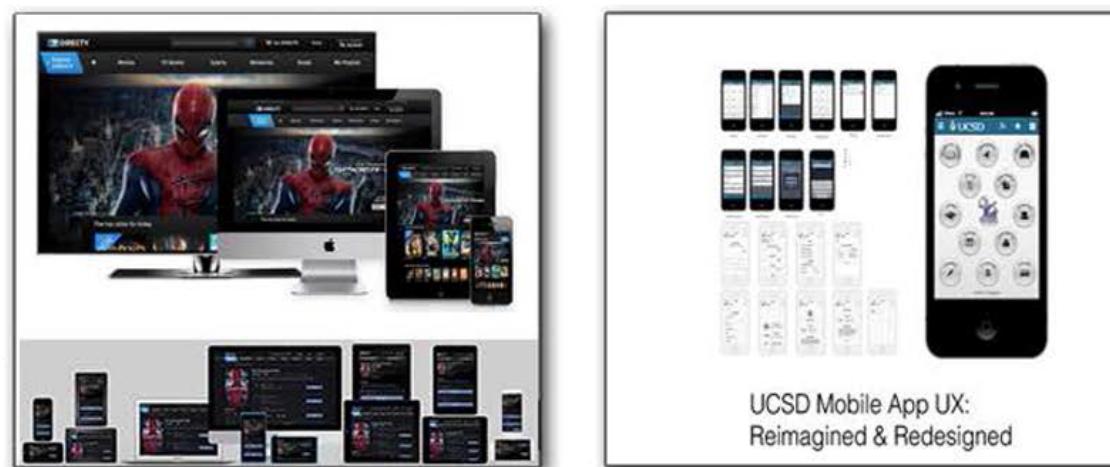


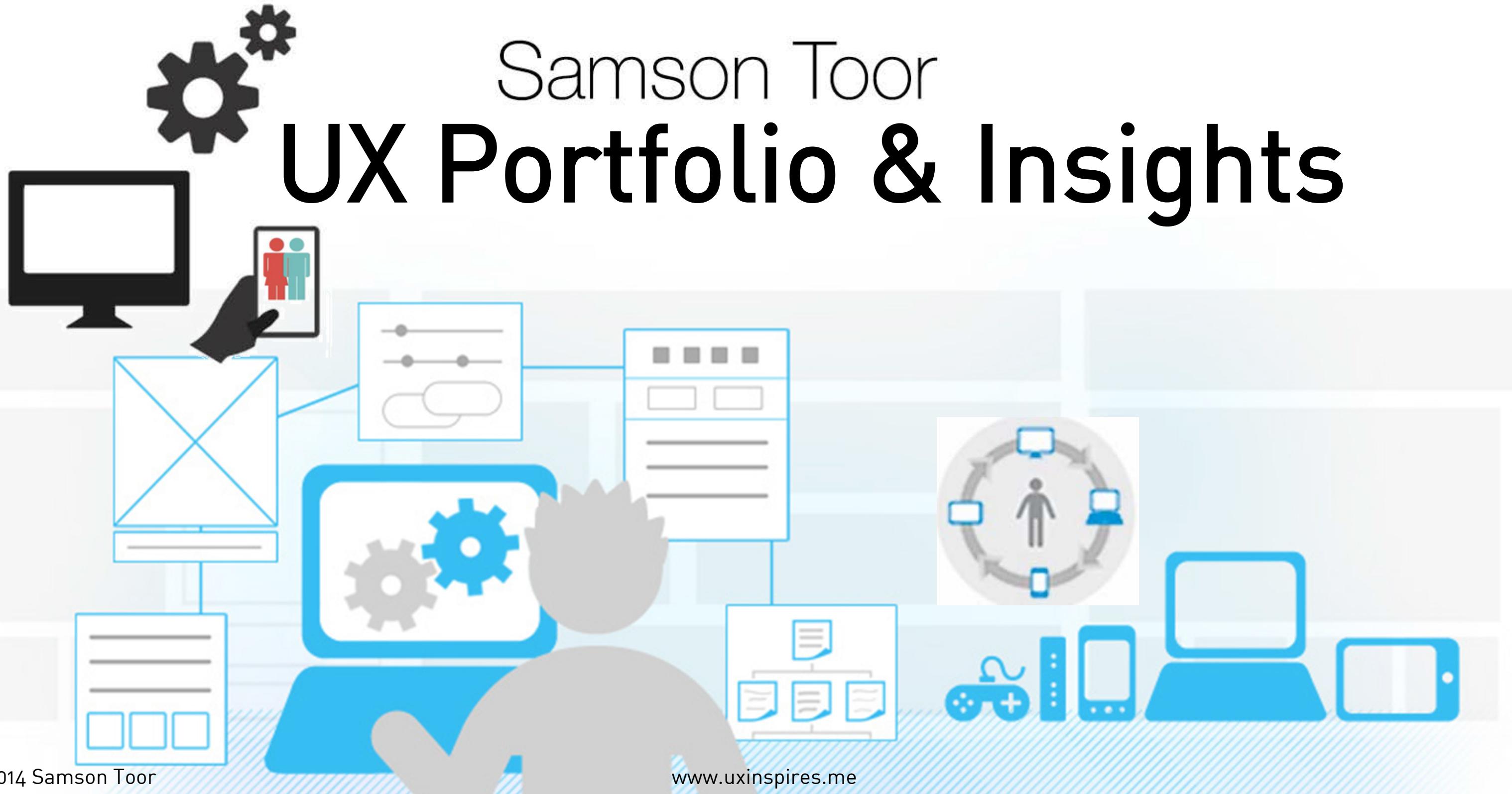
APPENDIX B: SAMSON TOOR'S Comprehensive Portfolio



Your most unhappy customers are
your greatest source of learning
-Bill Gates



*Supplementary exhibits available at further request



Samson Toor

UX Portfolio & Insights

Contents

- 4. About Me
- 5. Capabilities & Clients
- 6. User Experience Projects

Industry Experience

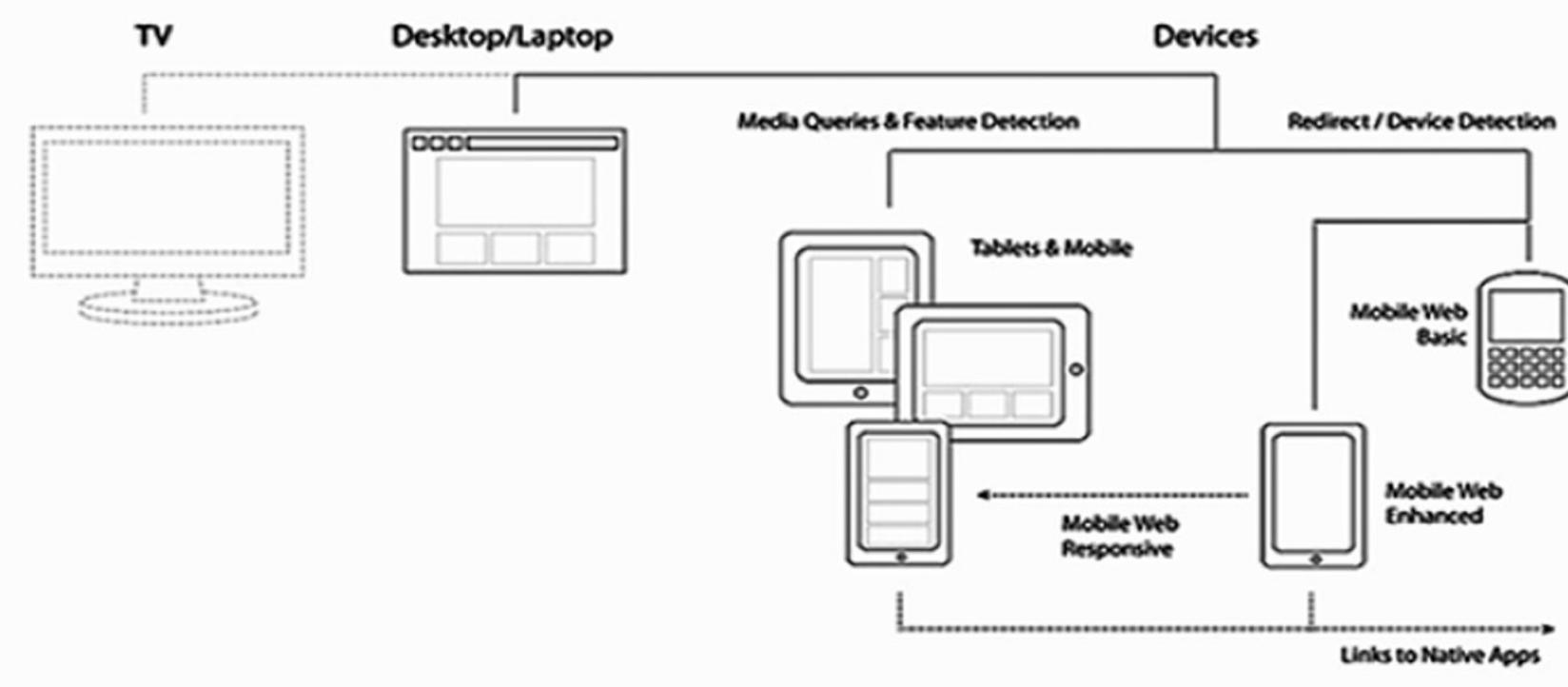
- DIRECTV Digital Innovation Lab
- 9. Case Study: DIRECTV
- 14. Results
- 15. UCSD Mobile App Redesign
- 17. Results

How I design User Experiences

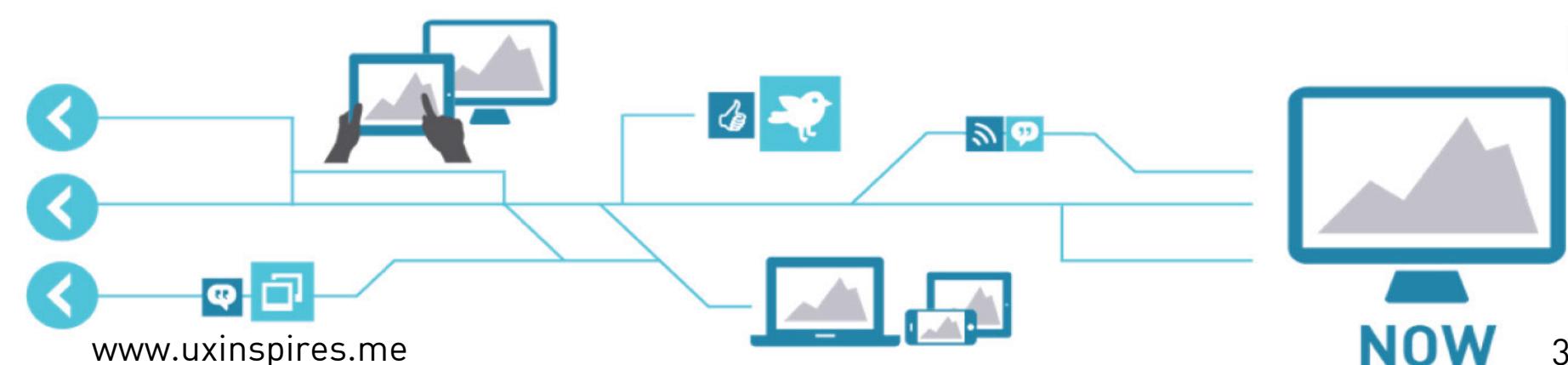
- 19. My Approach
- 20. Personas
- 21. Experience Maps
- 22. Use Cases & Scenarios
- 23. System Flows
- 24. Storyboarding
- 25. Wireframing

- 26. Contact Info

User Experiences exist across multiple devices. They ensure people can achieve their goals seamlessly. It is my goal to make people's goals attainable—intuitively, by bringing user empathy and research validation early on in the design process, from beginning to end.



— Responsive Layouts — | — Mobile Web Apps —



About Me

—I am a User Experience & Interaction Designer. I use research methods to help define systems and help people engage with products and services. I take a holistic approach and have worked across multiple devices: from desktop and mobile to tablet and TV. I advocate storytelling to describe a user's experience. My approach is led by user-centric design, ethnography, contextual and task based analysis.

—I studied Cognitive Science at the beautiful University of California—San Diego. My area of specialization is in Human Computer Interaction (HCI) through which I developed a genuine desire to help people. I accomplish this by researching their behaviors and motivations in order to create highly engaging, user-centered experiences that synthesize business and functional needs.

