



Department of Labor Redesign Project

Henry Ghazanchian

Project Overview

THE PROBLEM:

Overwhelming amount of information and inconsistent navigation system make it difficult to navigate smoothly around the website.

THE SOLUTION:

Redesign of the website with navigation organized for a more modern and simplistic way to find necessary information efficiently

MY ROLE:

Henry Ghazanchian

UX/UI Designer, User Research

TOOLS:



A large, stylized number '8' is positioned on the left side of the slide. It is composed of two concentric circles, both filled with a light blue color. The inner circle is white with a light blue outline, and the outer circle is light blue with a white outline.

Research & Analysis

Proto-Persona

Miro Link

Name	Behavior Demographics					
Goals & Needs	Pain Points & Potential Solutions					
 <p>Tiffany Age:41 Sex: F Relationship: Married Occupation: Bank Branch manager</p>	<p>Tends to bring work to home</p> <p>Passionate about what she does</p> <p>Works way over 40hrs per week</p> <p>Gets paid hourly</p> <p>Great customer service skills</p> <p>Trusted first hand information from government</p> <p>Strong sense of purpose</p> <p>She likes spend time with family</p> <p>She likes to volunteer</p>	<p>Getting paid for the amount of hours she works</p> <p>Being treated equally at work</p> <p>Being less stressed at work</p> <p>Having comfortable retirement with enough savings</p> <p>Having quality on, ongoing trainings</p> <p>She wants better work life balance</p>	<p>She doesn't get paid overtime</p> <p>She feels, she is not treated equally at work</p> <p>She feels she doesn't get needed training</p> <p>She doesn't know whether she is saving enough for retirement</p> <p>She is getting sick due to her work load</p>			

Defined User Path

Tiffany, an hourly wage earner, is a hard worker who is having difficulty holding a good work life balance. She works longer hours and often brings work to home. Lately, she is feeling she may not be getting paid for all those extra hours she has been working for. She would like to learn more about the overtime pay policies and get a sense whether she is being paid for her complete overtime work. She would also like to find out whether there is a calculator where she enters her hours to find out what she should be getting paid.

Typical Page Visits

<https://www.dol.gov/>

>> Topics >> Wages

<https://www.dol.gov/general/topic/wages>

>> Overtime Pay

<https://www.dol.gov/general/topic/wages/overtimepay>

>> Scroll to General Guidance, Click Learn More

<https://www.dol.gov/agencies/whd/overtime/general-guidance>

>> Click Questions and Answers about Overtime Pay, OR

<https://www.dol.gov/agencies/whd/flsa/faq>

>> Click Overtime Laws in the States

<https://www.dol.gov/agencies/whd/minimum-wage/state>

>> Select CA

<https://www.dol.gov/agencies/whd/minimum-wage/state#ca>

>> Scroll to E-tools, Click Learn More

<https://www.dol.gov/agencies/whd/overtime/tools>

>> Overtime Calculator Advisor

https://webapps.dol.gov/elaws/otcalculator.htm?_ga=...

<https://webapps.dol.gov/elaws/whd/flsa/otcalc/i2.asp>

The screenshot shows the official website of the U.S. Department of Labor. At the top, there's a banner for 'Coronavirus Resources'. Below it, a large image of a construction worker wearing a mask and safety vest. Underneath are 'Featured Stories' and a 'News' section.

This screenshot shows the 'Topics' page on the U.S. Department of Labor website. It lists various categories like 'Health Benefits', 'Leave Benefits', and 'General Guidance'. A specific link for 'General Guidance' leads to the page shown in the previous screenshot.

This screenshot shows the 'Wages' page. It includes sections for 'Minimum Wage' (with a link to 'General Guidance') and 'Overtime Pay'. It also lists other wage-related topics like 'Fair Labor Standards Act' and 'Payroll Recordkeeping'.

This screenshot shows the 'Overtime Pay' page. It provides detailed information about overtime pay requirements and links to 'General Guidance', 'Fact Sheets', 'E-tools', and 'Posters'.

This screenshot shows the 'Overtime Pay' calculator tool. It has a form where users can input hours worked and pay rate to calculate overtime pay. Below the form is a 'General Guidance' section with links to 'Fact Sheets', 'E-tools', and 'Posters'.

