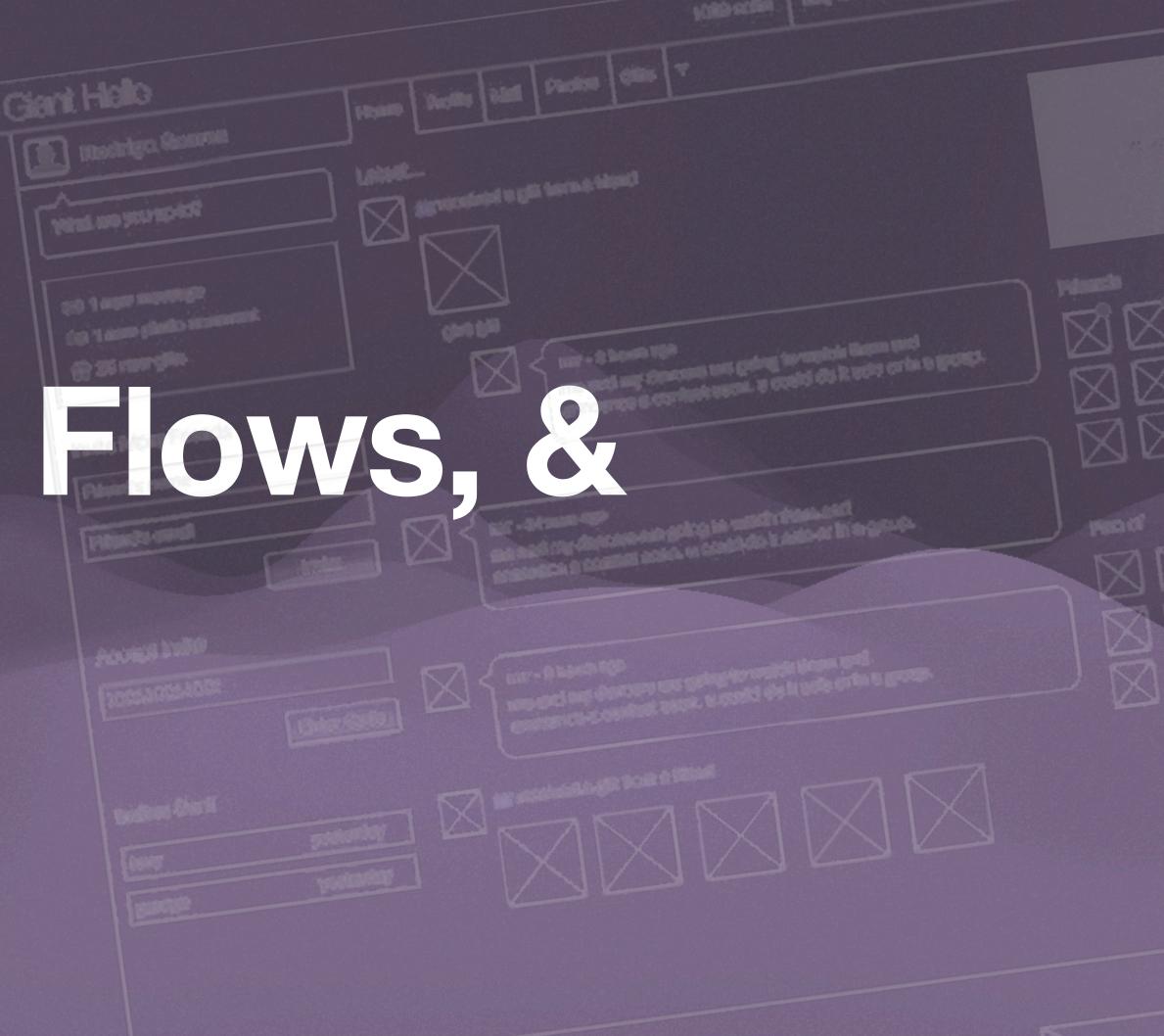
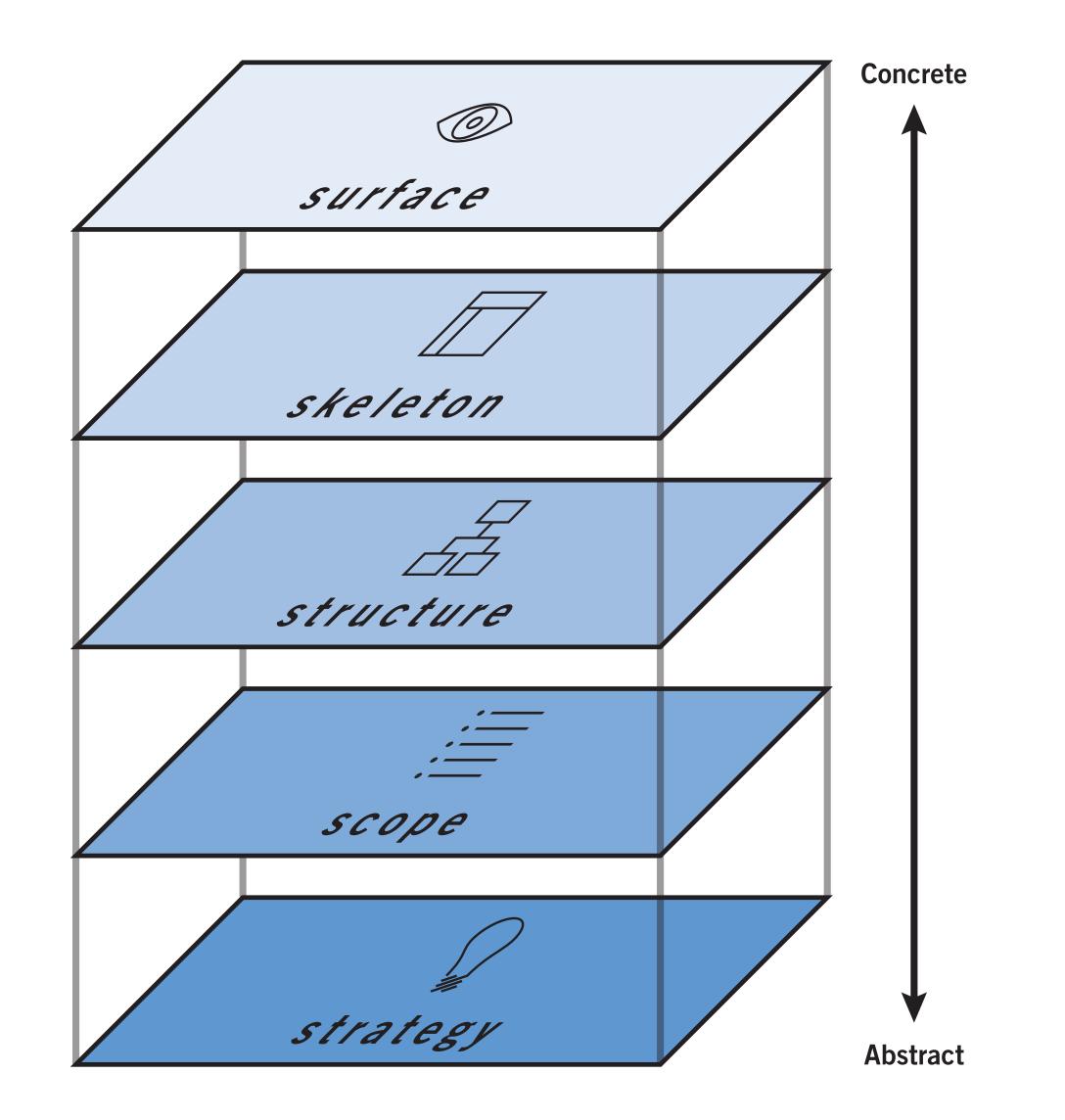
Personas, Task Flows, & Wireframes









Jesse James Garrett

Surface brings everything together visually: What will the finished product look like?

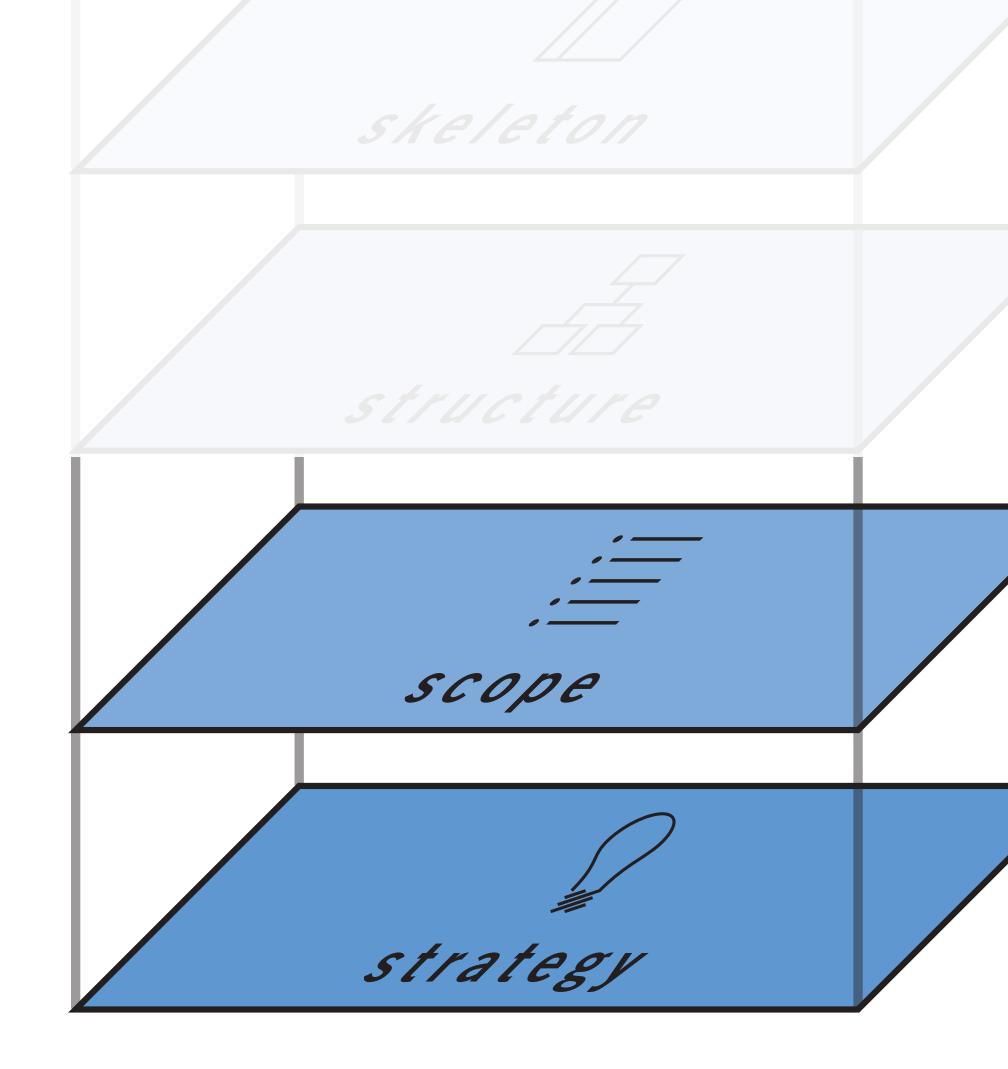
Skeleton makes structure concrete: What components will enable people to use the site?

Structure gives shape to scope: How will the pieces of the site fit together and behave?

Scope transforms strategy into requirements: What features will the site need to include?

Strategy is where it all begins: What do we want to get out of the site? What do our users want?

jjg.net/elements



Jesse James Garrett

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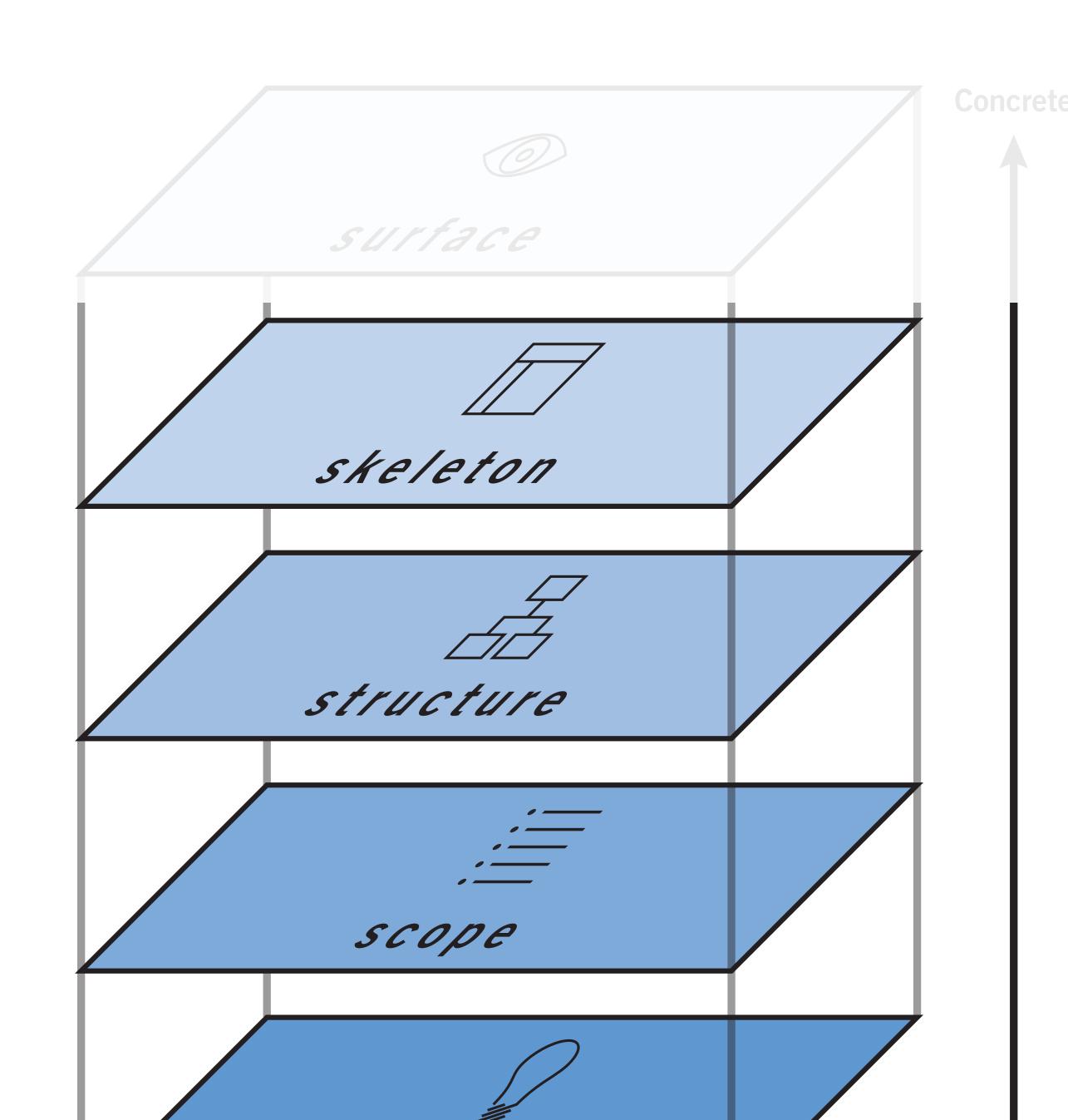
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jjg.net/elements



