



# Charlotte Murray

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## UX Portfolio

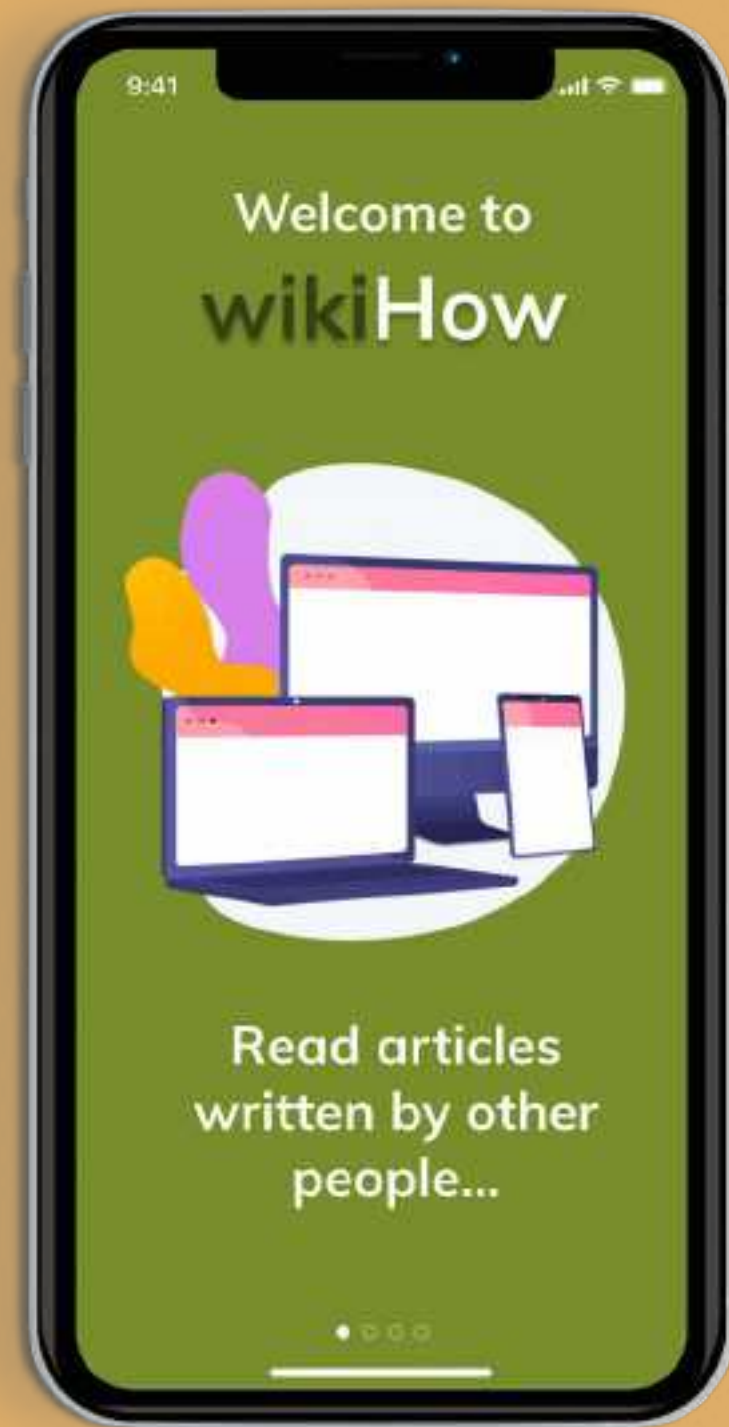
# Biography

Charlotte Murray (she/her) is a Visual Communication Design student at Eastern Washington University and is working on a User Experience Certificate.

Charlotte has many interests ranging from UX/UI design/development to Mixed Reality technologies. Once she graduates, she will start her career as a frontend developer.

Charlotte focuses on bringing more than one perspective into her work. She plans to gain more experience with web development in the next few years.





# WikiHow Redesign

The WikiHow Redesign is an app that shares how-to instructions for anyone needing information on a wide-range of topics. It removes the pain of vague instructions with a sleek interface that helps you find any topic you need, or even explore other ideas. My role was to research, design, and test out the user interface. I created this project using Figma.

