

# Final Submission

Link: [Prisoner Express App \(cornell-info4340-2024sp.github.io/t\\_jam-project/\)](https://cornell-info4340-2024sp.github.io/t_jam-project/)

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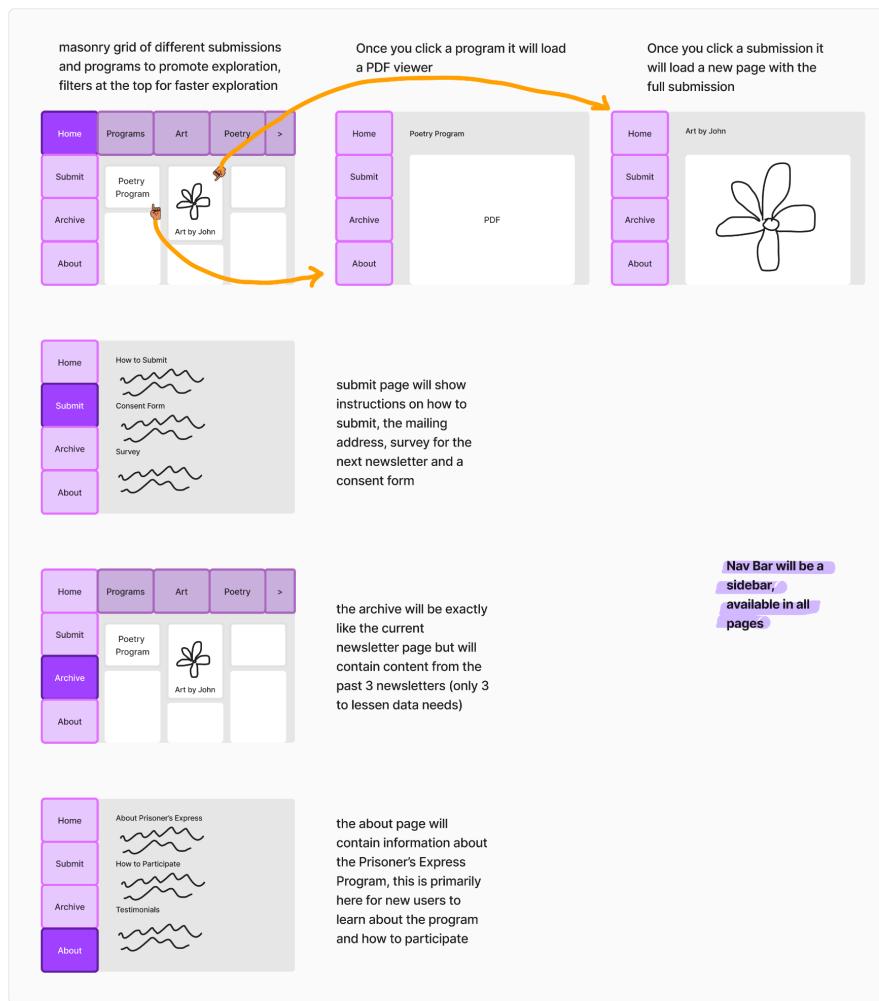
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# Project Overview

Our overarching project objective over the course of 10 weeks was to design an app for our client – Prisoner Express – which currently operates as a US-based, correspondence program where volunteers and educators send educational opportunities and support (e.g. educational, materials, newsletters, and resources) to people who are incarcerated. Our final implementation for the Prisoner Express app (Figure 1), has been evaluated in accordance with the project's primary objectives, which cover both the needs of clients and users.

## Initial Sketch



*Our final sketch iteration showcases a side navbar with newsletter, submit, archive, and about Prisoner's Express, with annotations detailing these features. These frames are in tablet-sized frames because our primary users are individuals with access to only tablets.*

## Final Design and Link ([Prisoner Express App \(cornell-info4340-2024sp.github.io\)](https://cornell-info4340-2024sp.github.io))

The screenshot shows the home page of the Prisoner Express App. On the left, a vertical sidebar menu includes Home, Submit, Archive, and About. The main content area features a "Select Filters" section with checkboxes for Art, Essay, Poem, and Program. Below this, there are several submission cards:

- Professional Design Development** by John Apple (Program): A colorful illustration of a clock tower with various objects like a teapot and a key hanging from its structure.
- The Circus** by Thomas Black (Essay): A short text about the bicentennial of the U.S. featuring the Ringling Brothers circus.
- Who Rescued Who?** by Leo Cardez (Essay): A short text about crying and being scolded.
- Gary Farlow** (Art): A small thumbnail image of a drawing.
- Michael Vandegrift** (Art): An illustration of a building under a starry night sky.
- Rattle Poetry** (Program): A yellow card.
- Starter Journal** (Program): A yellow card.