—My background in Cognitive Science falls into four broad categories:

BRAIN—the neurological anatomy and processes underlying cognitive phenomena

BEHAVIOR—the cognitive activity of individuals and their interaction with each other and their sociocultural

COMPUTATION—the capacity of mathematical and computer systems to model cognitive and neural phenomena and represent information, and the role of computers as cognitive tools



Capabilities

1. Research Methodologies

I have successfully applied a broad range of qualitative and quantitative UX research and design methods, ensuring that user experience and business objectives are met from the point of project initiation, through concept development, design, implementation and launch including: -

- Interviews (in-person, remote)
- Facilitated Focus Groups
- Card Sorting
- Ethnographic Field Studies
- Usability Testing
- Heuristic Evaluations
- Best Practice Reports
- Competitive Analysis & Trend Analysis

2. Systems Design & Strategy

For me UX is about systems and crafting intuitive experiences. I therefore take a user-centric view thinking about the ecosystem and the environment of use. The tools I use to describe and think about these systems include:

- Creative Briefs + Customer Journey
- Use Case + Scenarios
- User Persona + Storyboarding

3. Information Design & Information Architecture

From the early stages of projects, I bring the user early into the process to analyze and map how information will be used across systems. I do this using tools that include:

- Sitemaps
- Information Hierarchy
- Mental Models
- Content Inventory
- Functional Specification

4. Interaction Design

When I design a system I start with a framework for the design of the system. This includes specifying the functionality, interactions and patterns that will be used. I then create:

- Experience Maps + User Flows
- System Process + Flow Diagrams
- Wireframes + Rapid Low/High Fidelity Prototyping

Clients

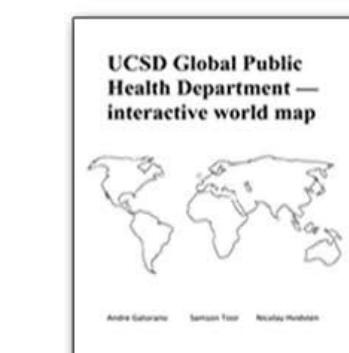
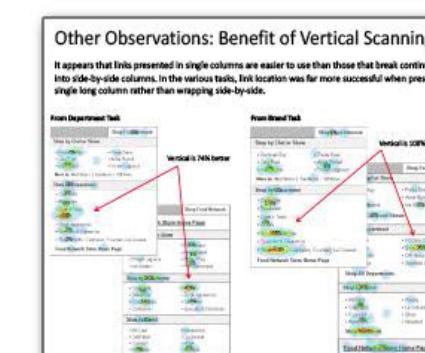
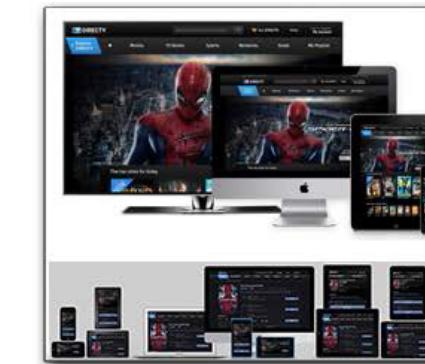


DIRECTV®



UC San Diego
Cognitive Science

AMGEN®



User Experience Projects

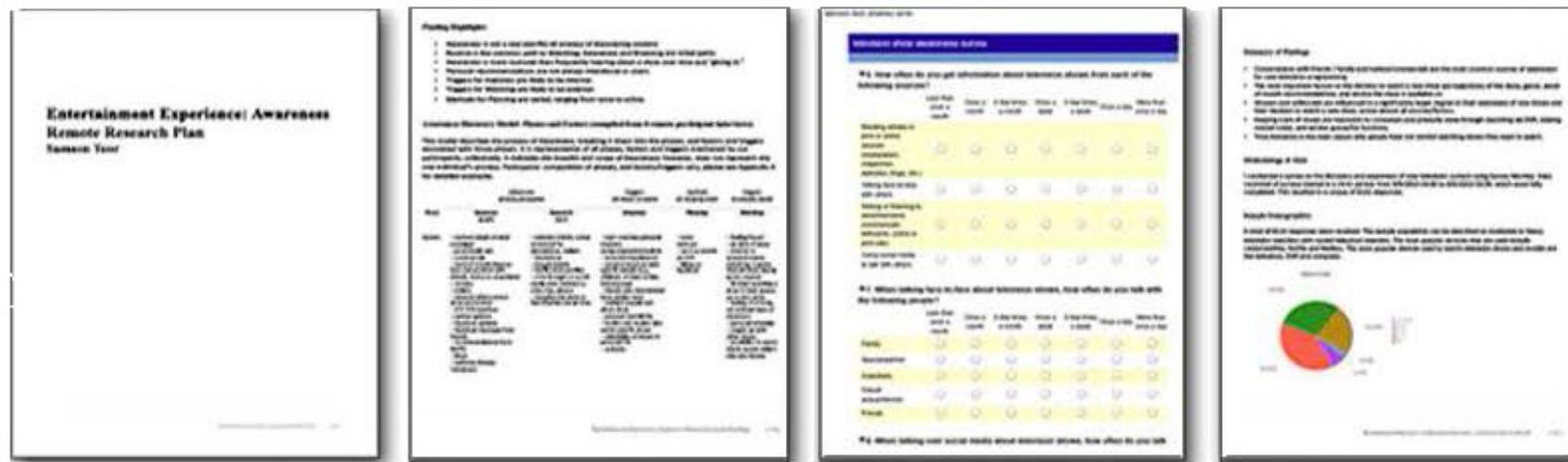
UX Design

- DIRECTV Responsive Design Cross-Platform Case Study
- UCSD Mobile UX Redesign
- Cafe 21 UX Redesign



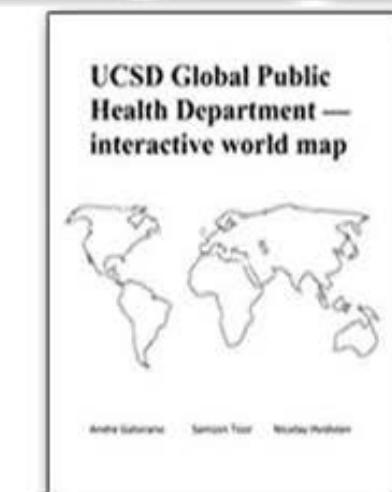
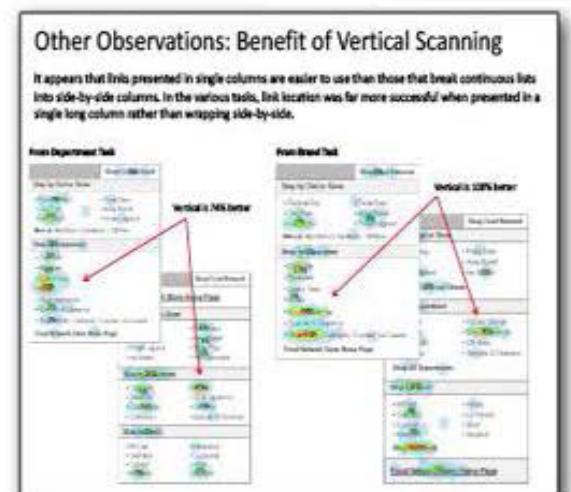
UX Research

- Digital Entertainment Products User Experience Research



UX Design study

- Usability Eye-Tracking Study
- UX Design Social Trends
- UCSD Web App. Design
- Second Screen Interaction Model



Case Study: DIRECTV

Problem

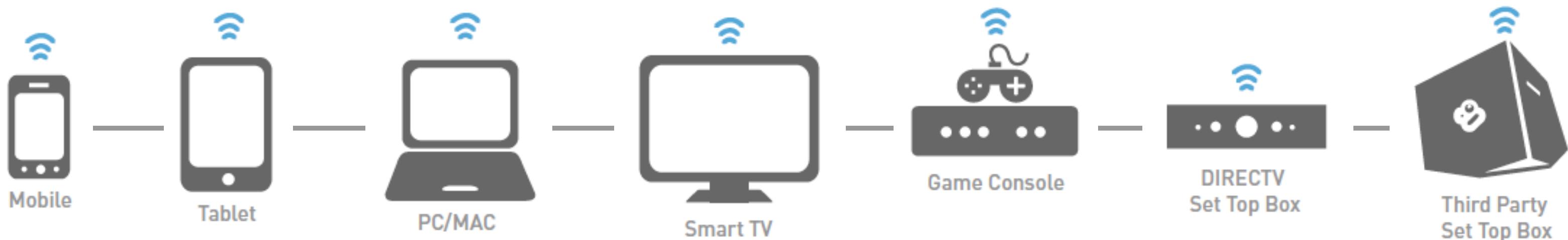
Losing significant market share as a digital satellite provider, as the industry rapidly shifts toward internet-based subscription services which are available on a broad spectrum of devices in comparison to DIRECTV'S limited user experience due to their confined singular approach allowing their services to be only administered through traditional satellite viewing capabilities

Solution:

Become competitive in the internet streaming service space and edge out direct competition by creating a device agnostic framework supporting live TV and on-demand streaming that can be easily adapted to meet future needs

User Experience Objectives

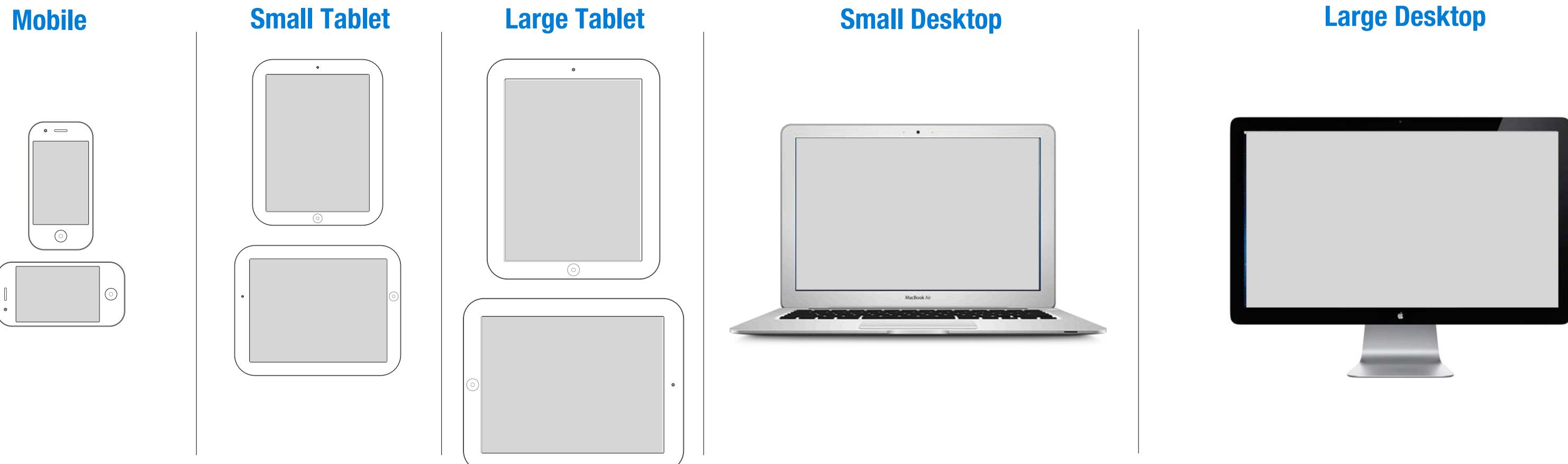
Create an intuitive and holistic experience for users across all devices and platforms: desktop, tablet, mobile, set-top box
- integrate all content delivery methods into one common info screen for iOS, Android, Windows, and streaming devices