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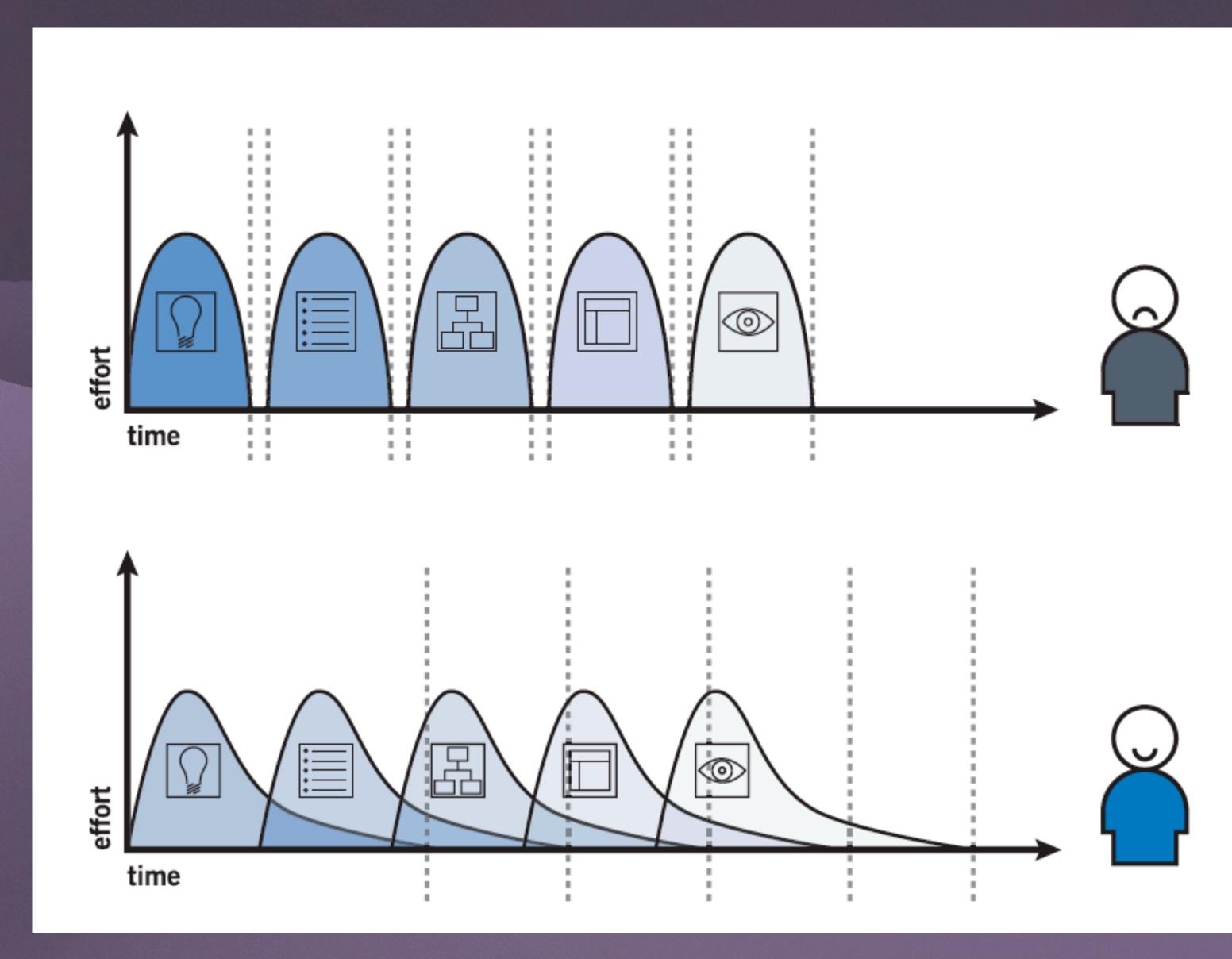
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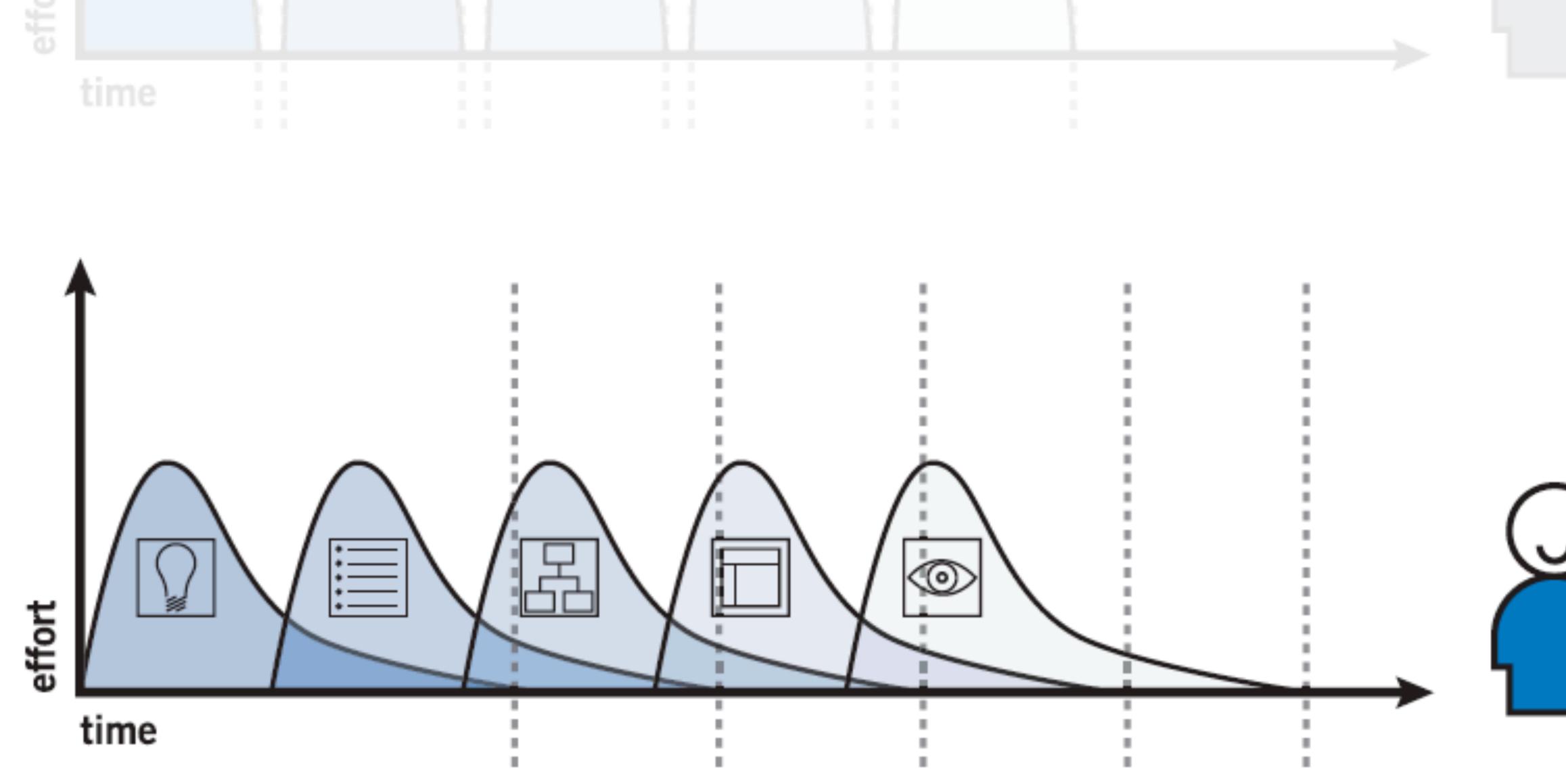
Strategy is where it all begins: What

Waterfall Approach to a Project's Steps



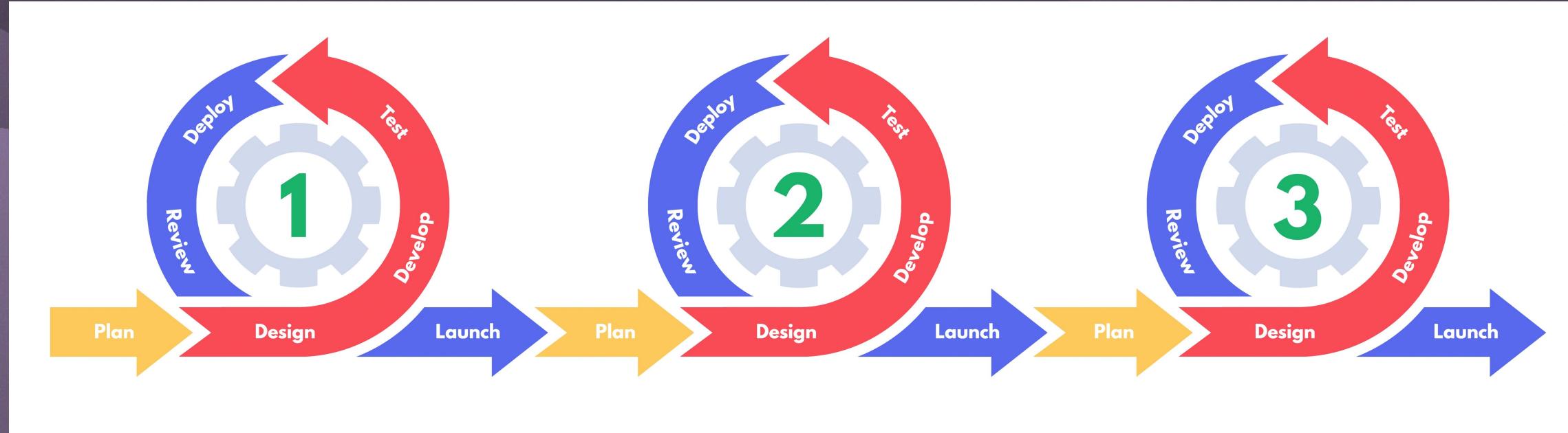
Requiring work on each plane to finish before work on the next can start leads to unsatisfactory results for you and your users.

A better approach is to have work on each plane finish before work on the next can finish.





Agile Approach to a Project's Steps

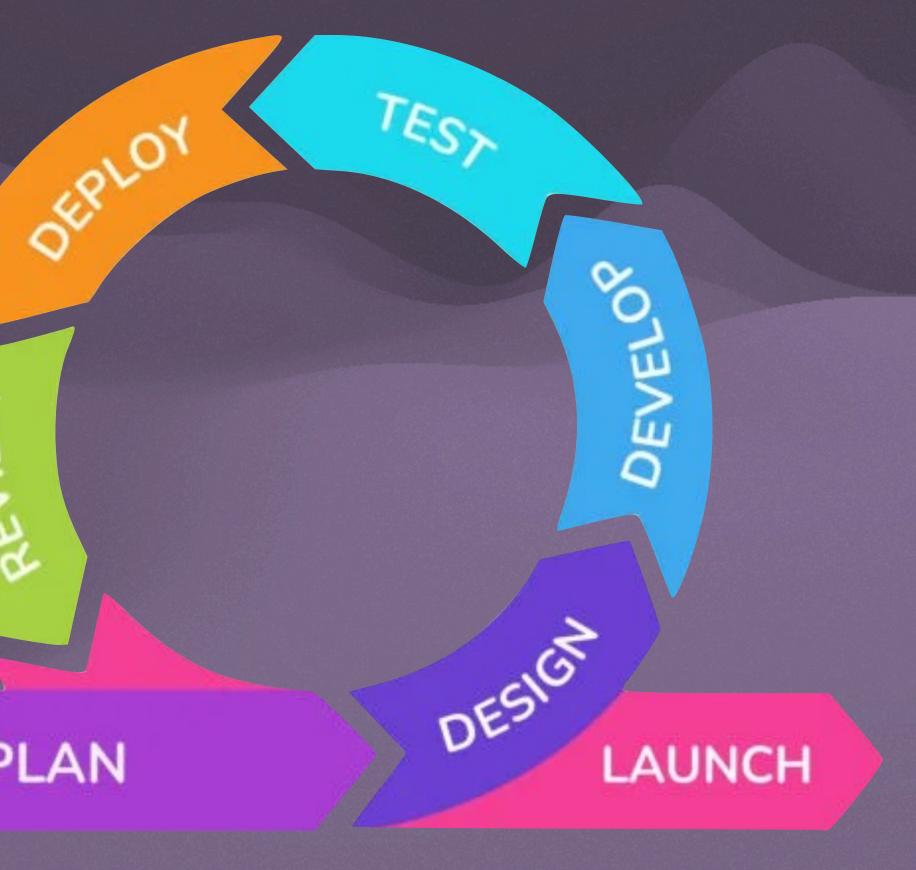




Agile Approach to a Project's Steps



REVIEW



Design Principles for UX Design

Key Areas of Design Principles for UX Design

• Visual Design—

Visual design principles regarding the relationship between elements in a view (such as a web page). This includes concepts such as unity, hierarchy, and balance. They provide focus on how users may see your product.

Interaction Principles —

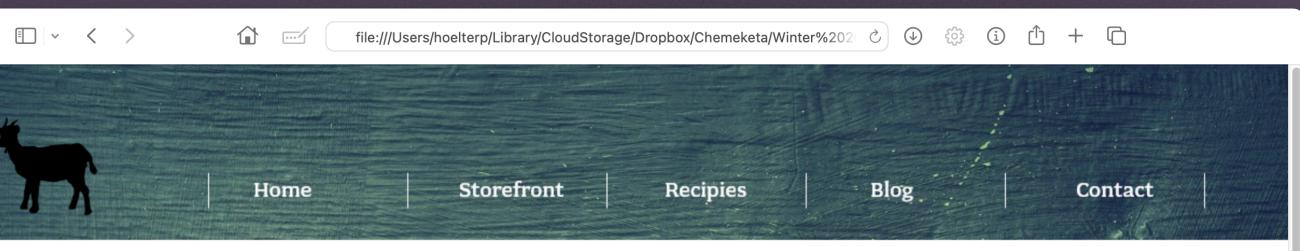
Interaction principles regarding the way users move through the site's spaces. This includes flows within a page (such as through an online form), and navigation. They provide focus on how users may act within your product.

User Psychology

Psychology principles affecting the way users may perceive and engage with your design. This includes common perceptions that may influence if they trust your information, their engagement with other users, and their motivation to learn. They provide focus on how users may feel when using your product.

Visual Design Design Principles for UX Design

- Unity and Variety
- Hierarchy and Dominance
- Economy of Elements
- Proportion and Balance



Welcome to Alsea Acres



Alsea Acre specialty cheeses are produced on a small goat dairy located in an isolated valley of Oregon's Coast Range where mild winters and cool summers are ideal for the production of European style cheeses. Since 1994, goat cheese made on our sustainable farm, using milk from our own herd of happy goats.

Customer Favorites



Fromage Blanc

This smooth creamy fresh chevre goes from milk to cheese in





Interaction Design **Design Principles for UX Design**

- Associations and Affordance
- Economy of Motion
 - How far is it from the where the user probably is?
 - Are you requiring users to with methods of input—for example, from keyboard to mouse?
 - How easy is it to action the object?
- Response







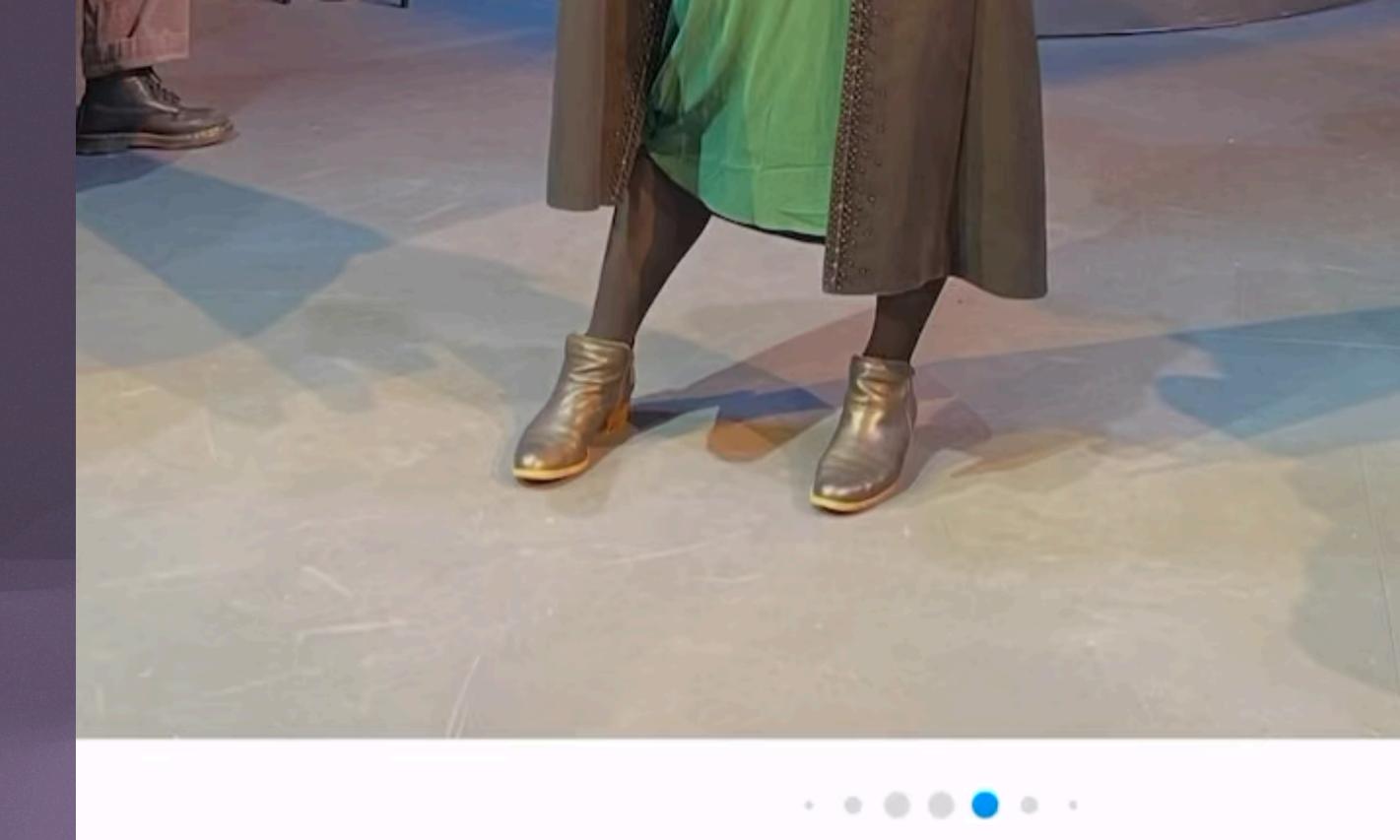
PLACE HANDS UNDER FAUCET TO WASH

PLACE HANDS TO SIDES OF FAUCET TO DRY

Response Example



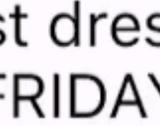
Response Example



♡ 83 ① ₹7

saxondrama Hadestown: pics from first dres rehearsal. All aboard I! We open THIS FRIDA'

