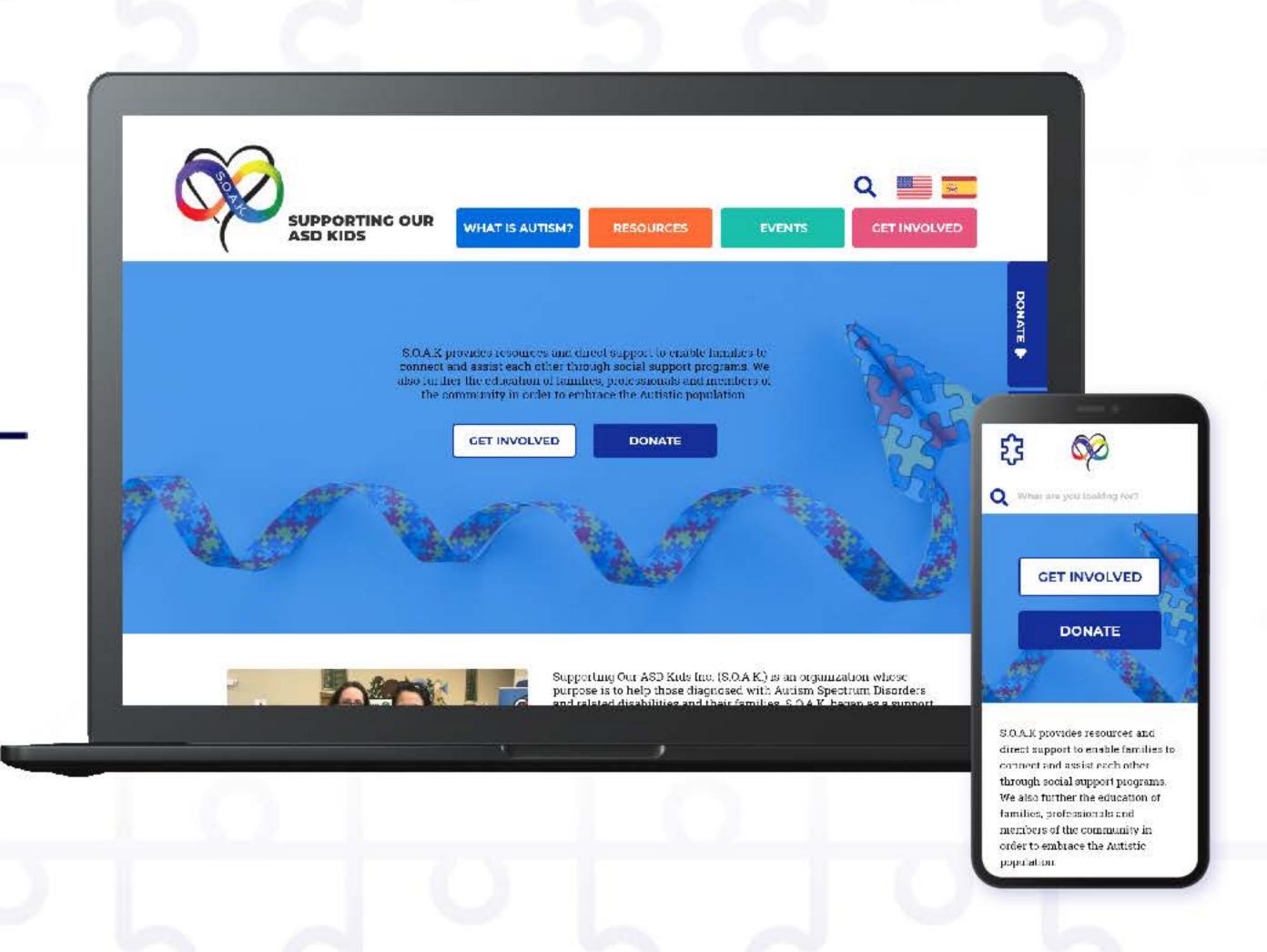
S.O.A.K. Site Redesign



Introduction

In a team of 3 UI/UX designers we decided to work on site redesign for S.O.A.K. (Supporting Our ASD Kids). Luckily, one of our team members was directly involved with the stakeholders. The organization has a large Facebook group, but little interaction or content on their website.

Objective

Our team's goal was to review their current site and create a new digital presence that would

get more users to be involved with S.O.A.K. and provide valuable resources to current

members. The current website had almost no information or functionality, so our team had to

plan out which features we needed.

Our main objectives were to:

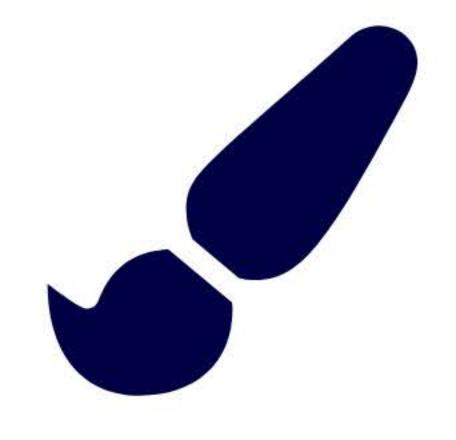
Make the site a hub for ASD (autism spectrum disorder) Resources.

Allow users to easily navigate to the Facebook group.

Provide accessibility and language options for users.

Translate all solutions to the mobile site.

Team



3 Designers

(Myself as Lead Designer)



1 Project Manager



3 User Researchers

(Myself included)

My Responsibilities

- 1. Conduct User Research
- 2. Develop User Persona
- 3. Create Style Tile
- 4. Develop Sitemap
- 5. Wireframe
- 6. Create Multiple Prototypes

TOOS











Research

We were lucky to have a team member that was a part of the ASD community who provided valuable insight. We also conducted interviews with potential users and stakeholders alongside a survey.

Our research consisted of:

- 1. Creating a Proto Persona
- 2. User Interviews
- 3. Competitor Analysis

- 4. User Journey Map
- 5. Creating a User Persona

Creating a Proto Persona

Before our testing began, our team came up with a Proto Persona to have our assumptions embodied. Her name was Melissa, and she was a 33-year-old mom of 3 living in Orlando. Her goal was to get more information about ASD in one location and get involved with the ASD community. Some of her pains involved finding information about S.O.A.K events and not seeing enough parent testimonials.

PROTO PERSONA



FACTS Melissa (33) Orlando, FL

Married, 3 Children Office Manager

BEHAVIORS

Constantly on the go
Child recently diagnosed with ASD
Always looking for more information
about autism
Participates in community events

GOALS/NEEDS

Make the world better for his child Wants all information in one place Would like to be involved in the ASD community

PAIN POINTS/SOLUTIONS

Has a hard time finding information about SOAK events

Finds the information heirarchy to not have structure

Would like more testimonials from other parents

User Interviews

With a proto persona, we moved on to creating a User Research Plan. We defined 3 objectives and asked questions surrounding those objectives. They were:

- What are the accommodations families with ASD members make?
- How do communities like S.O.A.K. help families with ASD members?
- How do we get more people/businesses involved with S.O.A.K.?

This User Research Plan was used to interview 6 parents/caregivers along with a survey of 12 potential users. Information from these showed that users wanted to see:

- A Directory of Resources
- A Way to Volunteer and Donate
- An Updated Calendar with Events

User Research Plan

Title: S.O.A.K Research Plan

Research Question: As a researcher, I want to learn about a way to promote ASD awareness.

Interview Questions

Screener Info

Name of Interviewee

Contact Email

Contact Phone

Setup Questions

Hi <name> I'm <insert name here> and this is an interview geered at getting your thoughts on the SOAK. We are conducting this study because we want to learn how we can promote Autism Awareness in the community. We are trying to build a website that helps users look at local recsources, events, donate and or volunteer with SOAK. You can help us the most by giving us honest feedback to our questions. This interview is being recorded but is totally anonymous. If you don't know the answer to a question, please just say so, there is no pressure. And again, thank you so much for helping us with this study.

Intro Questions:

Do you know someone in your close family or cirice of friends that is on the Autism Spectrum?

Are you a part of any Virtual Communities? And how involved are you in them?(Facebook, Discord, Reddit, etc.)

Objective 1: What are the accomodations families with ASD members make?

Tell me about a time when you had to make accomodations for a friend or family member.

What comes to mind when you see a family with an ASD family member? What come to mind when you go out with your ASD family member?

What are some accomodations you make for yourself when in the home or going out?

How do you feel about changing your habits for others?

Objective 2: How do community's like SOAK help families with ASD members?

How can we convince you into joining the SOAK community?

In what way could you become more understanding towards the ASD members?

Tell me about a time you were helped by a digital/in-person community.

What are some communities that you think are resourceful and why?

Objective 3: How do we get more people/businesses involved with SOAK?

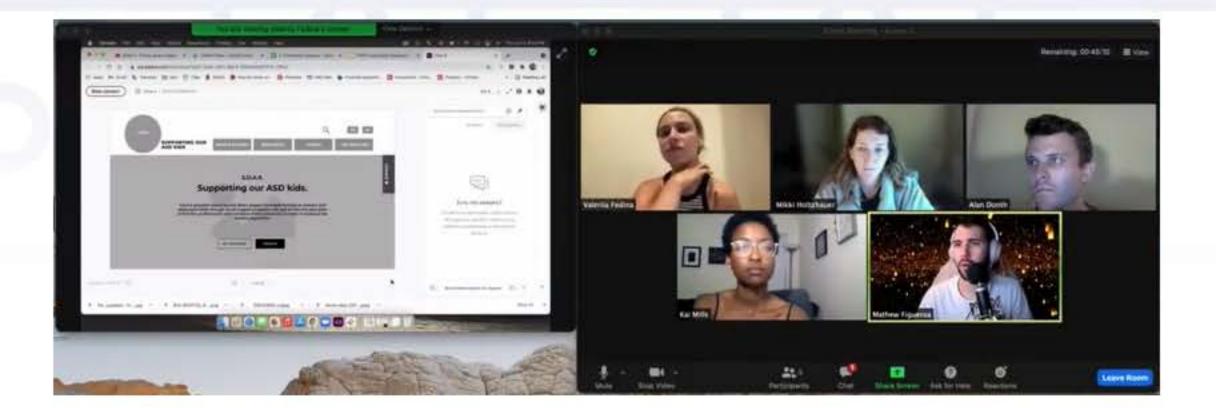
What would incentivize you to be involved with a non-profit?