Process

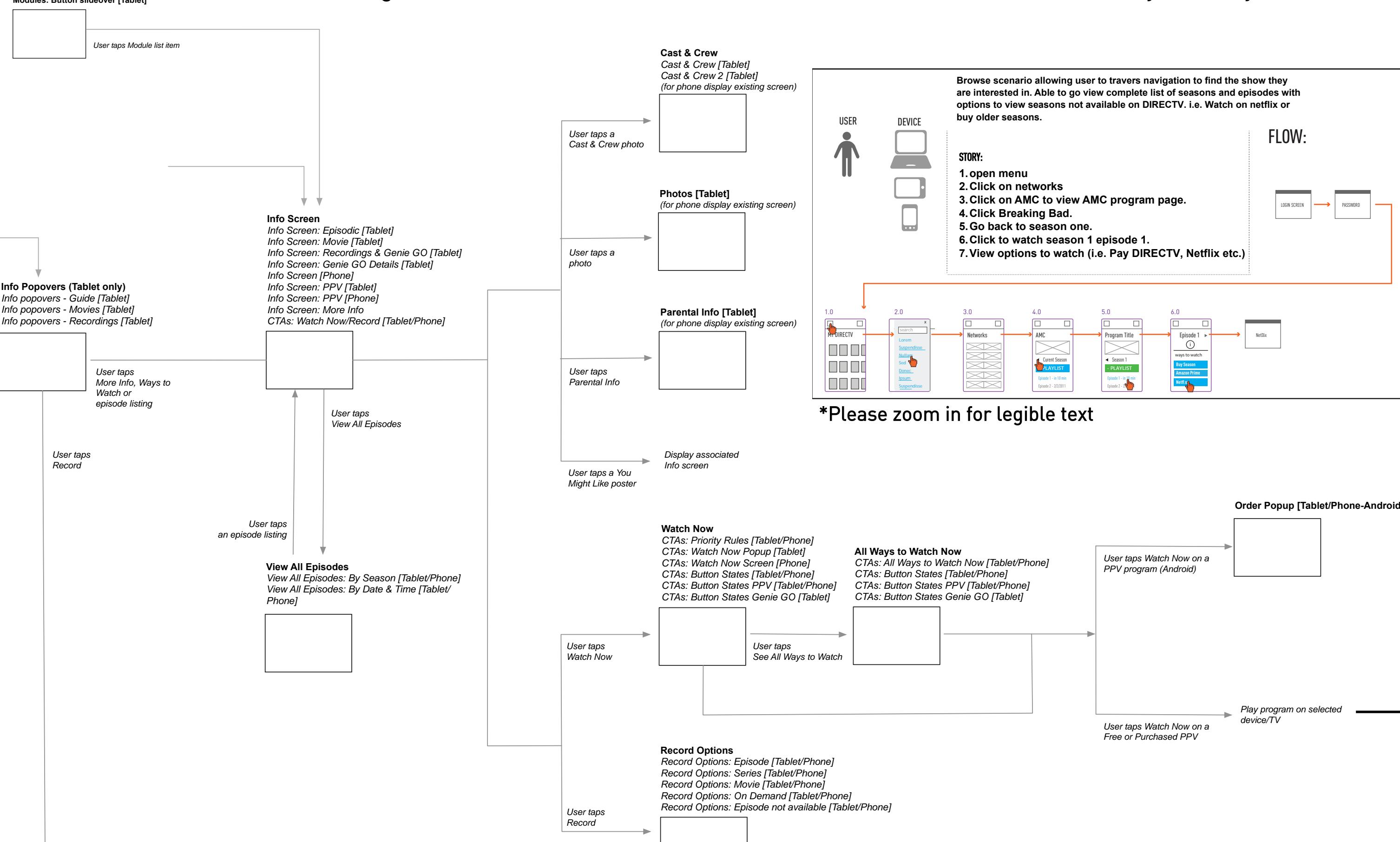
Competitive Analysis: Conduct a detailed analysis of Competitor's specifications through comparing and contrasting their central features, functions and flows which provides a basis and a foundation to evaluate areas of opportunity to further assist in wireframe design

URLs	Directv.com	Dish.com	Verizon.com	Att.com	Comcast.net	Netflix.com	Hulu.com
Entertainment							
PPV							
PPV Promo (redeem for PPV movies)	X	✓	✓	X	X	X	X
Browse PPV (movies, sports, events, adult)	✓	✓	✓	X	X	X	X
Expand and collapse view	X	✓	X	X	X	X	X
Title details (description, format, times, price)	X	✓	X	X	X	X	X
Queue displaying number of titles	X	✓	X	X	X	X	X



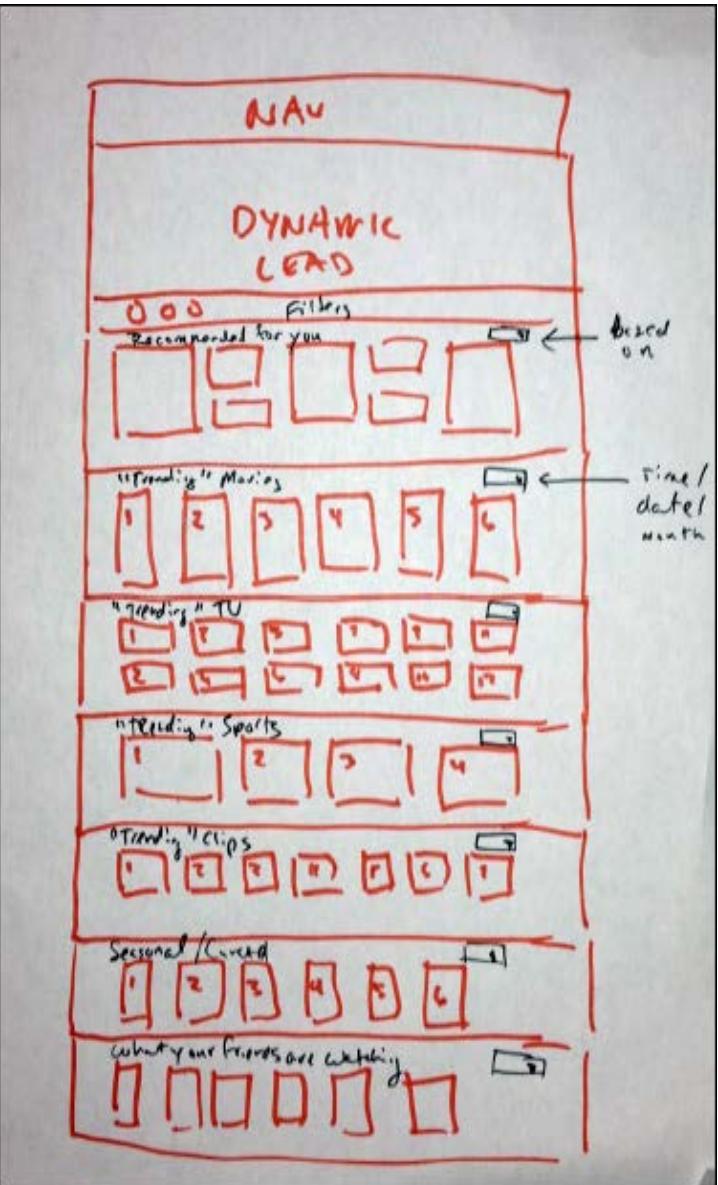
Compiling Features: Flow Diagram

Retrieve and analyze various 'systems' which assists in understanding the working relationship between various systems and most importantly- gaining essential insight on user behavior, logic behind their decisions in use, and interactions with the functionality of the systems

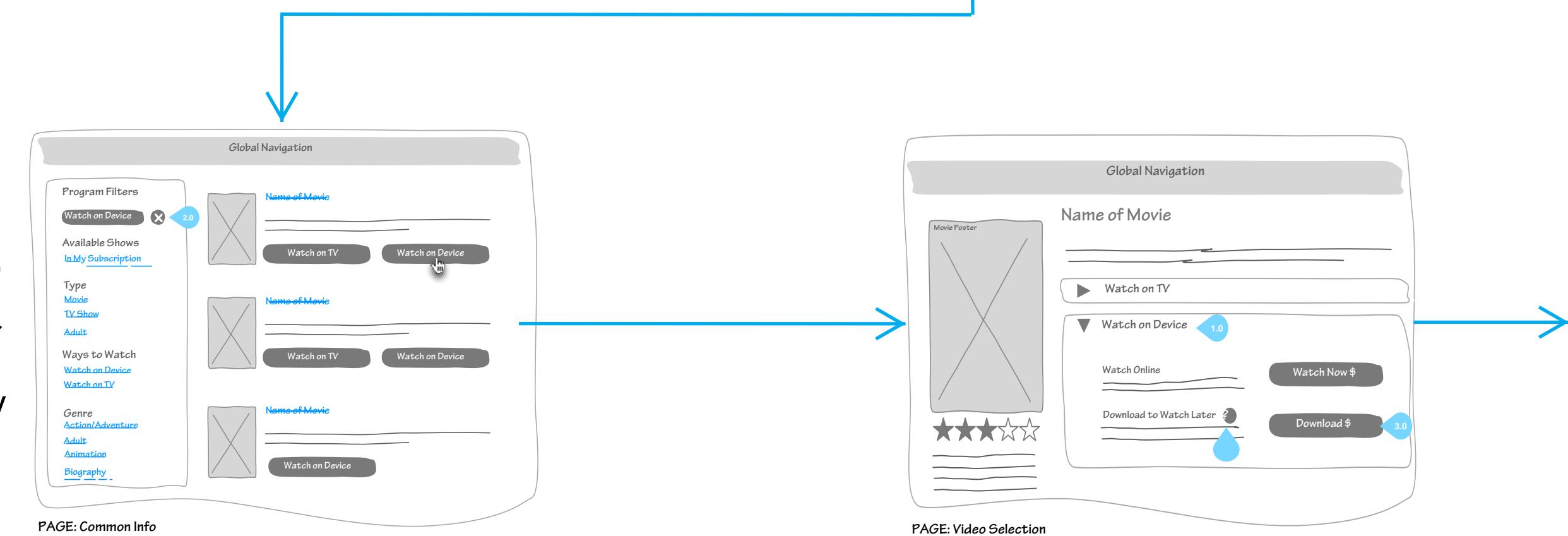


Early Sketches

Once critical information is analyzed and compiled, the resulting ideas and new and improved strategy is then mapped into 'rough' sketch format, to outline the improved methods/systems and provide the basis for the wireframes

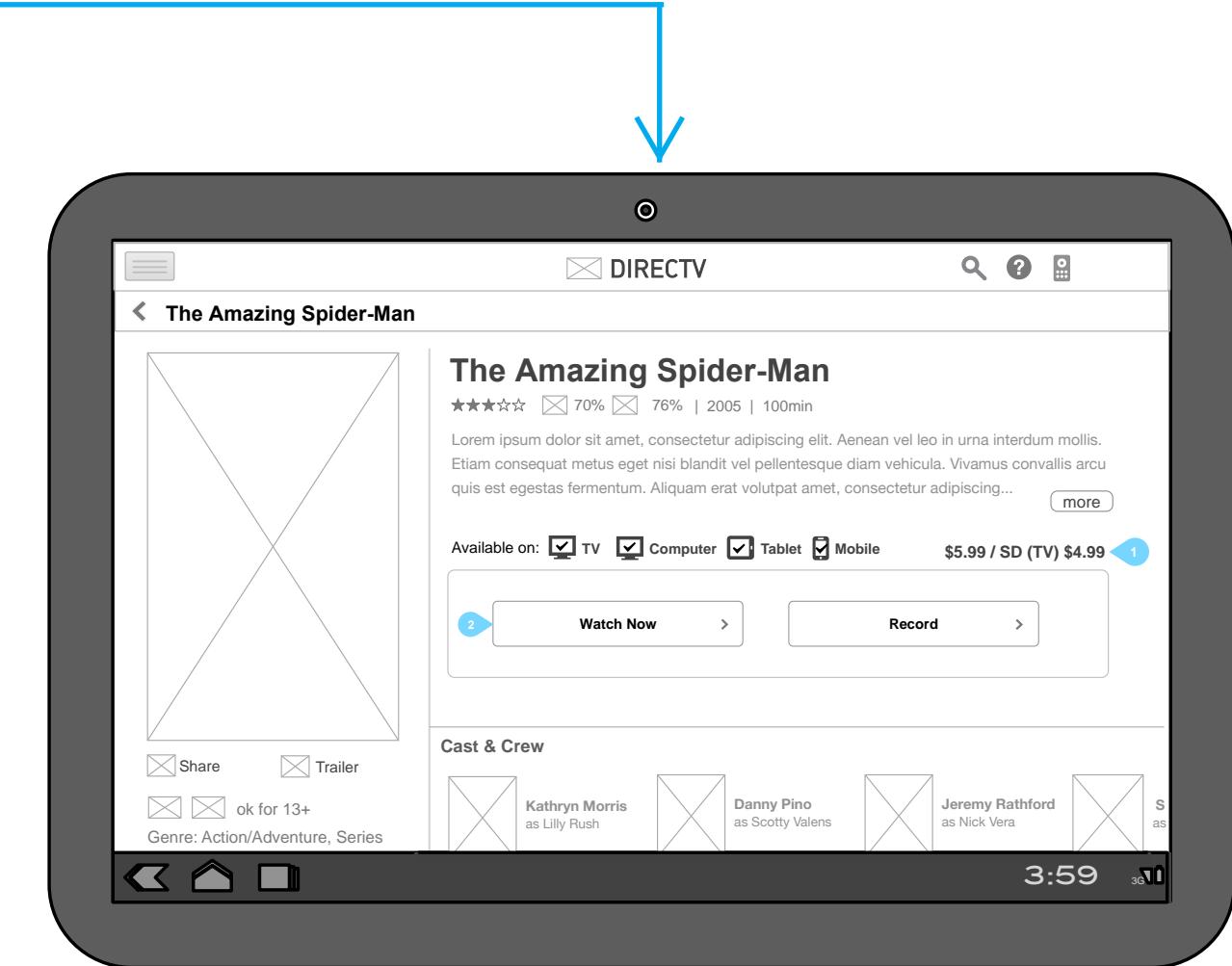
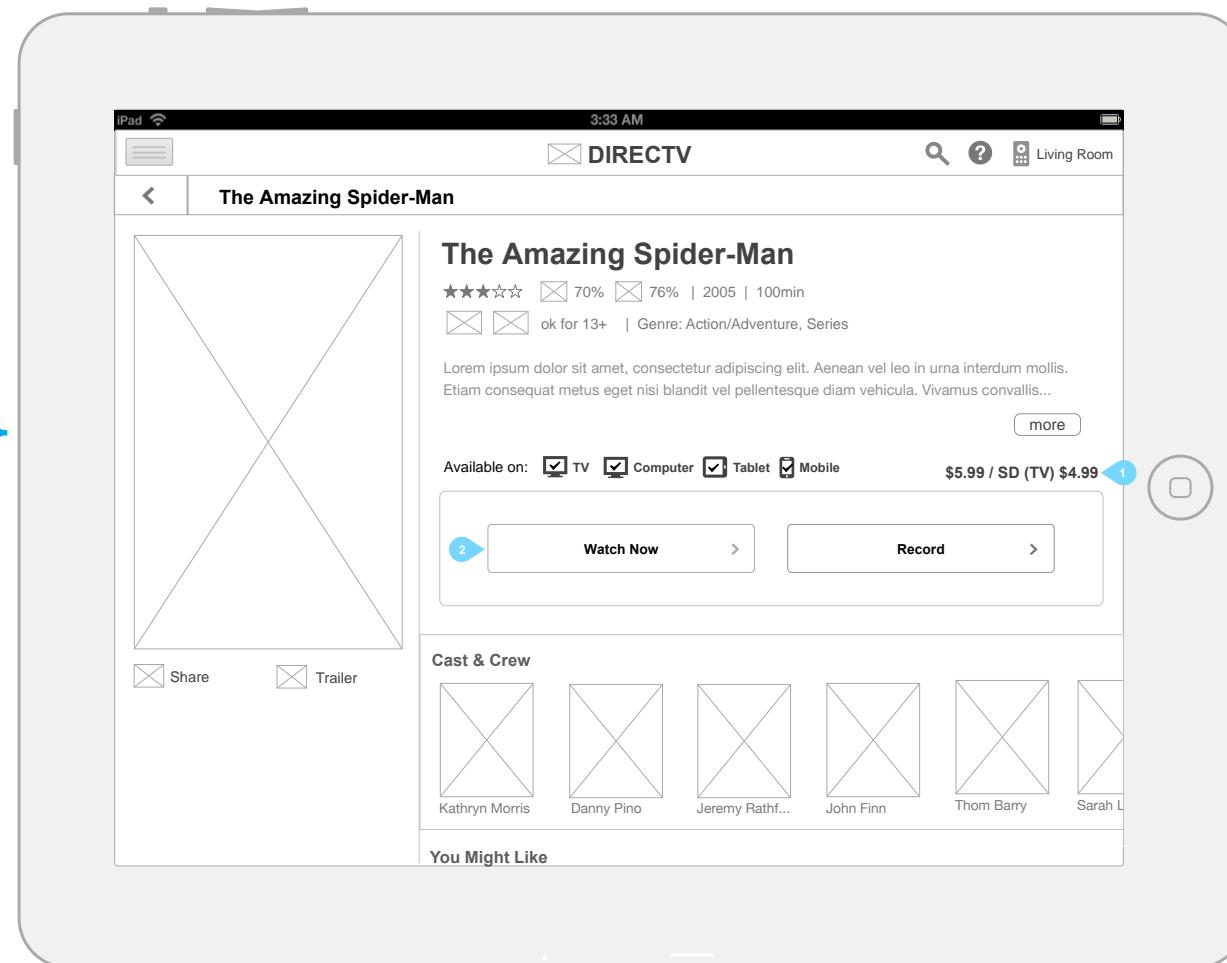


