

Research

For research we conducted usability tests of the old FCC site to find out the issues and pain points of navigating the site and any accessibility issues that hindered their exploration.

With others researching the same website we got together and created an interview plan to help with tasks and getting feedback about the users experience.

Our key findings showed the FCC had almost too much information which was not stored in the best way possible. It made finding anything quickly a hassle and users ended up opting to use the search engine for almost every task.

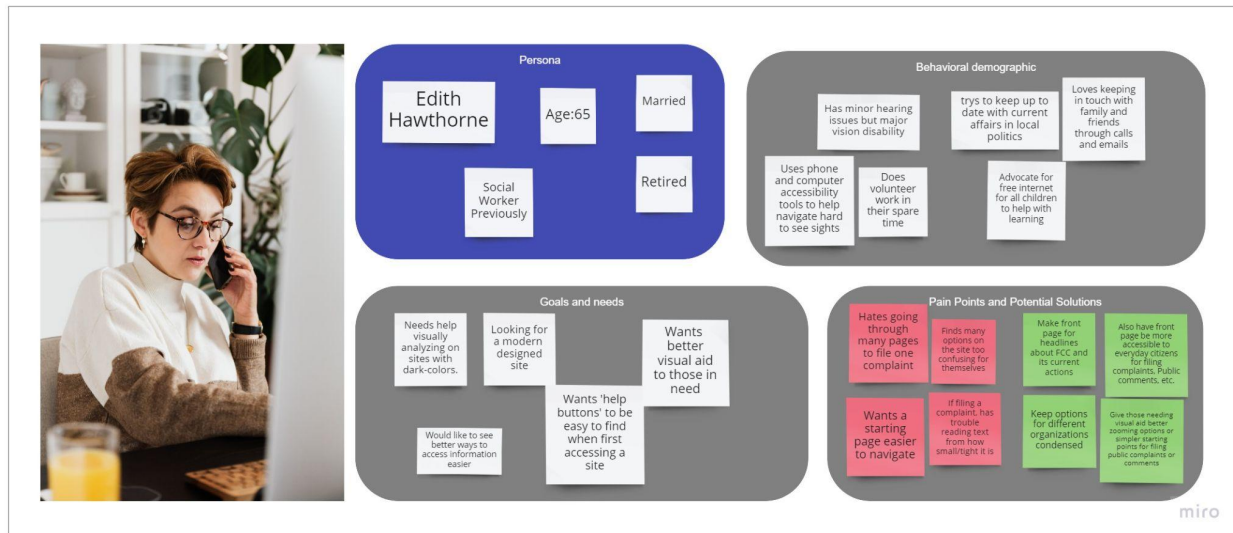
[Link to Usability Tests](#)

FCC.gov USABILITY TESTING First User Test	
Goals/Objectives:	Why would someone come to fcc.gov to file a complaint? What issues would they have completing the task?
Tasks:	File a Consumer Complaint
Goal/Output:	Finding out the steps that a user would take to file a complaint. Review how a user would navigate the website.
Assumptions:	-User may want to go through header of site to find option to file complaint. -User may use search bar to find where to file a complaint -User may get stuck from the number of options there are
Scenario/Steps:	-Go to homepage -Click option to file a consumer complaint -Choose TV Option to file complaint -Enter fake personal information & Email -Write a brief complaint about the news station anchor -Submit Complaint
Success Criteria:	User should be able to complete this task in about 5 minutes.
Notes:	- Thought they should've signed in first - Confused with Internet filing page since it was all text and just a small link at the bottom to fill out a form. Link wasn't too visible and not noticeable at all - Trouble deciding which complaint filing option was a better choice for them - Wants popups for identifying what each section is for

User Persona or Empathy Map

Our user Edith Hawthorne is visiting the FCC.gov website to file an accessibility complaint against her television brand for not instituting better intuitive visual aid with

her television set. The result is having trouble seeing any of the captions presented when the option is selected and trouble reading them when contrasted against shows with busy videography.