Figma Link

Heuristic Evaluation

Figma Link

The following table summarizes the heuristic evaluation findings across the 12 pages shown in the grid:

Page Type	Heuristic Issues
Home Page	Large pictures without any additional information; Less important information at the home page; News is taking too much space and this is not as important.
Topic Page (Coronavirus Resources)	Tool bar is not clear; Large pictures without any additional information; Less important information at the home page; News is taking too much space and this is not as important.
Topic Page (Fair Labor Standards Act)	Too many links without enough context around them; There is hidden function which is impossible to figure it out.
Topic Page (Overtime Pay)	Title is missing and information overload; Over loaded information and too much texts; Uncategorized links.
Topic Page (General Guidance)	Navigation is not above the fold and also not consistent with other navigation links/frames; Very bad layout and it's not clear what are these links about; No clear link to DOL home.
Topic Page (State Minimum Wage Laws)	Information organization is unclear, very flat organization; Headings are not easy to understand, no hierarchy.
Topic Page (California)	Output is not consistent with previous page requirements, takes too much space.
Topic Page (Colorado)	No side navigation; Too much unused white space.
Topic Page (Connecticut)	No navigation to back/home; Not clear how to go to home page.
Topic Page (Overtime Pay: General Guidance)	Information organization is unclear, very flat organization; Headings are not easy to understand, no hierarchy.
Topic Page (Overtime Pay: General Guidance)	Information organization is unclear, very flat organization; Headings are not easy to understand, no hierarchy.

Color Accessibility

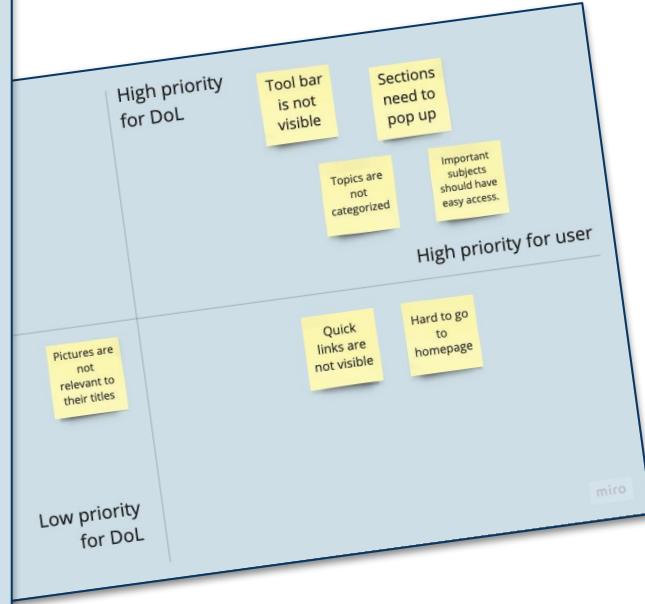
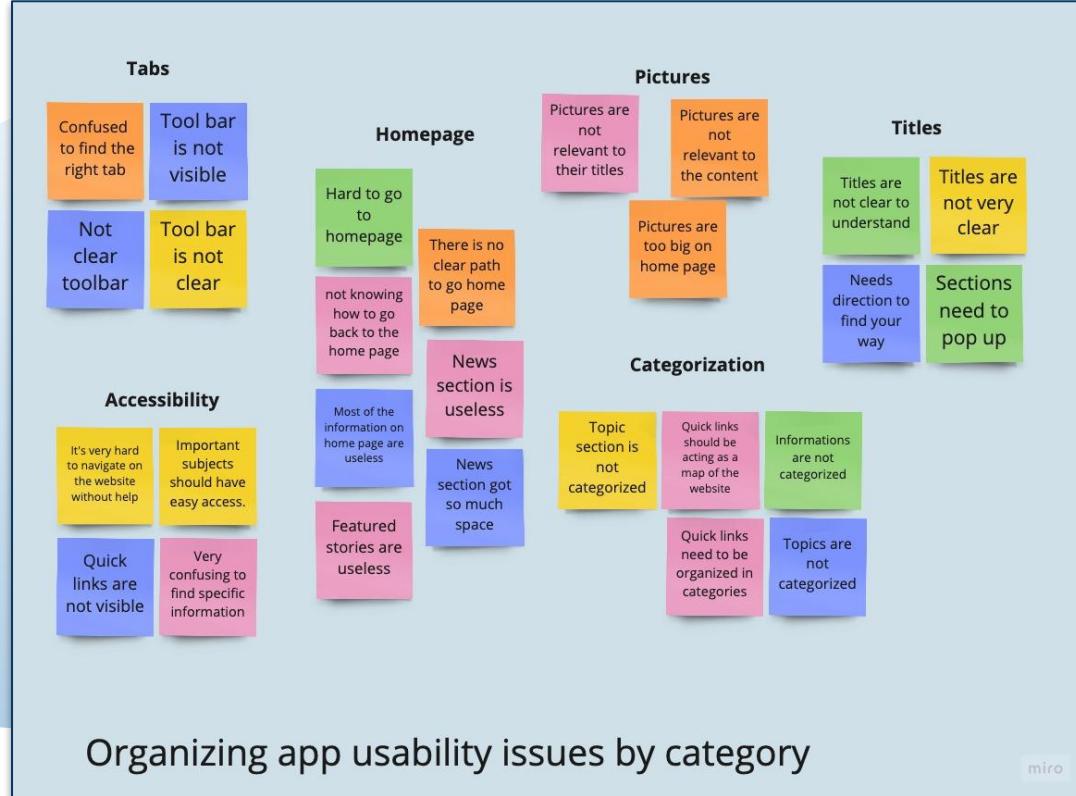
Figma Link

The screenshot shows the official website of the United States government, specifically the U.S. Department of Labor. The page features a large hero image of a construction worker wearing a hard hat and a blue surgical mask. To the left of the hero image is a sidebar with a "Coronavirus Resources" section. Below the hero image are two columns: "Featured Stories" and "News". The "Featured Stories" column includes an image of a person working in a grocery store and a thumbnail of three people. The "News" column includes thumbnails of two people shaking hands and a woman speaking. On the right side of the page is a "Recommendations" sidebar. It contains three color swatches: "Akaroa" (#D8C1B2), "Denim" (#1076B8), and "Neptune" (#6CABBA). Each swatch has a corresponding recommendation message.