Above: Module layout sketches showcases 'media boxes' that represent content (shows, movies, series etc.) that are specifically chosen for the user based on their preferences, through analyzing trends in their past viewing activity

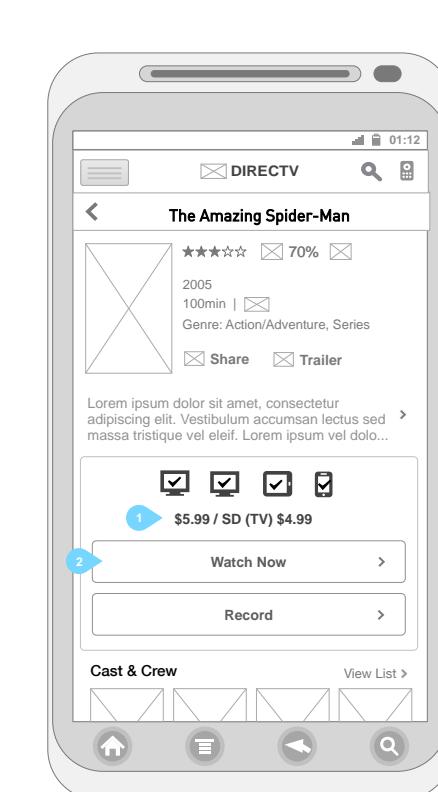
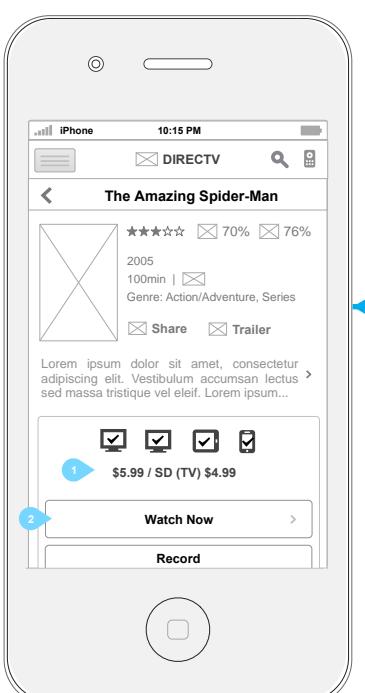


Wireframes

We then begin to construct the 'digital skeleton' that will be used as the foundation for production design, these wireframes will be the basis for integrating and conducting continuous adjustments before the prototype is approved and is ready to be created into 'real time' for end user use



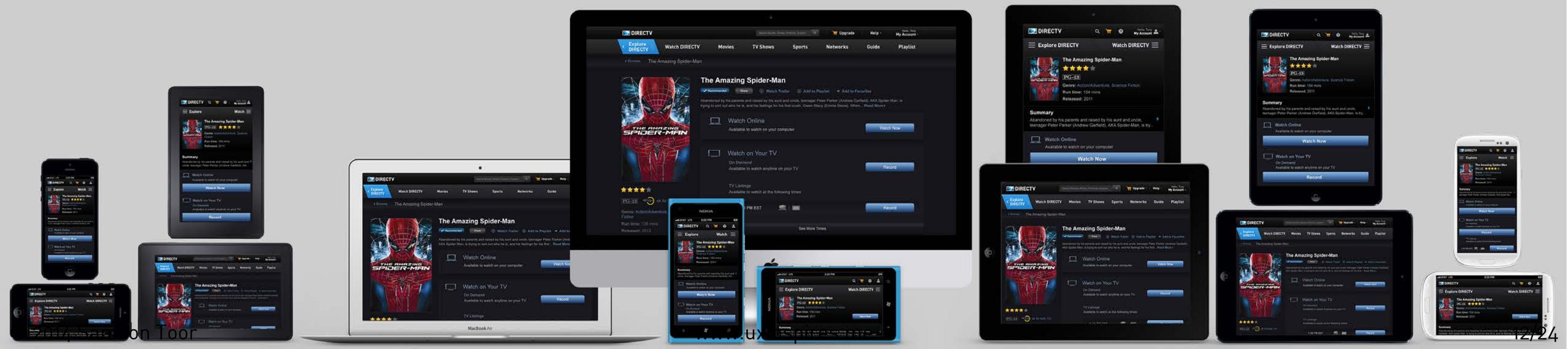
*For Apple Functionality



*For Android Functionality

Results

A highly intuitive, user-centric experience consistent across all internet connected devices for viewing DIRECTV digital products anywhere, anytime, live or on-demand.



Case Study:UCSD Mobile UX Redesign

Problem

The official University of California San Diego smartphone application was not widely utilized by students or staff due to various problematic design flaws, outdated app functionality, and information architecture issues resulting in a poor user experience

Objectives

To improve the mobile application user experience and to increase the amount of user traffic to the application through a user-centered and data-driven design process

Process

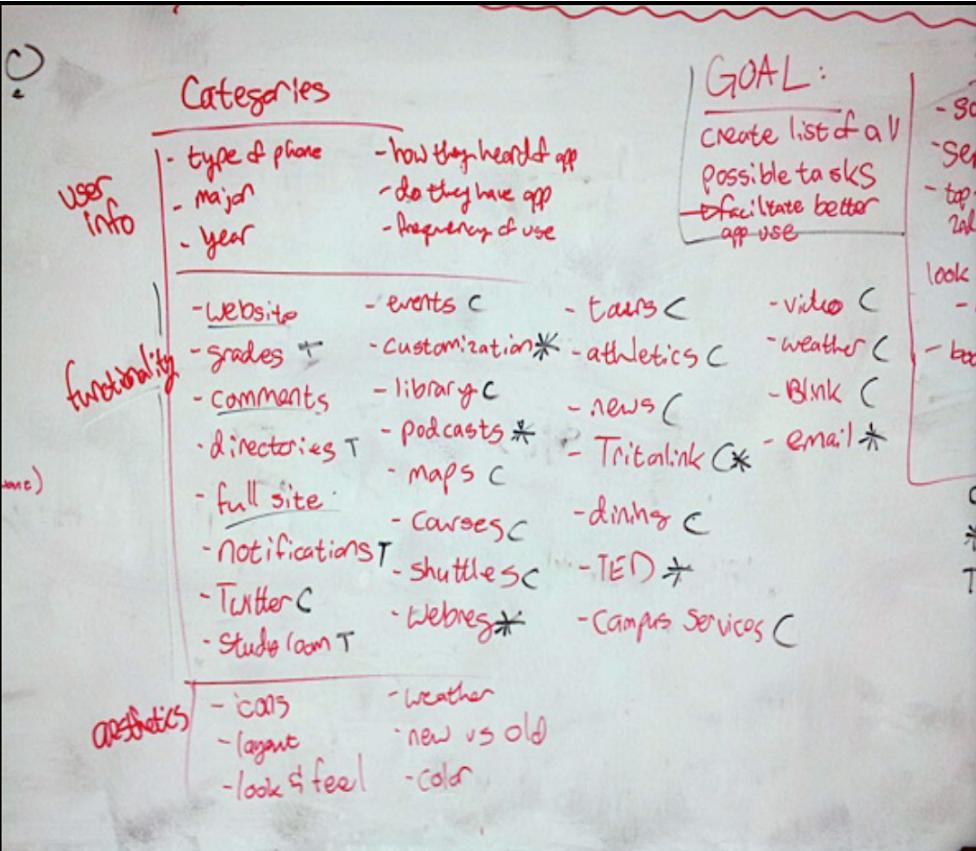
- Initial Requirements Gathering
- Work with Campus Web Office for Google Analytics data
- Contextual Interviews with UCSD staff and students
- Affinity Diagrams
- Competitive Analysis
- Persona creation
- Low-Level Visioning
- Storyboarding and Functional Specifications
- Low Fidelity Prototyping
- High Fidelity Omnigraffe Wireframes
- Testing and iterating mobile prototypes
- Final design testing

My Contributions

- + Came up with initial idea for app UX redesign and co-led team
- + Conducted 20 contextual interviews
- + Created competitive analysis for competing university apps
- + Created one of four personas
- + Led team in visioning and conceptual flow modeling
- + Designed half of all high fidelity prototypes with a partner
- + Designed wireframes for app landing page, favorites, notifications, settings pages, side navigation and widgets page
- + Managed the distribution of roles in creating the final paper documentation up till submission
- + Served as group spokesperson in presentation and QA sessions