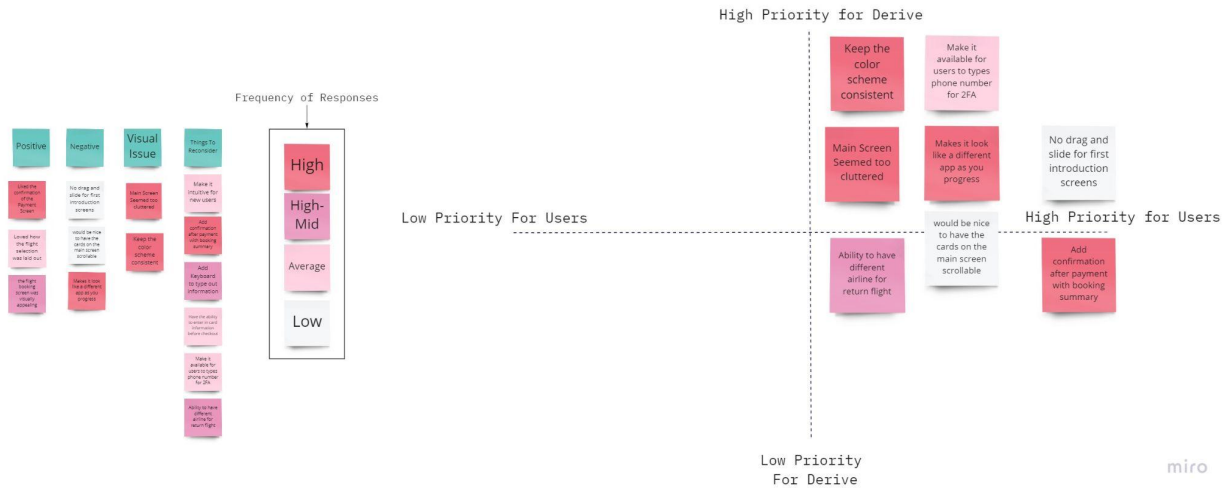


User Flow and Storyboard or User Journey Map

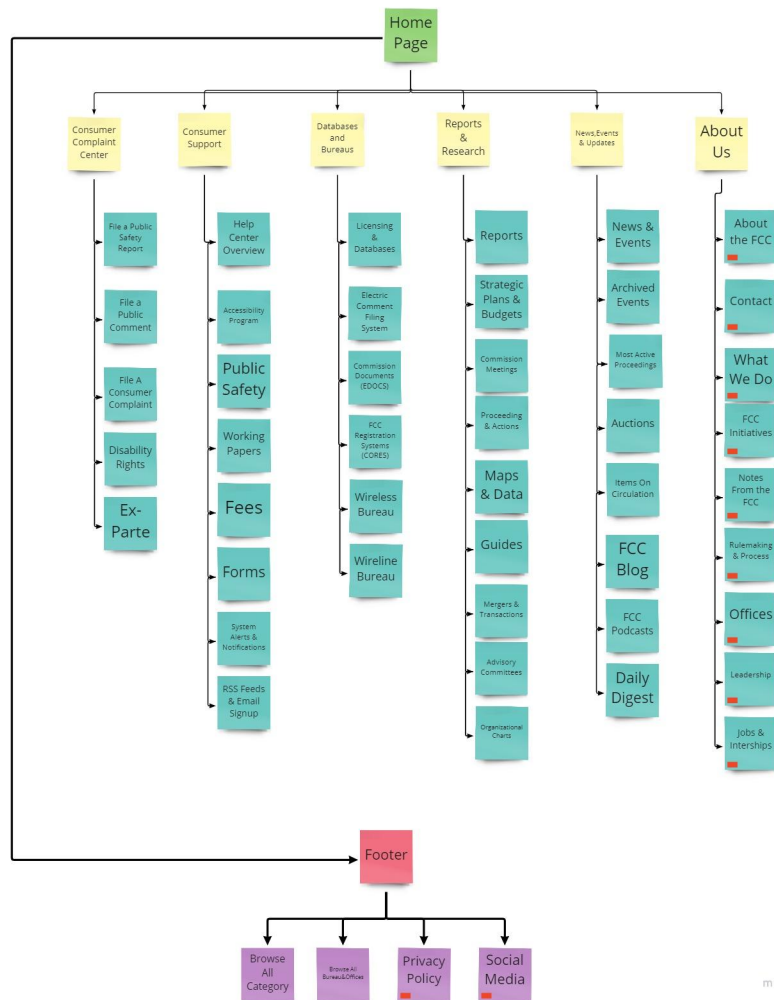
From here, we constructed a User flow through Redline Annotating to illustrate how our user would navigate the current FCC site to submit a public claim.

Having tested this through our usability tests we created affinity diagrams based on a collection of notes and plotted a Prioritization matrix to help gauge the most helpful changes to the least helpful.

Through card sorting we took all primary and secondary pages of the site and rearranged into piles that corresponded better to how the initial website was. With categories made from those piles we were ready to create a prototype setup of the final redesign sitemap.