Recommendations

- Akaroa** #D8C1B2
Akaroa #D8C1B2 should change the text color to #906145 to pass AA. New Contrast ratio: 4.55
- Denim** #1076B8
Denim #1076B8 should change the text color to #0F71B1 to pass AA. New Contrast ratio: 4.51
- Neptune** #6CABBA
Neptune #6CABBA should change the text color to #3D7481 to pass AA. New Contrast ratio: 4.51

Usability Testing Analysis



Testing Plan

Testing Analysis

Testing Videos

Moodboard

Figma Link

H1 - HEADLINE

H2 - Subhead

pill dropdown ▾

TYPOGRAPHY

lorem ipsum dolor
sit amet,
consectetur
adipiscing elit.
porttitor elementum
cras , s leo enim

🔗 ⚙️ ⬆️ ✖️

UI STYLE DIRECTION

lorem ipsum dolor sit amet,
consectetur adipiscing elit. porttitor
elementum cras neque, sapien. leo
enim bibendum ultrices in sed eu
arcu magna quis.

A large, stylized number '9' is rendered in a light blue color. It has a thick, white-outlined stroke on its outer edge. The interior of the '9' is filled with a lighter shade of blue, creating a three-dimensional effect.

Information Architecture and Navigation

Annotated Homepage

Figma Link

Redline Annotations

01 Make the toolbar slightly more attractive

U.S. DEPARTMENT OF LABOR

Topics Agencies Forms About Us News

Coronavirus Resources

Find U.S. Department of Labor resources for responding to COVID-19.

Learn More

Featured Stories

News

April 13, 2021

US Department of Labor releases guidance on investment advice exemption

April 13, 2021

US Department of Labor cites Massachusetts tax preparation business for refusing to provide, practice coronavirus safeguards for employees

April 12, 2021

Annotated Primary Navigation Page

Figma Link

An official website of the United States government. [Here's how you know](#)

 U.S. DEPARTMENT OF LABOR

TOPICS AGENCIES FORMS ABOUT US NEWS

Topics 01

American Rescue Plan	Leave Benefits	Workplace Safety and Health
Careers at DOL	Major Laws of DOL	Youth and Labor
Coronavirus Resources	Other Benefits	
Disability Resources	Posters	
Eaws	Retirement Plans, Benefits and Savings	
Equal Employment Opportunity	Spanish-Language Resources	
Evidence	Statistics	
Guidance Search	Termination	
Health Plans and Benefits	Training	
Hiring	Unemployment Insurance	
Registered Apprenticeship	Veterans Employment	
Industry-Recognized Apprenticeship Programs (IRAP)	Wages	
International Labor Issues	Whistleblower Protection	
Job Corps	Work Hours	
Labor Relations	Workers' Compensation	

Key Topics

- Breaks and Meal Periods
- Continuation of Health Coverage - COBRA
- FMLA (Family and Medical Leave)
- Full-Time Employment

balance on investment

Massachusetts tax preparation business for refusing to provide, practice coronavirus safeguards for employees

April 12, 2021

Redline Annotations

01 Topic section should be categorized and reorganized

Annotated Wages Page

Figma Link

The screenshot shows the official website of the U.S. Department of Labor for wages. The page includes a navigation bar with links to Topics, Agencies, Forms, About Us, and News. A sidebar on the left lists various wage-related topics. The main content area discusses the Fair Labor Standards Act (FLSA) and its impact on minimum wage and overtime pay.

Redline Annotations:

- 01** Contents need to be structured and make clear navigation links
- 02** Left navigation needs to be categorized and make it easy to find needed information

Annotations:

- 01** Points to the main content area, which is currently unstructured.
- 02** Points to the sidebar containing a list of wage-related topics.

