

Visable: Step-by-Step Timeline for U.S. Visa Information

How might we reduce confusion and uncertainty for people navigating the U.S. immigration process?

Anthony Xie
anthoneyx@g.ucla.edu

Isaac Vanegas
isaacvanegas@g.ucla.edu

Lily Brawner
lilybrawner@g.ucla.edu

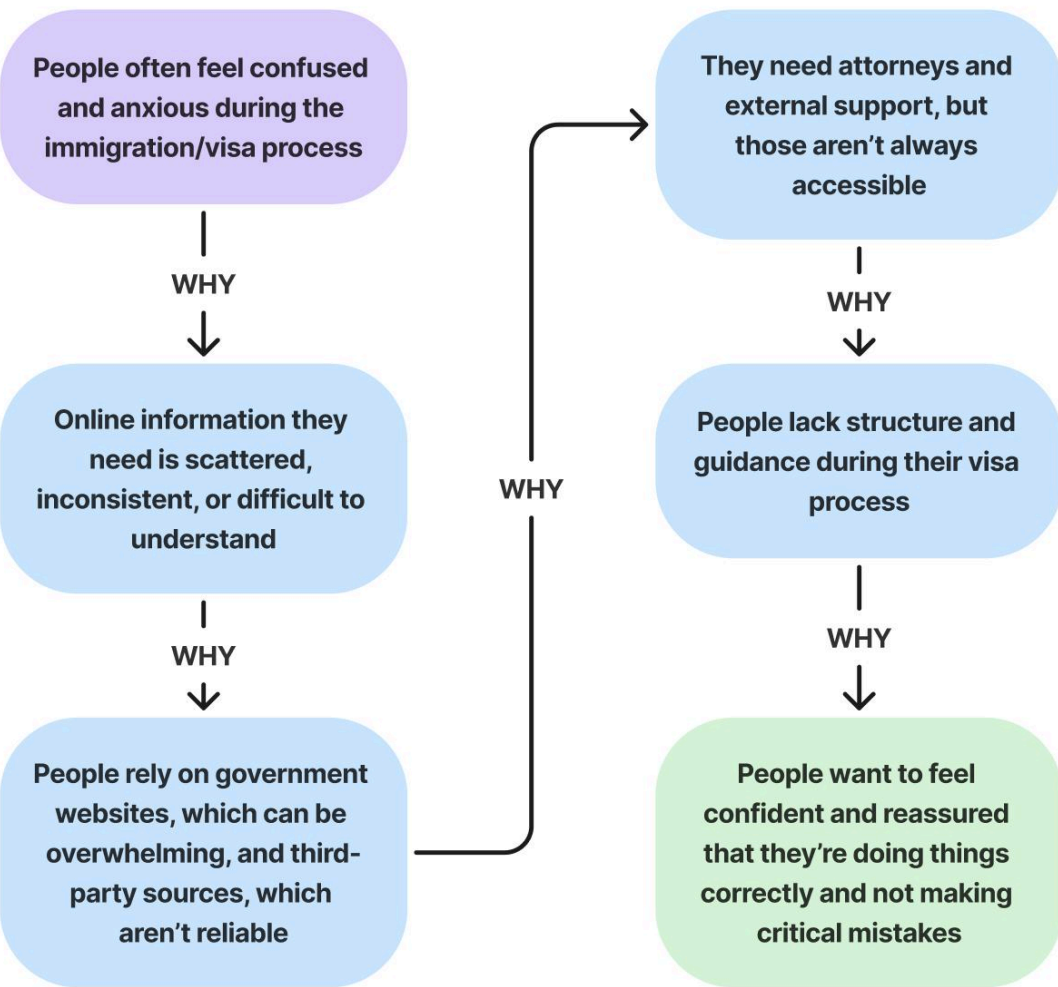
Maya Carpenter
mayacarpenter@g.ucla.edu

Michelle Lee
michlee0718@g.ucla.edu

User Research

Conducted **19 semi-structured interviews** to collect qualitative data on people’s visa application experience

Synthesized data using **affinity map, personas, task analysis, and storyboard** → **5 whys**



Personas



- International student
- Petitioner (Parent/Spouse)
- Green card holder

Problem Statement

People in the US immigration process **seek reliable and understandable sources** outside of attorneys, but it can be **difficult to find/interpret**, adding to the **confusion and anxiety** around the process.