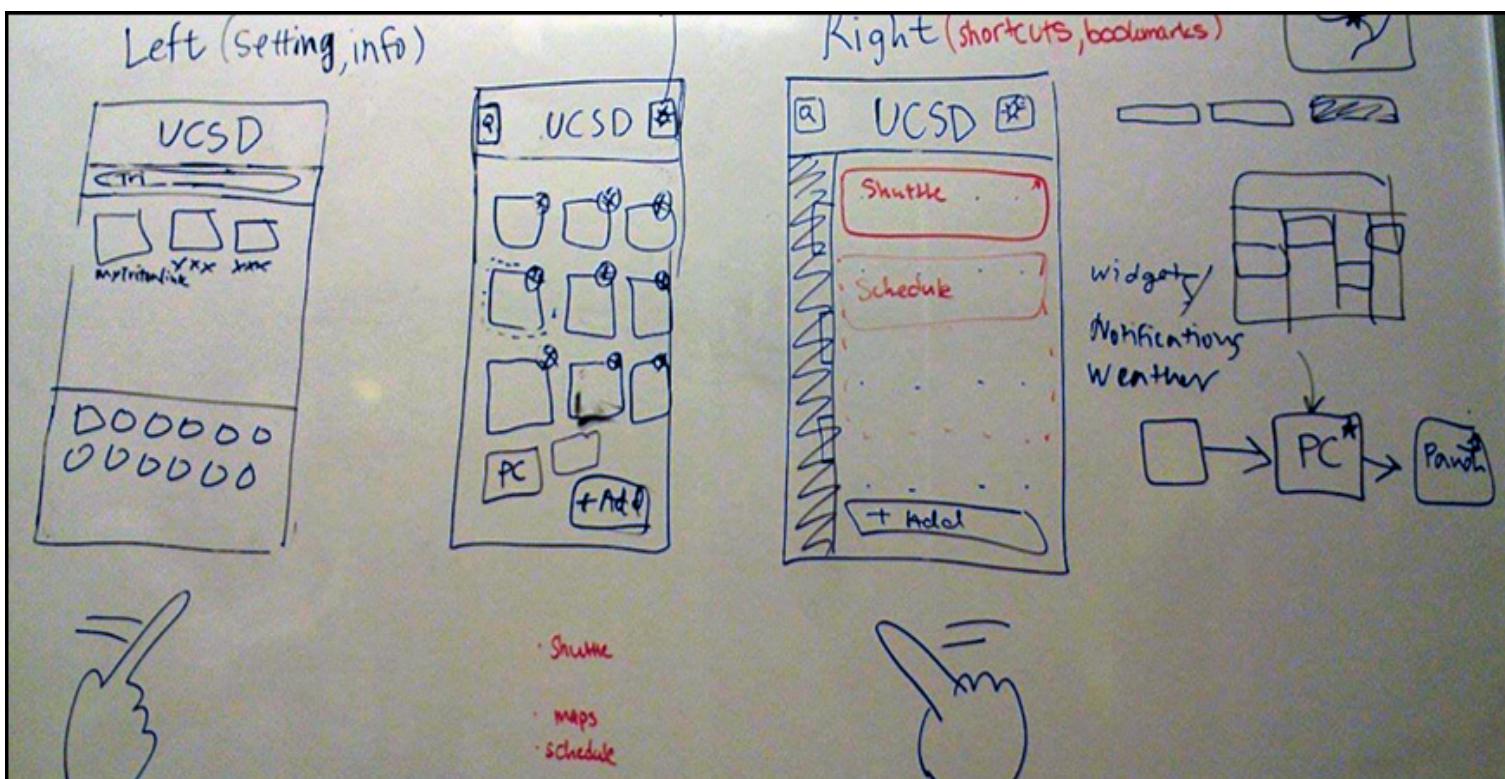
Gathering Requirements



User Personas

	4-Year Student	Transfer Student
Inexperienced	<p>New to college. Doesn't know where anything is or how anything works</p> <p>What about my classes? I'm hungry Point A to Point B</p>	<p>Has understanding of college, but trying to get oriented at new school. Wants to gain social life because didn't have on-campus experience in community college.</p> <p>What's going on? Where can I study?</p>
Experienced	<p>How do I stay active? I need to get a hold of someone</p> <p>Got the college thing down, but is looking to get a little more out of the college experience besides class. Will be graduating in a year or two and needs to start getting things in order. Needs to get in contact with resources.</p>	<p>What about my education? What about my money?</p> <p>Familiar with school and college experience. End of college career, needs to make sure that they have all the classes they need to graduate, and make sure all the bills are paid because they're on their own.</p>

Sketches



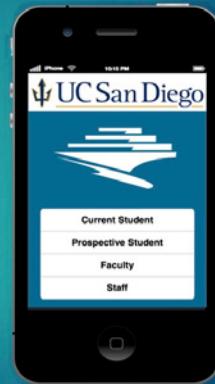
Results

We arrived at the final design by focusing on solving problems in the app design that frustrated the most users in our user interviews we previously conducted

“ Homepage menu organization not relevant to me. ”

Profile Selection

- Customization based on type of user – current student, prospective student, faculty and staff
- Relevant features correspond to the user status.



Customization: Drag and Drop

- Drag and Drop System
 - Homepage icons
 - Widgets
- Enter the edit mode by holding the icon for 1.5 sec.
- WYSIWYG: Drag and Drop on the homepage.
- Trashcan holds all the removed icons
 - Tap to bring it back



“ A widget for shuttles would be helpful. ”

Problem Four

Widgets

- Quick-View into most relevant tools
- Weekly Schedule, Shuttle Times, etc.
- Based off breakdowns and insights from data.



Notifications

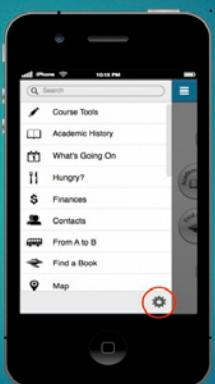
- Current Balance Changes
- Bill due date approaching
- Holds
- Study Rooms (Upon Reservation)
- Exam Dates (TED Integration)
- Unique User-Defined Reminders



“ I want to customize the menu ”



“ Need to dig through the App to find the information I need. ”



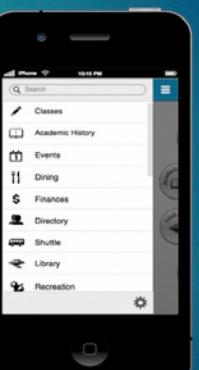
Easy Log In/Out

- Setting on the left navigation feature allows users to log in and out anytime throughout the application.
- Avoid users sign in and out multiple times.
- Save the user's authentication locally.



“ It's stupid that I have to go to the homepage to go to another feature. ”

Problem Six



Navigation

- Navigation menu available upon left sweep
 - Accessible from any level within the hierarchy
- UC San Diego logo navigates back home
- Navigation consistent across all hierarchical levels.



How Design User Experiences

My Approach to User Experience Design

Define User Experience Design begins by defining the scope and nature of the solutions it will design to. This includes the nature and scope of the requirements for both business and user.

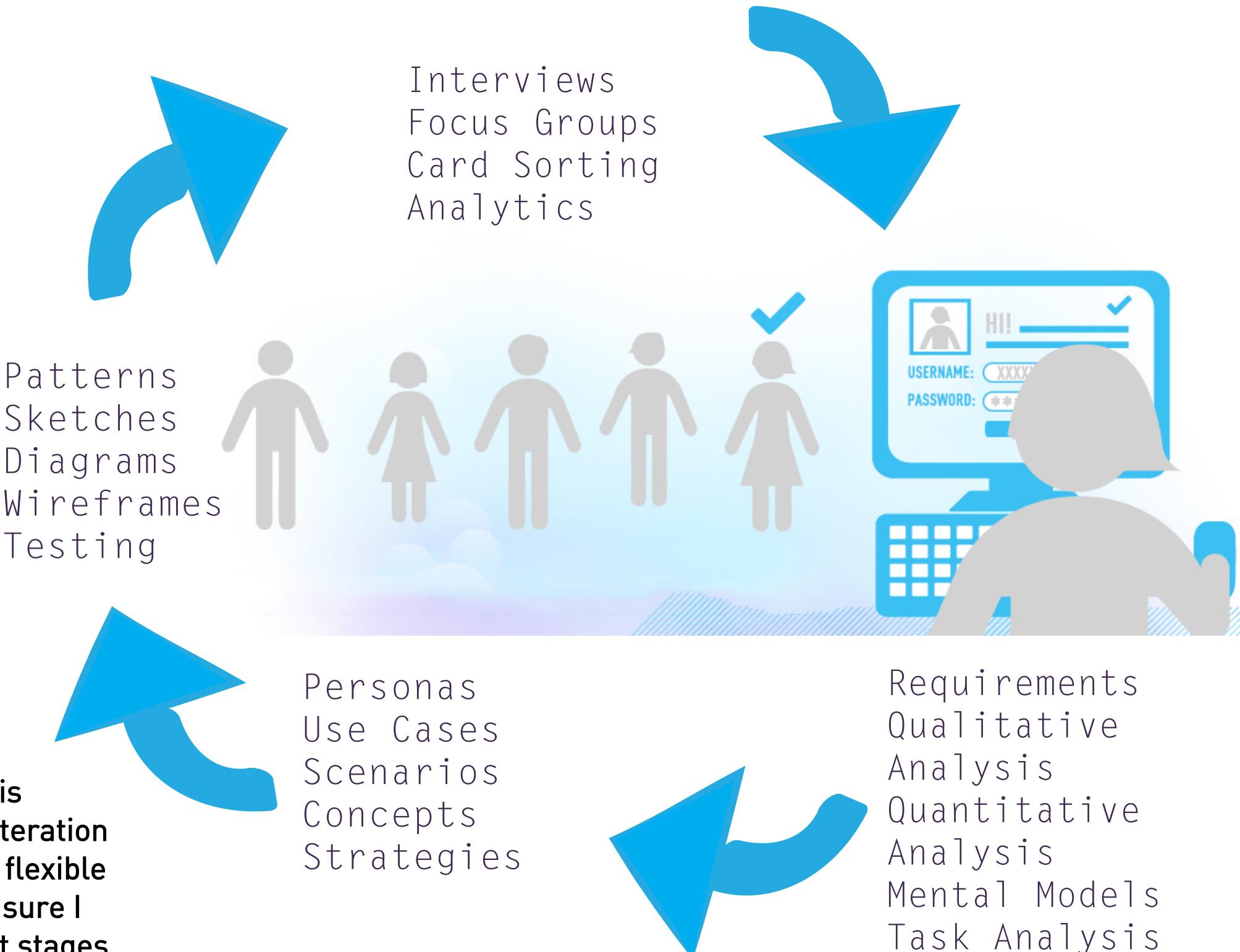
In this definition phase, I conduct research, create requirements and produce models and mappings that will inform functionality, screens and goals that the system I am designing must account for. These mappings can include experience maps, use cases, flows, information design, service design and strategies and concepts that will help realize a system.

Design

I typically design in between two and three phases depending on the projects scope. My approach is based on my experience of project requirements. The first phase of design is always done in broad strokes. Future iterations refine designs and where it helps I build prototypes.

Specification, Testing & Iteration

Finally, I build detailed specifications. Where testing is required I provide plans and conduct usability tests. Iteration is something that is always accounted for. Through a flexible approach to projects, processes and designs, I make sure I am always on hand to work through the final and next stages of any project I am working on.



Profiles, Personas & User Stories

Profiles

By building profiles, I have helped develop an understanding of users values, goals and aspirations. Knowing these helps me think and design to user needs and define the way in which technologies can support the things people do.

By understanding the limitations that exist for a group of people, I have helped identify the constraints people have.

Profiles also act as a context from which we can all map ideas. Primarily, profiles I develop have acted as a communication tool through the project process.

The Busy Father

Arthur

"I just need them to show up when they say they will."

For this persona, we've collected data on their age and job type, as well as their interests and hobbies. We've also collected data on their education level, family size, and more.

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For this persona, we've collected data on their age and job type, as well as their interests and hobbies. We've also collected data on their education level, family size, and more.

Home Owner — Life Event

Paul and Helen

"I guess we can put anything in there. I'm just not sure how much will fit."

Helen's brother died a few months ago and they're just now getting around to emptying the house. They plan on selling the house, but there's quite a bit they'll need to do first. The house also needs some renovation work to the upper floors.

The house is filled with Paul and Helen's mother collected over the past couple of decades. Helen wants to keep as much as she can, but she has no time. There are a few things Helen wants to keep. Most of the clothing and furniture will be donated to Goodwill. Unfortunately, most of her mother's "vintage" items have either been sold or thrown away. She also has some items, but Paul and Helen don't know if the price continues to rise or not.

Now is the time Paul and Helen have gone through something like this, they aren't sure where to begin. They just want this to be as easy as possible. They know they need a designer, but they're not sure exactly who to hire. And they assume that almost everything can go to the designer, unless otherwise told otherwise. They only other concern is that the designer leaves the property. They're hoping to find a company who really takes care of their customers and take care of the job when they deliver or pick up the designer.

Key Characteristics

- Single mom who is a combination of working mom and part-time marketing job (e.g. Facebook).
- Little to no prior experience with acquiring a designer.

Goals

- Get a designer quickly.
- Get rid of all the stuff they aren't keeping or donating.
- Avoid destruction to the property during the process.
- Avoid an lengthy designer.
- Get rid of the designer quickly once it's hired.

Questions

- Is there anything they can get?
- How quickly can they deliver and pick up?
- Will they leave the property in the condition it was originally?
- How does this work?
- Is there a payment required?
- How much will it cost?
- How many can I get a hold of someone to speak to?

Influencers

- Friends who are designers.
- Paul.

Frustrations & Pain Points

- Designer who is not available.
- Designer leaves the property how they found it.
- Getting the contractor who worked previously.
- Speed of setup and picking up contact info.
- No clear account access for scheduling and payment.
- Rewards program.
- Quality and cleanliness of equipment.

Agreeability

PERSONA

Thomas Petrowski
35 years old, male, married

"We heard about this TV, and Paul (sic), but I'm not convinced to go with them."

Thomas Petrowski is a 35-year-old male, married, and has two children. He works at a local manufacturing plant in Hambridge, Pennsylvania. Despite Petrowski's long time presence in manufacturing, the local economy hasn't been doing so well. In fact, the past few years he's seen his income drop by 20% and has been having rumors about layoffs. While not worried personally, he is.

