

JENNIFER L. ANDERSON

User research, prototyping, code, and design work

During my 20-year career as a web designer, I have been responsible for the information architecture, layout, visual design, front-end code, testing, and overall successful user experience of web properties ranging from intranets for Ford Motor Company, to research guides for the Metropolitan Museum of Art, to the flagship sites for the New York Public Library and Infor.

Here are examples of my most recent work.

USER RESEARCH & TESTING

I have experience conducting user research using browser-based testing platforms, moderated in-person tests of live prototypes, and analysis of site analytics. The combination of techniques depends on the goals of the project, but I prefer to collect a variety of data types in order to properly inform the design.

The following projects demonstrate my success with different testing methods.

INFORUM 2016 ON-SITE TESTING

In 2016, I created and oversaw Infor's **first live user testing lab** for Inforum 2016, the company's largest annual convention. I wanted to take advantage of the event's "captive audience" to collect feedback from real users on new designs and prototypes. I also wanted attendees to see the user-centered design process in a way that they could experience and appreciate.

The lab comprised 3 enclosed rooms where I and other IAs ran both desktop and mobile design tests. We ran **96 tests total**, for 5 separate Infor products. I also launched a **pilot program**, the [Beta Tester Community](#). This program invites Infor customers, prospective customers, partners, and staff to sign up and offer feedback on new designs via fast and fun usability testing exercises.



ONSITE PHOTOS OF LAB



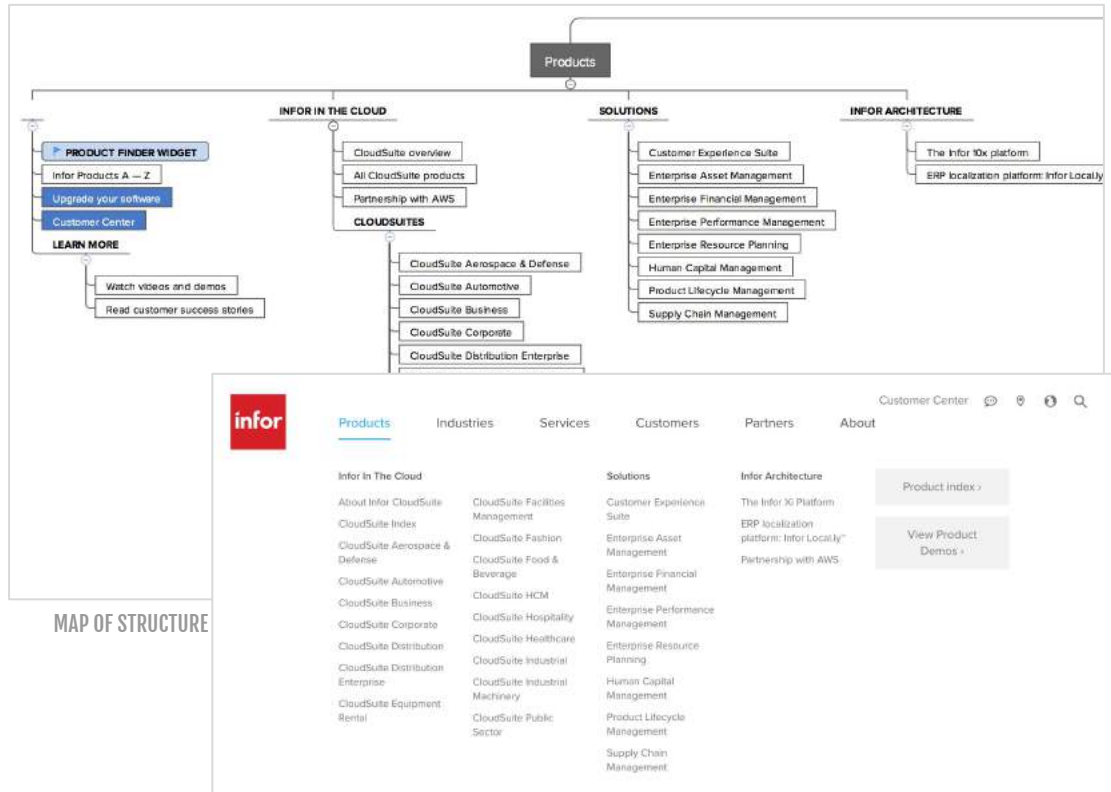
Read the Medium article: "[Experiments in User Testing](#)"

INFOR.COM GLOBAL NAVIGATION

www.infor.com

The reorganization of the global nav in November 2016 **streamlined and consolidated** our categorization structure, particularly the “Products” section.

I used XMind to map out the structure, which I then tested by running several **card sorts with site users**. I built a prototype of the design using a combination of Sketch and some HTML/CSS, and ran **moderated click tests** on the prototype. The resulting design reduced the number of top categories and added subheadings and a few buttons within the dropdowns in order to clarify the purpose of each part of the UI.



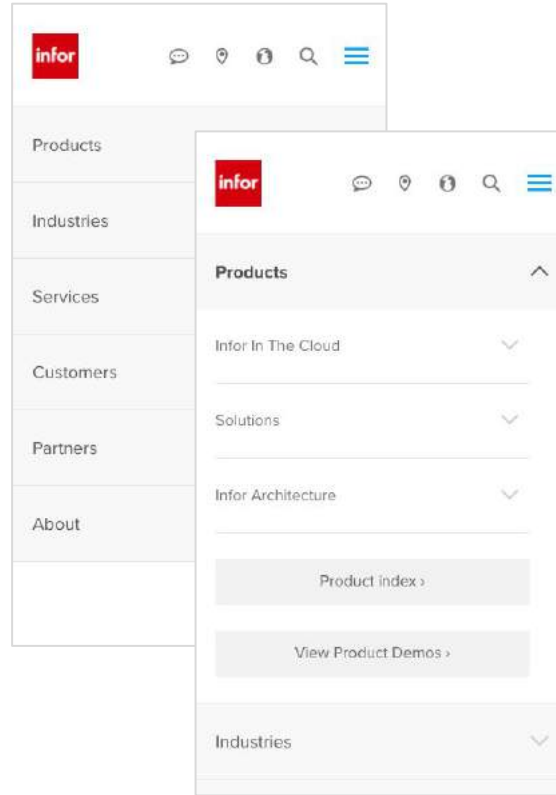
Made with XMind, Sketch, and code

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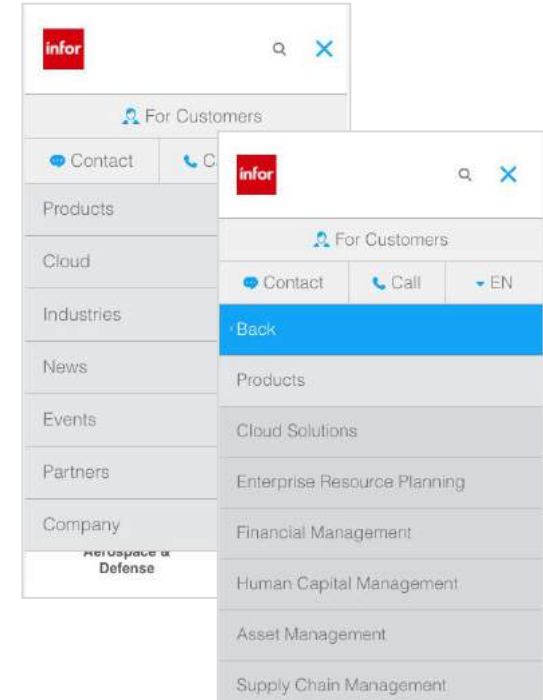
INFOR.COM GLOBAL NAVIGATION

www.infor.com

Though **changes to the mobile UI** were not part of the original project, I found through testing that the mobile nav UX was not very intuitive. Some changes to the visual cues, new icons, and a lighter color scheme made a positive difference to the test results.