**Project Tagline:** Looking for instructions is now a smooth process.

**Company/Client Name:** WikiHow

**Project Date or Timeframe:** This project started January 2021 and was finished in June 2021

**Your Major Tasks & Responsibilities:** Design a new UI to improve the user experience.

**Platforms:** Mobile App

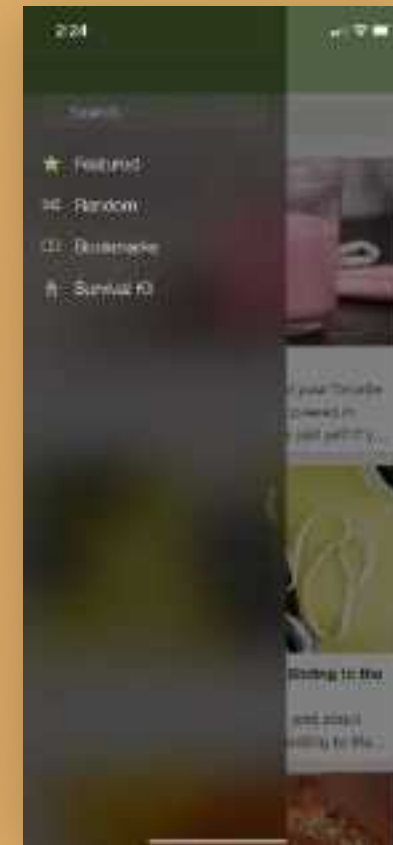
**Design Tools / UX Methods Used:** Figma, Audits

