1. Hub task flow: JIRA or Youtube
   1. <https://www.cobbtax.org/> - my county’s tax site. The number of pages in the flow is determined by what you’re trying to do. It can be anywhere from 2 to 5 or 6 pages.
   2. You have your main site for the county tax commissioner, and from there you can go to the DRIVES site to renew your tag, or you can go to the tax payments site to pay your property taxes.
   3. Many. You can pay various taxes. You can transfer home ownership. You can register as a homestead. You can title a vehicle or get a disability placard, etc.
   4. While it is organized fairly well, I do think it could be designed better. There are confusing visuals on the home page with the menus.
   5. I would add in more ‘symbols’ or identifiers at the top of the page to increase visibility. They are there, but they’re in the middle to bottom of the website.
2. Wizard or guide task flow: Norwegian Cruise Line
   1. <https://ncl.com> The Norwegian Cruise Line booking page. The number of pages in the flow is determined by what you are trying to do. If you’re booking a cruise, it can be close to 10 pages.
   2. Once you’re logged in (if you have an account), you then input your cruise parameters and find your cruise.
   3. The user goal is to find a cruise with the best fitting accommodations, location, and activities for themselves.
   4. The flow could be simplified and made more intuitive. The multitude of pages and inability to really save a previous search for cost comparison feels like a dark pattern.
   5. I think there should be a way to input your passenger information first, and then compare multiple cruises to different places. Having to start all the way at the beginning and either screen shot or write down your comparisons is tedious.
3. Progressive disclosure:
   1. <https://fidelity.com> (investment/retirement management site). The number of pages in the ‘flow’ is determined by what you’re trying to do. It can be anywhere from 2 to 5 or 6 – depending on what you’re trying to do.
   2. Once you’re logged in, you are taken to your investment portfolio summary page with all the basic information needed displayed up front. All of the menus with more complex interactions are hidden within dropdown menus at the top. Additionally, more detailed information about your account and investments can be found in other tabs on the main page.
   3. Many. A user can find their tax documents for their investments. A user can initiate a stock trade. A user can transfer a balance. A user can pay bills from the site. A user can contact a financial advisor. There’s a lot of functionality in this site.
   4. I do think so. It has a good set of basic functions located on the initial page, with a few menus necessary for the most utilized features. The more complex features are accessible with sandwich menus and or new windows.
   5. The flow itself is fine. It needs a bit of aesthetic cleanup. The pages themselves feel a bit lifeless.