CURRENT VERSION



PREVIOUS VERSION

Made with XMind, Sketch, and code

INFOR SALES PORTAL

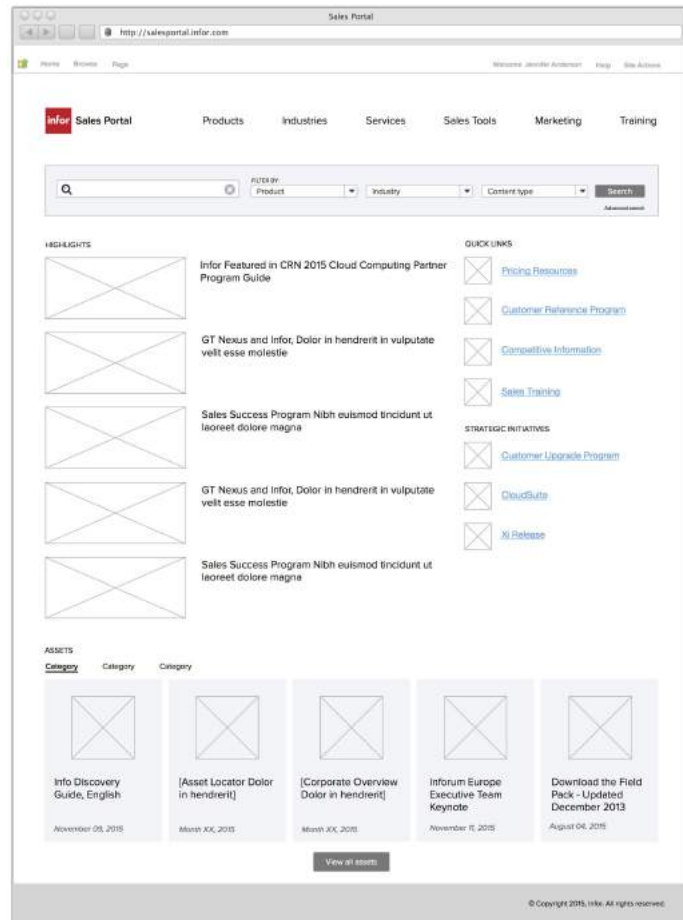
My analysis of the home page of Infor's sales team intranet in 2015 showed that 75% of home page content simply repeated the navigation, and the most timely features were located at bottom of page. **User interviews** revealed dissatisfaction with content findability.

To plan the redesign, I used a survey to determine the content types and actions most important to users. I then used **card sort exercises** to understand users' assumptions about how content should be organized. Once I developed a wireframe, I used a **click test** to evaluate its success in more appropriately distributing the content.

Made with OmniGraffle



Read the Medium article: "[Shuffle, Deal, Repeat](#)"



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WIREFRAME

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INFOR SALES PORTAL

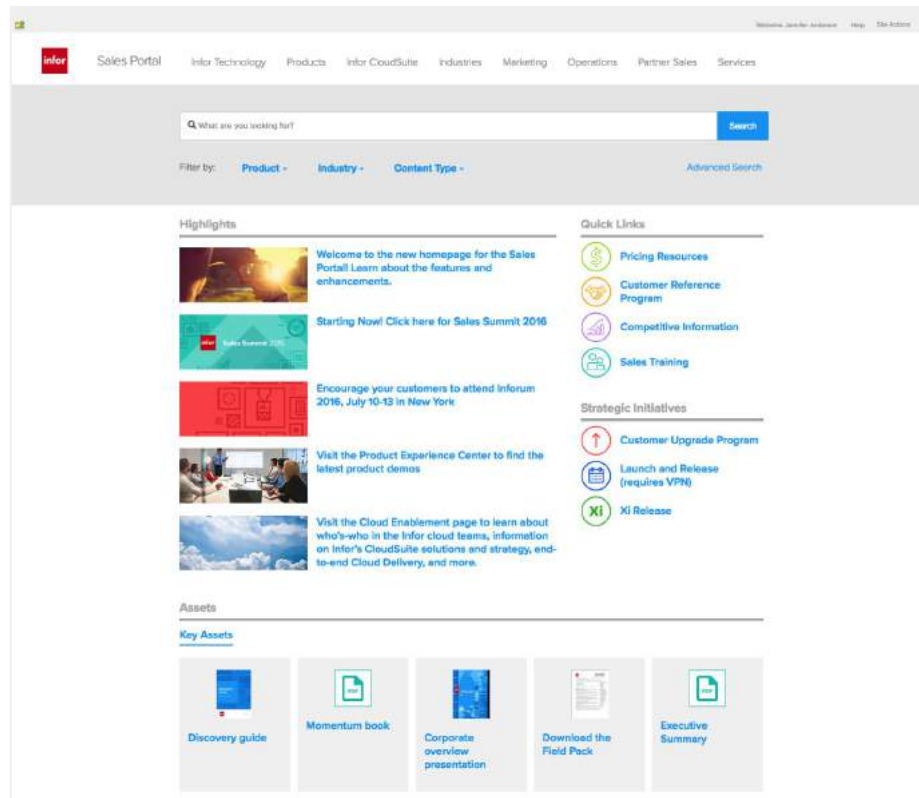
The new design **supports primary user behavior** of search/find by locating the search box in the top center of the interface. Time-sensitive content is next in priority, and the most frequently accessed links and most popular assets have a permanent space on the page.

These changes led to a **200% increase in asset downloads** in the 1st month after launch.

Made with OmniGraffle



Read the Medium article: "[Shuffle, Deal, Repeat](#)"



FINAL DESIGN

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WIREFRAMES & PROTOTYPES

I use the wireframe stage of a project to begin an ongoing conversation with project stakeholders as the project develops, and to quickly test design hypotheses. I find that functional prototypes, even the simplest ones, rather than static assets, consistently save time, eliminate confusion, and avoid redesign and recoding.

INFOR + NUCLEUS RESEARCH CALCULATOR

crmvalue.infor.com

(see [prototype](#))

Originally this project (an online calculator of money saved by using Infor CRM software) was proposed as a long web form, but I felt it would be more engaging if the UI felt like an app. This gave me an opportunity to try a **new workflow**: rather than creating static PDF wireframes, I started my wires in Sketch, exported into InVision, and **shared clickable prototypes** with the team. This allowed for experimentation and testing to be done quickly, which enabled us to explore many different designs.