**Link to Final Project:** [Figma Prototype](#)



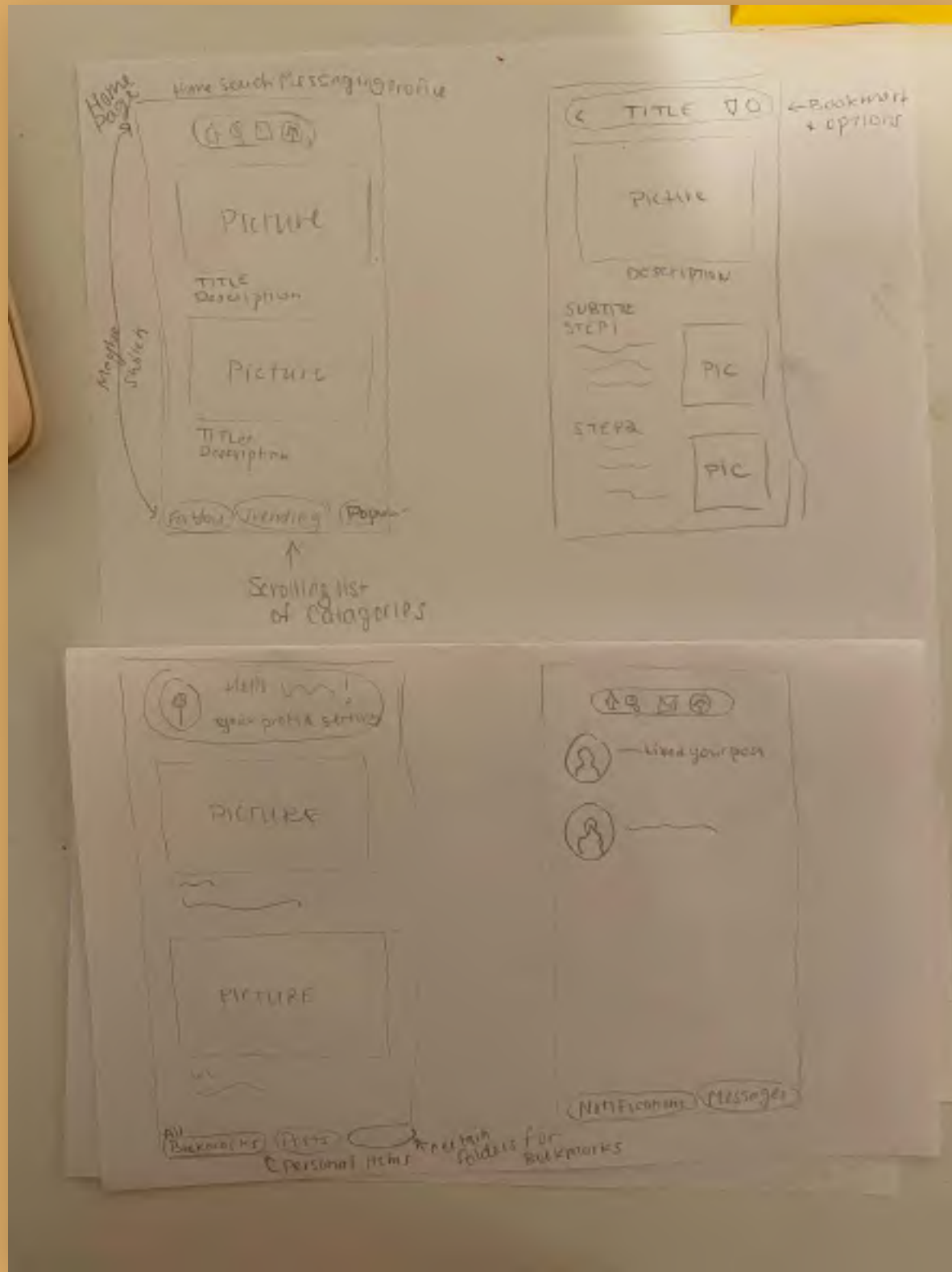
# The Problem

The original wikiHow app had everything from a poor UI design to a mundane style. The app also lacked a lot of the important features for the user that you can find on the website. The way that the app was set up was confusing, and it made it hard to find the information that I wanted. My plan for the redesign was to make the app pleasant to look as, as the user is easily able to explore what the app has to offer.



# The Research

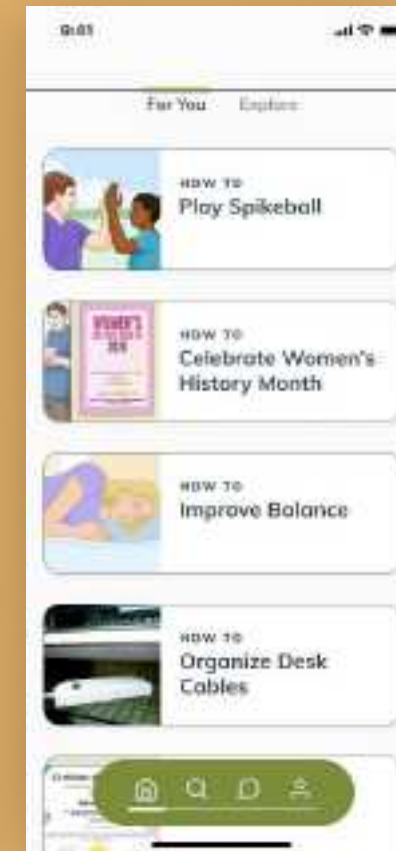
To start off my research, I went on the wikiHow website to find all of the features that were lacking in the app. The website had more features than I knew, so I had to pare down what features I wanted to have in the app. I also looked at other mobile apps to see what the best kind of UI was for browsing information. A huge inspiration for the layout was the Pinterest app.





# The Redesign

Besides creating an easier to follow UI and a more exciting style, the main focus of the redesign was to have the app have the profile features. This was so someone who casually uses the app can bookmark their information, and so they are more likely to continue using the app. All of the other intricate features found on the website would be kept there. I am happy with how the app turned out, and I think it is a great turn around from where we started.



# Laboratory Website

LaboratorySpokane.com is a website that gives information to artists that are interested in residency programs. It makes finding information on the non-profit much easier with a clean, easy to use interface. My role was to research, design, and test out the user interface. I created this project using Figma.