What would incentivize you to donate to a non-profit?

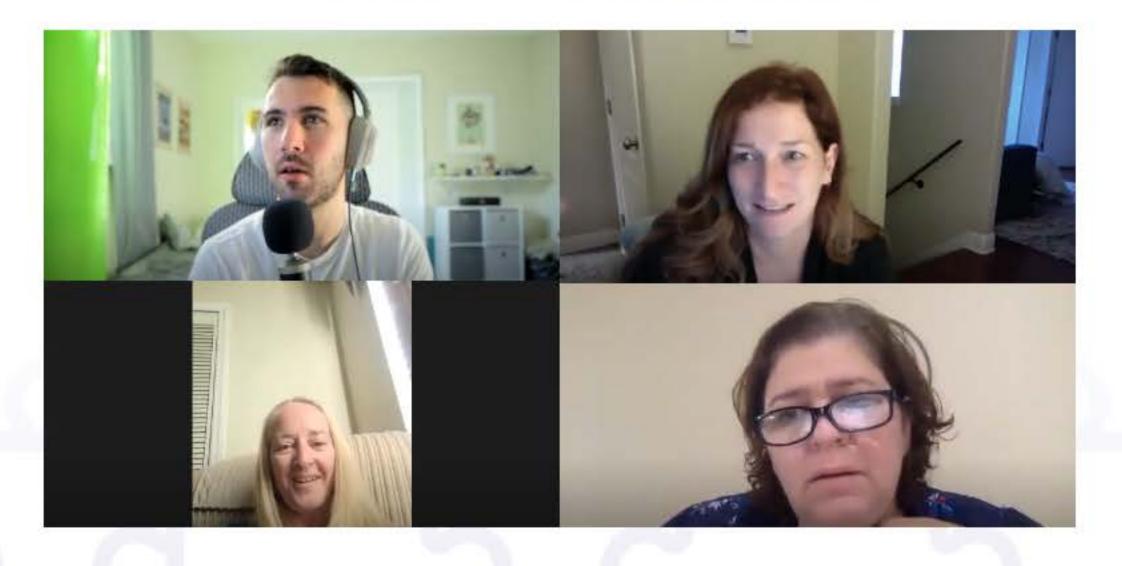
How would you like to see donations to non-profits be used?

How important is recognition when you plan to get involved/donate to a non-profit?

User Interviews



Stakeholder Interviews



Competitor Analysis

To get further reference, we conducted a

Competitor Analysis to see what we could learn

from other organizations like S.O.A.K. We

analyzed the websites for:

AIM Specialty Health

Autism FL

The Kessler Foundation
 Autism Speaks

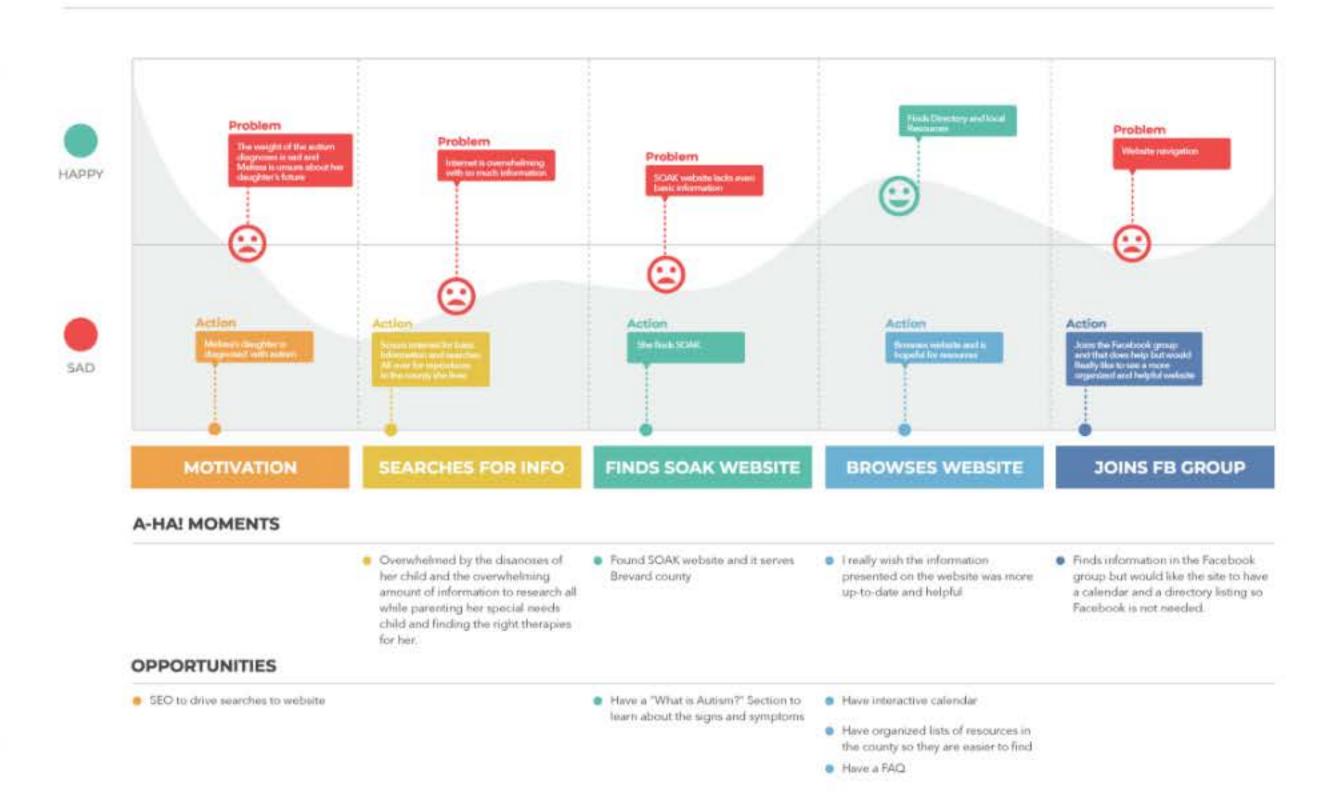
We found that these sites had some great solutions to our problems. The Kessler Foundation for instance had 2 great features, dedicated donate and accessibility buttons for users. Autism Speaks also gave us a great start for our visual direction.

	Competitive Advantage	Strengths	Weakness	Customer Reviews	General Notes
Play and social groups, teen and child groups-Donate button-Blogs-Contact page-Social Media- Publication and document links.	Known worldwide, alongside LGTBQ "Fight for our rights", variety of social media.	The group is larger, the following is larger, means more resources, contacts and opportunities. Leading to a international impact.	There is an overwhelming amount of information which can confuse the user or even leave out of frustration.		Comparing with the SOAK website, AIM displayed too much information in the main page. The informational hierarchy is completly messy. Their main goal is to inform others on
	More visual appeal - Videos - Direct links for partnership/membership - More links to other relevant resources			I couldn't really find any testimonials on the site.	The site is full of information and resources but it is a bit unorganized. The trying to find a specific item may be a little overwhelming at times but the search bar helps with that. The branding also needs a revamp in order to be a bit more visually appealling.
About Us -Research-What We Fund -Giving-Media- Events -Join a Study - Make a Gift	Visually pleasing; accessibility button, Calendar of Events updated, Make a gift option to donate, research area,	accessibility!! Research is extensive; several ways to donate and volunteer; well designed so it looks reputable	but that may be becuase of the	with joy happiness. I have developed skills for both my	
On Li	outton-Biogs-Contact page-Social Media- Publication and document links. Conference Registration - Donate Button - Informative Videos - Search Bar - Social Media Links - Resource Links	rights', variety of social media. More visual appeal - Videos - Direct links for partnership/membership - More links to other relevant resources rights', variety of social media. Videos - Direct links for partnership/membership - More links to other relevant resources Visually pleasing; accessibility button, Calendar of Events updated, Make a gift option to donate,	rights", variety of social media. Iarger, means more resources, contacts and opportunities. Leading to a international impact. More visual appeal - Videos - Direct links for partnership/membership - More links to other relevant resources The site looks like it is for a larger group which makes me feel like they make more of an impact. They have a lot of resources and relevant information. I like that the Donate button is on every page. Shout Us -Research-What We Fund -Giving-Media-tvents -Join a Study - Make a Gift Visually pleasing; accessibility button, Calendar of Events updated, Make a gift option to donate, research area,	rights", variety of social media. rights deading to a international impact. The site looks like it is for a larger reprove hich makes me feel like they alook of resources and relevant information. I like that the Donate button is on every page. Visually pleasing; accessibility button, Calendar of events and volunteer; well designed so it looks research was an opportunities. Leading to a international impact. The information in means more sources for event leave of the international impact. The site looks like it is for a larger reprove feel like they alook in th	utton-Blogs-Contact page-Social Media- Publication of document links. Information which can confuse the user or even leave out of frustration. Information which can confuse the user or even leave out of frustration. Way to swap ideas on ways to help understand your child and new ways to maybe do things a bit outside the box." Jenny Payne of the information which can confuse the user or even leave out of frustration. Ways to maybe do things a bit outside the box." Jenny Payne of the information is unorganized, especially on the More tab. It looks nake more of an impact. They have a lot of resources and relevant information. I like that the Donate button is on every page. Wisually pleasing; accessibility button, Calendar of Events -Join a Study - Make a Gift Visually pleasing; accessibility button, Calendar of research area, Visually pleasing; accessibility button, Calendar of events and let kids enjoy trying new things. Also a way to way to maybe do things a bit outside the box." Jenny Payne of the information is unorganized, especially on the More tab. It looks nicer than SOAK's site but not by much. There is no calendar of events readily available. Visually pleasing; accessibility button, Calendar of Events updated, Make a gift option to donate, research area, Visually pleasing; accessibility button, Calendar of events and evide and volunteer; well designed so it looks

User Journey Map

Our team created a User Journey Map to understand what leads a potential user to S.O.A.K. and how they will be affected by their experience on the site. We noted that SEO would bring users looking for information on ASD and resources. Our users would enjoy the directory we will provide and the accessibility to the Facebook group.