10 hours ago



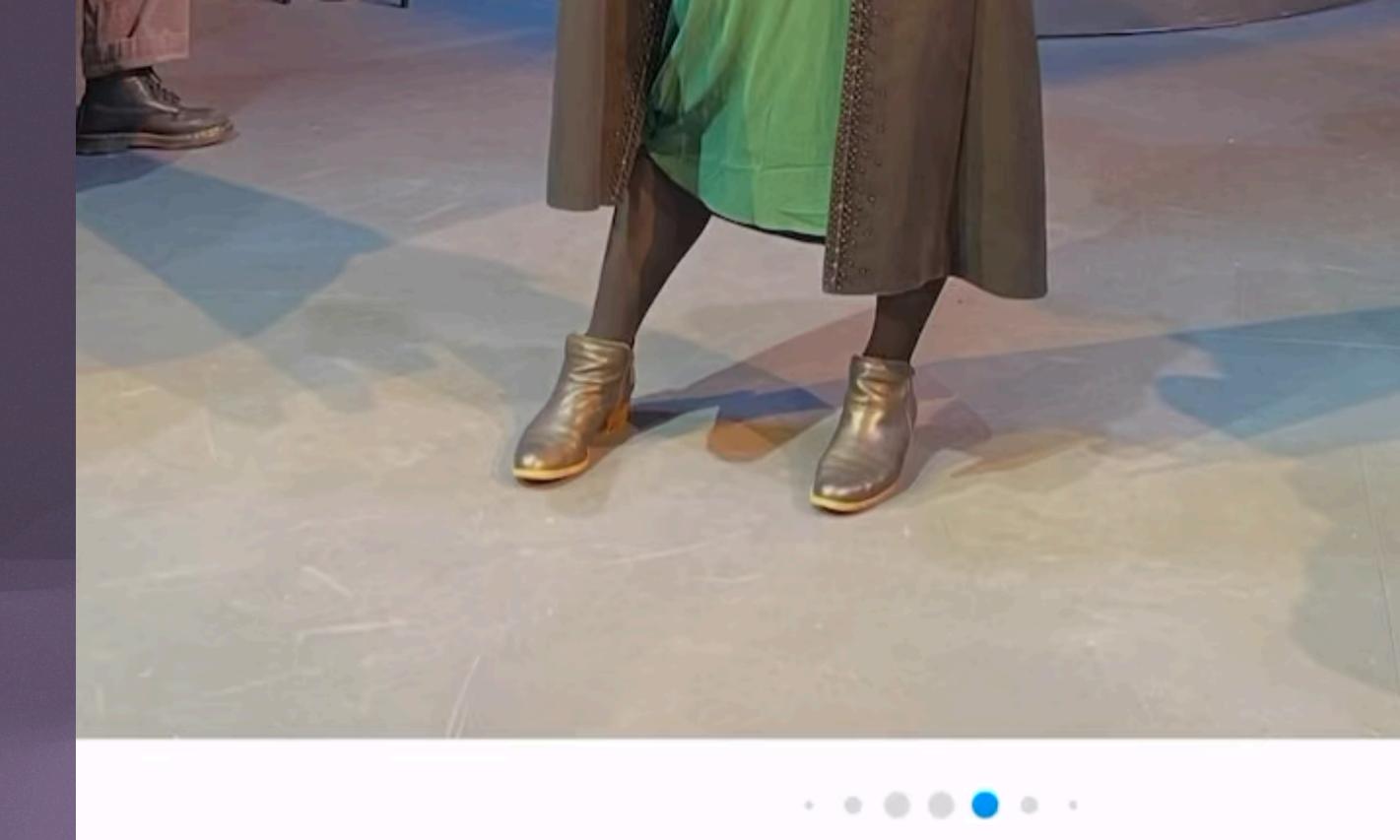


Psychology **Design Principles for UX Design**

- The Emotional Effect of Attractive Design
- Flow & Game Design
- Social Proof



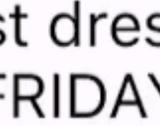
Game Example



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10 hours ago





User-Centric Design



What is User-Centered Design?

- User-centered design is a product development methodology based on actual user needs, behaviors, abilities and perceptions.
- It is the practice of creating engaging, efficient user experiences.
- the user into account every step of the way as you develop your product.

• The concept of user-centered design is very simple: Take

"Everything the user experiences should be the result of a conscious decision on your part. Realistically, you might have to make a compromise here and there because of the time or expense involved in creating a better solution.

But a user-centered design process ensures that those don't happen by accident. By thinking about the user of breaking it down into its component elements, and loo several perspectives, you can ensure that you know all of your decisions."

-Jesse James Garrett

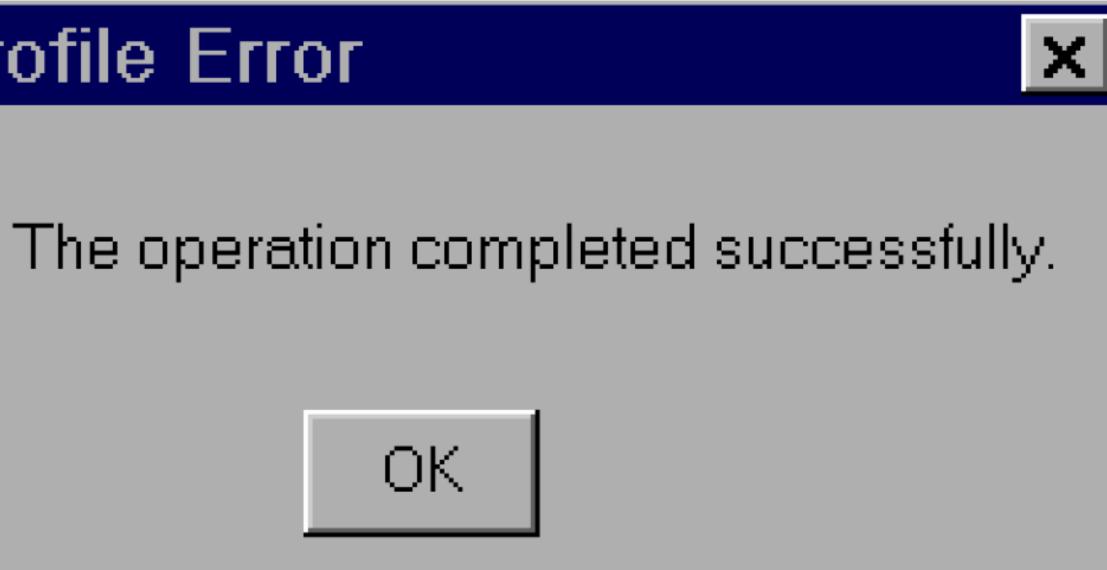
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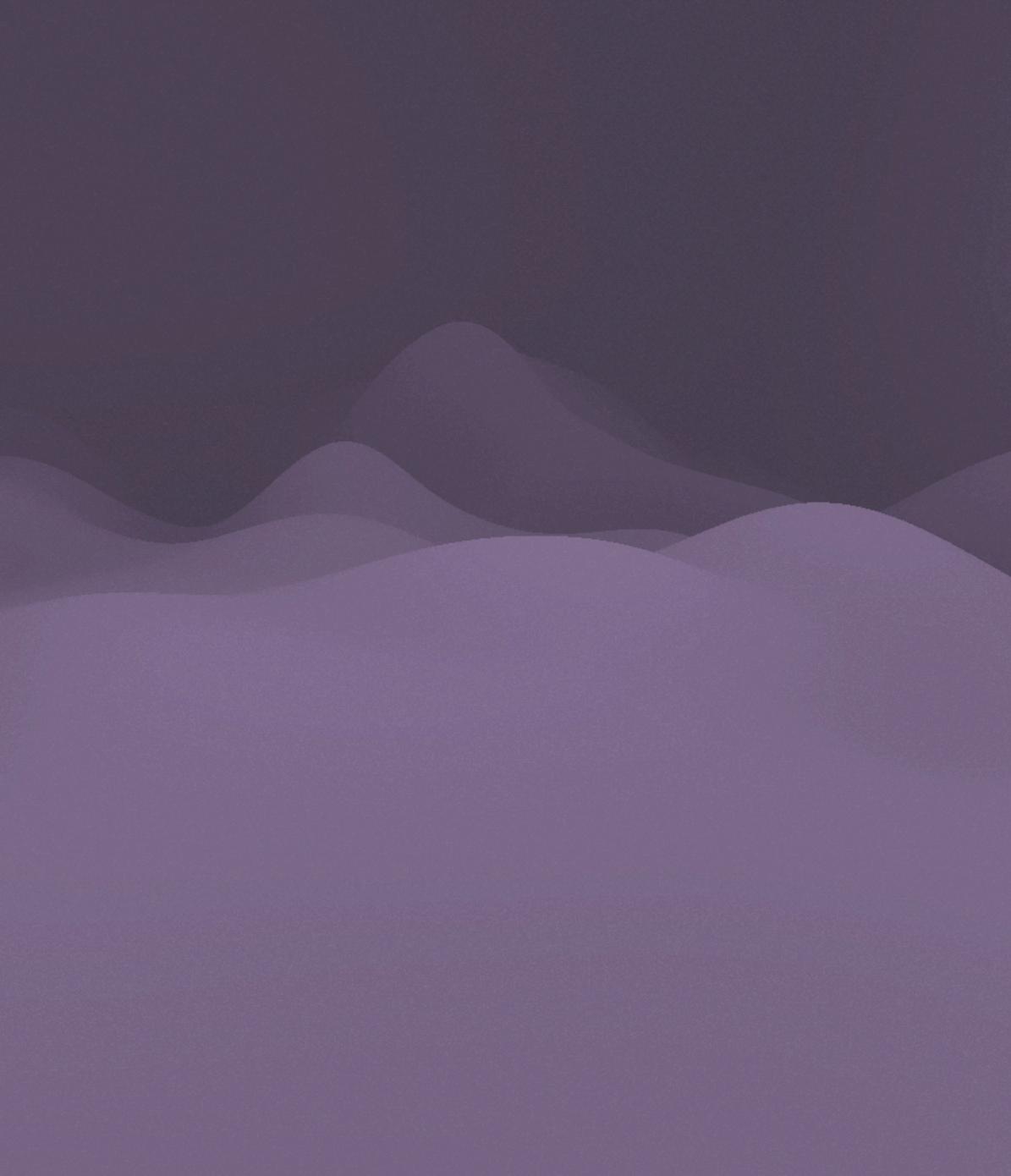


User interfaces are hard to design

• You are not the user

- For programmers, most software engineering is about communicating with other programmers
- Ul is about communicating with *users*

User Research



User Research Techniques for getting to know your visitors

User Interviews

A one-on-one conversation with a participant who belongs to one of the site's primary user groups

Contextual Inquiry

An on-site visit with participants to observe and learn about how they work in their normal, everyday environment

Surveys

A series of questions consisting of mainly closed-end answers (multiple choice) used to identify patterns among a large number of people

Source: A Project Guide to UX Design (Unger & Chandler)

• Focus Groups

A group discussion where a moderator leads participants through questions on a specific topic.

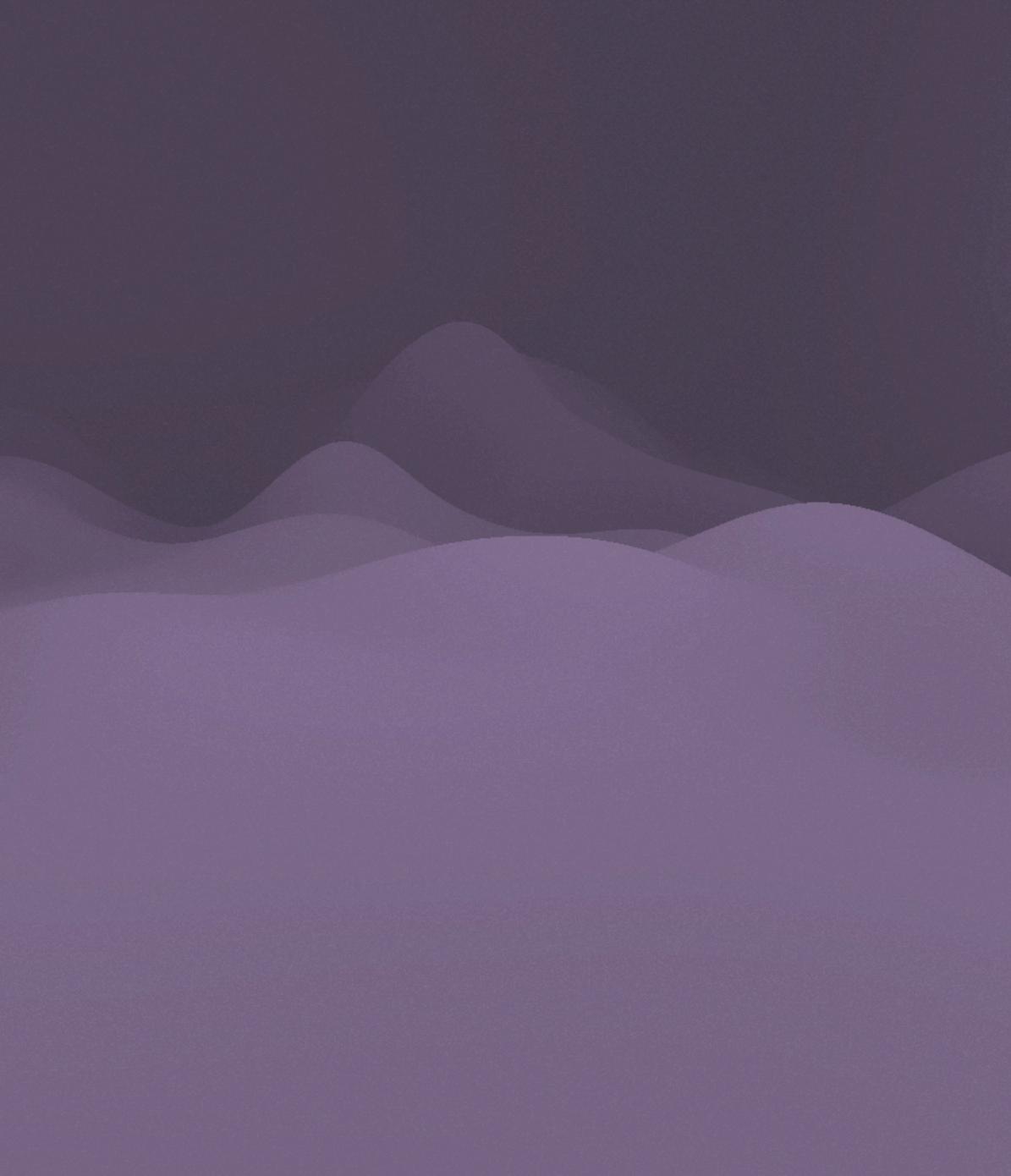
Card Sorting

Participants are given items (such as topics) on cards and are asked to sort them into groups that are meaningful to them.

Usability Testing

Users try to perform typical tasks on a site or application while a facilitator observes and, in some cases, asks questions to understand users' behavior.





"A persona is a user archetype you can use to help guide decisions about product features,

– Kim Goodwin, Cooper

navigation, interactions, and even visual design."

Personas

Consolidates complex information into an (easy to remember) abstraction. • Must still remember that these are people.

Why Use Personas?

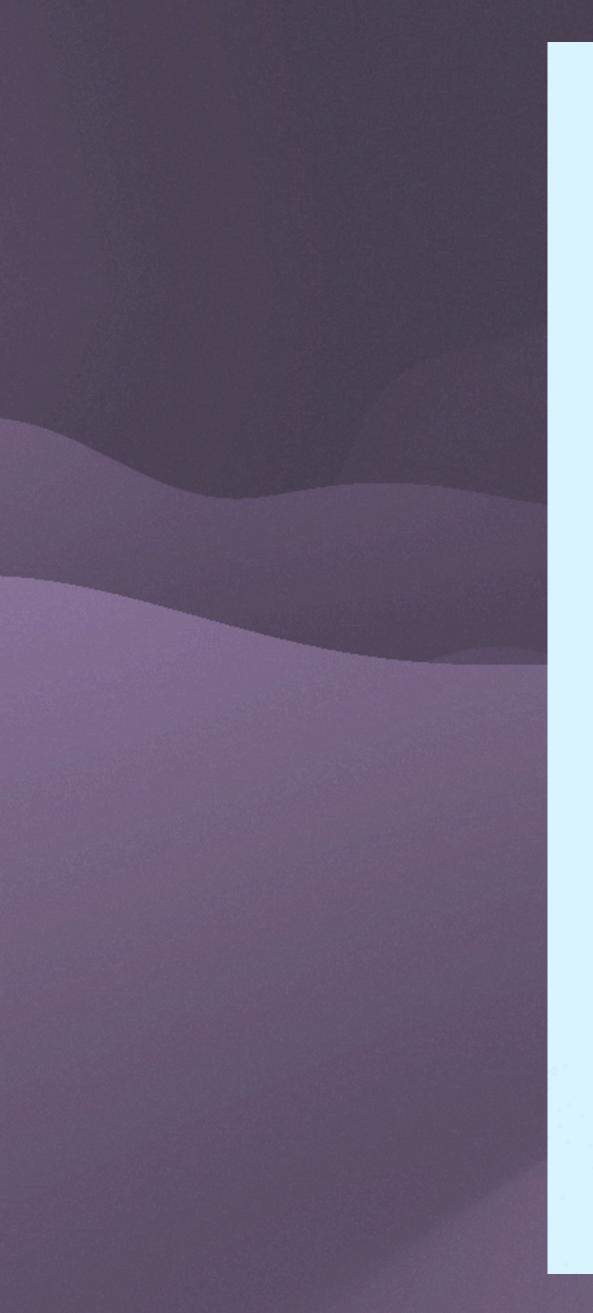
 Personas put a human face on the amorphous "user" because they are based on actual user needs. They save time by focusing development toward real use cases and away from unlikely "edge" cases.