**Project Tagline:** Find what you need at [laboratoryspokane.com](https://laboratoryspokane.com)

**Company/Client Name:** Laboratory Spokane

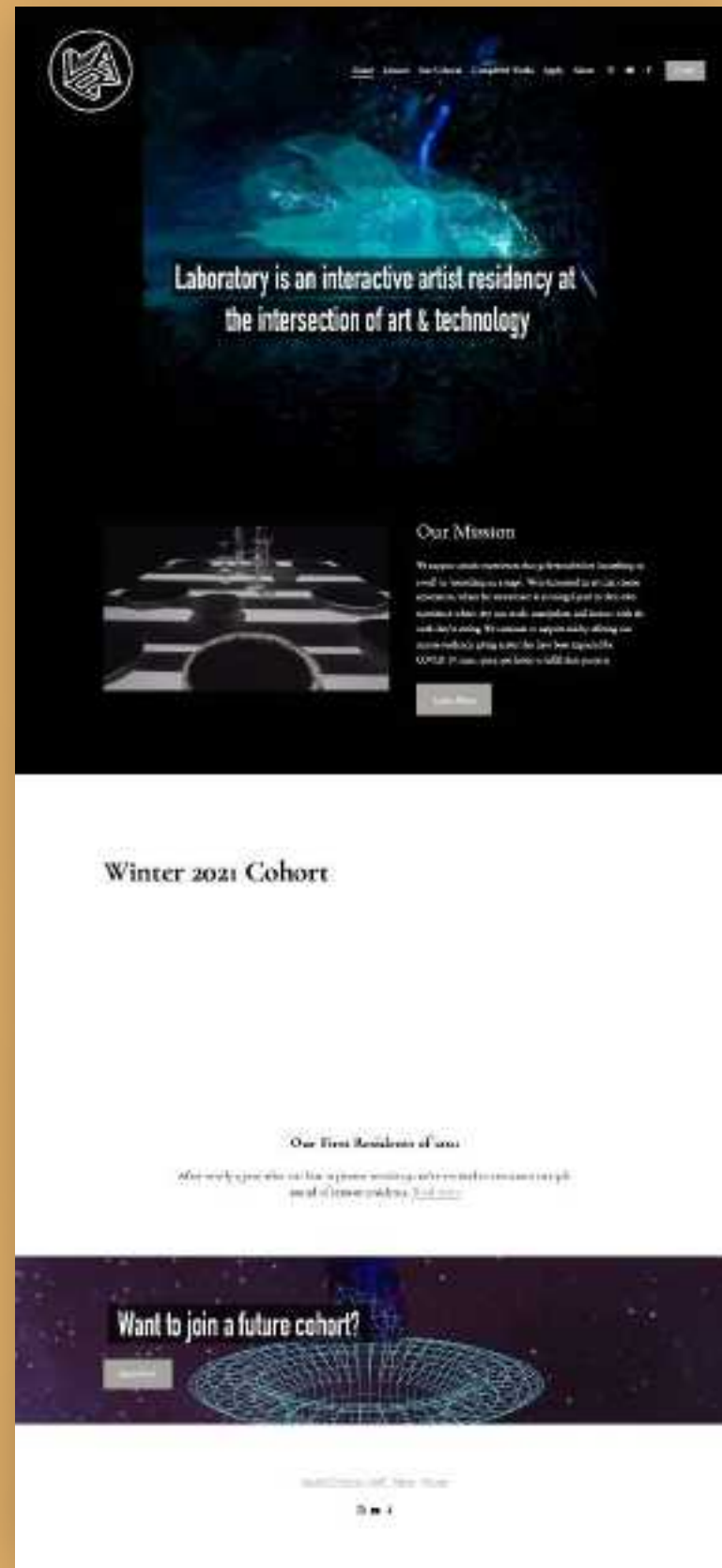
**Project Date or Timeframe:** This project started April 2021 and was finished in June 2021