Journey Map



User Persona

With all our research compiled we created our user persona: Megan Stein. Megan is a mother of 2 with her 7-year-old being recently diagnosed with Autism. She is always looking for more information on how best to take care of her child and is looking for a community to be involved with. She is a very organized parent, so she is looking for a site that makes their information clear.





"I want what is best for my child. Staying informed is key to being the best parent I can be for my child with ASD."

AGE

JOB TITLE

STATUS

LOCATION

35

Pro Gamer

Married

Seattle, WA

#autismspeaks

#ASDmom

#familyfirst

USER PERSONA

Megan Stein

ABOUT

Megan is a mother of 2. Her 7 year old is on Autism Spectrum Disorder and she has been researching places in Florida to connect with other parents and share information. She would a place where she could answer her own questions and share any valuable information she comes across to help others.

GOALS

- Find the best service providers for her child with ASD
- Stay connected with other members of the ASD community. Participate in ASD related events.
- Keep her information organized and easy to access.

KNOWN HABITS

- Always look for information on Autism And related disabilities
- Participates in community events and stays organized with her own calendar
- Doesn't have time to research many different websites and needs information In one place

PREFERENCES

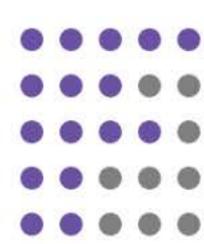
Time with Kids

ASD Researching

Facebook Usage

Volunteering

Donating



PAIN POINTS

- Website has little to no information and images
- The calendar has no events on the site
- Has no links to other ASD resources
- The FB group information and answers get lost after a lot of discussion

FAVORITE BRANDS







UX Redesign

The UX on the original site was straightforward but upon clicking any of the items you were left with little content to look through. When redesigning the site, we wanted the UX to be more engaging, persuade our users to donate and provide beneficial information.

Navigation

When redesigning the site our first goal was to get the navigation right. We created 4 main tabs that would dropdown to more specific pages. These were labeled:

- What is Autism (for uninformed users)
- Resources (for content specific users)
- Events (for community driven users)
- Get Involved (for engagement driven users)

A search bar was also crucial to have in the navigation for users who want a direct line to their specific information. When discussing the redesign with our stakeholders, they suggested we implement a multiple language option on the site. For this iteration of the project, we created a simple English and Spanish button option next to the search bar that could easily switch between languages. Lastly, our footer reflects our header navigation but with the dropdown menus fully expanded and the addition of the S.O.A.K. social media links.

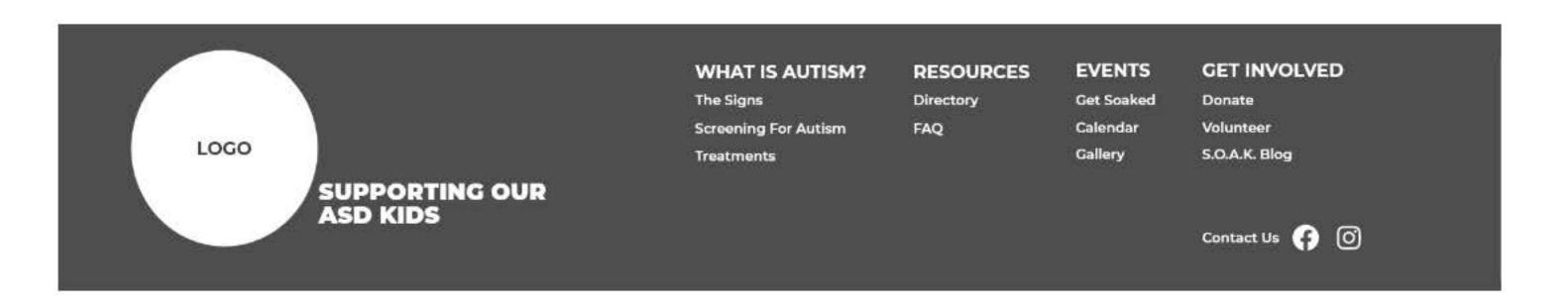
Header Navigation (Desktop)



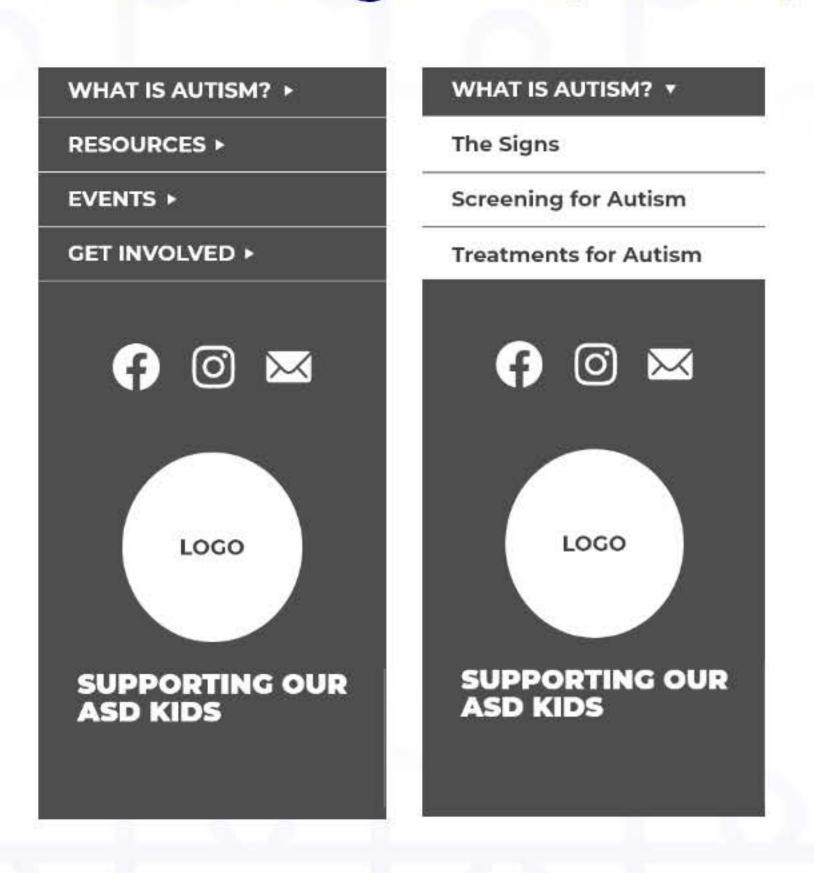
Header Navigation (Mobile)



Footer Navigation (Desktop)



Footer Navigation (Mobile)

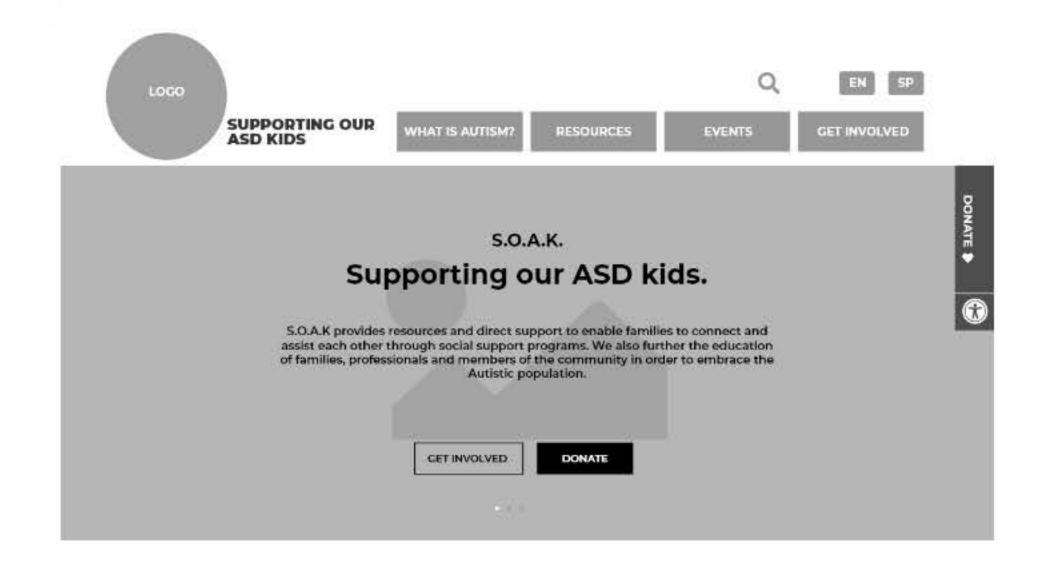


Fixed Buttons

We created 2 fixed buttons to satisfy 2 major goals of the project. The Donate and Accessibility buttons would be present on every screen and would be fixed no matter how far you scroll.

Donations were crucial to our stakeholders and accessibility is a need that our potential users would greatly benefit from.