Since this project, I have continued to work in Sketch and InVision (or other prototyping platforms), to both test design and document interactivity efficiently.

The image displays two wireframe designs for a calculator titled "Increased Sales Productivity".

Desktop Wireframe (Left):

- Header: "CALCULATE Increased Sales Productivity"
- Form Fields:
 - "How many sales reps will use the CRM solution?" with input "ex. 250"
 - "What is the average annual fully loaded cost of a sales rep?" with input "ex. \$100,000" and a currency selector "\$ ▼"
 - "What percentage of their time can they save with the new solution?" with a range slider from 0% to 100% and a value "X.X%"
- Action: "Calculate" button
- Results Section:
 - "Annual benefit from increased sales force productivity:" with input "\$0"
 - "Total savings calculated so far:" with input "\$0" and a link "View results chart"
- Footer: "Results", "Export", "Ask" icons

Mobile Wireframe (Right):

- Header: "CALCULATE Increased Sales Productivity"
- Form Fields:
 - "How many sales reps will use the CRM solution?" with input "ex. 250"
 - "What is the average annual fully loaded cost of a sales rep?" with input "ex. \$100,000" and a currency selector "\$ ▼"
 - "What percentage of their time can they save with the new solution?" with a range slider from 0% to 100% and a value "X.X%"
- Action: "Calculate" button
- Results Section:
 - "Annual benefit from increased sales force productivity:" with input "\$0"
 - "Total savings calculated so far:" with input "\$0" and a link "View results chart"
- Footer: "Results", "Export", "Ask" icons

WIREFRAMES

Made with Sketch and InVision

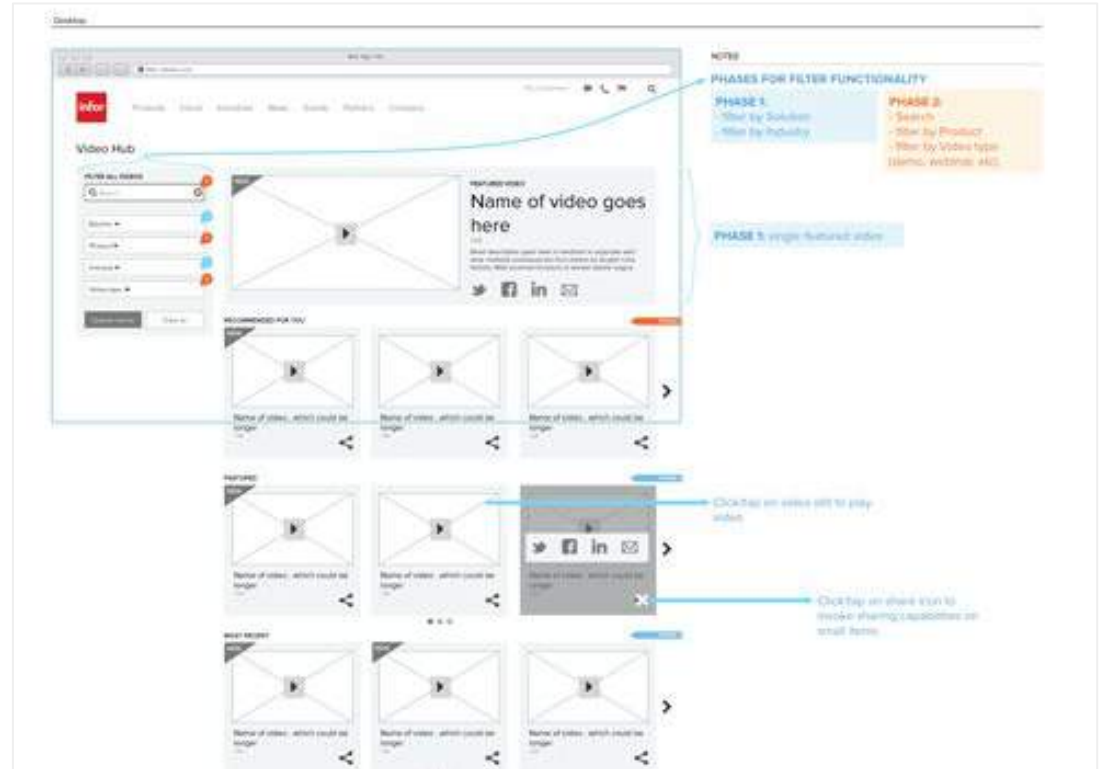
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INFOR.COM SEARCH & FILTER

www.infor.com

This project began as a redesign of our video section to promote our new video content (a key asset for Infor's products) and offer site users a way to discover our products through a specific medium.

As I developed a search-and-filter UI for the video content, I realized that a **shift in overall design pattern** was needed in similar sections of the site. The project then expanded to include our news section and site search results. I adapted the design pattern I had created for the video content to suit each other section's unique needs, while keeping a consistent UI across each section.



WIREFRAMES: DESKTOP VERSION

Made with Omnigraffle

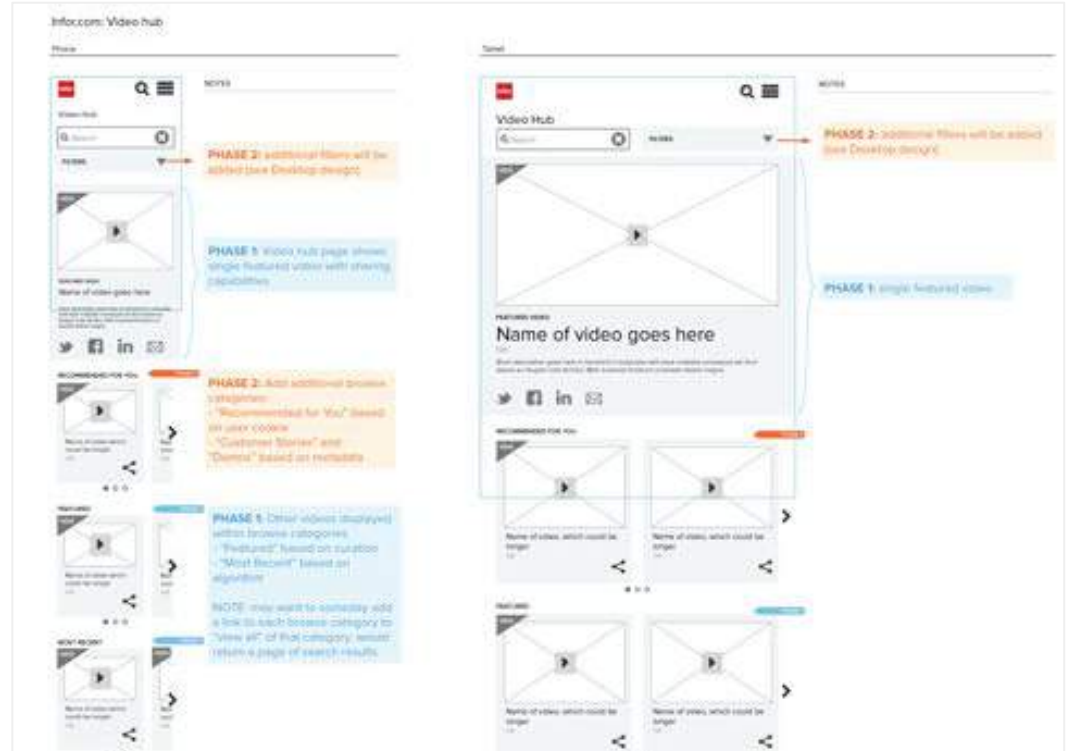
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INFOR.COM SEARCH & FILTER

www.infor.com

The new search-and-filter UI pattern includes UI options such as tabs for filtered results and featured content or categories. These variations are currently represented on the following areas of the site:

- [Site search](#)
- [Videos and demos](#)
- [News](#)
- [Customer references](#)



WIREFRAMES: MOBILE VERSIONS

Made with Omnigraffle

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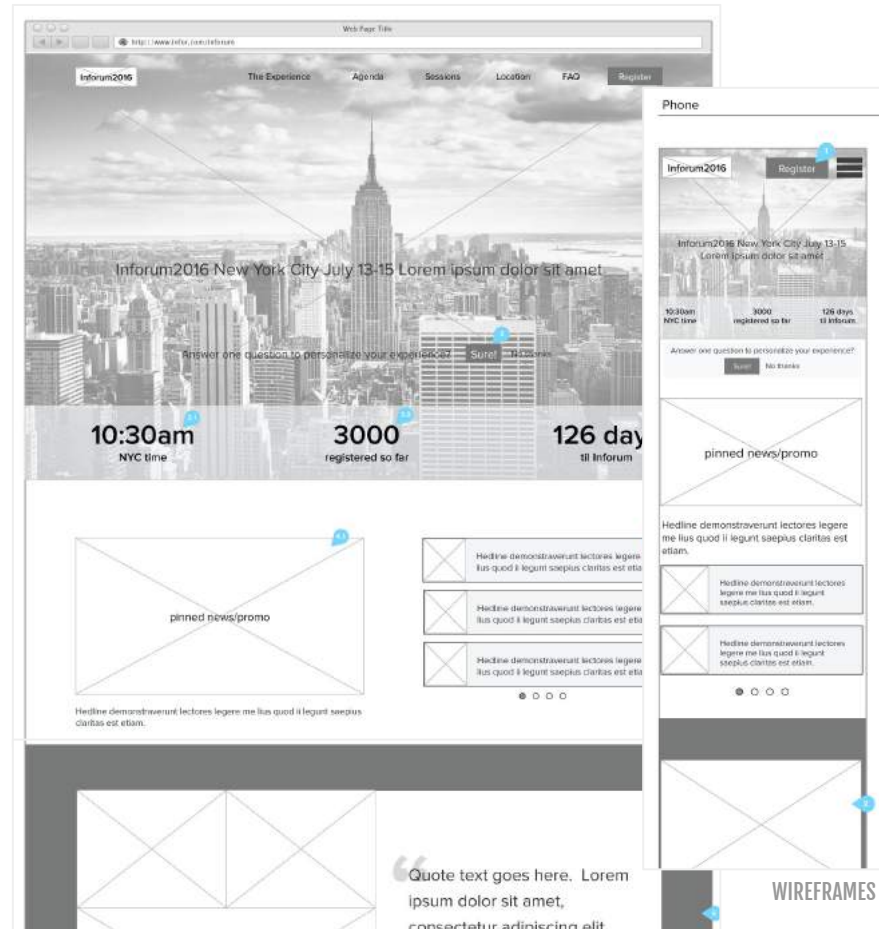
INFORUM 2016

www.inforum2016.com

The challenge of this project was to showcase the Infor home city of New York and still provide clear access to registration, logistics, and subject matter. I evaluated Infor's previous event sites and found they lacked detailed information and interactivity.

I proposed elements of “awareness” (such as an NYC video background) to **immediately engage users**. I also designed an interactive element for the home page, which allows users to choose their area of interest and receive a snippet of relevant content before exploring the rest of the site.

Made with OmniGraffle

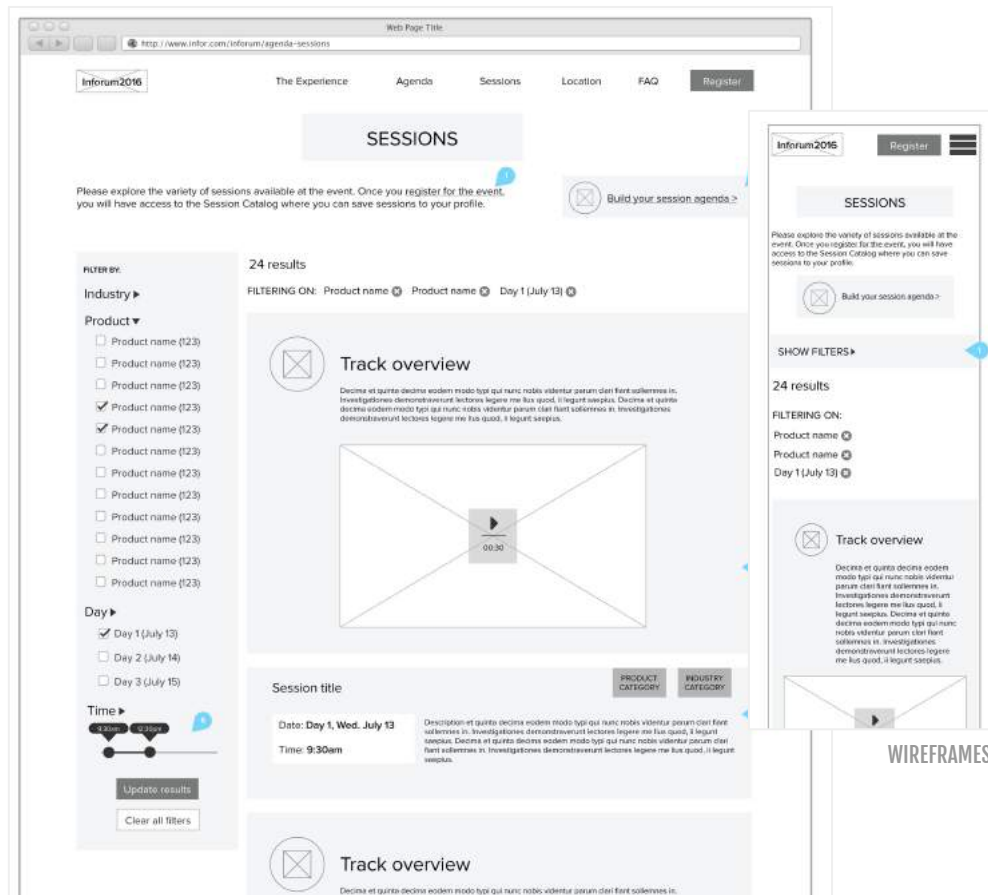


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INFORUM 2016

www.inforum2016.com

One of the most complex parts of this project (and a new feature of the site) involved integrating detailed session catalog information from a 3rd-party database. I worked with developers to create a **new sortable/filterable session page** that allows attendees to target their session searches for subject matter and time.