Navigation Usability Testing Notes

User 1

Topic section is overloaded	It take long time to complete the task since Topic is not categorized	Not easy to go back to homepage
Links are not labeled correctly	Contexts are way too much	User had hard time to find Emails on DOL

User 2

Not being able to find emails	Topic section is messy	most of the links are duplicate
Going back to homepage is not clear	For every task I need to go to several links till I find it	Titles are not labeled well

User 3

Took him a couple of tries to find emails	Wasn't able to find holiday pay due to unclear titling	Expected categorized section for topics
Going back to homepage is not very clear on some pages	Too many links on each page	The website is not even user friendly for tech savvy

User 4

Was able to find almost all the tasks	too many duplicate links	Categorized topic section
Most sections are flat. It needs more layers	Contact us is overloaded with information	Contact us was in the wrong place on the webpage

Topics



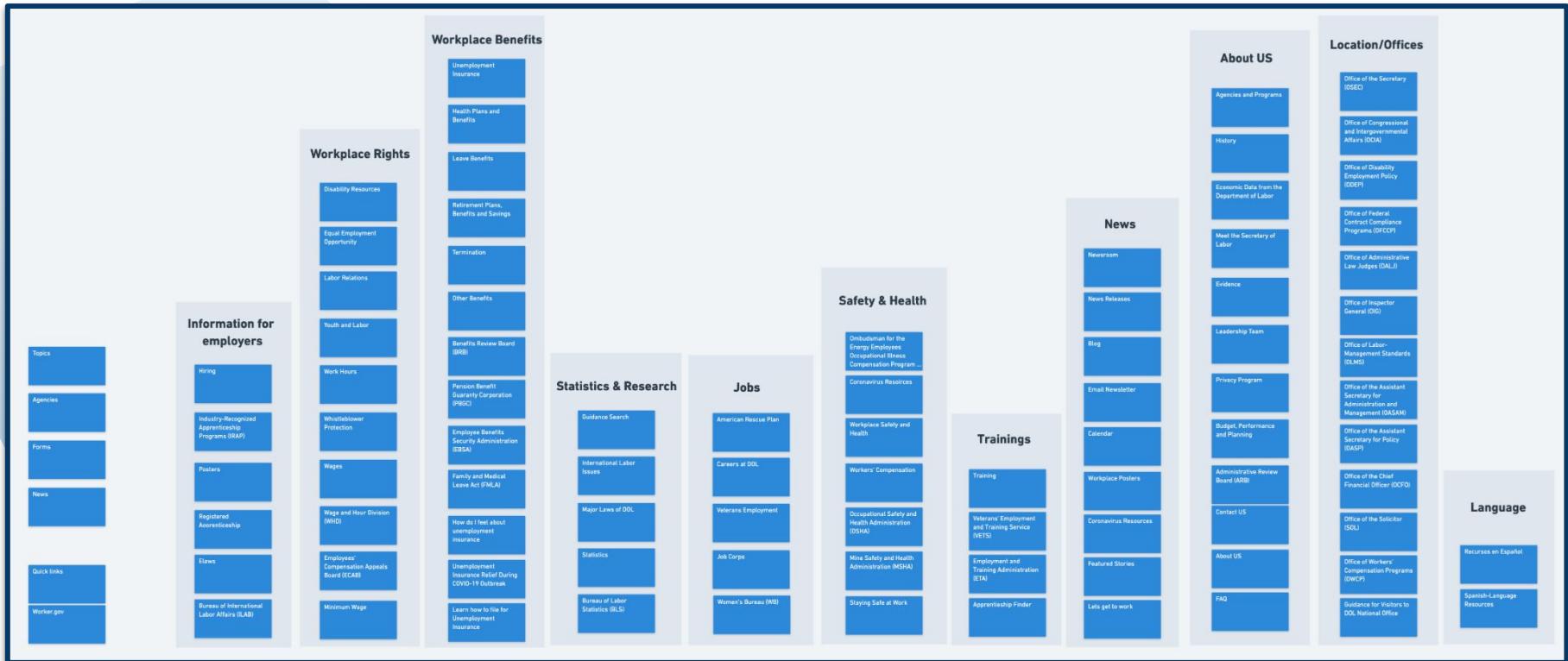
Organizing app usability issues by category

Testing Plan

Testing Analysis

Card Sorting for Navigation

Whimsical Link



New Sitemap

Whimsical Link



10

UI Design and Testing

Navigation Wireframes

[Figma Link](#)

U.S. Department of Labor

TOPICS ▾ | LOCATION/OFFICES ▾ | NEWS ▾ | ABOUT US ▾ | CAREERS ▾

CONTACT US | FAQ

Agencies | Forms | Guidance Search | FAQ | About Us | News | Contact Us

FEDERAL GOVERNMENT

- White House
- Coronavirus Resources
- Severe Storm and Flood Recovery Assistance
- Disaster Recovery Assistance
- DisasterAssistance.gov
- USA.gov
- No Fear Act Data
- U.S. Office of Special Counsel

LABOR DEPARTMENT

- About DOL
- Guidance Search
- Español
- Office of Inspector General
- Subscribe to the DOL Newsletter
- Read the DOL Newsletter
- Emergency Accountability Status Link
- A to Z Index

ABOUT THE SITE

- Freedom of Information Act
- Disclaimers
- Plug-Ins Used on DOL.gov
- Accessibility Statement