**Your Major Tasks & Responsibilities:** Design a new UI to improve the user experience.

**Platforms:** Website

**Design Tools / UX Methods Used:** Figma

**Link to Final Project:** [Figma Prototype](#)



# The Problem

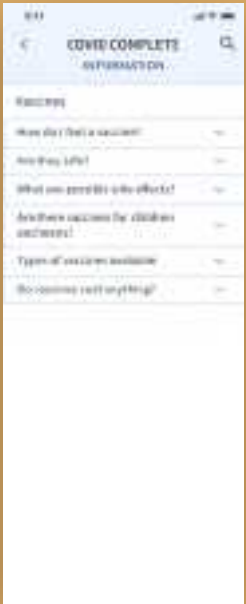
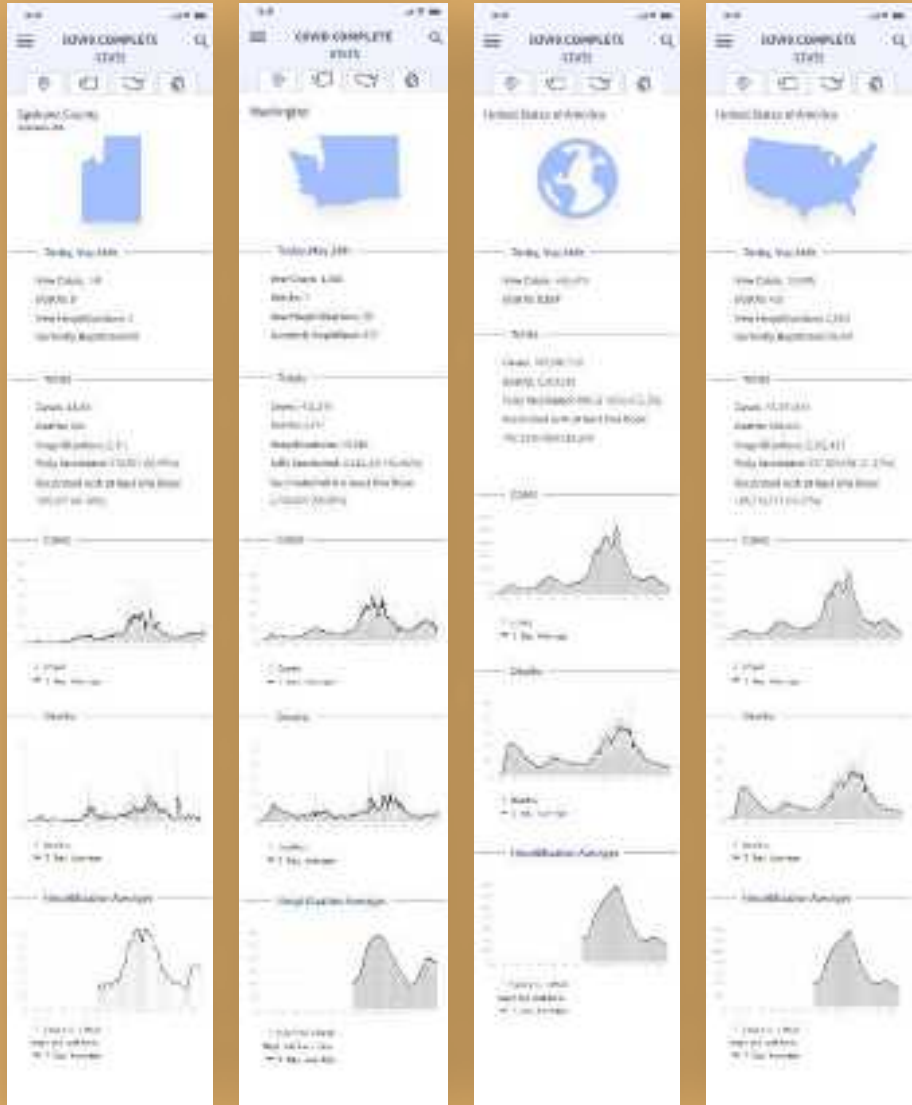
The original Laboratory Spokane website struggled in many different areas. It was very hard to find certain information because of how the website was set up. It was confusing and had no clear direction of use. If someone who had no idea what Laboratory was, was to look at the website, it would not give them much help. The website also did not properly showcase the work that they have done in the past. That is something very important for an artist residency to showcase to have future residents and supporters.

# The Research

The client wanted a website that showcased the work they have done, and a website that made young artists want to apply to the residency. I looked at many different artist residency websites to get an idea of what worked for this kind of art/technology non-profit. The Bemis Center was a huge inspiration for my redesign.