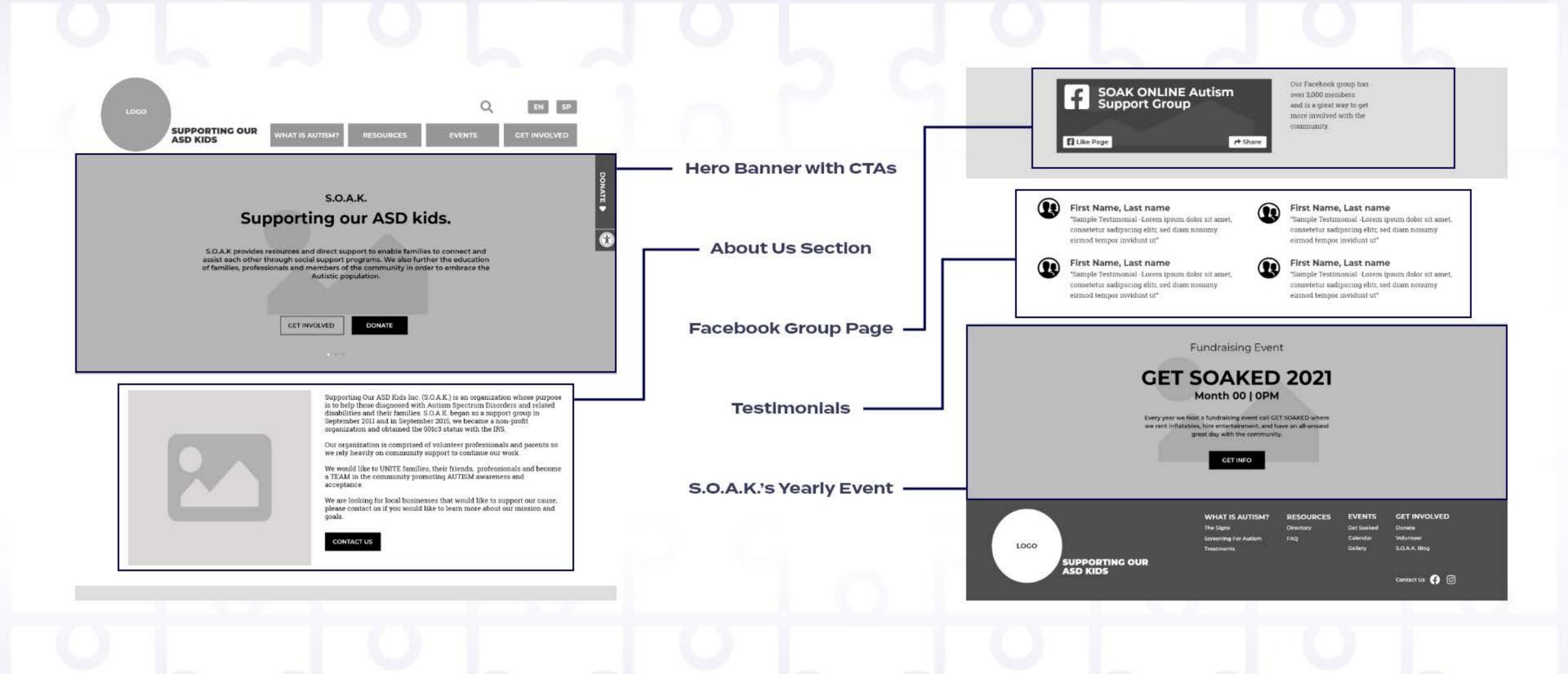




The First Impression

Most of our S.O.A.K. users would decide whether to stay on the site or not depending on what they first see. We wanted to create a homepage that would inform, give an opportunity for engagement, and provide our users confidence that our site would help them. Users will scroll through these items:

- Hero Banner with CTAs
- About Us Section
- Facebook Group Page
- Testimonials
- S.O.A.K.'s Yearly Event





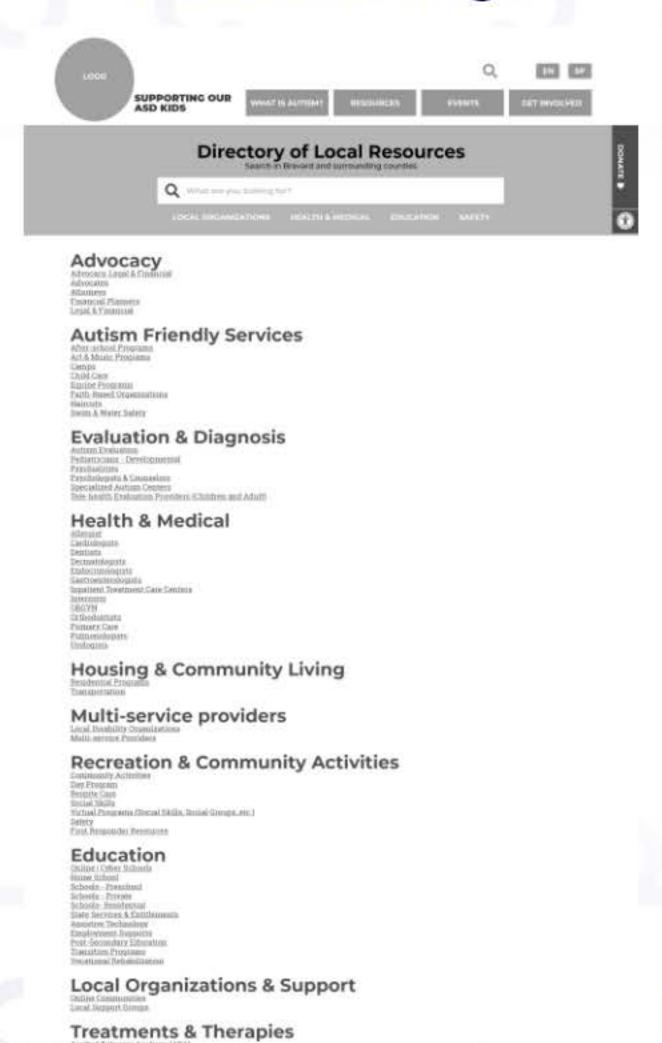
Secondary Pages

Each secondary page (Directory, What is Autism, Calendar, etc.) would be labeled clearly at the top and it's color would then coincide with it's parent tab. From there, information pages would display their content while the Directory and Calendar pages had to be treated differently. Our Directory page contains a search bar that will allow for resource specific searches.

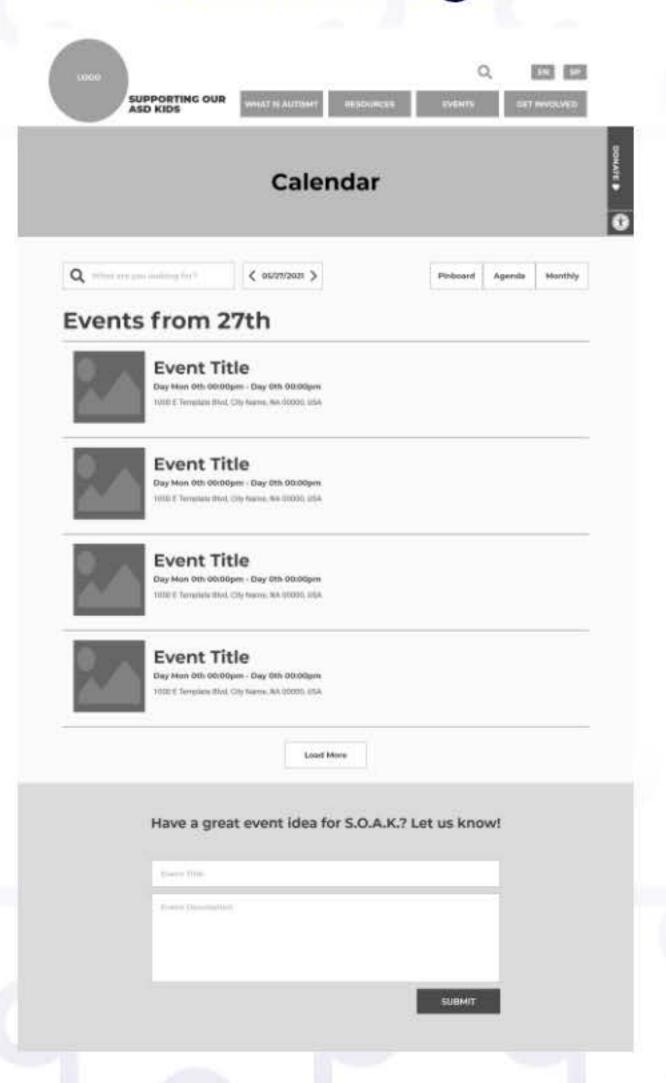
Below that are the individual links for resources that are then categorized. The Calendar page also has its own search bar for event specific searches. Filter options and previews for the events were also created in the Calendar page.

DESKTOP

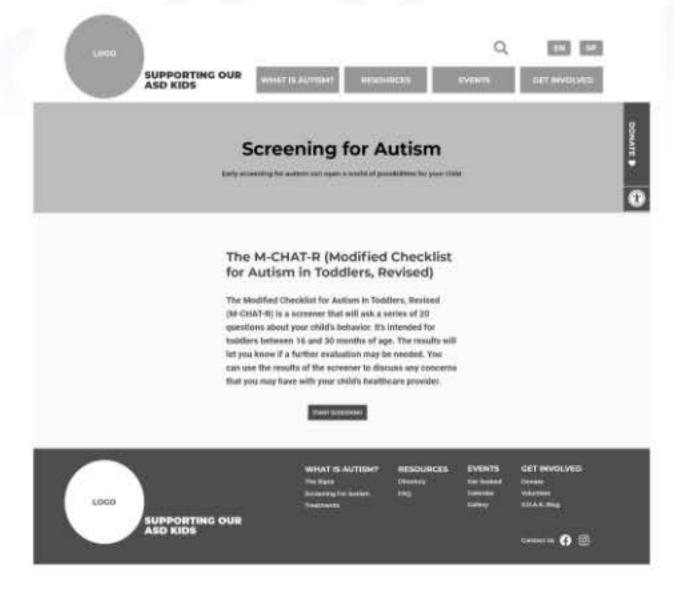
Resources Page



Calendar Page



Screening for Autism Page



MOBILE

Resources Page



What are you looking for?