Ideation

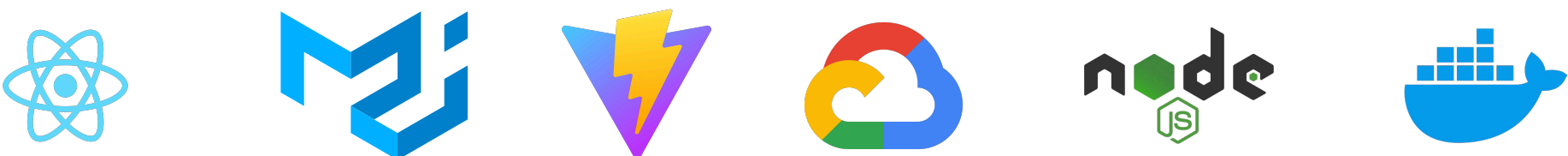
Sketches → Low-fi prototypes → High-fi prototypes

Iterated using **feedback** from design critique & **cognitive walkthroughs**

Key features

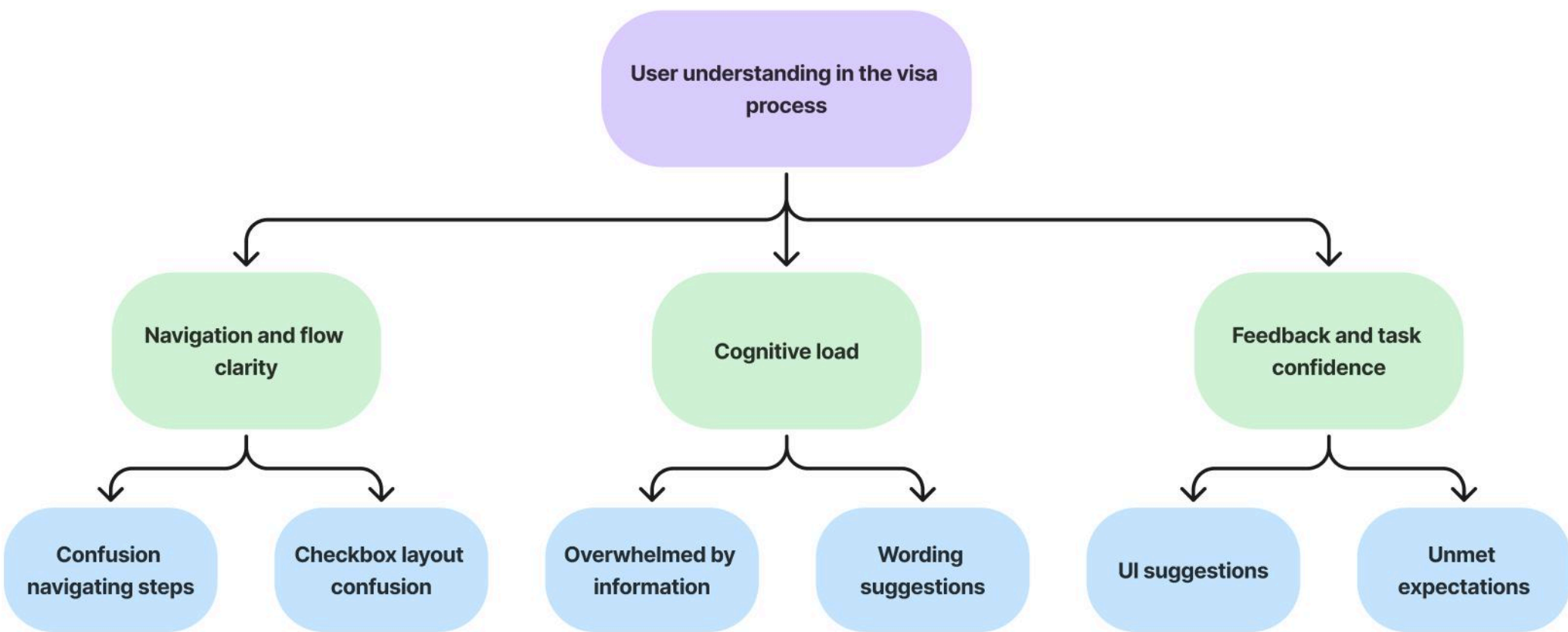
- Timeline for 5 visa types
- Step-by-step information & resources
- Translation & text-to-speech
- Embedded glossary
- Visualizing progress & downloadable pages

Implementation



Evaluation

Conducted **20 usability tests** to identify and fix issues, analyzing data using **thematic analysis**



Solution

Helping people **feel more confident in navigating their visa process**