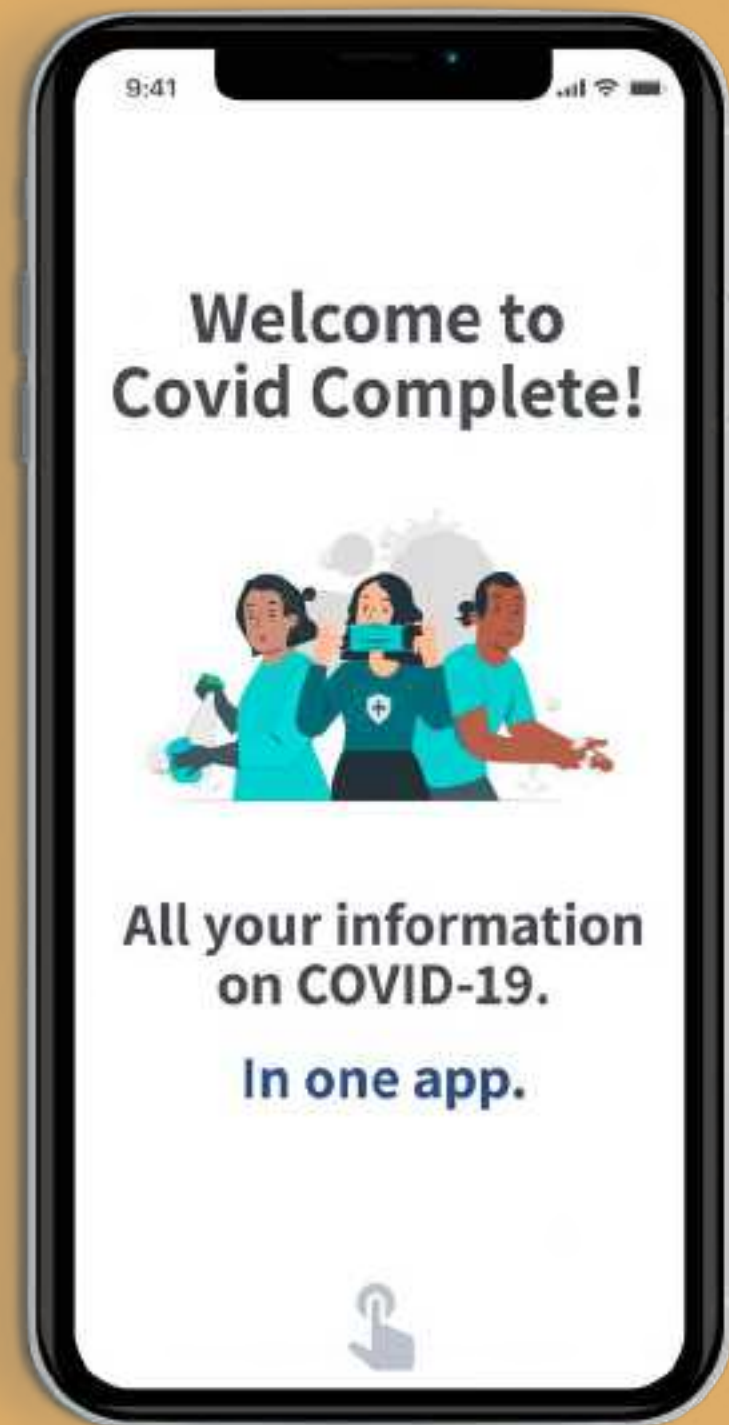


# The Redesign

Laboratory Spokane has so much to offer artists, future residents, and the city of Spokane, so in my redesign it was very important to have a clear layout for my website. Anyone looking for information will now be able to find what they are looking for, from different programs offered to how to donate. I used bold colors and gradients to create depth to pull the user in and added a space to showcase their past work.







# Covid Complete

Covid Complete is an app that gives Covid-19 Stats and information to citizens. It removes the pain of having to look at many different websites online to find out accurate information about Covid-19 in our country and in specific cities by having an easy to use interface that contains information from CDC guidelines to local vaccination clinics. My role was to research, design, and test out the user interface. I created this project using Figma.

**Project Tagline:** Bringing together all info on covid, vaccinations, and state restrictions into one app.

**Company/Client Name:** Myself

**Project Date or Timeframe:** This project started April 2021 and was finished in June 2021

**Your Major Tasks & Responsibilities:** Design the UI for a working prototype.

**Platforms:** Mobile App

**Design Tools / UX Methods Used:** Figma, Interviews

**Link to Final Project:** [Figma Prototype](#)

# The Problem

Over this past year the most searched for thing on my phone is definitely information on COVID-19. I was constatly frustrated by how many different websites I would have to go to to get the information I was looking for. There was no website where I could find local information, as well as whta was happening in our country and world. I decided to create an app that had all the information the average person would need about COVID-19.





# The Research

Before I started to create the app, I had to find out what the most important information was for the average person about COVID-19. I interviewed five people to see what the app would need for them to use it. The most important thing for many of them was to have local information. Whether it was local numbers or mandates, that seemed to be the top need for the app. I went onto multiple websites to find correct and current information to put in the app.