*Home Page, where users can explore the latest newsletters, read through different submissions and use the filters to narrow down their search*

The screenshot shows the "How to Submit to Prisoner's Express" page. The sidebar menu is identical to the home page. The main content area has a heading "How to Submit to Prisoner's Express" followed by instructions:

1. Read through the Prisoner's Express Newsletter and Archive. Look through current and past programs to be inspired
2. Prepare your own work that will be featured in the next newsletter
3. Complete the registration sheet

Below these instructions is a screenshot of a registration sheet titled "Spring 2024 Registration Sheet". The sheet contains fields for checkboxes and text input. Two checkboxes are highlighted:

- Journal Project** – I will keep a Journal for a year, and I may share my entries with PE. Please send me a Journal Starter packet.
- Poetry Project** – Please send me the next Prisoner Express Poetry Anthology Vol. 30. I understand that to receive the anthology I am required to submit a poem for consideration in the anthology.

*Submit Page, where users can find instructions for submitting entries for the next newsletter*

The screenshot shows the 'Archive' section of the Prisoner Express website. On the left is a vertical orange sidebar with links for Home, Submit, Archive, and About. The main area has a header 'Select Filters:' with dropdowns for year (2022 and 2023) and category (art, poem, essay). Below are two columns of news items. The first column (2022) includes an 'art' piece by Jesse Osmun titled 'S is for Stop' by Alan Piwowar, featuring a portrait of a person with colorful, textured hair. The second column (2023) includes an 'essay' by Vicki Hicks titled 'Cooking with Nana', which discusses her two daughters' love for cooking and baking. Other items in the grid include a sketch of the Statue of Liberty and an essay by Anthony Kenley titled 'Sticky Business'.

*Archive Page, where users can view and filter through past newsletters*

The screenshot shows the 'About' section of the Prisoner Express website. The sidebar on the left is identical to the archive page. The main content area features a large heading 'About Prisoner's Express'. Below it is a paragraph explaining the program's mission: 'Prisoner Express creates an opportunity for incarcerated men and women to get information, education and a public forum for creative self-expression. Through our newsletters and programs we step through the isolation and alienation of prison life – our goal is to bring hope and foster a sense of community among the prisoners who participate.' Underneath this is a section titled 'How it Works' with a detailed explanation of the volunteer process.

*About Page, where users can learn more about the Prisoner's Express Program*

## Design Evaluation

The evaluation of our design sketch against client requirements and user goals is as follows:

### Client Requirements & Goals

#### Requirements:

1. Newsletters must be accessible through tablets without an internet connection.
  - Solution: The data in the app will be pre-loaded and changed quarterly
2. Submissions must still be through the mail.
  - Solution: There will be a page in the app dedicated to submission instructions

#### Goals:

1. Deliver the newsletter to the audience.
  - Solution: The home page will consist of the most recent newsletter's content for the user to easily peruse or filter according to category.
2. Facilitate human connection and communication between prisoners and the outside world.
  - Solution: There will be programs with content provided by those outside of the prisoners. Prisoners can also inform what will be in the newsletter by answering the survey
3. Create a platform for prisoners to engage with creative activities/content to foster growth and a sense of belonging.
  - Solution: The current newsletter will provide opportunities for growth and the survey can allow prisoners to choose what they want to see in the next newsletter.

*For reasoning and more details on how these requirements & goals were derived, see Appendix A & Appendix B.*

### User Goals

Our main end user group consists of current prison inmates with an average sentence length of 5 years. Sam (pictured below), is our user persona representing the key values, needs, and experiences of this user group whom we are designing for.

User Persona

**Sam**  
*The Creative*

- Age: 20
- Occupation: Inmate @ Elmira Correctional Facility
- Personality: Introverted, Creative & Resourceful
- Tech Familiarity: Medium (had a mobile phone before getting imprisoned but hesitantly approaches new technologies)

**Bio**  
Sam has been an inmate in Elmira Correctional Facility for 4 years. He was imprisoned at 16 years old, but is to be released on parole in 4 months. He is hoping to explore avenues in design and development and wants to learn more about new technologies and skills before his release date.

**Device to be Used**  
Tablet provided by the correctional facility

**Goals**

- Personal Growth: To gain the skills, information and education necessary to succeed outside and in the design world.
- Discover: To learn about what the Prisoner Express is.
- Entertainment: To view and assess other creative works to gain inspiration and learn from.
- Creative Outlet: To express himself and experiment creatively.

**Obstacles**

- None/limited internet access.
- Limited access to informational/educational resources around him.
- Technologically risk-adverse; his learning style leans more towards process-oriented learning rather than tinkering.

**Desires**

- He wants to be recognized for his skills, and feel accepted by others through the skills.
- He wants to feel connected to the outside world through means of validation and learning, e.g. keeping up with technological advances and latest news.

(Image source: DALLE with prompt: create an image of a 20-year-old caucasian male inmate, see Appendix C.)