 Helps give Focus to the project, gain Empathy for the user, and Gaining Consensus about features and direction.



"User experience designers often see creating persona as a great exercise in *empathy*."

-Russ Ungar





Goals in Developing Personas

• Focuses on understanding: • Who are the users? • What are their goals? Goals drive a person's actions • What are their pain points? What are their motivations?

Tasks are things a person does in order to accomplish his goals

Minimum Content Requirements for Personas

- Photo
- Name
- Age
- Location
- Occupation
- Biography (the storytelling part)

Home Owner — Significant Event

Paul and Helen



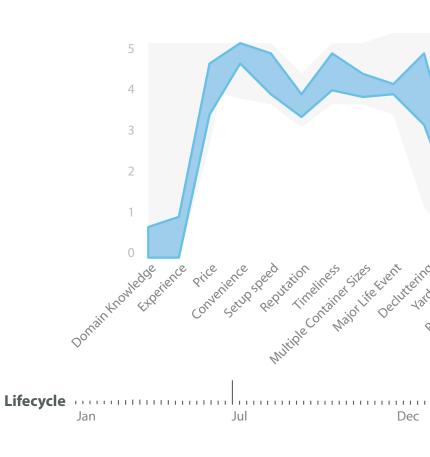
Age: 24-65

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

Helen's mother died a few weeks 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 clean out first. The house also needs some renovation work in the master bathroom.

The basement is filled with stuff Helen's mother collected over the past couple of decades. She never threw anything away. She has newspapers and Time magazines from the past 20 years. 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 "collectables" have been ruined from water and mildew. She also has paint cans, but Paul and Helen don't know if the paint contains lead or not.

This is the first time Paul and Helen have gone through something like this. They don't even know where to begin. They just want this to be as easy as possible. They know they need a dumpster, but aren't sure how much it will hold. And they assume just about anything can go in the dumpster, unless someone tells them otherwise. Their only other concern is that dumpsters tend to be unsightly. They're hoping to find a company who won't make the front yard look like a construction zone or ruin the yard when they deliver or pick up the dumpster.



Key Characteristics

- Single event like acquisition of a family estate or small remodeling job (e.g. bathroom).
- Little if any past experience with acquiring a dumpster.

Goals

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

Questions

- Is there anything that can't go in?
- 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 permit required?
- How much will it cost?
- How easily can I get a hold of someone if I need to?

Influencers

- Available when needed
- Price
- Vendor leaves the property how they found it
- Having the container size needed available
- Speed of setup and pickup once contacted
- On-line account access for scheduling and payment
- Quality and cleanliness of equipment
- Familiar brand



Frustrations &	& Pain Points
Initial sticker	shock
Unfamiliar wi	th the process
• Don't know w	hat they don't kn
Making an ap	ples to apples co
dors	

Home Owner — Significant Event Paul and Helen



Age: 24-65

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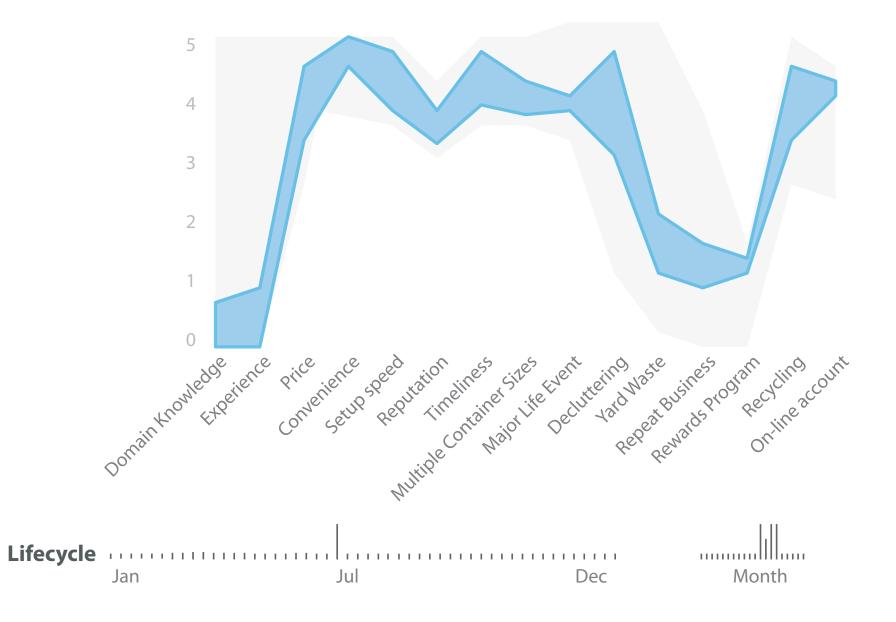
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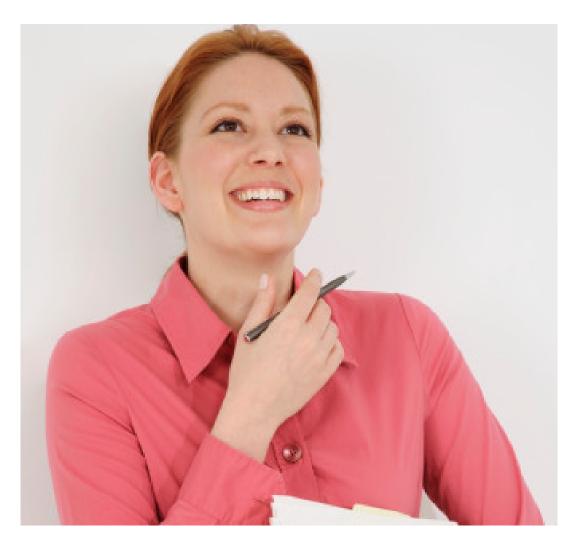
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- Familiar brand

Frustrations & Pain Points

- Initial sticker shock
- Unfamiliar with the process
- Don't know what they don't know
- Making an apples to apples comparison between vendors

The Jill of All Trades

Amanda Stone



Age: 28-55

"I have to manage multiple programs for my clients."

AMANDA SHARES THE INCENTIVE PROGRAM RESPONSIBILITIES WITH A FEW OTHER colleagues. They share access and manage multiple programs for clients. This can be particularly challenging to make sure she's paying the right people on the right program. She needs to be able to switch between the different programs and know where she's at at all times.

Account Zone really helps her issue new cards and make sure the program participants are paid quickly. The one thing she's missing is the ability to look at each individual program as well as across all the programs she's running to see how things are going. Her clients like to keep tabs on how the programs are performing. Right now she tracks that in Excel. She ends up either sending the Excel file to her clients, or sometimes exporting them and sending a PowerPoint with some nice charts in it. If Account Zone had a way to let her run reports on individual programs and across multiple programs that would be really awesome.

She uses Account Zone pretty regularly-several days a week. And since she's managing multiple programs, she's pretty active all year round.

Key Characteristics

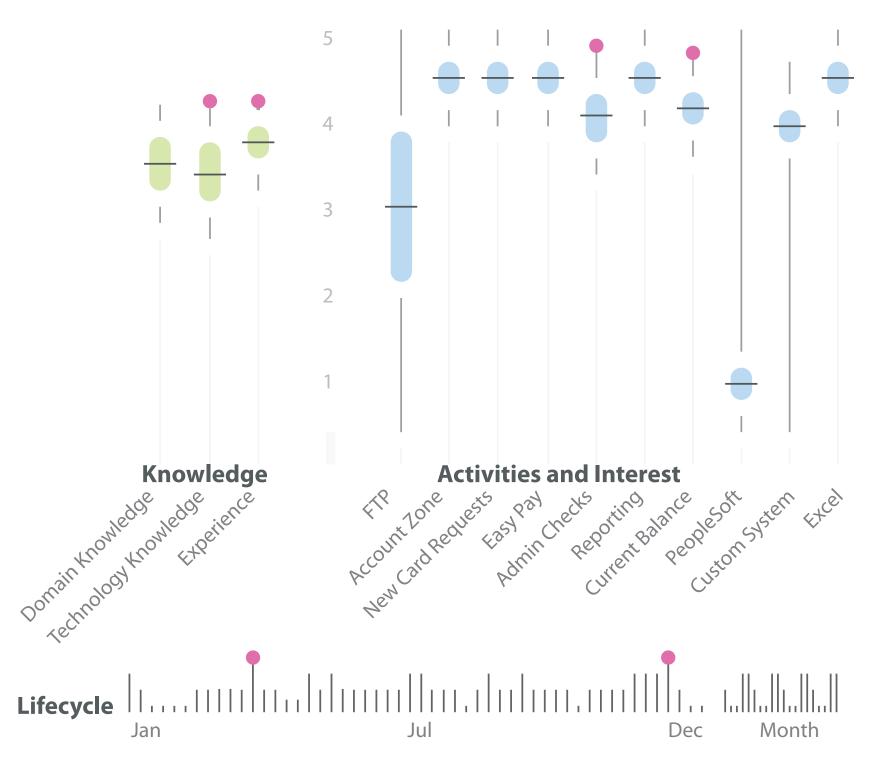
- Manages multiple programs
- Medium to large company
- Moderate volume (50-2000+ orders at a time)
- Multiple people sharing a single role
- 70/30 Quick Pay and Admin Checks
- Weekly to bi-monthly usage
- Year round
- Very interested in reporting
- Wants to run reports across programs
- Heavy Excel use
- Custom internal system to interface with

Goals

- Pay employees quickly and easily.
- Prevent duplicated efforts.
- See what their current balance is to know if they need to wire money.
- Track transactions weekly, bi-monthly, month, quarter, and year.

Questions

- How do I run reports across all my programs?
- Is there a way to get my login info without having to call Ecount?
- Can we integrate with ClientZone some way so that we don't have to go back and forth so much between different applications.
- Am I doing it right?



Influencers

- Integration with current system.
- Ability to pay employees quickly and easily.
- Cost (mostly time).
- Guided help.

Other Applications

- Excel
- PowerPoint
- Internet Explorer

Frustrations & Pain Points

- Can't look across multiple programs at once.
- Can't run reports across multiple programs at once.
- Correcting errors in the eception file "stinks".
- Knowing what the exact problem is and how to fix it isn't clear.
- Multiple steps with multiple applications isn't efficient and makes it easy to "get lost" where she is.
- Multiple confirmation screens.
- Another username and password to remember.
- Finding email with her login information.

Using ChatGPT to Create Personas

 $+ \oplus \stackrel{\circ}{\sim}$



Create a marketing persona for a retired couple in their 60's living in Boulder, Colorado



Using ChatGPT to Create Personas

⊕ ≎ +





Create a marketing persona for a single woman who works as a kindergarten teacher in their 20's living in Austin, Texas

Persona Dos and Donts

Should:

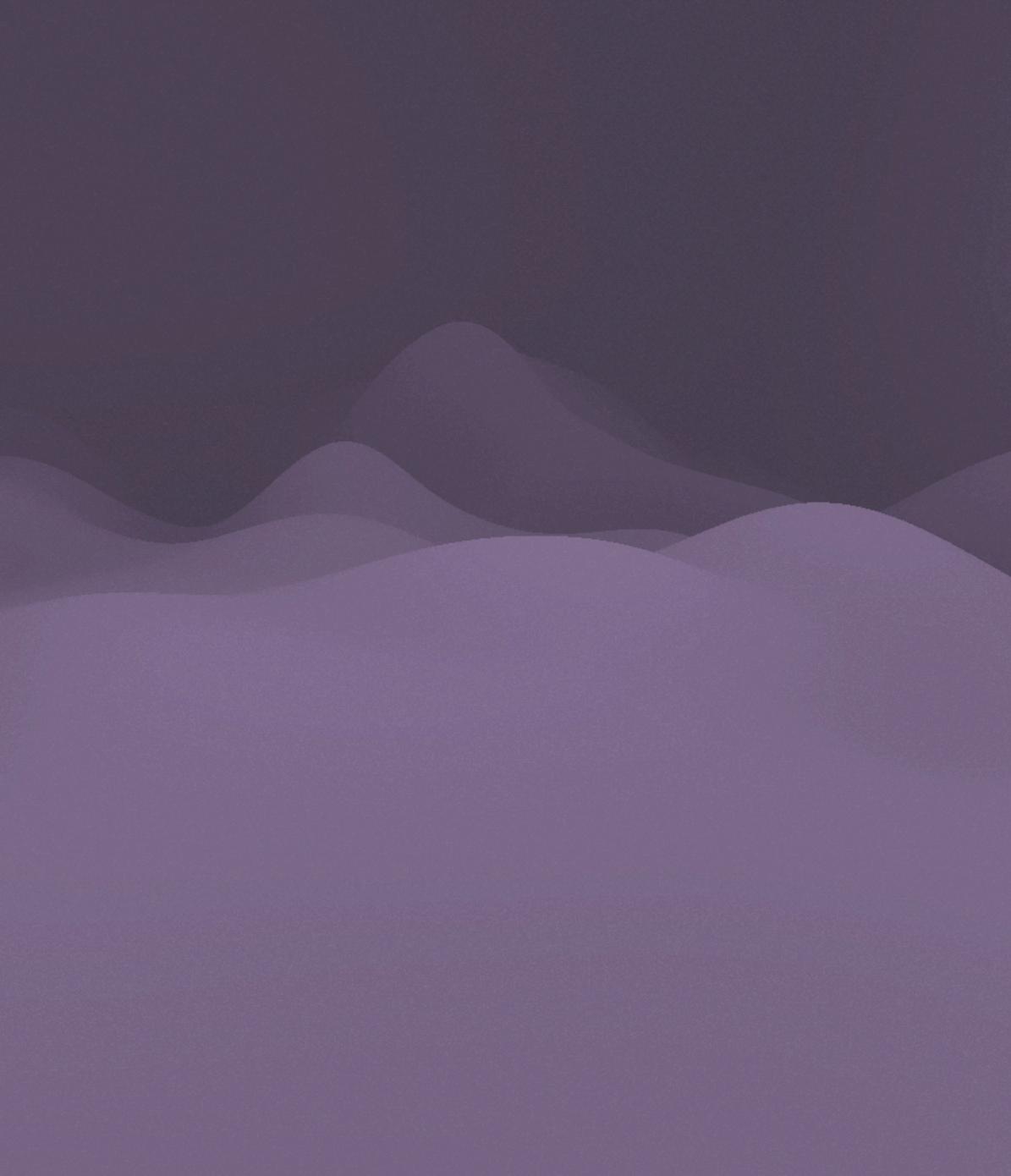
- be based on user research
- be based primarily on qualitative research
- be focused on users' goals
- be based on common behavior patterns
- be specific to your design context or problem come to life, and seem like real people

Should not:

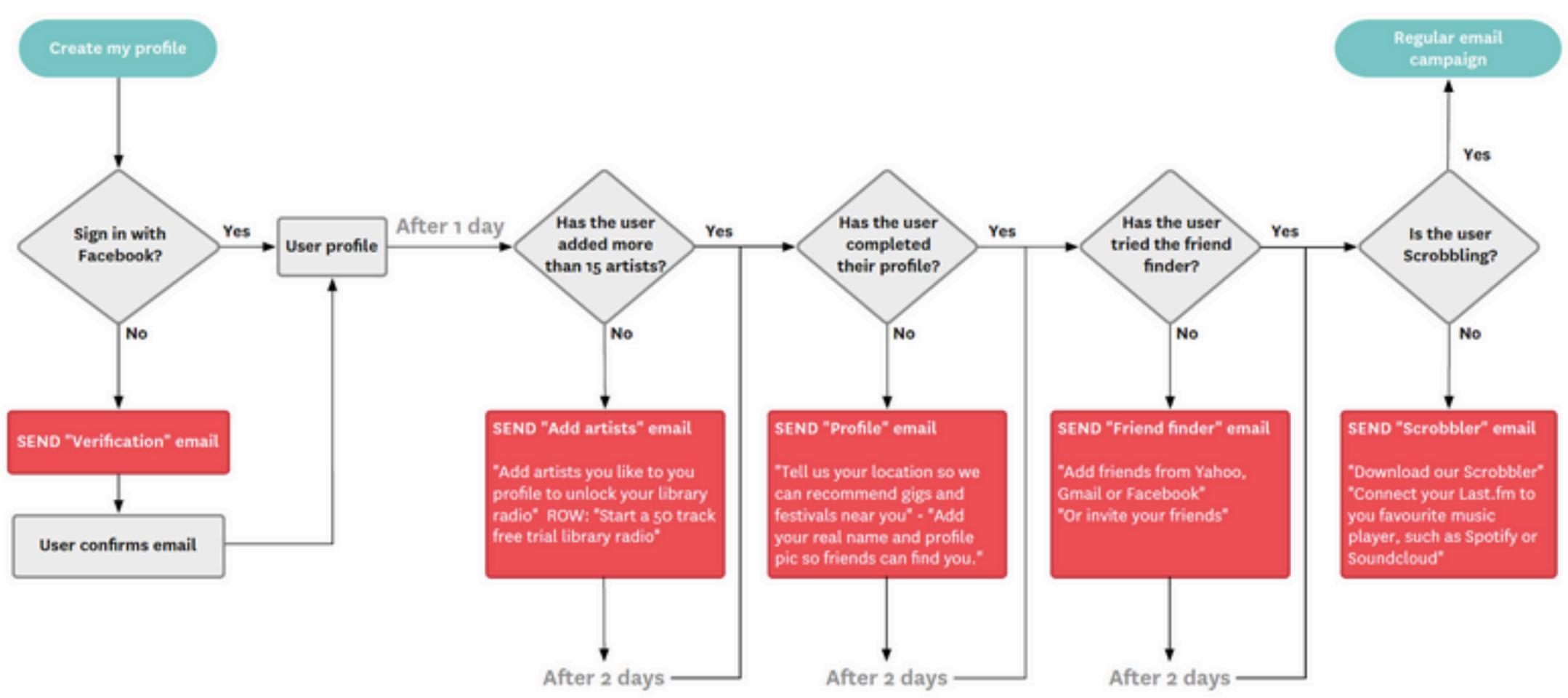
- be focused on stereotypes or • generalizations
- be an 'average' of observed behavior • patterns
- be based only on user roles •
- be based only on information gathered • from subject matter experts, as they cannot completely represent end users

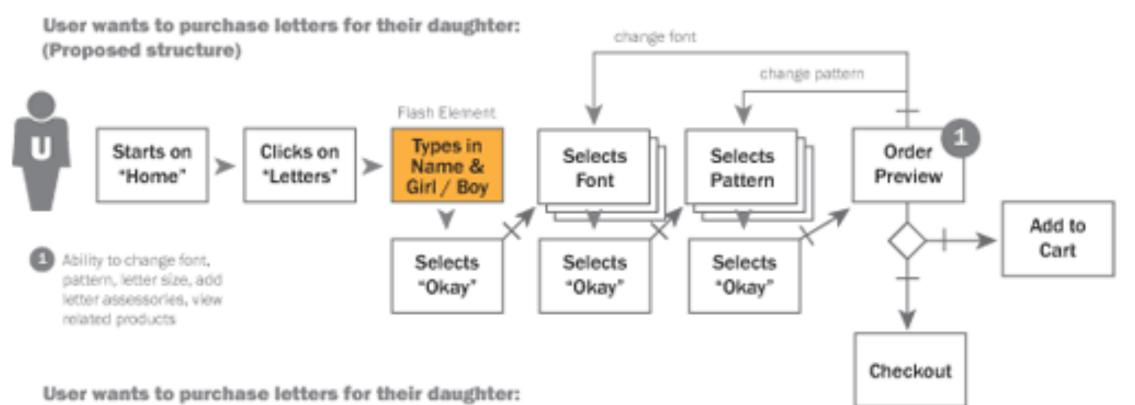


Task Flows

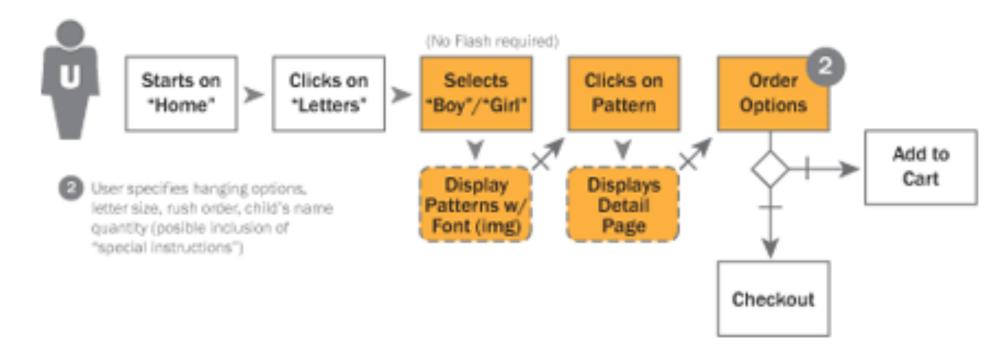


Last.fm New starter - sign-up email - wireflow Feb 2012

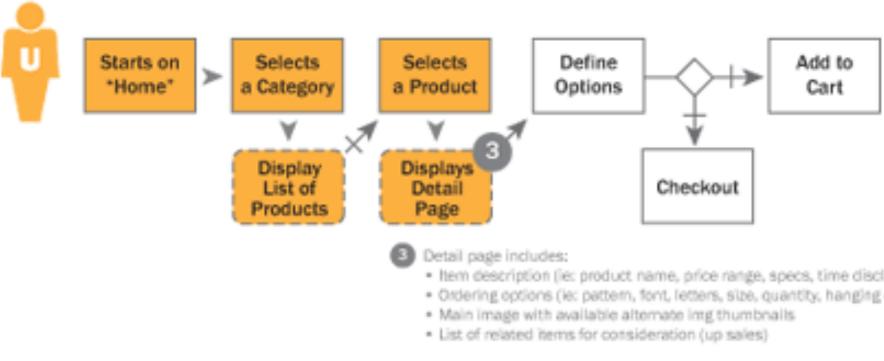




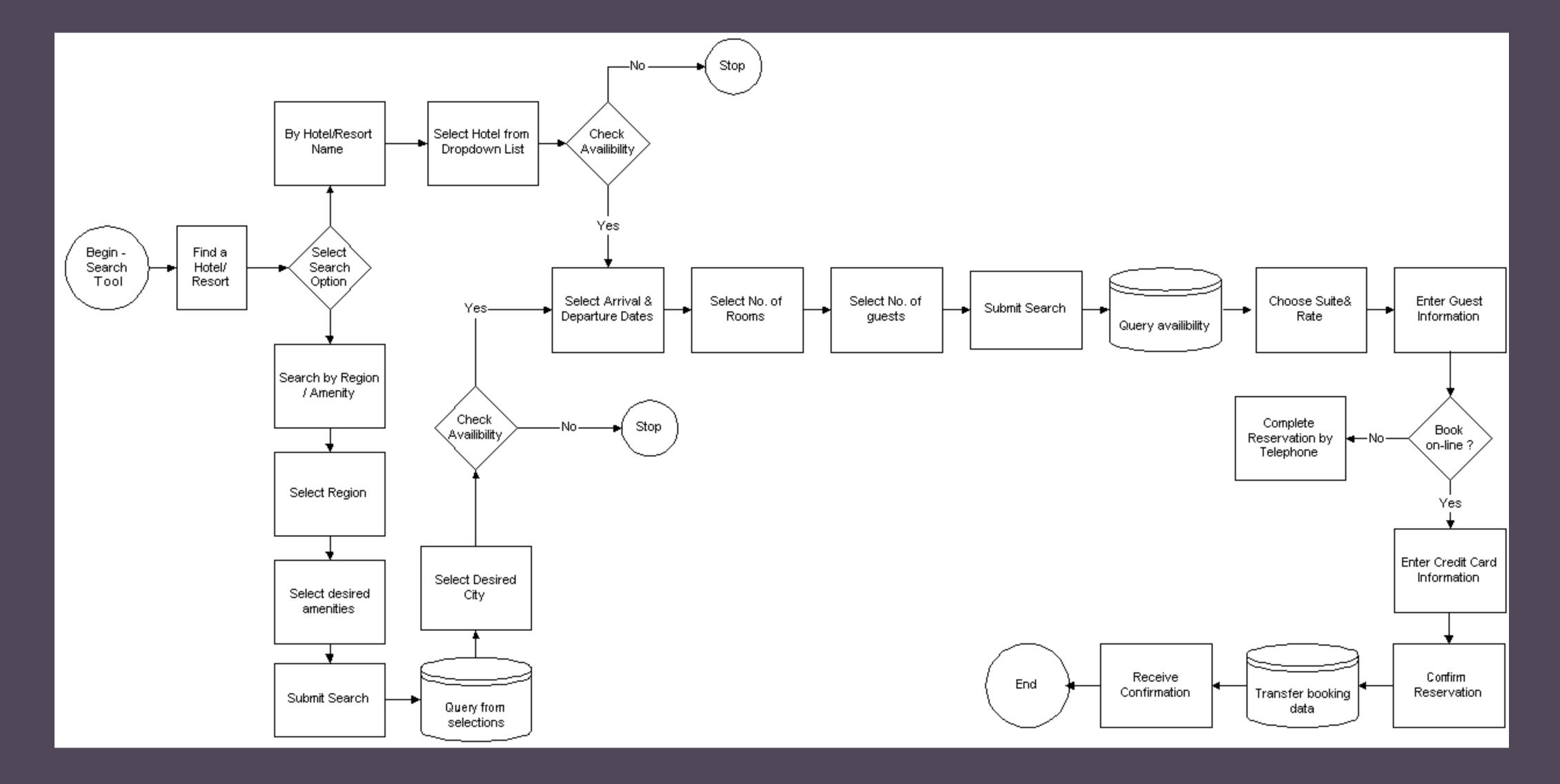
(Typical structure)



User is interested in an item and wants more information:

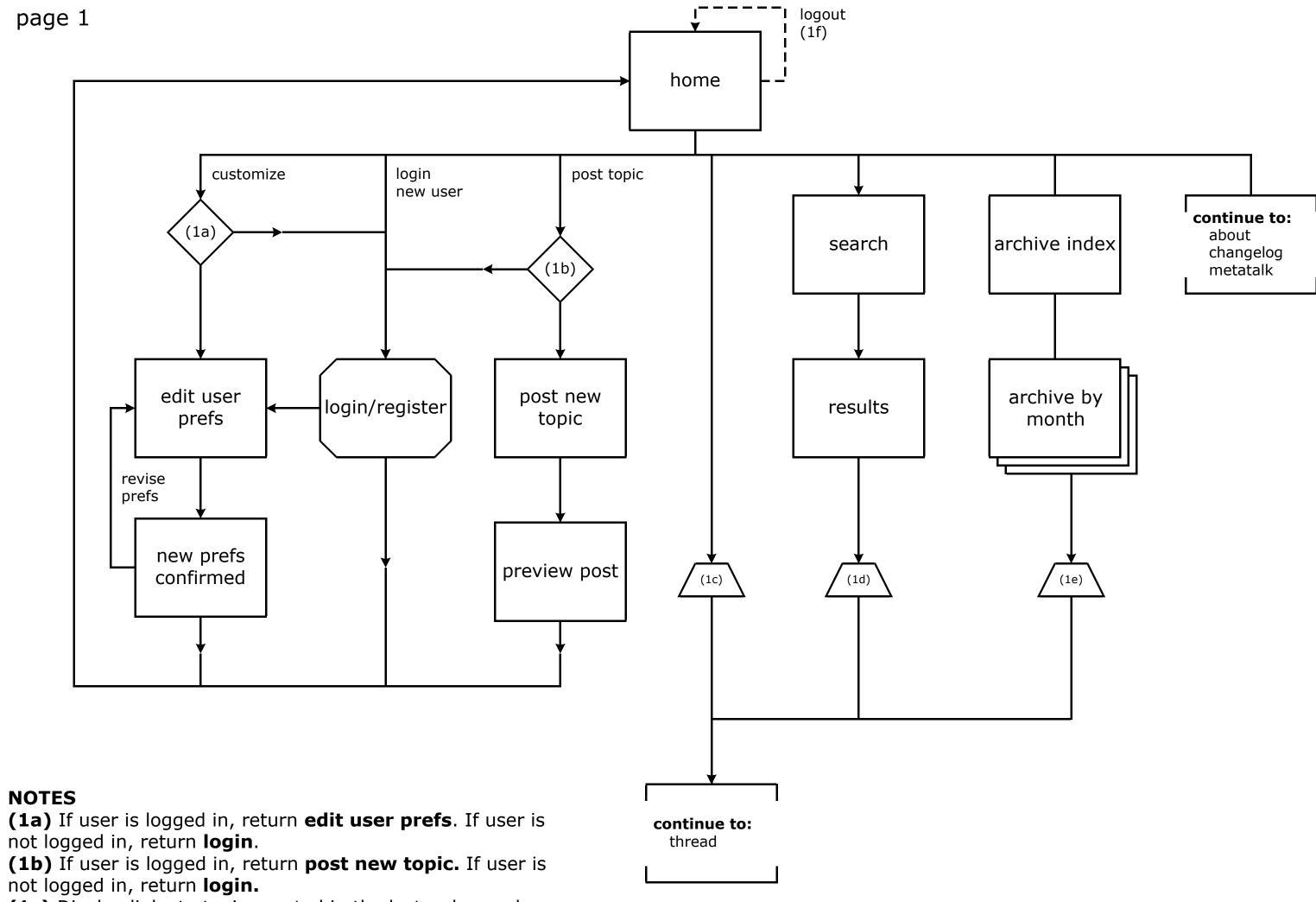


 hem description (ie: product name, price range, specs, time disclaimer) Ordering options (ie: pattern, font, letters, size, quantity, hanging options)



metafilter.com

page 1



NOTES

not logged in, return login.

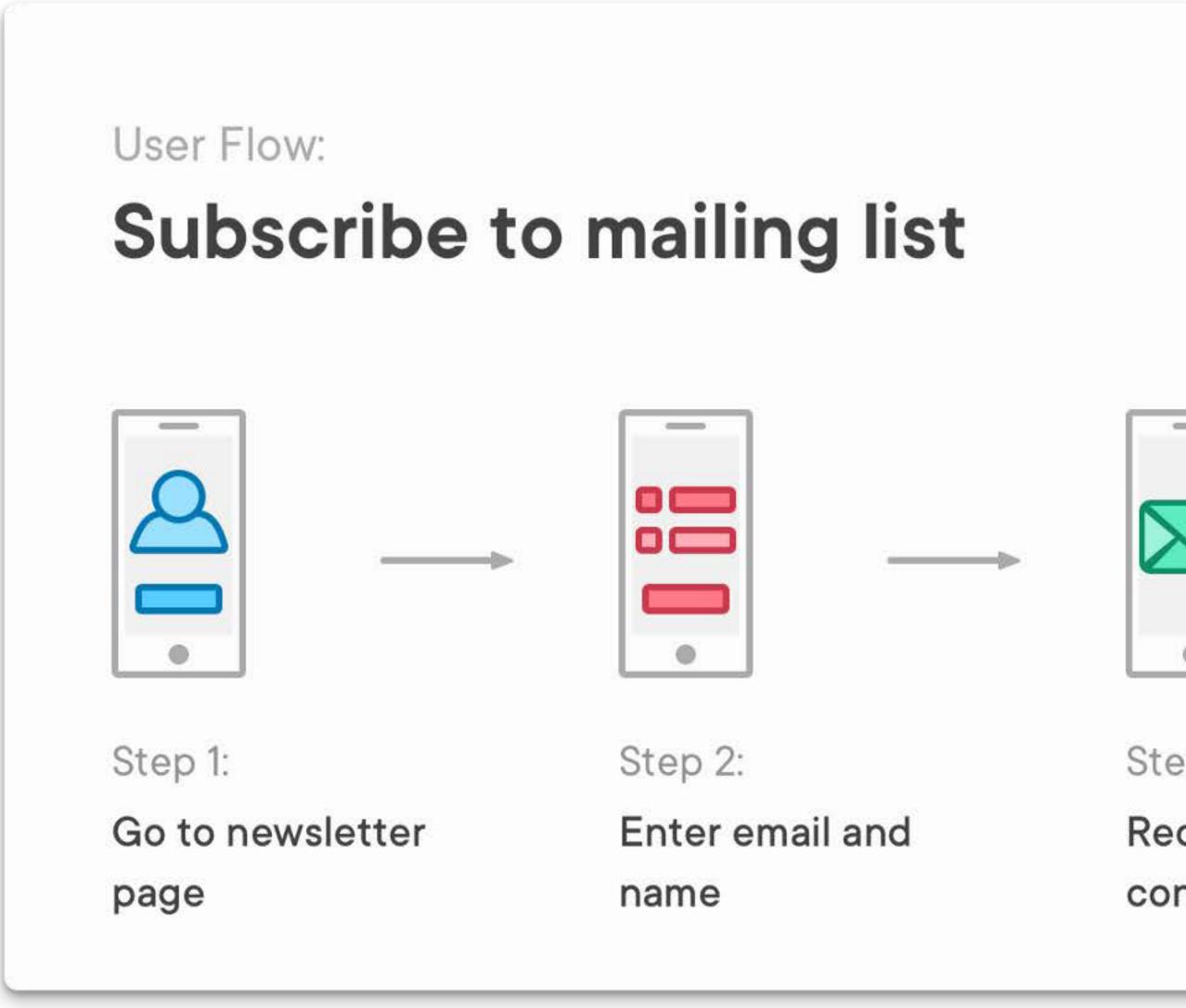
not logged in, return login.