TV + Cable + Devices

- Single person
- Owns home, recently purchased, located in Hambridge, Pennsylvania
- Married, 2 kids
- Local manufacturer, located in Hambridge, Pennsylvania
- People in the neighborhood

Tom's TV Experience

- TV: 100% (located in living room with 50" flat screen)
- CONTACT SUBSCRIPTION: BUNDLED TV, HOME INTERNET, INTERNET & TV
- Frequency of mobile phone usage: 1 - 2 times per day
- Connected with hearing device: 1 - 2 times per day
- Connected with assistive listening device: 1 - 2 times per day
- Frequency of buying or mobile phone: 1 - 2 times per week

Tom's Devices + Digital Mobility

- TV: 100% (located in living room with 50" flat screen)
- CONTACT SUBSCRIPTION: BUNDLED TV, HOME INTERNET, INTERNET & TV
- Frequency of mobile phone usage: 1 - 2 times per day
- Connected with hearing device: 1 - 2 times per day
- Connected with assistive listening device: 1 - 2 times per day
- Frequency of buying or mobile phone: 1 - 2 times per week

Tom's Budget

Tom is considering a new smart phone that is offered by Telecom, one of his providers. Though still a bit nervous about the cost, he has been using Telecom for 10+ years. He is looking to bring another line of a secondary telephone line for the freedom of a Pay-As-You-Go plan.

Tom's Goals for TV

- I want to get the best-valued TV package I can afford before my Comcast rate hike. I want to research another provider with my business since Comcast doesn't seem to value the two plans I have been with them.

Personas

I have created many personas and have worked on projects in which the goal was the creation of personas and projects where personas have supported design. Personas inform design and business decisions, grounding them in a common understanding.

Stories

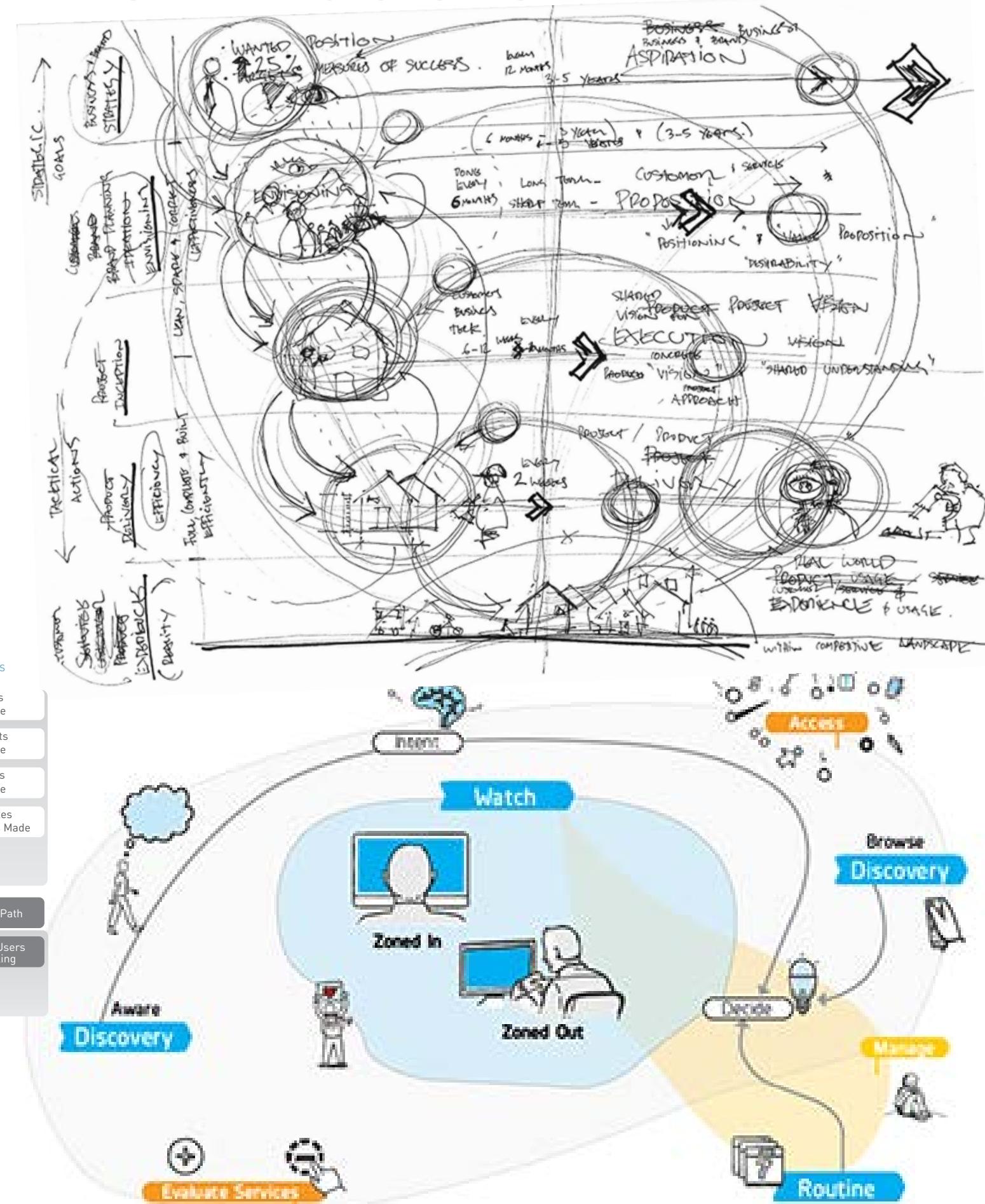
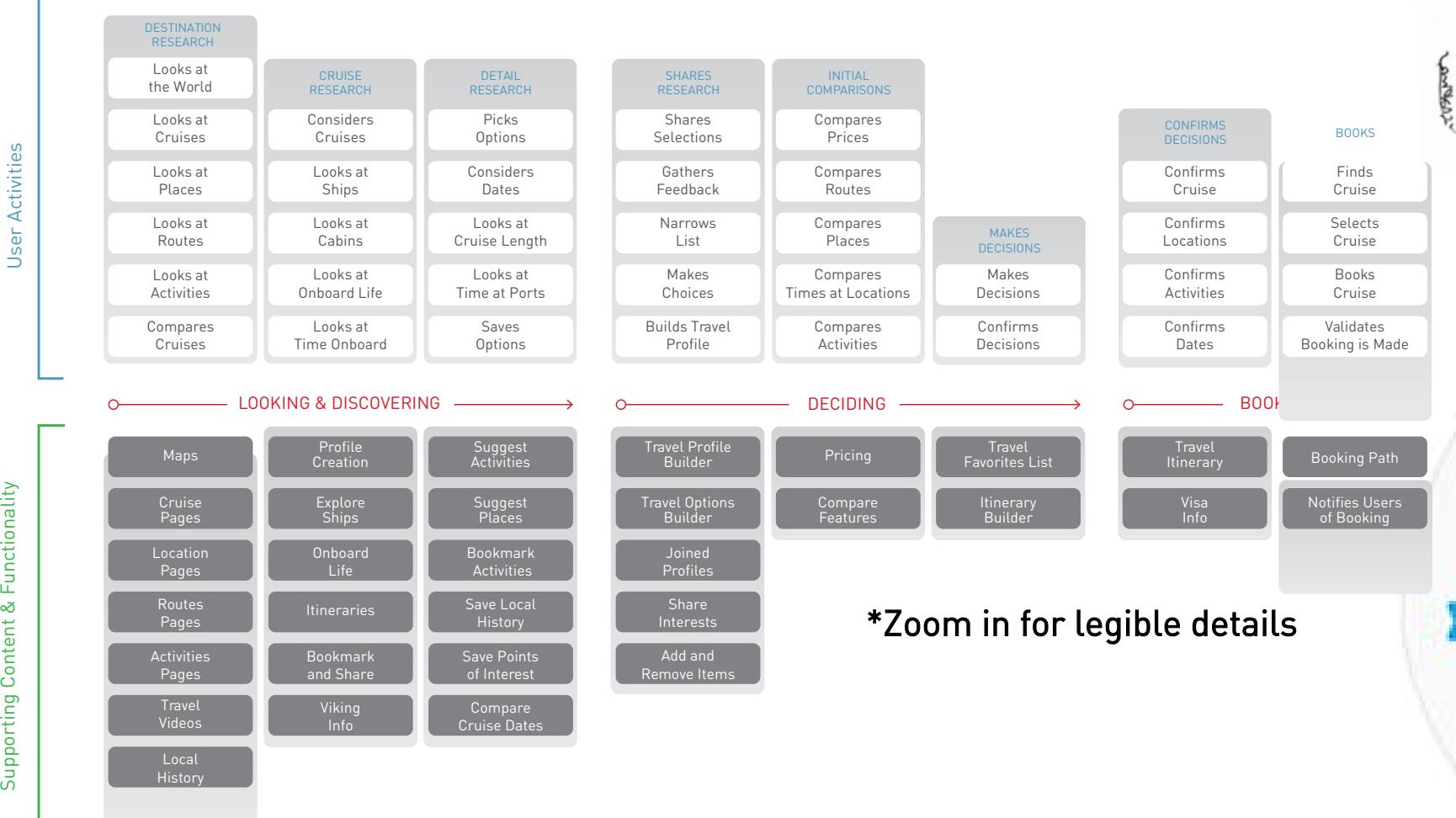
I use stories and scenarios as a starting place for design. A scenario can cover a lot of ground prior to working through use cases and lows. They also help identify important parts of a system early.

Experience Maps & Mental Models

People interact with more than an interface. Websites and applications are all parts of an ecosystem in which information serves different roles at different times. At each of those times peoples needs, goals and attitudes change. By thinking beyond the interface and looking across the whole system, a bigger picture can be built that allows us to look across a whole journey and into its parts. By building blueprints of those touchpoints, service interaction points, and journeys, I work to help create:

- Strategies that are global
- Interaction models that work across an ecosystem
- Find opportunities to better engage with people
- Identify when, why and how a person is using a system

All with the sole purpose of ensuring that the systems we design are true to the service model, ensuring their relevance beyond the initial concepts and through the lifespan of the user.



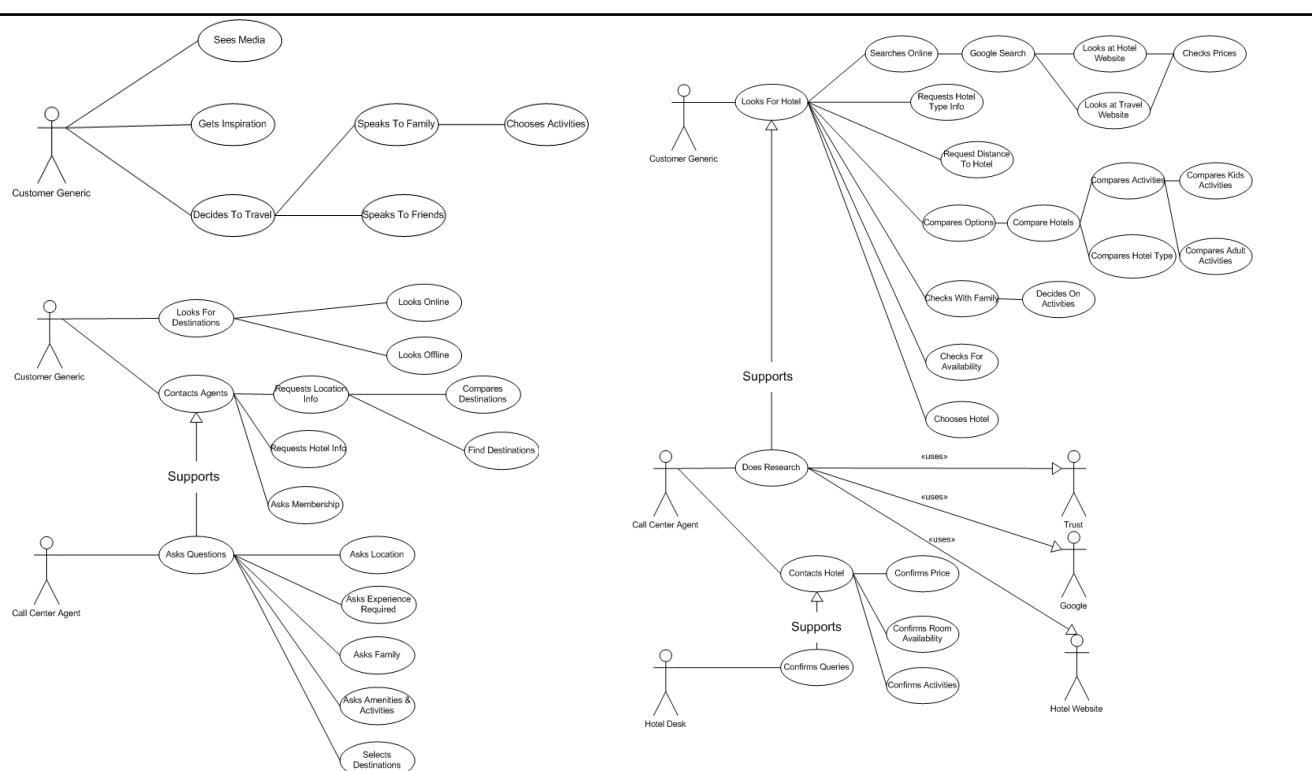
Use Cases & Use Case Diagrams

From stories, I write use cases. These can be written to any level of granularity and include the logic and interactions users will find in a system. Use cases have helped to act and define comprehensive views of the systems I have worked on:

- They define key interactions
- They define key pieces of functionality
- They define the main parts of a system
- They identify complexities in a system
- They help consolidate a view of how a system should work

Use Case Diagrams extend use case outlines and illustrate, not just the primary interactions but, the steps that go beyond those initial steps a person takes to achieve a goal. Beyond that I use Use Case Diagrams to:

- Illustrate how interactions are supported
- Identify the main sequences of steps
- Begin the process of architecting a system
- Identify the data that a system will need at each point of contact
- Tie a system together



Use Case Outlines

Use Case 1: User Creates an Account

1. User arrives at the website
2. User selects sign-in/register
3. User selects create an account
4. User sees the account creation page
5. The user completes the required fields
6. The user arrives at their main account page

Use Case 2: User Finds a Product

1. User arrives at the website

Use Case 3: User Searches

1. User is at the website

Use Case 4: User Browses Bundles

1. User arrives at the website looking for a collection of items

Use Case 5: User Browses Designs

1. User arrives at the website looking for a collection of items

Use Case 6: User Buys a Gift Card

1. User wants to buy a gift card for a family member
2. User selects the option to buy a gift card
3. User sees a page with gift card options
4. User selects the options they want
5. User selects purchase
6. User proceeds to check-out

Use Case 7: User Compares Products

1. User arrives at the site
2. User sees the category of product the wish to purchase
3. User selects the product category
4. User arrives at the product listing page and sees a list of products
5. User filters the list
6. User sorts the list
7. Result set is sorted by sort criteria
8. User selects a product from the list
9. User arrives at new design landing page
10. User sees design and product descriptions
11. User browses images

Use Case 8: User Purchases

1. User has items in their cart
2. User selects check-out
3. User sees shopping cart
4. User chooses to add items, remove items or add to wish-list
5. [If user selects wish-list user is asked to sign-in]
6. [If user makes modifications to cart then shopping cart is modified]
7. User selects check-out
8. [If user is not signed-in user adds billing and shipping information]
9. [If user is signed in they have the option to modify both billing and shipping details]

Use Case 9: User Selects Spanish Version of Site

1. User arrives at site and sees content is in English
2. User sees option to view spanish version
3. User selects language options
4. Page reloads with content in Spanish

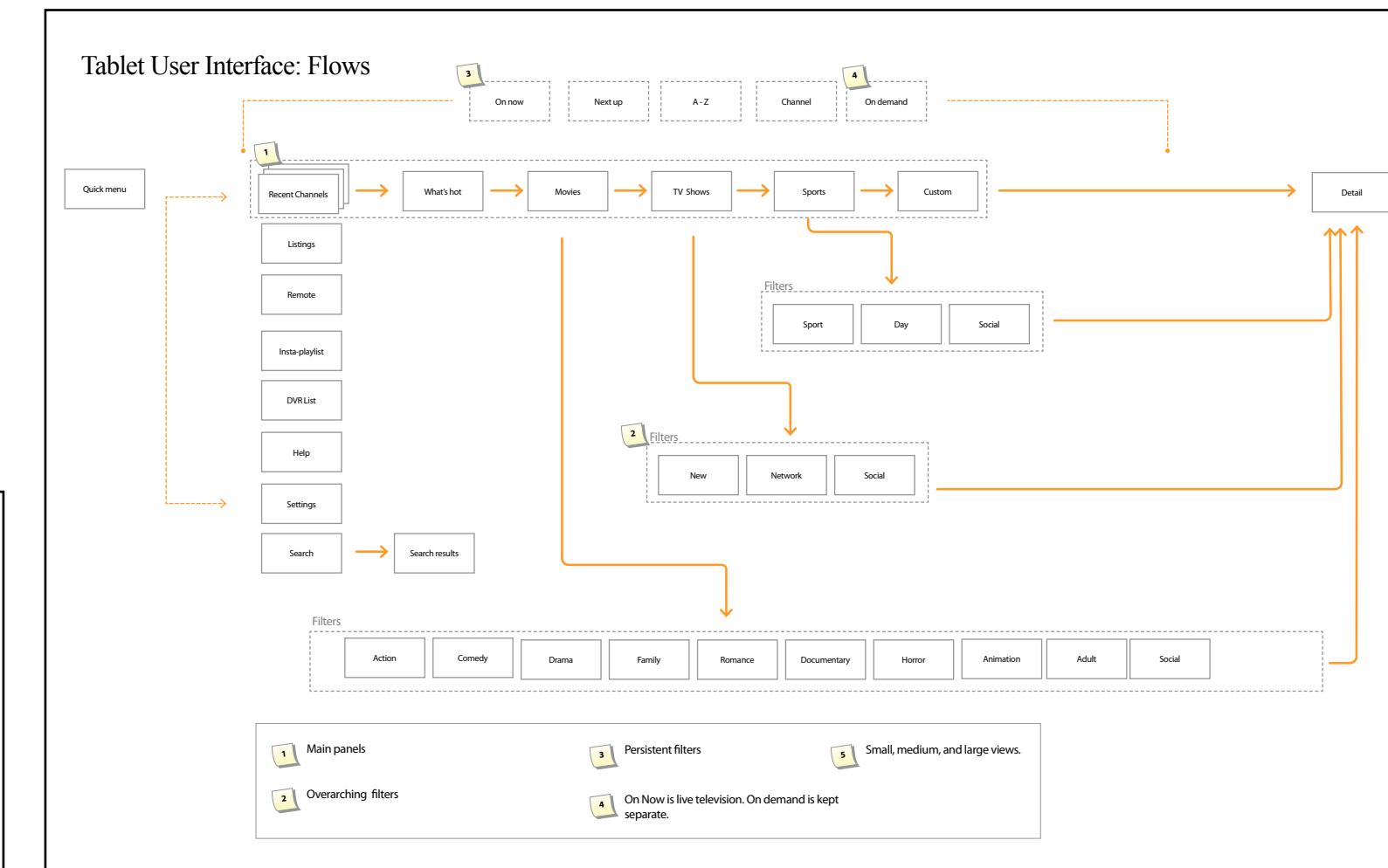
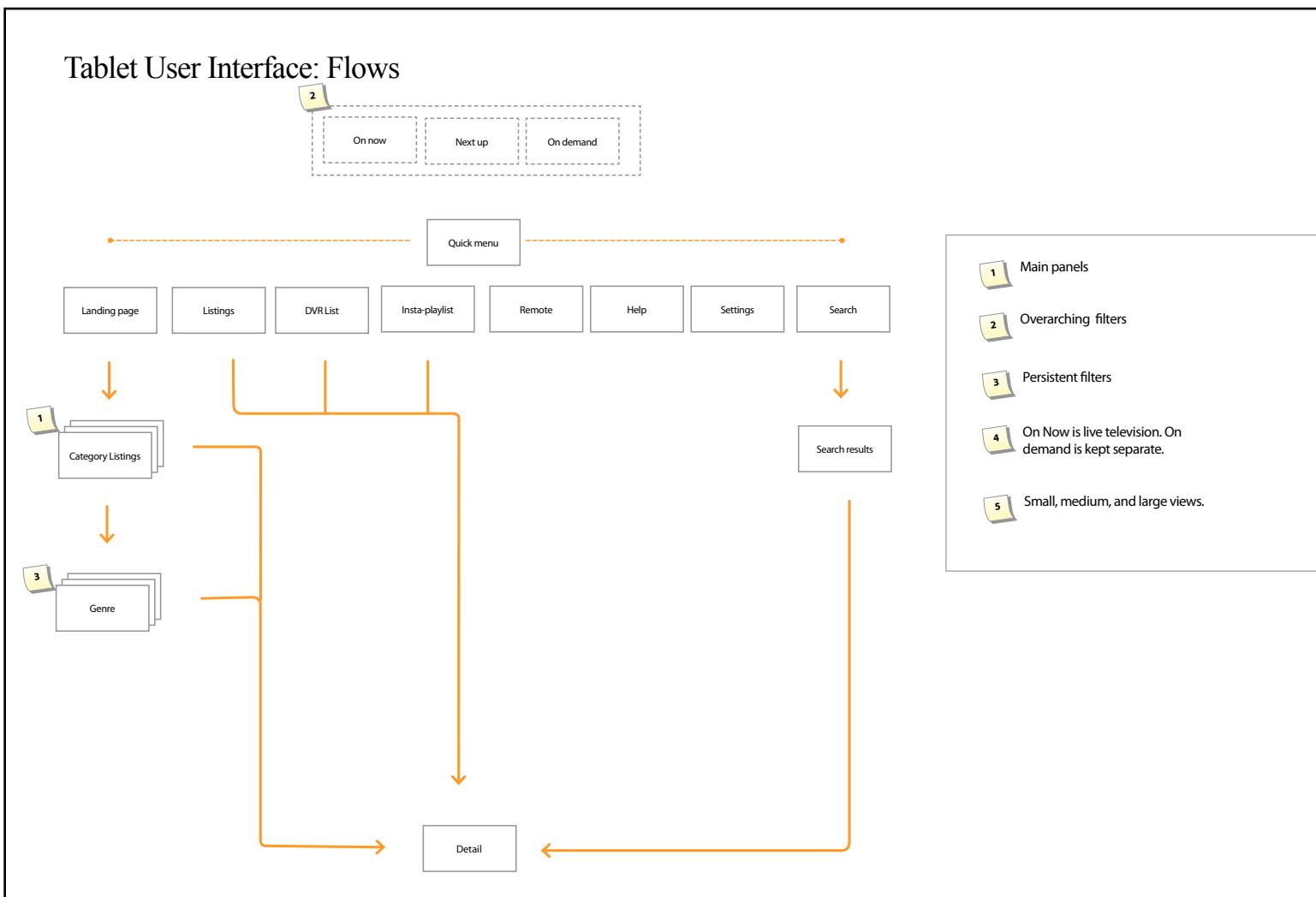
* zoom in for details

Flows, System Logic & Diagrams

Every project I have worked on has required an attention to the details of a system. I have accounted for everything from states of a system to the information that has to be mapped based on a user's decisions in a system.

I use diagrams to:

- Communicate the logic of a system
- Illustrate the steps and decisions that can be made
- Identify the key paths and interaction points of a system
- Help define the requirements, states and scope of a system
- Provide the basis for the information strategy of a system



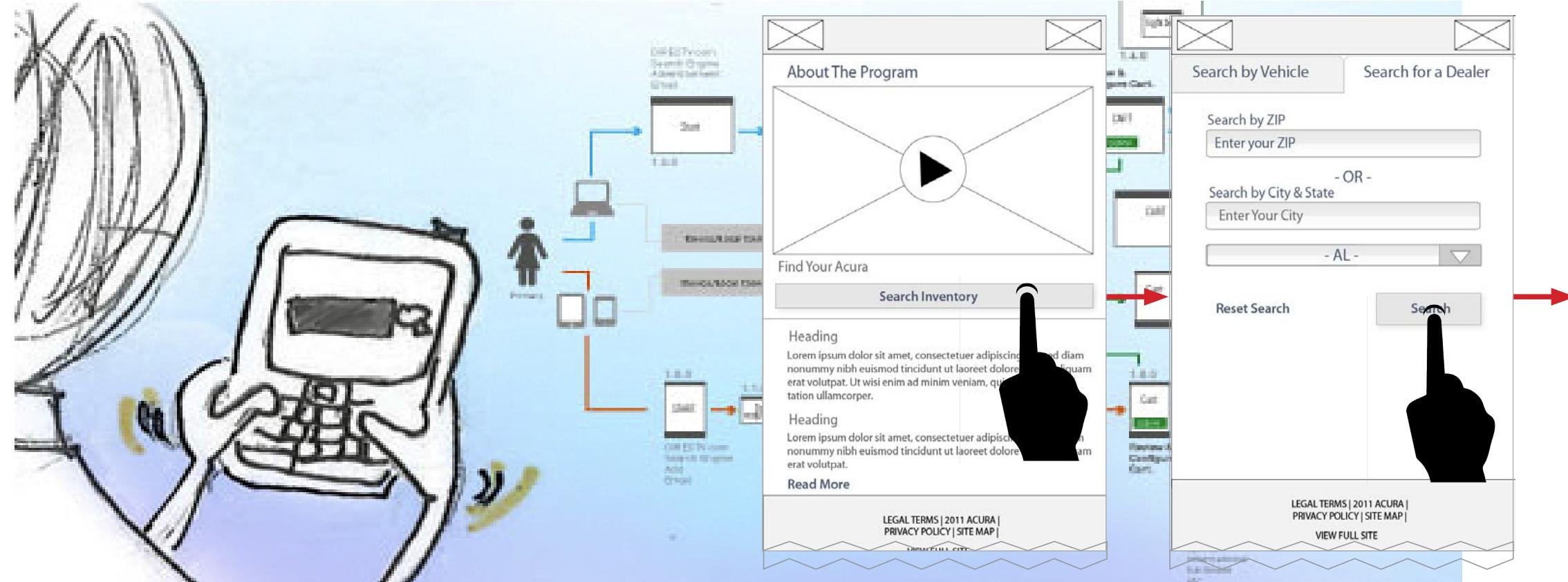
*zoom in for details

Storyboards & Interactions

Storyboard and interaction flows tell the visual story of an interface. They bring concepts to life.