Our design responds to Sam's goals (representing the goals of our user group) in the ways as follows below:

- Discover Prisoner's Express Scenario:** You are an inmate at a correctional facility that recently partnered Prisoner's Express. Explore their app to find out more about the program and how to navigate.
  - Evaluation: Click Prisoner's Express, read about the program and how it works, navigate to newsletter and explore the different submissions and programs
  - The navbar is accessible upon entry to the app and includes an "About" item, labeled in text and with an icon which navigates to a tab specifically featuring information about the program upon entry to the tab, where all basic information about the program, including how it works and its background, is displayed.
- Personal Growth Task Scenario:** You are an inmate set to be released soon in 4 months. While in prison, you found your calling in creative fields. You want to gain the skills to apply for a design job when you get released. Through Prisoner's Express, look for a program that aligns with your goals.
  - Evaluation: Navigate to the newsletter, filter for the specific Program or scroll through the content, click the Design Professional Development Program, read through the PDF
  - Program entries are accessible on the Explore/ Newsletter tab of the app via their respective filters at the top, and program information is available as the first "item" displayed under its respective filter. Alternatively, for direct program submission information, it is possible to navigate to the Submission tab (directly accessible upon entry to the app via the "Submit" item in the navbar).
- Entertainment Task Scenario:** You are an inmate who has been sent to the box (solitary confinement). You spend the vast majority of the day within the box. You have exhausted the current catalog of submissions and want to find more content to pass the time. Go through the archives of past newsletters/submissions on the app and find a past submission that resonates with you.
  - Evaluation: Navigate to the archive, scroll through the past submissions and programs

- b. Our design has a tab specifically dedicated to the archive of past newsletters and submissions. With the archive highlighted in the sidebar, the task scenario can be easily carried out.
- 4. **Creative Outlet Task Scenario:** You are an inmate interested in the arts. You have heard that there is a portrait program in the new Prisoner's Express newsletter. Prepare a submission based on the newsletter's instructions.
  - a. Evaluation: Navigate through the newsletter page to find an arts program, use the filters at the top to narrow down your search, select the arts program, read through the pdf to prepare a submission. After completing the pdf, navigate to submit and read the instructions on how to mail submissions.
  - b. Our design features a page dedicated to explaining submission procedures as users are unable to electronically send in submissions. This page is visible from the sidebar and easily accessible to all users.

## User Testing

We conducted five user tests with the task scenarios to refine our app's usability as part of our iterative development process. Although our primary target users are current inmates at correctional facilities, we selected five college students from Duffield Atrium as a more accessible substitute for this round of testing. The group consisted of three male and two female engineering students, none of whom were familiar with the app or its purpose. This unfamiliarity mirrors the expected user context within correctional facilities, allowing us to gain insight into initial reactions to the app. Participants were asked for their willingness to participate in user testing of the usability of our app and for us to take typed notes of the testing session, and were informed that their identity would remain anonymous in our report, before obtaining consent for each testing session.

## Evaluation

After conducting our user testing (see Appendix D-H), we created an affinity diagram (Appendix I) to determine common themes. Here are our findings:

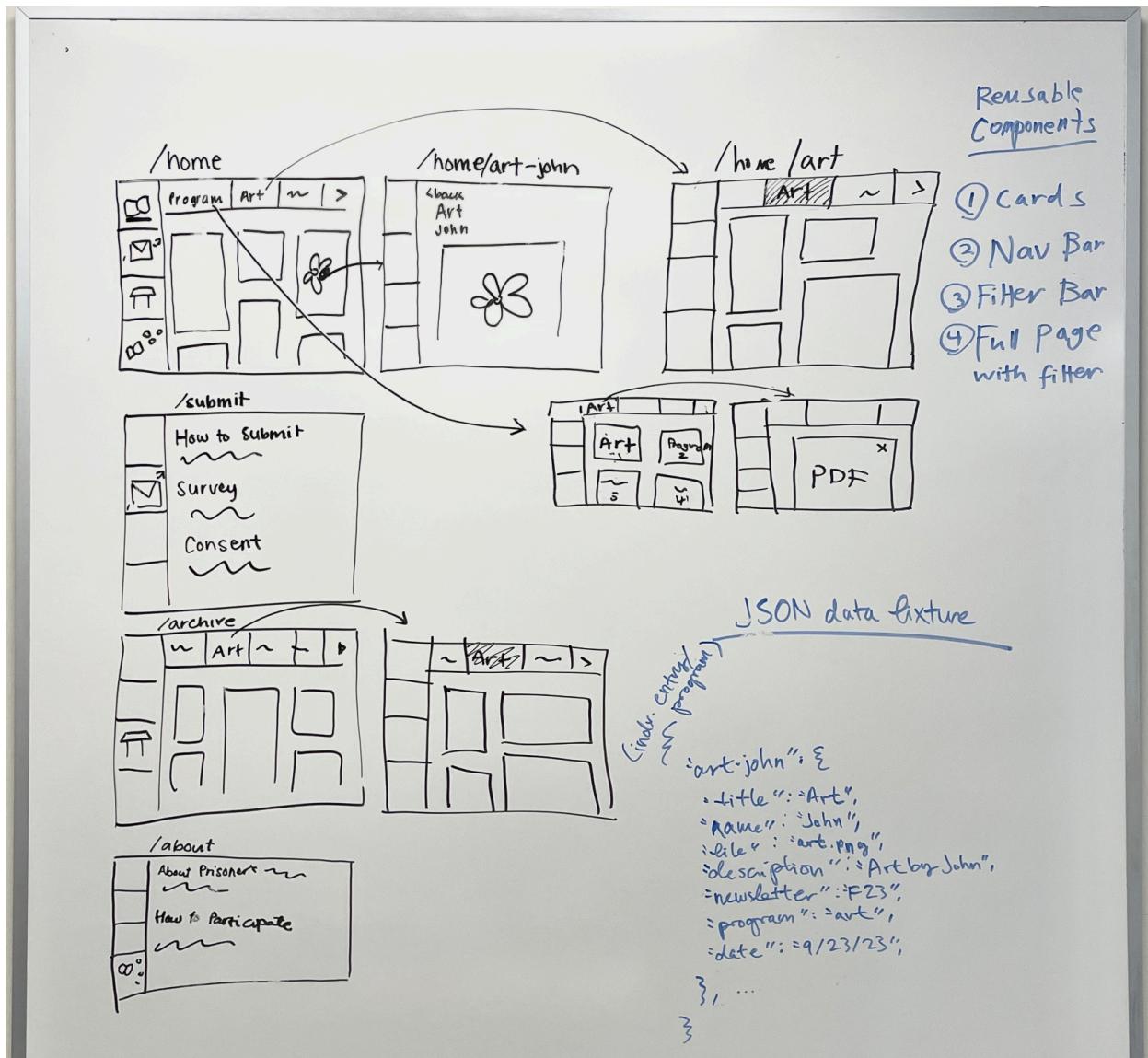
1. Participants were generally able to identify what Prisoner's Express was about by scrolling through the Home page and reading about the program in the About page (Task 1).
2. Participants were generally able to identify and locate the details of a program that would help them develop their skills in the creative fields (Task 2). One thing to note was that participants had a hard time distinguishing what a program was, but were usually able to quickly figure out that cards with PDFs are the programs after some time exploring the app. Some participants also played around with the filters, initially being confused on what they were supposed to do (e.g. participants initially didn't know what "clear" meant, and didn't realize filters changed the content on the screen and that multiple filters could be selected to narrow/expand their exploration of the content).

3. Participants were able to quickly identify where past content was located (Task 3), i.e., the Archive screen. However, upon locating the Archive screen, participants expressed initial confusion as they didn't know the difference between the home page and the archive page, as in our current prototype they are identical in content and structure.
4. When asked to prepare a poetry submission, all participants found the Submit page (Task 4), however they did not consider that different programs have different submission details.



## Implementation Plans

Below is the summary of our plans to implement a high-fidelity prototype in accordance with our final sketches, and task scenarios:



Whiteboard showing our plans including necessary components and data fixtures.

## Planned Views/Components/ Fixtures/Routing

For our high-fidelity prototype, we have planned for the following components to be included for functionality:

- Masonry Grid/ Cards: This is to contain the format for the explore and archive pages.
- Navigation Bar: The navigation bar is to be present on all pages to allow Sam (and other users) to easily navigate pages on the app.
- Filter Bar: This is to be present on the explore and archive pages to allow Sam (and other users) to narrow their searches.

The views to be included are:

- AboutView: This view is to give more information about Prisoner's Express to Sam and other users
- ArchiveView: This view is to contain past newsletters and submissions.
- CardDetail: This view is to show the details of each card that has been clicked on.
- HomeView: This view showcases the explore page, navigation, and filter bars.
- PDFView: This view is to contain the PDF viewer that will be used to view program PDFs and other necessary attachments.
- SubmitView: This view is to contain the submission information for Sam and others to reference easily.

Our general outline for fixtures will include:

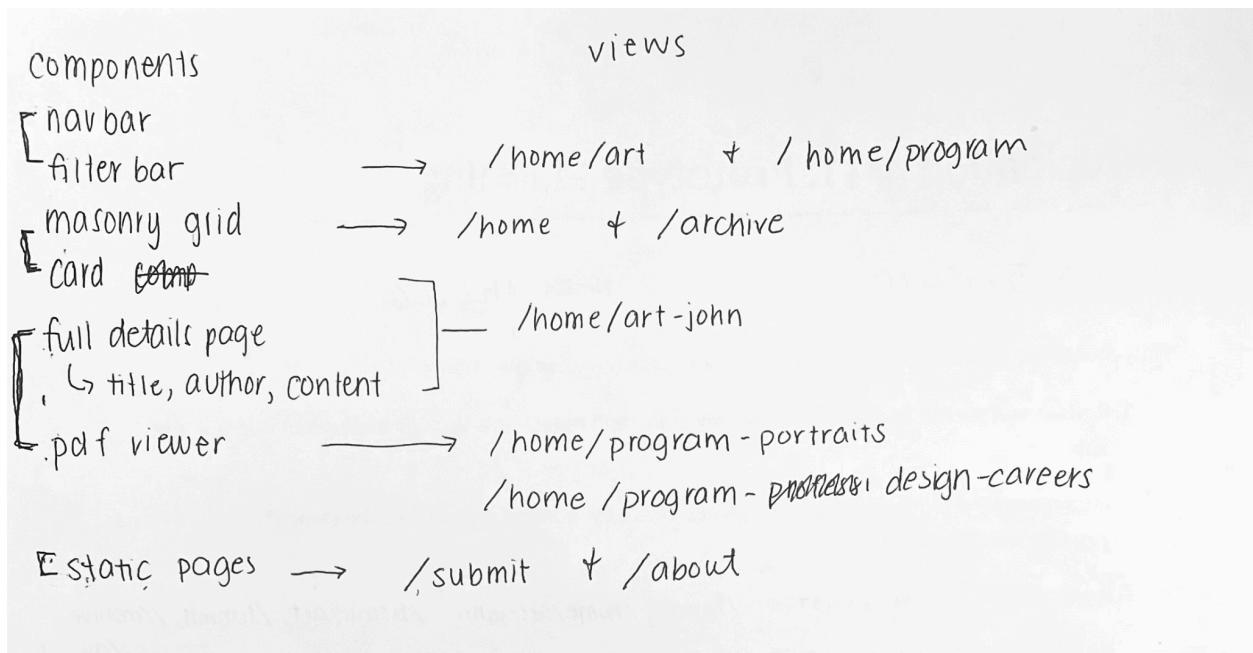
- "title"
- "author"
- "file"
- "excerpt"
- "content"
- "newsletter"
- "program"

Our routing plan is as follows, and the naming sequences are simple and concise to allow for Sam (and other users) to be aware of the pages they are browsing without feeling overwhelmed or confused:

- Home Page:
  - Path: '/'
  - Name: home
  - Component: HomeView
- Filtered Page(s):
  - Path: '/home/:filter'
  - Name: home-filter
  - Component: CardView
- Details Page:
  - Path: '/detail/:key'

- Name: detail
  - Component: CardDetail
- Submit Page:
  - Path: '/submit'
  - Name: submit
  - Component: SubmitView
- About Page:
  - Path: '/about'
  - Name: about
  - Component: AboutView
- Archive Page:
  - Path: '/archive'
  - Name: Archive
  - Component: ArchiveView

### Features/ Component Distribution



Mika: details & pdf viewer

Alex: static & fixtures

Jenny: navigation & filter

Tooni: masonry grid + card

## Post-User Testing Implementation

Our team created the following changes to our app's design based on our user testing findings:

1. Clarifying the functionality of the filter buttons: Specifically, our updated prototype informs users that there is the option to explore by filtering through content by the addition of a "Select filters" label directly above the filters. It also makes communication of the checkbox functionality of our filter pills more literal by including a checkbox in each filter pill. We clarified the "clear all" for clearing the filters by changing the label to "clear all" as well as using a different appearance (underlined text) for it instead of styling it the same way as the filter pills.
2. Clarifying the difference between programs and newsletter entries: We added tags to the cards for the item type and changed the style for programs so that it is easier to distinguish.
3. Clarifying the difference between the Home and Archive page: As participants were largely confused by the identical content and format on both screens, we updated the content to reflect current (Home) and past (Archive) content. The filters were changed to newsletter date on the Archive page to let users know that they are looking at old content.
4. Clarifying full submission instructions to incorporate submission instructions for different programs: We added more details on the submit page to let users know that they should look at the submission details of the program and complete the registration sheet to submit.
5. Improving usability based on showcase feedback: We also received feedback from the professor during the showcase about adding a back button. Since this app is for a low-tech literacy audience adding a back button can help with navigation and avoid confusion.

## Contribution & Signatures

Mika: Implemented card details and the pdf viewer. Contributed to write-up of post-user testing implementation. Helped organize the final submission file.

Alex: Implemented static pages and fixtures, contributed to report narrative.

Jenny: Implemented the navigation and filter, as well as contributed to the setup and write up of the report narrative.

Tooni: Implemented the masonry grid for cards on the home and archive pages, as well as contributed to the report narrative.