WIREFRAMES

Made with OmniGraffle

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INFORUM 2016

www.inforum2016.com

(This was my idea. :)



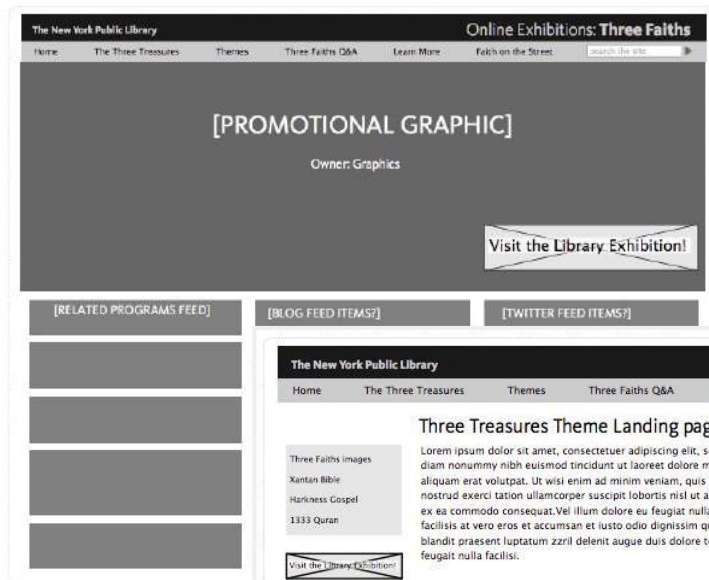
Made with OmniGraffle

THREE FAITHS

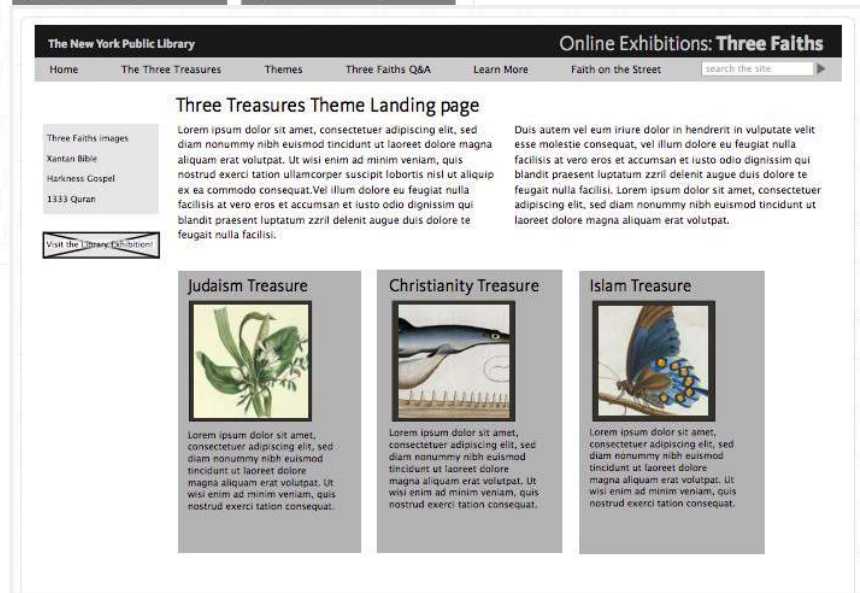
exhibitions.nypl.org/threefaiths

The goal of this exhibition site is to showcase NYPL's illustrative collection treasures in Judaism, Christianity, and Islam.

The wireframes I created **helped facilitate conversation** between the high-level stakeholders on the project, which had previously been a challenge. The weekly stakeholder check-ins became working meetings, centered around the wireframes, where I **led the group through each iteration** of the design. We were able to achieve a universally approved and functional design as a result.



WIREFRAMES

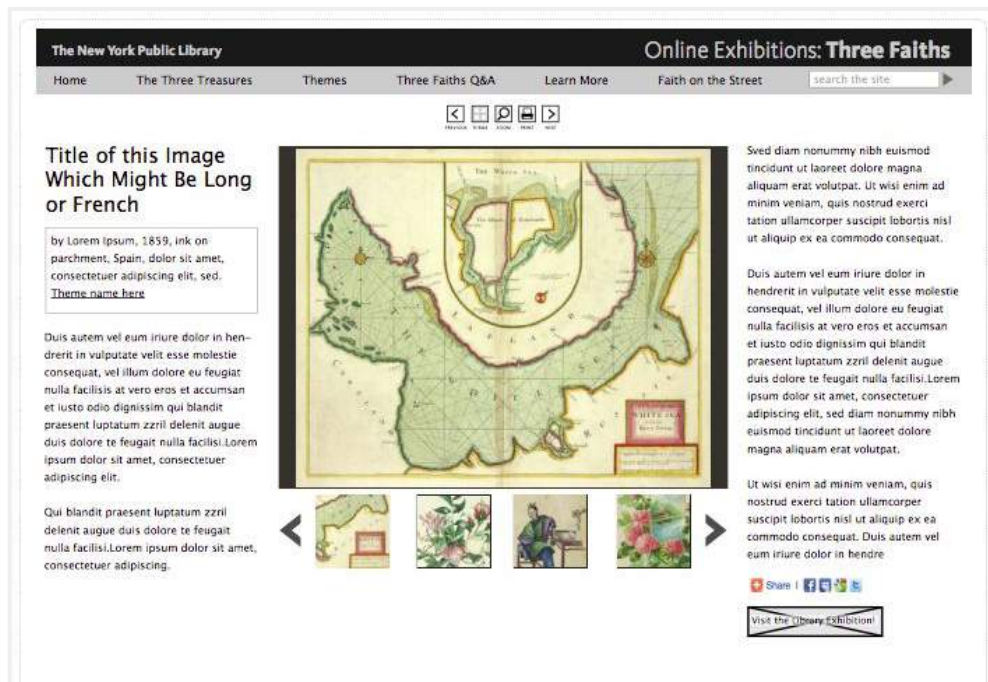


Made with Adobe Illustrator

THREE FAITHS

exhibitions.nypl.org/threefaiths

Stakeholder feedback indicated that the user being able to interact with the objects was a priority. The resulting design puts the **object in the center of the page**, with navigation controls above and below, and the metadata and description to either side.



Made with Adobe Illustrator

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FRONT-END CODE

My coding skills are entirely self-taught. I began by learning HTML in 1997, wrote my first CSS stylesheet in 1999, and have been using Sass since 2012. I am familiar with some PHP and jQuery and have built several sites in WordPress.