Prioritization And Affinity Diagram



Card Sorting categorized into new sitemap

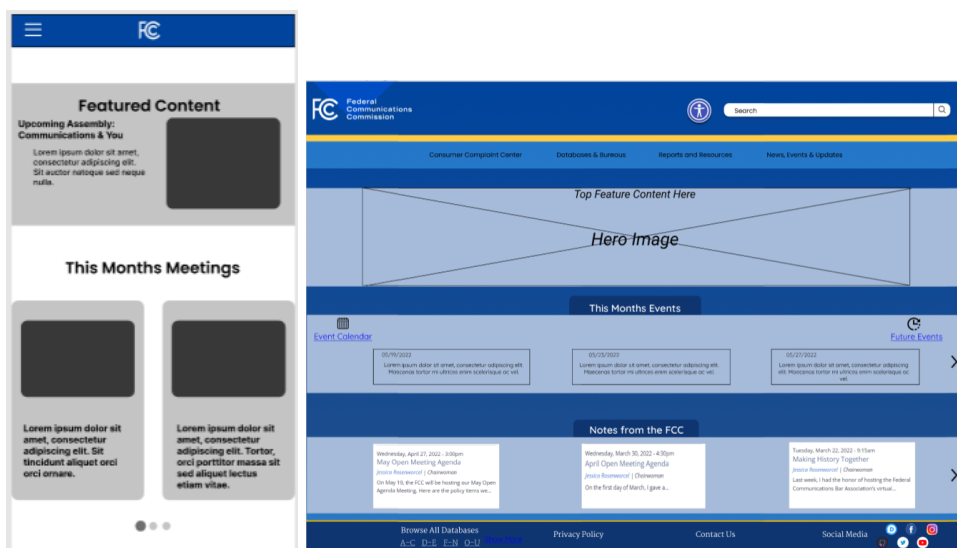


Official Sitemap for Redesign

Sketches and Wireframes

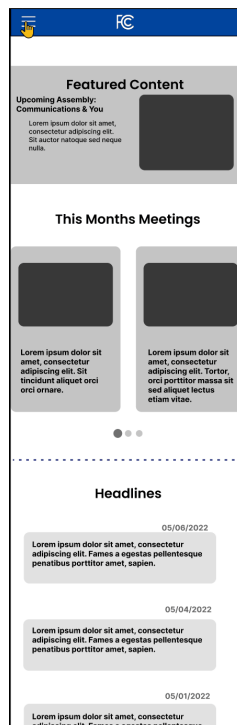
[Show the progression of key screens from sketches to wireframes and beyond with annotations. These iterations were based on feedback received from user testing.]

With our Sitemap created we began sketching out a wireframe on figma and adding components to it to make it clickable and usable for our 5 second testing right after.



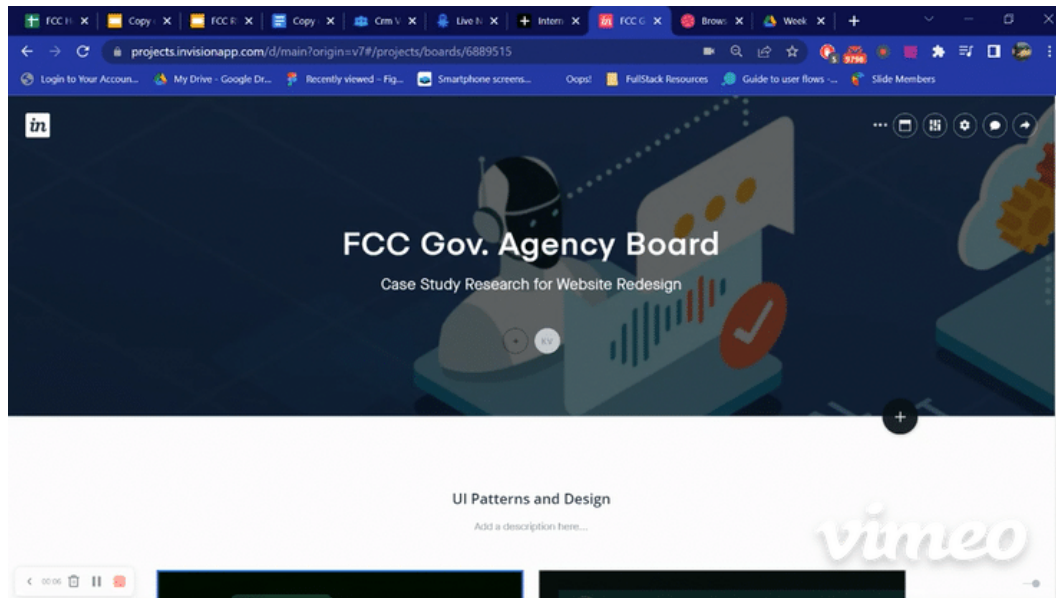
<div>☰</div> <div>FC</div>	5 Second Usability Test
<div> <div>Featured Content</div> <div> <div>Upcoming Assembly: Communications & You</div> <div> <p>Lorem ipsum dolor sit amet, consectetur adipiscing elit. Sit auctor natoque sed neque nulla.</p> <div></div> </div> </div> </div> <div> <div>This Months Meetings</div> <div> <div> <div></div> <div> <p>Lorem ipsum dolor sit amet, consectetur adipiscing elit. Sit tincidunt aliquet orci orci ornare.</p> </div> </div> <div> <div></div> <div> <p>Lorem ipsum dolor sit amet, consectetur adipiscing elit. Tortor, orci porttitor massa sit sed aliquet lectus etiam vitae.</p> </div> </div> </div> <div> <div></div> <div></div> <div></div> </div> </div>	<p>From 2 five second usability tests we had a user scroll through and get a feel of the navigation of the site.</p> <p>Big winners for navigation was how easy it was to access all items and find important items ready in the Hamburger menu shelf.</p> <p>One complaint was for 'This Months Meetings' section. It'd be better to identify the section was able to slide through on a carousel but other wise they wouldve thought it was only two available meetings to look through.</p> <p>Second, the color scheme for the wireframe could be better visually.</p>