Mika Labadan -5/10/2024

Jenny Yu - 5/10/2024

Alexandra Kim - 5/10/2024

Jesutooni Oguntula - 5/10/2024



## Appendices

### A. Client Interview – Insights and Justifications

Based on the themes in our affinity diagram for our client interview, we drew the following key insights:

- Deliver the newsletter to the audience.
  - *The app and its content should prioritize dissemination and accessibility to enable a greater reach of the audience. The app should fit within prisons' constraints: it should work without internet access, be compatible with tablets used in prisons, and adhere to various prisons' content delivery logistics.*
- Facilitate human connection and communication between prisoners and the outside world.
  - *Maintaining personal connections contributes significantly to managing a prisoner's psychological well-being. In paper mail, this can be reflected through sensory processing e.g. via tactile textures of the paper, olfactory scent of the letters, and visual representation of the sender's handwriting. It is important to keep personal connections alive in the prison environment, indicating a primary goal of the app to facilitate communication and connection between prisoners and the outside world. The aim is to address this both on content and experiential level within the constraints of the app's digital format.*
- Create a platform for prisoners to engage with creative activities/content to foster growth and a sense of belonging.
  - *The programs in current Prisoner's Express' newsletters feature creative activities such as writing, art, and discussions which have reportedly helped foster personal growth and a sense of belonging among prisoners. The aim is that these positive outcomes are likewise facilitated through the app's design.*
  - *Social interactivity within the app has the potential to increase prisoners' sense of connection to the outside world by fostering human recognition, community building, and creative content generation from discussions among users asynchronously. The app should be able to facilitate such experiences; however, building such features should also align with prison content delivery logistics.*

## B. User Survey Data – Affinity Diagram (Key Themes in Survey Data)

The following screenshots are from our survey data affinity diagram. They consist of verbatim responses in our user survey, organized into sticky notes and grouped by theme into the affinity diagram:



## C. User Persona – Image Source

The following image is the response generated via DALL-E, by entering the prompt:  
“create an image of a 20 year old caucasian male inmate”



## D. Participant 1 Notes

- **Discover Prisoner's Express Scenario:** You are an inmate at a correctional facility that recently partnered Prisoner's Express. Explore their app to find out more about the program and how to navigate.
  - Evaluation: Click Prisoner's Express, read about the program and how it works, navigate to newsletter and explore the different submissions and programs
  - User
    - 1. Scrolls through home page contents first “So the first thing I notice is this clear button and I was wondering what it clears” And then I click these, I see games, I see test, click details, nothing there yet... keeps scrolling
      - a. Art,
    - 2. Submit
      - a. Reads from instructions
    - 3. Archive
      - a. “Is this the same as home? It is
    - 4. About
    - 5. Home – what does the clear button do? Clicks between filters and clear back and forth ‘oh it just clears the selection’
      - a. Going to read an essay
    - 6. Tries to click on title of card, rather than ‘More details’
- **Personal Growth Task Scenario:** You are an inmate set to be released soon in 4 months. While in prison, you found your calling in creative fields. You want to gain the skills to apply for a design job when you get released. Through Prisoner's Express, look for a program that aligns with your goals.

- Evaluation: Navigate to the newsletter, filter for the specific Program or scroll through the content, click the Design Professional Development Program, read through the PDF
    - 1. Program filter, "you said design, so more details."
    - 2. Zooms in on pdf
    - 3. "So I just look for something here?" Oh, Scrolls through pdf
- **Entertainment Task Scenario:** You are an inmate who has been sent to the box (solitary confinement). You spend the vast majority of the day within the box. You have exhausted the current catalog of submissions and want to find more content to pass the time. Go through the past newsletters/submissions on the app and find a past submission that resonates with you.
  - Evaluation: Navigate to the archive, scroll through the past submissions and programs
  - User nav:
    - 1. Immediately navigates to archive, begins scrolling
    - 2. "This one has my name on it, so..."
    - 3. This is the archive, right? What is the difference...[between archive and home]
- **Creative Outlet Task Scenario:** You are an inmate interested in the arts. You have heard that there is a portrait program in the new Prisoner's Express newsletter. Prepare a submission based on the newsletter's instructions.
  - Evaluation: Navigate through the newsletter page to find an arts program, use the filters at the top to narrow down your search, select the arts program, read through the pdf to prepare a submission. After completing the pdf, navigate to submit and read the instructions on how to mail submissions.
  - Home -> third filter
  - Submission
    - 1. Oh boy
  - Home -> program filter
    - 1. Prisoner's express newsletter?
    - 2. + Poetry filter
    - 3. Tries to deselect filter options, does not work, hits clear instead
      - a. Clicks into poetry program newsletter program

#### More Notes:

- Uses back button of safari ui rather than
- Is home and button the same thing?
- What is the clear button