NYPL BASE

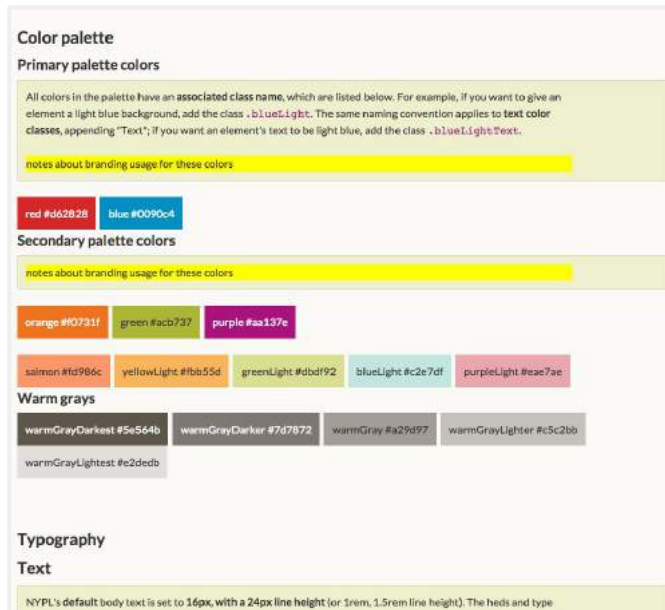
One of my innovations at NYPL was the conception and creation of the Library's **first style guide and rapid prototyping system** for web properties. After struggling with the institution's lack of design documentation, I decided to build my own. The goals of the "NYPL Base" project were to produce a package of code, for use by designers and developers, that provides coded NYPL branding as well as a reference of NYPL design patterns.

I designed the patterns and styling, tested paper prototypes, and built the first version of the full code base over a period of about 6 months.

The code of NYPL Base is built on the [InuitCSS](#) Sass framework, and provides an easy way to quickly build styled, mobile-ready prototypes.

The in-progress [style guide](#) and [code base](#) are both available on GitHub.

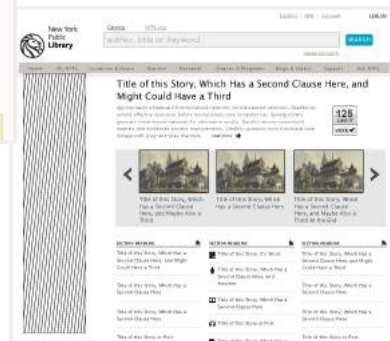
Made with HTML, Sass, and jQuery



STYLE GUIDE



PAPER PROTOTYPE



WIREFRAMES

DESIGN

During my 8 years at the New York Public Library, I worked on the design and layout of NYPL.org, as well as its other core web properties. I worked closely with graphic designers in the Communications department to ensure consistent branding, even across disparate properties, and with developers in my own department to design responsively for all projects begun after 2009.

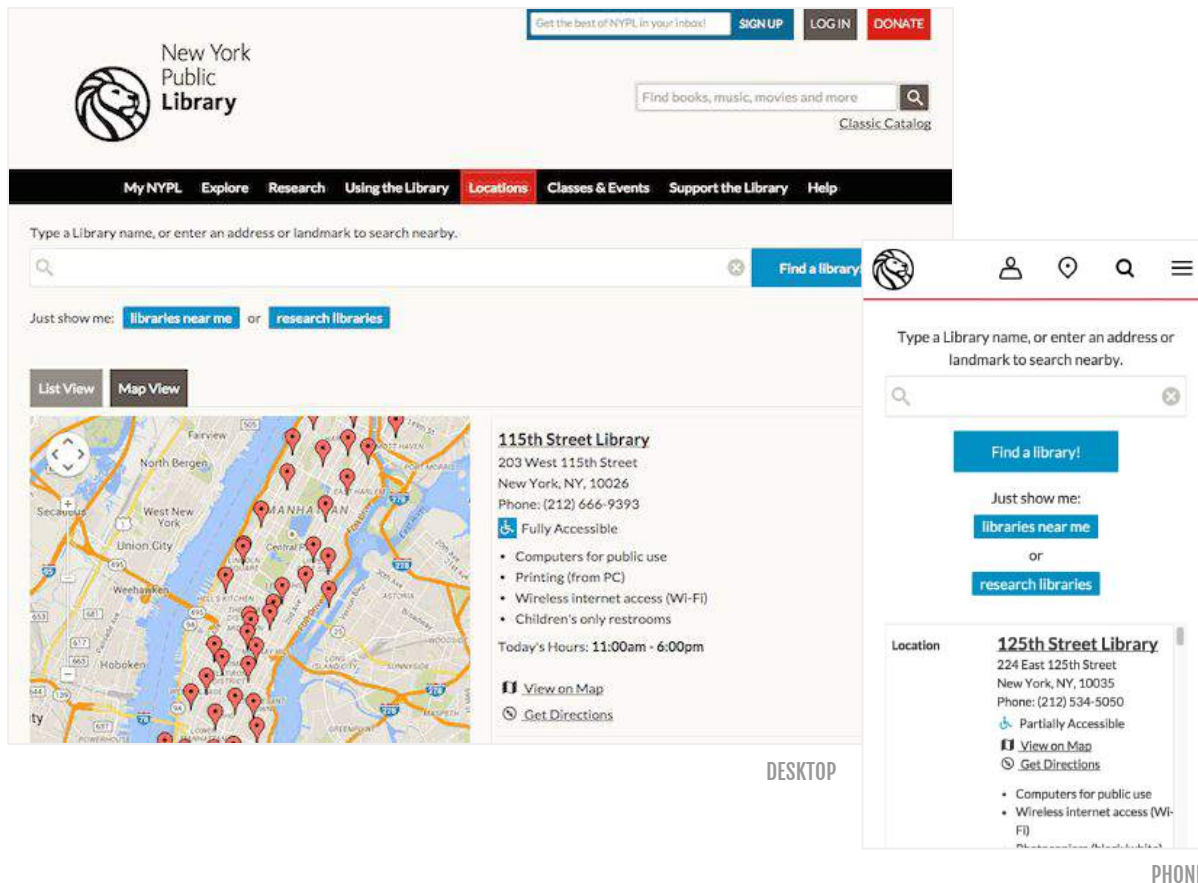
Note: screenshots here represent my work; live properties may have changed.

NYPL.ORG LOCATIONS

www.nypl.org/locations

The Locations section redesign project took approximately 13 months, during which time the section was reevaluated using a **card sort exercise** and given a **content audit**. Several surveys also went out to staff, to collect information about how they used the Locations section. This **data informed new designs**, which were tested in prototype using iPads at one of the Library's branches. Further testing was done during a beta trial period, accessible from the main site.

The result was a service-oriented approach to serving branch information to our patrons. Users can now search zip codes and keywords to find their branch, as well as sort by geolocation and research branches.



NYPL.ORG LOCATIONS

www.nypl.org/locations

Staff surveys indicated that **priority information** included opening times, available amenities, and accurate directions. As a result, the hours display prominently shows the opening times for the current day, as well as for the upcoming week. The listing of amenities allows users to link to a list of other branches that offer any given amenity. Directions are linked to Google Maps, which improves upon the former written directions.

Finally, the branding of each library location was reinforced with new photography of all 92 branches and their divisions.

