

Overview

I redesigned a forum application to create a user-centered platform that encourages meaningful **community interaction**. This design aligns with the goals of building a scalable system that supports diverse existing products and future growth, and improving content delivery to all users.

PRODUCT

Web

SKILLS

UI/UX design

Mockups

Content design

TIMELINE

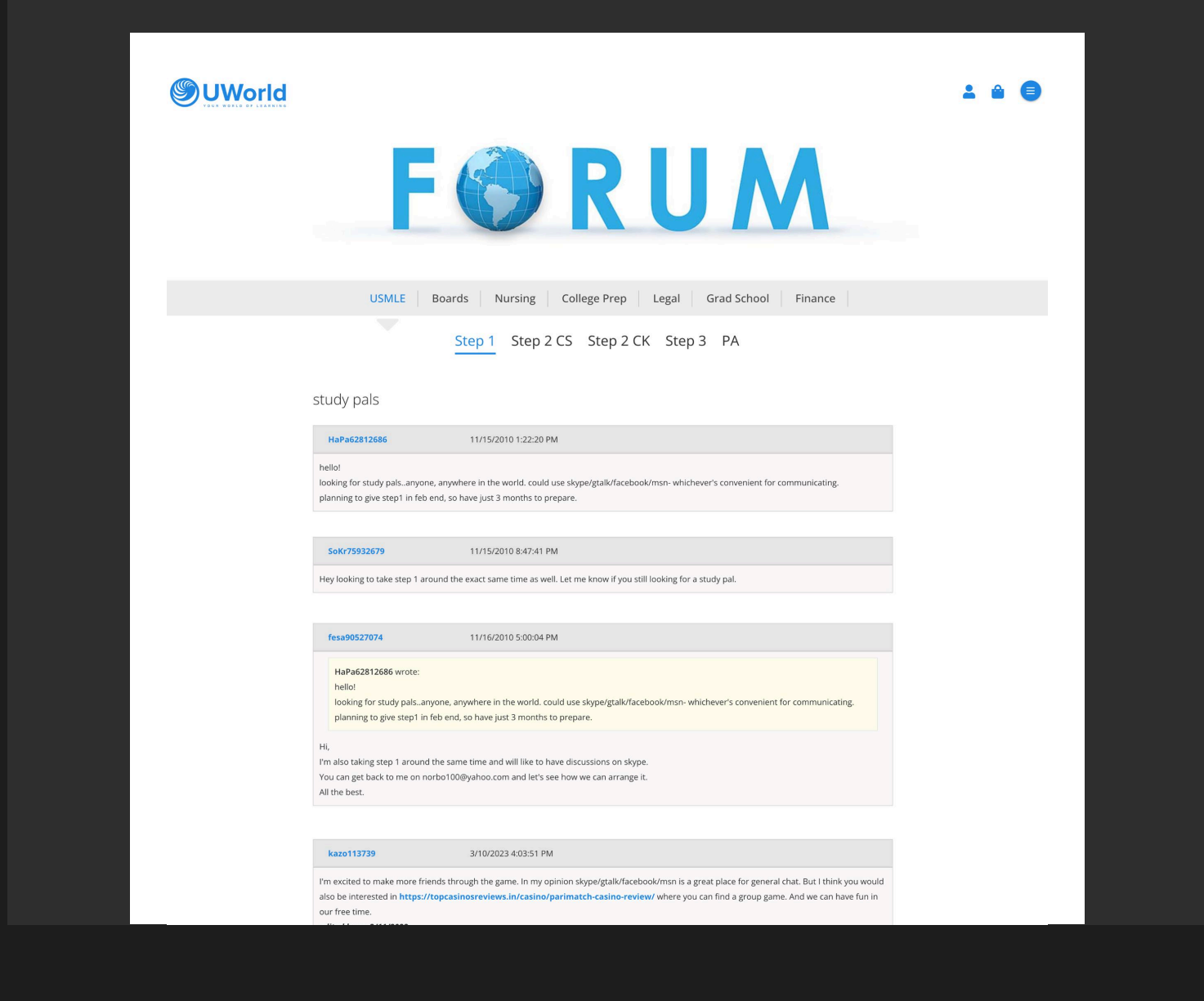
2 weeks

MY ROLE

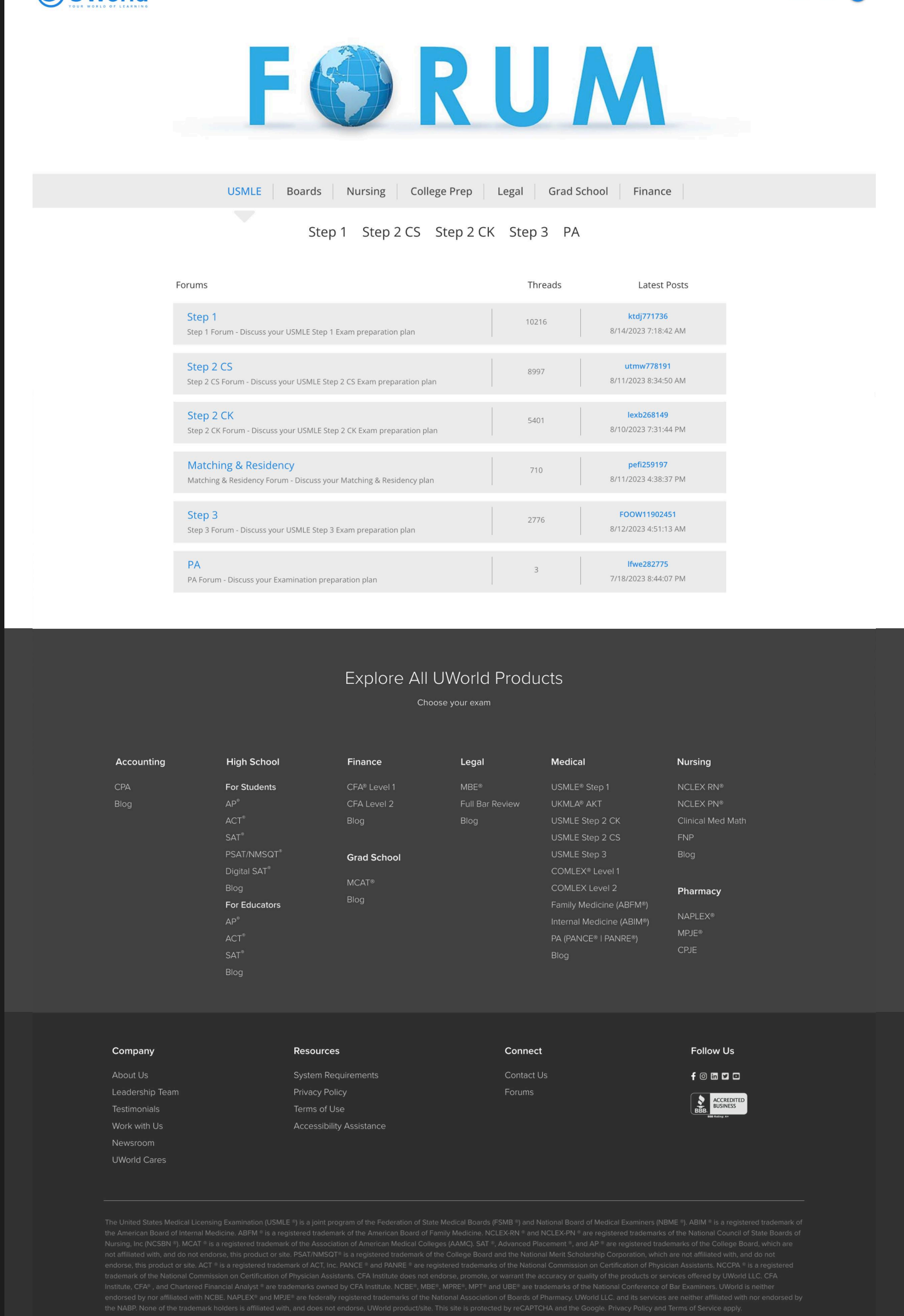
As a UX designer, I redesigned the forum within a short timeframe. Despite my limited understanding of the product, I focused on making the forum more user-friendly, ensuring that users could easily navigate it and interact with each other. Before creating mockups with Figma, I identified several pain points and opportunities, which are outlined below.

What's a Forum for?

UWorld specializes in creating practice questions for high-stakes exams to help students to prepare. They offer a diverse range of products in various fields, each containing a variety of test types. This forum was created to support users by enabling them to seek help with UWorld products, and **share their experiences** with other learners.



What are Pain Points?



Navigation Difficulty

The current user flow makes it more difficult for users to find solutions, and causing an unnecessary longer experience and more uncertainty about the results during their search process.

