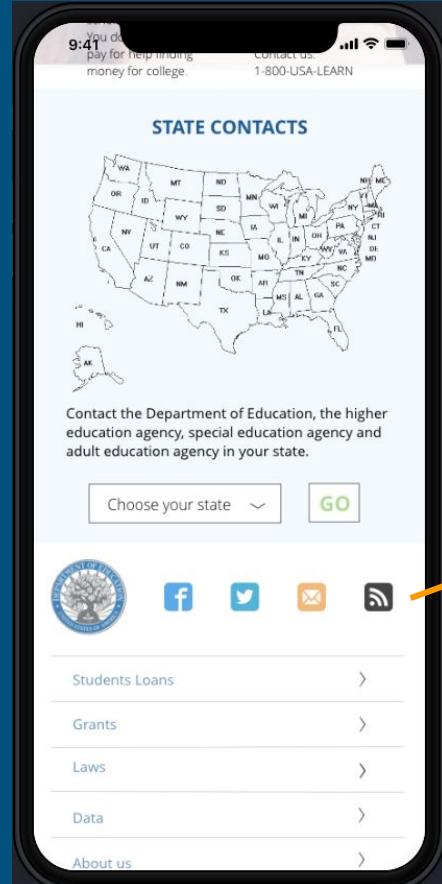
[Link to InVision Mobile Prototype v.1](#)



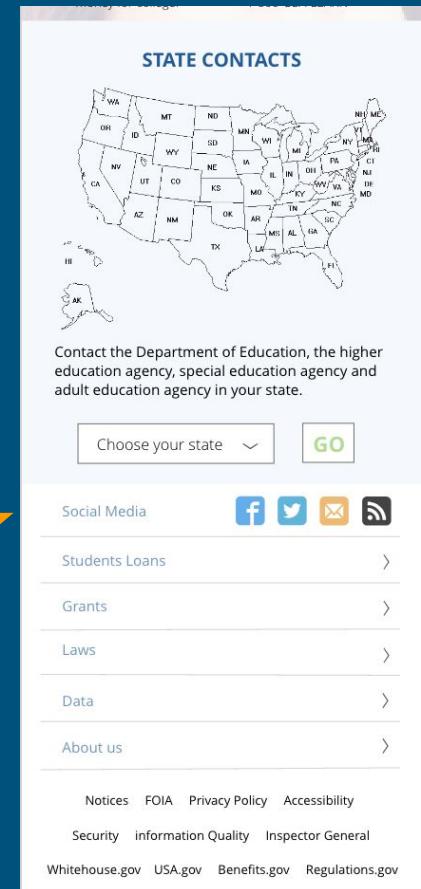
Wireframe Iterations 1 (mobile)

- Modified bottom section of Social media by making it more grouped and removed duplicating logo from the footer.