(1c) Display links to topics posted in the last *n* days, where n is defined in user prefs. For users not logged in, n=7.

- (1d) Display links to topics matching search criteria.
- (1e) Display links to topics posted in selected month.

(1f) If user is logged in, logout function is available.

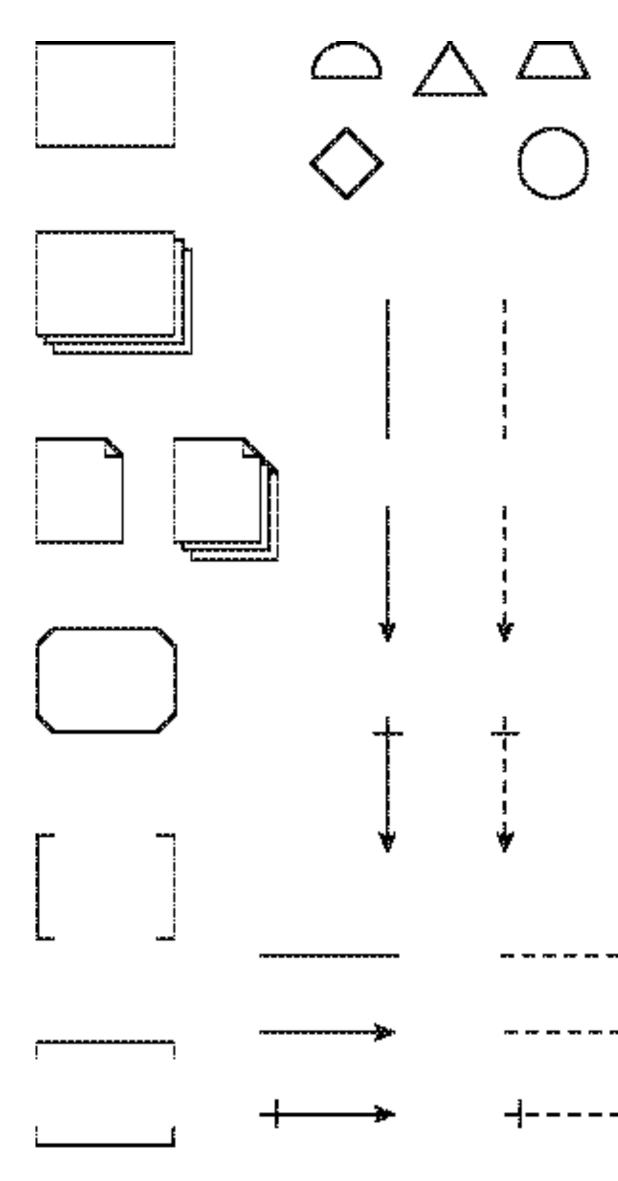
Jesse James Garrett http://www.jjg.net/ia/visvocab/



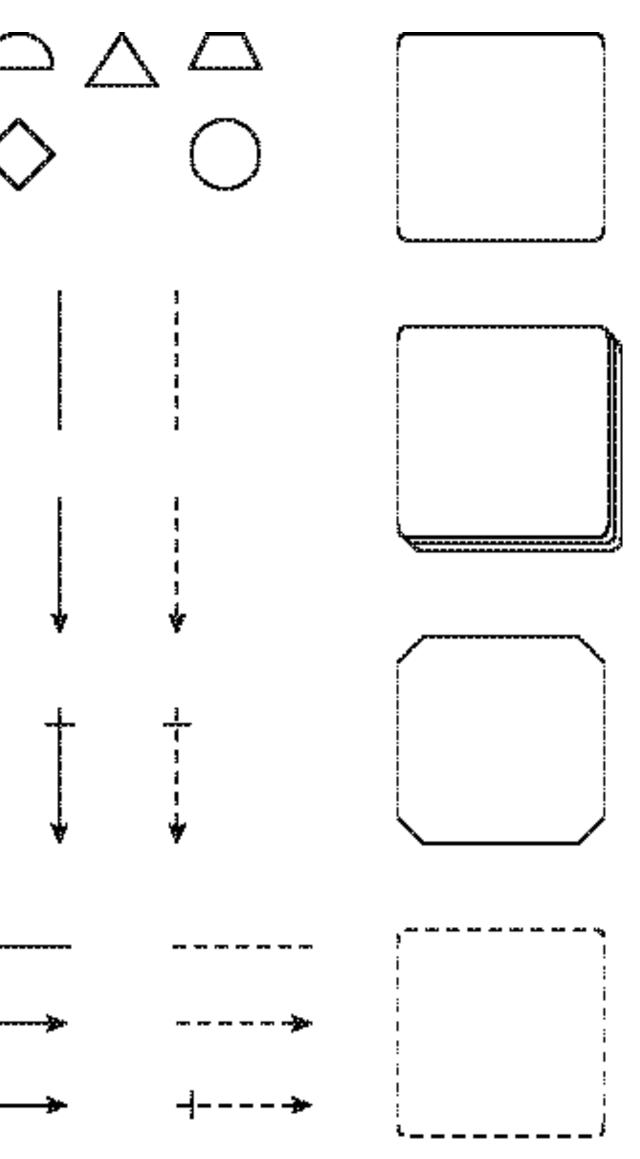


Step 3:

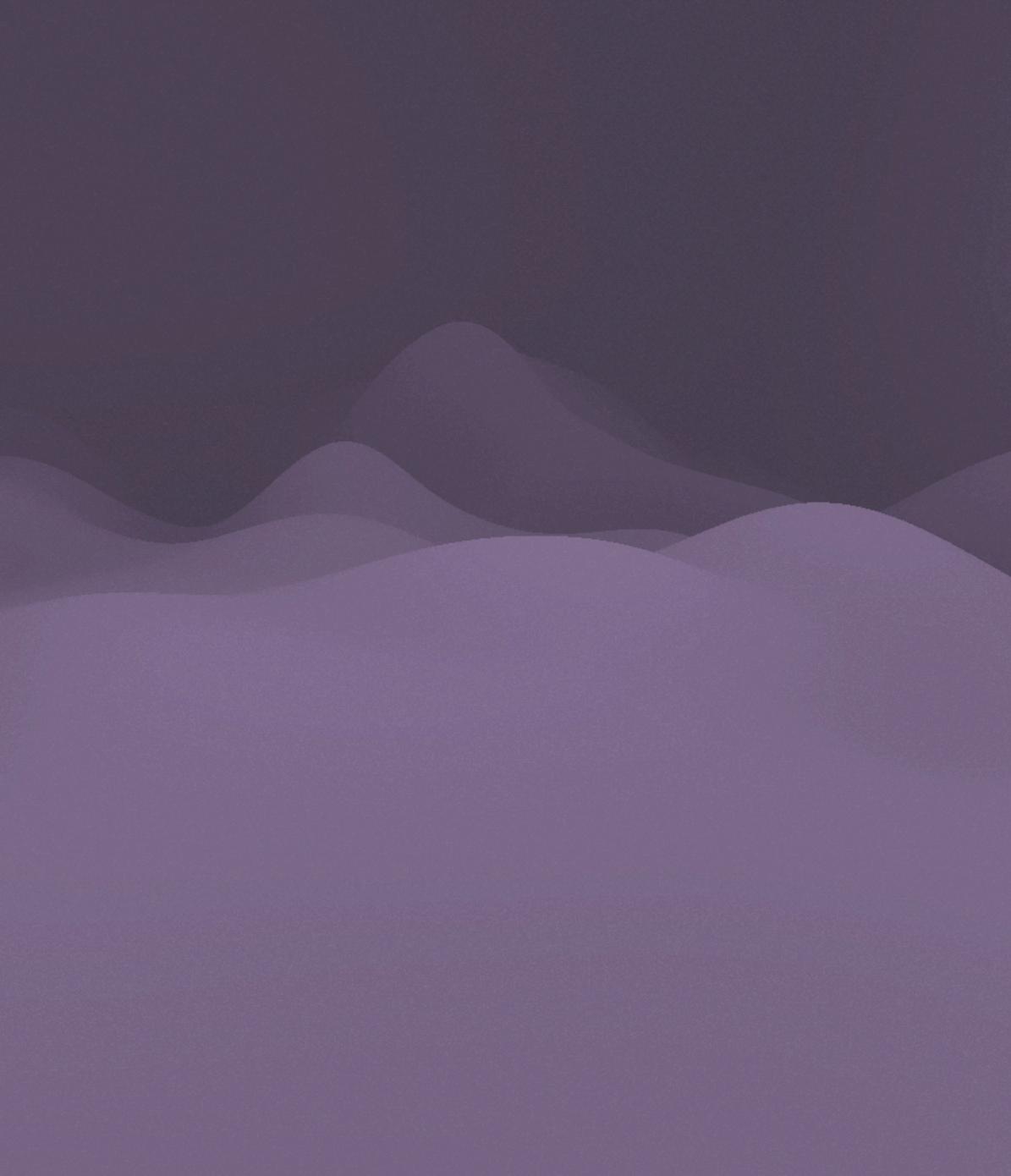
Receive confirmation

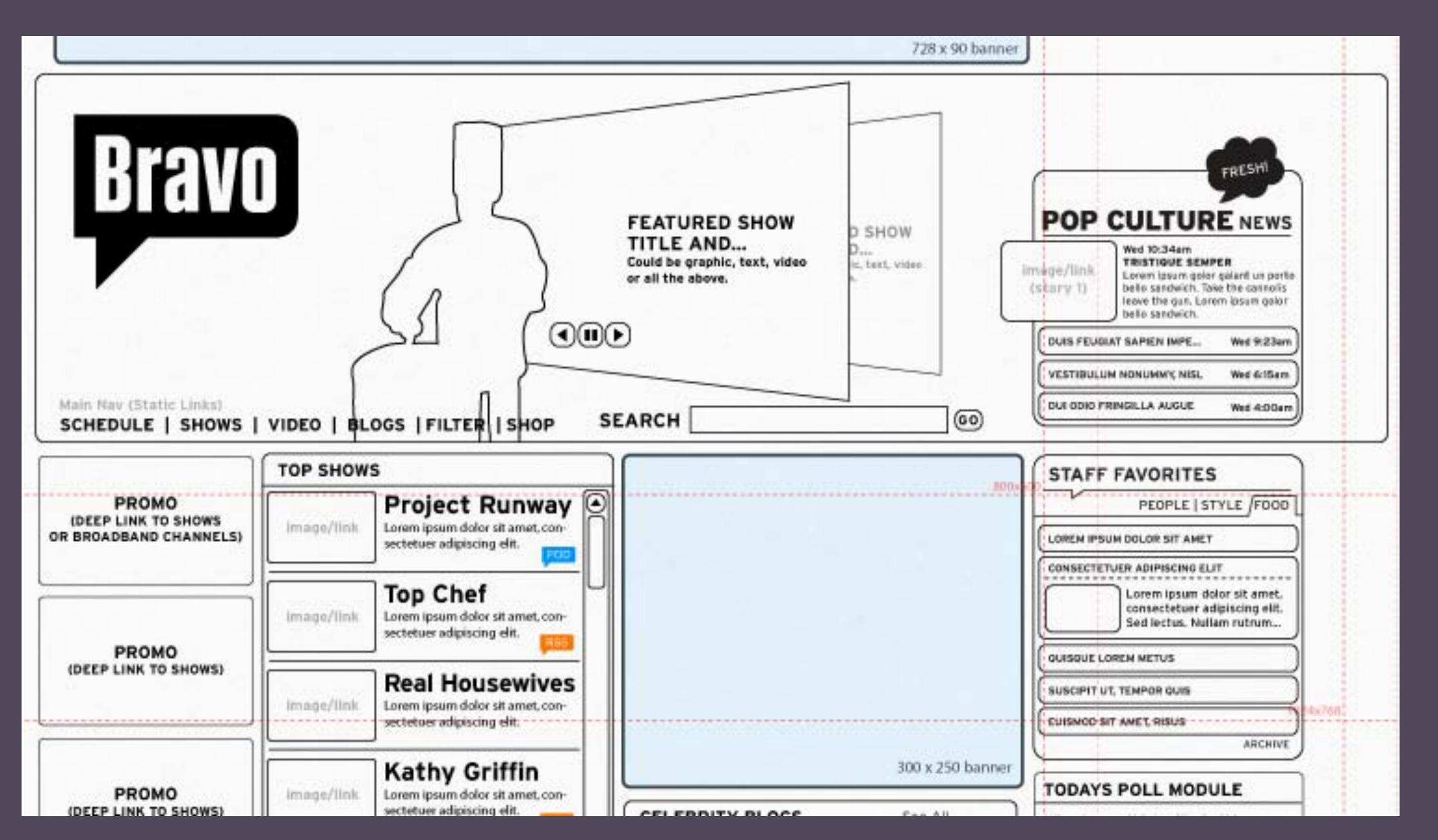


° 2000-2001. Jesse James Garrett http://www.jjg.net/ia/visvocab/



Wireframes





WellstoneAction! our programs

Rotating Banner Feature FIND Programs: i.e. Sheila Wellstone the latest donate now promo (other promos can be added on either left or right side. For instance, a Wellstone Legacy link to the archives?) from the blog Blogpost Title Lorem spram-dolor sit amet, consectetuor adipiscing elit. Maccenas commodo est ac leo. Blogpost Title Lorem iprum dolor sit amet, consectetuor adipiseing elit. Maccenas commodo est ac leo-

contact us // privacy policy

Wireframe for Wellstone Action homepage

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Wireframes for various Wellstone Action internal pages



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Large Headline Tell us how awesome this website is!

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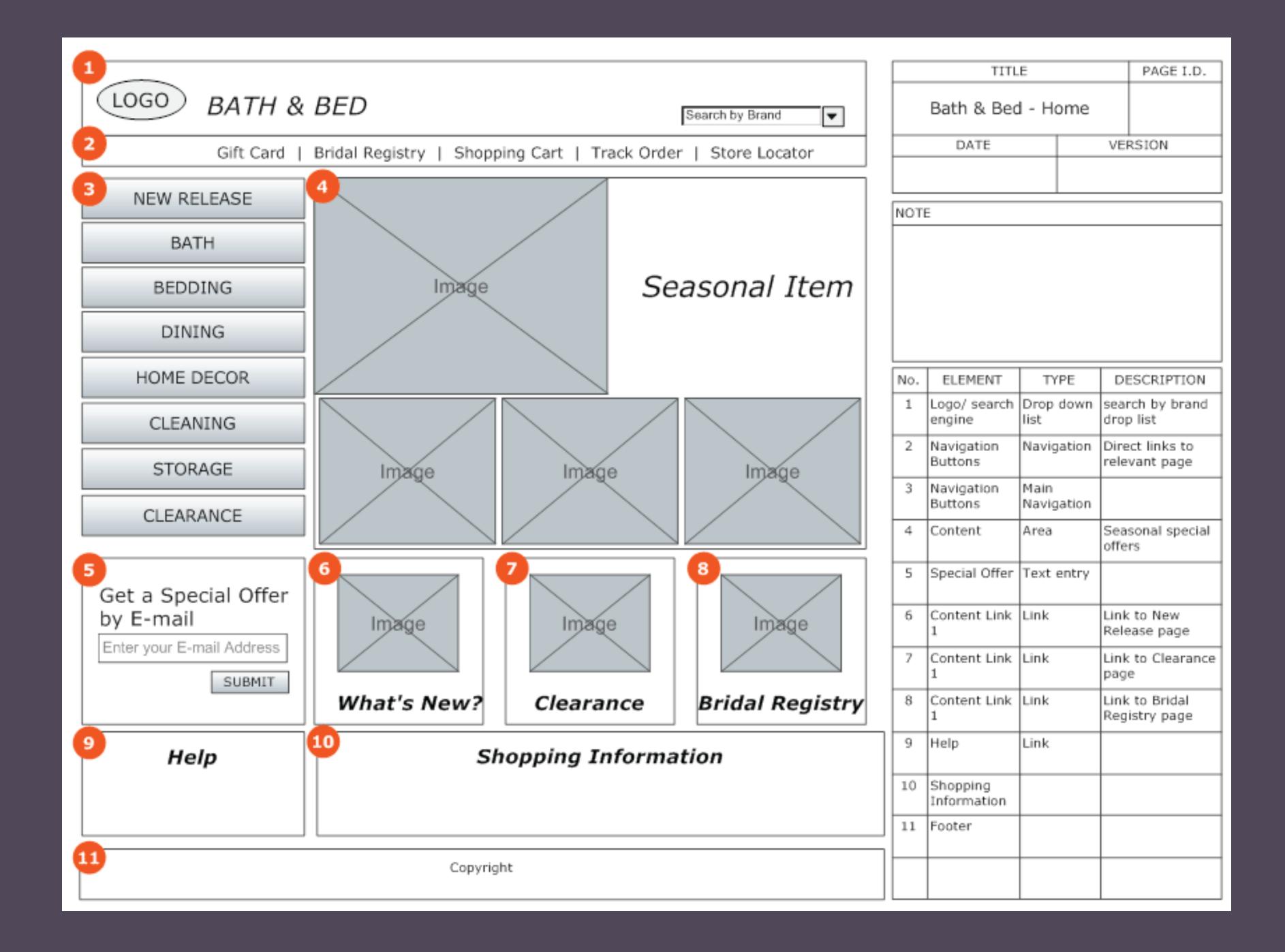
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Album art to be approved by legal



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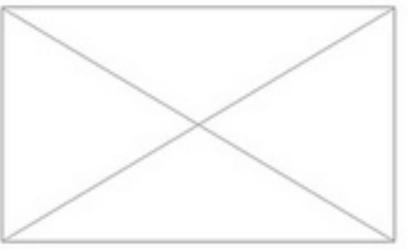
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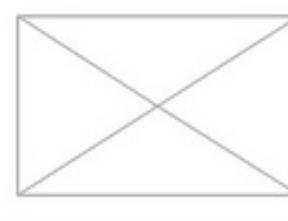


Giant Hello

The Social Network for Kids!