Directory of Local Resources

Search in Brevard or in other countries

Advocacy

Advocacy, Legal & Financial

Advocates

Attorneys

Financial Planners

Legal & Financial

Autism Friendly Services

After-school Programs

Art & Music Programs

Camps

Child Care

Fanina Programe

Calendar Page



What are you looking for?

Calendar

Pinboard Agenda Monthly

< 05/27/2021 >

Events from 27th



Screening for Autism Page



Q What are you looking for?

Screening for Autism

Early screening for autism can open a world of possibilities for your child

The M-CHAT-R (Modified Checklist for Autism in Toddlers, Revised)

The Modified Checklist for Autism in

UI Redesign

The original site was very bare bones when our team first visited it. For our redesign we wanted S.O.A.K. to look playful but also informative. We achieved this through bright colors, clear typography, images and icons.

Color

S.O.A.K.'s logo has a rainbow color scheme, and the organization did not have an established brand sheet. We wanted to make the color palette playful, so we decided to highlight the main sections of the site with various bright, complementary colors. They would be varied to imitate the rainbow in the logo, but still be harmonious to not be overbearing on the user. In order to highlight buttons, we used a dark blue that would be consistent throughout the site.

COLOR



Typography

For type, we used the Montserrat font family for the headers and Roboto Slab for body copy. This combination made the text legible and with the use of color we could guide our users through text heavy pages.

TYPOGRAPHY

FONT STYLES



Montserrat
Aa Bb Cc Dd Ee Ff Gg
Hh Ii Jj Kk Ll Mm Nn
Oo Pp Qq Rr Ss Tt Uu
Vv Ww Xx Yy Zz

Montserrat Regular

Montserrat Semibold

Montserrat Bold



Roboto Slab Aa Bb Cc Dd Ee Ff Gg Hh Ii Jj Kk Ll Mm Nn Oo Pp Qq Rr Ss Tt Uu Vv Ww Xx Yy Zz Roboto Slab Roboto Slab Roboto Slab

BODY COPY

HEADINGS

HEADING 1 MONTSERRAT BOLD 36

HEADING 2 Montserrat Semibold 30

HEADING 3 Montserrat Semibold 20

HEADING 4 Montserrat Semibold 18

Lorem ipsum dolor sit amet, vel accumsan liberavisse ex, ea nec elaboraret interpretaris, sed diceret concludaturque no. Verear habemus sea ut. His nibh scripta in. In sea vocibus facilisis. Sed ea cibo eripuit vituperata, pri eius debitis ne.

Roboto Slab Regular 16

Icons

ICONOGRAPHY



CHECKBOXES

ALERTS

I am not checked

| am also checked!

I can't make up my mind

SUCCESS, Lorem ipsum dolor sit.

INFORMATIONAL. Lorem ipsum dolor sit

am checked!











RADIO BUTTONS

<jealous>

<jealous>





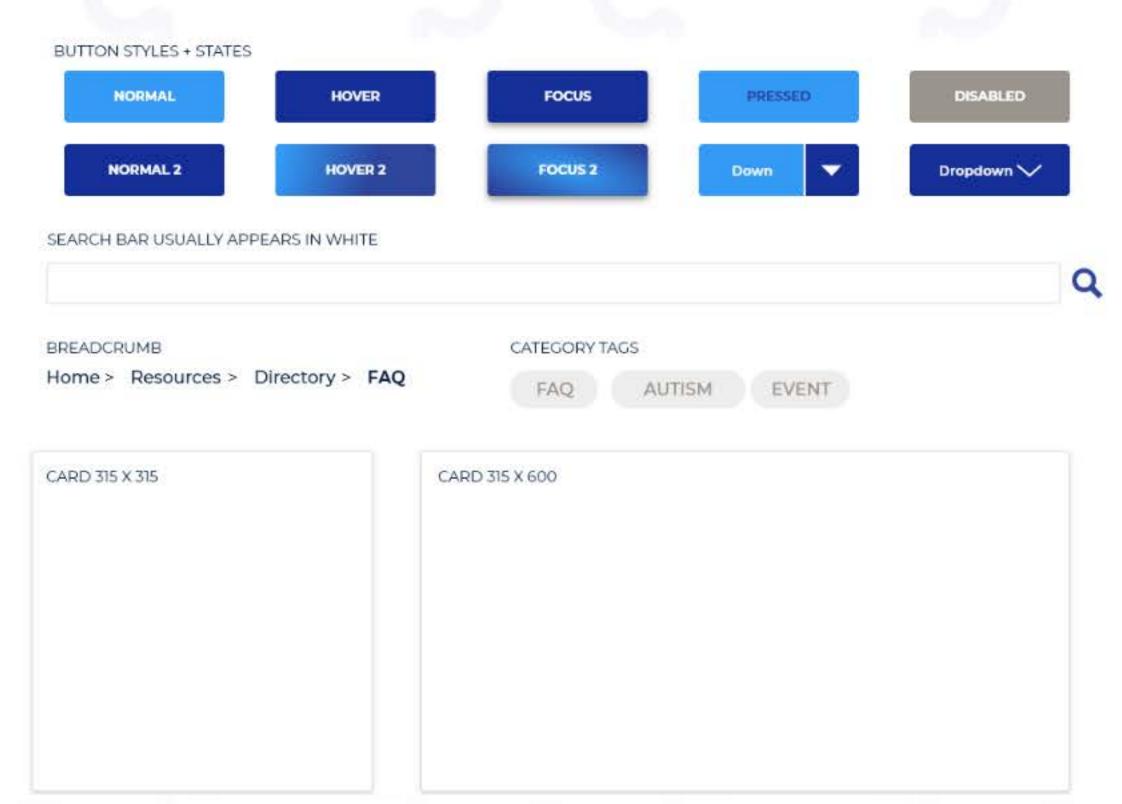












The Puzzle Piece

For the mobile version of the navigation, I thought it would be more playful to house our menu in something other than a hamburger menu. With the puzzle piece being a major symbol in the ASD community, I thought it could be a great element to use. On click, our puzzle piece rotates and reveals our menu options.







WHAT IS AUTISM? ▶

RESOURCES ▶

EVENTS >

GET INVOLVED ▶

Show You the Fun

Our stakeholders wanted to highlight their yearly event, Get Soaked. Our team gave the event a dedicated section on the homepage so users could quickly get more information if they were interested. Once on the Get Soaked page we used images to persuade and inform our users on what the event was about. Users would also be greeted by a delightful micro-interaction when they hover over the main banner of the page.