New York Public Library

Get the best of NYPL in your inbox! [SIGN UP](#) [LOG IN](#) [DONATE](#)

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My NYPL Explore Research Using the Library **Locations** Classes & Events Support the Library Help

Home > Locations > Stephen A. Schwarzman Building

Stephen A. Schwarzman Building

Fifth Avenue at 42nd Street
New York, NY, 10018
(917) 275-6975

[Fully Accessible](#)
[Get Directions](#)

Open today until 8pm

REGULAR HOURS

Sun	1:00pm - 5:00pm
Mon	10:00am - 6:00pm
Tue	10:00am - 8:00pm
Wed	10:00am - 8:00pm
Thu	10:00am - 6:00pm
Fri	10:00am - 6:00pm
Sat	10:00am - 6:00pm

Holiday closing information
Note: See division pages for individual hours

Highlighted Amenities: [Computers for public use](#) [Laptops for public use](#) [Wireless access \(Wi-Fi\)](#) [Electric outlets available for public use](#) [Interlibrary loan \(ILL\)](#) [See all amenities](#)

DIVISIONS

General Research Division
Open today until 7:45pm

The Miriam and Ira D. Wallach Division of Art, Prints and Photographs
Open today until 8pm

Manuscripts and Archives Division
Open today until 5:45pm

DESKTOP

PHONE

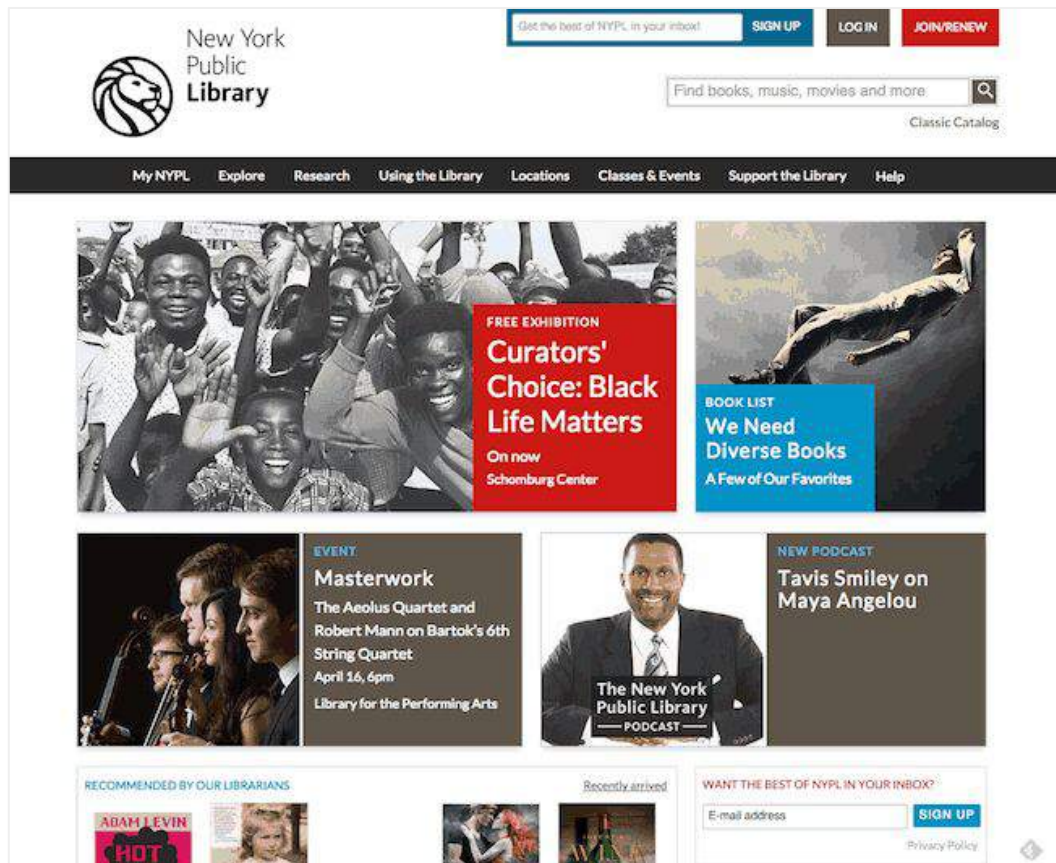
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NYPL.ORG HOME PAGE

www.nypl.org

This design came out of a prototype that displayed many events and features at once, in an effort to demonstrate the **depth and breadth of the Library's offerings**. Subsequent user testing of the prototype was very positive, with many users expressing surprise and delight at the variety of the Library's offerings.

The final design was tied to a back-end Drupal function that allows each feature to be easily reordered in the view.



DESKTOP

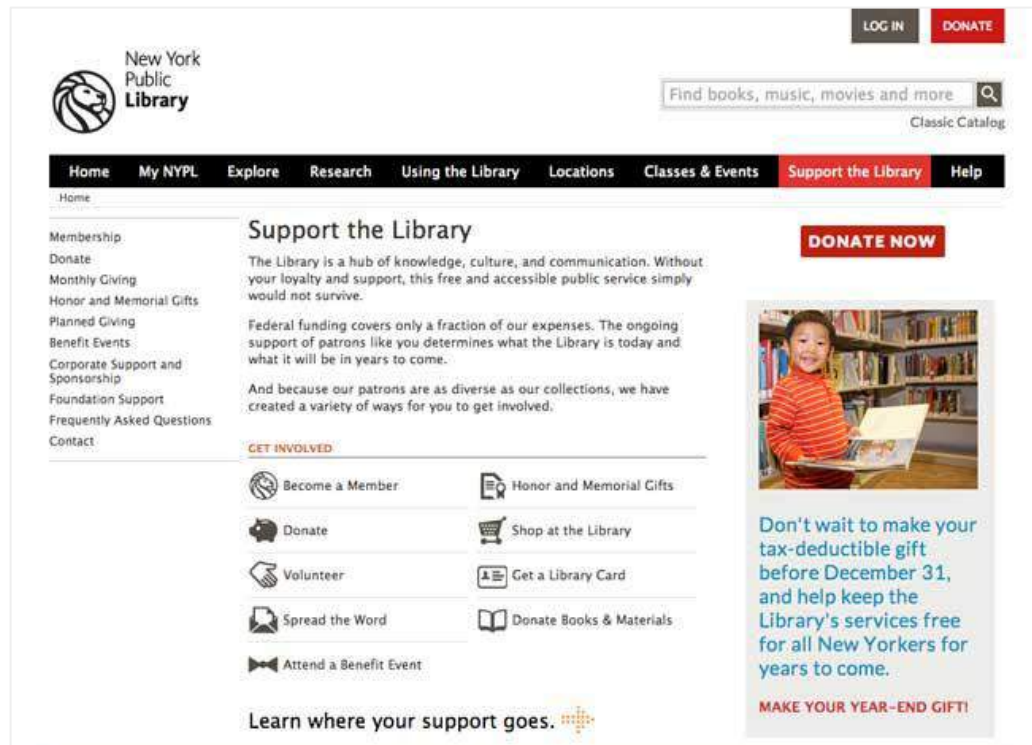
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NYPL.ORG SUPPORT

www.nypl.org/support

The Support pages redesign clarified the variety of ways to contribute to the Library, and highlighted the impact donations made to the Library as a whole. I worked with the Development Department as a “UX team of one” to plan the content priorities, test iterations of wireframes, and hone the content message.