Version 1



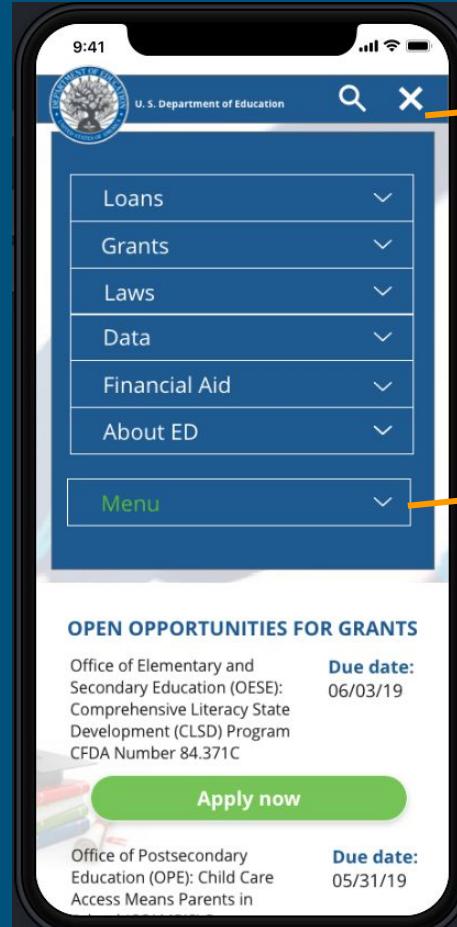
Version 2



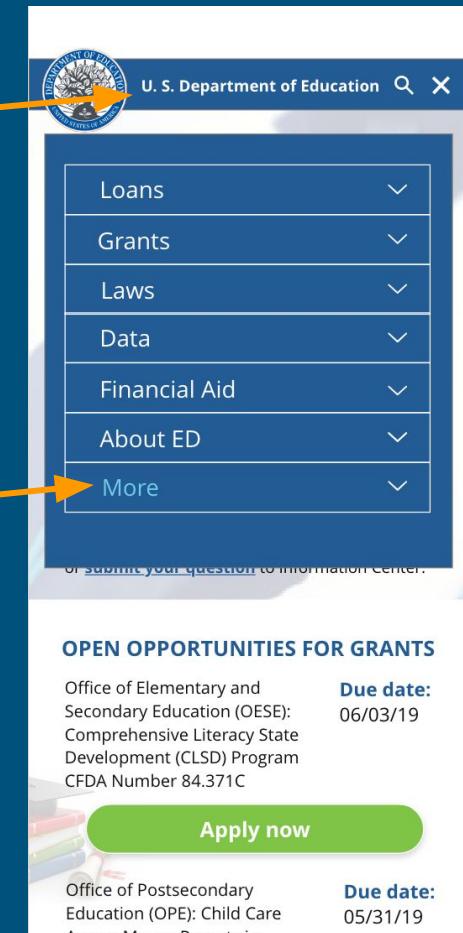
Wireframe iterations 2 (mobile)

- Increased font for the title of the website and decreased icons size in the header to be consistent and fit the layout.
- Replaced “Menu” item with “More” to contain additional information for the users.

Version 1



Version 2



Wireframe iterations 3 (mobile)

- Home page images modification to reflect the purpose of the website more broader and help to visualize the experience.

Version 1

The mobile wireframe for Version 1 features a header with the U.S. Department of Education logo and navigation icons. Below the header is a large image of four graduates in caps and gowns holding diplomas. A callout arrow points from this image to the corresponding image in Version 2. The main content area includes the department's mission statement, information about student loans and grants, and a section for 'OPEN OPPORTUNITIES FOR GRANTS'. This section lists the Office of Elementary and Secondary Education (OESE) grant opportunity, detailing the program name, due date (06/03/19), and CFDA number (84.371C). A green 'Apply now' button is at the bottom of this section. At the very bottom, there is a partial view of another grant opportunity for the Office of Postsecondary Education (OPE).

Version 2

The mobile wireframe for Version 2 features a header with the U.S. Department of Education logo and navigation icons. Below the header is a large image of a stack of books, a globe, and apples on a desk, set against a chalkboard background. The main content area includes the department's mission statement, information about student loans and grants, and a section for 'OPEN OPPORTUNITIES FOR GRANTS'. This section lists the Office of Elementary and Secondary Education (OESE) grant opportunity, detailing the program name, due date (06/03/19), and CFDA number (84.371C). A green 'Apply now' button is at the bottom of this section. At the very bottom, there is a partial view of another grant opportunity for the Office of Postsecondary Education (OPE).

Responsive Design User Testing

—
Nataliia Dykun

User Testing Plan

Author: Nataliia Dykun

Contact details: dykunnata@gmail.com

Final date for comments: June, 13th, 2019

PRODUCT UNDER TEST

Government redesigned website - U.S. Department of Education.

Main Goal of the product is to provide the clear and up-to-date information about the students needs, requirements and educational possibilities for different groups of people.

BUSINESS CASE

This test is done to verify the usability and informative content capacity for the government website. Risks of not testing is misleading understanding of the specific users needs.

TEST OBJECTIVES

- Questions to be tested:
1. How understandable is the home page?
 2. How clear is navigation?
 3. Can user check the main menu categories and get to the required page?
 4. Can user access page to find ED offices and contact page using the Secondary navigation?
 5. If user wants to find grants information and be able to apply for it, how easy is the user flow?
 6. How to get to laws page and review it?
 7. Is it easy to get back to home page from any point in the task flow?
 8. If user doesn't see return button will they use logo as the way to return to the home page?

PARTICIPANTS

7-10 users.

People who are internet users and are interested in any kind of education now or possibly in the future for themselves or their children, friends, relatives.

RESPONSIBILITIES

Tester: organize the testing environment , provide clear instructions.

Users: follow the tasks logic and comment the test flow.

TEST TASKS

Test is directed to get more information on the usability of the mobile version of the redesigned government website:

1. Is it easy to use the mobile version of the government website?
2. Can user successfully complete the given tasks?
3. What are the biggest frustrations?
4. Which items users would like to see or replace?