RESOURCES

EVENTS





Memories





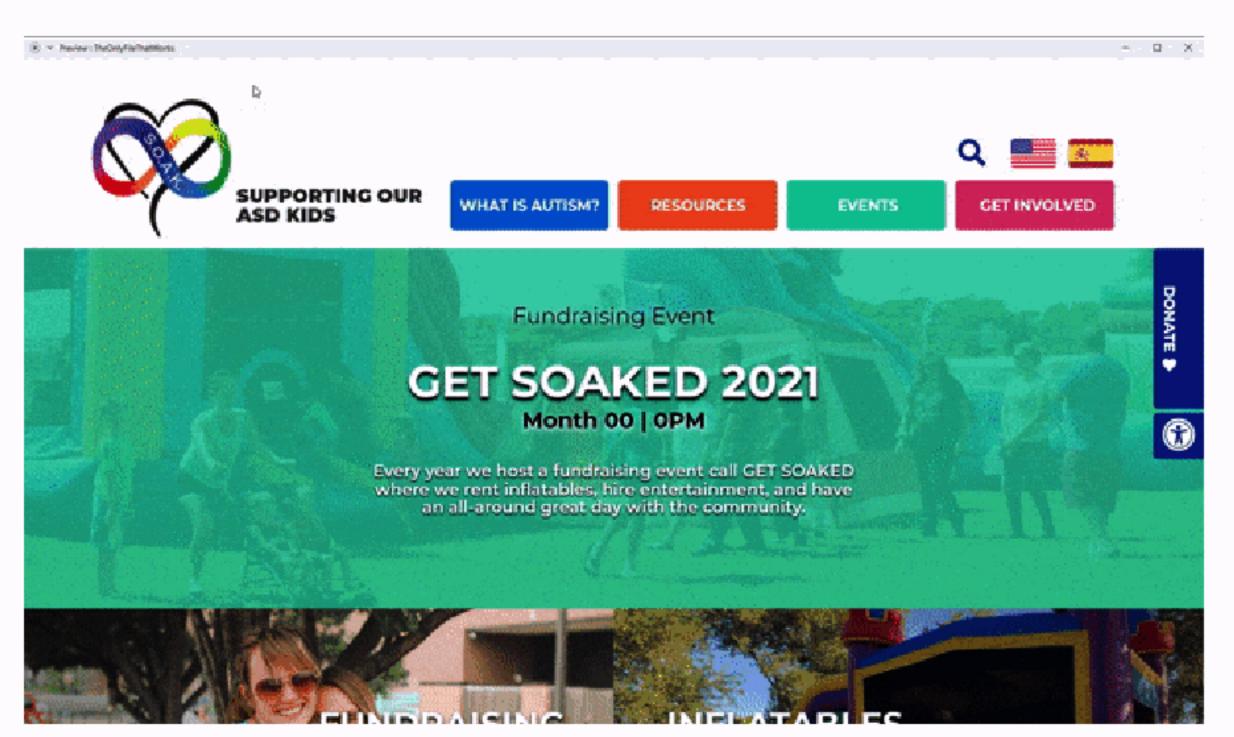


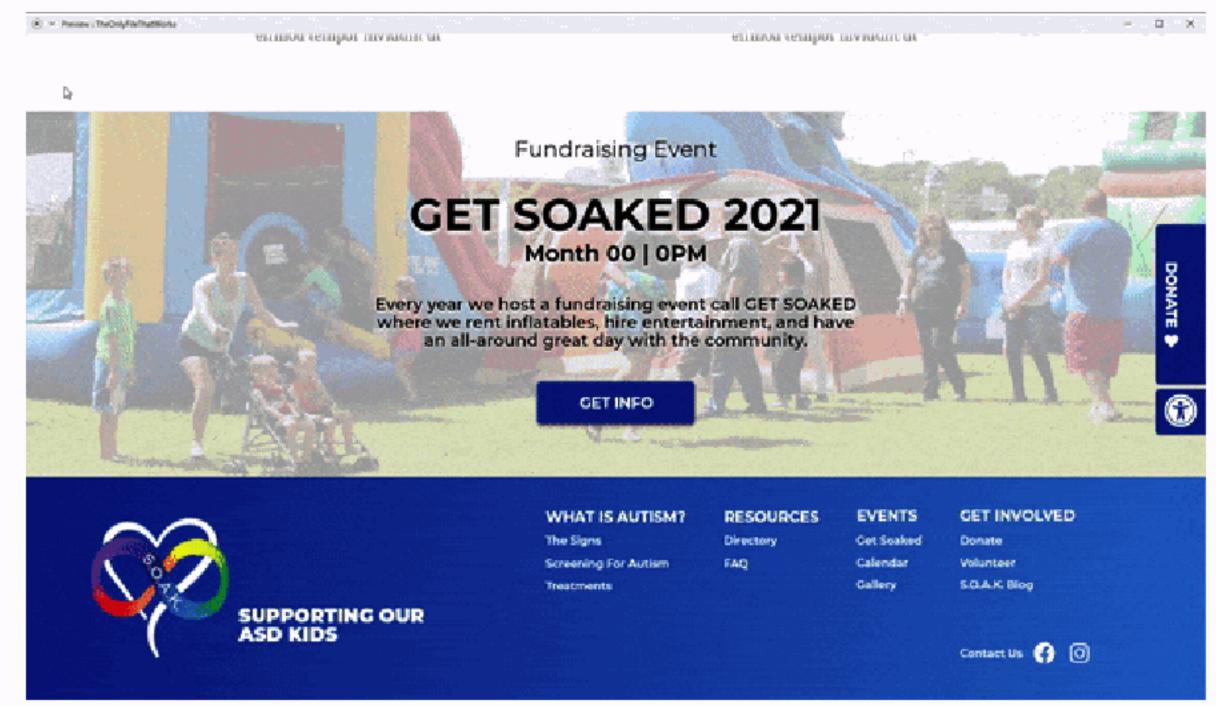


Interested in volunteering or partnering for GET SOAKED?