Do you often search for Covid-19 information online?  
about per week.

If you do, what kind of information is it usually?  
How many cases are in my area and my family members' area/How many new cases there are or those area/graphs showing how cases and deaths over time/vaccination distribution in my area

Do you feel like it is easy to find the information you are looking for?  
Yes- usually I just google "Lincoln covid cases" for Spokane covid cases, Denver covid cases, etc.) and find all of the above information

Is there anything you feel like you are missing?  
Information re mask mandates and CDC suggestions regarding personal safety measures in my area. I could probably just look that up tho. I'm not going to take my mask off and be in everyone's personal space though. I generally just stick to the initial rules of social distancing when possible and keeping my mask on.

Would you use an app that gives you all information in one place? Such as daily numbers for your county, state and country, vaccination rates, restaurant and school reopening, the newest study information on Covid-19, and more?  
Yes! That would be really helpful and streamline the process of finding that information. It would be nice to have one central place to find that info rather than doing a bunch of different google searches.

If so, are there anything you feel like it would be important for you to have?  
Recommended safety measures and/or local mandates. Might be cool to have a thing where you enter your health info (i.e. weight, height, preexisting health conditions, if you're vaccinated) and then it gives you recommended safety measures based on your risk factors.

Do you often search for Covid-19 information online?  
I don't search for Covid information online as much as much as I did at the beginning when it all hit.

If you do, what kind of information is it usually?  
The information I've found is symptoms, how easy it is to catch... What you can do to avoid getting sick, who is the easiest to catch it, possible sources are at, etc.

Do you feel like it is easy to find the information you are looking for?  
It is very easy to find information. So much so I feel like it's hard to try to find the most accurate information.

Is there anything you feel like you are missing?  
I do not feel like I am missing anything.

Would you use an app that gives you all information in one place? Such as daily numbers for your county, state and country, vaccination rates, restaurant and school reopening, the newest study information on Covid-19, and more?  
I would definitely use an app that has very accurate information.

If so, are there anything you feel like it would be important for you to have?  
I would feel it would be important to have the phases of each county are in as well as being able to know what counties require. There are a lot of take news about Covid especially in the med so trying to make everything more accurate.

Do you often search for Covid-19 information online?  
Sometimes! Not often

If you do, what kind of information is it usually?  
Usually local statistics and mandates

Do you feel like it is easy to find the information you are looking for?  
Yes! I usually get my information from the CDC or trusted news outlets.

Is there anything you feel like you are missing?  
I do wonder how accurate the figures are given the fact that it's impossible to know if all infected people have access to testing and if reporting is accurate.

Would you use an app that gives you all information in one place? Such as daily numbers for your county, state and country, vaccination rates, restaurant and school reopening, the newest study information on Covid-19, and more?  
Yes!

If so, are there anything you feel like it would be important for you to have?  
For me personally I focus first on the local stats and news

Do you often search for Covid-19 information online?  
I do for the first half of 2020, not anymore

If you do, what kind of information is it usually?  
Statistics on cases and deaths in the US, Washington and Spokane

Do you feel like it is easy to find the information you are looking for?  
Yes.

Is there anything you feel like you are missing?  
No.

Would you use an app that gives you all information in one place? Such as daily numbers for your county, state and country, vaccination rates, restaurant and school reopening, the newest study information on Covid-19, and more?  
Possibly!

If so, are there anything you feel like it would be important for you to have?  
Local and national trends in cases would be important as well as percentages of vaccinated populations in different regions

Do you often search for Covid-19 information online?  
Not really

If you do, what kind of information is it usually?  
When I did I looked up information about the vaccines and the differences about Pfizer and Moderna.

Do you feel like it is easy to find the information you are looking for?  
Yes, seems to be lots of information about what I look up and more.

Is there anything you feel like you are missing?  
No information seems to be plentiful.