Cool New Games



Farm Ville

Farm Vite is a game where you can farm with your friends





The place where you can be your own boss, run your own fashion boutique, and shop to your heart's content.



What's Hot

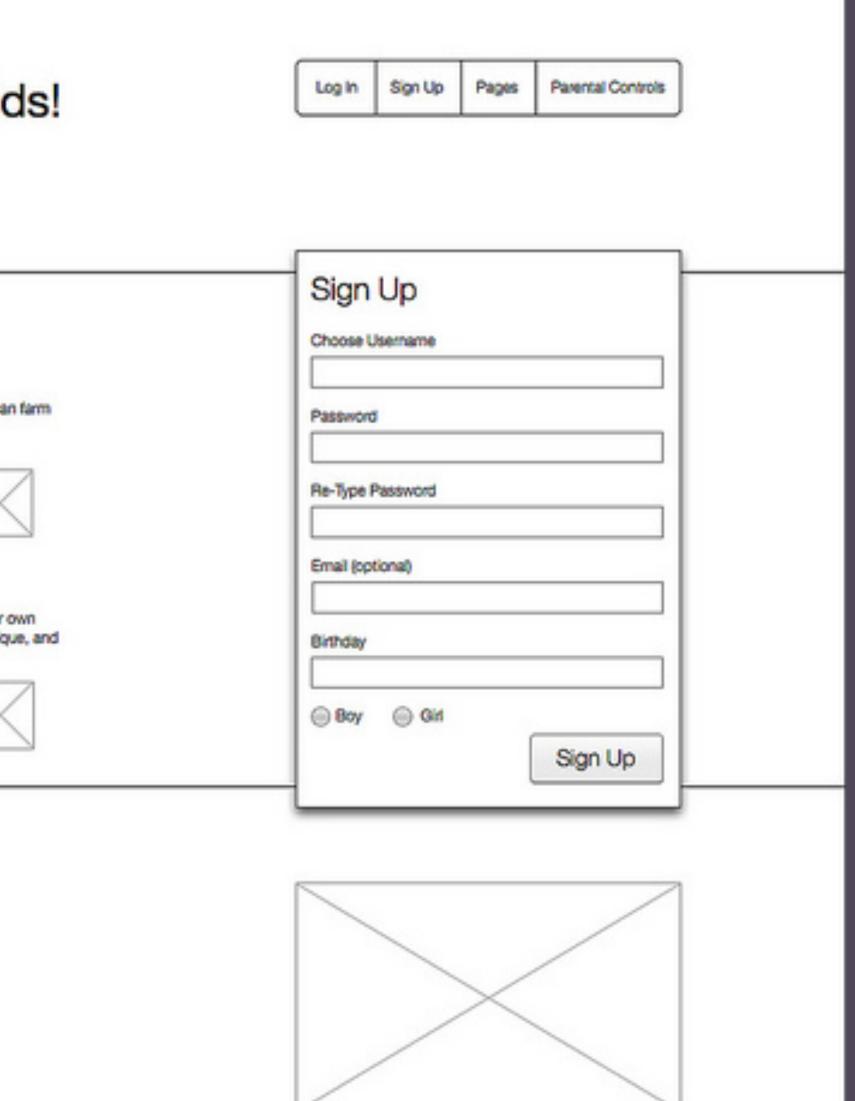
Celebs updates

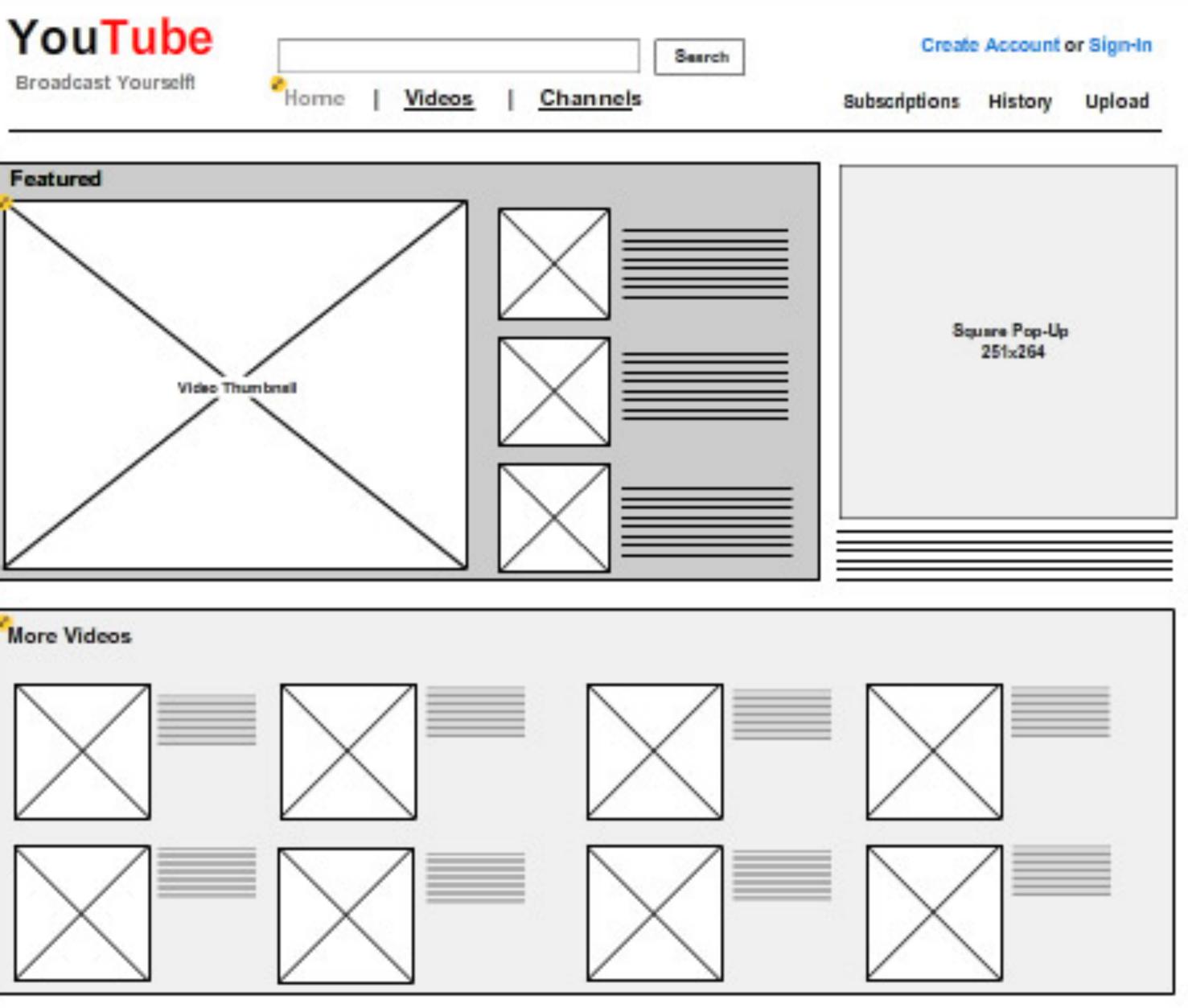
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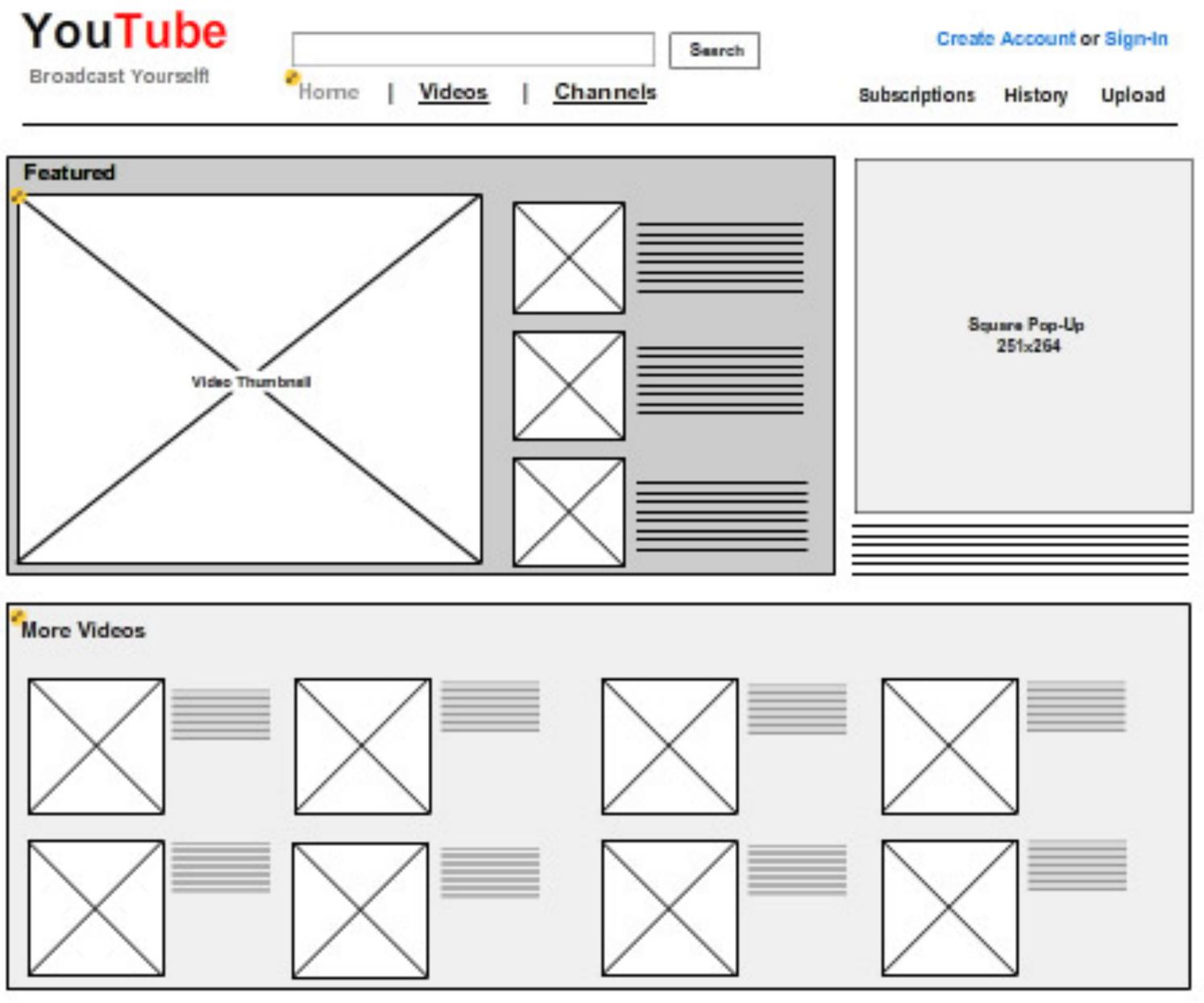
Report Jobs For parents Safety Terms Privacy Cool stuff

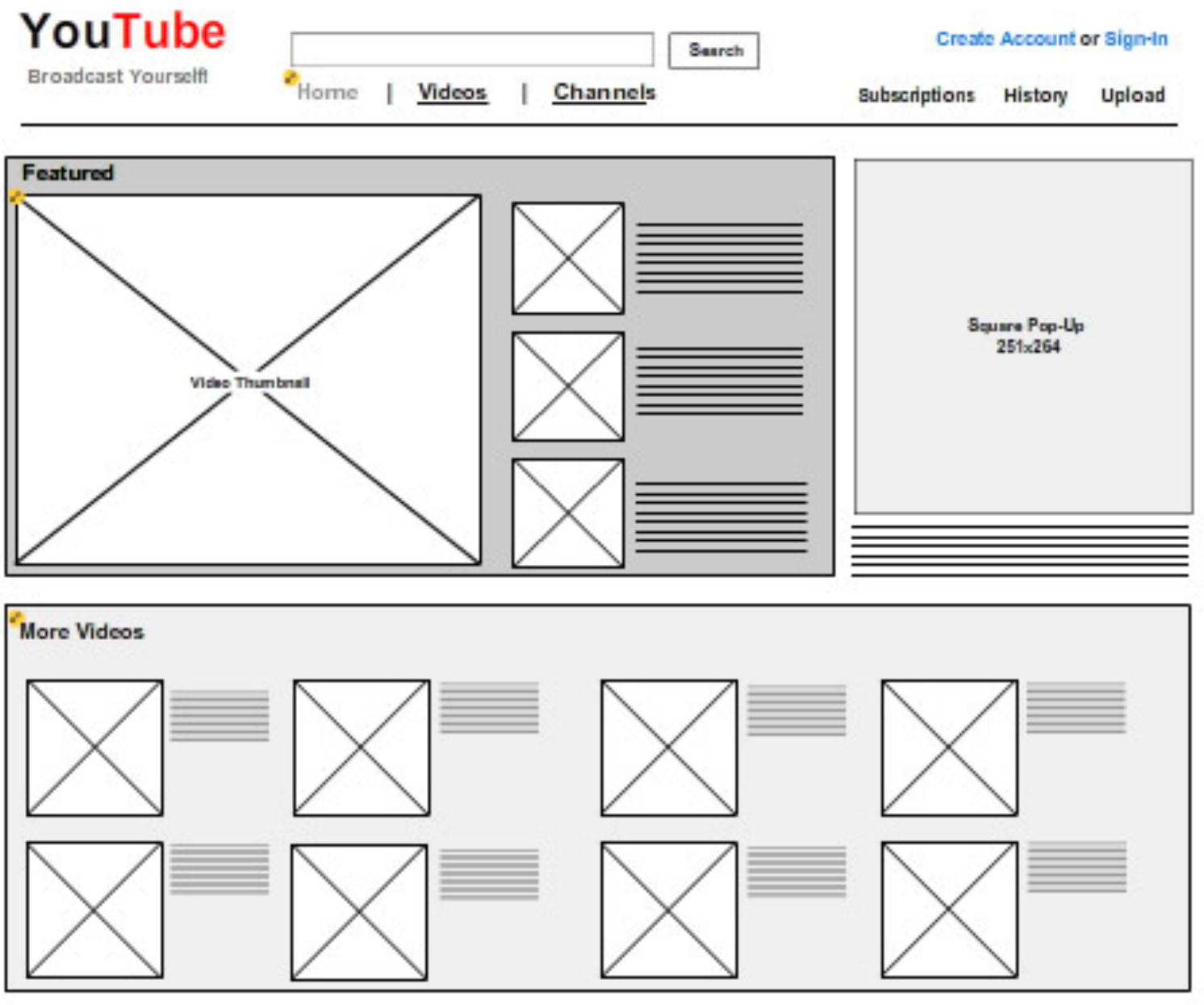
Blog What's Giant Hello? Meet the team Contact us Help API