Communication Feature Problems

This forum currently lacks the ability to post messages or leave comments, and it is difficult to find ways to communicate continuously with other users.

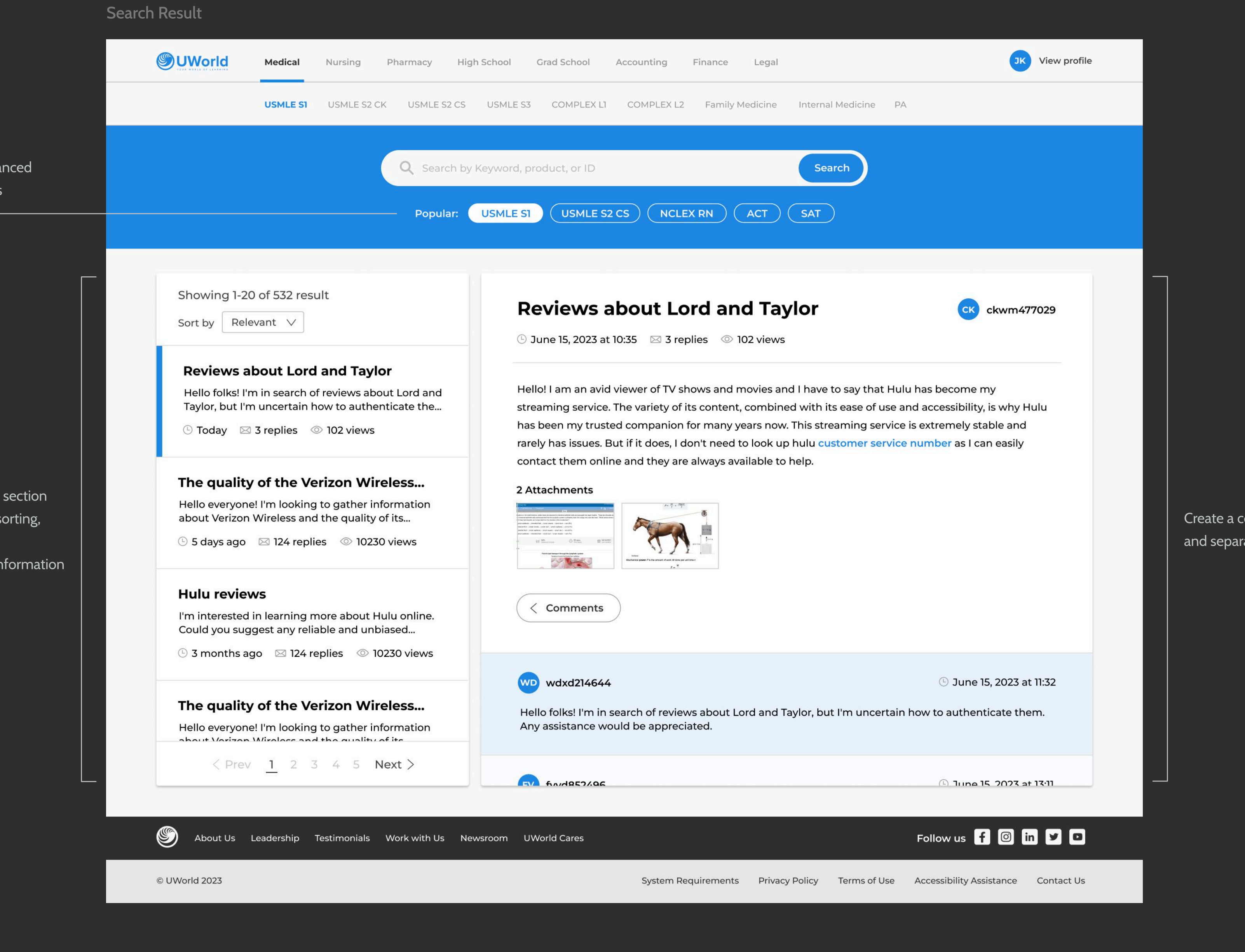
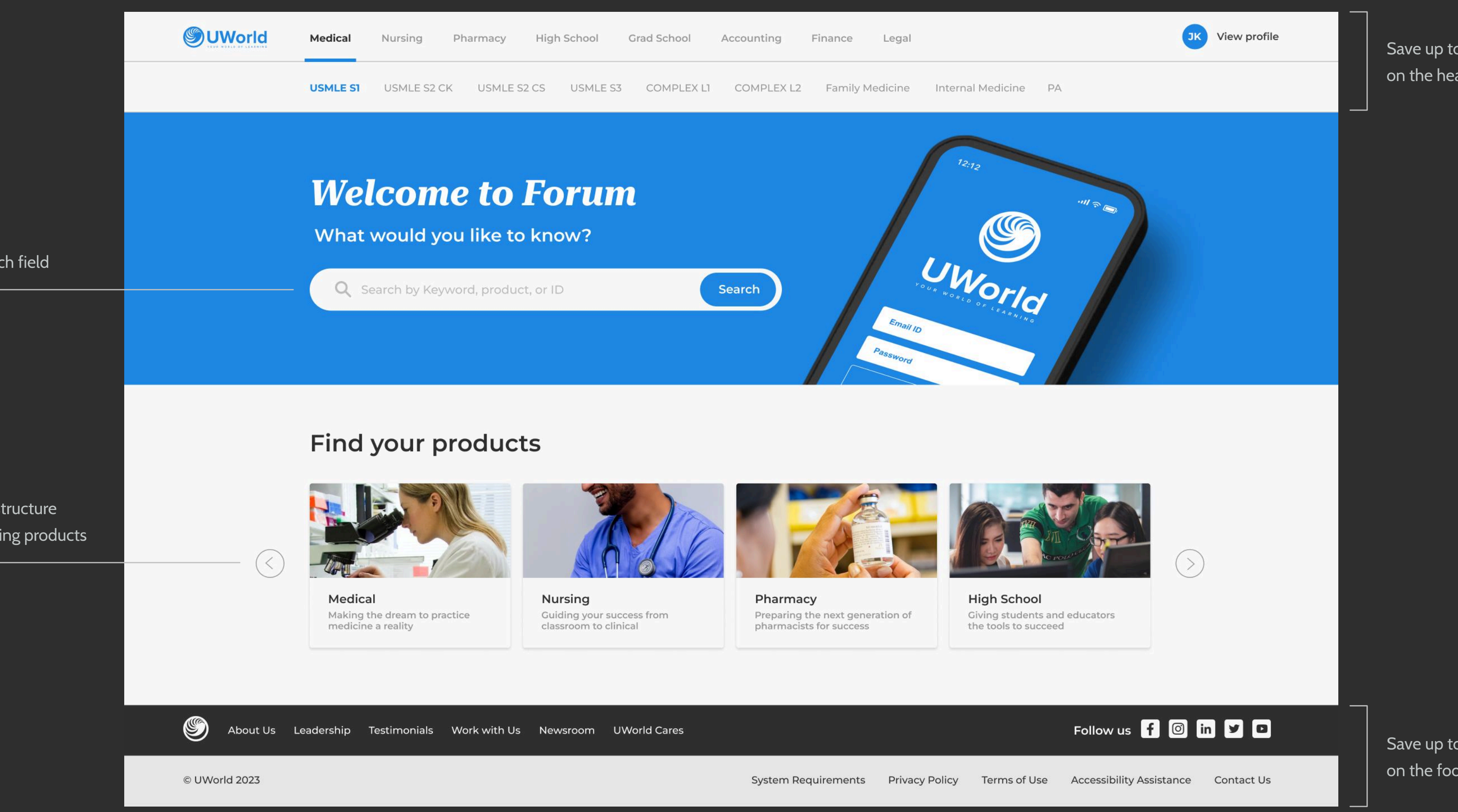
Layout Inefficiency

An excessive amount of white space can create an ineffective layout, unnecessarily making the user experience difficult and time-consuming.

Opportunities

Redesign the entire forum to increase community interaction and usability, while maintaining a similar design system to the previous product to help users recognize it.

- Restructured the layout to create easier navigating
- Divided clear spaces for users to engage and interact with other users
- Removed unnecessary space to make more compact for time-saving
- Added several key functionalities; search, item sorting, file attachment, and commenting



Re-evaluating Phase 1

After going through research and design within two weeks, I realized that there were a few things I had missed in the first phase.

It would also be better to test with users and gather feedback before moving on to the next phase of development.

In any case, I would like to suggest what needs to be included in the next phase of the design process.

Phase 2

- Create a user flow for posting a question
- Develop a communication details (Reply, Edit, Delete)
- If possible, integrate AI into the current search flow