## E. Participant 2 Notes

- **Discover Prisoner's Express Scenario:** You are an inmate at a correctional facility that recently partnered Prisoner's Express. Explore their app to find out more about the program and how to navigate.
  - Evaluation: Click Prisoner's Express, read about the program and how it works, navigate to newsletter and explore the different submissions and programs
    1. Scrolls on home page first
      - a. Selects program filter
      - b. Selects Art filter
      - c. This app is about reading daily newsletters or something similar? Because I've seen a lot of like pdfs and pictures, so it just... I'm just a little bit confused what I'm looking at
      - d. Hits pdf program details
      - e. Looks at art entry details
    2. Submit
      - a. Reads submission
    3. Archive
      - a. Is the home and archive the same thing?
    4. About -> immediately goes back to home
      - a. I think the layout's...there's a lot of words which makes it look a bit busy. I rethink I prefer looking at more picture just to see what it is
  - **Personal Growth Task Scenario:** You are an inmate set to be released soon in 4 months. While in prison, you found your calling in creative fields. You want to gain the skills to apply for a design job when you get released. Through Prisoner's Express, look for a program that aligns with your goals.
    - Evaluation: Navigate to the newsletter, filter for the specific Program or scroll through the content, click the Design Professional Development Program, read through the PDF
    - User
      1. Initial confusion about task scenario – “I’m looking for a job with the app?”
      2. Home
        - a. Flipping through diff filters
        - b. I do find a lot of useful things, like I don’t know whether the chess (chess entry details) helps me at all or not
        - c. As a student in tech, maybe more skills related to engineering?
  - **Entertainment Task Scenario:** You are an inmate who has been sent to the box (solitary confinement). You spend the vast majority of the day within the box. You have exhausted the current catalog of submissions and want to find more content to pass the time. Go through the past newsletters/submissions on the app and find a past submission that resonates with you.

- Evaluation: Navigate to the archive, scroll through the past submissions and programs
- User
  1. Goes to submit page, reading submit page
  2. Navigates to Archive
  3. Then to About
  4. Home -> filters through items in chronological order filters are presented
    - a. I think I'd prefer to look at art or read essays
    - b. I'm curious. What is the clear button here?
- **Creative Outlet Task Scenario:** You are an inmate interested in the arts. You have heard that there is a poetry program in the new Prisoner's Express newsletter. Prepare a submission based on the newsletter's instructions.
  - Evaluation: Navigate through the newsletter page to find an arts program, use the filters at the top to narrow down your search, select the arts program, read through the pdf to prepare a submission. After completing the pdf, navigate to submit and read the instructions on how to mail submissions.
    1. Home -> art -> poetry
    2. I might first read the other people's work to find inspiration (Home), and then I would just (Submit) mail to this address
  - Overall seems to know how to navigate filters after a few attempts

More Notes:

- Plays a lot around the filter buttons
- Also asks about the "clear"
- Also goes to "poem" for last task

## F. Participant 3 Notes

- **Discover Prisoner's Express Scenario:** You are an inmate at a correctional facility that recently partnered Prisoner's Express. Explore their app to find out more about the program and how to navigate.
  - Evaluation: Click Prisoner's Express, read about the program and how it works, navigate to newsletter and explore the different submissions and programs
  - User
    1. Home -> scrolls
    2. I'm gonna click on About because I don't know about PE. So this is like a newsletter place.
    3. Home: so this is like people's writing
    4. Submit: this is chance for me to submit my own writing...it seems, so I can submit my own writing through here?
    5. And Archive I'm assuming is like last year? Last season?

- **Creative Outlet Task Scenario:** You are an inmate interested in the arts. You have heard that there is a portrait program in the new Prisoner's Express newsletter. Prepare a submission based on the newsletter's instructions.
  - Evaluation: Navigate through the newsletter page to find an arts program, use the filters at the top to narrow down your search, select the arts program, read through the pdf to prepare a submission. After completing the pdf, navigate to submit and read the instructions on how to mail submissions.
  - User:
    1. Submit – so I should submit something? .....
      - a. So it says I should print out registration sheets, check [...] I don't know where the registration sheets are though. But if I knew where this sheet was, I would check the box and I would mail it to this address
- **Entertainment Task Scenario:** You are an inmate who has been sent to the box (solitary confinement). You spend the vast majority of the day within the box. You have exhausted the current catalog of submissions and want to find more content to pass the time. Go through the past newsletters/submissions on the app and find a past submission that resonates with you.
  - Evaluation: Navigate to the archive, scroll through the past submissions and programs
  - User:
    1. Home -> Archive
      - a. Okay...[scrolling]...selects entry and enters more details. Okay, I found one.
- **Personal Growth Task Scenario:** You are an inmate set to be released soon in 4 months. While in prison, you found your calling in creative fields. You want to gain the skills to apply for a design job when you get released. Through Prisoner's Express, look for a program that aligns with your goals.
  - Evaluation: Navigate to the newsletter, filter for the specific Program or scroll through the content, click the Design Professional Development Program, read through the PDF
  - User:
    1. Home -> Programs filter
      - a. Scrolls
      - b. Clicks App design filter details, exits, re-enters, scrolls down. Clicks open.