U.S. DEPARTMENT OF LABOR

200 Constitution Ave NW
Washington, DC 20210

1-866-4-USA-DOL
1-866-487-2365
www.dol.gov

Connect With DOL

Site Map | Important Website Notices | Privacy & Security Statement

An Official Website of the United States Government
U.S. DEPARTMENT OF LABOR

Logo U.S. Department of Labor

Agencies

Forms

Guidance Search

FAQ

About Us

News

Contact Us

FEDERAL GOVERNMENT

LABOR DEPARTMENT

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Connect With DOL

Homepage Wireframe

Figma Link

The wireframe shows the layout of the U.S. Department of Labor homepage. At the top, there is a header bar with the "U.S. Department of Labor" logo, a search bar, and navigation links for Topics, Location/Offices, News, About Us, Careers, Contact Us, and FAQ. Below the header is a large central content area with a light gray background. At the bottom of the page is a footer bar containing links for Agencies, Forms, Guidance Search, FAQ, About Us, News, and Contact Us. The footer also includes the "U.S. DEPARTMENT OF LABOR" logo, contact information (200 Constitution Ave NW, Washington, DC 20210), and social media links for LinkedIn, YouTube, Facebook, Instagram, and Twitter. The footer is divided into three columns: FEDERAL GOVERNMENT, LABOR DEPARTMENT, and ABOUT THE SITE.

FEDERAL GOVERNMENT

- White House
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- Disaster Recovery Assistance
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- USA.gov
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Topics Page Wireframe

Figma Link

The wireframe shows the layout of the U.S. Department of Labor's Topics Page. At the top, there is a navigation bar with links for TOPICS, LOCATION/OFFICES, NEWS, ABOUT US, CAREERS, and a search bar. Below the navigation is a main content area divided into several sections: Workplace Rights, Workplace Benefits, Information for employers, Safety & Health, Statistics & Research, and Trainings. Each section contains a list of related topics or links. At the bottom of the page, there are footer links for Agencies, Forms, Guidance Search, FAQ, About Us, News, and Contact Us. The footer also includes links for the Federal Government, Labor Department, and About the Site, along with social media icons and a copyright notice.

U.S. Department of Labor

TOPICS | **LOCATION/OFFICES** | **NEWS** | **ABOUT US** | **CAREERS** | **Search**

Workplace Rights

- Disability Resources
- Employee Compensation Appeals Board (ECAB)
- Equal Employment Opportunity
- Labor Relations
- Minimum Wage
- Whistleblower Protection
- Wages
- Wage and Hour Division (WHD)
- Work Hours
- Youth and Labor

Workplace Benefits

- Benefits Review Board (BRB)
- Employee Benefits Security Administration (EBSA)
- Family and Medical Leave Act (FMLA)
- How do I feel about unemployment insurance?
- Health Plans and Benefits
- Learn how to file for Unemployment Insurance
- Other Benefits
- Pension Benefit Guaranty Corporation (PBGC)
- Retirement Plans, Benefits and Savings
- Training
- Unemployment Insurance Relief During COVID-19 Outbreak
- Unemployment Insurance

Information for employers

- Bureau of International Labor Affairs (ILA)
- ILaws
- Hiring
- Industry-Recognized Apprenticeship Programs (IRAP)
- Posters
- Registered Apprenticeship

Safety & Health

- Coronavirus Resources
- Mine Safety and Health Administration (MSHA)
- Occupational Safety and Health Administration (OSHA)
- Ombudsman for the Energy Employees Occupational Illness Compensation Program (EOCOMBO)
- Staying Safe at Work
- Workers' Compensation
- Workplace Safety and Health

Statistics & Research

- Bureau of Labor Statistics (BLS)
- Guidance Search
- International Labor Issues
- Major Laws of DOL
- Statistics

Trainings

- Apprenticeship Finder
- Employment and Training Administration (ETA)
- Training
- Veterans' Employment and Training Service (VETS)

Agencies | **Forms** | **Guidance Search** | **FAQ** | **About Us** | **News** | **Contact Us**

FEDERAL GOVERNMENT

- White House
- Coronavirus Resources
- Severe Storm and Flood Recovery Assistance
- Disaster Recovery Assistance
- DisasterAssistance.gov
- USA.gov
- No Fear Act Data
- U.S. Office of Special Counsel

LABOR DEPARTMENT

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[Site Map](#) | [Important Website Notices](#) | [Privacy & Security Statement](#)

News Page Wireframe

Figma Link

The wireframe shows the layout of the U.S. Department of Labor's News page. At the top, there is a header bar with the "U.S. Department of Labor" logo, a search bar, and navigation links for TOPICS, LOCATION/OFFICES, NEWS, ABOUT US, and CAREERS. Below the header is a sidebar titled "News" containing links to Blog, Calendar, Coronavirus Resources, Email Newsletter, Featured Stories, Lets get to work, Newsroom, News Releases, and Workplace Posters. The main content area is currently empty. At the bottom, there is a footer bar with links to Agencies, Forms, Guidance Search, FAQ, About Us, News, and Contact Us. The footer also contains the "U.S. DEPARTMENT OF LABOR" logo, contact information (200 Constitution Ave NW, Washington, DC 20210, 1-866-USA-DOL, 1-866-487-2365, www.dol.gov), and links to various government departments like FEDERAL GOVERNMENT, LABOR DEPARTMENT, and ABOUT THE SITE.