With our 5 second test done we were able to take our findings and create a mid-fidelity version of our Wireframe sketches.



Final Prototype

With the final prototype being created I went out and searched for ideas and U.I inspiration to help with developing the final High fidelity prototype. I made an invision board to host images and inspiration that would be helpful to my official style guide later on.

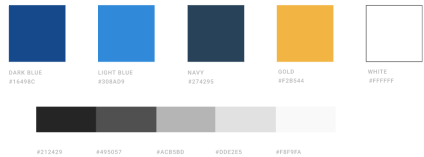


Below we have our final style guide created to help designers and developers understand what elements will go into the new website design.

FCC Style Guide

Colors

Primaries and grays



Typography

Poppins used as H1/H2 & small text
Martel used for Body Text
Quicksand used for H3-H5



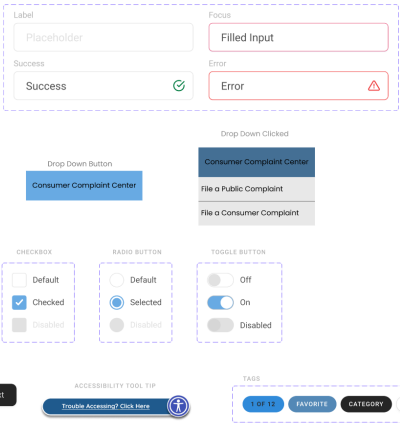
Buttons

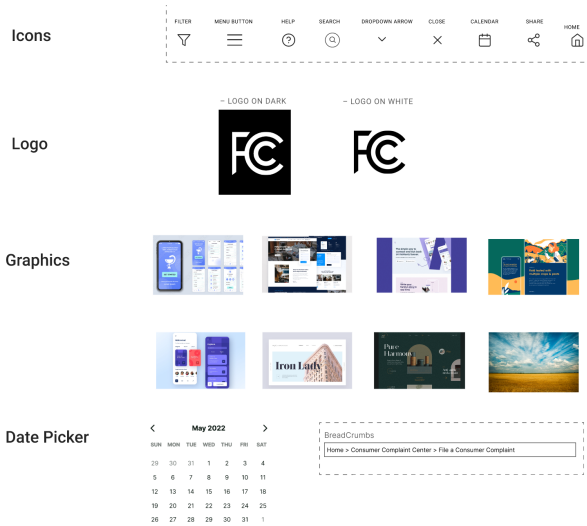


Tabs



Search Fields & Forms





Finally, we created our last prototype from seven users' feedback though usability tests and iterated the design into its final form.



Summary

In conclusion to this project, key takeaways for next steps would definitely be to succinctly work together with a developer and find ways of implementing the necessary accessibility functions to help aid any individual with the site. Also, having access to a smarter working bureau finder for lawyers and case building persons would be a great step in the right direction for the site.

Overall, I'm quite pleased with what I was able to accomplish with this website. There's still so much i would put work into visually but for the sake of finding information easier, this definitely is a good step in the right direction.