## G. Participant 4 Notes

- **Discover Prisoner's Express Scenario:** You are an inmate at a correctional facility that recently partnered Prisoner's Express. Explore their app to find out more about the program and how to navigate.
  - Evaluation: Click Prisoner's Express, read about the program and how it works, navigate to newsletter and explore the different submissions and programs

- User
  - 1. Home – so this has information about the program?
  - 2. Okay, so I guess About.
  - 3. Archive...oh, it looks like the same page
    - a. Clicks into program details...This is an example of program details...
    - b. Another entry: there's another creative piece?
    - c. Oh, there's arts.
    - d. Did I click too fast? Did I click too fast...oh, these are all filters. Or do I clear? Ok, clear
- **Personal Growth Task Scenario:** You are an inmate set to be released soon in 4 months. While in prison, you found your calling in creative fields. You want to gain the skills to apply for a design job when you get released. Through Prisoner's Express, look for a program that aligns with your goals.
  - Evaluation: Navigate to the newsletter, filter for the specific Program or scroll through the content, click the Design Professional Development Program, read through the PDF
  - User
    - 1. Creative..program filter from home
      - a. Professional career + design
        - i. I guess there's a couple of options? Clicks into details for 1 program
- **Entertainment Task Scenario:** You are an inmate who has been sent to the box (solitary confinement). You spend the vast majority of the day within the box. You have exhausted the current catalog of submissions and want to find more content to pass the time. Go through the past newsletters/submissions on the app and find a past submission that resonates with you.
  - Evaluation: Navigate to the archive, scroll through the past submissions and programs
  - User
    - 1. Archive
      - a. Scrolls
      - b. Clicks through the filters they are interested in
      - c. Scrolls
        - i. Is the archive by year? Or no, I guess it's by category
      - d. Clicks into art, looks around
      - e. Clicks back, finished
- **Creative Outlet Task Scenario:** You are an inmate interested in the arts. You have heard that there is a poetry program in the new Prisoner's Express newsletter. Prepare a submission based on the newsletter's instructions.
  - Evaluation: Navigate through the newsletter page to find an arts program, use the filters at the top to narrow down your search, select the arts program, read through the pdf to prepare a submission. After completing

the pdf, navigate to submit and read the instructions on how to mail submissions.

- User
  - 1. Archive -> clicks program filter + poetry
  - 2. Attempts to unclick poetry
    - a. Did it unclick? I think... whatever (still toggled but associated entries w poetry are gone)
  - 3. Submit
    - a. Looks like through mail? No option to submit online...
  - 4. Returns to home
    - a. Goes back to submit
      - i. Oh registration...submit by mail??

## H. Participant 5 Notes

- **Discover Prisoner's Express Scenario:** You are an inmate at a correctional facility that recently partnered Prisoner's Express. Explore their app to find out more about the program and how to navigate.
  - Evaluation: Click Prisoner's Express, read about the program and how it works, navigate to newsletter and explore the different submissions and programs
  - User
    - 1. Am I on the app already?
    - 2. Home
      - a. Not sure if this is intentional, but I'm a little confused by the lack of images
      - b. Checking out what these tabs are... so you can click on multiple categories? (filters)
      - c. Not sure what's happening when /i click on it twice...
    - 3. Archive:
      - a. Lots of articles
      - b. Kind of hard to navigate bc lots of text being thrown at me
      - c. Clicks into entry
- **Personal Growth Task Scenario:** You are an inmate set to be released soon in 4 months. While in prison, you found your calling in creative fields. You want to gain the skills to apply for a design job when you get released. Through Prisoner's Express, look for a program that aligns with your goals.
  - Evaluation: Navigate to the newsletter, filter for the specific Program or scroll through the content, click the Design Professional Development Program, read through the PDF
  - User
    - 1. All in archive page

- a. My initial reaction is to check out the tabs at the top and narrow mj search
    - i. programs
    - ii. I think I'd look into the app design one... more details...scroll up...should I just give it a second...
  - b. After that I think I'd look through art...I don't actually know what I was expecting but I guess it's just pictures...
  - c. And just look through other things[entry]...this one seems interesting
- **Creative Outlet Task Scenario:** You are an inmate interested in the arts. You have heard that there is a poetry program in the new Prisoner's Express newsletter. Prepare a submission based on the newsletter's instructions.
  - Evaluation: Navigate through the newsletter page to find an arts program, use the filters at the top to narrow down your search, select the arts program, read through the pdf to prepare a submission. After completing the pdf, navigate to submit and read the instructions on how to mail submissions.
  - User
    - 1. archive
      - a. i guess I'd click on poem and program
      - b. Look at poems already in here to get inspiration
      - c. Are instructions supposed to be in here too? I guess I'd look at thighs that don't seem like poems??? I don't think this is it (after clicking entry details)
      - d. Maybe look at programs...not rly finding what I want...
      - e. Looks at pdf
    - 2. incomplete?
- **Entertainment Task Scenario:** You are an inmate who has been sent to the box (solitary confinement). You spend the vast majority of the day within the box. You have exhausted the current catalog of submissions and want to find more content to pass the time. Go through the past newsletters/submissions on the app and find a past submission that resonates with you.
  - Evaluation: Navigate to the archive, scroll through the past submissions and programs
  - User
    - 1. Archive
      - a. This entry resonates with me, seems like an interesting story
      - b. Doesn't know how to differentiate between programs

## I. Affinity Diagram of User Testing Results