Logo U.S. Department of Labor

TOPICS ▾ | LOCATION/OFFICES ▾ | NEWS ▾ | ABOUT US ▾ | CAREERS ▾

Search

CONTACT US | FAQ

News

- Blog
- Calendar
- Coronavirus Resources
- Email Newsletter
- Featured Stories
- Lets get to work
- Newsroom
- News Releases
- Workplace Posters

Agencies | Forms | Guidance Search | FAQ | About Us | News | Contact Us

Logo

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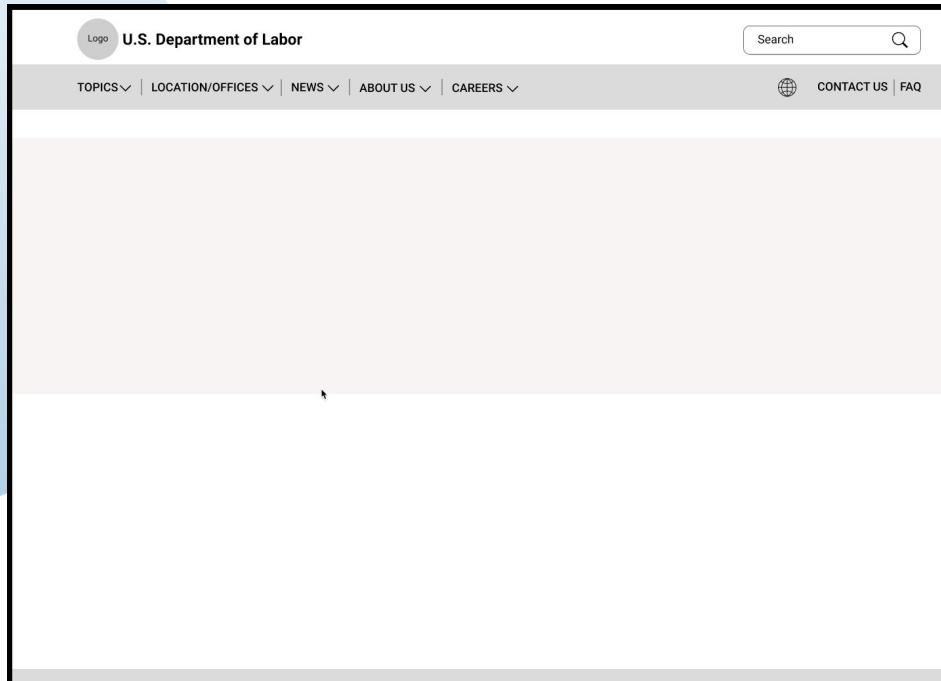
Connect With DOL

[Site Map](#) | [Important Website Notices](#) | [Privacy & Security Statement](#)

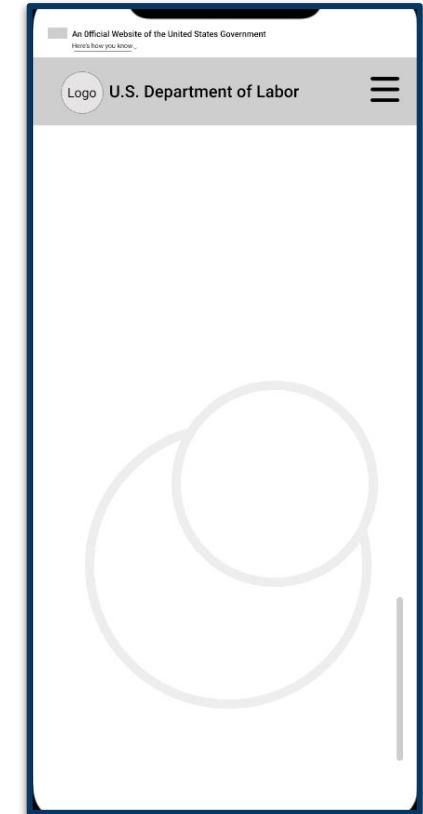
Clickable Prototype

Figma Link

Desktop Prototype Link



Mobile Prototype Link



Five-Second User Test

Video Link

The screenshot shows the U.S. Department of Labor website's navigation bar at the top, featuring links for TOPICS, LOCATION/OFFICES, NEWS, ABOUT US, and CAREERS. Below the navigation is a search bar with a magnifying glass icon. The main content area is titled "Location & Offices" and lists various offices with their abbreviations:

- Office of the Secretary (OSEC)
- Office of Congressional and Intergovernmental Affairs (OCIA)
- Office of Disability Employment Policy (ODEP)
- Office of Federal Contract Compliance Programs (OFCCP)
- Office of Administrative Law Judges (OALJ)
- Office of Inspector General (OIG)
- Office of Labor-Management Standards (OLMS)
- Office of the Assistant Secretary for Administration and Management (OASAM)
- Office of the Assistant Secretary for Policy (OASP)
- Office of the Chief Financial Officer (OCFO)
- Office of the Solicitor (SOL)
- Office of Workers' Compensation Programs (OWCP)
- Guidance for Visitors to DOL National Office

UI Style Tile

Figma Link

UI STYLE TILE: DOL

UI STYLE DIRECTION

UI Style Adjectives

CLEAN	INFORMATIVE	EFFICIENT
DIRECT		

TYPOGRAPHY

H1 - HEADLINE

H2 - Subhead

H1 - HEADLINE

H2 - Subhead

"This Is A How You Would Stylize A Meaningful Quote"

- Author

Font: Signika Negative SC, 36px

Font: Signika Negative, 24px

Font: Signika Negative, 18px

Font: Signika Negative, 18px

TYPOGRAPHY BODY COPY

Text: This is a regular link

BRAND LOGO

- LOGO ON WHITE - LOGO ON DARK




ICONOGRAPHY



BUTTON STATES

NORMAL

HOVER

FOCUS

ACTIVE

DISABLED

COLOR PALETTE

- BRAND COLORS

#20448C	R/G/B	#4988BF	R/G/B	#5CBB34	R/G/B	#FBA900	R/G/B	#E9333B	R/G/B
---------	-------	---------	-------	---------	-------	---------	-------	---------	-------

- PRIMARY INTERACTION COLOR



- SECONDARY INTERACTION COLOR



- COLOR GRADIENT



GRAPHIC PATTERNS



IMAGE SAMPLES



BUTTON STYLES

rounded

pill

dropdown ▾

dropdown ▾

DATE:

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11/12

Responsive Web Design

Responsive Mobile Wireframes

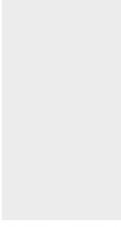


[Figma Link](#)

Style Guide

Figma Link

UI Grid



COLOR PALETTE

- BRAND COLORS
- PRIMARY INTERACTION COLOR
- SECONDARY INTERACTION COLOR
- COLOR GRADIENT

EDAMC	EUG	HEH	HEA	HEB	HEC	HED	HEE	HEF	HEG	HEH	HEI
-------	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----

BRAND LOGO

- LOGO ON WHITE
- LOGO ON DARK



ICONOGRAPHY



TYPOGRAPHY

lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.

H1 - HEADLINE Vidaoka 36 pt

H2 - SUBHEAD Vidaoka 24 pt

Text Vidaoka 14 pt

BUTTON STATES

Normal	Secondary	Alternate
Hover	Secondary	Alternate
Primary	Secondary	Alternate
Disabled	Secondary	Alternate

STATUS Select status

SELECT Dropdown

Tab One Tab Active Tab Home

Text Text

Search Search

Progress bar Sign Up Progress



Notifications / Toast messages / Alert

Info Info Message	X
Success Success Message	X
Warning Warning Message	X

Radio Button

Default	Selected
---------	----------

Toggle Button

Off	On	Disabled
-----	----	----------

Checkboxes

Default	Checked
---------	---------

Tooltip

Value Text

Breadcrumbs

Modal Window

Link

- Button Link

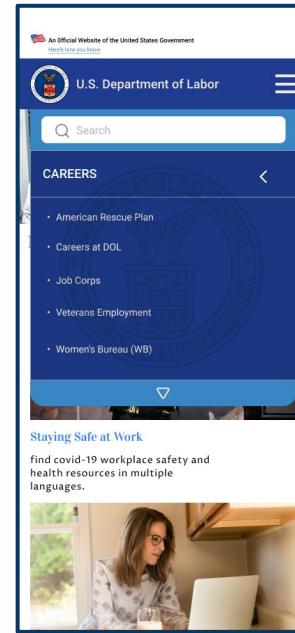
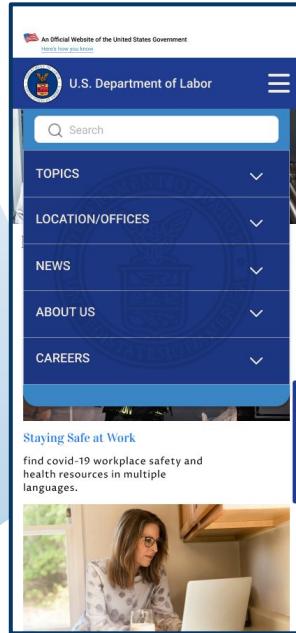
Stepper