The redesigned pages were much cleaner, and resulted in an **increase in membership of approximately 33%**.



DESKTOP

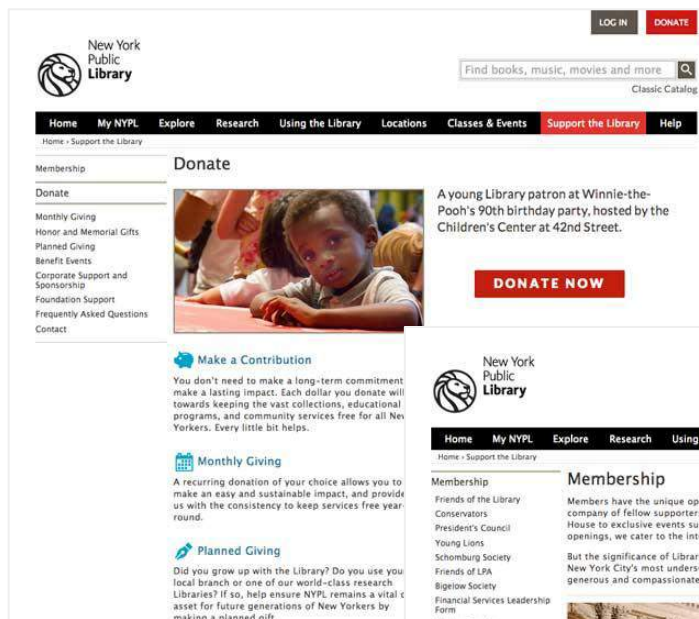
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NYPL.ORG SUPPORT

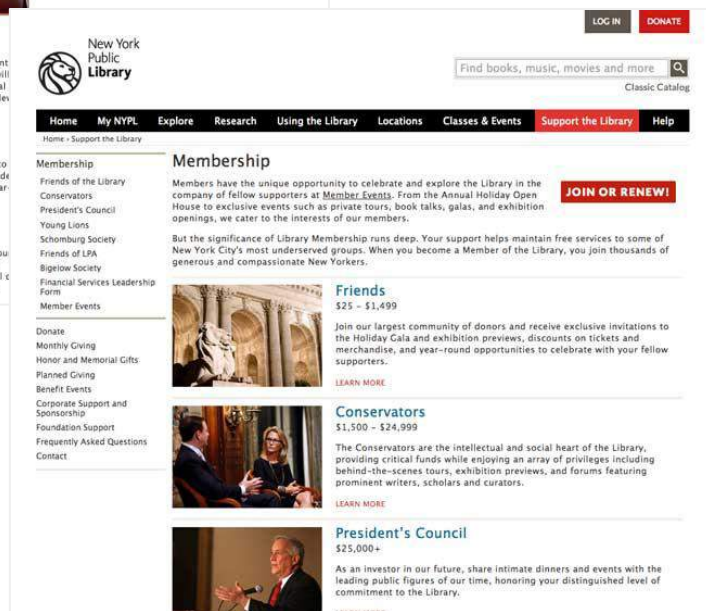
www.nypl.org/support

The Donate page was new content to this section, and the goal was to collect under one heading all the ways to give to the Library. I used icons to offer **visual interest and help guide the eye** to each item. I also kept the “Donate Now” button prominent, as a major goal of this page was also to get users to the donation form.

The Membership section was given a more graphic presentation in order to help users better understand the differences between each level. **A/B testing** was done on the “Join or Renew!” button to determine the best language.



DESKTOP



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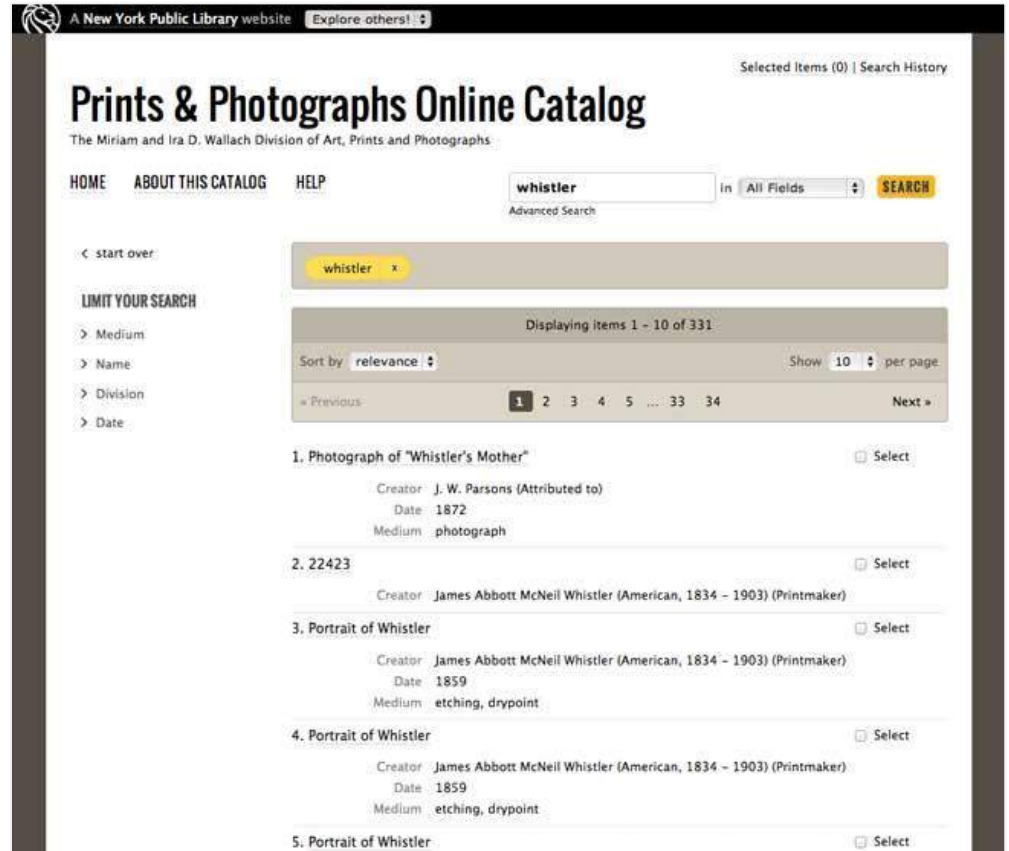
WALLACH PRINTS & PHOTOGRAPHS ONLINE CATALOG

wallachprintsandphotos.nypl.org

This catalog comprises the holdings of the Wallach Prints and Photographs division of the New York Public Library, which is one of the most accessible collections of its kind in the country.

This site was **built using Blacklight**, which is an open-source platform for discovery. My task was to design the theme layer for Blacklight's output.

There was a particular challenge for this site in that it was not technically possible to display images. My goal was to make the results display **visually interesting and easily scannable** without imagery. I achieved this with a careful use of typography and contrast.



DESKTOP

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www.linkedin.com/in/00janderson/

memorabilist.com/