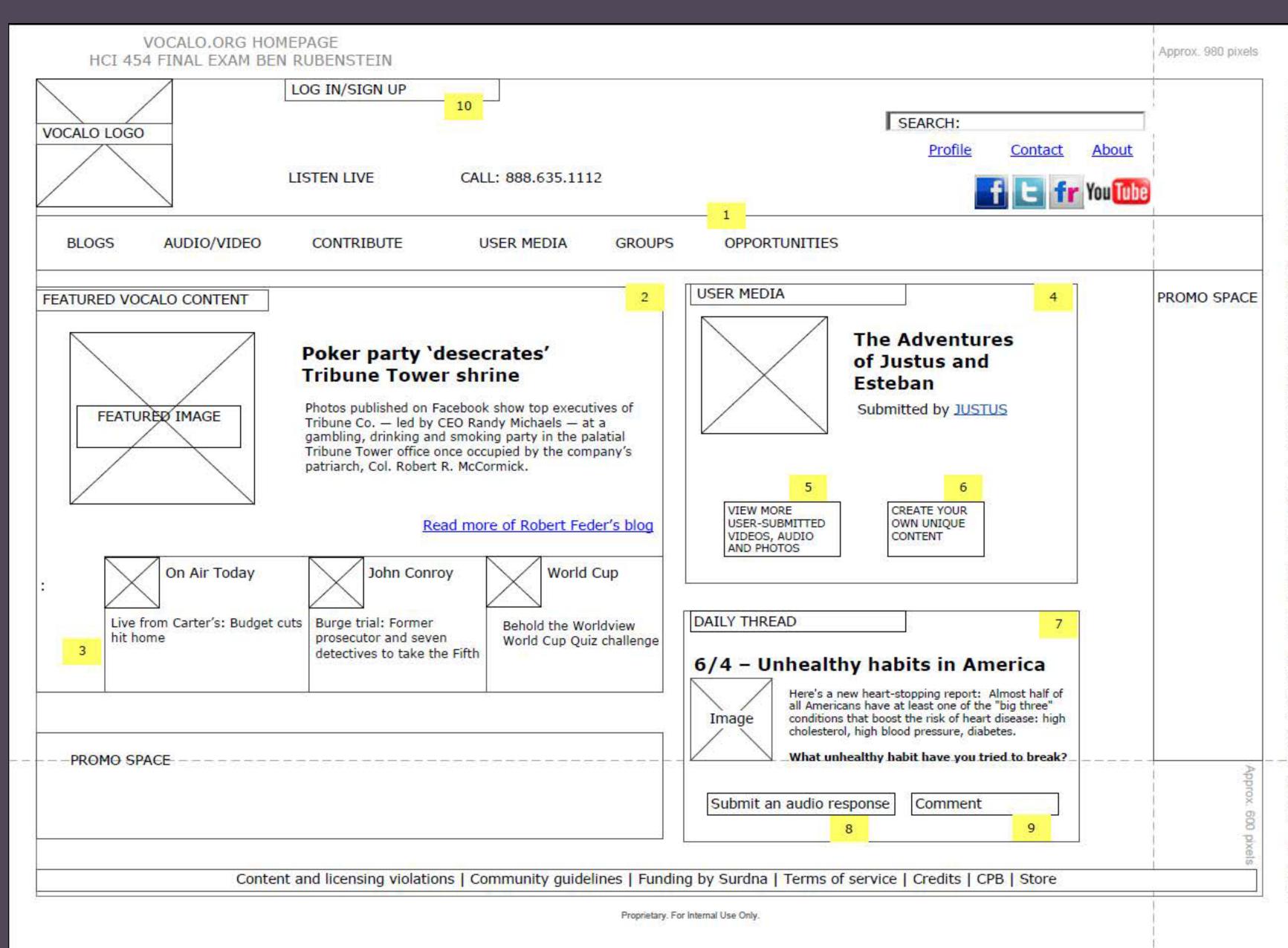
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Sample Page 1

Notes

 Navigation: Menu options have been consolidated and clarified to offer better direction to the user. "Audio/Video" replaces "On Air" (and "Video" link on Blogs page). "Contribute" replaces "Create" - this leads to the page where users can upload content. "User Media" replaces "Explore" - this leads to top/ recently uploaded audio, video and photo content. "Opportunities" replaces "Get Involved" - this leads to all studio hours, internship and event information.

2. Featured Vocalo Content: The biggest area on the homepage will feature the most recently created Vocalo content (blog posts, show playlists, videos, etc.). There will be one featured item with an associated image, title and descriptive paragraph, linking to that particular item or blog.

3. Secondary Content: Below the featured post are three areas to showcase other recent Vocalo content, with small associated images. The titles would link to those items. All of these content areas could rotate out depending on what should be showcased.

4.Featured User Content: "User Media" will feature a single user submission from across the site (chosen by user voting and/or frequency of sharing). This space will include a feature image and title (links to the actual submitted content) and the name of the user who submitted the content (links to user profile).

5.View More: Links to area featuring top/recently uploaded audio, video and photo content (i.e. "User Media" link).

 Create: Links to page where users can upload content (i.e. "Contribute" link).

7. Daily Thread: Content updates daily with a new, news-related topic and a question (see vocalo.org/dailythread for examples). Main content area includes date and title, a featured image and a short description/question.

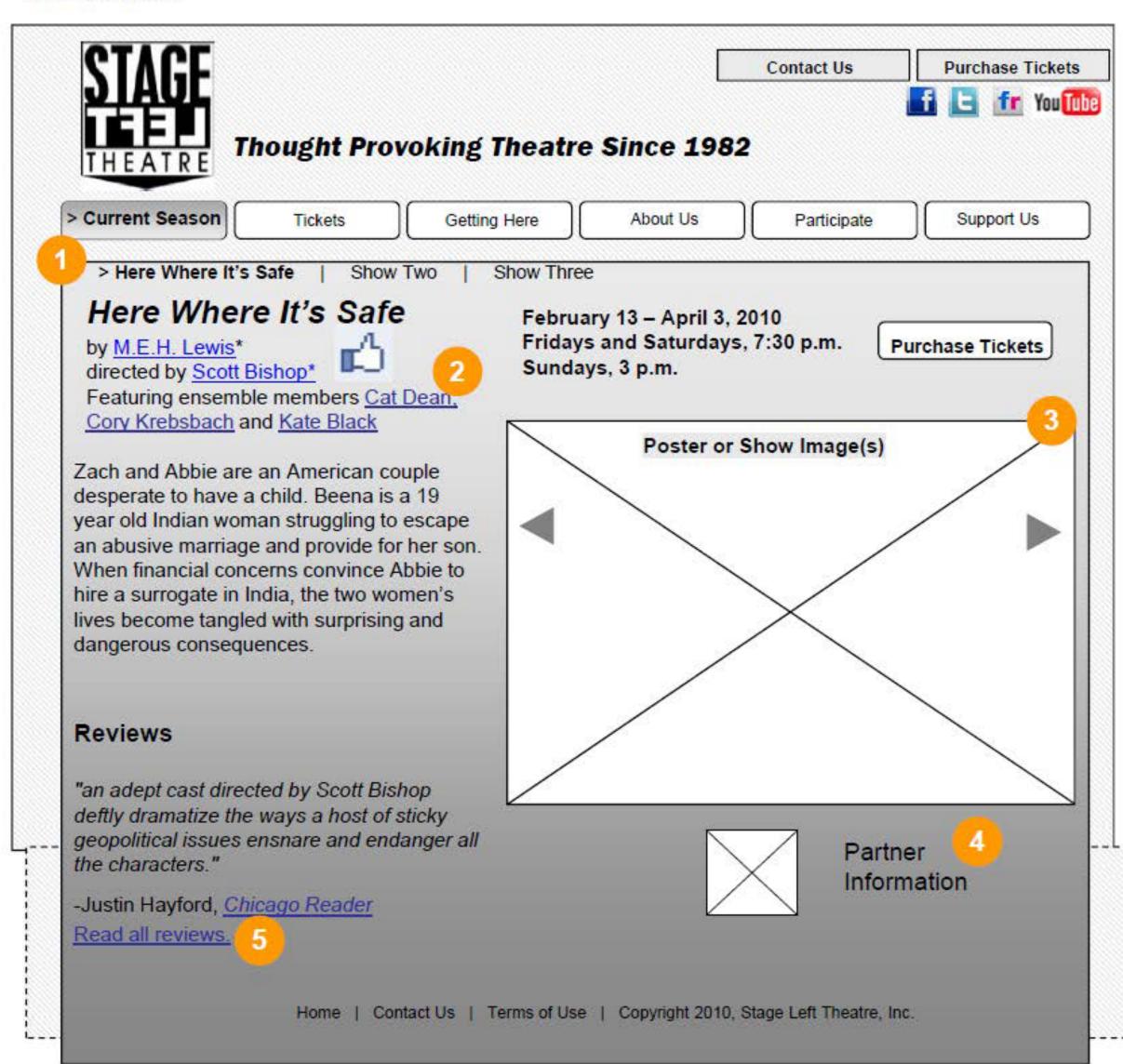
 Submit an audio response: Links to vocalo.org/threadstuff for details on how to record and submit audio.

 Comment. For users who don't want to record audio, this link goes to the comment list for that Daily Thread post, so they can add a text response.

 Utilities: Log In/Sign Up changes to "Log Out" once user is logged in; persistent global search; user profile; contact details; About page (includes staff profiles and FAQ).

6/8/2010

StageLeftTheatre.com – Wireframe: Show Detail Page



Wireframe Notes

- This screen is a wireframe representation of a Show Detail page under the "Current Season" tab.
- Logo is slightly smaller on sub navigation pages and "tabs" are slightly higher in placement affording a bit more "window space" for content..
- User has clicked on "Here Where It's Safe" from the "Current Season" landing page. Sub navigation changes to reflect choice.
 Names of ensemble members are linked to profiles located in the "People" section of "About Us".
- Show images rotate, or user can choose to proceed to the next show image.

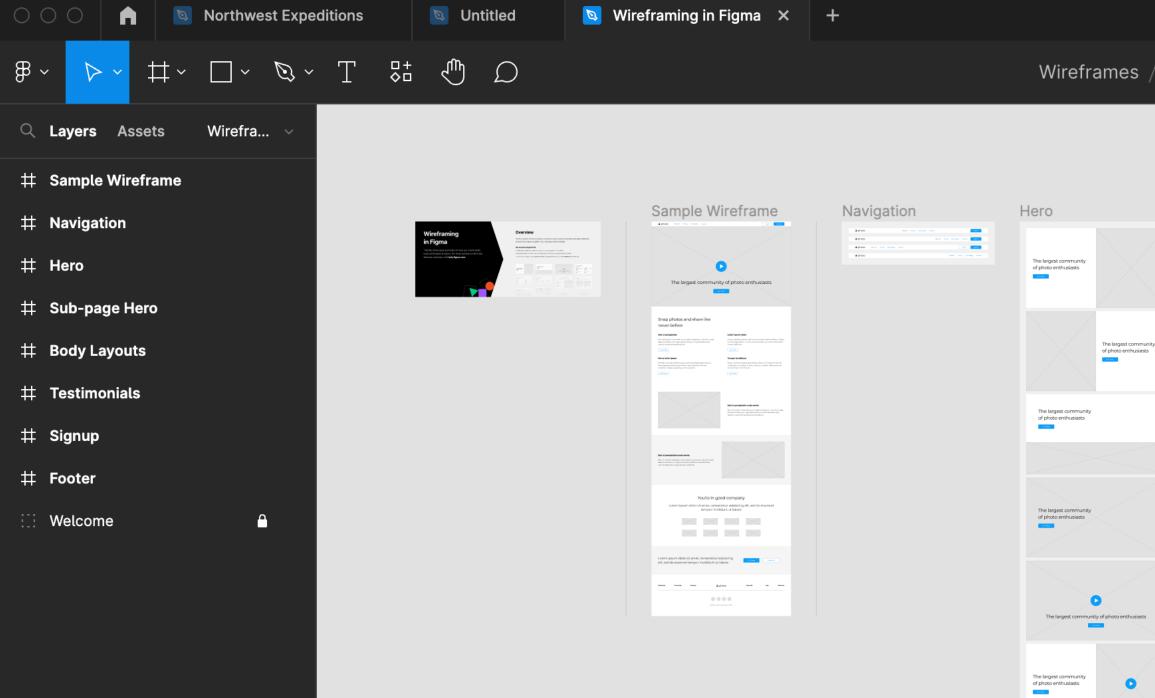
3.

5.

- If a partner organization exists for this show, its logo and name will be displayed here. It could also be used as a promotional space for the Partnership program.
- Only one review is shown, with external link to full review. The "Read all reviews" link at bottom expands this section to show all reviews.

Wireframes in Figma





Sub-page Hero

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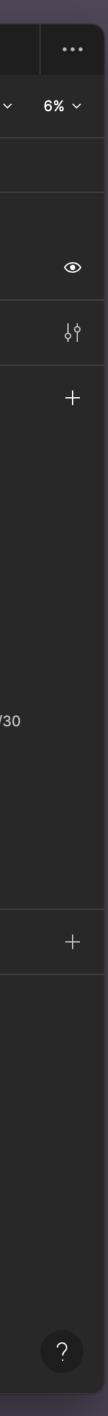
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Ag Body H4 · 24/36
Ag Body P ⋅ 18/30
Ag Body P Small · 14/22
Ag Body Text CTA Btn · 18/30
Ag Body P Large ⋅ 36/50
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The largest commun of photo enthusiasts

The largest community of photo enthusiasts



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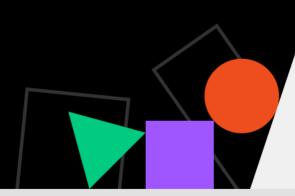
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- \ddagger Sample Wireframe
- # Navigation
- 井 Hero
- # Sub-page Hero
- # Body Layouts
- # Testimonials
- # Signup
- # Footer
- Welcome

Wireframing in Figma

This file showcases examples on how you could easily build wireframes in Figma. For more tutorial content and features overview, visit help.figma.com.

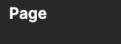


Design Prototype

Share

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Local variables

Overview

This file contains common modular layouts that could be used to assemble web page wireframes. Choose from various navigation, hero, and body content modules.

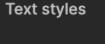
Get started using this file

1. Create a new 1680px wide Frame which will serve as the container for your wireframe.

2. Duplicate a Frame you want to use from the assortment to the right. A sample wireframe is included.

3. Create custom modules using Components already included in this file by going to the Assets panel in the top-left.

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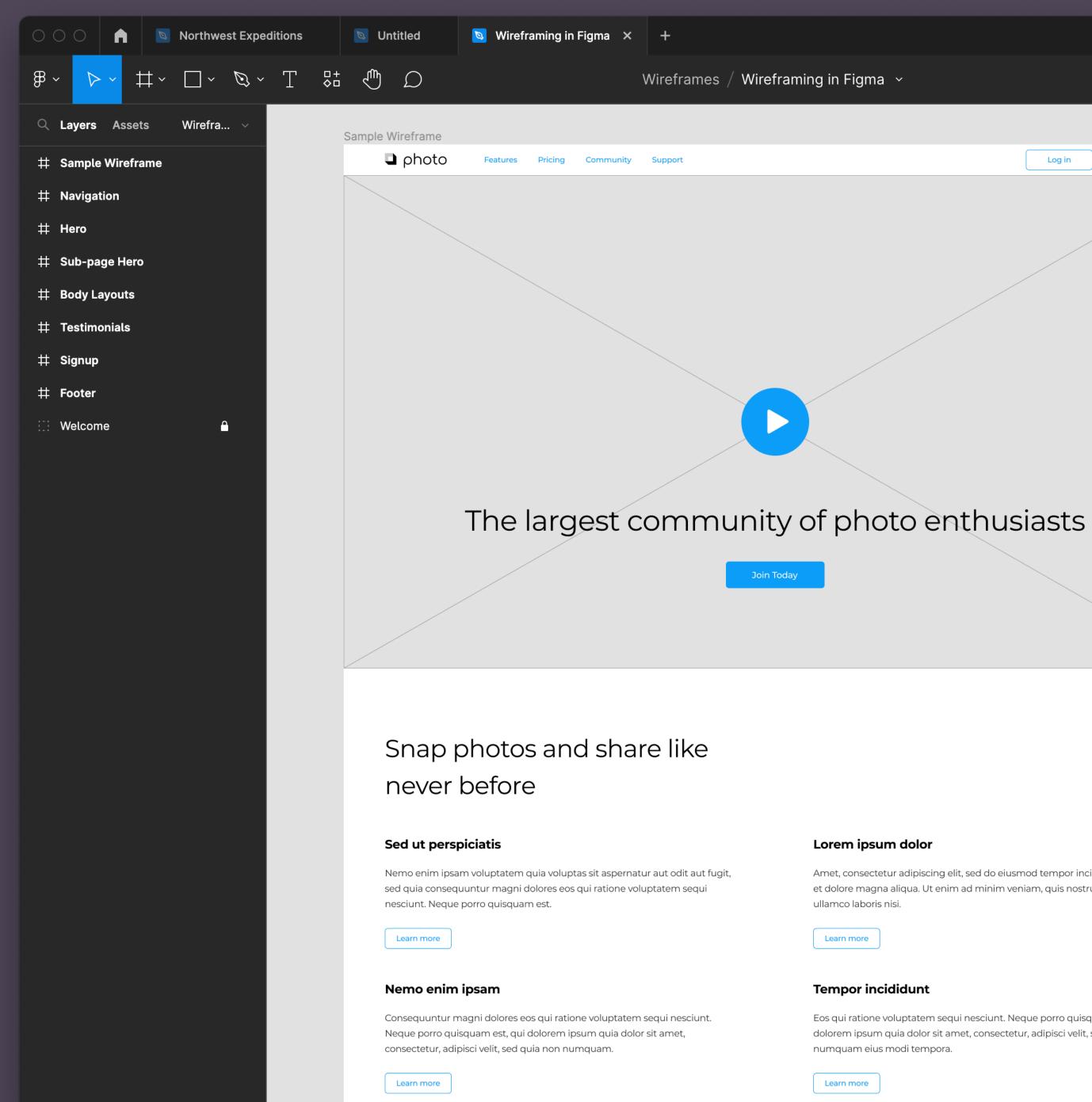
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