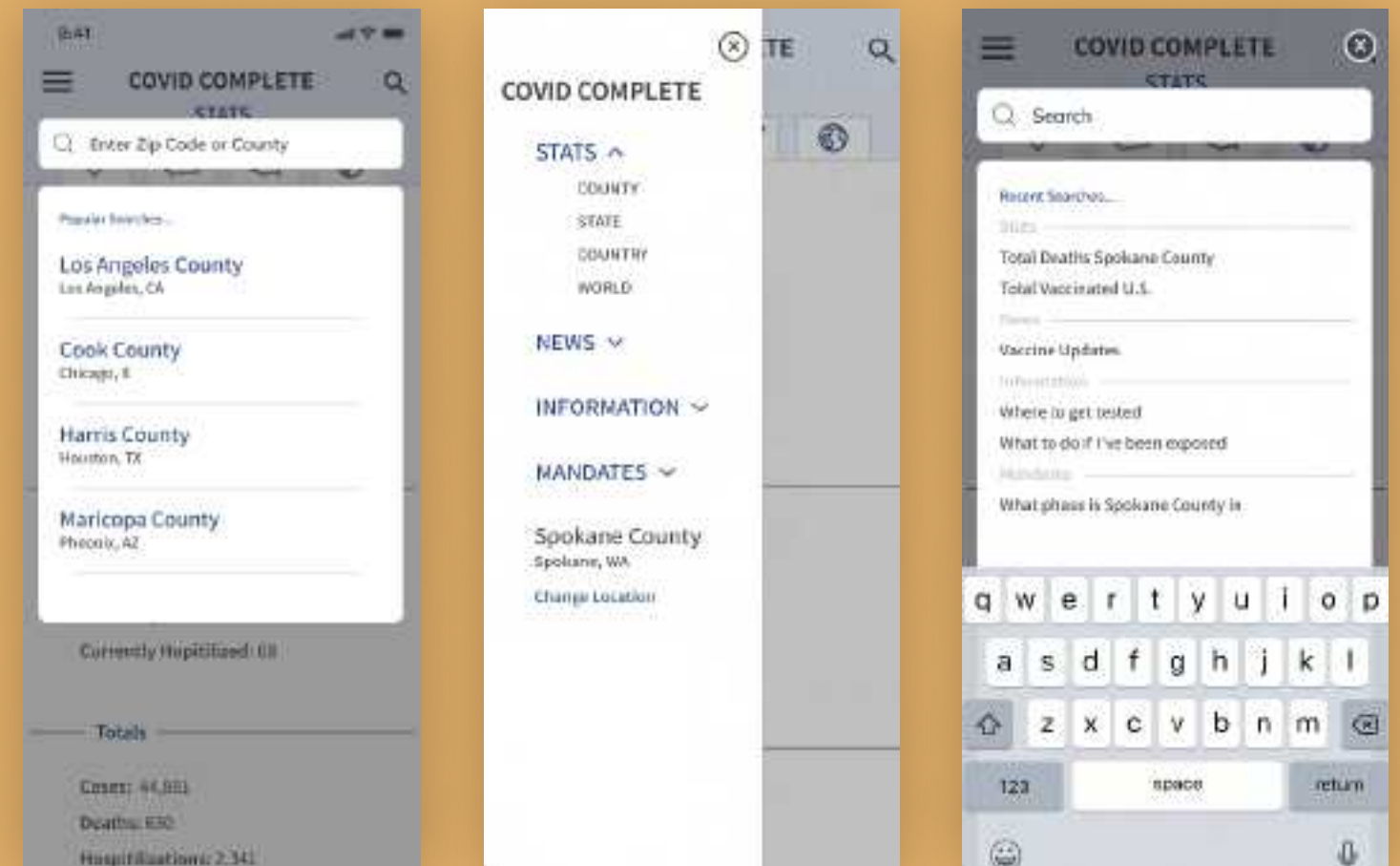
Would you use an app that gives you all information in one place? Such as daily numbers for your county, state and country, vaccination rates, restaurant and school reopening, the newest study information on Covid-19, and more?  
I would. Although I don't look it up myself, an app that notifies me about local outbreaks of the virus and what sorts of businesses are open would be very handy.

If so, are there anything you feel like it would be important for you to have?  
Just specifics of local COVID outbreaks and places to avoid.



# The Design

There was so much information that I wanted to include in this app that it was a little overwhelming to figure out how to layout all of it. In the app you can set your location, and the use the hamburger menu to find out different information pertaining to the users county as well as state. Then there is information for the country, the world, news articles, and information on vaccines, testing, and any other questions the user may have about COVID-19.





Thanks for stopping by!