Date Picker

Loading Indicators



High-Fidelity Mobile Mockups



Figma Link

High-Fidelity Desktop Mockups



U.S. Department of Labor

Search

TOPICS ▾ | LOCATION/OFFICES ▾ | NEWS ▾ | ABOUT US ▾ | CAREERS ▾

CONTACT US | FAQ

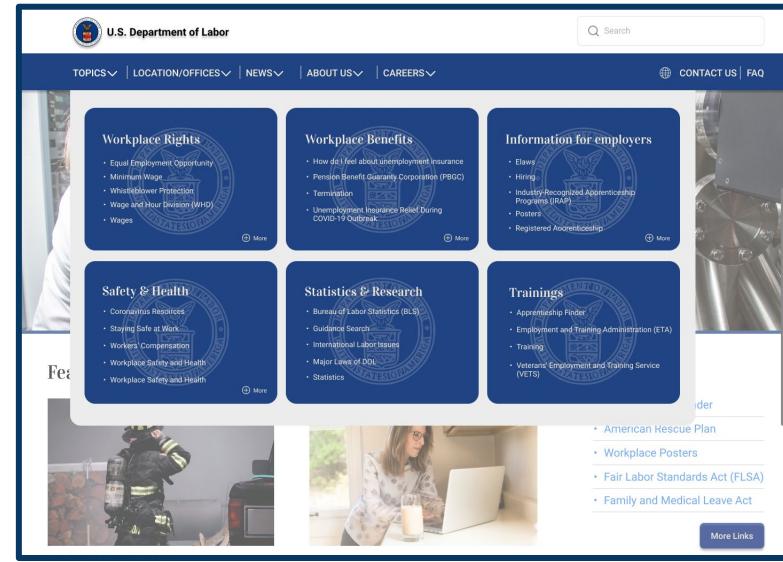
Featured Stories

- 
- 

Quick Links

- Apprenticeship Finder
- American Rescue Plan
- Workplace Posters
- Fair Labor Standards Act (FLSA)
- Family and Medical Leave Act

More Links



U.S. Department of Labor

Search

TOPICS ▾ | LOCATION/OFFICES ▾ | NEWS ▾ | ABOUT US ▾ | CAREERS ▾

CONTACT US | FAQ

Workplace Rights

- Equal Employment Opportunity
- Minimum Wage
- Whistleblower Protection
- Wage and Hour Division (WHD)
- Wages

More

Workplace Benefits

- How do I feel about unemployment insurance
- Pension Benefit Guaranty Corporation (PBGC)
- Termination
- Unemployment Insurance Relief During COVID-19 Outbreak

More

Information for employers

- FLSA
- Hiring
- Industry-Recognized Apprenticeship Programs (IRAP)
- Posters
- Registered Apprenticeship

More

Safety & Health

- Coronavirus Resources
- Staying Safe at Work
- Workers' Compensation
- Workplace Safety and Health

More

Statistics & Research

- Bureau of Labor Statistics (BLS)
- Guidance Search
- International Labor Issues
- Major Laws of DOL
- Statistics

More

Trainings

- Apprenticeship Finder
- Employment and Training Administration (ETA)
- Training
- Veterans' Employment and Training Service (VETS)

More

• American Rescue Plan

• Workplace Posters

• Fair Labor Standards Act (FLSA)

• Family and Medical Leave Act

More Links

• American Rescue Plan

• Workplace Posters

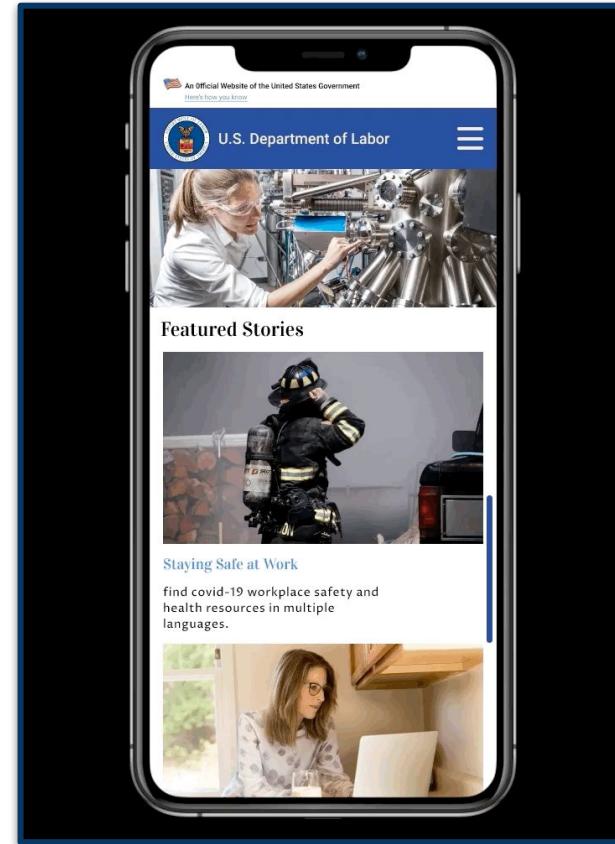
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