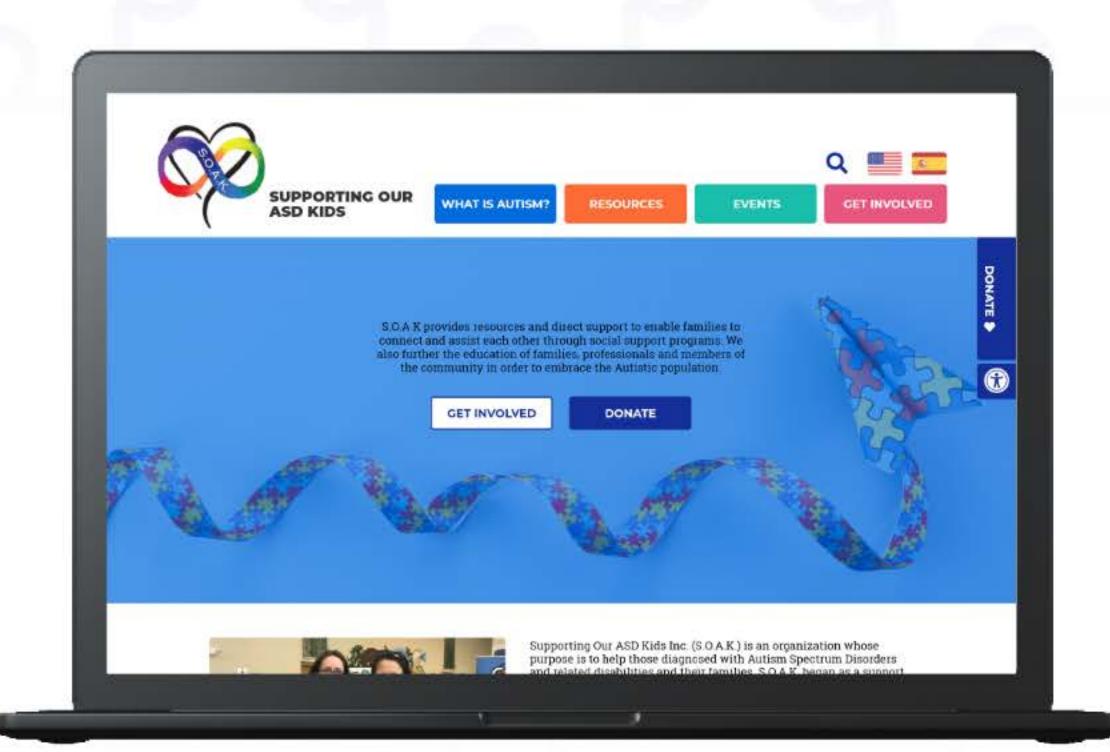
VOLUNTEER

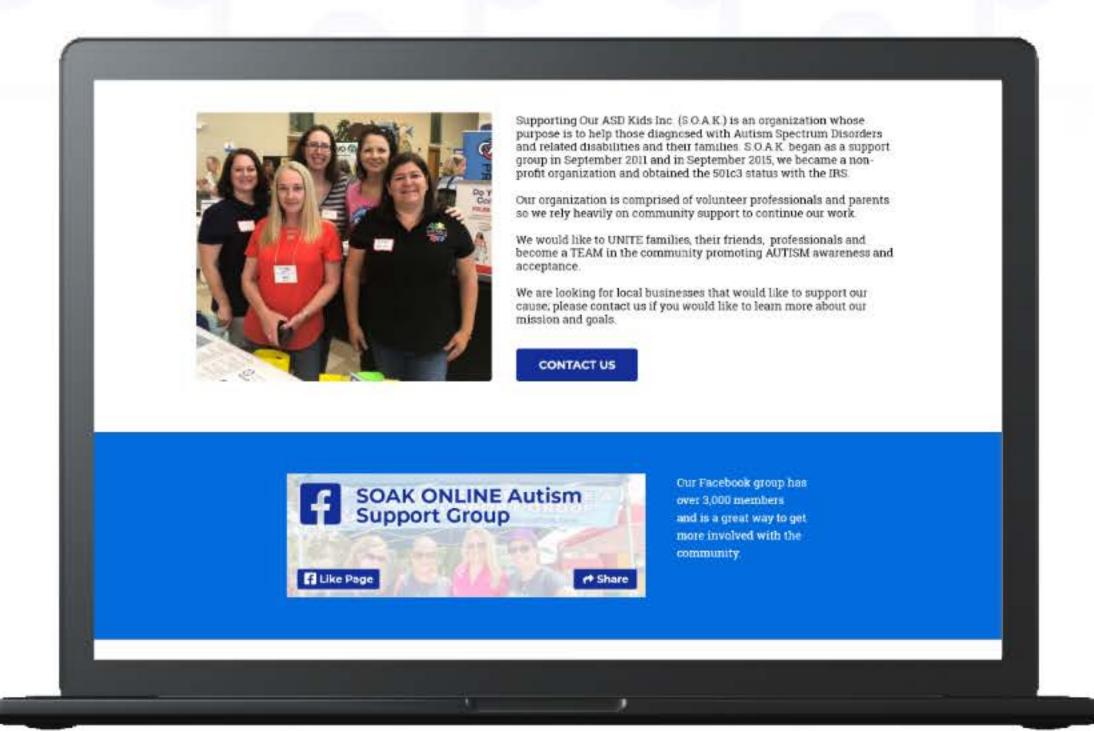
PARTNERSHIP

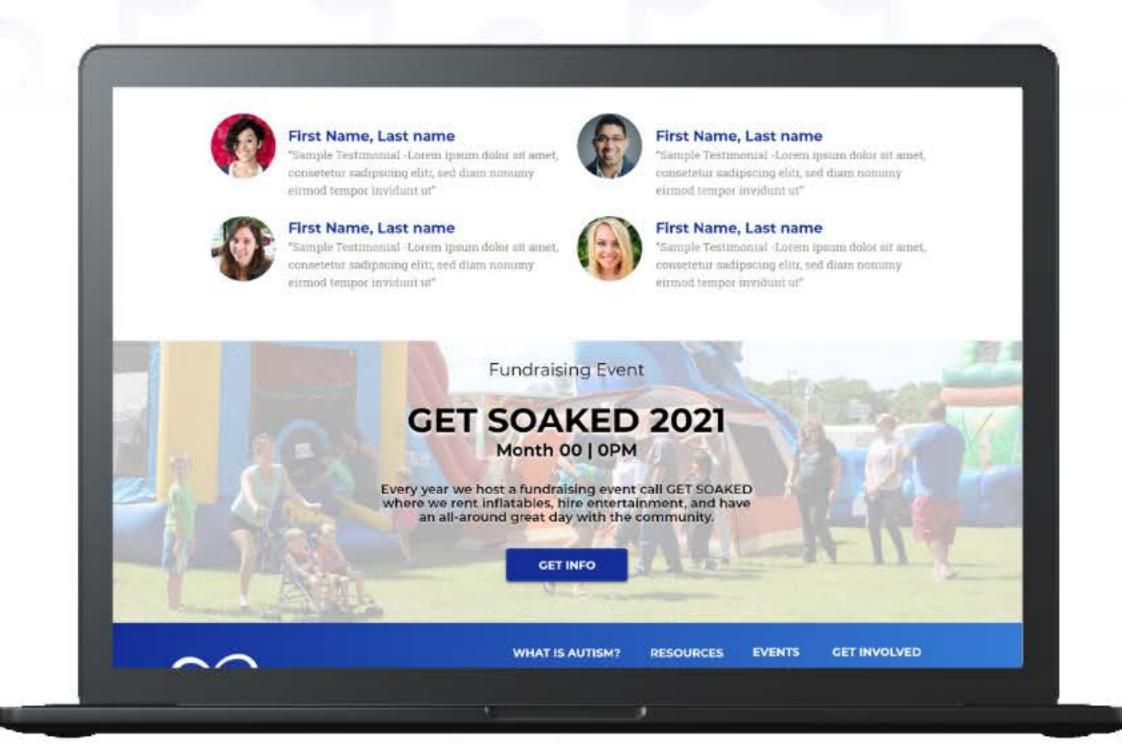


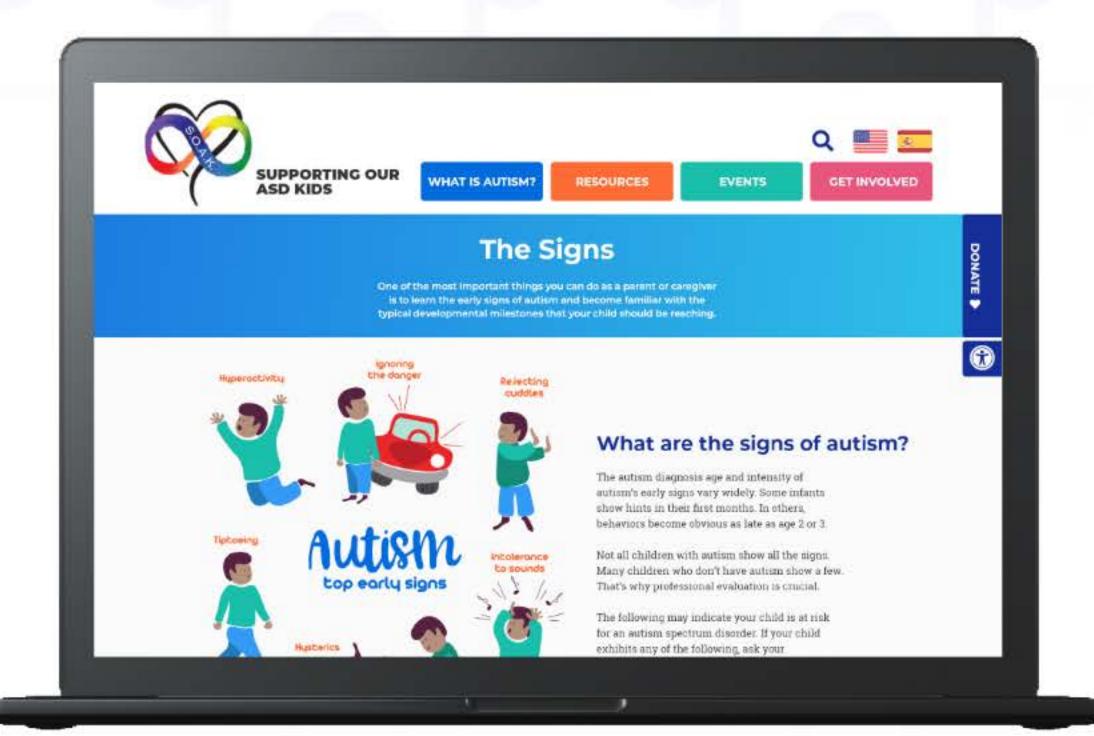


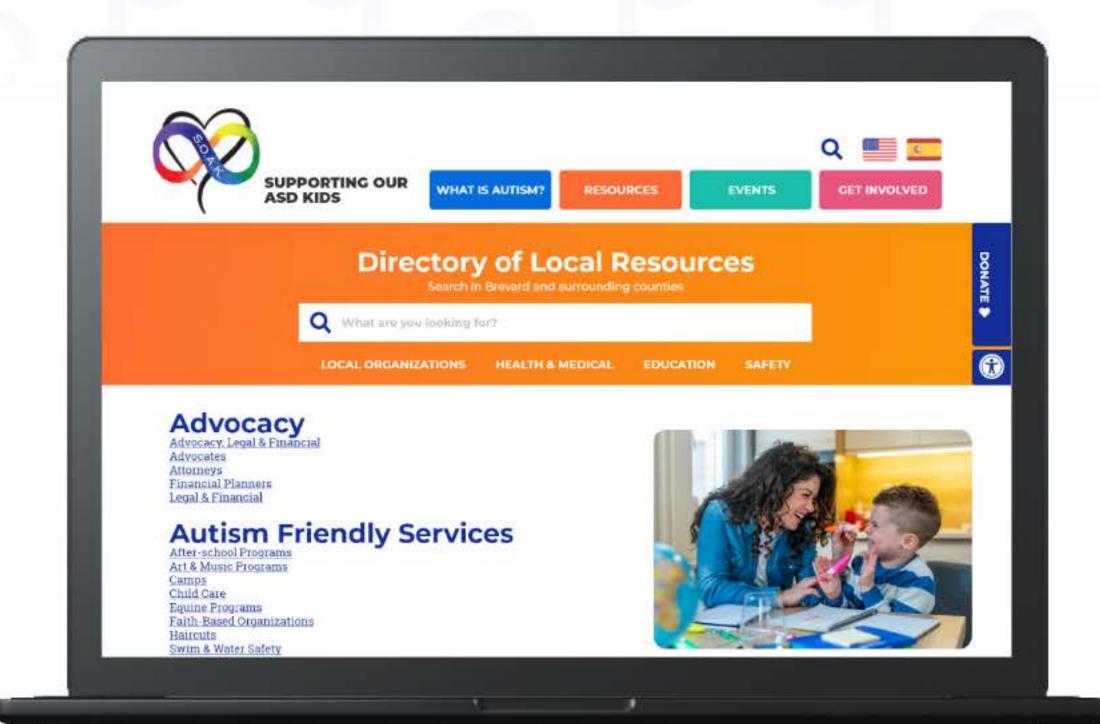
Mockups

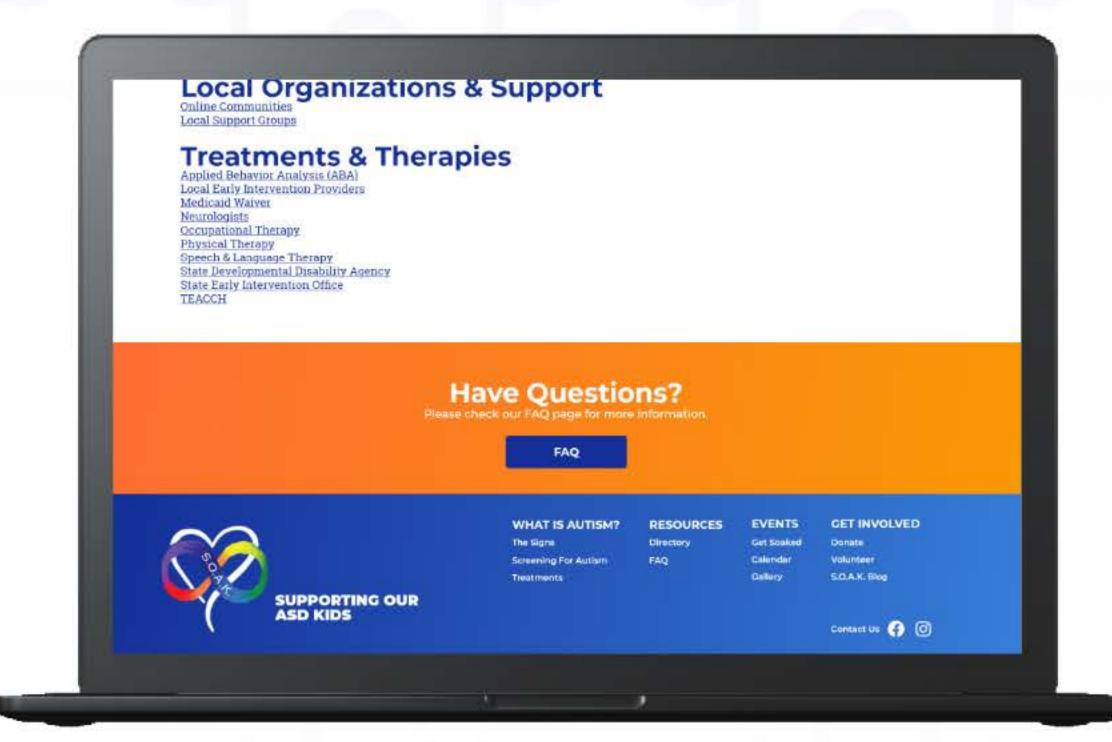


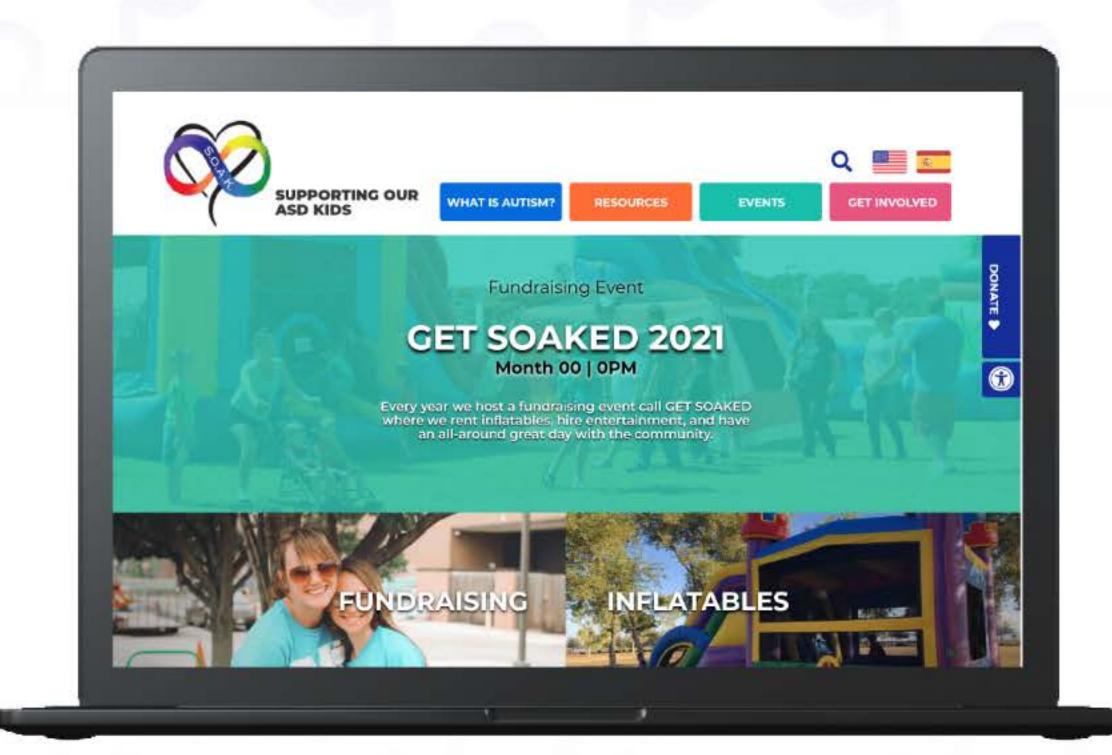


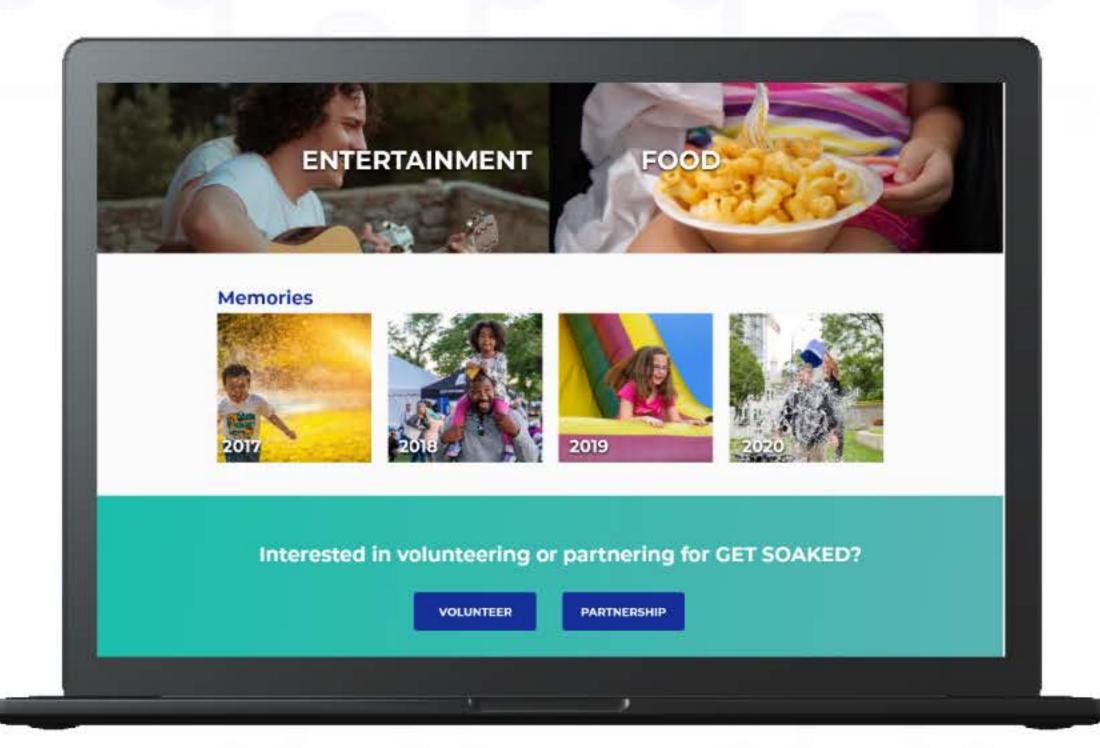


















What are you looking for?

GET INVOLVED

DONATE

S.O.A.K provides resources and direct support to enable families to connect and assist each other through social support programs. We also further the education of families, professionals and members of the community in order to embrace the Autistic population.



Supporting Our ASD Kids Inc. (S.O.A.K.) is an organization whose purpose is to help those diagnosed with Autism Spectrum Disorders and related disabilities and their families. S.O.A.K. began as a support group in September 2011 and in September 2015, we became a non-profit organization and obtained the 501c3 status with the IRS.

CONTACT US



Support Group

Facebook Group - +3,000 Members

☆ Visit Group



First Name, Last name

"Sample Testimonial -Lorem ipsum dolor sit amet, consetetur sadipscing elitr, sed diam nonumy eirmod

WHAT IS AUTISM? ▶

RESOURCES ►

EVENTS ▶

GET INVOLVED ►







SUPPORTING OUR ASD KIDS







What are you looking for?

Directory of Local Resources

Search in Brevard or in other countries

Advocacy

Advocacy, Legal & Financial Advocates

Attorneys

Financial Planners

Legal & Financial

Autism Friendly Services

After-school Programs

Art & Music Programs

Camps

Child Care

Equine Programs

Faith-Based Organizations







What are you looking for?

The Signs

One of the most important things you can do as a parent or caregiver is to learn the early signs of autism and become familiar with the typical developmental milestones that your child should be reaching.