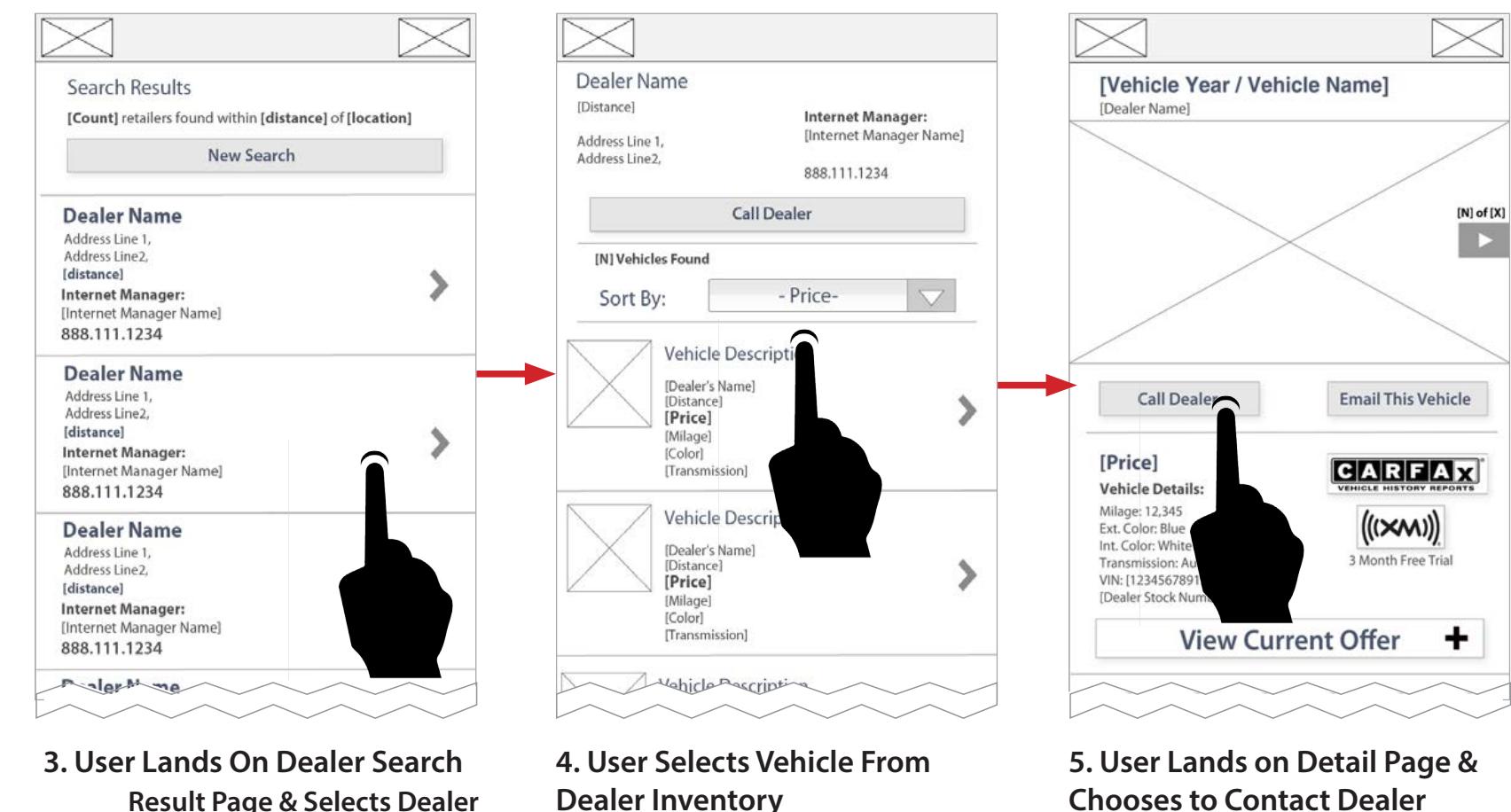
I use them to:

- Communicate interaction concepts
- Bring flows to life
- Illustrate the main steps people can take to achieve goals
- Illustrate the steps people can take to achieve goals
- Find and identify additional opportunities and paradigms that support people's journey through a system



1. User Lands on QR Code Landing Page

2. User Searches For Dealer



3. User Lands On Dealer Search Result Page & Selects Dealer

4. User Selects Vehicle From Dealer Inventory

5. User Lands on Detail Page & Chooses to Contact Dealer

Layout Patterns & Wireframes

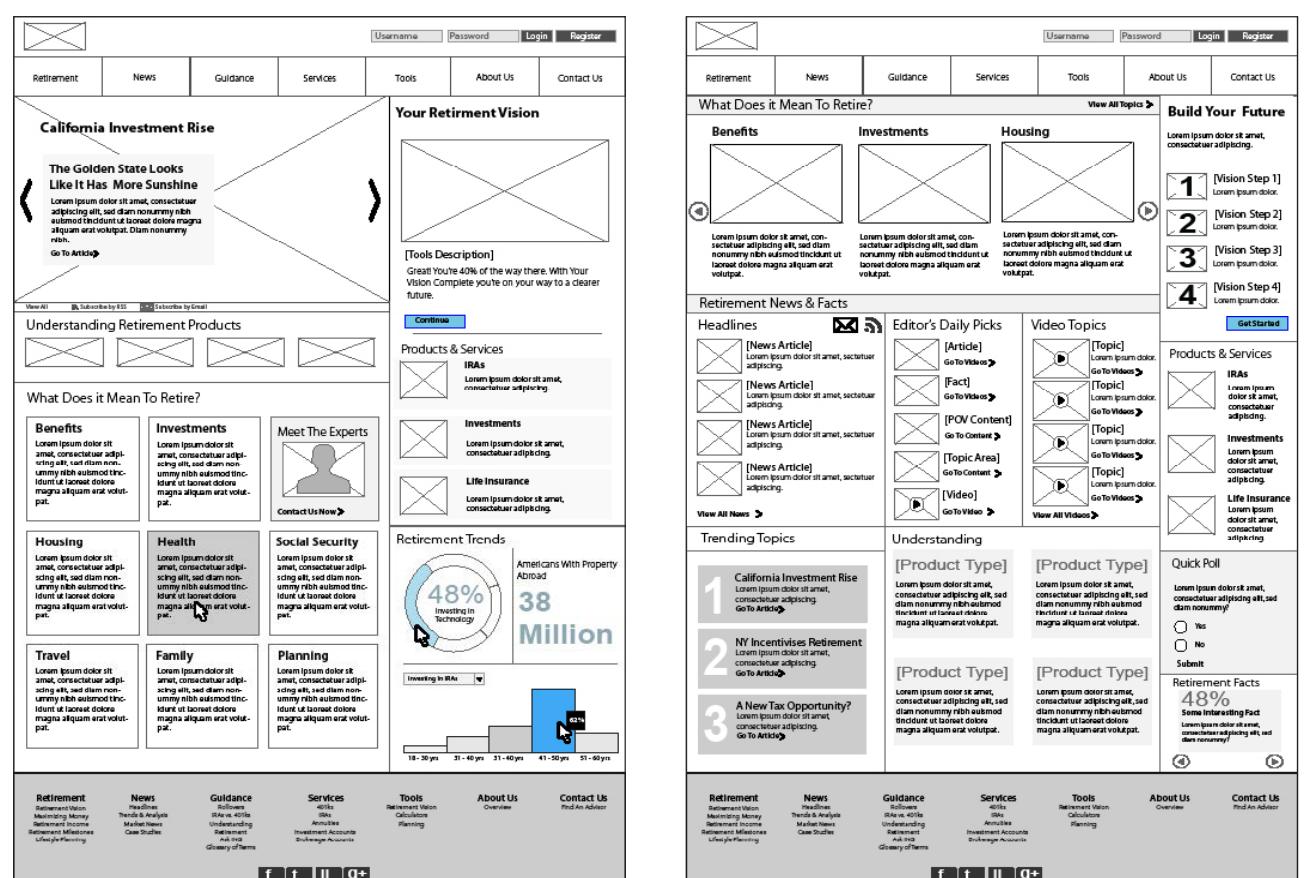
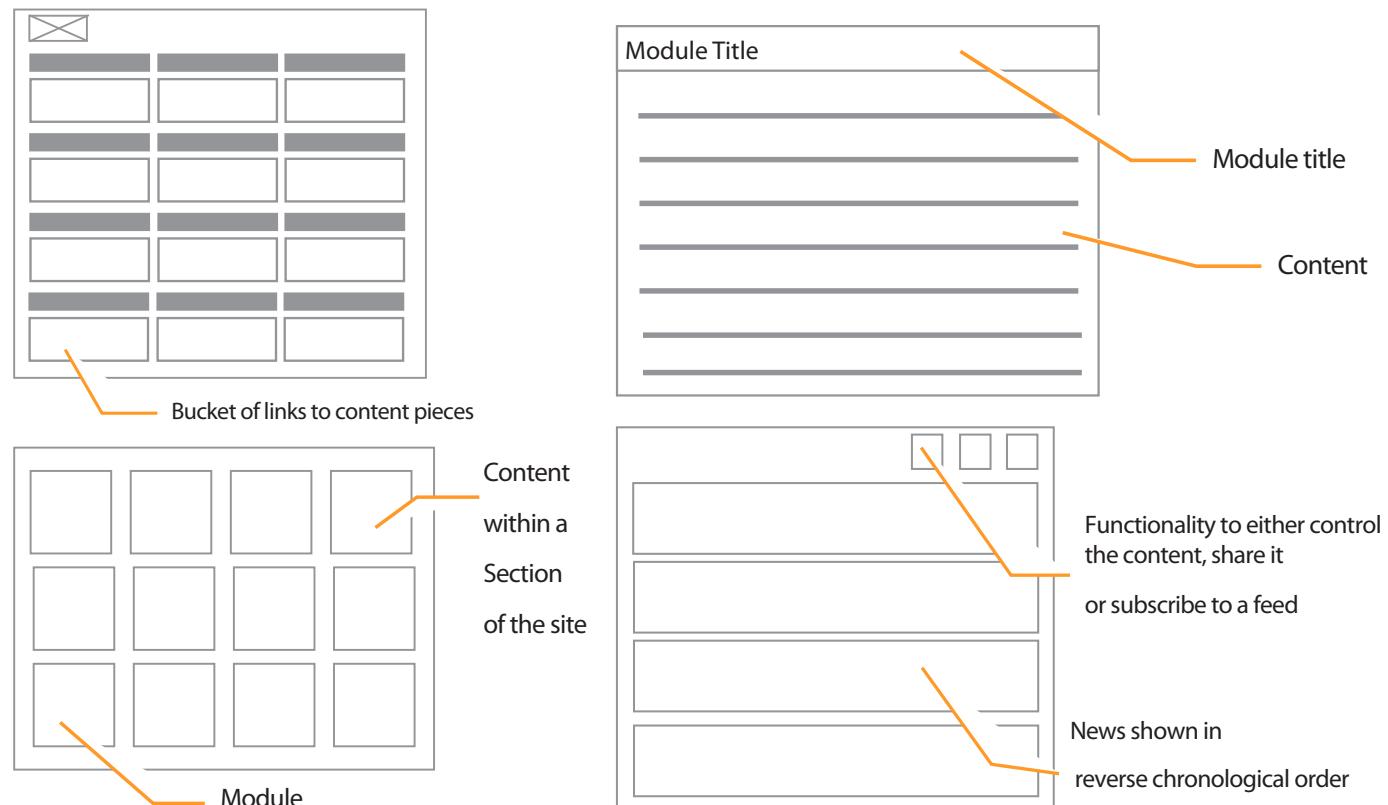
A layout, the patterns used in a layout, and the rationale behind their use, are first steps in design. By identifying patterns:

- I define the common patterns used in a site system
- Communicate how layouts meet requirements
- Identify which patterns best meet goals
- Identify best practices

Wireframes allow us to communicate design ideas, build the basis for iterating through design concepts and create specifications for development. Wireframes:

- Communicate the intent and usability of a page
- Specify use, interactions, layout and functionality of a page
- Allow collaboration and communication at different stages of a project

I have worked across desktop, tablet, mobile and TV. In every project I've worked on, the wires have been the basis for dialogue, design, and iteration. From sketches to high-fidelity wireframes and prototypes, I am fluent at producing and communicating at the right level for any audience. In addition I am fluent at several application for design from Adobe's software through to Omnigraffe and Axure.



We need to reengineer companies to focus on figuring out who the customer is, what's the market and what kind of product you should build

Eric Ries



Your customers are not you. They don't look like you, they don't think like you, they don't do the things that you do, they don't have your expectations or assumptions. If they did, they wouldn't be your customers they'd be your competitors.

Mike Kuniavsky

Thank You!

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Your most unhappy customers are your greatest source of learning

Bill Gates