EQUIPMENT

Laptop, camera, phone. Online questionnaire and web resources for testing such as Maze.design and InVision Prototype

LOCATION & DATES

Online and Irvine, CA (UCI)

Dates: 06/04/2019 - 06/13/2019

PROCEDURE

Check types of loans available.

→ Navigate to page to check and apply for grants.

→ Try to get to "Contact Us" page and check the options of contact.

→ Return to home page.

→ Check Laws and find information about FERPA.

→ Navigate to ED offices page and check first of them for information.

Maze.design testing results

TESTER ID #17

"Nice screens. thanks"

TESTER ID #16

"i was looking on bottom to find contact us :)"

TESTER ID #12

"maybe Menu name in hamburger is not really says what is in that category. the rest is clear"

TESTER ID #10

"Seems to be working pretty well "

TESTER ID #9

"Very nice and easy!"

TESTER ID #8

"Change the contact us position please to find it better "

[Link to Maze user tests report](#)

Mission 1

Check Loan Types

Navigate to Loan menu category and review Loan types

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USABILITY SCORE



Mission 2

Apply for grant

Navigate to Grants page and try to find the way to Apply for grant

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USABILITY SCORE



Mission 3

Contact us

Try to get to "Contact us" page and check the option to contact U.S. Department of Education

0

USABILITY SCORE



User test results

After user tests it was revealed that particular items in the mobile UI design need modifying to meet users goals and achieve the most successful interactions.

1. U.S.Department of State title at the top needs to be in larger font.
2. Hamburger and search icons need to be smaller to match the general layout and to stand out too much.
3. It was hard for users to find “Contact us” page as it was in “Menu” and for them it wasn’t clear where to look for it. Due to it “Menu” item in dropdown was replaced with “More”.
4. FERPA page (Education Laws) was to long for scrolling, so buttons “Read more” and “Read less” were added to be available for users convenience.
5. Account/Login was removed from the menu as is not required to get information and only causes confusion for users.
6. Menu with categories was quite clear for users so generally tasks didn’t take to much time to complete.
7. Images look a bit monotonous so it’s recommended to change them.

InVision Prototype

Desktop Version Prototype v.2

- Primary navigation with all clickable tabs
- The following pages:
 - Apply for a grant
 - FERPA law
 - Contact us
 - ED Offices

The screenshot shows the desktop prototype of the U.S. Department of Education website. At the top, there is a header with the Department of Education seal, the text "U.S. Department of Education", and a search bar with options for "Language assistance" and "Audio assist". Below the header is a navigation bar with links for "Loans", "Grants", "Laws", "Data", "Financial Aid", "About ED", and "More". The main content area features a background image of books, a globe, and apples. A blue callout box on the right contains the text "U. S. DEPARTMENT OF EDUCATION" and a mission statement about promoting student achievement and global competitiveness. Below this, there is a section titled "OPEN OPPORTUNITIES FOR GRANTS" with information about the Office of Elementary and Secondary Education (OESE) Comprehensive Literacy State Development (CLSD) Program CFDA Number 84.371C, a "Apply now" button, and a due date of 06/03/19. To the right of this text is an illustration of a person sitting at a desk with a laptop, surrounded by a network of circles, symbolizing connectivity or data.

U. S. DEPARTMENT OF EDUCATION

Our mission is to promote student achievement and preparation for global competitiveness by fostering educational excellence and ensuring equal access.

Check information about Student Loans, Grants, Requirements and Financial Aid on our website or **submit your question** to Information Center.

OPEN OPPORTUNITIES FOR GRANTS

Office of Elementary and Secondary Education (OESE): Comprehensive Literacy State Development (CLSD) Program CFDA Number 84.371C

Apply now

Due date:
06/03/19

InVision Prototype

Mobile Version Prototype v.2

User flow is based on the user testing board.



Final Thoughts

1. Redesigning website requires good and detailed analysis of the current site layout, IA and main purpose it serves as well as reviewing websites design in the same field.
2. Deep understanding of the target website IA, primary/secondary navigations and major user flows is crucial to complete the useful, consistent and painpoints-resolving redesign.
3. Users tests is an important step in the redesign process as it helps to understand the users' thinking process and the biggest frustrations they experience to fix it in the final version.
4. Government websites in general are very condensed with the content and hard to focus on the main idea. My main goal was to make navigation and purpose of the website as much clear as possible.