Autism top early signs



What are the signs of autism?

The autism diagnosis age and intensity of autism's early signs vary widely. Some infants show hints in their first months. In others, behaviors become obvious as late as age 2 or 3.

Not all children with autiem show



By 16 months

Very few or no words



By 24 months

Very few or no meaningful, two-word phrases (not including imitating or repeating)



At any age

Loss of previously acquired speech, babbling or social skills

Avoidance of eye contact

Persistent preference for solitude

Difficulty understanding other people's feelings

Delayed language







What are you looking for?

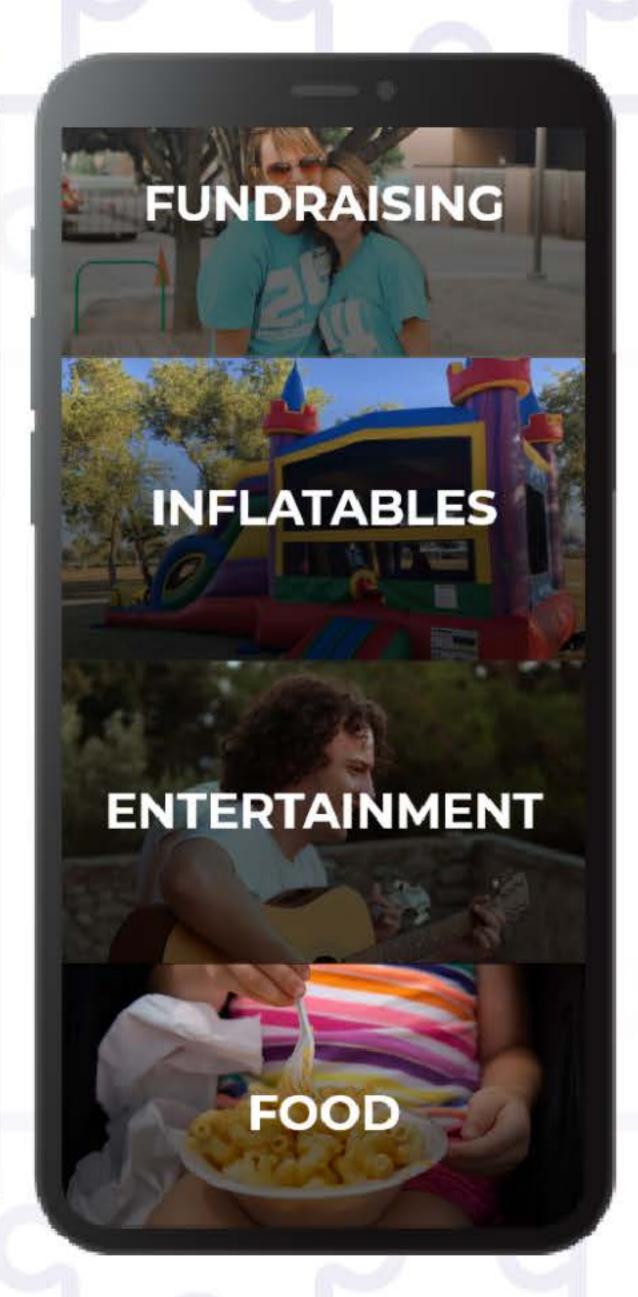
Fundraising Event

GET SOAKED 2021

Month 00 | 0PM

Every year we host a fundraising event call GET SOAKED where we rent inflatables, hire entertainment, and have an allaround great day with the community.





Memories



201

Interested in volunteering or partnering for GET **SOAKED?**

VOLUNTEER

Future Developments

I would like to see the site built out as the major development. I

would also like to get a translator on the team to realize the

Spanish language option we made in our prototype. Lastly, I would

like to see the accessibility features also realized on the site.

Reflections

This project was very exciting to work on because we were so close to the stakeholders. It was also for a great cause which made it even more important that we created something special for S.O.A.K. When comparing the current site to our prototype I was very proud with how well our team made our solutions a reality. In the end we made a prototype that was full of helpful information and appealing designs. This was also my second responsive project and I felt that we transitioned the site to mobile a lot easier this time. In fact, I prefer the mobile version of the site simply because of the creative use of the hamburger menu.